

# 2.1.1

## Quarterly Report

April 2023—June 2023

Heart of Florida United way

Orange, Osceola and Seminole



211 Calls

Offered  
27,320

1 Minute and 22 Seconds  
ASA  
*Average Speed of Answer*

Answered  
23,129

8 minutes and 8 Seconds  
AHT  
*Average Handle Time*



211 Electronics

Chat  
669

Text  
3,917

E-mail  
205



All Contacts by County

Orange  
13,118

Osceola  
2,881

Seminole  
3,054

Other 4,076

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

PROVIDED BY



Heart of Florida United Way