

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																	
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15		
(1V01) (402) Togus, ME HCS	26,380	25,248	95.71%	1,132	4.29%	21,890	1,663	1,695	776	176	84	96	5.59	6.58	4.08		
(1V01) (402) Togus, ME	16,279	15,384	94.50%	895	5.50%	13,349	949	1,086	589	156	70	80	6.08	7.07	5.65		
(1V01) (402GA) Caribou, ME	711	696	97.89%	15	2.11%	575	61	60	15	0	0	0	0	5.43	0.00	3.67	
(1V01) (402GB) Calais, ME	303	302	99.67%	1	0.33%	276	16	10	0	0	0	1	3.40	0.00	1.21		
(1V01) (402GC) Rumford, ME	345	340	98.55%	5	1.45%	308	18	14	4	0	0	1	4.06	1.75	0.29		
(1V01) (402GD) Saco, ME	1,267	1,248	98.50%	19	1.50%	1,108	71	69	16	2	0	1	5.43	3.45	2.27		
(1V01) (402GE) Lewiston, ME	1,764	1,713	97.11%	51	2.89%	1,432	172	109	38	5	3	5	6.10	8.08	2.35		
(1V01) (402GF) Lincoln, ME	276	262	94.93%	14	5.07%	231	10	21	13	1	0	0	6.72	0.00	0.13		
(1V01) (402HB) Bangor, ME	3,700	3,608	97.51%	92	2.49%	3,105	261	242	67	10	10	5	6.00	3.56	4.34		
(1V01) (402HC) Portland, ME	1,615	1,582	97.96%	33	2.04%	1,414	91	77	28	1	1	3	3.87	6.79	2.85		
(1V01) (402HL) Bingham, ME - Mobile	40	38	95.00%	2	5.00%	30	6	2	2	0	0	0	6.13				
(1V01) (402QA) Fort Kent, ME	47	45	95.74%	2	4.26%	35	7	3	1	1	0	0	6.20				
(1V01) (402QB) Houlton, ME	33	30	90.91%	3	9.09%	27	1	2	3	0	0	0	7.00				
(1V01) (405) White River Junction, VT HCS	18,696	17,657	94.44%	1,039	5.56%	15,111	1,154	1,392	707	189	77	66	5.17	9.43	0.81		
(1V01) (405) White River Junction, VT	13,348	12,457	93.32%	891	6.68%	10,555	845	1,057	618	157	66	50	5.07	9.90	0.89		
(1V01) (405GA) Bennington, VT	717	707	98.61%	10	1.39%	650	29	28	7	2	0	1	3.29	7.53	0.96		
(1V01) (405GC) Brattleboro, VT	374	371	99.20%	3	0.80%	306	29	36	3	0	0	0	4.16	4.31	0.02		
(1V01) (405HA) Burlington Lakeside, VT	2,260	2,178	96.37%	82	3.63%	1,930	110	138	43	20	7	12	7.03	7.42	0.43		
(1V01) (405HC) Littleton, NH	395	376	95.19%	19	4.81%	319	29	28	14	2	2	1	6.34	5.76	1.65		
(1V01) (405HE) Keene, NH	250	248	99.20%	2	0.80%	192	24	32	1	1	0	0	5.04	8.83	0.62		
(1V01) (405HF) Rutland, VT	691	677	97.97%	14	2.03%	603	42	32	8	3	2	1	3.61	7.92	1.81		
(1V01) (405QA) St. Johnsbury, VT	390	382	97.95%	8	2.05%	331	25	26	4	3	0	1	4.92	3.08	0.00		
(1V01) (405QB) Newport, VT	271	261	96.31%	10	3.69%	225	21	15	9	1	0	0	5.06	10.43	0.00		
(1V01) (518) Bedford, MA HCS	11,439	11,040	96.51%	399	3.49%	9,754	581	705	278	96	12	13	2.87	9.64	1.78		
(1V01) (518) Bedford, MA (Edith Nourse Rogers)	10,140	9,752	96.17%	388	3.83%	8,536	544	672	270	95	10	13	3.82	9.76	1.68		
(1V01) (518GA) Lynn, MA	454	449	98.90%	5	1.10%	420	20	9	3	0	2	0	1.97	2.10	2.93		
(1V01) (518GB) Haverhill, MA	522	519	99.43%	3	0.57%	497	8	14	2	1	0	0	1.18	6.94	2.67		
(1V01) (518GE) Gloucester, MA	315	312	99.05%	3	0.95%	299	7	6	3	0	0	0	1.09	3.69	0.54		
(1V01) (518MA) IDES Hanscom AFB	8	8	100.00%	0	0.00%	2	2	4	0	0	0	0		13.50	12.50		
(1V01) (523) Boston, MA HCS	41,360	40,015	96.75%	1,345	3.25%	34,820	2,557	2,638	1,099	175	36	35	5.31	6.48	3.05		
(1V01) (523) Jamaica Plain, MA	17,902	17,243	96.32%	659	3.68%	14,614	1,286	1,343	555	75	17	12	7.20	5.99	2.87		
(1V01) (523A4) West Roxbury, MA	6,553	6,307	96.25%	246	3.75%	5,359	402	546	194	32	6	14	6.61	7.39	0.42		
(1V01) (523A5) Brockton, MA	11,106	10,736	96.67%	370	3.33%	9,618	582	536	301	49	12	8	5.28	7.31	3.54		
(1V01) (523BY) Lowell, MA	1,555	1,514	97.36%	41	2.64%	1,240	153	121	33	8	0	0	3.78	6.73	5.96		
(1V01) (523BZ) Causeway, MA	3,302	3,295	99.79%	7	0.21%	3,188	64	43	4	1	1	1	3.64	4.75	0.92		
(1V01) (523GA) Framingham, MA	455	442	97.14%	13	2.86%	381	38	23	6	7	0	0	2.93	1.38	9.07		
(1V01) (523GC) Quincy, MA	237	233	98.31%	4	1.69%	199	19	15	4	0	0	0	3.40	3.38			
(1V01) (523GD) Plymouth, MA	242	237	97.93%	5	2.07%	214	13	10	2	3	0	0	3.70	7.13			
(1V01) (523MA) IDES Hanscom AFB	8	8	100.00%	0	0.00%	7	0	1	0	0	0	0		2.71	0.00		
(1V01) (608) Manchester, NH HCS	16,025	15,191	94.80%	834	5.20%	12,496	1,254	1,441	604	164	30	36	6.96	7.60	5.65		
(1V01) (608) Manchester, NH	14,324	13,620	95.09%	704	4.91%	11,281	1,056	1,283	515	144	21	24	6.12	7.57	4.52		
(1V01) (608GA) Portsmouth, NH	404	374	92.57%	30	7.43%	284	54	36	17	7	3	3	9.89	0.83	8.74		
(1V01) (608GC) Somersworth, NH	602	529	87.87%	73	12.13%	378	81	70	54	8	4	7	12.28	13.30	13.59		

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(1V01) (608GD) Conway, NH	207	193	93.24%	14	6.76%	165	12	16	10	1	2	1	7.09	24.75	6.15
(1V01) (608HA) Tilton, NH	486	473	97.33%	13	2.67%	386	51	36	8	4	0	1	5.47	0.00	6.43
(1V01) (608MA) IDES Manchester VAMC	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0	0	0.00	0.00
(1V01) (631) Central Western Massachusetts HCS	19,729	19,134	96.98%	595	3.02%	16,682	1,309	1,143	436	119	22	18	3.66	5.68	4.05
(1V01) (631) Central Western Massachusetts, MA (Edward P. Boland)	8,368	8,007	95.69%	361	4.31%	7,008	567	432	228	97	20	16	3.35	7.75	2.76
(1V01) (631BY) Springfield, MA	4,254	4,151	97.58%	103	2.42%	3,612	251	288	91	10	1	1	4.16	4.10	4.80
(1V01) (631GC) Pittsfield, MA	512	504	98.44%	8	1.56%	440	27	37	8	0	0	0	4.85	10.00	2.44
(1V01) (631GD) Greenfield, MA	685	676	98.69%	9	1.31%	581	58	37	9	0	0	0	3.20	1.73	3.54
(1V01) (631GE) Worcester, MA	2,018	1,985	98.36%	33	1.64%	1,759	137	89	25	7	0	1	3.35	2.25	0.83
(1V01) (631GF) Fitchburg, MA	989	973	98.38%	16	1.62%	823	85	65	14	1	1	0	3.78	0.79	4.35
(1V01) (631MA) IDES Keller Army Community Hospital	4	4	100.00%	0	0.00%	4	0	0	0	0	0	0	0.00	0.00	0.00
(1V01) (631PA) 631PA	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0	0	0	0
(1V01) (631QA) Northampton, MA (Plantation Street)	1,626	1,611	99.08%	15	0.92%	1,482	68	61	12	3	0	0	0	0	2.12
(1V01) (631QB) Northampton, MA (Lake Avenue)	1,272	1,222	96.07%	50	3.93%	972	116	134	49	1	0	0	0	0	6.72
(1V01) (650) Providence, RI HCS	30,176	29,565	97.98%	611	2.02%	25,784	1,886	1,895	467	106	18	20	4.17	5.62	2.17
(1V01) (650) Providence, RI	21,869	21,417	97.93%	452	2.07%	18,952	1,148	1,317	325	95	13	19	5.01	6.72	1.36
(1V01) (650GA) New Bedford, MA	1,634	1,601	97.98%	33	2.02%	1,323	170	108	29	3	0	1	3.34	4.03	5.67
(1V01) (650GB) Hyannis, MA	1,249	1,206	96.56%	43	3.44%	1,020	87	99	34	4	5	0	3.07	8.48	6.29
(1V01) (650GD) Middletown, RI	778	776	99.74%	2	0.26%	738	26	12	2	0	0	0	0.78	6.55	1.67
(1V01) (650QA) Eagle Square, RI	4,646	4,565	98.26%	81	1.74%	3,751	455	359	77	4	0	0	0	4.08	11.13
(1V01) (689) Connecticut HCS	47,176	46,074	97.66%	1,102	2.34%	40,317	2,827	2,930	962	80	23	37	3.84	6.10	2.63
(1V01) (689) West Haven, CT	25,377	24,689	97.29%	688	2.71%	21,261	1,669	1,759	601	44	17	26	3.30	6.53	2.20
(1V01) (689A4) Newington, CT	15,468	15,092	97.57%	376	2.43%	13,180	907	1,005	336	26	5	9	5.10	5.41	2.95
(1V01) (689GA) Waterbury, CT	566	561	99.12%	5	0.88%	491	44	26	2	3	0	0	2.33	0.00	5.46
(1V01) (689GB) Stamford, CT	371	369	99.46%	2	0.54%	353	11	5	0	1	0	1	1.36	0	3.49
(1V01) (689GC) Willimantic, CT	497	488	98.19%	9	1.81%	410	39	39	9	0	0	0	4.37	1.00	3.72
(1V01) (689GD) Winsted, CT	411	407	99.03%	4	0.97%	345	33	29	2	2	0	0	0	4.28	1.50
(1V01) (689GE) Danbury, CT	455	450	98.90%	5	1.10%	408	27	15	2	1	1	1	3.74	0.00	3.61
(1V01) (689HC) New London, CT (John J. McGuirk)	1,133	1,120	98.85%	13	1.15%	977	93	50	10	3	0	0	3.51	2.07	2.59
(1V01) (689QA) Errera, CT	2,898	2,898	100.00%	0	0.00%	2,892	4	2	0	0	0	0	0.65	1.54	0.00
(1V02) (528A8) Albany, NY HCS	20,967	20,164	96.17%	803	3.83%	17,981	1,142	1,041	526	146	68	63	4.23	7.11	5.58
(1V02) (528A8) Albany, NY (Samuel S. Stratton)	17,280	16,505	95.52%	775	4.48%	14,710	897	898	506	142	65	62	6.34	7.17	6.49
(1V02) (528G2) Westport, NY	122	122	100.00%	0	0.00%	119	2	1	0	0	0	0	1.68	0.00	0.00
(1V02) (528G3) Bainbridge, NY	258	247	95.74%	11	4.26%	223	15	9	9	0	2	0	4.85	0.00	2.89
(1V02) (528G6) Fonda, NY	264	263	99.62%	1	0.38%	239	12	12	0	1	0	0	2.79	0.00	1.10
(1V02) (528G7) Catskill, NY	285	277	97.19%	8	2.81%	231	22	24	6	1	0	1	4.84	0.00	9.03
(1V02) (528GT) Glens Falls, NY	699	696	99.57%	3	0.43%	658	24	14	1	1	1	0	1.93	0.00	1.93
(1V02) (528GV) Plattsburgh, NY	550	550	100.00%	0	0.00%	467	58	25	0	0	0	0	3.48	0.00	1.92
(1V02) (528GW) Schenectady, NY	398	398	100.00%	0	0.00%	395	2	1	0	0	0	0	0.13	0.00	1.59
(1V02) (528GX) Troy, NY	276	274	99.28%	2	0.72%	252	16	6	1	1	0	0	2.10	0.20	8.50
(1V02) (528GY) Clifton Park, NY	271	268	98.89%	3	1.11%	204	24	40	3	0	0	0	6.49	0.00	3.40

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(1V02) (528GZ) Kingston, NY	420	420	100.00%	0	0.00%	348	64	8	0	0	0	0	3.48	0.00	2.61
(1V02) (528QK) Saranac Lake, NY	144	144	100.00%	0	0.00%	135	6	3	0	0	0	0	2.03	0.00	0.00
(1V02) (528A6) Bath, NY HCS	16,105	15,916	98.83%	189	1.17%	14,520	698	698	161	22	3	3	4.14	5.75	2.32
(1V02) (528A6) Bath, NY	14,731	14,561	98.85%	170	1.15%	13,378	568	615	149	17	2	2	3.67	5.80	2.97
(1V02) (528G4) Elmira, NY	761	755	99.21%	6	0.79%	664	72	19	3	1	1	1	3.63	4.30	0.46
(1V02) (528G8) Wellsville, NY	392	379	96.68%	13	3.32%	303	38	38	9	4	0	0	7.51	7.73	0.00
(1V02) (528QE) Coudersport, PA	61	61	100.00%	0	0.00%	44	8	9	0	0	0	0	5.36		
(1V02) (528QF) Wellsboro, PA	160	160	100.00%	0	0.00%	131	12	17	0	0	0	0	4.31	0.00	0.00
(1V02) (528) Western New York HCS	35,639	34,718	97.42%	921	2.58%	30,766	1,984	1,968	668	149	39	65	2.75	6.48	2.99
(1V02) (528) Buffalo, NY	26,775	25,927	96.83%	848	3.17%	22,587	1,642	1,698	609	144	38	57	3.15	6.79	1.62
(1V02) (528A4) Batavia, NY	3,481	3,436	98.71%	45	1.29%	3,215	125	96	36	3	1	5	1.81	3.60	9.38
(1V02) (528GB) Jamestown, NY	660	658	99.70%	2	0.30%	592	42	24	2	0	0	0	1.00	2.42	4.64
(1V02) (528GC) Dunkirk, NY	574	572	99.65%	2	0.35%	519	33	20	2	0	0	0	1.67	2.38	3.29
(1V02) (528GD) Niagara Falls, NY	430	428	99.53%	2	0.47%	414	9	5	2	0	0	0	1.14	3.88	3.56
(1V02) (528GK) Lockport, NY	472	471	99.79%	1	0.21%	446	17	8	1	0	0	0	0.93	0.00	7.03
(1V02) (528QQ) Lackawanna, NY	837	835	99.76%	2	0.24%	666	78	91	2	0	0	0	4.81	2.21	3.78
(1V02) (528GR) Olean, NY	792	773	97.60%	19	2.40%	709	38	26	14	2	0	3	3.97	1.65	1.84
(1V02) (528QA) Buffalo-Main Street, NY	1,361	1,361	100.00%	0	0.00%	1,361	0	0	0	0	0	0			
(1V02) (528QB) Packard, NY	257	257	100.00%	0	0.00%	257	0	0	0	0	0	0	0.00		
(1V02) (528A5) Canandaigua, NY HCS	12,779	12,156	95.12%	623	4.88%	10,238	986	932	456	111	24	32	5.51	8.48	3.54
(1V02) (528A5) Canandaigua, NY	5,817	5,648	97.09%	169	2.91%	4,781	440	427	138	18	7	6	5.11	6.25	4.02
(1V02) (528GE) Rochester, NY	5,256	5,079	96.63%	177	3.37%	4,346	405	328	129	23	11	14	5.77	5.48	3.23
(1V02) (528QC) Clinton Crossings, NY	1,698	1,421	83.69%	277	16.31%	1,104	140	177	189	70	6	12		15.34	
(1V02) (528QD) Mount Hope, NY	8	8	100.00%	0	0.00%	7	1	0	0	0	0	0			
(1V02) (528A7) Syracuse, NY HCS	32,801	31,201	95.12%	1,600	4.88%	26,832	2,069	2,300	1,044	316	159	81	3.78	8.97	4.02
(1V02) (528A7) Syracuse, NY	17,934	16,788	93.61%	1,146	6.39%	14,004	1,280	1,504	713	246	126	61	4.68	9.25	5.35
(1V02) (528G5) Auburn, NY	389	380	97.69%	9	2.31%	332	28	20	7	2	0	0	1.34	7.81	8.06
(1V02) (528G9) Tompkins County, NY	824	809	98.18%	15	1.82%	695	69	45	12	3	0	0	3.52	6.87	3.84
(1V02) (528GL) Massena, NY	1,031	1,015	98.45%	16	1.55%	925	58	32	14	2	0	0	1.78	6.60	2.99
(1V02) (528GM) Rome, NY (Donald J. Mitchell)	3,107	3,010	96.88%	97	3.12%	2,525	212	273	89	1	5	2	6.41	6.25	3.60
(1V02) (528GN) Binghamton, NY	2,069	2,026	97.92%	43	2.08%	1,876	90	60	25	9	7	2	0.71	10.61	1.37
(1V02) (528GO) Watertown, NY	1,416	1,339	94.56%	77	5.44%	1,135	108	96	55	14	5	3	3.89	20.52	8.14
(1V02) (528GP) Oswego, NY	473	472	99.79%	1	0.21%	432	24	16	1	0	0	0	1.21	3.34	4.21
(1V02) (528MA) Watertown DES	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0		0.00	
(1V02) (528QG) Erie West, NY	2,810	2,735	97.33%	75	2.67%	2,538	75	122	55	11	7	2		10.52	3.59
(1V02) (528QH) South Salina, NY	614	610	99.35%	4	0.65%	575	11	24	4	0	0	0			0.00
(1V02) (528QI) Erie East, NY	735	631	85.85%	104	14.15%	500	70	61	57	27	9	11		13.13	
(1V02) (528QN) Watertown 2, NY	1,397	1,384	99.07%	13	0.93%	1,293	44	47	12	1	0	0		1.92	2.32
(1V02) (526) Bronx, NY HCS	23,664	23,193	98.01%	471	1.99%	21,151	1,097	945	384	54	16	17	6.04	4.16	1.25
(1V02) (526) Bronx, NY (James J. Peters)	22,963	22,511	98.03%	452	1.97%	20,531	1,064	916	371	50	15	16	6.54	4.16	0.98
(1V02) (526GA) White Plains, NY	320	311	97.19%	9	2.81%	282	19	10	6	2	1	0	3.26	0.00	5.73
(1V02) (526GB) Yonkers, NY	284	276	97.18%	8	2.82%	260	9	7	6	2	0	0	1.84	0.00	5.51

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(1V02) (526GD) Sunnyside-Queens, NY (Thomas P. Noonan Jr.)	97	95	97.94%	2	2.06%	78	5	12	1	0	0	1	6.19		0.00	
(1V02) (561) New Jersey HCS	38,812	37,490	96.59%	1,322	3.41%	33,814	1,727	1,949	1,082	131	55	54	2.63	6.92	1.92	
(1V02) (561) East Orange, NJ	20,665	19,784	95.74%	881	4.26%	17,718	879	1,187	695	103	43	40	2.74	7.73	2.03	
(1V02) (561A4) Lyons, NJ	6,728	6,464	96.08%	264	3.92%	5,751	329	384	237	15	7	5	2.03	7.21	1.68	
(1V02) (561BZ) Brick, NJ (James J. Howard)	5,620	5,470	97.33%	150	2.67%	4,828	348	294	130	9	5	6	5.56	3.93	3.24	
(1V02) (561GA) Hamilton, NJ	509	506	99.41%	3	0.59%	480	19	7	2	0	0	1	1.97	0.58	2.60	
(1V02) (561GB) Elizabeth, NJ	233	233	100.00%	0	0.00%	230	3	0	0	0	0	0	0.53		0.31	
(1V02) (561GD) Hackensack, NJ	1,941	1,931	99.48%	10	0.52%	1,829	76	26	6	3	0	1	1.42	2.18	1.21	
(1V02) (561GE) Jersey City, NJ	288	288	100.00%	0	0.00%	281	3	4	0	0	0	0	0.56	7.25	0.26	
(1V02) (561GF) Piscataway, NJ	679	679	100.00%	0	0.00%	673	4	2	0	0	0	0	0.16		1.15	
(1V02) (561GH) Morristown, NJ	420	418	99.52%	2	0.48%	390	24	4	1	0	0	1	2.36	0.00	2.11	
(1V02) (561GI) Tinton Falls, NJ	1,113	1,108	99.55%	5	0.45%	1,052	27	29	4	1	0	0	1.39	3.28	0.98	
(1V02) (561GJ) Paterson, NJ	284	283	99.65%	1	0.35%	271	5	7	1	0	0	0	1.26	5.75	0.65	
(1V02) (561GK) Sussex, NJ	332	326	98.19%	6	1.81%	311	10	5	6	0	0	0	3.41	0.00	0.98	
(1V02) (620) Hudson Valley, NY HCS	19,789	19,706	99.58%	83	0.42%	17,867	996	843	73	9	0	1	1.81	3.02	1.73	
(1V02) (620) Montrose, NY (Franklin Delano Roosevelt)	4,875	4,858	99.65%	17	0.35%	4,613	157	88	15	2	0	0	1.38	1.92	1.06	
(1V02) (620A4) Castle Point, NY	9,948	9,888	99.40%	60	0.60%	8,704	605	579	54	5	0	1	2.23	3.39	1.76	
(1V02) (620BU) Montrose, NY - VADOM	15	15	100.00%	0	0.00%	15	0	0	0	0	0	0				
(1V02) (620GA) New City, NY	1,271	1,267	99.69%	4	0.31%	1,180	43	44	3	1	0	0	1.84	2.48	2.42	
(1V02) (620GB) Carmel, NY	642	642	100.00%	0	0.00%	623	12	7	0	0	0	0	0.71	2.22	1.74	
(1V02) (620GD) Goshen, NY	1,093	1,093	100.00%	0	0.00%	957	73	63	0	0	0	0	0	2.83	3.93	2.64
(1V02) (620GE) Port Jervis, NY	806	806	100.00%	0	0.00%	749	36	21	0	0	0	0	0	1.31	2.27	1.83
(1V02) (620GF) Monticello, NY	443	442	99.77%	1	0.23%	388	37	17	0	1	0	0	0	0.98	5.81	3.42
(1V02) (620GG) Poughkeepsie, NY	469	468	99.79%	1	0.21%	431	20	17	1	0	0	0	0	0.93	2.44	5.88
(1V02) (620GH) Eastern Dutchess, NY	218	218	100.00%	0	0.00%	198	13	7	0	0	0	0	0	1.82	5.40	3.71
(1V02) (620MA) IDES West Point	9	9	100.00%	0	0.00%	9	0	0	0	0	0	0		0.00	0.00	
(1V02) (630) New York Harbor HCS	43,802	42,957	98.07%	845	1.93%	38,639	2,018	2,300	697	103	29	16	3.71	4.26	0.73	
(1V02) (630) Manhattan, NY	20,393	20,001	98.08%	392	1.92%	17,876	930	1,195	299	69	20	4	4.15	4.31	0.66	
(1V02) (630A4) Brooklyn, NY	19,359	19,021	98.25%	338	1.75%	17,170	919	932	291	27	8	12	3.65	4.09	0.56	
(1V02) (630A5) St. Albans, NY	2,958	2,875	97.19%	83	2.81%	2,616	130	129	76	6	1	0	2.80	4.97	1.33	
(1V02) (630BV) Brooklyn, NY - VADOM	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0				
(1V02) (630GA) Harlem, NY	105	105	100.00%	0	0.00%	104	1	0	0	0	0	0	0.00		0.57	
(1V02) (630GB) Staten Island, NY	985	953	96.75%	32	3.25%	871	38	44	31	1	0	0	0	3.54	4.93	2.46
(1V02) (632) Northport, NY HCS	25,564	24,640	96.39%	924	3.61%	21,615	1,483	1,542	664	170	31	59	5.20	7.39	1.97	
(1V02) (632) Northport, NY	21,728	20,843	95.93%	885	4.07%	18,193	1,243	1,407	639	161	31	54	6.44	7.51	1.81	
(1V02) (632BU) Northport, NY - VADOM	113	113	100.00%	0	0.00%	113	0	0	0	0	0	0				
(1V02) (632GA) East Meadow, NY	1,284	1,278	99.53%	6	0.47%	1,159	88	31	4	0	0	2	3.18	12.29	0.94	
(1V02) (632HA) Valley Stream, NY	290	290	100.00%	0	0.00%	260	24	6	0	0	0	0	0	3.49	0.00	0.00
(1V02) (632HB) Riverhead, NY	685	683	99.71%	2	0.29%	614	45	24	2	0	0	0	0	2.11	2.53	2.11
(1V02) (632HC) Bay Shore, NY	445	416	93.48%	29	6.52%	348	29	39	19	8	0	2	10.88		6.57	
(1V02) (632HD) Patchogue, NY	839	838	99.88%	1	0.12%	780	41	17	0	1	0	0	2.15	0.00	2.12	
(1V02) (632QA) Northport 1, NY - Mobile	150	149	99.33%	1	0.67%	122	13	14	0	0	0	1		5.99		

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																	
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15		
(1V02) (632QB) Northport 2, NY - Mobile	30	30	100.00%	0	0.00%	26	0	4	0	0	0	0	0	0	2.73		
(1V04) (460) Wilmington, DE HCS	17,880	17,494	97.84%	386	2.16%	15,233	1,165	1,096	291	78	11	6	2.21	6.40	2.83		
(1V04) (460) Wilmington, DE	11,657	11,340	97.28%	317	2.72%	9,735	796	809	233	72	10	2	2.79	6.85	1.83		
(1V04) (460GA) Georgetown, DE (Sussex County)	1,614	1,607	99.57%	7	0.43%	1,494	56	57	7	0	0	0	0	2.11	1.66	2.86	
(1V04) (460GC) Dover, DE (Kent County)	1,529	1,502	98.23%	27	1.77%	1,356	71	75	26	1	0	0	0	1.42	3.28	4.97	
(1V04) (460GD) Cape May, NJ	419	410	97.85%	9	2.15%	401	5	4	7	0	0	2	0.44	2.72	0.88		
(1V04) (460HE) Northfield, NJ (Atlantic County)	1,371	1,365	99.56%	6	0.44%	1,208	96	61	3	2	0	1	1.21	5.00	3.39		
(1V04) (460HG) Vineland, NJ (Cumberland County)	1,240	1,220	98.39%	20	1.61%	990	140	90	15	3	1	1	3.20	7.37	4.58		
(1V04) (460HK) Wilmington, DE - Mobile	50	50	100.00%	0	0.00%	49	1	0	0	0	0	0	0.50				
(1V04) (503) Altoona, PA HCS	15,430	15,280	99.03%	150	0.97%	13,525	888	867	130	16	2	2	3.81	3.97	2.43		
(1V04) (503) Altoona, PA (James E. Van Zandt)	9,689	9,601	99.09%	88	0.91%	8,606	489	506	79	7	1	1	3.67	3.37	2.76		
(1V04) (503GA) Johnstown, PA	1,758	1,743	99.15%	15	0.85%	1,529	99	115	14	1	0	0	4.18	8.85	0.60		
(1V04) (503GB) DuBois, PA	1,783	1,750	98.15%	33	1.85%	1,509	149	92	24	7	1	1	3.55	6.98	4.56		
(1V04) (503GC) State College, PA	1,496	1,489	99.53%	7	0.47%	1,265	108	116	6	1	0	0	4.24	5.46	0.86		
(1V04) (503GD) Mapleton Depot, PA (Huntingdon County)	357	350	98.04%	7	1.96%	315	15	20	7	0	0	0	3.89	3.56	4.93		
(1V04) (503GE) Indiana, PA	347	347	100.00%	0	0.00%	301	28	18	0	0	0	0	3.33	0.00	1.71		
(1V04) (529) Butler, PA HCS	9,281	9,245	99.61%	36	0.39%	8,727	286	232	31	2	1	2	0.58	2.37	1.25		
(1V04) (529) Duffy Road, PA (Abie Abraham)	6,415	6,382	99.49%	33	0.51%	5,972	212	198	30	2	1	0	0.51	2.37	1.31		
(1V04) (529GA) Hermitage, PA (Michael A. Marzano)	989	987	99.80%	2	0.20%	942	30	15	1	0	0	1	1.09	1.84	1.45		
(1V04) (529GB) New Castle, PA (Lawrence County)	513	513	100.00%	0	0.00%	492	15	6	0	0	0	0	0.78	1.78	0.96		
(1V04) (529GC) Kittanning, PA (Armstrong County)	438	438	100.00%	0	0.00%	417	16	5	0	0	0	0	0.65	3.69	0.31		
(1V04) (529GD) Monroe Township, PA (Clarion County)	355	355	100.00%	0	0.00%	344	8	3	0	0	0	0	0.19	1.69	2.03		
(1V04) (529GF) Cranberry Township, PA	571	570	99.82%	1	0.18%	560	5	5	0	0	0	1	0.23	4.81	0.00		
(1V04) (542) Coatesville, PA HCS	14,482	14,388	99.35%	94	0.65%	13,719	374	295	83	8	1	2	1.19	2.39	2.84		
(1V04) (542) Coatesville, PA	12,481	12,393	99.29%	88	0.71%	11,784	335	274	77	8	1	2	1.34	2.39	3.27		
(1V04) (542BU) Coatesville, PA - VADOM	604	604	100.00%	0	0.00%	596	5	3	0	0	0	0			0.00		
(1V04) (542GA) Springfield, PA	784	780	99.49%	4	0.51%	748	20	12	4	0	0	0	0	1.27	7.33	1.37	
(1V04) (542GE) Spring City, PA	613	611	99.67%	2	0.33%	591	14	6	2	0	0	0	0	0.38	0.00	1.66	
(1V04) (562) Erie, PA HCS	13,600	13,093	96.27%	507	3.73%	11,842	628	623	449	42	11	5	4.57	6.47	1.18		
(1V04) (562) Erie, PA	10,240	9,797	95.67%	443	4.33%	8,832	473	492	394	35	11	3	5.52	6.59	1.10		
(1V04) (562GA) Meadville, PA (Crawford County)	794	765	96.35%	29	3.65%	674	33	58	27	1	0	1	8.68	3.18	1.19		
(1V04) (562GB) Ashtabula, OH	788	769	97.59%	19	2.41%	685	45	39	12	6	0	1	4.87	5.65	1.37		
(1V04) (562GC) Bradford, PA (McKean County)	376	372	98.94%	4	1.06%	351	15	6	4	0	0	0	0	1.68	6.54	5.09	
(1V04) (562GD) Franklin, PA (Venango County)	670	668	99.70%	2	0.30%	622	31	15	2	0	0	0	0	1.91	1.95	1.39	
(1V04) (562GE) Warren, PA	732	722	98.63%	10	1.37%	678	31	13	10	0	0	0	0	1.82	13.10	0.73	
(1V04) (595) Lebanon, PA HCS	27,759	27,077	97.54%	682	2.46%	23,923	1,607	1,547	574	88	13	7	2.98	4.32	2.85		
(1V04) (595) Lebanon, PA	18,845	18,334	97.29%	511	2.71%	16,034	1,155	1,145	423	74	11	3	3.41	4.44	2.31		
(1V04) (595GA) Camp Hill, PA	3,129	3,054	97.60%	75	2.40%	2,741	160	153	68	6	0	1	2.87	4.20	3.59		
(1V04) (595GC) Lancaster, PA	1,338	1,327	99.18%	11	0.82%	1,242	50	35	10	1	0	0	1.55	1.93	1.93		

