

# 211 Central South **211**<sup>®</sup> Year End Report 2013 – Niagara

Free / Confidential / 24/7/365 / Live Answer / up to 150 languages



## CALLS – 66,267

From Niagara Region

**OR 76.0%** of all calls to Central South

### CALLERS ARE:



74.3%  
women



= 17.7%

Adults (36-54)  
= 53.5%

90.6% are  
calling on  
own behalf



Accessing 211 in another language: French (8), Mandarin (8), Spanish (7), Swahili (2), German (1), Italian (1), Arabic (1)



52.6% from St Catharines  
22.8% from Niagara Falls  
11.4% from Welland  
4% from Rural Niagara (L0S)

3.6% from Port Colborne  
3% from Fort Erie  
1.5% from West Niagara (L0R)  
0.9% from Grimsby

### TYPES OF CALLS:



- 8.7% complex in nature
- 669 calls required advocacy
- 25 endangerment calls
- 87 calls required followup

