| Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: November 2017   | Total Completed<br>Appointments 1   | Completed within 30 Days 2   | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3  | Completed in<br>Over 30 Days 4  |   | Completed 0-7 Days<br>6  | Completed 8-14<br>Days 7  | Completed 15-30<br>Days 8  | Completed 31-60<br>Days 9                              | Completed 61-90<br>Days 10  | Completed 91-120<br>Days 11  | Completed in<br>more than 120<br>Days 12                                   | PC Avg<br>Wait Time<br>in Days<br>13   | SC Avg<br>Wait Time<br>in Days<br>14  | MH Avg<br>Wait Time<br>in Days<br>15  |
|---|---|--|---|---|---|--|---|--|--|---|--|--|--|---|---|
| 1V01) (402) Togus, ME HCS   | 27,155  | 25,832   | 95.13%  | 1,323   | 4.87%   | 21,794   | 1,878   | 2,160  | 998  | 222   | 70   | 33   | 7.16   | 7.73  | 3.60  |
| (1V01) (402) Togus, ME  | 16,444  | 15,513   | 94.34%  | 931   | 5.66%   | 13,036   | 1,162   | 1,315  | 657  | 195   | 54   | 25   | 8.01   | 8.22  | 3.68  |
| (1V01) (402GA) Caribou, ME  | 675   | 640  | 94.81%  | 35  | 5.19%   | 496  | 55  | 89   | 32   | 3   | 0  | 0  | 9.18   | 0.00  | 3.99  |
| (1V01) (402GB) Calais, ME   | 339   | 335  | 98.82%  | 4   | 1.18%   | 278  | 27  | 30   | 3  | 0   | 1  | 0  | 4.52   | 0.00  | 3.43  |
| (1V01) (402GC) Rumford, ME  | 332   | 327  | 98.49%  | 5   | 1.51%   | 276  | 22  | 29   | 5  | 0   | 0  | 0  | 4.30   | 5.20  | 0.52  |
| (1V01) (402GD) Saco, ME   | 1,346   | 1,318  | 97.92%  | 28  | 2.08%   | 1,129  | 99  | 90   | 26   | 1   | 0  | 1  | 6.33   | 2.90  | 2.19  |
| (1V01) (402GE) Lewiston, ME   | 1,838   | 1,778  | 96.74%  | 60  | 3.26%   | 1,459  | 140   | 179  | 54   | 3   | 1  | 2  | 7.00   | 8.49  | 2.66  |
| (1V01) (402GF) Lincoln, ME  | 312   | 301  | 96.47%  | 11  | 3.53%   | 272  | 10  | 19   | 11   | 0   | 0  | 0  | 4.25   | 0.00  | 3.67  |
| (1V01) (402HB) Bangor, ME   | 4,083   | 3,875  | 94.91%  | 208   | 5.09%   | 3,333  | 251   | 291  | 173  | 20  | 12   | 3  | 8.40   | 4.90  | 4.74  |
| (1V01) (402HC) Portland, ME   | 1,652   | 1,613  | 97.64%  | 39  |   | 1,406  | 104   | 103  | 35   | 0   | 2  | 2  | 5.24   | 7.96  | 3.26  |
| (1V01) (402HL) Bingham, ME -<br>Mobile  | 69  | 69   | 100.00%   | 0   | 0.00%   | 64   | 3   | 2  | 0  | 0   | 0  | 0  | 3.13   |   |   |
| (1V01) (402QA) Fort Kent, ME  | 23  | 23   | 100.00%   | 0   | 0.00%   | 13   | 4   | 6  | 0  | 0   | 0  | 0  | 8.43   |   |   |
| (1V01) (402QB) Houlton, ME  | 42  | 40   | 95.24%  | 2   | 4.76%   | 32   | 1   | 7  | 2  | 0   | 0  | 0  | 7.05   |   |   |
| V01) (405) White River Junction, VT HCS   | 19,258  | 18,205   | 94.53%  | 1,053   | 5.47%   | 15,612   | 1,180   | 1,413  | 756  | 205   | 46   | 46   | 5.79   | 9.21  | 0.84  |
| (1V01) (405) White River Junction,<br>VT  | 13,564  | 12,729   | 93.84%  | 835   | 6.16%   | 10,868   | 846   | 1,015  | 607  | 170   | 35   | 23   | 6.14   | 9.09  | 1.01  |
| (1V01) (405GA) Bennington, VT   | 837   | 829  | 99.04%  | 8   | 0.96%   | 785  | 28  | 16   | 7  | 0   | 1  | 0  | 1.79   | 5.27  | 0.91  |
| (1V01) (405GC) Brattleboro, VT  | 434   | 425  | 97.93%  | 9   | 2.07%   | 344  | 41  | 40   | 9  | 0   | 0  | 0  | 3.87   | 8.99  | 0.56  |
| (1V01) (405HA) Burlington Lakeside,<br>VT   | 2,398   | 2,244  | 93.58%  | 154   | 6.42%   | 1,930  | 121   | 193  | 92   | 30  | 9  | 23   | 8.67   | 11.92   | 0.25  |
| (1V01) (405HE) Keene, NH  | 325   | 307  | 94.46%  | 18  | 5.54%   | 245  | 20  | 42   | 18   | 0   | 0  | 0  | 8.68   | 1.86  | 1.50  |
| (1V01) (405HF) Rutland, VT  | 726   | 719  | 99.04%  | 7   | 0.96%   | 647  | 47  | 25   | 5  | 1   | 1  | 0  | 3.29   | 4.85  | 1.25  |
|   |   |  |   |   |   |  |   |  |  |   |  |  |  |   |   |
| (1V01) (405QA) St. Johnsbury, VT  | 766   | 746  | 97.39%  | 20  | 2.61%   | 611  | 65  | 70   | 16   | 4   | 0  | 0  | 5.68   | 5.37  | 0.26  |
| (1V01) (405QA) St. Johnsbury, VT<br>(1V01) (405QB) Newport, VT  | 766<br>208  |  | 97.39%<br>99.04%  | 20  |   | 611<br>182   | 65<br>12  |  | 16   | 0   | 0  | 0  |  |   |   |
| (1V01) (405QB) Newport, VT  |   | 206  |   | 2   | 0.96%   |  |   | 12   |  | 0 73  | -  |  | 3.53   | 5.79  | 0.54  |
| (1V01) (405QB) Newport, VT  V01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  | 208<br>12,525<br>11,161   | 206<br>12,153<br>10,803  | 99.04%<br>97.03%<br>96.79%  | 2<br>372<br>358   | 0.96%<br>2.97%<br>3.21%   | 182<br>10,870<br>9,592   | 12<br>617<br>575  | 12<br>666<br>636   | 2<br>247<br>242  | 73<br>67  | 0<br>42<br>39  | 0<br>10<br>10  | 3.53<br>2.11<br>2.46   | 5.79<br>8.94<br>9.05  | 0.54<br>1.68<br>1.43  |
| (1V01) (405QB) Newport, VT  V01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  (1V01) (518GA) Lynn, MA   | 208<br>12,525<br>11,161<br>496  | 206<br>12,153<br>10,803<br>496   | 99.04%<br>97.03%<br>96.79%<br>100.00%   | 2<br>372<br>358<br>0  | 0.96%<br>2.97%<br>3.21%<br>0.00%  | 182<br>10,870<br>9,592<br>464  | 12<br>617<br>575<br>22  | 12<br>666<br>636<br>10   | 2 247  | 73<br>67<br>0   | 0<br>42<br>39  | 0<br>10<br>10  | 3.53<br>2.11<br>2.46<br>1.36   | 5.79<br>8.94<br>9.05<br>1.83  | 0.54<br>1.68<br>1.43<br>2.19  |
| (1V01) (405QB) Newport, VT  V01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  (1V01) (518GA) Lynn, MA  (1V01) (518GB) Haverhill, MA   | 208<br>12,525<br>11,161<br>496<br>525   | 206<br>12,153<br>10,803<br>496<br>516  | 99.04%<br>97.03%<br>96.79%<br>100.00%<br>98.29%   | 372<br>358<br>0   | 0.96%<br>2.97%<br>3.21%<br>0.00%<br>1.71%   | 182<br>10,870<br>9,592<br>464<br>496   | 12<br>617<br>575<br>22<br>9   | 12<br>666<br>636<br>10   | 2<br>247<br>242<br>0<br>5                              | 73<br>67<br>0   | 0<br>42<br>39<br>0   | 0<br>10<br>10<br>0   | 3.53<br>2.11<br>2.46<br>1.36<br>1.31   | 5.79<br>8.94<br>9.05<br>1.83  | 0.54<br>1.68<br>1.43<br>2.19  |
| (1V01) (405QB) Newport, VT  V01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  (1V01) (518GA) Lynn, MA  (1V01) (518GB) Haverhill, MA  (1V01) (518GD) Lowell, MA  | 208<br>12,525<br>11,161<br>496<br>525   | 206<br>12,153<br>10,803<br>496<br>516  | 99.04%<br>97.03%<br>96.79%<br>100.00%<br>98.29%<br>100.00%  | 372<br>358<br>0<br>9  | 0.96% 2.97% 3.21% 0.00% 1.71% 0.00%   | 182<br>10,870<br>9,592<br>464<br>496   | 12<br>617<br>575<br>22<br>9   | 12<br>666<br>636<br>10<br>11   | 2<br>247<br>242  | 73<br>67<br>0<br>2  | 0<br>42<br>39  | 0<br>10<br>10<br>0<br>0  | 3.53<br>2.11<br>2.46<br>1.36<br>1.31   | 5.79<br>8.94<br>9.05<br>1.83<br>5.41  | 0.54<br>1.68<br>1.43<br>2.19<br>6.77  |
| (1V01) (405QB) Newport, VT  V01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  (1V01) (518GA) Lynn, MA  (1V01) (518GB) Haverhill, MA  (1V01) (518GD) Lowell, MA  (1V01) (518GE) Gloucester, MA   | 208<br>12,525<br>11,161<br>496<br>525<br>8<br>332   | 206<br>12,153<br>10,803<br>496<br>516<br>8   | 99.04%<br>97.03%<br>96.79%<br>100.00%<br>98.29%<br>100.00%<br>98.49%  | 2<br>372<br>358<br>0<br>9<br>0<br>5   | 0.96% 2.97% 3.21% 0.00% 1.71% 0.00% 1.51%   | 182<br>10,870<br>9,592<br>464<br>496   | 12<br>617<br>575<br>22<br>9   | 12<br>666<br>636<br>10<br>11   | 2<br>247<br>242<br>0<br>5                              | 73<br>67<br>0<br>2<br>0<br>4  | 0<br>42<br>39<br>0<br>2<br>0   | 0<br>10<br>10<br>0<br>0  | 3.53<br>2.11<br>2.46<br>1.36<br>1.31   | 5.79<br>8.94<br>9.05<br>1.83<br>5.41  | 0.54 1.68 1.43 2.19 6.77  |
| (1V01) (405QB) Newport, VT  IV01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  (1V01) (518GA) Lynn, MA  (1V01) (518GB) Haverhill, MA  (1V01) (518GD) Lowell, MA  (1V01) (518GE) Gloucester, MA  (1V01) (518MA) IDES Hanscom AFB   | 208  12,525  11,161  496  525  8  332  3  | 206 12,153 10,803 496 516 8 327  | 99.04%<br>97.03%<br>96.79%<br>100.00%<br>98.29%<br>100.00%<br>98.49%<br>100.00%                             | 2<br>372<br>358<br>0<br>9<br>0<br>5   | 0.96% 2.97% 3.21% 0.00% 1.71% 0.00% 1.51% 0.00%   | 182<br>10,870<br>9,592<br>464<br>496<br>8<br>309   | 12<br>617<br>575<br>22<br>9<br>0<br>10  | 12<br>666<br>636<br>10<br>11<br>0<br>8   | 2<br>247<br>242<br>0<br>5<br>0<br>0                    | 73<br>67<br>0<br>2<br>0<br>4  | 0<br>42<br>39<br>0<br>2<br>0   | 0<br>10<br>10<br>0<br>0<br>0   | 3.53<br>2.11<br>2.46<br>1.36<br>1.31   | 5.79<br>8.94<br>9.05<br>1.83<br>5.41<br>2.97<br>9.67                                      | 0.54 1.68 1.43 2.19 6.77  |
| (1V01) (405QB) Newport, VT  V01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  (1V01) (518GA) Lynn, MA  (1V01) (518GB) Haverhill, MA  (1V01) (518GD) Lowell, MA  (1V01) (518GE) Gloucester, MA  (1V01) (518MA) IDES Hanscom AFB  V01) (523) Boston, MA HCS   | 208 12,525 11,161 496 525 8 332 3 43,406  | 206 12,153 10,803 496 516 8 327 3 42,012   | 99.04%<br>97.03%<br>96.79%<br>100.00%<br>98.29%<br>100.00%<br>98.49%<br>100.00%                             | 2<br>372<br>358<br>0<br>9<br>0<br>5<br>0  | 0.96% 2.97% 3.21% 0.00% 1.71% 0.00% 1.51% 0.00% 3.21%   | 182<br>10,870<br>9,592<br>464<br>496<br>8<br>309<br>1  | 12<br>617<br>575<br>22<br>9<br>0<br>10<br>1<br>2,877  | 12<br>666<br>636<br>10<br>11<br>0<br>8<br>1<br>2,893   | 2<br>247<br>242<br>0<br>5<br>0<br>0<br>0               | 73<br>67<br>0<br>2<br>0<br>4<br>0   | 0<br>42<br>39<br>0<br>2<br>0<br>1  | 0<br>10<br>10<br>0<br>0<br>0<br>0  | 3.53<br>2.11<br>2.46<br>1.36<br>1.31   | 5.79<br>8.94<br>9.05<br>1.83<br>5.41<br>2.97<br>9.67<br>6.42                              | 0.54 1.68 1.43 2.19 6.77 10.94  |
| (1V01) (405QB) Newport, VT  V01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  (1V01) (518GA) Lynn, MA  (1V01) (518GB) Haverhill, MA  (1V01) (518GD) Lowell, MA  (1V01) (518GE) Gloucester, MA  (1V01) (518MA) IDES Hanscom AFB  V01) (523) Boston, MA HCS  (1V01) (523) Jamaica Plain, MA   | 208 12,525 11,161 496 525 8 332 3 43,406 19,068   | 206 12,153 10,803 496 516 8 327 3 42,012 18,400  | 99.04%<br>97.03%<br>96.79%<br>100.00%<br>98.29%<br>100.00%<br>98.49%<br>100.00%<br>96.79%<br>96.50%         | 2<br>372<br>358<br>0<br>9<br>0<br>5<br>0<br>1,394<br>668  | 0.96% 2.97% 3.21% 0.00% 1.71% 0.00% 1.51% 0.00% 3.21% 3.50%   | 182<br>10,870<br>9,592<br>464<br>496<br>8<br>309<br>1<br>36,242<br>15,639                                      | 12<br>617<br>575<br>22<br>9<br>0<br>10<br>1<br>2,877<br>1,340   | 12<br>666<br>636<br>10<br>11<br>0<br>8<br>1<br>2,893<br>1,421  | 2 247 242 0 5 0 0 1,201 586                            | 73<br>67<br>0<br>2<br>0<br>4<br>0<br>141<br>63                            | 0<br>42<br>39<br>0<br>2<br>0<br>1<br>0<br>31                                       | 0<br>10<br>10<br>0<br>0<br>0<br>0<br>21                                    | 3.53<br>2.11<br>2.46<br>1.36<br>1.31<br>1.92<br>5.61<br>7.36                         | 5.79<br>8.94<br>9.05<br>1.83<br>5.41<br>2.97<br>9.67<br>6.42<br>5.75                      | 0.54 1.68 1.43 2.19 6.77 10.94 2.59 2.29  |
| (1V01) (405QB) Newport, VT  (1V01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  (1V01) (518GA) Lynn, MA  (1V01) (518GB) Haverhill, MA  (1V01) (518GD) Lowell, MA  (1V01) (518GE) Gloucester, MA  (1V01) (518MA) IDES Hanscom AFB  (1V01) (523) Boston, MA HCS  (1V01) (523) Jamaica Plain, MA  (1V01) (523A4) West Roxbury, MA  | 208 12,525 11,161 496 525 8 332 3 43,406 19,068 6,579   | 206 12,153 10,803 496 516 8 327 3 42,012 18,400 6,269  | 99.04%<br>97.03%<br>96.79%<br>100.00%<br>98.29%<br>100.00%<br>98.49%<br>100.00%<br>96.79%<br>96.50%         | 2<br>372<br>358<br>0<br>9<br>0<br>5<br>0<br>1,394<br>668<br>310   | 0.96% 2.97% 3.21% 0.00% 1.71% 0.00% 1.51% 0.00% 3.21% 3.50% 4.71%   | 182<br>10,870<br>9,592<br>464<br>496<br>8<br>309<br>1<br>36,242<br>15,639<br>5,161                             | 12<br>617<br>575<br>22<br>9<br>0<br>10<br>1<br>2,877<br>1,340<br>470  | 12<br>666<br>636<br>10<br>11<br>0<br>8<br>1<br>2,893<br>1,421<br>638   | 2 247 242 0 5 0 1,201 586 265                          | 73<br>67<br>0<br>2<br>0<br>4<br>0<br>141<br>63<br>25                      | 0<br>42<br>39<br>0<br>2<br>0<br>1<br>0<br>31<br>10                                 | 0<br>10<br>10<br>0<br>0<br>0<br>0<br>21<br>9                               | 3.53<br>2.11<br>2.46<br>1.36<br>1.31<br>1.92<br>5.61<br>7.36<br>7.88                 | 5.79<br>8.94<br>9.05<br>1.83<br>5.41<br>2.97<br>9.67<br>6.42<br>5.75<br>7.42              | 0.54 1.68 1.43 2.19 6.77 10.94 2.59 2.29 1.42   |
| (1V01) (405QB) Newport, VT  V01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  (1V01) (518GA) Lynn, MA  (1V01) (518GB) Haverhill, MA  (1V01) (518GD) Lowell, MA  (1V01) (518GE) Gloucester, MA  (1V01) (518MA) IDES Hanscom AFB  V01) (523) Boston, MA HCS  (1V01) (523) Jamaica Plain, MA  (1V01) (523A4) West Roxbury, MA  (1V01) (523A5) Brockton, MA   | 208  12,525  11,161  496  525  8  332  3  43,406  19,068  6,579  11,690                                 | 206 12,153 10,803 496 516 8 327 3 42,012 18,400 6,269 11,349   | 99.04% 97.03% 96.79% 100.00% 98.29% 100.00% 98.49% 100.00% 96.79% 96.50% 97.08%                             | 2<br>372<br>358<br>0<br>9<br>0<br>5<br>0<br>1,394<br>668<br>310<br>341  | 0.96% 2.97% 3.21% 0.00% 1.71% 0.00% 1.51% 0.00% 3.21% 3.50% 4.71% 2.92%   | 182<br>10,870<br>9,592<br>464<br>496<br>8<br>309<br>1<br>36,242<br>15,639<br>5,161<br>10,044                   | 12<br>617<br>575<br>22<br>9<br>0<br>10<br>1<br>2,877<br>1,340<br>470  | 12<br>666<br>636<br>10<br>11<br>0<br>8<br>1<br>2,893<br>1,421<br>638<br>593  | 2 247 242 0 5 0 0 1,201 586 265 280                    | 73<br>67<br>0<br>2<br>0<br>4<br>0<br>141<br>63<br>25<br>49                | 0<br>42<br>39<br>0<br>2<br>0<br>1<br>0<br>31<br>10<br>11                           | 0<br>10<br>10<br>0<br>0<br>0<br>0<br>21                                    | 3.53 2.11 2.46 1.36 1.31 1.92 5.61 7.36 7.88 5.52                                    | 5.79 8.94 9.05 1.83 5.41 2.97 9.67 6.42 5.75 7.42 7.73                                    | 0.54 1.68 1.43 2.19 6.77 10.94 2.59 2.29 1.42 2.79  |
| (1V01) (405QB) Newport, VT  V01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  (1V01) (518GA) Lynn, MA  (1V01) (518GB) Haverhill, MA  (1V01) (518GD) Lowell, MA  (1V01) (518GE) Gloucester, MA  (1V01) (518MA) IDES Hanscom AFB  V01) (523) Boston, MA HCS  (1V01) (523) Jamaica Plain, MA  (1V01) (523A4) West Roxbury, MA  (1V01) (523A5) Brockton, MA   | 208  12,525  11,161  496  525  8  332  3  43,406  19,068  6,579  11,690  1,591                          | 206 12,153 10,803 496 516 8 327 3 42,012 18,400 6,269 11,349 1,543                                   | 99.04% 97.03% 96.79% 100.00% 98.29% 100.00% 98.49% 100.00% 96.79% 96.50% 97.08% 96.98%                      | 2<br>372<br>358<br>0<br>9<br>0<br>5<br>0<br>1,394<br>668<br>310<br>341<br>48  | 0.96% 2.97% 3.21% 0.00% 1.71% 0.00% 1.51% 0.00% 3.21% 3.50% 4.71% 2.92% 3.02%                                     | 182 10,870 9,592 464 496 8 309 1 36,242 15,639 5,161 10,044 1,225  | 12<br>617<br>575<br>22<br>9<br>0<br>10<br>1<br>2,877<br>1,340<br>470<br>712                                     | 12<br>666<br>636<br>10<br>11<br>0<br>8<br>1<br>2,893<br>1,421<br>638<br>593<br>145   | 2 247 242 0 5 0 1,201 586 265 280 44                   | 73<br>67<br>0<br>2<br>0<br>4<br>0<br>141<br>63<br>25<br>49                | 0<br>42<br>39<br>0<br>2<br>0<br>1<br>0<br>31<br>10<br>11                           | 0<br>10<br>10<br>0<br>0<br>0<br>0<br>21<br>9<br>9                          | 3.53 2.11 2.46 1.36 1.31 1.92 5.61 7.36 7.88 5.52 2.98                               | 5.79 8.94 9.05 1.83 5.41 2.97 9.67 6.42 5.75 7.42 7.73 8.36                               | 0.54 1.68 1.43 2.19 6.77 10.94 2.59 2.29 1.42 2.79 8.00                                   |
| (1V01) (405QB) Newport, VT  V01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  (1V01) (518GA) Lynn, MA  (1V01) (518GB) Haverhill, MA  (1V01) (518GD) Lowell, MA  (1V01) (518GE) Gloucester, MA  (1V01) (518MA) IDES Hanscom AFB  V01) (523) Boston, MA HCS  (1V01) (523) Jamaica Plain, MA  (1V01) (523A4) West Roxbury, MA  (1V01) (523A5) Brockton, MA  (1V01) (523BY) Lowell, MA  | 208 12,525 11,161 496 525 8 332 3 43,406 19,068 6,579 11,690 1,591 3,482                                | 206 12,153 10,803 496 516 8 327 3 42,012 18,400 6,269 11,349 1,543 3,468                             | 99.04% 97.03% 96.79% 100.00% 98.29% 100.00% 98.49% 100.00% 96.79% 96.50% 97.08% 96.98% 99.60%               | 2<br>372<br>358<br>0<br>9<br>0<br>5<br>0<br>1,394<br>668<br>310<br>341<br>48  | 0.96% 2.97% 3.21% 0.00% 1.71% 0.00% 1.51% 0.00% 3.21% 3.50% 4.71% 2.92% 3.02% 0.40%                               | 182<br>10,870<br>9,592<br>464<br>496<br>8<br>309<br>1<br>36,242<br>15,639<br>5,161<br>10,044<br>1,225<br>3,353 | 12<br>617<br>575<br>22<br>9<br>0<br>10<br>1<br>2,877<br>1,340<br>470<br>712<br>173                              | 12<br>666<br>636<br>10<br>11<br>0<br>8<br>1<br>2,893<br>1,421<br>638<br>593<br>145   | 2 247 242 0 5 0 0 1,201 586 265 280 44                 | 73<br>67<br>0<br>2<br>0<br>4<br>0<br>141<br>63<br>25<br>49<br>3           | 0<br>42<br>39<br>0<br>2<br>0<br>1<br>0<br>31<br>10<br>11<br>10<br>0                | 0<br>10<br>10<br>0<br>0<br>0<br>0<br>21<br>9<br>9<br>2<br>1                | 3.53 2.11 2.46 1.36 1.31 1.92 5.61 7.36 7.88 5.52 2.98 3.22                          | 5.79 8.94 9.05 1.83 5.41 2.97 9.67 6.42 5.75 7.42 7.73 8.36 3.17                          | 0.54  1.68  1.43  2.19  6.77  10.94  2.59  2.29  1.42  2.79  8.00  1.03                   |
| (1V01) (405QB) Newport, VT  V01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  (1V01) (518GA) Lynn, MA  (1V01) (518GB) Haverhill, MA  (1V01) (518GD) Lowell, MA  (1V01) (518GE) Gloucester, MA  (1V01) (518MA) IDES Hanscom AFB  V01) (523) Boston, MA HCS  (1V01) (523) Jamaica Plain, MA  (1V01) (523A4) West Roxbury, MA  (1V01) (523A5) Brockton, MA  (1V01) (523BY) Lowell, MA  (1V01) (523BZ) Causeway, MA  (1V01) (523GA) Framingham, MA  | 208 12,525 11,161 496 525 8 332 3 43,406 19,068 6,579 11,690 1,591 3,482 443                            | 206 12,153 10,803 496 516 8 327 3 42,012 18,400 6,269 11,349 1,543 3,468 441                         | 99.04% 97.03% 96.79% 100.00% 98.29% 100.00% 98.49% 100.00% 96.79% 96.50% 97.08% 99.60% 99.55%               | 2<br>372<br>358<br>0<br>9<br>0<br>5<br>0<br>1,394<br>668<br>310<br>341<br>48<br>14                                    | 0.96% 2.97% 3.21% 0.00% 1.71% 0.00% 1.51% 0.00% 3.21% 3.50% 4.71% 2.92% 3.02% 0.40% 0.45%                         | 182 10,870 9,592 464 496 8 309 1 36,242 15,639 5,161 10,044 1,225 3,353 399                                    | 12<br>617<br>575<br>22<br>9<br>0<br>10<br>1<br>1,340<br>470<br>712<br>173<br>81<br>29                           | 12<br>666<br>636<br>10<br>11<br>0<br>8<br>1<br>2,893<br>1,421<br>638<br>593<br>145<br>34   | 2 247 242 0 5 0 0 1,201 586 265 280 44 14              | 73<br>67<br>0<br>2<br>0<br>4<br>0<br>141<br>63<br>25<br>49                | 0<br>42<br>39<br>0<br>2<br>0<br>1<br>0<br>31<br>10<br>11<br>10<br>0                | 0<br>10<br>10<br>0<br>0<br>0<br>0<br>21<br>9<br>9<br>2<br>1<br>0           | 3.53 2.11 2.46 1.36 1.31 1.92 5.61 7.36 7.88 5.52 2.98 3.22 2.18                     | 5.79 8.94 9.05 1.83 5.41 2.97 9.67 6.42 7.73 8.36 3.17 0.00                               | 0.54 1.68 1.43 2.19 6.77 10.94 2.59 2.29 1.42 2.79 8.00 1.03 2.42                         |
| (1V01) (405QB) Newport, VT  V01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  (1V01) (518GA) Lynn, MA  (1V01) (518GB) Haverhill, MA  (1V01) (518GD) Lowell, MA  (1V01) (518GE) Gloucester, MA  (1V01) (518MA) IDES Hanscom AFB  V01) (523) Boston, MA HCS  (1V01) (523) Jamaica Plain, MA  (1V01) (523A4) West Roxbury, MA  (1V01) (523A5) Brockton, MA  (1V01) (523BY) Lowell, MA  (1V01) (523BZ) Causeway, MA  (1V01) (523GA) Framingham, MA  (1V01) (523GC) Quincy, MA   | 208  12,525  11,161  496  525  8  332  3  43,406  19,068  6,579  11,690  1,591  3,482  443  221         | 206 12,153 10,803 496 516 8 327 3 42,012 18,400 6,269 11,349 1,543 3,468 441 220                     | 99.04% 97.03% 96.79% 100.00% 98.29% 100.00% 98.49% 100.00% 96.79% 96.50% 97.08% 99.60% 99.55%               | 2<br>372<br>358<br>0<br>9<br>0<br>5<br>0<br>1,394<br>668<br>310<br>341<br>48<br>14<br>2                               | 0.96% 2.97% 3.21% 0.00% 1.71% 0.00% 1.51% 0.00% 3.21% 3.50% 4.71% 2.92% 3.02% 0.40% 0.45%                         | 182 10,870 9,592 464 496 8 309 1 36,242 15,639 5,161 10,044 1,225 3,353 399 201                                | 12<br>617<br>575<br>22<br>9<br>0<br>10<br>1<br>2,877<br>1,340<br>470<br>712<br>173<br>81<br>29                  | 12<br>666<br>636<br>10<br>11<br>0<br>8<br>1<br>2,893<br>1,421<br>638<br>593<br>145<br>34   | 2 247 242 0 5 0 0 1,201 586 265 280 44 14 2            | 73<br>67<br>0<br>2<br>0<br>4<br>0<br>141<br>63<br>25<br>49<br>3<br>0      | 0<br>42<br>39<br>0<br>2<br>0<br>1<br>0<br>31<br>10<br>11<br>10<br>0                | 0<br>10<br>10<br>0<br>0<br>0<br>0<br>0<br>21<br>9<br>9<br>2<br>1<br>0<br>0 | 3.53 2.11 2.46 1.36 1.31 1.92 5.61 7.36 7.88 5.52 2.98 3.22 2.18 2.19                | 5.79 8.94 9.05 1.83 5.41 2.97 9.67 6.42 7.73 8.36 3.17 0.00 2.00                          | 0.54 1.68 1.43 2.19 6.77 10.94 2.59 2.29 1.42 2.79 8.00 1.03 2.42                         |
| (1V01) (405QB) Newport, VT  V01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  (1V01) (518GA) Lynn, MA  (1V01) (518GB) Haverhill, MA  (1V01) (518GD) Lowell, MA  (1V01) (518GE) Gloucester, MA  (1V01) (518MA) IDES Hanscom AFB  V01) (523) Boston, MA HCS  (1V01) (523) Jamaica Plain, MA  (1V01) (523A4) West Roxbury, MA  (1V01) (523A5) Brockton, MA  (1V01) (523BY) Lowell, MA  (1V01) (523BZ) Causeway, MA  (1V01) (523GA) Framingham, MA  (1V01) (523GC) Quincy, MA  (1V01) (523GD) Plymouth, MA                                      | 208  12,525  11,161  496  525  8  332  3  43,406  19,068  6,579  11,690  1,591  3,482  443  221  326    | 206 12,153 10,803 496 516 8 327 3 42,012 18,400 6,269 11,349 1,543 3,468 441 220 316                 | 99.04% 97.03% 96.79% 100.00% 98.29% 100.00% 98.49% 100.00% 96.79% 96.50% 97.08% 99.55% 99.55% 99.55%        | 2<br>372<br>358<br>0<br>9<br>0<br>5<br>0<br>1,394<br>668<br>310<br>341<br>48<br>14<br>2<br>1                          | 0.96% 2.97% 3.21% 0.00% 1.71% 0.00% 1.51% 0.00% 3.21% 3.50% 4.71% 2.92% 3.02% 0.40% 0.45% 0.45% 3.07%             | 182 10,870 9,592 464 496 8 309 1 36,242 15,639 5,161 10,044 1,225 3,353 399 201 214                            | 12<br>617<br>575<br>22<br>9<br>0<br>10<br>1<br>2,877<br>1,340<br>470<br>712<br>173<br>81<br>29                  | 12<br>666<br>636<br>10<br>11<br>0<br>8<br>1<br>2,893<br>1,421<br>638<br>593<br>145<br>34<br>13                                   | 2 247 242 0 5 0 0 1,201 586 265 280 44 14 2 0 10       | 73<br>67<br>0<br>2<br>0<br>4<br>0<br>141<br>63<br>25<br>49<br>3<br>0      | 0<br>42<br>39<br>0<br>2<br>0<br>1<br>1<br>0<br>31<br>10<br>0<br>0<br>0<br>0        | 0<br>10<br>10<br>0<br>0<br>0<br>0<br>21<br>9<br>9<br>2<br>1<br>0<br>0      | 3.53 2.11 2.46 1.36 1.31 1.92 5.61 7.36 7.88 5.52 2.98 3.22 2.18 2.19 8.26           | 5.79 8.94 9.05 1.83 5.41 2.97 9.67 6.42 7.73 8.36 3.17 0.00 2.00 0.07                     | 0.54  1.68  1.43  2.19  6.77  10.94  2.59  2.29  1.42  2.79  8.00  1.03  2.42             |
| (1V01) (405QB) Newport, VT  (1V01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  (1V01) (518GA) Lynn, MA  (1V01) (518GB) Haverhill, MA  (1V01) (518GD) Lowell, MA  (1V01) (518GE) Gloucester, MA  (1V01) (518MA) IDES Hanscom AFB  (1V01) (523) Boston, MA HCS  (1V01) (523) Jamaica Plain, MA  (1V01) (523A4) West Roxbury, MA  (1V01) (523A5) Brockton, MA  (1V01) (523BY) Lowell, MA  (1V01) (523BZ) Causeway, MA  (1V01) (523GA) Framingham, MA  (1V01) (523GC) Quincy, MA  (1V01) (523GD) Plymouth, MA  (1V01) (523MA) IDES Hanscom AFB | 208  12,525  11,161  496  525  8  332  3  43,406  19,068  6,579  11,690  1,591  3,482  443  221  326  6 | 206 12,153 10,803 496 516 8 327 3 42,012 18,400 6,269 11,349 1,543 3,468 441 220 316 6               | 99.04% 97.03% 96.79% 100.00% 98.29% 100.00% 96.79% 96.50% 95.29% 97.08% 99.60% 99.55% 99.55% 96.93% 100.00% | 2<br>372<br>358<br>0<br>9<br>0<br>5<br>0<br>1,394<br>668<br>310<br>341<br>48<br>14<br>2<br>1<br>10                    | 0.96% 2.97% 3.21% 0.00% 1.71% 0.00% 1.51% 0.00% 3.21% 3.50% 4.71% 2.92% 0.40% 0.45% 0.45% 3.07% 0.00%             | 182 10,870 9,592 464 496 8 309 1 36,242 15,639 5,161 10,044 1,225 3,353 399 201 214 6                          | 12<br>617<br>575<br>22<br>9<br>0<br>10<br>1<br>2,877<br>1,340<br>470<br>712<br>173<br>81<br>29<br>17<br>55      | 12<br>666<br>636<br>10<br>11<br>0<br>8<br>1<br>2,893<br>1,421<br>638<br>593<br>145<br>34<br>13<br>2                              | 2 247 242 0 5 0 0 1,201 586 265 280 44 14 2 0 10 0     | 73<br>67<br>0<br>2<br>0<br>4<br>0<br>141<br>63<br>25<br>49<br>3<br>0<br>0 | 0<br>42<br>39<br>0<br>2<br>0<br>1<br>0<br>31<br>10<br>11<br>10<br>0<br>0<br>0      | 0<br>10<br>10<br>0<br>0<br>0<br>0<br>21<br>9<br>9<br>2<br>1<br>0<br>0      | 3.53 2.11 2.46 1.36 1.31 1.92 5.61 7.36 7.88 5.52 2.98 3.22 2.18 2.19 8.26           | 5.79 8.94 9.05 1.83 5.41 2.97 9.67 6.42 5.75 7.42 7.73 8.36 3.17 0.00 2.00 0.07           | 0.54  1.68  1.43  2.19  6.77  10.94  2.59  2.29  1.42  2.79  8.00  1.03  2.42  0.00       |
| (1V01) (405QB) Newport, VT (V01) (518) Bedford, MA HCS (1V01) (518) Bedford, MA (Edith Nourse Rogers) (1V01) (518GA) Lynn, MA (1V01) (518GB) Haverhill, MA (1V01) (518GD) Lowell, MA (1V01) (518GD) Lowell, MA (1V01) (518MA) IDES Hanscom AFB (1V01) (523) Boston, MA HCS (1V01) (523) Jamaica Plain, MA (1V01) (523A4) West Roxbury, MA (1V01) (523A5) Brockton, MA (1V01) (523BY) Lowell, MA (1V01) (523BY) Lowell, MA (1V01) (523GA) Framingham, MA (1V01) (523GC) Quincy, MA (1V01) (523GD) Plymouth, MA (1V01) (523MA) IDES Hanscom AFB                         | 208 12,525 11,161 496 525 8 332 3 43,406 19,068 6,579 11,690 1,591 3,482 443 221 326 6 17,272           | 206 12,153 10,803 496 516 8 327 3 42,012 18,400 6,269 11,349 1,543 3,468 441 220 316 6 16,565        | 99.04% 97.03% 96.79% 100.00% 98.29% 100.00% 96.79% 96.50% 97.08% 97.08% 99.55% 99.55% 99.55% 100.00%        | 2<br>372<br>358<br>0<br>9<br>0<br>5<br>0<br>1,394<br>668<br>310<br>341<br>48<br>14<br>2<br>1<br>10<br>0<br>707        | 0.96% 2.97% 3.21% 0.00% 1.71% 0.00% 1.51% 0.00% 3.21% 3.50% 4.71% 2.92% 3.02% 0.40% 0.45% 0.45% 0.00% 4.09%       | 182 10,870 9,592 464 496 8 309 1 36,242 15,639 5,161 10,044 1,225 3,353 399 201 214 6 13,772                   | 12<br>617<br>575<br>22<br>9<br>0<br>10<br>1<br>2,877<br>1,340<br>470<br>712<br>173<br>81<br>29<br>17<br>55<br>0 | 12<br>666<br>636<br>10<br>11<br>0<br>8<br>1<br>2,893<br>1,421<br>638<br>593<br>145<br>34<br>13<br>2<br>47                        | 2 247 242 0 5 0 0 1,201 586 265 280 44 14 2 0 10 0 638 | 73<br>67<br>0<br>2<br>0<br>4<br>0<br>141<br>63<br>25<br>49<br>3<br>0<br>0 | 0<br>42<br>39<br>0<br>2<br>0<br>1<br>1<br>0<br>31<br>10<br>11<br>10<br>0<br>0<br>0 | 0<br>10<br>10<br>0<br>0<br>0<br>0<br>21<br>9<br>9<br>2<br>1<br>0<br>0      | 3.53 2.11 2.46 1.36 1.31 1.92 5.61 7.36 7.88 5.52 2.98 3.22 2.18 2.19 8.26           | 5.79 8.94 9.05 1.83 5.41 2.97 9.67 6.42 5.75 7.42 7.73 8.36 3.17 0.00 2.00 0.07 0.00 6.27 | 0.54  1.68  1.43  2.19  6.77  10.94  2.59  2.29  1.42  2.79  8.00  1.03  2.42  0.00  5.56 |
| (1V01) (405QB) Newport, VT  V01) (518) Bedford, MA HCS  (1V01) (518) Bedford, MA (Edith Nourse Rogers)  (1V01) (518GA) Lynn, MA  (1V01) (518GB) Haverhill, MA  (1V01) (518GD) Lowell, MA  (1V01) (518GE) Gloucester, MA  (1V01) (518MA) IDES Hanscom AFB  V01) (523) Boston, MA HCS  (1V01) (523) Jamaica Plain, MA  (1V01) (523A4) West Roxbury, MA  (1V01) (523A5) Brockton, MA  (1V01) (523BY) Lowell, MA  (1V01) (523BY) Lowell, MA  (1V01) (523GA) Framingham, MA  (1V01) (523GC) Quincy, MA  (1V01) (523GD) Plymouth, MA  (1V01) (523MA) IDES Hanscom AFB       | 208  12,525  11,161  496  525  8  332  3  43,406  19,068  6,579  11,690  1,591  3,482  443  221  326  6 | 206 12,153 10,803 496 516 8 327 3 42,012 18,400 6,269 11,349 1,543 3,468 441 220 316 6 16,565 14,914 | 99.04% 97.03% 96.79% 100.00% 98.29% 100.00% 96.79% 96.50% 95.29% 97.08% 99.60% 99.55% 99.55% 96.93% 100.00% | 2<br>372<br>358<br>0<br>9<br>0<br>5<br>0<br>1,394<br>668<br>310<br>341<br>48<br>14<br>2<br>1<br>10<br>0<br>707<br>627 | 0.96% 2.97% 3.21% 0.00% 1.71% 0.00% 1.51% 0.00% 3.21% 3.50% 4.71% 2.92% 3.02% 0.40% 0.45% 0.45% 0.45% 4.09% 4.09% | 182 10,870 9,592 464 496 8 309 1 36,242 15,639 5,161 10,044 1,225 3,353 399 201 214 6                          | 12<br>617<br>575<br>22<br>9<br>0<br>10<br>1<br>2,877<br>1,340<br>470<br>712<br>173<br>81<br>29<br>17<br>55      | 12<br>666<br>636<br>10<br>11<br>0<br>8<br>1<br>2,893<br>1,421<br>638<br>593<br>145<br>34<br>13<br>2<br>47<br>0<br>1,468<br>1,212 | 2 247 242 0 5 0 0 1,201 586 265 280 44 14 2 0 10 0     | 73<br>67<br>0<br>2<br>0<br>4<br>0<br>141<br>63<br>25<br>49<br>3<br>0<br>0 | 0<br>42<br>39<br>0<br>2<br>0<br>1<br>0<br>31<br>10<br>11<br>10<br>0<br>0<br>0      | 0<br>10<br>10<br>0<br>0<br>0<br>0<br>21<br>9<br>9<br>2<br>1<br>0<br>0<br>0 | 3.53 2.11 2.46 1.36 1.31 1.92 5.61 7.36 7.88 5.52 2.98 3.22 2.18 2.19 8.26 6.87 6.53 | 5.79 8.94 9.05 1.83 5.41 2.97 9.67 6.42 7.73 8.36 3.17 0.00 2.00 0.07 0.00 6.27 6.23      | 0.54 1.68 1.43 2.19 6.77 10.94 2.59 2.29 1.42 2.79 8.00 1.03 2.42 0.00 5.56 5.06          |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (1V01) (608GD) Conway, NH  | 222                               | 211                           | 95.05%   | 11                             | 4.95%  | 180                     | 24                       | 7                         | 7                         | 3                          | 1                           | 0  | 4.71                                 | 0.25                                 | 9.08                                 |
| (1V01) (608HA) Tilton, NH  | 435                               | 423                           | 97.24%   | 12                             | 2.76%  | 325                     | 42                       | 56                        | 11                        | 1                          | 0                           | 0  | 7.90                                 | 7.00                                 | 3.92                                 |
| (1V01) (608MA) IDES Manchester<br>VAMC   | 3                                 | 3                             | 100.00%  | 0                              | 0.00%  | 3                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 | 0.00                                 |
| (1V01) (631) Central Western Massachusetts   | 20,660                            | 19,955                        | 96.59%   | 705                            | 3.41%  | 17,609                  | 1,154                    | 1,192                     | 517                       | 115                        | 47                          | 26                                       | 4.02                                 | 6.13                                 | 3.32                                 |
| (1V01) (631) Central Western<br>Massachusetts, MA (Edward P.<br>Boland)  | 8,648                             | 8,233                         | 95.20%   | 415                            | 4.80%  | 7,235                   | 464                      | 534                       | 258                       | 91                         | 42                          | 24                                       | 3.01                                 | 8.84                                 | 2.18                                 |
| (1V01) (631BY) Springfield, MA   | 4,294                             | 4,165                         | 97.00%   | 129                            | 3.00%  | 3,698                   | 230                      | 237                       | 117                       | 9                          | 2                           | 1  | 5.54                                 | 3.28                                 | 4.27                                 |
| (1V01) (631GC) Pittsfield, MA  | 632                               | 606                           | 95.89%   | 26                             | 4.11%  | 525                     | 37                       | 44                        | 25                        | 1                          | 0                           | 0  | 6.56                                 | 10.38                                | 2.63                                 |
| (1V01) (631GD) Greenfield, MA  | 687                               | 674                           | 98.11%   | 13                             | 1.89%  | 583                     | 51                       | 40                        | 10                        | 3                          | 0                           | 0  | 3.74                                 | 7.00                                 | 4.43                                 |
| (1V01) (631GE) Worcester, MA   | 2,093                             | 2,055                         | 98.18%   | 38                             | 1.82%  | 1,848                   | 124                      | 83                        | 33                        | 4                          | 1                           | 0  | 3.14                                 | 1.40                                 | 0.37                                 |
| (1V01) (631GF) Fitchburg, MA   | 962                               | 950                           | 98.75%   | 12                             | 1.25%  | 819                     | 76                       | 55                        | 11                        | 1                          | 0                           | 0  | 3.47                                 | 5.89                                 | 3.28                                 |
| (1V01) (631MA) IDES Keller Army<br>Community Hospital  | 8                                 | 8                             | 100.00%  | 0                              | 0.00%  | 8                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 | 0.00                                 |
| (1V01) (631PA) 631PA   | 4                                 | 4                             | 100.00%  | 0                              | 0.00%  | 4                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (1V01) (631QA) Northampton, MA<br>(Plantation Street)  | 2,089                             |                               | 97.32%   | 56                             | 2.68%  |                         | 71                       | 118                       | 49                        |                            |                             | 0  |                                      | 3.32                                 |                                      |
| (1V01) (631QB) Northampton, MA<br>(Lake Avenue)  | 1,243                             | 1,227                         | 98.71%   | 16                             | 1.29%  | 1,045                   | 101                      | 81                        | 14                        | 1                          | 0                           | 1  |                                      | 4.09                                 | 3.99                                 |
| (1V01) (650) Providence, RI HCS  | 29,800                            | 29,092                        | 97.62%   | 708                            | 2.38%  | 25,888                  | 1,594                    | 1,610                     | 614                       | 77                         | 8                           | 9  | 3.58                                 | 5.05                                 | 2.10                                 |
| (1V01) (650) Providence, RI  | 22,459                            | 21,871                        | 97.38%   | 588                            | 2.62%  | 19,420                  | 1,125                    | 1,326                     | 509                       | 64                         | 8                           | 7  | 4.15                                 | 6.39                                 | 1.59                                 |
| (1V01) (650GA) New Bedford, MA   | 1,850                             | 1,814                         | 98.05%   | 36                             | 1.95%  | 1,671                   | 92                       | 51                        | 30                        | 6                          | 0                           | 0  | 2.84                                 | 0.58                                 | 5.00                                 |
| (1V01) (650GB) Hyannis, MA   | 1,208                             | 1,155                         | 95.61%   | 53                             | 4.39%  | 997                     | 98                       | 60                        | 46                        | 6                          | 0                           | 1  | 3.57                                 | 9.55                                 | 2.67                                 |
| (1V01) (650GD) Middletown, RI  | 729                               | 725                           | 99.45%   | 4                              | 0.55%  | 678                     | 36                       | 11                        | 2                         | 1                          | 0                           | 1  | 0.55                                 | 5.16                                 | 3.48                                 |
| (1V01) (650QA) Eagle Square, RI  | 3,554                             | 3,527                         |  |                                | 0.76%  |                         | 243                      | 162                       | 27                        | 0                          |                             | 0  |                                      | 2.79                                 | 7.91                                 |
| (1V01) (689) Connecticut HCS   | 50,907                            | 49,437                        | 97.11%   |                                | 2.89%  |                         | 2,880                    | 3,275                     |                           |                            | 63                          | 26                                       | 3.39                                 | 7.05                                 | 2.77                                 |
| (1V01) (689) West Haven, CT  | 27,408                            |                               |  |                                | 3.89%  |                         | 1,601                    | 1,974                     | 889                       |                            |                             |  |                                      | 7.90                                 | 2.01                                 |
| (1V01) (689A4) Newington, CT   | 16,941                            | 16,599                        |  | 342                            | 2.02%  |                         | 1,059                    | 1,100                     | 260                       |                            |                             | 10                                       |                                      | 5.62                                 | 3.67                                 |
| (1V01) (689GA) Waterbury, CT   | 592                               |                               |  | 8                              | 1.35%  |                         | 48                       | 37                        | 6                         | 2                          |                             | 0  |                                      | 0.00                                 | 4.71                                 |
| (1V01) (689GB) Stamford, CT  | 392                               |                               |  | 5                              | 1.28%  |                         | 9                        | 9                         |                           | 1                          | 0                           | 0  |                                      | 0.00                                 | 0.19                                 |
| (1V01) (689GC) Willimantic, CT   | 575                               |                               |  | 18                             |  |                         | 25                       | 71                        | 16                        | 1                          | 0                           | 1  | 6.68                                 | 2.67                                 | 2.66                                 |
| (1V01) (689GD) Winsted, CT   | 432                               |                               |  | 5                              |  |                         | 39                       | 30                        |                           | 1                          | 0                           | 0  |                                      | 0.00                                 | 3.27                                 |
| (1V01) (689GE) Danbury, CT   | 497                               | 494                           |  | 3                              | 0.60%  |                         | 14                       | 9                         |                           | 0                          | 0                           | 0  |                                      | 0.00                                 | 1.52                                 |
| (1V01) (689HC) New London, CT<br>(John J. McGuirk)   | 1,163                             |                               |  | 22                             | 1.89%  | ·                       | 74                       | 42                        | 21                        | '                          | 0                           | 0  |                                      | 1.17                                 | 4.49                                 |
| (1V01) (689QA) Errera, CT  | 2,907                             |                               | 100.00%  |                                |  |                         | 11                       | 3                         |                           | 0                          |                             | 0  |                                      | 0.25                                 | 0.00                                 |
| (1V02) (528A8) Albany, NY HCS  | 21,594                            |                               |  |                                |  |                         | 1,291                    | 1,120                     |                           |                            |                             |  |                                      | 4.88                                 | 5.00                                 |
| (1V02) (528A8) Albany, NY (Samuel<br>S. Stratton)  | 17,694                            | 17,086                        | 96.56%   | 608                            | 3.44%  | 15,126                  | 978                      | 982                       | 392                       | 142                        | 40                          | 34                                       | 6.46                                 | 4.92                                 | 5.79                                 |
| (1V02) (528G2) Westport, NY  | 144                               | 143                           | 99.31%   | 1                              | 0.69%  | 128                     | 8                        | 7                         | 0                         | 0                          | 0                           | 1  | 4.81                                 | 0.00                                 | 0.00                                 |
| (1V02) (528G3) Bainbridge, NY  | 345                               | 316                           | 91.59%   | 29                             | 8.41%  | 282                     | 13                       | 21                        | 25                        | 3                          | 0                           | 1  | 7.68                                 | 0.00                                 | 2.40                                 |
| (1V02) (528G6) Fonda, NY   | 270                               |                               | 99.26%   | 2                              |  |                         | 13                       |                           |                           | 0                          |                             | 1  | 2.43                                 | 0.00                                 | 1.00                                 |
| (1V02) (528G7) Catskill, NY  | 288                               |                               | 97.92%   | 6                              |  |                         | 26                       | 23                        |                           | 0                          | 2                           | 0  |                                      |                                      | 12.75                                |
| (1V02) (528GT) Glens Falls, NY   | 704                               | 703                           | 99.86%   | 1                              | 0.14%  | 681                     | 19                       | 3                         | 0                         | 0                          | 1                           | 0  | 1.20                                 | 0.00                                 | 1.15                                 |
| (1V02) (528GV) Plattsburgh, NY   | 663                               | 662                           | 99.85%   | 1                              | 0.15%  |                         | 128                      | 35                        | 1                         | 0                          | 0                           | 0  | 4.95                                 | 0.00                                 | 2.60                                 |
| (1V02) (528GW) Schenectady, NY   | 309                               | 309                           | 100.00%  | 0                              | 0.00%  | 307                     | 2                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.08                                 | 0.00                                 | 1.00                                 |
| (1V02) (528GX) Troy, NY  | 255                               |                               | 100.00%  | 0                              |  |                         | 13                       |                           |                           | 0                          | 0                           | 0  |                                      |                                      | 2.33                                 |
| (1V02) (528GY) Clifton Park, NY  | 296                               | 292                           | 98.65%   | 4                              | 1.35%  | 228                     | 37                       | 27                        | 3                         | 1                          | 0                           | 0  | 5.68                                 | 0.22                                 | 1.25                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | 30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Appts<br>Complete<br>d in Over<br>30 Days 5 |        | Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-----------|--|--------------------------------|---|--------|--------|---------------------------|---------------------------|---------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (1V02) (528GZ) Kingston, NY  | 455                               | 454       | 99.78%   | 1                              | 0.22%                                       | 409    | 42     | 3                         | 1                         | 0       | 0                           | 0  | 2.08                                 | 0.00                                 | 1.66                                 |
| (1V02) (528QK) Saranac Lake, NY  | 171                               | 171       | 100.00%  | 0                              | 0.00%                                       | 151    | 12     | 8                         | 0                         | 0       | 0                           | 0  | 2.63                                 | 0.00                                 | 0.00                                 |
| (1V02) (528A6) Bath, NY HCS  | 12,857                            | 12,595    | 97.96%   | 262                            | 2.04%                                       | 11,396 | 591    | 608                       | 226                       | 17      | 13                          | 6  | 6.67                                 | 5.94                                 | 2.31                                 |
| (1V02) (528A6) Bath, NY  | 11,585                            | 11,356    | 98.02%   | 229                            | 1.98%                                       | 10,392 | 470    | 494                       | 198                       | 16      | 11                          | 4  | 6.22                                 | 6.07                                 | 2.82                                 |
| (1V02) (528G4) Elmira, NY  | 733                               | 721       | 98.36%   | 12                             | 1.64%                                       | 554    | 88     | 79                        | 9                         | 0       | 1                           | 2  | 7.68                                 | 4.38                                 | 0.67                                 |
| (1V02) (528G8) Wellsville, NY  | 350                               | 329       | 94.00%   | 21                             | 6.00%                                       | 301    | 11     | 17                        | 19                        | 1       | 1                           | 0  | 9.44                                 | 5.11                                 | 0.08                                 |
| (1V02) (528QE) Coudersport, PA   | 72                                | 72        | 100.00%  | 0                              | 0.00%                                       | 55     | 10     | 7                         | 0                         | 0       | 0                           | 0  | 4.82                                 |                                      |                                      |
| (1V02) (528QF) Wellsboro, PA   | 117                               | 117       | 100.00%  | 0                              | 0.00%                                       | 94     | 12     | 11                        | 0                         | 0       | 0                           | 0  | 5.31                                 |                                      | 0.00                                 |
| (1V02) (528) Western New York HCS  | 34,014                            | 32,897    | 96.72%   | 1,117                          | 3.28%                                       | 29,268 | 1,816  | 1,813                     | 832                       | 161     | 77                          | 47                                       | 3.29                                 | 6.83                                 | 2.65                                 |
| (1V02) (528) Buffalo, NY   | 25,417                            | 24,432    | 96.12%   | 985                            | 3.88%                                       | 21,364 | 1,475  | 1,593                     | 726                       | 138     | 76                          | 45                                       | 4.08                                 | 7.07                                 | 2.05                                 |
