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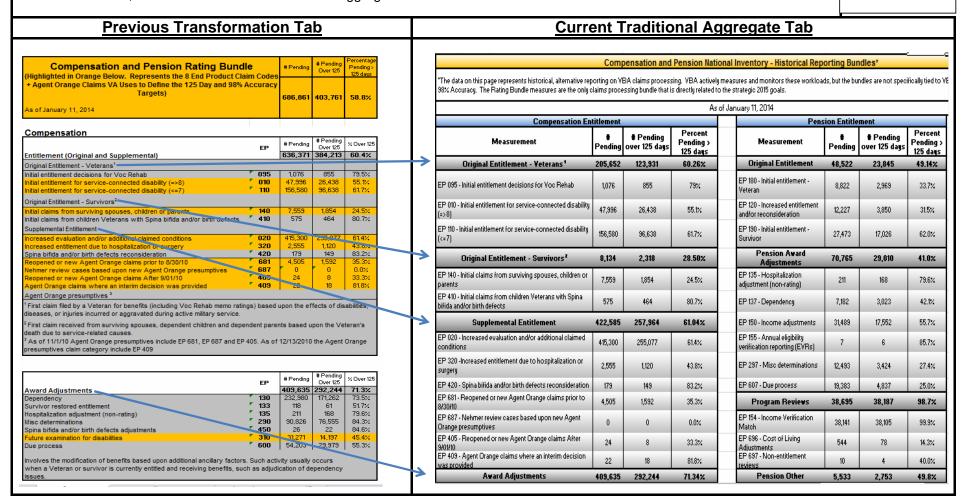


## **Monday Morning Workload Report Introduction**

**Understanding the Report:** To learn more about the Monday Morning Workload Report, including recent formatting changes, double-click the Microsoft Word icon to the right.



**Finding Data:** The screenshots below provide a quick reference to historical reporting bundles that were previously on the Transformation tab, but now reside on the Traditional Aggregate tab.



Compensation and Pension Rating Bur	# Pending	# Pending Over 125	Percentage Pending > 125 days									
(Represents the 8 End Product Claim Codes + Agent C VA Uses to Define the 125 Day and 98% Accuracy As of June 21, 2014	562,968	276,891	49.2%									
Original Entitlement	Total	188,075	95,720	50.9%								
Initial entitlement for service-connected disability (=>8)	EP 010	43,249	23,110	53.4%								
Initial entitlement for service-connected disability (<=7)	EP 110	134,121	71,662	53.4%								
Initial entitlement - Veteran's Pension	EP 180	4,562	162	3.6%								
Initial claims from surviving spouses, children or parents	EP 140	6,143	786	12.8%								
Supplemental Entitlement	Total	374,893	181,171	48.3%								
Increased entitlement and/or reconsideration for Pension	EP 120	6,726	246	3.7%								
Increased evaluation and/or additional claimed conditions	EP 020	348,595	172,086	49.4%								
Future examination for disabilities	EP 310	17,429	7,919	45.4%								
Increased entitlement due to hospitalization or surgery	EP 320	1,067	337	31.6%								
Reopened or new Agent Orange claims prior to 8/30/10	EP 681	1,063	578	54.4%								
Nehmer review cases based upon new Agent Orange presumptives	EP 687	1	0	0.0%								
Reopened or new Agent Orange claims After 9/01/10	EP 405	9	4	44.4%								
Agent Orange claims where an interim decision was provided	EP 409	3	1	33.3%								
To view Rating Bundle data at Regional Office level, click a jurisdiction filter below.  Hover over a title to learn the difference between each jurisdiction.												
Station of Origination		Station of J	urisdiction									

Education	Current Work Items Pending	Work Items Pending Last Week	Weekly Change	Percent Change
Total Chapter 33 Claims	10,066	8,962	1,104	12.32%
Buffalo	1,496	1,489	7	0.5%
Atlanta	860	881	(21)	-2.4%
St Louis	2,139	1,779	360	20.2%
Muskogee	5,571	4,813	758	15.7%
Total Education Claims - All Education Programs	40,146	44,133	-3,987	-9.03%
Buffalo	6,849	7,553	(704)	-9.3%
Atlanta	5,468	6,245	(777)	-12.4%
St Louis	10,877	12,961	(2,084)	-16.1%
Muskogee	16,952	17,374	(422)	-2.4%
Chapter 33 is the new Post-9/11GI Bill. "All" represents all	Education Ben	efit Programs Includ	ding Chapter 33	claims.

