



Fiscal Year 2018/19

Call Data

Incoming Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls	8,934	11,487	10,163	10,958	9,026	9,624	7,966	7,093	10,439	10,329	9,908	10,327	116,254
Answered Calls	7,388	9,597	8,510	9,412	8,259	7,399	6,542	5,110	8,036	8,142	8,017	7,887	94,299
Abandoned Calls	1,546	1,889	1,648	899	569	2,157	1,379	1,908	2,253	2,096	1,831	2,340	20,515
Uncategorized Calls	0	1	5	647	198	68	45	75	150	91	60	100	1,440
Repeat Callers	1,165	1,289	917	1,534	2,004	2,054	1,424	1,615	1,463	1,852	2,048	1,913	19,278
Type of Client													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
2-1-1 Call	9,212	9,532	8,263	9,723	8,561	7,607	5,399	5,077	7,853	5,851	5,919	5,882	88,879
MCH	122	103	87	101	55	42	34	24	34	51	75	88	816
Social Media	1	3	3	6	5	3	2	4	2	1	2	0	32
Email	17	14	21	20	17	13	19	10	17	19	10	21	198
In Person	1	0	0	11	8	1	1	0	0	6	7	8	43
Text Clients	171	238	189	246	274	248	225	184	185	194	231	256	2,641
Chat Clients	150	179	118	172	164	142	143	167	153	167	170	234	1,959
Disaster Form	2	8	61	5	402	1	0	0	0	0	0	0	479
PREA Form	1	0	0	0	0	0	0	0	0	0	0	0	1
Talk Time Telephone Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Talk Time (Minutes)	64,583	65,288	58,934	60,396	52,911	54,586	57,603	47,111	52,022	57,780	54,229	56,239	681,682
Average Talk Time Telephone System (Minutes)	4:12	4:11	4:14	3:57	4:26	4:24	5:09	5:21	3:53	4:35	4:27	4:23	4:26
Average Time to Answer	0:47	0:44	0:47	0:34	0:36	0:51	0:47	1:03	0:53	0:53	0:44	:55	0:51
Total Calls Answered in Two Minutes or less	6408	8382	7216	8989	7101	6444	6175	3999	6660	6758	6941	6493	81,566

Call Data

Answered Calls Wait Time													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Answered Calls	7,388	9,597	8,238	9,731	8,381	7,408	7,144	5,109	8,032	8,138	8,016	7,887	95,069
Under 30 seconds	5,092	6,746	5,719	6,654	5,257	4,867	4,932	2,868	4,946	4,998	5,344	4,786	62,209
Between 30 & 60 seconds	649	813	708	1,360	863	729	602	473	719	712	723	759	9,110
Between 60 & 90 seconds	351	462	425	234	169	161	116	105	169	151	149	151	2,643
Between 90 & 120 seconds	316	361	364	741	812	687	525	553	826	897	725	797	7,604
Between 120 & 180 seconds	414	548	512	742	1,280	964	969	1,110	1,372	1,380	1,075	1,394	11,760
Time to answer Telephone Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Average Time to Answer	0:47	0:44	0:47	0:34	0:36	0:51	0:47	1:03	0:53	0:53	0:44	:55	0:51
Under the two minute limit	86.74%	87.34%	87.59%	92.37%	84.73%	86.99%	84.73%	78.27%	82.92%	83.04%	86.59%	82.33%	85.80%
Over the two minute limit	13.26%	12.66%	12.41%	7.63%	15.27%	13.01%	15.27%	21.73%	17.08%	16.96%	13.41%	17.67%	14.20%
Abandoned Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Average time to abandon	1:28	1:14	1:03	1:02	1:50	1:43	2:23	2:48	2:34	2:29	2:25	2:38	1:58
Abandoned Calls	1,546	1,889	1,648	902	570	2,157	1,378	1,908	2,251	2,098	1,831	2,340	20,518
Abandoned Calls %	17.30%	16.44%	16.22%	8.23%	6.32%	22.41%	17.30%	26.90%	21.56%	20.31%	18.48%	22.66%	17.65%

