

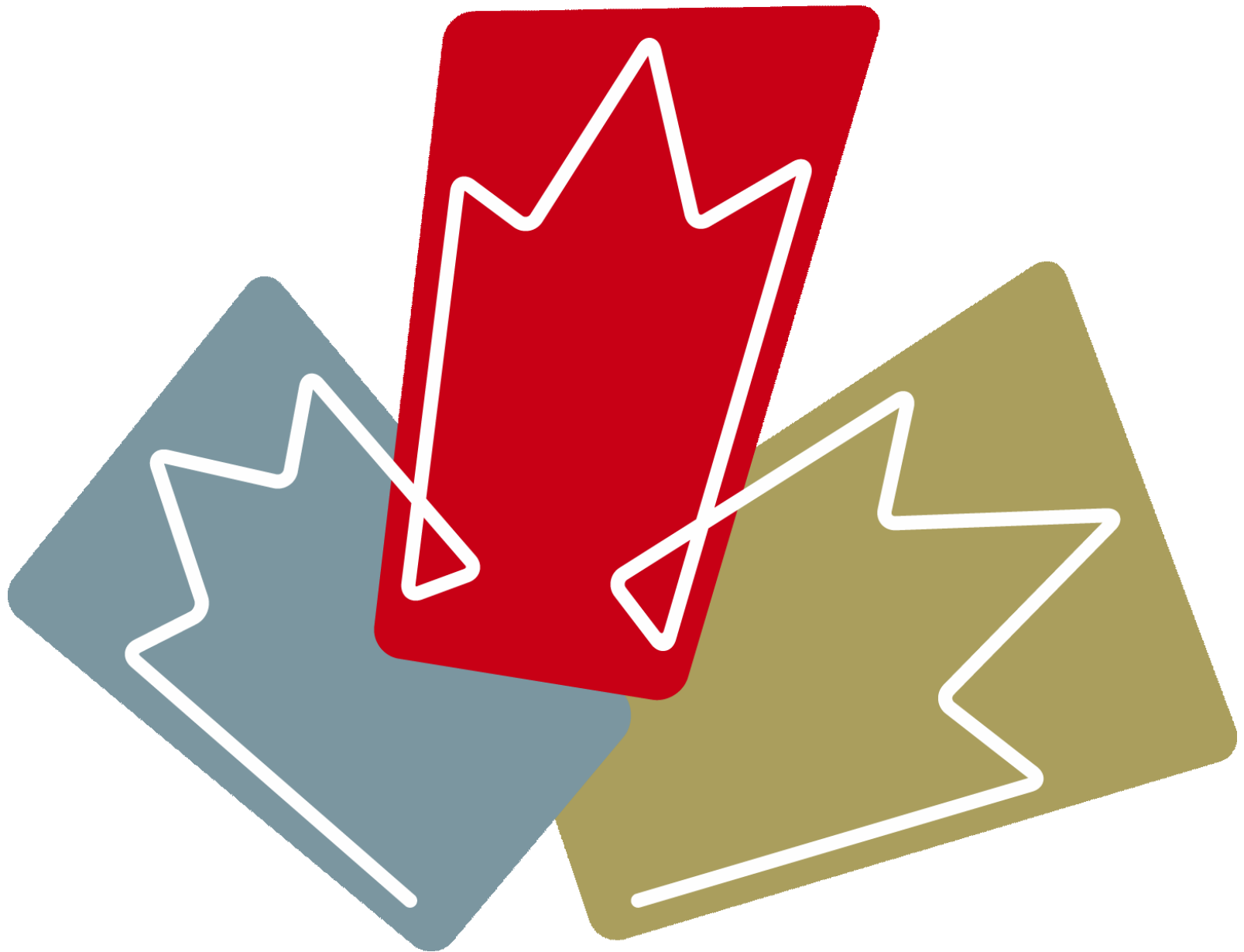


Immigration and  
Refugee Board of Canada

Commission de l'immigration  
et du statut de réfugié du Canada

# ***REQUEST FOR INFORMATION (RFI)***

## ***REVIEW OF THE PROCUREMENT PROCESS OF THE IRB'S INTERPRETER PROGRAM***





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## INTRODUCTION

The Immigration and Refugee Board of Canada (IRB) is issuing this Request for Information (RFI) document to members of the interpreter services industry and the general public. The IRB is seeking information to assist in the development of a new procurement strategy for interpretation services.

The RFI lists areas of interest related to interpretation services, such as qualifications, interpreter scheduling, and procurement options, in which the IRB is looking for information and feedback. The information gathered through the RFI process will be reviewed and may be used to assist with the development of procurement documents.

As a large purchaser of interpretation services within the Government of Canada, the IRB would like to ensure that its procurement process meets the highest standards of openness, fairness, and transparency.

