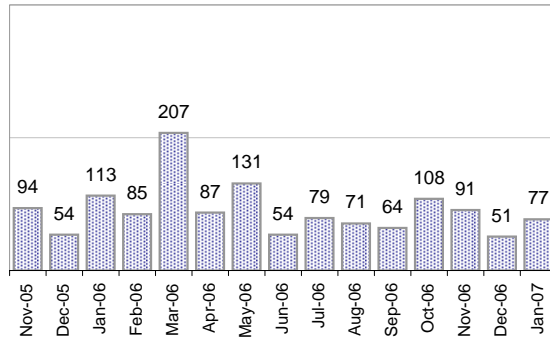


Creating Cases

Total from Last Week

29

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now Year Ago		
this week	2.6	5.9	-56%
last 3 months	2.8	5.8	-51%
last 12 months	3.2	5.9	-46%

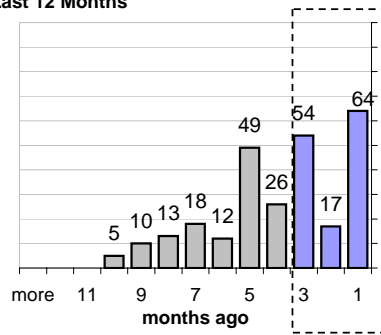
The Queue

Currently Pending

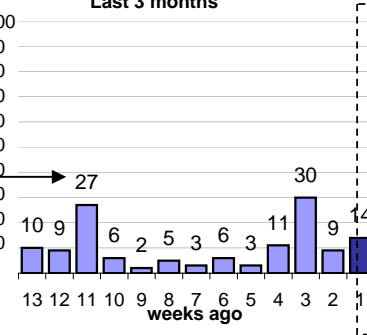
268

Calendar Age of Open Cases

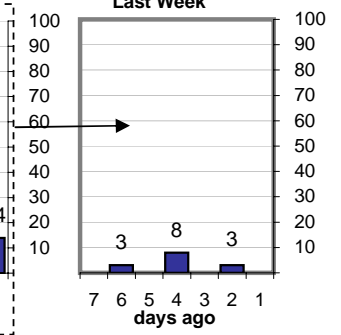
Last 12 Months



Last 3 months

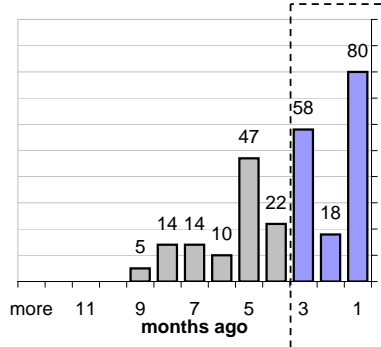


Last Week

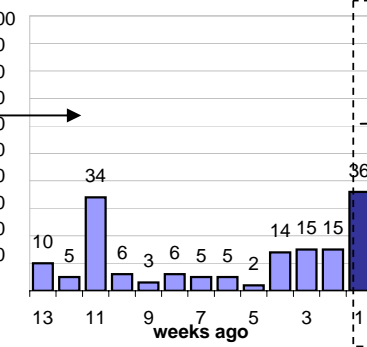


Time Since Last Activity of Any Kind, in Cases that are currently Open

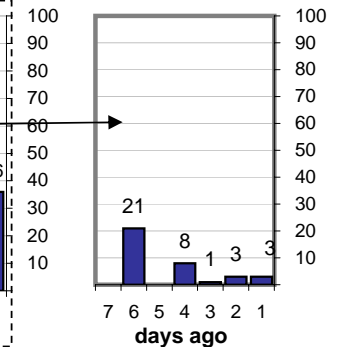
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 14 days

26%

3 to 14 days

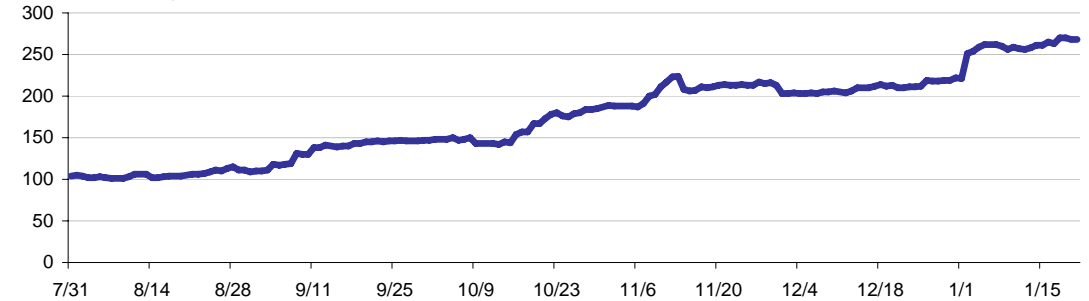
25%

< 3 days

49%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: **166** ↑