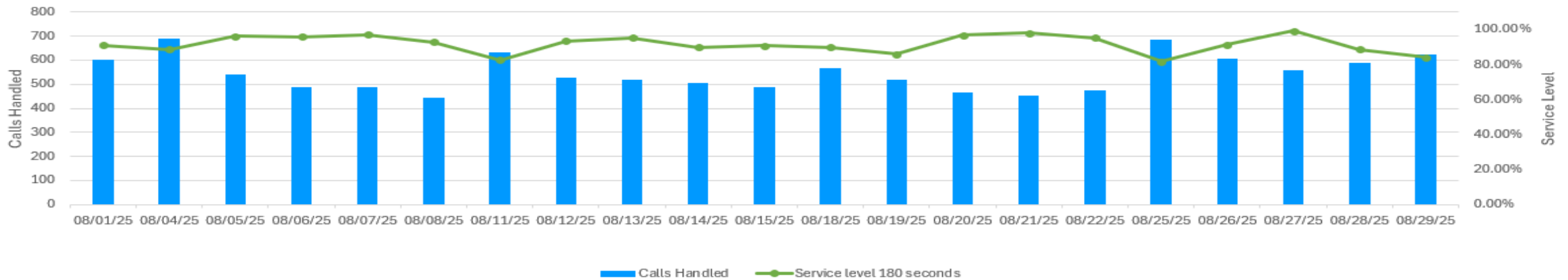


# August Performance

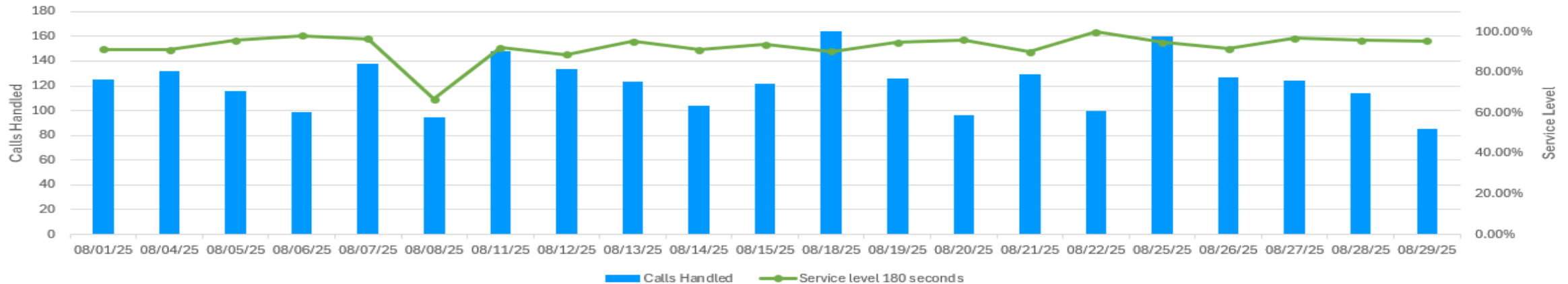
<b>August Stats by Group</b>				
<b>Group/ Year</b>	<b>Tier 1 2025</b>	<b>Tier 1 2024</b>	<b>Tier 2 2025</b>	<b>Tier 2 2024</b>
<b>Average Handle Time</b>	13:41	13:34	16:45	12:28
<b>Average Speed of Answer</b>	0:54	0:55	0:47	0:35
<b>Calls Offered</b>	11,893	12,048	2,655	2,113
<b>Calls Handled</b>	11,473	11,591	2,561	2,014
<b>180 Second Service Level %</b>	91.15%	89.19%	92.58%	94.75%

