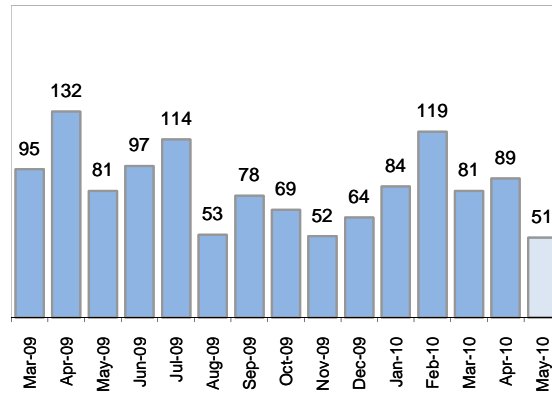


Creating Cases

Total from Last Week

23

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

| | Now Year Ago | | |
|----------------|--------------|-----|------|
| this week | 2.6 | 3.1 | -18% |
| last 3 months | 2.4 | 5.5 | -56% |
| last 12 months | 2.6 | 5.8 | -55% |

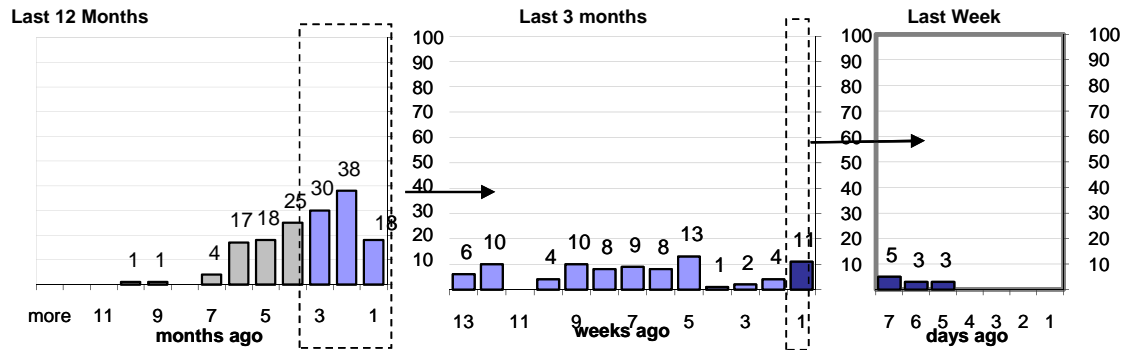
* latest month is month-to-date

The Queue

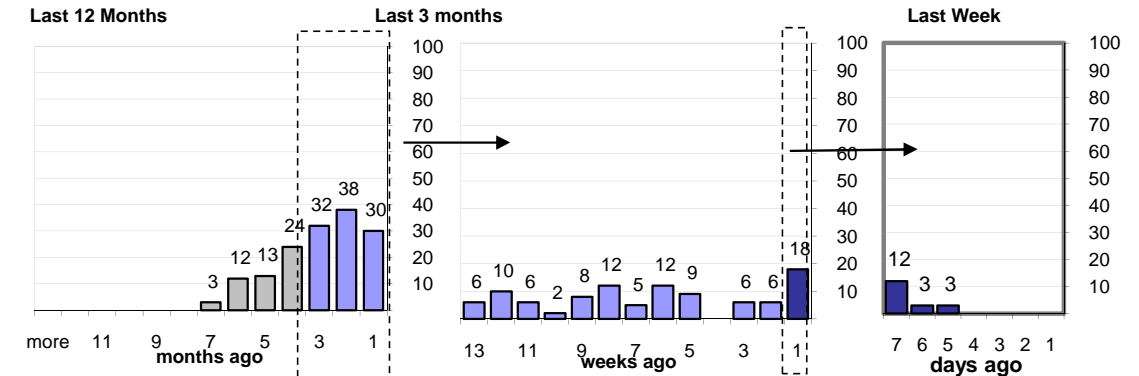
Currently Pending

152

Calendar Age of Open Cases



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



Closing Cases

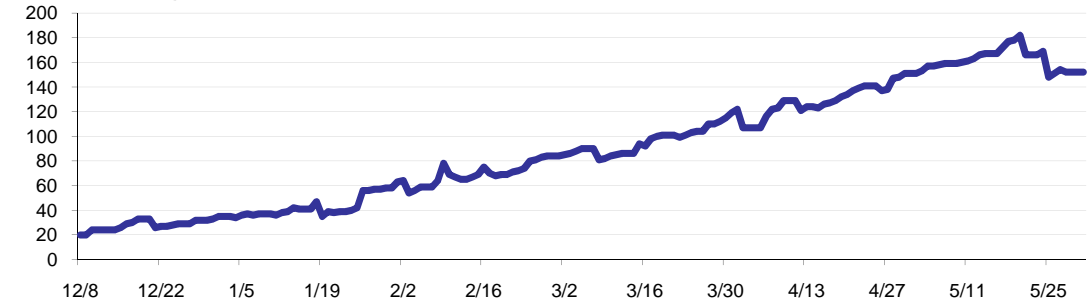
more than 14 days
21%

3 to 14 days
36%

< 3 days
43%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: **133 ↑**