

INTERPRETER AND TRANSLATOR SERVICES (ITS)
TELEPHONIC BILINGUAL SERVICES (TBS)
YEARLY STATISTICAL REPORT, 2012

ITS provides in-person interpreting and TBS provides over-the-phone interpreting

LANGUAGE	TBS TOTAL CALLS	ITS TOTAL FILES
Afro-Asiatic Languages (Amharic, Maay, Somali)	2	11
Akan languages (Twi)	2	3
Albanian	6	225
Arabic	20	192
Baltic languages (Lithuanian)	0	8
Bosnian/Croatian/Serbian	11	93
Bulgarian	3	0
Burmese - Karen	6	48
Cambodian	5	29
Cape Verdean/Portuguese Creole	1	16
Chinese Mandarin/Cantonese/Fujianse	70	533
Creole English-based (Guyanese, Jamaican)	0	4
Czech-Slovak	0	37
Finnic languages (Estonian)	0	3
French/French Canadian/Haitian Creole	58	552
Georgian	0	2
German	0	7
Greek	3	40
Hebrew	0	2
Hmong	0	1
Hungarian	0	21
Indigenous languages of Central America (K'iche)	0	2
Indo-Iranian/Indic languages (Bengali, Gujarati, Hindi, Punjabi, Urdu, Pastho, Sinhalese, Nepalese, Telugu, Kurdish, Farsi, Tamil)	62	248
Italian. Italian Sicilian	15	77
Japanese	1	8
Korean	31	116
Laotian	15	84
Malayo-Polynesian (Indonesian-Bahasa, Tagalog, Malay)	2	20
Niger-Congo languages (Ibo, Kirundi, Kru, Soninke, Swahili, Zulu)	3	34
Polish	90	1325
Portuguese	153	1382
Romanian	3	17
Russian	18	226
Spanish	10938	43063
Thai	6	32
Tibetan	1	9
Turkish	11	77
Ukrainian	7	160
Vietnamese	51	308

