

2.1.1

Quarterly Report

October 2022—December 2022

Heart of Florida United Way

Orange, Osceola and Seminole



211 & Crisis Calls

Offered
38,175

2 Minutes and 38 Seconds
ASA
Average Speed of Answer

Answered
30,830

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

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