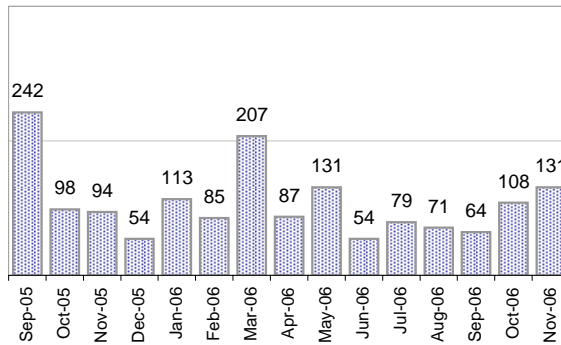


## Creating Cases

Total from Last Week

57

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

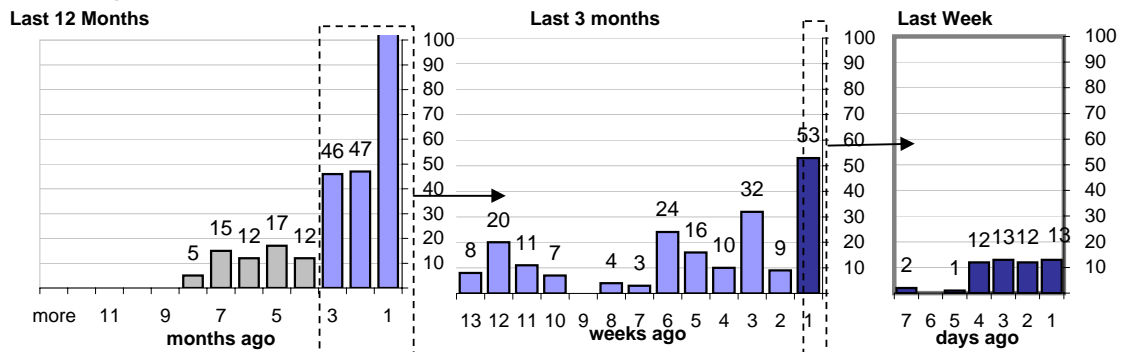
	Now	Year Ago	
this week	8.1	1.6	401%
last 3 months	3.5	5.8	-40%
last 12 months	3.4	6.3	-47%

## The Queue

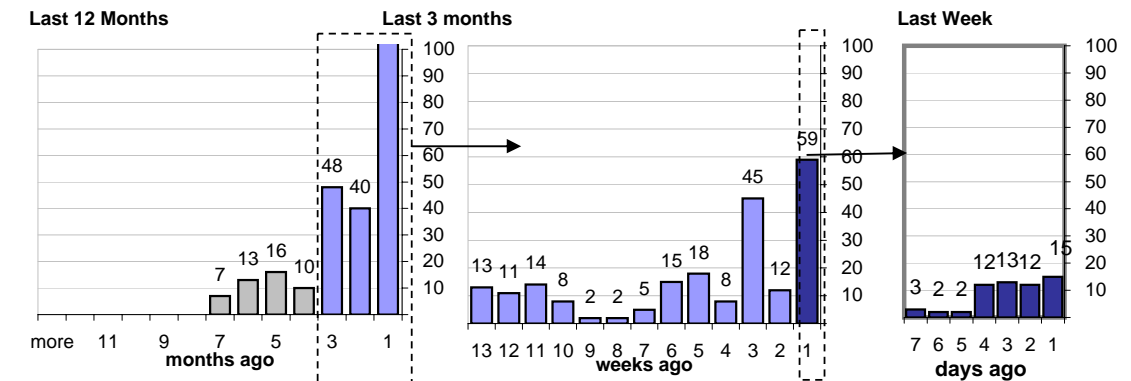
Currently Pending

258

Calendar Age of Open Cases



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



## Closing Cases

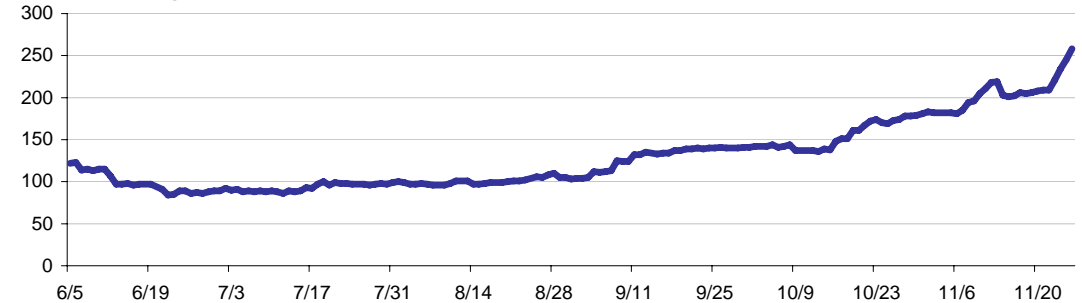
more than 14 days  
**27%**

3 to 14 days  
**18%**

< 3 days  
**56%**

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: **135 ↑**