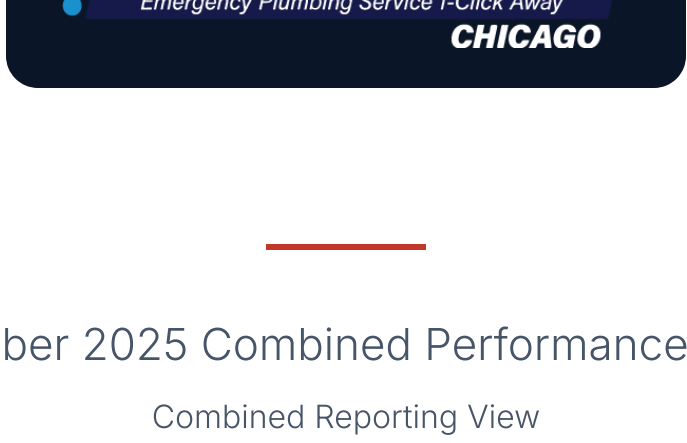




December 2025 Combined Performance Report

Combined Reporting View

December 2025

Prepared September 2, 2026
Retrospective Combined December Reporting

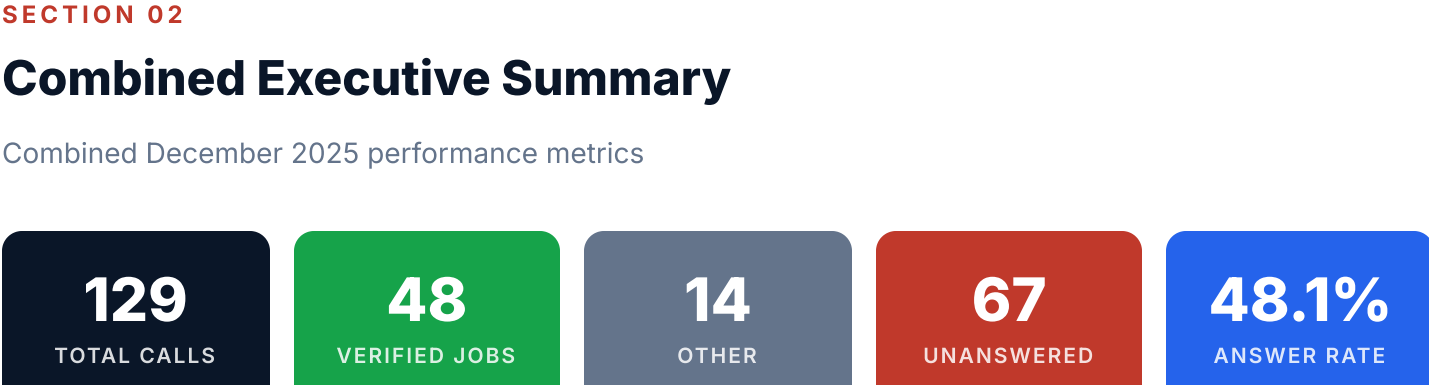
SECTION 01

Combined Summary & Outlook

Top-level summary of the combined December 2025 results

The combined December reporting shows **129 program calls** and **48 verified jobs** across the call center and the contractor network, presented as one consolidated result.

December finished with a **48.1% answer rate** and a **37.2% verified rate**. The 67-call no-answer gap represents the primary opportunity for improvement.



What the combined results reveal:

- December produced **129 total calls** — the third-highest monthly volume of 2025 year-to-date — with 48 verified jobs and 67 unanswered calls
- Althoff** led contractor-attributed volume with 49 calls, including 3 verified and 46 unanswered
- Perfect verified months:** Goodberlet (3/3), Park Ridge (3/3), Gs R (2/2)
- Verified rate finished at 37.2%** — the 10th-highest of 2025 year-to-date

