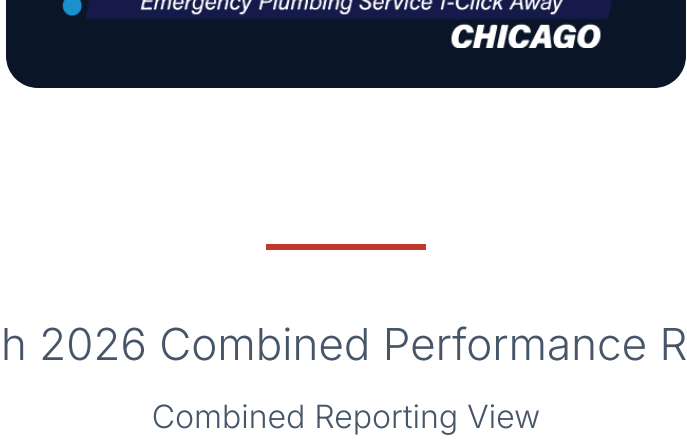




March 2026 Combined Performance Report

Combined Reporting View

March 2026

Prepared September 2, 2026
Retrospective Combined March Reporting

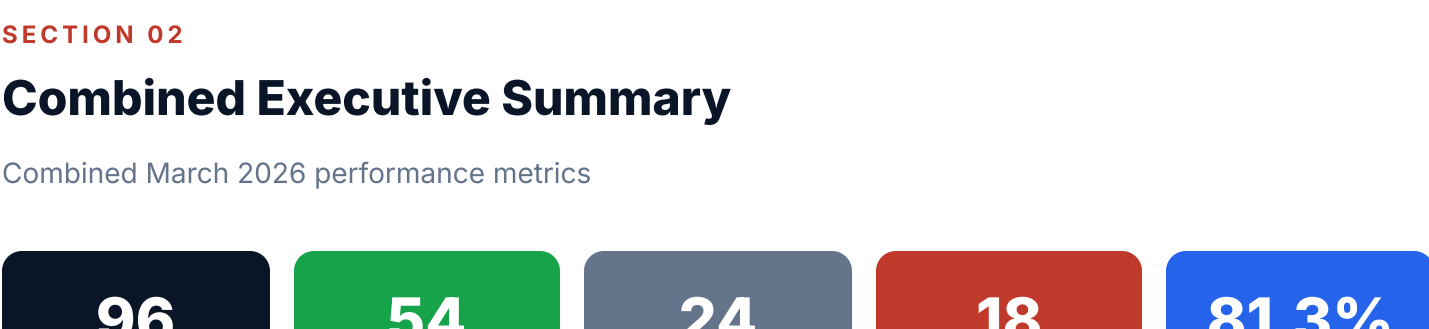
SECTION 01

Combined Summary & Outlook

Top-level summary of the combined March 2026 results

The combined March reporting shows **96 program calls** and **54 verified jobs** across the call center and the contractor network, presented as one consolidated result.

March finished with a **81.3% answer rate** and a **56.3% verified rate**. The 18-call no-answer gap represents the primary opportunity for improvement.



What the combined results reveal:

- **March produced 96 total calls** — the second-highest monthly volume of 2026 year-to-date — with 54 verified jobs and 18 unanswered calls
- **Aleck led contractor-attributed volume** with 17 calls, including 13 verified and 2 unanswered
- **Perfect verified months:** Walsh (4/4), Fidelity (3/3), Berwyn (2/2)
- **Verified rate finished at 56.3%** — the highest of 2026 year-to-date

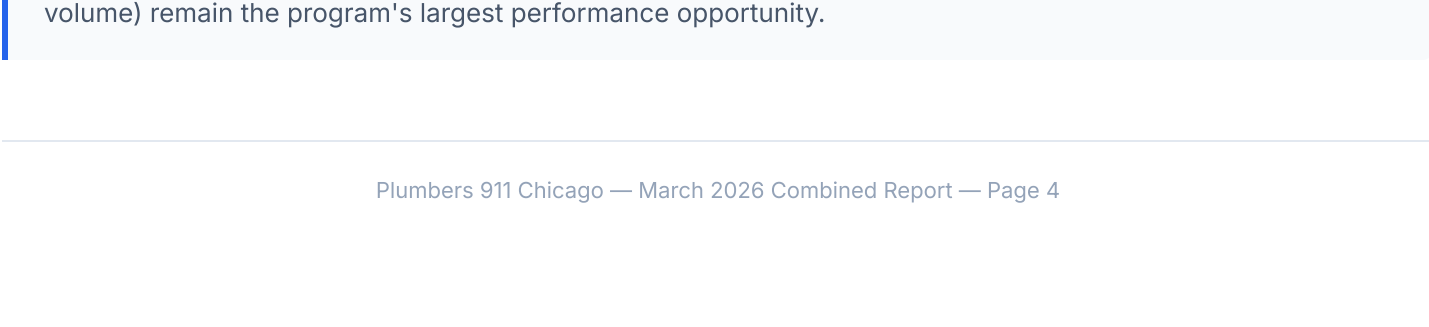
Opportunity Area: The combined March results show that **18 calls went unanswered**. At the 56.3% verified rate, those missed calls represent roughly **10 additional jobs** that may have been earned with full coverage. Among attributed contractors, HT Strenger missed 3 (16.7%) and Bishop missed 2 (11.1%).

