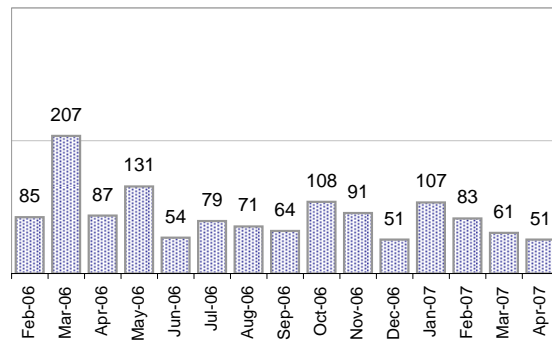


## Creating Cases

Total from Last Week

23

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now Year Ago		
this week	2.9	3.8	-24%
last 3 months	2.5	3.7	-33%
last 12 months	2.8	5.7	-52%

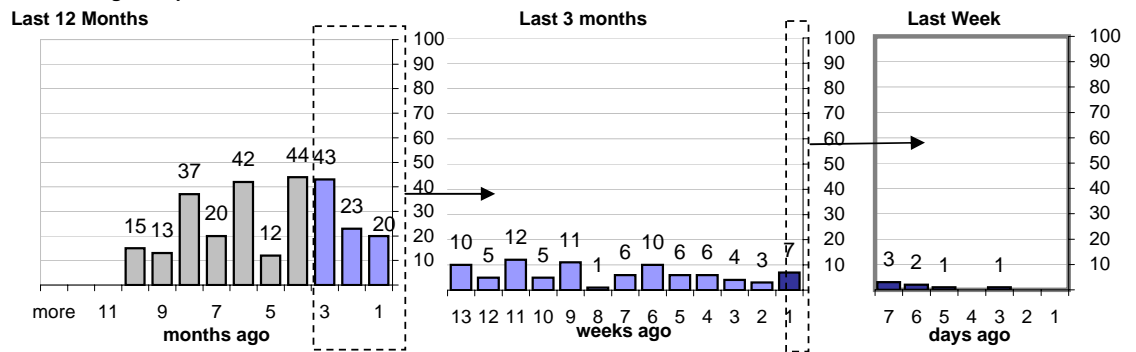
\* latest month is month-to-date

## The Queue

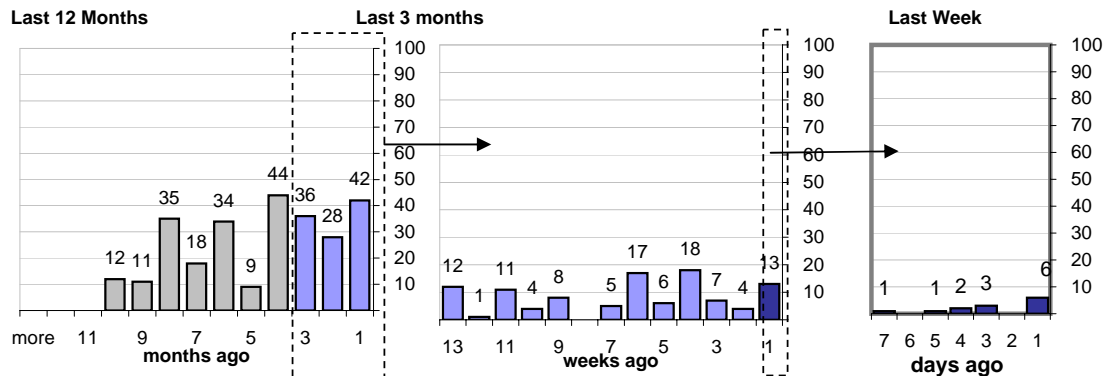
Currently Pending

269

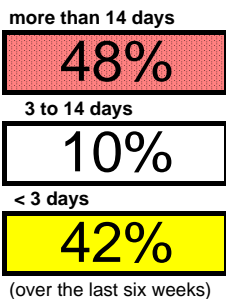
Calendar Age of Open Cases



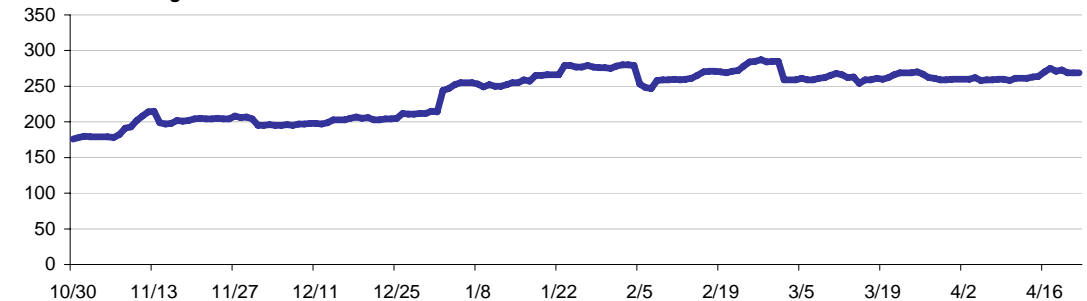
Time Since Last Activity of Any Kind, in Cases that are currently Open



## Closing Cases



Estimated Pending Queue over the last six months



Net change in Q over six months: **94** ↑