

2.1.1

Quarterly Report

January 2025—March 2025

Heart of Florida United Way

Orange, Osceola and Seminole



211 Calls

Offered
19,934

1 Minutes and 31 Seconds
ASA
Average Speed of Answer

Answered
16,921

8 minutes and 13 Seconds
AHT
Average Handle Time



211 Electronics

Chat
940

Text
4,082

E-mail
186



All Contacts by City

Orange
12,524

Osceola
2,915

Seminole
2,834

Other 3,856

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

PROVIDED BY



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