| (1V02) (528A4) Batavia, NY   | 3,366                             | 3,272     | 97.21%   | 94                             | 2.79%                                       | 3,026  | 122    | 124                       | 69                        | 22      | 1                           | 2  | 4.51                                 | 4.66                                 | 3.41                                 |
| (1V02) (528GB) Jamestown, NY   | 655                               | 639       | 97.56%   | 16                             | 2.44%                                       | 577    | 33     | 29                        | 16                        | 0       | 0                           | 0  | 1.81                                 | 0.00                                 | 6.27                                 |
| (1V02) (528GC) Dunkirk, NY   | 537                               | 532       | 99.07%   | 5                              | 0.93%                                       | 493    | 24     | 15                        | 5                         | 0       | 0                           | 0  | 1.23                                 | 0.00                                 | 5.04                                 |
| (1V02) (528GD) Niagara Falls, NY   | 556                               | 554       | 99.64%   | 2                              | 0.36%                                       | 497    | 43     | 14                        | 2                         | 0       | 0                           | 0  | 2.38                                 | 11.80                                | 4.55                                 |
| (1V02) (528GK) Lockport, NY  | 424                               | 424       | 100.00%  | 0                              | 0.00%                                       | 408    | 12     | 4                         | 0                         | 0       | 0                           | 0  | 0.71                                 | 0.67                                 | 5.18                                 |
| (1V02) (528GQ) Lackawanna, NY  | 801                               | 797       | 99.50%   | 4                              | 0.50%                                       | 709    | 71     | 17                        | 4                         | 0       | 0                           | 0  | 2.13                                 | 1.68                                 | 3.09                                 |
| (1V02) (528GR) Olean, NY   | 804                               | 793       | 98.63%   | 11                             | 1.37%                                       | 740    | 36     | 17                        | 10                        | 1       | 0                           | 0  | 2.08                                 | 0.72                                 | 1.63                                 |
| (1V02) (528QA) Buffalo-Main Street,<br>NY  | 1,180                             | 1,180     | 100.00%  | 0                              | 0.00%                                       | 1,180  | 0      | 0                         | 0                         | 0       | 0                           | 0  |                                      |                                      |                                      |
| (1V02) (528QB) Saint Vincent<br>DePaul, NY   | 274                               | 274       | 100.00%  | 0                              | 0.00%                                       | 274    | 0      | 0                         | 0                         | 0       | 0                           | 0  | 0.00                                 |                                      |                                      |
| (1V02) (528A5) Canandaigua, NY HCS   | 13,002                            | 12,358    | 95.05%   | 644                            | 4.95%                                       | 10,382 | 904    | 1,072                     | 487                       | 121     | 25                          | 11                                       | 7.41                                 | 7.27                                 | 4.39                                 |
| (1V02) (528A5) Canandaigua, NY   | 6,158                             | 5,919     | 96.12%   | 239                            | 3.88%                                       | 4,988  | 450    | 481                       | 185                       | 45      | 7                           | 2  | 7.06                                 | 6.88                                 | 4.58                                 |
| (1V02) (528GE) Rochester, NY   | 5,077                             | 4,886     | 96.24%   | 191                            | 3.76%                                       | 4,073  | 335    | 478                       | 158                       | 23      | 9                           | 1  | 7.63                                 | 3.96                                 | 4.25                                 |
| (1V02) (528QC) Clinton Crossings,<br>NY  | 1,762                             | 1,548     | 87.85%   | 214                            | 12.15%                                      | 1,316  | 119    | 113                       | 144                       | 53      | 9                           | 8  |                                      | 11.87                                |                                      |
| (1V02) (528QD) Mount Hope, NY  | 5                                 | 5         | 100.00%  | 0                              | 0.00%                                       | 5      | 0      | 0                         | 0                         | 0       | 0                           | 0  |                                      |                                      |                                      |
| (1V02) (528A7) Syracuse, NY HCS  | 31,553                            | 30,127    | 95.48%   | 1,426                          | 4.52%                                       | 25,909 | 2,213  | 2,005                     | 1,005                     | 309     | 76                          | 36                                       | 3.72                                 | 8.41                                 | 3.32                                 |
| (1V02) (528A7) Syracuse, NY  | 17,096                            | 15,989    | 93.52%   | 1,107                          | 6.48%                                       | 13,375 | 1,287  | 1,327                     | 789                       | 231     | 66                          | 21                                       | 3.80                                 | 8.74                                 | 5.17                                 |
| (1V02) (528G5) Auburn, NY  | 513                               | 497       | 96.88%   | 16                             | 3.12%                                       | 459    | 19     | 19                        | 12                        | 2       | 1                           | 1  | 3.72                                 | 19.36                                | 2.09                                 |
| (1V02) (528G9) Tompkins County,<br>NY  | 904                               | 885       | 97.90%   | 19                             | 2.10%                                       | 731    | 111    | 43                        | 11                        | 7       | 0                           | 1  | 4.21                                 | 11.42                                | 4.80                                 |
| (1V02) (528GL) Massena, NY   | 904                               | 868       | 96.02%   | 36                             | 3.98%                                       | 728    | 77     | 63                        | 25                        | 8       | 1                           | 2  | 4.93                                 | 7.86                                 | 6.07                                 |
| (1V02) (528GM) Rome, NY (Donald J. Mitchell)   | 3,012                             | 2,966     | 98.47%   | 46                             | 1.53%                                       | 2,522  | 238    | 206                       | 39                        | 4       | 2                           | 1  | 4.40                                 | 5.33                                 | 4.33                                 |
| (1V02) (528GN) Binghamton, NY  | 1,997                             | 1,967     | 98.50%   | 30                             | 1.50%                                       | 1,781  | 131    | 55                        | 21                        | 6       | 2                           | 1  | 1.39                                 | 8.58                                 | 1.20                                 |
| (1V02) (528GO) Watertown, NY   | 1,590                             | 1,548     | 97.36%   | 42                             | 2.64%                                       | 1,263  | 166    | 119                       | 28                        | 11      | 2                           | 1  | 4.90                                 | 6.64                                 | 5.64                                 |
| (1V02) (528GP) Oswego, NY  | 640                               | 637       | 99.53%   | 3                              | 0.47%                                       | 590    | 29     | 18                        | 2                         | 1       | 0                           | 0  | 1.99                                 | 5.40                                 | 1.75                                 |
| (1V02) (528MA) Watertown DES   | 4                                 | 4         | 100.00%  | 0                              | 0.00%                                       | 4      | 0      | 0                         | 0                         | 0       | 0                           | 0  |                                      | 0.00                                 |                                      |
| (1V02) (528QG) Erie West, NY   | 2,667                             | 2,624     | 98.39%   | 43                             | 1.61%                                       | 2,490  | 66     | 68                        | 33                        | 9       | 1                           | 0  |                                      | 0.00                                 | 2.24                                 |
| (1V02) (528QH) South Salina, NY  | 637                               | 635       | 99.69%   | 2                              | 0.31%                                       | 613    | 14     | 8                         | 2                         | 0       | 0                           | 0  |                                      |                                      | 0.00                                 |
| (1V02) (528QI) Erie East, NY   | 635                               | 569       | 89.61%   | 66                             | 10.39%                                      | 455    | 61     | 53                        | 30                        | 28      | 1                           | 7  |                                      | 10.44                                |                                      |
| (1V02) (528QN) Watertown 2, NY   | 954                               | 938       | 98.32%   | 16                             | 1.68%                                       | 898    | 14     | 26                        | 13                        | 2       | 0                           | 1  |                                      | 2.61                                 | 2.06                                 |
| (1V02) (526) Bronx, NY HCS   | 23,219                            | 22,945    | 98.82%   | 274                            | 1.18%                                       | 21,158 | 930    | 857                       | 230                       | 37      | 3                           | 4  | 4.12                                 | 3.36                                 | 0.89                                 |
| (1V02) (526) Bronx, NY (James J.<br>Peters)  | 22,578                            | 22,311    | 98.82%   | 267                            | 1.18%                                       | 20,587 | 895    | 829                       | 223                       | 37      | 3                           | 4  | 4.31                                 | 3.36                                 | 0.75                                 |
| (1V02) (526GA) White Plains, NY  | 332                               | 327       | 98.49%   | 5                              | 1.51%                                       | 283    | 24     | 20                        | 5                         | 0       | 0                           | 0  | 4.79                                 | 0.00                                 | 4.31                                 |
| (1V02) (526GB) Yonkers, NY   | 213                               | 212       | 99.53%   | 1                              | 0.47%                                       | 201    | 8      | 3                         | 1                         | 0       | 0                           | 0  | 1.11                                 | 0.00                                 | 1.95                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (1V02) (526GD) Sunnyside-Queens,<br>NY (Thomas P. Noonan Jr.)  | 96                                |                               | 98.96%   | 1                              |  | 87                      | 3                        |                           |                           | 0                          | -                           | _  |                                      |                                      |                                      |
| (1V02) (561) New Jersey HCS  | 39,558                            | 38,397                        | 97.07%   | 1,161                          | 2.93%  | 34,708                  | 1,847                    | 1,842                     | 905                       | 162                        | 74                          | 20                                       | 1.83                                 | 6.11                                 | 1.84                                 |
| (1V02) (561) East Orange, NJ   | 20,407                            | 19,706                        | 96.56%   | 701                            | 3.44%  | 17,559                  | 1,022                    | 1,125                     | 516                       | 110                        | 60                          | 15                                       | 1.57                                 | 6.61                                 | 2.15                                 |
| (1V02) (561A4) Lyons, NJ   | 7,948                             | 7,627                         | 95.96%   | 321                            | 4.04%  | 6,757                   | 430                      | 440                       | 271                       | 34                         | 13                          | 3  | 2.75                                 | 6.48                                 | 1.93                                 |
| (1V02) (561BY) Newark, NJ  | 395                               | 395                           | 100.00%  | 0                              | 0.00%  | 391                     | 3                        |                           | 0                         | 0                          | 0                           | 0  | )                                    |                                      |                                      |
| (1V02) (561BZ) Brick, NJ (James J.<br>Howard)  | 4,882                             | 4,781                         | 97.93%   | 101                            | 2.07%  | 4,299                   | 293                      | 189                       | 83                        | 17                         | 1                           | 0  | 4.33                                 | 3.71                                 | 1.40                                 |
| (1V02) (561GA) Hamilton, NJ  | 529                               | 526                           | 99.43%   | 3                              | 0.57%  | 496                     | 21                       | 9                         | 3                         | 0                          | 0                           | 0  | 1.24                                 | 0.00                                 | 2.85                                 |
| (1V02) (561GB) Elizabeth, NJ   | 290                               | 288                           | 99.31%   | 2                              | 0.69%  | 287                     | 1                        | 0                         | 1                         | 0                          | 0                           | 1  | 0.23                                 |                                      | 2.41                                 |
| (1V02) (561GD) Hackensack, NJ  | 1,987                             | 1,974                         | 99.35%   | 13                             | 0.65%  | 1,935                   | 21                       | 18                        | 12                        | 1                          | 0                           | 0  | 0.49                                 | 1.36                                 | 1.28                                 |
| (1V02) (561GE) Jersey City, NJ   | 304                               | 303                           | 99.67%   | 1                              | 0.33%  | 297                     | 3                        | 3                         | 1                         | 0                          | 0                           | 0  | 0.13                                 | 8.83                                 | 0.98                                 |
| (1V02) (561GF) Piscataway, NJ  | 616                               | 615                           | 99.84%   | 1                              | 0.16%  | 607                     | 3                        | 5                         | 1                         | 0                          | 0                           | 0  | 0.11                                 |                                      | 2.29                                 |
| (1V02) (561GH) Morristown, NJ  | 441                               | 439                           | 99.55%   | 2                              | 0.45%  | 406                     | 19                       | 14                        | 2                         | 0                          | 0                           | 0  | 1.36                                 | 1.17                                 | 4.12                                 |
| (1V02) (561GI) Tinton Falls, NJ  | 1,074                             | 1,066                         | 99.26%   | 8                              | 0.74%  | 1,014                   | 18                       | 34                        | 8                         | 0                          | 0                           | 0  | 0.91                                 | 4.24                                 | 1.41                                 |
| (1V02) (561GJ) Paterson, NJ  | 407                               | 400                           | 98.28%   | 7                              | 1.72%  | 398                     | 0                        | 2                         | 6                         | 0                          | 0                           | 1  | 1.28                                 | 0.00                                 | 2.50                                 |
| (1V02) (561GK) Sussex, NJ  | 278                               | 277                           | 99.64%   | 1                              | 0.36%  | 262                     | 13                       | 2                         | 1                         | 0                          | 0                           | 0  | 1.43                                 | 0.00                                 | 1.17                                 |
| (1V02) (620) Hudson Valley, NY HCS   | 21,693                            | 21,501                        | 99.11%   | 192                            | 0.89%  | 19,348                  | 1,217                    | 936                       | 149                       | 26                         | 13                          | 4  | 1.96                                 | 3.81                                 | 1.54                                 |
| (1V02) (620) Montrose, NY (Franklin<br>Delano Roosevelt)   | 5,180                             |                               | 99.42%   | 30                             |  | 4,794                   | 212                      |                           |                           |                            | 1                           | 0  |                                      | 2.56                                 | 1.30                                 |
| (1V02) (620A4) Castle Point, NY  | 10,508                            |                               |  | 140                            |  | 9,061                   | 735                      |                           |                           | 17                         | 12                          | 4  |                                      | 4.25                                 | 1.26                                 |
| (1V02) (620BU) Montrose, NY -<br>VADOM   | 121                               |                               | 100.00%  | 0                              |  | 120                     | 1                        | 40                        | 7                         | 0                          | 0                           | 0  |                                      | 2.05                                 | 0.73                                 |
| (1V02) (620GA) New City, NY  | 1,511                             |                               | 99.47%   | 8                              |  | 1,405                   | 58                       |                           |                           | 1                          | ŭ ,                         | 0  |                                      |                                      | 1.61                                 |
| (1V02) (620GB) Carmel, NY  | 832                               |                               |  | 4                              | 0.48%  | 787                     | 28                       | 13                        |                           | 0                          | 0                           | 0  |                                      |                                      | 2.24                                 |
| (1V02) (620GD) Goshen, NY  | 1,252<br>951                      | 949                           | 99.76%   | 3                              |  | 1,104                   | 62<br>38                 | 23                        |                           | 0                          | 0                           | 0  |                                      | 2.45                                 | 2.29                                 |
| (1V02) (620GE) Port Jervis, NY<br>(1V02) (620GF) Monticello, NY  | 534                               |                               | 99.79%   | 2                              |  | 481                     | 29                       |                           |                           | 1                          | 0                           | 0  |                                      |                                      | 4.75                                 |
| (1V02) (620GG) Poughkeepsie, NY  | 540                               |                               | 100.00%  | 0                              |  | 471                     | 37                       | 32                        |                           | 0                          | -                           | 0  |                                      | 7.42                                 | 2.80                                 |
| (1V02) (620GH) Eastern Dutchess,   | 217                               |                               | 100.00%  | 0                              |  | 193                     | 17                       | 7                         | 0                         | 0                          | 0                           | 0  |                                      |                                      | 6.14                                 |
| NY   |                                   |                               |  |                                |  | 26                      |                          | 0                         | 0                         | 0                          | 0                           |  |                                      |                                      |                                      |
| (1V02) (620MA) IDES West Point<br>(1V02) (620QA) Montrose 1, NY -  | 26                                |                               | 100.00%<br>95.24%  | 0                              | 0.00%<br>4.76%   | 18                      | 0                        | 2                         | 1                         | 0                          | 0                           | 0  |                                      | 0.05                                 | 0.00                                 |
| Mobile   |                                   |                               |  | ·                              |  |                         |                          | _                         | ·                         | ·                          | ٠                           |  |                                      |                                      |                                      |
| (1V02) (630) New York Harbor HCS   | 43,722                            |                               |  |                                |  | 38,325                  | 2,020                    |                           |                           |                            |                             |  |                                      |                                      | 1.53                                 |
| (1V02) (630) Manhattan, NY   | 19,050                            |                               | 97.44%   | 488                            |  | 16,537                  | 933                      |                           |                           |                            |                             | 6  |                                      |                                      | 0.37                                 |
| (1V02) (6309AB) St. Albans, NY -<br>CLC  | 1                                 | 1                             | 100.00%  | 0                              | 0.00%  | 1                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.00                                 |                                      |                                      |
| (1V02) (630A4) Brooklyn, NY  | 20,465                            | 19,994                        | 97.70%   | 471                            | 2.30%  | 17,894                  | 942                      | 1,158                     | 414                       | 41                         | 6                           | 10                                       | 5.07                                 | 4.51                                 | 2.73                                 |
| (1V02) (630A5) St. Albans, NY  | 2,944                             | 2,871                         | 97.52%   | 73                             | 2.48%  | 2,721                   | 99                       | 51                        | 54                        | 18                         | 1                           | 0  | 1.56                                 | 3.76                                 | 1.02                                 |
| (1V02) (630GA) Harlem, NY  | 127                               | 127                           | 100.00%  | 0                              | 0.00%  | 124                     | 0                        | 3                         | 0                         | 0                          | 0                           | 0  | 0.37                                 | 0.00                                 | 0.00                                 |
| (1V02) (630GB) Staten Island, NY   | 1,135                             | 1,129                         | 99.47%   | 6                              | 0.53%  | 1,048                   | 46                       | 35                        | 4                         | 2                          | 0                           | 0  | 1.38                                 | 2.58                                 | 2.27                                 |
| (1V02) (632) Northport, NY HCS   | 27,560                            | 26,640                        | 96.66%   | 920                            | 3.34%  | 23,225                  | 1,653                    | 1,762                     | 746                       | 108                        | 31                          | 35                                       | 3.93                                 | 7.05                                 | 1.74                                 |
| (1V02) (632) Northport, NY   | 23,521                            | 22,648                        | 96.29%   | 873                            | 3.71%  | 19,695                  | 1,371                    | 1,582                     | 705                       | 104                        | 29                          | 35                                       | 4.51                                 | 7.09                                 | 1.47                                 |
| (1V02) (632BU) Northport, NY -<br>VADOM  | 104                               |                               | 100.00%  | 0                              |  | 104                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (1V02) (632GA) East Meadow, NY   | 1,348                             |                               | 99.33%   | 9                              | 0.67%  | 1,207                   | 101                      | 31                        | 9                         | 0                          | 0                           | 0  |                                      |                                      | 2.30                                 |
| (1V02) (632HA) Valley Stream, NY   | 329                               | 328                           |  | 1                              | 0.30%  | 300                     | 17                       | 11                        | 0                         | 1                          | 0                           | 0  |                                      | 0.00                                 | 0.10                                 |
| (1V02) (632HB) Riverhead, NY   | 769                               |                               | 98.44%   | 12                             |  | 656                     | 61                       | 40                        |                           | 0                          | 1                           | 0  | 4.07                                 | 3.28                                 | 2.49                                 |
| (1V02) (632HC) Bay Shore, NY   | 405                               | 404                           | 99.75%   | 1                              | 0.25%  | 360                     | 24                       | 20                        | 1                         | 0                          | 0                           | 0  | 3.46                                 |                                      | 3.45                                 |

| Facilit<br>Wait Ti | ed Appointment Wait Times National,<br>y, and Division Level Summaries.<br>me Measured from Preferred Date<br>Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--------------------|---|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
|                    | (1V02) (632HD) Patchogue, NY  | 890                               | 881                           | 98.99%   | 9                              | 1.01%  | 775                     | 64                       | 42                        | 7                         | 1                          | 1                           | C  | 3.34                                 | 6.33                                 | 4.13                                 |
|                    | (1V02) (632QA) Northport 1, NY -<br>Mobile  | 153                               | 150                           | 98.04%   | 3                              | 1.96%  | 114                     | 11                       | 25                        | 3                         | 0                          | 0                           | C  | )                                    | 5.83                                 |                                      |
|                    | (1V02) (632QB) Northport 2, NY -<br>Mobile  | 41                                | 29                            | 70.73%   | 12                             | 29.27%   | 14                      | 4                        | 11                        | 10                        | 2                          | 0                           | С  |                                      | 20.85                                |                                      |
|                    | 60) Wilmington, DE HCS  | 17,132                            | 16,713                        | 97.55%   | 419                            | 2.45%  | 14,612                  | 1,123                    | 978                       | 337                       | 62                         | 14                          | 6  | 2.89                                 | 6.42                                 | 2.75                                 |
|                    | (1V04) (460) Wilmington, DE   | 11,328                            | 10,995                        | 97.06%   | 333                            | 2.94%  | 9,530                   | 755                      | 710                       | 259                       | 56                         | 14                          | 4  | 3.08                                 | 6.77                                 | 2.05                                 |
|                    | (1V04) (460GA) Georgetown, DE<br>(Sussex County)  | 1,345                             | 1,334                         | 99.18%   | 11                             | 0.82%  | 1,225                   | 77                       | 32                        | 11                        | 0                          | 0                           | C  | 2.38                                 | 2.13                                 | 2.55                                 |
|                    | (1V04) (460GC) Dover, DE (Kent<br>County)   | 1,566                             | 1,530                         | 97.70%   | 36                             | 2.30%  | 1,375                   | 90                       | 65                        | 33                        | 3                          | 0                           | C  | 2.18                                 | 3.59                                 | 4.67                                 |
|                    | (1V04) (460GD) Cape May, NJ   | 445                               | 441                           | 99.10%   | 4                              | 0.90%  | 416                     | 13                       | 12                        | 2                         | 2                          | 0                           | C  | 1.43                                 | 2.86                                 | 2.89                                 |
|                    | (1V04) (460HE) Northfield, NJ<br>(Atlantic County)  | 1,306                             | 1,277                         | 97.78%   | 29                             | 2.22%  | 1,075                   | 105                      | 97                        | 28                        | 0                          | 0                           | 1  | 3.79                                 | 8.95                                 | 3.49                                 |
|                    | (1V04) (460HG) Vineland, NJ<br>(Cumberland County)  | 1,114                             | 1,108                         | 99.46%   | 6                              | 0.54%  | 963                     | 83                       | 62                        | 4                         | 1                          | 0                           | 1  | 3.41                                 | 6.18                                 | 2.09                                 |
|                    | (1V04) (460HK) Wilmington, DE -   | 28                                | 28                            | 100.00%  | 0                              | 0.00%  | 28                      | 0                        | 0                         | 0                         | 0                          | 0                           | C  | 0.00                                 |                                      |                                      |
|                    | 03) Altoona, PA HCS   | 14,028                            | 13,821                        | 98.52%   | 207                            | 1.48%  | 12,338                  | 788                      | 695                       | 172                       | 30                         | 4                           | 1  | 3.92                                 | 5.16                                 | 1.45                                 |
| ,                  | (1V04) (503) Altoona, PA (James E.<br>Van Zandt)  | 9,128                             | 9,004                         | 98.64%   | 124                            | 1.36%  | 8,116                   | 439                      | 449                       | 111                       | 11                         | 1                           | 1  | 4.07                                 | 4.49                                 | 1.51                                 |
|                    | (1V04) (503GA) Johnstown, PA  | 1,605                             | 1,570                         | 97.82%   | 35                             | 2.18%  | 1,423                   | 81                       | 66                        | 28                        | 7                          | 0                           | C  | 3.86                                 | 10.67                                | 0.49                                 |
|                    | (1V04) (503GB) DuBois, PA   | 1,584                             | 1,559                         | 98.42%   | 25                             | 1.58%  | 1,329                   | 140                      | 90                        | 12                        | 10                         | 3                           | С  | 3.75                                 | 9.78                                 | 3.07                                 |
|                    | (1V04) (503GC) State College, PA  | 1,132                             | 1,110                         | 98.06%   | 22                             | 1.94%  | 928                     | 99                       | 83                        | 20                        | 2                          | 0                           | C  | 4.86                                 | 6.82                                 | 1.30                                 |
|                    | (1V04) (503GD) Mapleton Depot, PA<br>(Huntingdon County)  | 307                               | 306                           | 99.67%   | 1                              | 0.33%  | 281                     | 20                       | 5                         | 1                         | 0                          | 0                           | С  | 2.77                                 | 3.38                                 |                                      |
|                    | (1V04) (503GE) Indiana, PA  | 272                               | 272                           | 100.00%  | 0                              | 0.00%  | 261                     | 9                        | 2                         | 0                         | 0                          | 0                           | C  | 1.69                                 | 0.00                                 | 0.79                                 |
| (1V04) (52         | 9) Butler, PA HCS   | 9,334                             | 9,287                         | 99.50%   | 47                             | 0.50%  | 8,896                   | 168                      | 223                       | 35                        | 7                          | 1                           | 4  | 0.82                                 | 1.90                                 | 1.19                                 |
|                    | (1V04) (529) Duffy Road, PA (Abie<br>Abraham)   | 6,715                             |                               | 99.39%   | 41                             | 0.61%  |                         | 121                      | 190                       |                           | 7                          | 1                           | 2  |                                      | 1.84                                 |                                      |
|                    | (1V04) (529GA) Hermitage, PA<br>(Michael A. Marzano)  | 817                               |                               | 100.00%  | 0                              | 0.0070   |                         | 20                       | 15                        | 0                         | 0                          | 0                           | C  | 0.26                                 | 3.07                                 |                                      |
|                    | (1V04) (529GB) New Castle, PA<br>(Lawrence County)  | 425                               | 425                           | 100.00%  | 0                              | 0.00%  | 407                     | 9                        | 9                         | 0                         | 0                          | 0                           | C  | 1.67                                 | 0.50                                 | 0.95                                 |
|                    | (1V04) (529GC) Kittanning, PA<br>(Armstrong County)   | 434                               | 434                           | 100.00%  | 0                              | 0.00%  | 424                     | 6                        | 4                         | 0                         | 0                          | 0                           | C  | 0.64                                 | 7.33                                 |                                      |
|                    | (1V04) (529GD) Monroe Township,<br>PA (Clarion County)  | 362                               | 358                           | 98.90%   | 4                              | 1.10%  | 349                     | 4                        | 5                         | 2                         | 0                          | 0                           | 2  | 3.55                                 | 0.00                                 | 3.67                                 |
|                    | (1V04) (529GF) Cranberry Township, PA   | 581                               | 579                           | 99.66%   | 2                              | 0.34%  | 571                     | 8                        | 0                         | 2                         | 0                          | 0                           | С  | 0.26                                 | 4.23                                 | 0.34                                 |
| (1V04) (54         | 2) Coatesville, PA HCS  | 14,779                            | 14,704                        | 99.49%   | 75                             | 0.51%  | 14,023                  | 378                      | 303                       | 63                        | 9                          | 1                           | 2  | 1.20                                 | 2.77                                 | 1.84                                 |
|                    | (1V04) (542) Coatesville, PA  | 12,543                            | 12,471                        | 99.43%   | 72                             | 0.57%  | 11,871                  | 319                      | 281                       | 60                        | 9                          | 1                           | 2  | 1.32                                 | 2.78                                 | 2.01                                 |
|                    | (1V04) (542BU) Coatesville, PA -<br>VADOM   | 655                               | 655                           | 100.00%  | 0                              | 0.00%  | 631                     | 22                       | 2                         | 0                         | 0                          | 0                           | C  | )                                    |                                      | 0.00                                 |
|                    | (1V04) (542GA) Springfield, PA  | 924                               | 922                           | 99.78%   | 2                              | 0.22%  | 885                     | 27                       | 10                        | 2                         | 0                          | 0                           | С  | 1.28                                 | 0.00                                 | 1.29                                 |
|                    | (1V04) (542GE) Spring City, PA  | 657                               | 656                           | 99.85%   | 1                              | 0.15%  | 636                     | 10                       | 10                        | 1                         | 0                          | 0                           | С  | 0.60                                 | 1.75                                 | 1.33                                 |
| (1V04) (56         | 62) Erie, PA HCS  | 13,580                            | 13,018                        | 95.86%   | 562                            | 4.14%  | 11,489                  | 745                      | 784                       | 447                       | 95                         | 16                          | 4  | 5.88                                 | 7.22                                 | 2.10                                 |
|                    | (1V04) (562) Erie, PA   | 10,365                            | 9,916                         | 95.67%   | 449                            | 4.33%  | 8,737                   | 550                      | 629                       | 351                       | 84                         | 12                          | 2  | 6.92                                 | 7.33                                 | 1.96                                 |
|                    | (1V04) (562GA) Meadville, PA<br>(Crawford County)   | 802                               | 743                           | 92.64%   | 59                             | 7.36%  | 603                     | 75                       | 65                        | 52                        | 6                          | 1                           | C  | 9.19                                 | 5.83                                 | 4.53                                 |
|                    | (1V04) (562GB) Ashtabula, OH  | 730                               | 700                           | 95.89%   | 30                             | 4.11%  | 657                     | 21                       | 22                        | 22                        | 5                          | 3                           | C  | 5.57                                 | 3.91                                 | 0.86                                 |
|                    | (1V04) (562GC) Bradford, PA<br>(McKean County)  | 368                               | 368                           | 100.00%  | 0                              | 0.00%  |                         | 7                        | 2                         | 0                         | 0                          | 0                           | C  | 0.00                                 | 2.27                                 |                                      |
|                    | (1V04) (562GD) Franklin, PA<br>(Venango County)   | 602                               |                               |  | 14                             |  |                         | 33                       | 39                        | 14                        | 0                          | 0                           | C  | 0.07                                 | 5.00                                 |                                      |
|                    | (1V04) (562GE) Warren, PA   | 713                               | 703                           | 98.60%   | 10                             | 1.40%  | 617                     | 59                       | 27                        | 8                         | 0                          | 0                           | 2  | 4.22                                 | 8.81                                 | 2.01                                 |
| (1V04) (59         | 5) Lebanon, PA HCS  | 27,419                            | 26,784                        | 97.68%   | 635                            | 2.32%  | 23,802                  | 1,609                    | 1,373                     | 515                       | 86                         | 18                          | 16                                       | 3.03                                 | 4.37                                 | 2.98                                 |
|                    | (1V04) (595) Lebanon, PA  | 18,925                            | 18,447                        | 97.47%   | 478                            | 2.53%  | 16,281                  | 1,131                    | 1,035                     | 391                       | 56                         | 16                          | 15                                       | 3.57                                 | 4.51                                 | 2.40                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 |       | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|-------|--------------------------------------|
| (1V04) (595GA) Camp Hill, PA   | 3,133                             | 3,069                         | 97.96%   | 64                             | 2.04%  | 2,833                   | 130                      | 106                       | 53                        | 11                         | 0                           | (  | 2.33                                 | 3.38  | 3.44                                 |
