

# 2.1.1

## Quarterly Report

Jan 2024—March 2024

Heart of Florida United Way

Orange, Osceola and Seminole counties



211 Calls

Offered  
21,731

2 Minute and 13 Seconds  
ASA  
*Average Speed of Answer*

Answered  
17,297

8 minutes and 34Seconds  
AHT  
*Average Handle Time*



211 Electronics

Chat  
925

Text  
3,020

E-mail  
153



All Contacts by County

Orange  
12,291

Osceola  
2,712

Seminole  
2,868

Other 3,524

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

PROVIDED BY



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