Call Data

Other Types of Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Responses	4,292	4,392	3,850	4,887	4,023	3,460	2,591	1,929	4,684	3,676	4,099	4,144	46,027
Out-of-State 211 Calls	234	235	138	155	122	126	141	104	104	248	144	153	1,904
311	376	345	307	347	314	318	275	214	2,662	1,170	1,606	1,600	9,534
411	402	377	270	298	242	249	241	171	162	192	205	214	3,023
511	18	13	14	14	25	22	26	45	40	34	16	20	287
611	31	23	32	37	43	42	21	19	13	17	15	27	320
711	1	1	0	0	0	0	0	0	0	0	0	1	3
811	3	3	2	4	3	0	0	1	1	5	1	1	24
911	19	14	11	11	11	12	9	3	32	16	20	22	180
Abusive Caller	12	12	11	10	12	10	15	5	5	7	7	10	116
Crisis	37	26	25	36	25	27	33	28	34	42	54	41	408
Disaster	2	2	1	0	2	0	0	0	0	0	0	0	7
Disconnect	716	757	627	921	818	681	597	362	502	623	607	545	7,756
Information Only	0	558	649	814	916	852	734	588	704	797	868	943	8,423
Static	1,305	1,237	1,093	1,544	901	556	50	38	47	45	70	59	6,945
Unknown	914	628	500	518	471	426	349	279	297	387	389	414	5,572
Wrong Number	222	161	168	173	116	136	98	72	78	93	92	92	1,501

Call Data

Clients By County													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Carson City	54	38	52	46	45	41	43	61	42	50	40	36	548
Churchill	9	9	12	9	6	7	5	12	10	9	7	8	103
Clark	6,100	6,423	5,537	6,160	5,687	5,420	5,113	4,317	4,308	5,491	5,840	5,653	66,049
Douglas	16	13	14	19	14	5	23	15	6	10	9	14	158
Elko	17	19	14	15	13	9	17	15	22	29	21	15	206
Esmeralda	1	0	0	0	1	0	0	0	1	2	0	0	5
Eureka	0	1	2	2	1	1	0	0	0	1	1	1	10
Humboldt	2	3	10	1	3	2	9	4	3	4	5	4	50
Lander	0	1	3	2	0	1	2	7	1	1	0	1	19
Lincoln	3	1	3	0	0	0	5	1	0	5	0	0	18
Lyon	27	39	25	30	36	18	37	21	30	38	41	23	365
Mineral	1	0	0	5	0	0	1	2	2	0	1	2	14
Nye	39	36	26	29	27	30	24	26	29	39	32	38	375
Pershing	4	3	2	2	1	0	3	4	4	6	1	2	32
Storey	0	0	1	0	1	1	1	1	2	4	0	0	11
Washoe	369	345	350	351	376	287	345	338	271	326	359	319	4,036
White Pine	5	8	4	7	3	5	7	6	5	8	5	4	67
Other Zip Codes	2,633	2,713	2,438	3,182	2,432	1,839	1,192	848	3,261	2,384	2,148	2,185	27,255

Chat Data

Pre- Chat Questions													
Military Experience?	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Yes	5	13	8	8	2	3	4	6	5	8	6	10	78
Age	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
< 20	1	4	2	0	3	1	1	3	2	4	1	3	25
20 - 29	40	51	36	42	42	41	38	22	36	36	25	49	458
30 - 39	45	51	23	48	41	31	42	52	37	47	47	68	532
40 - 49	26	26	20	34	32	27	25	21	16	31	53	26	337
50 - 59	10	15	14	17	22	24	8	29	24	20	29	21	233
60 - 69	11	11	5	9	9	7	5	10	12	10	3	16	108
70 - 79	5	2	1	4	5	0	1	6	4	5	1	7	41
80 - 89	2	3	1	1	1	0	2	2	1	0	2	2	17
90 >	1	0	0	1	0	1	1	1	0	0	0	1	6
Chat Information													
Chat Information	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Chat Sessions Answered	142	179	118	165	161	137	124	147	143	147	160	225	1848
Missed Chat	22	34	20	17	12	9	18	17	11	20	10	32	222
Talk Time Chat													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Talk Time (Minutes)	2808	4191	2093	3568	3141	2686	2898	3665	3031	3391	3450	4592	39514
Average Chat Length iCarol (minutes)	20	23	18	20	20	20	23	22	21	23	22	20	21