Please note the following:

- The RFI is a means of gathering information only. No contract will result from the RFI.
- This RFI will not affect existing contracts.
- This RFI may not be representative of the final procurement document.
- The IRB respects the confidentiality of any submitted information. Please note that all submitted information will be subject to the *Access to Information Act* and the *Privacy Act*. In addition, there are no intellectual property rights to any information or suggestions submitted.

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### How to access the RFI

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The document can be accessed electronically  
on the IRB Web site at the following URL:  
[http://www.irb-cisr.gc.ca/en/about/transparency/contractsRFI\\_e.pdf](http://www.irb-cisr.gc.ca/en/about/transparency/contractsRFI_e.pdf)  
or on the MERX site at <http://www.merx.com>.



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It is also available in printed format at the following IRB Offices;

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## **IRB Offices**

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### **Ottawa**

344 Slater Street, 11<sup>th</sup> Floor  
Ottawa, ON K1A 0K1

### **Eastern Region**

200 René-Lévesque Boulevard West  
Guy Favreau Complex  
East Tower, Room 102  
Montreal, QC H2Z 1X4

### **Central Region**

74 Victoria Street  
Suite 400  
Toronto, ON M5C 3C7

### **Western Region**

Suite 1600  
Library Square  
300 West Georgia Street  
Vancouver, BC V6B 6C9

## **Submission of Responses**

- Respondents can submit their responses to the IRB electronically by sending related documents to the following e-mail coordinates: [interpreter\\_program@irb-cisr.gc.ca](mailto:interpreter_program@irb-cisr.gc.ca);
- Responses can be sent to us by fax at the following number: (613) 947-4661; or
- You can also send us your response by regular mail to the following address:

Manager  
Procurement and Assets  
Immigration and Refugee Board of Canada  
344 Slater Street, 15<sup>th</sup> Floor  
Ottawa, ON K1A 0K1



## **Submission Deadline**

The deadline for responding to this RFI is **November 20, 2006**.

When responding, it would be appreciated if you would indicate: your expertise; if you are responding as an individual or a company (corporate profile); and any other information that will help us understand the capacity of the interpreter services industry to address the IRB's needs.

## **RFI Framework**

This RFI is organized according to the topics below.

- The role of the IRB
- Duties and responsibilities of IRB Interpreters
- How the IRB contracts for interpreter services
- Areas in which the IRB would like your feedback
- Statistical Information



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## THE ROLE OF THE IRB

The Immigration and Refugee Board of Canada, the largest administrative tribunal in Canada renders decisions on immigration and refugee matters. The IRB is made up of three divisions:

- The **Refugee Protection Division** decides refugee protection claims made within Canada. It also makes decisions on applications to vacate or to cease refugee status.
- The **Immigration Division** conducts immigration admissibility hearings for certain categories of people believed to be inadmissible to or removable from Canada. It also conducts detention reviews for those being detained under the *Immigration and Refugee Protection Act*.
- The **Immigration Appeal Division** hears appeals of sponsorship applications refused by Citizenship and Immigration Canada (CIC); appeals from certain removal orders made against permanent residents, refugees and other protected persons and holders of permanent resident visas; appeals by permanent residents who, while outside of Canada, did not fulfil their residency obligation; and appeals by CIC from decisions of the Immigration Division at admissibility hearings.

While each IRB division has unique responsibilities, all follow a quasi-judicial tribunal process. This process ensures fair, efficient and consistent decisions in accordance with Canadian law and Canada's international obligations and humanitarian traditions.

To ensure that this tribunal process is fair and accessible, the IRB is required to provide an interpreter to any person appearing before the IRB who does not speak or understand French or English, or is hearing impaired. As a result, the IRB contracts a large number of interpreters in a wide variety of languages.



## DUTIES AND RESPONSIBILITIES OF IRB INTERPRETERS

Many people who appear before the IRB, either as claimants or witnesses, cannot converse in either English or French. Since all hearings are conducted in English or French, the IRB has a duty to provide interpretation for these people in a language they speak and understand. In a recent Federal Court case, the Court indicated:

*“as a matter of law, the interpretation must be continuous, precise, competent, impartial and contemporaneous. This does not mean that perfection in interpretation is required.”*

As a result, the IRB regularly requires interpretation services. In fact, with approximately 1,200 interpreters under contract, the IRB is one of the largest users of interpretation services in government. Today, IRB interpreters are capable of providing services in more than 260 languages and dialects.

*IRB interpreters are required to interpret all dialogue and, in some cases, short documents submitted during, before, or after the proceedings.* Using consecutive interpretation, they interpret the language of the person who is the subject of the proceedings into English or French, and from English or French into the language of that person.

