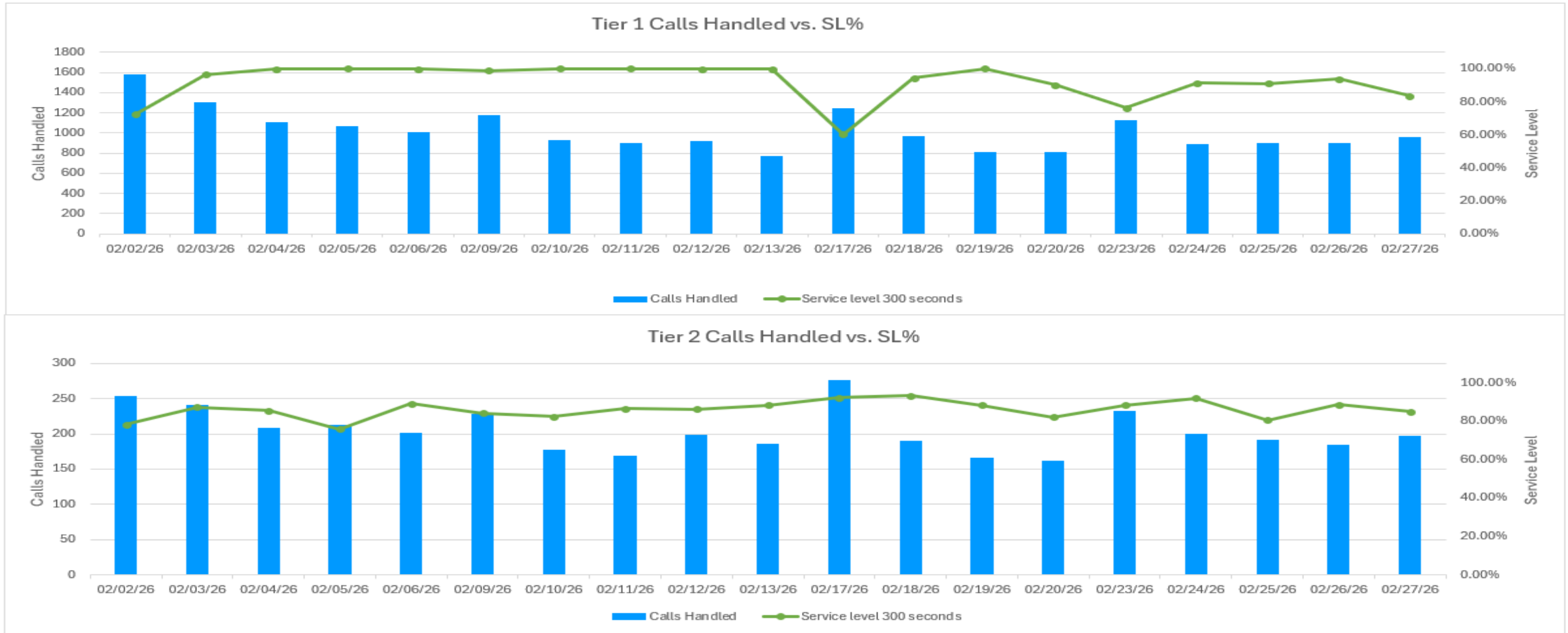


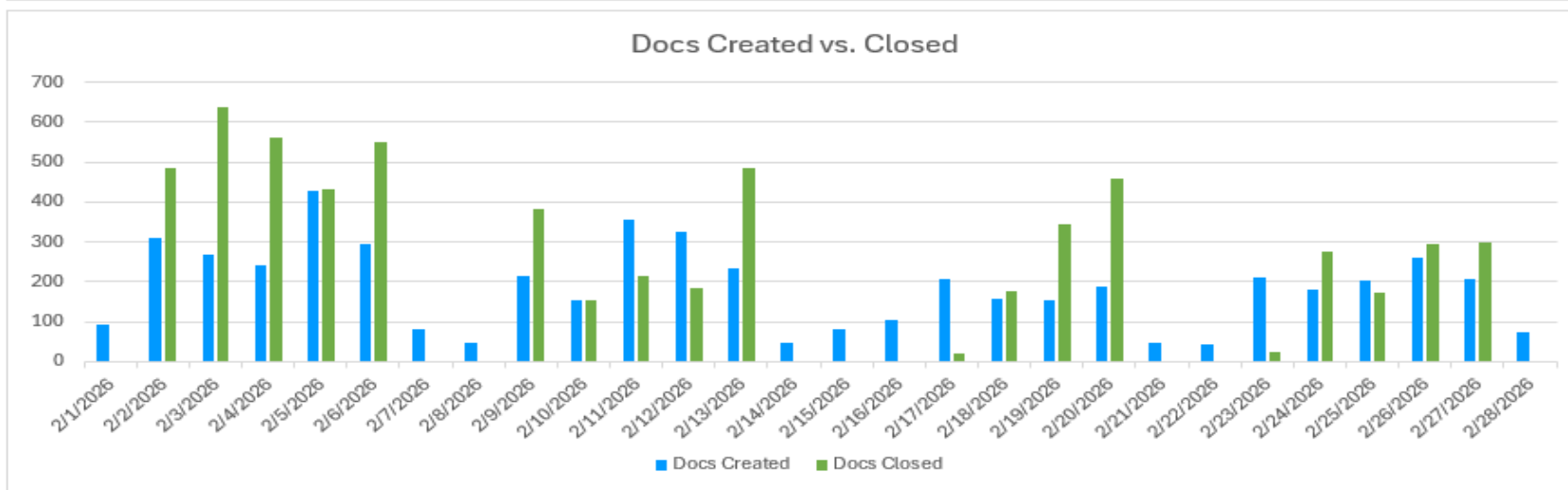
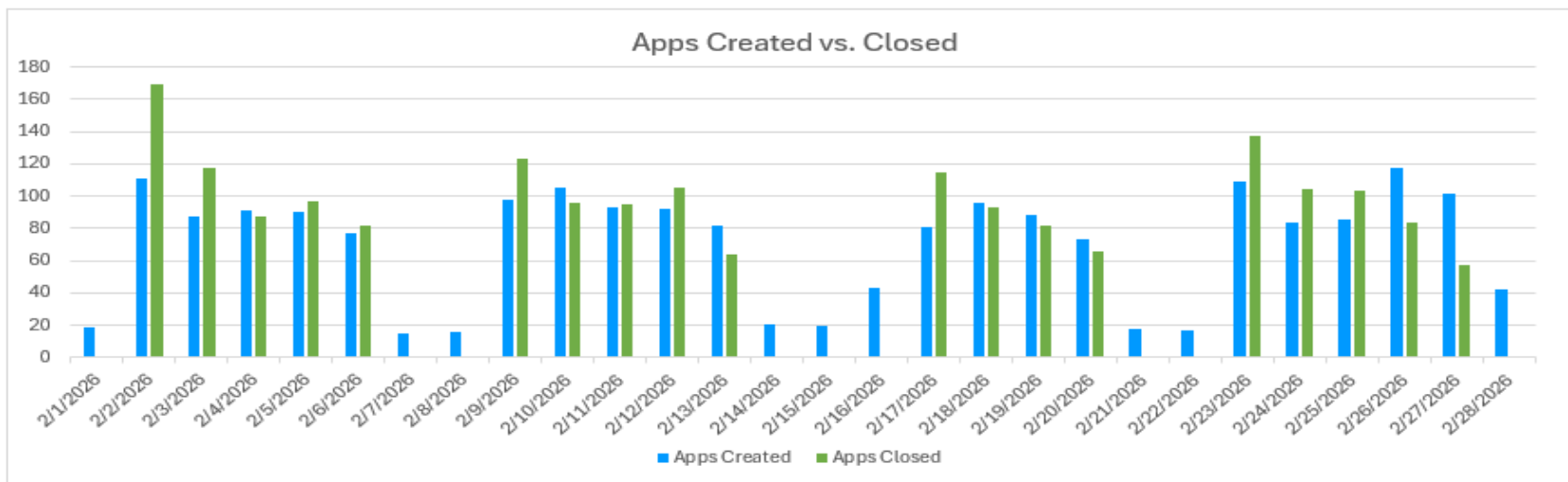
February Performance

February Stats by Group				
Group/ Year	Tier 1 2026	Tier 1 2025	Tier 2 2026	Tier 2 2025
Average Handle Time	13:45	14:33	16:48	13:37
Average Speed of Answer	0:51	0:56	1:09	0:44
Calls Offered	20,151	18,896	4,034	2,400
Calls Handled	19,357	18,145	3,876	2,268
300 Second Service Level %	90.53%	88.76%	85.87%	93.58%

February Calls Handled vs. Service Level



MA Site Work Received/Processed



	Received	Completed
MA Applications	977	930
Change reports	996	946
Documents	5,229	6,153
Total	7,202	8,029

CSAT Survey Results

