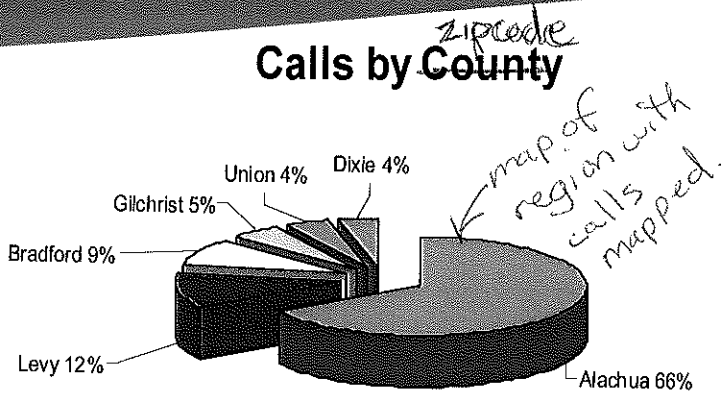


North Central Florida 2-1-1 Monthly Report January 2010

Calls by County



County	May 2010
Alachua	1,331
Levy	242
Bradford	182
Gilchrist	101
Union	81
Dixie	80
Total	2,017

Top Services Requested

Service Request	Rank
Electric Bill Payment Assistance	1
Rent Payment Assistance	2
Food Pantries	3
Transitional Housing/Shelter	4
Mortgage Payment Assistance	5

CALLER QUICK STATS

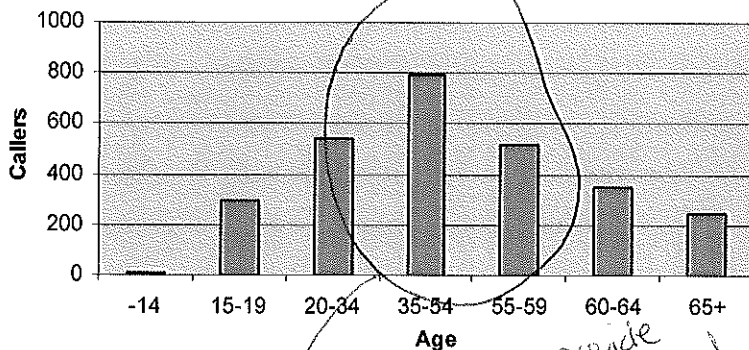
Percentage of Callers with ^{High School College Degree} Insurance	21%
Percentage of Callers who are Employed	18%
Percentage of Callers with Children in ^{home.}	24%

COLLECTIVE CALL CENTER STATS

Call Center Satisfaction

Percentage who would call again	98%
Customer Satisfaction	99%
Average Call Wait Time	55 sec.
Abandonment Rate	3%

Number of Callers by Age



Number of callers who we could not provide assistance and what was the issue. more than

CALL VOLUME

	2010
Jan	2,073
Feb	2,153
Mar	2,363
Apr	2,406
May	2,017
June	
July	
Aug	
Sept	
Oct	
Nov	
Dec	
Total	11,012