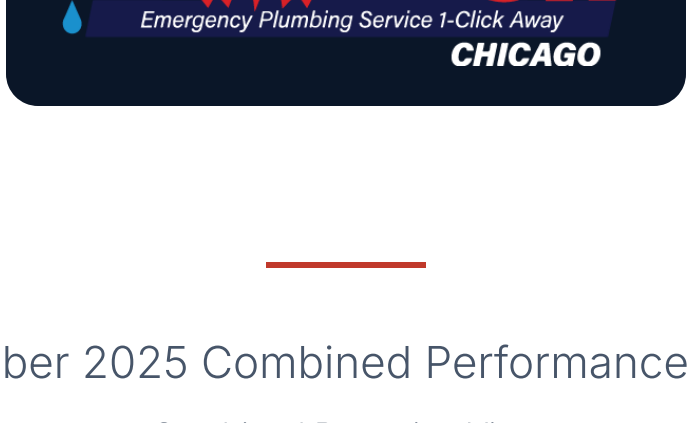




November 2025 Combined Performance Report

Combined Reporting View

November 2025

Prepared September 2, 2026
Retrospective Combined November Reporting

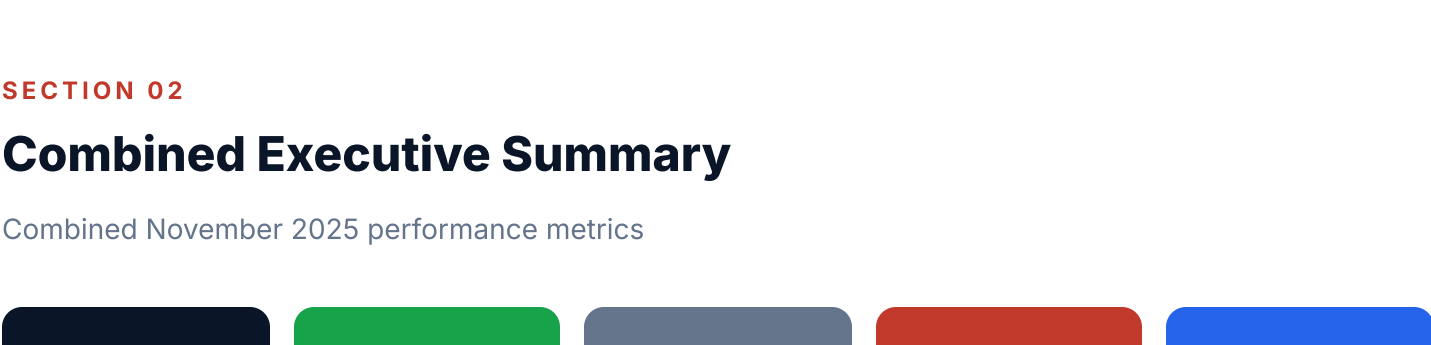
SECTION 01

Combined Summary & Outlook

Top-level summary of the combined November 2025 results

The combined November reporting shows **71 program calls** and **36 verified jobs** across the call center and the contractor network, presented as one consolidated result.

November finished with a **62.0% answer rate** and a **50.7% verified rate**. The 27-call no-answer gap represents the primary opportunity for improvement.



What the combined results reveal:

