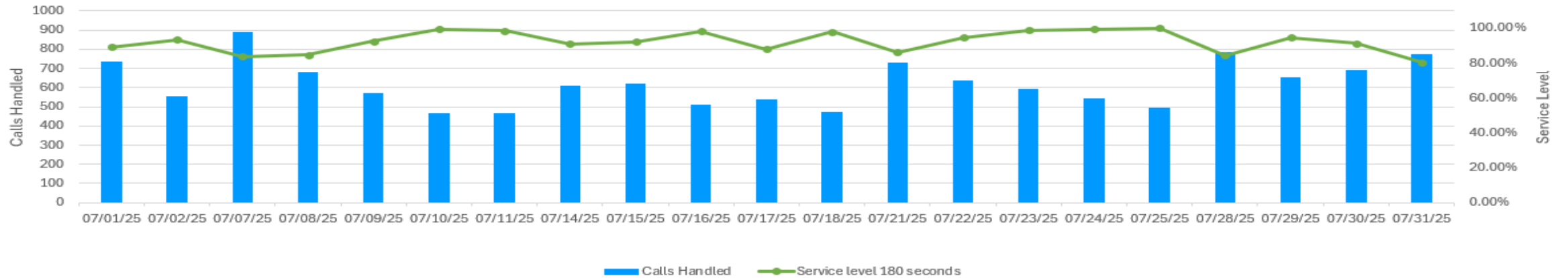


July Performance

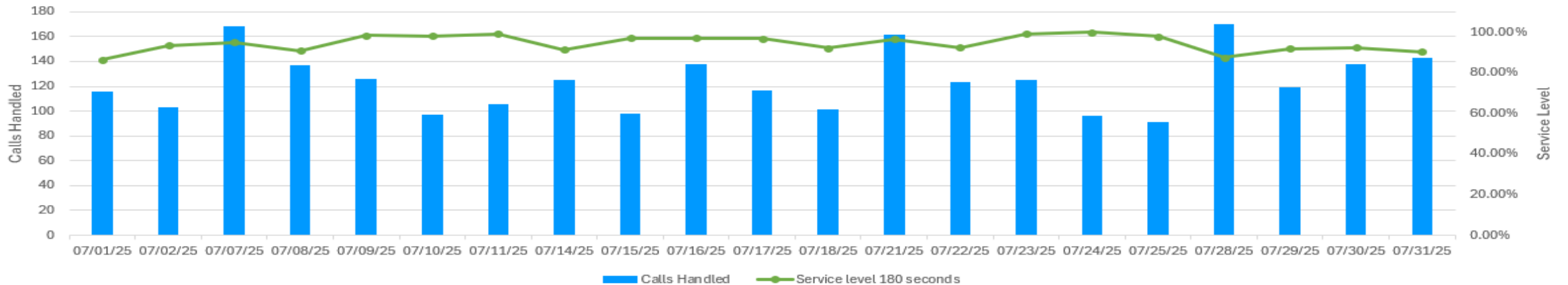
July Stats by Group				
Group/ Year	Tier 1 2025	Tier 1 2024	Tier 2 2025	Tier 2 2024
Average Handle Time	14:05	13:34	15:44	12:22
Average Speed of Answer	0:55	0:55	0:42	0:26
Calls Offered	13,016	12,048	2,703	1,844
Calls Handled	12,576	11,591	2,599	1,788
180 Second Service Level %	91.49%	89.19%	94.19%	97.07%

