



County	2008	2007	% increase
Orange	7,749	4,951	56%
Osceola	1,248	815	53%
Seminole	1,379	855	61%
Other	1,851	1,191	55%
Total	12,227	7,812	56%

COLLECTIVE CALL CENTER STATS

October Abandonment Rate	5.5%
October Average Call Waiting Time	45 Sec.
October Customer Satisfaction	93.9%
Percentage who would call again	92.8%

CALL CENTER QUICK STATS

Percentage of Callers with Insurance	25%
Percentage of Callers who are Employed	22%
Percentage of Callers with No Income	11%
Percentage of Callers with Children	65%
Percentage of Callers 55 and Older	11%

TOP SERVICES

Agency	Rank
Utility Bill Payment Assistance	1
Rent Payment Assistance	2
Food Pantries	3
Transitional Housing/Shelter	4
Mortgage Payment Assistance	5
Community Clinics	6
Dental Care	7
Health Related Temporary Housing	8
Job Search/Placement	9
Personal Care	10

Month by Month Call Volume

	2007	2008	% Increase
January	5896	6670	13%
February	5127	7077	38%
March	5490	8027	46.2%
April	5649	9058	60.3%
May	5957	7908	33%
June	6400	8837	38%
July	7965	10434	31%
August	9045	11549	28%
September	7588	11773	55%
October	7812	12227	56%
Total	66929	93560	39.8%