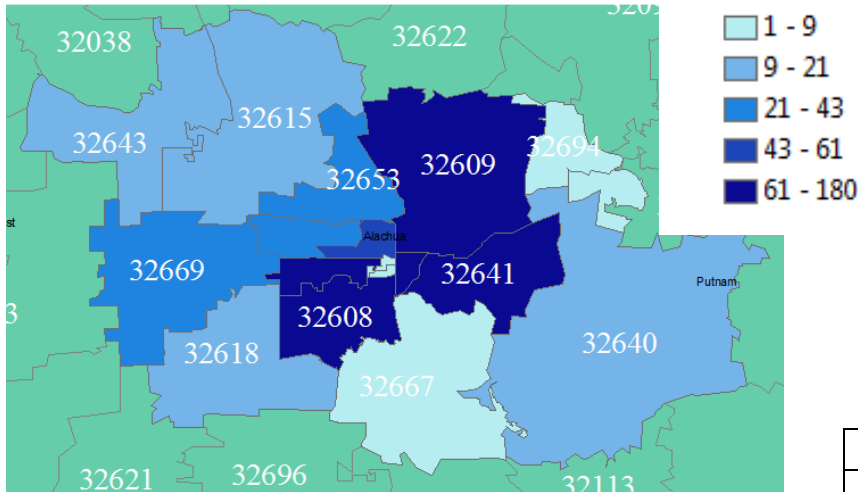


Alachua County Calls By Zip Code



Top Service Requests

| Service Requested | # of calls |
|----------------------------------|------------|
| Electric Bill Payment Assistance | 317 |
| Rent Payment Assistance | 139 |
| Food Pantries | 38 |
| Community Shelters | 36 |
| Free School Supplies | 30 |

| County | August 2010 |
|--------------|--------------|
| Alachua | 1,093 |
| Bradford | 27 |
| Dixie | 14 |
| Gilchrist | 26 |
| Lafayette | 1 |
| Levy | 95 |
| Union | 13 |
| Other | 227 |
| Total | 1,496 |

Areas of Unmet Need

| # of calls | Unmet Need |
|------------|------------------------------|
| 7 | Financial Assistance |
| 6 | School / Children's Clothing |
| 5 | Health Care Assistance |
| 2 | Home Maintenance / Repair |
| 1 | Automotive Repair |
| 1 | Shelters |
| 1 | Diapers |
| 1 | Family Counseling |
| 1 | Transportation |
| 1 | Gas Money |

QUICK STATS

- 68% of callers sought 2-1-1 help for the first time
- 42% were unemployed
- 18% were disabled
- 4% were retired
- 47% had no health insurance

Call Center Satisfaction

| | |
|---------------------------------|---------|
| Average Call Wait Time | 45 Sec. |
| Abandonment Rate | 4% |
| Customer Satisfaction | 100% |
| Percentage who would call again | 98% |

CALL VOLUME

| | 2010 |
|--------------|--------------|
| June | 1,505 |
| July | 1,292 |
| Aug | 1,496 |
| Sept | |
| Oct | |
| Nov | |
| Dec | |
| Total | 4,293 |