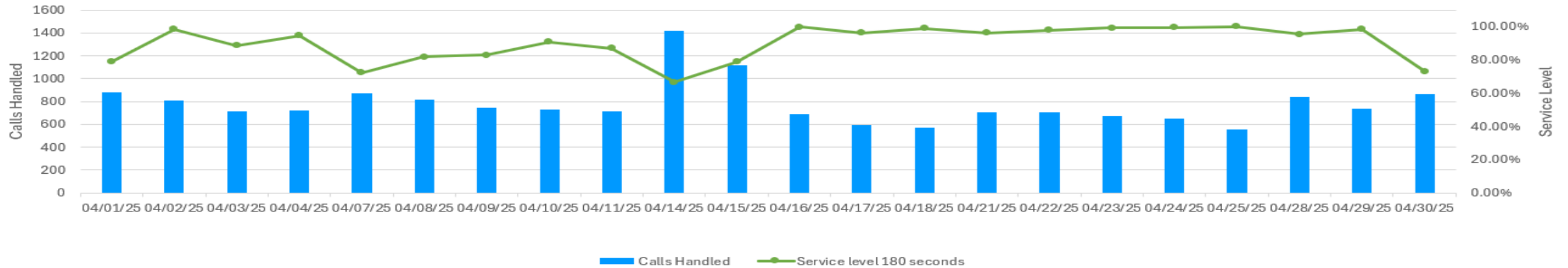


April Performance

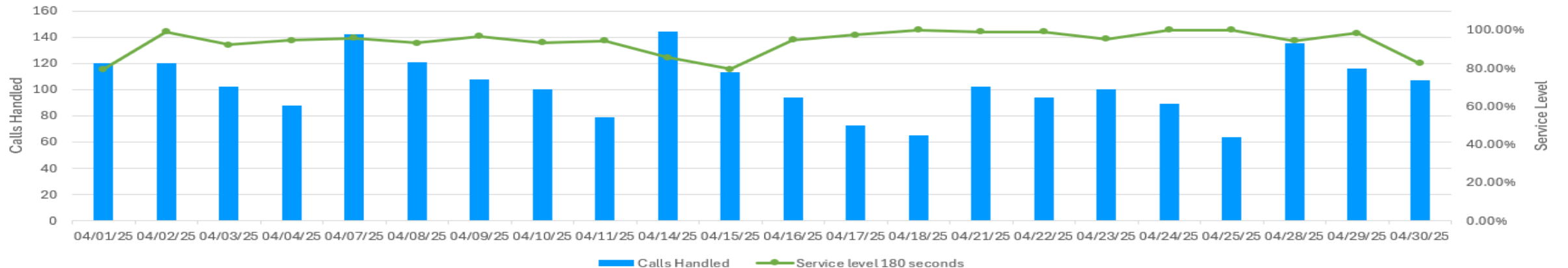
April Stats by Group				
Group/ Year	Tier 1 2025	Tier 1 2024	Tier 2 2025	Tier 2 2024
Average Handle Time	13:47	13:41	13:01	13:43
Average Speed of Answer	1:01	0:27	0:45	0:40
Calls Offered	17,810	17,442	2,398	3,329
Calls Handled	17,113	16,988	2,276	3,201
180 Second Service Level %	87.77%	96.73%	93.20%	93.09%

April Calls Handled vs. Service Level

Tier 1 Calls Handled vs. SL%



Tier 2 Calls Handled vs. SL%

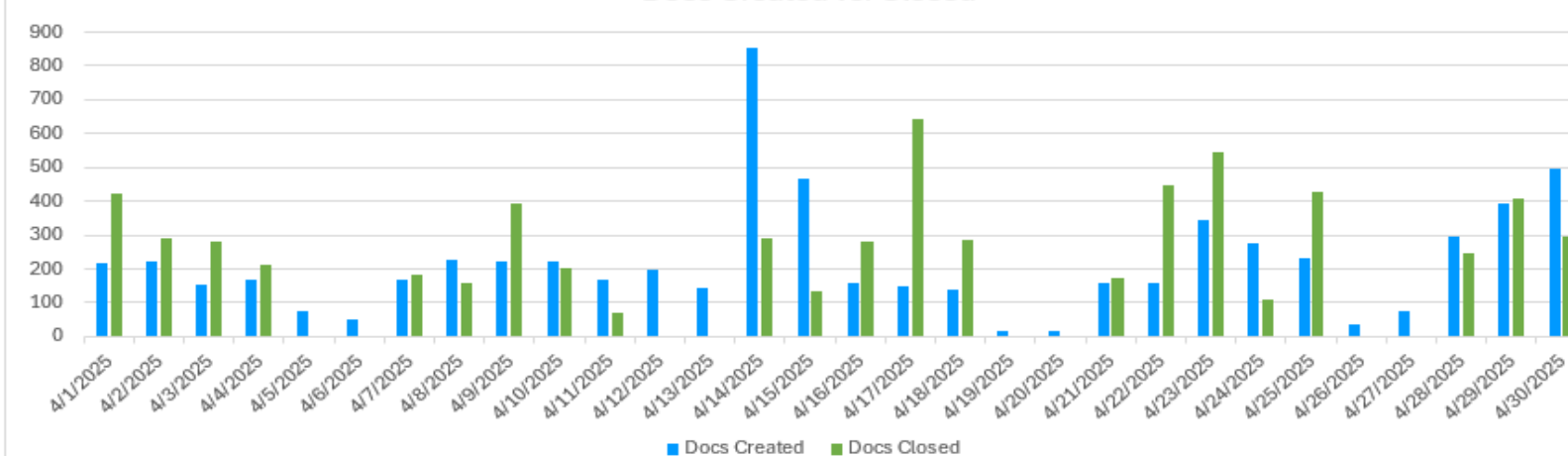


MA Site Work Received/Processed

Apps Created vs. Closed



Docs Created vs. Closed



	Received	Completed
MA Applications	1,373	1,375
Change reports	1,088	1,081
Documents	6,506	6,510
Total	8,967	8,966