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(1V04) (595GD) Wyomissing, PA (Berks County)	1,452	1,431	98.55%	21	1.45%	1,285	80	66	20	1	0	0	2.32	3.09	4.60	
(1V04) (595GE) York, PA	2,477	2,425	97.90%	52	2.10%	2,218	116	91	44	5	2	1	2.39	3.91	2.57	
(1V04) (595GF) Pottsville, PA (Schuylkill County)	483	471	97.52%	12	2.48%	369	46	56	9	1	0	2	6.92		4.77	
(1V04) (595QA) Annville, PA (Fort Indiantown Gap)	35	35	100.00%	0	0.00%	34	0	1	0	0	0	0	1.49			
(1V04) (642) Philadelphia, PA HCS	37,431	36,207	96.73%	1,224	3.27%	32,183	1,847	2,177	928	204	43	49	3.19	6.20	1.64	
(1V04) (642) Philadelphia, PA (Corporal Michael J. Crescenz)	30,025	28,902	96.26%	1,123	3.74%	25,606	1,441	1,855	858	177	40	48	3.44	6.33	1.40	
(1V04) (642GA) Burlington County, NJ	1,769	1,732	97.91%	37	2.09%	1,559	85	88	24	12	1	0	3.13	8.38	2.38	
(1V04) (642GC) Horsham, PA (Victor J. Saracini)	2,325	2,289	98.45%	36	1.55%	1,975	183	131	25	10	0	1	3.22	5.28	2.34	
(1V04) (642GD) Gloucester County, NJ	2,257	2,233	98.94%	24	1.06%	2,080	79	74	17	5	2	0	2.10	3.18	1.33	
(1V04) (642GF) Camden, NJ	517	513	99.23%	4	0.77%	425	59	29	4	0	0	0	3.26	0.00	6.65	
(1V04) (642QA) Chestnut Street, PA	538	538	100.00%	0	0.00%	538	0	0	0	0	0	0				
(1V04) (646) Pittsburgh, PA HCS	38,078	36,371	95.52%	1,707	4.48%	29,824	3,272	3,275	1,313	290	60	44	6.09	7.71	3.82	
(1V04) (646) Pittsburgh-University Drive, PA	23,643	22,246	94.09%	1,397	5.91%	17,648	2,146	2,452	1,100	232	45	20	9.85	8.29	4.98	
(1V04) (646A4) Heinz, PA (H. John Heinz III)	7,629	7,385	96.80%	244	3.20%	6,278	588	519	161	50	13	20	7.39	7.41	1.83	
(1V04) (646GA) St. Clairsville, OH (Belmont County)	1,368	1,360	99.42%	8	0.58%	1,192	87	81	8	0	0	0	3.58	2.06	0.95	
(1V04) (646GB) Greensburg, PA (Westmoreland County)	1,751	1,722	98.34%	29	1.66%	1,413	206	103	19	6	1	3	4.99	5.50	2.07	
(1V04) (646GC) Rochester, PA (Beaver County)	1,470	1,455	98.98%	15	1.02%	1,284	121	50	13	0	1	1	3.71	2.99	3.62	
(1V04) (646GD) Washington, PA	1,210	1,198	99.01%	12	0.99%	1,066	81	51	10	2	0	0	2.22	4.37	3.11	
(1V04) (646GE) Uniontown, PA (Fayette County)	1,007	1,005	99.80%	2	0.20%	943	43	19	2	0	0	0	1.41	3.59	1.62	
(1V04) (693) Wilkes-Barre, PA HCS	24,181	23,726	98.12%	455	1.88%	21,421	1,218	1,087	335	77	15	28	3.62	3.57	4.68	
(1V04) (693) Wilkes-Barre, PA	16,953	16,668	98.32%	285	1.68%	14,933	903	832	211	58	12	4	2.49	3.67	5.58	
(1V04) (693B4) Allentown, PA	4,250	4,146	97.55%	104	2.45%	3,757	223	166	89	9	0	6	3.89	4.01	4.17	
(1V04) (693GA) Sayre, PA	1,057	1,021	96.59%	36	3.41%	957	29	35	15	2	3	16	11.57	1.81	1.78	
(1V04) (693GB) Williamsport, PA	1,039	1,014	97.59%	25	2.41%	953	43	18	17	7	0	1	3.08	0.53	2.79	
(1V04) (693GC) Tobyhanna, PA	120	116	96.67%	4	3.33%	104	5	7	3	1	0	0	5.77	0.11	1.11	
(1V04) (693GF) Berwick, PA (Columbia County)	318	317	99.69%	1	0.31%	310	3	4	0	0	0	1	0.00		7.80	
(1V04) (693GG) Bangor, PA (Northampton County)	237	237	100.00%	0	0.00%	218	5	14	0	0	0	0	2.22	0.19	1.74	
(1V04) (693QA) Honesdale, PA (Wayne County)	207	207	100.00%	0	0.00%	189	7	11	0	0	0	0	2.10	0.00		
(1V05) (540) Clarksburg, WV HCS	18,320	17,624	96.20%	696	3.80%	15,630	1,081	913	482	117	73	24	3.41	7.21	4.17	
(1V05) (540) Clarksburg, WV (Louis A. Johnson)	15,091	14,429	95.61%	662	4.39%	12,779	880	770	451	116	71	24	3.89	7.19	4.17	
(1V05) (540BU) Clarksburg, WV - VADOM	4	4	100.00%	0	0.00%	4	0	0	0	0	0	0				
(1V05) (540GA) Parsons, WV (Tucker County)	290	290	100.00%	0	0.00%	253	28	9	0	0	0	0	2.68	1.00	5.18	
(1V05) (540GB) Parkersburg, WV (Wood County)	1,249	1,235	98.88%	14	1.12%	1,105	75	55	14	0	0	0	2.05	11.50	4.31	
(1V05) (540GC) Gassaway, WV (Braxton County)	619	610	98.55%	9	1.45%	560	30	20	7	0	2	0	2.96	7.81	6.78	
(1V05) (540GD) Westover, WV (Monongalia County)	997	988	99.10%	9	0.90%	881	61	46	8	1	0	0	3.35	7.33	3.80	
(1V05) (540HK) Clarksburg, WV - Mobile	70	68	97.14%	2	2.86%	48	7	13	2	0	0	0	8.03	1.71		
(1V05) (512) Baltimore, MD HCS	40,586	39,710	97.84%	876	2.16%	35,726	1,966	2,018	682	110	40	44	2.85	5.17	1.59	
(1V05) (512) Baltimore, MD	24,363	23,621	96.95%	742	3.05%	21,122	1,197	1,302	560	104	37	41	2.63	6.17	0.56	
(1V05) (512A5) Perry Point, MD	6,101	6,054	99.23%	47	0.77%	5,502	317	235	47	0	0	0	4.76	2.63	1.61	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(1V05) (512BV) Baltimore, MD - PRRTP	2	2	100.00%	0	0.00%	1	0	1	0	0	0	0	0	10.50		
(1V05) (512GA) Cambridge, MD	2,280	2,260	99.12%	20	0.88%	2,088	84	88	17	1	0	2	1.50	5.52	3.39	
(1V05) (512GC) Glen Burnie, MD	1,961	1,939	98.88%	22	1.12%	1,680	137	122	18	2	1	1	3.77	4.18	2.21	
(1V05) (512GD) Loch Raven, MD	3,326	3,301	99.25%	25	0.75%	3,080	111	110	23	1	1	0	2.11	1.75	2.69	
(1V05) (512GE) Pocomoke City, MD	523	519	99.24%	4	0.76%	439	29	51	4	0	0	0	0	2.72	4.50	8.55
(1V05) (512GF) Fort Howard, MD	388	386	99.48%	2	0.52%	319	35	32	2	0	0	0	0	4.19		3.67
(1V05) (512GG) Fort Meade, MD	1,638	1,624	99.15%	14	0.85%	1,491	56	77	11	2	1	0	1.85	4.08	1.51	
(1V05) (512PA) 512PA	4	4	100.00%	0	0.00%	4	0	0	0	0	0	0	0	0.00		
(1V05) (613) Martinsburg, WV HCS	30,605	29,233	95.52%	1,372	4.48%	25,558	1,761	1,914	1,023	255	46	48	7.22	7.70	3.21	
(1V05) (613) Martinsburg, WV	22,069	21,082	95.53%	987	4.47%	18,467	1,188	1,427	739	171	37	40	6.28	8.33	1.98	
(1V05) (613BU) Martinsburg, WV - VADOM	595	595	100.00%	0	0.00%	546	45	4	0	0	0	0	0		1.93	
(1V05) (613GA) Cumberland, MD	1,409	1,219	86.52%	190	13.48%	1,050	76	93	151	36	3	0	16.30	3.58	4.96	
(1V05) (613GB) Hagerstown, MD	1,333	1,313	98.50%	20	1.50%	1,134	100	79	14	2	0	4	5.55	0.00	3.81	
(1V05) (613GC) Stephens City, VA	1,887	1,840	97.51%	47	2.49%	1,601	130	109	45	1	1	0	4.88	4.53	4.57	
(1V05) (613GD) Franklin, WV	79	76	96.20%	3	3.80%	73	1	2	3	0	0	0	0	3.46		0.64
(1V05) (613GE) Petersburg, WV	336	335	99.70%	1	0.30%	296	24	15	1	0	0	0	0	3.13	0.00	1.80
(1V05) (613GF) Harrisonburg, VA	949	863	90.94%	86	9.06%	756	52	55	37	42	3	4	12.57	4.09	7.67	
(1V05) (613GG) Fort Detrick, MD	1,948	1,910	98.05%	38	1.95%	1,635	145	130	33	3	2	0	4.43	3.18	5.94	
(1V05) (688) Washington, DC HCS	43,930	42,302	96.29%	1,628	3.71%	38,132	1,912	2,258	1,316	196	97	19	5.46	5.64	3.20	
(1V05) (688) Washington-DC, DC	38,036	36,646	96.35%	1,390	3.65%	32,762	1,760	2,124	1,156	135	84	15	6.25	5.68	3.40	
(1V05) (688GA) Fort Belvoir, VA	2,319	2,203	95.00%	116	5.00%	2,073	70	60	41	59	13	3	5.75	8.74	2.30	
(1V05) (688GB) Southeast Washington, DC	167	164	98.20%	3	1.80%	160	1	3	3	0	0	0	1.49	3.00	1.17	
(1V05) (688GD) Charlotte Hall, MD	1,368	1,319	96.42%	49	3.58%	1,255	44	20	48	1	0	0	0	4.65	1.35	0.69
(1V05) (688GE) Southern Prince Georges County-Andrews Air Force Base, MD	2,027	1,959	96.65%	68	3.35%	1,875	35	49	67	1	0	0	0	2.60	2.66	3.17
(1V05) (688QA) Franklin Street, DC	13	11	84.62%	2	15.38%	7	2	2	1	0	0	1		48.80		
(1V05) (517) Beckley, WV HCS	12,420	12,011	96.71%	409	3.29%	10,679	634	698	263	62	29	55	3.93	8.93	2.19	
(1V05) (517) Beckley, WV	11,175	10,784	96.50%	391	3.50%	9,592	559	633	246	61	29	55	3.98	9.09	1.69	
(1V05) (517GB) Ronceverte, WV (Greenbrier County)	971	958	98.66%	13	1.34%	875	50	33	13	0	0	0	0	3.08	0.20	10.10
(1V05) (517QA) Princeton, WV	274	269	98.18%	5	1.82%	212	25	32	4	1	0	0	0	4.67	8.21	0.00
(1V05) (581) Huntington, WV HCS	26,176	25,477	97.33%	699	2.67%	22,612	1,453	1,412	564	112	13	10	3.59	4.80	1.73	
(1V05) (581) Huntington, WV	20,789	20,115	96.76%	674	3.24%	17,904	1,073	1,138	540	111	13	10	3.82	5.09	1.43	
(1V05) (581GA) Prestonsburg, KY	1,897	1,887	99.47%	10	0.53%	1,795	63	29	10	0	0	0	0	0.93	1.79	3.08
(1V05) (581GB) Charleston, WV	2,840	2,831	99.68%	9	0.32%	2,374	269	188	8	1	0	0	0	4.80	1.77	2.16
(1V05) (581GG) Gallipolis, OH	440	440	100.00%	0	0.00%	400	23	17	0	0	0	0	0	2.37	3.36	2.20
(1V05) (581GH) Lenore, WV	197	191	96.95%	6	3.05%	126	25	40	6	0	0	0	0	9.01	11.00	
(1V05) (581QA) Huntington-Ninth Street, WV	13	13	100.00%	0	0.00%	13	0	0	0	0	0	0	0	0.00		
(1V06) (558) Durham, NC HCS	49,539	46,226	93.31%	3,313	6.69%	40,289	2,623	3,314	2,432	522	219	140	8.21	8.43	3.05	
(1V06) (558) Durham, NC	28,515	26,564	93.16%	1,951	6.84%	23,045	1,583	1,936	1,409	306	126	110	9.32	7.93	2.46	
(1V06) (558GA) Greenville, NC	10,564	9,609	90.96%	955	9.04%	8,334	476	799	736	147	59	13	8.81	10.11	3.21	
(1V06) (558GB) Raleigh-Sungate Boulevard, NC	1,996	1,873	93.84%	123	6.16%	1,660	98	115	65	31	18	9	8.11	8.15	1.13	
(1V06) (558GC) Morehead City, NC	1,688	1,613	95.56%	75	4.44%	1,467	82	64	58	11	2	4	3.67	19.91	5.87	
(1V06) (558GD) Durham County, NC	1,634	1,613	98.71%	21	1.29%	1,502	46	65	17	1	2	1			3.32	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(1V06) (558GE) Hillandale Road, NC	1,309	1,201	91.75%	108	8.25%	957	99	145	77	22	8	1	9.34	4.83	0.88	
(1V06) (558GF) Wake County, NC	2,395	2,375	99.16%	20	0.84%	2,163	125	87	15	2	1	2			2.81	
(1V06) (558GG) Raleigh-Atlantic Avenue, NC	1,271	1,213	95.44%	58	4.56%	1,036	87	90	53	2	3	0	6.77	3.03	0.23	
(1V06) (558QA) Brier Creek, NC	167	165	98.80%	2	1.20%	125	27	13	2	0	0	0		5.60		
(1V06) (565) Fayetteville, NC HCS	48,972	47,541	97.08%	1,431	2.92%	41,890	2,748	2,903	1,022	266	100	43	3.87	6.54	2.65	
(1V06) (565) Fayetteville, NC	11,987	11,729	97.85%	258	2.15%	10,873	440	416	145	58	39	16	3.15	3.62	2.23	
(1V06) (565GA) Jacksonville-Henderson Drive, NC	2,505	2,482	99.08%	23	0.92%	2,403	53	26	5	8	7	3	0.58	0.76	3.87	
(1V06) (565GC) Wilmington, NC	7,904	7,822	98.96%	82	1.04%	6,870	511	441	69	5	4	4	2.06	4.23	2.26	
(1V06) (565GD) Hamlet, NC	1,138	1,136	99.82%	2	0.18%	1,090	30	16	1	1	0	0	1.55	0.00	0.69	
(1V06) (565GE) Robeson County, NC	1,287	1,284	99.77%	3	0.23%	1,133	88	63	2	0	1	0	2.97	3.60	2.31	
(1V06) (565GF) Goldsboro, NC	1,340	1,312	97.91%	28	2.09%	1,191	55	66	25	3	0	0	2.97	3.77	4.51	
(1V06) (565GG) Sanford, NC (Lee County)	1,244	1,199	96.38%	45	3.62%	983	88	128	36	5	2	2	6.13	26.43	6.59	
(1V06) (565GH) Brunswick County, NC	686	686	100.00%	0	0.00%	637	21	28	0	0	0	0	2.18			
(1V06) (565GJ) Jacksonville 2, NC	402	402	100.00%	0	0.00%	398	3	1	0	0	0	0	0.40			
(1V06) (565GL) Cumberland County, NC	18,404	17,474	94.95%	930	5.05%	14,517	1,340	1,617	687	180	46	17	5.68	9.04	3.51	
(1V06) (565GM) Jacksonville 3, NC	212	212	100.00%	0	0.00%	204	8	0	0	0	0	0			0.52	
(1V06) (565MB) IDES Fort Bragg	165	164	99.39%	1	0.61%	124	38	2	1	0	0	0		2.17	4.39	
(1V06) (565MD) IDES Camp Lejeune	161	161	100.00%	0	0.00%	160	1	0	0	0	0	0		0.16	0.00	
(1V06) (565QA) Robeson Street, NC	708	708	100.00%	0	0.00%	708	0	0	0	0	0	0				
(1V06) (565QD) Raeford Road, NC	829	770	92.88%	59	7.12%	599	72	99	51	6	1	1		7.49		
(1V06) (590) Hampton, VA HCS	34,328	31,307	91.20%	3,021	8.80%	26,601	2,074	2,632	1,955	675	263	128	8.37	14.41	6.66	
(1V06) (590) Hampton, VA	28,554	25,846	90.52%	2,708	9.48%	22,103	1,612	2,131	1,742	604	246	116	9.49	14.49	5.41	
(1V06) (590GB) Virginia Beach, VA	2,473	2,243	90.70%	230	9.30%	1,886	167	190	153	51	17	9	6.97	14.85	13.08	
(1V06) (590GC) Albemarle, NC	949	947	99.79%	2	0.21%	806	69	72	2	0	0	0	4.44	0.00	3.17	
(1V06) (590GD) Chesapeake, VA	2,098	2,018	96.19%	80	3.81%	1,729	141	148	57	20	0	3	5.23	5.08	6.20	
(1V06) (590MA) IDES Portsmouth	81	80	98.77%	1	1.23%	10	19	51	1	0	0	0		14.62	24.50	
(1V06) (590MB) IDES Langley	74	74	100.00%	0	0.00%	33	38	3	0	0	0	0		8.11		
(1V06) (590MC) IDES Fort Eustis	99	99	100.00%	0	0.00%	34	28	37	0	0	0	0		7.81	19.33	
(1V06) (637) Asheville, NC HCS	33,844	31,201	92.19%	2,643	7.81%	27,061	2,017	2,123	1,777	569	189	108	3.39	11.16	3.74	
(1V06) (637) Asheville, NC (Charles George)	28,098	25,732	91.58%	2,366	8.42%	22,291	1,631	1,810	1,557	521	181	107	3.38	10.99	3.13	
(1V06) (637BU) Asheville, NC - VADOM	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0				
(1V06) (637GA) Franklin, NC	1,210	1,200	99.17%	10	0.83%	1,052	80	68	8	2	0	0	2.91	5.53	3.31	
(1V06) (637GB) Rutherford County, NC	1,209	1,194	98.76%	15	1.24%	1,054	103	37	15	0	0	0	3.99	0.86	2.52	
(1V06) (637GC) Hickory, NC	3,326	3,074	92.42%	252	7.58%	2,663	203	208	197	46	8	1	3.35	15.44	7.60	
(1V06) (652) Richmond, VA HCS	52,227	50,484	96.66%	1,743	3.34%	43,834	3,401	3,249	1,248	260	160	75	4.24	6.77	2.89	
(1V06) (652) Richmond, VA (Hunter Holmes McGuire)	45,426	43,748	96.31%	1,678	3.69%	37,682	3,066	3,000	1,186	259	160	73	5.01	6.85	3.51	
(1V06) (652GA) Fredericksburg, VA	2,142	2,119	98.93%	23	1.07%	1,961	82	76	23	0	0	0	1.81	10.29	1.25	
(1V06) (652GB) Fredericksburg 2, VA	1,934	1,915	99.02%	19	0.98%	1,678	149	88	19	0	0	0	2.52	6.54	2.48	
(1V06) (652GE) Charlottesville, VA	2,005	1,985	99.00%	20	1.00%	1,866	57	62	18	1	0	1	2.23	1.94	0.92	
(1V06) (652GF) Emporia, VA	720	717	99.58%	3	0.42%	647	47	23	2	0	0	1	3.31	4.29	2.37	
(1V06) (658) Salem, VA HCS	30,077	28,054	93.27%	2,023	6.73%	23,562	2,152	2,340	1,190	381	272	180	7.54	11.22	4.70	
(1V06) (658) Salem, VA	24,615	22,865	92.89%	1,750	7.11%	19,064	1,790	2,011	1,006	352	250	142	7.16	11.47	2.81	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(1V06) (658GA) Tazewell, VA	364	346	95.05%	18	4.95%	299	25	22	10	3	4	1	10.85		1.62	
(1V06) (658GB) Danville, VA	1,899	1,800	94.79%	99	5.21%	1,587	92	121	76	11	4	8	4.47	6.81	12.46	
(1V06) (658GC) Lynchburg, VA	1,239	1,136	91.69%	103	8.31%	884	150	102	59	8	10	26	17.02	9.17	9.02	
(1V06) (658GD) Staunton, VA	868	845	97.35%	23	2.65%	771	31	43	12	4	4	3	6.24	1.57	3.45	
(1V06) (658GE) Wytheville, VA	1,092	1,062	97.25%	30	2.75%	957	64	41	27	3	0	0	3.09	1.24	5.54	
(1V06) (659) Salisbury, NC HCS	64,171	59,851	93.27%	4,320	6.73%	49,338	4,781	5,732	3,280	594	299	147	4.83	9.17	10.20	
(1V06) (659) Salisbury, NC (W.G. (Bill) Hefner Salisbury)	25,889	24,521	94.72%	1,368	5.28%	20,716	1,728	2,077	1,011	219	97	41	4.86	7.53	9.14	
(1V06) (659BY) Kernersville, NC	17,950	16,437	91.57%	1,513	8.43%	13,536	1,355	1,546	1,140	176	126	71	6.37	9.12	16.06	
(1V06) (659BZ) South Charlotte, NC	17,712	16,321	92.15%	1,391	7.85%	13,056	1,403	1,862	1,087	196	76	32	3.34	12.37	7.30	
(1V06) (659GA) North Charlotte, NC	2,620	2,572	98.17%	48	1.83%	2,030	295	247	42	3	0	3	4.09	6.02	5.49	
(2V07) (508) Atlanta, GA HCS	80,715	76,463	94.73%	4,252	5.27%	66,013	4,779	5,671	2,873	986	229	164	4.32	10.81	2.19	
(2V07) (508) Atlanta, GA	36,812	34,118	92.68%	2,694	7.32%	28,658	2,311	3,149	1,824	608	144	118	5.55	11.40	1.70	
(2V07) (5089AB) Trinka Davis Veterans Village CLC	49	46	93.88%	3	6.12%	39	2	5	3	0	0	0		7.02		
(2V07) (508GA) Fort McPherson, GA	6,668	6,326	94.87%	342	5.13%	5,626	331	369	203	122	16	1	4.54	16.69	3.36	
(2V07) (508GE) Oakwood, GA	3,816	3,740	98.01%	76	1.99%	3,315	198	227	53	16	6	1	8.05	7.58	1.03	
(2V07) (508GF) Austell, GA	2,299	2,292	99.70%	7	0.30%	2,174	67	51	7	0	0	0	0.83	1.92	2.22	
(2V07) (508GG) Stockbridge, GA	2,822	2,775	98.33%	47	1.67%	2,450	148	177	44	2	0	1	6.21	0.00	3.05	
(2V07) (508GH) Lawrenceville, GA	3,109	3,073	98.84%	36	1.16%	2,788	148	137	25	10	0	1	2.68	6.83	1.29	
(2V07) (508GI) Newnan, GA	2,252	2,234	99.20%	18	0.80%	1,913	181	140	15	3	0	0	3.44	2.74	3.42	
(2V07) (508GJ) Blairsville, GA	1,117	1,103	98.75%	14	1.25%	1,015	43	45	11	1	1	1	2.05	2.50	4.15	
(2V07) (508GK) Carrollton, GA (Trinka Davis Village)	2,463	2,419	98.21%	44	1.79%	2,127	171	121	34	6	3	1	2.54	5.55	1.76	
(2V07) (508GL) Rome, GA	1,014	1,012	99.80%	2	0.20%	916	61	35	2	0	0	0	2.05	1.26	2.01	
(2V07) (508QB) East Point, GA	566	566	100.00%	0	0.00%	534	19	13	0	0	0	0	0.00		1.65	
(2V07) (508QC) Henderson Mill, GA	2,539	2,535	99.84%	4	0.16%	2,452	63	20	4	0	0	0			1.21	
(2V07) (508QD) Fulton County, GA	569	567	99.65%	2	0.35%	378	157	32	2	0	0	0		5.09	7.97	
(2V07) (508QE) Gwinnett County, GA	1,432	1,417	98.95%	15	1.05%	1,288	70	59	12	1	2	0	4.56	5.50	0.79	
(2V07) (508QF) Atlanta-Arcadia Avenue, GA	13,188	12,240	92.81%	948	7.19%	10,340	809	1,091	634	217	57	40	3.75	10.68	3.76	
(2V07) (509) Augusta, GA HCS	33,288	31,645	95.06%	1,643	4.94%	27,559	1,832	2,254	1,122	334	114	73	3.46	8.64	2.58	
(2V07) (509) Augusta Downtown, GA (Charlie Norwood)	14,402	13,610	94.50%	792	5.50%	11,290	949	1,371	614	128	29	21		7.83	2.01	
(2V07) (509A0) Augusta Uptown, GA	14,619	13,814	94.49%	805	5.51%	12,339	713	762	465	205	84	51	4.10	11.01	2.80	
(2V07) (509GA) Athens, GA	2,294	2,274	99.13%	20	0.87%	2,095	116	63	20	0	0	0	2.50	3.42	1.77	
(2V07) (509GB) Aiken, SC	1,370	1,357	99.05%	13	0.95%	1,299	29	29	13	0	0	0	1.75	1.87	0.90	
(2V07) (509QA) Statesboro, GA	603	590	97.84%	13	2.16%	536	25	29	10	1	1	1	1.80	0.82	6.67	
(2V07) (521) Birmingham, AL HCS	52,636	50,708	96.34%	1,928	3.66%	45,153	2,693	2,862	1,371	350	143	64	2.13	7.75	2.35	
(2V07) (521) Birmingham, AL	25,448	24,011	94.35%	1,437	5.65%	21,014	1,388	1,609	985	279	120	53	0.69	11.15	2.55	
(2V07) (521GA) Huntsville, AL	7,055	6,831	96.82%	224	3.18%	5,881	492	458	168	41	9	6	3.16	7.63	2.95	
(2V07) (521GC) Sheffield, AL (Florence)	1,735	1,735	100.00%	0	0.00%	1,723	8	4	0	0	0	0	0.21	0.82	0.26	
(2V07) (521GD) Rainbow City, AL	1,741	1,735	99.66%	6	0.34%	1,599	91	45	6	0	0	0	0	1.78	1.21	2.49
(2V07) (521GE) Oxford, AL	1,971	1,962	99.54%	9	0.46%	1,793	98	71	5	3	0	1	2.19	1.71	2.97	
(2V07) (521GF) Jasper, AL	1,041	1,039	99.81%	2	0.19%	1,029	8	2	1	0	1	0	0.48	0.53	0.33	
(2V07) (521GG) Bessemer, AL	1,138	1,127	99.03%	11	0.97%	1,052	37	38	10	0	0	1	1.74	3.40	1.40	
(2V07) (521GH) Childersburg, AL	1,250	1,248	99.84%	2	0.16%	1,202	27	19	2	0	0	0	0.80	0.36	1.52	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(2V07) (521GI) Guntersville, AL	1,639	1,630	99.45%	9	0.55%	1,457	107	66	8	1	0	0	2.80	4.49	2.41
(2V07) (521GJ) Birmingham-7th Avenue, AL	7,231	7,049	97.48%	182	2.52%	6,289	339	421	143	24	12	3	3.14	4.08	3.22
(2V07) (521QA) Callahan, AL	2,387	2,341	98.07%	46	1.93%	2,114	98	129	43	2	1	0		3.12	
(2V07) (534) Charleston, SC HCS	58,659	56,823	96.87%	1,836	3.13%	50,831	2,876	3,116	1,477	309	29	21	2.35	7.73	2.66
(2V07) (534) Charleston, SC (Ralph H. Johnson)	26,498	25,276	95.39%	1,222	4.61%	22,343	1,291	1,642	983	213	18	8	1.38	7.82	2.00
(2V07) (534BY) Savannah, GA	9,625	9,404	97.70%	221	2.30%	8,289	522	593	170	34	5	12	3.32	7.89	2.72
(2V07) (534GB) Myrtle Beach, SC	4,026	3,974	98.71%	52	1.29%	3,556	222	196	48	4	0	0	3.05	7.67	5.77
(2V07) (534GC) Beaufort, SC	2,672	2,653	99.29%	19	0.71%	2,454	119	80	16	2	1	0	1.92	4.00	1.69
(2V07) (534GD) Goose Creek, SC	5,570	5,408	97.09%	162	2.91%	4,808	349	251	119	40	3	0	1.85	9.61	3.33
(2V07) (534GE) Hinesville, GA	3,908	3,880	99.28%	28	0.72%	3,622	142	116	28	0	0	0	1.50	3.95	2.09
(2V07) (534GF) Trident 1, SC	2,185	2,185	100.00%	0	0.00%	2,120	33	32	0	0	0	0	1.03	5.27	
(2V07) (534QA) Market Commons, SC	3,307	3,188	96.40%	119	3.60%	2,847	169	172	101	15	2	1		6.57	4.53
(2V07) (534QB) Trident 2, SC	695	682	98.13%	13	1.87%	619	29	34	12	1	0	0			2.97
(2V07) (534QC) Charleston-City Hall Lane, SC	173	173	100.00%	0	0.00%	173	0	0	0	0	0	0			
(2V07) (544) Columbia, SC HCS	56,235	53,808	95.68%	2,427	4.32%	46,897	3,321	3,590	1,591	451	187	198	3.95	8.63	4.38
(2V07) (544) Columbia, SC (Wm. Jennings Bryan Dorn)	37,382	35,421	94.75%	1,961	5.25%	30,452	2,317	2,652	1,271	390	162	138	4.40	9.44	3.43
(2V07) (544BZ) Greenville, SC	6,785	6,569	96.82%	216	3.18%	5,901	370	298	118	36	18	44	3.13	5.27	10.33
(2V07) (544GB) Florence, SC	2,223	2,192	98.61%	31	1.39%	1,917	150	125	24	6	1	0	4.04	1.88	2.45
(2V07) (544GC) Rock Hill, SC	2,678	2,640	98.58%	38	1.42%	2,520	67	53	29	4	1	4	2.94	1.00	1.30
(2V07) (544GD) Anderson, SC	2,847	2,749	96.56%	98	3.44%	2,380	174	195	87	6	1	4	4.64	4.58	6.88
(2V07) (544GE) Orangeburg, SC	1,059	1,042	98.39%	17	1.61%	938	45	59	15	2	0	0	3.42		2.66
(2V07) (544GF) Sumter, SC	1,376	1,334	96.95%	42	3.05%	1,166	66	102	34	5	2	1	6.11		2.33
(2V07) (544GG) Spartanburg, SC	1,741	1,728	99.25%	13	0.75%	1,517	124	87	2	2	2	7	2.95	1.92	7.05
(2V07) (544HK) Columbia, SC - Mobile	144	133	92.36%	11	7.64%	106	8	19	11	0	0	0		7.17	
(2V07) (557) Dublin, GA HCS	27,800	26,007	93.55%	1,793	6.45%	23,287	1,322	1,398	964	594	175	60	7.14	12.23	3.77
(2V07) (557) Dublin, GA (Carl Vinson)	18,658	17,402	93.27%	1,256	6.73%	15,482	910	1,010	622	455	126	53	7.03	12.82	3.35
(2V07) (557GA) Macon, GA	2,352	2,295	97.58%	57	2.42%	2,033	136	126	49	5	2	1	2.99	5.39	4.79
(2V07) (557GB) Albany, GA	2,150	2,066	96.09%	84	3.91%	1,925	81	60	31	45	6	2	7.54	6.22	1.04
(2V07) (557GC) Milledgeville, GA	650	647	99.54%	3	0.46%	618	14	15	1	1	0	1	1.71	0.00	2.92
(2V07) (557GE) Brunswick, GA	1,400	1,181	84.36%	219	15.64%	1,032	59	90	121	58	39	1	24.26	11.59	4.78
(2V07) (557GF) Tifton, GA	1,419	1,401	98.73%	18	1.27%	1,298	57	46	15	2	1	0	2.65	1.82	2.06
(2V07) (557HA) Perry, GA	1,171	1,015	86.68%	156	13.32%	899	65	51	125	28	1	2	12.04	12.44	9.83
(2V07) (619) Central Alabama HCS	31,482	29,381	93.33%	2,101	6.67%	25,669	1,622	2,090	1,361	426	150	164	5.04	11.75	7.17
(2V07) (619) Montgomery, AL (Central Alabama)	7,190	6,391	88.89%	799	11.11%	5,252	378	761	492	150	70	87		13.93	10.49
(2V07) (619A4) Tuskegee, AL (Central Alabama)	10,039	9,358	93.22%	681	6.78%	8,429	415	514	413	178	49	41	6.25	12.97	4.62
(2V07) (619GA) Columbus, GA	2,033	1,837	90.36%	196	9.64%	1,600	86	151	145	28	7	16	8.55	12.83	10.13
(2V07) (619GB) Dothan 1, AL	860	830	96.51%	30	3.49%	674	87	69	27	2	1	0	5.13		
(2V07) (619GD) Wiregrass, AL	2,099	2,045	97.43%	54	2.57%	1,881	90	74	33	4	7	10	3.22	5.91	2.00
(2V07) (619GE) Monroe County, AL	526	526	100.00%	0	0.00%	515	9	2	0	0	0	0	0.93		0.00
(2V07) (619GF) Central Alabama Montgomery, AL	5,537	5,269	95.16%	268	4.84%	4,567	343	359	196	52	12	8	5.10	8.33	3.09
(2V07) (619PA) Tuskegee, AL (Central Alabama) - PRRTP	19	19	100.00%	0	0.00%	19	0	0	0	0	0	0			

