



MEMORANDUM

GOE

AGENDA ITEM NO. 7 (A)

TO: Honorable Chairperson Barbara-Carey Shuler, Ed.D.
and Members, Board of County Commissioners

DATE: September 16, 2003

FROM: George M. Burgess
County Manager

SUBJECT: Improving Multilingual
Access to the County's
Website

In response to Resolution #032035, sponsored by Commissioner Jose "Pepe" Diaz, the following recommendations are proposed to address the request to improve multilingual access to the County's website.

Information currently available on the web in Creole can be accessed via a link on the miamidade.gov home page: <http://miamidade.gov/displaycontent.jsp?contentID=2531>. A similar link will be available for information in Spanish with the release of "Portal 2", an updated version of the miamidade.gov web portal scheduled for launch in early September 2003.

RECOMMENDATION

Additional efforts are underway to increase the amount of information available in Spanish and Creole:

- The departments of e-Government and Communications are working together to create summary pages in Spanish and Creole for each of the 13 BCC sites highlighting key information for each district. This effort should be completed by October 1, 2003.
- The County is piloting a language translation engine on Portal 2 that will translate home page news items and the Office of Emergency Management website into Spanish. The translation engine is not as precise as traditional methods, but a customizable dictionary enabling the addition of key words and phrases will be used to fine-tune the results. A pilot of the OEM site is scheduled for launch in the Fall of 2003. Methodical testing of the error rate and close monitoring of overall performance will take place in the ensuing six months to determine whether the translation engine is adequate for public use.

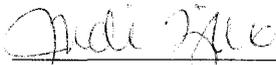
If the pilot is deemed successful, it is recommended that machine translation be expanded to incorporate other web pages for Spanish language translation. (This would not include translation of databases.) Prioritization of information would be based on mandated legislation (elections and emergency preparedness as examples), frequency of use, and direct service delivery need (transit as an example).

An evaluation of the startup costs of translating five web sites (13 BCC, Mayor, Manager, Budget Message, Transit) is included to highlight the budget implications, and advantages/disadvantages of various translation options for Spanish and Creole (Attachment A).

BACKGROUND

The miamidade.gov web portal contains an enormous amount of information, well over 10,000 web pages and access to more than 50 databases. A small percentage of this information currently exists online in the Spanish and Creole languages. Attachment B contains a full listing of information available in each language, but in summary:

- MDPLS and MIA maintain duplicate websites in both English and Spanish (does not include databases);
- The Office of Emergency Management provides hurricane preparedness and emergency assistance information in Spanish and Creole (although navigation to these pages and .pdf files is in English);
- Elections provides sample ballots and absentee ballot request forms in all three languages (navigation to these pages in English);
- Parks has selected information available in Spanish;
- Commission Districts 3 and 6 provide selected information in Spanish.



Chief Information Officer

**Attachment A:
Start-up Costs For Translation of Five Web Areas**

Sample Sites: 13 BCC Sites, Mayor, Manager, Budget Message, Transit

Translation Options:

1. Human Translation Outsourced
2. Full time Creole and Spanish Translator/Publisher employed by MDC
3. Establish Creole Language Machine Translation Pilot
4. Establish French Language Machine Translation Pilot
5. Expand existing Spanish Language Machine Translation Pilot

Option1 - Human Translation Outsourced:

Costs for Creole - \$91,725 one time, \$ 18,345 ongoing.

Costs for Spanish - \$64,500 one time, \$12,900 ongoing.

- Advantages:
 - Translation services purchased as needed
- Disadvantages:
 - Need to maintain mirror site.
 - All pages must be translated even if information will never be accessed.
 - Turnaround time dependent on availability of translator, contract vehicle.

Option 2 - Full time Creole and Spanish Translator/Publisher employed by MDC:

Costs: \$150,000 (1.5 FTE) yearly salaries, \$50,000 ongoing.

- Advantages:
 - Translator has knowledge of the County
 - Available as needed
 - Translators can be accessed for other translation services when not actively updating web sites.
- Disadvantages:
 - FTE salary must be paid regardless of workload

Option3 - Establish Creole Language Machine Translation Pilot:

Costs: \$1,000,000,000 startup estimated one time, \$4,400 ongoing.

- Advantages:
 - Only 1 version of the web site is maintained
 - May be able to partner with Walt Disney Corporation to split costs.
- Disadvantages:
 - Not currently available, must be developed
 - Not as accurate as human translation

Option4 - Establish French Language Machine Translation Pilot:

Costs: \$242,000 one time, \$4,400 ongoing.

