

## Timely Request Closure

Requests Closed within 24 days in the past 12 months



Timely Request Closure (Monthly Performance)

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

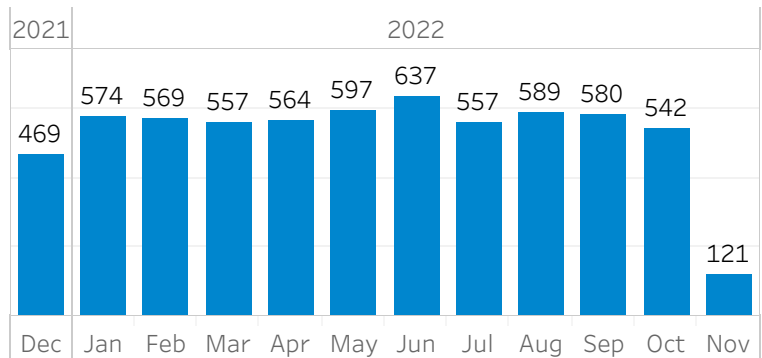
## Request Closure Times

In the past 12 months

	#	%
Less than 5 Days	1,982	31.6%
Between 6 - 10 Days	1,519	24.2%
Between 11 - 24 Days	1,624	25.9%
Between 25 days - 2 Months	924	14.7%
Between 3 - 6 Months	131	2.1%
Between 6 - 12 Months	65	1.0%
More than 12 Months	26	0.4%
ERROR	3	0.0%

## Monthly Request Volume

Requests Received



## Open Requests

By month they were received

