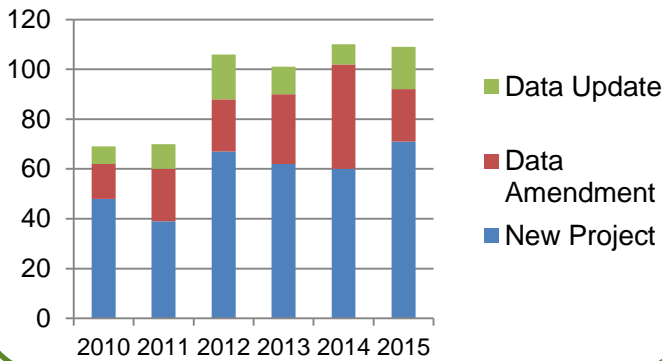




Attachment 9: DLB Client Services: Key Statistics

Data requests received 2010 - 2015



DLB workload 2010 - 2015

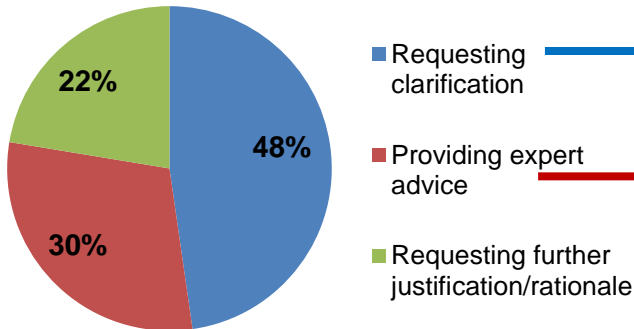
565 data requests received

1.5 fold increase in requests received

3.6 fold increase in highly complex projects

12 fold increase in cross-jurisdictional projects received, 3 fold increase since 2013

Feedback raised in the Draft Application process 2014-2015



Feedback raised in the Draft Application process 2014-2015

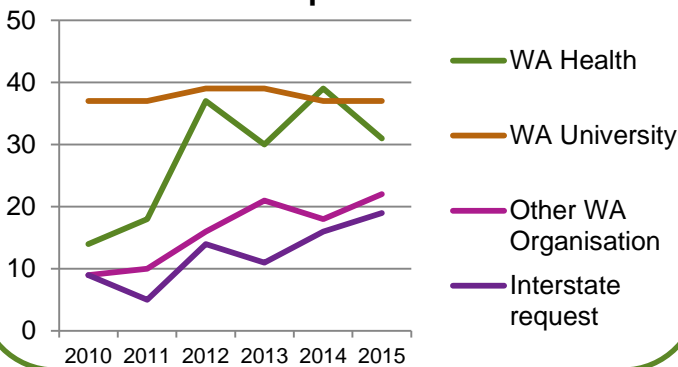
When requesting clarification:

Nearly **half** of the queries related to data extraction parameters and cohort/control specifications

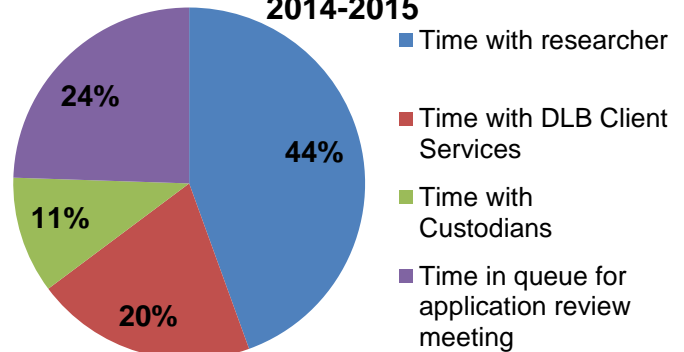
When providing expert advice:

Nearly 40% of feedback items related to the suggestion of **adding** data variables

Linked data user profile by number of requests

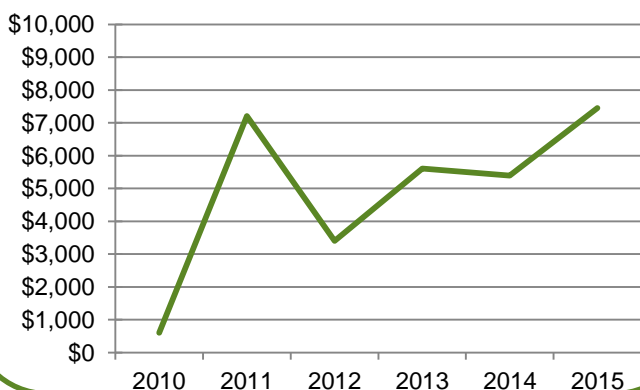


Breakdown of draft application timeframes 2014-2015



*Does not sum to 100% due to rounding error.

Median project costs recovered by DLB



Crude data delivery timeframes 2010 - 2015, unadjusted for project complexity

