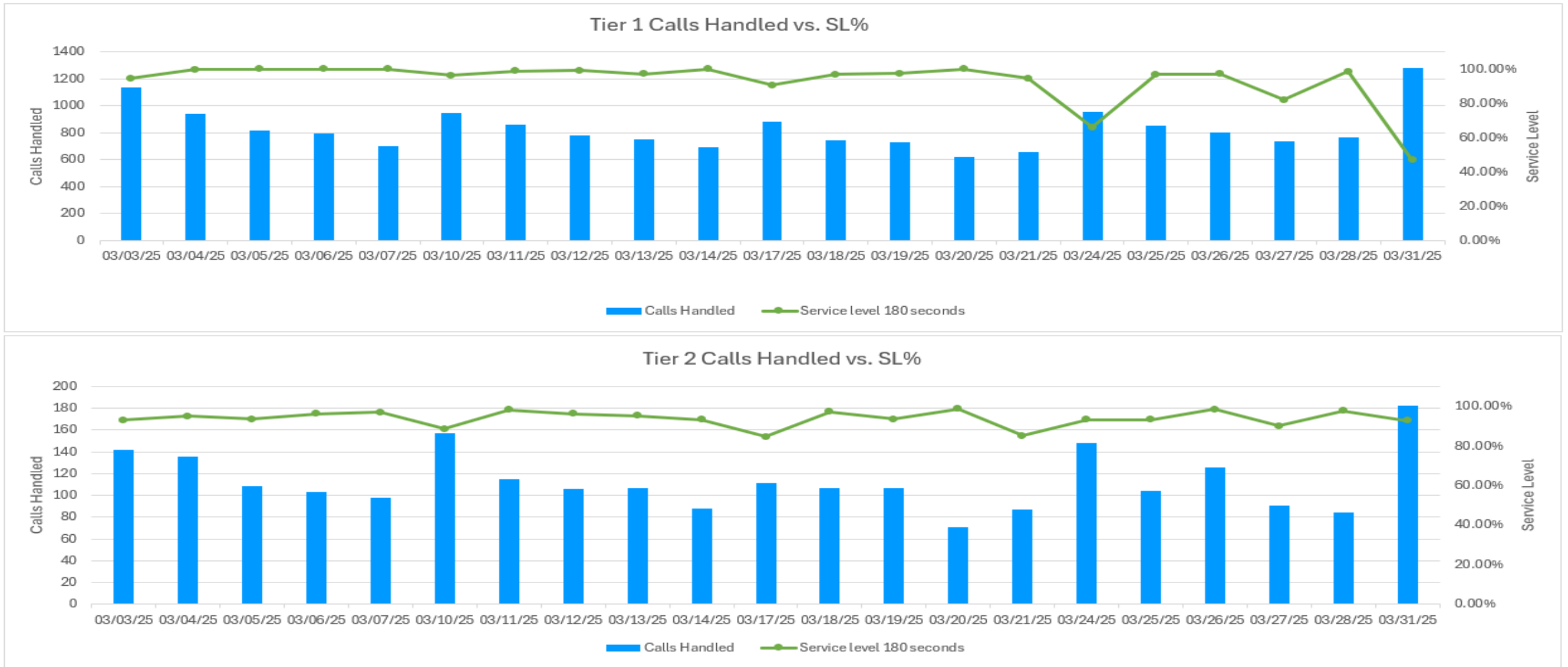


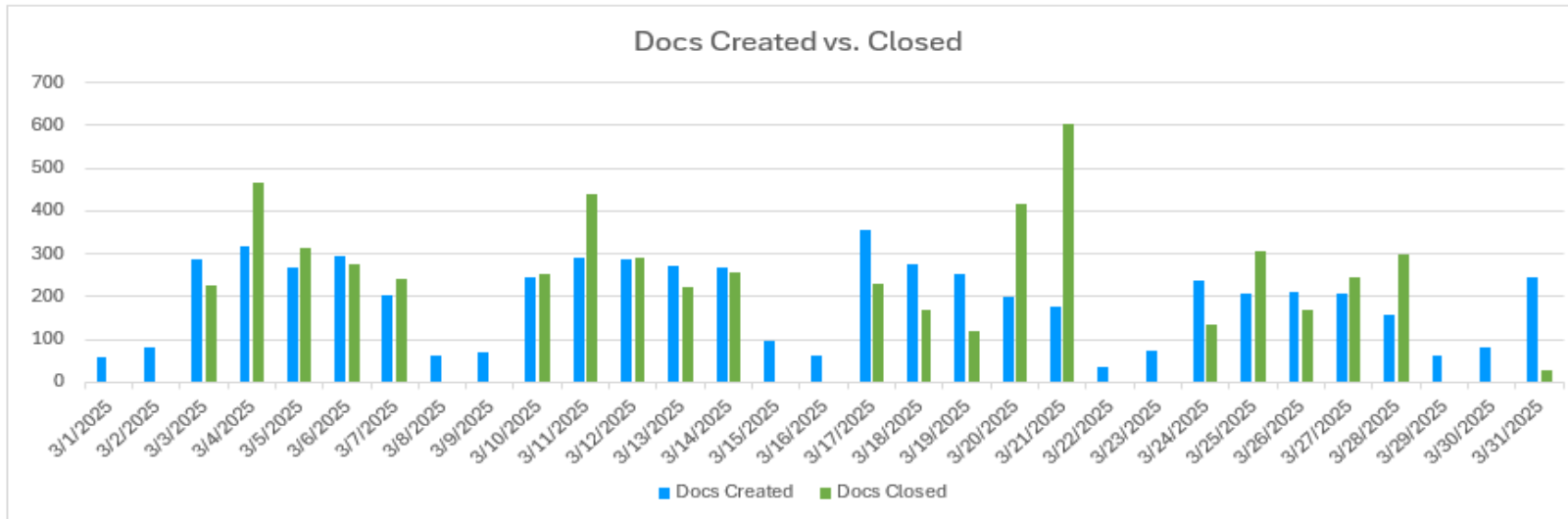
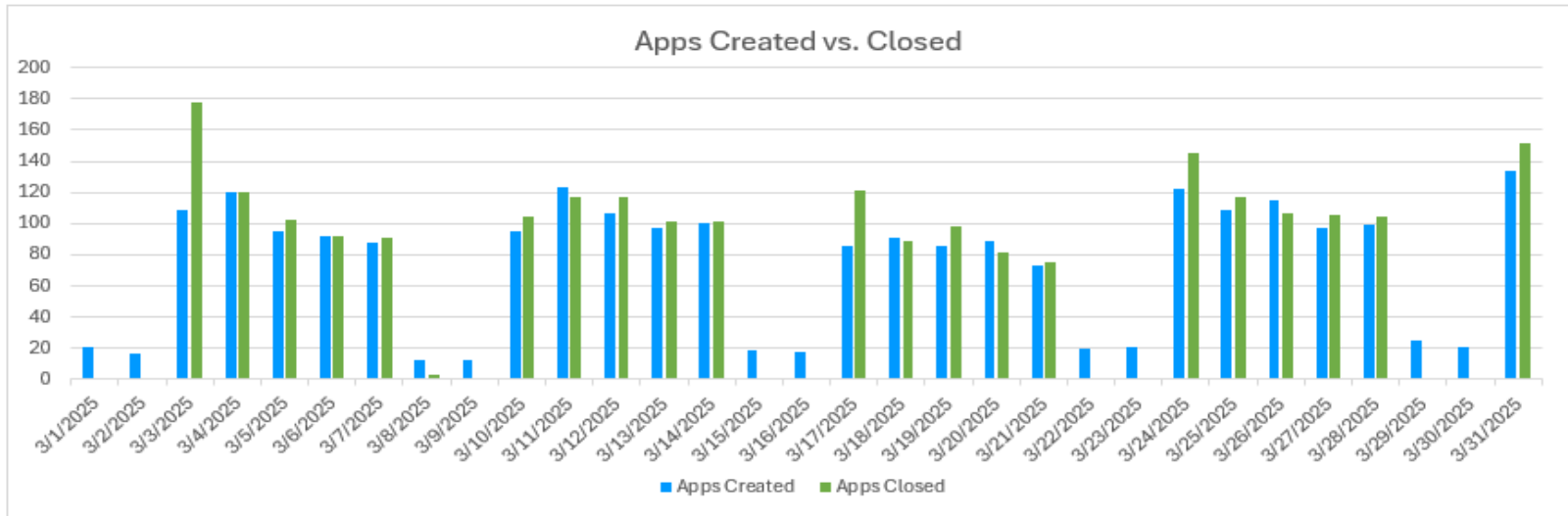
March Performance

March Stats by Group				
Group/ Year	Tier 1 2025	Tier 1 2024	Tier 2 2025	Tier 2 2024
Average Handle Time	14:10	14:02	13:14	14:46
Average Speed of Answer	0:45	0:44	0:45	0:41
Calls Offered	17,443	17,438	2,379	3,362
Calls Handled	16,894	16,804	2,250	3,235
180 Second Service Level %	91.38%	91.91%	93.69%	92.83%

March Calls Handled vs. Service Level



MA Site Work Received/Processed



	Received	Completed
MA Applications	1,228	1,223
Change reports	1,084	1,100
Documents	5,944	5,708
Total	8,256	8,031