

## Lower Authority Appeals Ranked by Total Pending Cases

| March 2011  |       | Sorted by Total Pending Cases |        |                              |                          |                 |                         | <=30-day ALP Indicated |                       |                        |                         |                          |                       |
|---|-------|-------------------------------|--------|------------------------------|--------------------------|-----------------|-------------------------|------------------------|-----------------------|------------------------|-------------------------|--------------------------|-----------------------|
| National Ranking  | #     | Apr 10 - Mar 11               |        | Average Age of Pending Cases | Total # of Pending Cases | % of Nat. Total | % of Cases 1 to 25 Days | % of Cases 26-40 Days  | % of Cases 41-90 Days | % of Cases 91-120 Days | % of Cases 121-180 Days | % of Cases 181- 360 Days | % of Cases > 360 Days |
|   |       | Timelapse                     |        |                              |                          |                 |                         |                        |                       |                        |                         |                          |                       |
|   |       | 30-day                        | 45-day |                              |                          |                 |                         |                        |                       |                        |                         |                          |                       |
| #   | State | 60%                           | 80%    | Cases                        | Cases                    | Total           | Days                    | Days                   | Days                  | Days                   | Days                    | Days                     | Days                  |
| 1   | CA    | 3.0%                          | 14.9%  | 35                           | 42,483                   | 22.10%          | 37.7%                   | 26.8%                  | 32.6%                 | 1.8%                   | 0.8%                    | 0.2%                     | 0.0%                  |
| 2   | TX    | 11.6%                         | 53.2%  | 35                           | 16,322                   | 8.49%           | 47.0%                   | 22.3%                  | 26.2%                 | 2.1%                   | 1.2%                    | 0.9%                     | 0.2%                  |
| 3   | PA    | 28.0%                         | 58.9%  | 34                           | 13,036                   | 6.78%           | 44.2%                   | 20.5%                  | 21.8%                 | 2.6%                   | 1.5%                    | 9.3%                     | 0.1%                  |
| 4   | NY    | 12.1%                         | 35.2%  | 114                          | 11,145                   | 5.80%           | 34.5%                   | 10.6%                  | 25.6%                 | 6.4%                   | 6.4%                    | 6.7%                     | 9.8%                  |
| 5   | FL    | 61.6%                         | 88.2%  | 15                           | 10,714                   | 5.57%           | 87.7%                   | 9.0%                   | 3.0%                  | 0.3%                   | 0.1%                    | 0.0%                     | 0.0%                  |
| 6   | OH    | 6.9%                          | 9.5%   | 86                           | 8,655                    | 4.50%           | 27.4%                   | 12.8%                  | 42.6%                 | 12.2%                  | 3.7%                    | 1.4%                     | 0.0%                  |
| 7   | CT    | 5.7%                          | 21.1%  | 65                           | 4,970                    | 2.59%           | 25.1%                   | 12.1%                  | 33.4%                 | 20.2%                  | 7.5%                    | 1.6%                     | 0.2%                  |
| 8   | NJ    | 28.1%                         | 70.2%  | 35                           | 4,679                    | 2.43%           | 45.9%                   | 31.8%                  | 17.2%                 | 1.3%                   | 2.4%                    | 1.1%                     | 0.3%                  |
| 9   | IL    | 51.3%                         | 81.7%  | 23                           | 4,492                    | 2.34%           | 82.5%                   | 6.7%                   | 6.3%                  | 1.8%                   | 0.9%                    | 1.4%                     | 0.4%                  |
| 10  | MI    | 20.5%                         | 44.7%  | 43                           | 4,174                    | 2.17%           | 60.0%                   | 17.0%                  | 8.4%                  | 7.7%                   | 3.5%                    | 2.0%                     | 1.4%                  |
| 11  | MD    | 23.0%                         | 75.3%  | 25                           | 4,097                    | 2.13%           | 64.1%                   | 23.4%                  | 11.0%                 | 0.6%                   | 0.2%                    | 0.5%                     | 0.2%                  |
| 12  | NM    | 4.1%                          | 6.8%   | 48                           | 4,031                    | 2.10%           | 30.4%                   | 16.6%                  | 45.0%                 | 3.3%                   | 3.8%                    | 0.7%                     | 0.1%                  |
| 13  | NC    | 63.7%                         | 84.2%  | 33                           | 3,925                    | 2.04%           | 72.4%                   | 15.1%                  | 8.8%                  | 1.0%                   | 0.8%                    | 0.6%                     | 1.2%                  |
| 14  | WA    | 63.3%                         | 85.7%  | 22                           | 3,767                    | 1.96%           | 73.1%                   | 18.4%                  | 7.6%                  | 0.3%                   | 0.1%                    | 0.2%                     | 0.3%                  |
| 15  | TN    | 26.6%                         | 69.5%  | 23                           | 3,612                    | 1.88%           | 59.4%                   | 31.2%                  | 9.0%                  | 0.2%                   | 0.1%                    | 0.0%                     | 0.0%                  |
| 16  | AR    | 0.5%                          | 5.0%   | 40                           | 3,604                    | 1.87%           | 31.8%                   | 19.9%                  | 46.9%                 | 0.6%                   | 0.6%                    | 0.1%                     | 0.0%                  |
| 17  | GA    | 78.1%                         | 93.8%  | 12                           | 3,555                    | 1.85%           | 92.8%                   | 5.4%                   | 1.3%                  | 0.3%                   | 0.1%                    | 0.1%                     | 0.0%                  |
| 18  | VA    | 14.0%                         | 54.4%  | 34                           | 3,478                    | 1.81%           | 61.0%                   | 24.9%                  | 14.1%                 | 0.1%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 19  | KY    | 11.3%                         | 58.2%  | 48                           | 3,250                    | 1.69%           | 31.6%                   | 22.2%                  | 34.7%                 | 7.0%                   | 3.1%                    | 0.8%                     | 0.4%                  |
| 20  | WI    | 12.3%                         | 22.0%  | 34                           | 3,227                    | 1.68%           | 53.4%                   | 16.8%                  | 27.2%                 | 0.8%                   | 0.6%                    | 0.5%                     | 0.7%                  |
| 21  | PR    | 11.7%                         | 34.9%  | 33                           | 2,578                    | 1.34%           | 52.2%                   | 21.6%                  | 20.0%                 | 2.7%                   | 2.6%                    | 0.9%                     | 0.0%                  |
| 22  | AZ    | 69.3%                         | 86.8%  | 24                           | 2,510                    | 1.31%           | 75.4%                   | 17.5%                  | 5.2%                  | 0.8%                   | 0.6%                    | 0.3%                     | 0.3%                  |
| 23  | IN    | 52.3%                         | 71.7%  | 19                           | 2,496                    | 1.30%           | 84.8%                   | 6.8%                   | 5.8%                  | 1.0%                   | 1.0%                    | 0.3%                     | 0.2%                  |
| 24  | LA    | 1.3%                          | 6.6%   | 46                           | 2,338                    | 1.22%           | 20.0%                   | 37.0%                  | 36.2%                 | 3.1%                   | 2.3%                    | 1.3%                     | 0.0%                  |
