**Monthly Request Management System (RMS) Metrics Dashboard**

**Trailing 12 Month Trends**

Reporting April 2016

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### Requests Opened and Closed

<table>
<thead>
<tr>
<th>Month</th>
<th>Opened</th>
<th>Closed</th>
<th>Re-Opened</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr-15</td>
<td>513</td>
<td>491</td>
<td>5</td>
</tr>
<tr>
<td>May-15</td>
<td>515</td>
<td>1276</td>
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<tr>
<td>Jun-15</td>
<td>560</td>
<td>843</td>
<td>6</td>
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<tr>
<td>Jul-15</td>
<td>401</td>
<td>396</td>
<td>5</td>
</tr>
<tr>
<td>Aug-15</td>
<td>416</td>
<td>396</td>
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<td>Sep-15</td>
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<td>520</td>
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<td>Oct-15</td>
<td>1380</td>
<td>560</td>
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<td>Nov-15</td>
<td>440</td>
<td>458</td>
<td>2</td>
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<tr>
<td>Dec-15</td>
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<td>392</td>
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<td>Jan-16</td>
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<td>Feb-16</td>
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<td>11</td>
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<tr>
<td>Mar-16</td>
<td>720</td>
<td>687</td>
<td>6</td>
</tr>
<tr>
<td>Apr-16</td>
<td>605</td>
<td>615</td>
<td>4</td>
</tr>
</tbody>
</table>

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### Requests Type

- **General Inquiry**
- **Settlement Dispute**
- **Document Submittal**
- **Project Inquiries**
- **Order 1000**

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### SLA Compliance %

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**RMS Dashboard_2016 Data**

Last Updated: 5/12/2016
### Quarterly Request Management System Metrics

#### RMS Quarterly Satisfaction Survey Results
**Q1 2015 - Q1 2016**

#### Satisfaction with RMS
- **2015 - Q1**
  - Very Dissatisfied: 1%
  - Somewhat Dissatisfied: 2%
  - Somewhat Satisfied: 11%
  - Very Satisfied: 85%
- **2015 - Q2**
  - Very Dissatisfied: 1%
  - Somewhat Dissatisfied: 2%
  - Somewhat Satisfied: 11%
  - Very Satisfied: 88%
- **2015 - Q3**
  - Very Dissatisfied: 3%
  - Somewhat Dissatisfied: 1%
  - Somewhat Satisfied: 11%
  - Very Satisfied: 85%
- **2015 - Q4**
  - Very Dissatisfied: 0%
  - Somewhat Dissatisfied: 1%
  - Somewhat Satisfied: 8%
  - Very Satisfied: 91%
- **2016 - Q1**
  - Very Dissatisfied: 1%
  - Somewhat Dissatisfied: 1%
  - Somewhat Satisfied: 11%
  - Very Satisfied: 92%

#### Number of Respondents
- **2015 - Q1**
  - 2
- **2015 - Q2**
  - 1
- **2015 - Q3**
  - 1
- **2015 - Q4**
  - 1
- **2016 - Q1**
  - 1

#### Request Resolved?
- **2015 - Q1**
  - Yes: 100%
- **2015 - Q2**
  - Yes: 96%
- **2015 - Q3**
  - Yes: 95%
- **2015 - Q4**
  - Yes: 99%
- **2016 - Q1**
  - Yes: 95%

#### Understanding Needs
- **2016 - Q1**
  - Excellent: 85%
  - Good: 68%
  - Fair: 29%
  - Poor: 19%
- **2015 - Q4**
  - Excellent: 1%
  - Good: 68%
  - Fair: 29%
  - Poor: 19%
- **2015 - Q3**
  - Excellent: 1%
  - Good: 68%
  - Fair: 29%
  - Poor: 19%
- **2015 - Q2**
  - Excellent: 1%
  - Good: 68%
  - Fair: 29%
  - Poor: 19%
- **2015 - Q1**
  - Excellent: 1%
  - Good: 68%
  - Fair: 29%
  - Poor: 19%