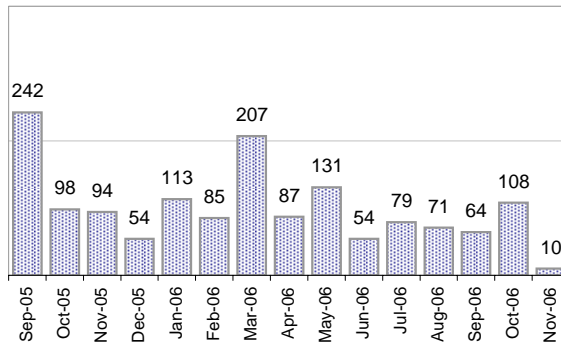


## Creating Cases

Total from Last Week

20

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

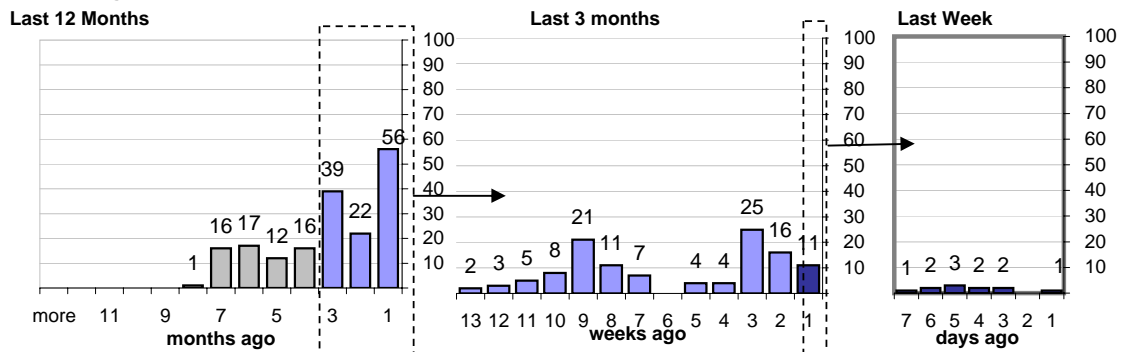
	Now	Year Ago	% Change
this week	2.3	10.5	-78%
last 3 months	2.6	5.9	-56%
last 12 months	3.2	6.4	-50%

## The Queue

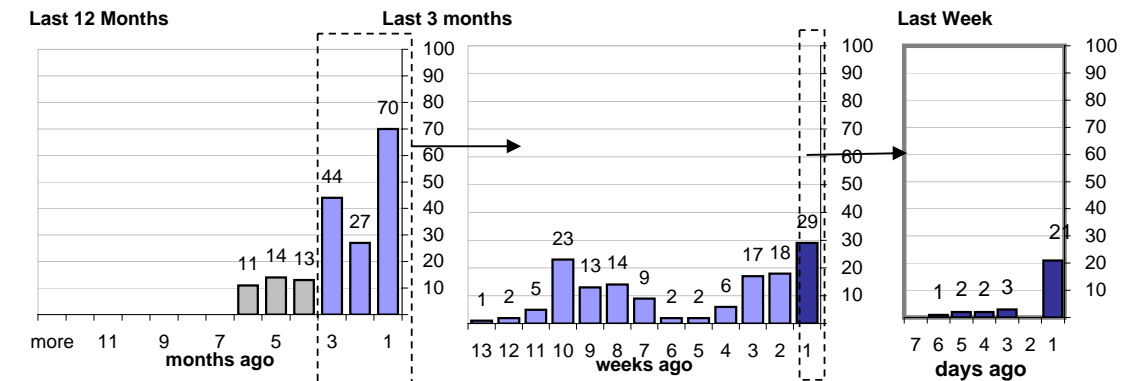
Currently Pending

179

Calendar Age of Open Cases



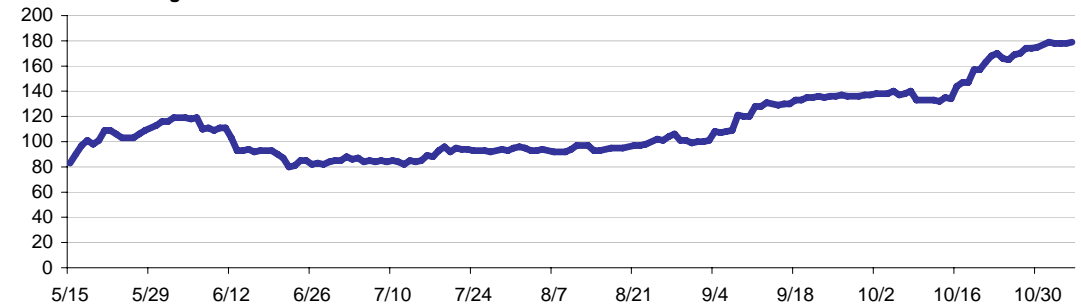
Time Since Last Activity of Any Kind, in Cases that are currently Open



## Closing Cases

more than 14 days  
26%  
 3 to 14 days  
16%  
 < 3 days  
58%  
 (over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: **97 ↑**