Timely Request Closure
Requests Closed within 24 days in the past 12 months
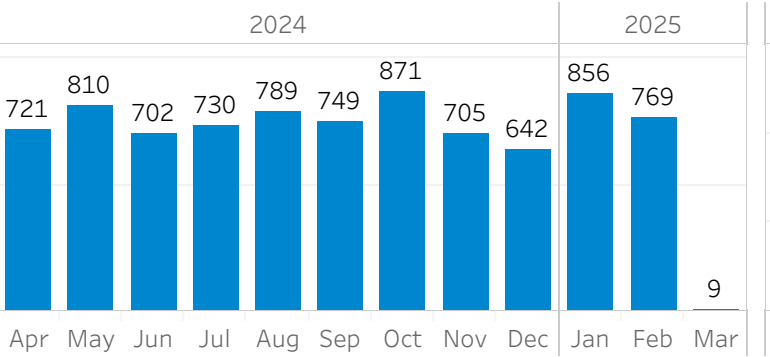

83%

6,821
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8,227

Timely Request Closure (Monthly Performance)

	2024									2025	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
	82%	80%	85%	79%	85%	80%	87%	84%	85%	83%	83%

Request Closure Times
In the past 12 months

	Count of NEXTRE..	% of Total Count of ..
Less than 5 Days	2,901	35.3%
Between 6 - 10 Days	1,780	21.6%
Between 11 - 24 Days	2,140	26.0%
Between 25 days - 2 Months	1,121	13.6%
Between 3 - 6 Months	136	1.7%
Between 6 - 12 Months	69	0.8%
More than 12 Months	80	1.0%

Monthly Request Volume
Requests Received

	2024									2025		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	721	810	702	730	789	749	871	705	642	856	769	9

Open Requests
By month they were received

	2024									2025		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	16	14	24	9	9	12	14	20	16	75	248	9