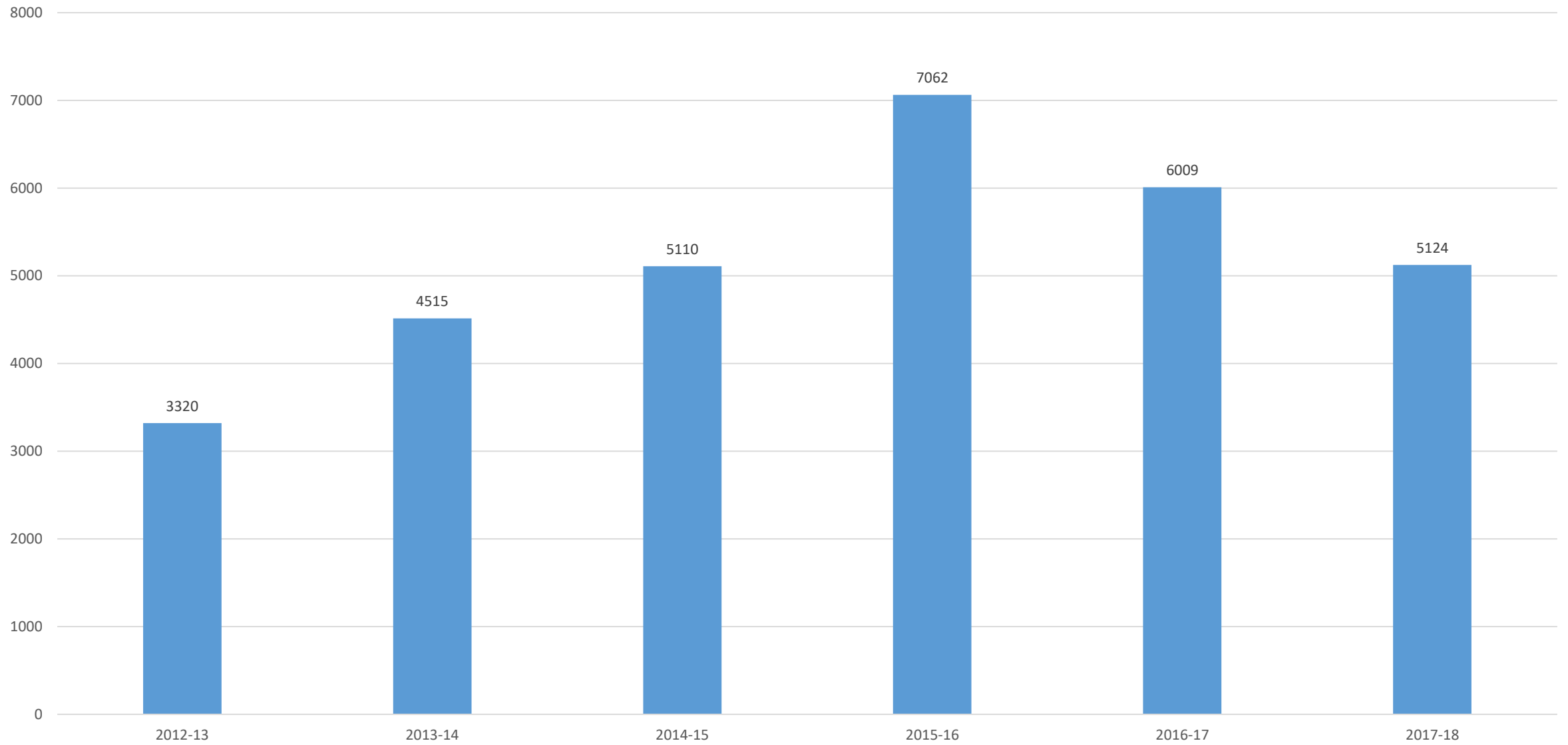
