

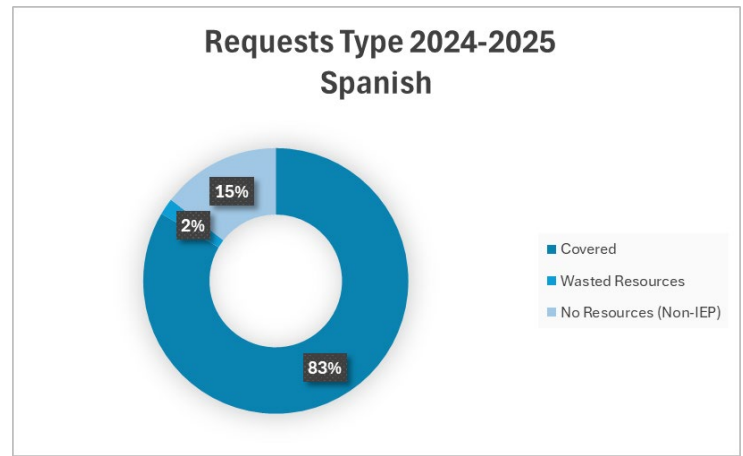
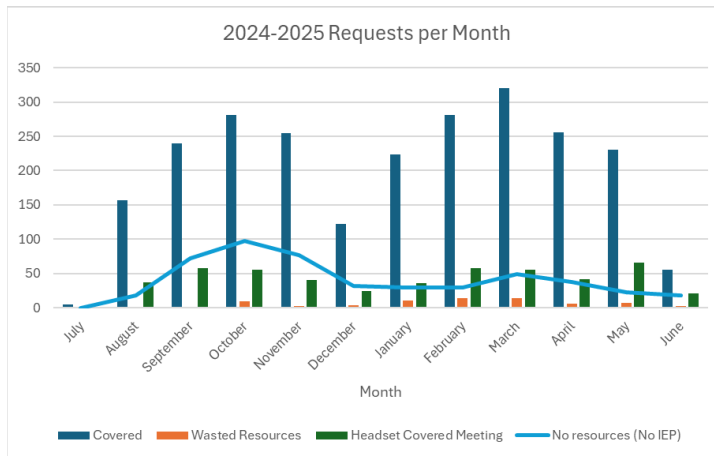
Translations Unit – Year in Review

2024-2025 School Year by the Numbers

Interpretation

Spanish Interpretation Requests 2024-2025

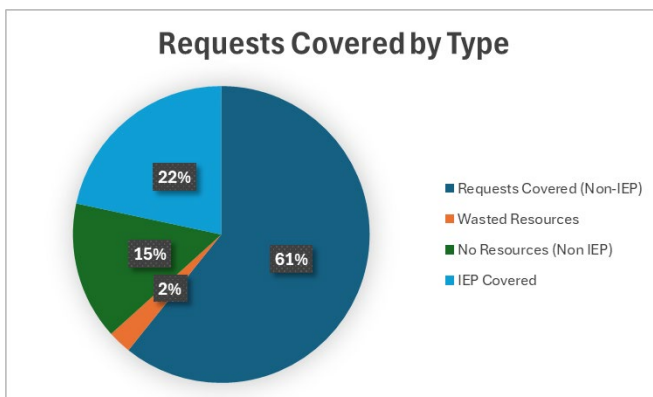
Total Requests	Covered	Wasted Resources	No Resources -Non-IEP	Coverage Rate
3,051	2,546	62	443	85.48%



In the 2024–2025 academic year, TU received a total of 3,051 Spanish interpretation requests (non-IEP), totaling 6,624 hours of live interpretation services across the District. The interpretation coverage rate exceeded 85% in August, February, April, and May—due in part to achieving full staffing after the start of the calendar year. The busiest months were October and March, while December and June saw the lowest demand. The overall Spanish interpretation coverage rate for the year was 85.48%.

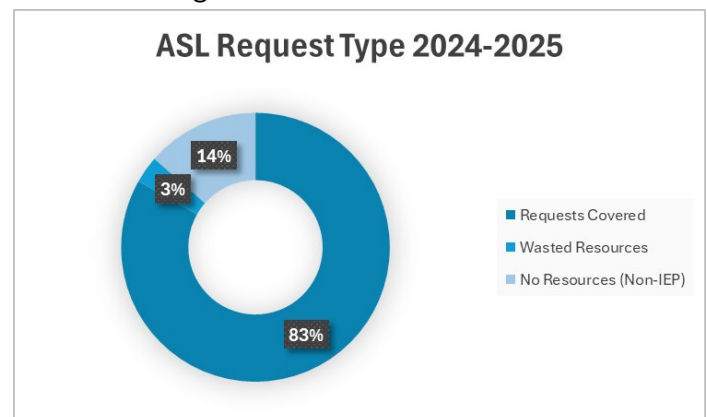
All Interpretation Requests

Total Requests -Non-IEP	Requests Covered	Wasted Resources	No Resources-Non-IEP	IEP Covered	Coverage Rate Non-IEP	Coverage Rate w/ IEP
4,409	3,419	144	846	1218	78.26 %	82.85%



Additionally, it is important to highlight ASL interpretation coverage as it represents a service in high demand. This service is primarily fulfilled by external vendors, with limited support from District ASL personnel. The current coverage rate stands at 86%.

