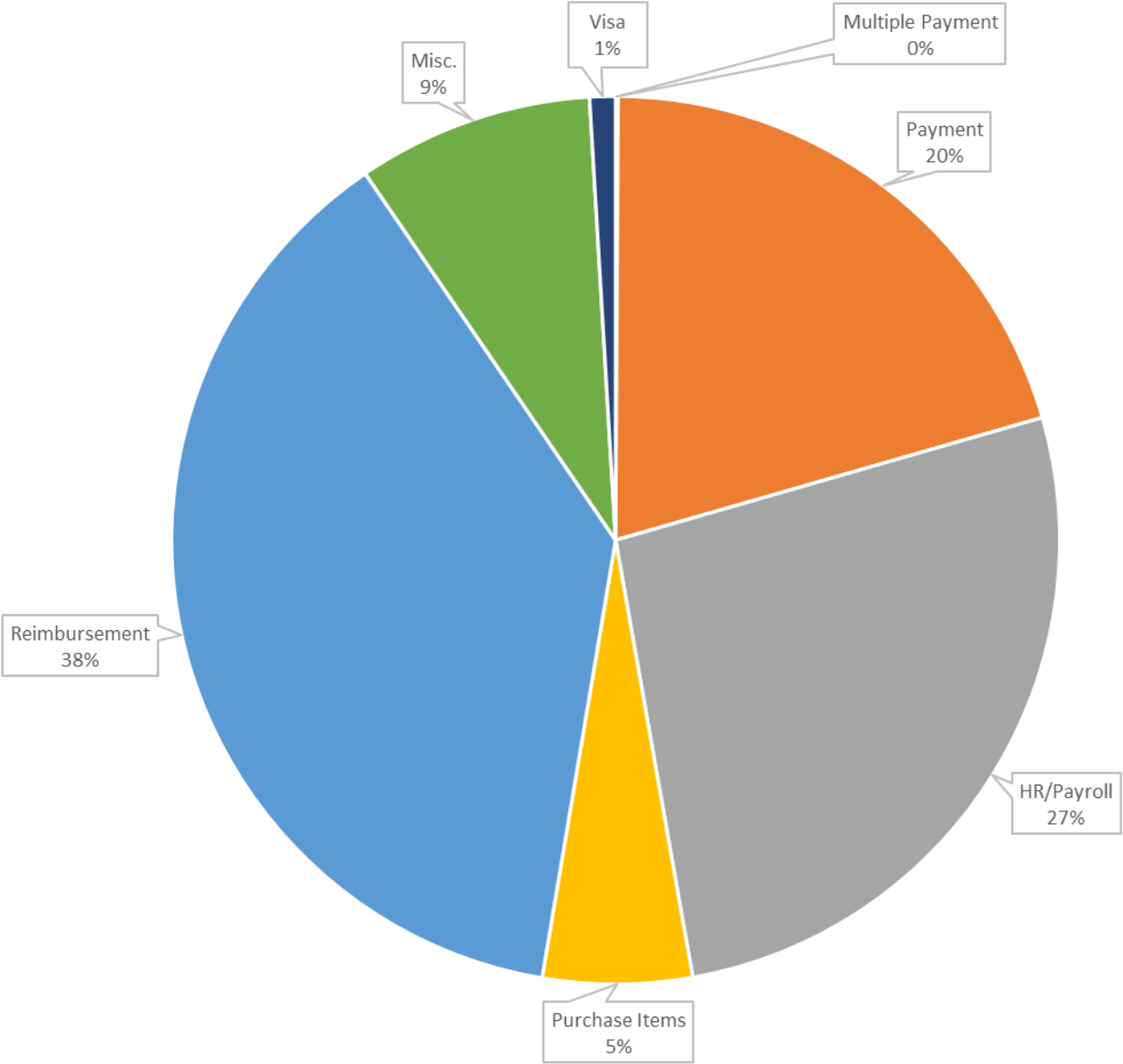
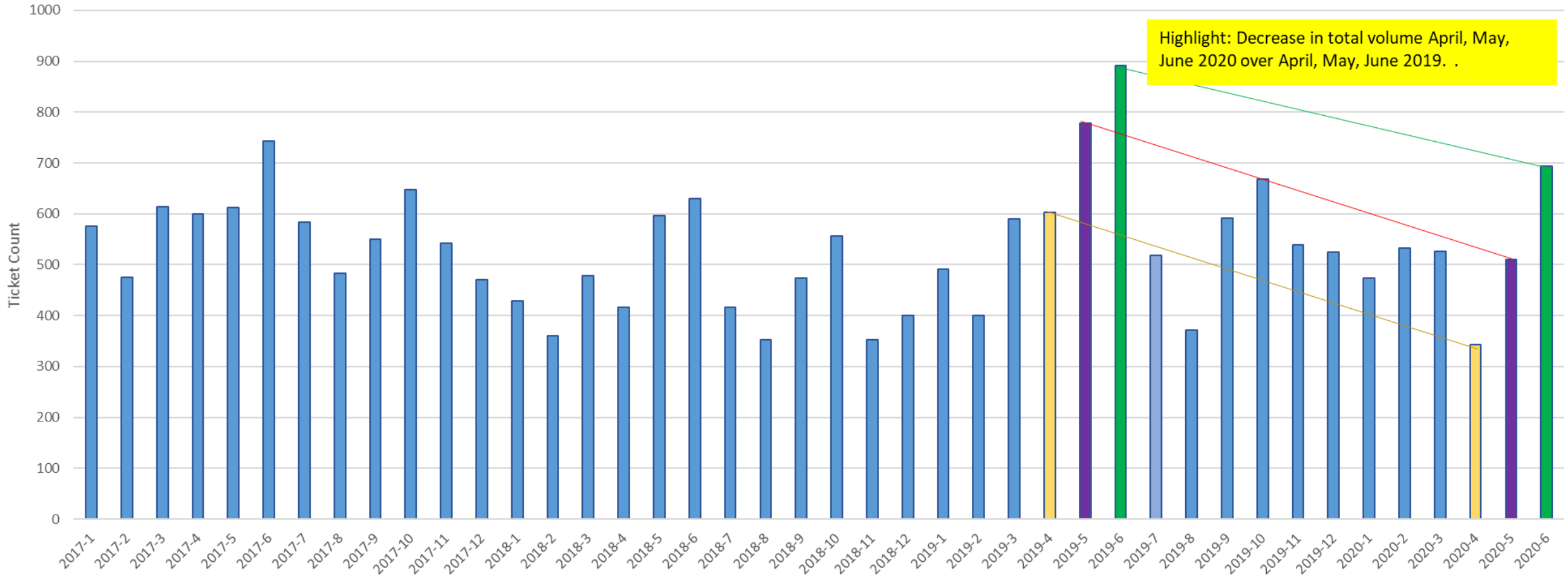


