

FY23 KEY PERFORMANCE INDICATORS:

FY23 Closes: 1506*

FY23 Closes/Day: 5.91*

FY23 SMEs: 12

FY23 SMEs/Day: 0.05

Outbound Communications: 6612*

Outbound Comms/Day: 26.13*

24hr Initial Comm: 75.13%*

- Highest month was May at 92.11%

Inbound to Outbound Comm: 73.61%*

- Highest month was May at 88.19%

Outbound to Outbound Comm:

- %14D Make: 97.70%*
- %21D Make: 99.36%*
- %30D Make: 99.59%*

* Indicates Team High