

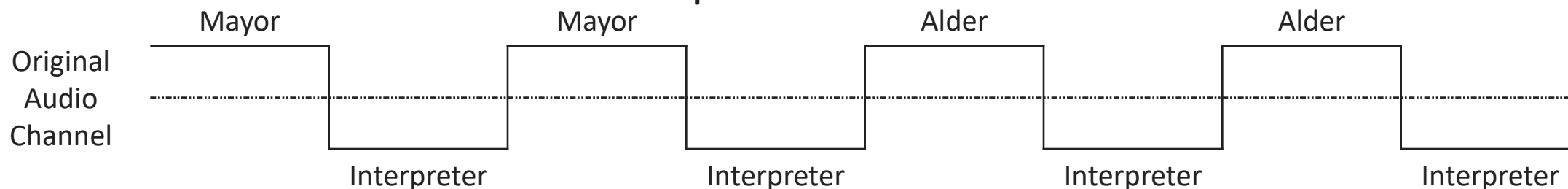


# Zoom Interpretation

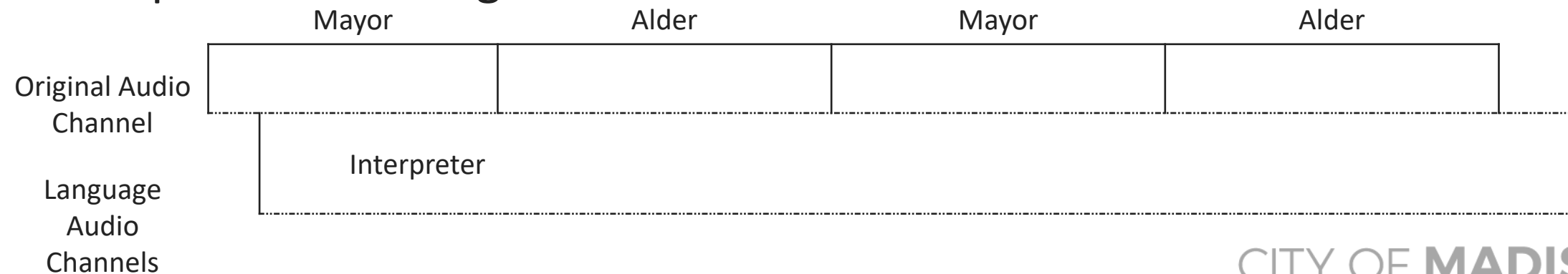
Prepared By: Tanya Anderson & Zach Commons

# Definitions

- **Consecutive interpretation** means the speaker pauses after every few sentences and allows the interpreter to translate.

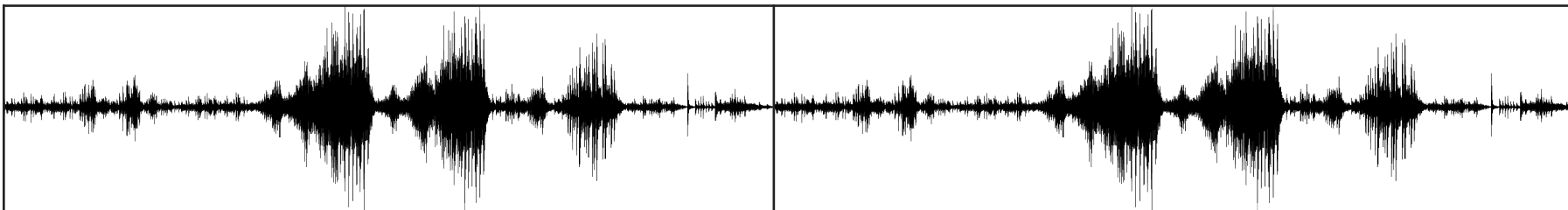


- **Simultaneous interpretation** means the interpreter translates while the speaker is talking.