Chat Data

Post Chat Questions													
Was the chat service easy to use?	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Very easy, no problems at all	13	9	12	19	15	6	8	9	12	12	8	8	131
Fairly easy	2	2	0	3	7	2	4	2	2	3	2	4	33
Some problems	1	3	1	3	0	1	0	1	2	1	1	3	17
A lot of problems	0	2	0	0	0	0	0	1	0	1	1	2	7
Very difficult to use	0	1	3	0	0	3	1	0	1	2	2	1	14
Was your chat specialist helpful?	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Extremely helpful	10	6	7	9	13	3	4	6	3	6	3	5	75
Very helpful	2	2	2	10	4	2	3	4	6	4	4	5	48
Somewhat helpful	2	2	2	3	1	0	3	1	2	5	2	2	25
Not very helpful	1	1	1	2	3	2	1	0	1	0	5	2	19
Not helpful at all	2	6	4	2	1	5	3	2	5	4	0	7	41

Demographic Data

Race													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	6,310	6,655	5,615	6,318	5,929	5,501	5,412	4,397	4,489	5,533	5,578	4,794	66,531
Asian	89	116	87	92	86	62	90	74	76	86	69	79	1,006
Asian & White	2	9	8	5	10	7	5	5	3	8	3	4	69
Black or African American and White	22	31	39	35	25	35	23	22	25	27	26	31	341
Black/African American	1,932	2,120	1,824	2,101	1,948	1,777	1,611	1,170	1,201	1,606	1,617	1,597	20,504
Native American or Native Alaskan and White	14	17	21	20	7	18	18	7	9	17	3	6	157
Native American/Native Alaskan	63	64	52	47	64	31	64	45	42	60	55	37	624
Native Hawaiian/Pacific Islander	70	58	61	93	64	71	54	37	44	58	46	48	704
Other Multiple Race	574	615	478	490	383	423	382	304	312	372	401	354	5,088
White/Caucasian	1,698	1,776	1,447	1,572	1,483	1,250	1,340	1,133	1,148	1,452	1,475	1,334	17,108
Chose not to answer	880	1,027	800	970	933	916	918	756	793	917	902	940	10,752
Ethnicity													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	6,309	6,655	5,604	6,311	5,927	5,495	5,369	4,395	4,454	5,528	5,574	5,507	67,128
Hispanic or Latino	1,047	1,099	892	984	842	877	792	656	622	856	780	787	10,234
Not Hispanic or Latino	3,885	4,235	3,479	3,951	3,652	3,235	3,153	2,453	2,544	3,243	3,295	3,120	40,245
Chose not to answer	415	499	419	492	502	469	510	428	435	485	507	505	5,666

Demographic Data

Gender													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	6,445	6,742	5,725	6,462	6,059	5,622	5,503	4,508	4,802	5,914	5,999	5,952	69,733
Chose not to answer	37	41	32	53	46	43	67	39	66	48	34	52	558
Female	4,558	4,810	4,079	4,553	4,273	3,971	3,792	3,017	3,229	4,132	4,167	4,009	48,590
Male	1,573	1,622	1,360	1,562	1,459	1,356	1,424	1,224	1,286	1,498	1,505	1,561	17,430
Transgender	2	1	6	10	2	5	1	5	4	8	2	4	50
Age													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	5,124	5,495	4,600	5,234	4,827	4,425	4,311	3,438	3,411	4,405	4,382	4,219	53,871
90 - 99	7	11	13	13	7	8	9	7	0	9	10	10	104
80 - 89	100	99	67	80	62	52	95	74	63	96	94	82	964
70 - 79	341	331	286	297	258	237	290	260	332	328	336	299	3,595
60 - 69	750	790	668	727	710	600	660	570	575	765	685	665	8,165
50 - 59	879	962	843	1,015	920	805	770	711	693	839	813	763	10,013
40 - 49	960	978	894	1,011	926	922	810	645	606	749	764	789	10,054
30 - 39	1,192	1,341	991	1,206	1,480	1,003	991	683	673	947	1,002	918	12,427
20 - 29	850	915	798	833	421	745	649	451	444	637	649	659	8,051
11 - 19	45	68	40	52	43	53	37	37	25	35	29	34	498