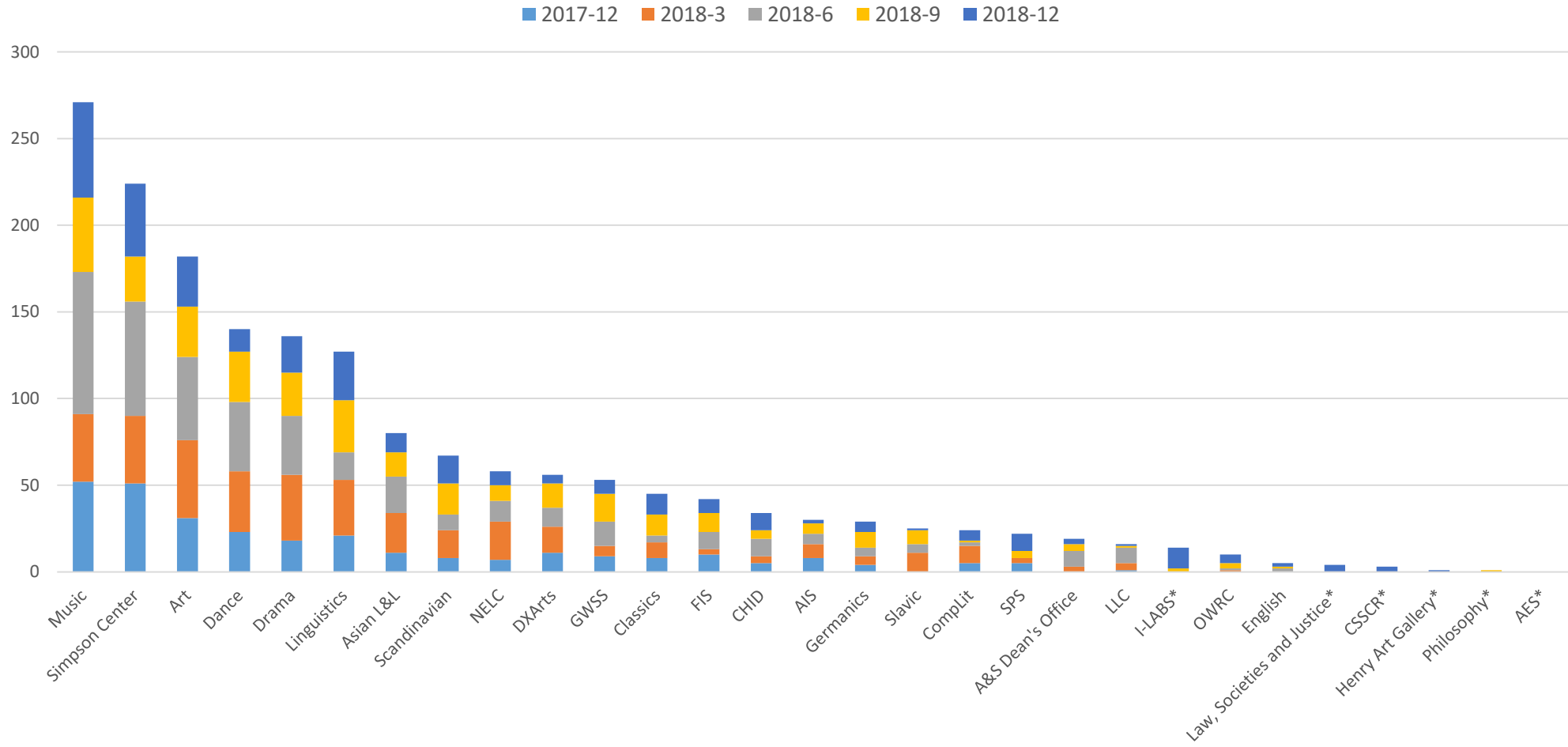


