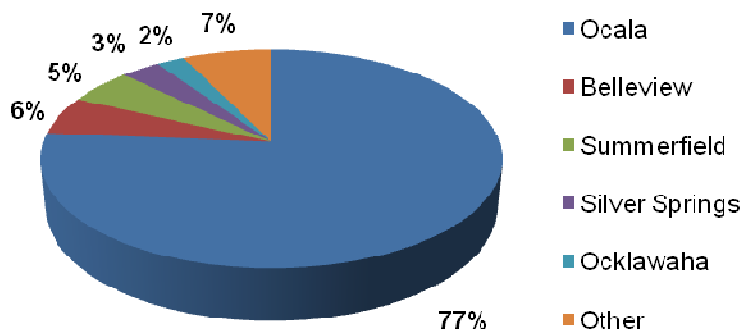


### Calls by City

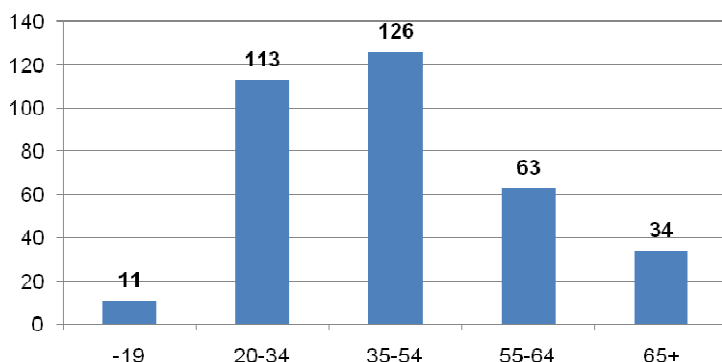


City	April 2011
Ocala	432
Belleview	32
Summerfield	30
Silver Springs	18
Ocklawaha	13
Other	41
<b>Total</b>	<b>566</b>

### CALL CENTER STATS

**Average Call Wait Time** 40 Sec.  
**Abandonment Rate** 2%  
**Customer Satisfaction** 97% (34/35 respondents)  
**Percentage who would call again** 91% (32/35 respondents)

### Calls by Age



### TOP SERVICE REQUESTS

Service Requested	# of calls
Electric Bill Payment Assistance	103
Rent Payment Assistance	77
Food Pantries	27
Community Clinics	19
Mortgage Payment Assistance	12

### CALL VOLUME

	2011	2010	% Change
Jan	809	1,073	-25%
Feb	670	1,251	-46%
Mar	649	1,360	-52%
Apr	566	1,406	-60%
May		1,009	
June		1,204	
July		1,458	
Aug		1,443	
Sept		1,159	
Oct		1,109	
Nov		987	
Dec		940	
<b>Total</b>	<b>2,128</b>	<b>13,412</b>	

### QUICK STATS

- 60% of callers sought 2-1-1 help for the first time
- 36% were unemployed
- 21% were disabled
- 7% were retired
- 41% had no health insurance