

2.1.1

Quarterly Report

October 2024—December 2024

Heart of Florida United Way

Orange, Osceola and Seminole



211 Calls

Offered
29,166

3 Minute and 49 Seconds
ASA
Average Speed of Answer

Answered
21,013

7 minutes and 45 Seconds
AHT
Average Handle Time



211 Electronics

Chat
1778

Text
7262

E-mail
152



All Contacts by County

Orange
17310

Osceola
3987

Seminole
3805

Other 5103

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

PROVIDED BY



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