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**From:** Fulton County Georgia <fultoncountyga@mycusthelp.net>  
**Date:** Thursday, February 6, 2020 at 9:43 AM  
**To:** AO Records <records@americanoversight.org>  
**Subject:** [Records Center] Open Records Request :: R000643-013120

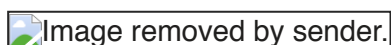
--- Please respond above this line ---

**OFFICE OF THE COUNTY ATTORNEY**

141 PRYOR STREET, S.W.  
SUITE 4038  
ATLANTA, GEORGIA 30303

**STEVEN ROSENBERG**  
OPEN RECORDS CUSTODIAN

TELEPHONE (404) 612-0259  
FACSIMILE (404) 730 -6324



February 06, 2020

**SENT VIA EMAIL:**

Dear Austin Evers:

This correspondence is in response to your Open Records Act Request Reference#: R000643-013120 dated January 31, 2020. Your request sought the following:

*Please see the attached open records request (GA-FULTON-20-0116), which contains the requested records we are seeking.*

After reviewing the aforementioned request, we have identified responsive records. Records are available electronically, you will not be charged.

Fulton County has uploaded the response records to your request to the portal. You can log into the system at [Open Records Center](#).

Please feel free to contact me at if you have any questions.

Sincerely,

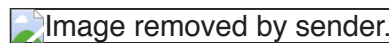
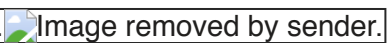
6/9/2020

Mariska Bodison  
Registration & Elections

xc: Steven E. Rosenberg, Open Records Custodian  
Unique Jones, Legal Assistant

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To monitor the progress, update this request, and retrieve responsive records, please log into the [Fulton County Open Records Center](#).

1

DIAL 855-886-2901



2

ENTER 5427135



3

ENTER PIN (Please refer to the PIN list or a manager for your PIN)

\*\*\*4

4

SELECT LANGUAGE



5

CONNECT!



# Customer Anomaly Report



Please send this report to: [tri-customerservice@transperfect.com](mailto:tri-customerservice@transperfect.com) and cc [TPC-StrategicAccounts@transperfect.com](mailto:TPC-StrategicAccounts@transperfect.com)

## ANOMALY REPORT FORM

|                    |                 |
|--------------------|-----------------|
| Date:              | Time/Time Zone: |
| Interpreter ID #:  | Language:       |
| Company/Client ID: | Your Name:      |
| Issue:             |                 |

## ANOMALY REPORT FORM

|                    |                 |
|--------------------|-----------------|
| Date:              | Time/Time Zone: |
| Interpreter ID #:  | Language:       |
| Company/Client ID: | Your Name:      |
| Issue:             |                 |

## ANOMALY REPORT FORM

|                    |                 |
|--------------------|-----------------|
| Date:              | Time/Time Zone: |
| Interpreter ID #:  | Language:       |
| Company/Client ID: | Your Name:      |
| Issue:             |                 |

# Customer Anomaly Report



## Tips for Working with an Interpreter

### Beginning of Session

- Greeting to Agent/Provider - When the interpreter joins the call, he/she will give a brief greeting to you. You may give the interpreter a brief overview and ask them to get some initial information from your LEP (Limited English Proficient) client.
- Greeting to LEP client - After receiving your information, the interpreter will ask you if she/he may introduce herself/himself to your LEP client.
- Placing a Call - If you need the interpreter to call your LEP client, please provide them your name, department you are calling from, the telephone number you need him/her to dial, name of the person you are trying to reach and in case you reach a voicemail, the message you would like the interpreter to leave.
- Reading Documents - If you are reading a document, speak clearly and use short phrases to give the interpreter an opportunity to convey the information accurately and completely.
- Transferring Calls to Another Department - After the initial briefing, allow the interpreter to introduce himself/herself to the new party on the call.
- Using One Handset - If you are using one handset, please communicate this to the interpreter so that he/she is prepared to manage the session better.

### During the Session

- Speaking to your LEP Client - Speak directly to your LEP client. The interpreter is a conduit of information and will interpret everything back and forth. Speak at a normal pace. Please provide information clearly and in short phrases to allow the interpreter to convey information accurately and completely.
- Interpreter Clarification - At times, the interpreter may ask for clarification, repetition or verification from you or the LEP client if something is not clear.
- Verification of Numbers – The interpreter will be verifying numbers throughout the session in order to ensure accuracy.
- Meaning for Meaning Interpretations – Keep in mind that some interpreted messages may require a description from the interpreter due to words or phrases that don't exist in the LEP client's language or vice versa.

### After the Session

- Closing - If unclear, at the end of the session, the interpreter will ask if you need any further assistance, if not, the interpreter will give a brief closing statement to you and disconnect from the call.

