

## Timely Request Closure

Requests Closed within 24 days in the past 12 months



Timely Request Closure (Monthly Performance)

FY 2022										FY 2023		
Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		Jul	Aug	Sep
80%	86%	80%	80%	80%	81%	83%	77%	83%		81%	85%	81%

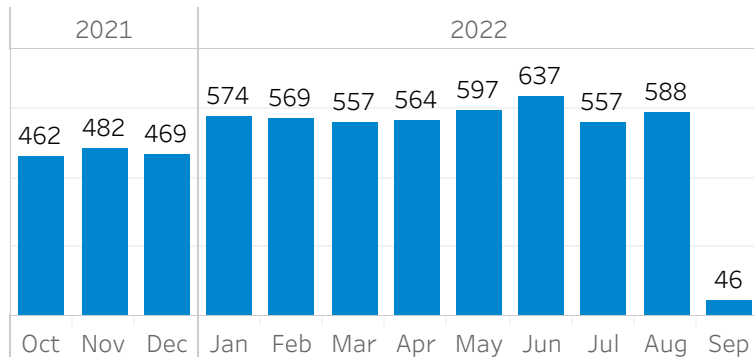
## Request Closure Times

In the past 12 months

	#	%
Less than 5 Days	1,853	30.9%
Between 6 - 10 Days	1,499	25.0%
Between 11 - 24 Days	1,536	25.6%
Between 25 days - 2 Months	896	15.0%
Between 3 - 6 Months	124	2.1%
Between 6 - 12 Months	57	1.0%
More than 12 Months	24	0.4%
ERROR	2	0.0%

## Monthly Request Volume

Requests Received



## Open Requests

By month they were received

