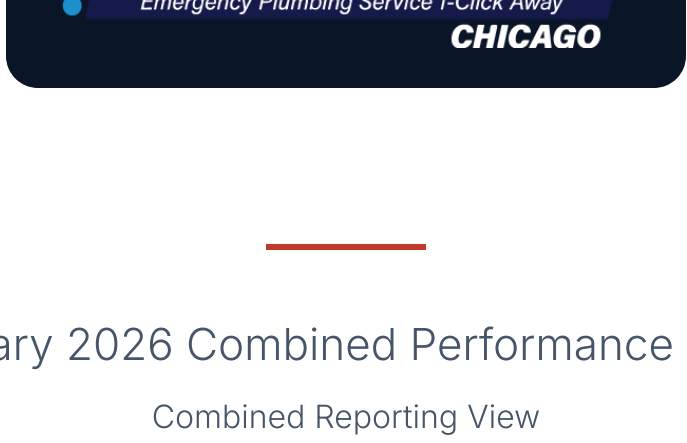




February 2026 Combined Performance Report

Combined Reporting View

February 2026

Prepared September 2, 2026
Retrospective Combined February Reporting

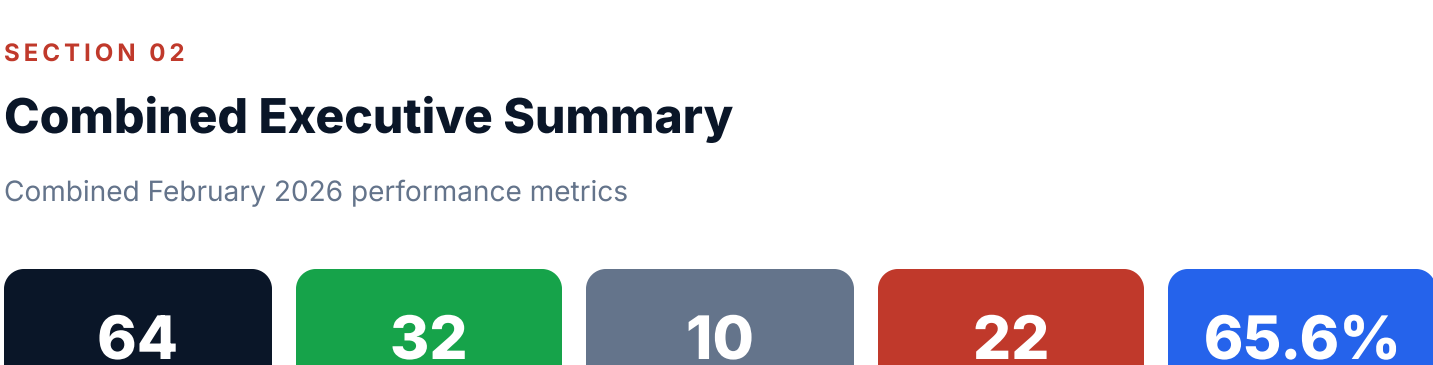
SECTION 01

Combined Summary & Outlook

Top-level summary of the combined February 2026 results

The combined February reporting shows **64 program calls** and **32 verified jobs** across the call center and the contractor network, presented as one consolidated result.

February finished with a **65.6% answer rate** and a **50.0% verified rate**. The 22-call no-answer gap represents the primary opportunity for improvement.



What the combined results reveal:

- February produced **64 total calls** — the second-highest monthly volume of 2026 year-to-date — with 32 verified jobs and 22 unanswered calls
- Norman led contractor-attributed volume with 17 calls, including 9 verified and 8 unanswered
- Perfect verified months: Berwyn (6/6), Walsh (3/3), Althoff (2/2)
- Verified rate finished at **50.0%** — the highest of 2026 year-to-date