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(2V07) (619QA) Dothan 2, AL	617	596	96.60%	21	3.40%	530	38	28	18	3	0	0	0	0	3.83	
(2V07) (619QB) Fort Benning, GA	2,562	2,510	97.97%	52	2.03%	2,202	176	132	37	9	4	2	4.25	3.71	0.00	
(2V07) (679) Tuscaloosa, AL HCS	11,551	10,922	94.55%	629	5.45%	10,028	403	491	441	118	27	43	15.04	4.31	4.44	
(2V07) (679) Tuscaloosa, AL	11,070	10,469	94.57%	601	5.43%	9,612	376	481	419	115	27	40	16.53	4.30	4.46	
(2V07) (679BU) Tuscaloosa, AL - VADOM	21	21	100.00%	0	0.00%	21	0	0	0	0	0	0	0	0		
(2V07) (679GA) Selma, AL	274	273	99.64%	1	0.36%	269	3	1	1	0	0	0	0	0.99	9.00	0.54
(2V07) (679HK) Tuscaloosa, AL - Mobile	182	156	85.71%	26	14.29%	126	21	9	20	3	0	3	11.08			
(2V07) (679MA) IDES Columbus	4	3	75.00%	1	25.00%	0	3	0	1	0	0	0	0	21.00	10.00	
(2V08) (516) Bay Pines, FL HCS	88,378	85,168	96.37%	3,210	3.63%	75,592	4,526	5,050	2,532	486	129	63	4.12	6.56	5.10	
(2V08) (516) Bay Pines, FL (C.W. Bill Young)	48,607	46,907	96.50%	1,700	3.50%	42,049	2,372	2,486	1,327	242	92	39	4.30	6.68	3.42	
(2V08) (516BZ) Lee County, FL	20,394	19,489	95.56%	905	4.44%	16,624	1,185	1,680	781	84	19	21	6.24	6.64	5.55	
(2V08) (516GA) Sarasota, FL	3,517	3,499	99.49%	18	0.51%	3,153	206	140	15	0	2	1	2.57	1.39	4.23	
(2V08) (516GB) St. Petersburg, FL	796	794	99.75%	2	0.25%	770	10	14	0	1	1	0	1.40	5.06	0.97	
(2V08) (516GC) Palm Harbor, FL	2,564	2,460	95.94%	104	4.06%	2,139	187	134	68	32	4	0	5.34	2.01	9.93	
(2V08) (516GD) Bradenton, FL	4,693	4,380	93.33%	313	6.67%	3,864	244	272	201	103	7	2	3.86	8.83	6.31	
(2V08) (516GE) Port Charlotte, FL	3,662	3,574	97.60%	88	2.40%	3,162	203	209	72	14	2	0	3.74	3.83	6.78	
(2V08) (516GF) Naples, FL	2,310	2,252	97.49%	58	2.51%	2,082	86	84	50	7	1	0	1.31	5.89	12.58	
(2V08) (516GH) Sebring, FL	1,835	1,813	98.80%	22	1.20%	1,749	33	31	18	3	1	0	0.60	2.96	9.24	
(2V08) (546) Miami, FL HCS	49,856	47,736	95.75%	2,120	4.25%	43,564	1,943	2,229	1,408	362	186	164	5.37	6.07	3.28	
(2V08) (546) Miami, FL (Bruce W. Carter)	30,942	29,768	96.21%	1,174	3.79%	27,530	1,015	1,223	761	203	86	124	4.64	5.44	3.26	
(2V08) (546BZ) Sunrise, FL (William "Bill" Kling)	12,470	11,682	93.68%	788	6.32%	10,223	674	785	523	142	90	33	8.54	8.38	2.53	
(2V08) (546GA) Miami Flagler, FL	76	74	97.37%	2	2.63%	72	1	1	1	0	0	1	3.21			
(2V08) (546GB) Key West, FL	1,170	1,159	99.06%	11	0.94%	1,025	88	46	11	0	0	0	1.66	3.38	2.84	
(2V08) (546GC) Homestead, FL	2,077	1,990	95.81%	87	4.19%	1,792	99	99	73	5	5	4	3.89	5.92	8.80	
(2V08) (546GD) Pembroke Pines, FL	816	798	97.79%	18	2.21%	762	8	28	15	1	1	1	1.95	19.53	3.26	
(2V08) (546GE) Key Largo, FL	324	319	98.46%	5	1.54%	292	19	8	2	1	1	1	1.80	3.89	3.40	
(2V08) (546GF) Hollywood, FL	1,396	1,368	97.99%	28	2.01%	1,311	24	33	15	10	3	0	4.18	0.78	2.42	
(2V08) (546GH) Deerfield Beach, FL	585	578	98.80%	7	1.20%	557	15	6	7	0	0	0	0.79	1.06	6.43	
(2V08) (548) West Palm Beach, FL HCS	55,735	54,240	97.32%	1,495	2.68%	48,981	2,644	2,615	1,198	229	32	36	1.57	5.28	4.23	
(2V08) (548) West Palm Beach, FL	43,320	41,854	96.62%	1,466	3.38%	36,838	2,490	2,526	1,176	224	32	34	2.49	5.83	5.24	
(2V08) (548GA) Fort Pierce, FL	2,055	2,051	99.81%	4	0.19%	2,031	13	7	4	0	0	0	0.24	0.89	0.82	
(2V08) (548GB) Delray Beach, FL	3,175	3,167	99.75%	8	0.25%	3,127	26	14	7	0	0	1	0.13	0.47	1.78	
(2V08) (548GC) Stuart, FL	2,652	2,652	100.00%	0	0.00%	2,641	5	6	0	0	0	0	0.01	0.36	0.04	
(2V08) (548GD) Boca Raton, FL	1,584	1,582	99.87%	2	0.13%	1,541	26	15	1	1	0	0	0.87	0.40	3.73	
(2V08) (548GE) Vero Beach, FL	1,399	1,399	100.00%	0	0.00%	1,395	2	2	0	0	0	0	0.13	0.48	0.30	
(2V08) (548GF) Okeechobee, FL	747	747	100.00%	0	0.00%	719	20	8	0	0	0	0	0.42	2.56	3.30	
(2V08) (548QA) Port Saint Lucie, FL	803	788	98.13%	15	1.87%	689	62	37	10	4	0	1	6.79	3.37		
(2V08) (573) Gainesville, FL HCS	89,533	85,695	95.71%	3,838	4.29%	73,638	5,869	6,188	2,609	724	303	202	4.31	7.96	3.34	
(2V08) (573) Gainesville, FL (Malcom Randall)	24,713	23,638	95.65%	1,075	4.35%	20,525	1,448	1,665	773	169	68	65	3.71	7.70	3.57	
(2V08) (573A4) Lake City, FL	9,419	9,239	98.09%	180	1.91%	8,228	419	592	143	22	10	5	5.30	4.90	0.32	
(2V08) (573BY) Jacksonville 1, FL	11,544	10,434	90.38%	1,110	9.62%	8,337	1,016	1,081	595	321	104	90	4.32	13.57	3.44	
(2V08) (573GA) Valdosta, GA	1,463	1,456	99.52%	7	0.48%	1,396	38	22	4	3	0	0	0.99	2.14	0.99	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(2V08) (573GD) Ocala, FL	2,996	2,970	99.13%	26	0.87%	2,629	214	127	24	0	1	1	2.77	4.35	3.35
(2V08) (573GE) Saint Augustine, FL	2,084	2,037	97.74%	47	2.26%	1,676	211	150	39	6	2	0	4.45	6.05	4.17
(2V08) (573GF) Tallahassee, FL	8,699	8,381	96.34%	318	3.66%	7,186	594	601	261	29	10	18	6.87	4.92	3.42
(2V08) (573GG) Lecanto, FL	2,187	2,174	99.41%	13	0.59%	2,048	78	48	13	0	0	0	2.33	0.47	0.84
(2V08) (573GI) The Villages, FL	8,691	8,069	92.84%	622	7.16%	6,799	659	611	376	132	98	16	5.55	9.74	4.77
(2V08) (573GJ) St. Marys, GA	1,069	1,062	99.35%	7	0.65%	901	97	64	6	0	1	0	4.07	0.43	3.43
(2V08) (573GK) Marianna, FL	1,125	1,124	99.91%	1	0.09%	1,031	71	22	0	0	0	1	2.15	0.79	3.49
(2V08) (573GL) Palatka, FL	974	967	99.28%	7	0.72%	896	43	28	6	1	0	0	1.36	0.55	4.43
(2V08) (573GM) Waycross, GA	671	655	97.62%	16	2.38%	559	60	36	13	2	0	1	3.60	0.00	6.28
(2V08) (573GN) Perry, FL	238	238	100.00%	0	0.00%	238	0	0	0	0	0	0	0.34	0.00	0.00
(2V08) (573QA) Gainesville 1-16th Street, FL	1,068	1,068	100.00%	0	0.00%	1,068	0	0	0	0	0	0	0.00	0.00	0.02
(2V08) (573QB) Gainesville 2-98th Street, FL	486	477	98.15%	9	1.85%	424	29	24	7	0	1	1	4.14		
(2V08) (573QC) Gainesville 3-64th Street (C), FL	1,261	1,225	97.15%	36	2.85%	840	86	299	36	0	0	0	6.75	10.96	
(2V08) (573QD) Gainesville 4-64th Street (O), FL	884	846	95.70%	38	4.30%	599	118	129	37	0	1	0	7.37		
(2V08) (573QE) Gainesville 5-64th Street (D), FL	1,249	1,191	95.36%	58	4.64%	1,022	68	101	49	9	0	0	5.16		
(2V08) (573QF) Gainesville 6-23rd Avenue, FL	83	71	85.54%	12	14.46%	68	0	3	10	1	1	0		0.00	
(2V08) (573QG) Jacksonville Southpoint, FL	5,068	4,873	96.15%	195	3.85%	4,141	339	393	169	18	4	4	5.06	6.14	4.41
(2V08) (573QH) Ocala West, FL	1,402	1,393	99.36%	9	0.64%	1,294	36	63	9	0	0	0		2.05	
(2V08) (573QJ) Jacksonville 2 University Boulevard, FL	2,159	2,107	97.59%	52	2.41%	1,733	245	129	39	11	2	0	5.57	5.98	3.67
(2V08) (672) San Juan, PR HCS	73,771	71,143	96.44%	2,628	3.56%	64,335	3,452	3,356	1,479	441	211	497	3.26	7.30	4.16
(2V08) (672) San Juan, PR	51,459	49,273	95.75%	2,186	4.25%	43,904	2,696	2,673	1,167	392	206	421	3.57	8.24	5.11
(2V08) (672B0) Ponce, PR (Euripides Rubio)	8,909	8,758	98.31%	151	1.69%	8,350	226	182	103	28	2	18	1.13	4.70	0.93
(2V08) (672BZ) Mayaguez, PR	8,379	8,249	98.45%	130	1.55%	7,740	247	262	111	15	2	2	1.93	2.37	3.15
(2V08) (672GA) Saint Croix, VI	282	278	98.58%	4	1.42%	256	10	12	2	2	0	0	0.22	21.15	16.46
(2V08) (672GB) Saint Thomas, VI	222	220	99.10%	2	0.90%	201	11	8	2	0	0	0	1.69	16.36	3.75
(2V08) (672GC) Arecibo, PR	1,656	1,548	93.48%	108	6.52%	1,394	66	88	53	2	1	52	9.50	28.45	8.34
(2V08) (672GD) Ceiba, PR	1,775	1,735	97.75%	40	2.25%	1,503	133	99	36	2	0	2	4.51	24.34	0.54
(2V08) (672GE) Guayama, PR	831	827	99.52%	4	0.48%	750	50	27	3	0	0	1	1.51	9.47	3.64
(2V08) (672QA) Comerio, PR	125	123	98.40%	2	1.60%	109	9	5	2	0	0	0	5.08		
(2V08) (672QB) Utuado, PR	86	86	100.00%	0	0.00%	82	4	0	0	0	0	0	0	1.77	
(2V08) (672QC) Vieques, PR	47	46	97.87%	1	2.13%	46	0	0	0	0	0	1	6.20		
(2V08) (673) Tampa, FL HCS	76,518	74,665	97.58%	1,853	2.42%	64,230	5,027	5,408	1,544	219	58	32	2.70	5.91	3.99
(2V08) (673) Tampa, FL (James A. Haley)	32,194	30,960	96.17%	1,234	3.83%	26,185	1,971	2,804	1,104	107	15	8	2.71	6.85	0.68
(2V08) (673BV) Tampa, FL - VADOM	8	8	100.00%	0	0.00%	8	0	0	0	0	0	0			
(2V08) (673BZ) New Port Richey, FL	6,891	6,844	99.32%	47	0.68%	6,089	467	288	36	7	0	4	1.39	4.13	10.97
(2V08) (673GB) Lakeland, FL	1,978	1,958	98.99%	20	1.01%	1,725	125	108	20	0	0	0	3.17	2.56	
(2V08) (673GC) Brooksville, FL	2,926	2,918	99.73%	8	0.27%	2,515	284	119	6	1	0	1	3.07	3.55	3.24
(2V08) (673GF) Zephyrhills, FL	739	726	98.24%	13	1.76%	661	38	27	13	0	0	0	3.34	4.07	
(2V08) (673QA) Forty Sixth Street North, FL	2,326	2,322	99.83%	4	0.17%	1,865	195	262	4	0	0	0		3.26	5.48
(2V08) (673QB) Forty Sixth Street South, FL	12,324	12,203	99.02%	121	0.98%	10,866	803	534	71	17	23	10	4.10	1.93	
(2V08) (673QC) West Lakeland, FL	2,405	2,232	92.81%	173	7.19%	1,524	334	374	139	27	4	3	9.64	8.98	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(2V08) (673QD) Deer Park, FL	491	487	99.19%	4	0.81%	411	40	36	1	1	0	2	2	4.73		
(2V08) (673QE) Highway Nineteen, FL	547	543	99.27%	4	0.73%	388	85	70	4	0	0	0	0	5.59		
(2V08) (673QF) Winners Circle, FL	1,226	1,226	100.00%	0	0.00%	1,226	0	0	0	0	0	0	0			
(2V08) (673QG) Little Road, FL	490	482	98.37%	8	1.63%	436	24	22	8	0	0	0	0	4.37		
(2V08) (673QH) Bruce B. Downs Boulevard, FL	3,322	3,280	98.74%	42	1.26%	2,844	157	279	40	2	0	0	0	5.70		
(2V08) (673QI) Medical View Lane, FL	227	227	100.00%	0	0.00%	195	15	17	0	0	0	0	0	0.00	3.39	
(2V08) (673QJ) Hidden River, FL	8,424	8,249	97.92%	175	2.08%	7,292	489	468	98	57	16	4	3.24	6.42	1.80	
(2V08) (675) Orlando, FL HCS	92,659	89,518	96.61%	3,141	3.39%	77,856	5,280	6,382	2,418	420	179	124	2.71	7.07	3.72	
(2V08) (675) Orlando-Lake Nona, FL	39,206	37,325	95.20%	1,881	4.80%	31,532	2,571	3,222	1,466	251	84	80	4.72	7.52	4.31	
(2V08) (675GA) Viera, FL	19,430	18,907	97.31%	523	2.69%	16,762	940	1,205	439	47	25	12	1.52	6.28	3.67	
(2V08) (675GB) Daytona Beach, FL (William V. Chappell, Jr.)	10,589	10,376	97.99%	213	2.01%	9,309	569	498	130	37	27	19	2.36	5.49	1.76	
(2V08) (675GC) Kissimmee, FL	1,812	1,780	98.23%	32	1.77%	1,576	110	94	28	3	0	1	3.31	0.09	4.40	
(2V08) (675GD) Orange City-Sanford, FL	1,440	1,430	99.31%	10	0.69%	1,271	88	71	9	0	1	0	2.90	1.52	2.30	
(2V08) (675GE) Tavares, FL	1,950	1,925	98.72%	25	1.28%	1,680	139	106	20	4	0	1	4.15	1.93	4.76	
(2V08) (675GF) Clermont, FL	1,237	1,218	98.46%	19	1.54%	1,074	77	67	17	0	0	2	4.64	0.57	3.16	
(2V08) (675GG) Lake Baldwin, FL	13,226	12,898	97.52%	328	2.48%	11,309	648	941	209	70	41	8	2.09	8.62	3.81	
(2V08) (675QB) Port Orange, FL	11	10	90.91%	1	9.09%	8	1	1	1	0	0	0				
(2V08) (675QC) Westside Pavilion, FL	2,010	1,962	97.61%	48	2.39%	1,845	46	71	42	5	1	0			3.10	
(2V08) (675QD) Crossroads, FL	1,748	1,687	96.51%	61	3.49%	1,490	91	106	57	3	0	1	0.30		3.90	
(2V09) (596) Lexington, KY HCS	28,413	27,473	96.69%	940	3.31%	23,706	1,703	2,064	781	131	25	3	1.63	7.85	2.09	
(2V09) (596) Lexington-Leestown, KY	11,412	11,266	98.72%	146	1.28%	10,016	695	555	132	13	1	0	1.92	5.43	2.00	
(2V09) (596A4) Lexington-Cooper, KY	12,512	11,768	94.05%	744	5.95%	9,502	897	1,369	606	111	24	3		9.15	1.29	
(2V09) (596BU) Lexington-Leestown, KY - VADOM	34	34	100.00%	0	0.00%	34	0	0	0	0	0	0				
(2V09) (596GA) Somerset, KY	1,954	1,915	98.00%	39	2.00%	1,761	62	92	33	6	0	0	0	1.85	3.73	5.55
(2V09) (596GB) Morehead, KY	650	647	99.54%	3	0.46%	636	4	7	2	1	0	0	0	0.61	1.44	0.87
(2V09) (596GC) Hazard, KY	637	637	100.00%	0	0.00%	617	13	7	0	0	0	0	0	1.10	3.32	0.04
(2V09) (596GD) Berea, KY	1,214	1,206	99.34%	8	0.66%	1,140	32	34	8	0	0	0	0	1.00	4.00	0.85
(2V09) (603) Louisville, KY HCS	34,632	34,337	99.15%	295	0.85%	30,997	1,652	1,688	246	32	11	6	1.98	4.00	2.08	
(2V09) (603) Louisville, KY (Robley Rex)	17,614	17,414	98.86%	200	1.14%	15,041	1,087	1,286	168	23	7	2	3.23	4.20	2.48	
(2V09) (603BU) Louisville, KY - VADOM	7	7	100.00%	0	0.00%	7	0	0	0	0	0	0			0.00	
(2V09) (603GA) Fort Knox, KY	2,117	2,094	98.91%	23	1.09%	1,948	90	56	14	8	0	1	1.59	2.78	4.55	
(2V09) (603GB) New Albany, IN	2,552	2,544	99.69%	8	0.31%	2,415	77	52	7	0	0	1	1.38	0.14	2.48	
(2V09) (603GC) Shively, KY	2,922	2,912	99.66%	10	0.34%	2,690	127	95	7	0	2	1	2.58	0.74	2.20	
(2V09) (603GD) Dupont, KY	1,978	1,961	99.14%	17	0.86%	1,894	35	32	16	0	1	0	1.32	1.19	1.25	
(2V09) (603GE) Newburg, KY	3,448	3,429	99.45%	19	0.55%	3,255	104	70	17	0	1	1	1.96	5.29	0.99	
(2V09) (603GF) Grayson County, KY	2,093	2,089	99.81%	4	0.19%	1,987	67	35	4	0	0	0	0	1.56	1.26	1.91
(2V09) (603GG) Scott County, IN	1,114	1,101	98.83%	13	1.17%	1,017	41	43	12	1	0	0	0	2.89	2.76	2.11
(2V09) (603GH) Carrollton, KY	724	723	99.86%	1	0.14%	680	24	19	1	0	0	0	0	2.46	1.24	0.00
(2V09) (603MA) IDES Fort Knox	63	63	100.00%	0	0.00%	63	0	0	0	0	0	0	0	0.00	0.00	0.00
(2V09) (614) Memphis, TN HCS	43,577	42,810	98.24%	767	1.76%	39,774	1,452	1,584	572	111	40	44	2.33	4.71	1.65	
(2V09) (614) Memphis, TN	27,987	27,368	97.79%	619	2.21%	25,028	1,038	1,302	454	91	35	39	3.02	5.16	0.92	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(2V09) (614GA) Tupelo, MS	1,342	1,338	99.70%	4	0.30%	1,208	89	41	3	0	0	1	1.33	0.00	5.14	
(2V09) (614GB) Jonesboro, AR	1,121	1,120	99.91%	1	0.09%	1,059	52	9	1	0	0	0	0	1.82	0.00	2.20
(2V09) (614GC) Holly Springs, MS	374	367	98.13%	7	1.87%	298	43	26	7	0	0	0	0	5.76	0.00	3.67
(2V09) (614GD) Savannah, TN	592	591	99.83%	1	0.17%	591	0	0	1	0	0	0	0	0.00	0.00	0.79
(2V09) (614GE) Covington, TN	1,794	1,774	98.89%	20	1.11%	1,726	25	23	15	1	0	4	1.28	0.00	7.22	
(2V09) (614GF) Nonconnah, TN	6,852	6,775	98.88%	77	1.12%	6,515	128	132	64	11	2	0	2.60	0.92	0.35	
(2V09) (614GG) Jackson, TN	1,642	1,605	97.75%	37	2.25%	1,528	36	41	26	8	3	0	2.27	6.28	0.19	
(2V09) (614GI) Dyersburg, TN	549	548	99.82%	1	0.18%	528	18	2	1	0	0	0	0	1.57	0.00	1.26
(2V09) (614GN) Helena, AR	277	277	100.00%	0	0.00%	246	23	8	0	0	0	0	3.34	0.00	1.52	
(2V09) (614QA) Union Avenue, TN	1,047	1,047	100.00%	0	0.00%	1,047	0	0	0	0	0	0				
(2V09) (621) Mountain Home, TN HCS	38,407	37,301	97.12%	1,106	2.88%	33,150	2,169	1,982	866	177	43	20	3.39	6.15	2.44	
(2V09) (621) Mountain Home, TN (James H. Quillen)	25,273	24,367	96.42%	906	3.58%	21,603	1,411	1,353	720	134	35	17	3.27	6.28	2.69	
(2V09) (621BU) Mountain Home, TN - VADOM	99	99	100.00%	0	0.00%	97	2	0	0	0	0	0	0	0.00		
(2V09) (621BY) Knoxville, TN (William C. Tallent)	5,838	5,797	99.30%	41	0.70%	5,479	203	115	17	22	0	2	1.87	9.02	1.31	
(2V09) (621GA) Rogersville, TN	565	556	98.41%	9	1.59%	526	16	14	6	3	0	0	2.64	0.00	0.23	
(2V09) (621GC) Norton, VA	889	888	99.89%	1	0.11%	736	80	72	0	1	0	0	3.87	0.00	1.18	
(2V09) (621GG) Morristown, TN	898	887	98.78%	11	1.22%	784	58	45	11	0	0	0	3.35	0.22	1.97	
(2V09) (621GI) Sevierville, TN (Dannie A. Carr)	1,489	1,415	95.03%	74	4.97%	1,206	108	101	59	15	0	0	6.78	0.00	3.75	
(2V09) (621GJ) Bristol, VA	1,177	1,155	98.13%	22	1.87%	1,039	67	49	22	0	0	0	0	2.99	0.00	3.71
(2V09) (621GK) Campbell County, TN	535	523	97.76%	12	2.24%	494	21	8	2	2	7	1	4.29	0.35	4.14	
(2V09) (621QA) Jonesville, VA	173	173	100.00%	0	0.00%	84	3	86	0	0	0	0	0	12.12		
(2V09) (621QB) Marion, VA	110	110	100.00%	0	0.00%	64	32	14	0	0	0	0	0	5.75		
(2V09) (621QC) Vansant, VA	76	74	97.37%	2	2.63%	52	1	21	2	0	0	0	0	8.82		
(2V09) (621QD) Knox County, TN	877	850	96.92%	27	3.08%	598	151	101	27	0	0	0		6.63	5.38	
(2V09) (621QE) Downtown West, TN	408	407	99.75%	1	0.25%	388	16	3	0	0	1	0		1.53		
(2V09) (626) Middle Tennessee HCS	69,871	66,974	95.85%	2,897	4.15%	59,367	3,627	3,980	2,032	479	175	211	4.35	7.68	2.61	
(2V09) (626) Nashville, TN	27,315	25,903	94.83%	1,412	5.17%	22,949	1,377	1,577	877	262	105	168	8.27	7.93	2.41	
(2V09) (626A4) Murfreesboro, TN (Alvin C. York)	17,444	16,606	95.20%	838	4.80%	14,813	796	997	609	144	52	33	3.06	8.40	1.28	
(2V09) (626GA) Dover, TN	470	452	96.17%	18	3.83%	381	36	35	15	2	0	1	7.38	2.17	4.62	
(2V09) (626GC) Bowling Green, KY	1,320	1,305	98.86%	15	1.14%	1,246	31	28	13	0	1	1	2.01	2.39	1.80	
(2V09) (626GE) Clarksville, TN	4,542	4,300	94.67%	242	5.33%	3,806	214	280	200	33	7	2	4.49	8.27	3.68	
(2V09) (626GF) Chattanooga, TN	6,294	6,095	96.84%	199	3.16%	5,237	386	472	178	19	1	1	5.13	4.44	4.08	
(2V09) (626GG) Tullahoma, TN	409	407	99.51%	2	0.49%	388	8	11	2	0	0	0	0.26	4.97	3.05	
(2V09) (626GH) Cookeville, TN	1,227	1,220	99.43%	7	0.57%	1,209	6	5	3	3	1	0	0.68	1.65	0.25	
(2V09) (626GJ) Hopkinsville, KY	1,840	1,825	99.18%	15	0.82%	1,517	140	168	12	3	0	0	4.43	2.81	4.54	
(2V09) (626GK) McMinnville, TN	743	736	99.06%	7	0.94%	683	45	8	6	0	0	1	2.52	5.98	2.38	
(2V09) (626GL) Roane County, TN	409	408	99.76%	1	0.24%	330	54	24	1	0	0	0	4.41	2.36	3.16	
(2V09) (626GM) Maury County, TN	908	874	96.26%	34	3.74%	661	129	84	32	1	1	0	6.95	6.08	6.10	
(2V09) (626GN) Athens, TN	493	489	99.19%	4	0.81%	426	26	37	3	1	0	0	2.36	8.75	4.96	
(2V09) (626GO) International Plaza, TN	1,345	1,332	99.03%	13	0.97%	1,194	87	51	11	0	1	1	4.36	2.32	1.38	
(2V09) (626MA) IDES Fort Campbell	292	292	100.00%	0	0.00%	292	0	0	0	0	0	0		0.00	0.00	
(2V09) (626QA) Albion Street, TN	792	791	99.87%	1	0.13%	700	66	25	1	0	0	0	2.89		0.03	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(2V09) (626QB) Charlotte Avenue, TN	1,685	1,661	98.58%	24	1.42%	1,442	136	83	24	0	0	0	3.81	7.72	2.25	
(2V09) (626QC) Pointe Centre, TN	1,791	1,729	96.54%	62	3.46%	1,551	89	89	42	11	6	3	7.93	3.96		
(2V09) (626QD) Glenis Drive, TN	552	549	99.46%	3	0.54%	542	1	6	3	0	0	0			1.54	
(3V10) (538) Chillicothe, OH HCS	17,786	16,999	95.58%	787	4.42%	14,753	1,063	1,183	612	113	26	36	2.44	9.61	3.30	
(3V10) (538) Chillicothe, OH	11,288	10,641	94.27%	647	5.73%	8,955	739	947	495	100	22	30	2.95	10.47	2.32	
(3V10) (538GA) Athens, OH	1,219	1,202	98.61%	17	1.39%	1,026	115	61	15	2	0	0	1.91	8.50	3.72	
(3V10) (538GB) Portsmouth, OH	1,542	1,533	99.42%	9	0.58%	1,439	49	45	7	0	1	1	2.47	5.00	1.12	
(3V10) (538GC) Marietta, OH	979	917	93.67%	62	6.33%	839	42	36	53	6	1	2	1.66	11.59	5.18	
(3V10) (538GD) Lancaster, OH	1,424	1,385	97.26%	39	2.74%	1,260	64	61	33	4	0	2	1.98	4.32	7.38	
(3V10) (538GE) Cambridge, OH	880	875	99.43%	5	0.57%	819	40	16	2	0	2	1	1.78	3.57	2.51	
(3V10) (538GF) Wilmington, OH	454	446	98.24%	8	1.76%	415	14	17	7	1	0	0	3.23	5.50	3.28	
(3V10) (539) Cincinnati, OH HCS	37,731	36,479	96.68%	1,252	3.32%	32,566	1,952	1,961	914	237	64	37	3.18	6.48	1.51	
(3V10) (539) Cincinnati, OH	23,598	22,467	95.21%	1,131	4.79%	19,782	1,238	1,447	813	227	59	32	4.07	7.51	1.24	
(3V10) (539A4) Fort Thomas, KY	904	899	99.45%	5	0.55%	811	46	42	4	0	0	1		6.64	0.06	
(3V10) (539GA) Bellevue, KY	1,328	1,319	99.32%	9	0.68%	1,244	43	32	4	0	3	2	2.76	1.24	2.99	
(3V10) (539GB) Clermont County, OH	3,190	3,142	98.50%	48	1.50%	2,835	142	165	46	2	0	0	2.52	3.90	2.68	
(3V10) (539GC) Dearborn, IN	1,829	1,824	99.73%	5	0.27%	1,756	42	26	5	0	0	0	1.16	2.59	0.68	
(3V10) (539GD) Florence, KY	2,293	2,284	99.61%	9	0.39%	2,061	135	88	7	1	0	1	2.72	10.29	1.08	
(3V10) (539GE) Hamilton, OH	2,148	2,108	98.14%	40	1.86%	1,918	86	104	30	7	2	1	2.80	3.78	3.42	
(3V10) (539GF) Georgetown, OH	687	685	99.71%	2	0.29%	618	50	17	2	0	0	0	4.09	0.39	0.36	
(3V10) (539QB) Highland Avenue, OH	1,754	1,751	99.83%	3	0.17%	1,541	170	40	3	0	0	0		2.78		
(3V10) (541) Cleveland, OH HCS	88,913	84,939	95.53%	3,974	4.47%	72,008	5,832	7,099	3,295	395	149	135	4.81	7.11	6.50	
(3V10) (541) Cleveland, OH (Louis Stokes Cleveland)	36,314	34,216	94.22%	2,098	5.78%	27,721	2,739	3,756	1,769	224	60	45	8.79	7.59	4.11	
(3V10) (541BY) Canton, OH	6,232	5,911	94.85%	321	5.15%	4,983	429	499	259	26	14	22	3.88	8.09	3.45	
(3V10) (541BZ) Youngstown, OH	5,830	5,732	98.32%	98	1.68%	5,072	309	351	94	1	0	3	2.61	4.99	2.10	
(3V10) (541GB) Lorain, OH	3,545	3,466	97.77%	79	2.23%	3,127	159	180	71	2	2	4	5.00	3.03	1.63	
(3V10) (541GC) Sandusky, OH	1,963	1,896	96.59%	67	3.41%	1,720	104	72	62	4	0	1	3.26	4.75	1.70	
(3V10) (541GD) Mansfield, OH (David F. Winder)	4,460	4,407	98.81%	53	1.19%	4,118	172	117	43	6	1	3	1.24	3.57	1.72	
(3V10) (541GE) McCafferty, OH	710	699	98.45%	11	1.55%	631	39	29	9	1	0	1	2.81	4.65	197.52	
(3V10) (541GF) Painesville, OH	1,596	1,553	97.31%	43	2.69%	1,358	95	100	37	2	1	3	5.00	4.49	2.15	
(3V10) (541GG) Akron, OH	7,847	7,521	95.85%	326	4.15%	6,396	514	611	270	20	23	13	5.99	6.47	6.81	
(3V10) (541GH) East Liverpool, OH	1,499	1,459	97.33%	40	2.67%	1,340	58	61	32	1	4	3	2.90	6.72	3.74	
(3V10) (541GI) Warren, OH	2,001	1,905	95.20%	96	4.80%	1,610	142	153	77	14	1	4	6.48	5.74	3.61	
(3V10) (541GJ) New Philadelphia, OH	1,843	1,792	97.23%	51	2.77%	1,654	77	61	37	12	2	0	3.43	3.79	3.05	
(3V10) (541GK) Ravenna, OH	1,862	1,814	97.42%	48	2.58%	1,710	56	48	38	8	1	1	2.48	3.30	2.08	
(3V10) (541GL) Parma, OH	10,684	10,170	95.19%	514	4.81%	8,400	819	951	440	38	19	17	5.19	7.76	4.28	
(3V10) (541GM) Cleveland-Superior, OH	87	84	96.55%	3	3.45%	15	25	44	3	0	0	0				
(3V10) (541GN) State Street, OH	1,155	1,103	95.50%	52	4.50%	981	68	54	39	10	1	2		6.31	3.92	
(3V10) (541QA) Summit County, OH	4	4	100.00%	0	0.00%	4	0	0	0	0	0	0				
(3V10) (541QB) Cleveland-Euclid, OH	1,084	1,080	99.63%	4	0.37%	1,051	23	6	1	0	1	2				
(3V10) (541QF) Cuyahoga County 4, OH - Mobile	197	127	64.47%	70	35.53%	117	4	6	14	26	19	11	33.85			
(3V10) (552) Dayton, OH HCS	30,694	29,387	95.74%	1,307	4.26%	25,209	2,019	2,159	944	202	106	55	2.75	9.08	3.00	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(3V10) (552) Dayton, OH	24,525	23,435	95.56%	1,090	4.44%	19,976	1,635	1,824	764	177	100	49	3.38	9.14	2.53	
(3V10) (552GA) Middletown, OH	1,630	1,560	95.71%	70	4.29%	1,335	131	94	65	5	0	0	2.16	9.47	2.85	
(3V10) (552GB) Lima, OH	1,621	1,564	96.48%	57	3.52%	1,455	55	54	38	14	3	2	0.84	9.07	2.24	
(3V10) (552GC) Richmond, IN	1,539	1,501	97.53%	38	2.47%	1,326	97	78	36	1	1	0	1.71	6.88	5.01	
(3V10) (552GD) Springfield, OH	1,379	1,327	96.23%	52	3.77%	1,117	101	109	41	5	2	4	3.65	9.15	8.59	
(3V10) (757) Columbus, OH HCS	35,459	33,476	94.41%	1,983	5.59%	28,037	2,365	3,074	1,613	296	60	14	4.04	8.76	3.07	
(3V10) (757) Columbus, OH (Chalmers P. Wylie)	28,821	27,052	93.86%	1,769	6.14%	22,442	1,926	2,684	1,436	265	57	11	4.13	8.82	2.22	
(3V10) (757GA) Zanesville, OH	1,347	1,281	95.10%	66	4.90%	1,101	76	104	55	10	1	0	7.28	6.84	1.24	
(3V10) (757GB) Grove City, OH	1,270	1,259	99.13%	11	0.87%	1,125	93	41	6	5	0	0	1.97	3.96	3.99	
(3V10) (757GC) Marion, OH	1,055	1,034	98.01%	21	1.99%	938	62	34	19	2	0	0	2.02	5.53	5.17	
(3V10) (757GD) Newark, OH	1,684	1,600	95.01%	84	4.99%	1,248	178	174	65	14	2	3	2.81	11.10	13.38	
(3V10) (757QC) Columbus-Airport Drive, OH	1,282	1,250	97.50%	32	2.50%	1,183	30	37	32	0	0	0		2.48		
(3V10) (506) Ann Arbor, MI HCS	38,814	37,428	96.43%	1,386	3.57%	33,817	1,915	1,696	1,031	244	79	32	2.97	5.94	2.40	
(3V10) (506) Ann Arbor, MI	26,067	25,258	96.90%	809	3.10%	23,094	1,166	998	642	122	27	18	2.60	5.37	2.39	
(3V10) (506GA) Toledo, OH	7,679	7,285	94.87%	394	5.13%	6,404	438	443	241	100	45	8	3.62	9.53	1.72	
(3V10) (506GB) Flint, MI	1,382	1,355	98.05%	27	1.95%	1,249	56	50	21	5	1	0	2.47	1.37	3.67	
(3V10) (506GC) Jackson Center, MI	1,507	1,486	98.61%	21	1.39%	1,279	142	65	21	0	0	0	3.12	3.64	3.42	
(3V10) (506QA) Ann Arbor-Packard Road, MI (Packard Road)	1,395	1,356	97.20%	39	2.80%	1,192	82	82	36	0	1	2		3.97		
(3V10) (506QB) Green Road, MI	784	688	87.76%	96	12.24%	599	31	58	70	17	5	4		0.77		
(3V10) (515) Battle Creek, MI HCS	26,035	24,618	94.56%	1,417	5.44%	20,318	2,051	2,249	1,011	265	77	64	3.90	9.51	4.69	
(3V10) (515) Battle Creek, MI	11,287	10,657	94.42%	630	5.58%	8,504	958	1,195	439	119	46	26	5.96	9.38	4.51	
(3V10) (515BU) Battle Creek, MI - VADOM	109	92	84.40%	17	15.60%	58	21	13	16	1	0	0				
(3V10) (515BY) Wyoming, MI	10,107	9,414	93.14%	693	6.86%	7,669	868	877	494	136	29	34	3.31	10.03	4.89	
(3V10) (515GA) Muskegon, MI	1,674	1,655	98.86%	19	1.14%	1,514	87	54	11	4	1	3	2.41	2.82	7.02	
(3V10) (515GB) Lansing South, MI	1,748	1,698	97.14%	50	2.86%	1,574	59	65	43	5	1	1	2.85	2.11	4.21	
(3V10) (515GC) Benton Harbor, MI	1,033	1,025	99.23%	8	0.77%	922	58	45	8	0	0	0	3.14	3.70	2.63	
(3V10) (515QA) Lansing North, MI	35	35	100.00%	0	0.00%	35	0	0	0	0	0	0	0.40			
(3V10) (515QB) Century Avenue, MI	42	42	100.00%	0	0.00%	42	0	0	0	0	0	0	0.62			
(3V10) (553) Detroit, MI HCS	32,026	30,822	96.24%	1,204	3.76%	26,426	1,946	2,450	948	158	43	55	4.71	5.92	2.42	
(3V10) (553) Detroit, MI (John D. Dingell)	29,894	28,708	96.03%	1,186	3.97%	24,535	1,809	2,364	936	157	42	51	4.71	5.93	2.39	
(3V10) (553GA) Yale, MI	934	934	100.00%	0	0.00%	882	31	21	0	0	0	0	1.11		0.49	
(3V10) (553GB) Pontiac, MI	1,130	1,112	98.41%	18	1.59%	942	105	65	12	1	1	4	10.82	5.39	4.56	
(3V10) (553QA) Piquette Street, MI	68	68	100.00%	0	0.00%	67	1	0	0	0	0	0	0.97			
(3V10) (583) Indianapolis, IN HCS	46,294	45,176	97.59%	1,118	2.41%	40,154	2,160	2,862	902	97	38	81	2.84	3.70	5.28	
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	39,471	38,437	97.38%	1,034	2.62%	33,854	1,928	2,655	833	86	35	80	3.59	3.75	5.82	
(3V10) (583GA) Terre Haute, IN	1,091	1,091	100.00%	0	0.00%	1,074	11	6	0	0	0	0	0.11	4.15		
(3V10) (583GB) Bloomington, IN	953	945	99.16%	8	0.84%	918	18	9	8	0	0	0	1.00	2.06		
(3V10) (583GC) Martinsville, IN	661	661	100.00%	0	0.00%	640	15	6	0	0	0	0	0.69	0.74	1.38	
(3V10) (583GD) Indianapolis West, IN	1,448	1,430	98.76%	18	1.24%	1,347	49	34	16	2	0	0	1.27	3.51	0.04	
(3V10) (583GE) West Lafayette, IN	822	796	96.84%	26	3.16%	710	38	48	22	4	0	0	6.20	0.93	3.21	
(3V10) (583GF) Camp Atterbury, IN (Wakeman)	971	947	97.53%	24	2.47%	856	50	41	17	4	2	1	3.27	2.56	10.22	
(3V10) (583QA) Monroe County, IN	393	393	100.00%	0	0.00%	366	18	9	0	0	0	0			1.92	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V10) (583QB) Indianapolis-Meridian Street, IN	25	25	100.00%	0	0.00%	25	0	0	0	0	0	0	0	0	
(3V10) (583QC) Vigo County, IN	459	451	98.26%	8	1.74%	364	33	54	6	1	1	0			5.74
(3V10) (610) Northern Indiana HCS	29,938	28,429	94.96%	1,509	5.04%	24,271	1,884	2,274	1,101	268	85	55	5.71	8.52	3.26
(3V10) (610) Marion, IN	8,001	7,719	96.48%	282	3.52%	6,408	568	743	235	31	8	8	3.16	8.39	3.44
(3V10) (610A4) Fort Wayne, IN	10,790	9,979	92.48%	811	7.52%	8,338	730	911	568	174	49	20	7.23	8.88	1.48
(3V10) (610BU) Marion, IN - VADOM	27	26	96.30%	1	3.70%	24	1	1	1	0	0	0	0		
(3V10) (610BY) St. Joseph County, IN	4,850	4,671	96.31%	179	3.69%	4,166	244	261	142	19	6	12	3.81	7.18	1.42
(3V10) (610GB) Muncie, IN	1,609	1,542	95.84%	67	4.16%	1,355	105	82	47	15	3	2	5.90	6.00	5.47
(3V10) (610GC) Goshen, IN	1,103	1,075	97.46%	28	2.54%	941	78	56	22	4	1	1	4.36	4.83	3.88
(3V10) (610GD) Peru, IN	1,020	940	92.16%	80	7.84%	797	53	90	42	11	17	10	12.08	10.61	3.46
(3V10) (610QA) Fort Wayne-East State Boulevard, IN	2,513	2,452	97.57%	61	2.43%	2,217	105	130	44	14	1	2		13.14	3.50
(3V10) (610QB) Columbia Place, IN	25	25	100.00%	0	0.00%	25	0	0	0	0	0	0			
(3V10) (655) Saginaw, MI HCS	23,959	23,401	97.67%	558	2.33%	20,496	1,378	1,527	409	84	34	31	2.90	4.79	2.71
(3V10) (655) Saginaw, MI (Aleda E. Lutz)	13,166	12,705	96.50%	461	3.50%	10,933	780	992	328	72	32	29	3.48	5.43	0.19
(3V10) (655GA) Gaylord, MI	1,095	1,086	99.18%	9	0.82%	1,015	36	35	6	2	0	1	2.06	1.03	1.20
(3V10) (655GB) Traverse City, MI (Colonel Demas T. Craw)	733	723	98.64%	10	1.36%	594	56	73	9	1	0	0	3.18	2.05	1.02
(3V10) (655GC) Oscoda, MI	566	557	98.41%	9	1.59%	500	27	30	7	2	0	0	2.85	1.37	2.02
(3V10) (655GD) Alpena, MI (Lieutenant Colonel Clement C. Van Wagoner)	883	860	97.40%	23	2.60%	725	72	63	19	4	0	0	2.80	4.25	5.62
(3V10) (655GE) Clare, MI	1,594	1,581	99.18%	13	0.82%	1,403	78	100	13	0	0	0	2.24	2.79	3.66
(3V10) (655GF) Bad Axe, MI	732	731	99.86%	1	0.14%	684	27	20	1	0	0	0	1.26	1.10	1.83
(3V10) (655GG) Cadillac, MI	1,176	1,175	99.91%	1	0.09%	1,056	67	52	1	0	0	0	2.11	1.57	3.29
(3V10) (655GH) Cheboygan County, MI	555	548	98.74%	7	1.26%	504	28	16	6	1	0	0	1.49	8.22	1.91
(3V10) (655GI) Grayling, MI	514	512	99.61%	2	0.39%	426	48	38	2	0	0	0	3.71	2.12	4.18
(3V10) (655QA) Saginaw-Barnard Road, MI	2,417	2,404	99.46%	13	0.54%	2,204	117	83	12	0	0	1		0.49	2.71
(3V10) (655QB) Grand Traverse, MI	528	519	98.30%	9	1.70%	452	42	25	5	2	2	0		4.83	2.91
(3V12) (550) Danville, IL HCS	19,398	18,759	96.71%	639	3.29%	16,970	838	951	498	72	25	44	2.78	6.67	1.84
(3V12) (550) Danville, IL	10,578	10,297	97.34%	281	2.66%	9,433	402	462	228	37	10	6	2.92	5.51	0.23
(3V12) (550BY) Peoria, IL (Bob Michel)	5,208	4,903	94.14%	305	5.86%	4,265	302	336	221	32	14	38	2.40	10.58	5.14
(3V12) (550GA) Decatur, IL	1,467	1,435	97.82%	32	2.18%	1,356	40	39	31	1	0	0	1.92	3.46	1.07
(3V12) (550GD) Springfield, IL	1,595	1,575	98.75%	20	1.25%	1,405	73	97	17	2	1	0	4.16	2.82	0.66
(3V12) (550GF) Charleston, IL	550	549	99.82%	1	0.18%	511	21	17	1	0	0	0	1.84	1.22	2.10
(3V12) (537) Chicago, IL HCS	40,241	38,622	95.98%	1,619	4.02%	33,296	2,333	2,993	1,198	299	69	53	5.19	7.16	2.16
(3V12) (537) Chicago, IL (Jesse Brown)	31,068	29,710	95.63%	1,358	4.37%	25,401	1,823	2,486	967	275	68	48	7.49	7.11	1.80
(3V12) (537BY) Crown Point, IN (Adam Benjamin Jr.)	6,752	6,520	96.56%	232	3.44%	5,767	352	401	210	21	0	1	2.31	7.54	3.20
(3V12) (537GA) Chicago Heights, IL	664	658	99.10%	6	0.90%	593	31	34	5	0	0	1	2.91	0.00	0.96
(3V12) (537GD) Lakeside, IL	1,083	1,063	98.15%	20	1.85%	924	84	55	14	3	1	2	4.23	0.00	2.44
(3V12) (537HA) Auburn Gresham, IL	674	671	99.55%	3	0.45%	611	43	17	2	0	0	1	3.88	0.00	2.16
(3V12) (556) North Chicago, IL HCS	27,918	27,797	99.57%	121	0.43%	25,967	1,103	727	110	7	2	2	1.87	2.48	1.37
(3V12) (556) North Chicago, IL (Captain James A. Lovell)	24,946	24,844	99.59%	102	0.41%	23,276	951	617	94	5	1	2	1.78	2.40	0.87
(3V12) (556GA) Evanston, IL	501	500	99.80%	1	0.20%	456	21	23	1	0	0	0	0.45	6.81	3.22