AST Work Distribution by Transaction Type
3/1/2019 - 2/29/2020



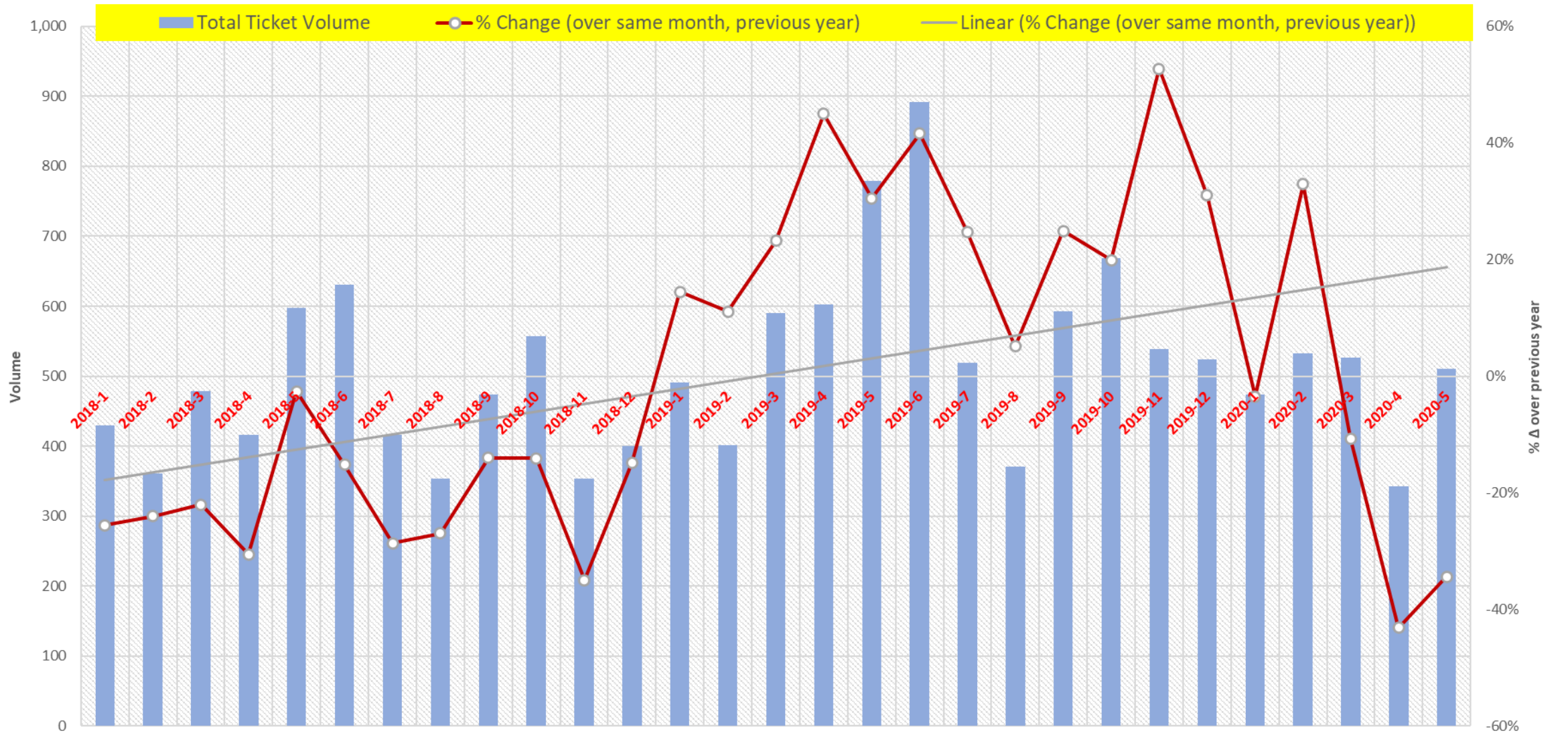
CASSS: Total Ticket Volume Jan 2017 - June 2020