Given the often emotional nature of IRB proceedings, interpreters must be objective and impartial. During a hearing before the Refugee Protection Division, for example, refugee claimants are asked to tell the panel what has led them to claim refugee status. In providing such details, claimants may have to recall sensitive and emotional moments of their life. In these instances, the interpreter’s ability to demonstrate professionalism will inspire greater confidence and help facilitate a free-flowing exchange between the panel and the claimant.

Interpreters who currently provide interpretation services to the IRB must sign the Code of Conduct for Interpreters [http://www.irb-cisr.gc.ca/en/references/procedures/code\\_interpret\\_e.htm](http://www.irb-cisr.gc.ca/en/references/procedures/code_interpret_e.htm). The Code of Conduct sets basic minimum standards for providing interpretation services at the IRB. Depending on the final procurement strategy, these obligations may be included in any resulting contract(s).



## HOW THE IRB CONTRACTS INTERPRETATION SERVICES

The IRB now contracts individual interpreters only. Contracts are awarded through our three regional offices.

- Eastern region (Quebec, the Maritimes and the Ottawa Region, with the main office in Montreal)
- Central region (Ontario, except the Ottawa Region, with the main office in Toronto)
- Western region (British Columbia, Alberta, Saskatchewan, Manitoba, Yukon and N.W.T., with the main office in Vancouver)

The IRB uses a national database of interpreters. This ensures that each region has access to interpreters across Canada. Individual interpreters who are not located in the region where a hearing is being held can be called on to provide telephone or video-conference interpretation services on an as-needed basis. In rare circumstances, an interpreter may be asked to travel to another region to provide interpretation services. In these cases, travel costs would be reimbursed in accordance with the Government of Canada's Travel Directive.

The IRB previously awarded two-year contracts to individual interpreters, up to \$25,000. Since the fall of 2005, in anticipation of this review process, new contracts have been awarded for one year only. The one-year contracts also have a limit of \$25,000.

For the purposes of this RFI only, the IRB has divided its language requirements into two general categories:

- Common Languages (those for which interpreter services are frequently required)
- Uncommon Languages (those for which interpreter services are rarely required)

The IRB asks that you address its needs for both Common and Uncommon Languages when responding to this RFI. World events can occasionally have an impact on which languages are considered Common or Uncommon in any given region.





## AREAS IN WHICH THE IRB WANTS YOUR FEEDBACK

The IRB is seeking information to help us develop a comprehensive new procurement strategy. We particularly want input in the following areas and, in this regard, for each area we have included background information about possible options, or information on current IRB practices. Each area then includes a number of points that we would like you to comment on. It is not necessary for you to respond to each point, but only those that are of interest or might apply to you.

Our objective is to obtain information and ideas that will help us examine the widest range of procurement options. Please feel free to suggest any other options or ideas that might not be evident to us.

1. **PROCUREMENT OPTIONS**
2. **QUALIFICATIONS**
3. **INTERPRETER SCHEDULING**
4. **FINANCIAL CONSIDERATIONS**

### 1. **PROCUREMENT OPTIONS**

The IRB is interested in receiving information on procurement options. It is important to remember that for each option you address, the interpreter resource must be accredited by the IRB before providing any interpretation service.

If we choose to award contracts on a **national** basis, the supplier(s) would be expected to provide services across Canada. In considering the following options, the supplier will be required to select and provide the individual interpreter resource:

- One contract for all the IRB's language requirements in Canada
- One or more contracts for Common Languages ("Appendix A, Top ten languages by region")
- One or more contracts for Uncommon Languages ("Included in Appendix A, all languages")



- One or more contracts for a combination of specific Common and/or Uncommon Languages.

If we choose to award contracts on a **regional** basis, the supplier(s) would be expected to provide services in one region only as indicated in the statistical section of the RFI. In considering the following options, the supplier will be required to select and provide the individual interpreter resource:

- One contract for all languages in a specific region.
- One or more contracts for Common Languages.
- One or more contracts for Uncommon Languages.
- One or more contracts for a specific combination of Common and/or Uncommon Languages.

**Please consider the following points:**

- Should the IRB continue to award contracts to individual interpreters only?
- Would you prefer a national or regional procurement process and why? In each case, how would you ensure an adequate supply of qualified interpreters to meet the IRB's needs at all times?
- Should suppliers be expected to offer services only for the languages where they have resources in place? Or should the IRB specify that suppliers be able to provide services in a grouping of languages, even if you do not have interpreters in each of the languages at this time?
- Should the IRB award contracts to one major supplier or to several suppliers for the same language?
- If the IRB requires more than one supplier for the same language, what criteria should be used to select the contractors (e.g. financial; experience; education; random selection; rotational basis)?
- Should an individual interpreter be allowed to provide services in more than one language wherever they have that capability?



If so, could this cause scheduling issues? How would these issues be resolved?