| 25  | MO    | 40.1%                         | 78.7%  | 27                           | 2,176                    | 1.13%           | 73.9%                   | 13.6%                  | 9.7%                  | 1.4%                   | 0.5%                    | 0.6%                     | 0.2%                  |
| 26  | KS    | 10.0%                         | 26.9%  | 53                           | 2,145                    | 1.12%           | 31.1%                   | 17.7%                  | 37.9%                 | 8.7%                   | 3.1%                    | 0.7%                     | 0.8%                  |
| 27  | CO    | 75.1%                         | 93.0%  | 20                           | 1,874                    | 0.97%           | 80.5%                   | 14.9%                  | 3.3%                  | 0.3%                   | 0.4%                    | 0.4%                     | 0.2%                  |
| 28  | IA    | 10.7%                         | 33.5%  | 40                           | 1,822                    | 0.95%           | 68.3%                   | 12.2%                  | 11.7%                 | 2.1%                   | 1.1%                    | 2.4%                     | 2.0%                  |
| 29  | RJ    | 0.4%                          | 1.4%   | 76                           | 1,654                    | 0.86%           | 19.9%                   | 14.3%                  | 32.3%                 | 24.2%                  | 6.7%                    | 1.6%                     | 1.1%                  |
| 30  | NV    | 9.6%                          | 9.6%   | 31                           | 1,600                    | 0.83%           | 58.0%                   | 19.3%                  | 17.9%                 | 2.4%                   | 1.4%                    | 0.6%                     | 0.3%                  |
| 31  | SC    | 85.6%                         | 99.7%  | 12                           | 1,546                    | 0.80%           | 59.4%                   | 40.6%                  | 0.0%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 32  | MN    | 84.3%                         | 94.2%  | 15                           | 1,408                    | 0.73%           | 87.7%                   | 7.5%                   | 3.5%                  | 0.3%                   | 0.3%                    | 0.6%                     | 0.1%                  |
| 33  | AL    | 51.1%                         | 69.8%  | 15                           | 1,252                    | 0.65%           | 90.9%                   | 3.8%                   | 2.9%                  | 0.8%                   | 1.0%                    | 0.5%                     | 0.1%                  |
| 34  | OK    | 13.4%                         | 68.6%  | 16                           | 1,236                    | 0.64%           | 87.5%                   | 8.6%                   | 3.6%                  | 0.3%                   | 0.1%                    | 0.0%                     | 0.0%                  |
| 35  | OR    | 35.0%                         | 35.0%  | 14                           | 1,132                    | 0.59%           | 94.9%                   | 3.1%                   | 1.8%                  | 0.1%                   | 0.1%                    | 0.0%                     | 0.1%                  |
| 36  | UT    | 99.3%                         | 99.9%  | 11                           | 1,100                    | 0.57%           | 99.6%                   | 0.4%                   | 0.0%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 37  | ME    | 18.8%                         | 41.7%  | 32                           | 987                      | 0.51%           | 66.9%                   | 14.9%                  | 9.2%                  | 1.7%                   | 4.2%                    | 3.1%                     | 0.0%                  |
| 38  | MS    | 43.0%                         | 61.0%  | 9                            | 879                      | 0.46%           | 93.7%                   | 3.2%                   | 1.8%                  | 0.1%                   | 1.0%                    | 0.1%                     | 0.0%                  |
| 39  | DE    | 62.5%                         | 86.9%  | 19                           | 568                      | 0.30%           | 79.0%                   | 13.4%                  | 6.9%                  | 0.0%                   | 0.5%                    | 0.2%                     | 0.0%                  |
| 40  | WV    | 31.0%                         | 64.7%  | 18                           | 519                      | 0.27%           | 78.4%                   | 12.7%                  | 8.1%                  | 0.4%                   | 0.4%                    | 0.0%                     | 0.0%                  |
| 41  | NE    | 56.7%                         | 82.3%  | 9                            | 431                      | 0.22%           | 97.7%                   | 2.3%                   | 0.0%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 42  | ID    | 96.3%                         | 99.4%  | 11                           | 385                      | 0.20%           | 97.1%                   | 2.6%                   | 0.3%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 43  | NH    | 21.2%                         | 41.8%  | 14                           | 381                      | 0.20%           | 88.2%                   | 6.8%                   | 4.5%                  | 0.5%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 44  | DC    | 54.2%                         | 79.3%  | 143                          | 331                      | 0.17%           | 35.6%                   | 3.9%                   | 10.3%                 | 6.6%                   | 6.6%                    | 24.2%                    | 12.7%                 |
| 45  | HI    | 86.1%                         | 94.7%  | 20                           | 302                      | 0.16%           | 80.8%                   | 8.9%                   | 8.3%                  | 0.3%                   | 1.0%                    | 0.3%                     | 0.3%                  |
| 46  | MA    | 9.6%                          | 35.7%  | 67                           | 300                      | 0.16%           | 43.7%                   | 11.7%                  | 20.3%                 | 8.3%                   | 9.7%                    | 4.0%                     | 2.3%                  |
| 47  | AK    | 67.3%                         | 87.7%  | 16                           | 263                      | 0.14%           | 96.2%                   | 3.0%                   | 0.0%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.8%                  |
| 48  | WY    | 33.2%                         | 61.8%  | 80                           | 257                      | 0.13%           | 54.9%                   | 4.7%                   | 15.2%                 | 4.7%                   | 5.4%                    | 10.5%                    | 4.7%                  |
| 49  | ND    | 40.6%                         | 64.4%  | 16                           | 196                      | 0.10%           | 84.2%                   | 10.7%                  | 5.1%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 50  | SD    | 33.8%                         | 81.5%  | 20                           | 154                      | 0.08%           | 71.4%                   | 17.5%                  | 11.0%                 | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 51  | VT    | 58.2%                         | 92.9%  | 20                           | 132                      | 0.07%           | 81.1%                   | 12.9%                  | 6.1%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 52  | MT    | 85.6%                         | 95.0%  | 12                           | 77                       | 0.04%           | 93.5%                   | 3.9%                   | 2.6%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
|   | US    | 37.8%                         | 59.9%  | 34                           | 192,245                  | 1.9%            | 65.2%                   | 14.1%                  | 13.9%                 | 2.7%                   | 1.7%                    | 1.6%                     | 0.80%                 |
| Note: Data calculated from available State data as of report date                                   |       |                               |        |                              |                          |                 |                         |                        |                       |                        | Rpt date:               | 4/22/11                  |                       |
| Red indicates failed timelapse; Green indicates passed measure; Tan indicates fail average case age |       |                               |        |                              |                          |                 |                         |                        |                       |                        |                         |                          |                       |
| States who have not reported, as of the report date, are not on this report                         |       |                               |        |                              |                          |                 |                         |                        |                       |                        |                         |                          |                       |