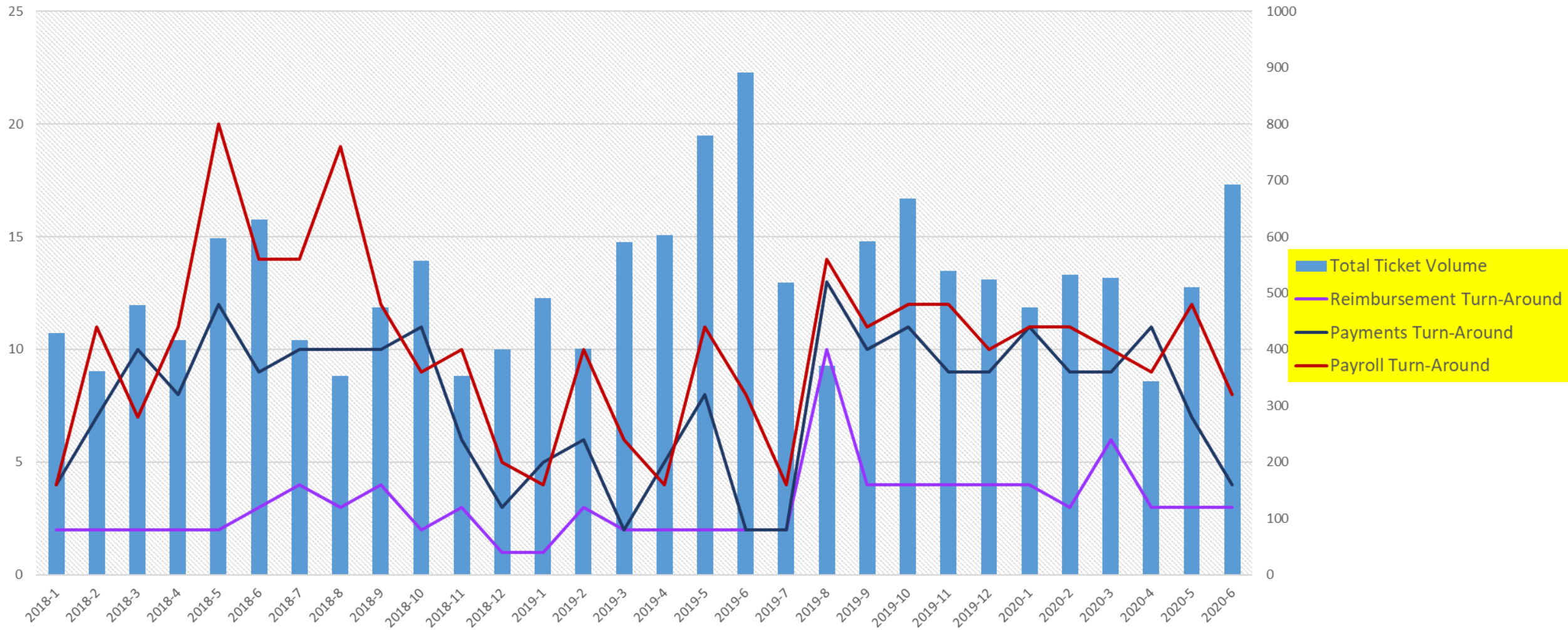
Is this month's volume up or down over this month a year ago? By how much?

Tracking + Trendline (with total volume background)

Jan 2018 - June 2020



Turn-Around Times (Created to Resolved) by Month
Shown with Total Volume
Jan 2018 - June 2020



Ticket Volume Comparison by Queue
Spring Quarter (March-June); 2017-2020