| (1V04) (595GC) Lancaster, PA   | 1,401                             | 1,384                         | 98.79%   | 17                             | 1.21%  | 1,273                   | 64                       | 47                        | 11                        | 5                          | 1                           | (  | 2.49                                 | 4.35  | 1.95                                 |
| (1V04) (595GD) Wyomissing, PA<br>(Berks County)  | 1,160                             | 1,145                         | 98.71%   | 15                             | 1.29%  | 994                     | 93                       | 58                        | 14                        | 1                          | 0                           | (  | 3.04                                 | 1.09  | 5.60                                 |
| (1V04) (595GE) York, PA  | 2,431                             | 2,376                         | 97.74%   | 55                             | 2.26%  | 2,160                   | 128                      | 88                        | 42                        | 11                         | 1                           | 1  | 1 2.39                               | 3.68  | 3.23                                 |
| (1V04) (595GF) Pottsville, PA  | 328                               | 322                           | 98.17%   | 6                              | 1.83%  | 225                     | 60                       | 37                        | 4                         | 2                          | 0                           | (  | 7.02                                 |       | 6.09                                 |
| (1V04) (595QA) Annville, PA (Fort Indiantown Gap)  | 41                                | 41                            | 100.00%  | 0                              | 0.00%  | 36                      | 3                        | 2                         | 0                         | 0                          | 0                           | (  | 2.90                                 |       |                                      |
| (1V04) (642) Philadelphia, PA HCS  | 38,556                            | 37,409                        | 97.03%   | 1,147                          | 2.97%  | 33,317                  | 1,985                    | 2,107                     | 849                       | 208                        | 73                          | 17                                       | 3.64                                 | 5.49  | 1.95                                 |
| (1V04) (642) Philadelphia, PA<br>(Corporal Michael J. Crescenz)  | 31,105                            | 30,146                        | 96.92%   | 959                            | 3.08%  | 26,735                  | 1,606                    | 1,805                     | 703                       | 168                        | 72                          | 16                                       | 3.68                                 | 5.47  | 1.86                                 |
| (1V04) (642GA) Burlington County,<br>NJ  | 1,789                             | 1,753                         | 97.99%   | 36                             | 2.01%  | 1,604                   | 80                       | 69                        | 33                        | 2                          | 0                           | 1  | 3.35                                 | 4.84  | 1.94                                 |
| (1V04) (642GC) Horsham, PA (Victor J. Saracini)  | 2,416                             | 2,316                         | 95.86%   | 100                            | 4.14%  | 1,958                   | 199                      | 159                       | 82                        | 18                         | 0                           | (  | 4.48                                 | 8.19  | 3.75                                 |
| (1V04) (642GD) Gloucester County,<br>NJ  | 2,236                             | 2,193                         | 98.08%   | 43                             | 1.92%  | 2,099                   | 47                       | 47                        | 22                        | 20                         | 1                           | (  | 2.14                                 | 3.72  | 1.17                                 |
| (1V04) (642GF) Camden, NJ  | 466                               | 457                           | 98.07%   | 9                              | 1.93%  | 377                     | 53                       | 27                        | 9                         | 0                          | 0                           | (  | 4.71                                 | 6.50  | 3.86                                 |
| (1V04) (642QA) Chestnut Street, PA   | 544                               | 544                           | 100.00%  | 0                              | 0.00%  | 544                     | 0                        | 0                         | 0                         | 0                          | 0                           | (  |                                      |       |                                      |
| (1V04) (646) Pittsburgh, PA HCS  | 35,292                            | 33,610                        | 95.23%   | 1,682                          | 4.77%  | 27,657                  | 2,946                    | 3,007                     | 1,323                     | 281                        | 61                          | 17                                       | 4.86                                 | 7.98  | 2.23                                 |
| (1V04) (646) Pittsburgh-University<br>Drive, PA  | 21,895                            | 20,594                        | 94.06%   | 1,301                          | 5.94%  | 16,248                  | 2,063                    | 2,283                     | 1,068                     | 190                        | 34                          | ę  | 8.34                                 | 8.35  | 1.91                                 |
| (1V04) (646A4) Heinz, PA (H. John<br>Heinz III)  | 6,899                             | 6,634                         | 96.16%   | 265                            | 3.84%  | 5,664                   | 485                      | 485                       | 160                       | 73                         | 26                          | 6  | 4.57                                 | 8.31  | 2.02                                 |
| (1V04) (646GA) St. Clairsville, OH<br>(Belmont County)   | 1,361                             | 1,359                         | 99.85%   | 2                              | 0.15%  | 1,241                   | 84                       | 34                        | 2                         | 0                          | 0                           | (  | 2.46                                 | 1.79  | 1.52                                 |
| (1V04) (646GB) Greensburg, PA<br>(Westmoreland County)   | 1,378                             | 1,356                         | 98.40%   | 22                             | 1.60%  | 1,198                   | 90                       | 68                        | 19                        | 1                          | 0                           | 2  | 4.52                                 | 4.47  | 2.80                                 |
| (1V04) (646GC) Rochester, PA<br>(Beaver County)  | 1,425                             | 1,415                         | 99.30%   | 10                             | 0.70%  | 1,260                   | 113                      | 42                        | 8                         | 2                          | 0                           | (  | 3.15                                 | 2.44  | 3.24                                 |
| (1V04) (646GD) Washington, PA  | 1,251                             | 1,200                         | 95.92%   | 51                             | 4.08%  | 1,103                   | 47                       | 50                        | 45                        | 5                          | 1                           | (  | 1.92                                 | 8.67  | 6.36                                 |
| (1V04) (646GE) Uniontown, PA<br>(Fayette County)   | 1,083                             | 1,052                         | 97.14%   | 31                             | 2.86%  | 943                     | 64                       | 45                        | 21                        | 10                         | 0                           | (  | 2.26                                 | 10.51 | 3.25                                 |
| (1V04) (693) Wilkes-Barre, PA HCS  | 25,138                            | 24,378                        | 96.98%   | 760                            | 3.02%  | 21,743                  | 1,306                    | 1,329                     | 581                       | 109                        | 53                          | 17                                       | 3.80                                 | 4.88  | 6.04                                 |
| (1V04) (693) Wilkes-Barre, PA  | 17,416                            | 16,847                        | 96.73%   | 569                            | 3.27%  | 15,017                  | 886                      | 944                       | 445                       | 79                         | 36                          | Ç  | 3.09                                 | 5.35  | 7.12                                 |
| (1V04) (693B4) Allentown, PA   | 4,522                             | 4,415                         | 97.63%   | 107                            | 2.37%  | 3,915                   | 258                      | 242                       | 90                        | 9                          | 6                           | 2  | 3.47                                 | 2.91  | 5.74                                 |
| (1V04) (693GA) Sayre, PA   | 1,051                             | 1,019                         | 96.96%   | 32                             | 3.04%  | 950                     | 40                       | 29                        | 4                         | 13                         | 10                          |  | 7.26                                 | 1.94  | 4.78                                 |
| (1V04) (693GB) Williamsport, PA  | 1,108                             | 1,085                         | 97.92%   | 23                             |  | 955                     | 59                       | 71                        | 16                        | 6                          | 1                           | (  | 3.94                                 | 0.14  | 3.73                                 |
| (1V04) (693GC) Tobyhanna, PA   | 132                               | 127                           |  | 5                              | 3.79%  | 111                     | 5                        | 11                        | 5                         | 0                          | 0                           | (  | 6.24                                 | 0.00  | 4.20                                 |
| (1V04) (693GF) Berwick, PA<br>(Columbia County)  | 341                               | 338                           | 99.12%   | 3                              | 0.88%  | 337                     | 1                        | 0                         | 3                         | 0                          | 0                           | (  | 0.47                                 |       | 0.81                                 |
| (1V04) (693GG) Bangor, PA<br>(Northampton County)  | 323                               |                               | 95.05%   | 16                             |  | 223                     | 54                       |                           |                           |                            |                             | 1  | 1 8.22                               |       | 5.24                                 |
| (1V04) (693QA) Honesdale, PA<br>(Wayne County)   | 245                               |                               | 97.96%   |                                |  | 235                     | 3                        |                           | 3                         | 2                          |                             | (  |                                      |       |                                      |
| (1V05) (540) Clarksburg, WV HCS  | 17,277                            |                               |  |                                |  |                         | 937                      |                           |                           |                            |                             |  |                                      |       |                                      |
| (1V05) (540) Clarksburg, WV (Louis<br>A. Johnson)  | 13,997                            |                               | 95.26%   |                                |  | 11,860                  | 737                      |                           | 424                       | 146                        |                             | 22                                       |                                      | 7.43  | 3.42                                 |
| (1V05) (540BU) Clarksburg, WV -<br>VADOM   | 6                                 |                               | 100.00%  | 0                              |  | 6                       | 0                        |                           |                           |                            | 0                           | (  |                                      |       |                                      |
| (1V05) (540GA) Parsons, WV<br>(Tucker County)  | 263                               |                               | 100.00%  | 0                              |  | 248                     | 9                        |                           | 0                         |                            | 0                           | (  |                                      |       | 3.00                                 |
| (1V05) (540GB) Parkersburg, WV<br>(Wood County)  | 1,386                             |                               | 97.33%   |                                |  | 1,164                   | 81                       | 104                       |                           | 0                          | 1                           | 1  | 4.61                                 | 8.59  | 5.13                                 |
| (1V05) (540GC) Gassaway, WV<br>(Braxton County)  | 611                               |                               | 98.53%   |                                |  | 553                     | 23                       |                           |                           |                            | 0                           | (  |                                      |       | 3.58                                 |
| (1V05) (540GD) Westover, WV<br>(Monongalia County)   | 963                               |                               |  |                                |  | 833                     | 82                       |                           | 4                         | 2                          | 1                           | (  |                                      |       | 3.62                                 |
| (1V05) (540HK) Clarksburg, WV -<br>Mobile  | 51                                |                               | 0  |                                | 110170   | 36                      | 5                        | -                         | 4                         | 0                          | 0                           | (  |                                      |       |                                      |
| (1V05) (512) Baltimore, MD HCS   | 39,340                            | 38,613                        | 98.15%   | 727                            | 1.85%  | 34,846                  | 1,899                    | 1,868                     | 565                       | 117                        | 20                          | 25                                       | 2.83                                 | 4.47  | 1.65                                 |

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|--|-----------------------------------|-------------------------------|--|--------------------------------|-------|--------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (1V05) (512) Baltimore, MD   | 24,021                            | 23,505                        | 97.85%   | 516                            | 2.15% | 21,152 | 1,167                    | 1,186                     | 381                       | 98                         | 12                          | 25                                       | 2.99                                 | 4.72                                 | 0.45                                 |
| (1V05) (512A5) Perry Point, MD   | 6,220                             | 6,179                         | 99.34%   | 41                             | 0.66% | 5,771  | 251                      | 157                       | 34                        | 5                          | 2                           | 0  | 2.47                                 | 2.51                                 | 1.53                                 |
| (1V05) (512BV) Baltimore, MD -<br>PRRTP  | 5                                 | 5                             | 100.00%  | 0                              | 0.00% | 5      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 4.20                                 |                                      |
| (1V05) (512GA) Cambridge, MD   | 1,912                             | 1,880                         | 98.33%   | 32                             | 1.67% | 1,712  | 82                       | 86                        | 31                        | 1                          | 0                           | 0  | 2.33                                 | 4.43                                 | 4.57                                 |
| (1V05) (512GC) Glen Burnie, MD   | 1,750                             | 1,715                         | 98.00%   | 35                             | 2.00% | 1,459  | 124                      | 132                       | 32                        | 1                          | 2                           | 0  | 4.17                                 | 5.58                                 | 3.29                                 |
| (1V05) (512GD) Loch Raven, MD  | 3,105                             | 3,048                         | 98.16%   | 57                             | 1.84% | 2,765  | 125                      | 158                       | 44                        | 9                          | 4                           | 0  | 2.73                                 | 4.01                                 | 2.02                                 |
| (1V05) (512GE) Pocomoke City, MD   | 387                               | 384                           | 99.22%   | 3                              | 0.78% | 330    | 23                       | 31                        | 3                         | 0                          | 0                           | 0  | 1.61                                 |                                      | 8.89                                 |
| (1V05) (512GF) Fort Howard, MD   | 475                               | 474                           | 99.79%   | 1                              | 0.21% | 425    | 22                       | 27                        | 1                         | 0                          | 0                           | 0  | 3.57                                 |                                      | 1.26                                 |
| (1V05) (512GG) Fort Meade, MD  | 1,465                             | 1,423                         | 97.13%   | 42                             | 2.87% | 1,227  | 105                      | 91                        | 39                        | 3                          | 0                           | 0  | 2.14                                 | 8.56                                 | 3.89                                 |
| V05) (613) Martinsburg, WV HCS   | 31,164                            | 29,486                        | 94.62%   | 1,678                          | 5.38% | 25,625 | 1,851                    | 2,010                     | 1,139                     | 436                        | 78                          | 25                                       | 5.62                                 | 10.26                                | 2.97                                 |
| (1V05) (613) Martinsburg, WV   | 22,798                            | 21,373                        | 93.75%   | 1,425                          | 6.25% | 18,679 | 1,283                    | 1,411                     | 928                       | 408                        | 69                          | 20                                       | 4.42                                 | 10.92                                | 2.45                                 |
| (1V05) (613BU) Martinsburg, WV -<br>VADOM  | 537                               | 537                           | 100.00%  | 0                              | 0.00% | 493    | 36                       | 8                         | 0                         | 0                          | 0                           | 0  |                                      |                                      | 3.07                                 |
| (1V05) (613GA) Cumberland, MD  | 1,253                             | 1,197                         | 95.53%   | 56                             | 4.47% | 1,044  | 65                       | 88                        | 47                        | 9                          | 0                           | 0  | 7.77                                 | 3.44                                 | 2.42                                 |
| (1V05) (613GB) Hagerstown, MD  | 1,292                             | 1,264                         | 97.83%   | 28                             | 2.17% | 1,052  | 84                       | 128                       | 23                        | 3                          | 0                           | 2  | 6.52                                 | 0.00                                 | 4.20                                 |
| (1V05) (613GC) Stephens City, VA   | 1,993                             | 1,931                         | 96.89%   | 62                             | 3.11% | 1,663  | 150                      | 118                       | 55                        | 3                          | 4                           | 0  | 4.99                                 | 8.90                                 | 4.04                                 |
| (1V05) (613GD) Franklin, WV  | 89                                | 88                            | 98.88%   | 1                              | 1.12% | 80     | 6                        | 2                         | 1                         | 0                          | 0                           | 0  | 2.51                                 | 0.00                                 | 0.00                                 |
| (1V05) (613GE) Petersburg, WV  | 355                               | 353                           | 99.44%   | 2                              | 0.56% | 278    | 35                       | 40                        | 2                         | 0                          | 0                           | 0  | 5.43                                 | 4.40                                 | 0.31                                 |
| (1V05) (613GF) Harrisonburg, VA  | 1,079                             | 1,006                         | 93.23%   | 73                             | 6.77% | 890    | 49                       | 67                        | 57                        | 10                         | 5                           | 1  | 9.64                                 | 2.75                                 | 5.07                                 |
| (1V05) (613GG) Fort Detrick, MD  | 1,768                             | 1,737                         | 98.25%   | 31                             | 1.75% | 1,446  | 143                      | 148                       | 26                        | 3                          | 0                           | 2  | 5.37                                 | 4.55                                 | 4.11                                 |
| V05) (688) Washington, DC HCS  | 41,445                            | 40,096                        | 96.75%   | 1,349                          | 3.25% | 36,234 | 1,814                    | 2,048                     | 1,197                     | 126                        | 23                          | 3  | 4.61                                 | 5.02                                 | 2.63                                 |
| (1V05) (688) Washington-DC, DC   | 35,758                            | 34,519                        | 96.54%   | 1,239                          | 3.46% | 31,015 | 1,609                    | 1,895                     | 1,104                     | 110                        | 22                          | 3  | 6.05                                 | 5.06                                 | 2.94                                 |
| (1V05) (688GA) Fort Belvoir, VA  | 2,233                             | 2,185                         | 97.85%   | 48                             | 2.15% | 2,028  | 84                       | 73                        | 33                        | 15                         | 0                           | 0  | 2.44                                 | 5.91                                 | 1.99                                 |
| (1V05) (688GB) Southeast<br>Washington, DC   | 236                               | 236                           | 100.00%  | 0                              | 0.00% | 231    | 4                        | 1                         | 0                         | 0                          | 0                           | 0  | 0.21                                 | 2.17                                 | 0.00                                 |
| (1V05) (688GD) Charlotte Hall, MD  | 1,397                             | 1,370                         | 98.07%   | 27                             | 1.93% | 1,281  | 61                       | 28                        | 26                        | 1                          | 0                           | 0  | 3.12                                 | 1.76                                 | 0.27                                 |
| (1V05) (688GE) Southern Prince<br>Georges County-Andrews Air Force<br>Base, MD   | 1,810                             | 1,775                         | 98.07%   | 35                             | 1.93% | 1,672  | 54                       | 49                        | 34                        | 0                          | 1                           | 0  | 2.55                                 | 3.04                                 | 1.95                                 |
| (1V05) (688QA) Franklin Street, DC   | 11                                | 11                            | 100.00%  | 0                              | 0.00% | 7      | 2                        | 2                         | 0                         | 0                          | 0                           | 0  |                                      |                                      | 11.00                                |
| V05) (517) Beckley, WV HCS   | 11,858                            | 11,434                        | 96.42%   | 424                            | 3.58% | 10,097 | 604                      | 733                       | 359                       | 41                         | 8                           | 16                                       | 5.62                                 | 7.26                                 | 2.55                                 |
| (1V05) (517) Beckley, WV   | 10,663                            | 10,258                        | 96.20%   | 405                            | 3.80% | 9,031  | 535                      | 692                       | 340                       | 41                         | 8                           | 16                                       | 6.15                                 | 7.43                                 | 2.32                                 |
| (1V05) (517GB) Ronceverte, WV<br>(Greenbrier County)   | 909                               | 890                           | 97.91%   | 19                             | 2.09% | 813    | 48                       | 29                        | 19                        | 0                          | 0                           | 0  | 4.54                                 | 0.05                                 | 6.65                                 |
| (1V05) (517QA) Princeton, WV   | 286                               | 286                           | 100.00%  | 0                              | 0.00% | 253    | 21                       | 12                        | 0                         | 0                          | 0                           | 0  | 3.12                                 | 3.67                                 | 0.00                                 |
| V05) (581) Huntington, WV HCS  | 24,945                            | 24,286                        | 97.36%   | 659                            | 2.64% | 21,470 | 1,486                    | 1,330                     | 470                       | 156                        | 22                          | 11                                       | 3.18                                 | 5.55                                 | 2.50                                 |
| (1V05) (581) Huntington, WV  | 19,502                            | 18,879                        | 96.81%   | 623                            | 3.19% | 16,711 | 1,003                    | 1,165                     | 441                       | 152                        | 20                          | 10                                       | 3.34                                 | 5.89                                 | 2.09                                 |
| (1V05) (581GA) Prestonsburg, KY  | 1,906                             | 1,901                         | 99.74%   | 5                              | 0.26% | 1,785  | 79                       | 37                        | 5                         | 0                          | 0                           | 0  | 1.12                                 | 3.47                                 | 3.10                                 |
| (1V05) (581GB) Charleston, WV  | 2,871                             | 2,848                         | 99.20%   | 23                             | 0.80% | 2,401  | 348                      | 99                        | 18                        | 4                          | 1                           | 0  | 4.29                                 | 1.30                                 | 3.62                                 |
| (1V05) (581GG) Gallipolis, OH  | 445                               | 444                           | 99.78%   | 1                              | 0.22% | 414    | 21                       | 9                         | 1                         | 0                          | 0                           | 0  | 1.62                                 | 6.30                                 | 7.94                                 |
| (1V05) (581GH) Lenore, WV  | 203                               | 196                           | 96.55%   | 7                              | 3.45% | 141    | 35                       | 20                        | 5                         | 0                          | 1                           | 1  | 8.28                                 |                                      |                                      |
| (1V05) (581QA) Huntington-Ninth<br>Street, WV  | 18                                | 18                            | 100.00%  | 0                              | 0.00% | 18     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.00                                 |                                      |                                      |
| V06) (558) Durham, NC HCS  | 45,462                            | 43,571                        | 95.84%   | 1,891                          | 4.16% | 38,771 | 2,361                    | 2,439                     | 1,449                     | 246                        | 102                         | 94                                       | 6.36                                 | 5.73                                 | 2.32                                 |
| (1V06) (558) Durham, NC  | 26,625                            | 25,613                        | 96.20%   | 1,012                          | 3.80% | 22,786 | 1,425                    | 1,402                     | 741                       | 130                        | 55                          | 86                                       | 7.69                                 | 5.06                                 | 1.34                                 |
|  | 9,359                             | 8,700                         | 92.96%   | 659                            | 7.04% | 7,609  | 472                      | 619                       | 533                       | 79                         | 41                          | 6  | 7.23                                 | 7.89                                 | 3.84                                 |
| (1V06) (558GA) Greenville, NC  | 0,000                             |                               |  |                                |       |        |                          |                           |                           |                            |                             |  |                                      |                                      |                                      |
| (1V06) (558GA) Greenville, NC (1V06) (558GB) Raleigh-Sungate Boulevard, NC   | 1,847                             | 1,751                         | 94.80%   | 96                             | 5.20% | 1,554  | 103                      | 94                        | 71                        | 20                         | 3                           | 2  | 6.52                                 | 5.01                                 | 0.30                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 |       | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 |       | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|-------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|-------|--------------------------------------|
| (1V06) (558GD) Durham County, NC   | 1,680                             | 1,676                         | 99.76%   | 4     | 0.24%  | 1,637                   | 27                       | 12                        | 3                         | 1                          | 0                           | 0  |                                      |       | 1.03                                 |
| (1V06) (558GE) Hillandale Road, NC   | 1,162                             | 1,125                         | 96.82%   | 37    | 3.18%  | 937                     | 96                       | 92                        | 32                        | 5                          | 0                           | 0  | 5.03                                 | 4.50  | 0.00                                 |
| (1V06) (558GF) Wake County, NC   | 1,969                             | 1,954                         | 99.24%   | 15    | 0.76%  | 1,816                   | 78                       | 60                        | 10                        | 4                          | 1                           | 0  |                                      |       | 2.55                                 |
| (1V06) (558GG) Raleigh-Atlantic<br>Avenue, NC  | 1,027                             | 1,019                         | 99.22%   | 8     | 0.78%  | 889                     | 73                       | 57                        | 8                         | 0                          | 0                           | 0  | 3.71                                 | 1.63  | 0.00                                 |
| (1V06) (558QA) Brier Creek, NC   | 140                               | 138                           | 98.57%   | 2     | 1.43%  | 105                     | 14                       | 19                        | 2                         | 0                          | 0                           | 0  |                                      | 4.00  |                                      |
| (1V06) (565) Fayetteville, NC HCS  | 42,943                            | 42,068                        | 97.96%   | 875   | 2.04%  | 37,159                  | 2,512                    | 2,397                     | 643                       | 124                        | 86                          | 22                                       | 2.99                                 | 6.28  | 2.56                                 |
| (1V06) (565) Fayetteville, NC  | 10,754                            | 10,630                        | 98.85%   | 124   | 1.15%  | 9,744                   | 470                      | 416                       | 68                        | 23                         | 22                          | 11                                       | 4.71                                 | 4.35  | 2.12                                 |
| (1V06) (565GA) Jacksonville-<br>Henderson Drive, NC  | 2,580                             | 2,566                         | 99.46%   | 14    | 0.54%  | 2,428                   | 84                       | 54                        | 13                        | 1                          | 0                           | 0  | 0.97                                 | 5.63  | 2.73                                 |
| (1V06) (565GC) Wilmington, NC  | 6,560                             | 6,485                         | 98.86%   | 75    | 1.14%  | 5,635                   | 417                      | 433                       | 70                        | 4                          | 1                           | 0  | 2.40                                 | 4.46  | 3.51                                 |
| (1V06) (565GD) Hamlet, NC  | 892                               | 882                           | 98.88%   | 10    | 1.12%  | 830                     | 27                       | 25                        | 7                         | 2                          | 1                           | 0  | 2.28                                 | 37.00 | 2.22                                 |
| (1V06) (565GE) Robeson County, NC  | 870                               | 861                           | 98.97%   | 9     | 1.03%  | 764                     | 59                       | 38                        | 8                         | 1                          | 0                           | 0  | 2.56                                 | 6.00  | 5.13                                 |
| (1V06) (565GF) Goldsboro, NC   | 1,139                             | 1,133                         | 99.47%   | 6     | 0.53%  | 1,035                   | 57                       | 41                        | 6                         | 0                          | 0                           | 0  | 2.59                                 | 12.83 | 0.87                                 |
| (1V06) (565GG) Sanford, NC (Lee<br>County)   | 992                               | 982                           | 98.99%   | 10    | 1.01%  | 807                     | 95                       | 80                        | 9                         | 1                          | 0                           | 0  | 4.70                                 | 11.71 | 5.00                                 |
| (1V06) (565GH) Brunswick County,<br>NC   | 487                               |                               | 100.00%  |       |  |                         |                          |                           |                           | -                          |                             |  |                                      |       |                                      |
| (1V06) (565GJ) Jacksonville 2, NC  | 287                               |                               | 100.00%  |       | 0.00%  |                         |                          | 2                         |                           |                            | _                           |  |                                      |       |                                      |
| (1V06) (565GL) Cumberland County,<br>NC  | 16,735                            | 16,141                        | 96.45%   | 594   | 3.55%  | 13,719                  | 1,194                    | 1,228                     | 437                       | 85                         | 61                          | 11                                       | 3.66                                 | 8.10  | 1.93                                 |
| (1V06) (565MB) IDES Fort Bragg   | 98                                | 98                            | 100.00%  | 0     | 0.00%  | 73                      | 18                       | 7                         | 0                         | 0                          | 0                           | 0  |                                      | 0.82  | 6.37                                 |
| (1V06) (565MD) IDES Camp Lejeune   | 177                               | 172                           | 97.18%   | 5     | 2.82%  | 163                     | 0                        | 9                         | 5                         | 0                          | 0                           | 0  |                                      | 3.70  | 0.45                                 |
| (1V06) (565QA) Robeson Street, NC  | 664                               | 664                           | 100.00%  | 0     | 0.00%  | 660                     | 4                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |       |                                      |
| (1V06) (565QB) Fayetteville, NC -<br>Mobile  | 1                                 | 1                             | 100.00%  | 0     | 0.00%  | 1                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |       | 0.00                                 |
| (1V06) (565QD) Raeford Road, NC  | 707                               | 679                           | 96.04%   | 28    | 3.96%  | 585                     | 55                       | 39                        | 20                        | 7                          | 1                           | 0  |                                      | 4.89  |                                      |
| 1V06) (590) Hampton, VA HCS  | 31,425                            | 29,045                        | 92.43%   | 2,380 | 7.57%  | 24,800                  | 1,856                    | 2,389                     | 1,600                     | 504                        | 150                         | 126                                      | 7.16                                 | 12.72 | 7.52                                 |
| (1V06) (590) Hampton, VA   | 26,292                            | 24,267                        | 92.30%   | 2,025 | 7.70%  | 20,768                  | 1,518                    | 1,981                     | 1,310                     | 452                        | 147                         | 116                                      | 7.72                                 | 12.72 | 6.51                                 |
| (1V06) (590GB) Virginia Beach, VA  | 2,314                             | 2,050                         | 88.59%   | 264   | 11.41%   | 1,669                   | 150                      | 231                       | 214                       | 41                         | 3                           | 6  | 8.33                                 | 13.93 | 13.75                                |
| (1V06) (590GC) Albemarle, NC   | 804                               | 796                           | 99.00%   | 8     | 1.00%  | 727                     | 39                       | 30                        | 7                         | 1                          | 0                           | 0  | 3.63                                 |       | 1.66                                 |
| (1V06) (590GD) Chesapeake, VA  | 1,823                             | 1,742                         | 95.56%   | 81    | 4.44%  | 1,558                   | 112                      | 72                        | 67                        | 10                         | 0                           | 4  | 4.88                                 | 0.00  | 7.53                                 |
| (1V06) (590MA) IDES Portsmouth   | 53                                | 51                            | 96.23%   | 2     | 3.77%  | 10                      | 1                        | 40                        | 2                         | 0                          | 0                           | 0  |                                      | 19.38 | 17.00                                |
| (1V06) (590MB) IDES Langley  | 58                                | 58                            | 100.00%  | 0     | 0.00%  | 24                      | 5                        | 29                        | 0                         | 0                          | 0                           | 0  |                                      | 11.09 |                                      |
| (1V06) (590MC) IDES Fort Eustis  | 81                                | 81                            | 100.00%  | 0     | 0.00%  | 44                      | 31                       | 6                         | 0                         | 0                          | _                           | -  |                                      | 7.51  | 6.40                                 |
| (1V06) (637) Asheville, NC HCS   | 31,056                            | 28,456                        | 91.63%   | 2,600 | 8.37%  | 24,503                  | 1,889                    | 2,064                     |                           |                            | 245                         | 99                                       | 4.96                                 | 11.95 | 3.79                                 |
| (1V06) (637) Asheville, NC (Charles George)  | 25,321                            | 22,943                        | 90.61%   | 2,378 | 9.39%  | 19,661                  | 1,523                    | 1,759                     | 1,344                     | 694                        | 243                         | 97                                       | 5.08                                 | 12.33 | 3.53                                 |
| (1V06) (637GA) Franklin, NC  | 1,215                             | 1,205                         | 99.18%   | 10    | 0.82%  | 1,089                   | 81                       | 35                        | 9                         | 1                          | 0                           | 0  | 2.02                                 | 4.62  | 2.27                                 |
| (1V06) (637GB) Rutherford County,<br>NC  | 1,222                             | 1,171                         | 95.83%   | 51    | 4.17%  | 1,003                   | 87                       | 81                        | 37                        | 12                         | 1                           | 1  | 7.09                                 | 3.50  | 4.54                                 |
| (1V06) (637GC) Hickory, NC   | 3,298                             | 3,137                         | 95.12%   | 161   | 4.88%  | 2,750                   | 198                      | 189                       | 136                       | 23                         | 1                           | 1  | 4.71                                 | 7.87  | 4.99                                 |
| 1V06) (652) Richmond, VA HCS   | 47,784                            | 46,209                        | 96.70%   | 1,575 | 3.30%  | 40,246                  | 2,981                    | 2,982                     | 1,190                     | 248                        | 96                          | 41                                       | 4.76                                 | 6.41  | 2.57                                 |
| (1V06) (652) Richmond, VA (Hunter<br>Holmes McGuire)   | 41,342                            | 39,929                        | 96.58%   | 1,413 | 3.42%  | 34,642                  | 2,646                    | 2,641                     | 1,042                     | 238                        | 94                          | 39                                       | 5.03                                 | 6.41  | 2.62                                 |
| (1V06) (652GA) Fredericksburg, VA  | 2,214                             | 2,188                         | 98.83%   | 26    | 1.17%  | 2,014                   | 104                      | 70                        | 22                        | 1                          | 2                           | 1  | 2.73                                 | 4.97  | 2.43                                 |
| (1V06) (652GB) Fredericksburg 2, VA  | 1,591                             | 1,542                         | 96.92%   | 49    | 3.08%  | 1,300                   | 105                      | 137                       | 43                        | 5                          | 0                           | 1  | 4.99                                 | 12.23 | 3.26                                 |
| (1V06) (652GE) Charlottesville, VA   | 1,976                             | 1,906                         | 96.46%   | 70    | 3.54%  | 1,736                   | 80                       | 90                        | 67                        | 3                          | 0                           | 0  | 4.83                                 | 4.39  | 1.26                                 |
| (1V06) (652GF) Emporia, VA   | 661                               | 644                           | 97.43%   | 17    | 2.57%  | 554                     | 46                       | 44                        | 16                        | 1                          | 0                           | 0  | 5.17                                 | 5.37  | 3.56                                 |
| (1V06) (658) Salem, VA HCS   | 29,357                            | 27,301                        | 93.00%   | 2,056 | 7.00%  | 22,880                  | 2,207                    | 2,214                     | 1,255                     | 534                        | 198                         | 69                                       | 6.68                                 | 11.48 | 3.26                                 |
