

2.1.1

Quarterly Report

April 2024—June 2024

Heart of Florida United Way

Orange, Osceola and Seminole counties



211 Calls

Offered
22,539

1 Minute and 33 Seconds
ASA
Average Speed of Answer

Answered
18,713

8 minutes and 13 Seconds
AHT
Average Handle Time



211 Electronics

Chat
1,071

Text
3,679

E-mail
143



All Contacts by County

Orange
11,281

Osceola
2,528

Seminole
2,468

Other 3,224

Contacts from 211 Line from other areas or declined providing zip code

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