# August Calls Handled vs. Service Level

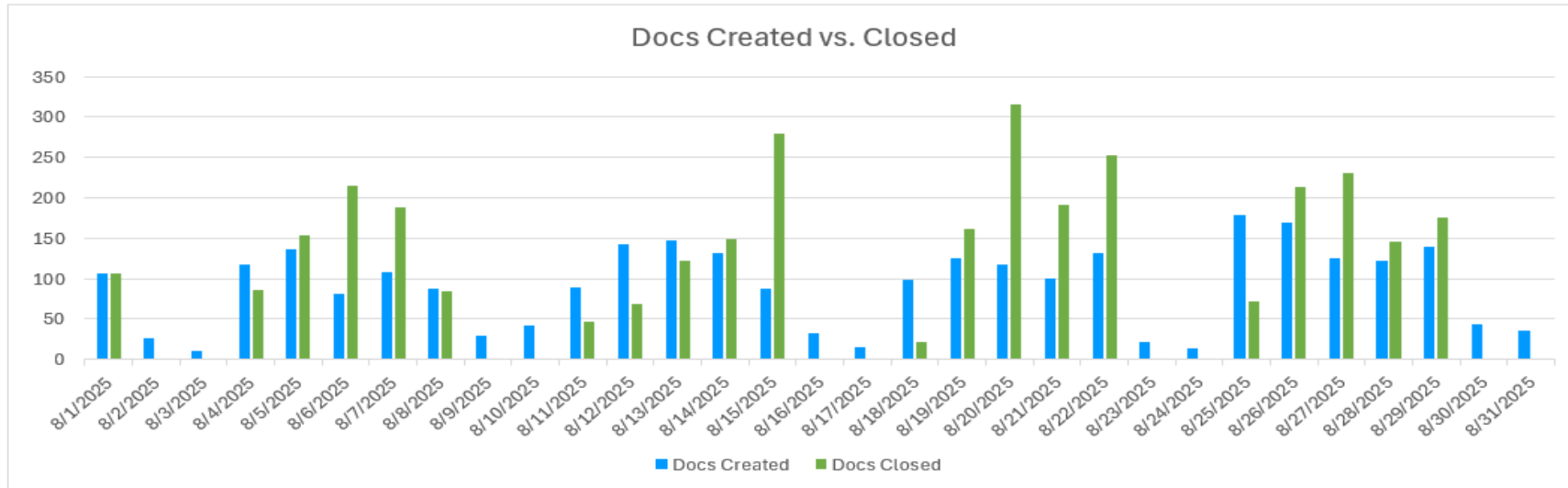
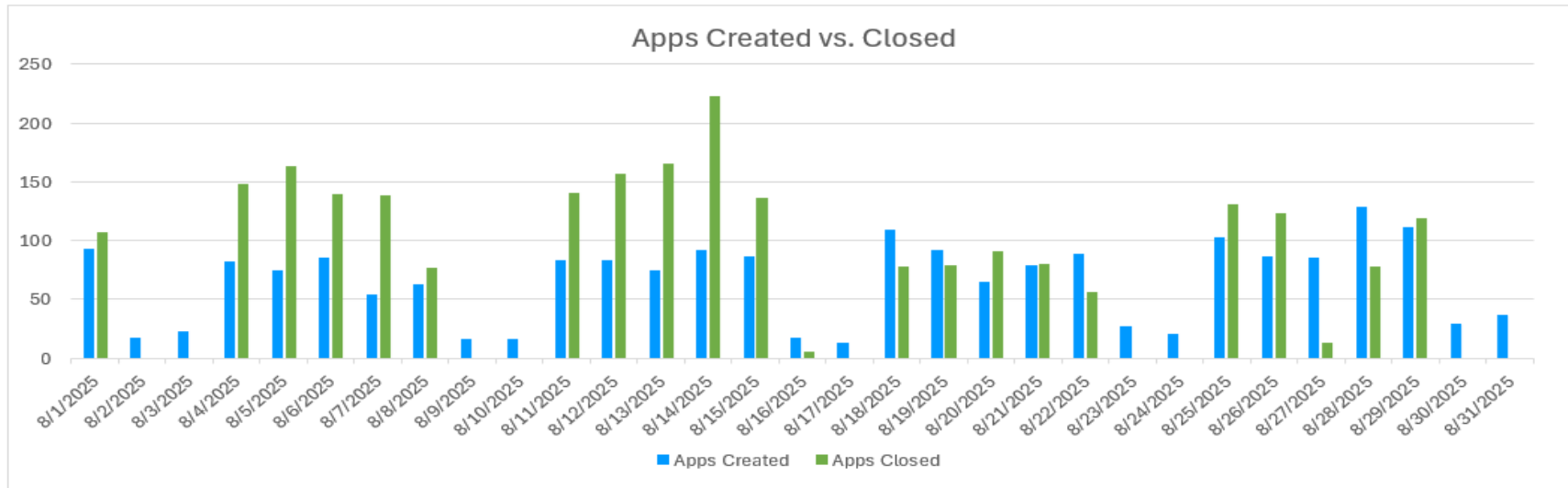
### Tier 1 Calls Handled vs. SL%



### Tier 2 Calls Handled vs. SL%



# MA Site Work Received/Processed



	Received	Completed
<b>MA Applications</b>	1,078	1,531
<b>Change reports</b>	960	919
<b>Documents</b>	2,816	3,280
<b>Total</b>	4,854	5,730