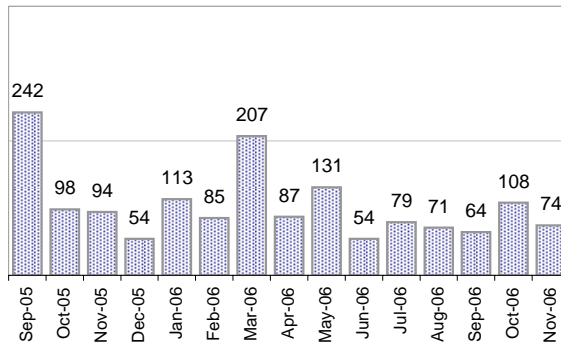


Creating Cases

Total from Last Week

23

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

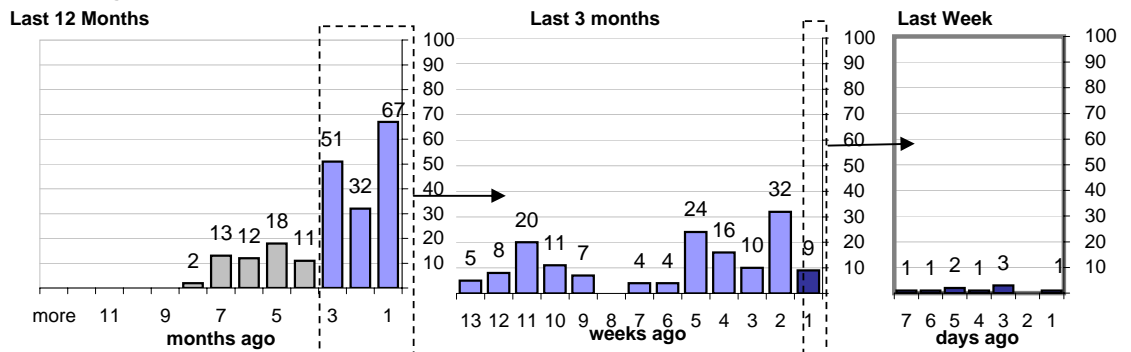
	Now	Year Ago	% Change
this week	2.0	3.3	-38%
last 3 months	3.1	6.1	-50%
last 12 months	3.3	6.4	-49%

The Queue

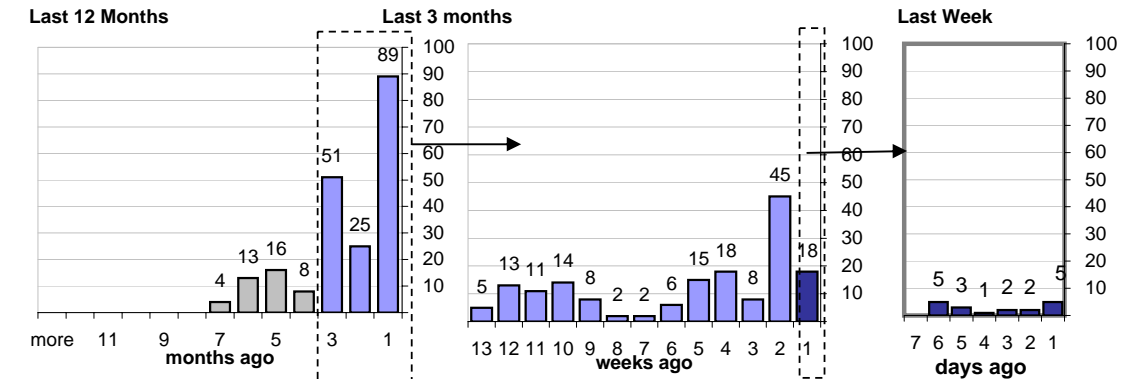
Currently Pending

206

Calendar Age of Open Cases



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



Closing Cases

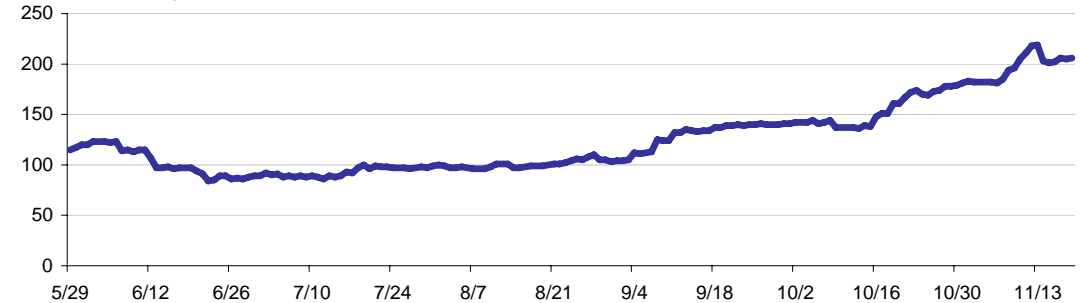
more than 14 days
30%

3 to 14 days
17%

< 3 days
53%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: **93 ↑**