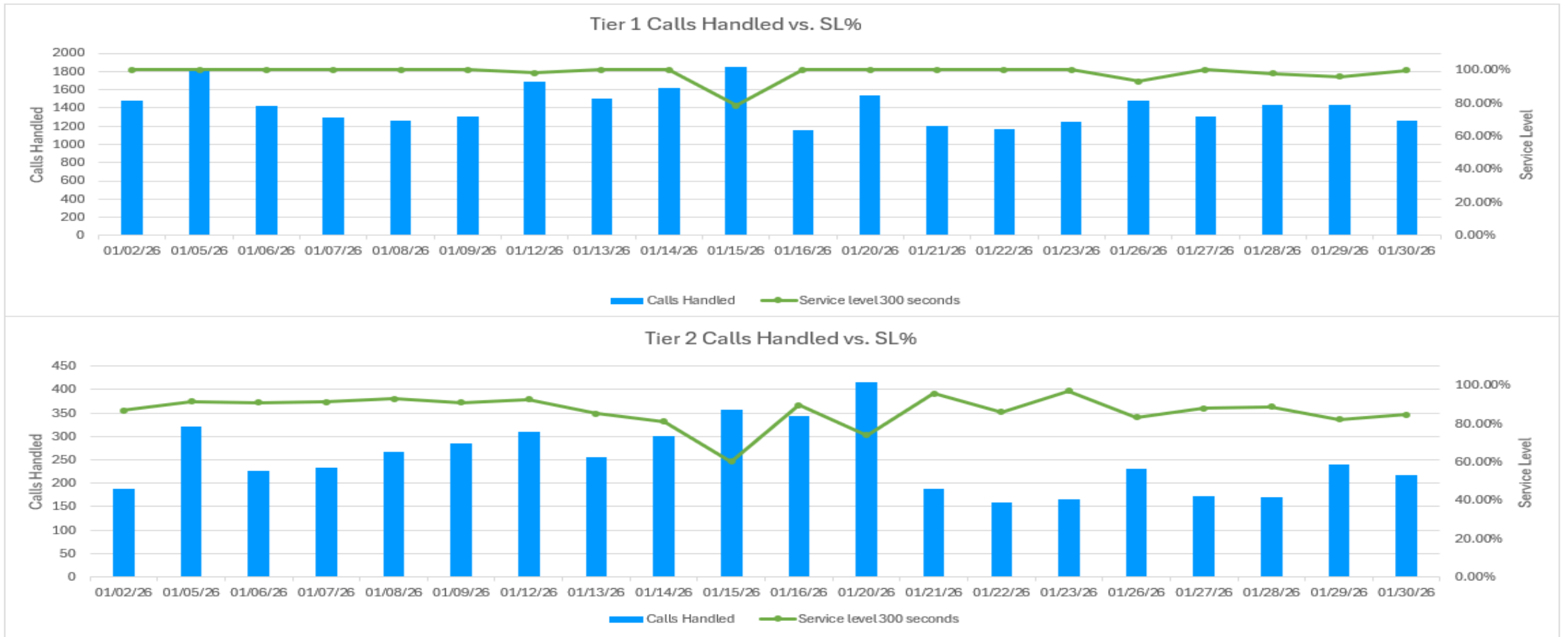


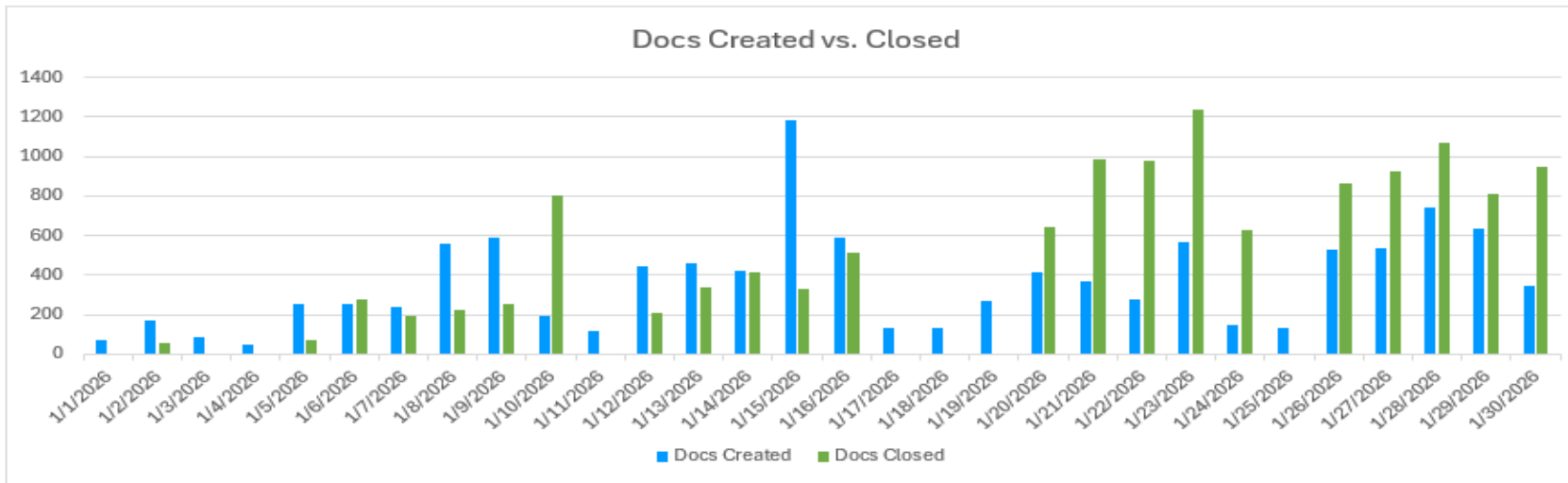
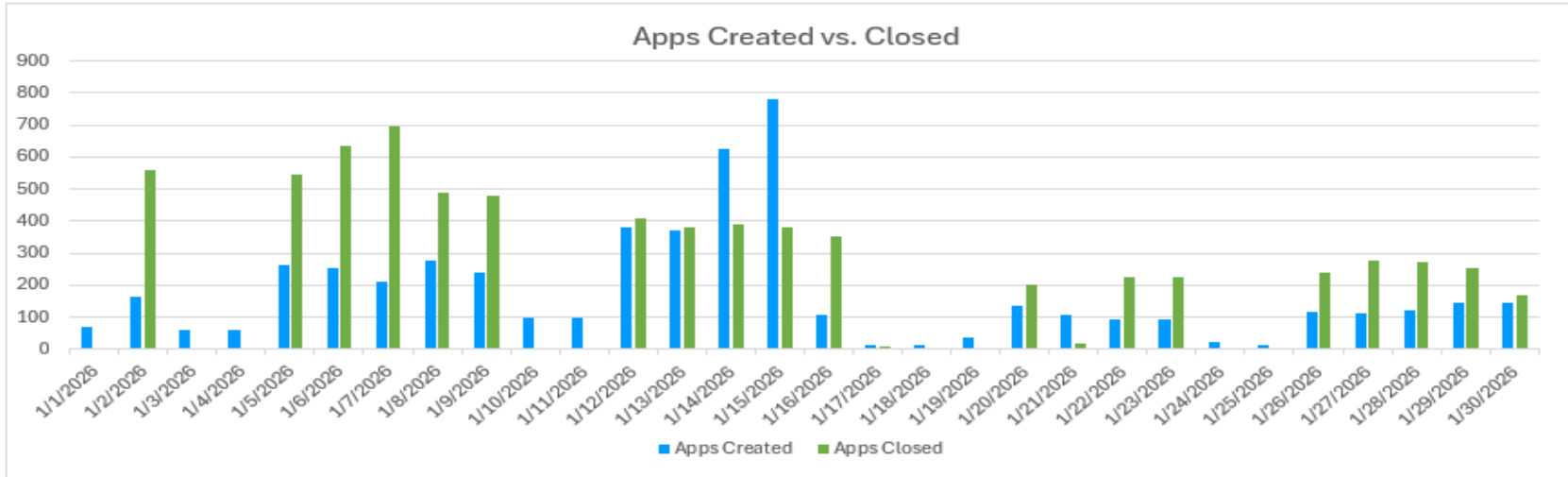
January Performance

January Stats by Group				
Group/ Year	Tier 1 2026	Tier 1 2025	Tier 2 2026	Tier 2 2025
Average Handle Time	14:02	15:20	15:45	13:34
Average Speed of Answer	0:38	1:56	2:01	0:38
Calls Offered	29,169	30,265	5,375	3,330
Calls Handled	28,438	28,255	5,047	3,187
300 Second Service Level %	97.67%	85.39%	85.36%	98.02%

January Calls Handled vs. Service Level



MA Site Work Received/Processed



	Received	Completed
MA Applications	2,653	4,229
Change reports	2,624	2,981
Documents	11,278	13,307
Total	16,555	20,517

CSAT Survey Results