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(3V12) (556GC) McHenry, IL	1,563	1,546	98.91%	17	1.09%	1,379	96	71	15	1	1	0	2.83	5.14	4.01	
(3V12) (556GD) Kenosha, WI	908	907	99.89%	1	0.11%	856	35	16	0	1	0	0	1.47	3.10	1.78	
(3V12) (578) Hines, IL HCS	49,027	47,886	97.67%	1,141	2.33%	42,452	2,707	2,727	865	186	52	38	3.84	5.25	1.91	
(3V12) (578) Hines, IL (Edward Hines Junior)	38,062	37,051	97.34%	1,011	2.66%	32,952	1,971	2,128	756	170	50	35	5.35	5.29	1.78	
(3V12) (578GA) Joliet, IL	4,012	3,940	98.21%	72	1.79%	3,267	371	302	61	7	2	2	3.82	5.85	1.53	
(3V12) (578GC) Kankakee County, IL	1,236	1,215	98.30%	21	1.70%	1,010	114	91	19	2	0	0	3.84	4.25	4.00	
(3V12) (578GD) Aurora, IL	1,712	1,709	99.82%	3	0.18%	1,603	57	49	3	0	0	0	1.21	2.15	1.48	
(3V12) (578GE) Hoffman Estates, IL	1,107	1,102	99.55%	5	0.45%	1,004	51	47	4	1	0	0	2.35	4.62	1.08	
(3V12) (578GF) LaSalle, IL	1,315	1,309	99.54%	6	0.46%	1,197	71	41	6	0	0	0	1.33	2.91	2.09	
(3V12) (578GG) Oak Lawn, IL	1,583	1,560	98.55%	23	1.45%	1,419	72	69	16	6	0	1	2.51	5.38	3.30	
(3V12) (585) Iron Mountain, MI HCS	11,311	10,989	97.15%	322	2.85%	9,752	570	667	233	67	20	2	2.73	6.41	1.95	
(3V12) (585) Iron Mountain, MI (Oscar G. Johnson)	7,111	6,825	95.98%	286	4.02%	5,964	360	501	201	64	20	1	3.99	6.77	1.41	
(3V12) (585GA) Hancock, MI	558	553	99.10%	5	0.90%	510	26	17	5	0	0	0	1.51	7.64	1.08	
(3V12) (585GB) Rhinelander, WI	1,065	1,060	99.53%	5	0.47%	927	81	52	3	1	0	1	3.43	2.59	1.48	
(3V12) (585GC) Menominee, MI	545	542	99.45%	3	0.55%	518	9	15	2	1	0	0	1.16	3.22	1.54	
(3V12) (585GD) Ironwood, MI	368	362	98.37%	6	1.63%	348	6	8	6	0	0	0	0.56	7.72	2.32	
(3V12) (585GF) Manistique, MI	261	260	99.62%	1	0.38%	224	17	19	1	0	0	0	2.92	5.24	3.86	
(3V12) (585HA) Marquette, MI	913	899	98.47%	14	1.53%	806	53	40	13	1	0	0	2.37	7.54	3.67	
(3V12) (585HB) Sault Saint Marie, MI	490	488	99.59%	2	0.41%	455	18	15	2	0	0	0	1.04	3.41	2.38	
(3V12) (607) Madison, WI HCS	28,135	26,858	95.46%	1,277	4.54%	22,770	2,009	2,079	834	248	127	68	4.46	10.10	1.43	
(3V12) (607) Madison, WI (William S. Middleton)	17,682	16,576	93.75%	1,106	6.25%	13,586	1,360	1,630	689	233	120	64	7.46	10.74	1.80	
(3V12) (607GC) Janesville, WI	1,179	1,155	97.96%	24	2.04%	910	132	113	19	2	3	0	8.78	2.35	0.38	
(3V12) (607GD) Baraboo, WI	792	782	98.74%	10	1.26%	697	38	47	7	2	1	0	3.96	4.28	0.30	
(3V12) (607GE) Beaver Dam, WI	884	879	99.43%	5	0.57%	841	27	11	3	1	1	0	1.43	1.35	0.48	
(3V12) (607GF) Freeport, IL	626	623	99.52%	3	0.48%	599	19	5	0	1	1	1	2.15	0.65	0.02	
(3V12) (607GG) Madison West, WI	2,648	2,612	98.64%	36	1.36%	2,310	188	114	32	3	0	1	4.33	3.59	1.36	
(3V12) (607HA) Rockford, IL	4,324	4,231	97.85%	93	2.15%	3,827	245	159	84	6	1	2	3.43	7.05	1.05	
(3V12) (676) Tomah, WI HCS	15,579	14,951	95.97%	628	4.03%	13,156	895	900	379	121	85	43	5.07	14.12	1.77	
(3V12) (676) Tomah, WI	9,799	9,278	94.68%	521	5.32%	8,166	540	572	286	110	83	42	6.89	16.02	1.03	
(3V12) (676BU) Tomah, WI - VADOM	4	4	100.00%	0	0.00%	4	0	0	0	0	0	0				
(3V12) (676GA) Wausau, WI	1,389	1,372	98.78%	17	1.22%	1,186	111	75	14	2	0	1	4.50	0.98	2.86	
(3V12) (676GC) River Valley, WI	2,017	1,998	99.06%	19	0.94%	1,817	99	82	14	4	1	0	3.18	4.41	1.70	
(3V12) (676GD) Wisconsin Rapids, WI	2,060	1,991	96.65%	69	3.35%	1,702	125	164	63	5	1	0	5.29	7.00	2.05	
(3V12) (676GE) Clark County, WI	310	308	99.35%	2	0.65%	281	20	7	2	0	0	0	2.81	0.00	2.50	
(3V12) (695) Milwaukee, WI HCS	54,321	52,963	97.50%	1,358	2.50%	47,055	2,802	3,106	1,087	191	40	40	3.36	5.27	2.31	
(3V12) (695) Milwaukee, WI (Clement J. Zablocki)	38,076	37,130	97.52%	946	2.48%	33,267	1,860	2,003	727	149	36	34	0.91	5.68	1.38	
(3V12) (695BU) Milwaukee, WI - VADOM	85	85	100.00%	0	0.00%	85	0	0	0	0	0	0				
(3V12) (695BY) Appleton, WI (John H. Bradley)	5,457	5,330	97.67%	127	2.33%	4,544	352	434	110	14	2	1	6.72	5.12	5.04	
(3V12) (695GA) Union Grove, WI	901	901	100.00%	0	0.00%	880	14	7	0	0	0	0	0.88	1.14	0.21	
(3V12) (695GC) Cleveland, WI	1,087	1,077	99.08%	10	0.92%	973	63	41	7	0	1	2	2.64	0.33	4.23	
(3V12) (695GD) Green Bay, WI (Milo C. Huempfner)	8,522	8,247	96.77%	275	3.23%	7,113	513	621	243	28	1	3	6.71	3.77	4.07	
(3V12) (695QA) Milwaukee-MLK Drive, WI	193	193	100.00%	0	0.00%	193	0	0	0	0	0	0				

