

## Timely Request Closure

Requests Closed within 24 days in the past 12 months



Timely Request Closure (Monthly Performance)

FY ..	FY 2023									
Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
83%	81%	85%	83%	83%	77%	81%	81%	81%	73%	80%

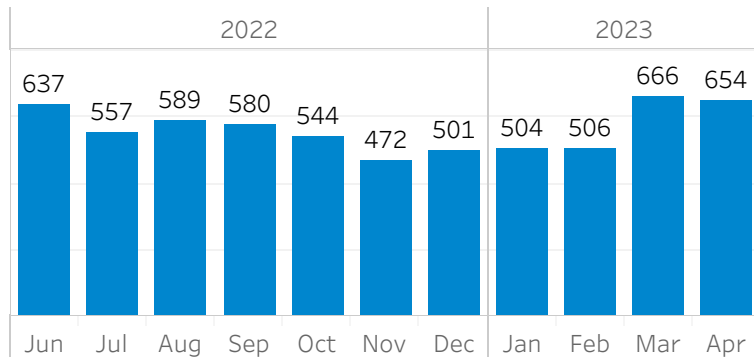
## Request Closure Times

In the past 12 months

	#	%
Less than 5 Days	2,176	35.1%
Between 6 - 10 Days	1,346	21.7%
Between 11 - 24 Days	1,486	24.0%
Between 25 days - 2 Months	973	15.7%
Between 3 - 6 Months	115	1.9%
Between 6 - 12 Months	53	0.9%
More than 12 Months	47	0.8%
ERROR	2	0.0%

## Monthly Request Volume

Requests Received



## Open Requests

By month they were received