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SECTION 02

Combined Executive Summary

Combined March 2026 performance metrics



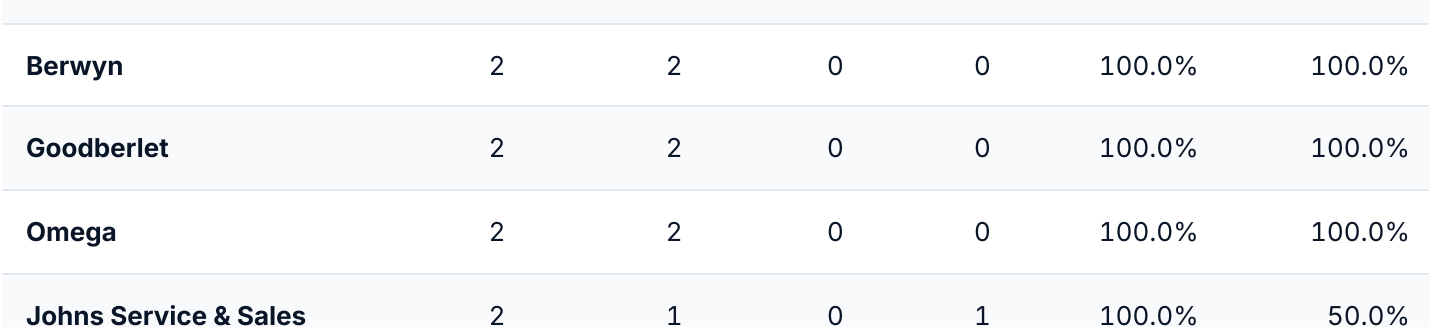
These figures represent the **combined March results** for the full program. They are presented as one consolidated performance view of total activity, verified outcomes, unanswered calls, and overall rates.

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SECTION 03

March vs 2026 YTD Performance

Combined results across the first 3 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%
March 2026 ★	96	54	18	24	81.3%	56.3%
YTD Total (Jan-Mar)	282	125	119	38	57.8%	44.3%

March delivered the **second-highest combined volume of 2026 year-to-date** at 96 calls. The verified rate of 56.3% ranks highest for the year so far, while the answer rate finished at 81.3%.

Year-to-Date Combined Context: Through 3 months of 2026, the combined results show **282 program-touching calls** and **125 verified jobs** — a 44.3% verified rate. The 119 unanswered calls (42.2% of combined volume) remain the program's largest performance opportunity.

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SECTION 04

Combined Contractor Performance — March 2026

Combined call outcomes by contractor, sorted by total volume

CONTRACTOR	TOTAL	VERIFIED	NO ANS	OTHER	ANSWER %	VERIFIED %
Aleck	17	13	2	2	88.2%	76.5%
Another	13	3	2	8	84.6%	23.1%
HT Strenger	8	5	3	0	62.5%	62.5%
Norman	8	5	1	2	87.5%	62.5%
Bishop	5	3	2	0	60.0%	60.0%
Walsh	4	4	0	0	100.0%	100.0%
Fidelity	3	3	0	0	100.0%	100.0%
David Soltwisch	3	2	1	0	66.7%	66.7%
Terry	3	2	0	1	100.0%	66.7%
PJF	3	0	1	2	66.7%	0.0%
Berwyn	2	2	0	0	100.0%	100.0%
Goodberlet	2	2	0	0	100.0%	100.0%
Omega	2	2	0	0	100.0%	100.0%
Johns Service & Sales	2	1	0	1	100.0%	50.0%
Old World	2	0	1	1	50.0%	0.0%
Althoff	1	1	0	0	100.0%	100.0%
Baethke	1	1	0	0	100.0%	100.0%
John J Cahill	1	1	0	0	100.0%	100.0%
Mendel	1	1	0	0	100.0%	100.0%
Poehner	1	1	0	0	100.0%	100.0%
Gs R	1	0	1	0	0.0%	0.0%
Sherman	1	0	1	0	0.0%	0.0%
Unassigned*	12	2	3	7	75.0%	16.7%
March Combined Total	96	54	18	24	81.3%	56.3%

Reading the table: Each row shows that contractor's combined activity for March 2026. ***Unassigned:** 12 contacts (12.5% of combined volume) had no city tag matched to routing, so the contractor could not be identified; included in totals but separated here.

Aleck was the **contractor-attributed volume leader** at 17 combined calls and 13 verified jobs (76.5% verified rate). **Another** followed at 13 calls with a 84.6% answer rate and 23.1% verified rate. The largest attributed no-answer counts belonged to **HT Strenger** (3 of 8, 62.5% answer rate) and **Bishop** (2 of 5, 60.0% answer rate).

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SECTION 05

Service Area & Top Markets

Geographic distribution of March 2026 inbound calls with available city information

Available city information shows March 2026 calls originated from **47 distinct cities and communities** across the greater Chicagoland area. Bristol led all markets with 10 calls. The top markets by inbound call volume are shown below. City information is not available for every call.

1 Bristol 10 calls	2 Matteson 3 calls	3 Bellwood 2 calls
4 Blue Island 2 calls	5 Facebook Ads 2 calls	6 Lisle 2 calls
7 Park Forest 2 calls	8 Round Lake 2 calls	9 Wilmette 2 calls
10 Antioch 1 call	11 Braidwood 1 call	12 Broadview 1 call

SECTION 06

Combined Insights & March Sentiment

What the combined results tell us about March 2026



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