## Station of Origination Compensation and Pension Rating Bundle Metrics

Reporting Period: As of June 21, 2014

Notes about the data:

- 1) The Station of Origination (SOO) primarily represents pending claims based on geographic boundaries; typically defined by a claimant's state of residence. Only when a claim is permanently transferred from one station to another, will the SOO change.
- 2) The Pension, Quick Start and Benefits Delivery at Discharge totals are not included in the Compensation totals.

	VBA uses the following 8 End Product Claim Codes + Agent Orange Claims to Define the 125 Day and 98% Accuracy Targets.													
EP 010	Initial entitlement for service- connected disability (=>8)	EP 180	Initial entitlement for Pension - Veteran	EP 310	Future examination for disabilities	EP 687	Nehmer review cases based upon new Agent Orange presumptives							
EP 110	Initial entitlement for service- connected disability (<=7)	EP 120	Increased entitlement and/or reconsideration		Increased entitlement due to hospitalization or surgery	EP 405	Reopened or new Agent Orange claims After 9/01/10							
EP 020	Increased evaluation and/or additional claimed conditions	EP 140	Initial claims from surviving spouses, children or parents	EP 681	Reopened or new Agent Orange claims prior to 8/30/10	EP 409	Agent Orange claims where an interim decision was provided							

	Compensation and Pension Claims Processing													
	# Pending	Avg. Days Pending	Percentage Pending > 125 days (Backlog) Completed Claims - Month to Date		Completed Claims - Fiscal Year to Date	Avg. Days to Complete - Month to Date	Avg. Days to Complete - Fiscal Year to Date	3 Month Entitlement Accuracy - Issue Based	3 month Entitlement Accuracy - Claim Level	12 Month Entitlement Accuracy - Claim Level	12 Month Authorization Accuracy - Claim Level			
USA	562,968	155.4	49.2%	73,360	937,326	207.6	239.4	95.58%	90.35%	90.26%	93.52%			
				Coi	npensation Claims Pro	ocessing								
USA Compensation Total	527,837	160.5	51.1%	61,159	768,605	231.8	266.4							
Eastern Area	101,264	159.0	50.0%	13,717	156,579	220.5	260.5	94.0%	89.4%	89.2%	92.2%			
Baltimore	10,021	193.6	58.2%	907	9,671	290.1	338.8	84.6%	82.4%	80.2%	84.8%			
Boston	6,731	172.2	54.9%	569	7,731	244.4	274.1	98.5%	96.8%	90.4%	90.5%			
Buffalo	7,501	161.7	53.6%	829	8,265	294.9	273.2	96.0%	93.3%	89.2%	92.4%			
Cleveland	12,417	148.6	43.2%	1,895	25,939	209.4	300.3	95.1%	92.2%	90.5%	94.7%			
Detroit	11,696	129.5	41.7%	1,763	19,174	214.1	247.3	92.6%	85.0%	89.9%	91.7%			
Hartford	2,868	114.0	37.4%	461	4,790	188.4	232.3	97.5%	95.0%	93.2%	95.3%			
Indianapolis	8,852	170.2	52.4%	1,235	13,362	238.2	271.0	96.6%	92.1%	90.8%	90.3%			
Manchester	1,550	130.4	42.9%	155	2,385	193.5	215.4	95.8%	90.6%	89.1%	96.9%			
New York	8,341	165.3	54.4%	1,135	11,558	226.1	289.9	94.4%	92.1%	90.2%	94.0%			
Newark	2,994	136.4	44.4%	722	5,560	188.5	238.8	90.5%	76.9%	83.7%	87.6%			
Philadelphia (Non-PMC)	14,298	185.8	61.2%	1,464	16,330	267.7	292.5	91.1%	81.4%	87.1%	94.6%			
Pittsburgh	6,451	172.7	55.3%	704	8,849	263.5	313.5	92.3%	85.0%	88.9%	94.4%			
Providence	3,966	91.3	24.0%	1,370	15,645	91.8	104.1	99.0%	96.3%	94.1%	88.3%			
Togus	1,676	103.7	26.1%	259	4,371	155.2	175.7	95.1%	95.3%	94.7%	96.8%			
White River J.	530	148.8	39.8%	102	1,408	208.9	217.6	94.1%	88.1%	86.0%	88.4%			
Wilmington	1,372	164.4	51.4%	147	1,541	235.3	277.7	93.7%	84.1%	87.2%	90.4%			
					Pension Claims Proce				_					
USA Pension Total	19,450	55.0	7.2%	9,529	128,532	68.5	97.7		99.5%	98.9%	98.5%			
Philadelphia PMC	6,237	65.1	11.2%	2,769	47,079	96.0	152.9		98.4%	98.8%	97.6%			
Milwaukee PMC	5,115	44.9	4.4%	2,896	35,397	49.8	60.3		100.0%	99.6%	99.2%			
St. Paul PMC	7,350	43.4	1.9%	3,708	43,896	60.3	65.5		100.0%	98.5%	98.8%			
Other Pension	748	153.3	45.1%	156	2,160	121.9	163.0							
					uick Start Claims Proc									
USA Quick Start Total	6,893	81.2	21.9%	1,172	17,081	129.8	154.0							
San Diego	2,978	66.0	13.6%	516	9,276	97.3	140.0							
Winston-Salem	3,209	84.1	24.7%	598	6,598	146.5	160.6							
Other Quick Start	706	132.4	44.5%	58	1,207	245.6	225.1							
				Benefit	s Delivery at Discharge	Processing								
USA Benefits Delivery at Discharge Total	8,788	129.0	47.0%	1,500	23,108	164.7	193.1							
Winston-Salem	1,563	55.4	12.9%	606	8,459	74.5	109.3							
Salt Lake City	6,218	144.6	56.6%	764	8,955	229.5	263.7							
Other Benefits Delivery at Discharge	1,007	146.7	41.2%	130	5,694	203.8	206.5							

