

	2018	2019		2020				2021				2022				2023				2024																			
	Dec.	May		Feb-20	Apr-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23
Received	87	157		119	61	123	133	112	126	128	173	136	134	141	136	131	142	124	140	89	108	131	150	121	135	111	119	147	125	119	129	108	111	128	149	104	112	152	32
Closed	120	101		120	55	78	88	110	106	118	134	108	147	148	142	100	131	123	118	105	108	102	115	331	98	92	126	106	110	112	118	81	109	110	144	126	161	153	29
Open	294	473	383.5	454	486	630	650	668	682	682	700	720	704	701	688	703	687	694	688	671	675	692	719	471	533	567	537	532	580	586	577	587	557	569	567	551	505	488	469
Backlog	n/a	n/a	Average	70.5	102.5	246.5	266.5	284.5	298.5	298.5	316.5	336.5	320.5	317.5	304.5	319.5	303.5	310.5	304.5	287.5	291.5	308.5	335.5	87.5	149.5	183.5	153.5	148.5	196.5	202.5	193.5	203.5	173.5	185.5	183.5	167.5	121.5	104.5	85.5
Timeliness	Median days		67.5	13.5	7.5	61.5	39.5	68	32.5	56.5	22.5	26.5	17.5	19.5	19.5	12.5	16.5	16.5	12	18.5	18	37.5	39.5	13.5	-6.5	-3.5	-5	-11.5	-11.5	-12.5	-12.5	-6	-8	-3.5	-12.5	-14.5	-17	27.5	21.5
% in time	66	67		64	45	67.8	60.7	61.25	67.11	77.91	71.58	82.61	83.48	80.53	75.22	89.61	64.91	77.17	77.89	76.47	67.78	64.4	59.41	37.97	52.27	59.52	54.17	43.33	54.65	67.33	61.9	61.73	67.01	83.51	73.17	91.07	96.48	83.1	81.82

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