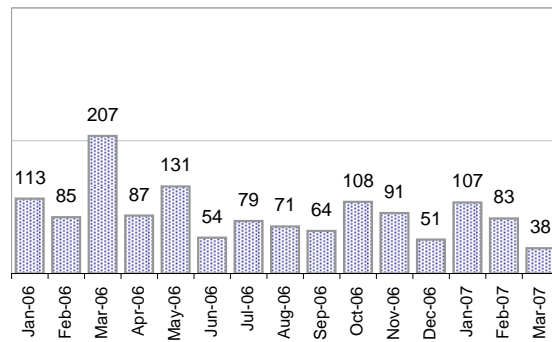


Creating Cases

Total from Last Week

24

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

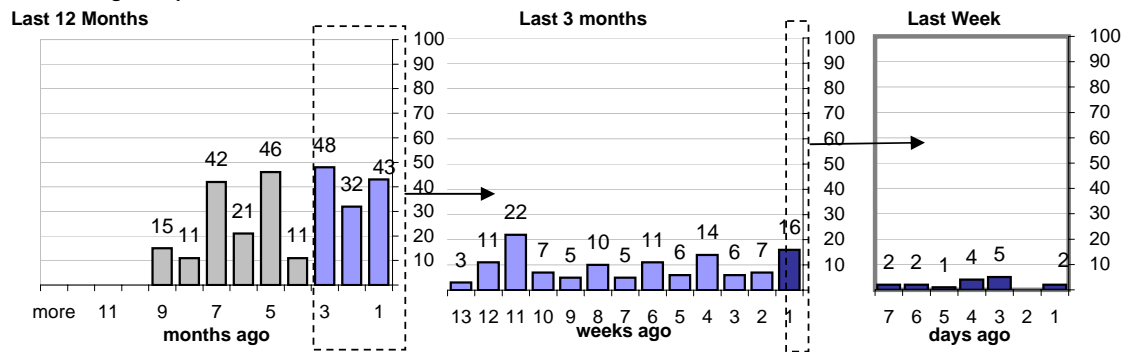
	Now Year Ago		
this week	3.0	4.9	-38%
last 3 months	2.8	3.5	-21%
last 12 months	3.1	5.8	-47%

The Queue

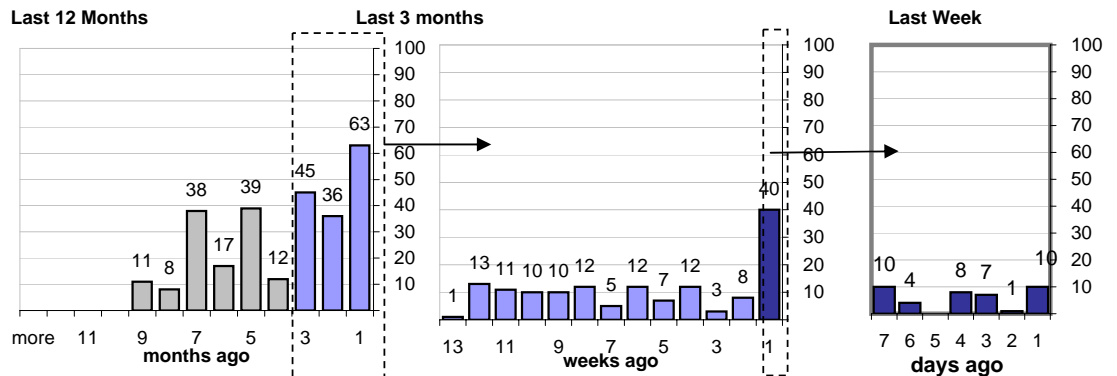
Currently Pending

269

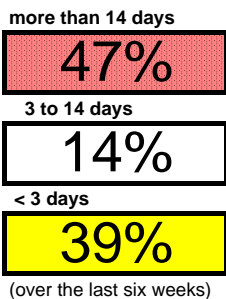
Calendar Age of Open Cases



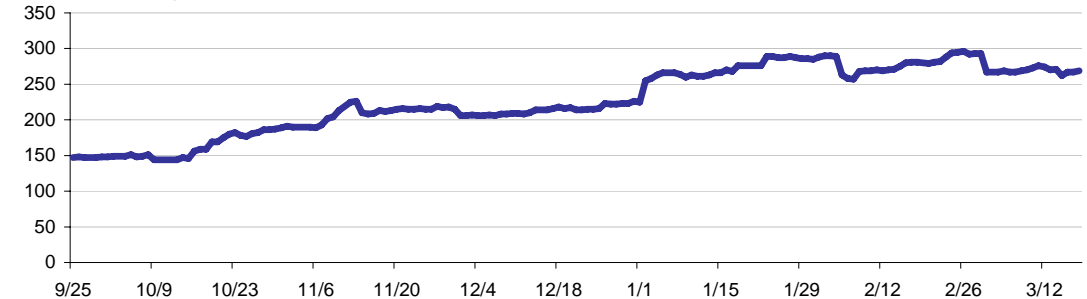
Time Since Last Activity of Any Kind, in Cases that are currently Open



Closing Cases



Estimated Pending Queue over the last six months



Net change in Q over six months: **122 ↑**