



STAFF REPORT
10/22/2025

TO: Honorable Mayor and City Council Members

FROM: Jason Stevens, IT Manager

SUBJECT: Authorize the upgrade of translation services agreement with Reliable Translation Services.

STAFF RECOMMENDATION:

Staff recommends that the City Council authorize the upgrade of translation services agreement with Reliable Translation Services to add local on-premise translation for the cities primary City Council meetings and Committee meetings not to exceed \$50,000 per fiscal year.

BACKGROUND:

The City of Coachella's currently utilizes Reliable Translation Services to provide English to Spanish translation services through Zoom remotely. The translation audio is also then embedded into the cities Spanish livestream as well as to the council room Spanish translation in ear monitoring system. Currently there is not a local nor on-premise translation service in order to provide Spanish to English translation in room for when a participant is speaking in Spanish and vice versa.

DISCUSSION/ANALYSIS:

Council directed staff to amend our current services to include on-premise translation services. Working with Reliable Translation Services the previous services agreement was updated to their current rates and on-premise translation was added for City Council meetings, Planning Commission meetings, Parks and Recreation meetings and other meetings as needed however the three noted here are permanently scheduled and committed to meetings. The services agreement also includes rates for written translation services.

ALTERNATIVES:

1. Not authorize this upgraded service level at this time. This would allow for scheduling of on-premise translation but those engagements would not be guaranteed nor scheduled and entirely subject to availability.

FISCAL IMPACT:

Previous yearly expenses have been 2023 = \$37,410.36, 2024 = 34,649.58, 2025 = 30,368.54. Estimated cost for 2025-26 is 37,632 which would be slightly higher than previous years but not significantly. Each individual department budgets for their estimated translation use.