

211

Quarterly Report

July 2025—September 2025

Hear of Florida United Way

Orange, Osceola and Seminole



211 Calls

Received
28,776

4 Minute and 30 Seconds
ASA
Average Speed of Answer

Answered
19,486

10 minutes and 2 Seconds
AHT
Average Handle Time



211 Electronics

Chat
1,932

Text
7,974

E-mail
237



All Contacts by county

Orange
11,239

Osceola
2,576

Seminole
2,728

Other 3,213
Contacts from 211 Line from other areas or declined providing zip code

PROVIDED BY



Heart of Florida
UNITED WAY