Quarterly Report
July 2023—Sep 2023
Heart of Florida United Way
Orange, Osceola and Seminole Counties

211 Calls
- Offered 27,767
- Answered 22,471
- 2 Minute and 23 Seconds ASA
  Average Speed of Answer
- 7 minutes and 53 Seconds AHT
  Average Handle Time

211 Electronics
- Chat 1085
- Text 5821
- E-mail 100

All Contacts by County
- Orange 12,776
- Osceola 2871
- Seminole 2943
- Other 3877
  Contacts from 211 Line from other areas or declined providing zip code

Provided by
Heart of Florida United Way