- If contracts are awarded on a regional basis, and the supplier in one region is not able to meet the IRB's immediate needs, what options would you suggest?
- What would be a reasonable length of time for a contract?
- Is there another comprehensive solution for the IRB that you could suggest?

### **OBTAINING INTERPRETER SERVICES**

IRB regional offices now use newspaper advertisements, the Internet, industry associations and an online application form on our main website to reach interpretation suppliers. However, the IRB may use the information gathered through this RFI to develop a more formal procurement document, such as a Request for Proposal (RFP). Should this occur, you should be aware that it is possible that *Merx*, the electronic tendering service used by the Government of Canada to obtain offers from the industry, may be the only means to advertise the new procurement. You can find out more about *Merx*, what it is, how to obtain information on specific opportunities and how to bid, by accessing the following website: <http://www.merx.com>. Any RFP developed for the IRB's interpretation requirements may be available by the end of 2006.

### **Please consider the following points:**

- Can you suggest other ways in which we can reach potential suppliers?
- What should be the length of any bidding period?
- How familiar are you with the federal government's procurement processes, particularly the use of *Merx* to distribute information on procurement opportunities?
- Do you use personal e-mail or Internet accounts on a regular basis?



## 2. QUALIFICATIONS

### MINIMUM REQUIREMENTS

Interpreters under contract to the IRB must:

- be accredited (see below);
- pass a reliability security clearance granted by the Government of Canada; and
- be a Canadian citizen (if you have permanent resident status you may also qualify).

#### **Please consider the following points:**

- Should any of these requirements be strengthened or amended? If so, what might be the impact on the number of available interpreters?
- Should the IRB adopt any other educational standards (national or provincial, or college or university certifications)?
- Should any other requirements be added? If so, why?
- For each of the above points, please explain how your suggestions could be of benefit to the IRB in terms of costs and quality of interpretation.

### ACCREDITATION PROCESS

Interpreters wishing to provide services to the IRB must be accredited. Depending on the region, accreditation tests are held from once a year to twice a year. Between 40 and 60 languages are tested yearly. While the IRB administers the testing, potential suppliers will be required to bear the cost. Interpreters must achieve a combined average of 70% on the following tests to become accredited:

- English or French test;
- Oral interpretation test (in the language of the interpreter);
- Sight translation test.



Interpreters who pass the tests but are unfamiliar with the IRB operations will be required to attend an orientation session of approximately 3 hours (for which they will be paid). After the session, the interpreters may also be asked to observe an IRB hearing. This would be followed by a test (currently being developed) to ensure the interpreter is fully familiar with the IRB hearing process.

It is not expected that interpreters already accredited by the IRB will be required to repeat the accreditation process.

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**Please consider the following points:**

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- Should the accreditation process include other elements? If so, how would you develop and adopt these elements?
- What could be the possible benefits to the IRB?

### **3. INTERPRETER SCHEDULING**

The IRB is seeking your input on the way we schedule interpreter services in IRB hearing rooms. Larger suppliers – those who employ or engage interpreters in a wide variety of languages – and individual interpreters are invited to respond. Our current scheduling practices are as follows:

- Each IRB Regional Scheduling Unit schedules cases according to the availability of IRB officials, participants and hearing rooms.
- The schedule is passed to the IRB Regional Interpreter Unit, where interpreters are scheduled according to the requested language and other criteria (female interpreter required, special dialect or country of origin, same interpreter for a continuation, etc.).
- While cases are generally scheduled up to a month in advance, some hearings can occur within 48 hours. Factors such as tardiness, absenteeism, language issues and conflict of interest may require scheduling changes on the day of the hearing.
- The IRB Scheduling Unit contacts each interpreter directly when arranging or changing the schedule.



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**Please consider the following points,**

*particularly where you feel you are able to supply a number of interpreters for the IRB's language needs:*

- How would you assign individual interpreters to specific languages and hearings?
- How would you inform the IRB of the schedule?
- What role do you envision for the IRB in scheduling?
- If a hearing is cancelled on short notice, how and when would the interpreter be notified?
- If the interpreter you've supplied is determined to be unsuitable for a hearing, and the hearing must proceed, how would you ensure that a suitable replacement is provided? What steps should be taken if you are unable to provide a qualified interpreter?
- What measures would you take to ensure that qualified interpreters (based on language, dialect, culture, country of origin, etc.) are available at all times and assigned to the appropriate hearing?
- What suggestions would you make to ensure the scheduling of interpreters is fast, efficient, and appropriate to the IRB's needs?

## **HEARING ROOM ALTERNATIVES**

Although IRB tribunals generally meet in hearing rooms, telephone or video-conference interpretations are sometimes necessary. In these cases, a secure environment in which to conduct the interpretation services is still required.

