

## Timely Request Closure

Requests Closed within 24 days in the past 12 months



Timely Request Closure (Monthly Performance)

2023				2024							
Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
86%	87%	88%	85%	81%	86%	82%	82%	80%	85%	79%	84%

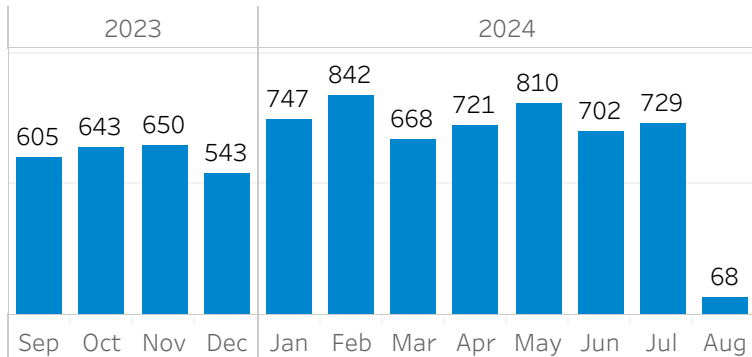
## Request Closure Times

In the past 12 months

	Count of NEXTRE..	% of Total Count of ..
Less than 5 Days	2,924	38.2%
Between 6 - 10 Days	1,678	21.9%
Between 11 - 24 Days	1,778	23.3%
Between 25 days - 2 Months	934	12.2%
Between 3 - 6 Months	146	1.9%
Between 6 - 12 Months	82	1.1%
More than 12 Months	105	1.4%

## Monthly Request Volume

Requests Received



## Open Requests

By month they were received