| (1V06) (658) Salem, VA   | 23,705                            | 21,888                        | 92.33%   | 1,817 | 7.67%  | 18,111                  | 1,871                    | 1,906                     | 1,105                     | 489                        | 172                         | 51                                       | 6.72                                 | 11.70 | 2.18                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 |       | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 |        | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|-------|--|--------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (1V06) (658GA) Tazewell, VA  | 303                               | 302                           | 99.67%   | 1     | 0.33%  | 272    | 21                       | 9                         | 1                         | 0                          | 0                           | 0  | 3.19                                 |                                      |                                      |
| (1V06) (658GB) Danville, VA  | 2,047                             | 1,979                         | 96.68%   | 68    | 3.32%  | 1,747  | 128                      | 104                       | 42                        | 17                         | 4                           | 5  | 4.87                                 | 6.07                                 | 5.99                                 |
| (1V06) (658GC) Lynchburg, VA   | 1,384                             | 1,277                         | 92.27%   | 107   | 7.73%  | 1,082  | 82                       | 113                       | 70                        | 16                         | 14                          | 7  | 11.10                                | 13.00                                | 6.07                                 |
| (1V06) (658GD) Staunton, VA  | 866                               | 843                           | 97.34%   | 23    | 2.66%  | 777    | 38                       | 28                        | 12                        | 6                          | 4                           | 1  | 4.50                                 | 2.58                                 | 4.27                                 |
| (1V06) (658GE) Wytheville, VA  | 1,052                             | 1,012                         | 96.20%   | 40    | 3.80%  | 891    | 67                       | 54                        | 25                        | 6                          | 4                           | 5  | 6.75                                 | 1.70                                 | 3.66                                 |
| (1V06) (659) Salisbury, NC HCS   | 57,599                            | 54,135                        | 93.99%   | 3,464 | 6.01%  | 43,892 | 4,695                    | 5,548                     | 2,667                     | 598                        | 144                         | 55                                       | 4.88                                 | 8.60                                 | 7.65                                 |
| (1V06) (659) Salisbury, NC (W.G.<br>(Bill) Hefner Salisbury)   | 24,344                            | 23,326                        | 95.82%   | 1,018 | 4.18%  | 19,256 | 2,034                    | 2,036                     | 838                       | 125                        | 44                          | 11                                       | 5.01                                 | 7.16                                 | 4.99                                 |
| (1V06) (659BY) Kernersville, NC  | 15,699                            | 14,382                        | 91.61%   | 1,317 | 8.39%  | 11,651 | 1,144                    | 1,587                     | 956                       | 255                        | 74                          | 32                                       | 5.84                                 | 9.29                                 | 14.66                                |
| (1V06) (659BZ) South Charlotte, NC   | 15,203                            | 14,093                        | 92.70%   | 1,110 | 7.30%  | 11,142 | 1,236                    | 1,715                     | 854                       | 218                        | 26                          | 12                                       | 4.36                                 | 10.82                                | 4.97                                 |
| (1V06) (659GA) North Charlotte, NC   | 2,353                             | 2,334                         | 99.19%   | 19    | 0.81%  | 1,843  | 281                      | 210                       | 19                        | 0                          | 0                           | 0  | 3.18                                 | 5.62                                 | 5.00                                 |
| (2V07) (508) Atlanta, GA HCS   | 70,639                            | 67,401                        | 95.42%   | 3,238 | 4.58%  | 58,244 | 4,365                    | 4,792                     | 2,359                     | 656                        | 135                         | 88                                       | 3.65                                 | 10.13                                | 2.30                                 |
| (2V07) (508) Atlanta, GA   | 31,536                            | 29,434                        | 93.33%   | 2,102 | 6.67%  | 25,057 | 2,021                    | 2,356                     | 1,505                     | 420                        | 98                          | 79                                       | 4.69                                 | 10.93                                | 2.11                                 |
| (2V07) (508GA) Fort McPherson, GA  | 6,356                             | 6,096                         | 95.91%   | 260   | 4.09%  | 5,457  | 312                      | 327                       | 176                       | 84                         | 0                           | 0  | 4.10                                 | 14.33                                | 3.28                                 |
| (2V07) (508GE) Oakwood, GA   | 3,404                             | 3,346                         | 98.30%   | 58    | 1.70%  | 2,971  | 137                      | 238                       | 49                        | 8                          | 1                           | 0  | 3.07                                 | 8.82                                 | 1.64                                 |
| (2V07) (508GF) Austell, GA   | 1,959                             | 1,940                         | 99.03%   | 19    | 0.97%  | 1,789  | 83                       | 68                        | 19                        | 0                          | 0                           | 0  | 1.96                                 | 4.95                                 | 2.89                                 |
| (2V07) (508GG) Stockbridge, GA   | 2,276                             | 2,248                         | 98.77%   | 28    | 1.23%  | 1,942  | 141                      | 165                       | 25                        | 3                          | 0                           | 0  | 3.91                                 | 3.50                                 | 3.42                                 |
| (2V07) (508GH) Lawrenceville, GA   | 2,632                             | 2,601                         | 98.82%   | 31    | 1.18%  | 2,317  | 145                      | 139                       | 17                        | 13                         | 0                           | 1  | 2.79                                 | 7.64                                 | 1.55                                 |
| (2V07) (508GI) Newnan, GA  | 2,010                             | 1,987                         | 98.86%   | 23    | 1.14%  | 1,723  | 121                      | 143                       | 19                        | 4                          | 0                           | 0  | 3.20                                 | 6.20                                 | 3.34                                 |
| (2V07) (508GJ) Blairsville, GA   | 983                               | 975                           | 99.19%   | 8     | 0.81%  | 880    | 53                       | 42                        | 4                         | 0                          | 3                           | 1  | 3.49                                 | 1.67                                 | 1.32                                 |
| (2V07) (508GK) Carrollton, GA<br>(Trinka Davis Village)  | 2,332                             | 2,243                         | 96.18%   | 89    | 3.82%  | 1,855  | 191                      | 197                       | 70                        | 15                         | 2                           | 2  | 5.13                                 | 8.05                                 | 2.12                                 |
| (2V07) (508GL) Rome, GA  | 950                               | 941                           | 99.05%   | 9     | 0.95%  | 850    | 60                       | 31                        | 5                         | 2                          | 2                           | 0  | 3.20                                 | 2.58                                 | 2.67                                 |
| (2V07) (508QB) East Point, GA  | 492                               | 492                           | 100.00%  | 0     | 0.00%  | 467    | 19                       | 6                         | 0                         | 0                          | 0                           | 0  | 0.63                                 |                                      | 0.79                                 |
| (2V07) (508QC) Henderson Mill, GA  | 2,601                             | 2,601                         | 100.00%  | 0     | 0.00%  | 2,524  | 59                       | 18                        | 0                         | 0                          | 0                           | 0  |                                      |                                      | 1.13                                 |
| (2V07) (508QD) Fulton County, GA   | 586                               | 586                           | 100.00%  | 0     | 0.00%  | 335    | 172                      | 79                        | 0                         | 0                          | 0                           | 0  |                                      | 5.77                                 | 11.16                                |
| (2V07) (508QE) Gwinnett County, GA   | 1,177                             | 1,167                         | 99.15%   | 10    | 0.85%  | 1,051  | 54                       | 62                        | 9                         | 1                          | 0                           | 0  | 4.69                                 | 4.05                                 | 0.88                                 |
| (2V07) (508QF) Atlanta-Arcadia<br>Avenue, GA   | 11,345                            | 10,744                        | 94.70%   | 601   | 5.30%  | 9,026  | 797                      | 921                       | 461                       | 106                        | 29                          | 5  | 3.45                                 | 8.04                                 | 3.14                                 |
| (2V07) (509) Augusta, GA HCS   | 29,321                            | 28,026                        | 95.58%   | 1,295 | 4.42%  | 24,725 | 1,565                    | 1,736                     | 1,002                     | 192                        | 64                          | 37                                       | 2.96                                 | 7.27                                 | 2.05                                 |
| (2V07) (509) Augusta Downtown, GA<br>(Charlie Norwood)   | 12,965                            | 12,194                        | 94.05%   | 771   | 5.95%  | 10,298 | 854                      | 1,042                     | 599                       | 99                         | 46                          | 27                                       |                                      | 7.79                                 | 2.28                                 |
| (2V07) (509A0) Augusta Uptown, GA  | 12,443                            | 11,941                        | 95.97%   | 502   | 4.03%  | 10,819 | 531                      | 591                       | 385                       | 89                         | 18                          | 10                                       | 3.63                                 | 6.41                                 | 2.13                                 |
| (2V07) (509GA) Athens, GA  | 2,107                             | 2,102                         | 99.76%   | 5     | 0.24%  | 1,923  | 124                      | 55                        | 4                         | 1                          | 0                           | 0  | 2.19                                 | 3.29                                 | 1.27                                 |
| (2V07) (509GB) Aiken, SC   | 1,299                             | 1,294                         | 99.62%   | 5     | 0.38%  | 1,228  | 38                       | 28                        | 4                         | 1                          | 0                           | 0  | 1.14                                 | 2.59                                 | 1.84                                 |
| (2V07) (509QA) Statesboro, GA  | 507                               | 495                           | 97.63%   | 12    | 2.37%  | 457    | 18                       | 20                        | 10                        | 2                          | 0                           | 0  | 1.52                                 | 0.67                                 | 4.23                                 |
| (2V07) (521) Birmingham, AL HCS  | 49,098                            | 47,082                        | 95.89%   | 2,016 | 4.11%  | 41,802 | 2,435                    | 2,845                     | 1,341                     | 443                        | 175                         | 57                                       | 1.97                                 | 9.09                                 | 2.88                                 |
| (2V07) (521) Birmingham, AL  | 23,657                            | 22,220                        | 93.93%   | 1,437 | 6.07%  | 19,344 | 1,241                    | 1,635                     | 913                       | 355                        | 138                         | 31                                       | 0.73                                 | 12.35                                | 2.90                                 |
| (2V07) (521GA) Huntsville, AL  | 6,537                             | 6,303                         | 96.42%   | 234   | 3.58%  | 5,472  | 399                      | 432                       | 175                       | 35                         | 17                          | 7  | 2.67                                 | 9.15                                 | 3.73                                 |
| (2V07) (521GC) Sheffield, AL<br>(Florence)   | 1,702                             | 1,701                         | 99.94%   | 1     | 0.06%  | 1,683  | 14                       | 4                         | 1                         | 0                          | 0                           | 0  | 0.09                                 | 1.76                                 | 0.53                                 |
| (2V07) (521GD) Rainbow City, AL  | 1,699                             | 1,696                         | 99.82%   | 3     | 0.18%  | 1,578  | 76                       | 42                        | 3                         | 0                          | 0                           | 0  | 1.00                                 | 1.52                                 | 3.37                                 |
| (2V07) (521GE) Oxford, AL  | 1,896                             | 1,884                         | 99.37%   | 12    | 0.63%  | 1,692  | 110                      | 82                        | 11                        | 1                          | 0                           | 0  | 1.59                                 | 1.50                                 | 5.16                                 |
| (2V07) (521GF) Jasper, AL  | 1,114                             | 1,113                         | 99.91%   | 1     | 0.09%  | 1,091  | 16                       | 6                         | 1                         | 0                          | 0                           | 0  | 0.52                                 | 0.36                                 | 0.90                                 |
| (2V07) (521GG) Bessemer, AL  | 1,155                             | 1,150                         | 99.57%   | 5     | 0.43%  | 1,081  | 35                       | 34                        | 5                         | 0                          | 0                           | 0  | 1.38                                 | 1.85                                 | 1.94                                 |
| (2V07) (521GH) Childersburg, AL  | 1,185                             | 1,184                         | 99.92%   | 1     | 0.08%  | 1,132  | 36                       | 16                        | 1                         | 0                          | 0                           | 0  | 1.17                                 | 2.65                                 | 1.43                                 |
| (2V07) (521GI) Guntersville, AL  | 1,598                             | 1,583                         | 99.06%   | 15    | 0.94%  | 1,455  | 81                       | 47                        | 6                         | 0                          | 9                           | 0  | 1.46                                 | 12.61                                | 3.12                                 |
|  |                                   |                               |  |       |  |        |                          |                           |                           |                            |                             |  |                                      |                                      |                                      |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within 30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 |       | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|----------------------------|--|-------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (2V07) (521GJ) Birmingham-7th<br>Avenue, AL  | 6,473                             | 6,214                      | 96.00%   | 259   | 4.00%  | 5,463                   | 314                      | 437                       | 185                       | 46                         | 11                          | 17                                       | 3.75                                 | 5.91                                 | 1.94                                 |
| (2V07) (521QA) Callahan, AL  | 2,082                             | 2,034                      | 97.69%   | 48    | 2.31%  | 1,811                   | 113                      | 110                       | 40                        | 6                          | 0                           | 2  |                                      | 3.56                                 |                                      |
| (2V07) (534) Charleston, SC HCS  | 52,560                            | 51,294                     | 97.59%   | 1,266 | 2.41%  | 46,388                  | 2,545                    | 2,361                     | 1,091                     | 146                        | 17                          | 12                                       | 1.79                                 | 6.20                                 | 2.50                                 |
| (2V07) (534) Charleston, SC (Ralph<br>H. Johnson)  | 23,996                            | 23,218                     | 96.76%   | 778   | 3.24%  | 20,752                  | 1,177                    | 1,289                     |                           | 93                         | 9                           | 3  | 0.91                                 | 5.83                                 |                                      |
| (2V07) (534BY) Savannah, GA  | 7,722                             |                            | 96.81%   | 246   | 3.19%  |                         |                          | 393                       |                           | 35                         | 7                           | 5  | 3.16                                 | 8.75                                 |                                      |
| (2V07) (534GB) Myrtle Beach, SC  | 3,534                             |                            |  |       |  |                         |                          | 152                       |                           | 2                          | 0                           | 0  | 2.30                                 | 7.66                                 |                                      |
| (2V07) (534GC) Beaufort, SC  | 2,587                             |                            | 99.46%   |       |  |                         |                          | 57                        |                           |                            |                             | 0  | 1.51                                 | 2.52                                 |                                      |
| (2V07) (534GD) Goose Creek, SC   | 5,105                             |                            | 98.10%   | 97    | 1.90%  | 4,543                   | 274                      | 191                       | 88                        | 8                          | 0                           | 1  | 1.23                                 | 7.42                                 | 3.25                                 |
| (2V07) (534GE) Hinesville, GA  | 3,495                             | 3,472                      | 99.34%   | 23    | 0.66%  | 3,294                   | 83                       | 95                        | 22                        | 1                          | 0                           | 0  | 1.19                                 | 2.44                                 | 2.26                                 |
| (2V07) (534GF) Trident 1, SC   | 2,226                             | 2,222                      | 99.82%   | 4     | 0.18%  | 2,154                   | 45                       | 23                        | 4                         | 0                          | 0                           | 0  | 1.19                                 | 3.41                                 |                                      |
| (2V07) (534QA) Market Commons,<br>SC   | 3,069                             |                            | 97.56%   |       |  | ·                       | 188                      | 145                       |                           | 5                          | 1                           | 3  |                                      | 6.59                                 |                                      |
| (2V07) (534QB) Trident 2, SC   | 724                               |                            | 99.45%   |       | 0.55%  |                         |                          | 16                        |                           | 0                          | 0                           |  |                                      |                                      | 1.93                                 |
| (2V07) (534QC) Charleston-City Hall Lane, SC   | 102                               | 102                        | 100.00%  | 0     | 0.00%  | 102                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (2V07) (544) Columbia, SC HCS  | 53,483                            | 50,676                     | 94.75%   | 2,807 | 5.25%  | 44,622                  | 3,101                    | 2,953                     | 2,107                     | 468                        | 103                         | 129                                      | 3.90                                 | 9.58                                 | 2.41                                 |
| (2V07) (544) Columbia, SC (Wm.<br>Jennings Bryan Dorn)   | 34,701                            | ·                          | 93.18%   |       |  |                         |                          | 2,162                     | ·                         | 389                        | 79                          | 114                                      |                                      | 10.16                                |                                      |
| (2V07) (544BZ) Greenville, SC  | 6,543                             | 6,275                      | 95.90%   | 268   | 4.10%  | 5,505                   | 415                      | 355                       | 207                       | 47                         | 10                          | 4  | 4.46                                 | 5.66                                 | 4.03                                 |
| (2V07) (544GB) Florence, SC  | 2,103                             | 2,085                      | 99.14%   | 18    | 0.86%  | 1,872                   | 131                      | 82                        | 15                        | 2                          | 1                           | 0  | 2.60                                 | 12.03                                | 1.74                                 |
| (2V07) (544GC) Rock Hill, SC   | 2,870                             | 2,843                      | 99.06%   | 27    | 0.94%  | 2,721                   | 83                       | 39                        | 20                        | 5                          | 0                           | 2  | 2.62                                 | 0.00                                 | 1.41                                 |
| (2V07) (544GD) Anderson, SC  | 2,546                             | 2,485                      | 97.60%   | 61    | 2.40%  | 2,180                   | 175                      | 130                       | 30                        | 20                         | 7                           | 4  | 2.35                                 | 8.05                                 | 1.73                                 |
| (2V07) (544GE) Orangeburg, SC  | 1,102                             | 1,086                      | 98.55%   | 16    | 1.45%  | 1,010                   | 37                       | 39                        | 8                         | 1                          | 2                           | 5  | 1.51                                 |                                      | 6.41                                 |
| (2V07) (544GF) Sumter, SC  | 1,568                             | 1,556                      | 99.23%   | 12    | 0.77%  | 1,409                   | 83                       | 64                        | 7                         | 2                          | 3                           | 0  | 3.89                                 |                                      | 1.29                                 |
| (2V07) (544GG) Spartanburg, SC   | 1,851                             | 1,840                      | 99.41%   | 11    | 0.59%  | 1,693                   | 115                      | 32                        | 11                        | 0                          | 0                           | 0  | 2.12                                 | 2.43                                 | 2.16                                 |
| (2V07) (544HK) Columbia, SC -<br>Mobile  | 199                               | 170                        | 85.43%   | 29    | 14.57%   | 99                      | 21                       | 50                        | 26                        | 2                          | 1                           | 0  |                                      | 14.18                                |                                      |
| (2V07) (557) Dublin, GA HCS  | 24,426                            | 23,262                     | 95.23%   | 1,164 | 4.77%  | 20,524                  | 1,378                    | 1,360                     | 649                       | 378                        | 105                         | 32                                       | 4.84                                 | 10.58                                | 4.25                                 |
| (2V07) (557) Dublin, GA (Carl Vinson)  | 16,259                            | 15,403                     | 94.74%   | 856   | 5.26%  | 13,548                  | 939                      | 916                       | 447                       | 279                        | 100                         | 30                                       | 4.76                                 | 10.94                                | 3.59                                 |
| (2V07) (557GA) Macon, GA   | 2,032                             | 1,976                      | 97.24%   | 56    | 2.76%  | 1,647                   | 158                      | 171                       | 54                        | 0                          | 1                           | 1  | 3.83                                 | 2.42                                 | 7.50                                 |
| (2V07) (557GB) Albany, GA  | 1,767                             | 1,739                      | 98.42%   | 28    | 1.58%  | 1,660                   | 43                       | 36                        | 21                        | 4                          | 2                           | 1  | 3.01                                 | 4.83                                 | 1.78                                 |
| (2V07) (557GC) Milledgeville, GA   | 607                               | 604                        | 99.51%   | 3     | 0.49%  | 590                     | 7                        | 7                         | 1                         | 2                          | 0                           | 0  | 0.46                                 | 10.00                                | 1.52                                 |
| (2V07) (557GE) Brunswick, GA   | 1,391                             | 1,317                      | 94.68%   | 74    | 5.32%  | 1,148                   | 87                       | 82                        | 45                        | 28                         | 1                           | 0  | 8.68                                 | 6.61                                 | 3.92                                 |
| (2V07) (557GF) Tifton, GA  | 1,229                             | 1,209                      | 98.37%   | 20    | 1.63%  | 1,086                   | 77                       | 46                        | 17                        | 3                          | 0                           | 0  | 2.91                                 | 2.17                                 | 4.33                                 |
| (2V07) (557HA) Perry, GA   | 1,141                             | 1,014                      | 88.87%   | 127   | 11.13%   | 845                     | 67                       | 102                       | 64                        | 62                         | 1                           | 0  | 11.25                                | 15.06                                | 7.69                                 |
| (2V07) (619) Central Alabama HCS   | 29,526                            | 27,539                     | 93.27%   | 1,987 | 6.73%  | 24,066                  | 1,596                    | 1,877                     | 1,376                     | 409                        | 127                         | 75                                       | 5.22                                 | 11.52                                | 7.82                                 |
| (2V07) (619) Montgomery, AL<br>(Central Alabama)   | 6,950                             | 6,319                      | 90.92%   | 631   | 9.08%  | 5,270                   | 367                      | 682                       | 452                       | 92                         | 60                          | 27                                       | 0.00                                 | 13.30                                | 6.46                                 |
| (2V07) (619A4) Tuskegee, AL<br>(Central Alabama)   | 8,726                             | 8,160                      | 93.51%   | 566   | 6.49%  | 7,385                   | 386                      | 389                       | 328                       | 176                        | 34                          | 28                                       | 4.49                                 | 12.09                                | 15.43                                |
| (2V07) (619GA) Columbus, GA  | 2,020                             | 1,838                      | 90.99%   | 182   | 9.01%  | 1,615                   | 103                      | 120                       | 137                       | 33                         | 4                           | 8  | 7.37                                 | 10.08                                | 10.08                                |
| (2V07) (619GB) Dothan 1, AL  | 813                               | 768                        | 94.46%   | 45    | 5.54%  | 679                     | 51                       | 38                        | 43                        | 2                          | 0                           | 0  | 4.86                                 |                                      |                                      |
| (2V07) (619GD) Wiregrass, AL   | 1,854                             | 1,777                      | 95.85%   | 77    | 4.15%  | 1,644                   | 78                       | 55                        | 31                        | 27                         | 13                          | 6  | 5.92                                 | 6.47                                 | 0.72                                 |
| (2V07) (619GE) Monroe County, AL   | 474                               | 471                        | 99.37%   | 3     | 0.63%  | 455                     | 10                       | 6                         | 0                         | 0                          | 1                           | 2  | 2.64                                 |                                      | 0.15                                 |
| (2V07) (619GF) Central Alabama<br>Montgomery, AL   | 5,275                             | 4,935                      | 93.55%   | 340   | 6.45%  | 4,146                   | 402                      | 387                       | 279                       | 53                         | 5                           | 3  | 5.08                                 | 10.68                                | 2.22                                 |
| (2V07) (619PA) Tuskegee, AL<br>(Central Alabama) - PRRTP   | 1                                 |                            | 100.00%  |       |  |                         |                          | 1                         | 0                         | 0                          | 0                           |  |                                      |                                      |                                      |
| (2V07) (619QA) Dothan 2, AL  | 822                               | 785                        | 95.50%   | 37    | 4.50%  | 706                     | 26                       | 53                        | 21                        | 8                          | 8                           | 0  |                                      |                                      | 5.79                                 |
|  |                                   |                            |  |       |  |                         |                          |                           |                           |                            |                             |  |                                      |                                      |                                      |

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|--|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (2V07) (619QB) Fort Benning, GA  | 2,591                             | 2,485                         | 95.91%   | 106                            | 4.09%  | 2,166                   | 173                      | 146                       | 85                        | 18                         | 2                           | 1  | 5.50                                 | 3.97                                 | 0.11                                 |
| (2V07) (679) Tuscaloosa, AL HCS  | 10,880                            | 10,410                        | 95.68%   | 470                            | 4.32%  | 9,745                   | 288                      | 377                       | 328                       | 124                        | 4                           | 14                                       | 8.55                                 | 5.16                                 | 3.10                                 |
| (2V07) (679) Tuscaloosa, AL  | 10,371                            | 9,908                         | 95.54%   | 463                            | 4.46%  | 9,252                   | 280                      | 376                       | 325                       | 123                        | 4                           | 11                                       | 9.61                                 | 5.16                                 | 3.12                                 |
| (2V07) (679BU) Tuscaloosa, AL -<br>VADOM   | 113                               | 112                           | 99.12%   | 1                              | 0.88%  | 111                     | 1                        | 0                         | 1                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (2V07) (679GA) Selma, AL   | 243                               | 243                           | 100.00%  | 0                              | 0.00%  | 241                     | 2                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.22                                 | 0.00                                 | 0.00                                 |
| (2V07) (679HK) Tuscaloosa, AL -<br>Mobile  | 153                               | 147                           | 96.08%   | 6                              | 3.92%  | 141                     | 5                        | 1                         | 2                         | 1                          | 0                           | 3  | 5.24                                 |                                      |                                      |
| (2V08) (516) Bay Pines, FL HCS   | 82,141                            | 79,596                        | 96.90%   | 2,545                          | 3.10%  | 70,639                  | 4,464                    | 4,493                     | 1,907                     | 410                        | 134                         | 94                                       | 3.49                                 | 6.36                                 | 4.43                                 |
| (2V08) (516) Bay Pines, FL (C.W. Bill<br>Young)  | 46,377                            | ·                             | 97.08%   | 1,354                          | 2.92%  | 40,060                  | 2,443                    | 2,520                     | 1,019                     |                            |                             | 20                                       |                                      | 6.49                                 | 3.41                                 |
| (2V08) (516BZ) Lee County, FL  | 17,853                            | 17,053                        | 95.52%   | 800                            | 4.48%  | 14,938                  | 1,028                    | 1,087                     | 618                       | 97                         | 22                          | 63                                       | 3.83                                 | 6.87                                 | 4.49                                 |
| (2V08) (516GA) Sarasota, FL  | 3,365                             | 3,335                         | 99.11%   | 30                             |  | 2,960                   | 174                      | 201                       | 18                        | 8                          | 2                           | 2  | 3.57                                 | 0.67                                 | 4.43                                 |
| (2V08) (516GB) St. Petersburg, FL  | 806                               |                               | 99.50%   | 4                              | 0.50%  | 774                     | 16                       | 12                        |                           | 0                          |                             | 0  |                                      | 1.22                                 | 2.06                                 |
| (2V08) (516GC) Palm Harbor, FL   | 2,558                             |                               |  | 81                             | 3.17%  | 2,092                   | 238                      | 147                       | 44                        | _                          |                             | 8  | 6.77                                 | 0.76                                 | 7.63                                 |
| (2V08) (516GD) Bradenton, FL   | 4,020                             |                               |  | 199                            |  | 3,417                   | 221                      | 183                       |                           |                            |                             | 1  | 1.89                                 | 7.32                                 | 7.87                                 |
| (2V08) (516GE) Port Charlotte, FL  | 3,371                             |                               |  | 39                             |  | 2,930                   | 192                      | 210                       |                           |                            | 12                          | 0  | 0.0 .                                | 3.38                                 | 3.58                                 |
| (2V08) (516GF) Naples, FL  | 2,108                             |                               | 98.39%   | 34                             | 1.61%  | 1,884                   | 102                      | 88                        |                           |                            | 0                           | 0  | 2.38                                 | 6.00                                 | 8.59                                 |
| (2V08) (516GH) Sebring, FL   | 1,683                             |                               | 99.76%   | 4                              | 0.24%  | 1,584                   | 50                       | 45                        |                           | 0                          | 0                           | 0  |                                      | 2.98                                 | 5.67                                 |
| (2V08) (546) Miami, FL HCS   | 46,749                            |                               |  |                                |  |                         | 1,608                    |                           |                           |                            |                             |  |                                      | 5.35                                 | 1.56                                 |
| (2V08) (546) Miami, FL (Bruce W. Carter) (2V08) (546BZ) Sunrise, FL (William   | 29,093<br>11,543                  |                               | 97.11%   | 568                            |  | 9,801                   | 550                      | 939                       | 593                       |                            | 35<br>78                    | 52                                       |                                      | 8.77                                 | 1.92                                 |
| "Bill" Kling) (2V08) (546GA) Miami Flagler, FL   | 31                                | 31                            | 100.00%  | 0                              | 0.00%  | 30                      | 1                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.58                                 |                                      |                                      |
| (2V08) (546GB) Key West, FL  | 1,035                             |                               | 98.84%   |                                |  |                         | 54                       | 50                        |                           |                            |                             | 0  |                                      | 2.19                                 | 3.08                                 |
| (2V08) (546GC) Homestead, FL   | 1,961                             |                               | 97.71%   |                                |  | 1,718                   | 100                      | 98                        |                           |                            |                             | 0  |                                      | 3.56                                 | 6.10                                 |
| (2V08) (546GD) Pembroke Pines, FL  | 724                               |                               | 95.99%   | 29                             |  |                         | 5                        | 2                         |                           |                            |                             | 0  |                                      | 1.27                                 | 3.58                                 |
| (2V08) (546GE) Key Largo, FL   | 363                               |                               | 98.62%   | 5                              |  | 330                     | 17                       | 11                        | 5                         | 0                          | 0                           | 0  |                                      | 7.35                                 | 1.87                                 |
| (2V08) (546GF) Hollywood, FL   | 1,313                             |                               | 99.09%   | 12                             |  | 1,234                   | 36                       | 31                        | 11                        | 1                          | 0                           | 0  | 2.35                                 | 0.83                                 | 2.35                                 |
| (2V08) (546GH) Deerfield Beach, FL   | 686                               | 686                           | 100.00%  | 0                              | 0.00%  | 647                     | 27                       | 12                        | 0                         | 0                          | 0                           | 0  | 1.93                                 | 0.66                                 | 2.36                                 |
| (2V08) (548) West Palm Beach, FL HCS   | 51,973                            | 50,920                        | 97.97%   | 1,053                          | 2.03%  | 45,790                  | 2,720                    | 2,410                     | 855                       | 147                        | 32                          | 19                                       | 2.01                                 | 4.81                                 | 3.23                                 |
| (2V08) (548) West Palm Beach, FL   | 39,798                            | 38,774                        | 97.43%   | 1,024                          | 2.57%  | 34,017                  | 2,510                    | 2,247                     | 835                       | 144                        | 30                          | 15                                       | 2.78                                 | 5.32                                 | 3.62                                 |
| (2V08) (548GA) Fort Pierce, FL   | 2,047                             | 2,038                         | 99.56%   | 9                              | 0.44%  | 1,905                   | 81                       | 52                        | 7                         | 1                          | 0                           | 1  | 2.22                                 | 1.76                                 | 3.16                                 |
| (2V08) (548GB) Delray Beach, FL  | 2,927                             | 2,918                         | 99.69%   | 9                              | 0.31%  | 2,899                   | 12                       | 7                         | 5                         | 0                          | 1                           | 3  | 0.09                                 | 0.24                                 | 0.59                                 |
| (2V08) (548GC) Stuart, FL  | 2,717                             | 2,715                         | 99.93%   | 2                              | 0.07%  | 2,689                   | 15                       | 11                        | 1                         | 1                          | 0                           | 0  | 0.39                                 | 0.37                                 | 0.45                                 |
| (2V08) (548GD) Boca Raton, FL  | 1,618                             | 1,614                         | 99.75%   | 4                              | 0.25%  | 1,543                   | 35                       | 36                        | 3                         | 0                          | 1                           | 0  | 1.19                                 | 1.04                                 | 5.25                                 |
| (2V08) (548GE) Vero Beach, FL  | 1,406                             | 1,406                         | 100.00%  | 0                              | 0.00%  | 1,401                   | 3                        | 2                         | 0                         | 0                          | 0                           | 0  | 0.07                                 | 0.12                                 | 0.12                                 |
| (2V08) (548GF) Okeechobee, FL  | 864                               | 864                           | 100.00%  | 0                              | 0.00%  | 814                     | 34                       | 16                        | 0                         | 0                          | 0                           | 0  | 1.81                                 | 0.95                                 | 2.49                                 |
| (2V08) (548QA) Port Saint Lucie, FL  | 596                               | 591                           | 99.16%   | 5                              | 0.84%  | 522                     | 30                       | 39                        | 4                         | 1                          | 0                           | 0  |                                      | 6.75                                 | 7.33                                 |