# LANGUAGE CODES

Afrikaans: **237**  
 Akan: **252**  
 Albanian: **252**  
 Amharic: **264**  
 Arabic: **272**  
 Armenian: **276**  
 ASL: **275**  
 Assyrian: **277**  
 Azerbaijani: **293**  
 Bahdini: **224**  
 Bambara: **226**  
 Basque: **227**  
 Belarusian: **235**  
 Bengali: **236**  
 Bosnian: **267**  
 Bravanese: **272**  
 Bulgarian: **285**  
 Burmese: **287**  
 Cambodian: **226**  
 Cantonese: **226**  
 Catalan: **228**  
 Chaldean: **242**  
 Chamorro: **242**  
 Chaozhou: **242**  
 Chavacano: **242**  
 Chin: **244**  
 Cree: **274**  
 Croatian: **276**  
 Czech: **293**  
 Dakota: **325**  
 Danish: **326**  
 Dari: **327**  
 Dinka: **346**  
 Dioula: **346**  
 Dutch: **388**  
 Estonian: **378**  
 Ewe: **393**  
 Fante: **326**  
 Farsi: **327**  
 Fijian Hindi: **345**  
 Finnish: **346**  
 Flemish: **353**  
 French: **373**  
 French Canadian: **373**  
 French Creole: **373**

Fujianese: **385**  
 Fula: **385**  
 Fulani: **385**  
 Fuzhou: **389**  
 Ga: **42**  
 Gaelic-Irish: **423**  
 Gaelic-Scottish: **423**  
 German: **437**  
 Gorani: **467**  
 Greek: **473**  
 Gujarati: **485**  
 Haitian Creole: **424**  
 Hakka: **425**  
 Hassaniyya: **427**  
 Hausa: **428**  
 Hebrew: **432**  
 Hindi: **446**  
 Hmong: **466**  
 Hungarian: **486**  
 Ibanag: **422**  
 Icelandic: **423**  
 Igbo: **442**  
 Ilocano: **456**  
 Indonesian: **463**  
 Inuktitut: **468**  
 Italian: **482**  
 Jakartanese: **525**  
 Japanese: **527**  
 Javanese: **528**  
 Kanjobal: **526**  
 Karen: **527**  
 Kashmiri: **527**  
 Kikuyu: **545**  
 Kinyarwanda: **546**  
 Kirundi: **547**  
 Korean: **567**  
 Kosovan: **567**  
 Kotokoli: **568**  
 Krio: **574**  
 Kurdish: **587**  
 Kurmanji: **587**  
 Lakota: **525**  
 Laotian: **526**  
 Latvian: **528**  
 Lingala: **546**

Lithuanian: **548**  
 Luganda : **584**  
 Luo: **586**  
 Lusoga: **587**  
 Luxembourggeois: **589**  
 Maay: **622**  
 Macedonian: **622**  
 Malagasy: **625**  
 Malayalam: **625**  
 Maltese: **625**  
 Mandarin: **626**  
 Mandingo: **626**  
 Mandinka: **626**  
 Marathi: **627**  
 Mien: **643**  
 Mirpuri: **647**  
 Mixteco: **649**  
 Moldovan: **665**  
 Mongolian: **666**  
 Navajo: **628**  
 Neapolitan: **632**  
 Nepali: **637**  
 Nigerian Pidgin: **644**  
 Norwegian: **667**  
 Nuer: **683**  
 Oromo: **676**  
 Pahari: **724**  
 Pampangan: **726**  
 Pashto: **727**  
 Patois: **728**  
 Pidgin English: **743**  
 Polish: **765**  
 Portuguese: **767**  
 Portuguese Creole: **767**  
 Pothwari: **768**  
 Pulaar: **785**  
 Punjabi: **786**  
 Putian: **788**  
 Quechua: **783**  
 Romanian: **766**  
 Russian: **787**  
 Samoan: **726**  
 Sango: **726**  
 Serbian: **737**  
 Shanghainese: **742**

Shona: **746**  
 Sichuan: **742**  
 Sicilian: **742**  
 Sindhi: **746**  
 Sinhalese: **746**  
 Slovak: **756**  
 Slovenian: **756**  
 Somali: **766**  
 Soninke: **766**  
 Sorani: **767**  
 Spanish: **772**  
 Sudanese Arabic: **783**  
 Sundanese: **786**  
 Susu: **787**  
 Swahili: **792**  
 Swedish: **793**  
 Sylheti: **795**  
 Tagalog: **824**  
 Taiwanese: **824**  
 Tajik: **825**  
 Tamil: **826**  
 Telugu: **835**  
 Thai: **842**  
 Tibetan: **842**  
 Tongan: **866**  
 Tshiluba: **874**  
 Turkish: **887**  
 Ukrainian: **857**  
 Urdu: **873**  
 Uzbek: **892**  
 Vietnamese: **843**  
 Visayan: **847**  
 Wolof: **965**  
 Yiddish: **943**  
 Yoruba: **967**  
 Yupik: **987**