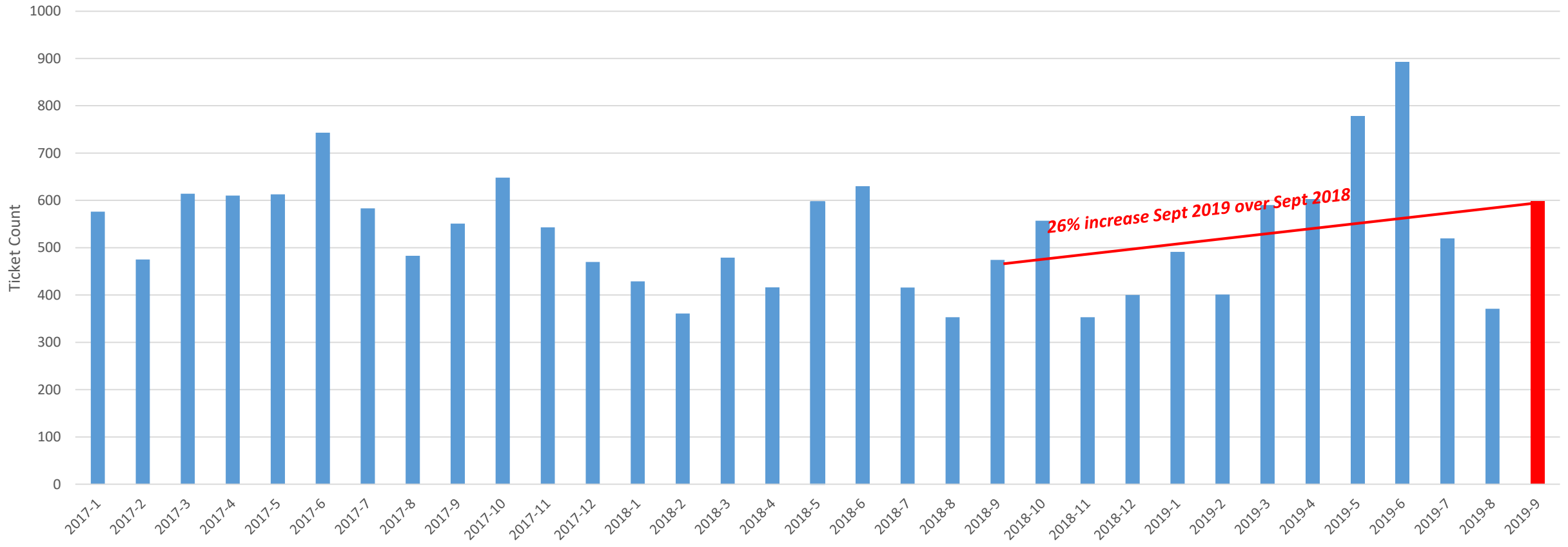
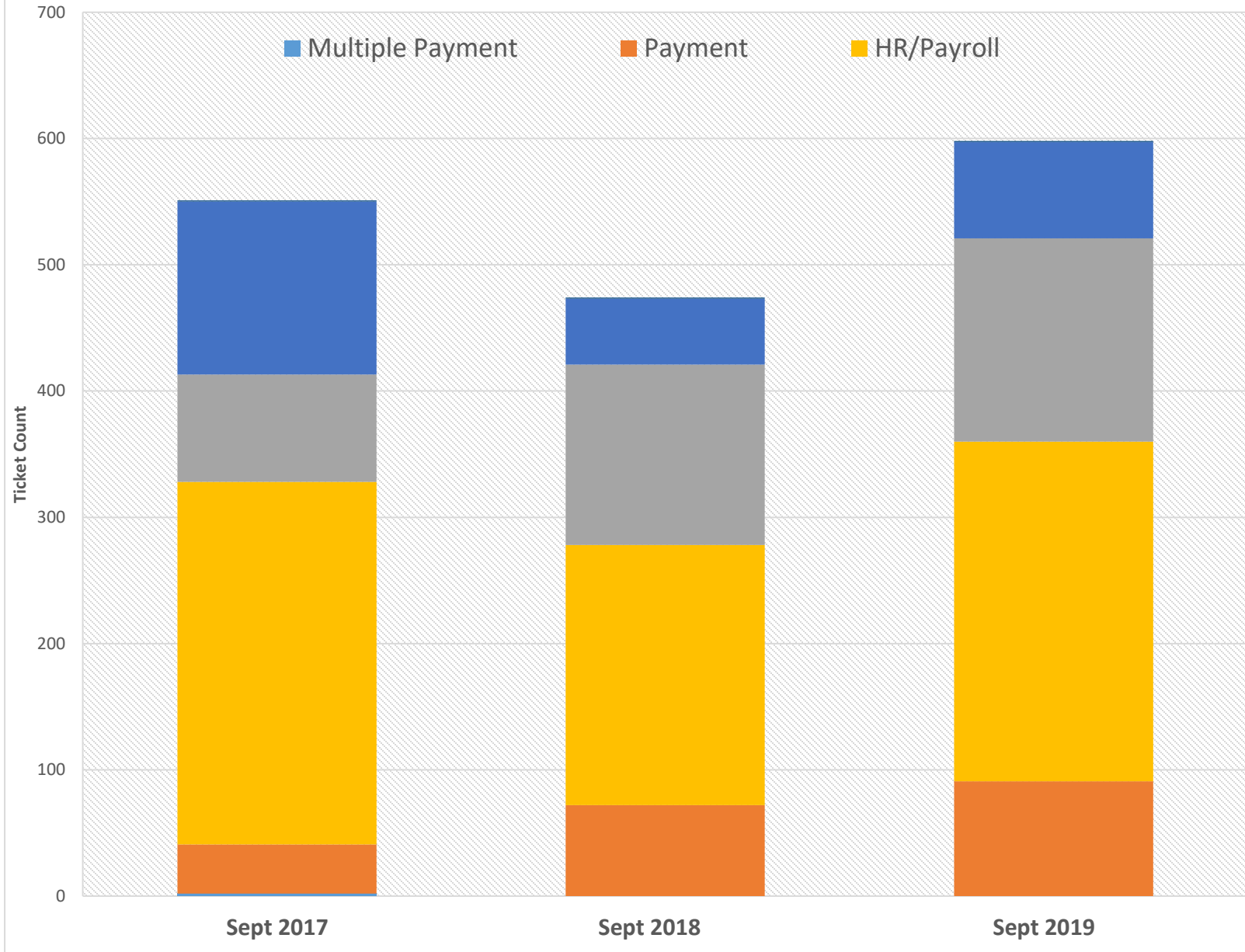


