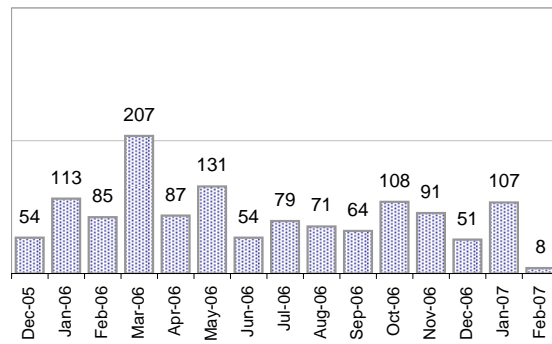


Creating Cases

Total from Last Week

37

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

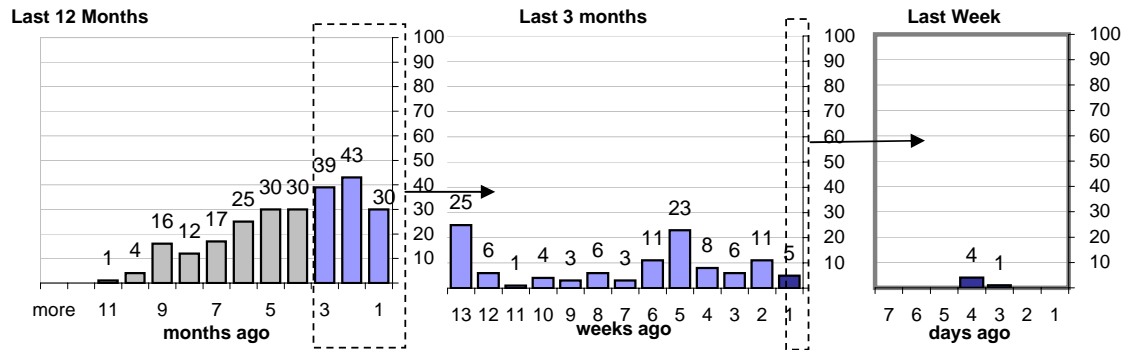
	Now Year Ago		
this week	1.4	2.5	-43%
last 3 months	2.7	5.0	-46%
last 12 months	3.2	5.9	-47%

The Queue

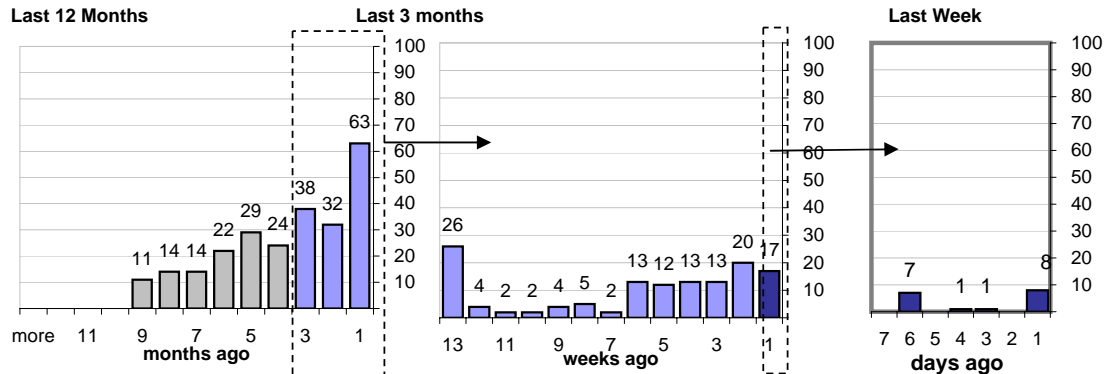
Currently Pending

247

Calendar Age of Open Cases



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



Closing Cases

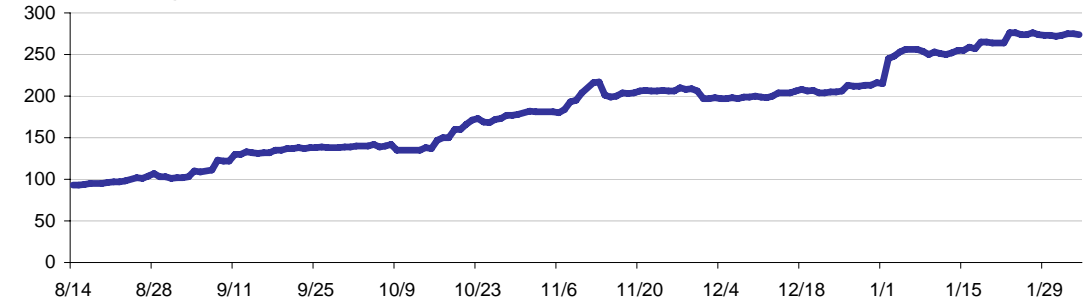
more than 14 days
39%

3 to 14 days
17%

< 3 days
44%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: **150 ↑**