

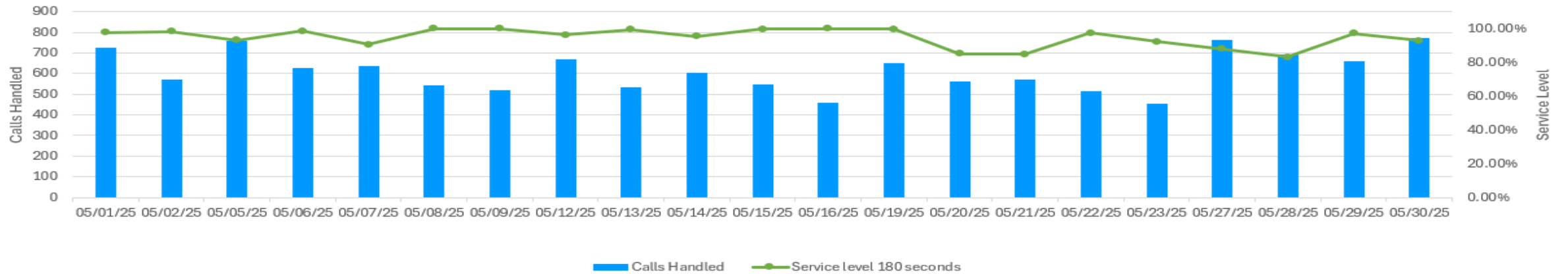
May Performance

May Stats by Group

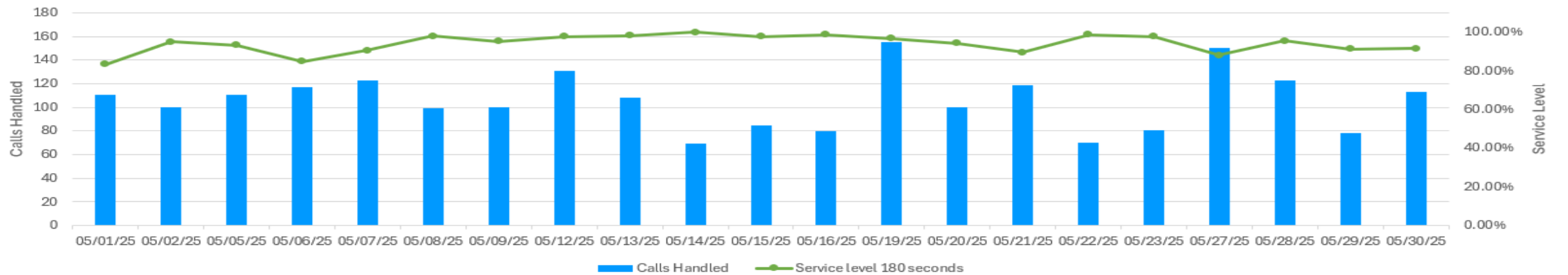
Group/ Year	Tier 1 2025	Tier 1 2024	Tier 2 2025	Tier 2 2024
Average Handle Time	13:39	13:03	14:05	15:51
Average Speed of Answer	0:38	0:20	0:42	0:25
Calls Offered	13,242	13,635	2,308	2,599
Calls Handled	12,837	13,346	2,223	2,527
180 Second Service Level %	94.40%	97.82%	93.59%	96.61%

