Timely Request Closure

Requests Closed within 24 days in the past 12 months

81% $\frac{4{,}954}{6{,}079}$

Timely Request Closure (Monthly Performance)

FY 2022			FY 2023								
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
83%	77%	83%	81%	85%	83%	83%	77%	81%	81%	81%	76%

Request Closure Times

In the past 12 months

	#	%
Less than 5 Days	2,107	34.7%
Between 6 - 10 Days	1,360	22.4%
Between 11 - 24 Days	1,487	24.5%
Between 25 days - 2 Months	917	15.1%
Between 3 - 6 Months	109	1.8%
Between 6 - 12 Months	51	0.8%
More than 12 Months	46	0.8%
ERROR	2	0.0%

Monthly Request Volume

Requests Received

	2022									2023		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	564	597	637	557	589	580	544	472	501	504	505	71
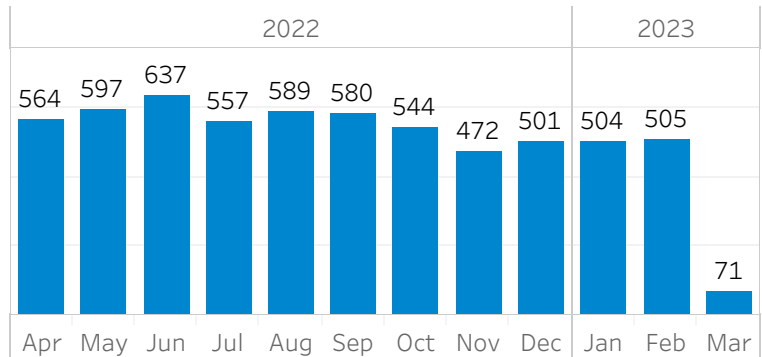
Open Requests

By month they were received

	2022									2023		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	9	7	7	13	8	23	10	6	48	52	115	52