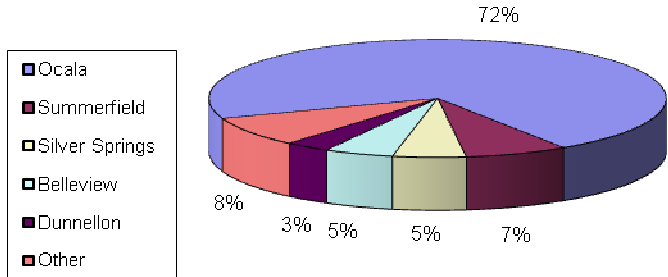


**Calls By City**



**TOP SERVICE REQUESTS**

Service Requested	# of calls
Electric Bill Payment Assistance	243
Rent Payment Assistance	166
Shelters	53
Holiday Assistance	48
Food Pantries	44

**CALL VOLUME**

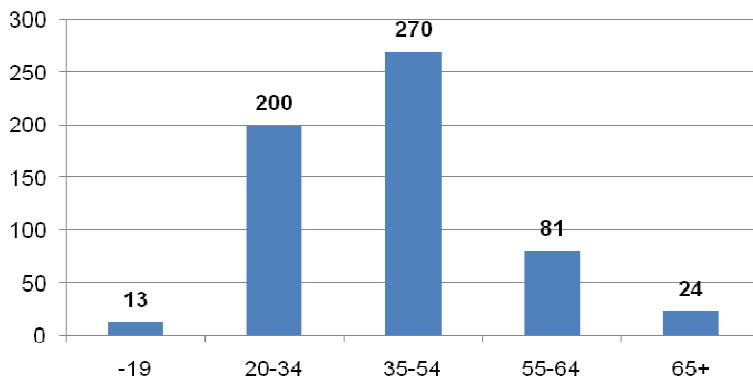
City	November 2010
Ocala	718
Summerfield	73
Silver Springs	52
Belleview	49
Dunnellon	32
Other	83
<b>Total</b>	<b>987</b>

	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	
<b>Total</b>	<b>12,472</b>

**CALL CENTER STATS**

**Average Call Wait Time** 38 Sec.  
**Abandonment Rate** 3%  
**Customer Satisfaction** 100% (54/54 respondents)  
**Percentage who would call again** 96% (53/55 respondents)

**Calls by Age**



**QUICK STATS**

- 71% of callers sought 2-1-1 help for the first time
- 44% were unemployed
- 17% were disabled
- 4% were retired
- 48% had no health insurance