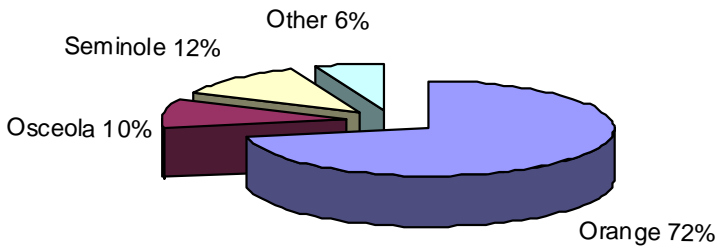


## Calls by County



## TOP SERVICE REQUESTS

EITC/VITA Site Information	1
Electric Bill Payment Assistance	2
Rent Payment Assistance	3
Food Pantries	4
Community Clinics	5

## FEBRUARY QUICK STATS

- 13,009 calls were received, a 78% increase over February 2009.
- 3,293 calls were received about the Earned Income Tax Credit making this the most requested service.
- 1,045 crisis calls were handled, 31 of which required suicide prevention services
- 46% of callers sought 2-1-1 help for the first time
- 49% of all 2-1-1 callers were unemployed
- 48% had no health insurance
- 1,251 calls were received through Marion County 2-1-1 contracted services bringing the total calls answered by 2-1-1 to 14,260

Calls by County	Feb. 2010	Feb. 2009	% change
Orange	9,397	5,220	+80%
Osceola	1,255	721	+74%
Seminole	1,574	954	+65%
Other	783	399	+96%
<b>Total</b>	<b>13,009</b>	<b>7,294</b>	<b>+78%</b>

## CALL CENTER STATS

Average call waiting time	123 Sec.
Customer satisfaction	98%
Percentage who would call again	97%
Crisis callers stabilized	94%

## CALL VOLUME

	Annual Comparison by Month				% Increase over past years		
	2007	2008	2009	2010	2007	2008	2009
Jan	6,241	6,670	8,855	10,765	+72%	+62%	+22%
Feb	5,247	7,077	7,294	13,009	+148%	+84%	+78%
Mar	5,612	8,143	8,011				
Apr	5,735	9,167	7,420				
May	6,072	8,030	7,967				
June	6,505	8,837	10,013				
July	8,130	10,434	10,027				
Aug	9,187	11,858	10,516				
Sept	7,777	12,099	10,964				
Oct	7,997	12,227	11,597				
Nov	6,884	10,207	14,090				
Dec	6,152	10,645	12,876				
<b>Total</b>	<b>81,539</b>	<b>115,394</b>	<b>119,630</b>				