## Lower Authority Appeals Ranked by Average Case Aging

| March 2011 Report   |    |                           |            | Sorted by Average Age          |                            |                         |                       | <=30-day ALP Indicated |                        |                         |                          |                       |
|---|----|---------------------------|------------|--------------------------------|----------------------------|-------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|-----------------------|
| National Ranking  |    | Apr 10 - Mar 11 Timelapse |            | Average Case Age ALP <=30-days |                            |                         |                       | % of Cases 41-90 Days  | % of Cases 91-120 Days | % of Cases 121-180 Days | % of Cases 181- 360 Days | % of Cases > 360 Days |
|   |    | 30-day 60%                | 45-day 80% | Average Age of Pending Cases   | Total # of Pondering Cases | % of Cases 1 to 25 Days | % of Casos 26-40 Days |                        |                        |                         |                          |                       |
|   |    |                           |            |                                |                            |                         |                       |                        |                        |                         |                          |                       |
| 1   | MS | 43.0%                     | 61.0%      | 9                              | 879                        | 93.7%                   | 3.2%                  | 1.8%                   | 0.1%                   | 1.0%                    | 0.1%                     | 0.0%                  |
| 1   | NE | 66.7%                     | 82.3%      | 9                              | 431                        | 97.7%                   | 2.3%                  | 0.0%                   | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 2   | ID | 96.3%                     | 99.4%      | 11                             | 385                        | 97.1%                   | 2.6%                  | 0.3%                   | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 2   | UT | 99.3%                     | 99.9%      | 11                             | 1,100                      | 99.6%                   | 0.4%                  | 0.0%                   | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 3   | MT | 85.6%                     | 95.0%      | 12                             | 77                         | 93.5%                   | 3.9%                  | 2.6%                   | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 3   | SC | 85.6%                     | 99.7%      | 12                             | 1,546                      | 59.4%                   | 40.6%                 | 0.0%                   | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 3   | GA | 78.1%                     | 93.8%      | 12                             | 3,555                      | 92.8%                   | 5.4%                  | 1.3%                   | 0.3%                   | 0.1%                    | 0.1%                     | 0.0%                  |
| 4   | OR | 35.0%                     | 35.0%      | 14                             | 1,132                      | 94.9%                   | 3.1%                  | 1.8%                   | 0.1%                   | 0.1%                    | 0.0%                     | 0.1%                  |
| 4   | NH | 21.2%                     | 41.8%      | 14                             | 381                        | 88.2%                   | 6.8%                  | 4.5%                   | 0.5%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 5   | MN | 84.3%                     | 94.2%      | 15                             | 1,408                      | 87.7%                   | 7.5%                  | 3.5%                   | 0.3%                   | 0.3%                    | 0.6%                     | 0.1%                  |
| 5   | FL | 61.6%                     | 88.2%      | 15                             | 10,714                     | 87.7%                   | 9.0%                  | 3.0%                   | 0.3%                   | 0.1%                    | 0.0%                     | 0.0%                  |
| 5   | AL | 51.1%                     | 69.8%      | 15                             | 1,252                      | 90.9%                   | 3.8%                  | 2.9%                   | 0.8%                   | 1.0%                    | 0.5%                     | 0.1%                  |
| 6   | ND | 40.6%                     | 64.4%      | 16                             | 196                        | 84.2%                   | 10.7%                 | 5.1%                   | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 6   | AK | 57.3%                     | 87.7%      | 16                             | 263                        | 96.2%                   | 3.0%                  | 0.0%                   | 0.0%                   | 0.0%                    | 0.0%                     | 0.8%                  |
| 6   | OK | 13.4%                     | 68.6%      | 16                             | 1,236                      | 87.5%                   | 8.6%                  | 3.6%                   | 0.3%                   | 0.1%                    | 0.0%                     | 0.0%                  |
| 7   | WV | 31.0%                     | 64.7%      | 18                             | 519                        | 78.4%                   | 12.7%                 | 8.1%                   | 0.4%                   | 0.4%                    | 0.0%                     | 0.0%                  |
| 8   | DE | 62.5%                     | 86.9%      | 19                             | 568                        | 79.0%                   | 13.4%                 | 6.9%                   | 0.0%                   | 0.5%                    | 0.2%                     | 0.0%                  |
| 8   | IN | 52.3%                     | 71.7%      | 19                             | 2,496                      | 84.8%                   | 6.8%                  | 5.8%                   | 1.0%                   | 1.0%                    | 0.3%                     | 0.2%                  |
| 9   | CO | 75.1%                     | 93.0%      | 20                             | 1,874                      | 80.5%                   | 14.9%                 | 3.3%                   | 0.3%                   | 0.4%                    | 0.4%                     | 0.2%                  |
| 9   | VT | 58.2%                     | 92.9%      | 20                             | 132                        | 81.1%                   | 12.9%                 | 6.1%                   | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 9   | SD | 33.8%                     | 81.5%      | 20                             | 154                        | 71.4%                   | 17.5%                 | 11.0%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 9   | HI | 86.1%                     | 94.7%      | 20                             | 302                        | 80.8%                   | 8.9%                  | 8.3%                   | 0.3%                   | 1.0%                    | 0.3%                     | 0.3%                  |
| 10  | WA | 63.3%                     | 85.7%      | 22                             | 3,767                      | 73.1%                   | 18.4%                 | 7.6%                   | 0.3%                   | 0.1%                    | 0.2%                     | 0.3%                  |
| 11  | IL | 61.3%                     | 81.7%      | 23                             | 4,492                      | 82.5%                   | 6.7%                  | 6.3%                   | 1.8%                   | 0.9%                    | 1.4%                     | 0.4%                  |
| 11  | TN | 26.6%                     | 69.5%      | 23                             | 3,612                      | 59.4%                   | 31.2%                 | 9.0%                   | 0.2%                   | 0.1%                    | 0.0%                     | 0.0%                  |
| 12  | AZ | 69.3%                     | 86.8%      | 24                             | 2,510                      | 75.4%                   | 17.5%                 | 5.2%                   | 0.8%                   | 0.6%                    | 0.3%                     | 0.3%                  |
| 13  | MD | 23.0%                     | 75.3%      | 25                             | 4,097                      | 64.1%                   | 23.4%                 | 11.0%                  | 0.6%                   | 0.2%                    | 0.5%                     | 0.2%                  |
| 14  | MO | 40.1%                     | 78.7%      | 27                             | 2,176                      | 73.9%                   | 13.6%                 | 9.7%                   | 1.4%                   | 0.5%                    | 0.6%                     | 0.2%                  |
| 15  | NV | 9.6%                      | 9.6%       | 31                             | 1,600                      | 58.0%                   | 19.3%                 | 17.9%                  | 2.4%                   | 1.4%                    | 0.6%                     | 0.3%                  |
| 16  | ME | 18.8%                     | 41.7%      | 32                             | 987                        | 66.9%                   | 14.9%                 | 9.2%                   | 1.7%                   | 4.2%                    | 3.1%                     | 0.0%                  |
| 17  | NC | 63.7%                     | 84.2%      | 33                             | 3,925                      | 72.4%                   | 16.1%                 | 8.8%                   | 1.0%                   | 0.8%                    | 0.6%                     | 1.2%                  |
| 17  | PR | 11.7%                     | 34.9%      | 33                             | 2,578                      | 52.2%                   | 21.6%                 | 20.0%                  | 2.7%                   | 2.6%                    | 0.9%                     | 0.0%                  |
| 18  | VA | 14.0%                     | 54.4%      | 34                             | 3,478                      | 61.0%                   | 24.9%                 | 14.1%                  | 0.1%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 18  | PA | 28.0%                     | 58.9%      | 34                             | 13,036                     | 44.2%                   | 20.5%                 | 21.8%                  | 2.6%                   | 1.5%                    | 9.3%                     | 0.1%                  |
| 18  | WI | 12.3%                     | 22.0%      | 34                             | 3,227                      | 53.4%                   | 16.8%                 | 27.2%                  | 0.8%                   | 0.6%                    | 0.5%                     | 0.7%                  |
| 19  | NJ | 28.1%                     | 70.2%      | 35                             | 4,679                      | 45.9%                   | 31.8%                 | 17.2%                  | 1.3%                   | 2.4%                    | 1.1%                     | 0.3%                  |
| 19  | TX | 11.6%                     | 53.2%      | 35                             | 16,322                     | 47.0%                   | 22.3%                 | 26.2%                  | 2.1%                   | 1.2%                    | 0.9%                     | 0.2%                  |
| 19  | CA | 3.0%                      | 14.9%      | 35                             | 42,483                     | 37.7%                   | 26.8%                 | 32.6%                  | 1.8%                   | 0.8%                    | 0.2%                     | 0.0%                  |
| 20  | IA | 10.7%                     | 33.5%      | 40                             | 1,822                      | 68.3%                   | 12.2%                 | 11.7%                  | 2.1%                   | 1.1%                    | 2.4%                     | 2.0%                  |
| 20  | AR | 0.5%                      | 6.0%       | 40                             | 3,604                      | 31.8%                   | 19.9%                 | 46.9%                  | 0.6%                   | 0.6%                    | 0.1%                     | 0.0%                  |
| 21  | MI | 20.5%                     | 44.7%      | 43                             | 4,174                      | 60.0%                   | 17.0%                 | 8.4%                   | 7.7%                   | 3.5%                    | 2.0%                     | 1.4%                  |
| 22  | LA | 1.3%                      | 6.6%       | 46                             | 2,338                      | 20.0%                   | 37.0%                 | 36.2%                  | 3.1%                   | 2.3%                    | 1.3%                     | 0.0%                  |
| 23  | KY | 11.3%                     | 58.2%      | 48                             | 3,250                      | 31.6%                   | 22.2%                 | 34.7%                  | 7.0%                   | 3.1%                    | 0.8%                     | 0.4%                  |
| 23  | NM | 4.1%                      | 6.8%       | 48                             | 4,031                      | 30.4%                   | 16.6%                 | 45.0%                  | 3.3%                   | 3.8%                    | 0.7%                     | 0.1%                  |
| 24  | KS | 10.0%                     | 26.9%      | 53                             | 2,145                      | 31.1%                   | 17.7%                 | 37.9%                  | 8.7%                   | 3.1%                    | 0.7%                     | 0.8%                  |
| 25  | CT | 5.7%                      | 21.1%      | 65                             | 4,970                      | 25.1%                   | 12.1%                 | 33.4%                  | 20.2%                  | 7.5%                    | 1.6%                     | 0.2%                  |
| 26  | MA | 9.6%                      | 35.7%      | 67                             | 300                        | 43.7%                   | 11.7%                 | 20.3%                  | 8.3%                   | 9.7%                    | 4.0%                     | 2.3%                  |
| 27  | RI | 0.4%                      | 1.4%       | 76                             | 1,654                      | 19.9%                   | 14.3%                 | 32.3%                  | 24.2%                  | 6.7%                    | 1.6%                     | 1.1%                  |
| 28  | WY | 33.2%                     | 61.8%      | 80                             | 257                        | 54.9%                   | 4.7%                  | 15.2%                  | 4.7%                   | 5.4%                    | 10.5%                    | 4.7%                  |
| 29  | OH | 6.9%                      | 9.5%       | 86                             | 8,655                      | 27.4%                   | 12.8%                 | 42.6%                  | 12.2%                  | 3.7%                    | 1.4%                     | 0.0%                  |
| 30  | NY | 12.1%                     | 35.2%      | 114                            | 11,145                     | 34.5%                   | 10.6%                 | 25.6%                  | 6.4%                   | 6.4%                    | 6.7%                     | 9.8%                  |
| 31  | DC | 54.2%                     | 79.3%      | 143                            | 331                        | 35.6%                   | 3.9%                  | 10.3%                  | 6.6%                   | 6.6%                    | 24.2%                    | 12.7%                 |
|   | US | 37.8%                     | 59.9%      | 34                             | 192,245                    | 65.2%                   | 14.1%                 | 13.9%                  | 2.7%                   | 1.7%                    | 1.6%                     | 0.8%                  |
| Red indicates failed timelapse; Green indicates passed measure; Tan indicates fail average case age<br>% Meeting Average Case Age only <b>63.85%</b> <span style="float: right;">Rpt date: 4/22/11</span> |    |                           |            |                                |                            |                         |                       |                        |                        |                         |                          |                       |
| States who have not reported, as of the report date, are not on this report   |    |                           |            |                                |                            |                         |                       |                        |                        |                         |                          |                       |

