

October Performance

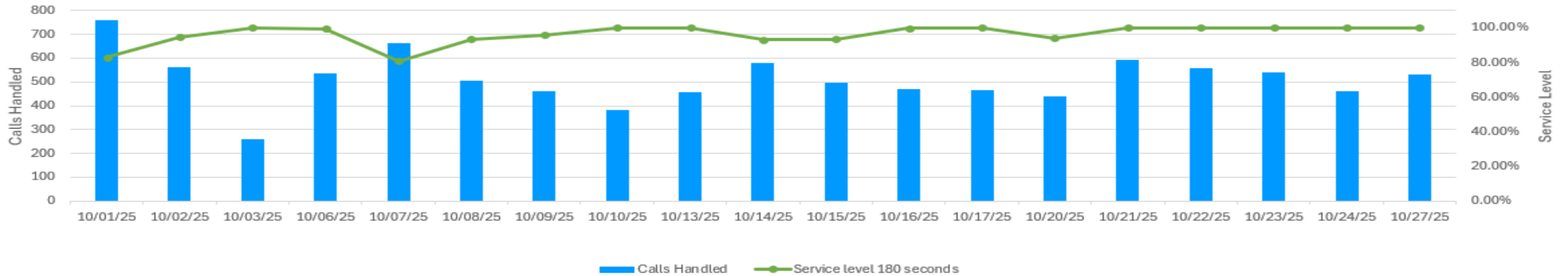
October Stats by Group				
Group/ Year	Tier 1 2025	Tier 1 2024	Tier 2 2025	Tier 2 2024
Average Handle Time	14:56	15:35	15:44	13:12
Average Speed of Answer	0:12	0:15	0:27	0:24
Calls Offered	11,436	11,626	2,408	1,611
Calls Handled	11,261	11,460	2,356	1,568
180 Second Service Level %	100.00%	99.66%	98.80%	99.32%

November MTD Performance

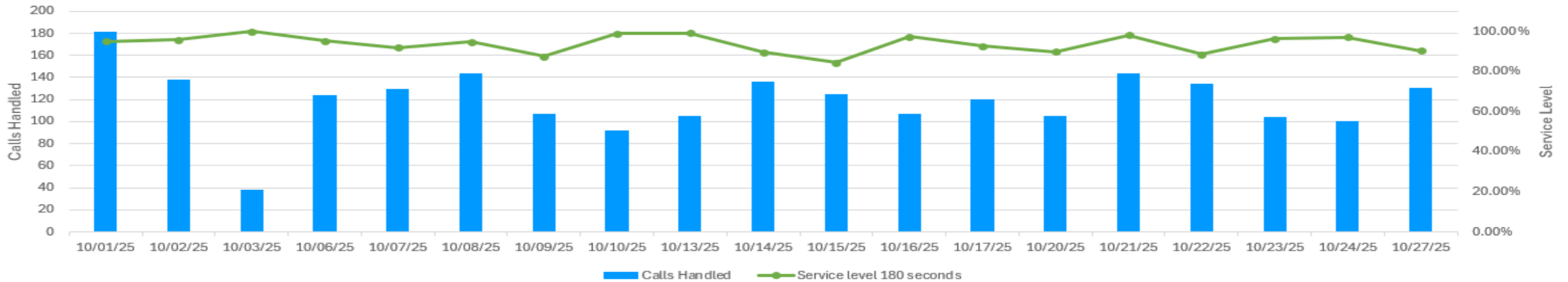
November MTD Stats by Group				
Group/ Year	Tier 1 2025	Tier 1 2024	Tier 2 2025	Tier 2 2024
Average Handle Time	16:52	18:25	17:12	13:09
Average Speed of Answer	2:04	2:03	1:09	0:27
Calls Offered	4,052	3,050	586	315
Calls Handled	3,753	2,828	567	303
300 Second Service Level %	82.48%	86.26%	96.93%	99.05%

