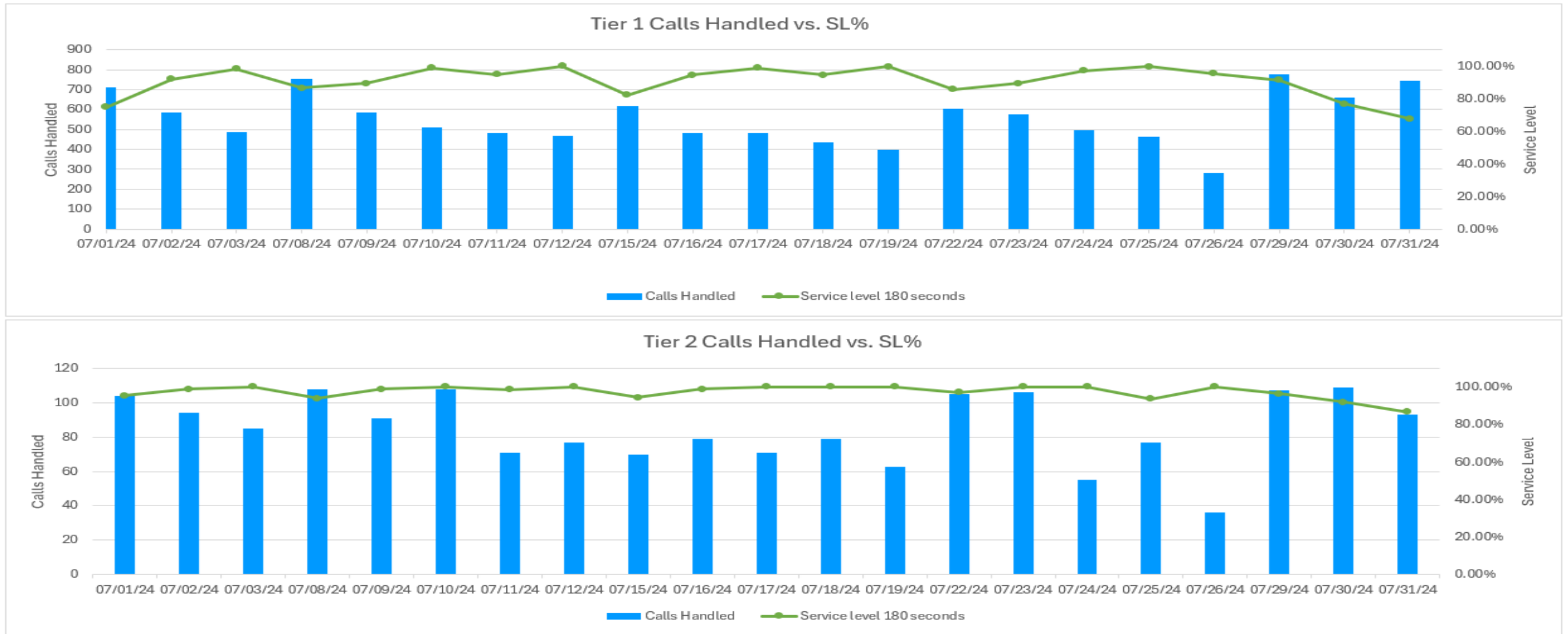


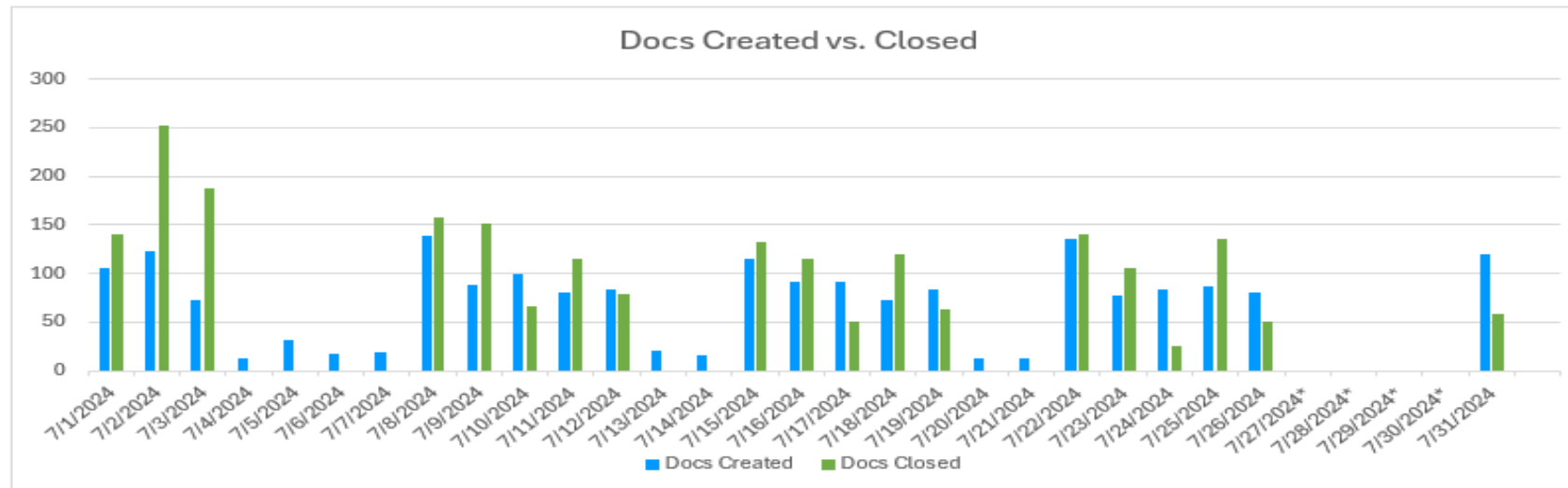
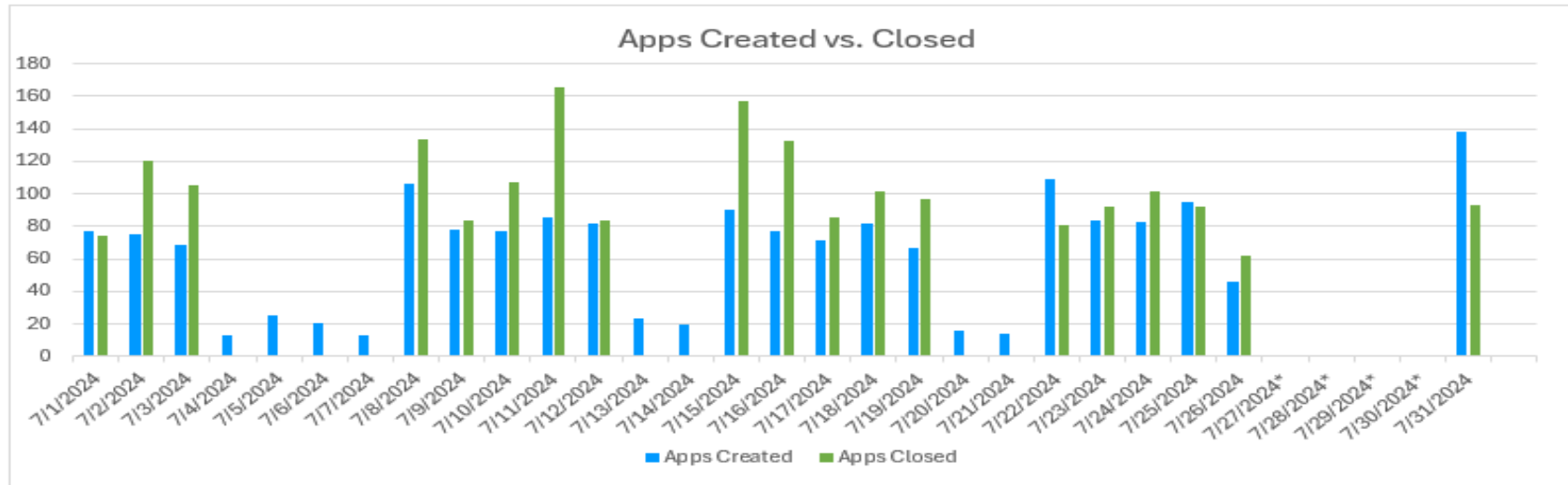
July Performance

July Call Stats by Group				
Group/ Year	Tier 1 2024	Tier 1 2023	Tier 2 2024	Tier 2 2023
Average Handle Time	13:34	16:02	12:22	20:19
Average Speed of Answer	0:55	9:37	0:26	4:34
Calls Offered	12,048	11,747	1,844	3,182
Calls Handled	11,591	8,731	1,788	2,709
180 Second Service Level %	89.18%	32.14%	97.07%	52.11%

July Calls Handled vs. Service Level



MA Site Work Received/Processed



	Received	Completed
MA Applications	1,075	1,196
Change reports	662	773
Documents	1,971	2,143
Total	3,708	4,112

* Data unavailable due to CRM migration