

2.1.1

Quarterly Report

October 2023—December 2023

Heart of Florida United way

Orange, Osceola and Seminole



211 Calls

Offered
27,029

2 Minute and 45 Seconds
ASA
Average Speed of Answer

Answered
20,032

10 minutes and 27 Seconds
AHT



211 Electronics

Chat
576

Text
4,568

E-mail
129



All Contacts by County

Orange
14,883

Osceola
3,269

Seminole
3,521

Other 3,632

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

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Heart of Florida United Way