October Calls Handled vs. Service Level

Tier 1 Calls Handled vs. SL%

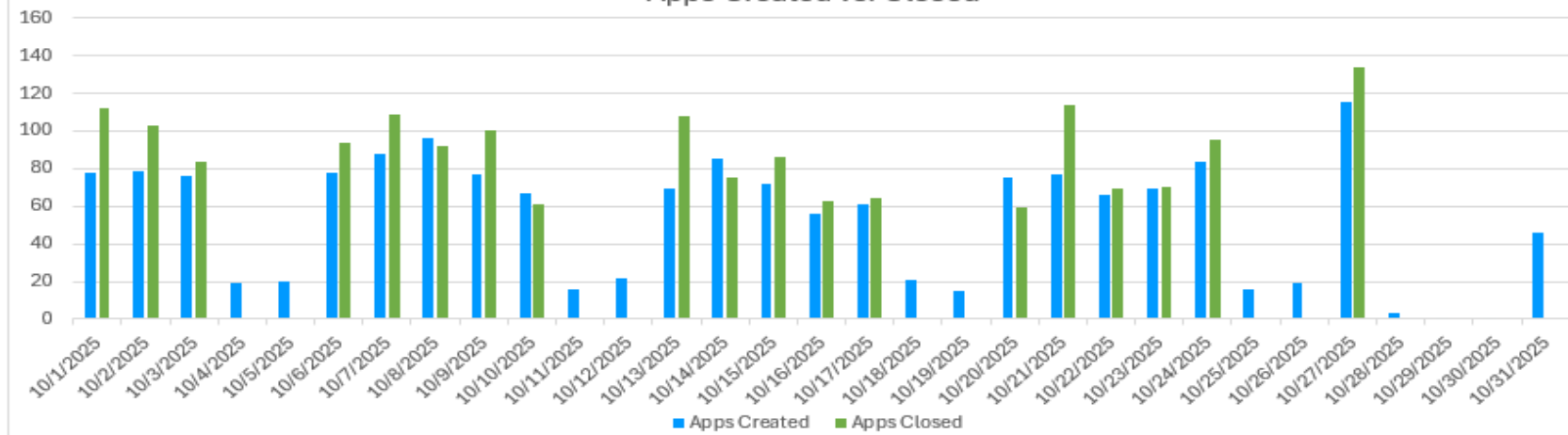


Tier 2 Calls Handled vs. SL%

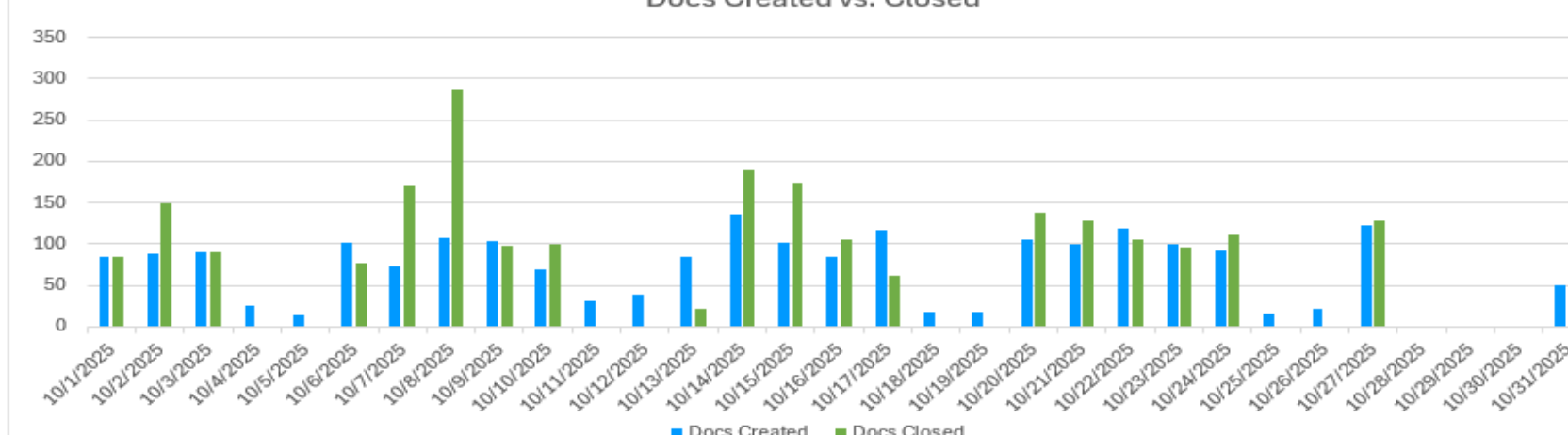


MA Site Work Received/Processed

Apps Created vs. Closed



Docs Created vs. Closed



	Received	Completed
MA Applications	825	865
Change reports	841	819
Documents	2,109	2,314
Total	3,775	3,998