

2.1.1

Quarterly Report

April 2025—June 2025

Heart of Florida United Way

Orange, Osceola and Seminole



211 Calls

Received
21,456

2 Minute and 30 Seconds
ASA
Average Speed of Answer

Answered
16,686

9 minutes and 18 Seconds
AHT
Average Handle Time



211 Electronics

Chat
1,160

Text
4,893

E-mail
154



FY 2025 Annual Totals

Received
99,226

Answered
76,057

Electronics
29,126

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