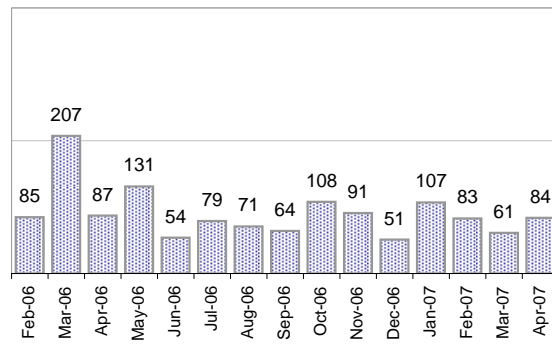


## Creating Cases

Total from Last Week

33

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now Year Ago		
this week	0.1	2.3	-94%
last 3 months	2.4	3.6	-33%
last 12 months	2.7	5.7	-53%

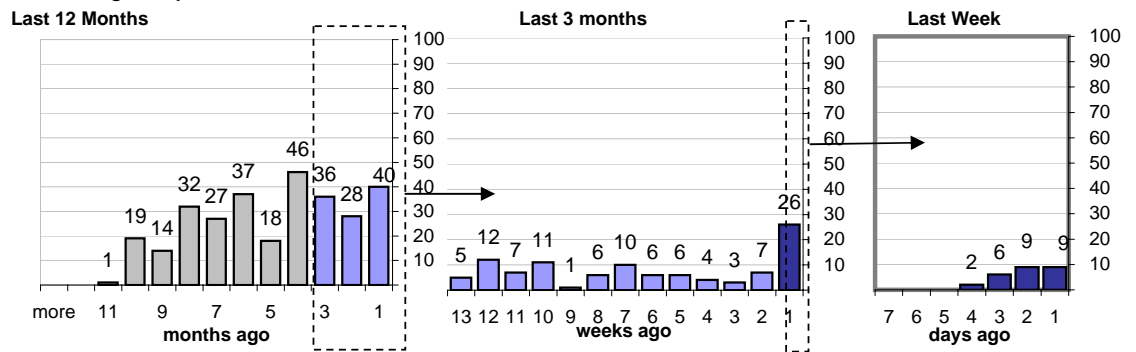
\* latest month is month-to-date

## The Queue

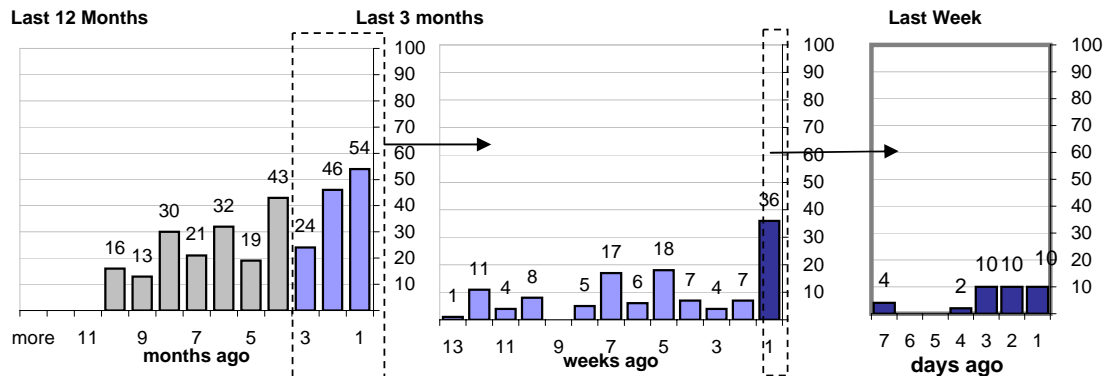
Currently Pending

298

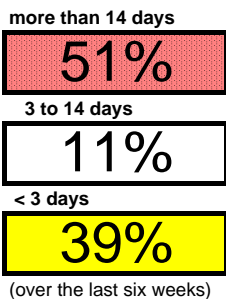
Calendar Age of Open Cases



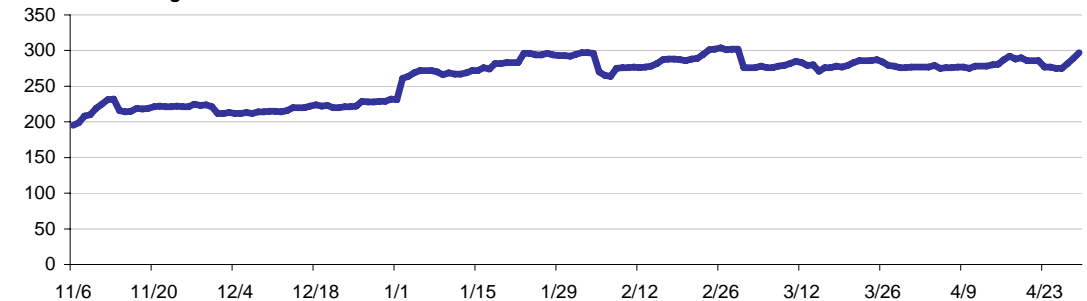
Time Since Last Activity of Any Kind, in Cases that are currently Open



## Closing Cases



Estimated Pending Queue over the last six months



Net change in Q over six months: **102 ↑**