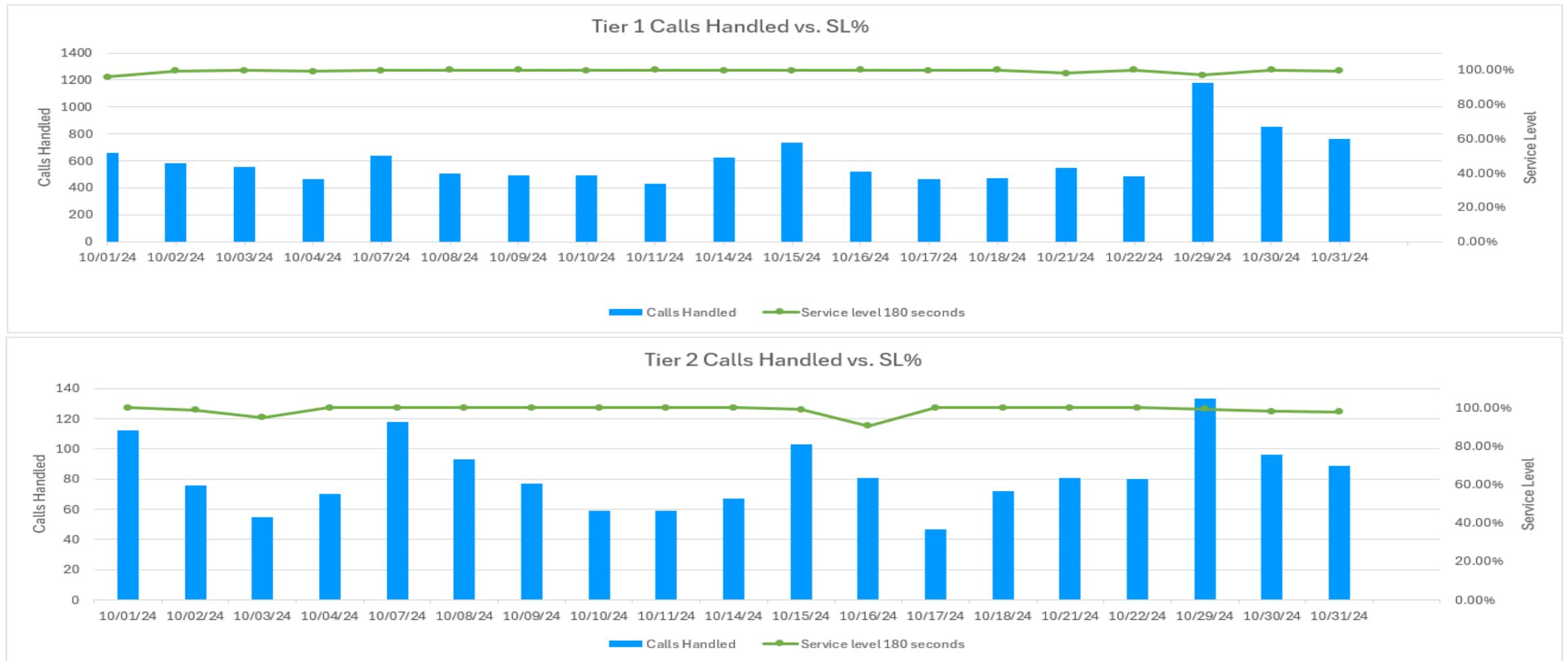


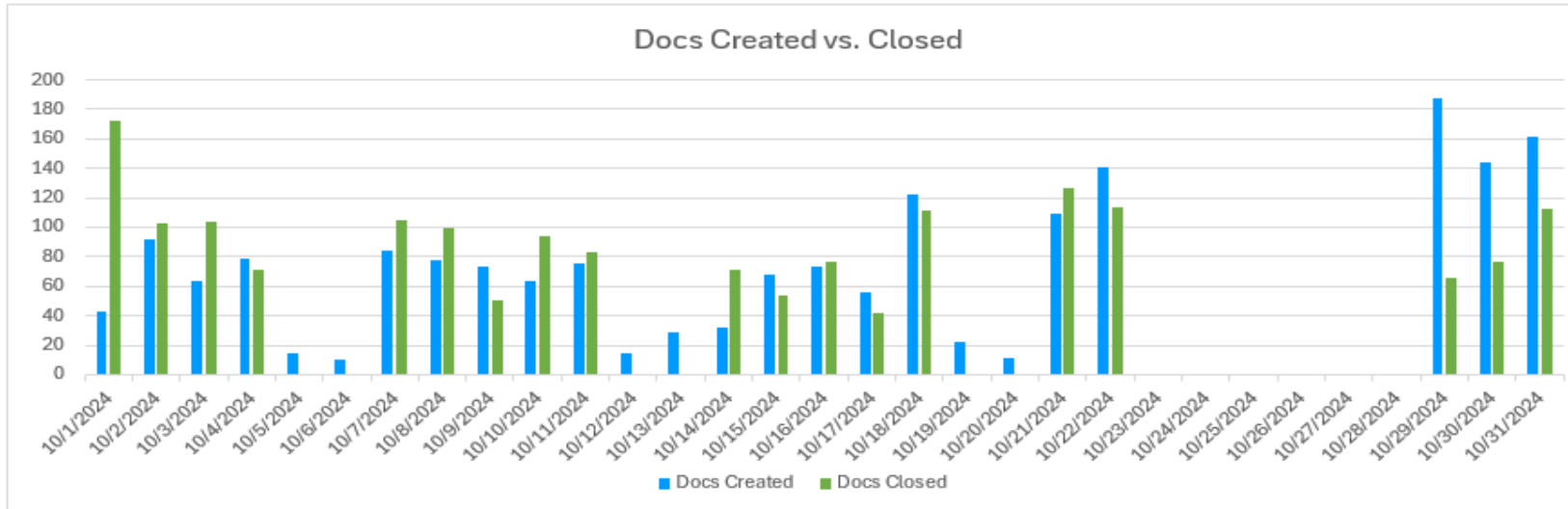
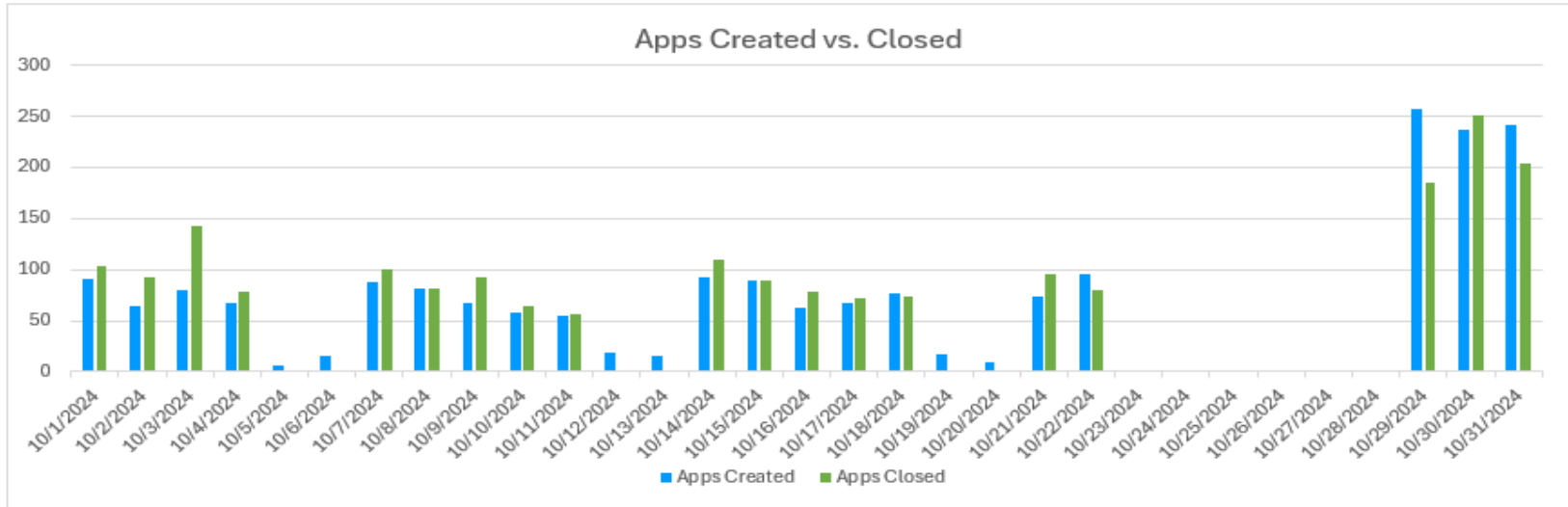
October Performance

October Call Stats by Group				
Group/ Year	Tier 1 2024	Tier 1 2023	Tier 2 2024	Tier 2 2023
Average Handle Time	15:35	16:13	13:12	21:12
Average Speed of Answer	0:15	1:53	0:17	6:29
Calls Offered	11,626	13,007	1,611	3,615
Calls Handled	11,460	12,157	1,568	2,948
180 Second Service Level %	99.26%	78.33%	98.88%	43.04%

October Calls Handled vs. Service Level



MA Site Work Received/Processed



	Received	Completed
MA Applications	1,124	1,132
Change reports	903	916
Documents	1,845	1,733
Total	3,872	3,781