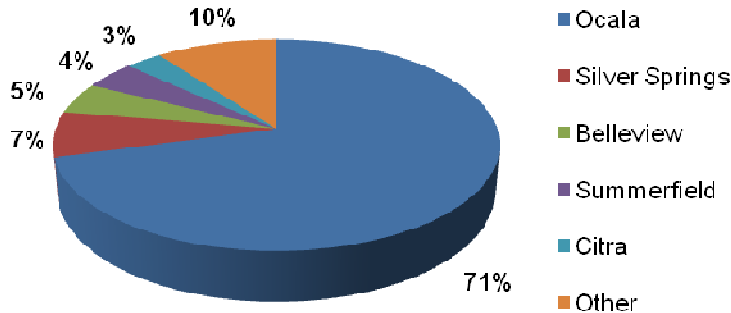


Calls by City



TOP SERVICE REQUESTS

Service Requested	# of calls
Electric Bill Payment Assistance	95
Rent Payment Assistance	65
Food Pantries	27
EITC / VITA	19
Legal Counseling	14

City	March 2011
Ocala	459
Silver Springs	45
Belleview	31
Summerfield	28
Citra	20
Other	66
Total	649

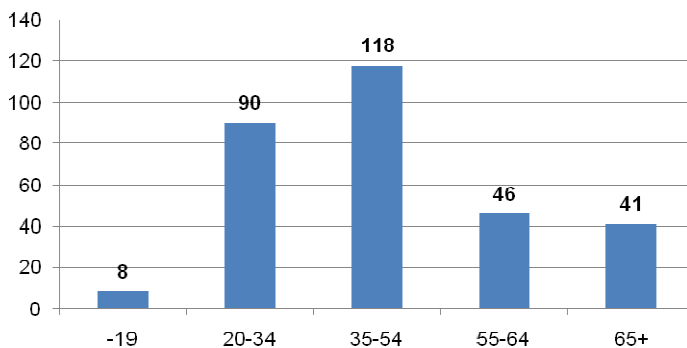
CALL VOLUME

	2011	2010	% Change
Jan	809	1,073	-25%
Feb	670	1,251	-46%
Mar	649	1,360	-52%
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	2,128	13,412	

CALL CENTER STATS

Average Call Wait Time 39 Sec.
Abandonment Rate 3%
Customer Satisfaction 97% (35/36 respondents)
Percentage who would call again 94% (34/36 respondents)

Calls by Age



QUICK STATS

- 68% of callers sought 2-1-1 help for the first time
- 25% were unemployed
- 16% were disabled
- 9% were retired
- 45% had no health insurance