



Quarterly Report

October 2025—December 2025

Heart of Florida United Way

Orange, Osceola and Seminole counties



211 Calls

Offered
26,306

3 Minutes and 27 Seconds
ASA
Average Speed of Answer

Answered
19,020

10 minutes and 14 Seconds
AHT
Average Handle Time



211 Electronics

Chat
1,326

Text
7,157

E-mail
185



All Contacts by County

Orange
11,835

Osceola
2,928

Seminole
2,648

Other 10,277

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

PROVIDED BY



Heart of Florida
UNITED WAY