## Lower Authority Appeals Ranked by Total Pending Cases

| March 2011   |    | Sorted by Total Pending Cases |        |                              |                          |                 |                         | <=30-day ALP Indicated |                       |                        |                         |                          |                       |
|--|----|-------------------------------|--------|------------------------------|--------------------------|-----------------|-------------------------|------------------------|-----------------------|------------------------|-------------------------|--------------------------|-----------------------|
| National Ranking   | #  | Apr 10 - Mar 11<br>Timelapse  |        | Average Age of Pending Cases | Total # of Pending Cases | % of Nat. Total | % of Cases 1 to 25 Days | % of Cases 26-40 Days  | % of Cases 41-90 Days | % of Cases 91-120 Days | % of Cases 121-180 Days | % of Cases 181- 360 Days | % of Cases > 360 Days |
|  |    | 30-day                        | 45-day |                              |                          |                 |                         |                        |                       |                        |                         |                          |                       |
|  |    | 60%                           | 80%    |                              |                          |                 |                         |                        |                       |                        |                         |                          |                       |
| 1  | CA | 3.0%                          | 14.9%  | 35                           | 42,483                   | 22.10%          | 37.7%                   | 26.8%                  | 32.6%                 | 1.8%                   | 0.8%                    | 0.2%                     | 0.0%                  |
| 2  | TX | 11.6%                         | 53.2%  | 35                           | 16,322                   | 8.49%           | 47.0%                   | 22.3%                  | 26.2%                 | 2.1%                   | 1.2%                    | 0.9%                     | 0.2%                  |
| 3  | PA | 28.0%                         | 58.9%  | 34                           | 13,036                   | 6.78%           | 44.2%                   | 20.5%                  | 21.8%                 | 2.6%                   | 1.5%                    | 9.3%                     | 0.1%                  |
| 4  | NY | 12.1%                         | 35.2%  | 114                          | 11,145                   | 5.80%           | 34.5%                   | 10.6%                  | 25.6%                 | 6.4%                   | 6.4%                    | 6.7%                     | 9.8%                  |
| 5  | FL | 61.6%                         | 88.2%  | 15                           | 10,714                   | 5.57%           | 87.7%                   | 9.0%                   | 3.0%                  | 0.3%                   | 0.1%                    | 0.0%                     | 0.0%                  |
| 6  | OH | 6.9%                          | 9.5%   | 86                           | 8,655                    | 4.50%           | 27.4%                   | 12.8%                  | 42.6%                 | 12.2%                  | 3.7%                    | 1.4%                     | 0.0%                  |
| 7  | CT | 5.7%                          | 21.1%  | 65                           | 4,970                    | 2.59%           | 25.1%                   | 12.1%                  | 33.4%                 | 20.2%                  | 7.5%                    | 1.6%                     | 0.2%                  |
| 8  | NJ | 28.1%                         | 70.2%  | 35                           | 4,679                    | 2.43%           | 45.9%                   | 31.8%                  | 17.2%                 | 1.3%                   | 2.4%                    | 1.1%                     | 0.3%                  |
| 9  | IL | 51.3%                         | 81.7%  | 23                           | 4,492                    | 2.34%           | 82.5%                   | 6.7%                   | 6.3%                  | 1.8%                   | 0.9%                    | 1.4%                     | 0.4%                  |
| 10   | MI | 20.5%                         | 44.7%  | 43                           | 4,174                    | 2.17%           | 60.0%                   | 17.0%                  | 8.4%                  | 7.7%                   | 3.5%                    | 2.0%                     | 1.4%                  |
| 11   | MD | 23.0%                         | 75.3%  | 25                           | 4,097                    | 2.13%           | 64.1%                   | 23.4%                  | 11.0%                 | 0.6%                   | 0.2%                    | 0.5%                     | 0.2%                  |
| 12   | NM | 4.1%                          | 5.8%   | 48                           | 4,031                    | 2.10%           | 30.4%                   | 16.6%                  | 45.0%                 | 3.3%                   | 3.8%                    | 0.7%                     | 0.1%                  |
| 13   | NC | 63.7%                         | 84.2%  | 33                           | 3,925                    | 2.04%           | 72.4%                   | 15.1%                  | 8.8%                  | 1.0%                   | 0.8%                    | 0.6%                     | 1.2%                  |
| 14   | WA | 63.3%                         | 85.7%  | 22                           | 3,767                    | 1.96%           | 73.1%                   | 18.4%                  | 7.6%                  | 0.3%                   | 0.1%                    | 0.2%                     | 0.3%                  |
| 15   | TN | 26.6%                         | 69.5%  | 23                           | 3,612                    | 1.88%           | 59.4%                   | 31.2%                  | 9.0%                  | 0.2%                   | 0.1%                    | 0.0%                     | 0.0%                  |
| 16   | AR | 0.5%                          | 5.0%   | 40                           | 3,604                    | 1.87%           | 31.8%                   | 19.9%                  | 46.9%                 | 0.6%                   | 0.6%                    | 0.1%                     | 0.0%                  |
| 17   | GA | 78.1%                         | 93.8%  | 12                           | 3,555                    | 1.85%           | 92.8%                   | 5.4%                   | 1.3%                  | 0.3%                   | 0.1%                    | 0.1%                     | 0.0%                  |
| 18   | VA | 14.0%                         | 54.4%  | 34                           | 3,478                    | 1.81%           | 61.0%                   | 24.9%                  | 14.1%                 | 0.1%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 19   | KY | 11.3%                         | 58.2%  | 48                           | 3,250                    | 1.69%           | 31.6%                   | 22.2%                  | 34.7%                 | 7.0%                   | 3.1%                    | 0.8%                     | 0.4%                  |
| 20   | WI | 12.3%                         | 22.0%  | 34                           | 3,227                    | 1.68%           | 53.4%                   | 16.8%                  | 27.2%                 | 0.8%                   | 0.6%                    | 0.5%                     | 0.7%                  |
| 21   | PR | 11.7%                         | 34.9%  | 33                           | 2,578                    | 1.34%           | 52.2%                   | 21.6%                  | 20.0%                 | 2.7%                   | 2.6%                    | 0.9%                     | 0.0%                  |
| 22   | AZ | 69.3%                         | 86.8%  | 24                           | 2,510                    | 1.31%           | 75.4%                   | 17.5%                  | 5.2%                  | 0.8%                   | 0.6%                    | 0.3%                     | 0.3%                  |
| 23   | IN | 52.3%                         | 71.7%  | 19                           | 2,496                    | 1.30%           | 84.8%                   | 6.8%                   | 5.8%                  | 1.0%                   | 1.0%                    | 0.3%                     | 0.2%                  |
| 24   | LA | 1.3%                          | 6.6%   | 46                           | 2,338                    | 1.22%           | 20.0%                   | 37.0%                  | 36.2%                 | 3.1%                   | 2.3%                    | 1.3%                     | 0.0%                  |
| 25   | MO | 40.1%                         | 78.7%  | 27                           | 2,176                    | 1.13%           | 73.9%                   | 13.6%                  | 9.7%                  | 1.4%                   | 0.5%                    | 0.6%                     | 0.2%                  |
| 26   | KS | 10.0%                         | 26.9%  | 53                           | 2,145                    | 1.12%           | 31.1%                   | 17.7%                  | 37.9%                 | 8.7%                   | 3.1%                    | 0.7%                     | 0.8%                  |
| 27   | CO | 75.1%                         | 93.0%  | 20                           | 1,874                    | 0.97%           | 80.5%                   | 14.9%                  | 3.3%                  | 0.3%                   | 0.4%                    | 0.4%                     | 0.2%                  |
| 28   | IA | 10.7%                         | 33.5%  | 40                           | 1,822                    | 0.95%           | 68.3%                   | 12.2%                  | 11.7%                 | 2.1%                   | 1.1%                    | 2.4%                     | 2.0%                  |
| 29   | RI | 0.4%                          | 1.4%   | 76                           | 1,654                    | 0.86%           | 19.9%                   | 14.3%                  | 32.3%                 | 24.2%                  | 6.7%                    | 1.6%                     | 1.1%                  |
| 30   | NV | 9.6%                          | 9.6%   | 31                           | 1,600                    | 0.83%           | 58.0%                   | 19.3%                  | 17.9%                 | 2.4%                   | 1.4%                    | 0.6%                     | 0.3%                  |
| 31   | SC | 85.6%                         | 99.7%  | 12                           | 1,546                    | 0.80%           | 59.4%                   | 40.6%                  | 0.0%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 32   | MN | 84.3%                         | 94.2%  | 15                           | 1,408                    | 0.73%           | 87.7%                   | 7.5%                   | 3.5%                  | 0.3%                   | 0.3%                    | 0.6%                     | 0.1%                  |
| 33   | AL | 51.1%                         | 69.8%  | 15                           | 1,252                    | 0.65%           | 90.9%                   | 3.8%                   | 2.9%                  | 0.8%                   | 1.0%                    | 0.5%                     | 0.1%                  |
| 34   | OK | 13.4%                         | 68.6%  | 16                           | 1,236                    | 0.64%           | 87.5%                   | 8.6%                   | 3.6%                  | 0.3%                   | 0.1%                    | 0.0%                     | 0.0%                  |
| 35   | OR | 35.0%                         | 35.0%  | 14                           | 1,132                    | 0.59%           | 94.9%                   | 3.1%                   | 1.8%                  | 0.1%                   | 0.1%                    | 0.0%                     | 0.1%                  |
| 36   | UT | 99.3%                         | 99.9%  | 11                           | 1,100                    | 0.57%           | 99.6%                   | 0.4%                   | 0.0%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 37   | ME | 18.8%                         | 41.7%  | 32                           | 987                      | 0.51%           | 66.9%                   | 14.9%                  | 9.2%                  | 1.7%                   | 4.2%                    | 3.1%                     | 0.0%                  |
| 38   | MS | 43.0%                         | 61.0%  | 9                            | 879                      | 0.46%           | 93.7%                   | 3.2%                   | 1.8%                  | 0.1%                   | 1.0%                    | 0.1%                     | 0.0%                  |
| 39   | DE | 62.5%                         | 86.9%  | 19                           | 568                      | 0.30%           | 79.0%                   | 13.4%                  | 6.9%                  | 0.0%                   | 0.5%                    | 0.2%                     | 0.0%                  |
| 40   | WV | 31.0%                         | 64.7%  | 18                           | 519                      | 0.27%           | 78.4%                   | 12.7%                  | 8.1%                  | 0.4%                   | 0.4%                    | 0.0%                     | 0.0%                  |
| 41   | NE | 56.7%                         | 82.3%  | 9                            | 431                      | 0.22%           | 97.7%                   | 2.3%                   | 0.0%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 42   | ID | 96.3%                         | 99.4%  | 11                           | 385                      | 0.20%           | 97.1%                   | 2.6%                   | 0.3%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 43   | NH | 21.2%                         | 41.8%  | 14                           | 381                      | 0.20%           | 88.2%                   | 6.8%                   | 4.5%                  | 0.5%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 44   | DC | 54.2%                         | 79.3%  | 143                          | 331                      | 0.17%           | 35.6%                   | 3.9%                   | 10.3%                 | 6.6%                   | 6.6%                    | 24.2%                    | 12.7%                 |
| 45   | HI | 86.1%                         | 94.7%  | 20                           | 302                      | 0.16%           | 80.8%                   | 8.9%                   | 8.3%                  | 0.3%                   | 1.0%                    | 0.3%                     | 0.3%                  |
| 46   | MA | 9.6%                          | 35.7%  | 67                           | 300                      | 0.16%           | 43.7%                   | 11.7%                  | 20.3%                 | 8.3%                   | 9.7%                    | 4.0%                     | 2.3%                  |
| 47   | AK | 57.3%                         | 87.7%  | 16                           | 263                      | 0.14%           | 96.2%                   | 3.0%                   | 0.0%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.8%                  |
| 48   | WY | 33.2%                         | 61.8%  | 80                           | 257                      | 0.13%           | 54.9%                   | 4.7%                   | 15.2%                 | 4.7%                   | 5.4%                    | 10.5%                    | 4.7%                  |
| 49   | ND | 40.6%                         | 64.4%  | 16                           | 196                      | 0.10%           | 84.2%                   | 10.7%                  | 5.1%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 50   | SD | 33.8%                         | 81.5%  | 20                           | 154                      | 0.08%           | 71.4%                   | 17.5%                  | 11.0%                 | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 51   | VT | 58.2%                         | 92.9%  | 20                           | 132                      | 0.07%           | 81.1%                   | 12.9%                  | 6.1%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
| 52   | MT | 85.6%                         | 95.0%  | 12                           | 77                       | 0.04%           | 93.5%                   | 3.9%                   | 2.6%                  | 0.0%                   | 0.0%                    | 0.0%                     | 0.0%                  |
|  | US | 37.8%                         | 59.9%  | 34                           | 192,245                  | 1.9%            | 65.2%                   | 14.1%                  | 13.9%                 | 2.7%                   | 1.7%                    | 1.6%                     | 0.80%                 |
| Note: Data calculated from available State data as of report date                                      |    |                               |        |                              |                          |                 |                         |                        |                       |                        | Rpt date: 4/22/11       |                          |                       |
| Red indicates failed timelapse; Green indicates passed measure; Yellow indicates fail average case age |    |                               |        |                              |                          |                 |                         |                        |                       |                        |                         |                          |                       |
| States who have not reported, as of the report date, are not on this report                            |    |                               |        |                              |                          |                 |                         |                        |                       |                        |                         |                          |                       |

