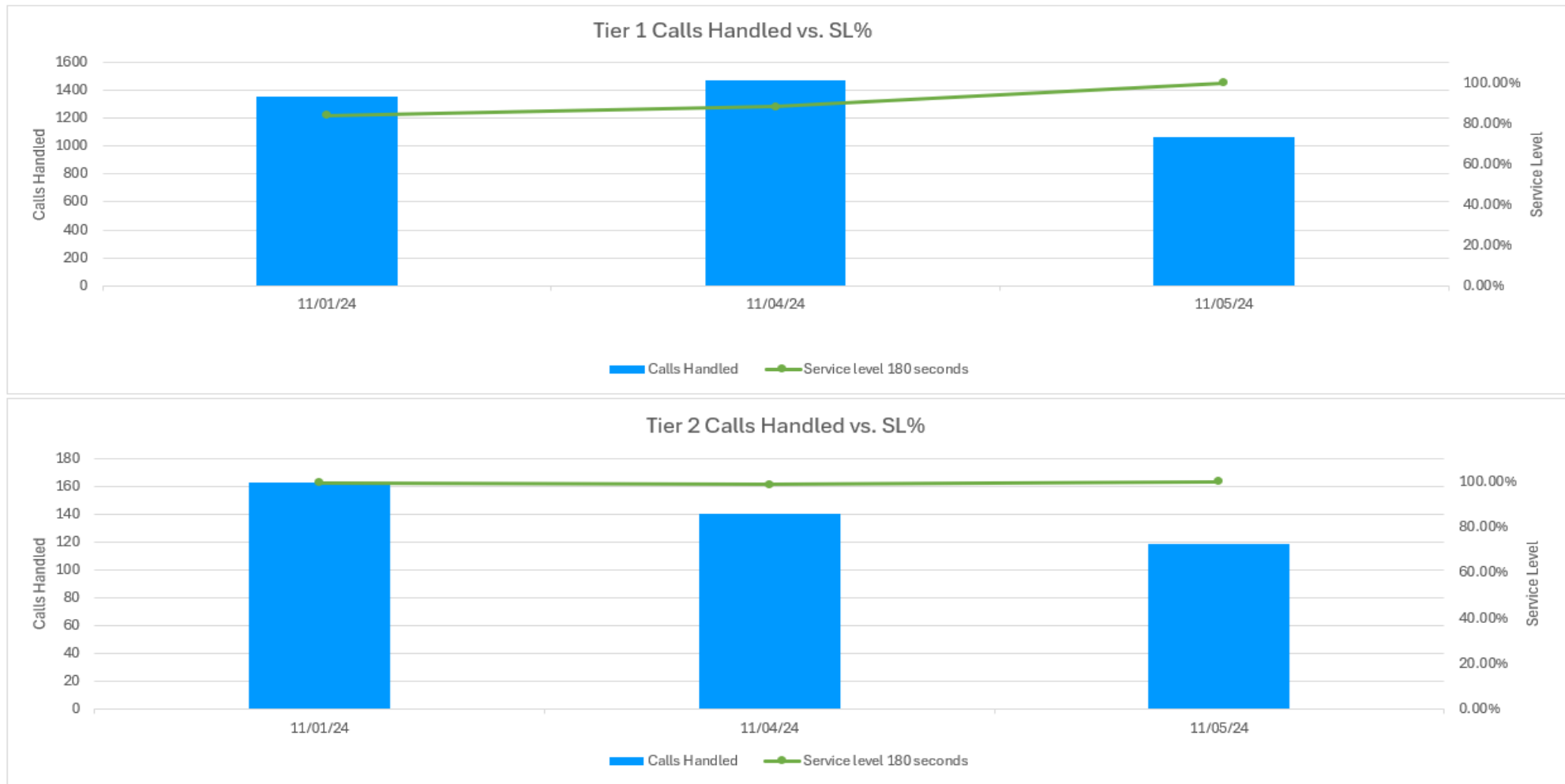


November MTD Performance

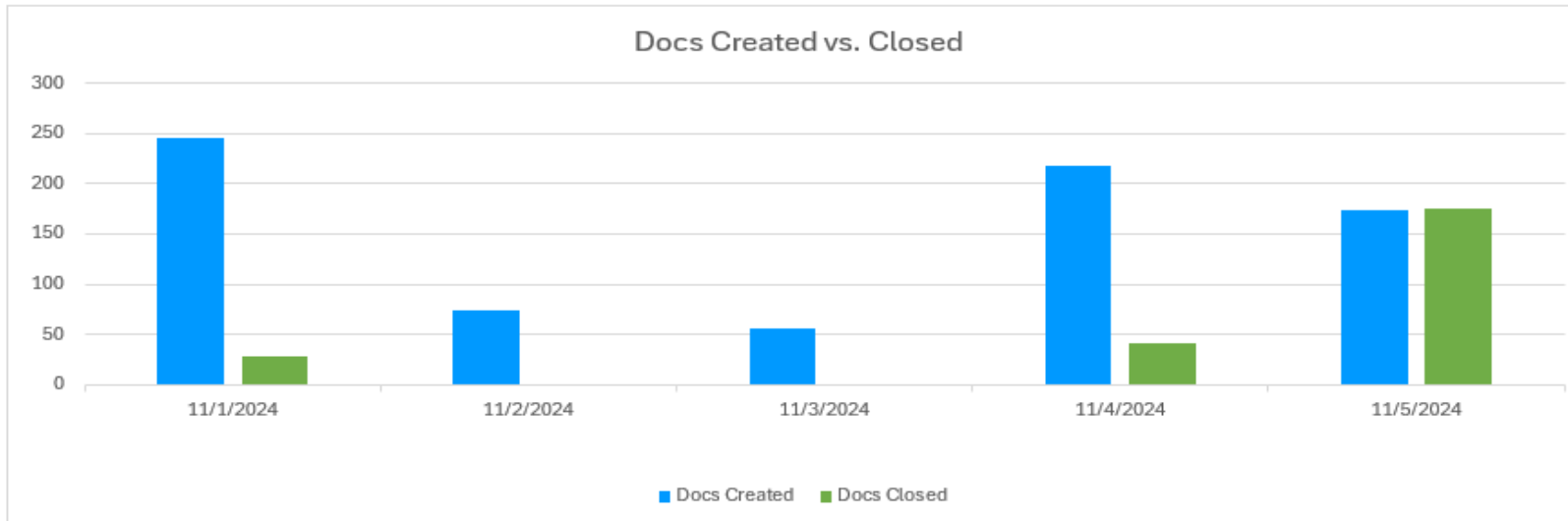
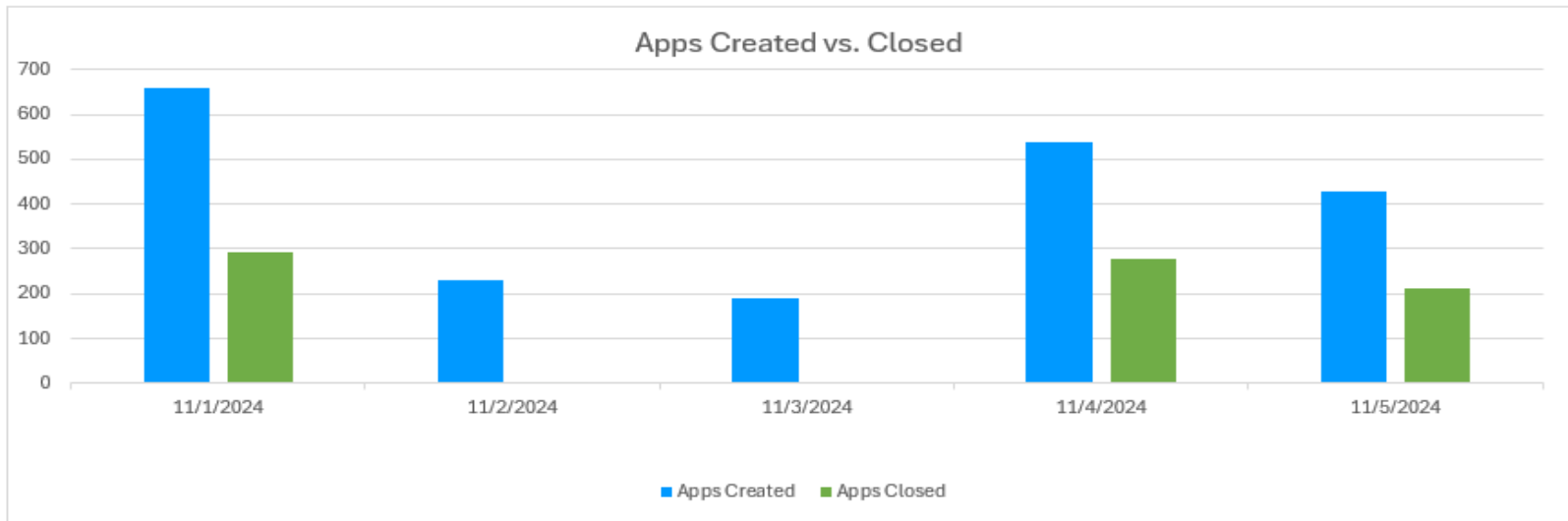
November MTD Stats by Group

Group/ Year	Tier 1 2024	Tier 1 2023	Tier 2 2024	Tier 2 2023
Average Handle Time	17:57	18:19	13:48	19:16
Average Speed of Answer	1:33	0:22	0:25	3:14
Calls Offered	4,126	4,241	439	833
Calls Handled	3,890	4,151	422	732
300 Second Service Level %	89.84%	100.00%	99.32%	73.59%

November Calls Handled vs. Service Level



MA Site Work Received/Processed



	Received	Completed
MA Applications	1,487	355
Change reports	557	433
Documents	766	244
Total	2,810	1,032