### Safety & Compliance Customer Service Metrics – Service Request Response

**September 11, 2021-March 31, 2022**

#### OSH Assessment Request
- **GOAL:** Respond within 2 business days
- **On-time Results:** 8 of 8  
  **Percent Goal Met:** 100%

#### Safety & Compliance Project Checklist Submittal
- **GOAL:** Respond within 3 business days
- **On-time Results:** 4 of 5  
  **Percent Goal Met:** 80%

#### F&S Project FTP Site Information Request
- **GOAL:** Respond before deadline
- **On-time Results:** 9 of 9  
  **Percent Goal Met:** 100%

#### Temporary Food Service Request
- **GOAL:** Respond within 2 business days
- **On-time Results:** 34 of 34  
  **Percent Goal Met:** 100%

#### OSH Assessment Request
- **GOAL:** Respond within 5 business days
- **On-time Results:** 33 of 33  
  **Percent Goal Met:** 100%

#### Respirator Use Request
- **GOAL:** Respond within 2 business days
- **On-time Results:** 17 of 17  
  **Percent Goal Met:** 100%

#### Respirator Training Access Request
- **GOAL:** Provide access within 2 business days
- **On-time Results:** 90 of 95  
  **Percent Goal Met:** 95%