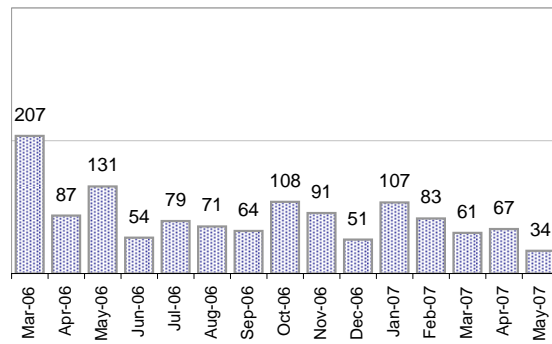


## Creating Cases

Total from Last Week

20

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now Year Ago		
this week	1.7	18.6	-91%
last 3 months	2.2	5.0	-57%
last 12 months	2.7	5.7	-53%

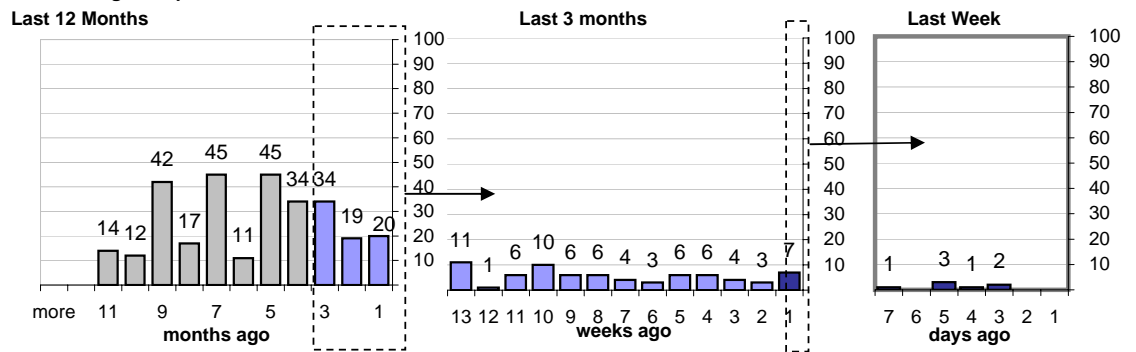
\* latest month is month-to-date

## The Queue

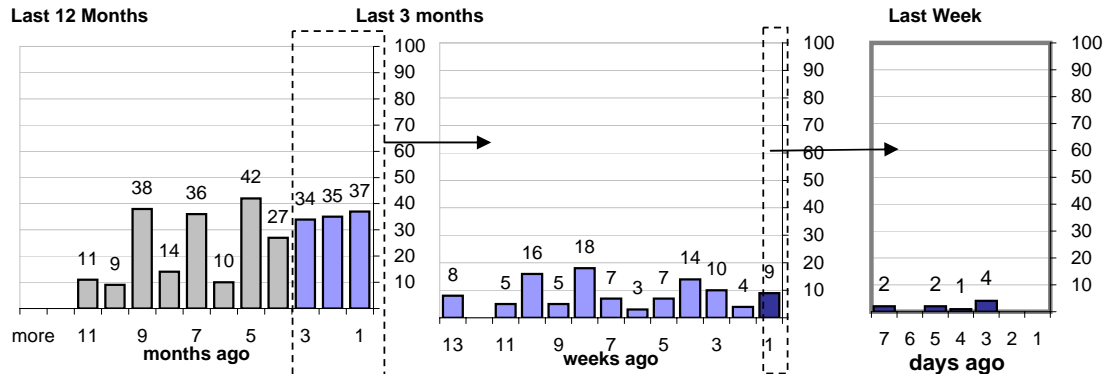
Currently Pending

293

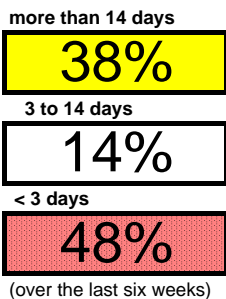
Calendar Age of Open Cases



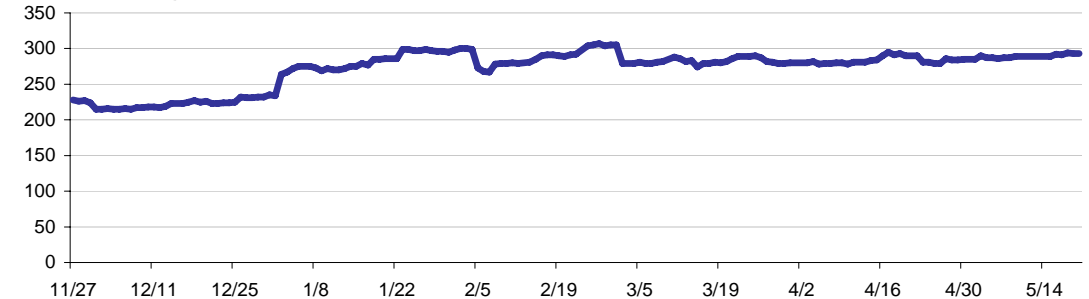
Time Since Last Activity of Any Kind, in Cases that are currently Open



## Closing Cases



Estimated Pending Queue over the last six months



Net change in Q over six months: **69** ↑