

2.1.1

Quarterly Report

July 2024—September 2024
Heart of Florida United Way
Orange, Osceola and Seminole



211 Calls

Offered
28,670

2 Minute and 57 Seconds
ASA
Average Speed of Answer

Answered
21,438

8 minutes and 19 Seconds
AHT
Average Handle Time



211 Electronics

Chat
1,605

Text
6,706

E-mail
208



All Contacts by County

Orange
17,960

Osceola
3,907

Seminole
4,156

Other 3934

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

PROVIDED BY



Heart of Florida United Way