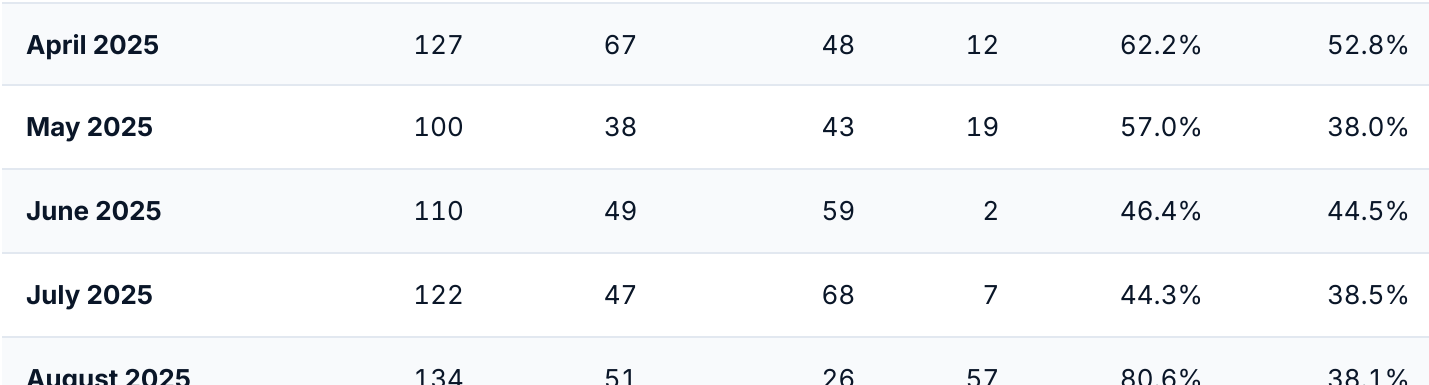
Opportunity Area: The combined December results show that **67 calls went unanswered**. At the 37.2% verified rate, those missed calls represent roughly **25 additional jobs** that may have been earned with full coverage. Among attributed contractors, Althoff missed 46 (68.7%) and Norman missed 5 (7.5%).

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SECTION 02

Combined Executive Summary

Combined December 2025 performance metrics



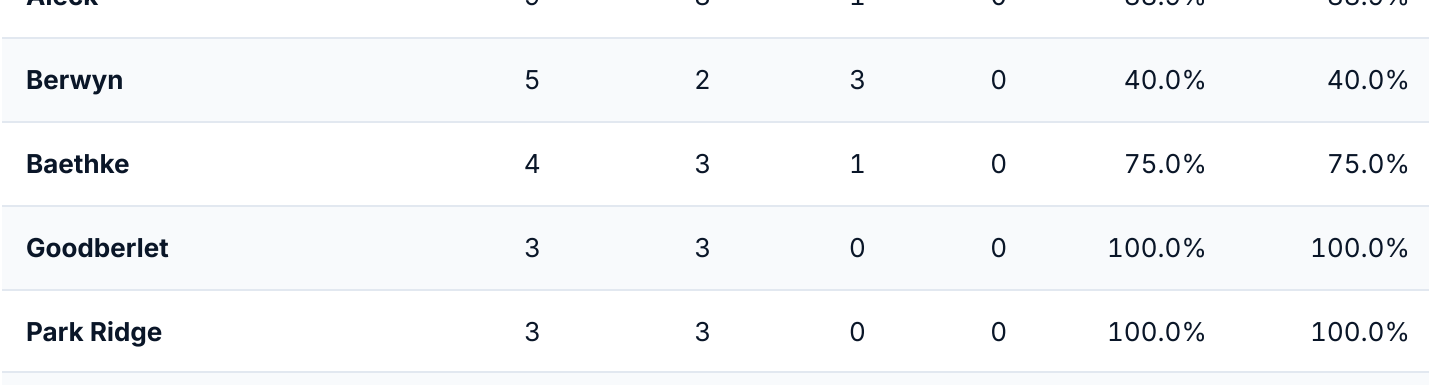
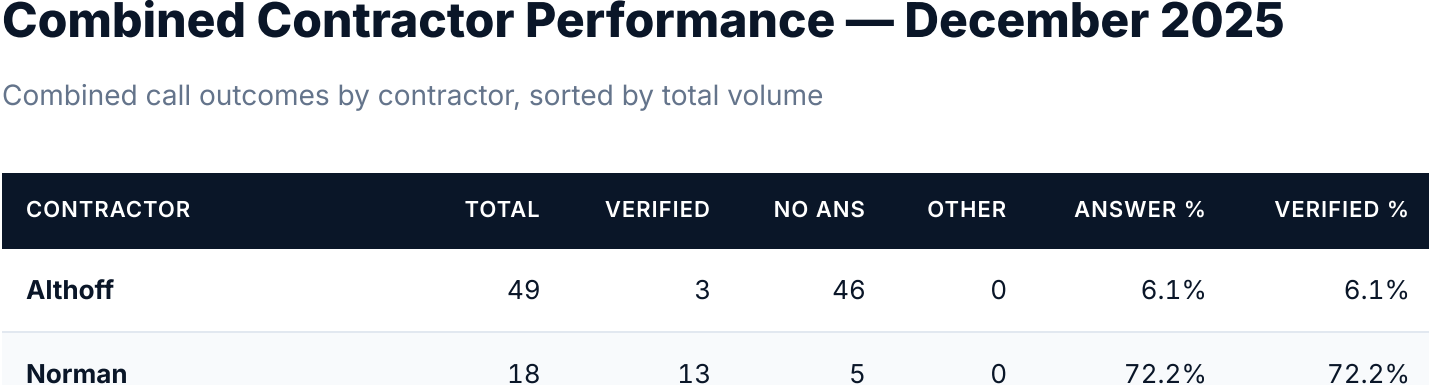
These figures represent the **combined December results** for the full program. They are presented as one consolidated performance view of total activity, verified outcomes, unanswered calls, and overall rates.

