

**Question:** 87  
**Topic:** PBO response times for completed requests  
**Asked:** 8 February 2016

### Question

**Senator WONG:** I am just trying to get a sense, because not all the information is in the graph, of how many are in the 36-plus category compared to previously. Do you have a tail that is blowing out? Do you know what I am saying – the complicated ones that go beyond 36 business days, to 36-plus, which is your lengthiest category?

**Mr Bowen:** There would be some beyond that. I do not have that particular figure with me, but some of them do take more time than others, of course, because of the complexity and the need to build models at times to work on them. The other factor is that we are continuously in dialogue with our clients about their priorities, and quite often newer requests have higher priority than older ones – not always but quite often. So some costings do, for that reason, get pushed back in the queue. But we can give you the figure.

**Senator WONG:** Yes. What I am trying to get a sense of – you understand – is the extent to which the tail – shall we call it that? – remains static or whether it is increasing. That would be useful.

**Mr Bowen:** Yes. I might say that we are very mindful of that tail. We are not just looking at averages and medians.

**Senator WONG:** Sure – if you could, on notice, perhaps get a bit more information on that.

### Answer

The total numbers of requests completed, and the numbers and percentages of requests completed in 36 or more business days for 2012–13, 2013–14, 2014–15 and the first two quarters of 2015–16, are as follows:

	2012–13	2013–14	2014–15	2015–16 to 31 Dec 2016
Requests completed in period	664	1522	869	802
Requests completed 36+ business days (number)	238	110	126	65
Requests completed 36+ business days (per cent)	35.8%	7.2%	14.5%	8.1%