

Timely Request Closure

Requests Closed within 24 days in the past 12 months



Timely Request Closure (Monthly Performance)

FY 2023											
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
81%	85%	83%	83%	77%	81%	81%	81%	73%	80%	84%	82%

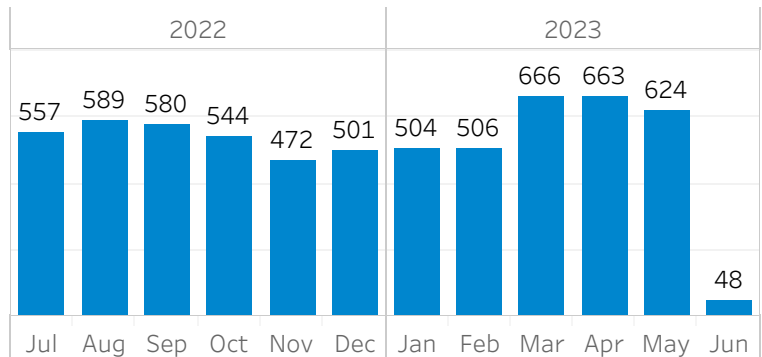
Request Closure Times

In the past 12 months

	#	%
Less than 5 Days	2,222	35.1%
Between 6 - 10 Days	1,357	21.4%
Between 11 - 24 Days	1,543	24.4%
Between 25 days - 2 Months	965	15.3%
Between 3 - 6 Months	123	1.9%
Between 6 - 12 Months	58	0.9%
More than 12 Months	57	0.9%
ERROR	2	0.0%

Monthly Request Volume

Requests Received



Open Requests

By month they were received