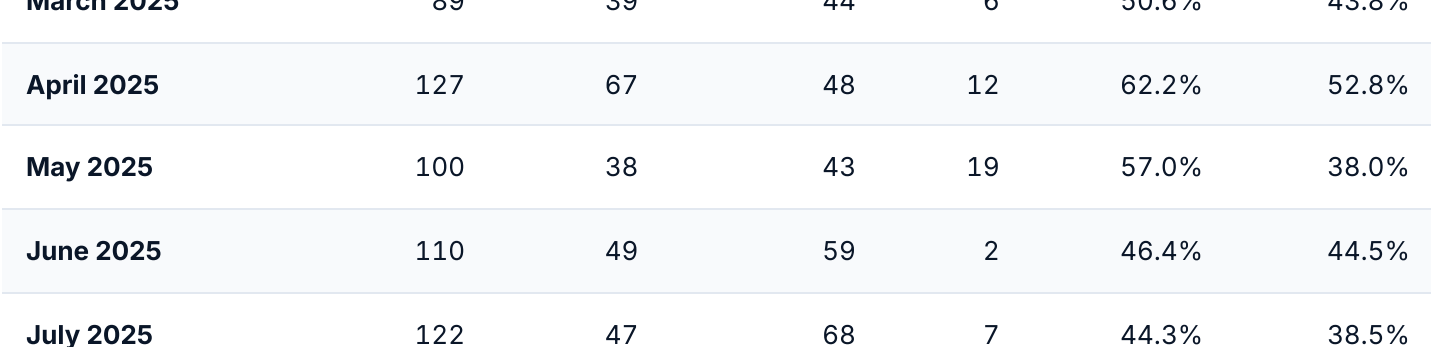
- November produced **71 total calls** — the 11th-highest monthly volume of 2025 year-to-date — with 36 verified jobs and 27 unanswered calls
- Althoff led contractor-attributed volume** with 21 calls, including 3 verified and 17 unanswered
- Perfect verified months:** Berwyn (5/5), Aleck (4/4), Johns Service & Sales (2/2)
- Verified rate finished at 50.7%** — the third-highest of 2025 year-to-date

Opportunity Area: The combined November results show that **27 calls went unanswered**. At the 50.7% verified rate, those missed calls represent roughly **14 additional jobs** that may have been earned with full coverage. Among attributed contractors, Althoff missed 17 (63.0%) and Norman missed 3 (11.1%).

SECTION 02

Combined Executive Summary

Combined November 2025 performance metrics

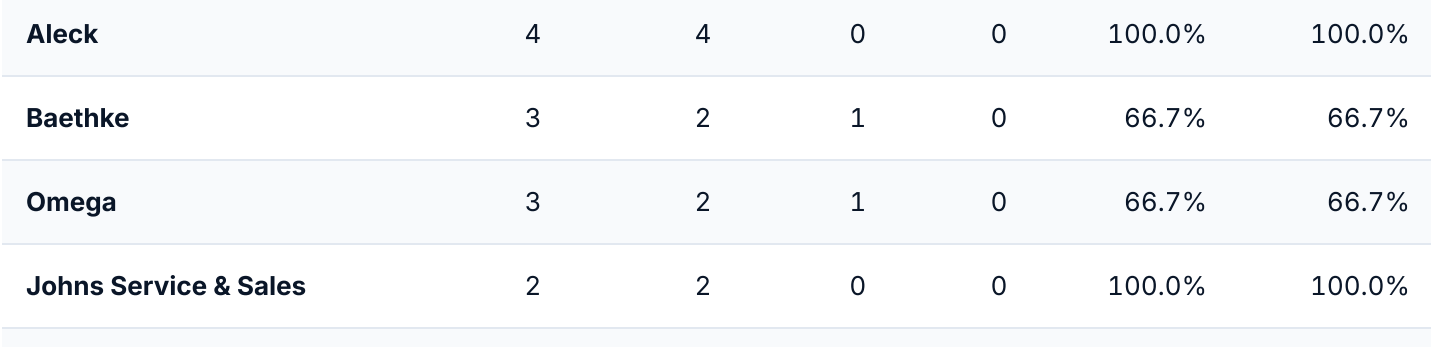
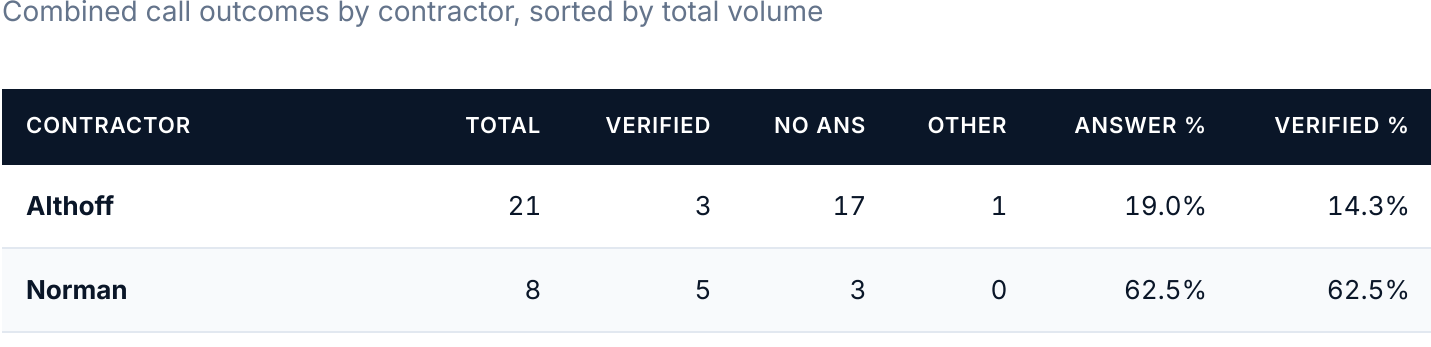