Demographic Data

Preferred Language													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
English	5396	5791	4763	5361	5,080	4,624	4,430	3,575	4,243	5,509	5,623	5,576	59,971
Other	16	19	14	19	19	7	7	7	9	13	29	20	179
Spanish	217	208	169	155	140	127	145	151	146	169	140	186	1,953
Referred By													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	6,390	6,753	5,700	6,430	6,001	5,572	5,440	4,454	4,535	5,617	5,687	5,602	68,181
City	86	114	61	90	64	66	52	32	78	116	90	93	942
County	32	35	50	46	28	27	32	43	30	38	42	32	435
Disaster Referral	2	1	0	0	0	0	0	0	0	0	2	0	5
Email	14	9	17	14	12	12	10	12	12	15	9	15	151
Friend/Family	730	696	592	552	507	474	380	369	330	459	465	469	6,023
MCH	4	0	1	0	0	0	0	0	0	1	0	0	6
Media	145	126	100	101	88	73	78	65	59	79	74	76	1,064
Not Sure	191	209	159	147	120	116	160	113	123	175	120	127	1,760
Other	1,126	1,151	1,079	1,135	969	849	973	834	949	1,132	1,132	1,094	12,423
Outreach Event	144	157	120	75	34	14	14	10	11	12	8	18	617
Social Media	4	4	9	7	9	6	10	4	4	13	3	3	76
Social Service - Nonprofit Agency	624	595	548	715	567	552	527	356	386	477	456	447	6,250
State of Nevada	556	648	556	557	421	374	378	261	284	351	334	299	5,019
Text	167	212	174	207	262	224	207	186	183	178	208	256	2,464
United Way	41	17	26	18	17	15	0	0	0	0	0	0	134
Unknown	301	314	247	274	222	184	155	140	171	198	214	265	2,685
Used 2-1-1 before	1,907	2,127	1,704	2,212	2,393	2,359	2,216	1,822	1,734	2,139	2,314	2,156	25,083
Web Search	316	338	257	280	288	227	248	207	181	234	216	252	3,044

Text Data

Text Messages													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Users	442	730	620	627	744	605	617	468	562	545	584	645	7,189
Text Clients receiving resources	171	238	189	246	274	248	225	184	185	194	231	256	2,641
Text Response Rates:													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
0-5 min	147	186	152	202	249	210	185	164	185	182	213	218	2,293
5-15 mins	18	16	17	15	28	18	16	22	15	24	24	39	252
16-30 mins	4	7	7	10	11	3	4	1	3	1	0	0	51
31 mins to 1 hour	6	2	2	0	6	2	2	2	0	1	4	1	28
Over 1 hour	4	7	4	2	7	4	3	3	0	3	1	0	38

Web Data

Nevada211.org Web Data													
Visitor Counts													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
New Visitors	14,181	8,202	7,983	8,276	8,390	7,543	8,825	7,197	7,200	9,542	11,009	10,753	109,101
Returning Visitors	8,652	4,260	3,184	3,261	3,256	2,953	3,086	2,577	2,476	2,791	3,000	3,053	42,549
Age Distribution Total Users													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
18-24	1,284	726	470	327	380	240	300	270	262	270	241	382	5,152
25-34	2,485	1,392	1,272	1,461	1,533	1,178	1,246	1,014	1,132	1,226	1,333	1,282	16,554
35-44	1,529	1,047	904	1,117	1,118	939	927	891	830	1,027	1,119	1,099	12,547
45-54	886	707	702	686	878	612	645	635	666	755	882	796	8,850
55-64	643	447	479	527	546	368	451	408	406	495	575	518	5,863
65+	310	167	199	268	251	170	225	202	206	244	298	286	2,826
Gender													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Male	3,346	1,537	1,391	1,384	1,490	1,183	1,372	1,280	1,293	1,432	1,737	1,663	19,108
Female	4,323	3,106	2,732	3,113	3,327	2,436	2,494	2,203	2,274	2,696	2,810	2,820	34,334
Session Data													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Sessions	22,833	12,462	11,167	11,537	11,646	10,496	11,911	9,774	9,676	12,333	14,009	13,806	151,650
Users	15,890	9,228	8,730	9,008	9,083	8,212	9,378	7,770	7,716	10,120	11,602	11,383	118,120
Pages per Session	2.00	2.67	2.66	2.68	2.62	2.54	2.51	2.72	2.68	2.34	2.16	2.20	2.48
Avg. Session Duration	01:42	2:37	2:30	2:21	2:26	2:10	2:08	2:37	2:22	2:01	1:44	1:43	2:01