## **Station of Jurisdiction Compensation and Pension Rating Bundle Metrics**

Reporting Period: As of June 21, 2014

- Notes about the data:

  1) The Station of Jurisdiction represents pending claims at the regional office currently assigned to work the claim.
- 2) The Pension, Quick Start and Benefits Delivery at Discharge totals are <u>not</u> included in the Compensation totals.

	VBA uses the following 8 End Product Claim Codes + Agent Orange Claims to Define the 125 Day and 98% Accuracy Targets.													
EP 010	Initial entitlement for service- connected disability (=>8)	EP 180	Initial entitlement for Pension - Veteran	EP 310	Future examination for disabilities	EP 687	Nehmer review cases based upon new Agent Orange presumptives							
EP 110	Initial entitlement for service- connected disability (<=7)	EP 120	Increased entitlement and/or reconsideration for Pension EP 320		Increased entitlement due to hospitalization or surgery		Reopened or new Agent Orange claims After 9/01/10							
EP 020	Increased evaluation and/or additional claimed conditions	EP 140	Initial claims from surviving spouses, children or parents	EP 681	Reopened or new Agent Orange claims prior to 8/30/10	EP 409	Agent Orange claims where an interim decision was provided							

	Compensation and Pension Claims Processing													
	# Pending	Avg. Days Pending	Percentage Pending > 125 days (Backlog)	Completed Claims - Month to Date	Completed Claims - Fiscal Year to Date	Avg. Days to Complete - Month to Date	Avg. Days to Complete - Fiscal Year to Date	3 Month Entitlement Accuracy - Issue Based	3 month 12 Month Entitlement Entitlement Accuracy - Accuracy - Claim Level Claim Level		12 Month Authorization Accuracy - Claim Level			
USA	562,968	155.4	49.2%	73,360	937,326	207.6	239.4							
	•			C	Compensation Claims I	Processing	•							
USA Compensation Total	527,837	160.5	51.1%	61,159	768,605	231.8	266.4							
Eastern Area	98,685	160.5	50.3%	13,108	162,591	221.9	265.7							
Baltimore	7,037	170.8	50.9%	408	5,198	259.2	292.1							
Boston	6,206	165.6	52.2%	494	6,610	235.9	260.1							
Buffalo	6,983	161.5	52.1%	778	8,525	308.9	288.8							
Cleveland	12,299	155.5	44.8%	1,845	22,406	206.9	292.0							
Detroit	11,319	127.7	40.8%	1,582	20,000	211.3	276.7							
Hartford	3,357	145.0	50.1%	546	6,884	233.1	273.1							
Indianapolis	7,672	159.5	46.6%	952	11,437	233.0	286.3							
Manchester	1,845	165.9	54.3%	165	3,150	265.7	247.4							
New York	7,905	162.3	53.6%	1,002	10,917	227.0	306.9							
Newark	2,901	152.5	48.4%	579	6,635	224.8	273.7							
Philadelphia (Non-PMC)	14,162	183.4	61.0%	1,558	21,559	237.6	262.2							
Pittsburgh	5,728	174.1	55.5%	643	7,738	266.3	312.3							
Providence	3,995	103.6	27.3%	1,333	16,892	101.7	128.7							
Togus	5,422	198.2	62.0%	936	11,301	252.4	282.0							
White River J.	671	182.6	51.6%	171	1,801	240.3	249.7							
Wilmington	1,183	145.7	45.1%	116	1,538	220.6	290.4							
					Pension Claims Pro-									
USA Pension Total	19,450	55.0	7.2%	9,529	128,532	68.5	97.7							
Philadelphia PMC	6,227	64.8	11.0%	2,773	46,566	95.9	153.3							
Milwaukee PMC	5,127	45.4	4.7%	2,894	35,444	49.8	60.5							
St. Paul PMC	7,345	43.3	1.8%	3,709	43,998	60.4	65.6							
Other Pension	751	152.5	44.7%	153	2,524	120.5	154.2							
					Quick Start Claims Pr									
USA Quick Start Total	6,893	81.2	21.9%	1,172	17,081	129.8	154.0							
San Diego	2,978	65.2	13.3%	518	9,148	98.3	137.7							
Winston-Salem	3,181	83.9	24.7%	593	6,594	146.8	160.7							
Other Quick Start	734	134.8	45.0%	61	1,339	232.3	232.9							
				Bene	fits Delivery at Discha	ge Processing				•				
USA Benefits Deliery at Discharge Total	8,788	129.0	47.0%	1,500	23,108	164.7	193.1							
Winston-Salem	1,566	55.9	13.0%	604	8,412	74.4	109.1							
Salt Lake City	6,177	144.3	56.2%	763	8,948	229.5	263.6							
Other Benefits Delivery at Discharge	1,045	147.7	43.7%	133	5,748	202.3	206.1							

Total Appeals Frending 279,055
Total Appeals Frending 279,055
Total Appeals Frending 199,050
Total Date Parking for Frending 199,050
Total Date Frending 199,050

