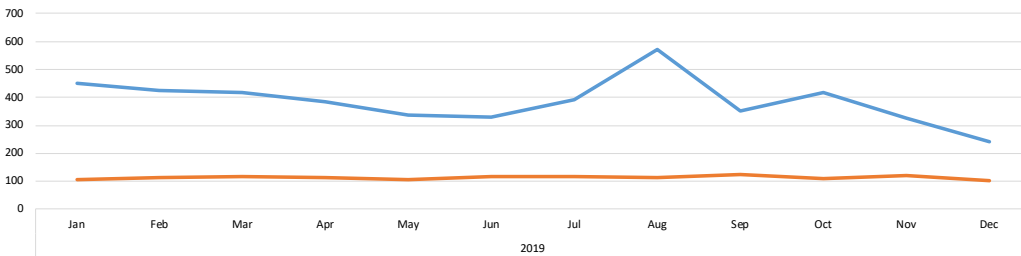
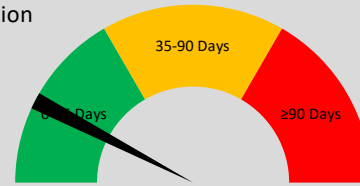


Requests per Month



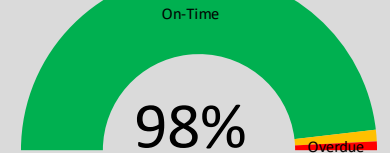
Average Days to Completion

13 Days

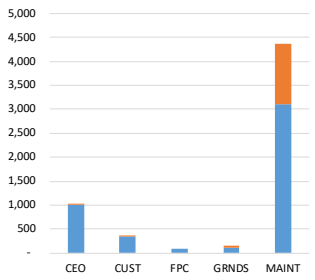


On-Time Completion Rate

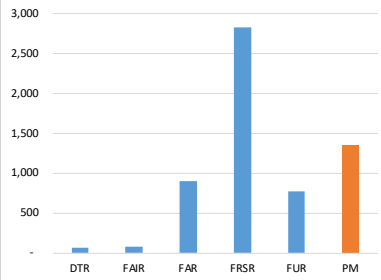
98%



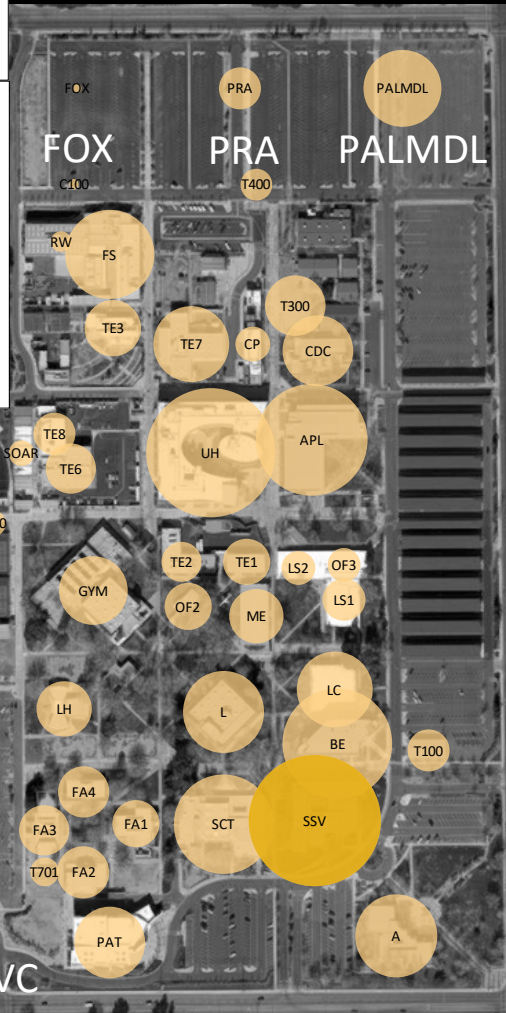
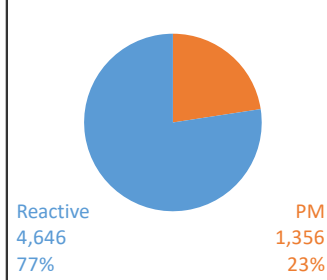
Request per Trade



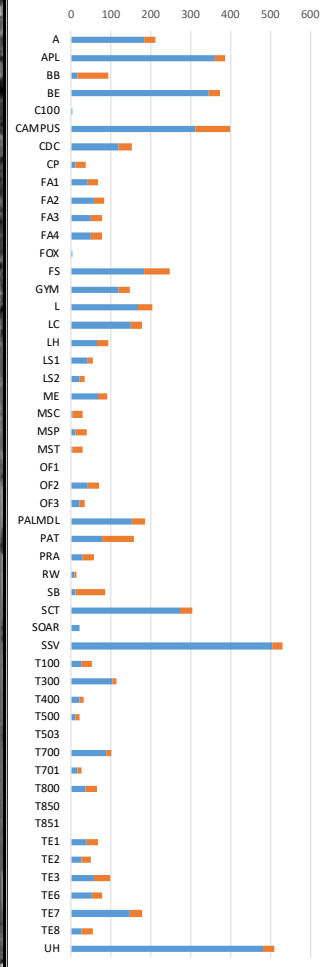
Request per Type



Reactive/PM



Request per Building



Total Requests	Average Total Requests Per Month
<b>6,002</b>	<b>500</b>
Total Completed <b>94%</b>	Average Completed Requests Per Month <b>462</b>
<b>5,619</b>	<b>462</b>
Total Reactive <b>77%</b>	Average Reactive Per Month <b>387</b>
<b>4,646</b>	<b>387</b>
Total PM <b>23%</b>	Average PM Per Month <b>113</b>
<b>1,356</b>	<b>113</b>
Total Pending <b>6%</b>	Average Pending Requests Per Month <b>32</b>
<b>383</b>	<b>32</b>
Total Overdue ( <b>≥ 90 days</b> ) <b>2%</b>	Average Overdue Requests Per Month <b>8</b>
<b>95</b>	<b>8</b>