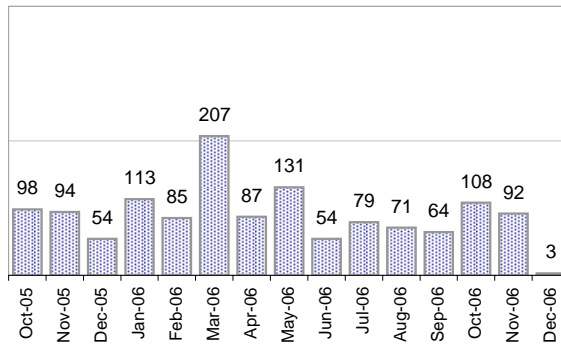


## Creating Cases

Total from Last Week

15

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	2.0	2.1	-6%
last 3 months	2.9	5.8	-51%
last 12 months	3.2	6.2	-48%

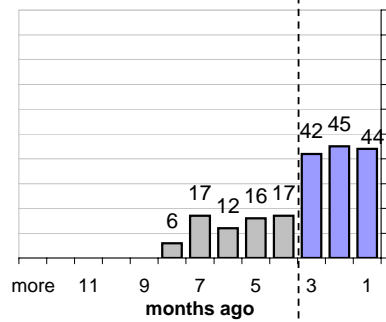
## The Queue

Currently Pending

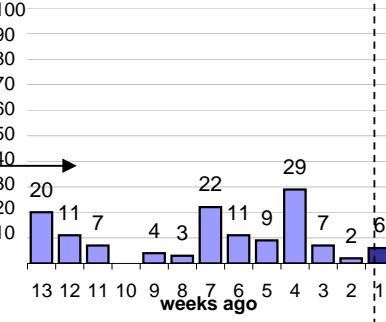
199

Calendar Age of Open Cases

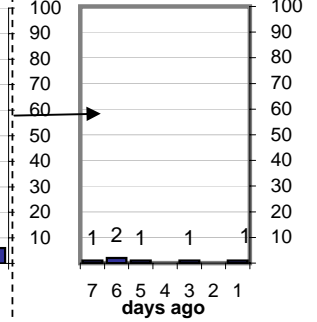
Last 12 Months



Last 3 months

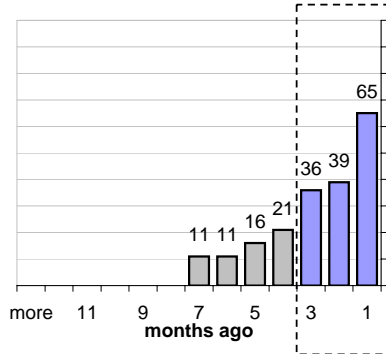


Last Week

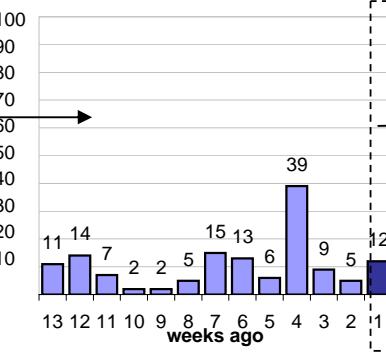


Time Since Last Activity of Any Kind, in Cases that are currently Open

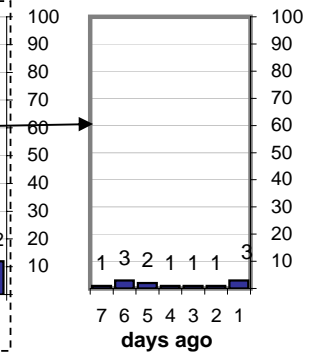
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 14 days

32%

3 to 14 days

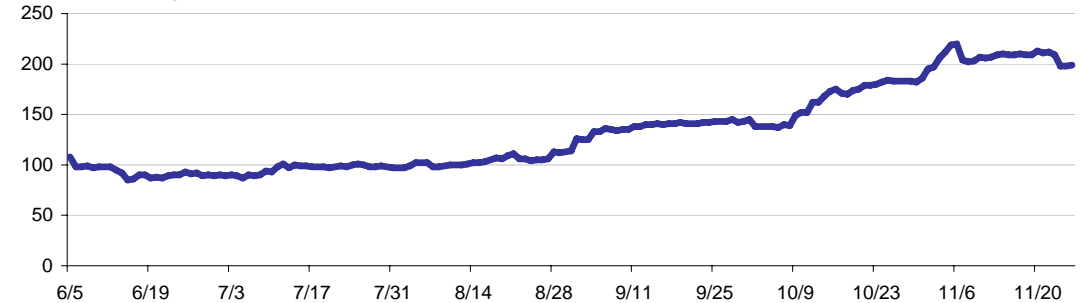
18%

< 3 days

50%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months:

83 ↑