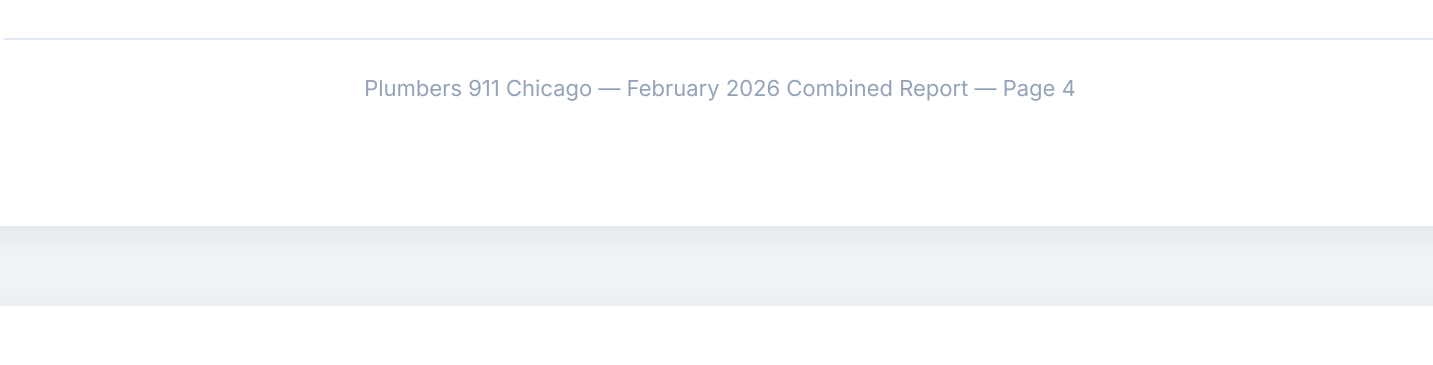
Opportunity Area: The combined February results show that **22 calls went unanswered**. At the 50.0% verified rate, those missed calls represent roughly **11 additional jobs** that may have been earned with full coverage. Among attributed contractors, Norman missed 8 (36.4%) and Baethke missed 2 (9.1%).

Plumbers 911 Chicago — February 2026 Combined Report — Page 2

SECTION 02

Combined Executive Summary

Combined February 2026 performance metrics



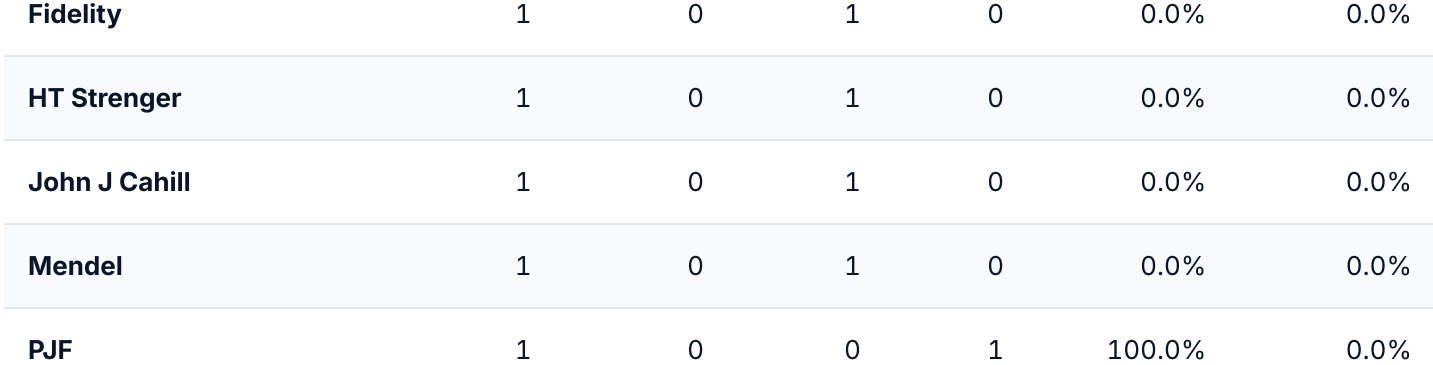
These figures represent the **combined February results** for the full program. They are presented as one consolidated performance view of total activity, verified outcomes, unanswered calls, and overall rates.

