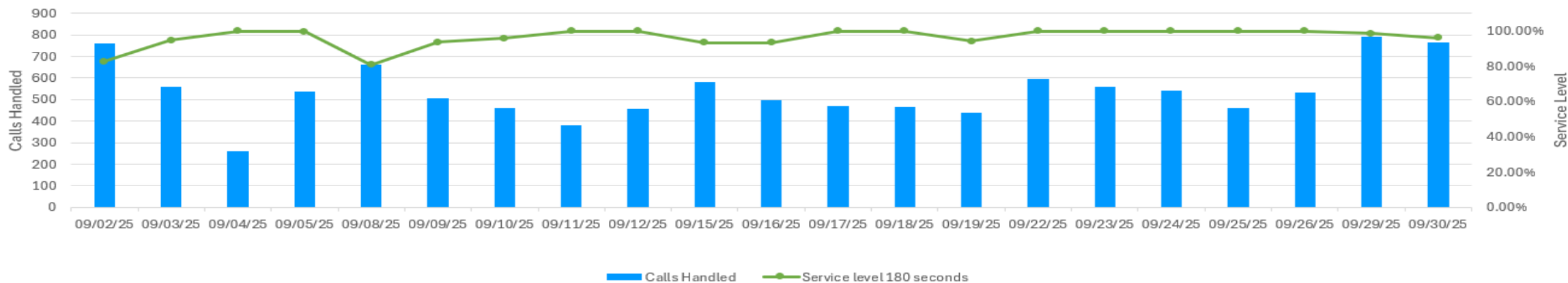


September Performance

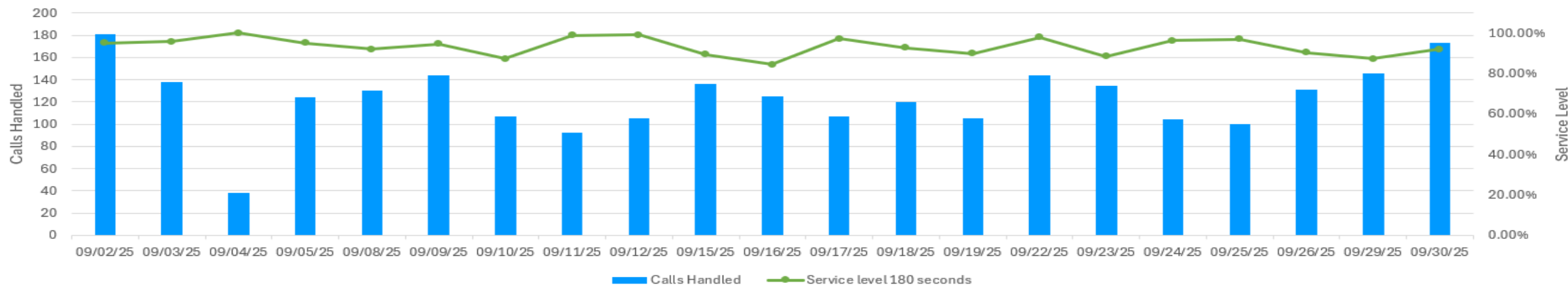
September Stats by Group				
Group/ Year	Tier 1 2025	Tier 1 2024	Tier 2 2025	Tier 2 2024
Average Handle Time	13:50	13:38	16:38	12:24
Average Speed of Answer	0:34	0:27	0:45	0:24
Calls Offered	11,595	11,218	2,669	1,820
Calls Handled	11,292	10,943	2,584	1,760
180 Second Service Level %	95.62%	96.88%	92.99%	97.75%

