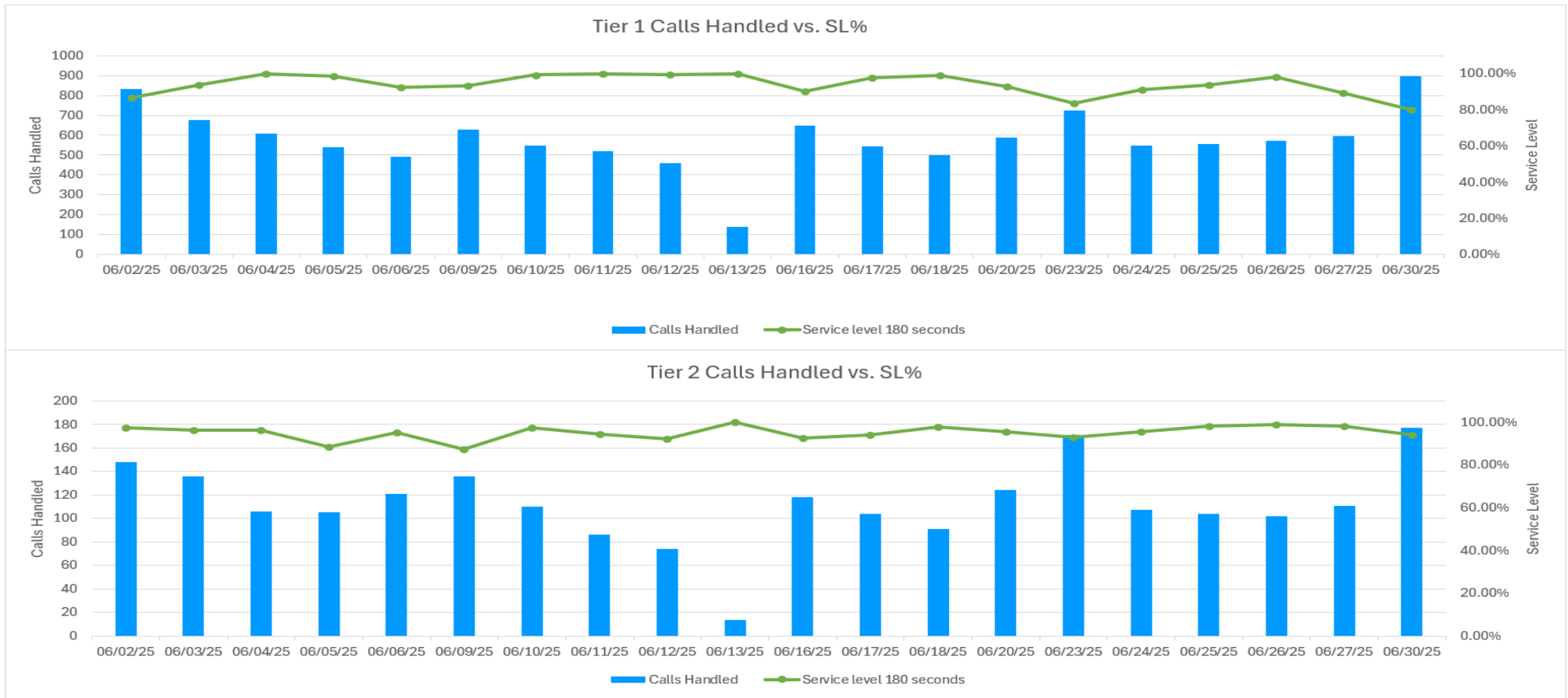


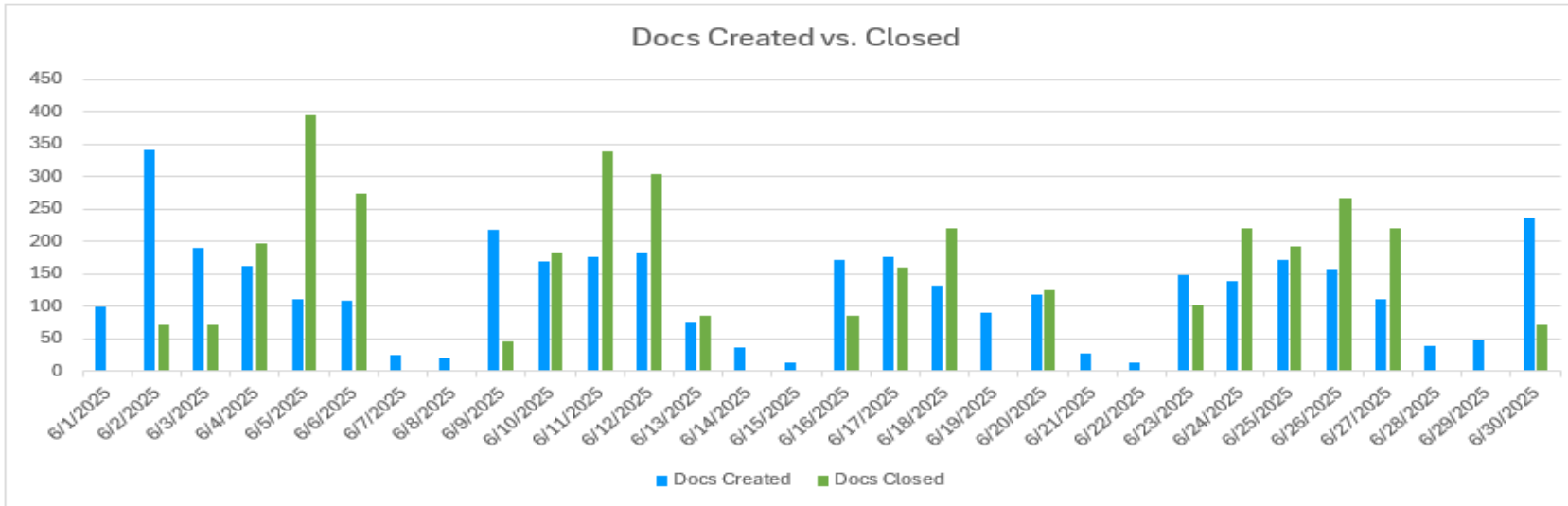
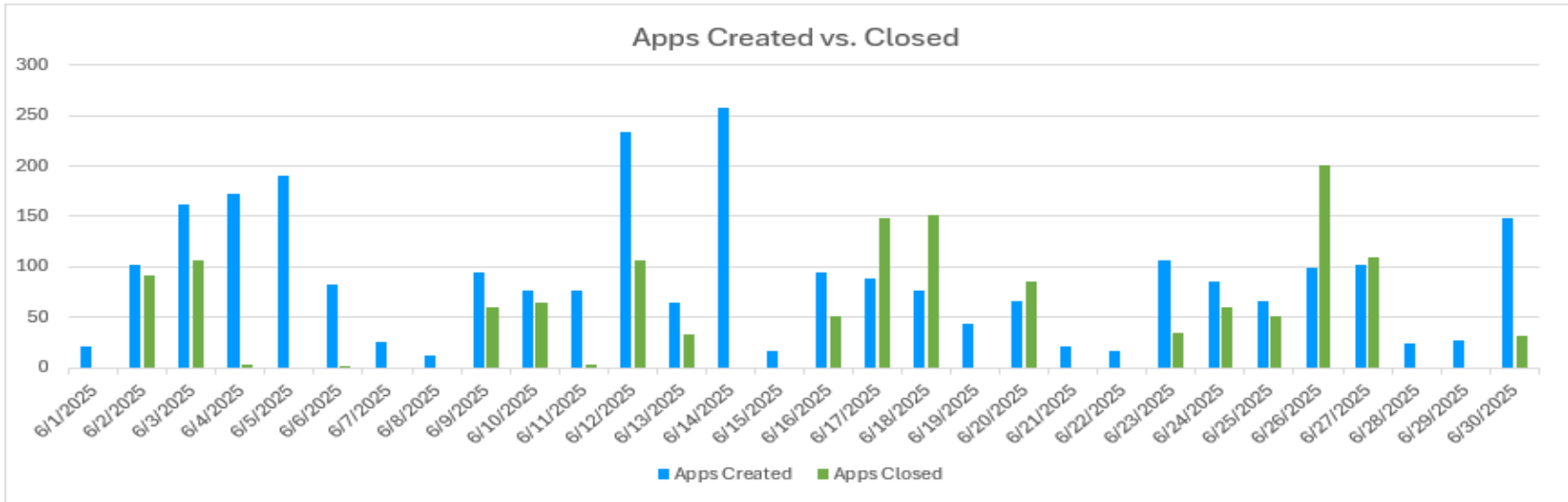
June Performance

June Stats by Group				
Group/ Year	Tier 1 2025	Tier 1 2024	Tier 2 2025	Tier 2 2024
Average Handle Time	13:57	13:08	15:14	14:22
Average Speed of Answer	0:46	0:42	0:37	0:23
Calls Offered	11,947	11,197	2,328	2,024
Calls Handled	11,601	10,821	2,245	1,957
180 Second Service Level %	92.87%	92.19%	94.80%	97.18%

May Calls Handled vs. Service Level



MA Site Work Received/Processed



	Received	Completed
MA Applications	1,582	557
Change reports	1,075	838
Documents	3,725	3,626
Total	6,382	5,021