

# OE Comparison

| Tier 1               | 2024   | 2025   | Increase/ Decrease | Increase/ Decrease % |
|----------------------|--------|--------|--------------------|----------------------|
| <b>Calls Offered</b> | 44,887 | 48,923 | 4,036              | 8.25%                |
| <b>Calls Handled</b> | 43,356 | 46,234 | 2,878              | 6.22%                |
| <b>SL %</b>          | 94.53% | 90.85% |                    | -3.68%               |

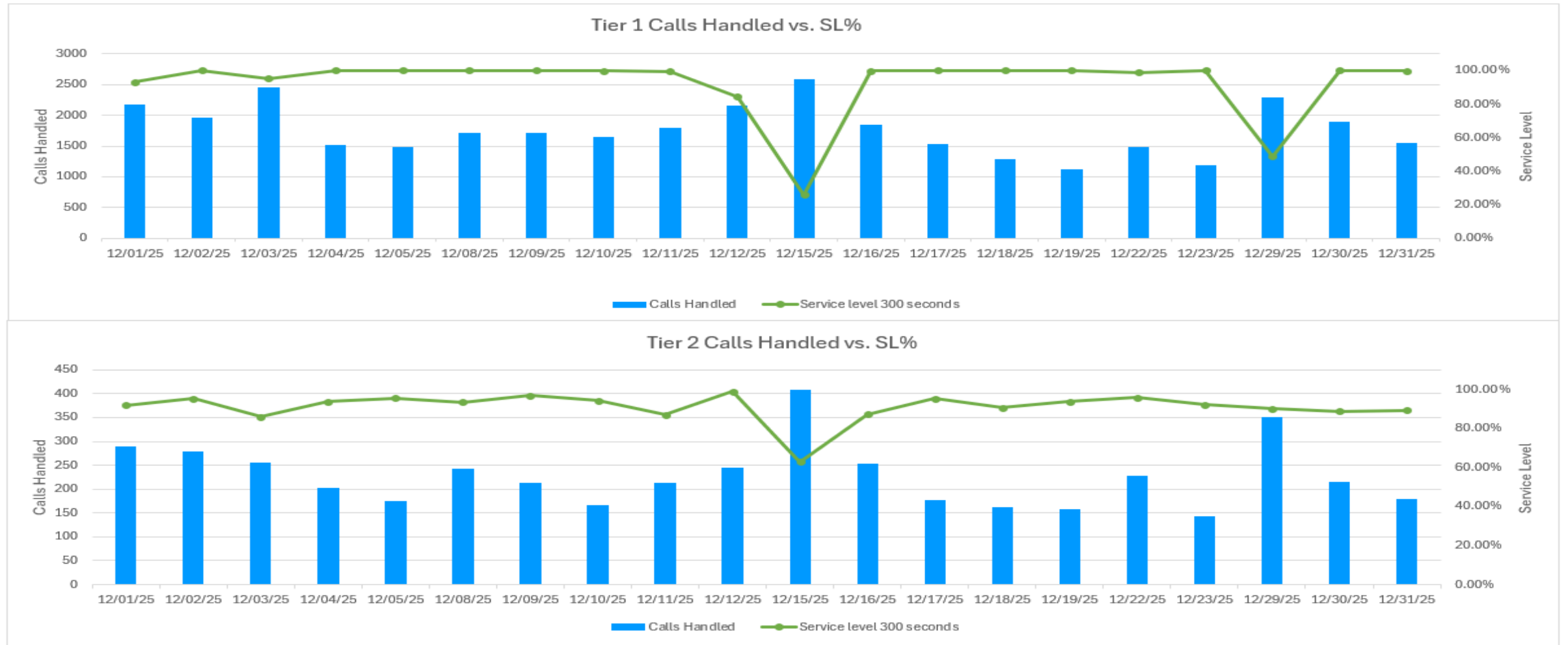
| Tier 2               | 2024   | 2025   | Increase/ Decrease | Increase/ Decrease % |
|----------------------|--------|--------|--------------------|----------------------|
| <b>Calls Offered</b> | 4,419  | 6,682  | 2,263              | 33.87%               |
| <b>Calls Handled</b> | 4,222  | 6,462  | 2,240              | 34.66%               |
| <b>SL %</b>          | 98.71% | 93.28% |                    | -5.43%               |