Compensation Entitlement								
Measurement	Claims Pending	Percent Pending over 125 days						
Original Entitlement - Veterans <sup>1</sup>	178,230	95,478	53.57%					
EP 035 - Initial entitlement decisions for Voc Rehab	860	705	82%					
EP 010 - Initial entitlement for service-connected disability (s>8)	43,249	23,110	53.4%					
EP 110 - Initial entitlement for service-connected disability (<17)	134,121	71,662	53.4%					
Original Entitlement - Survivors <sup>2</sup>	6,634	1,247	18.80%					
EP 140 - Initial claims from surviving spouses, children or parents	6,143	786	12.8%					
EP 410 - Initial claims from children Veterans with Spins bilds and/or birth defects	491	461	93.9%					
Supplemental Entitlement	350,925	173,174	49.35%					
EP (20 - Increased evaluation and/or additional claimed conditions	340,595	172,086	49.4%					
EP 320 -Increased entitlement due to hospitalization or surgery	1,067	337	31.6%					
EP 420 - Spins bilds and/or birth defects reconsideration								
EP 681 - Reopened or new Agent Orange claims prior to 6/30/10	1,063	578	54.4%					
EP 657 - Nehmer review cases based upon new Agent Orange presumptives	- 1	0	0.0%					
EP 405 - Reopened or new Agent Orange claims After 9/01/10	9	4	44.4%					
EP 409 - Agent Orange claims where an interim decision was provided		1	33.3%					
Award Adjustments	427,901	307,961	71.97%					
EP 130 - Dependency	240,508	192,467	80.0%					
EP 133 - Survivor restored entitlement	234	127	54.3%					
EP 135 - Hospitalization adjustment (non-rating)	223	163	73.1%					
EP 290 - Misc determinations	106,544	76,075	71.4%					
EP 450 - Spins bilids and/or birth defects adjustments	34	33	97.1%					
EP 310 -Future examination for disabilities	17,429	7,919	45.4%					
EP 600 - Due process Program Reviews	65,829	31,177 54.882	49.5%					
EP 314 - Income verification for unemployability	65,620	54,002	93.4%					
EP 314 - Income verification for unemployability  EP 680 - Review of Hemodialvala related cases/conditions	47	36	93.3% 76.6%					
EP 680 - Review of Hemodisiysis related cases/conditions EP 682 - Review of Radiation related cases/conditions	47	36	91.6%					
EP 682 - Review of Radiation related cases/conditions EP 684 - Review of Misc cases referred to central office	2.475	1.103	91.8%					
EP 654 - Review of Misc cases reterred to central office EP 655 - Review of effective date related to herbicide								
exposure EP 690 - Cost of Living Adjustments (COLAs) and other	119	94	79.0%					
EP 690 - Cost of Living Adjustments (COLAs) and other neviews EP 690 - Social Security number verification	14,250 48,351	10,856	76.2% 87.2%					
Compensation Other	181,744	135,407	74.5%					
EP 173 - Pre-decisional hearings	3,731	2,585	69.3%					
EP 400 - Correspondence EP 500 - Congressional correspondence	100,698	1,282	83.4% 57.3%					
EP 510 - Freedom of Information Act (FOIA) requests	32,442	18,501	57.0%					
EP 930 - Review, including quality assurance	33,861	21,872	64.6%					

