



Steps to Request Document Translation by City Departments

The City will translate all City related vital documents as needed. Vital documents include written materials that relate to the rights and responsibilities of the constituent. Documents will be translated into languages based on the target demographics of your document. Translation turnaround time is 3-5 business days. For assistance in determining language requests or what qualifies as a vital document please reach out to ispeakatl@atlantaga.gov or **404-831-0149**.

Steps to have a document translated:

- 1. Ensure that the document is in the simplest English form. It is recommended that documents be written at a 5th grade reading level or below;**
- 2. Convert the document into an editable version, example Microsoft word;**
- 3. Email the document to ispeakatl@atlantaga.gov ;**
- 4. Include “translation request” in the subject line;**
- 5. Include the following in the body: Name, department, language you need the document translated into, and date you need the translation by.**

*Currently translations and interpretation services will be paid for by the general fund. Please note the above steps and procedures apply ONLY to City of Atlanta departments. External translations/interpretation services will NOT be provided.