

Timely Request Closure

Requests Closed within 24 days in the past 12 months



Timely Request Closure (Monthly Performance)

FY 2021		FY 2022											
May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr		
83%	86%	88%	79%	82%	80%	86%	80%	80%	80%	81%	89%		

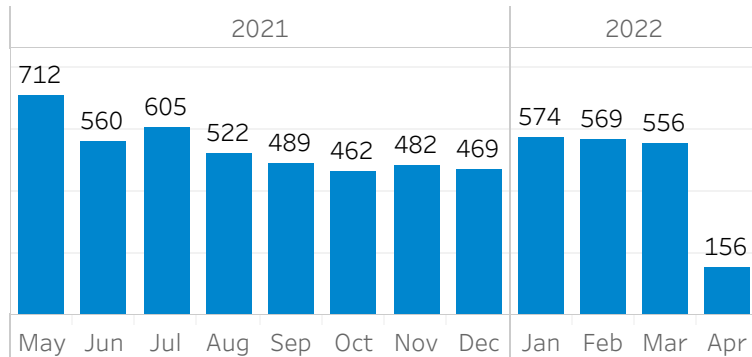
Request Closure Times

In the past 12 months

	#	%
Less than 5 Days	2,068	34.0%
Between 6 - 10 Days	1,505	24.7%
Between 11 - 24 Days	1,470	24.2%
Between 25 days - 2 Months	800	13.1%
Between 3 - 6 Months	130	2.1%
Between 6 - 12 Months	73	1.2%
More than 12 Months	38	0.6%
ERROR	2	0.0%

Monthly Request Volume

Requests Received



Open Requests

By month they were received