						REGIO	DNAL O	FFICE	COMPE	NSATION IN	VENTOR	Y					
	Non-F	ating		Entrioment		Aws	and Adjustment			Program Review	_		Other	Percent	Burial	Accrued	Appeals
	Claims Pending	Avg. Days Pending	Claims Pending	Pending over 125 days	Percent Pending over 125 days	Claims Pending	Pending over 125 days	Pending over 125 days	Claims Pending	Pending over 125 days	Percent Pending over 125 days	Claims Pending	Pending over 125 days	Pending over 125 days	Claims Pending	Claims Pending	Claims Pending
Eastern Area	350,385 62,684	256.3	535.791 181.211	269.899	50.4% 69.7%	427.901 79.300	387,961 \$4,202	72.05 93.25	65.825 9.341	54.88 7.67	#2.49 77.19	181,766	135.49	74.5%	15.12	2.90	276,576
Saltimore Seston	8,296 6,057	490.4 374.7	10,001	5,854 3,590	58.5% 55.9%	9,241	7,760	84.0% 72.1%	1,000	92 1.39	91.65	47,913 1,456	46,710	97.5% 74.1%	140	-	3,85
Buffalo	2.941	268.6	7,160	3.994	55.7%	4.460	2,990	65.3%		12	79.59		28	70.8%			139
Cleveland Detroit	10,796	369.0 159.3	12,362	5,325 4,681	43.1%	12,520	10,026	80.1% 47.1%	1,296 762 284	1,22	94.79	3,921	2,76	69.9% 56.3%		26 15	11,30 5,79
Hardord	1.364	200.8	2,696	1,046	28.9%	2.200	1,227	55.6%	284	17	62.01	579	290	68.2%			800
Indianapolis Macchester	7,323	452.1	8,761	4,555	52.0% 41.0%	8,160	6,581	80.6% 22.9%	1,400	1,24	88.45	1,949	1,211	62.3% 79.8%		16	636
New York	3,523	199.2	8.00	4.366	54.5%	4.7%	2,539	53.4%			75.55	175 985	64	65.0%	- 1		3.90
Newark Dhiladelphia	863 7 196	129.9	2,79	1,260	45.1%	1,384	510 6,921	26.8%	211	15	72.09	460	26 3.62	56.5% 77.9%	10.660		2,071
Pittabugh	4,550	402.5 263.6	17,336 6,360 2,961	1,421	53.2% 54.9%	6,100 2,941	4,414	79.3%	390 940	43 35 19		1,230	1,060	61 3%	10,840		3,53
	1,366	132.2	2,961	990	33.6% 27.8%	2,941	589 598	20.7%	843	10	21.79	149	1.16	47.0%	1		No.
Togus White River Junction	1,229	191.8	1,566	200	27.8%	1,821	506	20.1%	50	26	22.19	1,450	1,16	94.0%			37
SOUTHERN AREA	191 514	349.2	135	44.00	51.2% G185	777	576	74.60	21.69	18.97	70.09	44.62	19.19	60.3%			- 42
AGAITS	121,214	391.7	183,450	13,924	51.0%	17,900	109,320	72.7%	21,891	18,87	99.75	7.503	29,33	66.0%	180	1 1	14.82
Columbia	9,956	278.3	16,960	9,725	\$7.3%	12,790	9,975	70.2%	1,251	1,07	85.9%	2,566	1,690	66.2%			8,10
Hurrington Jackson	1,796	205.3 204.6	3,981	1,904 5,196	47.7% 64.0%	2,660	1,341	50.0% 76.2%	1,029	20	74.51	2.309	1.530	69.3% 66.3%	4	1 8	2,93
