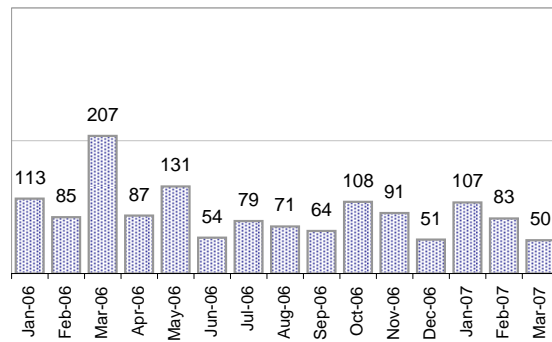


## Creating Cases

Total from Last Week

21

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

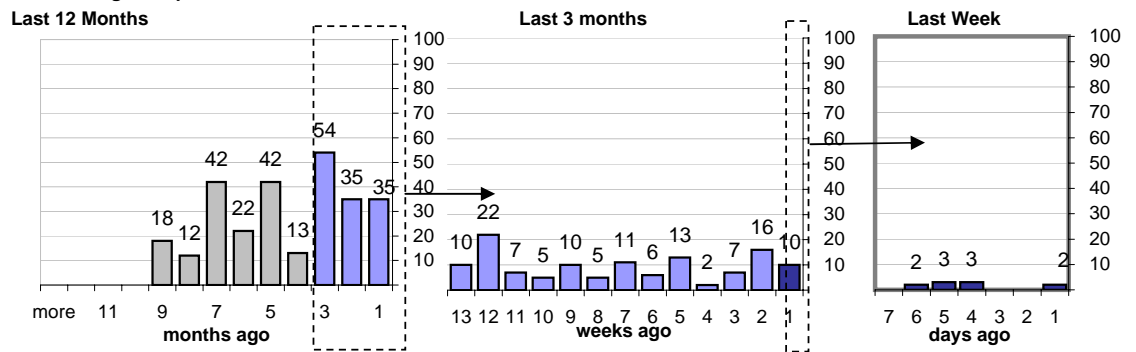
|                | Now Year Ago |     |      |
|----------------|--------------|-----|------|
| this week      | 0.3          | 1.4 | -79% |
| last 3 months  | 2.6          | 3.5 | -24% |
| last 12 months | 2.7          | 5.8 | -53% |

## The Queue

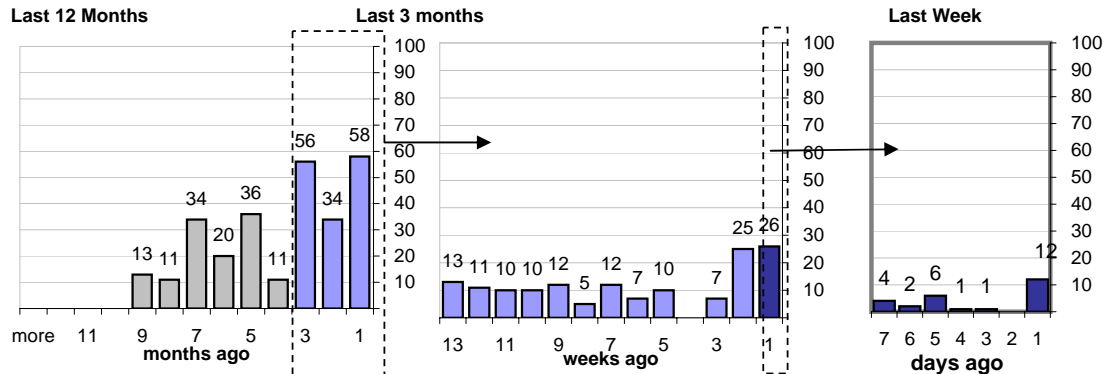
Currently Pending

273

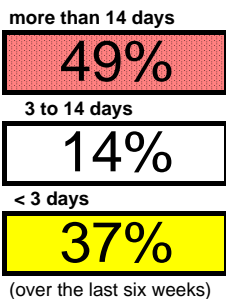
Calendar Age of Open Cases



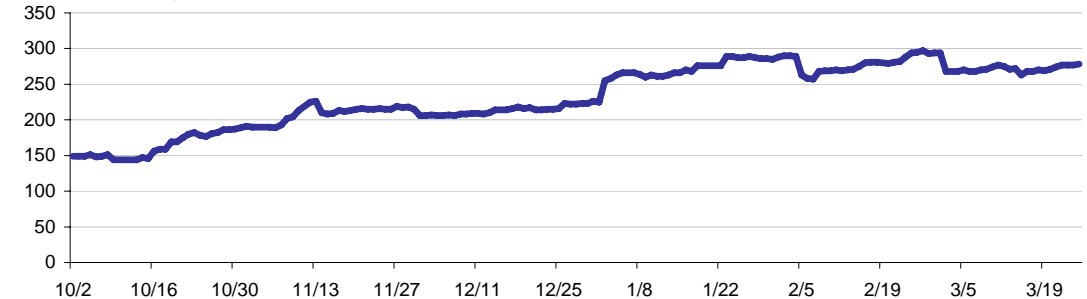
Time Since Last Activity of Any Kind, in Cases that are currently Open



## Closing Cases



Estimated Pending Queue over the last six months



Net change in Q over six months: 125 ↑