| Higher Authority Appeals Ranked by Case Aging                                       |                 |       |                              |                                |                            |                             |                              |                               |                               |                           |       |      |
|---|-----------------|-------|------------------------------|--------------------------------|----------------------------|-----------------------------|------------------------------|-------------------------------|-------------------------------|---------------------------|-------|------|
| March 2011  |                 |       |                              | <=40-day Average ALP Indicated |                            |                             |                              |                               |                               |                           |       |      |
| National Ranking By Age   | March Timelapso |       | Average Age of Pending Cases | Total # of Pending Cases       | % of Cases 1 - 40 Days Old | % of Cases 41 - 70 Days Old | % of Cases 71 - 120 Days Old | % of Cases 121 - 180 Days Old | % of Cases 181 - 360 Days Old | % of Cases 360 + Days Old |       |      |
|   | #               | Stato |                              |                                |                            |                             |                              |                               |                               |                           | 50%*  | 80%* |
| 1   | MS              | 92.4  | 96.4                         | 9                              | 221                        | 96.8%                       | 1.4%                         | 1.4%                          | 0.0%                          | 0.0%                      | 0.5%  |      |
| 2   | IN              | 99.0  | 100.0                        | 11                             | 372                        | 100.0%                      | 0.0%                         | 0.0%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 2   | UT              | 99.3  | 100.0                        | 11                             | 82                         | 100.0%                      | 0.0%                         | 0.0%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 3   | KS              | 77.7  | 80.1                         | 12                             | 57                         | 98.2%                       | 0.0%                         | 0.0%                          | 1.8%                          | 0.0%                      | 0.0%  |      |
| 4   | GA              | 100.0 | 100.0                        | 13                             | 768                        | 100.0%                      | 0.0%                         | 0.0%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 4   | WY              | 92.5  | 100.0                        | 13                             | 36                         | 97.2%                       | 2.8%                         | 0.0%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 5   | WA              | 96.8  | 99.8                         | 14                             | 287                        | 97.2%                       | 2.4%                         | 0.3%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 6   | OR              | 99.2  | 100.0                        | 15                             | 194                        | 99.5%                       | 0.5%                         | 0.0%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 7   | SD              | 100.0 | 100.0                        | 17                             | 10                         | 100.0%                      | 0.0%                         | 0.0%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 8   | CO              | 89.4  | 99.4                         | 19                             | 304                        | 95.1%                       | 3.6%                         | 1.0%                          | 0.3%                          | 0.0%                      | 0.0%  |      |
| 8   | ID              | 44.0  | 92.0                         | 19                             | 88                         | 94.3%                       | 3.4%                         | 2.3%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 8   | OK              | 62.8  | 99.1                         | 19                             | 241                        | 90.0%                       | 9.5%                         | 0.4%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 9   | TN              | 96.3  | 98.8                         | 21                             | 374                        | 92.2%                       | 2.7%                         | 2.4%                          | 1.3%                          | 1.3%                      | 0.0%  |      |
| 9   | WV              | 89.7  | 100.0                        | 21                             | 104                        | 91.3%                       | 8.7%                         | 0.0%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 10  | ND              | 100.0 | 100.0                        | 22                             | 7                          | 85.7%                       | 14.3%                        | 0.0%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 11  | DE              | 69.9  | 95.2                         | 28                             | 138                        | 74.6%                       | 19.6%                        | 5.8%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 11  | MT              | 50.0  | 95.5                         | 28                             | 29                         | 82.8%                       | 13.8%                        | 3.4%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 12  | AZ              | 6.2   | 85.2                         | 30                             | 656                        | 73.3%                       | 26.1%                        | 0.6%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 12  | VT              | 60.9  | 100.0                        | 30                             | 34                         | 85.3%                       | 11.8%                        | 0.0%                          | 0.0%                          | 2.9%                      | 0.0%  |      |
| 12  | WI              | 30.8  | 78.1                         | 30                             | 536                        | 76.1%                       | 15.7%                        | 8.2%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 13  | AK              | 91.7  | 91.7                         | 31                             | 12                         | 91.7%                       | 0.0%                         | 0.0%                          | 8.3%                          | 0.0%                      | 0.0%  |      |
| 14  | IA              | 12.6  | 93.5                         | 33                             | 222                        | 77.5%                       | 21.2%                        | 1.4%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 15  | CA              | 12.9  | 90.1                         | 34                             | 3,671                      | 51.7%                       | 42.7%                        | 5.6%                          | 0.0%                          | 0.0%                      | 0.0%  |      |
| 16  | FL              | 21.8  | 44.7                         | 35                             | 2,636                      | 67.4%                       | 22.8%                        | 8.6%                          | 1.2%                          | 0.0%                      | 0.0%  |      |
| 16  | PR              | 69.2  | 83.9                         | 35                             | 161                        | 72.7%                       | 10.6%                        | 12.4%                         | 1.9%                          | 2.5%                      | 0.0%  |      |
| 17  | NM              | 60.3  | 70.1                         | 36                             | 179                        | 57.5%                       | 25.1%                        | 16.8%                         | 0.6%                          | 0.0%                      | 0.0%  |      |
| 18  | MO              | 87.9  | 96.6                         | 38                             | 466                        | 70.2%                       | 15.5%                        | 8.6%                          | 4.3%                          | 1.1%                      | 0.4%  |      |
| 18  | NV              | 46.2  | 60.1                         | 38                             | 296                        | 72.0%                       | 21.3%                        | 3.0%                          | 2.0%                          | 1.7%                      | 0.0%  |      |
| 19  | SC              | 20.1  | 50.5                         | 39                             | 317                        | 59.6%                       | 29.3%                        | 9.8%                          | 0.6%                          | 0.6%                      | 0.0%  |      |
| 20  | KY              | 84.8  | 93.5                         | 44                             | 327                        | 80.1%                       | 5.2%                         | 6.7%                          | 2.1%                          | 2.8%                      | 3.1%  |      |
| 21  | VA              | 40.5  | 71.3                         | 45                             | 1,001                      | 60.7%                       | 17.6%                        | 14.8%                         | 5.2%                          | 1.7%                      | 0.0%  |      |
| 22  | AL              | 75.8  | 85.1                         | 53                             | 255                        | 45.1%                       | 30.2%                        | 18.4%                         | 4.7%                          | 1.6%                      | 0.0%  |      |
| 23  | TX              | 31.5  | 53.2                         | 55                             | 4,013                      | 52.8%                       | 20.8%                        | 18.8%                         | 5.1%                          | 2.1%                      | 0.4%  |      |
| 24  | IL              | 4.5   | 33.4                         | 57                             | 3,285                      | 41.4%                       | 31.4%                        | 18.1%                         | 6.3%                          | 2.8%                      | 0.0%  |      |
| 25  | CT              | 18.0  | 54.7                         | 58                             | 429                        | 42.7%                       | 25.9%                        | 24.0%                         | 5.8%                          | 1.4%                      | 0.2%  |      |
| 26  | PA              | 33.3  | 85.6                         | 63                             | 2,346                      | 59.5%                       | 23.2%                        | 9.4%                          | 2.5%                          | 2.5%                      | 3.0%  |      |
| 27  | MD              | 15.2  | 53.8                         | 65                             | 1,652                      | 43.7%                       | 27.4%                        | 13.0%                         | 7.2%                          | 8.7%                      | 0.0%  |      |
| 27  | NH              | 10.0  | 32.5                         | 65                             | 181                        | 46.4%                       | 18.2%                        | 22.1%                         | 6.6%                          | 6.1%                      | 0.6%  |      |
| 28  | ME              | 59.2  | 59.9                         | 91                             | 372                        | 26.9%                       | 12.6%                        | 24.5%                         | 27.4%                         | 8.6%                      | 0.0%  |      |
| 29  | LA              | 2.2   | 8.6                          | 94                             | 1,445                      | 24.4%                       | 18.0%                        | 21.7%                         | 29.1%                         | 6.7%                      | 0.1%  |      |
| 30  | OH              | 63.3  | 88.3                         | 99                             | 818                        | 67.7%                       | 24.4%                        | 2.9%                          | 2.0%                          | 0.4%                      | 2.6%  |      |
| 31  | NJ              | 4.6   | 5.3                          | 101                            | 3,652                      | 18.5%                       | 16.5%                        | 25.6%                         | 33.6%                         | 5.7%                      | 0.1%  |      |
| 32  | RI              | 76.6  | 87.2                         | 123                            | 122                        | 69.7%                       | 13.1%                        | 4.9%                          | 3.3%                          | 4.1%                      | 4.9%  |      |
| 33  | MI              | 52.1  | 55.5                         | 134                            | 4,077                      | 27.4%                       | 11.2%                        | 18.2%                         | 18.1%                         | 20.5%                     | 4.7%  |      |
| 34  | MA              | 41.4  | 42.3                         | 167                            | 1,770                      | 17.5%                       | 7.0%                         | 17.5%                         | 19.0%                         | 29.9%                     | 9.1%  |      |
| 35  | NY              | 1.5   | 4.9                          | 172                            | 4,669                      | 14.2%                       | 10.0%                        | 16.0%                         | 19.2%                         | 38.9%                     | 2.7%  |      |
| 36  | AR              | 1.7   | 6.7                          | 244                            | 3,160                      | 10.4%                       | 6.3%                         | 9.7%                          | 12.8%                         | 35.2%                     | 25.6% |      |
| 37  | NC              | 57.2  | 70.0                         | 387                            | 1,621                      | 41.3%                       | 7.6%                         | 3.3%                          | 3.3%                          | 10.4%                     | 34.1% |      |
|   | US              | 55.3  | 74.8                         | 58.7                           | 47,693                     | 67.5%                       | 13.6%                        | 7.9%                          | 4.9%                          | 4.2%                      | 1.9%  |      |
| Note: Data calculated from available State data as of report date                   |                 |       |                              |                                |                            |                             |                              |                               | Rpt date:                     | 4/22/11                   |       |      |
| Green color indicates met ALP & Roso color indicates failed ALP                     |                 |       |                              |                                |                            |                             |                              |                               |                               |                           |       |      |
| Note 2: Higher Authority promptness measured by average case aging only each March. |                 |       |                              |                                |                            |                             |                              |                               |                               |                           |       |      |
| % of States meeting ALP measure   |                 |       |                              | 60.42%                         |                            |                             |                              | ^ Former Timelapso Standard   |                               |                           |       |      |
| States who have not reported, as of the report date, are not on this report         |                 |       |                              |                                |                            |                             |                              |                               |                               |                           |       |      |

