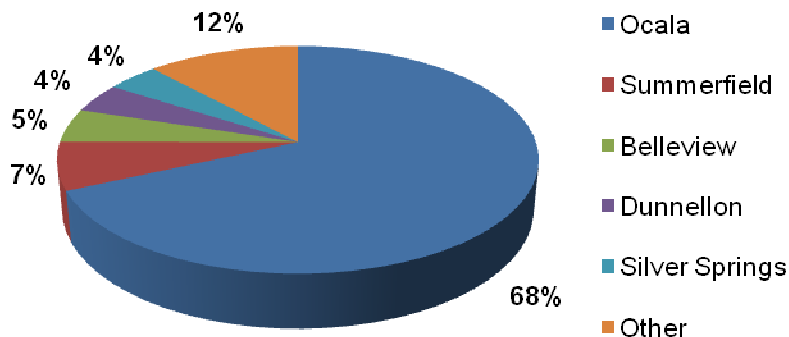


Calls by City

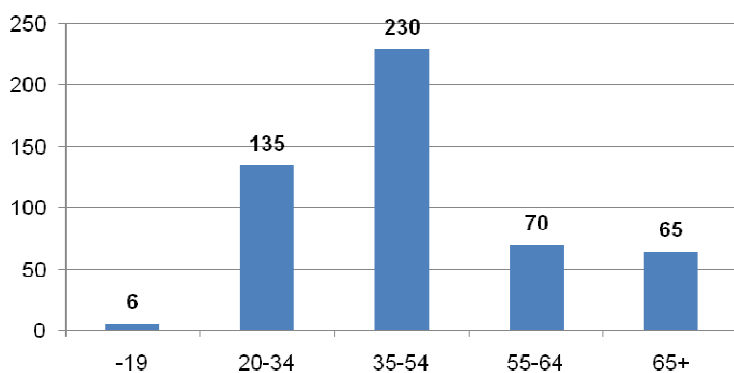


City	January 2011
Ocala	552
Summerfield	55
Bellevue	39
Dunnellon	34
Silver Springs	33
Other	96
Total	809

CALL CENTER STATS

Average Call Wait Time 42 Sec.
Abandonment Rate 4%
Customer Satisfaction 100% (61/61 respondents)
Percentage who would call again 98% (60/61 respondents)

Calls by Age



TOP SERVICE REQUESTS

Service Requested	# of calls
Electric Bill Payment Assistance	262
Rent Payment Assistance	100
Food Pantries	38
EITC / VITA	28
Subsidized Private Rental Housing	14

CALL VOLUME

	2011	2010	% Change
Jan	809	1,073	-25%
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	809	13,412	

QUICK STATS

- 77% of callers sought 2-1-1 help for the first time
- 45% were unemployed
- 16% were disabled
- 8% were retired
- 57% had no health insurance