| (2V08) (573) Gainesville, FL HCS   | 82,499                            | 79,389                        | 96.23%   | 3,110                          | 3.77%  | 68,802                  | 5,621                    | 4,966                     | 2,147                     | 625                        | 185                         | 153                                      | 3.75                                 | 7.15                                 | 3.18                                 |
| (2V08) (573) Gainesville, FL (Malcom Randall)  | 22,823                            |                               | 95.94%   |                                |  |                         | 1,490                    | 1,470                     |                           |                            |                             | 12                                       |                                      | 6.59                                 | 2.33                                 |
| (2V08) (573A4) Lake City, FL   | 8,860                             |                               | 98.37%   | 144                            |  | 7,597                   | 496                      | 623                       |                           |                            |                             | 11                                       | 4.89                                 | 5.50                                 | 0.69                                 |
| (2V08) (573BY) Jacksonville 1, FL  | 10,077                            |                               | 90.60%   | 947                            | 9.40%  | 7,528                   | 806                      | 796                       |                           |                            |                             | 98                                       |                                      | 13.84                                | 4.64                                 |
| (2V08) (573GA) Valdosta, GA  | 1,358                             |                               |  |                                |  | 1,299                   | 30                       | 18                        |                           |                            | 0                           | 0  |                                      | 2.83                                 | 1.02                                 |
| (2V08) (573GD) Ocala, FL   | 2,692                             |                               | 98.29%   | 46                             |  | ·                       | 158                      | 88                        |                           |                            | 0                           | 2  |                                      | 4.55                                 | 5.99                                 |
| (2V08) (573GE) Saint Augustine, FL   | 2,280                             | 2,221                         | 97.41%   | 59                             | 2.59%  | 1,898                   | 206                      | 117                       | 41                        | 16                         | 1                           | 1  | 3.83                                 | 7.70                                 | 3.51                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017   | Total Completed<br>Appointments 1                                  | Completed within 30 Days 2   | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3  |  | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5                        | Completed 0-7 Days 6   | Completed 8-14<br>Days 7  | Completed 15-30<br>Days 8   | Completed 31-60<br>Days 9  | Completed 61-90<br>Days 10  | Completed 91-120<br>Days 11   | Completed in<br>more than 120<br>Days 12                        | PC Avg<br>Wait Time<br>in Days<br>13   |  | MH Avg<br>Wait Time<br>in Days<br>15   |
|--|--|--|---|--|---|--|---|---|--|---|---|---|--|--|--|
| (2V08) (573GF) Tallahassee, FL   | 7,729  | 7,527  | 97.39%  | 202  | 2.61%   | 6,549  | 569   | 409   | 153  | 24  | 16  | 9   | 5.93   | 3.96   | 3.34   |
| (2V08) (573GG) Lecanto, FL   | 2,383  | 2,380  | 99.87%  | 3  | 0.13%   | 2,246  | 93  | 41  | 3  | 0   | 0   | 0   | 1.65   | 1.36   | 0.58   |
| (2V08) (573GI) The Villages, FL  | 7,974  | 7,549  | 94.67%  | 425  | 5.33%   | 6,497  | 530   | 522   | 285  | 103   | 20  | 17  | 4.83   | 7.27   | 4.52   |
| (2V08) (573GJ) St. Marys, GA   | 955  | 950  | 99.48%  | 5  | 0.52%   | 831  | 80  | 39  | 5  | 0   | 0   | 0   | 3.42   | 8.09   | 2.90   |
| (2V08) (573GK) Marianna, FL  | 994  | 994  | 100.00%   | 0  | 0.00%   | 930  | 46  | 18  | 0  | 0   | 0   | 0   | 1.69   | 1.92   | 1.47   |
| (2V08) (573GL) Palatka, FL   | 977  | 963  | 98.57%  | 14   | 1.43%   | 888  | 49  | 26  | 7  | 5   | 1   | 1   | 2.72   | 2.74   | 4.08   |
| (2V08) (573GM) Waycross, GA  | 590  | 587  | 99.49%  | 3  | 0.51%   | 535  | 37  | 15  | 1  | 1   | 0   | 1   | 2.22   | 0.05   | 3.30   |
| (2V08) (573GN) Perry, FL   | 257  | 257  | 100.00%   | 0  | 0.00%   | 238  | 13  | 6   | 0  | 0   | 0   | 0   | 1.52   | 0.00   | 0.00   |
| (2V08) (573MA) IDES Naval Hospital<br>Jacksonville   | 7  | 7  | 100.00%   | 0  | 0.00%   | 6  | 1   | 0   | 0  | 0   | 0   | 0   |  | 1.86   |  |
| (2V08) (573QA) Gainesville 1-16th<br>Street, FL  | 901  | 901  | 100.00%   | 0  | 0.00%   | 901  | 0   | 0   | 0  | 0   | 0   | 0   |  | 0.00   | 0.00   |
| (2V08) (573QB) Gainesville 2-98th<br>Street, FL  | 535  | 517  | 96.64%  | 18   | 3.36%   | 469  | 22  | 26  | 17   | 1   | 0   | 0   |  | 3.42   |  |
| (2V08) (573QC) Gainesville 3-64th<br>Street (C), FL  | 1,335  | 1,332  | 99.78%  | 3  | 0.22%   | 949  | 199   | 184   | 3  | 0   | 0   | 0   |  | 4.50   | 7.23   |
| (2V08) (573QD) Gainesville 4-64th<br>Street (O), FL  | 879  | 876  | 99.66%  | 3  | 0.34%   | 668  | 147   | 61  | 3  | 0   | 0   | 0   |  | 4.52   |  |
| (2V08) (573QE) Gainesville 5-64th<br>Street (D), FL  | 1,277  | 1,235  | 96.71%  | 42   | 3.29%   | 1,057  | 76  | 102   | 30   | 10  | 2   | 0   |  | 4.91   |  |
| (2V08) (573QF) Gainesville 6-23rd<br>Avenue, FL  | 114  | 109  | 95.61%  | 5  | 4.39%   | 103  | 0   | 6   | 3  | 2   | 0   | 0   |  |  | 0.00   |
| (2V08) (573QG) Jacksonville<br>Southpoint, FL  | 4,505  | 4,315  | 95.78%  | 190  | 4.22%   | 3,695  | 370   | 250   | 158  | 21  | 10  | 1   | 4.03   | 6.58   | 4.99   |
| (2V08) (573QH) Ocala West, FL  | 1,035  | 1,015  | 98.07%  | 20   | 1.93%   | 908  | 46  | 61  | 13   | 7   | 0   | 0   |  | 3.32   |  |
| (2V08) (573QJ) Jacksonville 2<br>University Boulevard, FL  | 1,962  | 1,919  | 97.81%  | 43   | 2.19%   | 1,674  | 157   | 88  | 37   | 4   | 2   | 0   | 4.45   | 3.11   | 3.37   |
| 2V08) (672) San Juan, PR HCS   | 49,488   | 47,454   | 95.89%  | 2,034  | 4.11%   | 43,143   | 2,158   | 2,153   | 939  | 594   | 244   | 257   | 2.60   | 7.86   | 4.10   |
| (2V08) (672) San Juan, PR  | 43,106   | 41,129   | 95.41%  | 1,977  | 4.59%   | 37,091   | 1,994   | 2,044   | 907  | 585   | 234   | 251   | 3.06   | 8.34   | 4.49   |
| (2V08) (672B0) Ponce, PR (Euripides Rubio)   | 625  |  | 100.00%   | 0  | 0.00%   | 624  | 0   | 1   | 0  | 0   | 0   | 0   | 0.00   | 0.00   | 1.13   |
| (2V08) (672BZ) Mayaguez, PR  | 4,583  | 4,558  | 99.45%  | 25   | 0.55%   | 4,442  | 78  | 38  | 12   | 2   | 8   | 3   | 0.76   | 1.62   | 1.08   |
| (2V08) (672GA) Saint Croix, VI   |  |  |   |  |   |  |   |   |  |   |   |   |  |  |  |
| (2000) (0120A) Saint Cluix, VI   | 90   | 90   | 100.00%   | 0  | 0.00%   | 90   | 0   | 0   | 0  | 0   | 0   | 0   |  | 0.00   |  |
| (2V08) (672GB) Saint Thomas, VI  | 90   |  | 99.21%  | 0  | 0.00%<br>0.79%  | 90   | 0   | 0   | 0  | 0   | 0   |   | 0.05   |  |  |
| (2V08) (672GB) Saint Thomas, VI<br>(2V08) (672GC) Arecibo, PR  | 127<br>468   | 126  | 99.21%<br>95.09%  | 0 1 23   | 0.79%<br>4.91%  | 123<br>367   | 1 35  | 2 43  | 0<br>1<br>16   | 0   | 0   | 0   | 0.05   | 13.43  | 0.00<br>5.15   |
| (2V08) (672GB) Saint Thomas, VI  | 127  | 126<br>445<br>3 266  | 99.21%<br>95.09%<br>97.44%  | 1  | 0.79%   | 123  | 1   | 2 43  | 1  | 0   | 0   | 0   | 0.05<br>0.34<br>6.38   | 13.43  | 0.00<br>5.15   |
| (2V08) (672GB) Saint Thomas, VI<br>(2V08) (672GC) Arecibo, PR<br>(2V08) (672GD) Ceiba, PR<br>(2V08) (672GE) Guayama, PR  | 127<br>468<br>273<br>67  | 126<br>445<br>266<br>66  | 99.21%<br>95.09%<br>97.44%<br>98.51%  | 1  | 0.79%<br>4.91%<br>2.56%<br>1.49%  | 123<br>367<br>211<br>62  | 1<br>35<br>33<br>4  | 2<br>43<br>22<br>0  | 1 16   | 0<br>7<br>0   | 0 0 2   | 0   | 0.05<br>0.34<br>6.38<br>4.86<br>0.47   | 13.43<br>0.00<br>64.75   | 0.00<br>5.15   |
| (2V08) (672GB) Saint Thomas, VI<br>(2V08) (672GC) Arecibo, PR<br>(2V08) (672GD) Ceiba, PR<br>(2V08) (672GE) Guayama, PR<br>(2V08) (672QA) Comerio, PR  | 127<br>468<br>273<br>67<br>92                                      | 126<br>445<br>266<br>66<br>92  | 99.21%<br>95.09%<br>97.44%<br>98.51%<br>100.00%   | 1  | 0.79%<br>4.91%<br>2.56%<br>1.49%<br>0.00%                                     | 123<br>367<br>211<br>62<br>77  | 1 35  | 2<br>43<br>22<br>0<br>3   | 1<br>16<br>2<br>1  | 0<br>7<br>0<br>0  | 0 0 2 0 0   | 0 0 0 3   | 0.05<br>0.34<br>6.38<br>4.86<br>0.47<br>3.92                                 | 13.43<br>0.00<br>64.75   | 0.00<br>5.15<br>1.17   |
| (2V08) (672GB) Saint Thomas, VI<br>(2V08) (672GC) Arecibo, PR<br>(2V08) (672GD) Ceiba, PR<br>(2V08) (672GE) Guayama, PR<br>(2V08) (672QA) Comerio, PR<br>(2V08) (672QB) Utuado, PR   | 127<br>468<br>273<br>67  | 126<br>445<br>266<br>66<br>92<br>53  | 99.21%<br>95.09%<br>97.44%<br>98.51%<br>100.00%   | 1<br>23<br>7   | 0.79%<br>4.91%<br>2.56%<br>1.49%<br>0.00%                                     | 123<br>367<br>211<br>62  | 1<br>35<br>33<br>4<br>12  | 2<br>43<br>22<br>0<br>3   | 1<br>16<br>2<br>1<br>0   | 0<br>7<br>0<br>0<br>0   | 0<br>0<br>2<br>0<br>0   | 0<br>0<br>0<br>3<br>0<br>0                                      | 0.05<br>0.34<br>6.38<br>4.86<br>0.47<br>3.92<br>0.91                         | 13.43<br>0.00<br>64.75   | 0.00<br>5.15<br>1.17   |
| (2V08) (672GB) Saint Thomas, VI (2V08) (672GC) Arecibo, PR (2V08) (672GD) Ceiba, PR (2V08) (672GE) Guayama, PR (2V08) (672QA) Comerio, PR (2V08) (672QB) Utuado, PR (2V08) (672QC) Vieques, PR   | 127<br>468<br>273<br>67<br>92<br>53                                | 126<br>445<br>266<br>66<br>92<br>53<br>4   | 99.21%<br>95.09%<br>97.44%<br>98.51%<br>100.00%<br>100.00%  | 1<br>23<br>7<br>1<br>0<br>0  | 0.79%<br>4.91%<br>2.56%<br>1.49%<br>0.00%<br>0.00%                            | 123<br>367<br>211<br>62<br>77<br>52  | 1<br>35<br>33<br>4<br>12<br>1   | 2<br>43<br>22<br>0<br>3<br>0  | 1<br>16<br>2<br>1<br>0<br>0  | 0<br>7<br>0<br>0<br>0<br>0  | 0<br>0<br>2<br>0<br>0<br>0  | 0<br>0<br>0<br>3<br>0<br>0                                      | 0.05<br>0.34<br>6.38<br>4.86<br>0.47<br>3.92<br>0.91                         | 13.43<br>0.00<br>64.75   | 0.00<br>5.15<br>1.17<br>1.29   |
| (2V08) (672GB) Saint Thomas, VI (2V08) (672GC) Arecibo, PR (2V08) (672GD) Ceiba, PR (2V08) (672GE) Guayama, PR (2V08) (672QA) Comerio, PR (2V08) (672QB) Utuado, PR (2V08) (672QC) Vieques, PR 2V08) (673) Tampa, FL HCS   | 127<br>468<br>273<br>67<br>92<br>53<br>4<br>70,832                 | 126<br>445<br>266<br>66<br>92<br>92<br>53<br>4<br>69,670   | 99.21%<br>95.09%<br>97.44%<br>98.51%<br>100.00%<br>100.00%<br>98.36%                                  | 1<br>23<br>7<br>1<br>0<br>0  | 0.79%<br>4.91%<br>2.56%<br>1.49%<br>0.00%<br>0.00%<br>1.64%                   | 123<br>367<br>211<br>62<br>77<br>52<br>4<br>59,784   | 1<br>35<br>33<br>4<br>12<br>1<br>0<br>4,719   | 2<br>43<br>22<br>0<br>3<br>0<br>0<br>5,167  | 1<br>16<br>2<br>1<br>0<br>0<br>0   | 0<br>7<br>0<br>0<br>0<br>0<br>0                                       | 0<br>0<br>2<br>0<br>0<br>0<br>0   | 0<br>0<br>0<br>3<br>0<br>0<br>0                                 | 0.05<br>0.34<br>6.38<br>4.86<br>0.47<br>3.92<br>0.91<br>0.00                 | 13.43<br>0.00<br>64.75   | 0.00<br>5.15<br>1.17<br>1.29   |
| (2V08) (672GB) Saint Thomas, VI (2V08) (672GC) Arecibo, PR (2V08) (672GD) Ceiba, PR (2V08) (672GE) Guayama, PR (2V08) (672QA) Comerio, PR (2V08) (672QB) Utuado, PR (2V08) (672QC) Vieques, PR   | 127<br>468<br>273<br>67<br>92<br>53                                | 126<br>445<br>266<br>66<br>92<br>92<br>53<br>4<br>69,670   | 99.21%<br>95.09%<br>97.44%<br>98.51%<br>100.00%<br>100.00%  | 1<br>23<br>7<br>1<br>0<br>0  | 0.79% 4.91% 2.56% 1.49% 0.00% 0.00% 1.64%                                     | 123<br>367<br>211<br>62<br>77<br>52  | 1<br>35<br>33<br>4<br>12<br>1   | 2<br>43<br>22<br>0<br>3<br>0<br>0<br>5,167  | 1<br>16<br>2<br>1<br>0<br>0  | 0<br>7<br>0<br>0<br>0<br>0  | 0<br>0<br>2<br>0<br>0<br>0  | 0<br>0<br>0<br>3<br>0<br>0                                      | 0.05<br>0.34<br>6.38<br>4.86<br>0.47<br>3.92<br>0.91<br>0.00                 | 13.43<br>0.00<br>64.75   | 0.00<br>5.15<br>1.17<br>1.29   |
| (2V08) (672GB) Saint Thomas, VI (2V08) (672GC) Arecibo, PR (2V08) (672GD) Ceiba, PR (2V08) (672GE) Guayama, PR (2V08) (672QA) Comerio, PR (2V08) (672QB) Utuado, PR (2V08) (672QC) Vieques, PR 2V08) (673) Tampa, FL HCS (2V08) (673) Tampa, FL (James A.  | 127<br>468<br>273<br>67<br>92<br>53<br>4<br>70,832                 | 126<br>445<br>266<br>66<br>92<br>53<br>4<br>69,670<br>29,203   | 99.21%<br>95.09%<br>97.44%<br>98.51%<br>100.00%<br>100.00%<br>98.36%                                  | 1<br>23<br>7<br>1<br>0<br>0<br>0<br>1,162<br>742                             | 0.79%<br>4.91%<br>2.56%<br>1.49%<br>0.00%<br>0.00%<br>1.64%                   | 123<br>367<br>211<br>62<br>77<br>52<br>4<br>59,784   | 1<br>35<br>33<br>4<br>12<br>1<br>0<br>4,719   | 2<br>43<br>22<br>0<br>3<br>0<br>0<br>5,167  | 1<br>16<br>2<br>1<br>0<br>0<br>0   | 0<br>7<br>0<br>0<br>0<br>0<br>0                                       | 0<br>0<br>2<br>0<br>0<br>0<br>0   | 0<br>0<br>0<br>3<br>0<br>0<br>0                                 | 0.05<br>0.34<br>6.38<br>4.86<br>0.47<br>3.92<br>0.91<br>0.00<br>2.84<br>2.92 | 13.43<br>0.00<br>64.75   | 0.00<br>5.15<br>1.17<br>1.29   |
| (2V08) (672GB) Saint Thomas, VI (2V08) (672GC) Arecibo, PR (2V08) (672GD) Ceiba, PR (2V08) (672GE) Guayama, PR (2V08) (672QA) Comerio, PR (2V08) (672QB) Utuado, PR (2V08) (672QC) Vieques, PR 2V08) (673) Tampa, FL HCS (2V08) (673) Tampa, FL (James A. Haley)   | 127<br>468<br>273<br>67<br>92<br>53<br>4<br>70,832<br>29,945       | 126<br>445<br>3 266<br>66<br>92<br>53<br>4 69,670<br>5 29,203  | 99.21%<br>95.09%<br>97.44%<br>98.51%<br>100.00%<br>100.00%<br>98.36%<br>97.52%                        | 1<br>23<br>7<br>1<br>0<br>0<br>0<br>1,162<br>742                             | 0.79% 4.91% 2.56% 1.49% 0.00% 0.00% 1.64% 2.48%                               | 123<br>367<br>211<br>62<br>77<br>52<br>4<br>59,784<br>24,517   | 1<br>35<br>33<br>4<br>12<br>1<br>0<br>4,719<br>1,903  | 2<br>43<br>22<br>0<br>3<br>0<br>5,167<br>2,783  | 1<br>16<br>2<br>1<br>0<br>0<br>0<br>983<br>650                             | 0<br>7<br>0<br>0<br>0<br>0<br>0<br>122<br>72                          | 0<br>0<br>2<br>0<br>0<br>0<br>0<br>0<br>39                                | 0<br>0<br>0<br>3<br>0<br>0<br>0<br>0<br>18                      | 0.05 0.34 6.38 4.86 0.47 3.92 0.91 0.00 2.84 2.92                            | 13.43<br>0.00<br>64.75<br>5.31<br>5.88   | 0.00<br>5.15<br>1.17<br>1.29<br>2.90<br>0.87                                 |
| (2V08) (672GB) Saint Thomas, VI (2V08) (672GC) Arecibo, PR (2V08) (672GD) Ceiba, PR (2V08) (672GE) Guayama, PR (2V08) (672QA) Comerio, PR (2V08) (672QA) Utuado, PR (2V08) (672QC) Vieques, PR (2V08) (673) Tampa, FL HCS (2V08) (673) Tampa, FL (James A. Haley) (2V08) (673BV) Tampa, FL - VADOM   | 127 468 273 67 92 53 4 70,832 29,945                               | 126<br>445<br>266<br>66<br>92<br>53<br>4<br>69,670<br>29,203<br>3<br>6,413                                   | 99.21%<br>95.09%<br>97.44%<br>98.51%<br>100.00%<br>100.00%<br>98.36%<br>97.52%<br>100.00%             | 1<br>23<br>7<br>1<br>0<br>0<br>0<br>1,162<br>742                             | 0.79% 4.91% 2.56% 1.49% 0.00% 0.00% 1.64% 2.48% 0.00% 0.84%                   | 123<br>367<br>211<br>62<br>77<br>52<br>4<br>59,784<br>24,517   | 1<br>35<br>33<br>4<br>12<br>1<br>0<br>4,719<br>1,903  | 2<br>43<br>22<br>0<br>3<br>0<br>5,167<br>2,783<br>0                                       | 1<br>16<br>2<br>1<br>0<br>0<br>0<br>983<br>650                             | 0<br>7<br>0<br>0<br>0<br>0<br>0<br>122<br>72                          | 0<br>0<br>2<br>0<br>0<br>0<br>0<br>0<br>39                                | 0<br>0<br>0<br>3<br>0<br>0<br>0<br>0<br>18<br>10                | 0.05 0.34 6.38 4.86 0.47 3.92 0.91 0.00 2.84 2.92                            | 13.43<br>0.00<br>64.75<br>5.31<br>5.88   | 0.00<br>5.15<br>1.17<br>1.29<br>2.90<br>0.87                                 |
| (2V08) (672GB) Saint Thomas, VI (2V08) (672GC) Arecibo, PR (2V08) (672GD) Ceiba, PR (2V08) (672GE) Guayama, PR (2V08) (672QA) Comerio, PR (2V08) (672QA) Utuado, PR (2V08) (672QC) Vieques, PR (2V08) (673) Tampa, FL HCS (2V08) (673) Tampa, FL (James A. Haley) (2V08) (673BV) Tampa, FL - VADOM (2V08) (673BZ) New Port Richey, FL  | 127 468 273 67 92 53 4 70,832 29,945 3 6,467                       | 126<br>445<br>266<br>66<br>92<br>53<br>4<br>69,670<br>29,203<br>3<br>6,413<br>1,834                          | 99.21%<br>95.09%<br>97.44%<br>98.51%<br>100.00%<br>100.00%<br>98.36%<br>97.52%<br>100.00%             | 1<br>23<br>7<br>1<br>0<br>0<br>0<br>1,162<br>742                             | 0.79% 4.91% 2.56% 1.49% 0.00% 0.00% 1.64% 2.48% 0.00% 0.84%                   | 123<br>367<br>211<br>62<br>77<br>52<br>4<br>59,784<br>24,517<br>3<br>5,741                                   | 1<br>35<br>33<br>4<br>12<br>1<br>0<br>4,719<br>1,903<br>0                                   | 2<br>43<br>22<br>0<br>3<br>0<br>0<br>5,167<br>2,783<br>0<br>252                           | 1<br>16<br>2<br>1<br>0<br>0<br>0<br>983<br>650<br>0                        | 0<br>7<br>0<br>0<br>0<br>0<br>0<br>122<br>72                          | 0<br>0<br>2<br>0<br>0<br>0<br>0<br>0<br>39<br>10                          | 0<br>0<br>0<br>3<br>0<br>0<br>0<br>0<br>18<br>10<br>0           | 0.05 0.34 6.38 4.86 0.47 3.92 0.91 0.00 2.84 2.92 2.16 3.46                  | 5.31<br>5.88<br>4.04<br>4.85   | 0.00<br>5.15<br>1.17<br>1.29<br>2.90<br>0.87                                 |
| (2V08) (672GB) Saint Thomas, VI (2V08) (672GC) Arecibo, PR (2V08) (672GD) Ceiba, PR (2V08) (672GE) Guayama, PR (2V08) (672QA) Comerio, PR (2V08) (672QB) Utuado, PR (2V08) (672QC) Vieques, PR (2V08) (673) Tampa, FL HCS (2V08) (673) Tampa, FL (James A. Haley) (2V08) (673BV) Tampa, FL - VADOM (2V08) (673BZ) New Port Richey, FL (2V08) (673GB) Lakeland, FL  | 127 468 273 67 92 53 4 70,832 29,945 3 6,467 1,844                 | 126<br>445<br>266<br>66<br>92<br>53<br>4<br>69,670<br>29,203<br>3<br>6,413<br>1,834<br>2,842                 | 99.21%<br>95.09%<br>97.44%<br>98.51%<br>100.00%<br>100.00%<br>98.36%<br>97.52%<br>100.00%<br>99.16%   | 1<br>23<br>7<br>1<br>0<br>0<br>0<br>1,162<br>742<br>0<br>54<br>10            | 0.79% 4.91% 2.56% 1.49% 0.00% 0.00% 1.64% 2.48% 0.00% 0.84% 0.54% 0.14%       | 123<br>367<br>211<br>62<br>77<br>52<br>4<br>59,784<br>24,517<br>3<br>5,741<br>1,564                          | 1<br>35<br>33<br>4<br>12<br>1<br>0<br>4,719<br>1,903<br>0<br>420                            | 2<br>43<br>22<br>0<br>3<br>0<br>0<br>5,167<br>2,783<br>0<br>252<br>93<br>105              | 1<br>16<br>2<br>1<br>0<br>0<br>0<br>983<br>650<br>0                        | 0<br>7<br>0<br>0<br>0<br>0<br>0<br>122<br>72<br>0<br>8<br>0           | 0<br>0<br>0<br>2<br>0<br>0<br>0<br>0<br>39<br>10<br>0                     | 0<br>0<br>0<br>3<br>0<br>0<br>0<br>0<br>18<br>10<br>0<br>2      | 0.05 0.34 6.38 4.86 0.47 3.92 0.91 0.00 2.84 2.92 2.16 3.46 2.76             | 13.43<br>0.00<br>64.75<br>5.31<br>5.88<br>4.04<br>4.85<br>2.62                 | 0.00<br>5.15<br>1.17<br>1.29<br>2.90<br>0.87<br>3.00                         |
| (2V08) (672GB) Saint Thomas, VI (2V08) (672GC) Arecibo, PR (2V08) (672GD) Ceiba, PR (2V08) (672GE) Guayama, PR (2V08) (672QA) Comerio, PR (2V08) (672QA) Utuado, PR (2V08) (672QC) Vieques, PR (2V08) (673) Tampa, FL HCS (2V08) (673) Tampa, FL (James A. Haley) (2V08) (673BV) Tampa, FL - VADOM (2V08) (673BZ) New Port Richey, FL (2V08) (673GB) Lakeland, FL (2V08) (673GC) Brooksville, FL (2V08) (673GA) Forty Sixth Street North, FL   | 127 468 273 67 92 53 4 70,832 29,945 3 6,467 1,844 2,846           | 126<br>445<br>266<br>66<br>92<br>92<br>53<br>4<br>69,670<br>29,203<br>3<br>6,413<br>1,834<br>2,842<br>648    | 99.21% 95.09% 97.44% 98.51% 100.00% 100.00% 98.36% 97.52% 100.00% 99.16% 99.46%                       | 1<br>23<br>7<br>1<br>0<br>0<br>0<br>1,162<br>742<br>0<br>54<br>10<br>4       | 0.79% 4.91% 2.56% 1.49% 0.00% 0.00% 1.64% 2.48% 0.00% 0.84% 0.54% 0.14% 1.82% | 123<br>367<br>211<br>62<br>77<br>52<br>4<br>59,784<br>24,517<br>3<br>5,741<br>1,564<br>2,501                 | 1<br>35<br>33<br>4<br>12<br>1<br>0<br>4,719<br>1,903<br>0<br>420<br>177<br>236<br>26<br>162 | 2<br>43<br>22<br>0<br>3<br>0<br>5,167<br>2,783<br>0<br>252<br>93<br>105<br>17             | 1<br>16<br>2<br>1<br>0<br>0<br>0<br>983<br>650<br>0<br>43<br>10            | 0<br>7<br>0<br>0<br>0<br>0<br>0<br>122<br>72<br>0<br>8<br>0           | 0<br>0<br>0<br>2<br>0<br>0<br>0<br>0<br>0<br>39<br>10<br>0<br>1           | 0<br>0<br>0<br>3<br>0<br>0<br>0<br>0<br>18<br>10<br>0<br>2      | 0.05 0.34 6.38 4.86 0.47 3.92 0.91 0.00 2.84 2.92 2.16 3.46 2.76 3.10        | 13.43<br>0.00<br>64.75<br>5.31<br>5.88<br>4.04<br>4.85<br>2.62                 | 0.00<br>5.15<br>1.17<br>1.29<br>2.90<br>0.87<br>3.00<br>3.80<br>6.86         |
| (2V08) (672GB) Saint Thomas, VI (2V08) (672GC) Arecibo, PR (2V08) (672GD) Ceiba, PR (2V08) (672GE) Guayama, PR (2V08) (672QA) Comerio, PR (2V08) (672QA) Utuado, PR (2V08) (672QC) Vieques, PR 2V08) (673) Tampa, FL HCS (2V08) (673) Tampa, FL (James A. Haley) (2V08) (673BV) Tampa, FL - VADOM (2V08) (673BZ) New Port Richey, FL (2V08) (673GB) Lakeland, FL (2V08) (673GC) Brooksville, FL (2V08) (673QA) Forty Sixth Street  | 127 468 273 67 92 53 4 70,832 29,945 3 6,467 1,844 2,846 660       | 126<br>445<br>266<br>66<br>92<br>53<br>4<br>69,670<br>29,203<br>3<br>6,413<br>1,834<br>2,842<br>648<br>2,078 | 99.21% 95.09% 97.44% 98.51% 100.00% 100.00% 98.36% 97.52% 100.00% 99.16% 99.46% 99.86% 98.18%         | 1<br>23<br>7<br>1<br>0<br>0<br>0<br>1,162<br>742<br>0<br>54<br>10<br>4       | 0.79% 4.91% 2.56% 1.49% 0.00% 0.00% 1.64% 2.48% 0.00% 0.84% 0.14% 1.82% 0.00% | 123<br>367<br>211<br>62<br>77<br>52<br>4<br>59,784<br>24,517<br>3<br>5,741<br>1,564<br>2,501<br>605          | 1<br>35<br>33<br>4<br>12<br>1<br>0<br>4,719<br>1,903<br>0<br>420<br>177<br>236              | 2<br>43<br>22<br>0<br>3<br>0<br>5,167<br>2,783<br>0<br>252<br>93<br>105<br>17             | 1<br>16<br>2<br>1<br>0<br>0<br>0<br>983<br>650<br>0<br>43<br>10<br>4       | 0<br>7<br>0<br>0<br>0<br>0<br>0<br>122<br>72<br>0<br>8<br>0           | 0<br>0<br>0<br>2<br>0<br>0<br>0<br>0<br>0<br>39<br>10<br>0<br>1           | 0<br>0<br>0<br>3<br>0<br>0<br>0<br>0<br>18<br>10<br>0<br>0<br>0 | 0.05 0.34 6.38 4.86 0.47 3.92 0.91 0.00 2.84 2.92 2.16 3.46 2.76 3.10        | 13.43<br>0.00<br>64.75<br>5.31<br>5.88<br>4.04<br>4.85<br>2.62<br>3.80         | 0.00<br>5.15<br>1.17<br>1.29<br>2.90<br>0.87<br>3.00<br>3.80                 |
| (2V08) (672GB) Saint Thomas, VI (2V08) (672GC) Arecibo, PR (2V08) (672GD) Ceiba, PR (2V08) (672GE) Guayama, PR (2V08) (672QA) Comerio, PR (2V08) (672QB) Utuado, PR (2V08) (672QC) Vieques, PR  2V08) (673) Tampa, FL HCS (2V08) (673) Tampa, FL (James A. Haley) (2V08) (673BV) Tampa, FL - VADOM (2V08) (673BZ) New Port Richey, FL (2V08) (673GB) Lakeland, FL (2V08) (673GC) Brooksville, FL (2V08) (673GA) Forty Sixth Street North, FL (2V08) (673QA) Forty Sixth Street North, FL | 127 468 273 67 92 53 4 70,832 29,945 3 6,467 1,844 2,846 660 2,078 | 126<br>445<br>266<br>66<br>92<br>53<br>4<br>69,670<br>29,203<br>3<br>6,413<br>1,834<br>2,842<br>648<br>2,078 | 99.21% 95.09% 97.44% 98.51% 100.00% 100.00% 98.36% 97.52% 100.00% 99.16% 99.46% 99.86% 98.18% 100.00% | 1<br>23<br>7<br>1<br>0<br>0<br>0<br>1,162<br>742<br>0<br>54<br>10<br>4<br>12 | 0.79% 4.91% 2.56% 1.49% 0.00% 0.00% 1.64% 2.48% 0.00% 0.84% 0.14% 1.82% 0.00% | 123<br>367<br>211<br>62<br>77<br>52<br>4<br>59,784<br>24,517<br>3<br>5,741<br>1,564<br>2,501<br>605<br>1,685 | 1<br>35<br>33<br>4<br>12<br>1<br>0<br>4,719<br>1,903<br>0<br>420<br>177<br>236<br>26<br>162 | 2<br>43<br>22<br>0<br>3<br>0<br>0<br>5,167<br>2,783<br>0<br>252<br>93<br>105<br>17<br>231 | 1<br>16<br>2<br>1<br>0<br>0<br>0<br>983<br>650<br>0<br>43<br>10<br>4<br>12 | 0<br>7<br>0<br>0<br>0<br>0<br>0<br>122<br>72<br>0<br>8<br>0<br>0<br>0 | 0<br>0<br>0<br>2<br>0<br>0<br>0<br>0<br>0<br>39<br>10<br>0<br>1<br>0<br>0 | 0<br>0<br>0<br>3<br>0<br>0<br>0<br>0<br>18<br>10<br>0<br>0<br>0 | 0.05 0.34 6.38 4.86 0.47 3.92 0.91 0.00 2.84 2.92 2.16 3.46 2.76 3.10        | 13.43<br>0.00<br>64.75<br>5.31<br>5.88<br>4.04<br>4.85<br>2.62<br>3.80<br>3.10 | 0.00<br>5.15<br>1.17<br>1.29<br>2.90<br>0.87<br>3.00<br>3.80<br>6.86<br>2.08 |

| Completed Appointment Wait T<br>Facility, and Division Level S<br>Wait Time Measured from Pr<br>For the Reporting Period Endir<br>2017 | Summaries.<br>referred Date<br>ng: November | Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Appts<br>Complete<br>d in Over<br>30 Days 5 |        | Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Days 10   | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|---|----------------|-------------------------------|--|--------------------------------|---|--------|--------|---------------------------|---------------------------|---|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (2V08) (673QE) Highv<br>FL   | way Nineteen,                               | 406            | 401                           | 98.77%   | 5                              | 1.23%                                       | 305    | 51     | 45                        | 5                         | 0   | 0                           | 0  |                                      | 4.84                                 |                                      |
| (2V08) (673QF) Winne   | ers Circle, FL                              | 1,297          | 1,297                         | 100.00%  | 0                              | 0.00%                                       | 1,297  | 0      | 0                         | 0                         | 0   | 0                           | 0  |                                      |                                      |                                      |
| (2V08) (673QG) Little  | Road, FL                                    | 615            | 614                           | 99.84%   | 1                              | 0.16%                                       | 564    | 32     | 18                        | 1                         | 0   | 0                           | 0  |                                      |                                      | 2.73                                 |
| (2V08) (673QH) Bruce<br>Boulevard, FL  | e B. Downs                                  | 3,093          | 3,053                         | 98.71%   | 40                             | 1.29%                                       | 2,604  | 159    | 290                       | 39                        | 0   | 1                           | 0  |                                      | 6.31                                 |                                      |
| (2V08) (673QI) Medica  | al View Lane,                               | 280            | 275                           | 98.21%   | 5                              | 1.79%                                       | 243    | 16     | 16                        | 5                         | 0   | 0                           | 0  | 0.00                                 |                                      | 3.63                                 |
| (2V08) (673QJ) Hidde   | en River, FL                                | 8,065          | 7,896                         | 97.90%   | 169                            | 2.10%                                       | 6,929  | 518    | 449                       | 122                       | 20  | 23                          | 4  | 3.10                                 | 6.24                                 | 1.22                                 |
| (2V08) (675) Orlando, FL HCS   |   | 84,327         | 82,049                        | 97.30%   | 2,278                          | 2.70%                                       | 72,162 | 4,745  | 5,142                     | 1,691                     | 377   | 163                         | 47                                       | 2.60                                 | 6.06                                 | 3.29                                 |
| (2V08) (675) Orlando-  | -Lake Nona, FL                              | 35,594         | 34,253                        | 96.23%   | 1,341                          | 3.77%                                       | 29,222 | 2,377  | 2,654                     | 1,003                     | 227   | 91                          | 20                                       | 4.75                                 | 6.28                                 | 3.74                                 |
| (2V08) (675BU) Orlan<br>FL - VADOM   | ndo-Lake Nona,                              | 34             | 34                            | 100.00%  | 0                              | 0.00%                                       | 34     | 0      | 0                         | 0                         | 0   | 0                           | 0  |                                      |                                      |                                      |
| (2V08) (675GA) Viera   | ı, FL                                       | 17,538         | 17,183                        | 97.98%   | 355                            | 2.02%                                       | 15,415 | 879    | 889                       | 273                       | 55  | 21                          | 6  | 1.32                                 | 5.71                                 | 3.02                                 |
| (2V08) (675GB) Dayto<br>(William V. Chappell, .  |   | 9,604          | 9,410                         | 97.98%   | 194                            | 2.02%                                       | 8,522  | 476    | 412                       | 137                       | 39  | 9                           | 9  | 2.27                                 | 5.00                                 | 2.01                                 |
| (2V08) (675GC) Kissir  | mmee, FL                                    | 1,490          | 1,473                         | 98.86%   | 17                             | 1.14%                                       | 1,270  | 85     | 118                       | 14                        | 2   | 0                           | 1  | 4.15                                 | 0.00                                 | 4.54                                 |
| (2V08) (675GD) Orang<br>Sanford, FL  | ge City-                                    | 1,243          | 1,236                         | 99.44%   | 7                              | 0.56%                                       | 1,136  | 50     | 50                        | 6                         | 1   | 0                           | 0  | 2.51                                 | 1.75                                 | 2.33                                 |
| (2V08) (675GE) Tavar   | res, FL                                     | 1,832          | 1,818                         | 99.24%   | 14                             | 0.76%                                       | 1,613  | 123    | 82                        | 11                        | 2   | 1                           | 0  | 3.22                                 | 2.86                                 | 3.77                                 |
| (2V08) (675GF) Clerm   | nont, FL                                    | 1,079          | 1,066                         | 98.80%   | 13                             | 1.20%                                       | 922    | 86     | 58                        | 9                         | 1   | 1                           | 2  | 4.86                                 | 0.00                                 | 3.46                                 |
| (2V08) (675GG) Lake  | Baldwin, FL                                 | 12,520         | 12,238                        | 97.75%   | 282                            | 2.25%                                       | 10,967 | 537    | 734                       | 195                       | 40  | 38                          | 9  | 1.88                                 | 6.82                                 | 3.81                                 |
| (2V08) (675QB) Port (  | Orange, FL                                  | 4              | 4                             | 100.00%  | 0                              | 0.00%                                       | 4      | 0      | 0                         | 0                         | 0   | 0                           | 0  |                                      |                                      |                                      |
| (2V08) (675QC) West<br>FL  | tside Pavilion,                             | 1,834          | 1,818                         | 99.13%   | 16                             | 0.87%                                       | 1,740  | 32     | 46                        | 10                        | 5   | 1                           | 0  |                                      | 0.00                                 | 1.66                                 |
| (2V08) (675QD) Cross   | sroads, FL                                  | 1,555          | 1,516                         | 97.49%   | 39                             | 2.51%                                       | 1,317  | 100    | 99                        | 33                        | 5   | 1                           | 0  |                                      | 9.32                                 | 3.98                                 |
| (2V09) (596) Lexington, KY HCS   | S   | 26,494         | 25,725                        | 97.10%   | 769                            | 2.90%                                       | 22,230 | 1,742  | 1,753                     | 667                       | 84  | 17                          | 1  | 1.81                                 | 7.24                                 | 2.35                                 |
| (2V09) (596) Lexingto  | n-Leestown, KY                              | 10,484         | 10,329                        | 98.52%   | 155                            | 1.48%                                       | 9,019  | 780    | 530                       | 133                       | 12  | 9                           | 1  | 2.45                                 | 5.58                                 | 2.43                                 |
| (2V09) (596A4) Lexino<br>KY  | gton-Cooper,                                | 11,390         | 10,812                        | 94.93%   | 578                            | 5.07%                                       | 8,841  | 841    | 1,130                     | 506                       | 64  | 8                           | 0  |                                      | 8.19                                 | 2.06                                 |
| (2V09) (596BU) Lexin<br>KY - VADOM   | igton-Leestown,                             | 23             | 23                            | 100.00%  | 0                              | 0.00%                                       | 23     | 0      | 0                         | 0                         | 0   | 0                           | 0  |                                      |                                      |                                      |
| (2V09) (596GA) Some  | erset, KY                                   | 1,877          | 1,848                         | 98.45%   | 29                             | 1.55%                                       | 1,734  | 51     | 63                        | 21                        | 8   | 0                           | 0  | 1.40                                 | 4.63                                 | 4.42                                 |
| (2V09) (596GB) More  | head, KY                                    | 700            | 700                           | 100.00%  | 0                              | 0.00%                                       | 685    | 9      | 6                         | 0                         | 0   | 0                           | 0  | 0.69                                 | 0.17                                 | 0.07                                 |
| (2V09) (596GC) Haza  | ard, KY                                     | 704            | 704                           | 100.00%  | 0                              | 0.00%                                       | 670    | 23     | 11                        | 0                         | 0   | 0                           | 0  | 1.39                                 | 0.33                                 | 0.19                                 |
| (2V09) (596GD) Berea   |   | 1,316          |                               | 99.47%   | 7                              | 0.53%                                       |        | 38     | 13                        |                           |   | 0                           | -  | 0.94                                 |                                      |                                      |
| (2V09) (603) Louisville, KY HCS  |   | 31,605         |                               | 99.49%   |                                |   |        |        | 1,247                     |                           |   |                             |  |                                      |                                      |                                      |
| (2V09) (603) Louisville<br>Rex)  |   | 16,038         |                               | 99.18%   |                                |   |        | 954    | 842                       | 121                       |   | 3                           |  | 2.15                                 | 3.37                                 |                                      |
| (2V09) (603BU) Louis<br>VADOM  |   |                |                               | 100.00%  |                                | 0.00%                                       |        |        |                           |                           | 0   | 0                           | 0  |                                      |                                      | 0.00                                 |
| (2V09) (603GA) Fort k  |   | 1,847          |                               | 99.89%   |                                | ******                                      |        | 86     | 69                        |                           | 0   | 0                           | 0  |                                      |                                      | 1.96                                 |
| (2V09) (603GB) New A   | •   | 2,216          |                               | 99.73%   |                                | 0.27%                                       |        | 91     | 88                        |                           | 1   | 0                           |  | 2.00                                 |                                      |                                      |
| (2V09) (603GC) Shive   |   | 2,624          |                               | 99.92%   |                                | *****                                       |        | 164    | 81                        |                           | 1   | 0                           |  |                                      |                                      |                                      |
| (2V09) (603GD) Dupo  |   | 1,824          |                               |  |                                | 0.16%                                       |        | 61     | 30                        |                           | 1   | 0                           |  | 2.30                                 |                                      | 0.72                                 |
| (2V09) (603GE) Newb  | -   | 3,058          |                               | 99.93%   |                                | ****  |        | 186    | 67                        |                           |   | 0                           | -  |                                      |                                      |                                      |
| (2V09) (603GF) Grays   |   | 1,927          |                               | 99.79%   |                                | 0.21%                                       |        | 63     | 28                        |                           |   | 0                           |  | 1.44                                 |                                      |                                      |
| (2V09) (603GG) Scott   |   | 1,194          |                               | 99.25%   |                                | 0.75%                                       |        | 56     | 31                        |                           | _   | 0                           | -  |                                      |                                      |                                      |
| (2V09) (603GH) Carro   |   | 791            |                               | 100.00%  |                                | 0.00%                                       |        | 18     | 7                         | 0                         |   | 0                           |  |                                      |                                      |                                      |
| (2V09) (603MA) IDES  |   | 77             |                               | 100.00%  |                                | 0.00%                                       |        | 7      | 4                         | 0                         | , and the same of | 0                           | _  |                                      | 0.02                                 |                                      |
| (2V09) (614) Memphis, TN HCS   |   | 40,403         |                               | 98.16%   |                                |   |        | 1,290  | 1,184                     |                           |   |                             |  |                                      |                                      |                                      |
| (2V09) (614) Memphis   | S, IN                                       | 25,295         | 24,723                        | 97.74%   | 572                            | 2.26%                                       | 22,850 | 902    | 971                       | 399                       | 101   | 44                          | 28                                       | 2.25                                 | 4.63                                 | 1.26                                 |

| 2017 Less 3  |    |     | in Days<br>13 | in Days<br>14 | Wait Time<br>in Days<br>15 |
|--|----|-----|---------------|---------------|----------------------------|
| (2V09) (614GA) Tupelo, MS 1,438 1,436 99.86% 2 0.14% 1,337 80 19 2 0 0                                   |    | 0   | 1.95          | 0.64          | 3.22                       |
| (2V09) (614GB) Jonesboro, AR 775 772 99.61% 3 0.39% 749 17 6 3 0 0                                       |    | 0   | 1.04          | 0.09          | 2.30                       |
| (2V09) (614GC) Holly Springs, MS 447 446 99.78% 1 0.22% 410 27 9 1 0 0                                   |    | 0   | 2.27          | 0.00          | 3.06                       |
| (2V09) (614GD) Savannah, TN 617 617 100.00% 0 0.00% 612 3 2 0 0 0  |    | 0   | 0.23          | 0.00          | 0.00                       |
| (2V09) (614GE) Covington, TN 1,976 1,973 99.85% 3 0.15% 1,930 22 21 3 0 0                                | )  | 0   | 0.74          | 0.52          | 2 1.77                     |
| (2V09) (614GF) Nonconnah, TN 6,293 6,172 98.08% 121 1.92% 5,915 149 108 114 6 0                          | )  | 1   | 2.22          | 2.9           | 7 0.37                     |
| (2V09) (614GG) Jackson, TN 1,832 1,792 97.82% 40 2.18% 1,709 47 36 31 6 3                                | 3  | 0   | 1.82          | 9.10          | 0.08                       |
| (2V09) (614GI) Dyersburg, TN 531 530 99.81% 1 0.19% 503 25 2 1 0 0                                       |    | 0   | 2.36          | 0.00          | 0.84                       |
| (2V09) (614GN) Helena, AR 205 204 99.51% 1 0.49% 176 18 10 0 0 1   |    | 0   | 4.53          | 0.00          | 2.03                       |
| (2V09) (614QA) Union Avenue, TN 994 994 100.00% 0 0.00% 994 0 0 0 0 0                                    | )  | 0   |               |               |                            |
| (2V09) (621) Mountain Home, TN HCS 36,712 35,591 96.95% 1,121 3.05% 31,572 1,968 2,051 850 202 51        | 1  | 18  | 3.66          | 6.4           | 2.18                       |
| (2V09) (621) Mountain Home, TN 24,839 23,919 96.30% 920 3.70% 21,275 1,369 686 179 40 (James H. Quillen) | 1  | 15  | 3.73          | 6.43          | 3 2.15                     |
| (2V09) (621BU) Mountain Home, TN 69 69 100.00% 0 0.00% 69 0 0 0 0 0 0 0 0 - VADOM                        |    | 0   | 0.00          |               |                            |
| (2V09) (621BY) Knoxville, TN 5,503 5,483 99.64% 20 0.36% 5,125 233 125 17 3 0 (William C. Tallent)       |    | 0   | 1.98          | 2.34          | 1.32                       |
| (2V09) (621GA) Rogersville, TN 399 383 95.99% 16 4.01% 357 13 13 11 3 1 1 1 3 1                          |    | 1   | 3.97          | 0.80          | 5.82                       |
| (2V09) (621GC) Norton, VA 790 785 99.37% 5 0.63% 633 75 77 4 0 0   |    | 1   | 5.23          | 0.00          | 1.93                       |
| (2V09) (621GG) Morristown, TN 752 743 98.80% 9 1.20% 669 43 31 8 1 0                                     |    | 0   | 2.99          | 0.4           | 5 2.92                     |
| (2V09) (621GI) Sevierville, TN 1,277 1,231 96.40% 46 3.60% 1,075 78 78 44 1 1 1                          |    | 0   | 4.83          | 0.20          | 3.68                       |
| (2V09) (621GJ) Bristol, VA 1,126 1,075 95.47% 51 4.53% 947 45 83 51 0 0                                  |    | 0   | 6.00          | 0.00          | 2.54                       |
| (2V09) (621GK) Campbell County, 450 439 97.56% 11 2.44% 396 25 18 7 3 1 1                                |    | 0   | 3.99          | 0.00          | 5.48                       |
| (2V09) (621QA) Jonesville, VA 155 155 100.00% 0 0.00% 80 27 48 0 0 0                                     |    | 0   | 9.04          |               |                            |
| (2V09) (621QB) Marion, VA 115 112 97.39% 3 2.61% 81 18 13 3 0 0  |    | 0   | 6.51          |               |                            |
| (2V09) (621QC) Vansant, VA 110 110 100.00% 0 0.00% 88 18 4 0 0 0   |    | 0   | 3.35          |               |                            |
| (2V09) (621QD) Knox County, TN 812 796 98.03% 16 1.97% 500 111 185 16 0 0                                |    | 0   |               | 8.5           | 1 4.30                     |
| (2V09) (621QE) Downtown West, TN 315 291 92.38% 24 7.62% 277 7 7 3 12 8                                  |    | 1   |               | 7.40          |                            |
| (2V09) (626) Middle Tennessee HCS 62,387 60,122 96.37% 2,265 3.63% 53,836 3,344 2,942 1,491 462 179      | 13 | 133 | 3.80          |               |                            |
| (2V09) (626) Nashville, TN 25,110 23,977 95.49% 1,133 4.51% 21,422 1,361 1,194 709 249 99                | 7  | 76  | 6.56          |               |                            |
| (2V09) (626A4) Murfreesboro, TN 15,524 14,913 96.06% 611 3.94% 13,583 728 602 373 130 61 (Alvin C. York) |    | 47  | 1.65          |               |                            |
| (2V09) (626GA) Dover, TN 404 400 99.01% 4 0.99% 332 46 22 3 0 1  |    | 0   | 3.89          |               |                            |
| (2V09) (626GC) Bowling Green, KY 1,196 1,186 99.16% 10 0.84% 1,152 17 17 6 4 0                           |    | 0   | 1.51          | 0.10          |                            |
| (2V09) (626GE) Clarksville, TN 3,543 3,424 96.64% 119 3.36% 3,029 198 197 89 23 6                        |    | 1   | 3.62          | 6.83          |                            |
| (2V09) (626GF) Chattanooga, TN 5,556 5,338 96.08% 218 3.92% 4,606 362 370 184 22 6                       | 5  | 6   | 5.75          |               |                            |
| (2V09) (626GG) Tullahoma, TN 295 293 99.32% 2 0.68% 273 9 11 2 0 0 0                                     |    | 0   | 0.24          | 2.64          |                            |
| (2V09) (626GH) Cookeville, TN 1,235 1,233 99.84% 2 0.16% 1,212 12 9 1 0 1                                |    | 0   | 0.35          |               |                            |
| (2V09) (626GJ) Hopkinsville, KY 1,680 1,627 96.85% 53 3.15% 1,396 108 123 35 13 3                        |    | 2   | 5.82          |               |                            |
| (2V09) (626GK) McMinnville, TN 809 804 99.38% 5 0.62% 765 27 12 2 3 0                                    |    | 0   | 1.19          |               |                            |
| (2V09) (626GL) Roane County, TN 310 310 100.00% 0 0.00% 256 41 13 0 0 0                                  |    | 0   | 3.05          |               |                            |
| (2V09) (626GM) Maury County, TN 905 866 95.69% 39 4.31% 638 104 124 30 8 1                               |    | 0   | 8.72          |               |                            |
| (2V09) (626GN) Athens, TN 612 609 99.51% 3 0.49% 574 25 10 3 0 0   |    | 0   | 1.51          | 0.80          |                            |
| (2V09) (626GO) International Plaza, 1,001 995 99.40% 6 0.60% 901 52 42 2 2 1 1 TN                        |    | 1   | 3.45          |               |                            |
| (2V09) (626MA) IDES Fort Campbell 211 211 100.00% 0 0.00% 174 28 9 0 0 0                                 |    | 0   |               | 3.7           |                            |
| (2V09) (626QA) Albion Street, TN 695 692 99.57% 3 0.43% 623 47 22 2 1 1 0                                |    | 0   | 2.60          |               | 0.35                       |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 |         | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 |      | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|---------|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|------|--------------------------------------|--------------------------------------|
| (2V09) (626QB) Charlotte Avenue,<br>TN   | 1,423                             | 1,401                         | 98.45%  | 22                             | 1.55%  | 1,244                   | 89                       | 68                        | 20                        | 2                          | 0                           | 0  | 3.79 | 9.86                                 | 2.52                                 |
