

Finger Lakes Region, New York 

2-1-1

Get Connected. Get Answers.

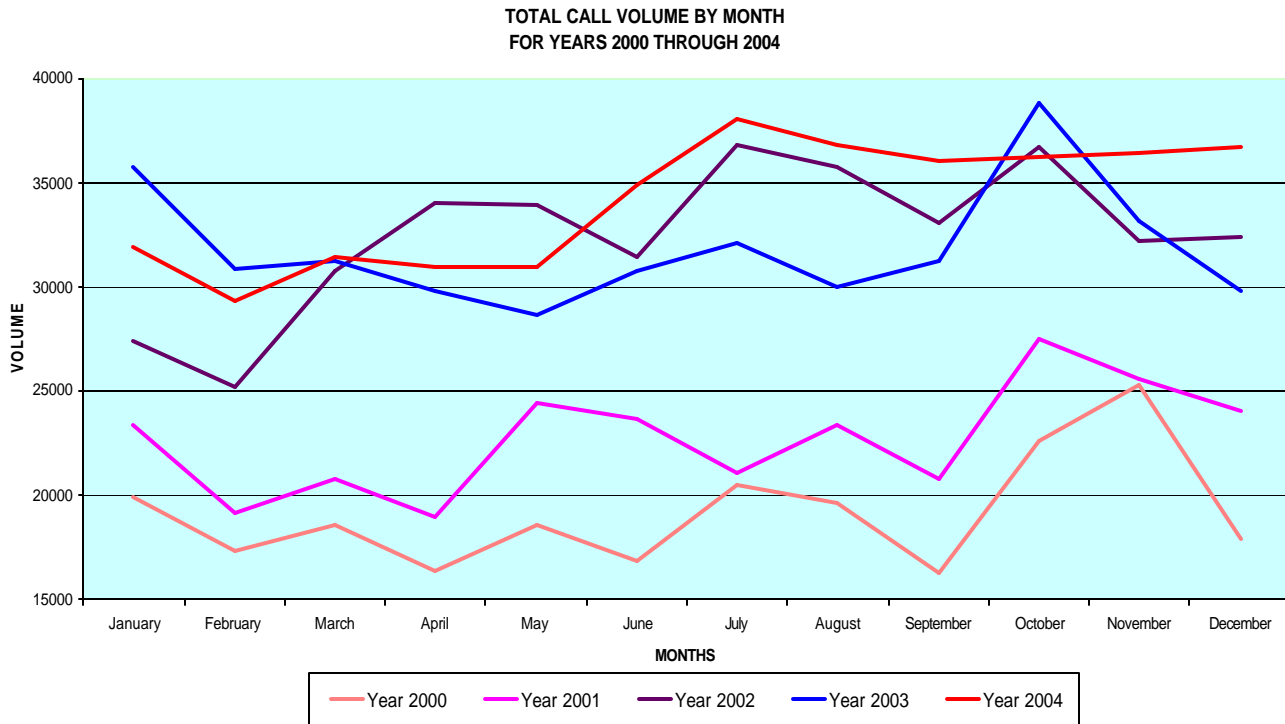
LIFE LINE

2-1-1/LIFE LINE

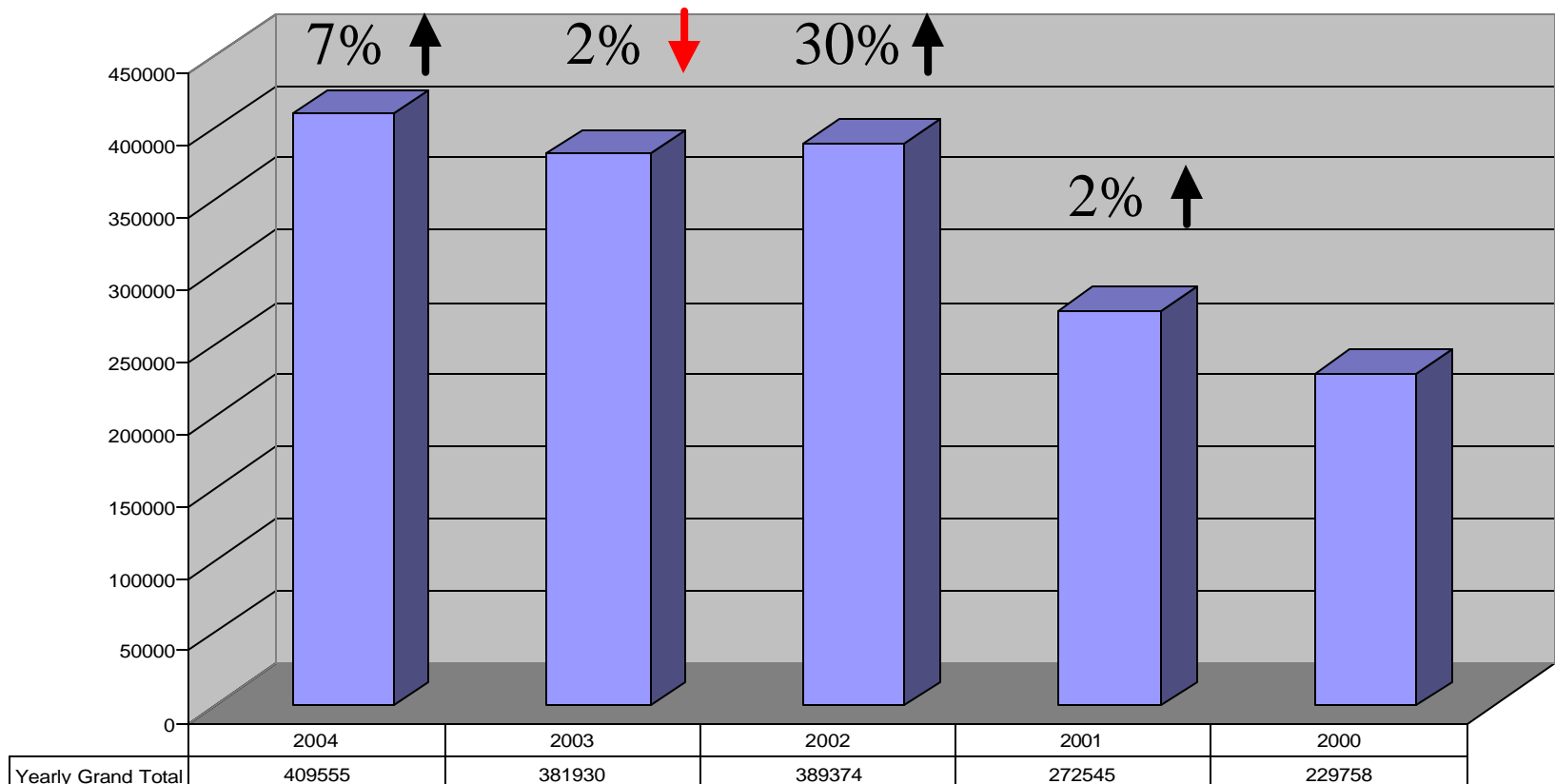
Call Center Operations

Total call volume for LIFE LINE in 2004

409,555 grand total on all 24 hotlines at LIFE LINE

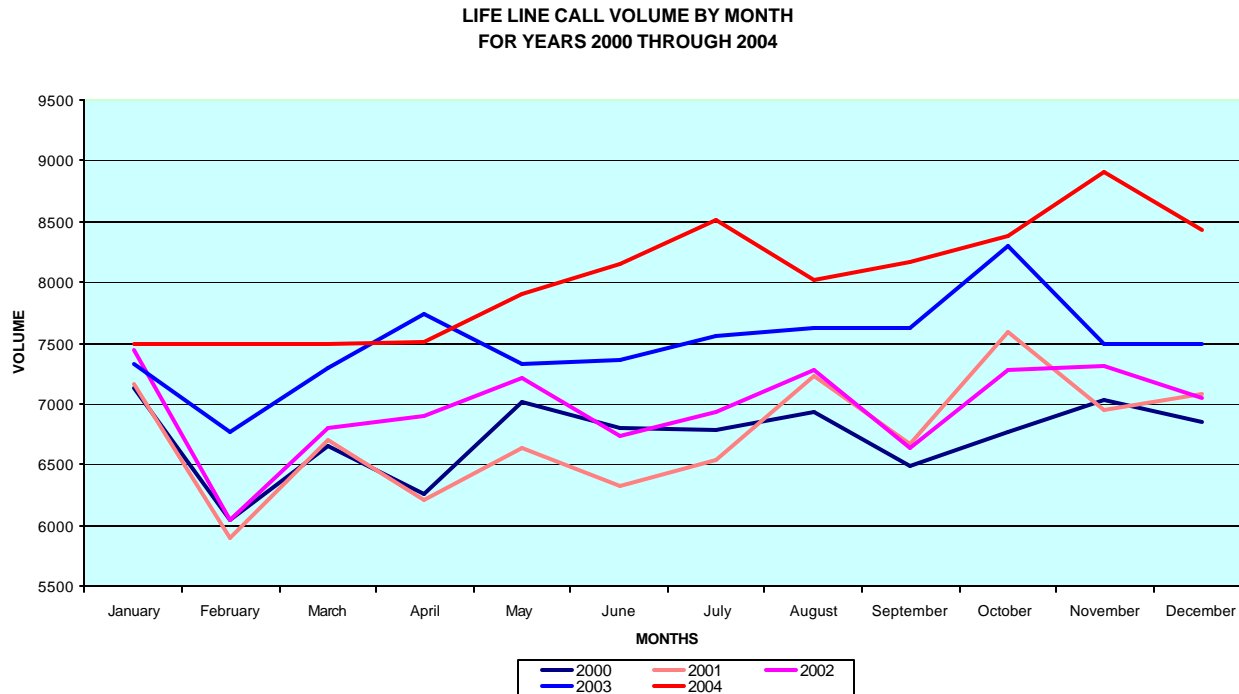


Grand total comparisons represent a 44% increase since 2000



2004 LIFE LINE Calls Via 275-5151 & 1(800)310-1160

Total call volume for local crisis and I&R in 2004 - 96,473 which represents the highest recorded local volume in the existence of the hotline. (15,708 more calls than we received in 2000.)



Estimated Volume Impact of 2-1-1 on LIFE LINE in 2005

We estimate a 17% increase over the LIFE LINE call volume
total in 2004.

(16,400 increase in calls)

