

Request Services

Use the links below to email our team. When submitting requests, allow 12 business day for processing. Although this can vary due to workload, length and complexity of the request, and interpreter/translator availability. If you have an expedited request, please let us know as soon as possible. Department of Civil Rights Language Access staff will respond within two business days, by cc'ing you on the request to interpretation/translation staff.

We recommend releasing surveys and other public engagement tools in alternate languages on the same date as English versions.

To increase the translation quality and readability, please use plain language in public facing documents. For **plain language assistance**, email lap@cityofmadison.com.

Request Interpretation

- Event title
- Date and duration of event/meeting. Build in time to brief beforehand and debrief afterwards with interpreters. Consider booking 15 minutes before and after.
- Language(s) needed
- Expected number of people
- Exact address where event/meeting will occur or name of virtual platform and the link to attend
- If virtual, whether you are requesting [simultaneous or consecutive](#) interpretation ([see Zoom IT policy](#) PDF)
- Name and phone number of event contact person

- A short description of the meeting
- Please include documents that are relevant to your meeting for the interpreter to prepare (meeting agenda, relevant documents that will be referenced, etc.)

Request Translation

- Name of document
- Language(s) needed
- Attach source document for translation (not PDF) in its final form
- Deadline

Please refer to our [Language Access Plan](#) *PDF* if you would like to learn more about our program and services.

For questions or support, email LAP@cityofmadison.com or call (608) 266-4910.

Was this page helpful to you?

- ☐ Yes ☐ No

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