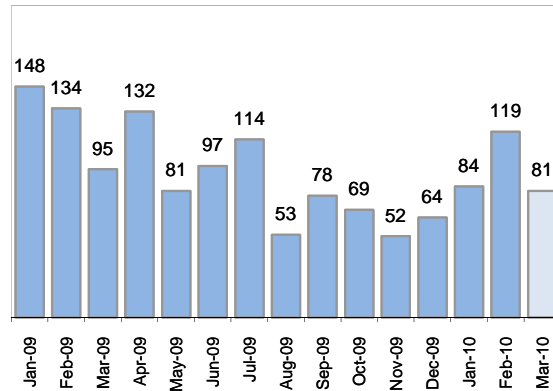


Creating Cases

Total from Last Week

29

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now Year Ago		
this week	1.9	6.0	-69%
last 3 months	3.1	7.3	-57%
last 12 months	2.8	6.3	-56%

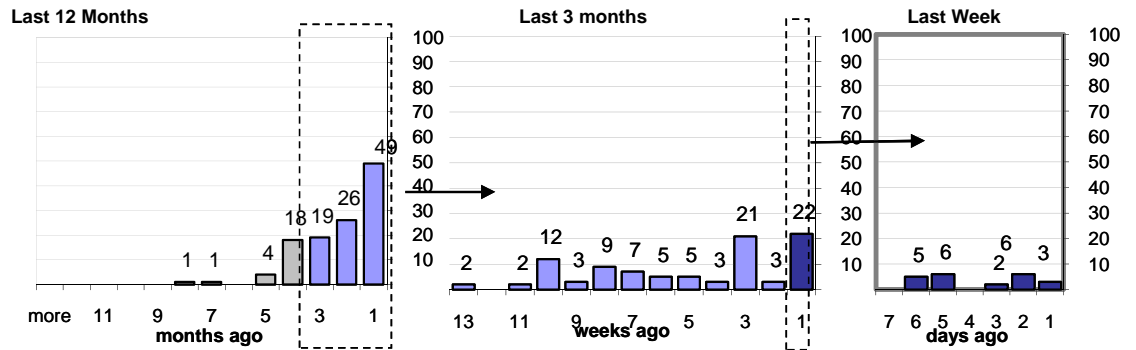
* latest month is month-to-date

The Queue

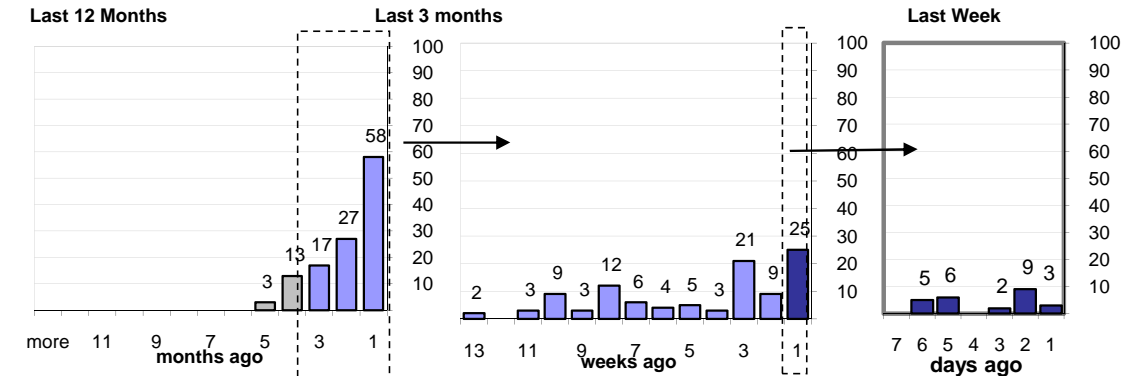
Currently Pending

118

Calendar Age of Open Cases



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



Closing Cases

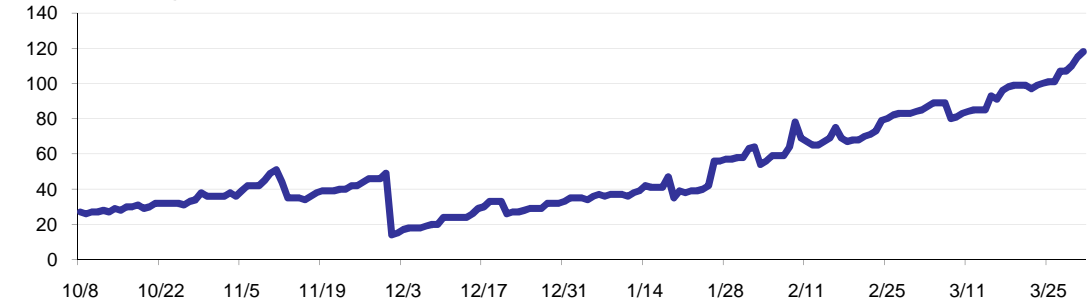
more than 14 days
18%

3 to 14 days
34%

< 3 days
49%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: **90 ↑**