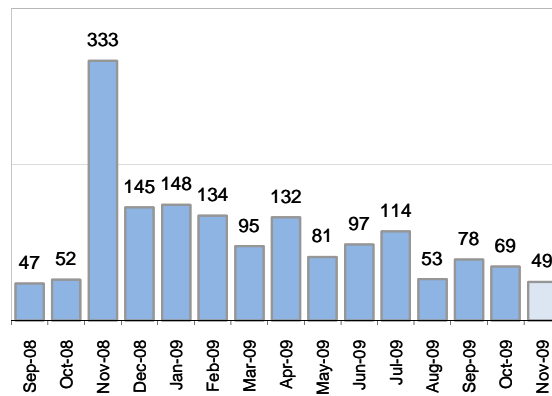


Creating Cases

Total from Last Week

12

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now Year Ago		
this week	0.4	1.9	-77%
last 3 months	2.0	6.3	-67%
last 12 months	3.2	4.8	-33%

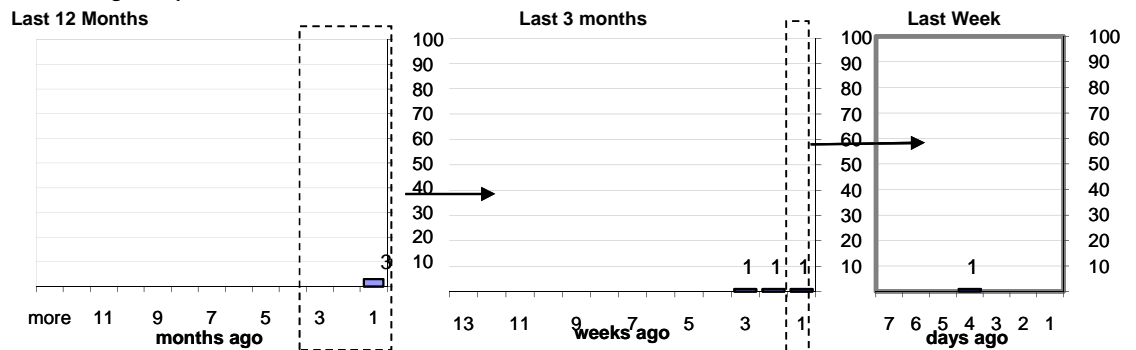
* latest month is month-to-date

The Queue

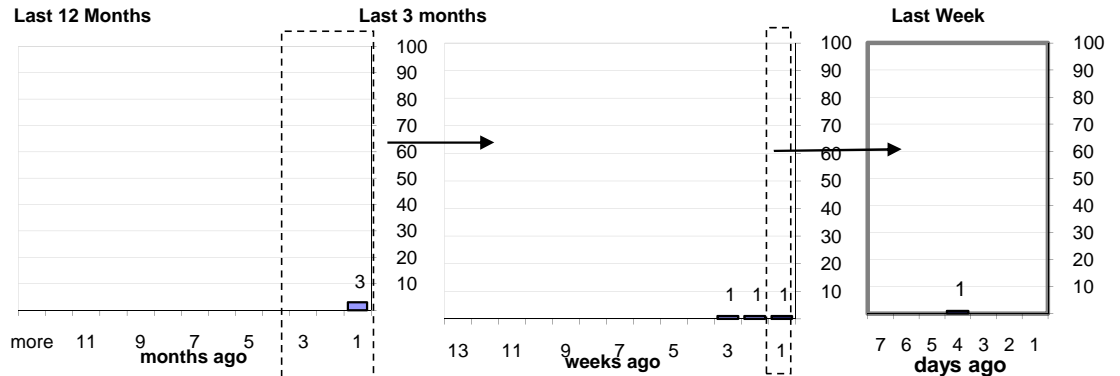
Currently Pending

3

Calendar Age of Open Cases



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



Closing Cases

more than 14 days

39%

3 to 14 days

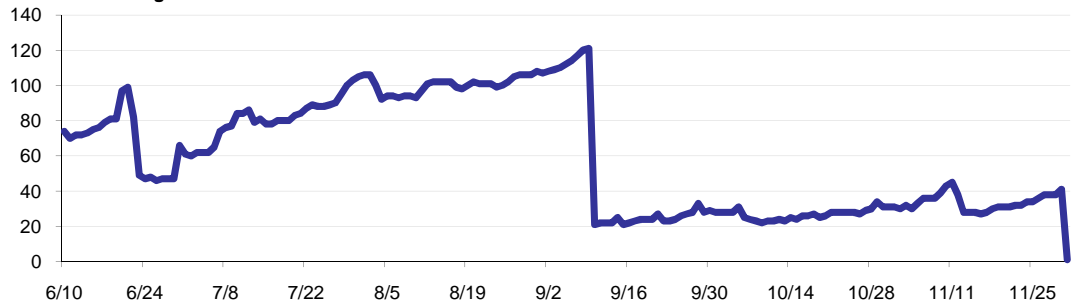
26%

< 3 days

35%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: -72 ↓