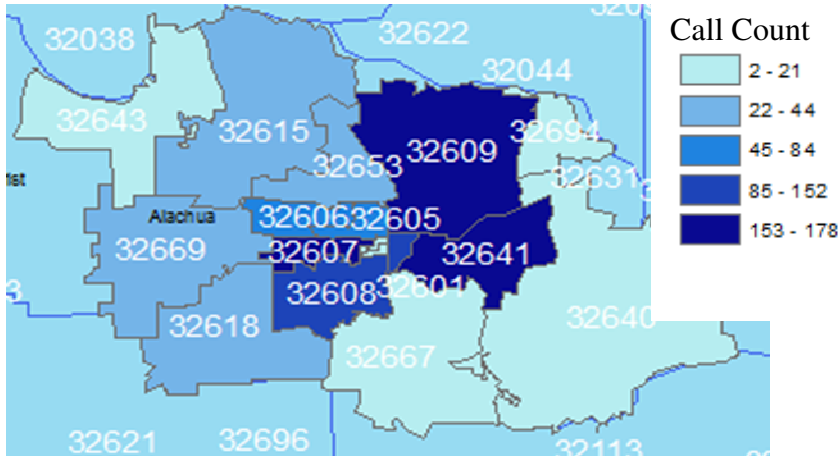


Alachua County Calls By Zip Code



Top Service Requests

Service Requested	# of calls
EITC / VITA	486
Electric Service Payment Assistance	119
Rent Assistance	61
Food Pantries	28
Community Clinics	17

County	Feb. 2011
Alachua	1,578
Bradford	29
Dixie	28
Gilchrist	33
Lafayette	0
Levy	80
Union	29
Other	56
Total	1,833

Areas of Unmet Need

# of calls	Unmet Need
6	Housing / Shelters
3	Financial Assistance
4	Mental Health Services
2	Rabies
2	Friendly Visiting
1	Transportation
1	Loan Counseling

QUICK STATS

- 64% of callers sought 2-1-1 help for the first time
- 27% were unemployed
- 12% were disabled
- 9% were retired
- 39% had no health insurance

Call Center Satisfaction

Average Call Wait Time	46 Sec.
Abandonment Rate	4%
Customer Satisfaction	98%
Percentage who would call again	100%

CALL VOLUME

	Annual Comparison		
	2010	2011	% Change
Jan.	*	1,852	*
Feb.	*	1,833	*
March	*		*
April	*		*
May	*		*
June	1,505		
July	1,292		
Aug.	1,496		
Sept.	1,815		
Oct.	1,820		
Nov.	1,852		
Dec.	1,552		
Total	11,339	3,685	

*Data unavailable