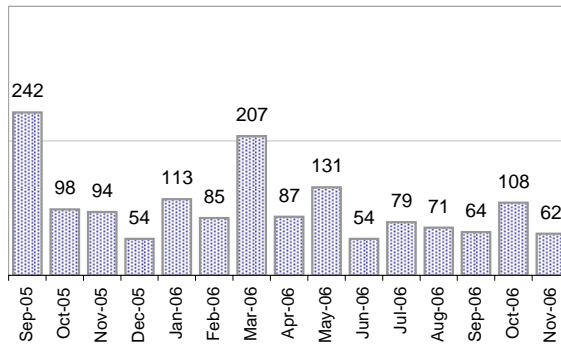


Creating Cases

Total from Last Week

49

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	0.1	7.5	-98%
last 3 months	2.9	6.2	-53%
last 12 months	3.2	6.4	-50%

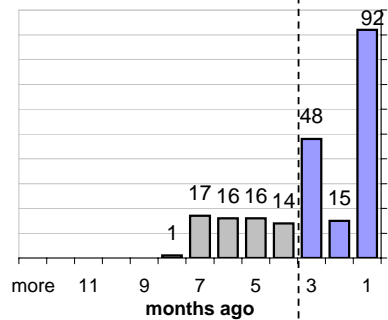
The Queue

Currently Pending

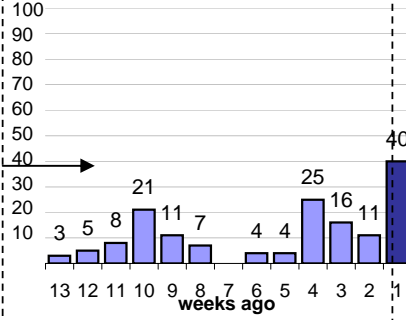
219

Calendar Age of Open Cases

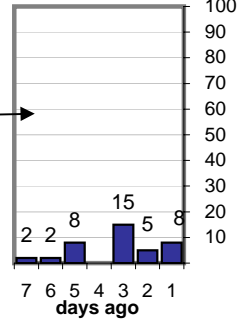
Last 12 Months



Last 3 months

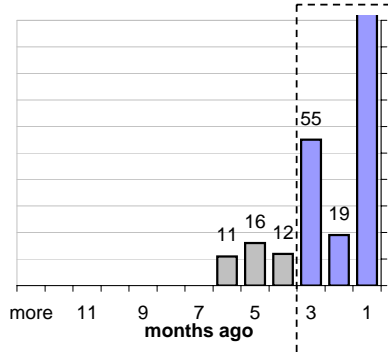


Last Week

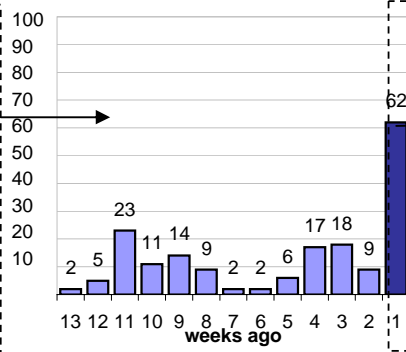


Time Since Last Activity of Any Kind, in Cases that are currently Open

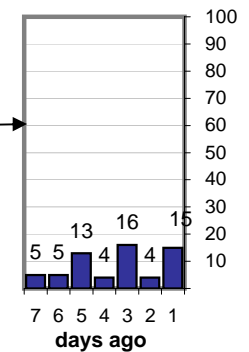
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 14 days

25%

3 to 14 days

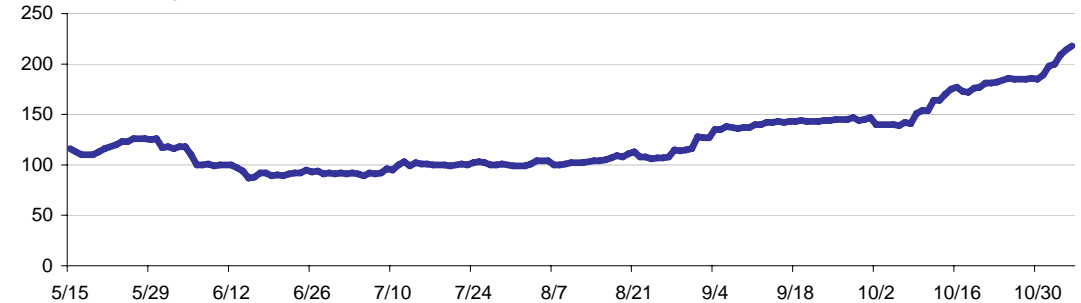
17%

< 3 days

59%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: **103 ↑**