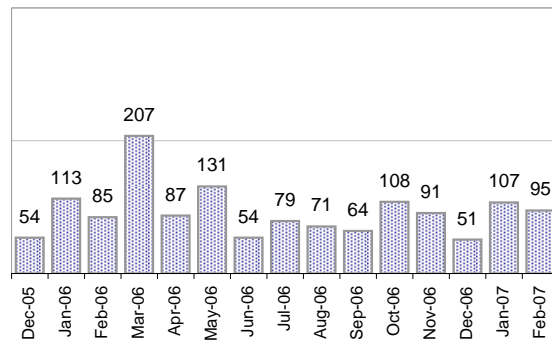


## Creating Cases

Total from Last Week

44

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

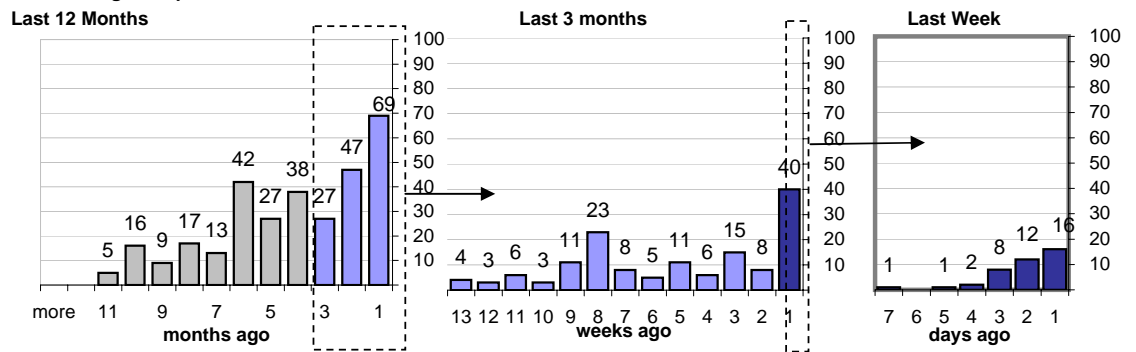
	Now Year Ago		
this week	0.1	4.0	-96%
last 3 months	2.7	4.2	-35%
last 12 months	3.2	5.7	-45%

## The Queue

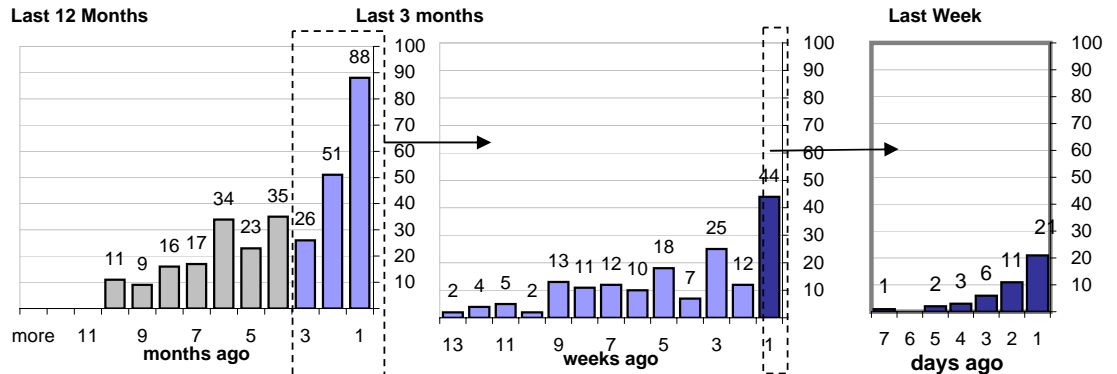
Currently Pending

310

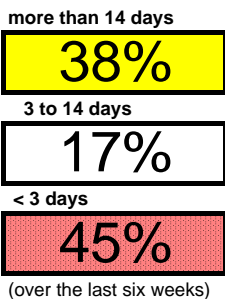
Calendar Age of Open Cases



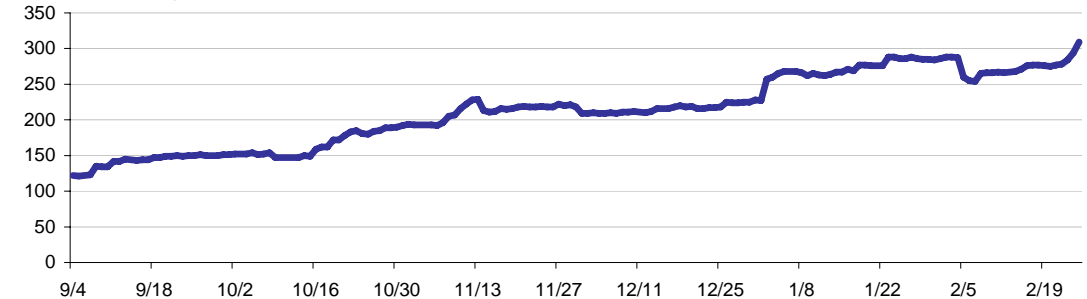
Time Since Last Activity of Any Kind, in Cases that are currently Open



## Closing Cases



Estimated Pending Queue over the last six months



Net change in Q over six months: **195 ↑**