

INTERPRETER AND TRANSLATOR SERVICES (ITS)
TELEPHONIC BILINGUAL SERVICES (TBS)
YEARLY STATISTICAL REPORT, 2014

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,Igbo,Maay,Somali,Tigrigna)	16	43
Akan languages (Twi,Akan)	0	16
Albanian	25	222
Arabic, Arabic Moroccan	29	320
Armenian	1	1
Baltic languages (Latvian, Lithuanian)	0	16
Bosnian/Croatian/Serbian	5	42
Burmese - Karen	2	29
Cambodian, Khmer	7	26
Cape Verdean/Portuguese Creole	25	10
Chinese Mandarin/Cantonese	76	519
Creole English-based (Jamaican, Krio,Mende, Guyanese)	0	9
Czech-Slovak	0	10
Dutch	2	0
Finnic languages (Estonian)		17
French/French Canadian/Haitian Creole	50	545
Georgian	1	12
German	1	9
Greek	8	26
Hebrew	0	4
Hmong	1	0
Hungarian	4	67
Indigenous languages of Central America (K'iche.Quechua)	0	17
Indo-Iranian/Indic languages Bengali,Gujarati,Hindi,Punjabi,Urdu,Sinhalese,Nepalese,Kurdish,Farsi,Sorani,Tamil,Malayalam, Pashto	65	290
Italian, Italian Sicilian	11	67
Japanese	0	7
Korean	26	115
Laotian, Mandingo	5	67
Macedonian	3	2
Malayo-Polynesian (Indonesian,Tagalog)	2	26
Mongolian	2	0
Niger-Congo languages (Kirundi,Swahili,Wolof,Yoruba)	0	27
Polish	129	1124
Portuguese	138	1230
Romanian	4	3
Russian, Russian Georgian	29	224
Spanish	12501	35044
Thai	3	40
Tibetan	0	14
Turkish	10	53
Ukrainian	12	124
Vietnamese	58	214
	13251	40631

TELEPHONIC BILINGUAL SERVICES

YEARLY STATISTICAL REPORT FOR CALENDAR YEAR 2014

BASED ON TOTAL CALLS FOR ALL LANGUAGES

(Over-the-phone language assistance)

LANGUAGE	TOTAL CALLS	TOTAL MINUTES	% OF TOTAL YEARLY CALLS
Spanish	12501	109718	
Portuguese	138	1442	
Polish	129	1584	
Chinese Mandarin	67	872	
Indo-Iranian/Indic Languages (Bengali, Urdu, Farsi, Gujarati, Hindi, Nepalese, Sinhalese)			
French/French Canadian/Haitian Creole			
Arabic			
Vietnamese	58	918	
Albanian			
Korean			
Russian			
Turkish			
Italian			
Laotian			
Bosnian			
Niger-Congo Languages (Swahili)			
Afro-Asiatic Languages (Amharic, Tigrigna)			
Burmese-Karen			
Ukrainian			
Akan (Twi)			
Cambodian			
Malayo-Polynesian Languages (Tagalog)			
Portuguese Creole			
Thai			
Greek			
Hungarian			
Creole English-based (Jamaican)			
Japanese			
Lithuanian			
Romanian			
	12893	114534	0

Average length per call: 8.9 minutes

INTERPRETER AND TRANSLATOR SERVICES
YEARLY STATISTICAL REPORT FOR CALENDAR YEAR 2013
BASED ON TOTAL FILES FOR ALL LANGUAGES

(In-person language assistance)

LANGUAGE	TOTAL FILES	% OF YEARLY TOTALS
Spanish		
Portuguese		
Polish		
Chinese Mandarin/Cantonese		
French/French Canadian/Haitian Creole		
Indo-Iranian/Indic Languages (Bengali, Gujarati, Hindi, Punjabi, Urdu, Sinhalese, Nepalese, Koireng, Kurdish, Farsi, Tamil)		
Korean		
Albanian		
Vietnamese		
Arabic, Arabic Egyptian, Arabic Moroccan		
Russian, Russian Georgian		
Ukrainian		
Turkish		
Laotian		
Niger-Congo Languages (Kirundi, Loma, Soninke, Swahili, Wolof, Yoruba, Zulu)		
Italian/Italian Sicilian		
Hungarian		
Afro-Asiatic Languages (Amharic, Hausa, Maay, Somali, Tigrigna)		
Burmese-Karen		
Greek		
Bosnian/Croatian/Serbian		
Baltic Languages (Lithuanian)		
Thai		
Malayo-Polynesian (Indonesian-Bahasa, Tagalog)		
Akan Languages (Twi)		
Cambodian, Khmer		
Finnic Languages (Estonian)		
Czech-Slovak		
Tibetan		
Romanian		
German		
Cape Verdean/Portuguese Creole		
Creole English-based (Jamaican, Krio)		
Japanese		
Georgian		
Indigenous Languages of Central America (k'iche)		
Hmong		
Icelandic		
	0	0

INTERPRETER AND TRANSLATOR SERVICES
YEARLY STATISTICAL REPORT FOR SPANISH LANGUAGE

JUDICIAL DISTRICT	FILES	% OF TOTAL FILES	EVENTS	% OF TOTAL EVENTS	LEP COUNT	% OF TOTAL LEP COUNT
Ansonia-Milford Judicial District	1099	3.136	2464	3.624	1147	2.938
Danbury Judicial District	3100	8.846	5009	7.368	3314	8.491
Fairfield Judicial District	3658	10.438	8015	11.79	4394	11.258
Hartford Judicial District	4470	12.755	6491	9.548	4127	10.574
Litchfield Judicial District	970	2.767	2890	4.251	1437	3.681
Middlesex Judicial District	627	1.789	1196	1.759	610	1.562
New Britain Judicial District	2788	7.955	4672	6.873	3713	9.513
New Haven Judicial District	5955	16.992	12766	18.78	7755	19.869
New London Judicial District	1739	4.962	3566	5.245	1753	4.491
Stamford-Norwalk Judicial District	6305	17.991	11134	16.379	6357	16.287
Tolland Judicial District	122	0.348	232	0.0341	117	0.299
Waterbury Judicial District	2902	8.281	7209	10.605	3168	8.117
Windham Judicial District	1309	3.735	2332	3.43	1137	2.913
	35044		67976		39029	

Average number of events per file: 1.93