| (2V09) (626QC) Pointe Centre, TN   | 1,451                             | 1,417                         | 97.66%  | 34                             | 2.34%  | 1,231                   | 90                       | 96                        | 29                        | 5                          | 0                           | 0  |      | 4.60                                 | 4.41                                 |
| (2V09) (626QD) Glenis Drive, TN  | 427                               | 426                           | 99.77%  | 1                              | 0.23%  | 425                     | 0                        | 1                         | 1                         | 0                          | 0                           | 0  |      |                                      | 0.33                                 |
| (3V10) (538) Chillicothe, OH HCS   | 15,989                            | 15,162                        | 94.83%  | 827                            | 5.17%  | 13,099                  | 893                      | 1,170                     | 655                       | 87                         | 51                          | 34                                       | 2.53 | 9.81                                 | 3.84                                 |
| (3V10) (538) Chillicothe, OH   | 10,046                            | 9,409                         | 93.66%  | 637                            | 6.34%  | 7,930                   | 632                      | 847                       | 482                       | 77                         | 50                          | 28                                       | 3.19 | 9.69                                 | 3.39                                 |
| (3V10) (538GA) Athens, OH  | 991                               | 986                           | 99.50%  | 5                              | 0.50%  | 877                     | 58                       | 51                        | 1                         | 4                          | 0                           | 0  | 2.44 | 4.65                                 | 3.21                                 |
| (3V10) (538GB) Portsmouth, OH  | 1,465                             | 1,373                         | 93.72%  | 92                             | 6.28%  | 1,276                   | 48                       | 49                        | 91                        | 0                          | 0                           | 1  | 1.52 | 19.79                                | 3.20                                 |
| (3V10) (538GC) Marietta, OH  | 835                               | 809                           | 96.89%  | 26                             | 3.11%  | 740                     | 30                       | 39                        | 21                        | 4                          | 0                           | 1  | 1.46 | 8.29                                 | 4.44                                 |
| (3V10) (538GD) Lancaster, OH   | 1,401                             | 1,345                         | 96.00%  | 56                             | 4.00%  | 1,143                   | 74                       | 128                       | 51                        | 2                          | 1                           | 2  | 3.51 | 10.00                                | 5.92                                 |
| (3V10) (538GE) Cambridge, OH   | 895                               | 887                           | 99.11%  | 8                              | 0.89%  | 804                     | 35                       | 48                        | 6                         | 0                          | 0                           | 2  | 1.55 | 5.89                                 | 4.45                                 |
| (3V10) (538GF) Wilmington, OH  | 356                               | 353                           | 99.16%  | 3                              | 0.84%  | 329                     | 16                       | 8                         | 3                         | 0                          | 0                           | 0  | 1.59 | 12.44                                | 3.74                                 |
| (3V10) (539) Cincinnati, OH HCS  | 34,294                            | 33,227                        | 96.89%  | 1,067                          | 3.11%  | 30,073                  | 1,618                    | 1,536                     | 762                       | 235                        | 53                          | 17                                       | 3.55 | 5.61                                 | 0.98                                 |
| (3V10) (539) Cincinnati, OH  | 21,320                            | 20,386                        | 95.62%  | 934                            | 4.38%  | 18,191                  | 1,047                    | 1,148                     | 640                       | 226                        | 51                          | 17                                       | 4.85 | 6.94                                 | 1.08                                 |
| (3V10) (539A4) Fort Thomas, KY   | 843                               | 831                           | 98.58%  | 12                             | 1.42%  | 768                     | 29                       | 34                        | 11                        | 0                          | 1                           | 0  |      | 7.47                                 | 0.03                                 |
| (3V10) (539GA) Bellevue, KY  | 1,370                             | 1,358                         | 99.12%  | 12                             | 0.88%  | 1,299                   | 29                       | 30                        | 4                         | 8                          | 0                           | 0  | 3.43 | 1.34                                 | 0.95                                 |
| (3V10) (539GB) Clermont County,<br>OH  | 2,978                             | 2,918                         | 97.99%  | 60                             | 2.01%  | 2,707                   | 121                      | 90                        | 60                        | 0                          | 0                           | 0  | 2.66 | 3.79                                 | 1.13                                 |
| (3V10) (539GC) Dearborn, IN  | 1,690                             | 1,685                         | 99.70%  | 5                              | 0.30%  | 1,592                   | 56                       | 37                        | 5                         | 0                          | 0                           | 0  | 2.11 | 2.27                                 | 1.09                                 |
| (3V10) (539GD) Florence, KY  | 2,042                             | 2,028                         | 99.31%  | 14                             | 0.69%  | 1,834                   | 123                      | 71                        | 13                        | 0                          | 1                           | 0  | 2.99 | 3.57                                 | 1.50                                 |
| (3V10) (539GE) Hamilton, OH  | 1,979                             | 1,959                         | 98.99%  | 20                             | 1.01%  | 1,823                   | 75                       | 61                        | 20                        | 0                          | 0                           | 0  | 1.85 | 2.56                                 | 0.75                                 |
| (3V10) (539GF) Georgetown, OH  | 574                               | 571                           | 99.48%  | 3                              | 0.52%  | 515                     | 25                       | 31                        | 3                         | 0                          | 0                           | 0  | 4.02 | 0.22                                 | 0.00                                 |
| (3V10) (539QB) Highland Avenue,<br>OH  | 1,498                             | 1,491                         | 99.53%  | 7                              | 0.47%  | 1,344                   | 113                      | 34                        | 6                         | 1                          | 0                           | 0  |      | 2.61                                 |                                      |
| (3V10) (541) Cleveland, OH HCS   | 83,540                            | 79,036                        | 94.61%  | 4,504                          | 5.39%  | 66,885                  | 5,851                    | 6,300                     | 3,700                     | 584                        | 92                          | 128                                      | 4.07 | 8.74                                 | 3.59                                 |
| (3V10) (541) Cleveland, OH (Louis  | 33,725                            | 31,389                        | 93.07%  | 2,336                          | 6.93%  | 25,105                  | 2,787                    | 3,497                     | 1,942                     | 257                        | 47                          | 90                                       | 6.41 | 9.90                                 | 4.67                                 |
| Stokes Cleveland) (3V10) (541BY) Canton, OH  | 6,019                             | 5,747                         | 95.48%  | 272                            | 4.52%  | 4,890                   | 401                      | 456                       | 236                       | 30                         | 6                           | 0  | 4.17 | 8.14                                 | 2.09                                 |
| (3V10) (541BZ) Youngstown, OH  | 5,389                             |                               | 97.90%  | 113                            |  |                         |                          | 265                       |                           | 9                          |                             | 1  | 2.68 |                                      | 2.00                                 |
| (3V10) (541GB) Lorain, OH  | 3,512                             |                               | 96.64%  | 118                            |  | 3,041                   | 168                      |                           |                           | 13                         |                             | 1  | 4.77 |                                      | 1.75                                 |
| (3V10) (541GC) Sandusky, OH  | 1,884                             |                               | 96.55%  | 65                             | 3.45%  | 1,619                   |                          |                           | 56                        | 7                          |                             | 1  | 3.31 |                                      | 2.15                                 |
| (3V10) (541GD) Mansfield, OH<br>(David F. Winder)  | 4,456                             |                               | 97.94%  | 92                             | 2.06%  | 4,073                   |                          |                           | 70                        | 18                         | 1                           | 3  |      |                                      | 1.79                                 |
| (3V10) (541GE) McCafferty, OH  | 723                               | 706                           | 97.65%  | 17                             | 2.35%  | 606                     | 54                       | 46                        | 16                        | 1                          | 0                           | 0  | 5.70 | 2.37                                 | 2.52                                 |
| (3V10) (541GF) Painesville, OH   | 1,722                             | 1,656                         | 96.17%  | 66                             | 3.83%  | 1,478                   | 100                      | 78                        | 43                        | 18                         | 3                           | 2  | 5.43 | 2.94                                 | 2.21                                 |
| (3V10) (541GG) Akron, OH   | 7,389                             | 7,062                         | 95.57%  | 327                            | 4.43%  | 5,928                   | 604                      | 530                       | 281                       | 41                         | 5                           | 0  | 3.35 | 5.93                                 | 7.63                                 |
| (3V10) (541GH) East Liverpool, OH  | 1,387                             | 1,337                         | 96.40%  | 50                             | 3.60%  | 1,204                   | 77                       | 56                        | 35                        | 12                         | 3                           | 0  | 3.54 | 6.55                                 | 3.43                                 |
| (3V10) (541GI) Warren, OH  | 2,029                             | 1,953                         | 96.25%  | 76                             | 3.75%  | 1,687                   | 147                      | 119                       | 62                        | 13                         | 1                           | 0  | 5.58 | 5.44                                 | 2.22                                 |
| (3V10) (541GJ) New Philadelphia,<br>OH   | 1,852                             |                               | 99.30%  | 13                             |  | ·                       |                          |                           |                           | 5                          |                             | _  |      |                                      | 2.96                                 |
| (3V10) (541GK) Ravenna, OH   | 1,654                             |                               | 95.34%  | 77                             |  | 1,428                   |                          |                           | 65                        | 12                         |                             |  |      |                                      | 5.02                                 |
| (3V10) (541GL) Parma, OH   | 9,498                             | 8,792                         | 92.57%  | 706                            | 7.43%  | · ·                     |                          |                           | 600                       | 94                         | 11                          | 1  | 4.14 | 8.98                                 | 2.88                                 |
| (3V10) (541GM) Cleveland-Superior, OH  | 67                                | 64                            | 95.52%  | 3                              | 4.48%  | 15                      | 12                       | 37                        | 3                         | 0                          | 0                           | 0  |      |                                      |                                      |
| (3V10) (541GN) State Street, OH  | 959                               | 878                           | 91.55%  | 81                             | 8.45%  | 749                     | 66                       | 63                        | 60                        | 19                         | 2                           | 0  |      | 11.21                                | 3.88                                 |
| (3V10) (541QA) Summit County, OH   | 3                                 | 3                             | 100.00% | 0                              | 0.00%  | 1                       | 2                        | 0                         | 0                         | 0                          | 0                           | 0  |      |                                      |                                      |
| (3V10) (541QB) Cleveland-Euclid, OH  | 1,076                             | 1,075                         | 99.91%  | 1                              | 0.09%  | 1,022                   | 42                       | 11                        | 1                         | 0                          | 0                           | 0  |      |                                      |                                      |
| (3V10) (541QF) Cuyahoga County 4, OH - Mobile  | 196                               | 105                           | 53.57%  | 91                             | 46.43%   | 101                     | 1                        | 3                         | 16                        | 35                         | 11                          | 29                                       |      | 45.30                                |                                      |
| (3V10) (552) Dayton, OH HCS  | 28,946                            | 27,623                        | 95.43%  | 1,323                          | 4.57%  | 24,102                  | 1,709                    | 1,812                     | 981                       | 268                        | 46                          | 28                                       | 2.56 | 8.97                                 | 2.50                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (3V10) (552) Dayton, OH  | 22,666                            | 21,532                        | 95.00%   | 1,134                          | 5.00%  | 18,724                  | 1,316                    | 1,492                     | 811                       | 254                        | 44                          | 25                                       | 2.96                                 | 8.86                                 | 2.23                                 |
| (3V10) (552GA) Middletown, OH  | 1,324                             | 1,266                         | 95.62%   | 58                             | 4.38%  | 1,076                   | 96                       | 94                        | 51                        | 6                          | 0                           | 1  | 1.97                                 | 10.92                                | 2.74                                 |
| (3V10) (552GB) Lima, OH  | 1,861                             | 1,812                         | 97.37%   | 49                             | 2.63%  | 1,692                   | 71                       | 49                        | 45                        | 4                          | 0                           | 0  | 0.65                                 | 11.76                                | 3.37                                 |
| (3V10) (552GC) Richmond, IN  | 1,785                             | 1,751                         | 98.10%   | 34                             | 1.90%  | 1,555                   | 103                      | 93                        | 33                        | 1                          | 0                           | 0  | 2.80                                 | 7.32                                 | 2.68                                 |
| (3V10) (552GD) Springfield, OH   | 1,310                             | 1,262                         | 96.34%   | 48                             | 3.66%  | 1,055                   | 123                      | 84                        | 41                        | 3                          | 2                           | 2  | 3.65                                 | 9.23                                 | 4.54                                 |
| (3V10) (757) Columbus, OH HCS  | 32,820                            | 30,977                        | 94.38%   | 1,843                          | 5.62%  | 25,890                  | 2,427                    | 2,660                     | 1,438                     | 315                        | 68                          | 22                                       | 4.58                                 | 8.91                                 | 2.54                                 |
| (3V10) (757) Columbus, OH<br>(Chalmers P. Wylie)   | 26,477                            | 24,880                        | 93.97%   | 1,597                          | 6.03%  | 20,641                  | 1,952                    | 2,287                     | 1,236                     | 275                        | 64                          | 22                                       | 4.41                                 | 8.95                                 | 2.02                                 |
| (3V10) (757GA) Zanesville, OH  | 1,272                             | 1,169                         | 91.90%   | 103                            | 8.10%  | 1,031                   | 67                       | 71                        | 81                        | 20                         | 2                           | 0  | 7.75                                 | 12.34                                | 1.29                                 |
| (3V10) (757GB) Grove City, OH  | 1,141                             | 1,128                         | 98.86%   | 13                             | 1.14%  | 984                     | 105                      | 39                        | 13                        | 0                          | 0                           | 0  | 2.56                                 | 3.74                                 | 3.10                                 |
| (3V10) (757GC) Marion, OH  | 1,123                             | 1,089                         | 96.97%   | 34                             | 3.03%  | 953                     | 73                       | 63                        | 29                        | 4                          | 1                           | 0  | 2.49                                 | 7.80                                 | 7.52                                 |
| (3V10) (757GD) Newark, OH  | 1,535                             | 1,449                         | 94.40%   | 86                             | 5.60%  | 1,117                   | 161                      | 171                       | 69                        | 16                         | 1                           | 0  | 5.95                                 | 9.45                                 | 8.77                                 |
| (3V10) (757QC) Columbus-Airport<br>Drive, OH   | 1,272                             | 1,262                         | 99.21%   | 10                             | 0.79%  | 1,164                   | 69                       | 29                        | 10                        | 0                          | 0                           | 0  |                                      |                                      | 1.90                                 |
| (3V10) (506) Ann Arbor, MI HCS   | 36,742                            | 35,043                        | 95.38%   | 1,699                          | 4.62%  | 31,465                  | 1,656                    | 1,922                     | 1,152                     | 293                        | 136                         | 118                                      | 4.37                                 | 7.70                                 | 2.63                                 |
| (3V10) (506) Ann Arbor, MI   | 25,559                            | 24,371                        | 95.35%   | 1,188                          | 4.65%  | 22,197                  | 1,041                    | 1,133                     | 810                       | 209                        | 61                          | 108                                      | 2.99                                 | 7.71                                 | 2.46                                 |
| (3V10) (506GA) Toledo, OH  | 6,959                             | 6,523                         | 93.73%   | 436                            | 6.27%  | 5,649                   | 368                      | 506                       | 271                       | 81                         | 74                          | 10                                       | 6.09                                 | 10.69                                | 2.13                                 |
| (3V10) (506GB) Flint, MI   | 1,413                             | 1,379                         | 97.59%   | 34                             | 2.41%  | 1,208                   | 71                       | 100                       | 33                        | 0                          | 1                           | 0  | 3.80                                 | 0.90                                 | 5.01                                 |
| (3V10) (506GC) Jackson Center, MI  | 1,446                             | 1,415                         | 97.86%   | 31                             | 2.14%  | 1,182                   | 100                      | 133                       | 31                        | 0                          | 0                           | 0  | 6.11                                 | 1.23                                 | 3.09                                 |
| (3V10) (506QA) Ann Arbor-Packard<br>Road, MI (Packard Road)  | 1,336                             | 1,331                         | 99.63%   | 5                              | 0.37%  | 1,206                   | 76                       | 49                        | 2                         | 3                          | 0                           | 0  |                                      | 2.08                                 |                                      |
| (3V10) (506QB) Green Road, MI  | 29                                | 24                            | 82.76%   | 5                              | 17.24%   | 23                      | 0                        | 1                         | 5                         | 0                          | 0                           | 0  |                                      | 8.41                                 |                                      |
| (3V10) (515) Battle Creek, MI HCS  | 25,006                            | 23,905                        | 95.60%   | 1,101                          | 4.40%  | 19,806                  | 2,089                    | 2,010                     | 832                       | 176                        | 70                          | 23                                       | 3.47                                 | 8.55                                 | 3.86                                 |
| (3V10) (515) Battle Creek, MI  | 10,682                            | 10,219                        | 95.67%   | 463                            | 4.33%  | 8,300                   | 899                      | 1,020                     | 386                       | 52                         | 23                          | 2  | 4.00                                 | 8.26                                 | 4.01                                 |
| (3V10) (515BU) Battle Creek, MI -<br>VADOM   | 79                                | 66                            | 83.54%   | 13                             | 16.46%   | 46                      | 12                       | 8                         | 12                        | 1                          | 0                           | 0  |                                      |                                      |                                      |
| (3V10) (515BY) Wyoming, MI   | 9,953                             | 9,355                         | 93.99%   | 598                            | 6.01%  | 7,625                   | 911                      | 819                       | 407                       | 123                        | 47                          | 21                                       | 4.05                                 | 9.26                                 | 3.89                                 |
| (3V10) (515GA) Muskegon, MI  | 1,570                             | 1,570                         | 100.00%  | 0                              | 0.00%  | 1,425                   | 103                      | 42                        | 0                         | 0                          | 0                           | 0  | 2.15                                 | 1.14                                 | 2.74                                 |
| (3V10) (515GB) Lansing South, MI   | 1,609                             | 1,587                         | 98.63%   | 22                             | 1.37%  | 1,383                   | 113                      | 91                        | 22                        | 0                          | 0                           | 0  | 2.52                                 | 1.24                                 | 5.13                                 |
| (3V10) (515GC) Benton Harbor, MI   | 1,024                             | 1,019                         | 99.51%   | 5                              | 0.49%  | 948                     | 46                       | 25                        | 5                         | 0                          | 0                           | 0  | 1.96                                 | 2.35                                 | 2.12                                 |
| (3V10) (515QA) Lansing North, MI   | 42                                | 42                            | 100.00%  | 0                              | 0.00%  | 37                      | 3                        | 2                         | 0                         | 0                          | 0                           | 0  | 2.36                                 |                                      |                                      |
| (3V10) (515QB) Century Avenue, MI  | 47                                | 47                            | 100.00%  | 0                              | 0.00%  | 42                      | 2                        | 3                         | 0                         | 0                          | 0                           | 0  | 2.83                                 |                                      |                                      |
| (3V10) (553) Detroit, MI HCS   | 28,739                            | 27,406                        | 95.36%   | 1,333                          | 4.64%  | 23,630                  | 1,599                    | 2,177                     | 1,051                     | 168                        | 64                          | 50                                       | 4.81                                 | 6.46                                 | 2.66                                 |
| (3V10) (553) Detroit, MI (John D. Dingell)   | 26,603                            | 25,314                        | 95.15%   | 1,289                          | 4.85%  | 21,742                  | 1,496                    | 2,076                     | 1,017                     | 163                        | 64                          | 45                                       | 5.63                                 | 6.45                                 | 2.57                                 |
| (3V10) (553GA) Yale, MI  | 983                               | 966                           | 98.27%   | 17                             | 1.73%  | 923                     | 22                       | 21                        | 14                        | 2                          | 0                           | 1  | 1.54                                 |                                      | 0.30                                 |
| (3V10) (553GB) Pontiac, MI   | 1,074                             | 1,047                         | 97.49%   | 27                             | 2.51%  | 887                     | 81                       | 79                        | 20                        | 3                          | 0                           | 4  | 4.15                                 | 6.79                                 | 7.88                                 |
| (3V10) (553QA) Piquette Street, MI   | 79                                |                               | 100.00%  |                                |  |                         | 0                        | 1                         | 0                         | 0                          | 0                           | 0  | 0.19                                 |                                      |                                      |
| (3V10) (583) Indianapolis, IN HCS  | 42,714                            | 41,206                        | 96.47%   | 1,508                          | 3.53%  | 36,412                  | 2,193                    | 2,601                     | 1,216                     | 231                        | 39                          | 22                                       | 3.28                                 | 4.40                                 | 4.07                                 |
| (3V10) (583) Indianapolis, IN<br>(Richard L. Roudebush)  | 36,114                            | 34,757                        | 96.24%   | 1,357                          | 3.76%  | 30,500                  | 1,937                    | 2,320                     | 1,099                     | 199                        | 38                          | 21                                       | 4.23                                 | 4.39                                 | 4.09                                 |
| (3V10) (583GA) Terre Haute, IN   | 1,220                             |                               | 99.59%   |                                |  | 1,173                   | 21                       | 21                        | 5                         | 0                          | 0                           | 0  |                                      | 6.43                                 |                                      |
| (3V10) (583GB) Bloomington, IN   | 1,013                             | 986                           | 97.33%   | 27                             |  | 930                     | 25                       | 31                        | 25                        | 1                          | 0                           | 1  | 2.71                                 | 3.23                                 |                                      |
| (3V10) (583GC) Martinsville, IN  | 659                               | 657                           | 99.70%   | 2                              | 0.30%  | 618                     | 33                       | 6                         | 2                         | 0                          | 0                           | 0  | 1.15                                 | 1.26                                 |                                      |
| (3V10) (583GD) Indianapolis West, IN   | 1,251                             |                               |  |                                |  | 1,119                   | 44                       | 31                        |                           | 19                         | 1                           | 0  |                                      | 3.86                                 |                                      |
| (3V10) (583GE) West Lafayette, IN  | 849                               | 830                           | 97.76%   | 19                             | 2.24%  | 722                     | 58                       | 50                        | 10                        | 9                          | 0                           | 0  | 2.90                                 | 0.68                                 | 5.95                                 |
| (3V10) (583GF) Camp Atterbury, IN (Wakeman)  | 783                               |                               | 95.27%   |                                |  | 629                     | 31                       | 86                        | 34                        | 3                          | 0                           | 0  | 5.38                                 | 6.99                                 |                                      |
| (3V10) (583QA) Monroe County, IN   | 415                               | 414                           | 99.76%   | 1                              | 0.24%  | 383                     | 16                       | 15                        | 1                         | 0                          | 0                           | 0  |                                      |                                      | 2.22                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | 30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Appts<br>Complete<br>d in Over<br>30 Days 5 |        | Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-----------|--|--------------------------------|---|--------|--------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (3V10) (583QB) Indianapolis-<br>Meridian Street, IN  | 45                                | 45        | 100.00%  | 0                              | 0.00%                                       | 45     | 0      | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (3V10) (583QC) Vigo County, IN   | 365                               | 362       | 99.18%   | 3                              | 0.82%                                       | 293    | 28     | 41                        | 3                         | 0                          | 0                           | 0  |                                      |                                      | 5.17                                 |
| (3V10) (610) Northern Indiana HCS  | 29,430                            | 27,992    | 95.11%   | 1,438                          | 4.89%                                       | 24,087 | 1,903  | 2,002                     | 942                       | 328                        | 129                         | 39                                       | 5.27                                 | 9.59                                 | 2.97                                 |
| (3V10) (610) Marion, IN  | 7,820                             | 7,507     | 96.00%   | 313                            | 4.00%                                       | 6,426  | 524    | 557                       | 233                       | 65                         | 12                          | 3  | 3.74                                 | 8.38                                 | 2.92                                 |
| (3V10) (610A4) Fort Wayne, IN  | 11,301                            | 10,442    | 92.40%   | 859                            | 7.60%                                       | 8,843  | 742    | 857                       | 521                       | 203                        | 103                         | 32                                       | 6.66                                 | 10.26                                | 1.98                                 |
| (3V10) (610BU) Marion, IN - VADOM  | 32                                | 31        | 96.88%   | 1                              | 3.13%                                       | 22     | 4      | 5                         | 1                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (3V10) (610BY) St. Joseph County, IN   | 4,033                             | 3,933     | 97.52%   | 100                            | 2.48%                                       | 3,338  | 313    | 282                       | 71                        | 23                         | 5                           | 1  | 4.09                                 | 9.03                                 | 0.86                                 |
| (3V10) (610GB) Muncie, IN  | 1,553                             | 1,513     | 97.42%   | 40                             | 2.58%                                       | 1,327  | 103    | 83                        | 36                        | 3                          | 1                           | 0  | 4.05                                 | 4.73                                 | 5.97                                 |
| (3V10) (610GC) Goshen, IN  | 1,106                             | 1,055     | 95.39%   | 51                             | 4.61%                                       | 937    | 66     | 52                        | 33                        | 16                         | 1                           | 1  | 6.20                                 | 2.26                                 | 3.36                                 |
| (3V10) (610GD) Peru, IN  | 920                               | 876       | 95.22%   | 44                             | 4.78%                                       | 754    | 58     | 64                        | 26                        | 10                         | 7                           | 1  | 7.77                                 | 6.61                                 | 1.70                                 |
| (3V10) (610QA) Fort Wayne-East<br>State Boulevard, IN  | 2,378                             |           | 98.74%   |                                |   |        | 93     | 102                       |                           | 8                          | 0                           | ·  |                                      | 15.07                                | 3.27                                 |
| (3V10) (610QB) Columbia Place, IN  | 287                               |           | 100.00%  |                                | 0.00%                                       |        | 0      | 0                         | -                         | _                          | 0                           | _  |                                      |                                      |                                      |
| (3V10) (655) Saginaw, MI HCS   | 22,526                            |           | 95.02%   |                                |   |        | 1,402  | 1,826                     |                           |                            |                             |  |                                      |                                      |                                      |
| (3V10) (655) Saginaw, MI (Aleda E.<br>Lutz)  | 12,175                            | 11,295    | 92.77%   | 880                            | 7.23%                                       | 9,417  | 746    | 1,132                     | 683                       | 123                        | 36                          | 38                                       | 4.22                                 |                                      | 0.22                                 |
| (3V10) (655GA) Gaylord, MI   | 1,167                             |           |  |                                |   |        | 73     | 63                        |                           | 4                          | 1                           | 0  | 3.68                                 |                                      | 1.78                                 |
| (3V10) (655GB) Traverse City, MI<br>(Colonel Demas T. Craw)  | 799                               | 739       | 92.49%   | 60                             | 7.51%                                       | 626    | 57     | 56                        | 51                        | 6                          | 2                           | 1  | 3.59                                 | 6.28                                 | 1.94                                 |
| (3V10) (655GC) Oscoda, MI  | 536                               | 526       | 98.13%   | 10                             | 1.87%                                       | 478    | 21     | 27                        | 7                         | 3                          | 0                           | 0  | 1.60                                 | 1.25                                 | 3.56                                 |
| (3V10) (655GD) Alpena, MI<br>(Lieutenant Colonel Clement C. Van<br>Wagoner)  | 866                               | 852       | 98.38%   | 14                             | 1.62%                                       | 699    | 67     | 86                        | 14                        | 0                          | 0                           | 0  | 4.05                                 | 3.24                                 | 4.12                                 |
| (3V10) (655GE) Clare, MI   | 1,475                             | 1,460     | 98.98%   | 15                             | 1.02%                                       | 1,257  | 103    | 100                       | 12                        | 3                          | 0                           | 0  | 2.42                                 | 3.34                                 | 4.60                                 |
| (3V10) (655GF) Bad Axe, MI   | 613                               | 593       | 96.74%   | 20                             | 3.26%                                       | 504    | 48     | 41                        | 16                        | 3                          | 0                           | 1  | 4.88                                 | 4.31                                 | 2.09                                 |
| (3V10) (655GG) Cadillac, MI  | 1,072                             | 1,035     | 96.55%   | 37                             | 3.45%                                       | 879    | 65     | 91                        | 35                        | 2                          | 0                           | 0  | 4.66                                 | 4.60                                 | 4.35                                 |
| (3V10) (655GH) Cheboygan County,<br>MI   | 469                               | 457       | 97.44%   | 12                             | 2.56%                                       | 382    | 33     | 42                        | 10                        | 2                          | 0                           | 0  | 3.41                                 | 5.21                                 | 4.98                                 |
| (3V10) (655GI) Grayling, MI  | 571                               | 561       | 98.25%   | 10                             | 1.75%                                       | 445    | 66     | 50                        | 9                         | 1                          | 0                           | 0  | 4.53                                 | 2.76                                 | 3.12                                 |
| (3V10) (655QA) Saginaw-Barnard<br>Road, MI   | 2,223                             | 2,211     | 99.46%   | 12                             | 0.54%                                       | 2,053  | 75     | 83                        | 12                        | 0                          | 0                           | 0  |                                      | 0.00                                 | 2.44                                 |
| (3V10) (655QB) Grand Traverse, MI  | 560                               | 539       | 96.25%   | 21                             | 3.75%                                       | 436    | 48     | 55                        | 17                        | 4                          | 0                           | 0  |                                      | 11.36                                | 2.85                                 |
| (3V12) (550) Danville, IL HCS  | 17,572                            | 16,947    | 96.44%   | 625                            | 3.56%                                       | 15,406 | 721    | 820                       | 448                       | 102                        | 72                          | 3  | 2.42                                 | 6.66                                 | 2.86                                 |
| (3V12) (550) Danville, IL  | 10,083                            | 9,830     | 97.49%   | 253                            | 2.51%                                       | 9,154  | 322    | 354                       | 205                       | 30                         | 17                          | 1  | 0.97                                 | 5.29                                 | 0.23                                 |
| (3V12) (550BY) Peoria, IL (Bob<br>Michel)  | 4,630                             | 4,283     | 92.51%   | 347                            | 7.49%                                       | 3,590  | 322    | 371                       | 221                       | 69                         | 55                          | 2  | 4.37                                 | 11.16                                | 9.26                                 |
| (3V12) (550GA) Decatur, IL   | 1,083                             | 1,067     | 98.52%   | 16                             | 1.48%                                       | 998    | 29     | 40                        | 14                        | 2                          | 0                           | 0  | 1.83                                 | 3.37                                 | 0.98                                 |
| (3V12) (550GD) Springfield, IL   | 1,301                             | 1,294     | 99.46%   | 7                              | 0.54%                                       | 1,217  | 34     | 43                        | 6                         | 1                          | 0                           | 0  | 1.92                                 | 2.71                                 | 1.05                                 |
| (3V12) (550GF) Charleston, IL  | 475                               | 473       | 99.58%   | 2                              | 0.42%                                       | 447    | 14     | 12                        | 2                         | 0                          | 0                           | 0  | 1.42                                 | 1.02                                 | 2.43                                 |
| (3V12) (537) Chicago, IL HCS   | 36,357                            | 35,183    | 96.77%   | 1,174                          | 3.23%                                       | 30,697 | 2,088  | 2,398                     | 857                       | 229                        | 74                          | 14                                       | 4.41                                 | 6.17                                 | 2.65                                 |
| (3V12) (537) Chicago, IL (Jesse<br>Brown)  | 28,048                            | 27,149    | 96.79%   | 899                            | 3.21%                                       | 23,719 | 1,561  | 1,869                     | 627                       | 190                        | 68                          | 14                                       | 6.21                                 | 5.63                                 | 2.14                                 |
| (3V12) (537BY) Crown Point, IN (Adam Benjamin Jr.)   | 5,963                             | 5,693     | 95.47%   | 270                            | 4.53%                                       | 4,928  | 345    | 420                       | 225                       | 39                         | 6                           | 0  | 2.40                                 | 9.82                                 | 3.71                                 |
