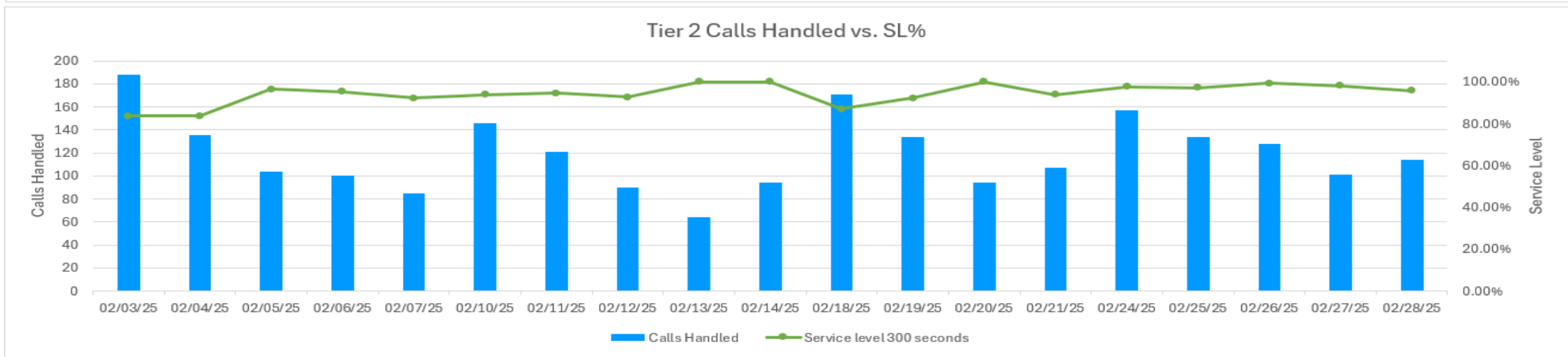
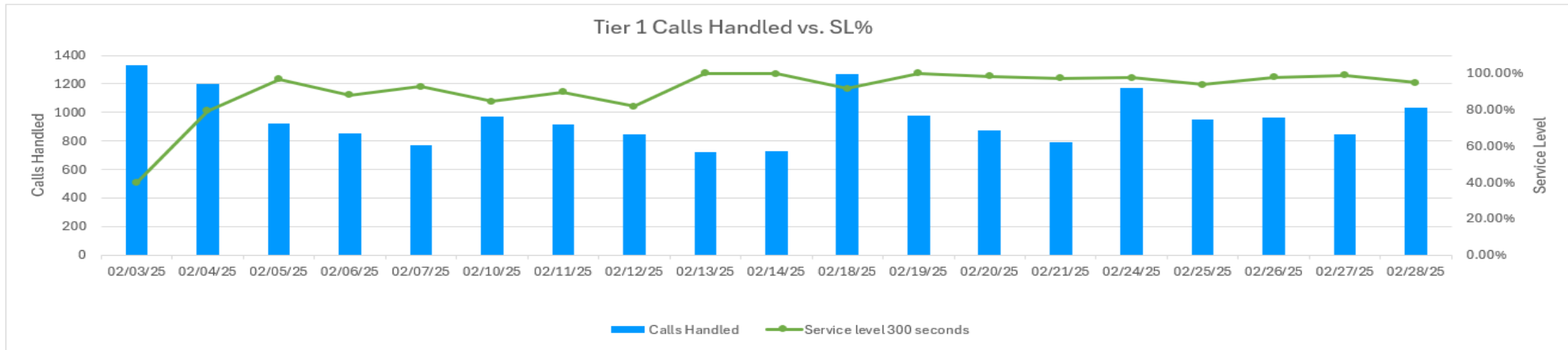


