Quarterly Report
October 2022—December 2022
Heart of Florida United Way
Orange, Osceola and Seminole

211 & Crisis Calls
Offered 38,175
Answered 30,830
2 Minutes and 38 Seconds
ASA
Average Speed of Answer
7 minutes and 34 Seconds
AHT
Average Handle Time

211 Electronics
Chat 665
Text 7,708
E-mail 592

All Contacts by County
Orange 23,348
Osceola 4,720
Seminole 5,458
Other 6,269
Contacts from 211 Line from other areas or declined providing zip code