

Timely Request Closure

Requests Closed within 24 days in the past 12 months



Timely Request Closure (Monthly Performance)

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

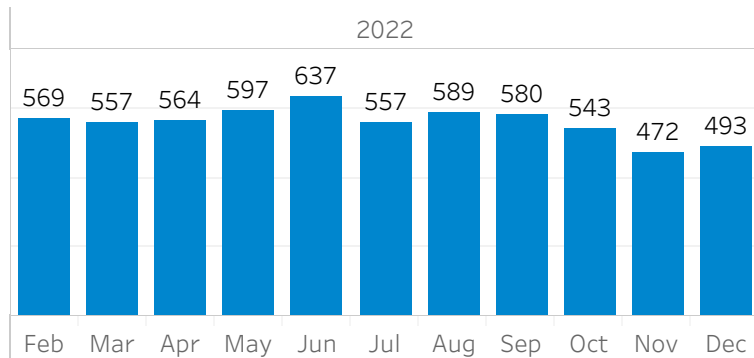
Request Closure Times

In the past 12 months

	#	%
Less than 5 Days	2,005	32.3%
Between 6 - 10 Days	1,465	23.6%
Between 11 - 24 Days	1,578	25.5%
Between 25 days - 2 Months	924	14.9%
Between 3 - 6 Months	125	2.0%
Between 6 - 12 Months	61	1.0%
More than 12 Months	37	0.6%
ERROR	3	0.0%

Monthly Request Volume

Requests Received



Open Requests

By month they were received

