

# PERFORMANCE DASHBOARD

## DECEMBER 2025

Fiscal year runs from July 1 - June 30

### CUSTOMER SERVICE

#### CALL CENTER | Average Customer Call Time

Activity	Monthly Avg. Wait Time	
	Actual	6 mo. Avg
Call Center	141,016	120,940

Actual

6 mo. Avg

Target

01:55

<1m

1-3

3-5

5+

≥ 21

LEGEND: % Time - % Earned

≤ 10

11-20

≥ 21

Contract Completion Date

Dec. 2025

Feb. 2026

Apr. 2027

Aug. 2027

LEGEND: % Time - % Earned

≤ 10

11-20

≥ 21

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