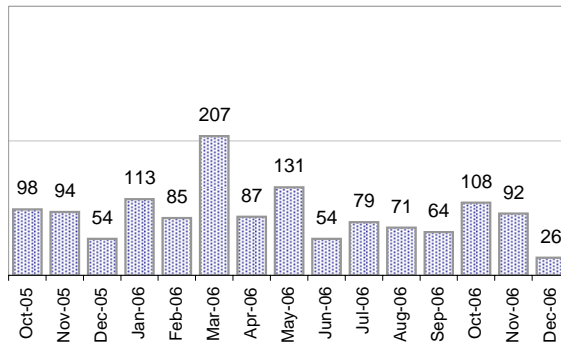


Creating Cases

Total from Last Week

13

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	1.6	3.5	-55%
last 3 months	2.6	5.8	-54%
last 12 months	3.2	6.1	-49%

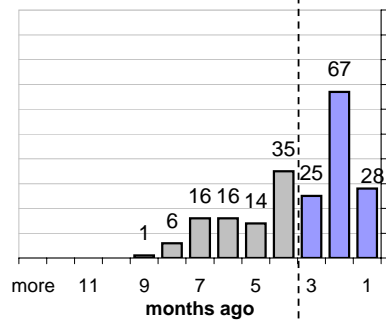
The Queue

Currently Pending

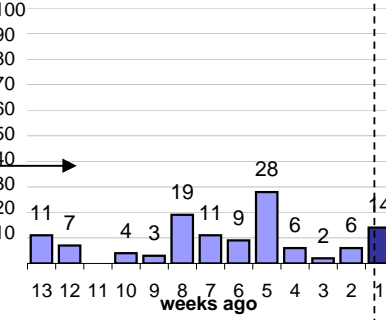
208

Calendar Age of Open Cases

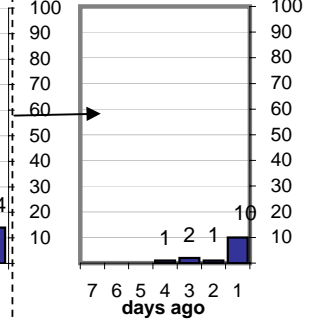
Last 12 Months



Last 3 months

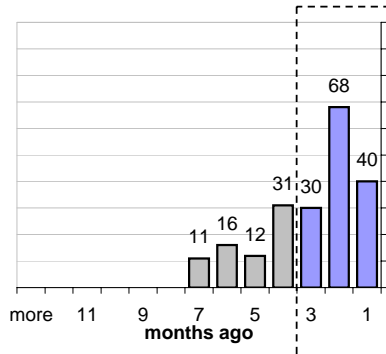


Last Week

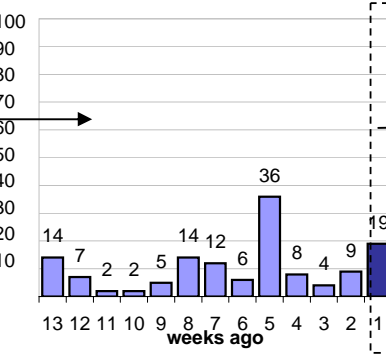


Time Since Last Activity of Any Kind, in Cases that are currently Open

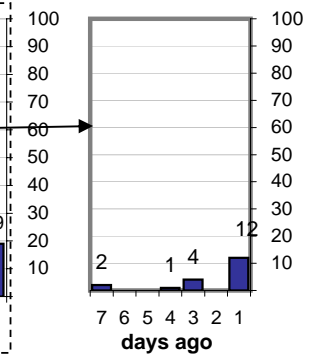
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 14 days

32%

3 to 14 days

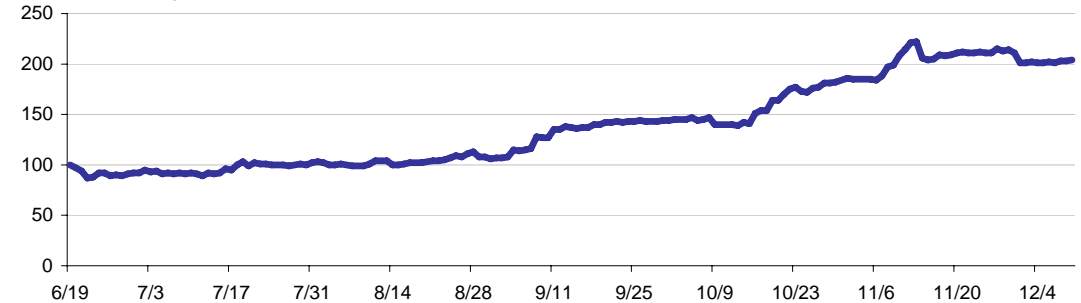
18%

< 3 days

50%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: **108** ↑