

INTERPRETER AND TRANSLATOR SERVICES (ITS)
TELEPHONIC BILINGUAL SERVICES (TBS)
YEARLY STATISTICAL REPORT, 2013

ITS provides in-person language assistance and TBS provides over-the-phone language assistance

LANGUAGE	TBS TOTAL CALLS	ITS TOTAL FILES
Afro-Asiatic Languages (Amharic, Hausa, Maay, Somali, Tigrigna)	7	38
Akan languages (Twi)	4	20
Albanian	32	225
Arabic, Arabic Egyptian, Arabic Moroccan	40	213
Baltic languages (Lithuanian)	1	24
Bosnian/Croatian/Serbian	10	26
Burmese - Karen	6	37
Cambodian, Khmer	4	19
Cape Verdean/Portuguese Creole	3	7
Chinese Mandarin/Cantonese	94	619
Creole English-based (Jamaican, Krio)	1	7
Czech-Slovak	0	12
Finnic languages (Estonian)	0	18
French/French Canadian/Haitian Creole	48	485
Georgian	0	2
German	0	10
Greek	2	32
Hmong	0	2
Hungarian	2	40
Icelandic	0	1
Indigenous languages of Central America (K'iche)	0	2
Indo-Iranian/Indic languages Bengali, Gujarati, Hindi, Punjabi, Urdu, Sinhalese, Nepalese, Koireng, Kurdish, Farsi, Tamil	51	291
Italian, Italian Sicilian	12	54
Japanese	1	4
Korean	26	252
Laotian, Mandingo	12	65
Malayo-Polynesian (Indonesian-Bahasa, Tagalog)	3	20
Niger-Congo languages (Kirundi, Loma, Soninke, Swahili, Wolof, Yoruba, Zulu)	8	56
Polish	145	1190
Portuguese	188	1192
Romanian	1	10
Russian, Russian Georgian	23	189
Spanish	11830	35052
Thai	3	20
Tibetan	0	11
Turkish	19	87
Ukrainian	6	154
Vietnamese	36	215
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