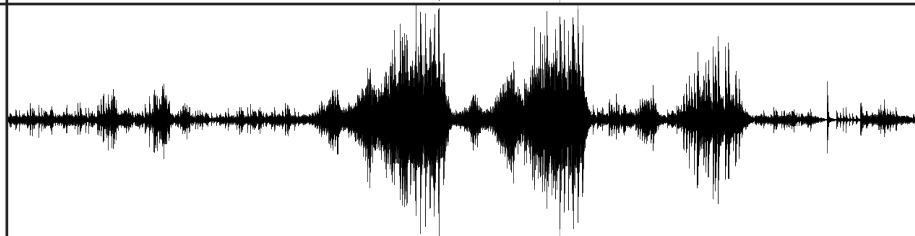


# Simultaneous Interpretation Feature

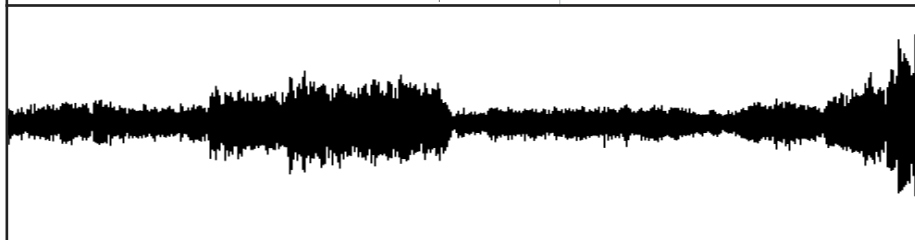
Original Audio



English Audio Channel



Spanish Audio Channel



# How does simultaneous interpretation work in Zoom?

- Interpreters are assigned two languages to interpret between in Zoom.
- Participants **must** select an audio channel other than the original audio channel.
- Interpreters audio can be heard in the audio channel they select.
- Participants can be heard in the original audio channel or in the background of an interpretation channel.
- If an interpreter is not speaking into an audio channel, only the original audio will be heard.

