

From: [Cherylee Humphrey](#)
To: [Donald Green](#)
Subject: Randall Carver call timeliness report last week
Date: Monday, March 11, 2024 12:40:33 PM

Hi Don,

Here is Randy's call timeliness report:

Randy met expectations **52%** of the time. I am noticing that he is calling the first call at the top of the hour late – almost as if he lost track of time and didn't realize his calls were starting. For instance, his 11:30am call on 3/6/2024 was made 15 minutes late, and his 3:30pm call that day was made 26 minutes late, both of which were the first calls of that hour block.

Thanks,

Cherylee Humphrey
Operations Associate
2844 Livernois Rd., P.O. Box 5802, Troy, MI 48099
chumphrey@fivelakeslawgroup.com | Office: 248-313-4038