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(3V15) (589A4) Columbia, MO HCS	26,798	25,011	93.33%	1,787	6.67%	21,313	1,813	1,885	1,107	306	215	159	4.65	11.06	5.28	
(3V15) (589A4) Columbia, MO (Harry S. Truman)	20,321	18,730	92.17%	1,591	7.83%	15,731	1,390	1,609	950	279	209	153	5.61	11.71	6.41	
(3V15) (589BX) Columbia, MO - VADOM	10	10	100.00%	0	0.00%	10	0	0	0	0	0	0	0	0		
(3V15) (589G8) Jefferson City, MO	1,267	1,224	96.61%	43	3.39%	1,083	82	59	28	11	2	2	4.28	5.75	1.96	
(3V15) (589GE) Kirksville, MO	554	553	99.82%	1	0.18%	498	30	25	0	1	0	0	0	2.53	16.55	1.30
(3V15) (589GF) Fort Leonard Wood, MO	1,412	1,363	96.53%	49	3.47%	1,211	106	46	44	4	0	1	3.69	5.08	3.37	
(3V15) (589GH) Lake of the Ozarks, MO	702	680	96.87%	22	3.13%	628	28	24	21	1	0	0	0	2.70	1.57	3.40
(3V15) (589GX) Mexico, MO	477	474	99.37%	3	0.63%	430	29	15	2	0	0	1	3.48	1.53	0.00	
(3V15) (589GY) St. James, MO	690	680	98.55%	10	1.45%	571	68	41	9	1	0	0	0	4.37	1.00	5.41
(3V15) (589JA) Sedalia, MO	623	608	97.59%	15	2.41%	530	35	43	9	2	2	2	5.59	6.28	2.23	
(3V15) (589JD) Marshfield, MO	742	689	92.86%	53	7.14%	621	45	23	44	7	2	0	4.43	9.65	8.20	
(3V15) (589) Kansas City, MO HCS	32,299	31,826	98.54%	473	1.46%	29,047	1,355	1,424	411	34	11	17	1.65	3.65	1.86	
(3V15) (589) Kansas City, MO	23,571	23,108	98.04%	463	1.96%	20,868	1,039	1,201	404	34	11	14	1.93	3.85	1.65	
(3V15) (589G1) Warrensburg, MO	1,172	1,172	100.00%	0	0.00%	993	86	93	0	0	0	0	0	3.28	3.55	1.63
(3V15) (589GB) Belton, MO	680	678	99.71%	2	0.29%	676	1	1	1	0	0	0	1	0.13		0.06
(3V15) (589GC) Paola, KS	406	405	99.75%	1	0.25%	373	19	13	0	0	0	0	1	1.90	0.00	8.23
(3V15) (589GD) Nevada, MO	628	628	100.00%	0	0.00%	599	17	12	0	0	0	0	0	1.46	0.00	1.41
(3V15) (589GZ) Cameron, MO	180	180	100.00%	0	0.00%	180	0	0	0	0	0	0	0	0.10		0.50
(3V15) (589HK) Kansas City, MO - Mobile	73	73	100.00%	0	0.00%	73	0	0	0	0	0	0	0	0.00		
(3V15) (589JB) Excelsior Springs, MO	709	709	100.00%	0	0.00%	634	46	29	0	0	0	0	0	2.77	0.28	1.13
(3V15) (589JC) Johnson County, KS	711	709	99.72%	2	0.28%	620	60	29	2	0	0	0	0	2.84	0.00	0.00
(3V15) (589JF) Honor, MO	3,498	3,494	99.89%	4	0.11%	3,363	86	45	3	0	0	1	0.80	1.68	2.37	
(3V15) (589MC) IDES Whiteman AFB	20	20	100.00%	0	0.00%	20	0	0	0	0	0	0	0	0.00	0.00	
(3V15) (589QA) Overland Park, KS	651	650	99.85%	1	0.15%	648	1	1	1	0	0	0	0	0.40		
(3V15) (589A5) Eastern Kansas HCS	28,484	27,129	95.24%	1,355	4.76%	23,374	1,627	2,128	967	185	84	119	7.15	8.87	4.62	
(3V15) (589A5) Topeka, KS (Colmery-O'Neil)	12,874	12,359	96.00%	515	4.00%	10,473	760	1,126	395	61	30	29	8.67	7.85	4.16	
(3V15) (589A6) Leavenworth, KS (Dwight D. Eisenhower)	10,780	10,068	93.40%	712	6.60%	8,791	589	688	482	103	47	80	6.99	9.92	4.08	
(3V15) (589BU) Leavenworth, KS - VADOM	1,110	1,110	100.00%	0	0.00%	1,105	2	3	0	0	0	0	0	7.00	0.90	
(3V15) (589G9) Ft. Riley	34	34	100.00%	0	0.00%	1	21	12	0	0	0	0	0	0	14.53	
(3V15) (589GI) St. Joseph, MO	1,014	997	98.32%	17	1.68%	880	63	54	15	1	1	0	3.78	4.27	5.16	
(3V15) (589GJ) Wyandotte County City, KS	453	448	98.90%	5	1.10%	421	13	14	1	0	0	4	9.63	5.33	0.52	
(3V15) (589GM) Chanute, KS	72	69	95.83%	3	4.17%	59	6	4	2	0	1	0	7.45		0.62	
(3V15) (589GN) Emporia, KS	87	84	96.55%	3	3.45%	61	14	9	2	1	0	0	4.81		20.36	
(3V15) (589GP) Garnett, KS	47	43	91.49%	4	8.51%	34	5	4	3	0	1	0	9.77		6.25	
(3V15) (589GR) Junction City, KS (Lieutenant General Richard J. Seitz-Based)	1,177	1,102	93.63%	75	6.37%	892	76	134	54	17	3	1	4.36	8.10	11.86	
(3V15) (589GU) Lawrence, KS	220	211	95.91%	9	4.09%	197	4	10	6	2	1	0	3.71		5.04	
(3V15) (589GV) Fort Scott, KS	276	272	98.55%	4	1.45%	237	18	17	2	0	0	2	4.99	0.00	8.08	
(3V15) (589JE) Platte City, MO	212	208	98.11%	4	1.89%	198	6	4	1	0	0	3	8.96	0.00	0.74	
(3V15) (589MA) Ft. Riley DES Clinic	114	110	96.49%	4	3.51%	13	50	47	4	0	0	0	0	16.07	12.70	
(3V15) (589MD) IDES Fort Leavenworth	14	14	100.00%	0	0.00%	12	0	2	0	0	0	0	3.83	0.00		