| Higher Authority Appeals Case Aging sorted by Backlog                       |                    |       |                                       |                                   |                         |                                     |                                      |                                       |  |  |                                    |                |
|---|--------------------|-------|---------------------------------------|-----------------------------------|-------------------------|-------------------------------------|--------------------------------------|---------------------------------------|--|--|------------------------------------|----------------|
| March 2011  |                    |       |                                       | Sorted by Highest Backlog         |                         |                                     |                                      | <=40-day Average ALP Indicated        |  |  |                                    |                |
| National Ranking<br>By Backlog  | March<br>Timelapse |       | Average<br>Age of<br>Pending<br>Cases | Total<br># of<br>Pending<br>Cases | %<br>of Nat.<br>Backlog | % of<br>Cases<br>1 - 40<br>Days Old | % of<br>Cases<br>41 - 70<br>Days Old | % of<br>Cases<br>71 - 120<br>Days Old | % of<br>Cases<br>121 - 180<br>Days Old | % of<br>Cases<br>181 - 360<br>Days Old | % of<br>Cases<br>360 +<br>Days Old |                |
|   | #                  | State |                                       |                                   |                         |                                     |                                      |                                       |  |  |                                    | 45-day<br>50%* |
| 1   | NY                 | 1.5   | 4.9                                   | 172                               | 4,669                   | 9.790%                              | 14.2%                                | 10.0%                                 | 15.0%                                  | 19.2%                                  | 38.9%                              | 2.7%           |
| 2   | MI                 | 52.1  | 55.5                                  | 134                               | 4,077                   | 8.55%                               | 27.4%                                | 11.2%                                 | 18.2%                                  | 18.1%                                  | 20.5%                              | 4.7%           |
| 3   | TX                 | 31.5  | 53.2                                  | 55                                | 4,013                   | 8.41%                               | 52.8%                                | 20.8%                                 | 18.8%                                  | 5.1%                                   | 2.1%                               | 0.4%           |
| 4   | CA                 | 12.9  | 90.1                                  | 34                                | 3,671                   | 7.70%                               | 51.7%                                | 42.7%                                 | 5.6%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
| 5   | NJ                 | 4.6   | 5.3                                   | 101                               | 3,652                   | 7.66%                               | 18.5%                                | 16.5%                                 | 25.6%                                  | 33.6%                                  | 5.7%                               | 0.1%           |
| 6   | IL                 | 4.5   | 33.4                                  | 57                                | 3,285                   | 6.89%                               | 41.4%                                | 31.4%                                 | 18.1%                                  | 6.3%                                   | 2.8%                               | 0.0%           |
| 7   | AR                 | 1.7   | 6.7                                   | 244                               | 3,160                   | 6.63%                               | 10.4%                                | 6.3%                                  | 9.7%                                   | 12.8%                                  | 35.2%                              | 25.6%          |
| 8   | FL                 | 21.8  | 44.7                                  | 35                                | 2,636                   | 5.53%                               | 67.4%                                | 22.8%                                 | 8.6%                                   | 1.2%                                   | 0.0%                               | 0.0%           |
| 9   | PA                 | 33.3  | 85.6                                  | 63                                | 2,346                   | 4.92%                               | 59.5%                                | 23.2%                                 | 9.4%                                   | 2.5%                                   | 2.5%                               | 3.0%           |
| 10  | MA                 | 41.4  | 42.3                                  | 167                               | 1,770                   | 3.71%                               | 17.5%                                | 7.0%                                  | 17.5%                                  | 19.0%                                  | 29.9%                              | 9.1%           |
| 11  | MD                 | 15.2  | 53.8                                  | 65                                | 1,652                   | 3.46%                               | 43.7%                                | 27.4%                                 | 13.0%                                  | 7.2%                                   | 8.7%                               | 0.0%           |
| 12  | NC                 | 57.2  | 70.0                                  | 387                               | 1,621                   | 3.40%                               | 41.3%                                | 7.6%                                  | 3.3%                                   | 3.3%                                   | 10.4%                              | 34.1%          |
| 13  | LA                 | 2.2   | 8.6                                   | 94                                | 1,445                   | 3.03%                               | 24.4%                                | 18.0%                                 | 21.7%                                  | 29.1%                                  | 6.7%                               | 0.1%           |
| 14  | VA                 | 40.5  | 71.3                                  | 45                                | 1,001                   | 2.10%                               | 60.7%                                | 17.6%                                 | 14.8%                                  | 5.2%                                   | 1.7%                               | 0.0%           |
| 15  | OH                 | 63.3  | 88.3                                  | 99                                | 818                     | 1.72%                               | 67.7%                                | 24.4%                                 | 2.9%                                   | 2.0%                                   | 0.4%                               | 2.6%           |
| 16  | GA                 | 100.0 | 100.0                                 | 13                                | 768                     | 1.61%                               | 100.0%                               | 0.0%                                  | 0.0%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
| 17  | AZ                 | 6.2   | 85.2                                  | 30                                | 656                     | 1.38%                               | 73.3%                                | 26.1%                                 | 0.6%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
| 18  | WI                 | 30.8  | 78.1                                  | 30                                | 536                     | 1.12%                               | 76.1%                                | 15.7%                                 | 8.2%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
| 19  | MO                 | 87.9  | 96.6                                  | 38                                | 466                     | 0.98%                               | 70.2%                                | 15.5%                                 | 8.6%                                   | 4.3%                                   | 1.1%                               | 0.4%           |
| 20  | CT                 | 18.0  | 51.7                                  | 58                                | 429                     | 0.90%                               | 42.7%                                | 25.0%                                 | 24.0%                                  | 5.8%                                   | 1.4%                               | 0.2%           |
| 21  | TN                 | 96.3  | 98.8                                  | 21                                | 374                     | 0.78%                               | 92.2%                                | 2.7%                                  | 2.4%                                   | 1.3%                                   | 1.3%                               | 0.0%           |
| 22  | IN                 | 99.0  | 100.0                                 | 11                                | 372                     | 0.78%                               | 100.0%                               | 0.0%                                  | 0.0%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
| 23  | ME                 | 59.2  | 59.9                                  | 91                                | 372                     | 0.78%                               | 26.9%                                | 12.6%                                 | 24.5%                                  | 27.4%                                  | 8.6%                               | 0.0%           |
| 24  | KY                 | 84.8  | 93.5                                  | 44                                | 327                     | 0.69%                               | 80.1%                                | 5.2%                                  | 6.7%                                   | 2.1%                                   | 2.8%                               | 3.1%           |
| 25  | SC                 | 20.1  | 50.5                                  | 39                                | 317                     | 0.66%                               | 59.6%                                | 29.3%                                 | 9.8%                                   | 0.6%                                   | 0.6%                               | 0.0%           |
| 26  | CO                 | 89.4  | 99.4                                  | 19                                | 304                     | 0.64%                               | 95.1%                                | 3.6%                                  | 1.0%                                   | 0.3%                                   | 0.0%                               | 0.0%           |
| 27  | NV                 | 46.2  | 60.1                                  | 38                                | 296                     | 0.62%                               | 72.0%                                | 21.3%                                 | 3.0%                                   | 2.0%                                   | 1.7%                               | 0.0%           |
| 28  | WA                 | 96.8  | 99.8                                  | 14                                | 287                     | 0.60%                               | 97.2%                                | 2.4%                                  | 0.3%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
| 29  | AL                 | 75.8  | 85.1                                  | 53                                | 255                     | 0.53%                               | 45.1%                                | 30.2%                                 | 18.4%                                  | 4.7%                                   | 1.6%                               | 0.0%           |
| 30  | OK                 | 62.8  | 99.1                                  | 19                                | 241                     | 0.51%                               | 90.0%                                | 9.5%                                  | 0.4%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
| 31  | IA                 | 12.6  | 93.5                                  | 33                                | 222                     | 0.47%                               | 77.5%                                | 21.2%                                 | 1.4%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
| 32  | MS                 | 92.4  | 96.4                                  | 9                                 | 221                     | 0.46%                               | 96.8%                                | 1.4%                                  | 1.4%                                   | 0.0%                                   | 0.0%                               | 0.5%           |
| 33  | OR                 | 99.2  | 100.0                                 | 15                                | 194                     | 0.41%                               | 99.5%                                | 0.5%                                  | 0.0%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
| 34  | NH                 | 10.0  | 32.5                                  | 65                                | 181                     | 0.38%                               | 46.4%                                | 18.2%                                 | 22.1%                                  | 6.6%                                   | 6.1%                               | 0.6%           |
| 35  | NM                 | 60.3  | 70.1                                  | 36                                | 179                     | 0.38%                               | 57.5%                                | 25.1%                                 | 16.8%                                  | 0.6%                                   | 0.0%                               | 0.0%           |
| 36  | PR                 | 69.2  | 83.9                                  | 35                                | 161                     | 0.34%                               | 72.7%                                | 10.6%                                 | 12.4%                                  | 1.9%                                   | 2.5%                               | 0.0%           |
| 37  | DE                 | 69.9  | 95.2                                  | 28                                | 138                     | 0.29%                               | 74.6%                                | 19.6%                                 | 5.8%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
| 38  | RI                 | 76.6  | 87.2                                  | 123                               | 122                     | 0.26%                               | 69.7%                                | 13.1%                                 | 4.9%                                   | 3.3%                                   | 4.1%                               | 4.9%           |
| 39  | WV                 | 89.7  | 100.0                                 | 21                                | 104                     | 0.22%                               | 91.3%                                | 8.7%                                  | 0.0%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
| 40  | ID                 | 44.0  | 92.0                                  | 19                                | 88                      | 0.18%                               | 94.3%                                | 3.4%                                  | 2.3%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
| 41  | UT                 | 99.3  | 100.0                                 | 11                                | 82                      | 0.17%                               | 100.0%                               | 0.0%                                  | 0.0%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
| 42  | KS                 | 77.7  | 80.1                                  | 12                                | 57                      | 0.12%                               | 98.2%                                | 0.0%                                  | 0.0%                                   | 1.8%                                   | 0.0%                               | 0.0%           |
| 43  | WY                 | 92.5  | 100.0                                 | 13                                | 36                      | 0.08%                               | 97.2%                                | 2.8%                                  | 0.0%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
| 44  | VT                 | 60.9  | 100.0                                 | 30                                | 34                      | 0.07%                               | 85.3%                                | 11.8%                                 | 0.0%                                   | 0.0%                                   | 2.9%                               | 0.0%           |
| 45  | MT                 | 50.0  | 95.5                                  | 28                                | 29                      | 0.06%                               | 82.8%                                | 13.8%                                 | 3.4%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
| 46  | AK                 | 91.7  | 91.7                                  | 31                                | 12                      | 0.03%                               | 91.7%                                | 0.0%                                  | 0.0%                                   | 8.3%                                   | 0.0%                               | 0.0%           |
| 47  | SD                 | 100.0 | 100.0                                 | 17                                | 10                      | 0.02%                               | 100.0%                               | 0.0%                                  | 0.0%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
| 48  | ND                 | 100.0 | 100.0                                 | 22                                | 7                       | 0.01%                               | 85.7%                                | 14.3%                                 | 0.0%                                   | 0.0%                                   | 0.0%                               | 0.0%           |
|   | US                 | 55.3  | 74.8                                  | 58.7                              | 47,693                  | 100%                                | 67.5%                                | 13.6%                                 | 7.9%                                   | 4.9%                                   | 4.2%                               | 1.9%           |
| Note: Data calculated from available State data as of report date           |                    |       |                                       |                                   |                         |                                     |                                      |                                       |  |  |                                    |                |
| Green color indicates met ALP & Pink color indicates failed ALP             |                    |       |                                       |                                   |                         |                                     |                                      |                                       |  |  | Rpt date: 4/22/11                  |                |
| States who have not reported, as of the report date, are not on this report |                    |       |                                       |                                   |                         |                                     |                                      | * Former Timelapse Standard           |  |  |                                    |                |