ReferralData

Taxonomy Category Trends													
Counts	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
B Basic Needs	7282	8749	5299	7082	6656	5899	5847	5589	4601	5657	6199	6656	75516
D Consumer Services	250	307	171	217	157	117	226	384	319	411	213	179	2951
F Criminal Justice and Legal Services	649	716	426	656	566	530	344	525	519	631	681	707	6950
H Education	235	261	38	59	41	40	176	32	38	37	41	31	1029
J Environment and Public Health/Safety	4	28	7	8	6	5	48	2	17	6	24	11	166
L Health Care	670	754	435	693	560	525	882	497	543	620	720	589	7488
N Income Support and Employment	809	976	536	835	709	714	443	588	670	775	823	767	8645
P Individual and Family Life	644	718	397	743	1769	985	1209	442	479	597	655	694	9332
R Mental Health and Substance Use Disorder Services	590	581	432	614	451	400	842	476	538	545	636	555	6660
T Organizational/Community/International Services	450	486	220	385	334	290	421	250	253	385	355	441	4270
Y Target Populations	338	238	272	444	146	313	500	1	0	0	0	2	2254
Total	11921	13814	8233	11736	11395	9818	10938	8786	7977	9664	10347	10632	125261
Category Percentages	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
B Basic Needs	61.09%	63.33%	64.36%	60.34%	58.41%	60.08%	53.46%	63.61%	57.68%	58.54%	59.91%	62.60%	60.29%
D Consumer Services	2.10%	2.22%	2.08%	1.85%	1.38%	1.19%	2.07%	4.37%	4.00%	4.25%	2.06%	1.68%	2.36%
F Criminal Justice and Legal Services	5.44%	5.18%	5.17%	5.59%	4.97%	5.40%	3.14%	5.98%	6.51%	6.53%	6.58%	6.65%	5.55%
H Education	1.97%	1.89%	0.46%	0.50%	0.36%	0.41%	1.61%	0.36%	0.48%	0.38%	0.40%	0.29%	0.82%
J Environment and Public Health/Safety	0.03%	0.20%	0.09%	0.07%	0.05%	0.05%	0.44%	0.02%	0.21%	0.06%	0.23%	0.10%	0.13%
L Health Care	5.62%	5.46%	5.28%	5.90%	4.91%	5.35%	8.06%	5.66%	6.81%	6.42%	6.96%	5.54%	5.98%
N Income Support and Employment	6.79%	7.07%	6.51%	7.11%	6.22%	7.27%	4.05%	6.69%	8.40%	8.02%	7.95%	7.21%	6.90%
P Individual and Family Life	5.40%	5.20%	4.82%	6.33%	15.52%	10.03%	11.05%	5.03%	6.00%	6.18%	6.33%	6.53%	7.45%
R Mental Health and Substance Use Disorder Services	4.95%	4.21%	5.25%	5.23%	3.96%	4.07%	7.70%	5.42%	6.74%	5.64%	6.15%	5.22%	5.32%
T Organizational/Community/International Services	3.77%	3.52%	2.67%	3.28%	2.93%	2.95%	3.85%	2.85%	3.17%	3.98%	3.43%	4.15%	3.41%
Y Target Populations	2.84%	1.72%	3.30%	3.78%	1.28%	3.19%	4.57%	0.01%	0.00%	0.00%	0.00%	0.02%	1.80%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

ReferralData

Top 20 Referrals				
Counts	Q3	Q4	Jan-Jun TTL	%
Housing/Shelter	7857	8773	16630	30%
Food	3572	3821	7393	13%
Utilities	2643	2657	5300	9%
Individual and Family Support Services	1099	1312	2411	4%
Legal Services	1021	1270	2291	4%
Employment	823	1060	1998	4%
Mental Health Assessment and Treatment	963	1035	1896	3%
Transportation	817	1016	1883	3%
Health Supportive Services	657	744	1833	3%
Public Assistance Programs	906	990	1401	2%
Material Goods	621	729	1350	2%
Community Facilities/Centers	447	560	1007	2%
Tax Organizations and Services	502	297	801	1%
Outpatient Health Facilities	369	432	799	1%
Substance Use Disorder Services	346	399	745	1%
Domestic Animal Services	231	300	552	1%
Specialty Medicine	257	295	531	1%
Legal Assistance Modalities	224	276	500	1%
Consumer Regulation	227	234	461	1%
Community Planning and Public Works	N/A	212	212	0%

Special Needs

		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Tobacco Abuse	Taxonomy Code													
Smoking Addiction Support Groups	PN-8100.0500-830	2	0	0	0	1	2	1	0	1	0	0	1	8
Chewing Tobacco Education/Prevention	RX-8250.8000	2	0	0	0	0	0	0	0	0	0	0	0	2
Smoking Cessation Support	RX-8470.8100	1	0	1	0	3	1	1	0	1	0	0	0	8



Nevada