

Council meetings and public hearings that every resident can actually follow.

THE SITUATION

The council meeting is public, minuted and open to anyone. It is also in one language. A growing share of the people it governs — new arrivals, labour migrants, refugees — follow it at perhaps sixty per cent, on the decisions that affect them most directly: schools, housing, zoning, benefits.

So the consultation is technically open and practically closed. And since June 2025 the European Accessibility Act has been in force, putting live captions on the list for public digital services.

WHAT KOINE DOES

Live translation in the chamber and on the webcast	Residents in the public gallery use their own phones; remote viewers get the same lanes in the browser. Nothing to install either way.
Live captions in the original language	For deaf and hard-of-hearing residents, and for anyone following a technical debate. The cheapest output you run, and the one accessibility law names.
Captions on the chamber screen	As a browser source into the existing webcast or display setup.
Speaker attribution	Each contribution attributed, so the record reads as minutes rather than continuous text.
A multilingual public record	Timed transcript per language, correctable before publication, exportable as text or subtitles for the meeting archive.
Deliberate retention	Explicit policy per meeting, and complete deletion on request.

INTERPRETERS FOR ONE HEARING €400–700 per interpreter per day — so most hearings get none	KOINE, EVERY MEETING €4,000 per year, one chamber, every language, captions included
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WHAT IT REPLACES

Interpreters booked per hearing	€400–700 per interpreter per day
A live captioning vendor for the webcast	Per meeting, per hour
Translating the minutes afterwards	Staff time, and always too late to participate
Nothing, which is the usual answer	A consultation that is open on paper

SETTING IT UP

- 1

Take a feed from the chamber’s existing microphone system.
- 2

Set the languages your municipality actually speaks — the system reports what residents select.
- 3

Publish one permanent QR and link for the chamber; it does not change between meetings.
- 4

Clerk or AV staff press start. Captions and the webcast overlay follow the saved defaults.

WHO RUNS IT

The clerk or the chamber’s AV staff, with no per-meeting configuration.

WHO BUYS IT

Communications, the clerk’s office, or an accessibility and inclusion budget.

PRICING

	ONE CHAMBER	AUTHORITY-WIDE
Per year	€4,000–8,000	€10,000–15,000+
Meetings	Unlimited	Unlimited
Languages	Unlimited	Unlimited
Residents	Unlimited	Unlimited
Archive & export	Included	Included, central admin

Per chamber per year. Unlimited residents always — a gallery of six or a webcast audience of six hundred costs the same.

Recommended pricing — not yet available for self-serve purchase.

WHAT TO DEMO

Run a recording of their own last council meeting and hand a councillor a phone in the two languages their largest resident groups speak. Then show the exportable minutes. In this segment the public record carries as much weight as the live translation.

HONEST LIMITS

- Not for legally binding proceedings. Courts, tribunals, asylum interviews, police interviews and anything where a mistranslation affects a person’s rights require certified human interpreters. This is a hard line, not a caveat — do not sell into it.
- Public procurement is slow and usually tender-bound. Enter through a pilot on a single chamber or a committee, and expect a framework conversation.
- Expect a DPA, EU data-residency questions and a security review. As an EEA vendor the residency answer is good; have it written down before the first meeting.
- Machine translation of legal, planning and budget terminology needs a term review. Clerks can correct terms live and before the record is published.
- Connectivity is required in the chamber and the public gallery.