These figures represent the **combined November results** for the full program. They are presented as one consolidated performance view of total activity, verified outcomes, unanswered calls, and overall rates.

SECTION 03

November vs 2025 YTD Performance

Combined results across the first 11 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%
YTD Total (Jan–Nov)	1200	510	553	137	53.9%	42.5%

November delivered the **11th-highest combined volume of 2025 year-to-date** at 71 calls. The verified rate of 50.7% ranks third-highest for the year so far, while the answer rate finished at 62.0%.

Year-to-Date Combined Context: Through 11 months of 2025, the combined results show **1200 program-touching calls** and **510 verified jobs** — a 42.5% verified rate. The 553 unanswered calls (46.1% of combined volume) remain the program's largest performance opportunity.

SECTION 04

Combined Contractor Performance — November 2025

Combined call outcomes by contractor, sorted by total volume

CONTRACTOR	TOTAL	VERIFIED	NO ANS	OTHER	ANSWER %	VERIFIED %
Althoff	21	3	17	1	19.0%	14.3%
Norman	8	5	3	0	62.5%	62.5%
Berwyn	5	5	0	0	100.0%	100.0%
Aleck	4	4	0	0	100.0%	100.0%
Baethke	3	2	1	0	66.7%	66.7%
Omega	3	2	1	0	66.7%	66.7%
Johns Service & Sales	2	2	0	0	100.0%	100.0%
Bishop	1	1	0	0	100.0%	100.0%
Fidelity	1	1	0	0	100.0%	100.0%
Goodberlet	1	1	0	0	100.0%	100.0%
HT Strenger	1	1	0	0	100.0%	100.0%
Park Ridge	1	1	0	0	100.0%	100.0%
PJF	1	1	0	0	100.0%	100.0%
Poehner	1	1	0	0	100.0%	100.0%
Ravinia	1	1	0	0	100.0%	100.0%
Terry	1	1	0	0	100.0%	100.0%
Gs R	1	0	1	0	0.0%	0.0%
Unassigned*	15	4	4	7	73.3%	26.7%
November Combined Total	71	36	27	8	62.0%	50.7%

Reading the table: Each row shows that contractor's combined activity for November 2025. ***Unassigned:** 15 contacts (21.1% 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 21 combined calls and 3 verified jobs (14.3% verified rate). **Norman** followed at 8 calls with a 62.5% answer rate and 62.5% verified rate. The largest attributed no-answer counts belonged to **Althoff** (17 of 21, 19.0% answer rate) and **Norman** (3 of 8, 62.5% answer rate).

SECTION 05

Service Area & Top Markets

Geographic distribution of November 2025 inbound calls with available city information

Available city information shows November 2025 calls originated from **35 distinct cities and communities** across the greater Chicagoland area. Zilla led all markets with 5 calls. The top markets by inbound call volume are shown below. City information is not available for every call.

1 Zilla 5 calls	2 La Grange 4 calls	3 Hanover Park 2 calls
4 Lake Bluff 2 calls	5 Park Forest 2 calls	6 University Park 2 calls
7 Beecher 1 call	8 Big Rock 1 call	9 Braidwood 1 call
10 Calumet City 1 call	11 Carpentersville 1 call	12 Deerfield 1 call

SECTION 06

Combined Insights & November Sentiment

What the combined results tell us about November 2025