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(3V15) (589A7) Wichita, KS HCS	17,689	16,878	95.42%	811	4.58%	14,712	933	1,233	600	120	40	51	5.35	8.40	3.79	
(3V15) (589A7) Wichita, KS (Robert J. Dole)	14,364	13,673	95.19%	691	4.81%	11,883	753	1,037	500	112	35	44	4.23	8.84	4.13	
(3V15) (589DQ) Wichita NVAH Civ/Pub Ks	11	11	100.00%	0	0.00%	11	0	0	0	0	0	0	0	0		
(3V15) (589G2) Dodge City, KS	261	259	99.23%	2	0.77%	250	3	6	1	0	1	0	1.77	1.03	0.73	
(3V15) (589G3) Liberal, KS	38	32	84.21%	6	15.79%	28	2	2	2	4	0	0	0	14.62	0.25	11.00
(3V15) (589G4) Hays, KS	398	390	97.99%	8	2.01%	359	17	14	8	0	0	0	0	3.34	1.44	1.33
(3V15) (589G5) Parsons, KS	425	411	96.71%	14	3.29%	368	25	18	13	0	0	1	4.00	8.48	2.44	
(3V15) (589G7) Hutchinson, KS	469	450	95.95%	19	4.05%	385	24	41	18	1	0	0	6.18	3.43	2.39	
(3V15) (589GW) Salina, KS	826	806	97.58%	20	2.42%	756	28	22	13	1	1	5	13.12	1.37	3.56	
(3V15) (589MB) IDES McConnel AFB	7	7	100.00%	0	0.00%	7	0	0	0	0	0	0	0	0.00		
(3V15) (589QB) Sedgwick County, KS	14	14	100.00%	0	0.00%	14	0	0	0	0	0	0	0			
(3V15) (589QC) South Parklane, KS	876	825	94.18%	51	5.82%	651	81	93	45	2	3	1		7.49		
(3V15) (657A5) Marion, IL HCS	23,260	22,344	96.06%	916	3.94%	19,108	1,529	1,707	660	183	32	41	2.71	8.97	3.24	
(3V15) (657A5) Marion, IL	9,566	9,218	96.36%	348	3.64%	7,743	664	811	287	28	6	27	2.40	6.99	2.32	
(3V15) (657GJ) Evansville, IN	6,389	5,902	92.38%	487	7.62%	4,688	544	670	300	150	25	12	4.38	12.24	4.73	
(3V15) (657GK) Mount Vernon, IL	662	661	99.85%	1	0.15%	625	32	4	1	0	0	0	1.46		0.95	
(3V15) (657GL) Paducah, KY	1,223	1,214	99.26%	9	0.74%	1,121	54	39	7	2	0	0	0	1.21	0.00	4.29
(3V15) (657GM) Effingham, IL	762	752	98.69%	10	1.31%	696	38	18	7	1	0	2	1.66	0.00	5.23	
(3V15) (657GO) Hanson, KY	228	225	98.68%	3	1.32%	214	6	5	3	0	0	0	0	1.82		4.85
(3V15) (657GP) Owensboro, KY	1,028	1,018	99.03%	10	0.97%	931	53	34	9	0	1	0	2.26	0.00	2.90	
(3V15) (657GQ) Vincennes, IN	503	497	98.81%	6	1.19%	472	15	10	5	1	0	0	0	1.93		2.61
(3V15) (657GR) Mayfield, KY	687	676	98.40%	11	1.60%	633	24	19	11	0	0	0	0	1.00	0.18	3.74
(3V15) (657GT) Carbondale, IL	712	710	99.72%	2	0.28%	660	22	28	2	0	0	0	0	2.39		0.61
(3V15) (657GU) Harrisburg, IL	380	366	96.32%	14	3.68%	302	20	44	14	0	0	0	0	7.20	0.00	1.26
(3V15) (657QC) Enterprise Way, IL	36	36	100.00%	0	0.00%	36	0	0	0	0	0	0	0			
(3V15) (657QD) Heartland Street, IL	1,084	1,069	98.62%	15	1.38%	987	57	25	14	1	0	0	2.19	8.03	1.78	
(3V15) (657A4) Poplar Bluff, MO HCS	13,504	13,241	98.05%	263	1.95%	11,729	659	853	209	20	7	27	2.56	6.83	6.19	
(3V15) (657A4) Poplar Bluff, MO (John J. Pershing)	8,078	7,872	97.45%	206	2.55%	6,718	468	686	161	14	7	24	4.48	7.02	8.48	
(3V15) (657GF) West Plains, MO	1,341	1,321	98.51%	20	1.49%	1,242	40	39	18	2	0	0	0.86	2.33	6.18	
(3V15) (657GG) Paragould, AR	715	714	99.86%	1	0.14%	665	28	21	1	0	0	0	0	1.62	5.67	1.38
(3V15) (657GH) Cape Girardeau, MO	1,276	1,255	98.35%	21	1.65%	1,168	35	52	19	1	0	1	1.63	4.57	7.15	
(3V15) (657GI) Farmington, MO	1,290	1,281	99.30%	9	0.70%	1,212	46	23	5	2	0	2	2.47	5.67	2.05	
(3V15) (657GN) Salem, MO	107	107	100.00%	0	0.00%	92	7	8	0	0	0	0	0	3.34		
(3V15) (657GV) Sikeston, MO	567	562	99.12%	5	0.88%	513	27	22	4	1	0	0	0	1.25	1.22	7.69
(3V15) (657GW) Pocahontas, AR	130	129	99.23%	1	0.77%	119	8	2	1	0	0	0	0	1.64		4.81
(3V15) (657) St. Louis, MO HCS	42,407	40,754	96.10%	1,653	3.90%	34,337	2,917	3,500	1,234	253	89	77	5.59	7.46	3.66	
(3V15) (657) St. Louis-John Cochran, MO (John Cochran)	21,523	20,351	94.55%	1,172	5.45%	16,626	1,537	2,188	855	195	76	46	7.44	7.51	7.87	
(3V15) (657A0) St. Louis-Jefferson Barracks, MO	12,337	12,018	97.41%	319	2.59%	10,555	716	747	240	46	10	23	3.76	8.56	2.95	
(3V15) (657GA) Belleville, IL	847	839	99.06%	8	0.94%	687	77	75	7	0	1	0	4.41	1.29	5.47	
(3V15) (657GB) St. Louis County, MO	1,196	1,192	99.67%	4	0.33%	1,111	50	31	3	0	0	1	9.12	0.00	1.23	
(3V15) (657GD) St. Charles County-Ofallon, MO	1,278	1,247	97.57%	31	2.43%	1,094	72	81	26	1	0	4	5.61	2.79	6.82	
(3V15) (657GS) Washington, MO	668	654	97.90%	14	2.10%	599	35	20	9	5	0	0	4.49	2.81	0.28	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(3V15) (657GX) St. Louis, MO	1,259	1,245	98.89%	14	1.11%	1,055	95	95	11	0	0	3	4.76	1.80	1.50	
(3V15) (657GY) Manchester, MO	1,262	1,229	97.39%	33	2.61%	980	137	112	31	1	1	0	5.97	3.15	3.65	
(3V15) (657MA) IDES Scott AFB	21	21	100.00%	0	0.00%	21	0	0	0	0	0	0	0	0.00	0.00	
(3V15) (657QA) Olive Street, MO	1,527	1,469	96.20%	58	3.80%	1,184	150	135	52	5	1	0	6.37	5.58	2.37	
(3V15) (657QB) Washington Boulevard, MO	253	253	100.00%	0	0.00%	240	5	8	0	0	0	0	0	0	0	
(3V15) (657QE) Scott Air Force Base, IL	236	236	100.00%	0	0.00%	185	43	8	0	0	0	0	0	3.38	4.02	
(4V16) (502) Alexandria, LA HCS	21,631	20,421	94.41%	1,210	5.59%	17,874	1,110	1,437	975	144	39	52	6.80	8.28	4.80	
(4V16) (502) Alexandria, LA	13,529	12,777	94.44%	752	5.56%	11,196	636	945	586	101	26	39	7.81	9.02	3.85	
(4V16) (502GA) Jennings, LA	656	630	96.04%	26	3.96%	549	36	45	21	4	1	0	3.97	1.33	6.73	
(4V16) (502GB) Lafayette, LA	3,228	2,978	92.26%	250	7.74%	2,506	258	214	209	22	10	9	7.83	6.38	0.48	
(4V16) (502GE) Lake Charles, LA	1,318	1,249	94.76%	69	5.24%	1,113	68	68	61	5	0	3	7.80	3.01	3.93	
(4V16) (502GF) Fort Polk, LA	1,373	1,326	96.58%	47	3.42%	1,226	48	52	43	4	0	0	3.72	0.56	4.50	
(4V16) (502GG) Natchitoches, LA	604	601	99.50%	3	0.50%	592	4	5	1	0	1	1	1.62	0.00	0.65	
(4V16) (502QB) Lafayette Campus B, LA	923	860	93.17%	63	6.83%	692	60	108	54	8	1	0	0	0	7.32	
(4V16) (520) Gulf Coast, MS HCS	47,354	45,247	95.55%	2,107	4.45%	40,295	2,285	2,667	1,458	373	110	166	8.94	5.27	3.73	
(4V16) (520) Biloxi, MS	20,539	19,883	96.81%	656	3.19%	17,942	793	1,148	456	104	38	58	10.18	4.36	4.33	
(4V16) (520BZ) Pensacola, FL	15,654	14,719	94.03%	935	5.97%	12,975	853	891	655	193	44	43	9.47	6.34	0.91	
(4V16) (520GA) Mobile, AL	5,783	5,599	96.82%	184	3.18%	5,085	284	230	116	26	13	29	6.13	5.11	3.72	
(4V16) (520GB) Panama City Beach, FL	1,637	1,470	89.80%	167	10.20%	1,299	72	99	105	35	13	14	11.38	2.82	2.10	
(4V16) (520GC) Eglin Air Force Base, FL	2,635	2,513	95.37%	122	4.63%	2,081	198	234	99	10	2	11	7.44	4.30	7.73	
(4V16) (520QA) Panama City Beach West, FL	1,106	1,063	96.11%	43	3.89%	913	85	65	27	5	0	11	0	4.75	6.37	
(4V16) (564) Fayetteville, AR HCS	30,319	29,674	97.87%	645	2.13%	26,626	1,490	1,558	536	83	12	14	2.38	5.75	1.61	
(4V16) (564) Fayetteville, AR	14,620	14,077	96.29%	543	3.71%	12,141	855	1,081	458	67	9	9	4.53	7.72	1.00	
(4V16) (564BY) Mount Vernon, MO (Gene Taylor)	6,937	6,882	99.21%	55	0.79%	6,418	275	189	40	11	3	1	0.88	2.78	1.99	
(4V16) (564GA) Harrison, AR	215	213	99.07%	2	0.93%	213	0	0	2	0	0	0	0.00	0.00	4.81	
(4V16) (564GB) Fort Smith, AR	3,361	3,348	99.61%	13	0.39%	3,139	106	103	9	1	0	3	2.04	5.32	2.44	
(4V16) (564GC) Branson, MO	2,624	2,610	99.47%	14	0.53%	2,417	103	90	12	2	0	0	1.66	2.44	1.47	
(4V16) (564GD) Ozark, AR	379	372	98.15%	7	1.85%	314	28	30	7	0	0	0	4.95	2.65	3.69	
(4V16) (564GE) Jay, OK	581	581	100.00%	0	0.00%	568	11	2	0	0	0	0	0.41	2.76	0.70	
(4V16) (564QA) Township, AR	580	580	100.00%	0	0.00%	580	0	0	0	0	0	0	0	0	0	
(4V16) (564QB) Sunbridge, AR	1,022	1,011	98.92%	11	1.08%	836	112	63	8	2	0	1	0	4.74	0	
(4V16) (580) Houston, TX HCS	82,244	80,515	97.90%	1,729	2.10%	72,756	3,783	3,976	1,341	254	92	42	3.16	4.02	2.59	
(4V16) (580) Houston, TX (Michael E. DeBakey)	54,477	53,427	98.07%	1,050	1.93%	48,189	2,530	2,708	831	155	41	23	3.02	4.00	1.98	
(4V16) (5809AA) Houston, TX - CLC	1	1	100.00%	0	0.00%	0	1	0	0	0	0	0	0	0	0	
(4V16) (580BY) Beaumont, TX	3,812	3,723	97.67%	89	2.33%	3,403	148	172	66	19	0	4	3.73	3.66	1.63	
(4V16) (580BZ) Lufkin, TX (Charles Wilson)	2,798	2,712	96.93%	86	3.07%	2,215	291	206	47	15	18	6	5.80	10.35	1.80	
(4V16) (580GC) Galveston, TX	782	775	99.10%	7	0.90%	738	19	18	4	0	3	0	0.96	3.36	2.80	
(4V16) (580GD) Conroe, TX	4,627	4,515	97.58%	112	2.42%	4,123	194	198	98	10	1	3	2.79	3.42	2.90	
(4V16) (580GE) Katy, TX	3,821	3,749	98.12%	72	1.88%	3,468	126	155	53	12	7	0	2.64	4.11	2.08	
(4V16) (580GF) Lake Jackson, TX	1,271	1,258	98.98%	13	1.02%	1,171	41	46	11	2	0	0	1.67	0.00	3.96	
(4V16) (580GG) Richmond, TX	2,639	2,545	96.44%	94	3.56%	2,131	213	201	64	18	10	2	3.91	6.71	6.41	
(4V16) (580GH) Tomball, TX	4,273	4,110	96.19%	163	3.81%	3,781	142	187	133	16	11	3	3.32	3.42	4.74	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(4V16) (580GJ) Texas City, TX	3,743	3,700	98.85%	43	1.15%	3,537	78	85	34	7	1	1	2.27	0.91	3.65	
(4V16) (586) Jackson, MS HCS	27,923	26,894	96.31%	1,029	3.69%	24,203	1,343	1,348	702	125	90	112	3.66	7.82	1.34	
(4V16) (586) Jackson, MS (G.V. (Sonny) Montgomery)	22,778	21,817	95.78%	961	4.22%	19,754	983	1,080	648	116	86	111	3.61	8.27	1.48	
(4V16) (586GA) Kosciusko, MS	364	357	98.08%	7	1.92%	266	48	43	5	2	0	0	5.79	0.00	0.79	
(4V16) (586GB) Meridian, MS	606	605	99.83%	1	0.17%	483	91	31	0	1	0	0	3.88	9.67	1.03	
(4V16) (586GC) Greenville, MS	404	396	98.02%	8	1.98%	306	59	31	7	1	0	0	5.26	3.29	1.86	
(4V16) (586GD) Hattiesburg, MS	1,845	1,811	98.16%	34	1.84%	1,656	63	92	29	1	3	1	3.04	32.00	0.10	
(4V16) (586GE) Natchez, MS	363	363	100.00%	0	0.00%	325	26	12	0	0	0	0	2.73	0.00	0.21	
(4V16) (586GF) Columbus, MS	477	467	97.90%	10	2.10%	410	28	29	9	1	0	0	3.70	31.83	2.15	
(4V16) (586GG) McComb, MS	405	403	99.51%	2	0.49%	345	39	19	1	1	0	0	2.90	22.33	4.40	
(4V16) (586QB) Dogwood View Parkway, MS	681	675	99.12%	6	0.88%	658	6	11	3	2	1	0		1.30		
(4V16) (598) Little Rock, AR HCS	47,173	45,932	97.37%	1,241	2.63%	40,747	2,619	2,566	978	172	56	35	3.63	5.73	1.73	
(4V16) (598) Little Rock, AR (John L. McClellan)	18,356	17,532	95.51%	824	4.49%	15,018	1,154	1,360	606	146	48	24	3.44	6.80	1.06	
(4V16) (598A0) North Little Rock, AR (Eugene J. Towbin Healthcare Center)	19,255	19,033	98.85%	222	1.15%	17,388	920	725	196	14	5	7	3.43	3.88	1.44	
(4V16) (598GA) Mountain Home, AR	994	990	99.60%	4	0.40%	940	39	11	4	0	0	0	1.49	13.67	1.23	
(4V16) (598GB) El Dorado, AR	1,163	1,161	99.83%	2	0.17%	1,109	29	23	2	0	0	0	1.22	3.77	0.40	
(4V16) (598GC) Hot Springs, AR	1,895	1,875	98.94%	20	1.06%	1,666	119	90	12	2	3	3	2.34	3.92	4.04	
(4V16) (598GD) Mena, AR	679	676	99.56%	3	0.44%	527	73	76	3	0	0	0	5.84	0.05	1.68	
(4V16) (598GE) Pine Bluff, AR	1,224	1,210	98.86%	14	1.14%	1,136	41	33	12	2	0	0	2.77	0.00	3.37	
(4V16) (598GF) Searcy, AR	1,143	1,095	95.80%	48	4.20%	945	53	97	42	6	0	0	6.82	2.93	0.53	
(4V16) (598GG) Conway, AR	1,603	1,515	94.51%	88	5.49%	1,300	123	92	86	1	0	1	5.80	6.38	1.26	
(4V16) (598GH) Russellville, AR	861	845	98.14%	16	1.86%	718	68	59	15	1	0	0	4.87	2.43	4.41	
(4V16) (629) New Orleans, LA HCS	46,834	44,716	95.48%	2,118	4.52%	38,968	2,539	3,209	1,646	324	90	58	4.49	7.25	5.49	
(4V16) (629) New Orleans, LA	32,161	30,407	94.55%	1,754	5.45%	26,419	1,658	2,330	1,369	269	71	45	6.28	8.01	4.73	
(4V16) (629BY) Baton Rouge, LA	4,755	4,651	97.81%	104	2.19%	3,835	395	421	78	13	4	9	4.07	5.92	2.99	
(4V16) (629GA) Houma, LA	1,218	1,194	98.03%	24	1.97%	1,047	78	69	12	6	2	4	3.71	1.45	5.85	
(4V16) (629GB) Hammond, LA	2,486	2,417	97.22%	69	2.78%	2,072	143	202	49	14	6	0	3.13	3.37	9.53	
(4V16) (629GC) Slidell, LA	1,736	1,704	98.16%	32	1.84%	1,590	57	57	28	3	1	0	3.73	3.05	0.20	
(4V16) (629GD) St. John, LA	922	922	100.00%	0	0.00%	876	30	16	0	0	0	0	1.74	0.03	1.27	
(4V16) (629GE) Franklin, LA	284	283	99.65%	1	0.35%	267	11	5	0	0	1	0	1.52	3.00	3.12	
(4V16) (629GF) Bogalusa, LA	459	459	100.00%	0	0.00%	435	18	6	0	0	0	0	1.19	4.00	1.68	
(4V16) (629QA) Baton Rouge South, LA	2,813	2,679	95.24%	134	4.76%	2,427	149	103	110	19	5	0		3.94	9.19	
(4V16) (667) Shreveport, LA HCS	24,687	23,748	96.20%	939	3.80%	21,354	1,255	1,139	616	231	34	58	3.57	6.00	2.41	
(4V16) (667) Shreveport, LA (Overton Brooks)	19,067	18,258	95.76%	809	4.24%	16,299	1,025	934	504	216	32	57	3.51	6.71	1.40	
(4V16) (667GA) Texarkana, AR	1,907	1,866	97.85%	41	2.15%	1,673	117	76	41	0	0	0	4.25	0.56	2.48	
(4V16) (667GB) Monroe, LA	1,562	1,540	98.59%	22	1.41%	1,491	32	17	19	2	0	1	1.85	0.73	1.74	
(4V16) (667GC) Longview, TX	1,833	1,766	96.34%	67	3.66%	1,573	81	112	52	13	2	0	4.44	1.47	7.68	
(4V16) (667MA) IDES Barksdale AFB	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0		0.00		
(4V16) (667QA) Knight Street, LA	317	317	100.00%	0	0.00%	317	0	0	0	0	0	0		0.00		
(4V17) (549) Dallas, TX HCS	84,592	82,437	97.45%	2,155	2.55%	74,035	4,295	4,107	1,601	343	120	91	5.73	4.51	2.19	
(4V17) (549) Dallas, TX	50,221	48,804	97.18%	1,417	2.82%	44,454	1,958	2,392	1,043	230	90	54	6.70	4.93	0.53	
(4V17) (549A4) Bonham, TX (Sam Rayburn Center)	7,694	7,592	98.67%	102	1.33%	6,961	352	279	91	7	1	3	3.11	3.41	1.72	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(4V17) (549BY) Fort Worth, TX	16,869	16,479	97.69%	390	2.31%	13,964	1,419	1,096	311	58	13	8	6.32	3.42	4.56	
(4V17) (549GD) Denton, TX	1,820	1,802	99.01%	18	0.99%	1,531	197	74	15	3	0	0	3.97	0.57	2.52	
(4V17) (549GE) Bridgeport, TX	352	350	99.43%	2	0.57%	305	38	7	1	1	0	0	0	3.36	4.01	
(4V17) (549GF) Granbury, TX	314	314	100.00%	0	0.00%	296	17	1	0	0	0	0	0	2.02	0.00	
(4V17) (549GH) Greenville, TX	617	610	98.87%	7	1.13%	570	30	10	7	0	0	0	0	1.86	9.45	6.21
(4V17) (549GJ) Sherman, TX	960	925	96.35%	35	3.65%	810	52	63	33	2	0	0	0	4.93	7.79	3.24
(4V17) (549GK) Polk Street, TX	1,219	1,200	98.44%	19	1.56%	1,104	56	40	15	3	0	1	2.81	0.00	0.00	
(4V17) (549GL) Plano, TX	2,288	2,225	97.25%	63	2.75%	1,994	124	107	37	14	3	9	7.51	3.48	2.11	
(4V17) (549QC) Broadway, TX	2,238	2,136	95.44%	102	4.56%	2,046	52	38	48	25	13	16	10.94	7.60	5.45	
(4V17) (671) San Antonio, TX HCS	62,768	60,297	96.06%	2,471	3.94%	52,629	3,494	4,174	1,828	400	157	86	4.19	6.50	3.75	
(4V17) (671) San Antonio, TX (Audie L. Murphy)	34,216	32,790	95.83%	1,426	4.17%	28,343	1,912	2,535	1,133	203	58	32	5.25	6.12	2.59	
(4V17) (671A4) Kerrville, TX	3,989	3,893	97.59%	96	2.41%	3,445	223	225	70	18	3	5	2.67	5.70	2.02	
(4V17) (671BU) San Antonio, TX - VADOM	270	270	100.00%	0	0.00%	270	0	0	0	0	0	0	0	0	0.02	
(4V17) (671BY) San Antonio-Eckert Road, TX (Frank M. Tejeda)	6,563	6,401	97.53%	162	2.47%	5,508	342	551	119	25	11	7	5.07	7.18	3.84	
(4V17) (671GB) Victoria, TX	986	975	98.88%	11	1.12%	850	85	40	11	0	0	0	0	2.81	4.74	2.58
(4V17) (671GF) South Bexar County, TX	1,146	1,094	95.46%	52	4.54%	1,009	55	30	24	21	5	2	3.27		12.63	
(4V17) (671GH) Beeville, TX	193	193	100.00%	0	0.00%	190	2	1	0	0	0	0	0	0.47		
(4V17) (671GK) San Antonio-NW 410, TX	1,836	1,828	99.56%	8	0.44%	1,486	211	131	8	0	0	0	0	0	3.72	
(4V17) (671GL) New Braunfels, TX	358	353	98.60%	5	1.40%	327	12	14	4	0	0	1	20.45			
(4V17) (671GN) Seguin, TX	148	148	100.00%	0	0.00%	147	1	0	0	0	0	0	0	0	0.30	
(4V17) (671GO) North Central Federal, TX	2,705	2,637	97.49%	68	2.51%	2,377	148	112	48	13	4	3	2.59	1.77	7.16	
(4V17) (671GP) Balcones Heights, TX	2,351	2,302	97.92%	49	2.08%	2,089	92	121	34	4	8	3	4.69	2.67	0.87	
(4V17) (671GQ) Shavano Park, TX	1,489	1,457	97.85%	32	2.15%	1,357	56	44	23	7	1	1	1.40		6.08	
(4V17) (671PA) San Antonio SAR RTP	62	61	98.39%	1	1.61%	30	23	8	1	0	0	0	0	0		
(4V17) (671QB) Data Point, TX	6,456	5,895	91.31%	561	8.69%	5,201	332	362	353	109	67	32		7.82		
(4V17) (674) Temple, TX HCS	77,599	74,401	95.88%	3,198	4.12%	65,025	4,011	5,365	2,503	420	145	130	5.75	6.74	4.98	
(4V17) (674) Temple, TX (Olin E. Teague Center)	42,175	40,310	95.58%	1,865	4.42%	34,888	2,291	3,131	1,454	249	77	85	8.41	6.61	5.43	
(4V17) (674A4) Waco, TX (Doris Miller)	7,462	7,358	98.61%	104	1.39%	6,865	250	243	75	17	5	7	3.48	2.99	2.67	
(4V17) (674BY) Austin, TX	19,888	18,966	95.36%	922	4.64%	16,363	1,031	1,572	732	117	49	24	3.37	7.90	5.14	
(4V17) (674GA) Palestine, TX	1,134	1,131	99.74%	3	0.26%	1,048	54	29	2	1	0	0	0	1.88	5.25	3.13
(4V17) (674GB) Brownwood, TX	1,372	1,348	98.25%	24	1.75%	1,261	49	38	18	2	1	3	11.93	3.90	6.92	
(4V17) (674GC) Bryan, TX	1,852	1,792	96.76%	60	3.24%	1,634	88	70	45	11	2	2	3.01	12.60	9.05	
(4V17) (674GD) Cedar Park, TX	2,179	2,055	94.31%	124	5.69%	1,718	144	193	111	11	2	0	5.85	13.56	5.52	
(4V17) (674GF) Temple-General Bruce Drive, TX	1,273	1,188	93.32%	85	6.68%	1,038	77	73	55	12	9	9	7.66	8.45	0.55	
(4V17) (674HB) LaGrange, TX	264	253	95.83%	11	4.17%	210	27	16	11	0	0	0	4.51	0.00	6.09	
(4V17) (504) Amarillo, TX HCS	18,123	17,457	96.33%	666	3.67%	15,502	992	963	460	127	44	35	3.48	8.23	1.73	
(4V17) (504) Amarillo, TX (Thomas E. Creek)	12,847	12,408	96.58%	439	3.42%	11,142	654	612	281	94	36	28	3.33	7.46	2.32	
(4V17) (504BY) Lubbock, TX	4,456	4,237	95.09%	219	4.91%	3,598	313	326	174	32	7	6	3.95	10.98	0.92	
(4V17) (504BZ) Clovis, NM	687	684	99.56%	3	0.44%	655	12	17	3	0	0	0	1.17	11.80	1.02	
(4V17) (504GA) Childress, TX	91	86	94.51%	5	5.49%	68	12	6	2	1	1	1	7.02		0.20	
(4V17) (504HB) Dalhart, TX	42	42	100.00%	0	0.00%	39	1	2	0	0	0	0	2.31	0.00	0.00	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(4V17) (519) Big Spring, TX HCS	8,433	8,245	97.77%	188	2.23%	7,131	563	551	155	16	8	9	5.49	4.34	2.89	
(4V17) (519) Big Spring, TX (George H. O'Brien, Jr.)	3,173	3,127	98.55%	46	1.45%	2,654	224	249	42	1	2	1	6.27	4.06	1.64	
(4V17) (519GA) Permian Basin, TX	1,772	1,768	99.77%	4	0.23%	1,582	133	53	4	0	0	0	0	2.28	4.45	1.61
(4V17) (519GB) Hobbs, NM	241	238	98.76%	3	1.24%	215	18	5	3	0	0	0	0	2.28	0.00	3.82
(4V17) (519GD) Fort Stockton, TX	40	38	95.00%	2	5.00%	24	5	9	2	0	0	0	0	10.73		2.00
(4V17) (519HC) Abilene, TX	2,031	1,919	94.49%	112	5.51%	1,609	118	192	87	11	6	8	10.55	4.43	5.25	
(4V17) (519HD) Stamford, TX	18	18	100.00%	0	0.00%	11	5	2	0	0	0	0	0	6.11		
(4V17) (519HF) San Angelo, TX	1,158	1,137	98.19%	21	1.81%	1,036	60	41	17	4	0	0	0	2.78	18.57	2.80
(4V17) (756) El Paso, TX HCS	24,830	24,253	97.68%	577	2.32%	21,307	1,431	1,515	466	68	15	28	3.24	4.03	7.28	
(4V17) (756) El Paso, TX	20,822	20,325	97.61%	497	2.39%	17,836	1,181	1,308	409	52	13	23	3.82	3.93	7.72	
(4V17) (756GA) Las Cruces, NM	1,678	1,599	95.29%	79	4.71%	1,489	53	57	56	16	2	5	2.70	0.57	9.32	
(4V17) (756GB) El Paso Eastside, TX	2,003	2,003	100.00%	0	0.00%	1,875	82	46	0	0	0	0	0	0.91	2.98	1.11
(4V17) (756MA) IDES Fort Bliss	327	326	99.69%	1	0.31%	107	115	104	1	0	0	0	0	9.84	14.12	
(4V17) (740) Texas Valley Coastal Bend HCS	23,801	23,109	97.09%	692	2.91%	21,176	1,005	928	504	92	48	48	3.46	6.45	1.66	
(4V17) (740) Harlingen, TX	3,219	3,072	95.43%	147	4.57%	2,662	207	203	109	24	7	7	2.33	6.38	2.63	
(4V17) (740GA) Harlingen-Treasure Hills, TX	5,936	5,820	98.05%	116	1.95%	5,284	263	273	83	12	4	17	2.32	7.62	2.69	
(4V17) (740GB) McAllen, TX	6,200	6,124	98.77%	76	1.23%	5,811	188	125	47	13	8	8	2.24	4.76	1.06	
(4V17) (740GC) Corpus Christi, TX	3,276	3,059	93.38%	217	6.62%	2,873	93	93	166	31	9	11	6.89	0.63	0.32	
(4V17) (740GD) Laredo, TX	1,580	1,562	98.86%	18	1.14%	1,429	67	66	15	1	0	2	2.05	7.20	1.63	
(4V17) (740GH) South Enterprize, TX	3,094	2,976	96.19%	118	3.81%	2,650	166	160	84	11	20	3	6.82	1.68		
(4V17) (740GI) Old Brownsville, TX	496	496	100.00%	0	0.00%	467	21	8	0	0	0	0			1.44	
(4V19) (623) Muskogee, OK HCS	26,211	24,945	95.17%	1,266	4.83%	22,006	1,401	1,538	851	285	87	43	1.94	8.57	7.16	
(4V19) (623) Muskogee, OK (Jack C. Montgomery)	13,115	12,404	94.58%	711	5.42%	10,943	610	851	446	181	55	29	2.09	8.78	5.94	
(4V19) (623BY) Tulsa, OK (Ernest Childers)	7,928	7,608	95.96%	320	4.04%	6,610	567	431	237	63	11	9	2.12	8.30	4.93	
(4V19) (623GA) Hartshorne, OK	655	654	99.85%	1	0.15%	625	17	12	1	0	0	0	0.41	1.06	0.65	
(4V19) (623GB) Vinita, OK	680	678	99.71%	2	0.29%	667	5	6	1	0	1	0	0.95	6.67	0.11	
(4V19) (623GC) Idabel, OK (McCurtain County)	420	414	98.57%	6	1.43%	402	7	5	6	0	0	0	0.63	0.00	9.80	
(4V19) (623QA) Muskogee-Shawnee Road, OK (Jack C. Montgomery)	938	927	98.83%	11	1.17%	858	43	26	11	0	0	0			2.67	
(4V19) (623QB) Tulsa Eleventh Street, OK	2,475	2,260	91.31%	215	8.69%	1,901	152	207	149	41	20	5			11.29	
(4V19) (635) Oklahoma City, OK HCS	45,383	44,279	97.57%	1,104	2.43%	40,000	2,076	2,203	869	157	41	37	3.67	5.25	2.71	
(4V19) (635) Oklahoma City, OK	35,046	34,096	97.29%	950	2.71%	30,657	1,640	1,799	771	137	29	13	3.97	5.42	2.69	
(4V19) (635GA) Lawton, OK	2,953	2,894	98.00%	59	2.00%	2,602	137	155	45	8	3	3	6.51	1.20	1.06	
(4V19) (635GB) Wichita Falls, TX	981	926	94.39%	55	5.61%	846	44	36	23	6	8	18	12.78	2.48	1.52	
(4V19) (635GC) Blackwell, OK	151	151	100.00%	0	0.00%	148	2	1	0	0	0	0	0.28		1.00	
(4V19) (635GD) Ada, OK	486	480	98.77%	6	1.23%	470	7	3	3	1	1	1	0.17	3.57	7.64	
(4V19) (635GE) Stillwater, OK	526	525	99.81%	1	0.19%	476	22	27	1	0	0	0	2.02	2.13	2.47	
(4V19) (635GF) Altus, OK	210	202	96.19%	8	3.81%	177	6	19	7	1	0	0	0.74	5.05	10.93	
(4V19) (635GG) Enid, OK	255	254	99.61%	1	0.39%	248	6	0	0	1	0	0	0.25	1.25	3.71	
(4V19) (635HB) Ardmore, OK	400	395	98.75%	5	1.25%	380	7	8	4	1	0	0	0.44	9.56	6.51	
(4V19) (635PA) Oklahoma City, OK - PRRTP	15	15	100.00%	0	0.00%	15	0	0	0	0	0	0				
(4V19) (635QA) North May City, OK	1,304	1,300	99.69%	4	0.31%	1,118	94	88	3	0	0	1	3.90	5.55	0.84	
(4V19) (635QB) South Oklahoma City, OK	3,056	3,041	99.51%	15	0.49%	2,863	111	67	12	2	0	1	1.08	6.57	3.30	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(4V19) (436) Montana HCS	20,693	19,443	93.96%	1,250	6.04%	16,975	1,081	1,387	862	184	77	127	6.99	8.60	4.50	
(4V19) (436) Fort Harrison, MT	6,919	6,377	92.17%	542	7.83%	5,504	386	487	361	86	34	61	19.34	9.07	3.66	
(4V19) (436A4) Miles City, MT	361	343	95.01%	18	4.99%	329	6	8	10	6	0	2	1.52	3.81	5.53	
(4V19) (436GA) Anaconda, MT	433	427	98.61%	6	1.39%	382	28	17	4	2	0	0	2.71	1.29	5.13	
(4V19) (436GB) Great Falls, MT	1,542	1,507	97.73%	35	2.27%	1,384	55	68	29	4	0	2	1.80	3.13	6.66	
(4V19) (436GC) Missoula, MT	2,308	2,132	92.37%	176	7.63%	1,852	118	162	110	29	19	18	7.58	12.01	4.33	
(4V19) (436GD) Bozeman, MT	1,218	1,182	97.04%	36	2.96%	1,026	69	87	25	7	1	3	5.62	9.60	1.82	
(4V19) (436GF) Kalispell, MT	1,719	1,654	96.22%	65	3.78%	1,494	80	80	47	4	3	11	4.64	11.79	7.35	
(4V19) (436GH) Billings, MT	4,758	4,441	93.34%	317	6.66%	3,740	284	417	243	39	16	19	8.19	7.83	5.18	
(4V19) (436GI) Glasgow, MT	135	131	97.04%	4	2.96%	129	0	2	3	1	0	0	0.00	0.00	14.57	
(4V19) (436GK) Glendive, MT	69	66	95.65%	3	4.35%	60	3	3	3	0	0	0	0	1.31	36.00	15.00
(4V19) (436GL) Cut Bank, MT	161	161	100.00%	0	0.00%	156	3	2	0	0	0	0	0	0.70	16.00	0.75
(4V19) (436GM) Lewistown, MT	249	244	97.99%	5	2.01%	217	16	11	2	1	1	1	2.15	16.94	2.21	
(4V19) (436HC) Havre, MT (Merril Lundman)	296	285	96.28%	11	3.72%	265	8	12	10	1	0	0	0	4.07	35.33	1.71
(4V19) (436MA) IDES Malmstrom AFB	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0	0	0	0.00	
(4V19) (436QA) Hamilton, MT	168	156	92.86%	12	7.14%	146	4	6	2	1	1	8	23.03	1.33	2.49	
(4V19) (436QB) Plentywood, MT	36	36	100.00%	0	0.00%	35	0	1	0	0	0	0	0	0.00	2.56	
(4V19) (436QC) Helena, MT	315	295	93.65%	20	6.35%	250	21	24	13	3	2	2				
(4V19) (442) Cheyenne, WY HCS	13,755	12,844	93.38%	911	6.62%	11,053	786	1,005	691	151	34	35	2.89	9.65	6.03	
(4V19) (442) Cheyenne, WY	8,256	7,753	93.91%	503	6.09%	6,761	429	563	397	78	16	12	2.26	7.57	4.31	
(4V19) (442GB) Sidney, NE	170	166	97.65%	4	2.35%	161	2	3	4	0	0	0	0.88	7.27	0.72	
(4V19) (442GC) Fort Collins, CO	2,171	2,040	93.97%	131	6.03%	1,757	127	156	104	14	8	5	3.24	10.85	4.35	
(4V19) (442GD) Loveland, CO	2,665	2,398	89.98%	267	10.02%	1,914	216	268	182	57	10	18	5.32	14.93	12.91	
(4V19) (442HK) Wheatland 1, WY - Mobile	307	303	98.70%	4	1.30%	288	6	9	2	2	0	0	0	1.60	6.58	
(4V19) (442QA) Rawlins, WY	113	111	98.23%	2	1.77%	103	5	3	2	0	0	0	0	1.16	9.82	1.65
(4V19) (442QB) Torrington-Cheyenne 2, WY - Mobile	73	73	100.00%	0	0.00%	69	1	3	0	0	0	0	0	1.42	0.00	
(4V19) (554) Denver, CO HCS	57,827	52,650	91.05%	5,177	8.95%	43,854	3,939	4,857	3,490	1,268	239	180	10.60	10.09	6.36	
(4V19) (554) Denver, CO	28,870	26,357	91.30%	2,513	8.70%	21,907	1,947	2,503	1,791	572	112	38	10.26	9.70	5.46	
(4V19) (554AB) Pueblo CLC, CO - CLC	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0	0	0.00		
(4V19) (554GB) Aurora, CO	2,021	1,840	91.04%	181	8.96%	1,547	145	148	129	47	5	0	8.61	11.39	4.85	
(4V19) (554GC) Golden, CO	5,348	4,983	93.18%	365	6.82%	4,103	400	480	299	62	4	0	8.69	5.85	5.85	
(4V19) (554GD) Pueblo, CO (PFC James Dunn)	4,741	4,483	94.56%	258	5.44%	3,902	284	297	160	55	19	24	16.38	3.49	3.41	
(4V19) (554GE) Colorado Springs, CO (PFC Floyd K. Lindstrom)	14,061	12,439	88.46%	1,622	11.54%	10,462	901	1,076	932	499	88	103	9.78	14.18	9.25	
(4V19) (554GF) Alamosa, CO	561	532	94.83%	29	5.17%	463	42	27	12	4	6	7	10.51	6.02	2.47	
(4V19) (554GG) La Junta, CO	342	332	97.08%	10	2.92%	285	28	19	6	3	0	1	46.34	1.69	1.43	
(4V19) (554GH) Lamar, CO	147	137	93.20%	10	6.80%	125	6	6	10	0	0	0	7.55	2.33	0.92	
(4V19) (554GI) Burlington, CO	141	139	98.58%	2	1.42%	112	21	6	1	0	1	0	4.25	34.33	4.24	
(4V19) (554HA) FT COLLINS	12	12	100.00%	0	0.00%	8	2	2	0	0	0	0	0	6.42		
(4V19) (554MA) IDES Fort Carson	133	131	98.50%	2	1.50%	86	19	26	2	0	0	0	0	9.36	6.57	
(4V19) (554QB) Jewell, CO	1,280	1,103	86.17%	177	13.83%	735	128	240	141	26	3	7	15.50			
(4V19) (554QC) Salida, CO	169	161	95.27%	8	4.73%	118	16	27	7	0	1	0	10.27	9.91	4.25	
(4V19) (575) Grand Junction, CO HCS	10,722	10,269	95.78%	453	4.22%	8,749	767	753	307	60	25	61	10.80	6.79	2.25	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(4V19) (575) Grand Junction, CO	9,636	9,206	95.54%	430	4.46%	7,856	664	686	290	57	24	59	13.11	6.76	2.20	
(4V19) (575GA) Montrose, CO	721	709	98.34%	12	1.66%	597	70	42	8	2	0	2	2.34	7.04	2.77	
(4V19) (575GB) Craig, CO (Major William Edward Adams)	107	104	97.20%	3	2.80%	86	13	5	2	1	0	0	2.86	7.41	3.74	
(4V19) (575QA) Glenwood Springs, CO	164	161	98.17%	3	1.83%	132	13	16	3	0	0	0	5.82	4.00	3.93	
(4V19) (575QB) Moab, UT	94	89	94.68%	5	5.32%	78	7	4	4	0	1	0	1.87	8.67	1.38	
(4V19) (660) Salt Lake City, UT HCS	32,136	30,310	94.32%	1,826	5.68%	25,678	2,069	2,563	1,244	352	145	85	4.78	8.29	2.81	
(4V19) (660) Salt Lake City, UT (George E. Wahlen)	23,923	22,287	93.16%	1,636	6.84%	18,306	1,712	2,269	1,108	323	133	72	6.41	8.48	2.19	
(4V19) (660GA) Pocatello, ID	1,340	1,319	98.43%	21	1.57%	1,197	93	29	15	3	1	2	2.45	7.72	6.88	
(4V19) (660GB) Ogden, UT	2,036	1,995	97.99%	41	2.01%	1,829	93	73	38	2	0	1	3.65	5.19	4.34	
(4V19) (660GD) Roosevelt, UT	159	158	99.37%	1	0.63%	151	1	6	1	0	0	0	0.21	2.62	5.07	
(4V19) (660GE) Orem, UT	1,308	1,286	98.32%	22	1.68%	1,246	19	21	18	2	2	0	1.74	7.72	1.93	
(4V19) (660GG) St. George, UT	1,337	1,302	97.38%	35	2.62%	1,181	49	72	20	13	0	2	3.16	5.59	9.45	
(4V19) (660GJ) Western Salt Lake, UT	1,344	1,298	96.58%	46	3.42%	1,148	79	71	22	7	9	8	5.25	4.94	1.41	
(4V19) (660GK) Elko, NV	72	70	97.22%	2	2.78%	57	10	3	2	0	0	0	4.11	8.00	9.86	
(4V19) (660MA) IDES Hill AFB	30	30	100.00%	0	0.00%	30	0	0	0	0	0	0	0.00	0.00	0.00	
(4V19) (660QA) Idaho Falls, ID	435	431	99.08%	4	0.92%	422	3	6	4	0	0	0	0.31	8.58	7.00	
(4V19) (660QB) Price, UT	152	134	88.16%	18	11.84%	111	10	13	16	2	0	0	16.44	12.94	4.50	
(4V19) (666) Sheridan, WY HCS	6,433	6,273	97.51%	160	2.49%	5,529	351	393	111	28	14	7	4.65	5.50	4.75	
(4V19) (666) Sheridan, WY	3,519	3,425	97.33%	94	2.67%	2,982	215	228	62	17	11	4	7.34	6.15	4.74	
(4V19) (666GB) Casper, WY	903	876	97.01%	27	2.99%	792	36	48	21	5	0	1	4.11	1.26	5.00	
(4V19) (666GC) Riverton, WY	546	536	98.17%	10	1.83%	501	23	12	10	0	0	0	2.44	1.50	1.92	
(4V19) (666GD) Cody, WY	373	360	96.51%	13	3.49%	263	35	62	11	2	0	0	7.28	8.00	11.27	
(4V19) (666GE) Gillette, WY	443	434	97.97%	9	2.03%	388	18	28	3	2	2	2	2.30	9.58	8.38	
(4V19) (666GF) Rock Springs, WY	431	427	99.07%	4	0.93%	402	17	8	3	1	0	0	0	1.62	3.89	1.98
(4V19) (666QA) Afton, WY	117	117	100.00%	0	0.00%	110	3	4	0	0	0	0	0	1.75	0.00	0.29
(4V19) (666QB) Evanston, WY	53	52	98.11%	1	1.89%	49	1	2	0	1	0	0	0	4.17	0.50	1.00
(4V19) (666QC) Worland, WY	48	46	95.83%	2	4.17%	42	3	1	1	0	1	0	2.00		12.38	
(5V20) (463) Anchorage, AK HCS	10,145	10,033	98.90%	112	1.10%	9,161	530	342	95	11	5	1	2.28	2.73	2.98	
(5V20) (463) Anchorage, AK	6,317	6,232	98.65%	85	1.35%	5,572	387	273	77	5	3	0	2.74	2.48	3.83	
(5V20) (463BU) Anchorage, AK - VADOM	653	653	100.00%	0	0.00%	652	1	0	0	0	0	0			0.04	
(5V20) (463GA) Fairbanks, AK	1,044	1,028	98.47%	16	1.53%	925	63	40	9	4	2	1	3.47	4.47	2.09	
(5V20) (463GB) Kenai, AK	901	896	99.45%	5	0.55%	869	20	7	4	1	0	0	0.34	5.61	0.92	
(5V20) (463GC) Mat-Su, AK	777	775	99.74%	2	0.26%	711	49	15	1	1	0	0	0	2.26	9.00	1.63
(5V20) (463GD) Homer, AK	106	103	97.17%	3	2.83%	99	3	1	3	0	0	0	0	1.15		4.15
(5V20) (463GE) Juneau, AK	347	346	99.71%	1	0.29%	333	7	6	1	0	0	0	0	0.95	7.82	0.84
(5V20) (531) Boise, ID HCS	22,702	21,897	96.45%	805	3.55%	19,319	1,087	1,491	651	109	21	24	4.47	6.35	1.54	
(5V20) (531) Boise, ID	19,082	18,374	96.29%	708	3.71%	15,963	1,000	1,411	578	89	18	23	5.20	6.45	1.64	
(5V20) (531GE) Twin Falls, ID	1,075	1,039	96.65%	36	3.35%	989	24	26	32	4	0	0	3.90	0.32	0.83	
(5V20) (531GG) Caldwell, ID	1,838	1,781	96.90%	57	3.10%	1,708	37	36	38	15	3	1	3.07	6.55	1.96	
(5V20) (531GH) Burns, OR	149	149	100.00%	0	0.00%	148	1	0	0	0	0	0	0	0.20		0.00
(5V20) (531GI) Mountain Home, ID	381	381	100.00%	0	0.00%	357	12	12	0	0	0	0	0	1.46	0.84	0.27
(5V20) (531GJ) Salmon, ID	160	156	97.50%	4	2.50%	137	13	6	3	1	0	0	5.17	6.00	0.03	
(5V20) (531MA) IDES Mt Home AFB	11	11	100.00%	0	0.00%	11	0	0	0	0	0	0	0.00	0.00	0.00	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15		
(5V20) (531MB) IDES Idaho ANG	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0	0	0.00	0.00		
(5V20) (648) Portland, OR HCS	54,004	50,307	93.15%	3,697	6.85%	42,312	3,460	4,535	2,777	599	180	141	6.36	11.17	2.28		
(5V20) (648) Portland, OR	26,148	24,081	92.09%	2,067	7.91%	20,077	1,600	2,404	1,467	412	124	64	8.60	10.98	1.17		
(5V20) (648A4) Vancouver, WA	9,815	9,080	92.51%	735	7.49%	7,494	694	892	596	83	19	37	6.31	13.72	3.06		
(5V20) (648BU) Vancouver, WA - VADOM	38	38	100.00%	0	0.00%	37	0	1	0	0	0	0	0				
(5V20) (648GA) Bend, OR	3,371	3,208	95.16%	163	4.84%	2,676	257	275	115	16	14	18	9.59	6.29	4.63		
(5V20) (648GB) Salem, OR	4,442	4,069	91.60%	373	8.40%	3,330	305	434	303	56	10	4	4.47	13.63	5.35		
(5V20) (648GD) North Coast, OR	551	532	96.55%	19	3.45%	519	3	10	19	0	0	0	0	3.91	0.00	2.59	
(5V20) (648GE) Fairview, OR	2,628	2,550	97.03%	78	2.97%	2,366	112	72	54	13	3	8	4.95	17.22	1.12		
(5V20) (648GF) Hillsboro, OR	3,746	3,560	95.03%	186	4.97%	3,098	221	241	169	11	1	5	6.53	6.32	1.71		
(5V20) (648GG) West Linn, OR	2,205	2,154	97.69%	51	2.31%	1,836	174	144	32	6	8	5	5.44	12.07	2.04		
(5V20) (648GH) Newport, OR	315	309	98.10%	6	1.90%	271	23	15	5	1	0	0	0	5.44		2.31	
(5V20) (648GI) Portland-1st Avenue, OR	202	201	99.50%	1	0.50%	166	26	9	1	0	0	0	0	2.04			
(5V20) (648GJ) The Dalles, OR (Loren R. Kaufman)	543	525	96.69%	18	3.31%	442	45	38	16	1	1	0	5.23	0.00	2.21		
(5V20) (653) Roseburg, OR HCS	20,533	20,033	97.56%	500	2.44%	17,949	1,048	1,036	414	57	11	18	3.91	5.79	1.32		
(5V20) (653) Roseburg, OR	9,890	9,687	97.95%	203	2.05%	8,793	467	427	186	13	0	4	2.40	5.00	1.94		
(5V20) (653BV) Roseburg, OR - VADOM	11	11	100.00%	0	0.00%	11	0	0	0	0	0	0	0				
(5V20) (653BY) Eugene, OR	7,744	7,531	97.25%	213	2.75%	6,557	500	474	172	29	5	7	3.20	6.74	0.66		
(5V20) (653GA) North Bend, OR	1,150	1,132	98.43%	18	1.57%	1,023	53	56	14	4	0	0	0	2.72	11.83	2.88	
(5V20) (653GB) Brookings, OR	635	571	89.92%	64	10.08%	466	27	78	40	11	6	7	15.69	0.00	2.42		
(5V20) (653QA) Downtown Eugene, OR	1,103	1,101	99.82%	2	0.18%	1,099	1	1	2	0	0	0	0		0.16		
(5V20) (663) Puget Sound, WA HCS	67,276	63,693	94.67%	3,583	5.33%	55,239	3,648	4,806	2,684	573	145	181	6.56	9.86	2.53		
(5V20) (663) Seattle, WA	32,826	30,908	94.16%	1,918	5.84%	27,013	1,667	2,228	1,438	306	71	103	5.71	10.50	3.21		
(5V20) (663A4) American Lake, WA	25,177	23,880	94.85%	1,297	5.15%	20,559	1,453	1,868	976	210	55	56	7.02	9.25	1.80		
(5V20) (663GA) Bellevue, WA	1,974	1,917	97.11%	57	2.89%	1,555	147	215	35	15	4	3	6.72	4.99	1.17		
(5V20) (663GB) Bremerton, WA	1,489	1,474	98.99%	15	1.01%	1,351	81	42	10	0	2	3	4.34	1.13	1.10		
(5V20) (663GC) Mount Vernon, WA	3,060	2,970	97.06%	90	2.94%	2,641	144	185	63	18	1	8	4.21	9.21	0.20		
(5V20) (663GD) South Sound, WA	1,413	1,220	86.34%	193	13.66%	933	92	195	153	21	11	8	15.87	2.69	10.70		
(5V20) (663GE) North Olympic Peninsula, WA	1,048	1,039	99.14%	9	0.86%	924	60	55	6	2	1	0	0	3.63	3.07	0.71	
(5V20) (663HK) Puget Sound, WA - Mobile	286	282	98.60%	4	1.40%	263	3	16	3	1	0	0	0	0	2.32		
(5V20) (663MA) IDES Fort Lewis	3	3	100.00%	0	0.00%	0	1	2	0	0	0	0	0	0	17.00	20.00	
(5V20) (668) Spokane, WA HCS	22,841	22,017	96.39%	824	3.61%	19,471	1,054	1,492	642	87	43	52	3.13	6.15	2.17		
(5V20) (668) Spokane, WA (Mann-Grandstaff)	18,779	18,037	96.05%	742	3.95%	15,814	949	1,274	578	80	36	48	3.47	6.47	2.07		
(5V20) (668GA) Wenatchee, WA	1,324	1,287	97.21%	37	2.79%	1,202	31	54	28	4	4	1	2.44	4.01	3.91		
(5V20) (668GB) Coeur d Alene, ID	2,245	2,206	98.26%	39	1.74%	1,997	69	140	34	2	2	1	2.94	3.88	1.78		
(5V20) (668HK) Spokane, WA - Mobile	56	56	100.00%	0	0.00%	53	0	3	0	0	0	0	0	1.98			
(5V20) (668QB) Libby, MT	158	156	98.73%	2	1.27%	151	2	3	1	1	0	0	0	0.68	9.00	25.00	
(5V20) (668QD) Sandpoint, ID	279	275	98.57%	4	1.43%	254	3	18	1	0	1	2	3.60				
(5V20) (687) Walla Walla, WA HCS	8,906	8,632	96.92%	274	3.08%	7,687	516	429	150	62	18	44	3.10	15.76	1.77		
(5V20) (687) Walla Walla, WA (Jonathan M. Wainwright)	4,873	4,649	95.40%	224	4.60%	4,063	305	281	108	55	17	44	2.92	16.37	0.88		
(5V20) (687GA) Richland, WA	1,388	1,379	99.35%	9	0.65%	1,251	75	53	8	0	1	0	2.74	1.74	3.66		

