**CCPA Analytics**

**Requests to Know**

| Month | Number of Requests Received | Number of Denials *** | Avg # of Days taken to complete the request * |
|-------|------|------|------|
| Jan | 16 | 6 | 7 |
| Feb | 21 | 15 | 4 |
| Mar | 21 | 9 | 6 |
| Apr | 17 | 6 | 6 |
| May | 27 | 15 | 7 |
| Jun | 41 | 22 | 9 |
| Jul | 14 | 10 | 4 |
| Aug | 35 | 19 | 6 |
| Sep | 24 | 8 | 6 |
| Oct | 17 | 8 | 5 |
| Nov | 14 | 9 | 4 |
| Dec | 11 | 9 | 3 |
| **Total** | **258** | **136** | **6** |

**Requests to Delete**

| Month | Number of Requests Received | Number of Denials *** | Avg # of Days taken to complete the request ** |
|-------|------|------|------|
| Jan | 28 | 28 | 5 |
| Feb | 29 | 29 | 4 |
| Mar | 33 | 33 | 4 |
| Apr | 32 | 32 | 5 |
| May | 47 | 47 | 6 |
| Jun | 45 | 45 | 8 |
| Jul | 22 | 22 | 4 |
| Aug | 41 | 41 | 6 |
| Sep | 40 | 40 | 5 |
| Oct | 25 | 25 | 3 |
| Nov | 22 | 22 | 3 |
| Dec | 13 | 13 | 4 |
| **Total** | **377** | **377** | **5** |

* Median number of days taken to complete Customer Access Requests

** Average number of days taken to complete Customer Erasure Requests

***Reasons for denials

1. Request not verifiable

2. Information exempt from obligation to delete