| Higher Authority Appeals Case Aging sorted by Backlog                       |       |                 |             |                              |                          |                   |                            |                                |                              |                               |                               |                           |
|---|-------|-----------------|-------------|------------------------------|--------------------------|-------------------|----------------------------|--------------------------------|------------------------------|-------------------------------|-------------------------------|---------------------------|
| March 2011  |       |                 |             | Sorted by Highest Backlog    |                          |                   |                            | <=40-day Average ALP Indicated |                              |                               |                               |                           |
| National Ranking By Backlog #   | State | March Timelapse |             | Average Age of Pending Cases | Total # of Pending Cases | % of Nat. Backlog | % of Cases 1 - 40 Days Old | % of Cases 41 - 70 Days Old    | % of Cases 71 - 120 Days Old | % of Cases 121 - 180 Days Old | % of Cases 181 - 360 Days Old | % of Cases 360 + Days Old |
|   |       | 45-day 50%*     | 75-day 80%* |                              |                          |                   |                            |                                |                              |                               |                               |                           |
| 1   | NY    | 1.5             | 4.9         | 172                          | 4,669                    | 9.790%            | 14.2%                      | 10.0%                          | 15.0%                        | 19.2%                         | 38.9%                         | 2.7%                      |
| 2   | MI    | 52.1            | 55.5        | 134                          | 4,077                    | 8.55%             | 27.4%                      | 11.2%                          | 18.2%                        | 18.1%                         | 20.5%                         | 4.7%                      |
| 3   | TX    | 31.5            | 53.2        | 55                           | 4,013                    | 8.41%             | 52.8%                      | 20.8%                          | 18.8%                        | 5.1%                          | 2.1%                          | 0.4%                      |
| 4   | CA    | 12.9            | 90.1        | 34                           | 3,671                    | 7.70%             | 51.7%                      | 42.7%                          | 5.6%                         | 0.0%                          | 0.0%                          | 0.0%                      |
| 5   | NJ    | 4.6             | 5.3         | 101                          | 3,652                    | 7.66%             | 18.6%                      | 16.5%                          | 25.6%                        | 33.6%                         | 5.7%                          | 0.1%                      |
| 6   | IL    | 4.5             | 33.4        | 57                           | 3,285                    | 6.89%             | 41.4%                      | 31.4%                          | 18.1%                        | 6.3%                          | 2.8%                          | 0.0%                      |
| 7   | AR    | 1.7             | 6.7         | 244                          | 3,160                    | 6.63%             | 10.4%                      | 6.3%                           | 9.7%                         | 12.8%                         | 35.2%                         | 25.6%                     |
| 8   | FL    | 21.8            | 44.7        | 35                           | 2,636                    | 5.53%             | 67.4%                      | 22.8%                          | 8.6%                         | 1.2%                          | 0.0%                          | 0.0%                      |
| 9   | PA    | 33.3            | 85.6        | 63                           | 2,346                    | 4.92%             | 59.5%                      | 23.2%                          | 9.4%                         | 2.5%                          | 2.5%                          | 3.0%                      |
| 10  | MA    | 41.4            | 42.3        | 167                          | 1,770                    | 3.71%             | 17.5%                      | 7.0%                           | 17.5%                        | 19.0%                         | 29.9%                         | 9.1%                      |
| 11  | MD    | 15.2            | 53.8        | 65                           | 1,652                    | 3.46%             | 43.7%                      | 27.4%                          | 13.0%                        | 7.2%                          | 8.7%                          | 0.0%                      |
| 12  | NC    | 57.2            | 70.0        | 387                          | 1,621                    | 3.40%             | 41.3%                      | 7.6%                           | 3.3%                         | 3.3%                          | 10.4%                         | 34.1%                     |
| 13  | LA    | 2.2             | 8.6         | 94                           | 1,445                    | 3.03%             | 24.4%                      | 18.0%                          | 21.7%                        | 29.1%                         | 6.7%                          | 0.1%                      |
| 14  | VA    | 40.5            | 71.3        | 45                           | 1,001                    | 2.10%             | 60.7%                      | 17.6%                          | 14.8%                        | 5.2%                          | 1.7%                          | 0.0%                      |
| 15  | OH    | 63.3            | 88.3        | 99                           | 818                      | 1.72%             | 67.7%                      | 24.4%                          | 2.9%                         | 2.0%                          | 0.4%                          | 2.6%                      |
| 16  | GA    | 100.0           | 100.0       | 13                           | 768                      | 1.61%             | 100.0%                     | 0.0%                           | 0.0%                         | 0.0%                          | 0.0%                          | 0.0%                      |
| 17  | AZ    | 6.2             | 85.2        | 30                           | 656                      | 1.38%             | 73.3%                      | 26.1%                          | 0.6%                         | 0.0%                          | 0.0%                          | 0.0%                      |
| 18  | WI    | 30.8            | 78.1        | 30                           | 536                      | 1.12%             | 76.1%                      | 15.7%                          | 8.2%                         | 0.0%                          | 0.0%                          | 0.0%                      |
| 19  | MO    | 87.9            | 96.6        | 38                           | 466                      | 0.98%             | 70.2%                      | 15.5%                          | 8.6%                         | 4.3%                          | 1.1%                          | 0.4%                      |
| 20  | CT    | 18.0            | 54.7        | 58                           | 429                      | 0.90%             | 42.7%                      | 25.9%                          | 24.0%                        | 5.8%                          | 1.4%                          | 0.2%                      |
| 21  | TN    | 96.3            | 98.8        | 21                           | 374                      | 0.78%             | 92.2%                      | 2.7%                           | 2.4%                         | 1.3%                          | 1.3%                          | 0.0%                      |
| 22  | IN    | 99.0            | 100.0       | 11                           | 372                      | 0.78%             | 100.0%                     | 0.0%                           | 0.0%                         | 0.0%                          | 0.0%                          | 0.0%                      |
| 23  | ME    | 59.2            | 59.9        | 91                           | 372                      | 0.78%             | 26.9%                      | 12.6%                          | 24.5%                        | 27.4%                         | 8.6%                          | 0.0%                      |
| 24  | KY    | 84.8            | 93.5        | 44                           | 327                      | 0.69%             | 80.1%                      | 5.2%                           | 6.7%                         | 2.1%                          | 2.8%                          | 3.1%                      |
| 25  | SC    | 20.1            | 50.5        | 39                           | 317                      | 0.66%             | 59.6%                      | 29.3%                          | 9.8%                         | 0.6%                          | 0.6%                          | 0.0%                      |
| 26  | CO    | 89.4            | 99.4        | 19                           | 304                      | 0.64%             | 95.1%                      | 3.6%                           | 1.0%                         | 0.3%                          | 0.0%                          | 0.0%                      |
| 27  | NV    | 46.2            | 60.1        | 38                           | 296                      | 0.62%             | 72.0%                      | 21.3%                          | 3.0%                         | 2.0%                          | 1.7%                          | 0.0%                      |
| 28  | WA    | 96.8            | 99.8        | 14                           | 287                      | 0.60%             | 97.2%                      | 2.4%                           | 0.3%                         | 0.0%                          | 0.0%                          | 0.0%                      |
| 29  | AL    | 75.8            | 85.1        | 53                           | 255                      | 0.53%             | 45.1%                      | 30.2%                          | 18.4%                        | 4.7%                          | 1.6%                          | 0.0%                      |
| 30  | OK    | 62.8            | 99.1        | 19                           | 241                      | 0.51%             | 90.0%                      | 9.5%                           | 0.4%                         | 0.0%                          | 0.0%                          | 0.0%                      |
| 31  | IA    | 12.6            | 93.5        | 33                           | 222                      | 0.47%             | 77.5%                      | 21.2%                          | 1.4%                         | 0.0%                          | 0.0%                          | 0.0%                      |
| 32  | MS    | 92.4            | 96.4        | 9                            | 221                      | 0.46%             | 96.8%                      | 1.4%                           | 1.4%                         | 0.0%                          | 0.0%                          | 0.5%                      |
| 33  | OR    | 99.2            | 100.0       | 15                           | 194                      | 0.41%             | 99.5%                      | 0.5%                           | 0.0%                         | 0.0%                          | 0.0%                          | 0.0%                      |
| 34  | NH    | 10.0            | 32.5        | 65                           | 181                      | 0.38%             | 46.4%                      | 18.2%                          | 22.1%                        | 6.6%                          | 6.1%                          | 0.6%                      |
| 35  | NM    | 60.3            | 70.1        | 36                           | 179                      | 0.38%             | 57.5%                      | 25.1%                          | 16.8%                        | 0.6%                          | 0.0%                          | 0.0%                      |
| 36  | PR    | 69.2            | 83.9        | 35                           | 161                      | 0.34%             | 72.7%                      | 10.6%                          | 12.4%                        | 1.9%                          | 2.5%                          | 0.0%                      |
| 37  | DE    | 69.9            | 95.2        | 28                           | 138                      | 0.29%             | 74.6%                      | 19.6%                          | 5.8%                         | 0.0%                          | 0.0%                          | 0.0%                      |
| 38  | RI    | 76.6            | 87.2        | 123                          | 122                      | 0.26%             | 69.7%                      | 13.1%                          | 4.9%                         | 3.3%                          | 4.1%                          | 4.9%                      |
| 39  | WV    | 89.7            | 100.0       | 21                           | 104                      | 0.22%             | 91.3%                      | 8.7%                           | 0.0%                         | 0.0%                          | 0.0%                          | 0.0%                      |
| 40  | ID    | 44.0            | 92.0        | 19                           | 88                       | 0.18%             | 94.3%                      | 3.4%                           | 2.3%                         | 0.0%                          | 0.0%                          | 0.0%                      |
| 41  | UT    | 99.3            | 100.0       | 11                           | 82                       | 0.17%             | 100.0%                     | 0.0%                           | 0.0%                         | 0.0%                          | 0.0%                          | 0.0%                      |
| 42  | KS    | 77.7            | 80.1        | 12                           | 57                       | 0.12%             | 98.2%                      | 0.0%                           | 0.0%                         | 1.8%                          | 0.0%                          | 0.0%                      |
| 43  | WY    | 92.5            | 100.0       | 13                           | 36                       | 0.08%             | 97.2%                      | 2.8%                           | 0.0%                         | 0.0%                          | 0.0%                          | 0.0%                      |
| 44  | VT    | 60.9            | 100.0       | 30                           | 34                       | 0.07%             | 85.3%                      | 11.8%                          | 0.0%                         | 0.0%                          | 2.9%                          | 0.0%                      |
| 45  | MT    | 50.0            | 95.5        | 28                           | 29                       | 0.06%             | 82.8%                      | 13.8%                          | 3.4%                         | 0.0%                          | 0.0%                          | 0.0%                      |
| 46  | AK    | 91.7            | 91.7        | 31                           | 12                       | 0.03%             | 91.7%                      | 0.0%                           | 0.0%                         | 8.3%                          | 0.0%                          | 0.0%                      |
| 47  | SD    | 100.0           | 100.0       | 17                           | 10                       | 0.02%             | 100.0%                     | 0.0%                           | 0.0%                         | 0.0%                          | 0.0%                          | 0.0%                      |
| 48  | ND    | 100.0           | 100.0       | 22                           | 7                        | 0.01%             | 85.7%                      | 14.3%                          | 0.0%                         | 0.0%                          | 0.0%                          | 0.0%                      |
|   | US    | 55.3            | 74.8        | 58.7                         | 47,693                   | 100%              | 67.5%                      | 13.6%                          | 7.9%                         | 4.9%                          | 4.2%                          | 1.9%                      |
| Note: Data calculated from available State data as of report date           |       |                 |             |                              |                          |                   |                            |                                |                              |                               |                               |                           |
| Green color indicates met ALP & Pink color indicates failed ALP             |       |                 |             |                              |                          |                   |                            |                                |                              | Rpt date:                     | 4/22/11                       |                           |
| States who have not reported, as of the report date, are not on this report |       |                 |             |                              |                          |                   |                            | * Former Timelapse Standard    |                              |                               |                               |                           |

