

## Timely Request Closure

Requests Closed within 24 days in the past 12 months



Timely Request Closure (Monthly Performance)

FY 2022				FY 2023							
Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
81%	83%	77%	83%	81%	85%	83%	83%	77%	81%	81%	79%

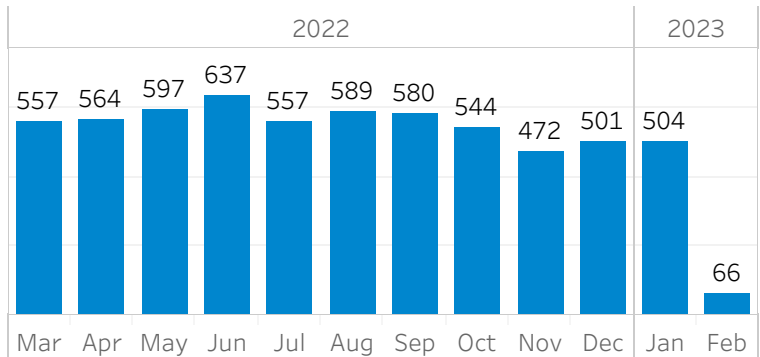
## Request Closure Times

In the past 12 months

	#	%
Less than 5 Days	2,058	33.8%
Between 6 - 10 Days	1,385	22.7%
Between 11 - 24 Days	1,527	25.0%
Between 25 days - 2 Months	916	15.0%
Between 3 - 6 Months	110	1.8%
Between 6 - 12 Months	59	1.0%
More than 12 Months	40	0.7%
ERROR	2	0.0%

## Monthly Request Volume

Requests Received



## Open Requests

By month they were received