| (3V12) (537GA) Chicago Heights, IL   | 637                               | 635       | 99.69%   | 2                              | 0.31%                                       | 590    | 28     | 17                        | 2                         | 0                          | 0                           | 0  | 1.53                                 |                                      | 1.01                                 |
| (3V12) (537GD) Lakeside, IL  | 1,079                             | 1,078     | 99.91%   | 1                              | 0.09%                                       | 934    | 95     | 49                        | 1                         | 0                          | 0                           | 0  | 3.19                                 | 0.00                                 | 3.45                                 |
| (3V12) (537HA) Auburn Gresham, IL  | 630                               | 628       | 99.68%   | 2                              | 0.32%                                       | 526    | 59     | 43                        | 2                         | 0                          | 0                           | 0  | 3.74                                 | 0.00                                 | 3.54                                 |
| (3V12) (556) North Chicago, IL HCS   | 26,038                            | 25,873    | 99.37%   | 165                            | 0.63%                                       | 23,956 | 1,274  | 643                       | 132                       | 25                         | 7                           | 1  | 1.71                                 | 2.94                                 | 1.64                                 |
| (3V12) (556) North Chicago, IL<br>(Captain James A. Lovell)  | 22,825                            |           |  |                                |   |        | 1,107  | 555                       |                           |                            | 7                           | 1  | 1.51                                 | 2.91                                 | 1.32                                 |
| (3V12) (556GA) Evanston, IL  | 573                               | 573       | 100.00%  | 0                              | 0.00%                                       | 531    | 28     | 14                        | 0                         | 0                          | 0                           | 0  | 0.89                                 | 6.22                                 | 2.63                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within 30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|----------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (3V12) (556GC) McHenry, IL   | 1,614                             | 1,610                      | 99.75%   | 4                              | 0.25%  | 1,465                   | 105                      | 40                        | 4                         | 0                          | 0                           | 0  | 2.20                                 | 4.11                                 | 3.12                                 |
| (3V12) (556GD) Kenosha, WI   | 1,026                             | 1,024                      | 99.81%   | 2                              | 0.19%  | 956                     | 34                       | 34                        | 2                         | 0                          | 0                           | 0  | 2.57                                 | 2.78                                 | 1.62                                 |
| 3V12) (578) Hines, IL HCS  | 44,800                            | 43,696                     | 97.54%   | 1,104                          | 2.46%  | 38,940                  | 2,110                    | 2,646                     | 920                       | 125                        | 42                          | 17                                       | 4.63                                 | 4.92                                 | 1.86                                 |
| (3V12) (578) Hines, IL (Edward Hines Junior)   | 34,891                            | 34,026                     | 97.52%   | 865                            | 2.48%  | 30,395                  | 1,601                    | 2,030                     | 706                       | 110                        | 34                          | 15                                       | 5.93                                 | 4.76                                 | 1.73                                 |
| (3V12) (578GA) Joliet, IL  | 3,596                             | 3,461                      | 96.25%   | 135                            | 3.75%  | 2,951                   | 209                      | 301                       | 120                       | 8                          | 6                           | 1  | 5.35                                 | 6.73                                 | 2.30                                 |
| (3V12) (578GC) Kankakee County, IL   | 1,052                             | 999                        | 94.96%   | 53                             | 5.04%  | 790                     | 83                       | 126                       | 47                        | 3                          | 2                           | 1  | 9.11                                 | 6.44                                 | 2.54                                 |
| (3V12) (578GD) Aurora, IL  | 1,482                             | 1,471                      | 99.26%   | 11                             | 0.74%  | 1,365                   | 48                       | 58                        | 11                        | 0                          | 0                           | 0  | 1.99                                 | 2.99                                 | 1.59                                 |
| (3V12) (578GE) Hoffman Estates, IL   | 1,200                             | 1,192                      | 99.33%   | 8                              | 0.67%  | 1,080                   | 57                       | 55                        | 8                         | 0                          | 0                           | 0  | 2.94                                 | 3.32                                 | 0.82                                 |
| (3V12) (578GF) LaSalle, IL   | 1,130                             | 1,119                      | 99.03%   | 11                             | 0.97%  | 1,039                   | 48                       | 32                        | 10                        | 1                          | 0                           | 0  | 1.07                                 | 4.57                                 | 1.59                                 |
| (3V12) (578GG) Oak Lawn, IL  | 1,449                             | 1,428                      | 98.55%   | 21                             | 1.45%  | 1,320                   | 64                       | 44                        | 18                        | 3                          | 0                           | 0  | 1.81                                 | 4.21                                 | 3.38                                 |
| 3V12) (585) Iron Mountain, MI HCS  | 10,739                            | 10,427                     | 97.09%   | 312                            | 2.91%  | 8,925                   | 726                      | 776                       | 269                       | 28                         | 8                           | 7  | 4.06                                 | 6.09                                 | 2.27                                 |
| (3V12) (585) Iron Mountain, MI<br>(Oscar G. Johnson)   | 6,645                             | 6,377                      | 95.97%   | 268                            | 4.03%  | 5,296                   | 485                      | 596                       | 233                       | 23                         | 5                           | 7  | 6.43                                 | 6.35                                 | 2.08                                 |
| (3V12) (585GA) Hancock, MI   | 557                               | 554                        | 99.46%   | 3                              | 0.54%  | 523                     | 23                       | 8                         | 2                         | 1                          | 0                           | 0  | 1.58                                 | 5.27                                 | 0.98                                 |
| (3V12) (585GB) Rhinelander, WI   | 965                               | 952                        | 98.65%   | 13                             | 1.35%  | 805                     | 84                       | 63                        | 9                         | 3                          | 1                           | 0  | 4.97                                 | 2.24                                 | 3.69                                 |
| (3V12) (585GC) Menominee, MI   | 565                               | 560                        | 99.12%   | 5                              | 0.88%  | 524                     | 24                       | 12                        | 5                         | 0                          | 0                           | 0  | 2.06                                 | 3.23                                 | 0.62                                 |
| (3V12) (585GD) Ironwood, MI  | 348                               | 346                        | 99.43%   | 2                              | 0.57%  | 321                     | 15                       | 10                        | 2                         | 0                          | 0                           | 0  | 1.62                                 | 4.77                                 | 2.54                                 |
| (3V12) (585GF) Manistique, MI  | 301                               | 295                        | 98.01%   | 6                              | 1.99%  | 251                     | 25                       | 19                        | 6                         | 0                          | 0                           | 0  | 4.76                                 | 5.25                                 | 2.98                                 |
| (3V12) (585HA) Marquette, MI   | 887                               | 876                        | 98.76%   | 11                             | 1.24%  | 771                     | 51                       | 54                        | 9                         | 1                          | 1                           | 0  | 3.03                                 | 10.24                                | 3.36                                 |
| (3V12) (585HB) Sault Saint Marie, MI   | 471                               | 467                        | 99.15%   | 4                              | 0.85%  | 434                     | 19                       | 14                        | 3                         | 0                          | 1                           | 0  | 1.54                                 | 2.77                                 | 2.71                                 |
| 3V12) (607) Madison, WI HCS  | 25,172                            | 23,754                     | 94.37%   | 1,418                          | 5.63%  | 19,772                  | 1,788                    | 2,194                     | 1,045                     | 250                        | 84                          | . 39                                     | 6.96                                 | 10.58                                | 1.85                                 |
| (3V12) (607) Madison, WI (William S. Middleton)  | 16,032                            | 14,878                     | 92.80%   | 1,154                          | 7.20%  | 12,117                  | 1,104                    | 1,657                     | 837                       | 229                        | 62                          | 26                                       | 9.97                                 | 11.28                                | 1.94                                 |
| (3V12) (607GC) Janesville, WI  | 1,034                             | 1,021                      | 98.74%   | 13                             | 1.26%  | 871                     | 80                       | 70                        | 12                        | 1                          | 0                           | 0  | 6.67                                 | 0.36                                 | 0.61                                 |
| (3V12) (607GD) Baraboo, WI   | 616                               | 606                        | 98.38%   | 10                             | 1.62%  | 545                     | 31                       | 30                        | 9                         | 1                          | 0                           | 0  | 3.61                                 | 1.96                                 | 0.00                                 |
| (3V12) (607GE) Beaver Dam, WI  | 757                               | 753                        | 99.47%   | 4                              | 0.53%  | 703                     | 37                       | 13                        | 3                         | 1                          | 0                           | 0  | 2.60                                 | 1.13                                 | 0.37                                 |
| (3V12) (607GF) Freeport, IL  | 478                               | 460                        | 96.23%   | 18                             | 3.77%  | 378                     | 51                       | 31                        | 17                        | 1                          | 0                           | 0  | 7.91                                 | 0.50                                 | 0.00                                 |
| (3V12) (607GG) Madison West, WI  | 2,326                             | 2,278                      | 97.94%   | 48                             | 2.06%  | 1,905                   | 184                      | 189                       | 44                        | 3                          | 0                           | 1  | 6.08                                 | 3.17                                 | 1.99                                 |
| (3V12) (607HA) Rockford, IL  | 3,929                             | 3,758                      | 95.65%   | 171                            | 4.35%  | 3,253                   | 301                      | 204                       | 123                       | 14                         | 22                          | . 12                                     | 8.51                                 | 7.31                                 | 2.19                                 |
| 3V12) (676) Tomah, WI HCS  | 15,551                            | 15,004                     | 96.48%   | 547                            | 3.52%  | 13,446                  | 806                      | 752                       | 390                       | 103                        | 36                          | 18                                       | 3.04                                 | 10.11                                | 3.15                                 |
| (3V12) (676) Tomah, WI   | 9,817                             | 9,415                      | 95.91%   | 402                            | 4.09%  | 8,504                   | 445                      | 466                       | 275                       | 84                         | 31                          | 12                                       | 2.32                                 | 11.37                                | 0.83                                 |
| (3V12) (676BU) Tomah, WI - VADOM   | 2                                 | 2                          | 100.00%  | 0                              | 0.00%  | 2                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 |                                      |
| (3V12) (676GA) Wausau, WI  | 1,640                             | 1,621                      | 98.84%   | 19                             | 1.16%  | 1,419                   | 105                      | 97                        | 14                        | 3                          | 0                           | 2  | 4.18                                 | 0.70                                 | 4.40                                 |
| (3V12) (676GC) River Valley, WI  | 1,958                             | 1,911                      | 97.60%   | 47                             | 2.40%  | 1,642                   | 161                      | 108                       | 36                        | 8                          | 3                           | 0  | 3.34                                 | 8.65                                 | 5.52                                 |
| (3V12) (676GD) Wisconsin Rapids,<br>WI   | 1,839                             | 1,764                      | 95.92%   | 75                             | 4.08%  | 1,608                   | 82                       | 74                        | 62                        | 7                          | 2                           | 4  | 3.20                                 | 5.56                                 | 4.41                                 |
| (3V12) (676GE) Clark County, WI  | 295                               | 291                        | 98.64%   | 4                              | 1.36%  | 271                     | 13                       | 7                         | 3                         | 1                          | 0                           | 0  | 2.36                                 | 0.00                                 | 0.00                                 |
| 3V12) (695) Milwaukee, WI HCS  | 52,204                            | 50,482                     | 96.70%   | 1,722                          | 3.30%  | 43,715                  | 3,378                    | 3,389                     | 1,395                     | 230                        | 68                          | 29                                       | 5.20                                 | 6.04                                 | 2.33                                 |
| (3V12) (695) Milwaukee, WI (Clement<br>J. Zablocki)  | 35,450                            | 34,414                     | 97.08%   | 1,036                          | 2.92%  | 30,136                  | 2,210                    | 2,068                     | 816                       | 147                        | 48                          | 25                                       | 4.66                                 | 6.03                                 | 1.46                                 |
| (3V12) (695BU) Milwaukee, WI -<br>VADOM  | 105                               | 105                        | 100.00%  | 0                              | 0.00%  | 105                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (3V12) (695BY) Appleton, WI (John<br>H. Bradley)   | 5,709                             | 5,520                      | 96.69%   | 189                            | 3.31%  | 4,720                   | 369                      | 431                       | 171                       | 15                         | 3                           | 0  | 4.82                                 | 6.14                                 | 4.66                                 |
| (3V12) (695GA) Union Grove, WI   | 974                               | 956                        | 98.15%   | 18                             | 1.85%  | 895                     | 36                       | 25                        | 15                        | 3                          | 0                           | 0  | 3.16                                 | 1.00                                 | 1.02                                 |
| (3V12) (695GC) Cleveland, WI   | 1,071                             | 1,049                      | 97.95%   | 22                             | 2.05%  | 817                     | 131                      | 101                       | 21                        | 0                          | 0                           | 1  | 6.54                                 | 9.67                                 | 4.96                                 |
| (3V12) (695GD) Green Bay, WI (Milo<br>C. Huempfner)  | 8,749                             | 8,292                      | 94.78%   | 457                            | 5.22%  | 6,896                   | 632                      | 764                       | 372                       | 65                         | 17                          | 3  | 7.07                                 | 6.06                                 | 3.77                                 |
| (3V12) (695QA) Milwaukee-MLK   | 146                               | 146                        |  | 0                              | 0.00%  | 146                     |                          |                           |                           | -                          |                             | -  |                                      |                                      |                                      |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within 30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|----------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (3V15) (589A4) Columbia, MO HCS  | 24,123                            | 22,607                     | 93.72%   | 1,516                          | 6.28%  | 19,217                  | 1,665                    | 1,725                     | 1,041                     | 309                        | 92                          | 74                                       | 4.22                                 | 10.58                                | 4.43                                 |
| (3V15) (589A4) Columbia, MO (Harry<br>S. Truman)   | 17,738                            | 16,381                     | 92.35%   | 1,357                          | 7.65%  | 13,732                  | 1,232                    | 1,417                     | 925                       | 276                        | 84                          | 72                                       | 4.67                                 | 11.37                                | 5.26                                 |
| (3V15) (589BX) Columbia, MO -<br>VADOM   | 32                                | 32                         | 100.00%  | 0                              | 0.00%  | 32                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (3V15) (589G8) Jefferson City, MO  | 1,366                             | 1,318                      | 96.49%   | 48                             | 3.51%  | 1,153                   | 105                      | 60                        | 34                        | 12                         | 2                           | 0  | 3.64                                 | 6.33                                 | 3.32                                 |
| (3V15) (589GE) Kirksville, MO  | 551                               | 547                        | 99.27%   | 4                              | 0.73%  | 510                     | 25                       | 12                        | 3                         | 0                          | 1                           | 0  | 1.86                                 | 8.67                                 | 0.96                                 |
| (3V15) (589GF) Fort Leonard Wood,<br>MO  | 1,397                             | 1,376                      | 98.50%   | 21                             | 1.50%  | 1,209                   | 107                      | 60                        | 18                        | 1                          | 1                           | 1  | 3.18                                 | 4.28                                 | 3.46                                 |
| (3V15) (589GH) Lake of the Ozarks,<br>MO   | 790                               | 779                        | 98.61%   | 11                             | 1.39%  | 716                     | 32                       | 31                        | 10                        | 0                          | 1                           | 0  | 2.07                                 | 5.26                                 | 3.26                                 |
| (3V15) (589GX) Mexico, MO  | 362                               | 360                        | 99.45%   | 2                              | 0.55%  | 325                     | 21                       | 14                        | 2                         | 0                          | 0                           | 0  | 3.14                                 | 0.00                                 | 1.52                                 |
| (3V15) (589GY) St. James, MO   | 658                               | 636                        | 96.66%   | 22                             | 3.34%  | 507                     | 67                       | 62                        | 20                        | 1                          | 1                           | 0  | 6.85                                 | 0.00                                 | 4.69                                 |
| (3V15) (589JA) Sedalia, MO   | 632                               | 596                        | 94.30%   | 36                             | 5.70%  | 525                     | 44                       | 27                        | 14                        | 19                         | 2                           | 1  | 7.52                                 | 6.39                                 | 2.91                                 |
| (3V15) (589JD) Marshfield, MO  | 597                               | 582                        | 97.49%   | 15                             | 2.51%  | 508                     | 32                       | 42                        | 15                        | 0                          | 0                           | 0  | 3.57                                 | 5.18                                 | 3.70                                 |
| (3V15) (589) Kansas City, MO HCS   | 29,636                            | 29,330                     | 98.97%   | 306                            | 1.03%  | 26,751                  | 1,323                    | 1,256                     | 251                       | 46                         | 4                           | 5  | 1.59                                 | 3.43                                 | 2.37                                 |
| (3V15) (589) Kansas City, MO   | 22,036                            | 21,739                     | 98.65%   | 297                            | 1.35%  | 19,643                  | 997                      | 1,099                     | 243                       | 46                         | 4                           | 4  | 1.90                                 | 3.67                                 | 2.19                                 |
| (3V15) (589G1) Warrensburg, MO   | 1,180                             | 1,180                      | 100.00%  | 0                              | 0.00%  | 1,105                   | 57                       | 18                        | 0                         | 0                          | 0                           | 0  | 1.51                                 | 1.76                                 | 1.35                                 |
| (3V15) (589GB) Belton, MO  | 484                               | 484                        | 100.00%  | 0                              | 0.00%  | 481                     | 3                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.20                                 | 0.00                                 | 0.00                                 |
| (3V15) (589GC) Paola, KS   | 332                               | 331                        | 99.70%   | 1                              | 0.30%  | 313                     | 13                       | 5                         | 0                         | 0                          | 0                           | 1  | 1.62                                 | 26.00                                | 0.65                                 |
| (3V15) (589GD) Nevada, MO  | 593                               | 593                        | 100.00%  | 0                              | 0.00%  | 580                     | 9                        | 4                         | 0                         | 0                          | 0                           | 0  | 0.72                                 |                                      | 0.47                                 |
| (3V15) (589GZ) Cameron, MO   | 186                               | 186                        | 100.00%  | 0                              | 0.00%  | 184                     | 0                        | 2                         | 0                         | 0                          | 0                           | 0  | 0.06                                 | 3.15                                 | 0.00                                 |
| (3V15) (589HK) Kansas City, MO -<br>Mobile   | 106                               | 106                        | 100.00%  | 0                              | 0.00%  | 106                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.00                                 |                                      |                                      |
| (3V15) (589JB) Excelsior Springs,<br>MO  | 701                               | 701                        | 100.00%  | 0                              | 0.00%  | 635                     | 43                       | 23                        | 0                         | 0                          | 0                           | 0  | 3.41                                 | 0.00                                 | 0.43                                 |
| (3V15) (589JF) Honor, MO   | 3,329                             | 3,322                      | 99.79%   | 7                              | 0.21%  | 3,042                   | 181                      | 99                        | 7                         | 0                          | 0                           | 0  | 1.47                                 | 2.32                                 | 3.40                                 |
| (3V15) (589QA) Overland Park, KS   | 689                               | 688                        | 99.85%   | 1                              | 0.15%  | 662                     | 20                       | 6                         | 1                         | 0                          | 0                           | 0  | 2.37                                 | 0.08                                 |                                      |
| (3V15) (589A5) Eastern Kansas HCS  | 26,541                            | 25,260                     | 95.17%   | 1,281                          | 4.83%  | 22,376                  | 1,233                    | 1,651                     | 954                       | 234                        | 49                          | 44                                       | 5.59                                 | 8.51                                 | 3.89                                 |
| (3V15) (589A5) Topeka, KS<br>(Colmery-ONeil)   | 12,107                            | 11,646                     | 96.19%   | 461                            | 3.81%  | 10,095                  | 591                      | 960                       | 349                       | 71                         | 22                          | 19                                       | 7.06                                 | 7.28                                 | 3.00                                 |
| (3V15) (589A6) Leavenworth, KS<br>(Dwight D. Eisenhower)   | 9,732                             | 8,989                      | 92.37%   | 743                            | 7.63%  | 8,053                   | 470                      | 466                       | 559                       | 144                        | 19                          | 21                                       | 6.40                                 | 9.96                                 | 3.51                                 |
| (3V15) (589BU) Leavenworth, KS -<br>VADOM  | 1,633                             | 1,632                      | 99.94%   | 1                              | 0.06%  | 1,612                   | 16                       | 4                         | 1                         | 0                          | 0                           | 0  |                                      | 0.00                                 | 0.73                                 |
| (3V15) (589G9) Ft. Riley   | 11                                | 11                         | 100.00%  | 0                              | 0.00%  | 1                       | 0                        | 10                        | 0                         | 0                          | 0                           | 0  |                                      | 19.45                                |                                      |
| (3V15) (589GI) St. Joseph, MO  | 878                               |                            | 99.54%   | 4                              | 0.46%  |                         | 20                       | 17                        |                           |                            | 1                           | 0  | 0.94                                 | 5.78                                 |                                      |
| (3V15) (589GJ) Wyandotte County<br>City, KS  | 346                               | 341                        | 98.55%   | 5                              | 1.45%  | 315                     | 15                       | 11                        | 2                         | 1                          | 0                           | 2  | 5.30                                 | 0.00                                 | 0.91                                 |
| (3V15) (589GM) Chanute, KS   | 75                                | 67                         | 89.33%   | 8                              | 10.67%   | 40                      | 11                       | 16                        | 6                         | 2                          | 0                           | 0  | 15.45                                |                                      | 4.09                                 |
| (3V15) (589GN) Emporia, KS   | 58                                | 55                         | 94.83%   | 3                              | 5.17%  | 46                      | 8                        | 1                         | 2                         | 0                          | 1                           | 0  | 6.72                                 |                                      | 5.36                                 |
| (3V15) (589GP) Garnett, KS   | 47                                | 45                         | 95.74%   | 2                              | 4.26%  | 36                      | 8                        | 1                         | 1                         | 1                          | 0                           | 0  | 8.58                                 |                                      | 2.45                                 |
| (3V15) (589GR) Junction City, KS<br>(Lieutenant General Richard J. Seitz-<br>Based)  | 892                               | 851                        | 95.40%   | 41                             | 4.60%  | 749                     | 54                       | 48                        | 23                        | 10                         | 6                           | 2  | 1.99                                 | 3.49                                 | 15.55                                |
| (3V15) (589GU) Lawrence, KS  | 226                               | 218                        | 96.46%   | 8                              | 3.54%  | 209                     | 3                        | 6                         | 6                         | 2                          | 0                           | 0  | 1.17                                 |                                      | 6.66                                 |
| (3V15) (589GV) Fort Scott, KS  | 222                               | 220                        | 99.10%   | 2                              | 0.90%  | 187                     | 23                       | 10                        | 1                         | 1                          | 0                           | 0  | 4.43                                 | 0.00                                 | 3.35                                 |
| (3V15) (589JE) Platte City, MO   | 151                               | 150                        | 99.34%   | 1                              | 0.66%  | 142                     | 3                        | 5                         | 0                         | 1                          | 0                           | 0  | 2.21                                 | 0.00                                 | 2.05                                 |
| (3V15) (589MA) Ft. Riley DES Clinic  | 125                               | 123                        | 98.40%   | 2                              | 1.60%  | 17                      | 11                       | 95                        | 2                         | 0                          | 0                           | 0  |                                      | 17.73                                | 16.10                                |
| (3V15) (589MD) IDES Fort<br>Leavenworth  | 38                                | 38                         | 100.00%  | 0                              | 0.00%  | 37                      | 0                        | 1                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 | 5.40                                 |
| (3V15) (589A7) Wichita, KS HCS   | 16,526                            | 15,742                     | 95.26%   | 784                            | 4.74%  | 13,950                  | 815                      | 977                       | 510                       | 158                        | 67                          | 49                                       | 3.58                                 | 8.31                                 | 2.39                                 |
| (3V15) (589A7) Wichita, KS (Robert<br>J. Dole)   | 13,386                            | 12,658                     | 94.56%   | 728                            | 5.44%  | 11,244                  | 615                      | 799                       | 469                       | 151                        | 65                          | 43                                       | 2.87                                 | 9.21                                 | 2.80                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 |       | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 |       | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|-------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|-------|--------------------------------------|--------------------------------------|
| (3V15) (589G2) Dodge City, KS  | 239                               | 238                           | 99.58%   | 1     | 0.42%  | 233                     | 3                        | 2                         | 1                         | 0                          | 0                           | 0  | 0.98  | 0.00                                 | 0.03                                 |
| (3V15) (589G3) Liberal, KS   | 64                                | 64                            | 100.00%  | 0     | 0.00%  | 62                      | 1                        | 1                         | 0                         | 0                          | 0                           | 0  | 1.53  | 0.00                                 | 0.00                                 |
| (3V15) (589G4) Hays, KS  | 301                               | 301                           | 100.00%  | 0     | 0.00%  | 276                     | 20                       | 5                         | 0                         | 0                          | 0                           | 0  | 1.90  | 0.71                                 | 0.42                                 |
| (3V15) (589G5) Parsons, KS   | 330                               | 327                           | 99.09%   | 3     | 0.91%  | 298                     | 15                       | 14                        | 3                         | 0                          | 0                           | 0  | 3.09  | 5.68                                 | 0.05                                 |
| (3V15) (589G7) Hutchinson, KS  | 467                               | 445                           | 95.29%   | 22    | 4.71%  | 380                     | 33                       | 32                        | 16                        | 3                          | 2                           | 1  | 8.84  | 1.63                                 | 0.65                                 |
| (3V15) (589GW) Salina, KS  | 801                               | 788                           | 98.38%   | 13    | 1.62%  | 722                     | 36                       | 30                        | 7                         | 2                          | 0                           | 4  | 5.51  | 1.75                                 | 1.87                                 |
| (3V15) (589MB) IDES McConnel AFB   | 12                                | 12                            | 100.00%  | 0     | 0.00%  | 11                      | 0                        | 1                         | 0                         | 0                          | 0                           | 0  |       | 3.11                                 | 0.00                                 |
| (3V15) (589QB) Sedgwick County,<br>KS  | 18                                | 18                            | 100.00%  | 0     | 0.00%  | 18                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |       |                                      |                                      |
| (3V15) (589QC) South Parklane, KS  | 908                               | 891                           | 98.13%   | 17    | 1.87%  | 706                     | 92                       | 93                        | 14                        | 2                          | 0                           | 1  |       | 5.30                                 |                                      |
| 3V15) (657A5) Marion, IL HCS   | 21,916                            | 21,074                        | 96.16%   | 842   | 3.84%  | 17,658                  | 1,612                    | 1,804                     | 637                       | 174                        | 24                          | 7  | 3.44  | 8.25                                 | 4.07                                 |
| (3V15) (657A5) Marion, IL  | 9,010                             | 8,659                         | 96.10%   | 351   | 3.90%  | 7,326                   | 555                      | 778                       | 308                       | 32                         | 7                           | 4  | 2.95  | 6.76                                 | 1.84                                 |
| (3V15) (657GJ) Evansville, IN  | 6,339                             | 5,925                         | 93.47%   | 414   | 6.53%  | 4,624                   | 609                      | 692                       | 266                       | 131                        | 16                          | 1  | 4.07  | 10.50                                | 6.87                                 |
| (3V15) (657GK) Mount Vernon, IL  | 601                               | 584                           | 97.17%   | 17    | 2.83%  | 541                     | 17                       | 26                        | 13                        | 3                          | 0                           | 1  | 5.55  |                                      | 0.79                                 |
| (3V15) (657GL) Paducah, KY   | 1,122                             | 1,105                         | 98.48%   | 17    | 1.52%  | 961                     | 86                       | 58                        | 12                        | 5                          | 0                           | 0  | 2.32  | 0.00                                 | 6.23                                 |
| (3V15) (657GM) Effingham, IL   | 635                               | 635                           | 100.00%  | 0     | 0.00%  | 575                     | 40                       | 20                        | 0                         | 0                          | 0                           | 0  | 2.47  | 0.00                                 | 2.01                                 |
| (3V15) (657GO) Hanson, KY  | 199                               | 197                           | 98.99%   | 2     | 1.01%  | 159                     | 24                       | 14                        | 2                         | 0                          | 0                           | 0  | 3.17  |                                      | 12.95                                |
| (3V15) (657GP) Owensboro, KY   | 949                               | 946                           | 99.68%   | 3     | 0.32%  | 793                     | 101                      | 52                        | 2                         | 0                          | 1                           | 0  | 3.95  | 0.00                                 | 2.07                                 |
| (3V15) (657GQ) Vincennes, IN   | 482                               | 478                           | 99.17%   | 4     | 0.83%  | 432                     | 34                       | 12                        | 4                         | 0                          | 0                           | 0  | 2.72  |                                      | 2.20                                 |
| (3V15) (657GR) Mayfield, KY  | 627                               | 605                           | 96.49%   | 22    | 3.51%  | 525                     | 46                       | 34                        | 20                        | 2                          | 0                           | 0  | 2.27  | 0.00                                 | 7.48                                 |
| (3V15) (657GT) Carbondale, IL  | 713                               | 713                           | 100.00%  | 0     | 0.00%  | 675                     | 20                       | 18                        | 0                         | 0                          | 0                           | 0  | 1.37  |                                      | 1.44                                 |
| (3V15) (657GU) Harrisburg, IL  | 368                               | 367                           | 99.73%   | 1     | 0.27%  | 258                     | 42                       | 67                        | 1                         | 0                          | 0                           | 0  | 6.90  |                                      | 0.16                                 |
| (3V15) (657QC) Enterprise Way, IL  | 44                                | 44                            | 100.00%  | 0     | 0.00%  | 43                      | 1                        | 0                         | 0                         | 0                          | 0                           | 0  |       |                                      |                                      |
| (3V15) (657QD) Heartland Street, IL  | 827                               | 816                           | 98.67%   | 11    | 1.33%  | 746                     | 37                       | 33                        | 9                         | 1                          | 0                           | 1  | 3.20  | 15.03                                | 1.07                                 |
| 3V15) (657A4) Poplar Bluff, MO HCS   | 12,537                            | 12,170                        | 97.07%   | 367   | 2.93%  | 10,912                  | 603                      | 655                       | 293                       | 36                         | 24                          | 14                                       | 2.36  | 8.76                                 | 7.01                                 |
| (3V15) (657A4) Poplar Bluff, MO<br>(John J. Pershing)  | 7,288                             | 6,977                         | 95.73%   | 311   | 4.27%  | 6,061                   | 401                      | 515                       | 250                       | 27                         | 23                          | 11                                       | 4.56  | 8.95                                 | 8.66                                 |
| (3V15) (657GF) West Plains, MO   | 1,275                             | 1,269                         | 99.53%   | 6     | 0.47%  | 1,202                   | 38                       | 29                        | 6                         | 0                          | 0                           | 0  | 0.98  | 3.25                                 | 4.17                                 |
| (3V15) (657GG) Paragould, AR   | 782                               | 778                           | 99.49%   | 4     | 0.51%  | 736                     | 29                       | 13                        | 1                         | 2                          | 1                           | 0  | 1.21  | 9.90                                 | 2.41                                 |
| (3V15) (657GH) Cape Girardeau, MO  | 1,166                             | 1,150                         | 98.63%   | 16    | 1.37%  | 1,041                   | 66                       | 43                        | 14                        | 2                          | 0                           | 0  | 1.86  | 5.33                                 | 7.50                                 |
| (3V15) (657GI) Farmington, MO  | 1,230                             | 1,201                         | 97.64%   | 29    | 2.36%  | 1,122                   | 44                       | 35                        | 21                        | 5                          | 0                           | 3  | 1.36  | 12.80                                | 8.30                                 |
| (3V15) (657GN) Salem, MO   | 91                                | 91                            | 100.00%  | 0     | 0.00%  | 84                      | 5                        | 2                         | 0                         | 0                          | 0                           | 0  | 1.51  |                                      |                                      |
| (3V15) (657GV) Sikeston, MO  | 577                               | 576                           | 99.83%   | 1     | 0.17%  | 550                     | 15                       | 11                        | 1                         | 0                          | 0                           | 0  | 1.05  | 1.38                                 | 2.75                                 |