AO REPORT TO BOARD—April 27, 2011  
April 15, 2011 Cases

|               | # Cases  |                                    |
|---------------|----------|------------------------------------|
| REGISTRATIONS | 1555     |                                    |
| DISPOSITIONS  | 1101     |                                    |
| OPEN BALANCE  | 5485     |                                    |
| <br>          |          |                                    |
| CASE AGING    | 35 Days  | MET DOL STANDARD (40 days or less) |
| <br>          |          |                                    |
| TIME LAPSE    |          |                                    |
| DOL Standard  | Actual % | Goal %                             |
| <br>          |          |                                    |
| 45 Days       | 5.95%    | 50%                                |
| 75 Days       | 85.19%   | 80%                                |
| 150 Days      | 99.68%   | 95%                                |

**ADDITIONAL INFORMATION**

AO continues to receive more board appeals to process than dispositions. We are continuing to use overtime to register and process decisions to the board as our highest priority with case aging and S dates. We welcomed back ALJ Pat Poyner April 13<sup>th</sup> from an extended leave and Chief ALJ Appellate Operations, Jorge Carrillo from an extended volunteer role. These actions will help AO improve our case dispositions. ALJ Ronn Goi is planning to retire effective June 30, 2011.

## Monthly Board Meeting Litigation Report - April 2011

AGENDA ITEM 9

| <u>LITIGATION CASES PENDING</u>         | TOTAL = 268 |
|---|-------------|
| SUPERIOR COURT: Claimant Petitions..... | 221         |
| Employer Petitions.....                 | 25          |
| EDD Petitions.....                      | 3           |
| Non-benefit Court Cases .....           | 8           |
| APPELLATE COURT: Claimant Appeals.....  | 7           |
| Employer Appeals.....                   | 3           |
| EDD Appeals.....                        | 0           |
| Non-benefit Court Cases .....           | 0           |
| ISSUES: UI.....                         | 231         |
| DI.....                                 | 14          |
| Tax.....                                | 14          |
| Non-benefit Court Cases .....           | 9           |

### 2011 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

| <u>LITIGATION CASES FILED</u>           | <u>YTD</u> | <u>April</u> |
|---|------------|--------------|
| SUPERIOR COURT: Claimant Petitions..... | 56         | 8            |
| Employer Petitions.....                 | 3          | 0            |
| EDD Petitions.....                      | 0          | 0            |
| APPELLATE COURT: Claimant Appeals.....  | 1          | 0            |
| Employer Appeals.....                   | 0          | 0            |
| EDD Appeals.....                        | 0          | 0            |
| <u>LITIGATION CASES CLOSED</u>          | <u>YTD</u> | <u>April</u> |
| SUPERIOR COURT: Claimant Petitions..... | 35         | 20           |
| Employer Petitions.....                 | 9          | 6            |
| EDD Petitions.....                      | 0          | 0            |
| APPELLATE COURT: Claimant Appeals.....  | 1          | 1            |
| Employer Appeals.....                   | 0          | 0            |
| EDD Appeals.....                        | 0          | 0            |

### 2011 Decision Summary

| <u>Claimant Appeals</u> |          | <u>Employer Appeals</u> |         | <u>CUIAB Decisions</u> |             |             |
|-------------------------|----------|-------------------------|---------|------------------------|-------------|-------------|
| Win: 4                  | Loss: 31 | Win: 0                  | Loss: 8 | Affirmed: 39           | Reversed: 4 | Remanded: 0 |



## CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD

### BUDGET CONSIDERATION

As an interim appeals business strategy, the Employment Development Department (EDD) agrees to develop a business process to electronically transmit Unemployment Insurance appeal transmittals to CUIAB. We are attempting to meet with Unemployment Insurance Branch in May to develop this strategy. In preparation, CUIAB proposes the use of scanners with software compatible to EDD's Infolmage document imaging system. The estimated "not to exceed" costs for EDD's Unemployment Insurance Branch include:

|   |                  |
|---|------------------|
| 10 Dedicated PC workstations with<br>basic software suite | 20,000           |
| 10 Scanners   | 13,880           |
| 10 Remote iCapture software                               | 51,750           |
| 10 Five-year warranties                                   | 18,950           |
| Infolmage vendor consultation                             | 25,000           |
| Total   | <u>\$129,580</u> |

Note: UI average daily appeal volume: 1,864  
UI peak daily volume: 2,100

California Unemployment Insurance Appeals Board  
**RETIREMENT TRENDS & PROJECTIONS**  
**AND CASH OUT LIABILITIES**

SFY 2006-07 to 2013-14 / 8 YEARS  
*through March 2011*

| RETIREMENTS      | Projections (less 5% Filled Positions per Year) |       |       |       |       |       |       |       | 5 SFY Average |
|------------------|---|-------|-------|-------|-------|-------|-------|-------|---------------|
|                  | 06/07   | 07/08 | 08/09 | 09/10 | 10/11 | 11/12 | 12/13 | 13/14 |               |
| Total PFT Filled | 503   | 514   | 515   | 537   | 632   | 600   | 570   | 542   | 540           |
| P/ALJs           | 10  | 13    | 14    | 15    | 7     |       |       |       | 12            |
| Sup/Staff        | 10  | 8     | 12    | 7     | 7     |       |       |       | 9             |
| Technical        | 0   | 5     | 3     | 5     | 5     |       |       |       | 4             |
| SFY Projection   |   |       |       |       | 6     | 28    | 27    | 25    |               |
| Total Ees        | 20  | 26    | 29    | 27    | 25    | 28    | 27    | 25    | 25            |
| % Retired        | 4%  | 5%    | 6%    | 5%    | 4.0%  | 4.7%  | 4.7%  | 4.7%  | 4.7%          |

| CASH OUT LIABILITIES               | Projections (less 5% Filled Positions per Year) |            |            |            |            |              |             |              |
|------------------------------------|---|------------|------------|------------|------------|--------------|-------------|--------------|
|                                    | 06/07   | 07/08      | 08/09      | 09/10      | 10/11      | 11/12        | 12/13       | 13/14        |
| CASH OUT                           | \$408,606                                       | \$ 357,119 | \$ 639,802 | \$ 780,929 | \$ 857,080 | \$ 885,441   | \$ 841,169  | \$ 799,111   |
| Increased Cash Out (due to FH/PLP) |   |            |            |            | \$ 99,180  | \$ 441,906   | \$ 419,811  | \$ 398,821   |
| PROJECTED Cash Out Liability       |   |            |            |            | \$ 956,260 | \$ 1,327,347 | \$1,260,980 | \$ 1,197,931 |

- Assumptions:**
1. Staffing levels will begin to reduce 5% in 2011-12 per year with declining workload
  2. Retirement rates will remain static at 4.7% with the 5 years average from 2006/07 through 2010/11
  3. Increased cash out liability based on each retiree having 58 additional leave days due to FH and PLP
  4. Assumes State Employee salaries/wages and benefits (retirement) are not subject to new reductions which has the consequence of increasing retirement rates