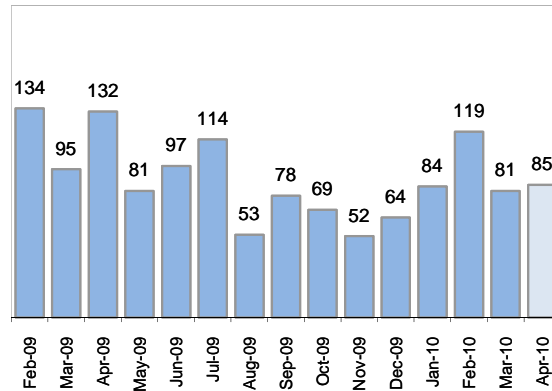


Creating Cases

Total from Last Week

20

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now Year Ago		
this week	2.0	8.8	-77%
last 3 months	3.1	8.0	-61%
last 12 months	2.7	6.3	-58%

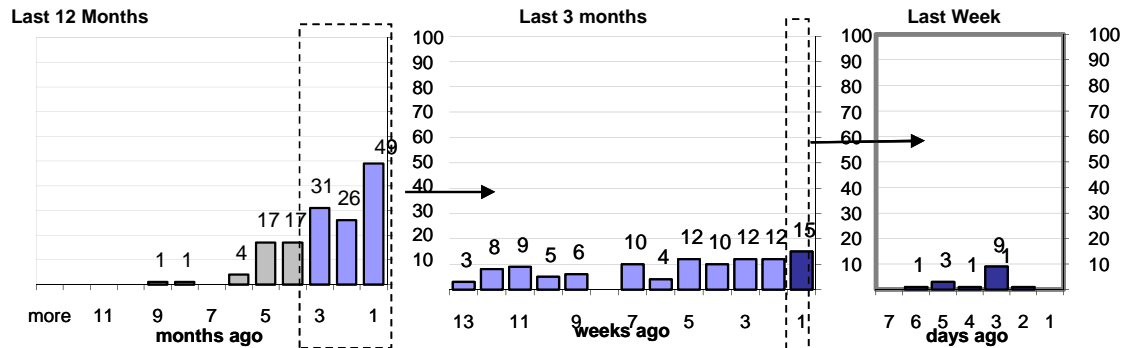
* latest month is month-to-date

The Queue

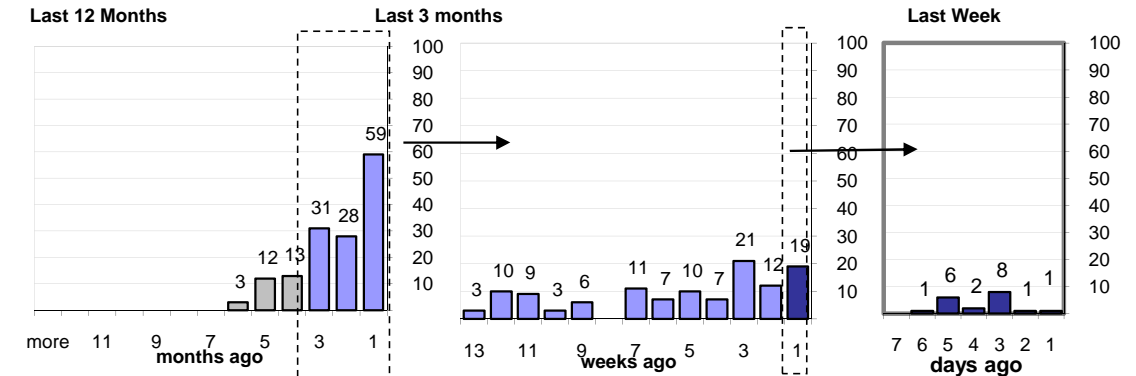
Currently Pending

146

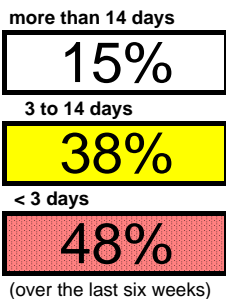
Calendar Age of Open Cases



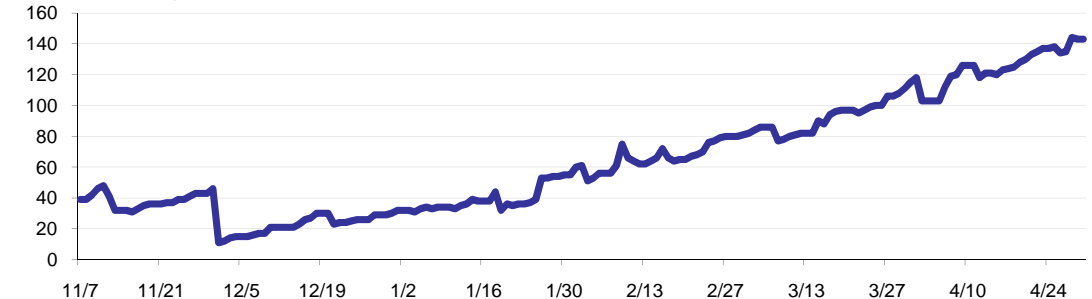
Time Since Last Activity of Any Kind, in Cases that are currently Open



Closing Cases



Estimated Pending Queue over the last six months



Net change in Q over six months: **104 ↑**