





City of Arts & Innovation

## City of Riverside Administrative Manual

**Effective Date:** 1/1/2019  
**Latest Revision Date:**  
**Next Review Date:** 07/2020  
**Policy Owner(s):** City Clerk  
City Manager, Office of  
Communications

Approved:

  
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Department  
  
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City Manager

### **SUBJECT:**

### **Translation Guidelines**

### **PURPOSE:**

To raise awareness to consider translation of City documents, provide direction on when and what documents to translate into alternate languages, and identify where to find resources to assist with translation.

### **POLICY:**

With the aim of moving in the direction of translating more, if it makes sense, this policy provides criteria to consider when making decisions whether the cost and effort to translate balances with the benefit to the public of the ability to access documents in other languages. For materials translated, always provide follow-up translation resources at the published meeting, phone number, email, website, etc. Always balance the value of translation with the cost and availability of funding.

### **WHAT TO TRANSLATE:**

Always translate, for example

- Life safety, including signage
- Topics of citywide interest
- Calendar
- Crime prevention
- Legal requirement

Consider to translate, for example

- Critical customer communications
- Bilingual event
- Programs and services available citywide
- Outreach to audiences that would benefit from the information while being realistic about resources including staffing and cost

Never translate, for example

- Non-critical information
- Cost-prohibitive production

Consider all communication forms

- Video

- Web pages
- Social media
- Hard copy

**WHO WILL TRANSLATE:**

- Legal requirement – Professional certified translator only
- “Always translate” – Professional certified translator only
- “Consider to translate” – In-house resource
- Look outside your Department for in-house resources

Note: Employees receiving bilingual extra pay may not be qualified translators, nor are they being paid to be.

**STYLE OF TRANSLATION:**

- Legal requirement – Formal (by certified translator)
- “Always translate” – Formal or conversational depending on content
- “Consider to translate” – Formal or conversational depending on content

**TIPS:**

Proactively examine what makes sense to translate

Meet the need without overtaxing resources

Ensure consistency for translation of technical materials

Cite names of project in English, followed by translation

**RESOURCES IN THE HIVE:**

- List of professional certified translators
- List of City employee resources by Department available to review translations (not perform initial translation)
- Glossary of Planning terms
- Office of Communications request for services form – indicate if translation is requested

Distribution: Regular