Louisville	7,646	494.8	9,97		59.1%	9,421	7,682	\$1.5%		1,16	89.15	2,453	1,86	76.0%	54	16	4,50
Montgomery Nashville	9,820	350 S 192 6	12,130	6,140	50.6% 45.4%	10,771	8,122	75.4%	4,862	4,27	87.89 77.59	2,466	1,871	76.1% 90.9%		20	10,22
	14.290		19.230							1,75					10	2	9.87
San Juan St. Petersburg	2300	295.9 392.0	4,490 36,964	2,089 21,566	66.4% 58.2%	3,940 21,17s	2,667	69.3% 75.2%	585 2,426	1,88	92.95 77.75	1,593	1,40	99.5% 50.1%		40	538 23.87
Hashington	3,677	1483.2	331	216	64.2%	4,130	3,227	79.3%	120	11	92.95	575		97.9%		13	
Hinston-Salem	28.607	397.1	31.122	15.493	49.7%	32 92	27.065	82.2%	5.500	4 99	90.65	2369	4.59	55.0%		- 1	10.36
	REGIONAL OFFICE COMPENSATION INVENTOR																
	Non-F	sting		Entitionent		Ave	and Adjustment	Sarrere		Program Review			Other	Success	Bural	Accrued	Аррамія
	Claims Pending	Aug. Days Pending	Claims Pending	Pending over 125 days	Percent Pending over 125 days	Pending	Pending over 125 days	Pending over 125 days	Pending	Pending over 125 days	Percent Pending over 125 days	Pending	Pending over 125 days	Pending over 125 days	Claims Pending	Claims Pending	Pending
CENTRAL AREA Chicago	65,765	291.5	126,111	54,866 5,230	45.1% 51.6%	84,230 7,840	52,961 5,790	62.9% 73.8%	11,980	1,49	73.09	28,241	18,690	71.5%	3,913	1,04	71,45 6.72
Des Moines	2.756	144.7	3.290	1,249	27.9%	3.30	1,304	29.5%	1,650	1,49	71.09	200	17	51.8%		1.0	5.59
Fargo Houston	12.312	102.9	1,241	13.700	35.5% 51.7%	15.22	10,579	17.5%	1,320	100	70.79	101 6.624	440	45.5%			17.53
Lincoln	1.401	104.6	2.411	712	29.4%	2.036	440	21.6%		40	81.29	996	630	64.6%	-	9	1.50
Little Rock Milwaukee	4,619	280.4 211.3	5,965	2,844	48.5% 35.7%	5,800	4,488	77.4% \$7.7%	1,336	1,19	88.95 76.65	1,564	1,12	71.6%	2.96	12	4,86 2,76
	5.591	219.0	9,530	3.797	29.7%	7.13	3,967	55.9%	906	55	59.09	2.416	1.81	75.0%		4	3.44
New Orleans Sioux Falls	6,734	365.7 43.3	7,960	3,693	46.3% 27.9%	9,164	6,286	77.0% 5.2%	360	30 18	23.79	2,036	1,52	74.9% 77.1%		26	524
							4,000		792 2,220			153 3,183			861	21	6.07
St. Paul Maco	1,271	117.9 270.7	11,070	3,112	28.1%	3,236	11.477	24.8%	1,000	44	43.89	77N 5.960	36	47.3% 56.2%	46	10	1,50
Wichita	1,500	193.3	3.514	1,513	43.1%	2.190	1,200	54.7%	261	17	97.79	513	29	50.3%		10	1.40