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**Please consider the following questions:**

- Are you able to provide a secure environment from which to conduct such interpretations?
- Would the IRB benefit from conducting more telephone or video-conference interpretations in terms of cost, scheduling and quality of interpretation services? How would this be measured?



## 4. FINANCIAL CONSIDERATIONS

### RATES

The IRB now determines the hourly rate for interpretation services (the current rate is \$24 per hour). Interpreters are generally scheduled to work a half-day or a full day. Even if a hearing is adjourned or completed early, interpreters are paid for the period they were scheduled to work. Interpreters are paid after services are provided according to the standard IRB interpreter contract; available at the following URL

[http://www.irb-cisr.gc.ca/en/about/transparency/contractsRFI\\_e.pdf](http://www.irb-cisr.gc.ca/en/about/transparency/contractsRFI_e.pdf).

#### **Please consider the following points:**

- Should the IRB continue to determine the hourly rate for interpretation services or should suppliers determine the rate through a competitive process?
- Is the current rate sufficient? If not, why not? Should rates be determined on any other basis (e.g. hourly without a minimum guarantee, flat rate)?
- Should there be different rates for different languages?
- Should rates differ based on the region in which the services are provided?
- If, as the result of a competitive process, the IRB receives only one proposal for a specific language, what should be done to determine the appropriate rate?
- Are there other suggestions you think the IRB should consider?



## **PAYMENT SYSTEM**

The IRB now pays individual interpreters directly. Once a hearing is scheduled, a timesheet is used to record arrivals, departures, tardiness, absenteeism and any changes that may occur. This information is sent to the regional coordinator every week for approval. When approved, the timesheets are forwarded to Ottawa for processing. Interpreters are paid within 30 days.

### **Please consider the following points:**

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- Do you have any comments or suggestions regarding the current process?
- If you are able to provide a service involving a number of interpreters, how would you provide a billing and payment system that captures data and minimizes administration, reconciliation and payment activities for the IRB?
- Are there other options we should consider?





## SUPPORTING DOCUMENTATION

### APPENDIX A: STATISTICAL INFORMATION

#### TOP TEN LANGUAGES BY REGION, BY DOLLARS SPENT. FISCAL YEAR 2005-06

<b>Ottawa-Atlantic Region (Ottawa)</b>		
<b>Language</b>	<b>#</b>	<b>\$</b>
Spanish	7	\$7,708
Arabic	18	\$7,254
Somali	10	\$2,984
Farsi	4	\$2,493
Russian	7	\$1,931
French	6	\$1,925
Kirundi	5	\$1,678
Kinyarwanda	7	\$1,470
Swahili	4	\$916
Polish	4	\$748

<b>Central Region (Toronto)</b>		
<b>Language</b>	<b>#</b>	<b>\$</b>
Spanish	67	\$380449
Mandarin	38	\$133782
Russian	34	\$84221
Urdu	23	\$78797
Punjabi	24	\$74611
Tamil	19	\$74242
Arabic	85	\$71139
Cantonese	26	\$63424
Albanian	14	\$44520
Farsi	20	\$42499

<b>Eastern Region (Montreal)</b>		
<b>Language</b>	<b>#</b>	<b>\$</b>
Spanish	28	\$260886
Punjabi	26	\$92233
Arabic	33	\$57344
Tamil	17	\$51541
Creole	5	\$27399
Russian	13	\$23165
Bengali	8	\$19722
Farsi	8	\$19168
Hungarian	9	\$13709
Urdu	16	\$12233

<b>Western Region (Vancouver)</b>		
<b>Language</b>	<b>#</b>	<b>\$</b>
Spanish	37	\$92141
Punjabi	23	\$66611
Mandarin	27	\$40255
Farsi	11	\$17857
Cantonese	19	\$15703
Vietnamese	11	\$7247
Tamil	6	\$6221
Tagalog	9	\$5479
Hindi	18	\$5413
Arabic	12	\$4787



### **Western Region(Calgary)**

<b>Language</b>	<b>#</b>	<b>\$</b>
Spanish	26	\$23308
Urdu	17	\$12923
Punjabi	17	\$8916
Arabic	13	\$5435
Turkish	7	\$5093
French	8	\$2972
Somali	9	\$2717
Albanian	3	\$2096
Amharic	6	\$1727
Tamil	4	\$1526

Note:

1. The information in these tables represents the number of interpreters who provided services for the fiscal period April 1<sup>st</sup> 2005 to March 31<sup>st</sup> 2006. Some interpreters will have provided services in more than one language, therefore, there is no total at the end of that column.
2. The number of interpreters shown for each language may not represent the total number of interpreters under contract to the IRB for that particular language.
3. Certain languages, such as Arabic, include a number of dialects, (Classic, Lebanon, Syria, Maghreb, etc.) that are not shown individually.



