



FACILITIES SERVICES WORK REQUESTS

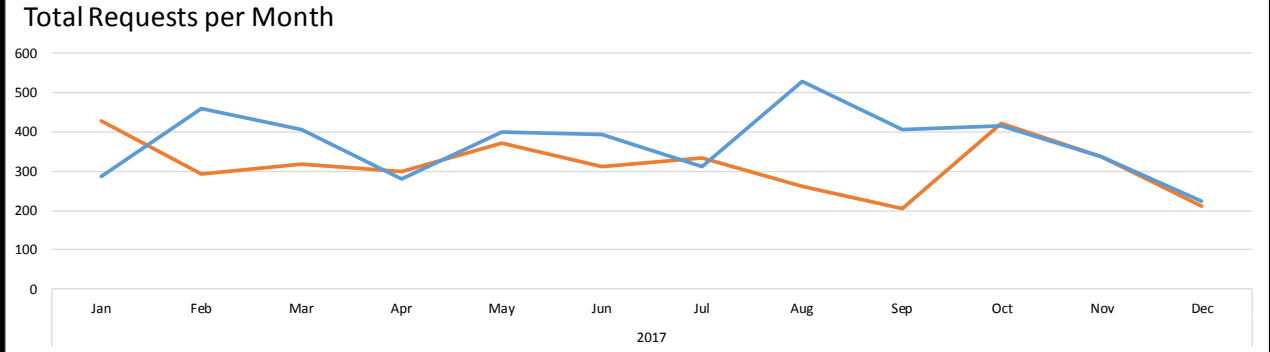
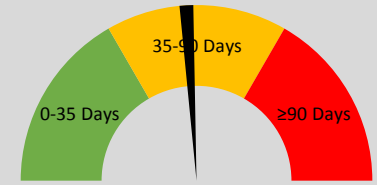
LEGEND: **Reactive** **PM**

AS OF: **12/31/2017**

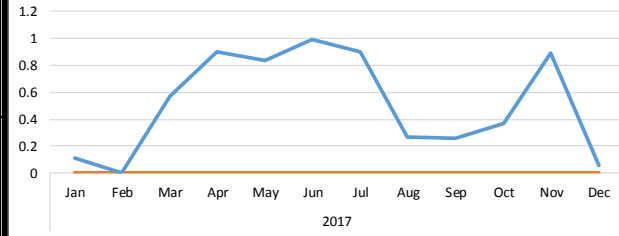
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|--------------------------------|-------------------------------------|-----------------------------------|--|
| Total Requests 8,255 | Total Completed 85% 7,037 | Total Pending 15% 1,218 | Total Overdue (≥ 90 days) 0% 9 |
|--------------------------------|-------------------------------------|-----------------------------------|--|

Average Days to Completion

56 Days



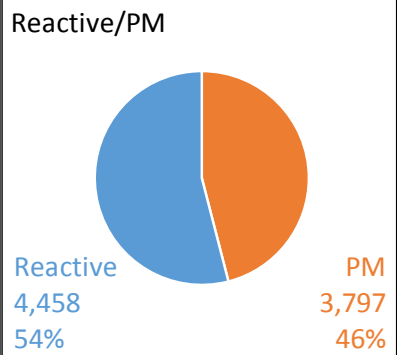
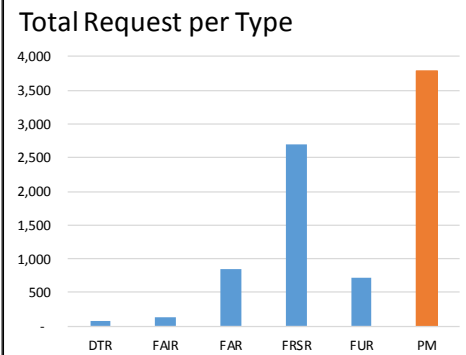
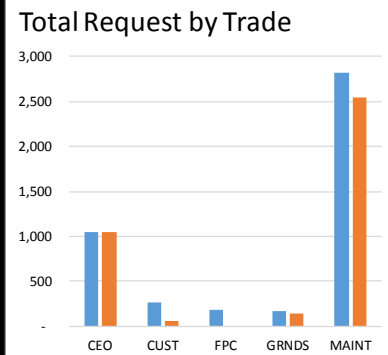
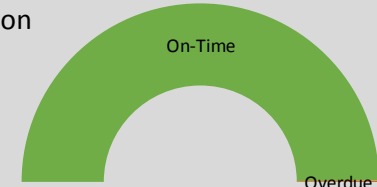
Average Days to Completion per Month



| | | | |
|------------------------------------|---------------------------------|------------------------------|---------------------------------|
| Total Reactive 54% 4,458 | Average Per Month 372 | Total PM 46% 3,797 | Average Per Month 316 |
|------------------------------------|---------------------------------|------------------------------|---------------------------------|

On-Time Completion Rate

100%



Total Overdue Requests per Month

