

INTERPRETER AND TRANSLATOR SERVICES
YEARLY STATISTICAL REPORT, 2016

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

LANGUAGE	ITS TOTAL FILES	TBS TOTAL CALLS
Afro-Asiatic Languages (Amharic, Somali, Tigrinya)	26	7
Akan languages (Twi,Akan)	6	1
Albanian	237	22
Arabic, Arabic Moroccan	420	55
Baltic languages (Lithuanian)	6	6
Bosnian/Croatian/Serbian	37	2
Bulgarian	1	1
Burmese - Karen	31	3
Cambodian - Khmer	34	3
Cape Verdean	2	0
Chinese Mandarin/Cantonese	786	89
Creole English-based (Jamaican, Krio)	30	89
Czech-Slovak	15	2
French/French Canadian/Haitian Creole	626	26
Georgian	6	0
German	2	1
Greek	26	2
Hebrew	4	0
Hmong	2	0
Hungarian	19	1
Indigenous languages of Central America (K'iche)	5	0
Indo-Iranian/Indic languages Azerbaijani, Bangladesh, Bengali, Gujarati, Hindi, Punjabi, Urdu, Sinhalese, Nepalese, Kurdish, Farsi, Malayalam, Pashto, Telugu	296	63
Italian	57	7
Japanese	4	0
Korean	136	14
Laotian, Mandingo	46	4
Macedonian	8	3
Malayo-Polynesian (Tagalog, Indonesian, Malay)	27	2
Niger-Congo languages (Kirundi, Kinyarwanda, Swahili, Wolof)	40	25
Polish	661	105
Portuguese	1105	266
Romanian	15	1
Russian	187	52
Spanish	37846	14912
Swedish	1	0
Thai	32	1
Tibetan	34	2
Turkish	62	4
Ukrainian	153	53
Vietnamese	200	35
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