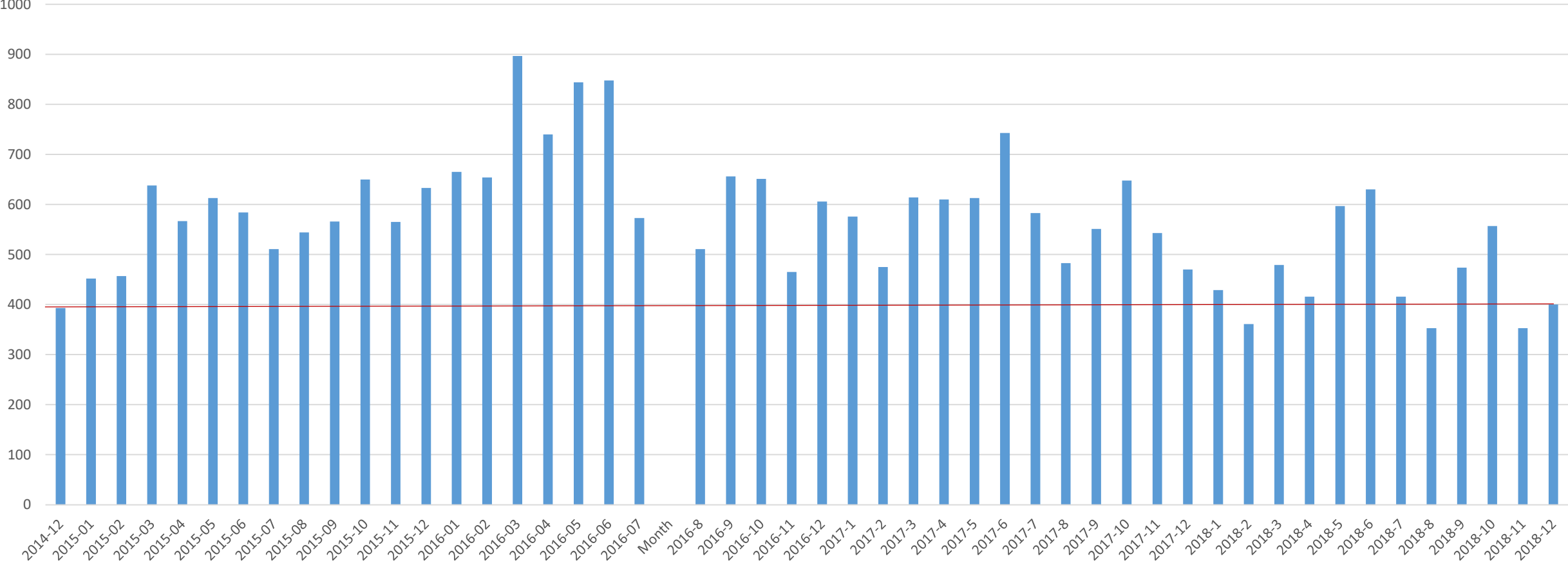
## Academic Year Total Tickets



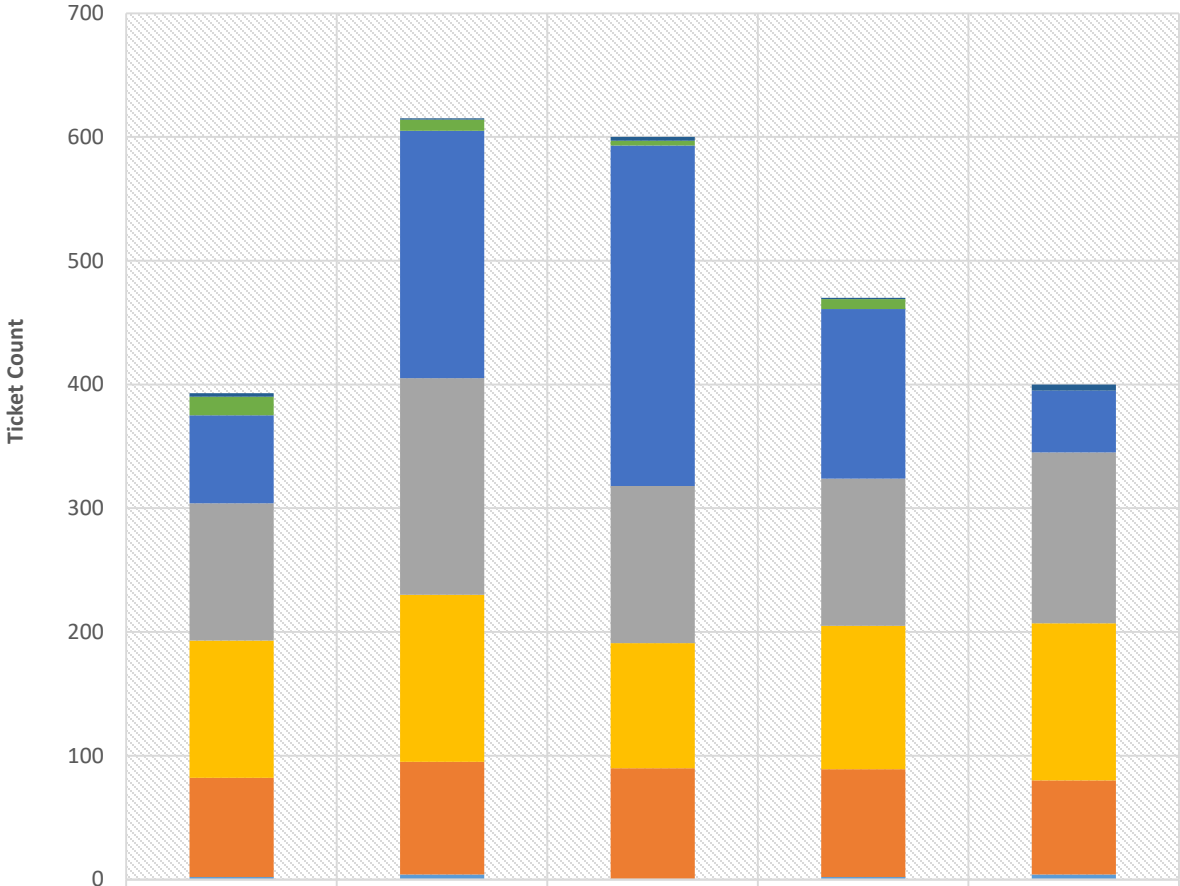
### CASSS Ticket Volume by Unit



# Total Ticket Volume Dec 2014 - Dec 2018



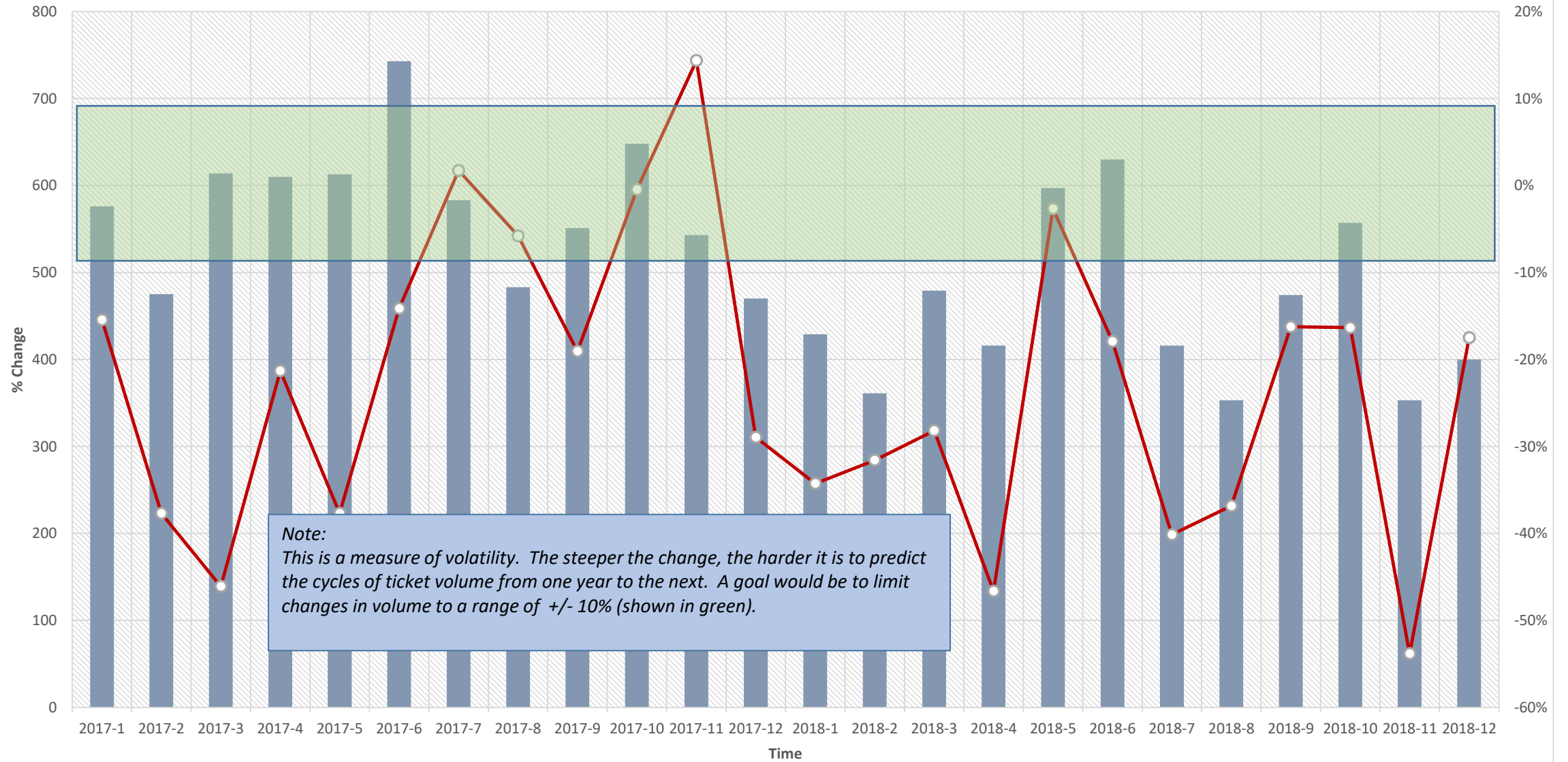
## Major Queue Volume Month-to-Month Comparison (2014-2018: December)



	Dec 14	Dec-15	Dec-16	Dec-17	Dec-18
■ Visa	3	1	3	1	5
■ Urgent	15	9	4	8	0
■ Unsorted	71	200	275	137	50
■ Reimbursement	111	175	127	119	138
■ HR/Payroll	111	135	101	116	127
■ Payment	80	91	90	87	76
■ Multiple Payment	2	4	0	2	4

# Annual Change in Ticket Volume (e.g., Dec 2018 decrease over Dec 2017)

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



## Turn-Around Time juxtaposed to Total Volume Jan 2017 - Dec 2018

