

Service Center/MSU Update

OE7 Inbound Call Volumes:

November: 32,178 December: 50,940 January: 22,093

Totals: 105,211 OE6 Totals: 123,468

Average Speed of Answer in Seconds:

November: 28 December: 24 January: 39

Service Level – Call Answered in Under 300 Seconds:

November: 97% December: 95% January: 94%

MVRs: November 1 – January 15

Received: 11,553

Processed: 9,443

Faneuil Transition Timeline

