



# 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**