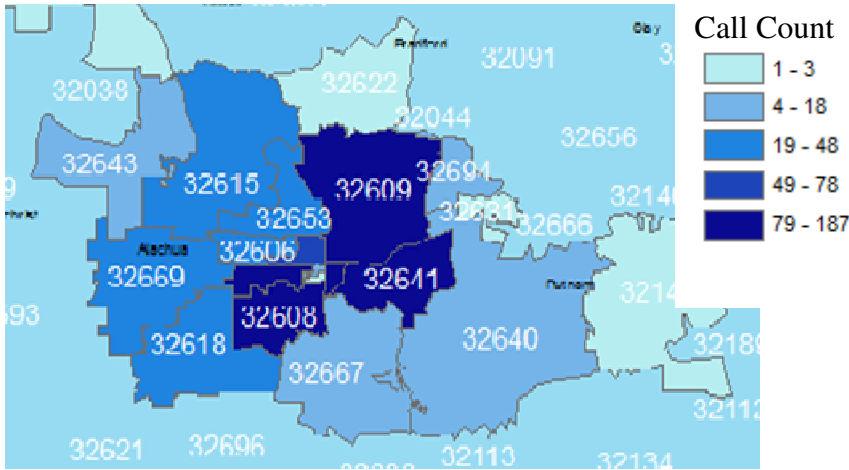


Alachua County Calls By Zip Code



County	March 2011
Alachua	1,476
Bradford	36
Dixie	19
Gilchrist	26
Lafayette	1
Levy	38
Union	17
Other	78
Total	1,691

QUICK STATS

- 58% of callers sought 2-1-1 help for the first time
- 28% were unemployed
- 12% were disabled
- 9% were retired
- 40% had no health insurance

Call Center Satisfaction

Average Call Wait Time	58 Sec.
Abandonment Rate	5%
Customer Satisfaction	99%
Percentage who would call again	98%

Top Service Requests

Service Requested	# of calls
EITC / VITA	345
Electric Service Payment Assistance	125
Rent Assistance	86
Food Pantries	40
General Furniture Provision	19

Areas of Unmet Need

# of calls	Unmet Need
4	Financial Assistance
4	Mental Health Services
1	Medical Services
1	Housekeeping Assistance
1	Animal Control
1	Transportation
1	Housing / Shelters

CALL VOLUME

	Annual Comparison		
	2010	2011	% Change
Jan.	*	1,852	*
Feb.	*	1,833	*
March	*	1,691	*
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	5,376	

*Data unavailable