Quarterly Report
Jan 2024—March 2024
Heart of Florida United Way
Orange, Osceola and Seminole counties

211 Calls
- Offered 21,731
- Answered 17,297
- 2 Minute and 13 Seconds ASA
- 8 minutes and 34 Seconds AHT

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
Heart of Florida United Way