

2.1.1

Quarterly Report

January 2023—March 2023

Heart of Florida United Way

Orange, Osceola and Seminole



211 Calls

Offered
27,468

0 Minute and 50 Seconds
ASA
Average Speed of Answer

Answered
25,184

7 minutes and 48 Seconds
AHT
Average Handle Time



211 Electronics

Chat
381

Text
3,804

E-mail
177



All Contacts by County

Orange
17,223

Osceola
3,599

Seminole
4,055

Other 4,669

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

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