

|          | Total Inquiries |                                   | Avg. # Days to Response |               |   |  |  |  |
|----------|-----------------|-----------------------------------|-------------------------|---------------|---|--|--|--|
|          |                 | 157                               |                         | 1.1           |   |  |  |  |
| Division | Inquiry Count   |                                   | Avg. Response Age       |               |   |  |  |  |
| AAF      | 5               |                                   | 1                       |               |   |  |  |  |
| ACM      | 1               |                                   | 1                       |               |   |  |  |  |
| ART      | 4               |                                   |                         | 2             |   |  |  |  |
| ATH      | 12              |                                   | 1                       |               |   |  |  |  |
| AUX      | 13              |                                   | 1                       |               |   |  |  |  |
| BUS      | 5               |                                   | 1                       |               |   |  |  |  |
| CBO      | 5               |                                   | 1                       |               |   |  |  |  |
| CIO      | 1               |                                   | 1                       |               |   |  |  |  |
| CSE      | 8               |                                   | 1                       |               |   |  |  |  |
| EDU      | 6               |                                   | 1                       |               |   |  |  |  |
| EET      | 12              |                                   | 1                       |               |   |  |  |  |
| ESE      | 3               |                                   | 1                       |               |   |  |  |  |
| FAC      | 4               |                                   | 1                       |               |   |  |  |  |
| GPE      | 4               |                                   | 1                       |               |   |  |  |  |
| HHS      | 10              |                                   | 1                       |               |   |  |  |  |
| HON      | 6               |                                   | 1                       |               |   |  |  |  |
| HRS      | 2               |                                   | 1                       |               |   |  |  |  |
| HSS      | 15              |                                   | 1                       |               |   |  |  |  |
| LAF      | 2               |                                   | 1                       |               |   |  |  |  |
| OFS      | 8               |                                   | 1                       |               |   |  |  |  |
| OUT      | 4               |                                   | 1                       |               |   |  |  |  |
| PRE      | 3               |                                   | 1                       |               |   |  |  |  |
| RES      | 7               |                                   | 1                       |               |   |  |  |  |
| SCM      | 3               |                                   | 1                       |               |   |  |  |  |
| STA      | 14              |                                   | 1                       | Goal = 2 Days |   |  |  |  |
|          |                 | 0                                 | 1                       | 2             | 3 |  |  |  |
|          |                 | Avg. Response Age (Business Days) |                         |               |   |  |  |  |



Fiscal Year 2021

Total Inquiries

Avg. # Days to Response (Goal = 2 Days)

Avg. # Days to Resolution (Goal = 5 Days) 8.4

105

4.6

Average Purchasing Response & Resolution Ages

| Division | Inquiry Count |                     |   |   |    |    |    |    |    |
|----------|---------------|---------------------|---|---|----|----|----|----|----|
| AAF      | 8             | Avg. Response Age   |   | 7 | 7  |    |    |    |    |
|          |               | Avg. Resolution Age |   |   |    | 13 |    |    |    |
| ART      | 2             | Avg. Response Age   | 2 |   |    |    |    |    |    |
|          | 2             | Avg. Resolution Age |   | 5 |    |    |    |    |    |
| AUX      | 14            | Avg. Response Age   |   | 4 |    |    |    |    |    |
|          |               | Avg. Resolution Age |   | 4 |    |    |    |    |    |
| BUS      | 4             | Avg. Response Age   |   | 6 |    |    |    |    |    |
|          |               | Avg. Resolution Age |   | 6 |    |    |    |    |    |
| СВО      | 1             | Avg. Response Age   |   | 3 |    |    |    |    |    |
|          |               | Avg. Resolution Age |   | 3 |    |    |    |    |    |
| COM      | 1             | Avg. Response Age   | 2 |   |    |    |    |    |    |
|          |               | Avg. Resolution Age | 2 |   |    |    |    |    |    |
| CSE      | 2             | Avg. Response Age   |   | 3 |    |    |    |    |    |
|          |               | Avg. Resolution Age |   |   |    | 13 |    |    |    |
| EET      | 4             | Avg. Response Age   |   | 4 |    |    |    |    |    |
|          |               | Avg. Resolution Age |   |   |    |    |    |    | 26 |
| ESE      | 7             | Avg. Response Age   |   | 6 |    |    |    |    |    |
| LJL      | /             | Avg. Resolution Age |   |   |    | 11 |    |    |    |
| FAC      | 6             | Avg. Response Age   |   | 4 |    |    |    |    |    |
|          |               | Avg. Resolution Age |   |   | 7  |    |    |    |    |
| GPE      | 6             | Avg. Response Age   |   | 3 |    |    |    |    |    |
|          |               | Avg. Resolution Age |   | 4 |    |    |    |    |    |
| HSS      | 4             | Avg. Response Age   |   | 3 |    |    |    |    |    |
|          |               | Avg. Resolution Age |   | 3 |    |    |    |    |    |
| LAF      | 5             | Avg. Response Age   |   | 3 |    |    |    |    |    |
|          |               | Avg. Resolution Age |   |   |    |    | 1  | .7 |    |
| OFS      | 20            | Avg. Response Age   |   | 6 |    |    |    |    |    |
|          |               | Avg. Resolution Age |   |   | 8  |    |    |    |    |
| OUT      | 8             | Avg. Response Age   |   | 3 |    |    |    |    |    |
|          |               | Avg. Resolution Age |   | 5 |    |    |    |    |    |
| PRE      | 2             | Avg. Response Age   |   |   |    | 13 |    |    |    |
|          |               | Avg. Resolution Age |   |   |    |    |    | 18 |    |
| RES      | 3             | Avg. Response Age   |   | 6 |    |    |    |    |    |
|          |               | Avg. Resolution Age |   | 6 |    |    |    |    |    |
| SCM      | 2             | Avg. Response Age   |   | 4 |    |    |    |    |    |
| JCIVI    | -             | Avg. Resolution Age |   | 4 |    |    |    |    |    |
| STA      | 5             | Avg. Response Age   |   | 4 |    |    |    |    |    |
|          |               | Avg. Resolution Age |   | 5 |    |    |    |    |    |
| UAD      | 1             | Avg. Response Age   |   | 4 |    |    |    |    |    |
| 0.10     |               | Avg. Resolution Age |   |   |    |    |    | 19 |    |
|          |               |                     | 0 | 5 | 10 |    | 15 | 20 | 25 |

Avg. Ages (Business Days)