\*Date Range from 11-1 to 12-17 for both years

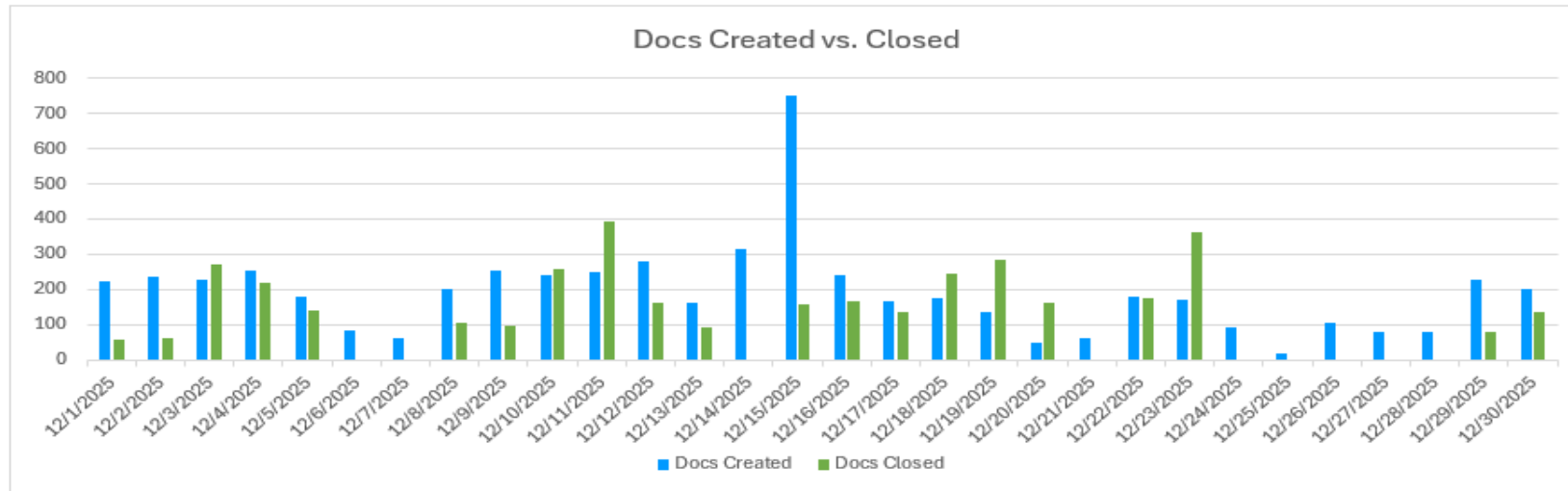
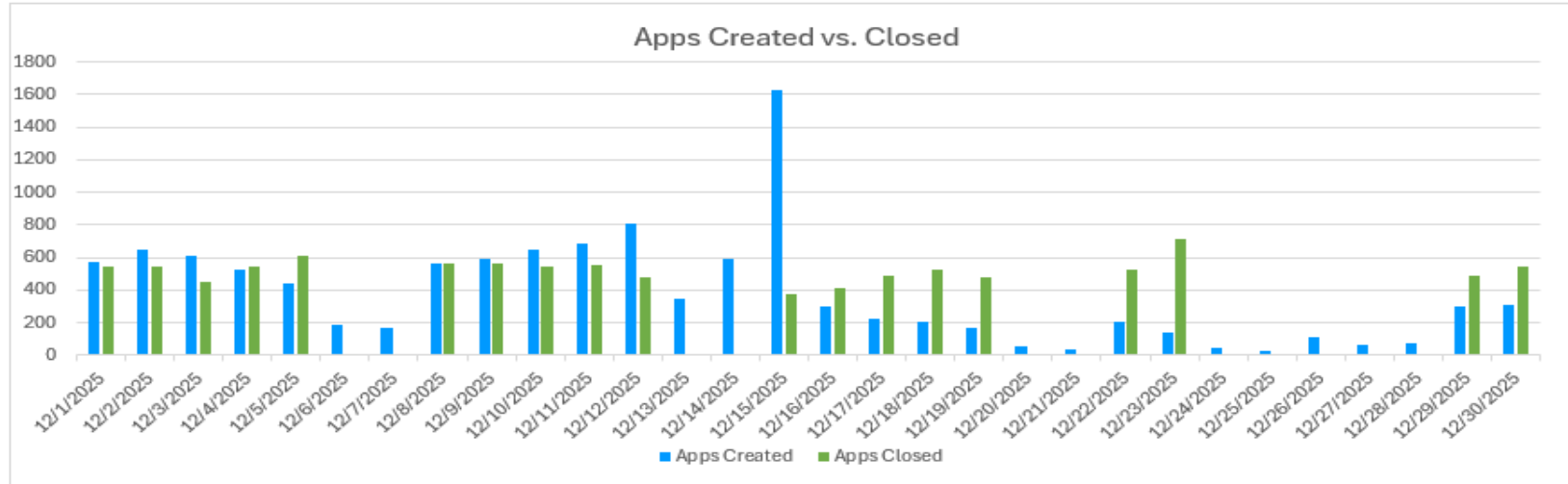
# December Performance

| December Stats by Group    |             |             |             |             |
|----------------------------|-------------|-------------|-------------|-------------|
| Group/ Year                | Tier 1 2025 | Tier 1 2024 | Tier 2 2025 | Tier 2 2024 |
| Average Handle Time        | 13:56       | 14:34       | 16:18       | 14:41       |
| Average Speed of Answer    | 2:31        | 0:59        | 1:37        | 0:36        |
| Calls Offered              | 38,107      | 32,172      | 4,757       | 2,937       |
| Calls Handled              | 35,346      | 30,942      | 4,561       | 2,790       |
| 300 Second Service Level % | 86.41%      | 93.05%      | 89.47%      | 98.20%      |

# December Calls Handled vs. Service Level



# MA Site Work Received/Processed



|                 | Received | Completed |
|-----------------|----------|-----------|
| MA Applications | 6,522    | 5,462     |
| Change reports  | 5,064    | 5,087     |
| Documents       | 5,962    | 3,956     |
| Total           | 17,548   | 14,505    |