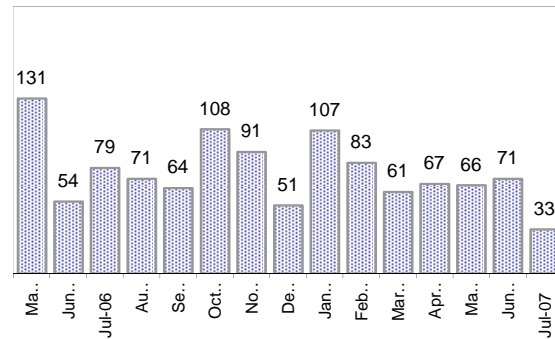


## Creating Cases

Total from Last Week

26

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now Year Ago		
this week	2.4	4.4	-44%
last 3 months	2.3	4.7	-51%
last 12 months	2.6	4.8	-46%

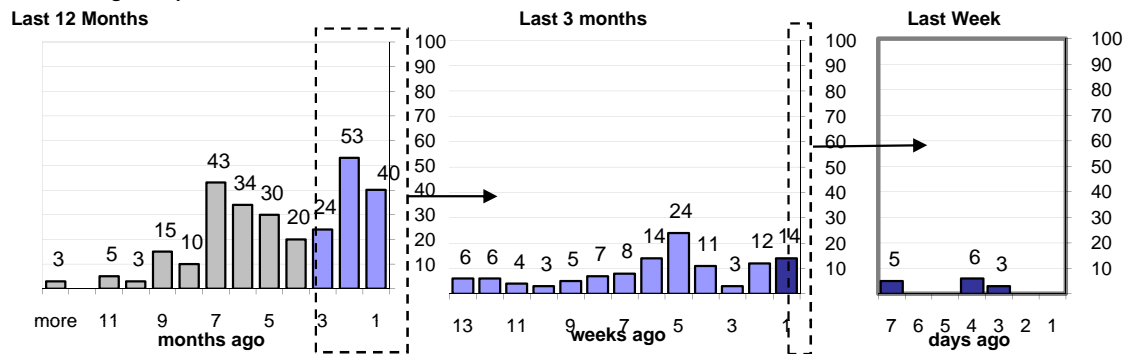
\* latest month is month-to-date

## The Queue

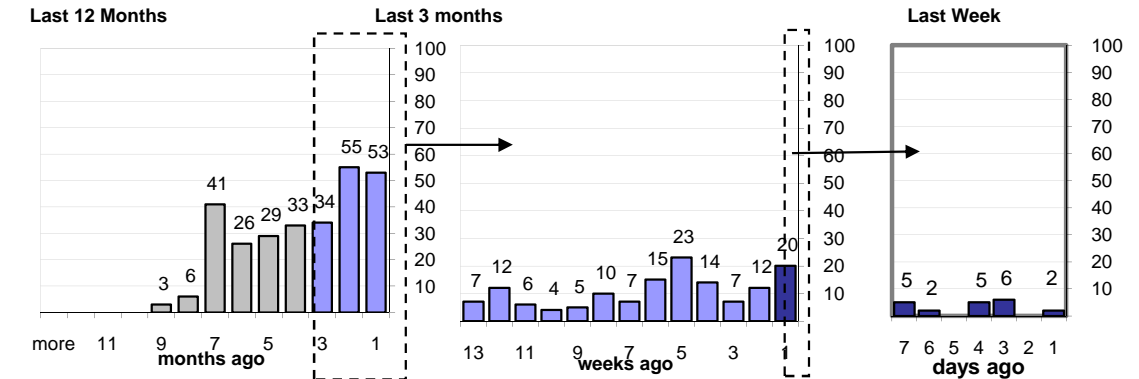
Currently Pending

280

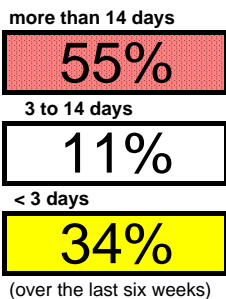
Calendar Age of Open Cases



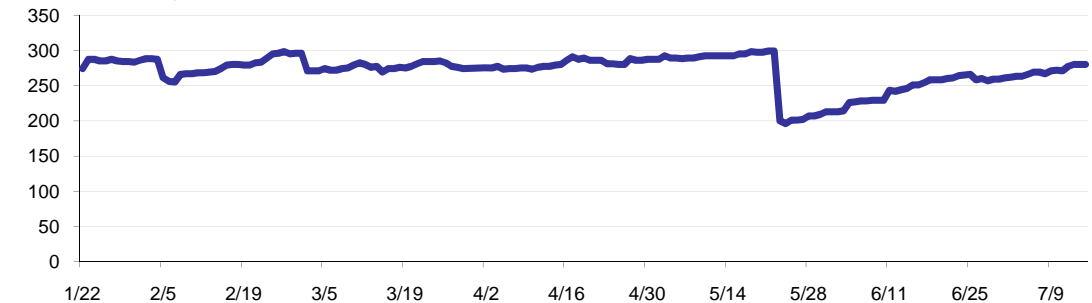
Time Since Last Activity of Any Kind, in Cases that are currently Open



## Closing Cases



Estimated Pending Queue over the last six months



Net change in Q over six months: **6 ↑**