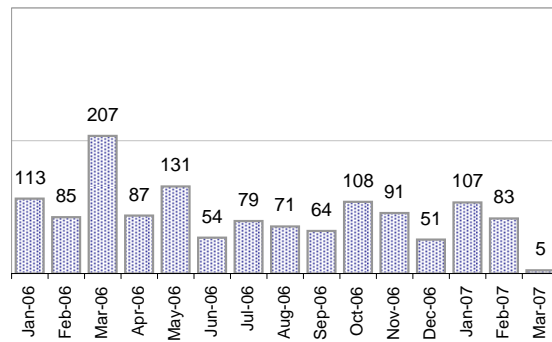


## Creating Cases

Total from Last Week

15

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

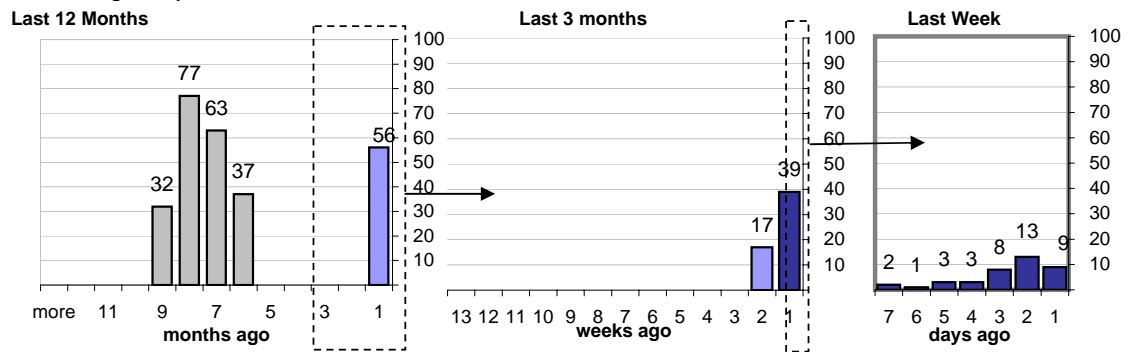
	Now Year Ago		
this week	0.4	5.6	-92%
last 3 months	2.5	3.7	-32%
last 12 months	3.1	5.7	-46%

## The Queue

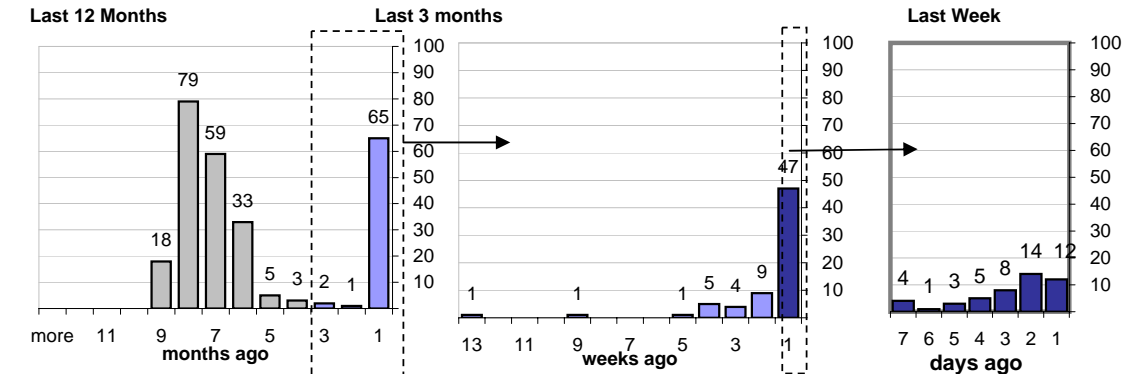
Currently Pending

265

Calendar Age of Open Cases



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



## Closing Cases

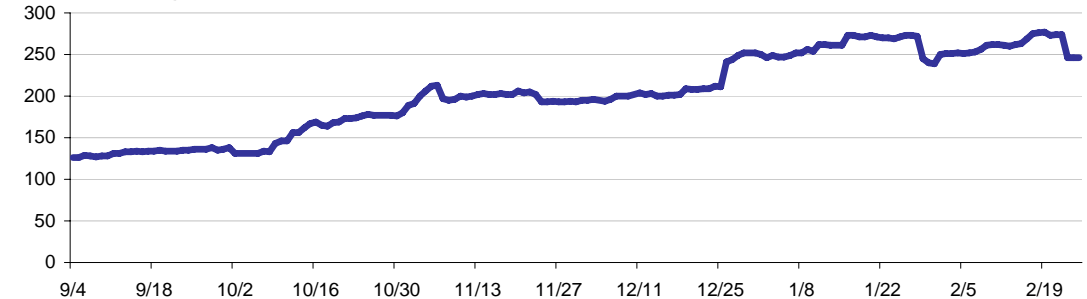
more than 14 days  
**46%**

3 to 14 days  
**15%**

< 3 days  
**40%**

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: **130 ↑**