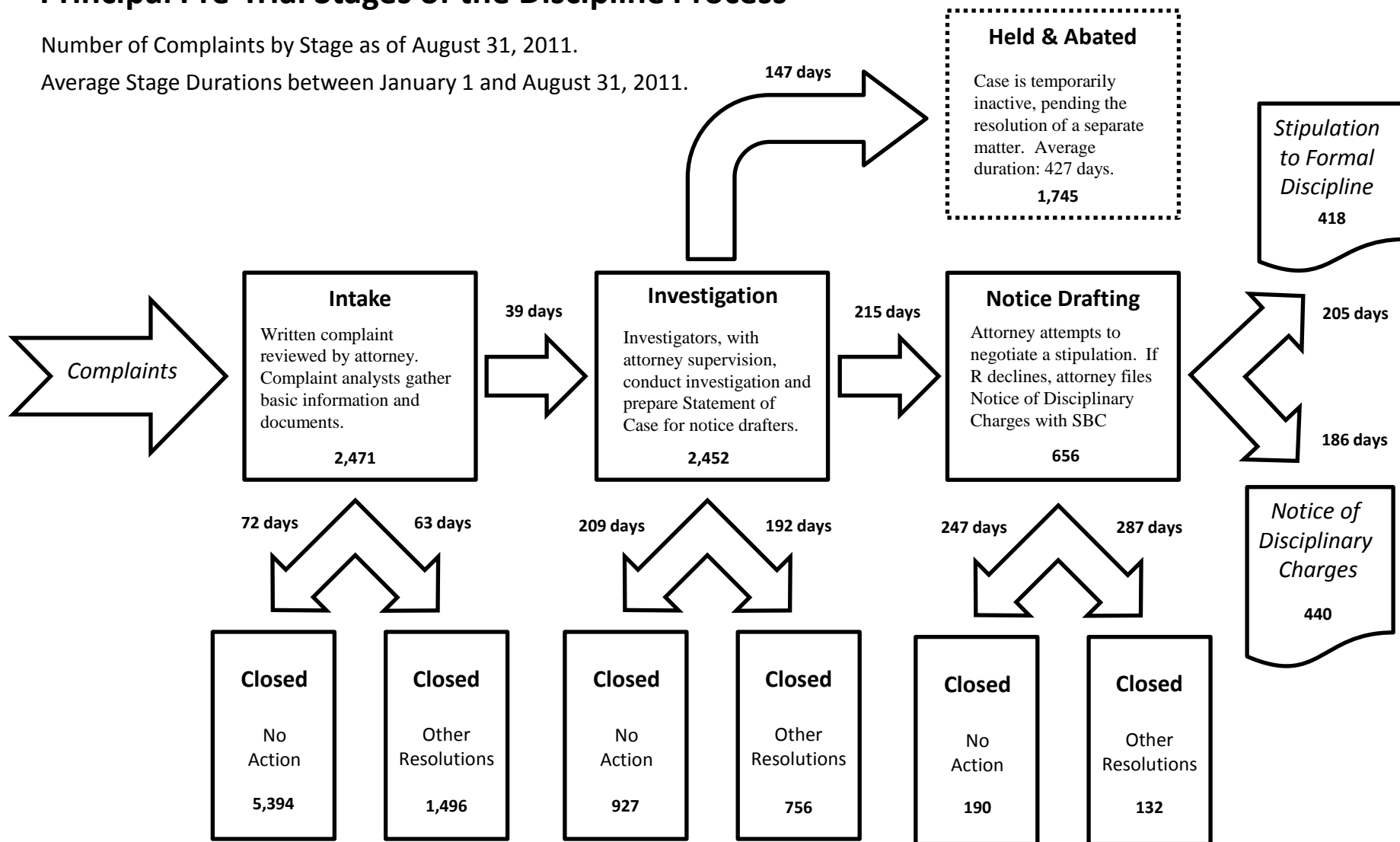


Principal Pre-Trial Stages of the Discipline Process

Number of Complaints by Stage as of August 31, 2011.

Average Stage Durations between January 1 and August 31, 2011.



Note: Other Resolutions include resource and warning letters, resolution of complaint between CW and R, death of CW or R, referral to other mechanisms (fee arbitration, small claims court, law enforcement), et al.