# No Channel Selected


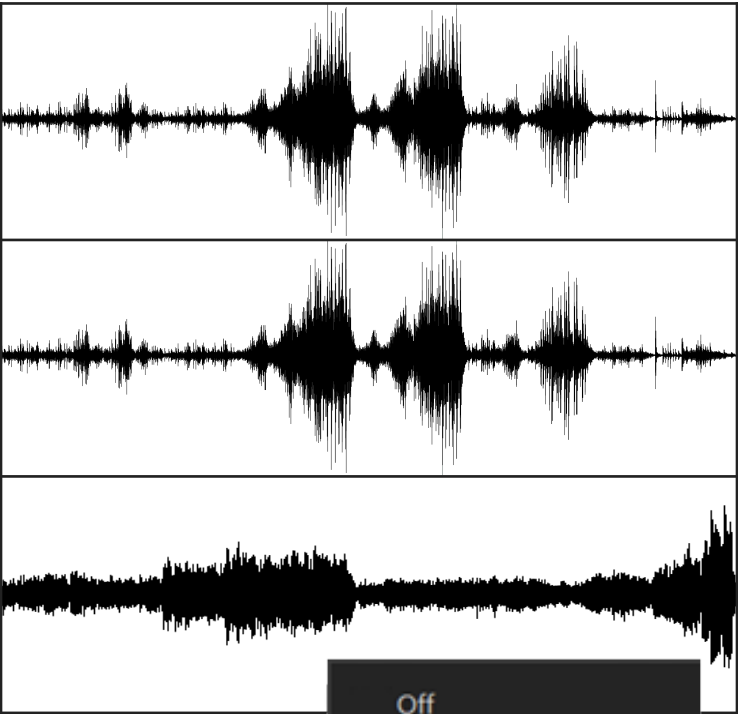


# Select Spanish Channel

Original Audio

English Audio Channel

Spanish Audio Channel



Off

☐ EN English

☒ ES Spanish

Mute Original Audio

# Select English Channel

Original Audio

English Audio Channel

Spanish Audio Channel



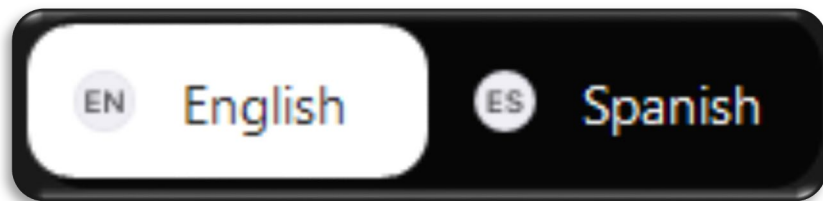
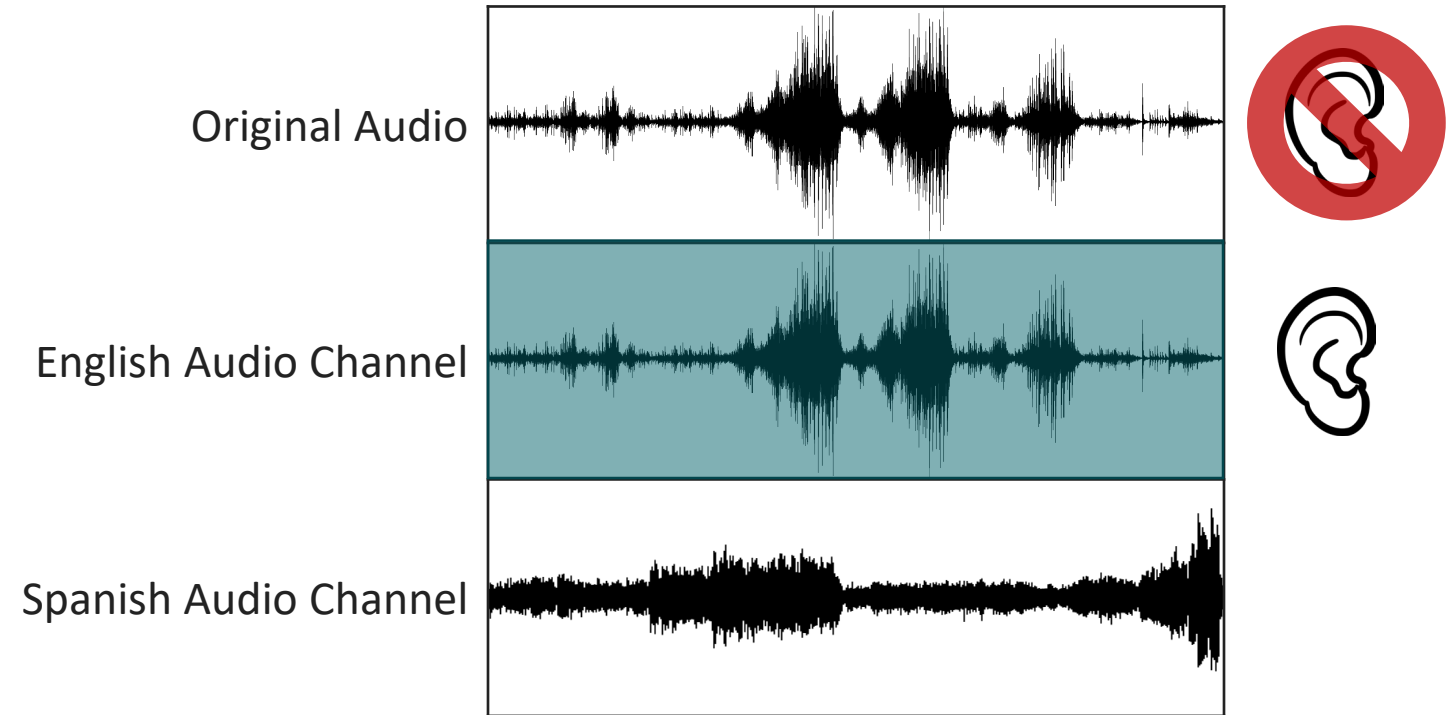
Off

✓  English

 Spanish

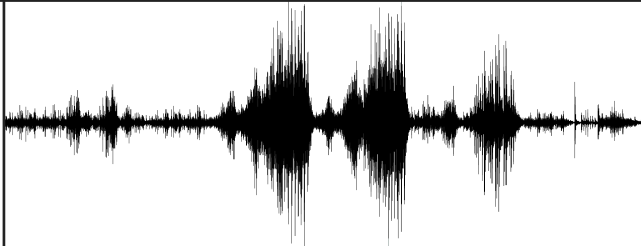
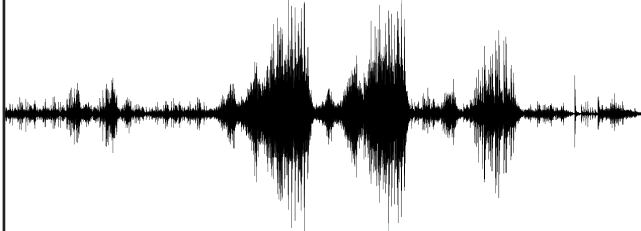

Mute Original Audio

# Interpreter Selects English Channel





# Simultaneous Interpretation Feature

Original Audio	Everyone except Interpreters		Everyone that hasn't picked an interpretation channel The recording (can't change) The Interpreters (default)
English Audio Channel	Interpreters with English selected		Everyone that picked English interpretation channel
Spanish Audio Channel	Interpreters with Spanish selected		Everyone that picked Spanish interpretation channel

# Simultaneous Limitations

- Make sure EVERYONE selects an audio channel other than the original, even if they hear their desired language with interpretation off, in order to hear interpreters.
- The Zoom interpretation feature is not available for:
  - Phone-in participants
  - Breakout rooms
  - Streaming
  - Broadcast
- The feature must be enabled **before** the meeting starts.
- Only the host can initiate and manage the feature.
- Difficult for Interpreters to listen to another language channel.
- **Recordings will only pickup the original audio channel.**
- Recording other audio channels is a labor intensive, manual process if equipment is available.