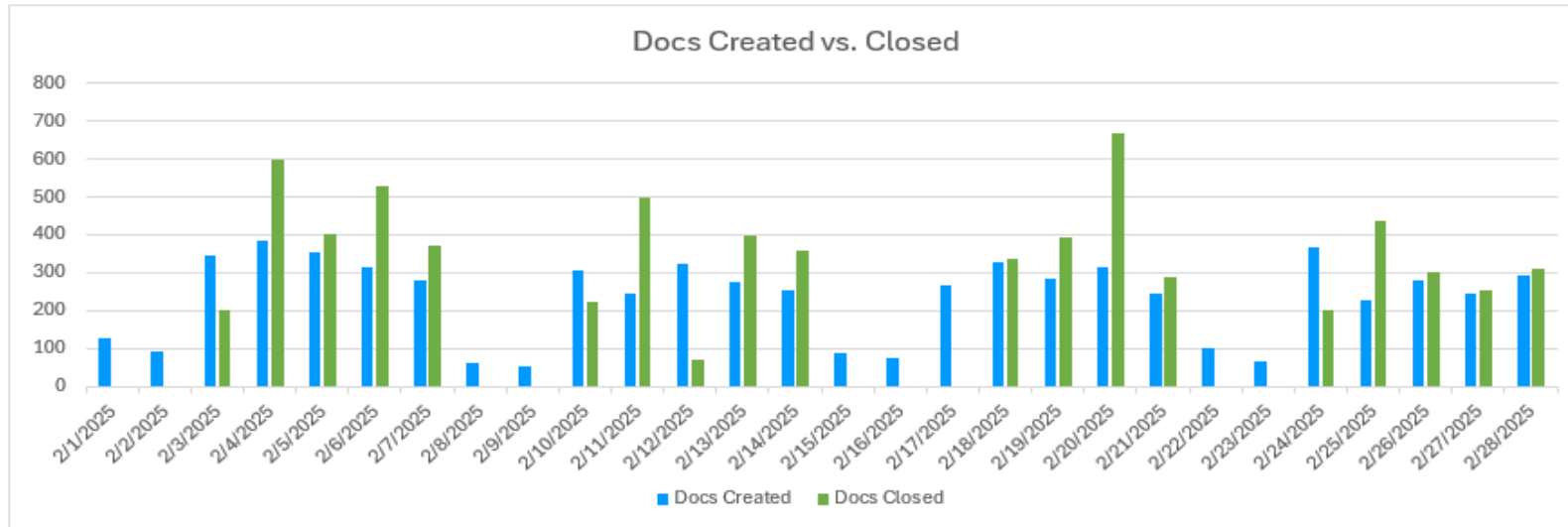
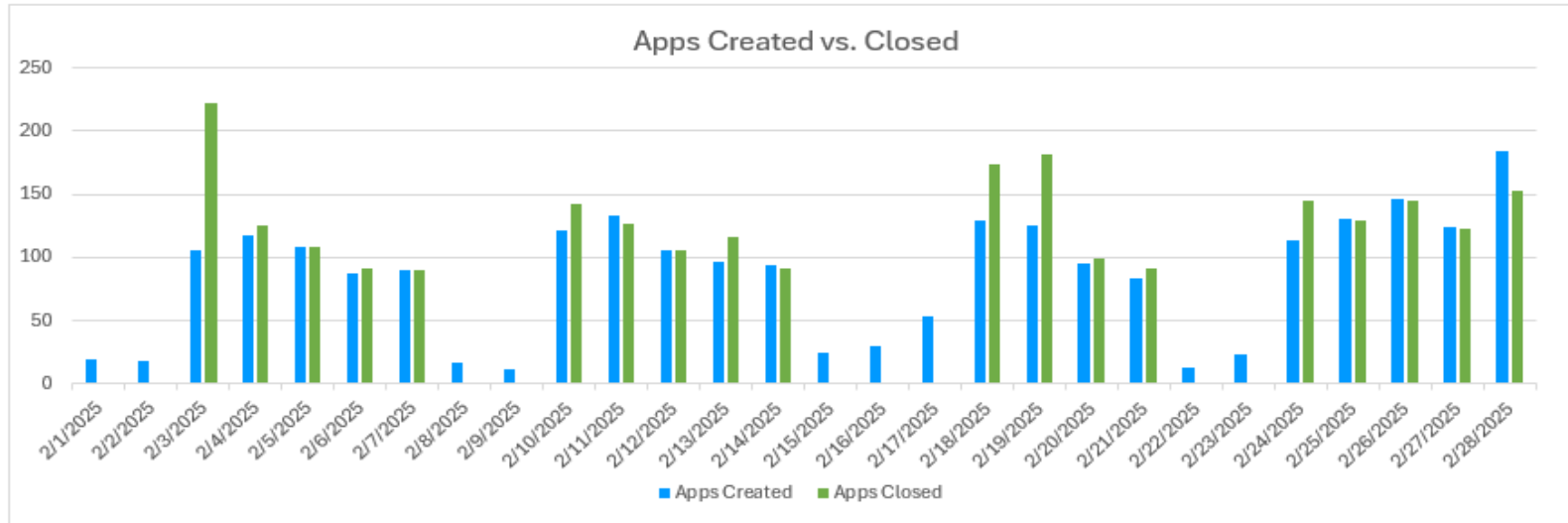
February Performance

February Stats by Group				
Group/ Year	Tier 1 2025	Tier 1 2024	Tier 2 2025	Tier 2 2024
Average Handle Time	14:33	14:39	13:37	14:59
Average Speed of Answer	0:56	0:39	0:44	0:50
Calls Offered	18,896	20,346	2,400	5,334
Calls Handled	18,145	19,784	2,268	3,938
180 Second Service Level %	88.76%	93.86%	93.58%	89.92%

November Calls Handled vs. Service Level



MA Site Work Received/Processed



	Received	Completed
MA Applications	1,173	1,222
Change reports	1,230	1,234
Documents	6,613	6,843
Total	9,016	9,299