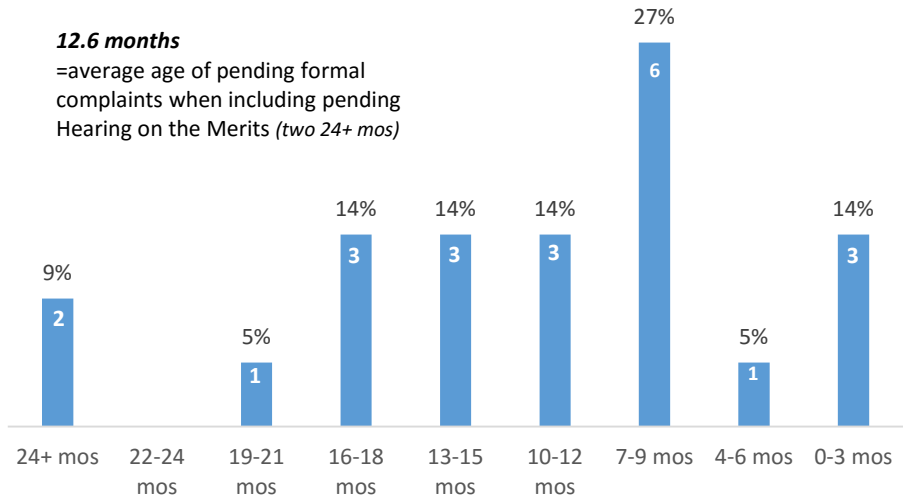


**Age of Open Formal Complaints Caseload
as of July 20, 2016 (n=22)**

10.7 months
=average age of open formal complaints
under investigation

12.6 months
=average age of pending formal
complaints when including pending
Hearing on the Merits (two 24+ mos)



**Age of Matters in Preliminary Review
as of July 20, 2016 (n=56)**

4.5 months
=average age of matters
pending in preliminary review