CASSS: Total Ticket Volume Jan 2017-Apr 2019



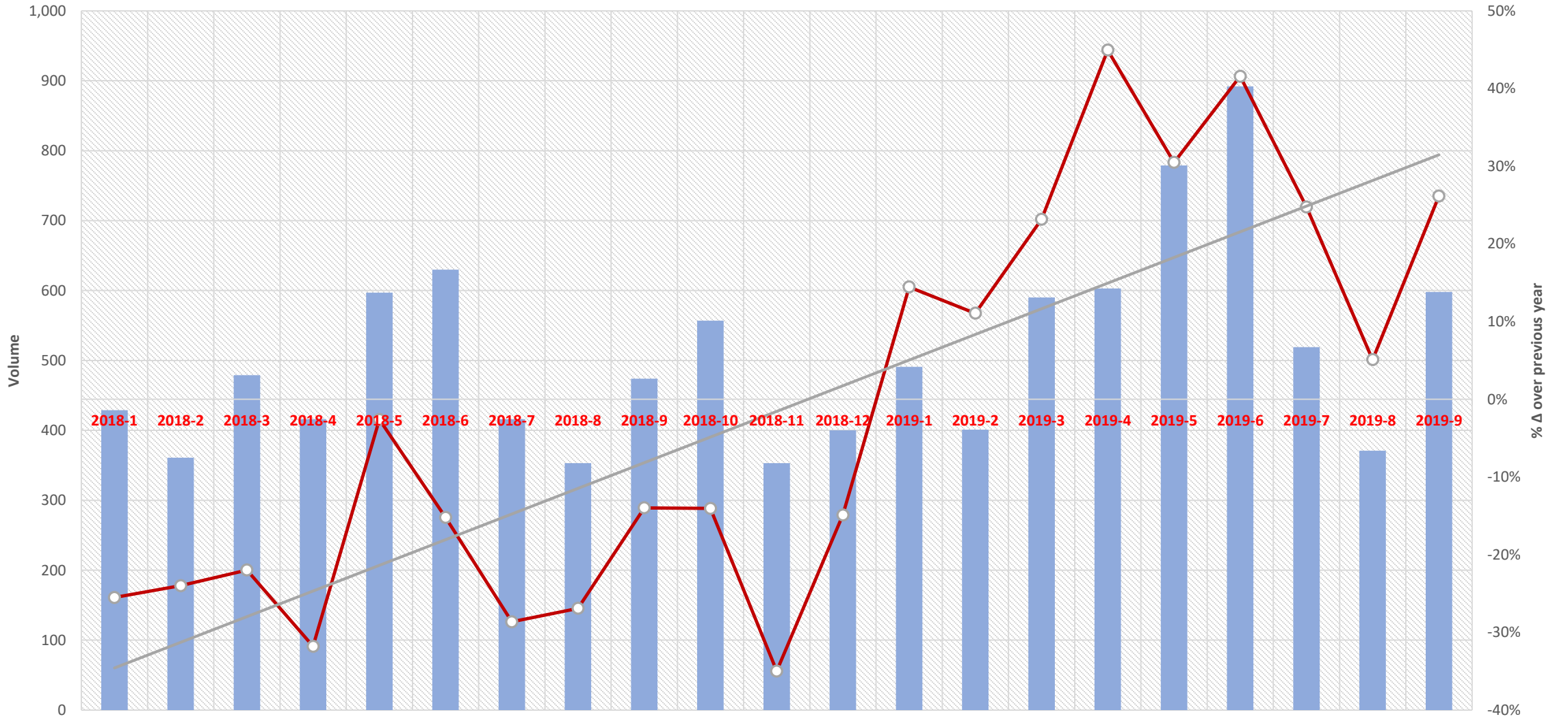
Major Queue Volume Month-to-Month Comparison (2017-19: Sept)



