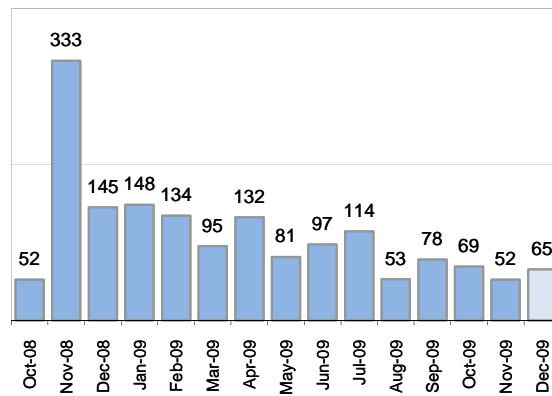


## Creating Cases

Total from Last Week

21

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now Year Ago		
this week	2.6	3.9	-34%
last 3 months	2.0	4.3	-53%
last 12 months	3.1	4.7	-35%

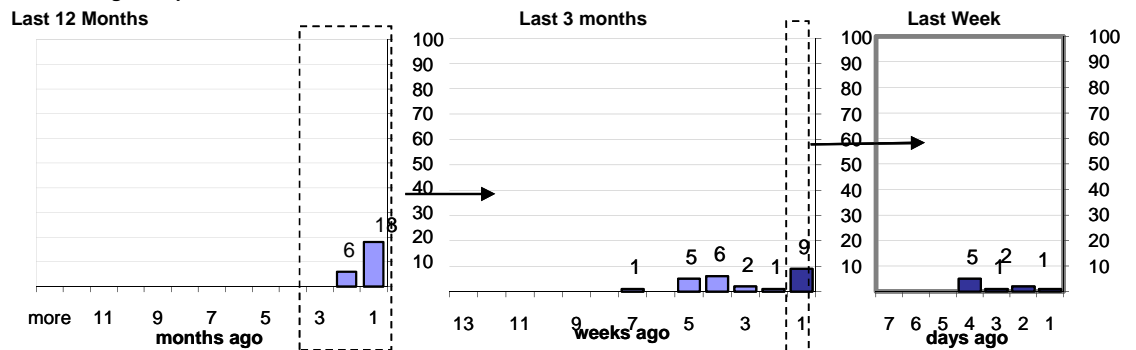
\* latest month is month-to-date

## The Queue

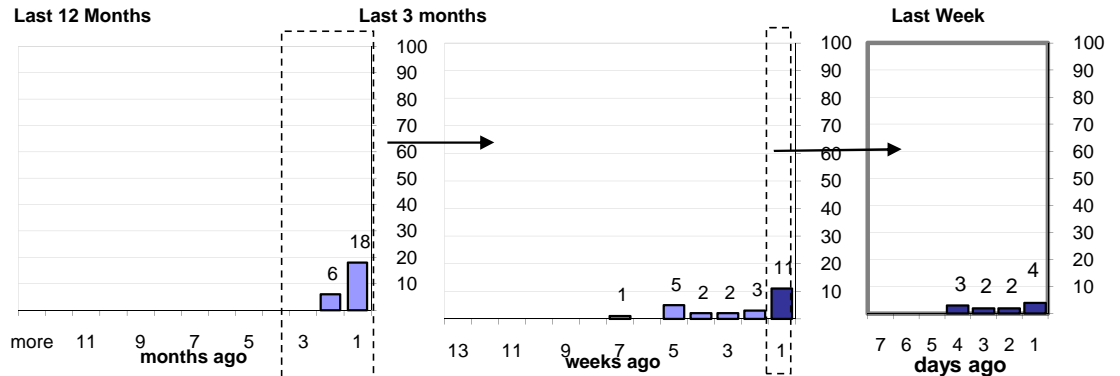
Currently Pending

24

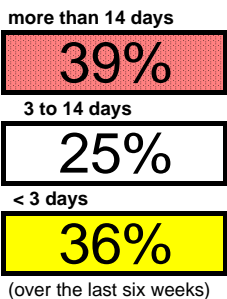
Calendar Age of Open Cases



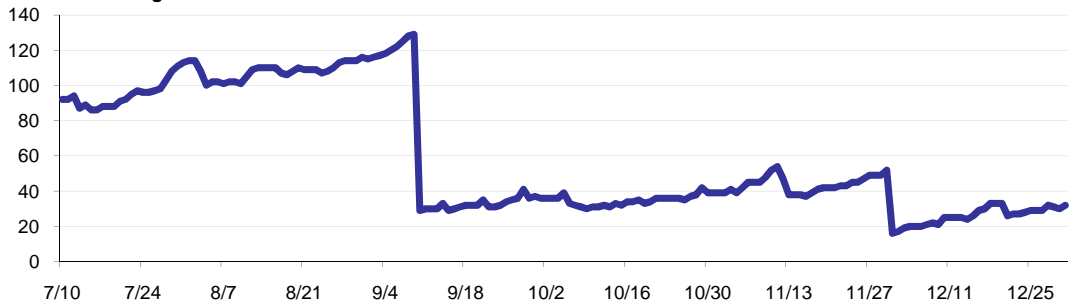
Time Since Last Activity of Any Kind, in Cases that are currently Open



## Closing Cases



Estimated Pending Queue over the last six months



Net change in Q over six months: **-55** ↓