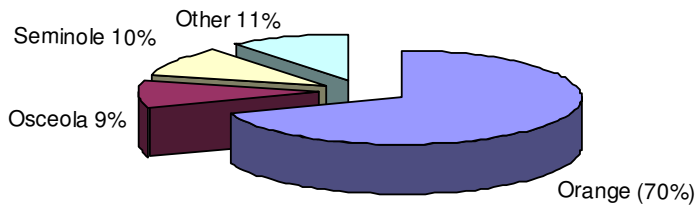


Calls by County

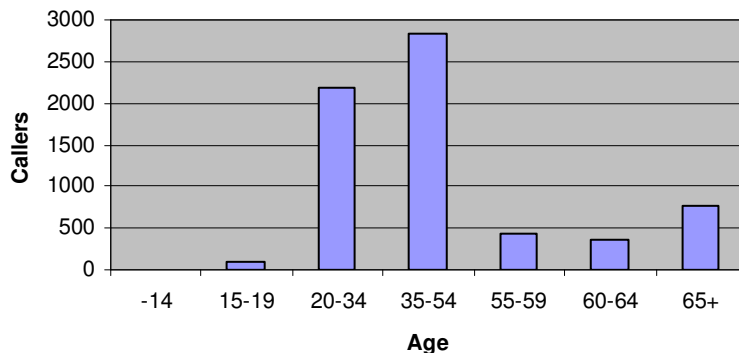


County	Oct. 2009	Oct. 2008	% change
Orange	8081	7749	4%
Osceola	1063	1248	-14%
Seminole	1211	1379	-12%
Other	1242	1851	-32%
Total	11597	12227	-5%

CALLER QUICK STATS

Percentage of Callers with Insurance 21%
 Percentage of Callers who are Unemployed 71%

Number of Callers by Age



TOP SERVICE REQUESTS

Electric Bill Payment Assistance	1
Rent Payment Assistance	2
Food Pantries	3
Transitional Housing/Shelter	4
Medicare Information/Counseling	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%	-	-
Dec	6152	10645	73%	-	-
Total	81539	115394	41%		

OCTOBER CALL CENTER STATS

Average Call Waiting Time 141 Sec.
 Customer Satisfaction 95%
 Percentage who would call again 94%