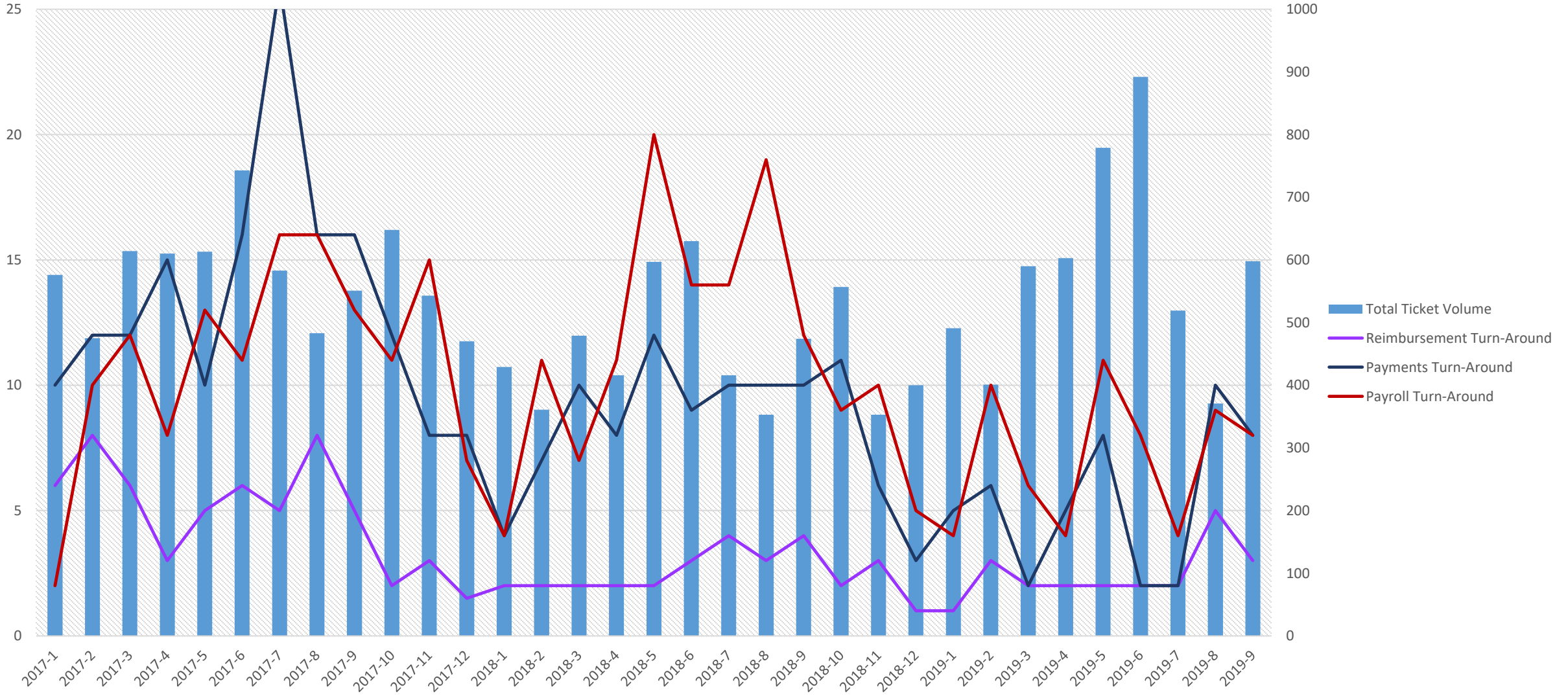
Delta of Monthly Volume

(e.g., Sept 2019 volume increase/decrease over Sept 2018)

■ Total Ticket Volume ● % Change (over same month, previous year) — Linear (% Change (over same month, previous year))



Turn-Around Times (Created to Resolved) by Month Shown with Total Volume Jan 2018 - July 2019



CASSS Ticket Volume by Unit Aug-Sept 2019

■ 2019-8 ■ 2019-9