MESTERN AREA Abuquerque	99,963	298.6 271.0	124,990	63,644	58.9% 43.6%	120,700	91,242	75.6% 61.1%	22,074	19,54	88.59 71.49	27,333 991	25,180 82	67.5% 93.5%	330	41	44,27 2,02
Anchorage	2,801	468.0	1,336	524	39.2%	3,368	2,838	84.6%	1,566	1,42	90.99		330	73.6%			19
Stoke Cheyenne	829	169.0	2,170	913	41.9% 27.9%	1,29	404	31.5% 54.0%	290	20	69.29	\$75	321	56.7%			99
	8,536 8,536	296.0	1,02 9,740	285 5,006	\$1.4%	10.281		79.8%	2,364 2,364	1,89	80.1%	24G 2,2ST	1,621	71.8%		1	4,45
Pt. Harrison Monohilu	1,233	248.6	1,290	362 2,284	27.9% 54.7%	2,150	1,288	59.9% 60.3%	400	36	89.15	166	71	45.2% 67.5%			19
Los Angeles		248.6	15.536		59.4%	9.779		77.4%	1.420	126	89.47	3,500 549	1.97	56.2%		2	5.24
Manila Onklood	11 566	117.6	1,001	9.772	35.8% 53.4%	900	11,158	34.1% 29.5%	1,596	139		546	321	59.7%	200	7	1,20
Phoenix	8,330	338.3	8.960	3.719	41.4%	9,690		78.4%	949	75	88.47	3,529	2.16	62.0%	- 1	- 1	6.12
Portland Penn	7,836	397.3	9,280 5,760	4,736	\$1.0% 63.0%	10,014	7,671	76.6%	3,133	2,84	90.99	2,653	1,23	65.2% 67.9%		5	526
Salt Lake City	16,201	555.8	9.960	4.250	53.6%	17.368	14,290	82.3%	2.764	2.63	95.29	1.134	811	71.5%			51
San Diego Seattle	8,216	300.0	15,58	5,696	36.6% 61.8%	10,450	6,730	64.4%	1,681	1,54	91.95	2,346	1,60	68.5%		. 4	3,15
OTHER	15,779	2053.2	14,580	10,266	88.2%	19,941	15,718	79.2%	4,841	4,28	100.01	3,200	1.36	42.6%	- 1	10	11.72
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	Manual	Mino		Eritioner			EGIONA	L OF	ICE PE	ISION INVEN	TORY		Dew		Burial	Account	Accesis
1						- Aut		Percent						Percent			-7/1001
1	Claims Pending	Avg. Days. Pending	Claims Pending	Pending over 125 days	Percent Pending over 125 days	Pending	Pending over 125 days	Pending over 125	Pending	Pending over 125 days	Percent Pending over 125 days	Pending	Pending over 125 days	Pending over 125	Claims Pending	Claims Pending	Pending
	1							days						days			
USA Della saledia	29,828	102.3	27,214	3,836	14.0%	61,550	15,493	25.2%	23,470	23,46	99.97	6,726 4,641	2,30	24.4%	9,353	4,94	2,48
Milesvine	6.906	64.6	5,792 10,362	100	2.2%	12.99	1,115 7,000	9.6%	12,821 566 9,860	56	99.87	4,643 513 1,171	96	18.2%	1,060 640 7,491	1,47	1,00
St. Paul Other (in tonoit)	15,463 NA	123.6 N/A	10,362	1,079	10.4%	20,980	7,069	23.7%	9,860	9,86	100.01	1,171	92	79.7%	7,491	2,00	- 26