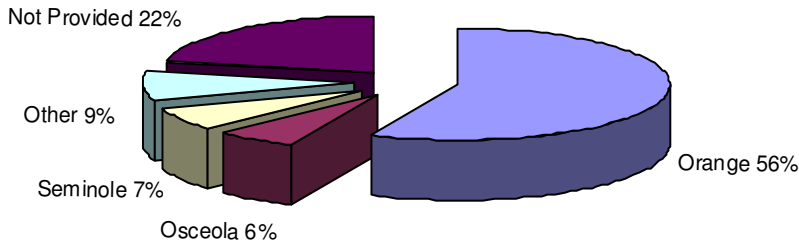


Calls by County

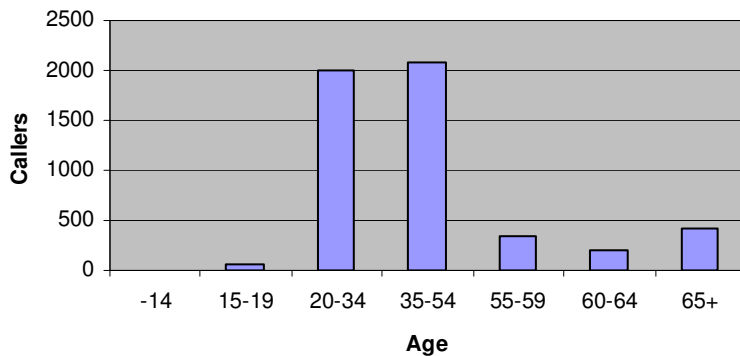


County	Nov. 2009	Nov. 2008	% change
Orange	7971	7113	12%
Osceola	901	1099	-18%
Seminole	938	751	25%
Other	1199	374	220%
Not Provided	3081	870	254%
Total	14,090	10,207	38%

NOVEMBER QUICK STATS

- 14,090 calls received – highest ever in 2-1-1 history
- Call volume up 104% over past two years
- 50% of callers sought 2-1-1 help for first time
- 80% were unemployed
- 65% had no health insurance

Number of Callers by Age



TOP SERVICE REQUESTS

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

COLLECTIVE CALL VOLUME CHANGES

	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%	10964	-9%
Oct	7997	12227	53%	11597	-5%
Nov	6884	10207	48%	14090	38%
Dec	6152	10645	73%	-	-
Total	81539	115394	41%		

CALL CENTER STATS

Average Call Waiting Time	155 Sec.
Customer Satisfaction	99%
Percentage who would call again	97%