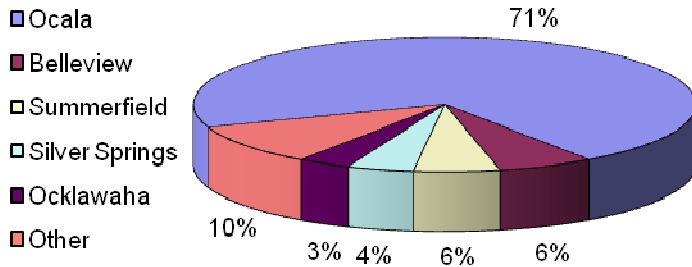


Calls By City

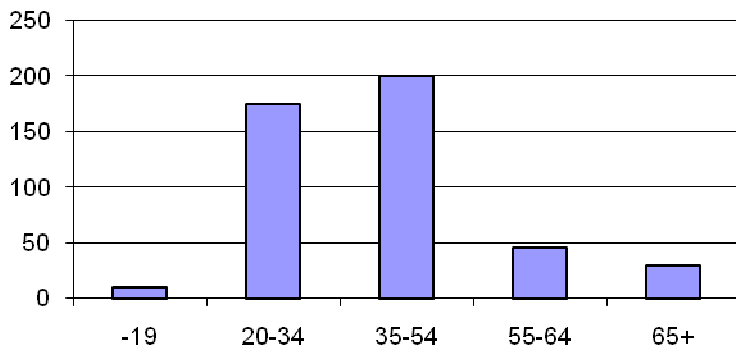


City	November 2010
Ocala	666
Belleview	58
Summerfield	52
Silver Springs	40
Ocklawaha	32
Other	92
Total	940

CALL CENTER STATS

Average Call Wait Time 36 Sec.
Abandonment Rate 2%
Customer Satisfaction 99% (69/70 respondents)
Percentage who would call again 96% (67/70 respondents)

Callers By Age



TOP SERVICE REQUESTS

Service Requested	# of calls
Electric Bill Payment Assistance	219
Rent Payment Assistance	132
Food Pantries	40
Shelters	35
Holiday Assistance	22

CALL VOLUME

	2010
Jan	1,073
Feb	1,251
Mar	1,360
Apr	1,406
May	1,009
June	1,204
July	1,458
Aug	1,443
Sept	1,159
Oct	1,109
Nov	987
Dec	940
Total	13,412

QUICK STATS

- 74% of callers sought 2-1-1 help for the first time
- 47% were unemployed
- 16% were disabled
- 5% were retired
- 50% had no health insurance