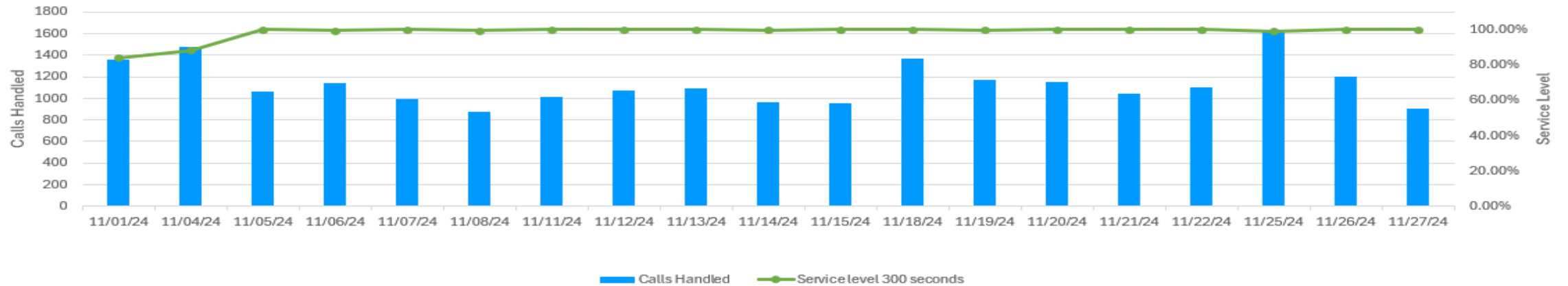


November Performance

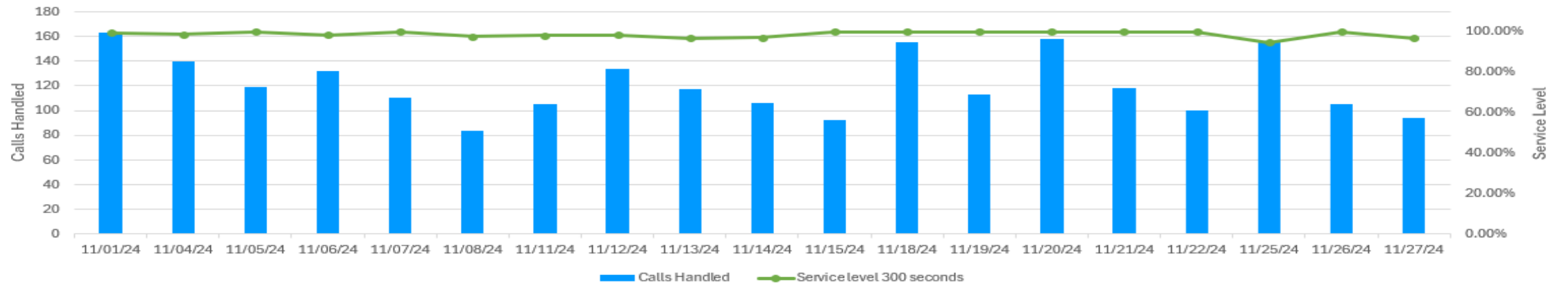
November Stats by Group				
Group/ Year	Tier 1 2024	Tier 1 2023	Tier 2 2024	Tier 2 2023
Average Handle Time	16:32	16:01	13:58	19:32
Average Speed of Answer	0:30	0:24	0:29	1:57
Calls Offered	22,083	27,899	2,400	5,313
Calls Handled	21,538	27,306	2,301	4,906
300 Second Service Level %	97.90%	99.19%	98.75%	85.06%

