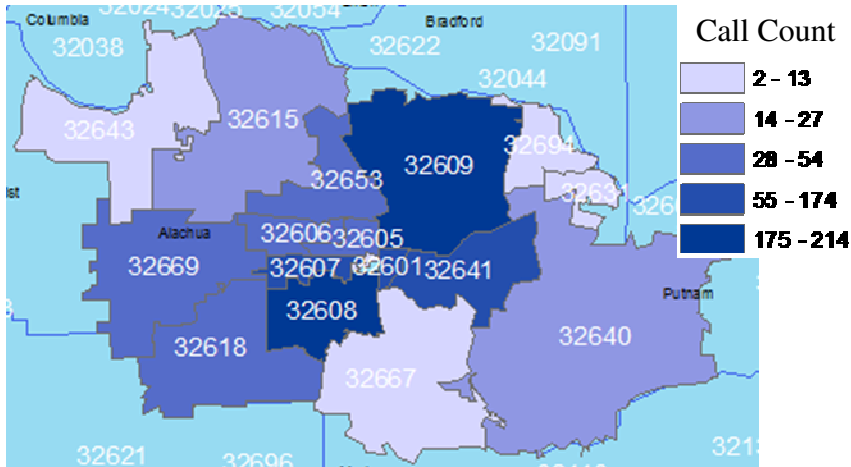


## Alachua County Calls By Zip Code



County	Nov. 2010
Alachua	1,246
Bradford	30
Dixie	14
Gilchrist	33
Lafayette	3
Levy	81
Union	22
Other	130
<b>Total</b>	<b>1,559</b>

### QUICK STATS

- 66% of callers sought 2-1-1 help for the first time
- 41% were unemployed
- 15% were disabled
- 5% were retired
- 47% had no health insurance

### Call Center Satisfaction

<b>Average Call Wait Time</b>	<b>51 Sec.</b>
<b>Abandonment Rate</b>	<b>3%</b>
<b>Customer Satisfaction</b>	<b>99%</b>
<b>Percentage who would call again</b>	<b>98%</b>

## Top Service Requests

Service Requested	# of calls
Rent Payment Assistance	145
Electric Service Payment Assistance	144
Food Pantries	50
Community Shelters	25
Furniture	21

## Areas of Unmet Need

# of calls	Unmet Need
27	Holiday Assistance
9	Financial Assistance
6	Mental Health Services
8	Housing / Shelters
1	Burial Assistance
1	Well Construction
1	Domestic Violence Shelter
1	Ramp Construction
1	Furniture

## CALL VOLUME

	2010
June	1,505
July	1,292
Aug	1,496
Sept	1,815
Oct	1,820
Nov	1,852
Dec	1,559
<b>Total</b>	<b>11,339</b>