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(5V20) (687GB) Lewiston, ID	862	839	97.33%	23	2.67%	725	58	56	22	1	0	0	5.44	0.00	2.44
(5V20) (687GC) La Grande, OR	312	311	99.68%	1	0.32%	301	8	2	1	0	0	0	1.20	0.00	0.80
(5V20) (687HA) Yakima, WA	1,298	1,281	98.69%	17	1.31%	1,193	55	33	11	6	0	0	2.78	6.40	0.02
(5V20) (687QA) Grangeville, ID	97	97	100.00%	0	0.00%	81	13	3	0	0	0	0	3.19		
(5V20) (687QB) Morrow County, OR	46	46	100.00%	0	0.00%	46	0	0	0	0	0	0	0.33	1.00	
(5V20) (687QC) Wallowa County, OR	30	30	100.00%	0	0.00%	27	2	1	0	0	0	0	1.74		0.00
(5V20) (692) White City, OR HCS	10,874	10,440	96.01%	434	3.99%	9,074	600	766	337	60	21	16	6.44	6.37	5.02
(5V20) (692) White City, OR	9,314	8,955	96.15%	359	3.85%	7,775	522	658	275	53	16	15	7.05	6.34	5.20
(5V20) (692GA) Klamath Falls, OR	1,132	1,096	96.82%	36	3.18%	980	55	61	26	5	4	1	3.57	10.27	5.22
(5V20) (692GB) Grants Pass, OR	428	389	90.89%	39	9.11%	319	23	47	36	2	1	0	9.06	0.08	0.69
(5V21) (358) Manila, PI HCS	1,493	1,338	89.62%	155	10.38%	1,056	137	145	67	26	25	37	8.97	18.17	19.37
(5V21) (358) Manila, PI	1,493	1,338	89.62%	155	10.38%	1,056	137	145	67	26	25	37	8.97	18.17	19.37
(5V21) (459) Honolulu, HI HCS	17,735	16,905	95.32%	830	4.68%	14,782	973	1,150	543	184	65	38	4.98	10.08	2.31
(5V21) (459) Honolulu, HI (Spark M. Matsunaga)	11,107	10,584	95.29%	523	4.71%	9,232	576	776	356	111	39	17	5.05	8.96	1.21
(5V21) (459GA) Maui, HI	1,113	1,062	95.42%	51	4.58%	974	43	45	38	12	1	0	2.73	12.11	3.84
(5V21) (459GB) Hilo, HI	1,111	1,056	95.05%	55	4.95%	888	85	83	37	6	6	6	5.77	17.77	4.84
(5V21) (459GC) Kailua-Kona, HI	806	799	99.13%	7	0.87%	725	46	28	1	4	2	0	1.80	9.05	1.74
(5V21) (459GD) Lihue, HI	707	693	98.02%	14	1.98%	645	16	32	10	4	0	0	1.57	5.29	2.68
(5V21) (459GE) Guam, GU	957	886	92.58%	71	7.42%	788	37	61	45	13	6	7	9.88	17.99	3.65
(5V21) (459GF) American Samoa, AS (Faleomavaega Eni Faauaa Hunkin)	773	727	94.05%	46	5.95%	583	78	66	16	17	7	6	4.34	26.62	1.41
(5V21) (459GG) Leeward Oahu, HI	992	929	93.65%	63	6.35%	783	89	57	40	17	4	2	7.03	41.93	4.93
(5V21) (459GH) Saipan, MP	92	92	100.00%	0	0.00%	92	0	0	0	0	0	0	0.00	1.11	0.00
(5V21) (459MA) IDES Honolulu C&P	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0		0.00	
(5V21) (459QB) Molokai, HI	74	74	100.00%	0	0.00%	69	3	2	0	0	0	0	1.23	0.00	2.11
(5V21) (570) Fresno, CA HCS	22,882	21,890	95.66%	992	4.34%	19,077	1,428	1,385	650	185	131	26	1.32	8.84	1.71
(5V21) (570) Fresno, CA	19,793	18,856	95.27%	937	4.73%	16,262	1,329	1,265	600	182	131	24	1.61	8.86	1.49
(5V21) (570GA) Merced, CA	868	832	95.85%	36	4.15%	778	27	27	32	3	0	1	0.53	13.67	1.00
(5V21) (570GB) Tulare, CA	1,590	1,586	99.75%	4	0.25%	1,500	48	38	4	0	0	0	0.58	2.76	2.11
(5V21) (570GC) Oakhurst, CA	631	616	97.62%	15	2.38%	537	24	55	14	0	0	1	1.70	10.08	6.88
(5V21) (612A4) N. California HCS	70,318	66,638	94.77%	3,680	5.23%	59,554	3,148	3,936	2,754	561	182	183	4.02	8.30	1.70
(5V21) (612A4) Sacramento, CA	24,903	23,447	94.15%	1,456	5.85%	21,078	1,035	1,334	979	308	90	79	4.80	8.96	2.49
(5V21) (612B4) Redding, CA	5,976	5,656	94.65%	320	5.35%	5,034	236	386	221	46	23	30	2.15	13.21	5.25
(5V21) (612BY) Oakland, CA	3,742	3,569	95.38%	173	4.62%	3,150	191	228	141	20	5	7	3.38	8.45	0.90
(5V21) (612GD) Fairfield-Travis Air Force Base, CA	2,227	2,149	96.50%	78	3.50%	1,808	131	210	67	7	3	1	4.75	10.61	0.94
(5V21) (612GE) Mare Island-Vallejo, CA	2,317	2,243	96.81%	74	3.19%	2,071	83	89	62	6	2	4	4.78	2.95	2.42
(5V21) (612GF) Martinez, CA	13,543	12,823	94.68%	720	5.32%	11,031	828	964	549	95	40	36	4.37	8.99	0.70
(5V21) (612GG) Chico, CA	1,958	1,940	99.08%	18	0.92%	1,845	64	31	17	1	0	0	2.07	1.60	
(5V21) (612GH) McClellan Park, CA	8,591	8,147	94.83%	444	5.17%	7,356	385	406	397	31	6	10	5.32	5.75	0.38
(5V21) (612GI) Yuba City, CA	1,271	1,232	96.93%	39	3.07%	1,168	27	37	32	5	2	0	4.56	20.04	0.59
(5V21) (612GJ) Yreka, CA	314	314	100.00%	0	0.00%	290	11	13	0	0	0	0	1.75	0.00	2.06
(5V21) (612MA) IDES McClellan OPC	28	28	100.00%	0	0.00%	28	0	0	0	0	0	0		0.29	
(5V21) (612QA) Cohasset, CA	1,233	1,154	93.59%	79	6.41%	1,072	37	45	56	9	5	9	8.02	1.77	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(5V21) (612QB) Twenty First Street, CA	1,987	1,984	99.85%	3	0.15%	1,960	17	7	1	1	1	0			0.49
(5V21) (612QC) Cypress Avenue, CA	1,588	1,312	82.62%	276	17.38%	1,023	103	186	232	32	5	7	10.65		
(5V21) (612QD) Howe Road, CA	640	640	100.00%	0	0.00%	640	0	0	0	0	0	0			
(5V21) (640) Palo Alto, CA HCS	44,693	42,199	94.42%	2,494	5.58%	35,337	3,023	3,839	1,949	273	117	155	9.00	7.26	5.08
(5V21) (640) Palo Alto, CA	18,317	17,348	94.71%	969	5.29%	14,559	1,245	1,544	758	119	42	50	8.51	7.25	4.32
(5V21) (640A0) Menlo Park, CA	2,259	2,227	98.58%	32	1.42%	2,029	97	101	26	2	2	2	3.00	5.85	2.39
(5V21) (640A4) Livermore, CA	6,247	5,884	94.19%	363	5.81%	4,850	478	556	296	38	11	18	3.86	7.53	5.53
(5V21) (640BY) San Jose, CA	5,162	4,899	94.91%	263	5.09%	4,081	338	480	214	18	16	15	10.14	6.65	3.70
(5V21) (640GA) Capitola, CA	157	150	95.54%	7	4.46%	118	19	13	3	2	0	2	9.03		8.00
(5V21) (640GB) Sonora, CA	1,057	994	94.04%	63	5.96%	797	76	121	59	1	1	2	10.57	1.25	3.45
(5V21) (640GC) Fremont, CA	919	898	97.71%	21	2.29%	741	70	87	10	3	0	8	4.54	0.00	9.22
(5V21) (640HA) Stockton, CA	2,896	2,657	91.75%	239	8.25%	2,189	176	292	184	25	15	15	11.93	6.80	9.42
(5V21) (640HB) Modesto, CA	2,741	2,595	94.67%	146	5.33%	2,176	208	211	99	21	14	12	8.88	3.96	6.05
(5V21) (640HC) Monterey, CA (Major General William H. Gourley)	4,876	4,485	91.98%	391	8.02%	3,735	316	434	300	44	16	31	9.87	8.76	6.26
(5V21) (640QA) Palo Alto 1, CA - Mobile	58	58	100.00%	0	0.00%	58	0	0	0	0	0	0		0.00	
(5V21) (640QB) Palo Alto 2, CA - Mobile	4	4	100.00%	0	0.00%	4	0	0	0	0	0	0		0.00	
(5V21) (654) Reno, NV HCS	26,905	26,120	97.08%	785	2.92%	23,383	1,076	1,661	610	87	33	55	6.60	5.01	2.06
(5V21) (654) Reno, NV (Ioannis A. Lougaris)	18,829	18,177	96.54%	652	3.46%	16,046	773	1,358	524	65	27	36	7.75	6.41	1.97
(5V21) (654GA) Sierra Foothills, CA	1,198	1,165	97.25%	33	2.75%	1,069	56	40	21	3	3	6	6.02	2.86	1.73
(5V21) (654GB) Carson Valley, NV	844	804	95.26%	40	4.74%	660	68	76	24	11	0	5	7.97	0.54	3.66
(5V21) (654GC) Lahontan Valley, NV	872	834	95.64%	38	4.36%	740	41	53	25	5	2	6	9.44	0.75	3.09
(5V21) (654GD) Diamond View, CA	468	464	99.15%	4	0.85%	447	7	10	2	1	0	1	3.68	0.00	0.49
(5V21) (654GE) Reno East, NV	2,440	2,429	99.55%	11	0.45%	2,251	96	82	10	0	0	1	3.03	1.90	3.44
(5V21) (654QA) Kietzke, NV	1,275	1,275	100.00%	0	0.00%	1,270	3	2	0	0	0	0		0.07	
(5V21) (654QB) Capitol Hill, NV	23	23	100.00%	0	0.00%	23	0	0	0	0	0	0			
(5V21) (654QC) Winnemucca, NV	78	77	98.72%	1	1.28%	55	6	16	1	0	0	0	8.24	7.00	0.00
(5V21) (654QD) Virginia Street, NV	878	872	99.32%	6	0.68%	822	26	24	3	2	1	0		1.69	
(5V21) (662) San Francisco, CA HCS	40,300	38,980	96.72%	1,320	3.28%	34,798	1,993	2,189	1,028	156	77	59	7.73	6.07	2.72
(5V21) (662) San Francisco, CA	28,958	28,298	97.72%	660	2.28%	25,831	1,195	1,272	555	61	23	21	7.11	5.18	0.41
(5V21) (662GA) Santa Rosa, CA	4,435	4,014	90.51%	421	9.49%	3,276	325	413	330	49	27	15	11.09	10.23	5.88
(5V21) (662GC) Eureka, CA	2,625	2,508	95.54%	117	4.46%	2,115	165	228	77	16	10	14	8.25	7.55	7.57
(5V21) (662GD) Ukiah, CA	1,204	1,151	95.60%	53	4.40%	918	110	123	31	11	7	4	10.23	8.33	7.79
(5V21) (662GE) San Bruno, CA	1,005	990	98.51%	15	1.49%	847	82	61	8	2	0	5	4.29	5.80	3.61
(5V21) (662GF) San Francisco Downtown, CA	859	857	99.77%	2	0.23%	791	37	29	2	0	0	0	1.40	4.57	2.78
(5V21) (662GG) Clearlake, CA	1,214	1,162	95.72%	52	4.28%	1,020	79	63	25	17	10	0	8.24	2.88	5.79
(5V21) (593) Las Vegas, NV HCS	51,127	46,417	90.79%	4,710	9.21%	39,006	2,843	4,568	3,498	732	276	204	5.77	13.37	3.47
(5V21) (593) Las Vegas, NV	33,265	29,364	88.27%	3,901	11.73%	24,297	1,868	3,199	2,886	605	239	171	11.75	13.37	1.24
(5V21) (593GC) Pahrump, NV	1,109	1,081	97.48%	28	2.52%	1,019	34	28	15	11	0	2	2.05	6.58	4.58
(5V21) (593GD) Northwest Las Vegas, NV	4,576	4,379	95.69%	197	4.31%	3,655	243	481	168	19	8	2	4.63	13.98	5.01
(5V21) (593GE) Southeast Las Vegas, NV	3,965	3,784	95.44%	181	4.56%	3,215	279	290	143	16	11	11	5.21	10.88	6.76
(5V21) (593GF) Southwest Las Vegas, NV	4,647	4,443	95.61%	204	4.39%	3,879	238	326	169	27	4	4	4.51	16.90	3.35

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(5V21) (593GG) Northeast Las Vegas, NV	3,168	3,024	95.45%	144	4.55%	2,654	155	215	96	22	12	14	4.92	14.97	4.04	
(5V21) (593GH) Laughlin, NV (Master Chief Petty Officer Jesse Dean)	307	252	82.08%	55	17.92%	200	26	26	21	32	2	0	20.03	4.77	5.92	
(5V21) (593QC) West Cheyenne, NV	90	90	100.00%	0	0.00%	87	0	3	0	0	0	0			1.23	
(5V22) (501) New Mexico HCS	36,575	34,457	94.21%	2,118	5.79%	29,751	2,359	2,347	1,392	439	148	139	7.54	8.38	4.52	
(5V22) (501) Albuquerque, NM (Raymond G. Murphy)	29,284	27,369	93.46%	1,915	6.54%	23,430	1,922	2,017	1,256	393	143	123	11.42	8.22	4.47	
(5V22) (501G2) Las Vegas, NM	263	253	96.20%	10	3.80%	222	18	13	3	1	2	4	11.82	0.00	1.28	
(5V22) (501GA) Artesia, NM	520	515	99.04%	5	0.96%	467	22	26	5	0	0	0	2.98	0.00	2.82	
(5V22) (501GB) Farmington, NM	907	879	96.91%	28	3.09%	753	82	44	20	2	1	5	5.18	0.00	9.52	
(5V22) (501GC) Silver City, NM	387	380	98.19%	7	1.81%	297	62	21	6	1	0	0	4.85	0.00	5.78	
(5V22) (501GD) Gallup, NM	429	428	99.77%	1	0.23%	408	14	6	1	0	0	0	0.79	0.00	2.35	
(5V22) (501GE) Espanola, NM	278	271	97.48%	7	2.52%	234	20	17	7	0	0	0	4.06	0.00	2.19	
(5V22) (501GH) Truth or Consequences, NM	530	525	99.06%	5	0.94%	515	9	1	5	0	0	0	0.61	0.53	2.16	
(5V22) (501GI) Alamogordo, NM	384	373	97.14%	11	2.86%	333	22	18	5	2	1	3	5.86	0.00	3.72	
(5V22) (501GJ) Durango, CO	478	478	100.00%	0	0.00%	470	8	0	0	0	0	0	0.58	0.31	0.03	
(5V22) (501GK) Santa Fe, NM	688	681	98.98%	7	1.02%	608	36	37	7	0	0	0	0	2.54	0.00	4.86
(5V22) (501GM) Northwest Metro, NM	1,828	1,715	93.82%	113	6.18%	1,462	128	125	70	39	1	3	4.06	16.60	6.01	
(5V22) (501GN) Taos, NM	364	356	97.80%	8	2.20%	341	6	9	7	0	0	1	3.26	10.50	0.15	
(5V22) (501HB) Raton, NM	217	216	99.54%	1	0.46%	193	10	13	0	1	0	0	3.65	0.00	2.28	
(5V22) (501MA) IDES Kirtland AFB	18	18	100.00%	0	0.00%	18	0	0	0	0	0	0		0.00	0.00	
(5V22) (644) Phoenix, AZ HCS	63,129	58,077	92.00%	5,052	8.00%	49,134	3,765	5,178	3,696	740	314	302	10.21	11.50	4.18	
(5V22) (644) Phoenix, AZ (Carl T. Hayden)	37,784	34,207	90.53%	3,577	9.47%	28,623	2,176	3,408	2,539	563	239	236	5.95	12.26	2.79	
(5V22) (644BY) Southeast, AZ	9,787	9,151	93.50%	636	6.50%	7,875	595	681	456	104	52	24	17.35	9.45	7.19	
(5V22) (644GA) Northwest, AZ	5,617	5,289	94.16%	328	5.84%	4,675	285	329	293	24	5	6	5.72	7.55	5.26	
(5V22) (644GB) Show Low, AZ	1,054	1,034	98.10%	20	1.90%	854	77	103	15	1	1	3	6.62	6.48	0.65	
(5V22) (644GC) Southwest, AZ	1,385	1,326	95.74%	59	4.26%	1,086	96	144	49	5	5	0	7.35	6.05	0.84	
(5V22) (644GD) Payson, AZ	343	340	99.13%	3	0.87%	335	1	4	3	0	0	0	0	0.37		4.91
(5V22) (644GE) Thunderbird, AZ	1,960	1,910	97.45%	50	2.55%	1,605	180	125	49	0	1	0	5.66	3.74	3.83	
(5V22) (644GF) Globe, AZ	253	224	88.54%	29	11.46%	201	12	11	14	3	0	12	14.01	5.00	23.07	
(5V22) (644GG) Northeast Phoenix-Via Linda Road, AZ	1,003	939	93.62%	64	6.38%	834	52	53	58	5	0	1	8.38	3.59	5.94	
(5V22) (644GH) Phoenix Midtown, AZ	3,869	3,583	92.61%	286	7.39%	2,972	291	320	220	35	11	20	10.95	1.92	4.04	
(5V22) (644QA) Phoenix-East Thomas Road, AZ	74	74	100.00%	0	0.00%	74	0	0	0	0	0	0				
(5V22) (649) Northern Arizona HCS	16,201	15,490	95.61%	711	4.39%	13,895	777	818	515	130	25	41	6.53	10.74	1.80	
(5V22) (649) Prescott, AZ (Bob Stump)	11,620	11,061	95.19%	559	4.81%	9,953	513	595	414	85	22	38	7.06	10.93	2.08	
(5V22) (649GA) Kingman, AZ	1,446	1,373	94.95%	73	5.05%	1,141	128	104	49	21	2	1	9.95	4.55	1.72	
(5V22) (649GB) Flagstaff, AZ	651	642	98.62%	9	1.38%	607	23	12	9	0	0	0	2.38	5.44	0.99	
(5V22) (649GC) Lake Havasu City, AZ	1,222	1,193	97.63%	29	2.37%	1,106	47	40	16	13	0	0	4.19	1.69	0.92	
(5V22) (649GD) Anthem, AZ	436	429	98.39%	7	1.61%	382	21	26	7	0	0	0	4.34	4.00	1.63	
(5V22) (649GE) Cottonwood, AZ	657	624	94.98%	33	5.02%	563	29	32	20	11	0	2	6.71	0.00	1.53	
(5V22) (649QA) Chinle, AZ	44	43	97.73%	1	2.27%	41	0	2	0	0	1	0	4.86		1.36	
(5V22) (649QB) Holbrook, AZ	41	41	100.00%	0	0.00%	30	6	5	0	0	0	0	8.96		0.70	
(5V22) (649QD) Page, AZ	52	52	100.00%	0	0.00%	42	9	1	0	0	0	0	2.89		1.17	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(5V22) (649QF) Tuba City, AZ	22	22	100.00%	0	0.00%	22	0	0	0	0	0	0	0	0.39		0.00
(5V22) (649QG) Polacca, AZ	5	5	100.00%	0	0.00%	4	0	1	0	0	0	0	0	0.00		10.50
(5V22) (649QH) Kayenta, AZ	5	5	100.00%	0	0.00%	4	1	0	0	0	0	0	0			1.60
(5V22) (678) Southern Arizona HCS	39,632	38,190	96.36%	1,442	3.64%	32,544	2,666	2,980	1,147	249	31	15	3.65	6.56	4.39	
(5V22) (678) Tucson, AZ	29,956	28,630	95.57%	1,326	4.43%	23,917	2,185	2,528	1,042	243	28	13	4.72	7.28	5.30	
(5V22) (678GA) Sierra Vista, AZ	1,947	1,915	98.36%	32	1.64%	1,665	103	147	26	5	1	0	3.67	4.56	2.14	
(5V22) (678GB) Yuma, AZ	1,739	1,731	99.54%	8	0.46%	1,646	48	37	8	0	0	0	1.42	1.43	1.51	
(5V22) (678GC) Casa Grande, AZ	1,892	1,873	99.00%	19	1.00%	1,759	66	48	19	0	0	0	0	1.54	2.37	3.64
(5V22) (678GD) Safford, AZ	312	309	99.04%	3	0.96%	262	28	19	3	0	0	0	0	3.65	0.06	5.02
(5V22) (678GE) Green Valley, AZ	242	240	99.17%	2	0.83%	221	8	11	2	0	0	0	0	0.69	3.47	2.68
(5V22) (678GF) Northwest Tucson, AZ	2,156	2,119	98.28%	37	1.72%	1,879	127	113	33	1	1	2	3.99	3.30	3.83	
(5V22) (678GG) Southeast Tucson, AZ	1,357	1,342	98.89%	15	1.11%	1,164	101	77	14	0	1	0	2.90	4.28	2.38	
(5V22) (678MA) IDES Davis-Monthan AFB	14	14	100.00%	0	0.00%	14	0	0	0	0	0	0		0.00	0.00	
(5V22) (678MB) IDES Fort Huachuca	17	17	100.00%	0	0.00%	17	0	0	0	0	0	0		0.00	0.00	
(5V22) (600) Long Beach, CA HCS	60,758	58,706	96.62%	2,052	3.38%	52,895	2,542	3,269	1,697	291	44	20	3.54	5.98	3.91	
(5V22) (600) Long Beach, CA	53,497	51,569	96.40%	1,928	3.60%	46,886	2,009	2,674	1,581	285	43	19	3.43	5.81	3.67	
(5V22) (600GA) Anaheim, CA	1,315	1,261	95.89%	54	4.11%	1,092	85	84	54	0	0	0	4.92	0.00	6.87	
(5V22) (600GB) Santa Ana, CA	2,711	2,650	97.75%	61	2.25%	2,020	256	374	57	4	0	0	2.55	10.59	4.98	
(5V22) (600GC) Cabrillo, CA	944	944	100.00%	0	0.00%	932	7	5	0	0	0	0	0	0.73		1.99
(5V22) (600GD) Santa Fe Springs, CA	1,303	1,296	99.46%	7	0.54%	1,185	59	52	3	2	1	1	3.02	2.86	3.23	
(5V22) (600GE) Laguna Hills, CA	988	986	99.80%	2	0.20%	780	126	80	2	0	0	0	5.07	0.00	3.84	
(5V22) (605) Loma Linda, CA HCS	54,511	52,122	95.62%	2,389	4.38%	45,034	3,050	4,038	1,893	313	87	96	3.57	7.72	3.88	
(5V22) (605) Loma Linda, CA (Jerry L. Pettis)	24,453	22,988	94.01%	1,465	5.99%	19,465	1,450	2,073	1,175	193	52	45	0.27	8.04	2.19	
(5V22) (605BZ) Loma Linda, CA	21,097	20,387	96.63%	710	3.37%	17,670	1,139	1,578	556	76	31	47	4.21	7.53	2.88	
(5V22) (605GA) Victorville, CA	1,459	1,385	94.93%	74	5.07%	1,226	64	95	51	19	3	1	5.63		7.95	
(5V22) (605GB) Murrieta, CA	2,097	2,016	96.14%	81	3.86%	1,729	151	136	56	23	1	1	5.43	3.17	7.88	
(5V22) (605GC) Palm Desert, CA	2,610	2,585	99.04%	25	0.96%	2,413	121	51	23	2	0	0	0.71	3.16	2.88	
(5V22) (605GD) Corona, CA	1,034	1,025	99.13%	9	0.87%	890	79	56	8	0	0	1	1.86	0.78	6.82	
(5V22) (605GE) Rancho Cucamonga, CA	1,711	1,686	98.54%	25	1.46%	1,592	46	48	24	0	0	1	0.19	8.04	6.17	
(5V22) (605QA) Blythe, CA	50	50	100.00%	0	0.00%	49	0	1	0	0	0	0	0.00	0.00	1.75	
(5V22) (664) San Diego, CA HCS	62,515	60,788	97.24%	1,727	2.76%	55,221	2,297	3,270	1,376	239	96	16	1.47	5.44	2.63	
(5V22) (664) San Diego, CA	37,644	36,563	97.13%	1,081	2.87%	33,663	1,304	1,596	852	165	53	11	1.33	4.84	1.06	
(5V22) (664BU) San Diego, CA - VADOM	204	204	100.00%	0	0.00%	204	0	0	0	0	0	0				
(5V22) (664BY) Mission Valley, CA	11,453	11,239	98.13%	214	1.87%	9,679	431	1,129	170	35	8	1	1.19	9.26	5.39	
(5V22) (664GA) Imperial Valley, CA	621	616	99.19%	5	0.81%	573	25	18	3	0	0	2	1.83	0.00	3.68	
(5V22) (664GB) Oceanside, CA	8,399	8,070	96.08%	329	3.92%	7,364	337	369	272	33	23	1	1.29	5.38	1.36	
(5V22) (664GC) Chula Vista, CA	2,121	2,065	97.36%	56	2.64%	1,918	69	78	53	2	1	0	0.84	5.82	3.55	
(5V22) (664GD) Escondido, CA	1,450	1,421	98.00%	29	2.00%	1,217	130	74	13	4	11	1	4.72	0.00	2.18	
(5V22) (664QA) Rio, CA	623	610	97.91%	13	2.09%	603	1	6	13	0	0	0			0.98	
(5V22) (691) Greater Los Angeles, CA HCS	67,802	64,504	95.14%	3,298	4.86%	55,734	3,556	5,214	2,653	453	142	50	4.42	7.94	3.18	
(5V22) (691) West Los Angeles, CA	29,821	28,322	94.97%	1,499	5.03%	24,662	1,489	2,171	1,255	171	50	23	3.66	7.35	1.53	
(5V22) (691A4) Sepulveda, CA	16,422	15,314	93.25%	1,108	6.75%	12,838	1,037	1,439	847	191	49	21	3.45	10.04	2.77	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(5V22) (691GB) Santa Barbara, CA	913	907	99.34%	6	0.66%	875	22	10	6	0	0	0	1.67	2.67	0.52
(5V22) (691GC) Gardena, CA	822	820	99.76%	2	0.24%	816	2	2	2	0	0	0	0.24	0.00	0.34
(5V22) (691GD) Bakersfield, CA	3,322	3,223	97.02%	99	2.98%	2,805	137	281	71	26	1	1	4.82	9.29	3.09
(5V22) (691GE) Los Angeles-East Temple, CA	8,584	8,421	98.10%	163	1.90%	7,513	446	462	143	16	3	1	3.13	5.23	4.93
(5V22) (691GF) East Los Angeles, CA	934	934	100.00%	0	0.00%	922	8	4	0	0	0	0	0.15		0.50
(5V22) (691GG) Antelope Valley, CA	1,080	1,031	95.46%	49	4.54%	803	86	142	38	5	5	1	6.44	11.39	4.35
(5V22) (691GK) San Luis Obispo, CA	1,180	1,113	94.32%	67	5.68%	836	85	192	56	7	4	0	9.91	12.10	7.96
(5V22) (691GL) Santa Maria, CA	2,521	2,371	94.05%	150	5.95%	2,045	107	219	90	29	30	1	6.65	7.02	11.65
(5V22) (691GM) Oxnard, CA	2,203	2,048	92.96%	155	7.04%	1,619	137	292	145	8	0	2	13.75	6.72	2.65
(3V23) (437) Fargo, ND HCS	18,629	18,315	98.31%	314	1.69%	16,867	719	729	235	61	12	6	2.40	3.91	2.37
(3V23) (437) Fargo, ND	12,357	12,096	97.89%	261	2.11%	11,066	513	517	190	55	12	4	2.51	3.97	2.49
(3V23) (437GA) Grafton, ND	249	249	100.00%	0	0.00%	237	3	9	0	0	0	0	1.89	0.00	1.85
(3V23) (437GB) Bismarck, ND	1,497	1,478	98.73%	19	1.27%	1,397	47	34	17	2	0	0	1.52	2.61	1.83
(3V23) (437GC) Fergus Falls, MN	477	475	99.58%	2	0.42%	447	10	18	1	0	0	1	3.20	5.10	0.27
(3V23) (437GD) Minot, ND	760	756	99.47%	4	0.53%	694	38	24	2	1	0	1	3.56	1.71	3.57
(3V23) (437GE) Bemidji, MN	1,165	1,150	98.71%	15	1.29%	1,038	53	59	13	2	0	0	3.74	5.65	3.42
(3V23) (437GF) Williston, ND	427	427	100.00%	0	0.00%	417	4	6	0	0	0	0	0.57	2.87	2.54
(3V23) (437GI) Grand Forks, ND	848	841	99.17%	7	0.83%	773	26	42	7	0	0	0	1.76	4.37	2.23
(3V23) (437GJ) Dickinson, ND	317	314	99.05%	3	0.95%	284	20	10	3	0	0	0	3.01	3.28	1.87
(3V23) (437GK) Jamestown, ND	354	351	99.15%	3	0.85%	341	2	8	2	1	0	0	1.35	3.43	1.07
(3V23) (437GL) Devils Lake, ND	178	178	100.00%	0	0.00%	173	3	2	0	0	0	0	0.80	1.50	0.91
(3V23) (438) Sioux Falls, SD HCS	18,972	18,353	96.74%	619	3.26%	15,969	1,159	1,225	464	109	31	15	2.90	6.21	4.84
(3V23) (438) Sioux Falls, SD (Royal C. Johnson)	15,174	14,636	96.45%	538	3.55%	12,642	976	1,018	400	94	30	14	3.09	6.37	4.83
(3V23) (438GA) Spirit Lake, IA	865	849	98.15%	16	1.85%	770	40	39	14	2	0	0	3.56	2.24	7.15
(3V23) (438GC) Sioux City, IA	1,214	1,180	97.20%	34	2.80%	1,074	63	43	23	10	0	1	1.26	8.62	5.34
(3V23) (438GD) Aberdeen, SD	793	781	98.49%	12	1.51%	685	43	53	10	2	0	0	3.93	2.69	1.94
(3V23) (438GE) Wagner, SD	135	128	94.81%	7	5.19%	86	8	34	6	1	0	0	9.42	2.78	7.20
(3V23) (438GF) Watertown, SD	791	779	98.48%	12	1.52%	712	29	38	11	0	1	0	1.06	3.72	3.98
(3V23) (568) Black Hills, SD HCS	12,553	11,901	94.81%	652	5.19%	10,301	759	841	449	97	58	48	6.43	8.52	3.37
(3V23) (568) Fort Meade, SD	6,228	5,825	93.53%	403	6.47%	4,918	430	477	280	61	42	20	7.82	8.08	3.14
(3V23) (568A4) Hot Springs, SD	3,399	3,282	96.56%	117	3.44%	2,941	129	212	80	16	5	16	3.87	8.81	4.44
(3V23) (568GA) Rapid City, SD	2,156	2,048	94.99%	108	5.01%	1,780	140	128	71	14	11	12	8.35	13.11	2.82
(3V23) (568GB) Pierre, SD	159	159	100.00%	0	0.00%	132	19	8	0	0	0	0	2.51	0.00	6.71
(3V23) (568HA) Newcastle, WY	17	14	82.35%	3	17.65%	11	3	0	3	0	0	0	11.69		0.00
(3V23) (568HB) Gordon, NE	18	18	100.00%	0	0.00%	15	2	1	0	0	0	0	4.64		0.00
(3V23) (568HF) Pine Ridge, SD	11	10	90.91%	1	9.09%	8	0	2	1	0	0	0	7.67		10.50
(3V23) (568HH) Scottsbluff, NE	452	432	95.58%	20	4.42%	390	30	12	14	6	0	0	4.81	0.00	3.45
(3V23) (568HJ) Mission, SD	11	11	100.00%	0	0.00%	11	0	0	0	0	0	0	0.00		
(3V23) (568HP) Winner, SD	90	90	100.00%	0	0.00%	89	1	0	0	0	0	0	0.37		1.75
(3V23) (568MA) IDES Ellsworth AFB	12	12	100.00%	0	0.00%	6	5	1	0	0	0	0	5.67		11.67
(3V23) (618) Minneapolis, MN HCS	63,762	61,387	96.28%	2,375	3.72%	53,703	3,745	3,939	1,792	326	198	59	4.16	7.17	2.34
(3V23) (618) Minneapolis, MN	45,470	43,620	95.93%	1,850	4.07%	37,828	2,739	3,053	1,451	267	81	51	4.26	7.11	1.44
(3V23) (618BY) Twin Ports, WI	3,295	3,050	92.56%	245	7.44%	2,760	150	140	111	32	98	4	5.70	15.53	4.93