May Calls Handled vs. Service Level

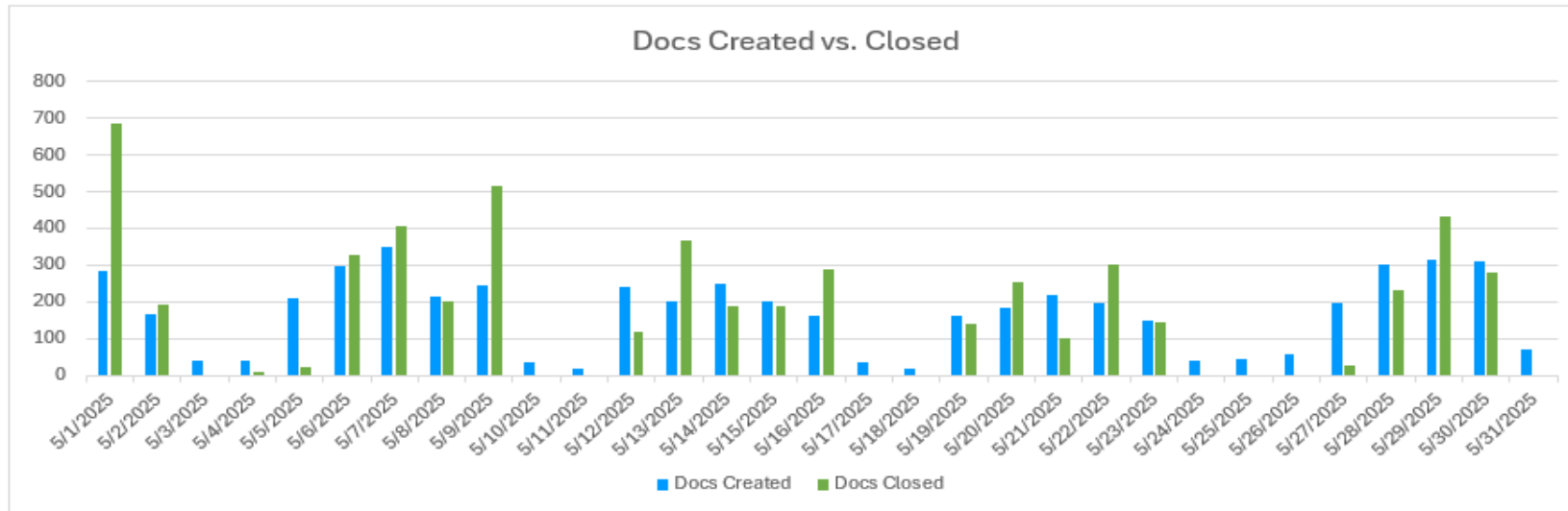
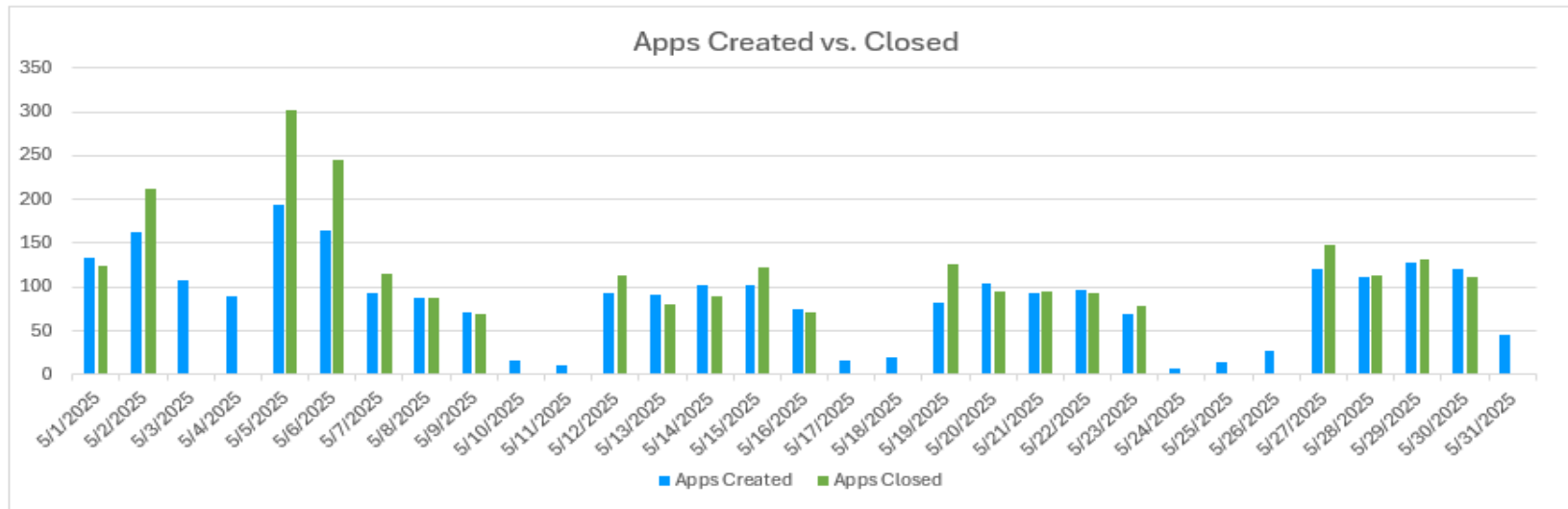
Tier 1 Calls Handled vs. SL%



Tier 2 Calls Handled vs. SL%



MA Site Work Received/Processed



	Received	Completed
MA Applications	1,404	1,383
Change reports	1,252	1,249
Documents	5,288	5,446
Total	7,944	8,078