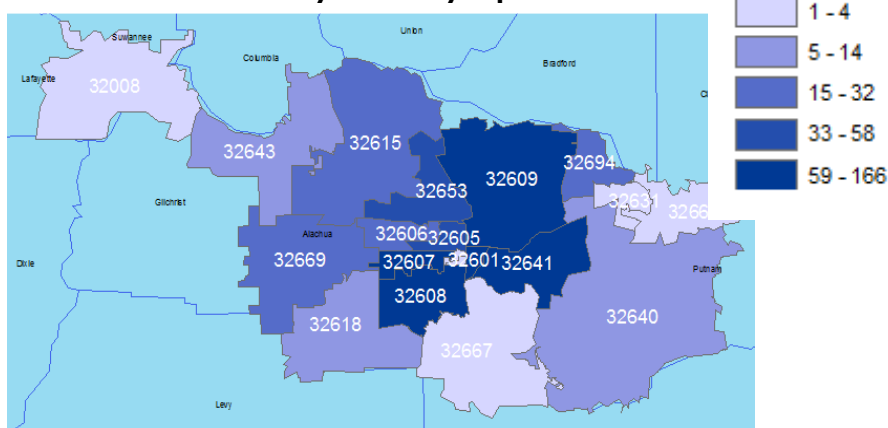


## Alachua County Calls By Zip Code



## Top Service Requests

Service Requested	# of calls
Electric Bill Payment Assistance	221
Holiday Assistance	168
Rent Payment Assistance	137
Food Pantries	45
Holiday Donations	26

County	Oct. 2010
Alachua	1,489
Bradford	60
Dixie	20
Gilchrist	26
Lafayette	0
Levy	80
Union	17
Other	128
<b>Total</b>	<b>1,820</b>

## Areas of Unmet Need

# of calls	Unmet Need
15	Holiday Assistance
14	Financial Assistance
5	Housing / Shelters
2	Furniture
1	Counseling
1	Child Safety Seats
1	Substance Abuse Treatment
1	Job Search Assistance
1	Moving Assistance
1	Legal Counseling

## QUICK STATS

- 67% of callers sought 2-1-1 help for the first time
- 41% were unemployed
- 18% were disabled
- 3% were retired
- 46% had no health insurance

## Call Center Satisfaction

Average Call Wait Time	58 Sec.
Abandonment Rate	6%
Customer Satisfaction	100%
Percentage who would call again	100%

## CALL VOLUME

	2010
June	1,505
July	1,292
Aug	1,496
Sept	1,815
Oct	1,820
Nov	
Dec	
<b>Total</b>	<b>7,928</b>