Plumbers 911 Chicago — February 2026 Combined Report — Page 3

SECTION 03

February vs 2026 YTD Performance

Combined results across the first 2 months of 2026



MONTH	TOTAL	VERIFIED	NO ANSWER	OTHER	ANSWER %	VERIFIED %
January 2026	122	39	79	4	35.2%	32.0%
February 2026 ★	64	32	22	10	65.6%	50.0%
YTD Total (Jan–Feb)	186	71	101	14	45.7%	38.2%

February delivered the **second-highest combined volume of 2026 year-to-date** at 64 calls. The verified rate of 50.0% ranks highest for the year so far, while the answer rate finished at 65.6%.

Year-to-Date Combined Context: Through 2 months of 2026, the combined results show **186 program-touching calls** and **71 verified jobs** — a 38.2% verified rate. The 101 unanswered calls (54.3% of combined volume) remain the program's largest performance opportunity.

Plumbers 911 Chicago — February 2026 Combined Report — Page 4

SECTION 04

Combined Contractor Performance — February 2026

Combined call outcomes by contractor, sorted by total volume

CONTRACTOR	TOTAL	VERIFIED	NO ANS	OTHER	ANSWER %	VERIFIED %
Norman	17	9	8	0	52.9%	52.9%
Aleck	8	5	1	2	87.5%	62.5%
Berwyn	6	6	0	0	100.0%	100.0%
Walsh	3	3	0	0	100.0%	100.0%
Althoff	2	2	0	0	100.0%	100.0%
Goodberlet	2	2	0	0	100.0%	100.0%
Bishop	2	1	1	0	50.0%	50.0%
Gs R	2	1	0	1	100.0%	50.0%
Baethke	2	0	2	0	0.0%	0.0%
David Soltwisch	1	1	0	0	100.0%	100.0%
Johns Service & Sales	1	1	0	0	100.0%	100.0%
Another	1	0	1	0	0.0%	0.0%
Fidelity	1	0	1	0	0.0%	0.0%
HT Strenger	1	0	1	0	0.0%	0.0%
John J Cahill	1	0	1	0	0.0%	0.0%
Mendel	1	0	1	0	0.0%	0.0%
PJF	1	0	0	1	100.0%	0.0%
Ravinia	1	0	0	1	100.0%	0.0%
Unassigned*	11	1	5	5	54.5%	9.1%
February Combined Total	64	32	22	10	65.6%	50.0%

Reading the table: Each row shows that contractor's combined activity for February 2026. ***Unassigned:** 11 contacts (17.2% of combined volume) had no city tag matched to routing, so the contractor could not be identified; included in totals but separated here.

Norman was the contractor-attributed volume leader at 17 combined calls and 9 verified jobs (52.9% verified rate). **Aleck** followed at 8 calls with a 87.5% answer rate and 62.5% verified rate. The largest attributed no-answer counts belonged to **Norman** (8 of 17, 52.9% answer rate) and **Baethke** (2 of 2, 0.0% answer rate).

Plumbers 911 Chicago — February 2026 Combined Report — Page 5

SECTION 05

Service Area & Top Markets

Geographic distribution of February 2026 inbound calls with available city information

Available city information shows February 2026 calls originated from **27 distinct cities and communities** across the greater Chicagoland area. Hanover Park led all markets with 4 calls. The top markets by inbound call volume are shown below. City information is not available for every call.

1 Hanover Park 4 calls	2 Calumet City 3 calls	3 Beecher 1 call
4 Bellwood 1 call	5 Blue Island 1 call	6 Cortland 1 call
7 Dekalb 1 call	8 Elwood 1 call	9 Evanston 1 call
10 Facebook Ads 1 call	11 Homewood 1 call	12 Island Lake 1 call

SECTION 06

Combined Insights & February Sentiment

What the combined results tell us about February 2026



Plumbers 911 Chicago — February 2026 Combined Report — Page 6