

2.1.1

Quarterly Report

July 2022—September 2022

Heart of Florida United Way

Orange, Osceola and Seminole



211 & Crisis Calls

Offered
39,510

3 Minutes and 47 Seconds
ASA
Average Speed of Answer

Answered
28,560

7 minutes and 38 Seconds
AHT
Average Handle Time



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



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