



Granicus Video Captioning

Accessibility and Compliance

Live and automated captioning plus navigable, searchable, downloadable transcripts

Captioning for streaming media is the method of displaying a text version overlay for the spoken words within a video. It helps viewers who are deaf, hard of hearing, or have aural processing delays.

All government agencies, contractors, and partners who receive federal funds must provide captioning for live streaming and broadcast events. This requirement is mandated by Section 508 of the U.S. Rehabilitation Act of 1973 and further supported by federal government guidelines and nationwide changes to state laws instituting similar requirements. Section 504 of the Rehabilitation Act also mandates accessibility for websites and video content provided by most other public entities. Collectively, these are often referred to as the Americans with Disabilities Act, or ADA, requirements. Some states, such as California and Colorado, have additional video streaming requirements that can be met with Granicus Video captioning.

Granicus can help meet your accessibility goals with human or automated captioning for live streaming and broadcast events. For one meeting a month or ten, Granicus Video can provide full-service support with compliant live and automated captioning services.

**Captioning transcripts are unedited text files captured from audibly spoken words in the meeting audio, and do not include non-audio information such as speaker identification or graphic presentations.*



Features

- Meets federal ADA requirements for closed captions
- Meet Level A and Level AA WCAG 2.2 accessibility requirements
- Professional, third-party, hands-free captioning service
- Live or automated options available, plus an audio description option
- Multiple captioning options based type of captioning, desired language(s), and turnaround times
- Available for all video offerings (Self-Managed, Partially-Managed, Fully-Managed)
- No captioning encoder or hardware required
- Billed hourly – customers purchase an annual “bundle” based on their estimated usage; overages are assessed at contract renewal
- Responsive design for mobile devices
- Captioning for TV broadcast
- Captioning of archival videos
- Navigable, searchable, downloadable captioning transcripts
- Responsive support and customer service

Captioning Options

Granicus offers multiple captioning packages that serve nearly every public organization, regardless of budget or size. Selecting the right captioning option is based on your organization's priorities related to captioning type, language(s), accuracy, cost, and turnaround time.

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Live Human	Live Automated (English)	Live Automated (Multi-language)	Post-Meeting Auto (Multi-language)	Post-Meeting Auto Audio Description
Live person, trained, professionals providing captioning in real time during meeting	AI-powered captions for live meetings/events delivered using automated speech recognition (ASR)	- AI-powered captions for live meetings/events delivered using automated speech recognition (ASR) and automated translation - Available in Spanish (other languages to follow later in 2026 and beyond)	- AI-powered captions for on demand meetings/events delivered using automated speech recognition (ASR) and automated translation - Available in 35 languages ranging from Spanish to Bosnian to Arabic	AI-powered automated spoken narration of key visual elements of meetings/events to enhance accessibility for individuals who are blind or have low vision
99% accuracy guaranteed by vendor Highest degree of accuracy	- Generally 85%-95% accuracy - Depends on quality of audio feed - We increase accuracy by providing content	Generally 85%-95% accuracy	Generally 85%-95% accuracy	Precise, professionally-reviewed descriptions to meet compliance standards
Captions appear during the event and are immediately available on the on-demand recording	Captions appear during the event and are immediately available on the on-demand recording	Captions appear during the event and are immediately available on the on-demand recording	Captions appear within 24 hours after ordering	Audio description will appear within 5 days following the order

- ✓ Available for all video offerings (Self-Managed, Partially-Managed, Fully-Managed)
- ✓ No captioning encoder or hardware required
- ✓ WCAG 2.2 AA compliant with post-meeting review
- ✓ Billed hourly – customers purchase an annual "bundle" based on their estimated usage; overages will be billed annually at renewal

*** Even our lowest accuracy rates surpass YouTube's average accuracy (~75%)**

About Granicus: Granicus brings governments closer to the people they serve — driving meaningful change for communities around the globe with comprehensive cloud-based solutions for communications, government website design, meeting and agenda management software, records management, and digital services, Granicus empowers stronger relationships between government and residents across the U.S., U.K., Australia, New Zealand, Canada, Latin America and the Caribbean.