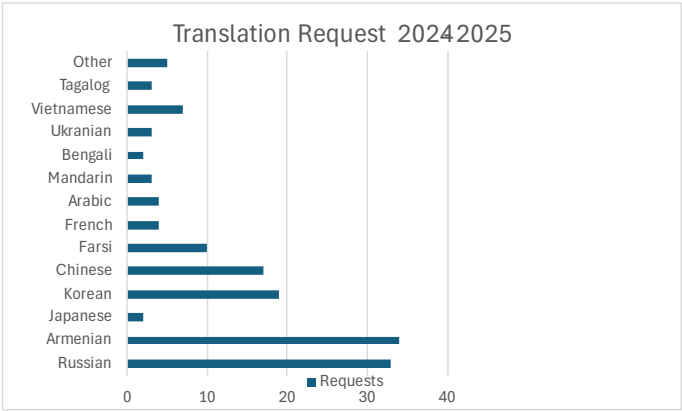
For 2024-25, TU's overall language coverage rate was 78.26%, excluding support for non-IEP meetings. However, as part of our responsibilities includes processing these meetings, the coverage rate increases to 82.85% when the IEP workload is integrated.



Translation

All Translation Requests

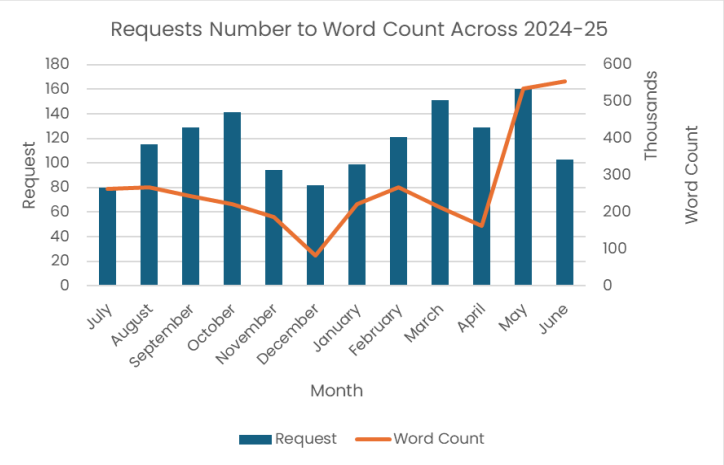
The Translations Unit fulfilled a total of 1,404 translation requests, amounting to over 3.2 million words. Of these, Spanish accounted for 1,115 requests (80%) and 2,533,259 translated words (80%). May and June were the busiest months, with over half a million words requested in each—together representing 33% of the total annual workload.



Requests	Pages	Word Count	Average Pages per Request	Average Words Per Request
1,404	15,575	3,217,768	11	2,330

