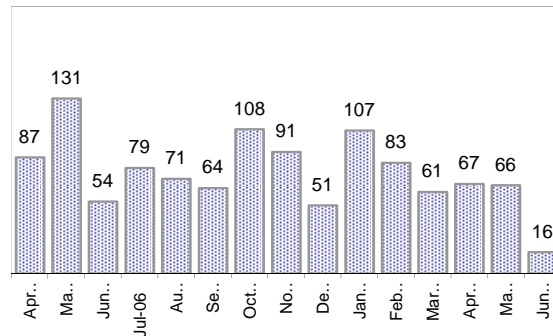


## Creating Cases

Total from Last Week

23

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

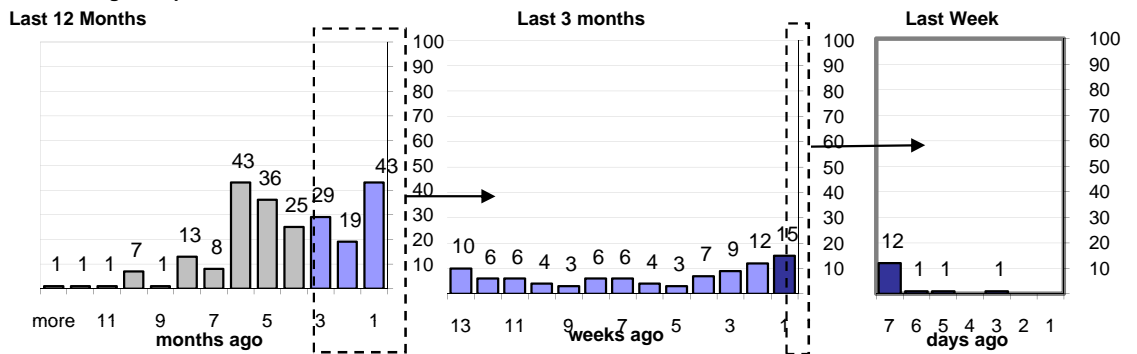
	Now Year Ago		
this week	2.1	2.4	-10%
last 3 months	2.1	4.8	-56%
last 12 months	2.5	5.0	-50%

## The Queue

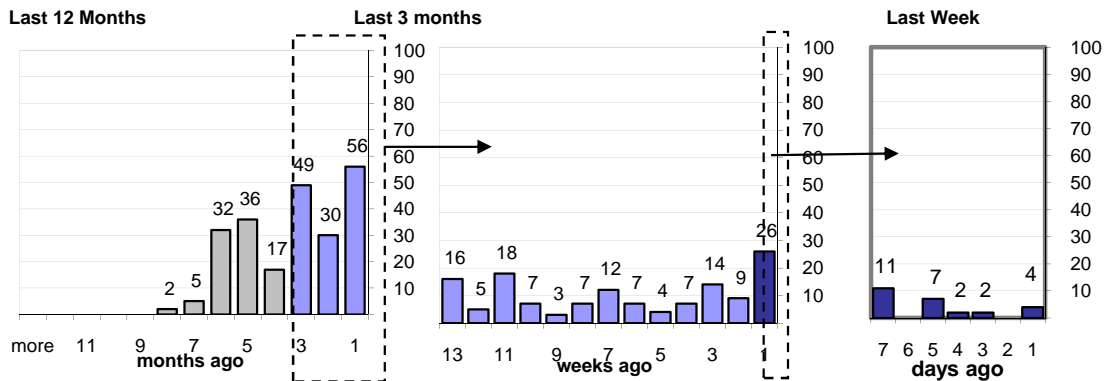
Currently Pending

227

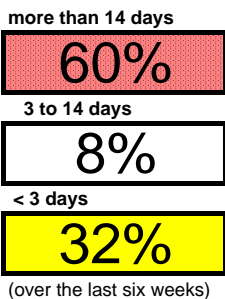
Calendar Age of Open Cases



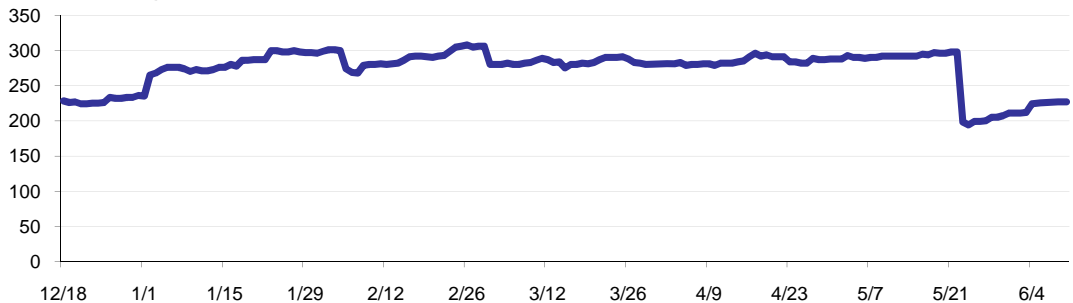
Time Since Last Activity of Any Kind, in Cases that are currently Open



## Closing Cases



Estimated Pending Queue over the last six months



Net change in Q over six months: 1 ↑