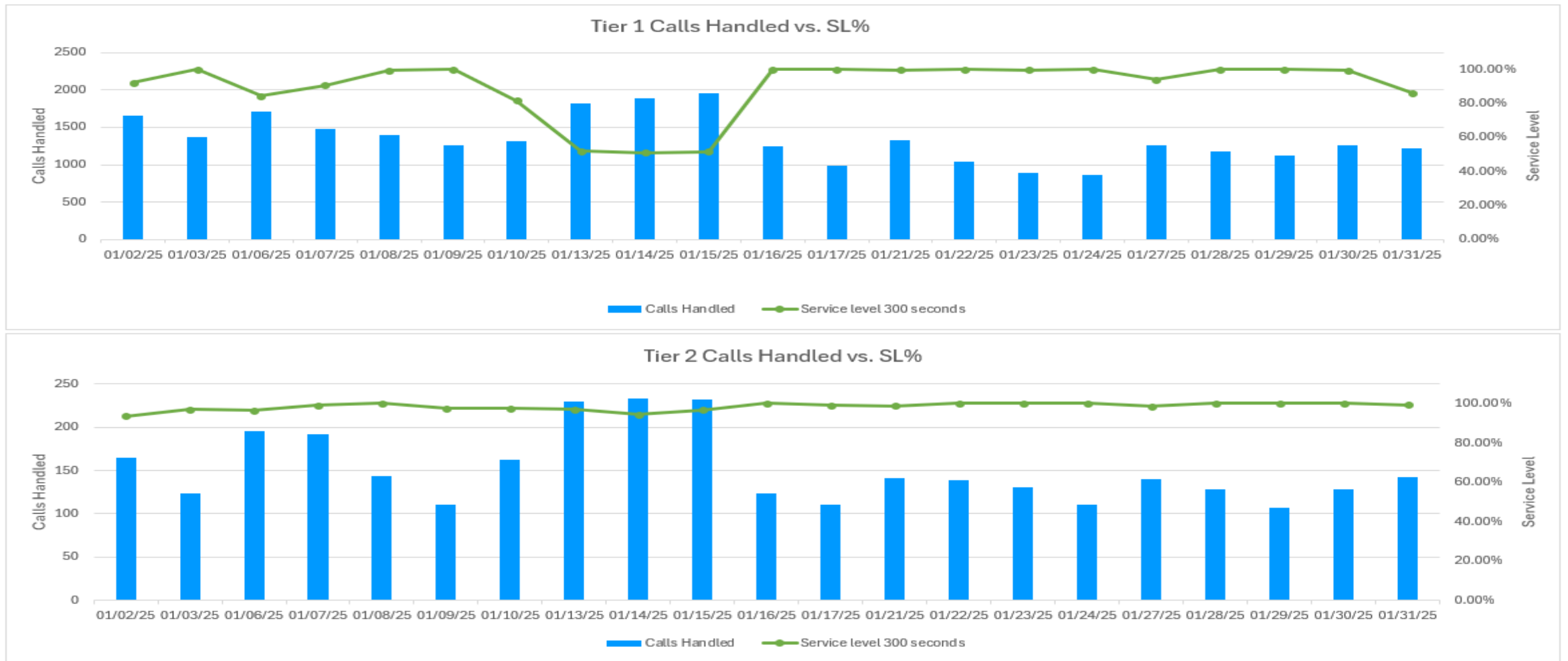


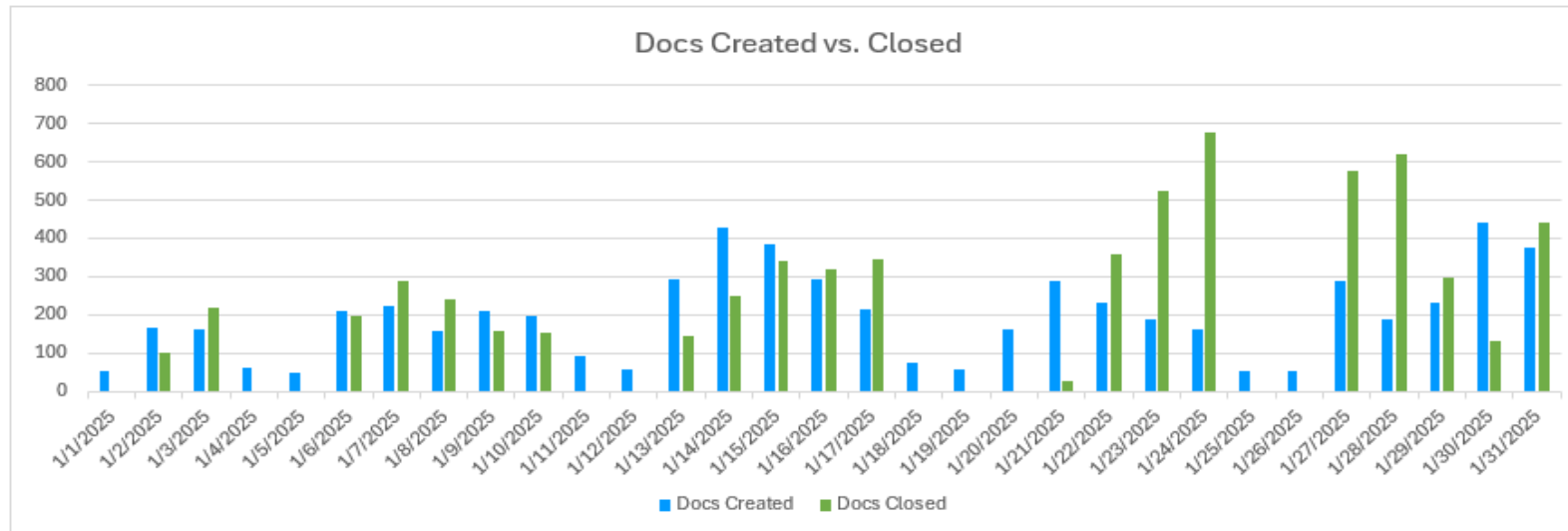
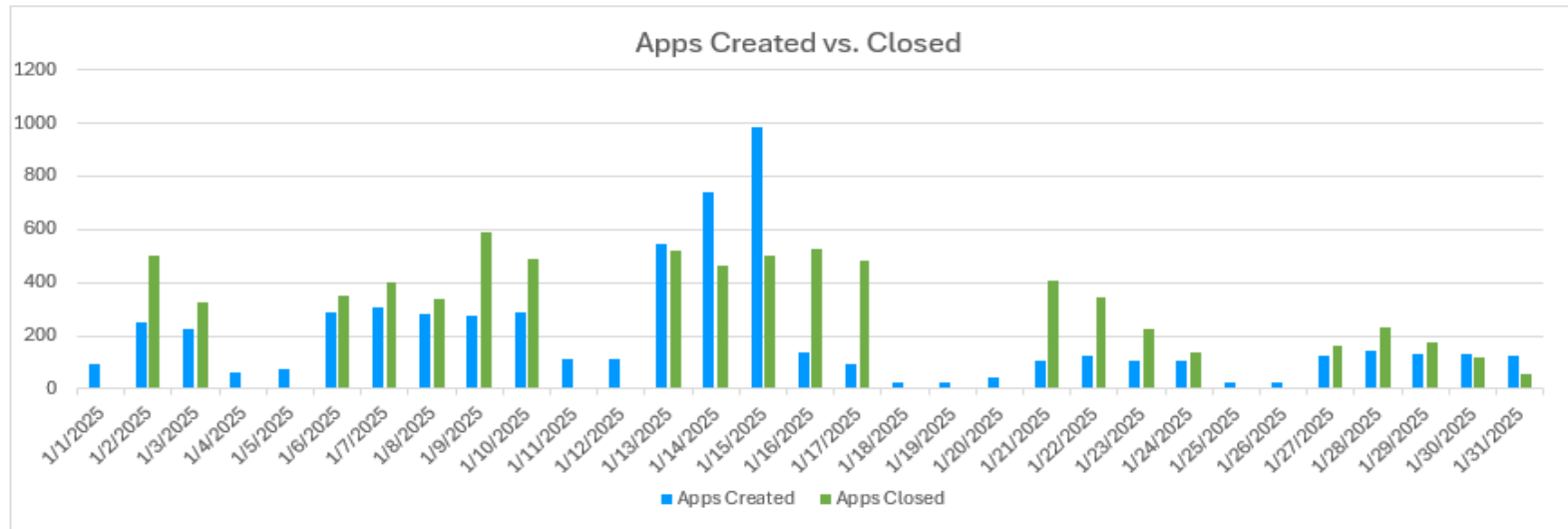
January MTD Performance

January Stats by Group				
Group/ Year	Tier 1 2025	Tier 1 2024	Tier 2 2025	Tier 2 2024
Average Handle Time	15:20	15:10	13:34	15:57
Average Speed of Answer	1:56	3:12	0:38	1:38
Calls Offered	30,265	30,846	3,330	5,334
Calls Handled	28,255	27,895	3,187	4,944
300 Second Service Level %	85.39%	77.82%	98.02%	88.90%

January Calls Handled vs. Service Level



MA Site Work Received/Processed



	Received	Completed
MA Applications	3,466	4,428
Change reports	2,647	2,903
Documents	6,025	6,413
Total	12,138	13,744