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SECTION 03

December vs 2025 YTD Performance

Combined results across the first 12 months of 2025



MONTH	TOTAL	VERIFIED	NO ANSWER	OTHER	ANSWER %	VERIFIED %
January 2025	137	72	53	12	61.3%	52.6%
February 2025	85	36	45	4	47.1%	42.4%
March 2025	89	39	44	6	50.6%	43.8%
April 2025	127	67	48	12	62.2%	52.8%
May 2025	100	38	43	19	57.0%	38.0%
June 2025	110	49	59	2	46.4%	44.5%
July 2025	122	47	68	7	44.3%	38.5%
August 2025	134	51	26	57	80.6%	38.1%
September 2025	117	36	77	4	34.2%	30.8%
October 2025	108	39	63	6	41.7%	36.1%
November 2025	71	36	27	8	62.0%	50.7%
December 2025 ★	129	48	67	14	48.1%	37.2%
YTD Total (Jan–Dec)	1329	558	620	151	53.3%	42.0%

December delivered the **third-highest combined volume of 2025 year-to-date** at 129 calls. The verified rate of 37.2% ranks 10th-highest for the year so far, while the answer rate finished at 48.1%.

Year-to-Date Combined Context: Through 12 months of 2025, the combined results show **1329 program-touching calls and 558 verified jobs** — a 42.0% verified rate. The 620 unanswered calls (46.7% of combined volume) remain the program's largest performance opportunity.

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SECTION 04

Combined Contractor Performance — December 2025

Combined call outcomes by contractor, sorted by total volume

CONTRACTOR	TOTAL	VERIFIED	NO ANS	OTHER	ANSWER %	VERIFIED %
Althoff	49	3	46	0	6.1%	6.1%
Norman	18	13	5	0	72.2%	72.2%
Aleck	9	8	1	0	88.9%	88.9%
Berwyn	5	2	3	0	40.0%	40.0%
Baethke	4	3	1	0	75.0%	75.0%
Goodberlet	3	3	0	0	100.0%	100.0%
Park Ridge	3	3	0	0	100.0%	100.0%
Johns Service & Sales	3	2	1	0	66.7%	66.7%
Gs R	2	2	0	0	100.0%	100.0%
Walsh	2	2	0	0	100.0%	100.0%
Bishop	2	1	1	0	50.0%	50.0%
Omega	2	1	1	0	50.0%	50.0%
Fidelity	1	1	0	0	100.0%	100.0%
Poehner	1	1	0	0	100.0%	100.0%
Sherman	1	1	0	0	100.0%	100.0%
Another	1	0	1	0	0.0%	0.0%
Cr Leonard	1	0	1	0	0.0%	0.0%
David Soltwisch	1	0	1	0	0.0%	0.0%
Old World	1	0	1	0	0.0%	0.0%
Unassigned*	20	2	4	14	80.0%	10.0%
December Combined Total	129	48	67	14	48.1%	37.2%

Reading the table: Each row shows that contractor's combined activity for December 2025. ***Unassigned:** 20 contacts (15.5% of combined volume) had no city tag matched to routing, so the contractor could not be identified; included in totals but separated here.

Althoff was the contractor-attributed volume leader at 49 combined calls and 3 verified jobs (6.1% verified rate). **Norman** followed at 18 calls with a 72.2% answer rate and 72.2% verified rate. The largest attributed no-answer counts belonged to **Althoff** (46 of 49, 6.1% answer rate) and **Norman** (5 of 18, 72.2% answer rate).

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SECTION 05

Service Area & Top Markets

Geographic distribution of December 2025 inbound calls with available city information

Available city information shows December 2025 calls originated from **40 distinct cities and communities** across the greater Chicagoland area. Lake Bluff led all markets with 15 calls. The top markets by inbound call volume are shown below. City information is not available for every call.

1	Lake Bluff	15 calls	2	Hanover Park	13 calls	3	La Grange	5 calls
4	Park Forest	3 calls	5	Zilla	3 calls	6	Alsip	2 calls
7	Blue Island	2 calls	8	Palos Heights	2 calls	9	Salem	2 calls
10	Streamwood	2 calls	11	Westchester	2 calls	12	Zion	2 calls

SECTION 06

Combined Insights & December Sentiment

What the combined results tell us about December 2025



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