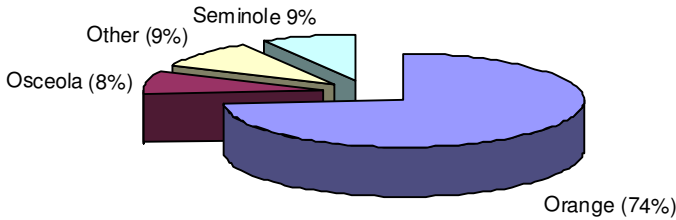


Calls by County

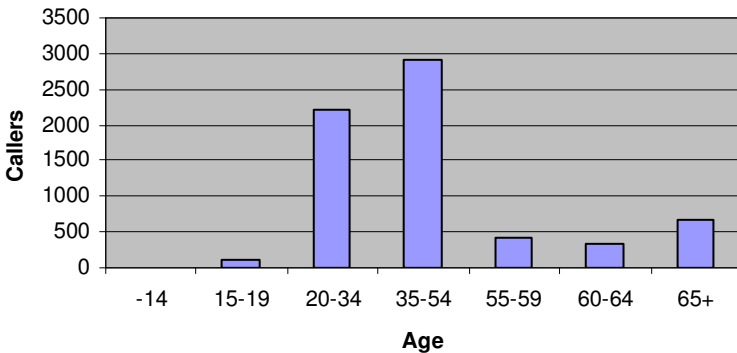


County	Aug. 2009	Aug. 2008	% increase
Orange	7766	5868	32%
Osceola	863	983	-12%
Seminole	904	1191	-24%
Other	983	3507	-72%
Total	10516	11549	-9%

CALLER QUICK STATS

Percentage of Callers with Insurance	21%
Percentage of Callers who are Employed	18%
Percentage of Callers with Children	24%

Number of Callers by Age



TOP SERVICE REQUESTS

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

COLLECTIVE CALL CENTER STATS

August Average Call Waiting Time 175 Sec.

August Customer Satisfaction N/A*

Percentage who would call again 95%

*Caller data unavailable due to software upgrade.

COLLECTIVE CALL VOLUME INCREASES

	2007	2008	%	2009	%
Jan	6241	6670	6%	8855	33%
Feb	5247	7077	38%	7294	3%
Mar	5612	8143	45%	8011	-1%
Apr	5735	9167	60%	7420	-19%
May	6072	8030	32%	7967	-0.7%
June	6505	8837	38%	10013	13%
July	8130	10434	28%	10027	-4%
Aug	9187	11858	29%	10516	-9%
Sept	7777	12099	51%		-
Oct	7997	12227	53%		-
Nov	6884	10207	48%		-
Dec	6152	10645	73%		-
Total	81539	115394	41%		