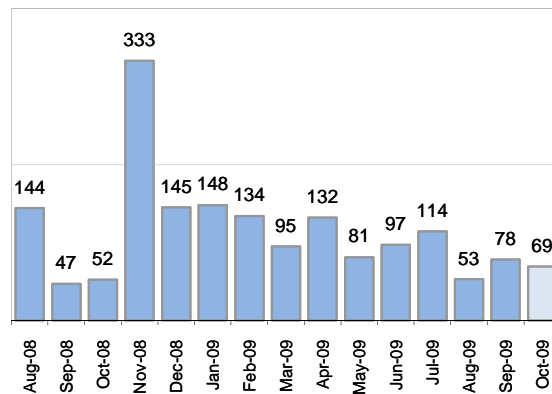


Creating Cases

Total from Last Week

25

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now Year Ago		
this week	3.0	5.5	-45%
last 3 months	2.2	6.0	-63%
last 12 months	4.0	4.4	-7%

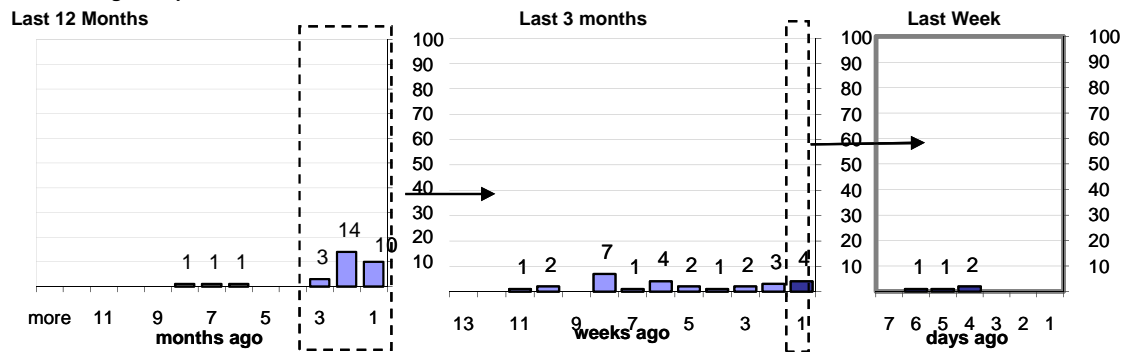
* latest month is month-to-date

The Queue

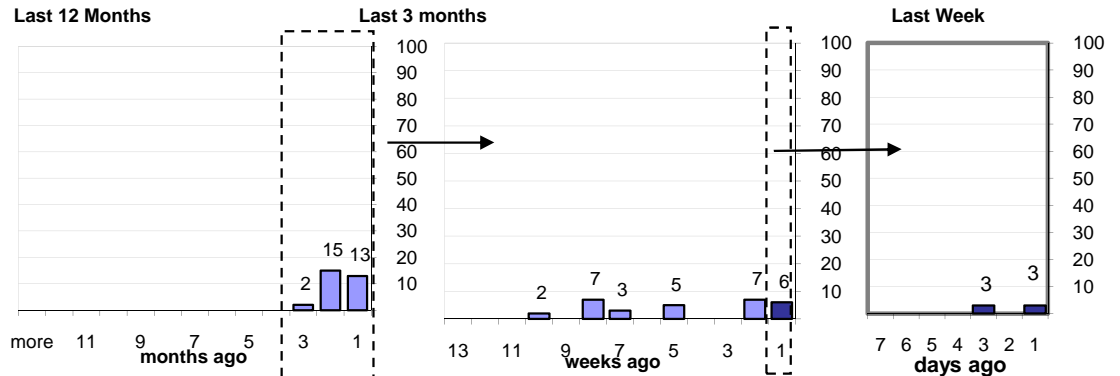
Currently Pending

30

Calendar Age of Open Cases



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



Closing Cases

more than 14 days

35%

3 to 14 days

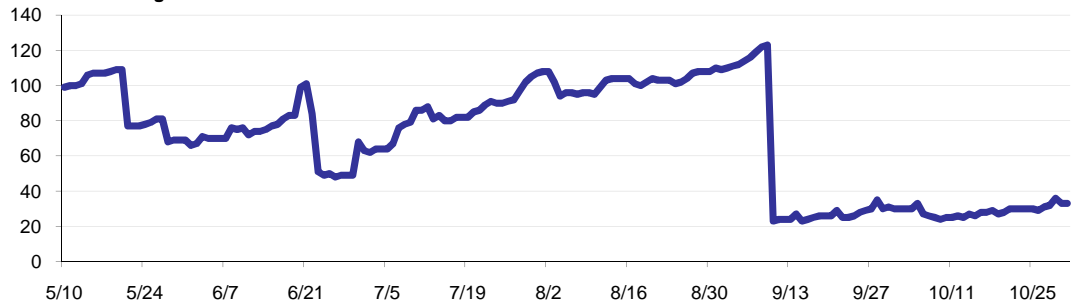
27%

< 3 days

39%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: -69 ↓