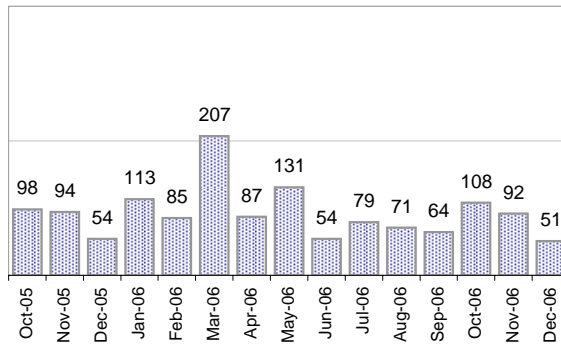


## Creating Cases

Total from Last Week

21

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	2.3	3.6	-37%
last 3 months	2.8	5.9	-53%
last 12 months	3.2	6.1	-48%

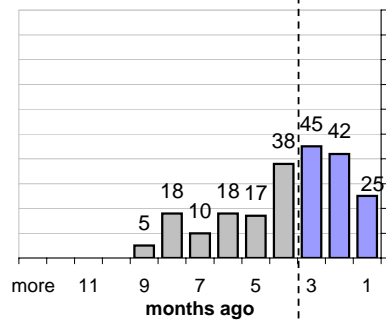
## The Queue

Currently Pending

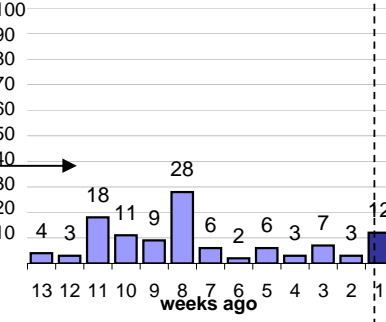
218

Calendar Age of Open Cases

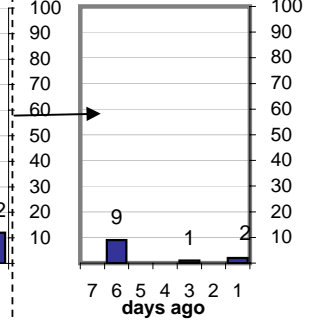
Last 12 Months



Last 3 months

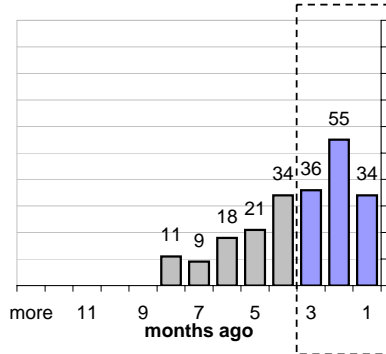


Last Week

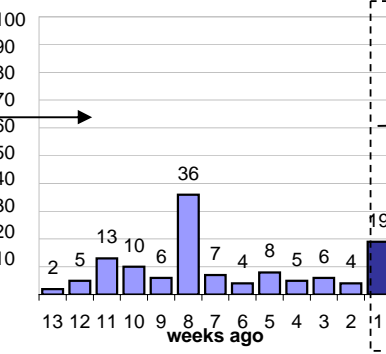


Time Since Last Activity of Any Kind, in Cases that are currently Open

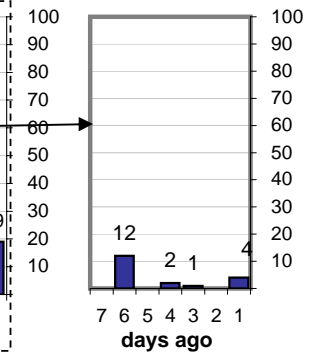
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 14 days

31%

3 to 14 days

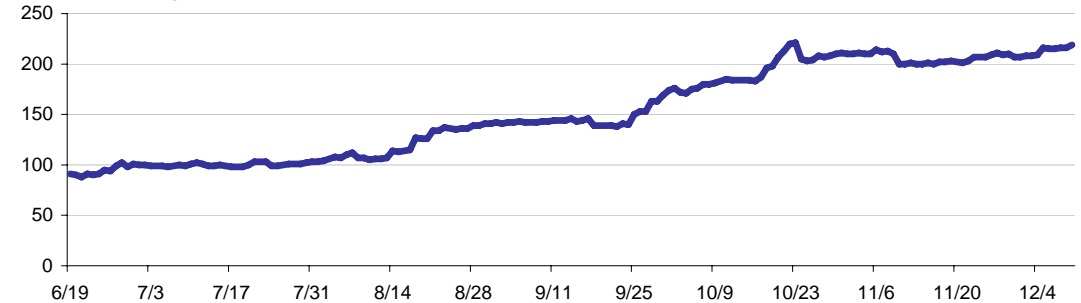
20%

< 3 days

49%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months:

128 ↑