July Calls Handled vs. Service Level

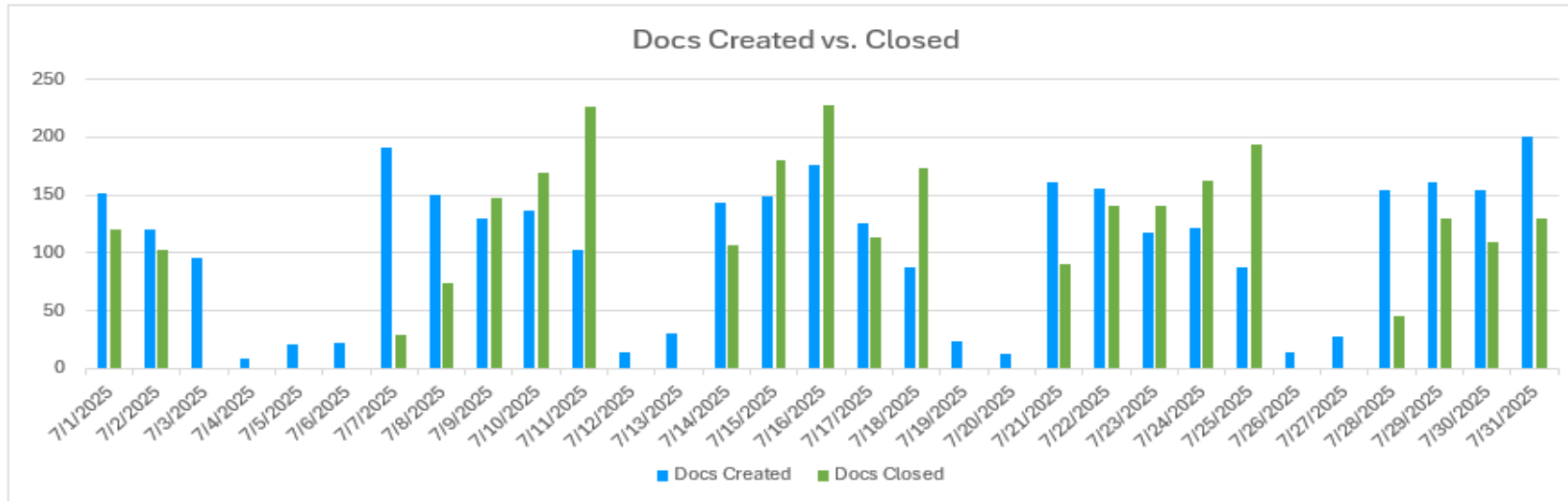
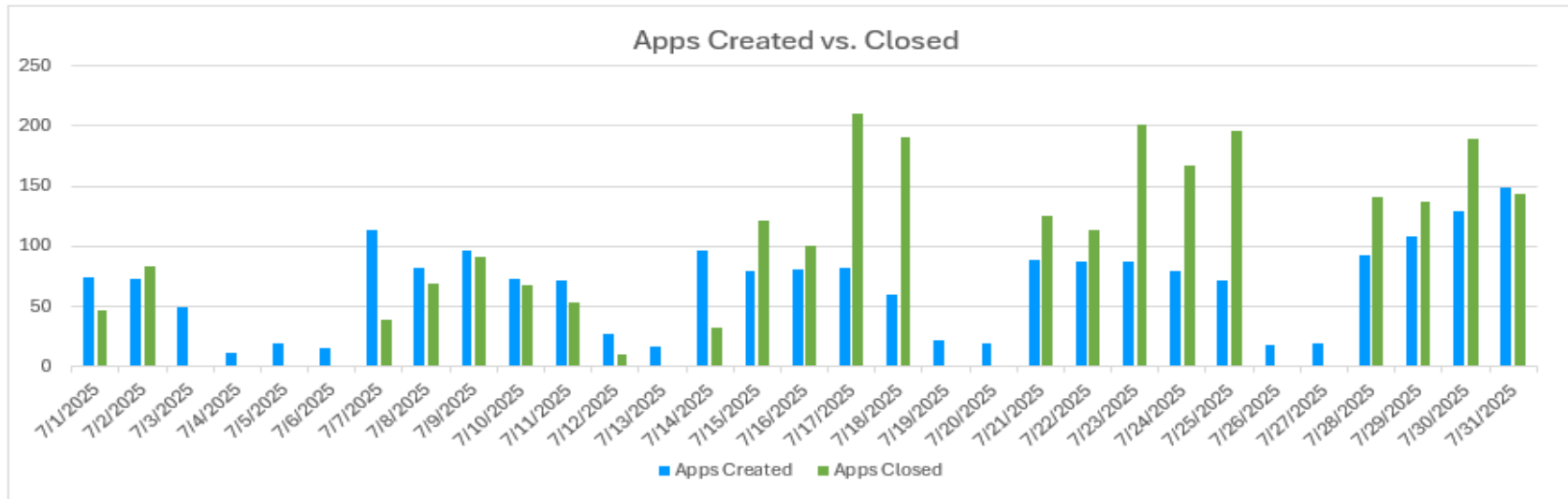
Tier 1 Calls Handled vs. SL%



Tier 2 Calls Handled vs. SL%



MA Site Work Received/Processed



	Received	Completed
MA Applications	1,238	1,403
Change reports	861	1,132
Documents	3,249	2,810
Total	5,348	5,345