Quarterly Report
July 2022—September 2022
Heart of Florida United Way
Orange, Osceola and Seminole

211 & Crisis Calls
- Offered: 39,510
- Answered: 28,560
- Average Handle Time (AHT): 7 minutes and 38 Seconds
- Average Speed of Answer (ASA): 3 minutes and 47 Seconds

211 Electronics
- Chat: 558
- Text: 7,837
- E-mail: 333

All Contacts by County
- Orange: 22,928
- Osceola: 4,370
- Seminole: 4,840
- Other: 5,150

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

PROVIDED BY
Heart of Florida United Way