- Advantages:
 - Only 1 version of the web site is maintained
- Disadvantages:
 - Not the full Haitian Creole language

- Not as accurate as human translation

Option5 - Expand existing Machine Translation Pilot:

- Costs: \$22,000 one time, \$4,400 ongoing.
- Advantages:
 - Pilot project already started
 - Only 1 version of the web site is maintained
- Disadvantages:
 - Not as accurate as human translation

Attachment B: Existing Web Pages in Spanish and Creole

Language	Website	Agency or Organization	Service Provided	URL	pdf
Spanish Creole	Emergency Evacuation Assistance Program Application	Emergency Management	Application for assistance in Emergency evacuation for persons with special needs	http://www.co.miami-dade.fl.us/oem/EEAP_app_Espanol.htm	
Spanish	Airport	Airport	MIA, Airline Contact Numbers, Parking, Security Check-in info	http://www.co.miami-dade.fl.us/oem/EEAP_app_Kreyol.htm	
Spanish	Library	MDPLS	Library site is translated (duplicate site)	http://www.miami-airport.com/html/miattravels/spanish.html	
Spanish	district03 parks	Barbara Carey-Shuler Parks	biography	http://www.co.miami-dade.fl.us/district03/s_biography.asp	
Spanish		Parks	Parks info	http://www.co.miami-dade.fl.us/parks/espanol.htm	
Spanish		Summer Camps	Summer Camps	http://www.co.miami-dade.fl.us/parks/summercamps_esp.htm	
Spanish	Links to pdfs	Emergency Management	Application for Project Impact	http://www.co.miami-dade.fl.us/oem/residential_shuts.htm	http://www.co.miami-dade.fl.us/oem/pdfs/Shuttering_Application_span.pdf
Spanish	Hurricane Shutter Application	Emergency Management	Residential Shuttering Program (PDF)		http://www.co.miami-dade.fl.us/oem/pdfs/Shuttering_Application_kreyol.pdf
Creole	Hurricane Preparedness Brochure	Emergency Management	Provides information on hurricane preparedness (PDF)	http://www.co.miami-dade.fl.us/oem/lets_prepare.htm#letsprep	http://www.co.miami-dade.fl.us/oem/pdfs/hurricane-brochure-spanish-2003.pdf
Spanish	How to Request an Absentee Ballot	Elections Department	Guidelines on submitting an absentee ballot (PDF)	http://www.co.miami-dade.fl.us/oem/lets_prepare.htm#letsprep	http://elections.miamidade.gov/absentee_ballot_how_to_sp.pdf
Creole	Absentee Ballot Request Form	Elections Department	Downloadable ballot request form (PDF)	http://elections.miamidade.gov/how_to_request_ab-es.asp	http://elections.miamidade.gov/absentee_ballot_request_cr.pdf
Spanish	Absentee Ballot Request Policy	Elections Department	Outlines rules for casting absentee ballots	http://elections.miamidade.gov/abrp-sp.asp	http://elections.miamidade.gov/absentee_ballot_request_cr.pdf
Spanish	Elections Sample Ballots	Elections Department	Sample ballots for upcoming elections	http://elections.miamidade.gov/index.asp	http://elections.miamidade.gov/absentee_ballot_request_sp.pdf
Spanish	IRP	IRP	Info brochure (pdf) link	http://www.co.miami-dade.fl.us/irp/publications.asp	http://www.co.miami-dade.fl.us/irp/Library/IRP_brochure_spanish.pdf
Spanish	district06 csd	Rebecca Sosa Consumer Services	newsletters	http://www.co.miami-dade.fl.us/district06/espanol.asp	
Spanish			posting of a notice in 3 languages	http://www.co.miami-dade.fl.us/csd/motor_vehicle_repair.asp	http://www.co.miami-dade.fl.us/csd/pdfs/sign.pdf
Spanish	Press Releases	Transit Agency	Provides information on Transit happenings	http://www.co.miami-dade.fl.us/transit/press/info.htm	
Spanish	Press Releases	Traffic Relief	Provides information on Transit happenings	http://www.trafficrelief.com/Press/info.htm	
Spanish	district03 district05	Barbara Carey-Shuler Bruno Barreiro	Some press releases	http://www.co.miami-dade.fl.us/district03/press/index.asp?year=2003&web=district03	
Spanish	"Espanol" Phones	DPM	Some press releases	http://www.co.miami-dade.fl.us/district03/press/index.asp?year=2003&web=district05	
Spanish	Procurement	Inspector General	right column offers phone numbers for "Espanol"	http://www.co.miami-dade.fl.us/dpm/	
Spanish	OIG		offers phone number for "Espanol"	http://www.miamioaig.org/	

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