November Calls Handled vs. Service Level

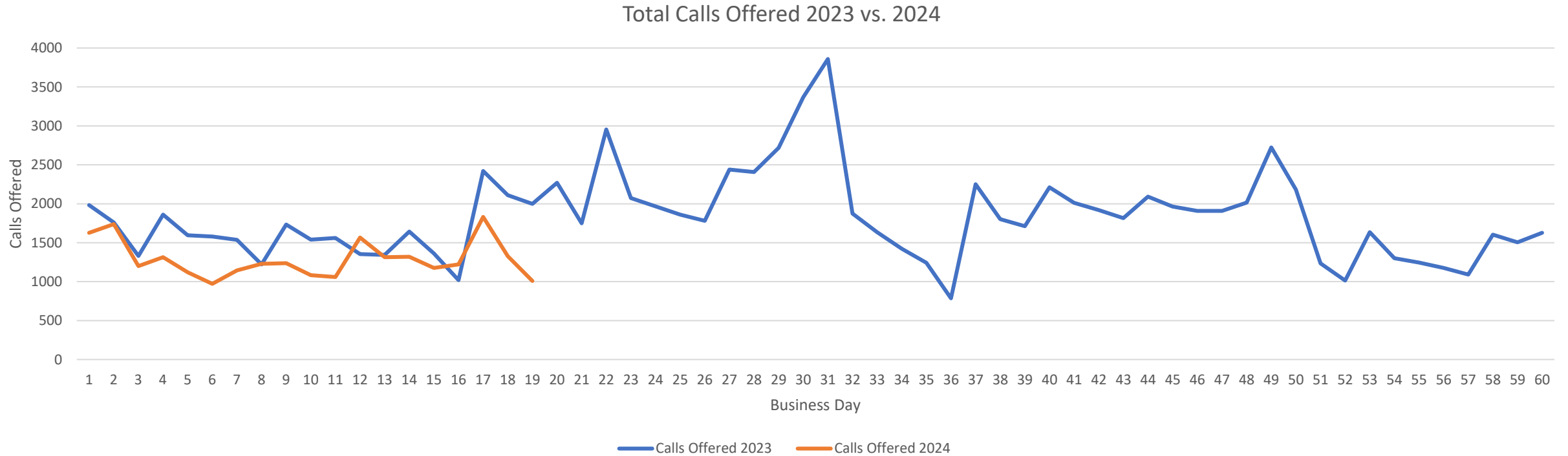
Tier 1 Calls Handled vs. SL%



Tier 2 Calls Handled vs. SL%

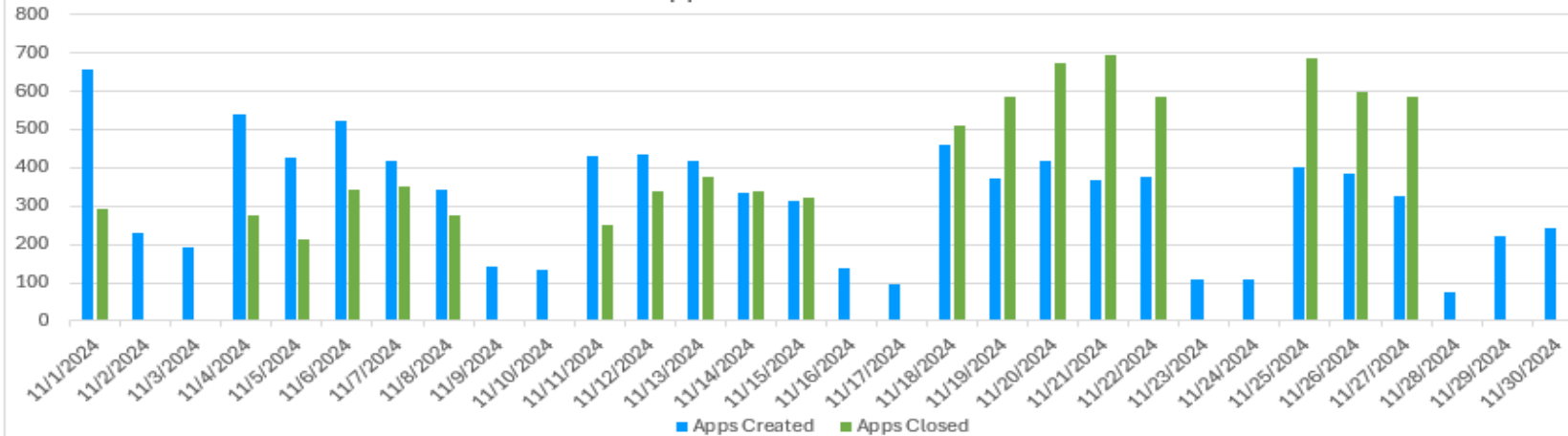


OE Total Calls Offered Comparison

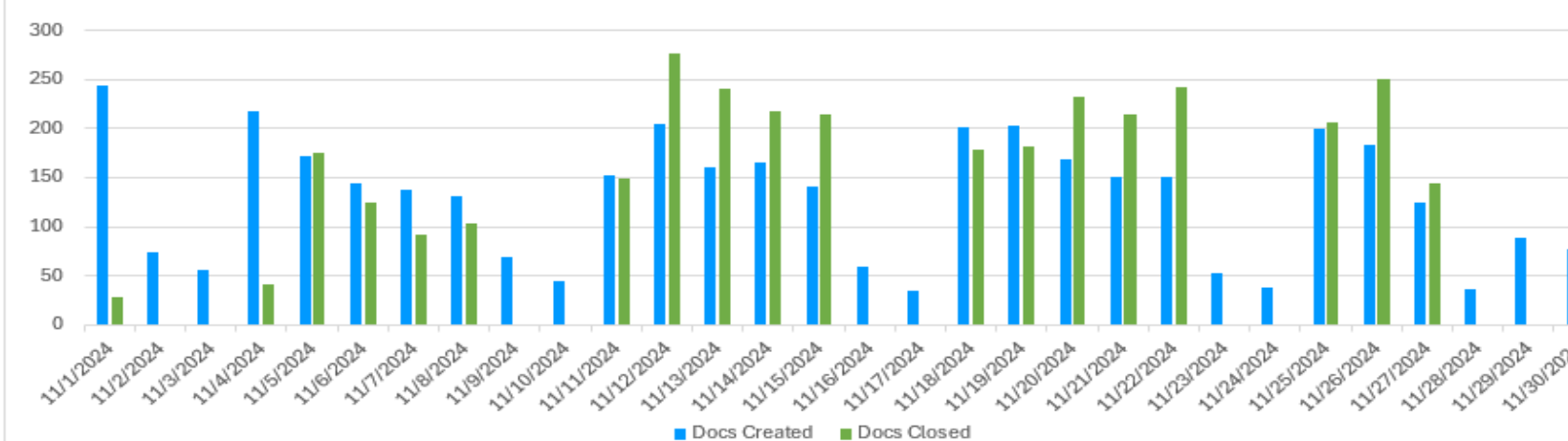


MA Site Work Received/Processed

Apps Created vs. Closed



Docs Created vs. Closed



	Received	Completed
MA Applications	6,128	5,283
Change reports	3,461	3,011
Documents	3,755	3,314
Total	13,344	11,608