



# Buyer's Guide:

## AI Translation Tools

*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.*

As Florida's communities become more diverse, municipalities are seeking tools to support inclusive, multilingual communication. AI-powered translation platforms can help cities provide essential information in multiple languages — improving accessibility, trust, and public service delivery.

Below is an overview of four translation platforms that cities might consider.

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### Google Cloud Translation (Advanced)/Vertex AI Translation

**Core Features:** This successor to Google Translation Hub (deprecated June 2025; support ends September 2026) provides enterprise document and text translation in 135+ languages, with glossaries, batch jobs, and optional human-in-the-loop review. Built on Google's neural translation models within Vertex AI, offering scalable Application Programming Interfaces (APIs) and enterprise controls.

**Integrations:** Google Workspace (Docs, Sheets, Drive), CMS platforms, and storage buckets via API

**Municipal Considerations:** If your city currently uses Translation Hub, begin migrating to Cloud Translation – Advanced or Vertex AI Translation. These services provide encryption, logging, and retention configuration consistent with Sunshine Law recordkeeping. The broader Vertex AI platform holds FedRAMP High authorization, making it suitable for government environments.

### Microsoft Translator

**Core Features:** Real-time text, speech, and image translation across 100+ languages. Offers translation via API and is embedded in Microsoft Teams, PowerPoint, Outlook, and Edge.

**Integrations:** Native within the Microsoft 365 suite, with an API for websites and custom apps

**Municipal Considerations:** For maximum privacy, enable No-Trace mode or deploy on-premises containers so that no text or speech data is stored or used for model training. Translator integrates seamlessly with Teams captions and website translation widgets, improving accessibility for multilingual residents while ensuring data remains under municipal control.

## DeepL Pro/Enterprise

**Core Features:** High-accuracy translation for 30+ languages, emphasizing nuance and readability. Supports document translation (Word, PowerPoint, PDFs), tone adjustment, and custom glossaries. Enterprise plans add DeepL Write (AI writing improvement) and DeepL Voice (real-time conversation translation).

**Integrations:** Browser platform and plugins for Windows, Mac, Chrome, and Microsoft Office

**Municipal Considerations:** DeepL's Pro and Enterprise plans ensure text is not stored or used for training without consent and offer optional Bring Your Own Key (BYOK) encryption. Known for its readability and tone accuracy, DeepL is ideal for public-facing materials, official correspondence, or translated website content that requires a polished finish.

## Wordly

**Core Features:** Real-time AI translation, captions, and transcripts for virtual, in-person, and hybrid meetings and events. Supports dozens of languages with thousands of language pairs, allowing residents to follow proceedings in their preferred language.

**Integrations:** Apps for Zoom, Webex, and Microsoft Teams; compatible with in-room AV systems and hybrid conference setups

**Municipal Considerations:** Utilized by governments and nonprofits worldwide, Wordly is ideal for council meetings, workshops, and community forums, helping cities meet both Title VI language-access and ADA communication requirements while reducing interpreter costs.

## **Also Consider**

**Amazon Translate (AWS):** Scalable real-time and batch translation via API. Offers Active Custom Translation for domain-specific accuracy. Ensure your IT team applies the AWS AI-services opt-out policy to prevent data from being used for service improvement.

**Lilt:** Combines AI translation with professional human review. Used in federal and state projects where legal precision is critical (e.g., ballots, ordinances, or code updates). Recommended for vital documents requiring verified accuracy.

When selecting a translation tool, cities should consider:

- **Languages and Accuracy:** Choose a tool that supports the languages most commonly spoken in your community and produces accurate, context-aware translations for those audiences.
- **Public Records Compliance:** Ensure translated documents can be exported, archived, and retained in formats that comply with Florida's Sunshine Laws and public records schedules.
- **Customization and Review:** Prioritize platforms that allow customization with city-specific terminology and offer human review or editing options for important or public-facing materials.
- **Accessibility and Integration:** Select tools that integrate seamlessly with your existing systems (e.g., Microsoft 365, Google Workspace, or your website CMS) and support accessibility features like captions and transcripts when applicable.
- **License Costs:** Compare pricing structures to ensure scalability for your city's size and budget, and check for government discounts available under enterprise or cloud agreements.