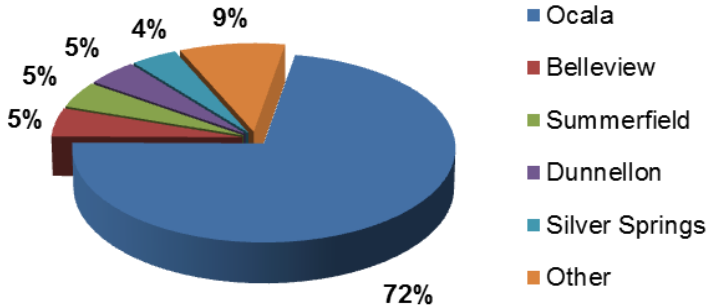


Contacts by City



City	2018
Ocala	15,625
Belleview	959
Summerfield	936
Dunnellon	923
Silver Springs	841
Other	1,739
Total	21,023

CONTACT CENTER STATS

Contact Center Data	2018
Avg Wait Time (AWT)	85 sec
Abandonment Rate	21%
Avg Contact Length (ACL)	278 sec
Customer Satisfaction	92%
Percentage who would call again	93%

QUICK STATS

- 44% sought 2-1-1 help for the first time
- 9% were unemployed
- 8% were disabled
- 6% were retired
- 6% had no health insurance
- 219 chats, 614 texts, and 99 emails were responded to

TOP SERVICE REQUESTS

Service Requested	%
Housing & Shelter	31%
Utilities	20%
Employment & Tax Preparation	15%
Food	11%
Healthcare	6%

CONTACT VOLUME

	2018	AWT (sec)	ACL (sec)
Jan	2,919	27	317
Feb	2,967	29	296
Mar	2,449	22	300
Apr	1,913	33	237
May	1,545	44	194
June	1,331	115	221
July	1,182	n/a	n/a
Aug	1,456	114	212
Sept	1,253	133	295
Oct	1,661	157	321
Nov	1,081	190	363
Dec	1,266	71	300
Total	21,023	85	278

Contacts by Age