**INTERPRETER EXPENSE - FINANCIAL YEAR 2005-2006  
(ALL LANGUAGES)**

<b>Eastern Montreal Region</b>		
<b>Language</b>	<b># of interpreters</b>	<b>\$ spent</b>
SPANISH	28	260886
PUNJABI	26	92233
ARABIC	33	57344
TAMIL	17	51541
CREOLE	5	27399
RUSSIAN	13	23165
BENGALI	8	19722
FARSI	8	19168
HUNGARIAN	9	13709
URDU	16	12233
ALBANIAN	6	11663
TURKISH	11	11141
MANDARIN, CHINESE	11	11104
KIRUNDI	5	9073
ROMANIAN	4	8921
LINGALA	5	6646
GUJARATI	6	6191
VIETNAMESE	5	5716
KHMER, (CAMBODIAN)	4	5496
CANTONESE	6	4827
PULAAR	4	4059
INDONESIAN	3	3418
KINYARWANDA	5	3308
SINHALESE	7	3295
BULGARIAN	5	3028
MOORE, MOOR, ARABIC, HASSANIYA	2	2976
EDO	3	2805
FRENCH	8	2791
ARMENIAN	2	2652
SOUSOU, SUSU	6	2305
HEBREW	4	2270
YORUBA	3	2256
TAGALOG	7	2173
SWAHILI	6	2085
KOREAN	2	2022
SOMALI	3	1936
AMHARIC	6	1806
PORTUGUESE	4	1667
SERBO-CROATIAN	3	1662
PASHTO	2	1508
CAMBODIAN	4	1474
IGBO	2	1466



### Eastern Region (Montreal)

Language	# of interpreters	\$ spent
POLISH	5	1451
TIBETAN	4	1392
HINDI	6	1385
WOLOF/OULOF	2	1315
MALINKE	5	1276
TWI	3	1260
UNCODED LANGUAGE	6	1106
UKRAINIAN	2	987
ENGLISH	3	952
MANDINGO	5	941
BERBER	2	858
DARI	3	678
DIOULA	4	677
CZECH	2	594
NEPALIESE, NEPALI	4	572
TIGRINYA	2	528
BAMBARA	2	523
GA	2	495
LAOTIAN	2	468
KINYARWANDA, RWANDA	3	462
EWE	1	429
GEORGIAN	1	407
KIKUYU	2	385
SLOVAKIAN	1	363
BENGALI SYLHETTI	2	341
GERMAN	2	330
KRIO	3	330
NDJAMENA	2	330
KURDISH	3	308
TSHILUBA	1	288
TELUGU	2	282
GREEK	2	220
MACEDONIAN	1	209
BILEN	2	198
MOORE	1	198
OUIGHOUR	1	198
SANGO	1	198
QUECHUA	1	176
ITALIAN	2	165
SANTI	1	165
BOSNIAN	1	138
SERBIAN	1	138
FULANI	1	132
HAUSA	1	132
JAPANESE	1	132



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MAGREBE	1	132
<b>Eastern Region (Montreal)</b>		
<b>Language</b>	<b># of interpreters</b>	<b>\$ spent</b>
PASHTO, WESTERN	1	132
UZBEK	1	132
PEULE	2	127
ISHEN	1	88
BISSA	1	83
CHAO-CHUU	1	72
LITHUANIAN	1	72
MALAYALAM	1	72
AZERI	1	66
CROATIAN	1	66
ENPING	1	66
FUJIAN	1	66
GUYROTI	1	66
KABYLE	1	66
KIKONGO, KONGO	1	66
PAHARI	1	66
PIDGIN ENGLISH	1	66
SONINKE	1	66
THAI	1	66
		<b>Total: \$736,888.00</b>



### Ottawa Atlantic Region (Ottawa)

Language	# of interpreters	\$ spent
SPANISH	7	7708
ARABIC	18	7254
SOMALI	10	2984
FARSI	4	2493
RUSSIAN	7	1931
FRENCH	6	1925
KIRUNDI	5	1678
KINYARWANDA	7	1470
SWAHILI	4	916
POLISH	4	748
TAMIL	3	627
MANDARIN, CHINESE	4	595
AMHARIC	4	583
TURKISH	2	539
CREOLE	4	495
ROMANIAN	3	396
LINGALA	4	366
SINHALESE	1	352
ALBANIAN	3	297
BENGALI	2	292
URDU	2	253
PORTUGUESE	2	226
DARI	1	198
PUNJABI	2	198
UZBEK	1	182
YORUBA	2	154
HUNGARIAN	1	149
KHMER, (CAMBODIAN)	1	149
SERBO-CROATIAN	1	144
PASHTO	2	132
PERSIAN/FARSI	1	132
BULGARIAN	1	94
TSHILUBA	1	94
CANTONESE	1	88
HINDI	1	77
SANGO	1	77
TWI	1	77
BOSNIAN	1	72
OROMO, QOTU	1	72
BILEN	1	66
CAMBODIAN	1	66
GERMAN	1	66
NEPALIESE, NEPALI	1	66
UKRAINIAN	1	66
<b>Total \$:</b>		<b>\$ 36,547.00</b>