# Assumptions

- This is a BCC meeting
- There is only public hearing, no other items on agenda.
- All testimony in other languages gets double time limit per ordinance.
- Arrangements for interpreters need to be made with DCR.

# Language Access Rooms

- Located in City-County Building or Madison Municipal Building spaces capable of accommodating language access through interpreters.
- Each room is designated for a specific language.
- Need at least two staff per room – 1 for registration, 1 for facilitation. These staff should be able to communicate with people in the language of that room.
- There will be a 42 second delay for an in-person meeting due to the meeting being streamed.
- Every speaker must register separately.

# Option #1 – 100% In-Person

- Transportation Commission holds the public hearing 100% in-person at Council Chambers, CCB 201, or MMB 215. There is no Zoom component.
- Consecutive interpretation in main room.
- “Language access rooms” are watch only with the hearing streamed and the interpreters would be in-person.
- Only provides English with consecutive interpretation to streaming, broadcast, and recording viewers.

# Option #1 – 100% In-Person

CCB 201 or MMB 215	English Testimony	Spanish Testimony	Consecutive English Interpretation	English Testimony	Hmong Testimony	Consecutive English Interpretation
Spanish Language Room*	Simultaneous Spanish Interpretation			Simultaneous Spanish Interpretation		Simultaneous Spanish Interpretation

\*example only

# Option #2 – 100% Virtual

- Transportation Commission holds its meeting 100% virtually with consecutive interpretation offered in Zoom.
- **Simultaneous interpretation on conference phone lines (not possible to record); or Zoom Interpretation feature w/ the ability to record if resources are available.**

# Option #2 – 100% Virtual

Original Audio	English Testimony	Spanish Testimony	Consecutive English Interpretation	Hmong Testimony	Consecutive English Interpretation
English Language Channel	No interpreters – allow original audio through				
Spanish Audio Channel or Conference Call*	Simultaneous Spanish Interpretation	Original audio heard	Original audio heard	Original audio heard	Simultaneous Spanish Interpretation



# Satellite Rooms for Hybrid

- Located in facilities throughout the City to provide ease of access.
- Requires staff to manage these spaces.
  - Need at least two staff per room – 1 for registration, 1 for facilitation.
  - Staff must have a laptop in those other locations output to large screen.
- If taking testimony from room, every speaker must register separately.
- If someone is called to testify from there, they need to go to laptop (like podium) to testify. No video is available for testimony.

# Option #3 – Hybrid

- CCB 201 would be the primary in-person room, set to the English audio channel.
- “Satellite rooms” are available for residents who would like to participate and/or watch the Zoom meeting without needing their own device. Testimony must be one person at a time per device, no video.
- “Language rooms” are available in MMB and CCB hybrid-capable rooms that will allow for testimony to be provided remotely from those spaces.
- Consecutive interpreters need to be in-person.
- **Simultaneous interpretation on conference phone lines (not possible to record); or Zoom Interpretation w/ ability to record if resources are available.**
- Streaming, Broadcast, and recording are English with consecutive interpretation and no simultaneous other languages (unless using the phone conference).
- Full participation experience for those in Zoom or at the dedicated in-person language rooms.
- Registrants will be harder to identify if they are participating from satellite or language rooms.

# Option #3 – Hybrid

Original Audio	English Testimony	Spanish Testimony	Consecutive English Interpretation	English Testimony	Hmong Testimony	Consecutive English Interpretation
Spanish Audio Channel or Conference Call*	Simultaneous Spanish Interpretation	Original audio heard	Original audio heard	Simultaneous Spanish Interpretation	Original audio heard	Simultaneous Spanish Interpretation
Satellite Location	Original audio heard	Original audio heard	Original audio heard	Single Person comes to Laptop to Testify	Original audio heard	Original audio heard
Spanish Language Room*	Listen to Spanish Channel	Single Person Testify	Original audio heard	Listen to Spanish Channel	Original audio heard	Listen to Spanish Channel

# Matrix of Options

Option	Consecutive English	Simultaneous Language	Satellite Rooms	Language Rooms	Streaming/ Broadcast/ Recording
1: In Person	In Main Room	In Language Room	N/A	Watch only	Original testimony and consecutive interpretation; phone-in interpretation info could be provided on the stream / broadcast
2: Virtual	Yes	Via Phone Conference Call or Zoom Interpretation	N/A	N/A	
3: Hybrid	In Main Room	Via Phone Conference Call or Zoom Interpretation	Testimony Available	Testimony Available in Hybrid Spaces	



Questions?