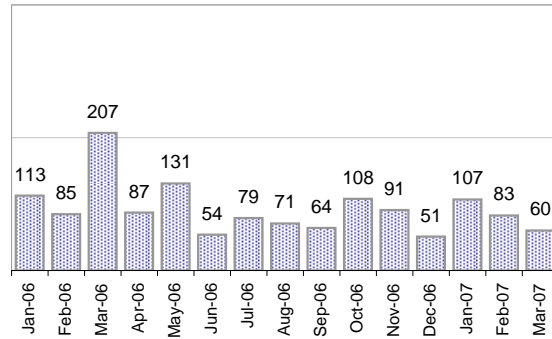


Creating Cases

Total from Last Week

16

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now Year Ago		
this week	1.7	1.5	14%
last 3 months	2.7	3.5	-21%
last 12 months	2.8	5.8	-52%

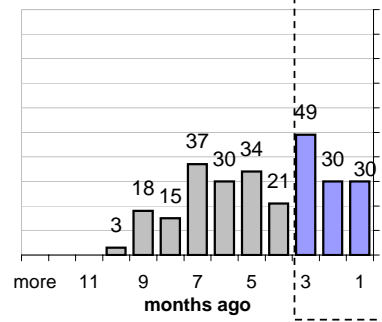
The Queue

Currently Pending

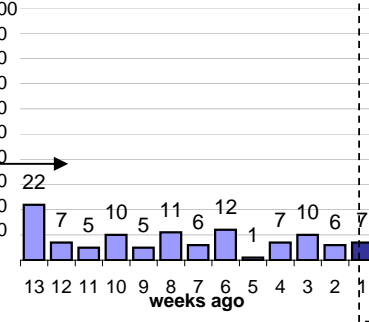
267

Calendar Age of Open Cases

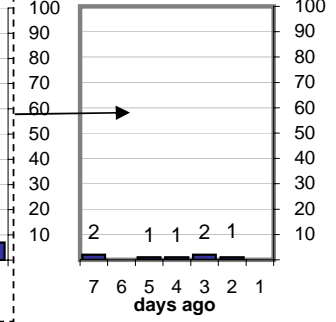
Last 12 Months



Last 3 months

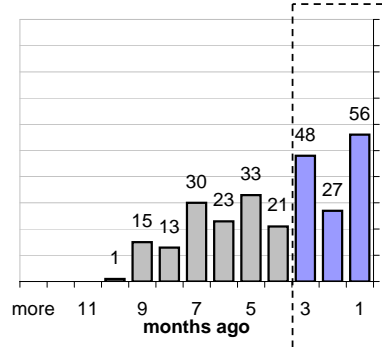


Last Week

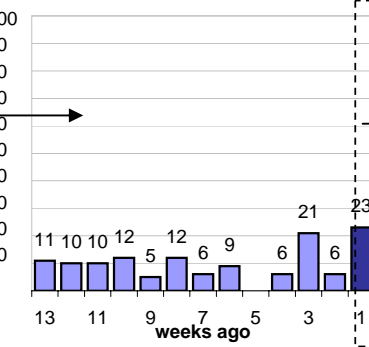


Time Since Last Activity of Any Kind, in Cases that are currently Open

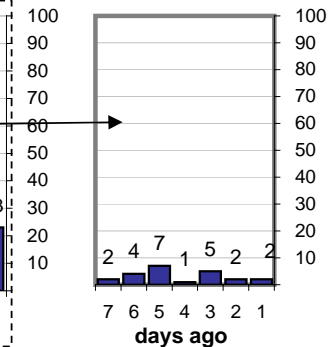
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 14 days

50%

3 to 14 days

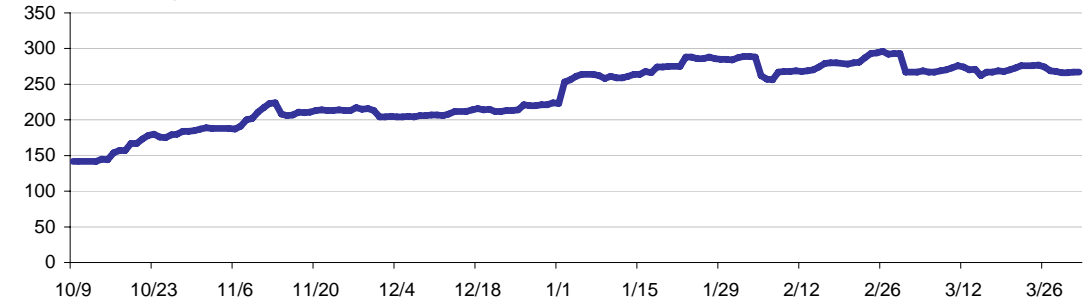
14%

< 3 days

36%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months:

118 ↑