### Central Region (Toronto)

Language	# of interpreters	\$ spent
SPANISH	67	380449
MANDARIN, CHINESE	38	133782
RUSSIAN	34	84221
URDU	23	78797
PUNJABI	24	74611
TAMIL	19	74242
ARABIC	85	71139
CANTONESE	26	63424
ALBANIAN	14	44520
FARSI	20	42499
PORTUGUESE	18	38350
VIETNAMESE	13	35620
BENGALI	9	33036
AMHARIC	13	30888
HUNGARIAN	10	29319
GUJARATI	7	28390
KOREAN	12	22425
SOMALI	7	21644
TURKISH	10	19744
UKRAINIAN	13	17942
TIGRINYA	7	15984
INDONESIAN	10	15912
TAGALOG	9	14690
POLISH	13	14609
ROMANIAN	9	13456
FRENCH	25	12507
DARI	12	12466
HINDI	20	10306
SERBO-CROATIAN	7	9708
TWI	11	9142
TIBETAN	4	8957
YORUBA	4	8138
BULGARIAN	6	6367
SWAHILI	10	5462
BENGALI SYLHETTI	3	5112
NEPALIESE, NEPALI	8	4278
SINHALESE	5	4183
EDO	3	4147
KURDISH	7	4119
CAMBODIAN	4	3681
GEORGIAN	5	3367
BAJUNI	3	3170
FUZHOU	6	3129
HEBREW	2	2833
SLOVAKIAN	5	2503



### Central Region (Toronto)

Language	# of interpreters	\$ spent
PASHTO	7	2359
LINGALA	5	2323
IGBO	4	2280
CROATIAN	5	2227
KIRUNDI	3	2211
BOSNIAN	4	2208
ARMENIAN	4	2085
KINYARWANDA	7	2080
ASSYRIAN	2	2052
MACEDONIAN	4	1892
GERMAN	5	1821
GREEK	3	1744
LITHUANIAN	2	1728
CZECH	5	1722
KRIO	3	1595
THAI	4	1440
BURMESE	2	1439
LAOTIAN	3	1331
ITALIAN	5	1303
FULANI	4	1227
KURMANJI	3	1221
CREOLE	5	1213
MONGOLIAN, HALH	2	1166
MALAYALAM	2	1151
AZERI	4	1056
KISWAHILI	6	1010
CHALDEAN	2	1004
TELUGU	1	998
DANISH	2	858
MANDINGO	4	858
OTHER AFRICAN LANGUAGES	5	831
TOISHAN	1	773
DUTCH	1	754
LUGANDA, GANDA	2	741
SLOVENIAN	3	699
OTHER CHINESE DIALECTS	3	693
JAPANESE	2	686
JAMAICAN	1	603
UZBEK	2	578
OROMO	4	567
PIDGIN ENGLISH	5	534
SHANGHAI	4	534
KINARAYA	2	520
HAUSA	1	473
PUSHTA, PUSHTO	3	446
MOLDOVAN	2	426





### Central Region (Toronto)

Language	# of interpreters	\$ spent
EWE	1	404
KHMER, (CAMBODIAN)	2	398
OUIGHOUR	2	396
SONINKE	1	347
AMERICAN SIGN LANGUAGE	1	336
SHONA	1	314
PULAAR	2	308
KIKUYU	2	292
KUTCHI	3	292
GUYANESE	2	286
FANTI	4	270
ISHEN	2	264
ROMANI, VLACH, GYPSY	1	264
FUQING	3	248
NDEBELE, ZIMBABWE	1	242
UNCODED LANGUAGE	1	242
GA	2	238
ASHANTI	1	220
HAKKA	1	220
ILOCANO	2	220
MARATHI	2	160
SORANI	2	160
AFRIKAANS	1	154
AZERBAIJANI, SOUTH	1	154
BASSA	1	154
FULA	2	154
MAYMAY, SOMALIA	1	154
MENDE	1	149
WOLOF/OULOF	1	149
YEMENITE	2	149
CHADIAN SIGN LANGUAGE	1	143
SOUSOU, SUSU	2	138
URHOBO	1	138
OTHER MID EASTERN LANGUAGES	1	132
KIKONGO, KONGO	1	94
OTHER SOUTH ASIAN LANGUAGES	1	94
DIOULA	1	88
ESTONIAN	1	88
FUJIAN	1	88
ILONGO	1	88
MALAY	1	88
NOBIIN	1	88
QUECHUA	2	88
YINPING	1	88
ZAZA, KIRMANJKI	1	88
PEULE	1	83