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(3V23) (618GA) St. James, MN	228	227	99.56%	1	0.44%	211	8	8	1	0	0	0	2.02	3.11	0.70	
(3V23) (618GB) Hibbing, MN	1,218	1,213	99.59%	5	0.41%	1,087	76	50	2	2	1	0	3.23	3.56	4.35	
(3V23) (618GD) Maplewood, MN	2,072	2,033	98.12%	39	1.88%	1,807	132	94	39	0	0	0	3.28	4.95	1.17	
(3V23) (618GE) Chippewa Valley, WI	1,763	1,730	98.13%	33	1.87%	1,516	116	98	29	2	2	0	3.27	10.82	2.38	
(3V23) (618GG) Rochester, MN	1,647	1,618	98.24%	29	1.76%	1,436	94	88	24	5	0	0	3.19	0.00	5.32	
(3V23) (618GH) Hayward, WI	325	322	99.08%	3	0.92%	282	28	12	2	1	0	0	3.24	1.90	3.57	
(3V23) (618GI) Northwest Metro, MN	3,233	3,178	98.30%	55	1.70%	2,818	213	147	42	10	2	1	3.45	3.28	5.31	
(3V23) (618GJ) Shakopee, MN	718	655	91.23%	63	8.77%	558	38	59	44	5	12	2	14.58	10.17	0.33	
(3V23) (618GK) Albert Lea, MN	635	631	99.37%	4	0.63%	560	41	30	4	0	0	0	1.94	6.56	4.91	
(3V23) (618GL) Minneapolis-Harmon Place, MN	917	916	99.89%	1	0.11%	907	4	5	1	0	0	0	0.29			
(3V23) (618GM) Rice Lake, WI	700	697	99.57%	3	0.43%	642	33	22	3	0	0	0	2.47	0.00	2.09	
(3V23) (618GN) Mankato, MN (Lyle C. Pearson)	1,022	996	97.46%	26	2.54%	924	42	30	21	2	2	1	4.43	0.00	0.56	
(3V23) (618QA) Fort Snelling, MN	519	501	96.53%	18	3.47%	367	31	103	18	0	0	0		7.82		
(3V23) (636A6) Central Iowa HCS	22,881	21,861	95.54%	1,020	4.46%	19,105	1,261	1,495	802	152	24	42	6.21	8.44	2.88	
(3V23) (636A6) Des Moines, IA	17,045	16,135	94.66%	910	5.34%	13,698	1,085	1,352	730	118	23	39	7.80	9.01	3.59	
(3V23) (636BU) Des Moines, IA - VADOM	736	736	100.00%	0	0.00%	736	0	0	0	0	0	0		0.00		
(3V23) (636GC) Mason City, IA	1,280	1,196	93.44%	84	6.56%	1,102	46	48	51	30	1	2	9.49	6.92	2.43	
(3V23) (636GD) Marshalltown, IA	568	568	100.00%	0	0.00%	490	60	18	0	0	0	0	2.38	4.24	1.38	
(3V23) (636GK) Fort Dodge, IA	1,212	1,196	98.68%	16	1.32%	1,143	15	38	15	1	0	0	0	2.51	2.43	0.41
(3V23) (636GM) Carroll, IA	497	494	99.40%	3	0.60%	445	35	14	3	0	0	0	0	3.42	0.00	1.53
(3V23) (636GR) Knoxville, IA	1,255	1,248	99.44%	7	0.56%	1,203	20	25	3	3	0	1	0.84	2.93	1.75	
(3V23) (636QB) Des Moines-Center Street, IA	288	288	100.00%	0	0.00%	288	0	0	0	0	0	0				
(3V23) (636A8) Iowa City, IA HCS	26,885	25,538	94.99%	1,347	5.01%	21,756	1,862	1,920	1,030	200	82	35	3.54	9.17	3.17	
(3V23) (636A8) Iowa City, IA	13,741	12,563	91.43%	1,178	8.57%	10,020	1,107	1,436	906	171	75	26	5.67	10.43	6.39	
(3V23) (636GF) Quad Cities, IA	1,952	1,920	98.36%	32	1.64%	1,719	113	88	28	2	1	1	3.15	3.75	3.63	
(3V23) (636GG) Quincy, IL	925	903	97.62%	22	2.38%	750	82	71	18	4	0	0	4.96	7.02	5.90	
(3V23) (636GH) Waterloo, IA	1,255	1,253	99.84%	2	0.16%	1,091	129	33	2	0	0	0	0	2.86	2.93	3.20
(3V23) (636GI) Galesburg, IL (Lane A. Evans)	1,389	1,382	99.50%	7	0.50%	1,248	77	57	1	3	0	3	2.21	2.52	5.52	
(3V23) (636GJ) Dubuque, IA	899	895	99.56%	4	0.44%	771	81	43	3	1	0	0	0	3.31	0.34	2.60
(3V23) (636GN) Cedar Rapids, IA	1,538	1,512	98.31%	26	1.69%	1,371	76	65	22	2	0	2	4.60	1.81	5.38	
(3V23) (636GS) Ottumwa, IA	784	777	99.11%	7	0.89%	690	49	38	7	0	0	0	0	5.09	1.57	2.82
(3V23) (636GT) Sterling, IL	975	961	98.56%	14	1.44%	902	41	18	6	8	0	0	0	1.24	1.38	11.54
(3V23) (636GU) Decorah, IA	456	450	98.68%	6	1.32%	408	30	12	3	0	0	3	2.12	7.71	2.79	
(3V23) (636GW) Coralville, IA	2,388	2,367	99.12%	21	0.88%	2,290	47	30	17	4	0	0	0	2.15	5.85	0.61
(3V23) (636QC) Linn County, IA	57	57	100.00%	0	0.00%	48	7	2	0	0	0	0			3.31	
(3V23) (636QG) Iowa City, IA - Mobile	95	71	74.74%	24	25.26%	53	3	15	13	5	6	0		20.58		
(3V23) (636QI) Davenport, IA	431	427	99.07%	4	0.93%	395	20	12	4	0	0	0			3.50	
(3V23) (636) Nebraska-W Iowa HCS	43,215	42,627	98.64%	588	1.36%	39,034	1,786	1,807	441	77	28	42	2.56	4.53	1.75	
(3V23) (636) Omaha, NE	21,244	20,825	98.03%	419	1.97%	18,680	1,042	1,103	295	68	23	33	2.78	5.54	2.70	
(3V23) (636A4) Grand Island, NE	7,407	7,382	99.66%	25	0.34%	7,031	191	160	18	0	2	5	1.75	1.44	1.96	
(3V23) (636A5) Lincoln, NE	8,808	8,724	99.05%	84	0.95%	7,995	378	351	70	9	2	3	2.77	4.01	0.22	
(3V23) (636BW) Grand Island, NE - VADOM	349	349	100.00%	0	0.00%	349	0	0	0	0	0	0			0.00	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: March 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(3V23) (636BX) Omaha, NE - VADOM	637	636	99.84%	1	0.16%	636	0	0	1	0	0	0	0	0		
(3V23) (636GA) Norfolk, NE	745	745	100.00%	0	0.00%	700	28	17	0	0	0	0	0	1.36	0.80	2.27
(3V23) (636GB) North Platte, NE	1,029	1,025	99.61%	4	0.39%	948	45	32	4	0	0	0	0	2.98	0.72	1.32
(3V23) (636GL) Bellevue, NE	1,167	1,119	95.89%	48	4.11%	954	69	96	46	0	1	1	1	3.92	9.65	0.00
(3V23) (636GP) Shenandoah, IA	487	486	99.79%	1	0.21%	456	19	11	1	0	0	0	0	2.05	1.13	0.80
(3V23) (636GQ) Holdrege, NE	447	443	99.11%	4	0.89%	417	13	13	4	0	0	0	0	1.76	1.83	1.07
(3V23) (636GV) O'Neill, NE (O'Neill)	54	54	100.00%	0	0.00%	54	0	0	0	0	0	0	0	0.02		0.00
(3V23) (636QA) Omaha-Dorcas Street, NE	841	839	99.76%	2	0.24%	814	1	24	2	0	0	0	0			
(3V23) (656) St. Cloud, MN HCS	34,973	34,099	97.50%	874	2.50%	30,506	1,659	1,934	752	100	17	5	4.14	6.20	3.79	
(3V23) (656) St. Cloud, MN	30,426	29,693	97.59%	733	2.41%	26,603	1,396	1,694	642	75	13	3	3.33	5.97	3.56	
(3V23) (656GA) Brainerd, MN	2,468	2,397	97.12%	71	2.88%	2,170	149	78	49	20	1	1	3.19	7.04	6.03	
(3V23) (656GB) Montevideo, MN	691	667	96.53%	24	3.47%	579	31	57	22	0	1	1	15.91	8.60	6.50	
(3V23) (656GC) Alexandria, MN (Max J. Beilke)	1,121	1,117	99.64%	4	0.36%	1,011	51	55	4	0	0	0	0	3.39	5.35	1.83
(3V23) (656QA) St. Cloud, MN - Mobile	267	225	84.27%	42	15.73%	143	32	50	35	5	2	0		13.10		

Retrospective/Completed Appointment Wait Times National Summary.	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
National: 3/2018	5,073,154	4,872,259	96.04%	200,895	3.96%	4,277,432	279,377	315,450	147,886	32,665	11,197	9,147	4.42	7.16	3.32
National: 2/2018	4,506,205	4,334,360	96.19%	171,845	3.81%	3,826,183	244,045	264,132	119,946	33,593	10,656	7,650	4.12	6.91	3.13
National: 1/2018	4,837,845	4,618,600	95.47%	219,245	4.53%	4,059,570	265,931	293,099	157,460	40,293	12,832	8,660	4.63	7.75	3.53
National: 12/2017	4,301,041	4,128,041	95.98%	173,000	4.02%	3,651,327	226,912	249,802	125,267	32,193	9,900	5,640	4.29	7.03	3.05
National: 11/2017	4,711,170	4,527,520	96.10%	183,650	3.90%	3,980,125	264,048	283,347	136,453	32,245	9,473	5,479	4.28	6.98	3.02
National: 10/2017	5,043,703	4,857,831	96.31%	185,872	3.69%	4,279,916	272,998	304,917	138,245	33,162	8,735	5,730	3.94	6.84	2.97
National: 9/2017	4,552,842	4,383,140	96.27%	169,702	3.73%	3,859,133	252,939	271,068	129,865	27,032	7,916	4,889	4.23	6.75	2.84
National: 8/2017	5,236,501	5,045,457	96.35%	191,044	3.65%	4,431,492	295,549	318,416	141,666	34,464	9,422	5,492	4.38	6.64	2.83
National: 7/2017	4,504,077	4,341,092	96.38%	162,985	3.62%	3,818,506	253,331	269,255	121,618	28,818	7,848	4,701	4.35	6.62	2.86
National: 6/2017	5,050,626	4,874,656	96.52%	175,970	3.48%	4,297,459	279,344	297,853	133,244	29,019	8,821	4,886	4.28	6.39	2.76
National: 5/2017	5,186,397	5,022,137	96.83%	164,260	3.17%	4,437,304	281,998	302,835	121,937	29,569	8,075	4,679	4.20	6.11	2.53
National: 4/2017	4,709,974	4,560,211	96.82%	149,763	3.18%	4,039,481	251,794	268,936	112,230	25,829	6,699	5,005	4.15	6.11	2.50
National: 3/2017	5,323,093	5,153,653	96.82%	169,440	3.18%	4,539,403	297,735	316,515	125,874	28,829	8,823	5,914	4.17	6.27	2.61
National: 2/2017	4,530,060	4,385,617	96.81%	144,443	3.19%	3,883,444	251,092	251,081	101,681	28,558	8,742	5,462	4.16	6.35	2.60
National: 1/2017	4,709,148	4,527,353	96.14%	181,795	3.86%	3,990,589	264,579	272,185	130,911	34,283	10,431	6,170	4.67	7.00	2.93
National: 12/2016	4,430,678	4,273,719	96.46%	156,959	3.54%	3,791,184	236,096	246,439	112,762	30,776	8,531	4,890	4.37	6.53	2.67
National: 11/2016	4,600,860	4,440,178	96.51%	160,682	3.49%	3,928,442	251,034	260,702	117,792	29,777	8,512	4,601	4.41	6.45	2.67
National: 10/2016	4,695,677	4,536,753	96.62%	158,924	3.38%	4,020,117	250,143	266,493	116,256	29,936	8,305	4,427	4.17	6.49	2.62
National: 9/2016	4,880,317	4,708,924	96.49%	171,393	3.51%	4,157,090	273,423	278,411	125,321	31,908	9,301	4,863	4.44	6.52	2.67
National: 8/2016	5,219,984	5,027,900	96.32%	192,084	3.68%	4,431,252	289,612	307,036	137,388	39,015	10,731	4,950	4.71	6.68	2.75
National: 7/2016	4,438,995	4,277,326	96.36%	161,669	3.64%	3,775,216	244,855	257,255	117,121	32,674	7,973	3,901	4.72	6.60	2.77
National: 6/2016	4,989,814	4,810,457	96.41%	179,357	3.59%	4,249,171	274,867	286,419	132,472	33,940	8,667	4,278	4.66	6.45	2.76
National: 5/2016	4,877,166	4,716,541	96.71%	160,625	3.29%	4,176,545	265,421	274,575	116,939	31,182	8,061	4,443	4.57		

Retrospective/Completed Appointment Wait Times National Summary.	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
National: 3/2016	5,353,597	5,177,734	96.72%	175,863	3.28%	4,592,329	286,950	298,455	128,719	32,444	8,996	5,704	4.66	6.13	2.64
National: 2/2016	4,744,626	4,576,434	96.46%	168,192	3.54%	4,058,457	248,628	269,349	115,206	38,428	9,410	5,148	4.92	6.44	3.03
National: 1/2016	4,497,268	4,309,895	95.83%	187,373	4.17%	3,833,679	234,543	241,673	130,990	41,268	10,030	5,085	5.20	6.90	3.29
National: 12/2015	4,672,667	4,493,236	96.16%	179,431	3.84%	3,996,052	243,148	254,036	128,757	37,495	9,077	4,102	4.87	6.44	3.03
National: 11/2015	4,388,187	4,228,217	96.35%	159,970	3.65%	3,767,085	223,891	237,241	117,739	31,389	7,526	3,316	4.57	6.28	3.03
National: 10/2015	4,966,790	4,804,228	96.73%	162,562	3.27%	4,300,175	242,986	261,067	119,186	32,079	7,643	3,654	4.01	6.03	3.02
National: 9/2015	4,883,045	4,721,707	96.70%	161,338	3.30%	4,221,358	247,570	252,779	119,391	30,631	7,996	3,320	4.37	5.81	3.07
National: 8/2015	4,719,582	4,568,688	96.80%	150,894	3.20%	4,091,006	233,283	244,399	111,150	29,922	6,849	2,973	4.50	5.67	3.01
National: 7/2015	4,828,643	4,683,157	96.99%	145,486	3.01%	4,201,368	237,391	244,398	107,431	28,846	6,504	2,705	4.38	5.40	2.94
National: 6/2015	4,985,100	4,840,357	97.10%	144,743	2.90%	4,370,890	233,718	235,749	109,220	26,807	6,266	2,450	4.19	5.14	2.85
National: 5/2015	4,546,635	4,426,685	97.36%	119,950	2.64%	4,009,888	209,459	207,338	90,638	22,481	4,744	2,087	4.09	4.84	2.68
National: 4/2015	5,063,122	4,923,164	97.24%	139,958	2.76%	4,456,684	229,968	236,512	107,548	24,886	4,823	2,701	4.15	4.87	2.82
National: 3/2015	5,046,853	4,905,459	97.20%	141,394	2.80%	4,421,214	239,184	245,061	106,768	24,758	6,450	3,418	4.24	5.02	3.18
National: 2/2015	4,265,529	4,146,447	97.21%	119,082	2.79%	3,752,551	197,251	196,645	83,656	25,964	6,573	2,889	4.28	4.96	3.15
National: 1/2015	4,549,212	4,395,590	96.62%	153,622	3.38%	3,991,738	204,071	199,781	108,801	33,289	7,433	4,099	4.61	5.47	3.44
National: 12/2014	4,578,871	4,447,602	97.13%	131,269	2.87%			191,232	98,978	26,128	4,645	1,518	4.03	4.71	2.75
National: 11/2014	4,059,004	3,946,192	97.22%	112,812	2.78%			165,191	87,469	20,281	3,873	1,189	3.88	4.61	2.58
National: 10/2014	5,216,606	5,091,134	97.59%	125,472	2.41%			202,876	94,692	24,903	4,511	1,366	3.27	4.32	2.49
National: 9/2014	4,871,976	4,739,653	97.28%	132,323	2.72%			183,439	100,729	24,871	5,264	1,459	3.72	4.42	2.51
National: 8/2014	4,625,958	4,513,660	97.57%	112,298	2.43%			167,327	84,618	22,209	4,495	976	3.57	4.15	2.36
National: 7/2014	4,867,639	4,761,816	97.83%	105,823	2.17%			169,508	81,602	18,973	4,423	825	3.15	3.87	2.12
National: 6/2014	4,723,099	4,637,872	98.20%	85,227	1.80%			136,897	63,313	16,952	4,199	763	2.57	3.39	1.84
National: 5/2014	4,676,707	4,601,367	98.39%	75,340	1.61%			126,582	57,338	13,995	3,459	548	2.20	3.20	1.71

FOOTNOTES

*Preferred Date (PD): The date for the appointment that is deemed medically appropriate by the Veteran's physician or if no such determination has been made, the date a veteran prefers to be seen by a health care provider capable of furnishing the hospital care or medical services required by the veteran. Also referred to as the date the Veteran indicates they want to be seen.

* Clinically Indicated Date (CID): The date the provider indicates a patient should return for a future appointment.

*Completed Appointment: The date an appointment has been completed.

NOTE: Note: As of 04/30/2015 the Appts completed between 0 -14 days was broken out into 0-7 and 8-14. The breakout is not available prior to 01/31/2015

1. Total Appointments Completed: Every completed appointment at that facility except surgery and procedures.
2. Appointments completed in 30 Days or under: Number of appointments completed between 0-30 days of preferred date
3. Percent of Appointments Completed 30 Days or under: The percent of total appointments completed within 30 days
4. Appointments completed in over 30 Days: Number of appointments scheduled greater than 30 days of the preferred date
5. Percent of Appointments Completed in over 30 Days: The percent of total appointments scheduled beyond 30 days
6. Appointments completed between 0-7 Days: Number of appointments completed between 0-7 days of the preferred date.
7. Appointments completed between 8-14 Days: Number of appointments completed between 8-14 days of the preferred date.
8. Appointments completed between 15-30 Days: Number of appointments completed between 15-30 days of the preferred date.
9. Appointments completed between 31-60 Days: Number of appointments completed between 31-60 days of the preferred date.
10. Appointments completed between 61-90 Days: Number of appointments completed between 61-90 days of the preferred date.
11. Appointments completed between 91-120 Days: Number of appointments completed between 91-120 days of the preferred date.
12. Appointments Completed in Greater Than 120 Days: Number of appointments completed in greater than 120 days of the preferred date.
13. PC Avg Wait Time: Average waiting time for Primary Care appointments that were completed for the month of October 2014.
14. SC Avg Wait Time: Average waiting time for Specialty Care appointments that were completed for the month of October 2014.
15. MH Avg Wait Time: Average waiting time for Mental Health appointments that were completed for the month of October 2014.

NOTE: The zero means there are no patients or appointments in that category.

NOTE: The blank cells mean that there is no data - for example, if the Average MH wait Time is blank, that means that the station didn't have any MH Appts pending from which to calculate an average.

Additional definitions:

1. Create Date: The date the appointment entry itself was created, or made.

NOTE: The Data Source for this report was altered to use the Corporate Data Warehouse on 3/20/2015. The new data source is displayed in the data beginning January 2015
NOTE: The Data Source for this report was altered to use the Corporate Data

Warehouse on 4/1/2015. The new data source is displayed in the data beginning 4/1/2015.