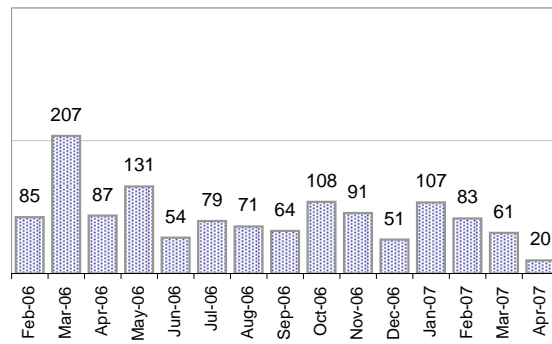


Creating Cases

Total from Last Week

21

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now Year Ago		
this week	2.9	4.0	-29%
last 3 months	2.5	3.5	-29%
last 12 months	2.8	5.7	-52%

* latest month is month-to-date

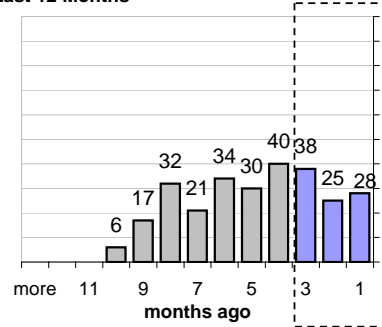
The Queue

Currently Pending

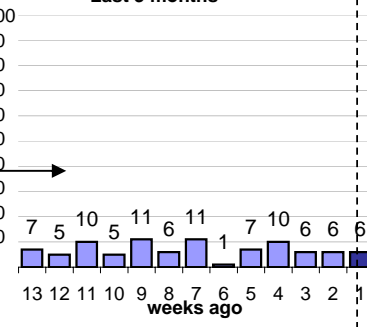
271

Calendar Age of Open Cases

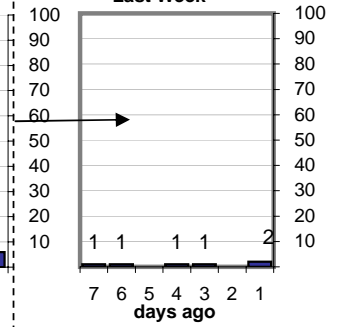
Last 12 Months



Last 3 months

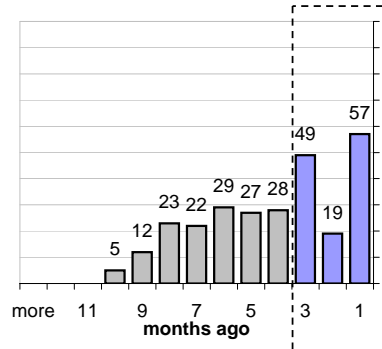


Last Week

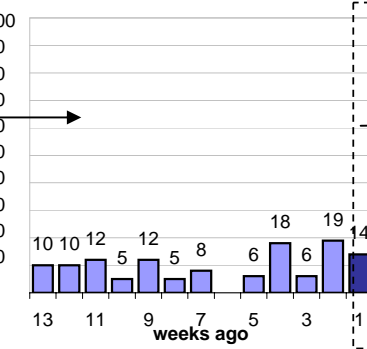


Time Since Last Activity of Any Kind, in Cases that are currently Open

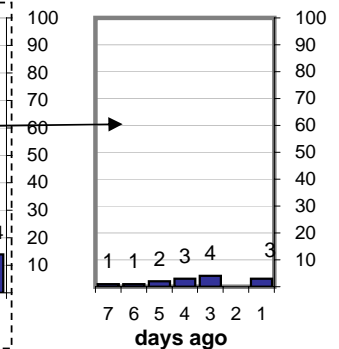
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 14 days

50%

3 to 14 days

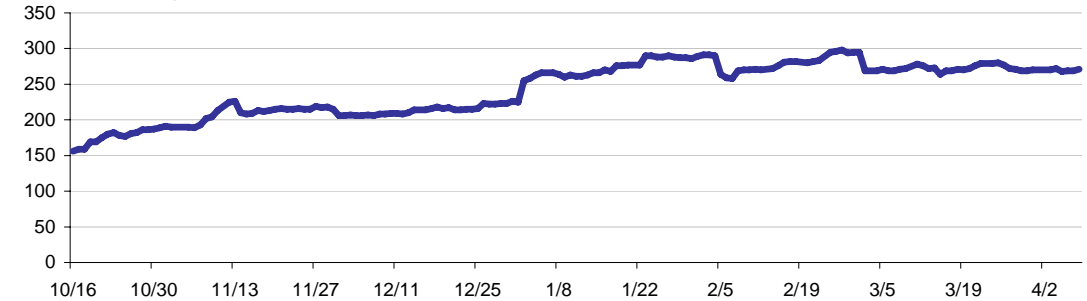
11%

< 3 days

39%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: 125 ↑