

Language Line Summary
MAY 2016

Language	July-15				Aug-15				Sep-15				Oct-15				Nov-15				Dec-15				Jan-16				Feb-16				Mar-16				Apr-16				May-16				Jun-16				FISCAL Y-T-D JUNE 2016			
	Calls	Minutes	Charges	% of Calls	Calls	Minutes	Charges	% of Calls	Calls	Minutes	Charges	% of Calls	Calls	Minutes	Charges	% of Calls	Calls	Minutes	Charges	% of Calls	Calls	Minutes	Charges	% of Calls	Calls	Minutes	Charges	% of Calls	Calls	Minutes	Charges	% of Calls	Calls	Minutes	Charges	% of Calls	Calls	Minutes	Charges	% of Calls	Calls	Minutes	Charges	% of Calls	Calls	Minutes	Charges	% of Calls				
SPANISH	350	4599	\$3,721.50	97.49%	409	5212	\$4,013.10	95.56%	460	5868	\$4,752.90	97.66%	603	7,102	\$5,920.20	96.63%	496	5,904	\$4,884.30	98.02%	548	6,861	\$5,570.10	97.86%	486	5,859	\$4,848.30	97.98%	603	8,065	\$6,895.80	97.89%	671	9,169	\$7,786.80	97.11%	658	8,442	7246.80	97.77%	784	9,053	\$7,835.40	98.49%	669	8918	\$8,026.20	97.52%	6,737	85,052	\$71,501.40	97.55%
AMHARIC	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	11	\$12.10	0.21%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	11	\$12.10	0.01%
ARABIC	8	48	\$52.80	1.67%	8	182	\$200.20	1.87%	3	36	\$39.60	0.64%	2	22	\$24.20	0.32%	5	110	\$121.00	0.99%	2	6	\$6.60	0.36%	3	41	\$45.10	0.60%	3	43	\$47.30	0.49%	4	109	\$119.90	0.58%	5	62	68.20	0.74%	2	35	\$38.50	0.25%	5	56	\$61.60	0.73%	48	750	\$825.00	0.70%
BURMESE	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	13	\$14.30	0.16%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	7	\$7.70	0.20%	1	10	\$11.00	0.16%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	3	30	\$33.00	0.04%
FRENCH	0	0	\$0.00	0.00%	1	16	\$17.60	0.23%	0	0	\$0.00	0.00%	3	17	\$18.70	0.48%	0	0	\$0.00	0.00%	3	17	\$18.70	0.54%	1	12	\$13.20	0.20%	1	6	\$6.60	0.16%	3	19	\$20.90	0.43%	2	22	24.20	0.30%	1	6	\$6.60	0.13%	2	17	\$18.70	0.29%	17	132	\$145.20	0.25%
GUJARATI	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	2	30	\$33.00	0.32%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	2	30	\$33.00	0.03%				
HINDI	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	22	\$24.20	0.16%	4	189	\$207.90	0.58%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	5	211	\$232.10	0.07%
KAREN	0	0	\$0.00	0.00%	1	4	\$4.40	0.23%	1	16	\$17.60	0.21%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	2	20	\$22.00	0.03%				
KINYARWAND	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$1.00	0.00%	0	0	\$1.00	0.00%	0	0	\$1.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	0	\$0.00	0.00%	1	0	\$0.00	0.01%				
KOREAN	0	0	\$0.00	0.00%	1	12	\$13.20	0.23%	1	16	\$17.60	0.21%	1	5	\$5.50	0.16%	1	16	\$17.60	0.20%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	5	5.50	0.15%	1	15	\$16.50	0.13%	0	0	\$0.00	0.00%	6	69	\$75.90	0.09%
MAAY	0	0	\$0.00	0.00%	4	54	\$59.40	0.93%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$1.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	28	30.80	0.15%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	5	82	\$91.20	0.07%				
MACEDONIAN	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	2	\$2.20	0.16%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	2	\$2.20	0.01%				
MANDARIN	1	23	\$25.30	0.28%	4	54	\$59.40	0.93%	3	28	\$30.80	0.64%	1	13	\$14.30	0.16%	0	0	\$0.00	0.00%	3	53	\$58.30	0.54%	2	40	\$44.00	0.40%	2	57	\$62.70	0.32%	2	45	\$49.50	0.29%	2	63	69.30	0.30%	0	0	\$0.00	0.00%	3	17	\$18.70	0.44%	23	393	\$432.30	0.33%
MIXTECO	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	40	\$44.00	0.16%	0	0	\$0.00	0.00%	1	24	\$26.40	0.18%	1	107	\$117.70	0.20%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	11	\$12.10	0.13%	0	0	\$0.00	0.00%	4	182	\$200.20	0.06%
MOROCCAN ARABIC	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	2	\$2.20	0.16%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	2	\$2.20	0.01%				
NEPALI	1	32	\$35.20	0.28%	0	0	\$0.00	0.00%	1	28	\$30.80	0.21%	1	19	\$20.90	0.16%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	12	\$13.20	0.20%	2	11	\$12.10	0.32%	6	138	\$151.80	0.87%	2	37	40.70	0.30%	3	41	\$45.10	0.38%	2	46	\$50.60	0.29%	19	364	\$400.40	0.28%
PORTUGUESE	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	3	57	\$62.70	0.48%	4	40	\$44.00	0.79%	0	0	\$0.00	0.00%	1	73	\$80.30	0.20%	0	0	\$0.00	0.00%	1	16	\$17.60	0.14%	1	9	9.90	0.15%	1	14	\$15.40	0.13%	2	54	\$59.40	0.29%	13	263	\$289.30	0.19%
RUSSIAN	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	22	\$24.20	0.18%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	22	\$24.20	0.01%				
SUDANESE ARABIC	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	34	\$37.40	0.16%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	34	\$37.40	0.01%				
TAIWANESE	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	3	\$3.30	0.18%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	3	\$3.30	0.01%				
THAI	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	3	\$3.30	0.18%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	1	3	\$3.30	0.01%				
TURKISH	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	3	15	\$16.50	0.48%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	3	15	\$16.50	0.04%				
VIETNAMESE	1	24	\$26.40	0.28%	0	0	\$0.00	0.00%	1	24	\$26.40	0.21%	1	2	\$2.20	0.16%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	0	0	\$0.00	0.00%	2	47	\$51.70	0.32%	0	0	\$0.00	0.00%	1	8	8.80	0.15%	2	53	\$58.30	0.25%	3	32	\$35.20	0.44%	11	190	\$209.00	0.16%
TOTAL	359	4,726	\$3,861.20	100%	428	5,534	\$4,367.30	100%	471	6,027	\$4,927.80	100%	624	7,339	\$6,180.90	100%	506	6,070	\$5,066.90	100%	560	6,989	\$5,712.90	100%	496	6,151	\$5,170.50	100%	616	8,295	\$7,149.80	100%	691	9,685	\$8,354.40	100%	673	8,676	\$7,505.20	100%	796	9,228	\$8,044.40	100%	686	9140	\$8,270.40	100%	6,906	87,860	\$74,611.70	100%

NOTE: Includes DPU, Soc Svs and Public Schools