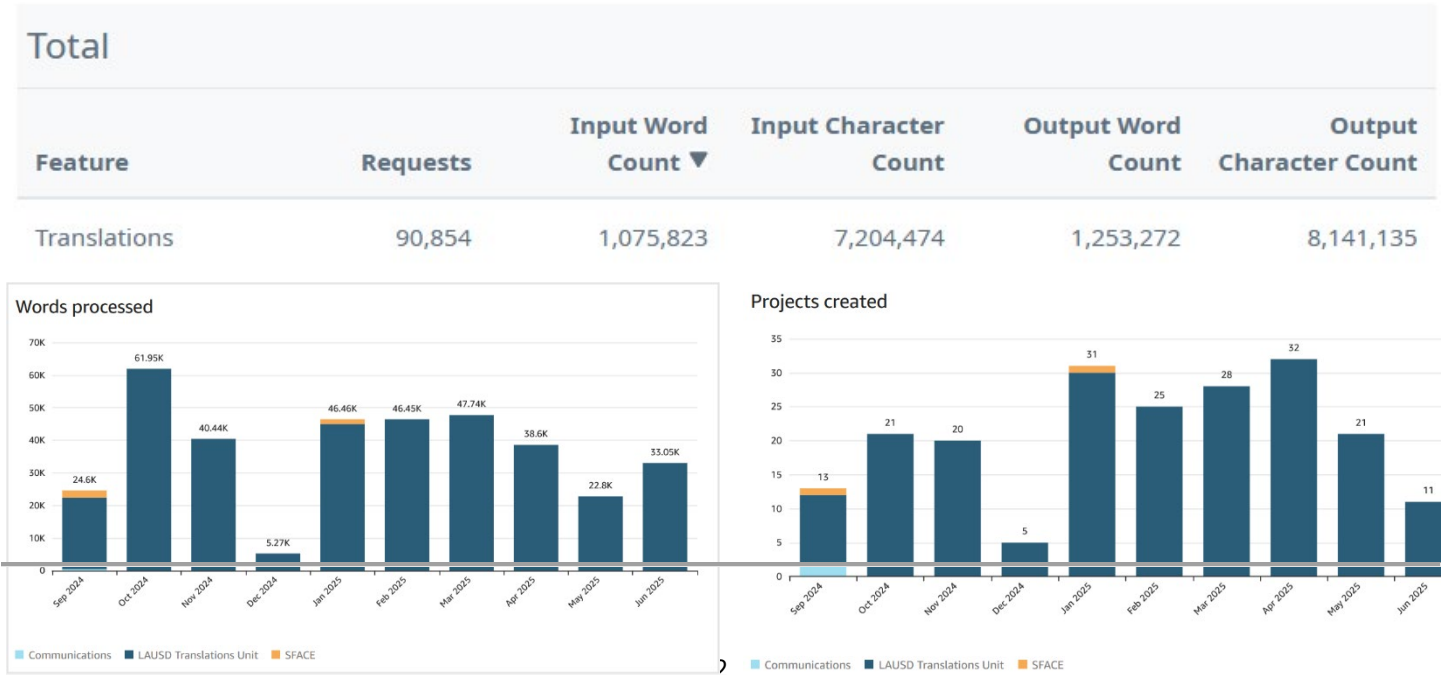
Spanish Translation Requests

Requests	Pages	Word Count	Average Pages per Request	Average Words Per Request
1,115	13,031	2,533,259	12	2,272



Translation Work on CAT Tool

During the 2024-25 school year, TU began using the Trados Teams platform as a CAT tool for translation. While not all documents were processed through the tool it did process 400,000 words through 207 projects created. It is important to note that projects processed on desktop versions of the tool are not included in the counts. However, more accurately the neural machine translation accounts for use outside of Teams. TU leveraged the neural translation machine by querying a little more than 1.5 million words (42% of words requested for Spanish translation) to produce translated content for District documents.



Highlights 2024-2025

- The Translations Unit was honored as an [LAUSD Champion](#) in recognition of its service and dedication to the families of the Los Angeles Unified School District.
- TU Provided services for a total of 7,232 interpretation and translation requests. This volume of work represents more than 12,000 hours of live interpretation and 3.2 million words translated.
 - Interpretation: 12,000 hours of live interpretation is equivalent to 500 complete days of continuous interpretation.
 - Translation: 3.2 million words translated equates to translating approximately 40 novels or speaking non-stop for 200 days.
- TU provided Spanish and ASL live interpretation for all Board meetings/Board committee meetings, as well as Spanish translation of all meeting agendas and presentations.
- In early 2025, TU began working at full staffing capacity, which resulted in a 12% increase in our coverage rate and significantly improved our ability to deliver translated content in a timely manner.
- The Translations Unit transitioned to a new request platform designed to enhance user experience and provide greater functionality for backend users. The updated system offers increased adaptability and customization, with the goal of improving efficiency through automation.
- The Translations Unit is on track to exceed Goal 3B of the Superintendent's Strategic Plan, which focuses on expanding language access for families in languages other than English and Spanish.

Challenges

- American Sign Language (ASL) services continue to present a challenge due the exponential increase in demand for ASL interpretation across the District.
- Due to limited funding for outsourcing translations in languages other than Spanish, the Translations Unit often requests that offices provide funding for specific projects and documents requiring external vendor support.
- Late requests from schools and central offices as well as urgent translation requests frequently disrupt ongoing scheduling, forcing the unit to occasionally cancel/reschedule school level confirmed assignments.
- Even after five years, the continued lack of familiarity with Zoom's interpretation feature among schools and offices hinders the unit's ability to deliver quality services to parents and stakeholders.

What's Next

- Continue providing professional language access services to strengthen engagement with parents and stakeholders.
- Enhance the Spanish terminology and resources available to schools and central offices through the Translations Unit website.
- Establish a stronger partnership with Related Services in Special Education to secure the support of additional District ASL interpreters to assist with Board of Education meetings.
- Strategically monitor the budget throughout the year to ensure resources are allocated to priority areas, prevent reallocation by other departments, and align with District-wide efforts to safeguard against financial uncertainties.
- Accelerate the integration of emerging AI translation capabilities and evolve existing workflows to integrate a centralized clearinghouse of in-house resources and AI tools, enabling faster and more efficient translation through emphasizing use of CAT tools.