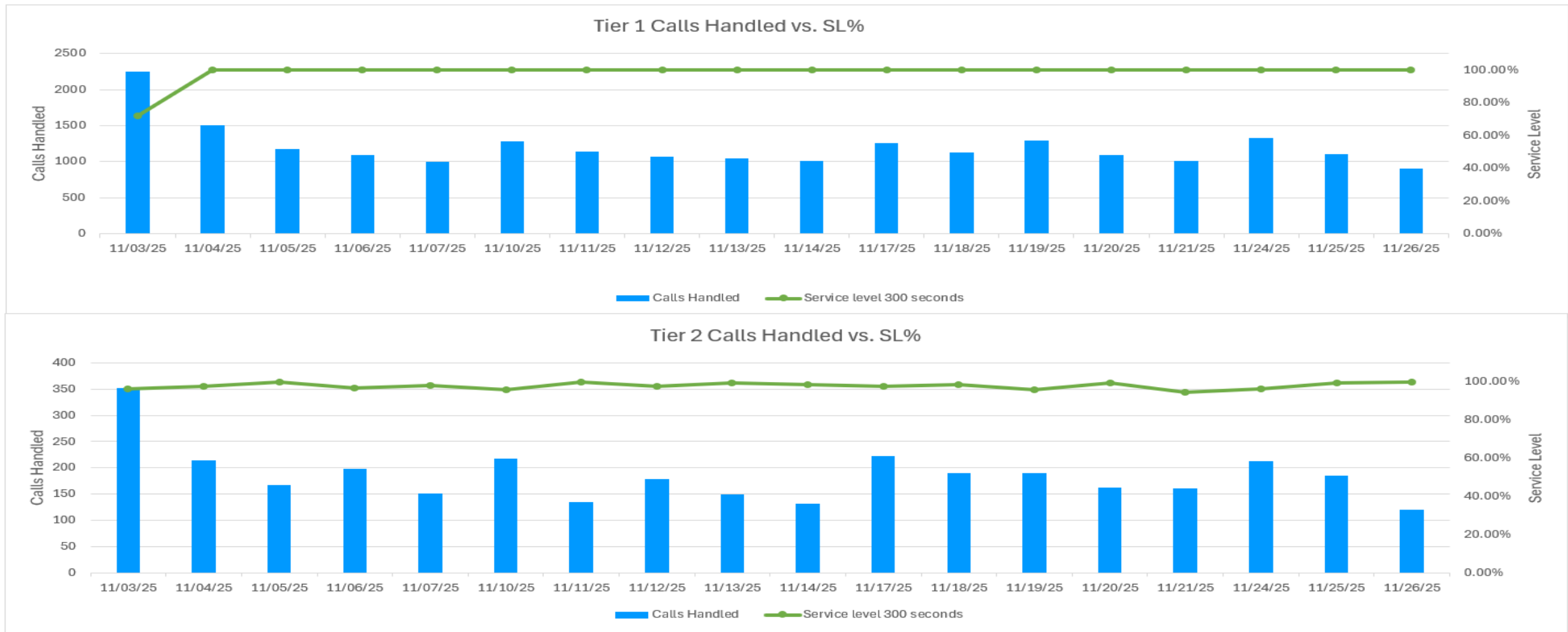


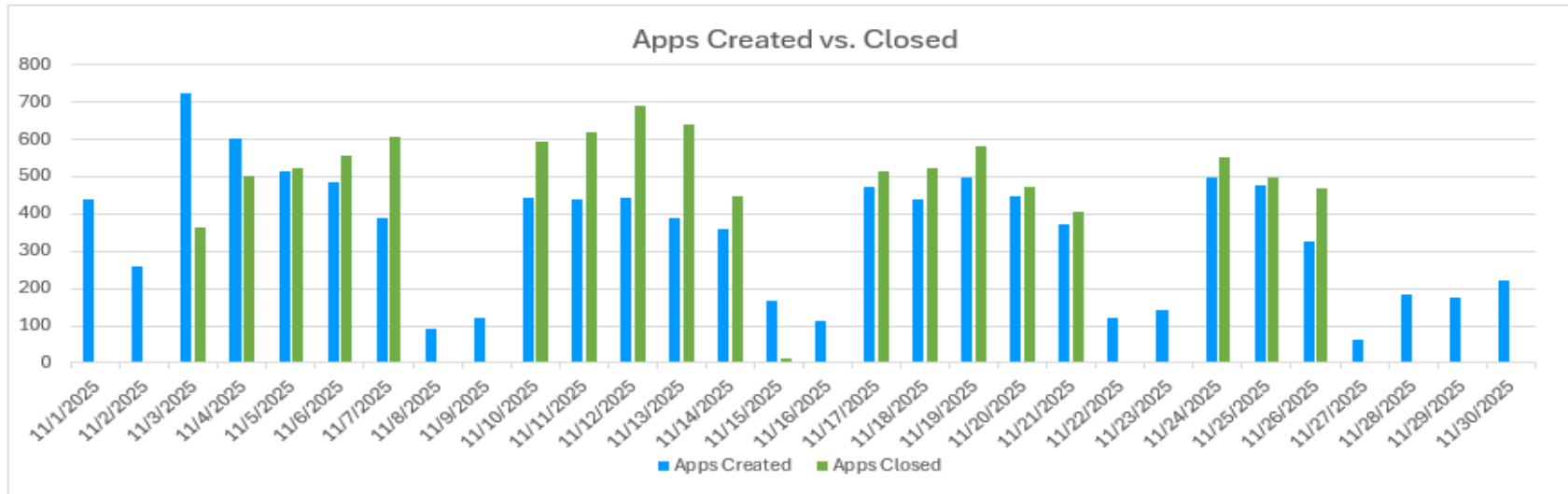
November Performance

November Stats by Group				
Group/ Year	Tier 1 2025	Tier 1 2024	Tier 2 2025	Tier 2 2024
Average Handle Time	15:14	16:32	16:17	13:58
Average Speed of Answer	0:31	0:30	0:43	0:29
Calls Offered	22,172	22,083	3,423	2,400
Calls Handled	21,687	21,538	3,339	2,301
300 Second Service Level %	96.76%	97.90%	97.72%	98.75%

November Calls Handled vs. Service Level



MA Site Work Received/Processed



	Received	Completed
MA Applications	6,272	5,623
Change reports	4,155	3,911
Documents	4,544	3,451
Total	14,971	12,985