September Calls Handled vs. Service Level

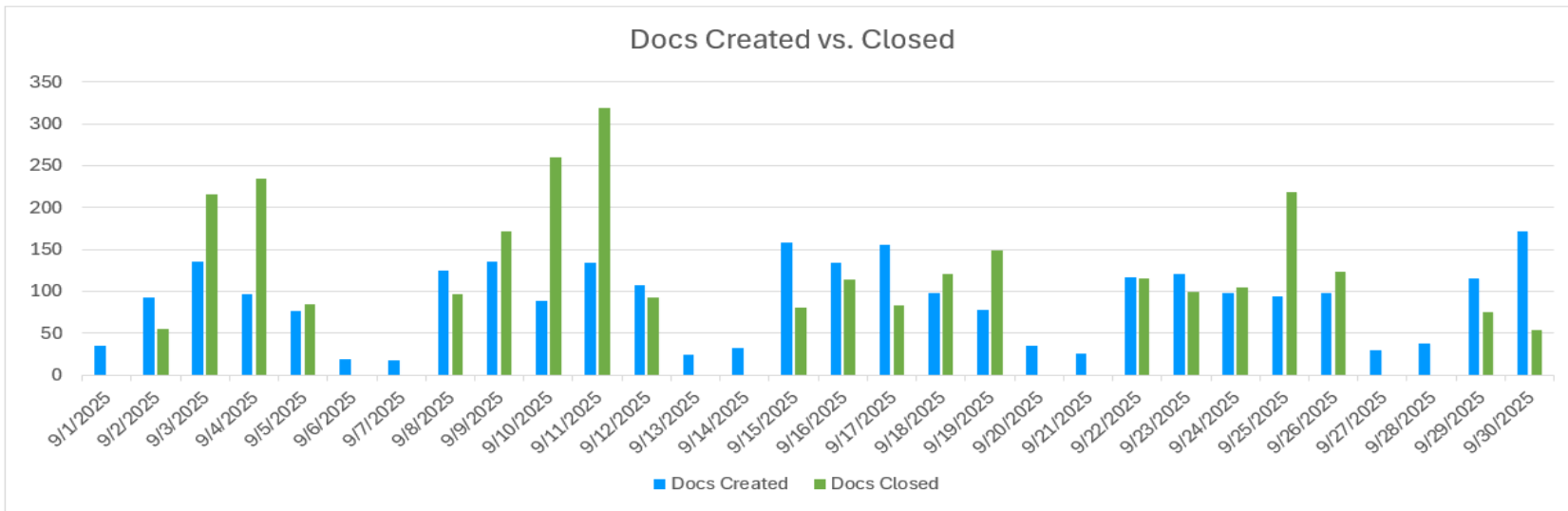
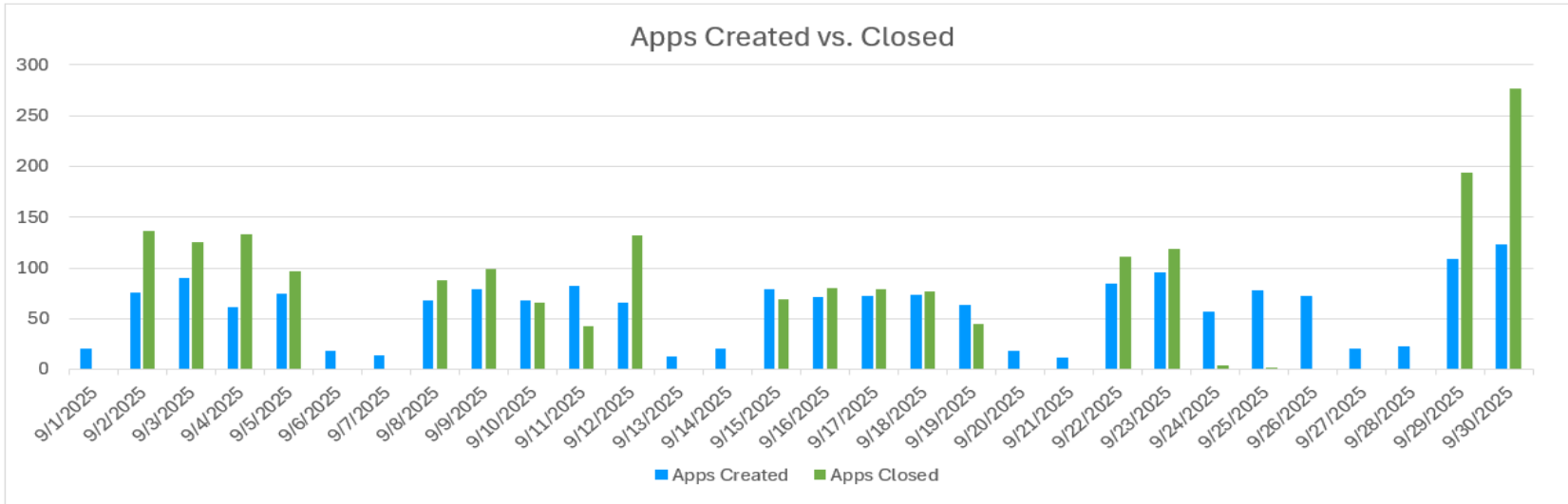
Tier 1 Calls Handled vs. SL%



Tier 2 Calls Handled vs. SL%



MA Site Work Received/Processed



	Received	Completed
MA Applications	1,020	1,075
Change reports	782	903
Documents	2,681	2,684
Total	4,483	4,662