Buyer's Guide:
AI Tools for Meeting Transcription

This guide is for informational purposes only. FLC does not endorse or certify any specific vendor. Cities should evaluate tools for compliance with Florida law and local policies.

In cities across Florida, accurate meeting records are essential for transparency, compliance, and community trust. Whether it's a city commission meeting, workshop, or departmental roundtable, AI-powered transcription tools can help capture, summarize, and share what was discussed. These tools can streamline documentation, reduce staff workload, and support public records compliance — but each platform has its strengths and limitations.

Below is an overview of seven popular AI transcription tools that municipalities might consider.

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Otter.ai

Core Features: Real-time transcription, speaker identification, AI meeting summaries, automated slide capture (inserts shared slides into the notes), mobile apps

Integrations: Zoom, Google Meet, Microsoft Teams; connects via calendar to auto-join meetings

Municipal Considerations: Exports and collaborative notes can help public-records workflows; accuracy depends on audio quality and multi-speaker conditions—ensure chamber mics are adequate and review before release.

Fireflies.ai

Core Features: Meeting bot that joins calls, searchable transcripts, AI summaries, topic/keyword analysis, speaker identification, 100+ supported languages

Integrations: Zoom, Microsoft Teams, Google Meet; connects with many apps (e.g., Slack/CRM) via native and marketplace integrations

Municipal Considerations: Security/compliance attested (SOC 2 Type II, GDPR, HIPAA). Confirm retention settings and export formats meet records requirements.

Fathom

Core Features: Auto-transcription and AI summaries; searchable meeting history; highlights/action items

Integrations: Works with Zoom, Google Meet, and Microsoft Teams (desktop app + extension); help articles cover Meet and Teams specifically

Municipal Considerations: Designed broadly for business use; confirm it fits your public-records export/retention needs and note that it's focused on online meetings (not in-person capture).

Notta (Airgram → Notta)

Core Features: Real-time/recorded transcription, editing, and AI summaries; monolingual transcription in **58 languages**; translation options

Integrations: Salesforce, Slack, Zapier, and more (varies by plan)

Municipal Considerations: SOC 2 Type II and GDPR; exports in common formats (TXT/Word/PDF/SRT) are supported — useful for records release.

Avoma

Core Features: Full meeting-lifecycle assistant with AI notes/summaries, coaching insights, and **multi-language transcription**

Integrations: 30+ native integrations across conferencing, CRMs, and collaboration tools

Municipal Considerations: SOC 2 Type II; robust but heavier-weight — cities should confirm necessity vs. simpler notetakers.

Supernormal

Core Features: Automated meeting notes with transcript, summary, and action items; works natively with Google Meet and via marketplace integrations for others

Integrations: Integrates with Google Meet; can sync notes to Notion, Asana, Google Docs/Sheets, and more (Zapier/marketplaces)

Municipal Considerations: SOC 2 and GDPR statements are published; verify export formats and retention policies for public-records workflows.

Wordly

Core Features: Live AI translation + captions + transcripts + summaries for meetings/events; suitable for virtual, in-person, or hybrid; supports "dozens of languages" with thousands of language pairs

Integrations: Zoom (app marketplace), Webex, Microsoft Teams, and AV/hybrid setups

Municipal Considerations: Used by local governments; San José reports major increases in Spanish-speaking participation after adopting AI translation.

Considerations

When selecting a transcription tool, city leaders should consider:

- **Public Records Requirements**: How transcripts are stored, accessed, and retained
- **Security and Privacy**: Whether the platform offers government-grade security
- **Accessibility & Language Access:** Live captions; translation (if needed for community access); compatibility with AV and hybrid meetings
- **Integration Needs**: Compatibility with existing meeting platforms or internal systems
- **Budget**: Availability of free plans or nonprofit/government pricing