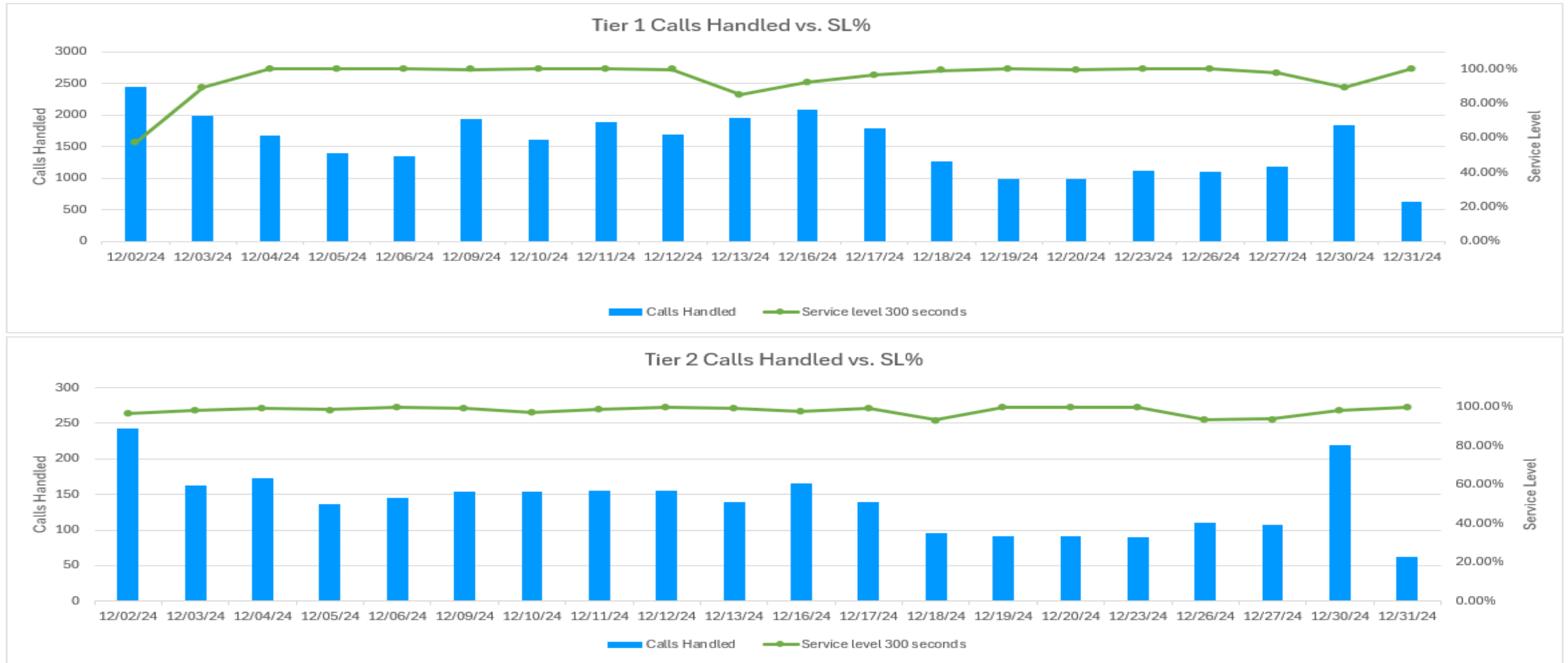


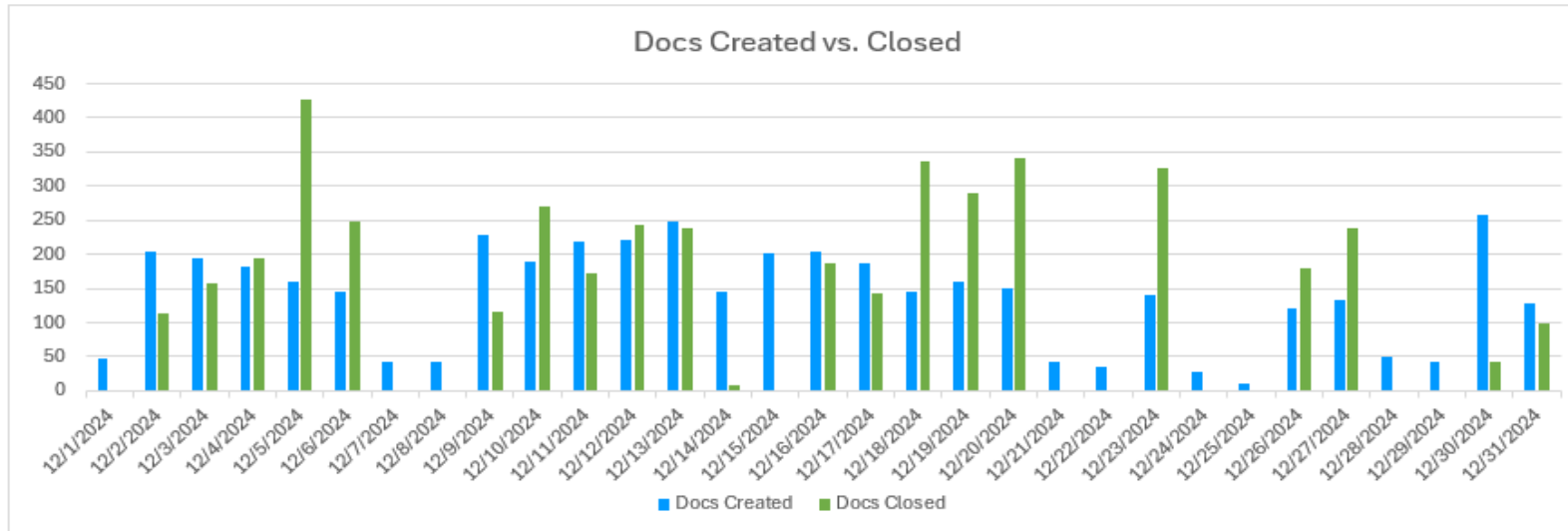
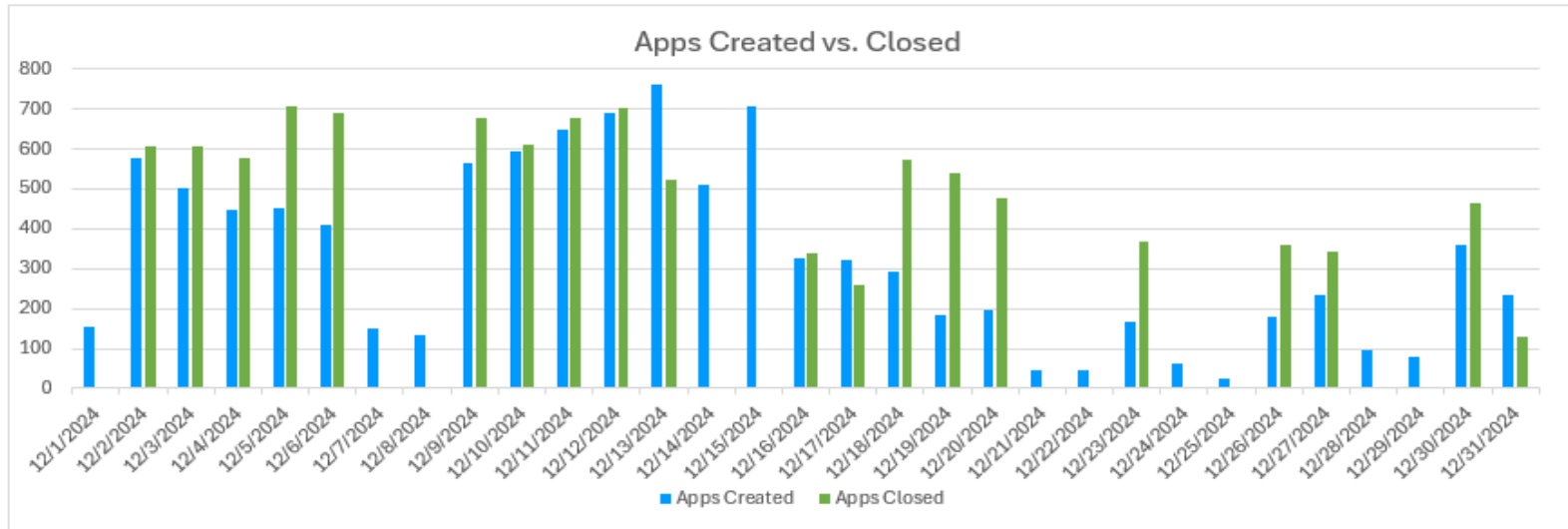
December MTD Performance

December Stats by Group				
Group/ Year	Tier 1 2024	Tier 1 2023	Tier 2 2024	Tier 2 2023
Average Handle Time	14:34	15:22	14:41	17:44
Average Speed of Answer	0:59	3:44	0:36	1:15
Calls Offered	32,172	34,863	2,937	5,031
Calls Handled	30,942	30,887	2,790	4,733
300 Second Service Level %	93.05%	78.80%	98.20%	93.18%

December Calls Handled vs. Service Level



MA Site Work Received/Processed



	Received	Completed
MA Applications	6,074	5,846
Change reports	4,041	4,375
Documents	4,316	4,375
Total	14,431	14,596