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### Central Region (Toronto)

Language	# of interpreters	\$ spent
BRAVA	1	72
FUKIEN	1	72
NUER	1	72
AZERBAIJANI, NORTH	1	66
BERBER	1	66
DARI/FARSI, EASTERN	1	66
ENGLISH	1	66
GYPSY	1	66
HARARI	1	66
HINDKO	2	66
LUO	1	66
SANTI	1	66
TSHILUBA	1	66
		<b>Total: \$1,590,556.00</b>



### Western Region (Vancouver)

<b>Language</b>	<b># of interpreters</b>	<b>\$ spent</b>
SPANISH	37	92141
PUNJABI	23	66611
MANDARIN, CHINESE	27	40255
FARSI	11	17857
CANTONESE	19	15703
VIETNAMESE	11	7247
TAMIL	6	6221
TAGALOG	9	5479
HINDI	18	5413
ARABIC	12	4787
URDU	15	4492
RUSSIAN	10	4329
ALBANIAN	5	1900
GUJARATI	4	1623
AMHARIC	6	1579
ROMANIAN	4	1559
FUZHOU	4	1488
TWI	5	1403
HUNGARIAN	3	1359
POLISH	6	1144
CAMBODIAN	5	1073
TOISHAN	2	1016
BURMESE	2	963
TURKISH	5	936
BENGALI	3	880
KOREAN	5	831
SOMALI	1	792
SINHALESE	3	710
PORTUGUESE	3	649
SWAHILI	4	644
TIGRINYA	4	611
FRENCH	5	534
JAPANESE	1	479
ILOCANO	2	473
GERMAN	3	468
ILONGO	3	424
KHMER, (CAMBODGIAN)	2	396
KURDISH	2	396
THAI	2	396
INDONESIAN	2	345
DARI	2	341
SERBO-CROATIAN	3	275
YORUBA	1	275
LINGALA	1	253
OTHER CHINESE DIALECTS	2	193



<b>Western Region (Vancouver)</b>		
<b>Language</b>	<b># of interpreters</b>	<b>\$ spent</b>
CEBUANO	2	154
MONGOLIAN, HALH	1	154
KINYARWANDA	1	144
PASHTO	1	138
BULGARIAN	1	132
GREEK	1	132
SLOVENIAN	1	132
FIJI	1	105
CREOLE, HAITI	2	99
HINDKO	1	94
KINARAYA	1	88
LAOTIAN	1	88
SHANGHAI	1	88
UKRAINIAN	1	88
SINDHI	1	72
CHINESE, MIN DONG	1	66
CZECH	1	66
FUJIAN	1	66
HAKKA	1	66
MACEDONIAN	1	66
NUER	1	66
OTHER AFRICAN LANGUAGES	1	66
TELUGU	1	66
VISAYAN	1	66
		<b>Total: \$299,245.00</b>



### Western Region (Calgary)

Language	# of interpreters	\$ spent
SPANISH	26	23308
URDU	17	12923
PUNJABI	17	8916
ARABIC	13	5435
TURKISH	7	5093
FRENCH	8	2972
SOMALI	9	2717
ALBANIAN	3	2096
AMHARIC	6	1727
TAMIL	4	1526
RUSSIAN	9	1478
MANDARIN, CHINESE	11	1405
SINHALESE	7	975
CANTONESE	6	875
SERBO-CROATIAN	5	816
KOREAN	4	809
FARSI	3	716
NEPALIESE, NEPALI	2	638
THAI	4	638
TIGRINYA	3	638
EDO	2	528
PORTUGUESE	2	479
PAHARI	2	413
VIETNAMESE	3	409
TWI	2	407
DARI	2	352
BENGALI	2	347
BULGARIAN	3	301
ROMANIAN	2	286
SWAHILI	2	272
IGBO	1	215
PUSHTA, PUSHTO	2	215
PASHTO	2	198
KURDISH	1	176
PULAAR	1	176
CREOLE	2	154
POLISH	1	154
SOUSOU, SUSU	1	154
LINGALA	1	143
BOSNIAN	1	132
GERMAN	1	132
MONGOLIAN, HALH	1	99
HUNGARIAN	1	88
KINARAYA	1	88
LUGANDA, GANDA	1	88



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### Western Region (Calgary)

Language	# of interpreters	\$ spent
MALAY	1	88
OROMO, QOTU	1	88
IBIBIO	1	83
KISWAHILI	1	83
KURMANJI	1	83
BURMESE	1	72
UKRAINIAN	1	72
BAJUNI	1	66
GREEK	1	66
HINDI	1	66
TAGALOG	1	66
UZBEK	1	66
KUTCHI	1	22

**Total: \$82,628.00**