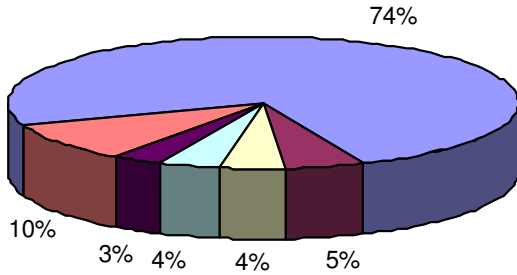
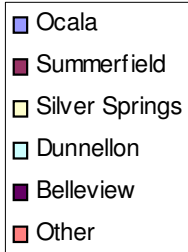


Calls By City

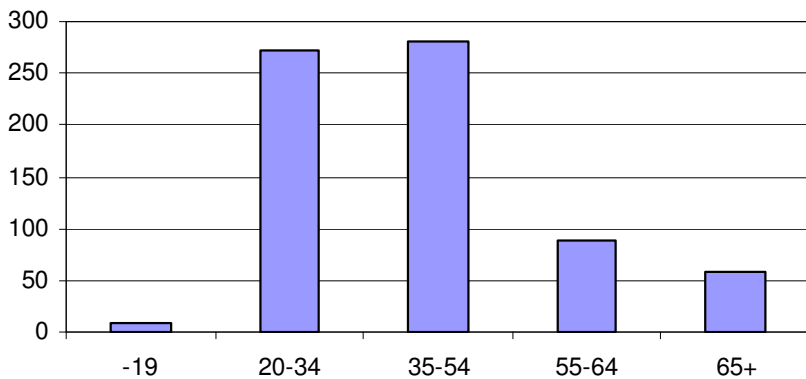


| City | October 2010 |
|----------------|--------------|
| Ocala | 772 |
| Summerfield | 78 |
| Dunnellon | 56 |
| Belleview | 54 |
| Silver Springs | 34 |
| Other | 115 |
| Total | 1,109 |

CALL CENTER STATS

Average Call Wait Time 44 Sec.
 Abandonment Rate 4%
 Customer Satisfaction 100% (81/81 respondents)
 Percentage who would call again 99% (80/81 respondents)

Number of Callers By Age



TOP SERVICE REQUESTS

| Service Requested | # of calls |
|----------------------------------|------------|
| Electric Bill Payment Assistance | 379 |
| Rent Payment Assistance | 160 |
| Food Pantries | 51 |
| Holiday Assistance | 46 |
| Shelters | 21 |

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 | |
| Dec | |
| Total | 12,472 |

QUICK STATS

- 76% of callers sought 2-1-1 help for the first time
- 44% were unemployed
- 14% were disabled
- 7% were retired
- 53% had no health insurance