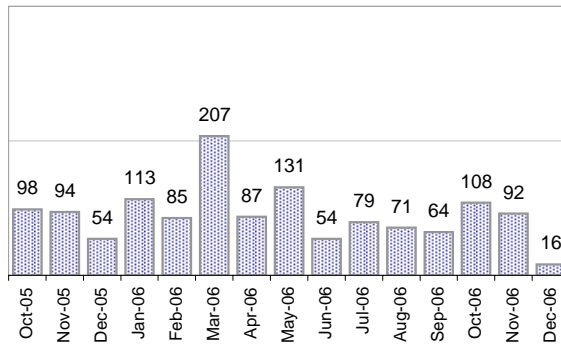


Creating Cases

Total from Last Week

13

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

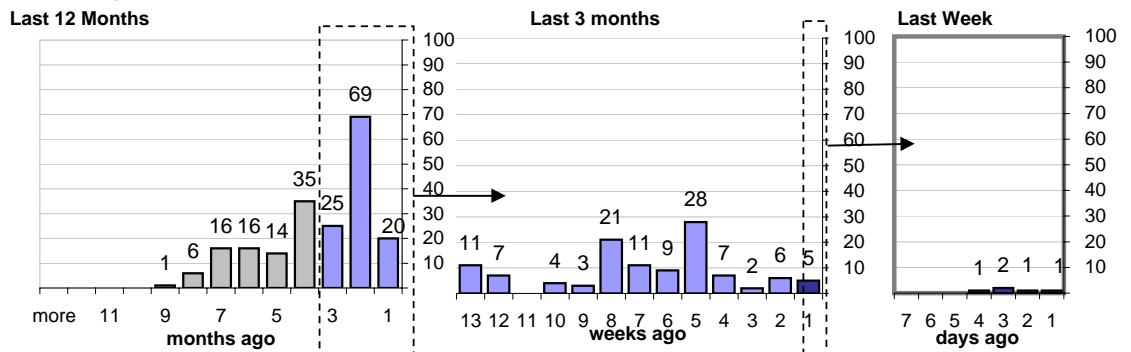
	Now	Year Ago	% Change
this week	0.1	4.0	-96%
last 3 months	2.5	5.8	-57%
last 12 months	3.1	6.2	-49%

The Queue

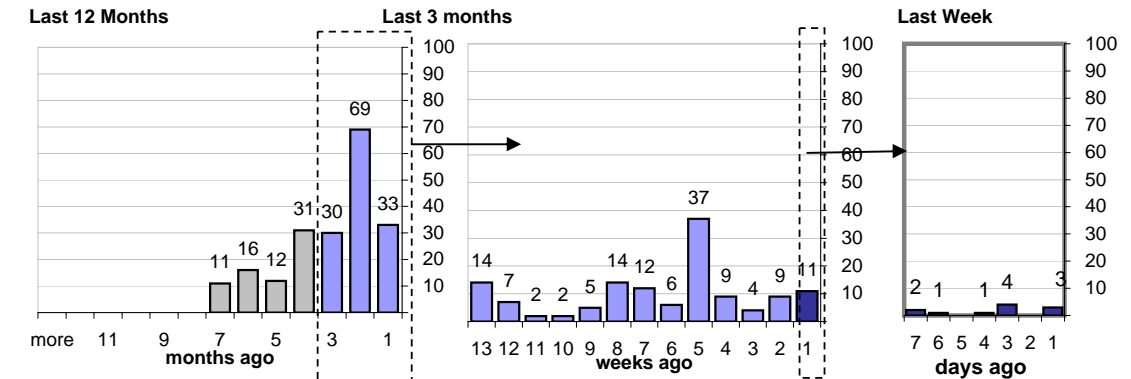
Currently Pending

202

Calendar Age of Open Cases



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



Closing Cases

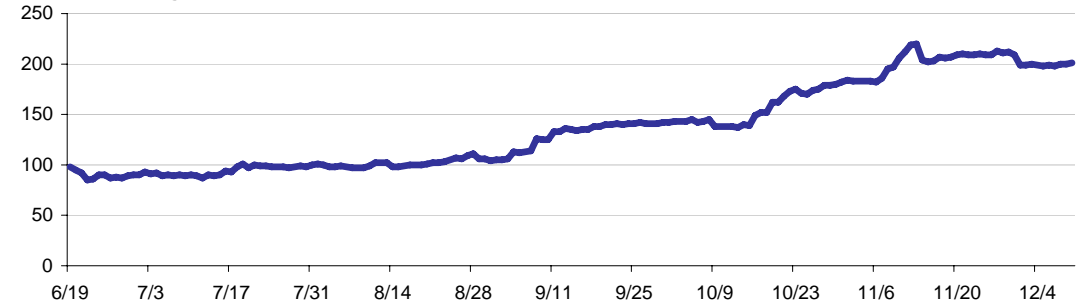
more than 14 days
31%

3 to 14 days
18%

< 3 days
51%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: **104 ↑**