| (3V15) (657GW) Pocahontas, AR  | 128                               | 128                           | 100.00%  | 0     | 0.00%  | 116                     | 5                        | 7                         | 0                         | 0                          | 0                           | 0  | 2.65  |                                      | 4.71                                 |
| 3V15) (657) St. Louis, MO HCS  | 39,348                            | 37,659                        | 95.71%   | 1,689 | 4.29%  | 31,771                  | 2,797                    | 3,091                     | 1,310                     | 243                        | 85                          | 51                                       | 6.18  | 7.96                                 | 4.42                                 |
| (3V15) (657) St. Louis-John Cochran,<br>MO (John Cochran)  | 20,106                            |                               | 93.98%   |       |  |                         | 1,432                    |                           |                           |                            |                             |  |       |                                      |                                      |
| (3V15) (657A0) St. Louis-Jefferson<br>Barracks, MO   | 11,576                            | 11,235                        | 97.05%   | 341   | 2.95%  | 9,812                   | 740                      | 683                       | 250                       | 53                         | 24                          | 14                                       | 3.70  | 8.41                                 | 4.43                                 |
| (3V15) (657GA) Belleville, IL  | 698                               | 685                           | 98.14%   | 13    | 1.86%  | 522                     | 80                       | 83                        | 12                        | 1                          | 0                           | 0  | 5.41  | 8.50                                 | 6.18                                 |
| (3V15) (657GB) St. Louis County, MO  | 1,092                             | 1,087                         | 99.54%   | 5     | 0.46%  | 1,022                   | 33                       | 32                        | 5                         | 0                          | 0                           | 0  | 2.40  | 0.00                                 | 1.80                                 |
| (3V15) (657GD) St. Charles County-<br>OFallon, MO  | 1,066                             | 1,042                         | 97.75%   | 24    | 2.25%  | 897                     | 74                       | 71                        | 22                        | 1                          | 0                           | 1  | 4.93  | 8.00                                 | 2.96                                 |
| (3V15) (657GS) Washington, MO  | 580                               | 577                           | 99.48%   | 3     | 0.52%  | 522                     | 45                       | 10                        | 2                         | 0                          | 0                           | 1  | 21.60 | 4.31                                 | 0.20                                 |
| (3V15) (657GX) St. Louis, MO   | 1,239                             | 1,218                         | 98.31%   | 21    | 1.69%  | 997                     | 97                       | 124                       | 13                        | 8                          | 0                           | 0  | 5.79  | 2.03                                 | 1.39                                 |
| (3V15) (657GY) Manchester, MO  | 1,167                             | 1,139                         | 97.60%   | 28    | 2.40%  | 877                     | 134                      | 128                       | 26                        | 1                          | 1                           | 0  | 6.59  | 5.00                                 | 5.42                                 |
| (3V15) (657MA) IDES Scott AFB  | 66                                | 66                            | 100.00%  | 0     | 0.00%  | 65                      | 0                        | 1                         | 0                         | 0                          | 0                           | 0  |       | 0.55                                 | 0.00                                 |
| (3V15) (657QA) Olive Street, MO  | 1,365                             | 1,325                         | 97.07%   | 40    | 2.93%  | 1,065                   | 135                      | 125                       | 39                        | 1                          | 0                           | 0  | 7.85  | 4.61                                 | 1.94                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (3V15) (657QB) Washington<br>Boulevard, MO   | 259                               | 259                           | 100.00%  | 0                              | 0.00%  | 244                     | 10                       | 5                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (3V15) (657QE) Scott Air Force Base,   | 134                               | 131                           | 97.76%   | 3                              | 2.24%  | 105                     | 17                       | 9                         | 3                         | 0                          | 0                           | 0  |                                      | 3.93                                 | 3.91                                 |
| (4V16) (502) Alexandria, LA HCS  | 18,812                            | 17,294                        | 91.93%   | 1,518                          | 8.07%  | 15,002                  | 1,104                    | 1,188                     | 1,087                     | 274                        | 67                          | 90                                       | 8.25                                 | 10.35                                | 7.98                                 |
| (4V16) (502) Alexandria, LA  | 11,552                            | 10,596                        | 91.72%   | 956                            | 8.28%  | 9,349                   | 580                      | 667                       | 660                       | 187                        | 46                          | 63                                       | 7.79                                 | 11.86                                | 5.73                                 |
| (4V16) (502GA) Jennings, LA  | 672                               | 643                           | 95.68%   | 29                             | 4.32%  | 536                     | 39                       | 68                        | 27                        | 1                          | 1                           | 0  | 6.42                                 | 0.83                                 | 6.11                                 |
| (4V16) (502GB) Lafayette, LA   | 3,159                             | 2,876                         | 91.04%   | 283                            | 8.96%  | 2,376                   | 283                      | 217                       | 232                       | 30                         | 9                           | 12                                       | 10.49                                | 5.95                                 | 0.33                                 |
| (4V16) (502GE) Lake Charles, LA  | 891                               | 851                           | 95.51%   | 40                             | 4.49%  | 732                     | 58                       | 61                        | 36                        | 3                          | 0                           | 1  | 6.38                                 | 3.61                                 | 1.35                                 |
| (4V16) (502GF) Fort Polk, LA   | 1,252                             | 1,214                         | 96.96%   | 38                             | 3.04%  | 1,049                   | 77                       | 88                        | 35                        | 2                          | 0                           | 1  | 4.23                                 | 0.23                                 | 4.84                                 |
| (4V16) (502GG) Natchitoches, LA  | 421                               | 406                           | 96.44%   | 15                             | 3.56%  | 373                     | 15                       | 18                        | 4                         | 2                          | 0                           | 9  | 16.68                                | 0.00                                 | 0.98                                 |
| (4V16) (502QB) Lafayette Campus B,<br>LA   | 865                               | 708                           | 81.85%   | 157                            | 18.15%   | 587                     | 52                       | 69                        | 93                        | 49                         | 11                          | 4  |                                      |                                      | 15.32                                |
| (4V16) (520) Gulf Coast, MS HCS  | 44,958                            | 43,294                        | 96.30%   | 1,664                          | 3.70%  | 38,598                  | 2,143                    | 2,553                     | 1,147                     | 348                        | 74                          | 95                                       | 7.73                                 | 5.12                                 | 2.38                                 |
| (4V16) (520) Biloxi, MS  | 20,046                            | 19,487                        | 97.21%   | 559                            | 2.79%  | 17,828                  | 740                      | 919                       | 402                       | 108                        | 23                          | 26                                       | 7.53                                 | 3.77                                 | 3.21                                 |
| (4V16) (520BZ) Pensacola, FL   | 14,209                            | 13,440                        | 94.59%   | 769                            | 5.41%  | 11,584                  | 821                      | 1,035                     | 524                       | 186                        | 29                          | 30                                       | 8.78                                 | 7.11                                 | 0.85                                 |
| (4V16) (520GA) Mobile, AL  | 5,256                             | 5,184                         | 98.63%   | 72                             | 1.37%  | 4,796                   | 239                      | 149                       | 40                        | 13                         | 5                           | 14                                       | 3.83                                 | 3.93                                 | 1.63                                 |
| (4V16) (520GB) Panama City Beach,<br>FL  | 1,761                             | 1,599                         | 90.80%   | 162                            | 9.20%  | 1,339                   | 109                      | 151                       | 88                        | 38                         | 15                          | 21                                       | 13.32                                | 2.77                                 | 0.70                                 |
| (4V16) (520GC) Eglin Air Force Base,<br>FL   | 2,746                             | 2,651                         | 96.54%   | 95                             | 3.46%  | 2,173                   | 198                      | 280                       | 86                        | 3                          | 2                           | 4  | 6.21                                 | 3.42                                 | 6.33                                 |
| (4V16) (520QA) Panama City Beach<br>West, FL   | 940                               | 933                           | 99.26%   | 7                              | 0.74%  | 878                     | 36                       | 19                        | 7                         | 0                          | 0                           | 0  |                                      | 0.34                                 | 2.28                                 |
| (4V16) (564) Fayetteville, AR HCS  | 28,480                            | 27,799                        | 97.61%   | 681                            | 2.39%  | 25,119                  | 1,326                    | 1,354                     | 579                       | 75                         | 14                          | 13                                       | 2.00                                 | 5.50                                 | 2.72                                 |
| (4V16) (564) Fayetteville, AR  | 14,168                            | 13,686                        | 96.60%   | 482                            | 3.40%  | 12,064                  | 750                      | 872                       | 435                       | 39                         | 2                           | 6  | 2.79                                 | 6.27                                 | 1.85                                 |
| (4V16) (564BY) Mount Vernon, MO<br>(Gene Taylor)   | 6,429                             | 6,359                         | 98.91%   | 70                             | 1.09%  | 5,981                   | 231                      | 147                       | 49                        | 18                         | 2                           | 1  | 1.76                                 | 2.55                                 | 2.96                                 |
| (4V16) (564GA) Harrison, AR  | 196                               | 196                           | 100.00%  | 0                              | 0.00%  | 196                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.01                                 | 0.00                                 | 0.00                                 |
| (4V16) (564GB) Fort Smith, AR  | 2,705                             | 2,679                         | 99.04%   | 26                             | 0.96%  | 2,553                   | 69                       | 57                        | 17                        | 3                          | 5                           | 1  | 1.32                                 | 4.66                                 | 2.67                                 |
| (4V16) (564GC) Branson, MO   | 2,727                             | 2,683                         | 98.39%   | 44                             | 1.61%  | 2,477                   | 121                      | 85                        | 27                        | 8                          | 5                           | 4  | 1.79                                 | 2.71                                 | 5.29                                 |
| (4V16) (564GD) Ozark, AR   | 308                               | 305                           | 99.03%   | 3                              | 0.97%  | 249                     | 27                       | 29                        | 3                         | 0                          | 0                           | 0  | 4.01                                 | 1.47                                 | 6.35                                 |
| (4V16) (564GE) Jay, OK   | 569                               | 569                           | 100.00%  | 0                              | 0.00%  | 552                     | 8                        | 9                         | 0                         | 0                          | 0                           | 0  | 0.78                                 | 1.62                                 | 1.37                                 |
| (4V16) (564QA) Township, AR  | 511                               | 511                           | 100.00%  | 0                              | 0.00%  | 511                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (4V16) (564QB) Sunbridge, AR   | 867                               | 811                           | 93.54%   | 56                             | 6.46%  | 536                     | 120                      | 155                       | 48                        | 7                          | 0                           | 1  |                                      | 12.27                                |                                      |
| (4V16) (580) Houston, TX HCS   | 75,139                            | 73,737                        | 98.13%   | 1,402                          | 1.87%  | 66,332                  | 3,643                    | 3,762                     | 1,119                     | 212                        | 54                          | 17                                       | 3.05                                 | 3.87                                 | 2.33                                 |
| (4V16) (580) Houston, TX (Michael E. DeBakey)  | 49,793                            | 48,799                        | 98.00%   | 994                            | 2.00%  | 43,444                  | 2,610                    | 2,745                     | 801                       | 144                        | 35                          | 14                                       | 3.75                                 | 4.02                                 | 2.20                                 |
| (4V16) (5809AA) Houston, TX - CLC  | 1                                 | 1                             | 100.00%  | 0                              | 0.00%  | 1                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (4V16) (580BY) Beaumont, TX  | 2,827                             | 2,818                         | 99.68%   | 9                              | 0.32%  | 2,719                   | 69                       | 30                        | 4                         | 4                          | 1                           | 0  | 1.25                                 | 1.05                                 | 0.72                                 |
| (4V16) (580BZ) Lufkin, TX (Charles Wilson)   | 2,544                             | 2,506                         | 98.51%   | 38                             | 1.49%  | 2,117                   | 184                      | 205                       | 23                        | 5                          | 10                          | 0  | 4.09                                 | 7.58                                 | 1.72                                 |
| (4V16) (580GC) Galveston, TX   | 783                               | 774                           | 98.85%   | 9                              | 1.15%  | 734                     | 25                       | 15                        | 6                         | 2                          | 0                           | 1  | 1.25                                 | 0.14                                 | 3.37                                 |
| (4V16) (580GD) Conroe, TX  | 4,459                             | 4,364                         | 97.87%   | 95                             | 2.13%  | 4,023                   | 157                      | 184                       | 80                        | 14                         | 1                           | 0  | 2.54                                 | 2.98                                 | 2.32                                 |
| (4V16) (580GE) Katy, TX  | 3,702                             | 3,644                         | 98.43%   | 58                             | 1.57%  | 3,398                   | 121                      | 125                       | 49                        | 6                          | 2                           | 1  | 2.32                                 | 2.93                                 | 2.24                                 |
| (4V16) (580GF) Lake Jackson, TX  | 1,191                             | 1,177                         | 98.82%   | 14                             | 1.18%  | 1,085                   | 48                       | 44                        | 13                        | 1                          | 0                           | 0  | 2.71                                 | 1.75                                 | 2.40                                 |
| (4V16) (580GG) Richmond, TX  | 2,450                             | 2,386                         | 97.39%   | 64                             | 2.61%  | 2,014                   | 190                      | 182                       | 50                        | 12                         | 1                           | 1  | 4.28                                 | 5.92                                 | 5.08                                 |
| (4V16) (580GH) Tomball, TX   | 3,982                             | 3,909                         | 98.17%   | 73                             | 1.83%  | 3,655                   | 121                      | 133                       | 53                        | 17                         | 3                           | 0  | 2.56                                 | 2.21                                 | 2.48                                 |
| (4V16) (580GJ) Texas City, TX  | 3,407                             | 3,359                         | 98.59%   | 48                             | 1.41%  | 3,142                   | 118                      | 99                        | 40                        | 7                          | 1                           | 0  | 2.23                                 | 2.82                                 | 2.71                                 |
| (4V16) (586) Jackson, MS HCS   | 27,138                            | 26,308                        | 96.94%   | 830                            | 3.06%  | 24,004                  | 1,225                    | 1,079                     | 650                       | 99                         | 33                          | 48                                       | 4.09                                 | 5.63                                 | 0.48                                 |
| (4V16) (586) Jackson, MS (G.V.<br>(Sonny) Montgomery)  | 21,719                            | 20,976                        | 96.58%   | 743                            | 3.42%  | 19,328                  | 812                      | 836                       | 573                       | 94                         | 32                          | 44                                       | 4.57                                 | 5.79                                 | 0.40                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within 30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 |        | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|----------------------------|--|----------------|--|--------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (4V16) (586GA) Kosciusko, MS   | 439                               | 430                        | 97.95%   | 9              | 2.05%  | 322    | 47                       | 61                        | 8                         | 1                          | 0                           | 0  | 5.38                                 | ,                                    | 0.00                                 |
| (4V16) (586GB) Meridian, MS  | 723                               | 709                        | 98.06%   | 14             | 1.94%  | 600    | 91                       | 18                        | 10                        | 2                          | 1                           | 1  | 4.82                                 | 0.00                                 | 1.06                                 |
| (4V16) (586GC) Greenville, MS  | 483                               | 474                        | 98.14%   | 9              | 1.86%  | 365    | 74                       | 35                        | 9                         | 0                          | 0                           | 0  | 4.64                                 | 7.75                                 | 0.92                                 |
| (4V16) (586GD) Hattiesburg, MS   | 1,614                             | 1,590                      | 98.51%   | 24             | 1.49%  | 1,493  | 47                       | 50                        | 22                        | 1                          | 0                           | 1  | 2.42                                 | 27.92                                | 0.16                                 |
| (4V16) (586GE) Natchez, MS   | 430                               | 425                        | 98.84%   | 5              | 1.16%  | 394    | 22                       | 9                         | 5                         | 0                          | 0                           | 0  | 2.47                                 | 0.00                                 | 0.00                                 |
| (4V16) (586GF) Columbus, MS  | 508                               | 503                        | 99.02%   | 5              | 0.98%  | 425    | 42                       | 36                        | 3                         | 0                          | 0                           | 2  | 4.10                                 | 23.20                                | 3.03                                 |
| (4V16) (586GG) McComb, MS  | 511                               | 511                        | 100.00%  | 0              | 0.00%  | 450    | 44                       | 17                        | 0                         | 0                          | 0                           | 0  | 2.61                                 | 2.33                                 | 0.59                                 |
| (4V16) (586QB) Dogwood View<br>Parkway, MS   | 642                               | 621                        | 96.73%   | 21             | 3.27%  | 558    | 46                       | 17                        | 20                        | 1                          | 0                           | 0  |                                      | 3.15                                 | ,                                    |
| (4V16) (586QC) Lakeland Drive, MS  | 69                                | 69                         | 100.00%  | 0              | 0.00%  | 69     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | )                                    |                                      |                                      |
| (4V16) (598) Little Rock, AR HCS   | 44,381                            | 43,474                     | 97.96%   | 907            | 2.04%  | 38,494 | 2,602                    | 2,378                     | 708                       | 114                        | 57                          | 28                                       | 3.66                                 | 5.23                                 | 1.91                                 |
| (4V16) (598) Little Rock, AR (John L. McClellan)   | 16,688                            |                            | 96.65%   |                | 3.35%  | 13,924 | 979                      | 1,226                     | 398                       | 94                         | 47                          | 20                                       | 5.46                                 | 5.95                                 | 0.60                                 |
| (4V16) (598A0) North Little Rock, AR<br>(Eugene J. Towbin Healthcare<br>Center)  | 18,503                            | 18,245                     | 98.61%   | 258            | 1.39%  | 16,511 | 932                      | 802                       | 237                       | 17                         | 3                           | 1  | 4.09                                 | 4.04                                 | 1.72                                 |
| (4V16) (598GA) Mountain Home, AR   | 942                               | 940                        | 99.79%   | 2              | 0.21%  | 861    | 65                       | 14                        | 2                         | 0                          | 0                           | 0  | 2.01                                 | 4.00                                 | 1.14                                 |
| (4V16) (598GB) El Dorado, AR   | 967                               | 959                        | 99.17%   | 8              | 0.83%  | 914    | 23                       | 22                        | 7                         | 0                          | 1                           | 0  | 2.28                                 | 1.56                                 | 2.26                                 |
| (4V16) (598GC) Hot Springs, AR   | 1,839                             | 1,814                      | 98.64%   | 25             | 1.36%  | 1,590  | 125                      | 99                        | 24                        | 1                          | 0                           | 0  | 2.63                                 | 3.05                                 | 3.87                                 |
| (4V16) (598GD) Mena, AR  | 479                               | 466                        | 97.29%   | 13             | 2.71%  | 445    | 12                       | 9                         | 13                        | 0                          | 0                           | 0  | 2.92                                 | 0.00                                 | 1.66                                 |
| (4V16) (598GE) Pine Bluff, AR  | 1,189                             | 1,187                      | 99.83%   | 2              | 0.17%  | 1,005  | 127                      | 55                        | 2                         | 0                          | 0                           | 0  | 4.80                                 | 0.00                                 | 4.72                                 |
| (4V16) (598GF) Searcy, AR  | 1,057                             | 1,047                      | 99.05%   | 10             | 0.95%  | 913    | 89                       | 45                        | 8                         | 1                          | 1                           | 0  | 4.27                                 | 3.29                                 | 0.12                                 |
| (4V16) (598GG) Conway, AR  | 1,889                             | 1,860                      | 98.46%   | 29             | 1.54%  | 1,593  | 179                      | 88                        | 17                        | 1                          | 5                           | 6  | 3.93                                 | 6.86                                 | 6 1.47                               |
| (4V16) (598GH) Russellville, AR  | 827                               | 826                        | 99.88%   | 1              | 0.12%  | 737    | 71                       | 18                        | 0                         | 0                          | 0                           | 1  | 2.79                                 | 1.87                                 | 3.46                                 |
| (4V16) (598QA) Little Rock-Main<br>Street, AR  | 1                                 | 1                          | 100.00%  | 0              | 0.00%  | 1      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | )                                    |                                      |                                      |
| 4V16) (629) New Orleans, LA HCS  | 39,978                            | 38,745                     | 96.92%   | 1,233          | 3.08%  | 34,305 | 2,268                    | 2,172                     | 1,027                     | 161                        | 32                          | 13                                       | 3.99                                 | 5.93                                 | 2.89                                 |
| (4V16) (629) New Orleans, LA   | 26,817                            | 25,833                     | 96.33%   | 984            | 3.67%  | 22,969 | 1,405                    | 1,459                     | 818                       | 131                        | 22                          | 13                                       | 5.60                                 | 6.22                                 | 1.92                                 |
| (4V16) (629BY) Baton Rouge, LA   | 4,298                             | 4,228                      | 98.37%   | 70             | 1.63%  | 3,502  | 369                      | 357                       | 64                        | 2                          | 4                           | 0  | 2.63                                 | 6.37                                 | 1.63                                 |
| (4V16) (629GA) Houma, LA   | 1,182                             | 1,178                      | 99.66%   | 4              | 0.34%  | 1,013  | 91                       | 74                        | 3                         | 1                          | 0                           | 0  | 3.30                                 | 4.46                                 | 4.23                                 |
| (4V16) (629GB) Hammond, LA   | 2,069                             | 2,045                      | 98.84%   | 24             | 1.16%  | 1,798  | 129                      | 118                       | 19                        | 4                          | 1                           | 0  | 4.57                                 | 2.58                                 | 2.37                                 |
| (4V16) (629GC) Slidell, LA   | 1,691                             | 1,643                      | 97.16%   | 48             | 2.84%  | 1,528  | 80                       | 35                        | 40                        | 7                          | 1                           | 0  | 4.12                                 | 4.38                                 | 0.85                                 |
| (4V16) (629GD) St. John, LA  | 808                               | 807                        | 99.88%   | 1              | 0.12%  | 775    | 22                       | 10                        | 1                         | 0                          | 0                           | 0  | 1.66                                 | 0.50                                 | 1.25                                 |
| (4V16) (629GE) Franklin, LA  | 250                               | 246                        | 98.40%   | 4              | 1.60%  | 240    | 4                        | 2                         | 4                         | 0                          | 0                           | 0  | 1.42                                 | 0.00                                 | 2.71                                 |
| (4V16) (629GF) Bogalusa, LA  | 383                               | 382                        | 99.74%   | 1              | 0.26%  | 368    | 7                        | 7                         | 1                         | 0                          | 0                           | 0  | 0.78                                 | 1.14                                 | 3.02                                 |
| (4V16) (629QA) Baton Rouge South,<br>LA  | 2,480                             | 2,383                      | 96.09%   | 97             | 3.91%  | 2,112  | 161                      | 110                       | 77                        | 16                         | 4                           | 0  |                                      | 3.92                                 | 7.44                                 |
| (4V16) (667) Shreveport, LA HCS  | 22,128                            | 21,600                     | 97.61%   | 528            | 2.39%  | 19,416 | 1,274                    | 910                       | 365                       | 138                        | 9                           | 16                                       | 3.26                                 | 5.22                                 | 1.97                                 |
| (4V16) (667) Shreveport, LA (Overton Brooks)   | 16,927                            |                            | 97.14%   |                |  |        | 1,068                    | 739                       |                           |                            | 9                           | 16                                       |                                      |                                      |                                      |
| (4V16) (667GA) Texarkana, AR   | 1,743                             | 1,706                      | 97.88%   | 37             | 2.12%  | 1,528  | 87                       | 91                        | 32                        | 5                          | 0                           | 0  | 3.78                                 | 1.19                                 | 5.46                                 |
| (4V16) (667GB) Monroe, LA  | 1,423                             | 1,420                      | 99.79%   | 3              | 0.21%  | 1,352  | 39                       | 29                        | 3                         | 0                          | 0                           | 0  | 1.51                                 | 0.16                                 | 0.65                                 |
| (4V16) (667GC) Longview, TX  | 1,798                             | 1,794                      | 99.78%   | 4              | 0.22%  | 1,664  | 79                       | 51                        | 4                         | 0                          | 0                           | 0  | 2.16                                 | 0.60                                 | 1.42                                 |
| (4V16) (667MA) IDES Barksdale AFB  | 2                                 | 2                          | 100.00%  | 0              | 0.00%  | 2      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 |                                      |
| (4V16) (667QA) Knight Street, LA   | 235                               | 235                        | 100.00%  | 0              | 0.00%  | 234    | 1                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.06                                 | ,                                    |
| 4V17) (549) Dallas, TX HCS   | 74,075                            | 72,228                     | 97.51%   | 1,847          | 2.49%  | 65,128 | 3,680                    | 3,420                     | 1,529                     | 246                        | 47                          | 25                                       | 5.41                                 | 3.77                                 | 2.20                                 |
| (4V17) (549) Dallas, TX  | 45,200                            | 44,109                     | 97.59%   | 1,091          | 2.41%  | 40,651 | 1,627                    | 1,831                     | 856                       | 189                        | 25                          | 21                                       | 5.39                                 | 4.00                                 | 0.73                                 |
| (1711) (040) Buildo, 17  |                                   |                            |  |                |  |        |                          |                           |                           |                            |                             |  | _                                    |                                      |                                      |
| (4V17) (549A4) Bonham, TX (Sam<br>Rayburn Center)  | 6,268                             | 6,180                      | 98.60%   | 88             | 1.40%  | 5,659  | 220                      | 301                       | 87                        | 0                          | 0                           | 1  | 4.25                                 | 2.86                                 | 1.28                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (4V17) (549GD) Denton, TX  | 1,670                             | 1,639                         | 98.14%   | 31                             | 1.86%  | 1,208                   | 226                      | 205                       | 31                        | 0                          | 0                           | 0  | 6.73                                 | 0.00                                 | 2.29                                 |
| (4V17) (549GE) Bridgeport, TX  | 348                               | 344                           | 98.85%   | 4                              | 1.15%  | 294                     | 36                       | 14                        | 4                         | 0                          | 0                           | 0  | 3.37                                 | 0.00                                 | 7.06                                 |
| (4V17) (549GF) Granbury, TX  | 345                               | 334                           | 96.81%   | 11                             | 3.19%  | 277                     | 36                       | 21                        | 8                         | 3                          | 0                           | 0  | 5.16                                 | 0.00                                 | 0.00                                 |
| (4V17) (549GH) Greenville, TX  | 529                               | 511                           | 96.60%   | 18                             | 3.40%  | 473                     | 34                       | 4                         | 18                        | 0                          | 0                           | 0  | 2.09                                 | 0.00                                 | 18.00                                |
| (4V17) (549GJ) Sherman, TX   | 997                               | 945                           | 94.78%   | 52                             | 5.22%  | 837                     | 54                       | 54                        | 40                        | 12                         | 0                           | 0  | 6.58                                 | 0.00                                 | 2.40                                 |
| (4V17) (549GK) Polk Street, TX   | 1,012                             | 1,001                         | 98.91%   | 11                             | 1.09%  | 882                     | 71                       | 48                        | 11                        | 0                          | 0                           | 0  | 3.05                                 | 0.00                                 |                                      |
| (4V17) (549GL) Plano, TX   | 1,889                             | 1,793                         | 94.92%   | 96                             | 5.08%  | 1,562                   | 120                      | 111                       | 92                        | 4                          | 0                           | 0  | 7.92                                 | 1.70                                 | 2.57                                 |
| (4V17) (549QC) Broadway, TX  | 1,987                             | 1,874                         | 94.31%   | 113                            | 5.69%  | 1,706                   | 70                       | 98                        | 109                       | 2                          | 2                           | 0  | 9.03                                 | 1.21                                 | 6.46                                 |
| (4V17) (671) San Antonio, TX HCS   | 59,834                            | 57,453                        | 96.02%   | 2,381                          | 3.98%  | 50,347                  | 3,455                    | 3,651                     | 1,779                     | 388                        | 136                         | 78                                       | 3.61                                 | 6.44                                 | 3.31                                 |
| (4V17) (671) San Antonio, TX (Audie<br>L. Murphy)  | 31,312                            | 30,043                        | 95.95%   | 1,269                          | 4.05%  | 25,989                  | 1,869                    | 2,185                     | 982                       | 210                        | 44                          | 33                                       | 6.89                                 | 5.92                                 | 2.51                                 |
| (4V17) (671A4) Kerrville, TX   | 3,919                             | 3,737                         | 95.36%   | 182                            | 4.64%  | 3,265                   | 230                      | 242                       | 125                       | 22                         | 21                          | 14                                       | 3.76                                 | 8.81                                 | 2.80                                 |
| (4V17) (671BU) San Antonio, TX -<br>VADOM  | 324                               | 324                           | 100.00%  | 0                              | 0.00%  | 321                     | 1                        | 2                         | 0                         | 0                          | 0                           | 0  |                                      |                                      | 0.28                                 |
| (4V17) (671BY) San Antonio-Eckert<br>Road, TX (Frank M. Tejeda)  | 6,975                             | 6,837                         | 98.02%   | 138                            | 1.98%  | 6,102                   | 390                      | 345                       | 107                       | 24                         | 5                           | 2  | 2.98                                 | 7.11                                 | 3.03                                 |
| (4V17) (671GB) Victoria, TX  | 877                               | 872                           | 99.43%   | 5                              | 0.57%  | 765                     | 80                       | 27                        | 5                         | 0                          | 0                           | 0  | 2.29                                 | 4.70                                 | 3.93                                 |
| (4V17) (671GF) South Bexar County,<br>TX   | 1,203                             | 1,154                         | 95.93%   | 49                             | 4.07%  | 1,041                   | 65                       | 48                        | 36                        | 5                          | 5                           | 3  | 2.77                                 |                                      | 10.70                                |
| (4V17) (671GH) Beeville, TX  | 162                               | 162                           | 100.00%  | 0                              | 0.00%  | 162                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.09                                 |                                      |                                      |
| (4V17) (671GK) San Antonio-NW<br>410, TX   | 1,961                             | 1,929                         | 98.37%   | 32                             | 1.63%  | 1,420                   | 282                      | 227                       | 32                        | 0                          | 0                           | 0  | 5.36                                 |                                      |                                      |
| (4V17) (671GL) New Braunfels, TX   | 422                               | 422                           | 100.00%  | 0                              | 0.00%  | 407                     | 12                       | 3                         | 0                         | 0                          | 0                           | 0  | 1.15                                 |                                      |                                      |
| (4V17) (671GN) Seguin, TX  | 149                               | 149                           | 100.00%  | 0                              | 0.00%  | 147                     | 1                        | 1                         | 0                         | 0                          | 0                           | 0  | 0.71                                 |                                      |                                      |
| (4V17) (671GO) North Central<br>Federal, TX  | 2,529                             | 2,474                         | 97.83%   | 55                             | 2.17%  | 2,296                   | 85                       | 93                        | 38                        | 10                         | 6                           | 1  | 2.38                                 | 5.07                                 | 5.87                                 |
| (4V17) (671GP) Balcones Heights,<br>TX   | 2,179                             | 2,136                         | 98.03%   | 43                             | 1.97%  | 1,934                   | 124                      | 78                        | 36                        | 6                          | 1                           | 0  | 3.04                                 | 10.40                                | 0.67                                 |
| (4V17) (671GQ) Shavano Park, TX  | 1,518                             | 1,477                         | 97.30%   | 41                             | 2.70%  | 1,361                   | 53                       | 63                        | 31                        | 10                         | 0                           | 0  | 2.63                                 |                                      | 4.75                                 |
| (4V17) (671PA) San Antonio<br>SARRTP   | 66                                | 58                            | 87.88%   | 8                              | 12.12%   | 19                      | 10                       | 29                        | 8                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (4V17) (671QB) Data Point, TX  | 6,238                             | 5,679                         | 91.04%   | 559                            | 8.96%  | 5,118                   | 253                      | 308                       | 379                       | 101                        | 54                          | 25                                       | i                                    | 7.12                                 |                                      |
| (4V17) (674) Temple, TX HCS  | 70,394                            | 67,658                        | 96.11%   | 2,736                          | 3.89%  | 59,196                  | 3,912                    | 4,550                     | 2,080                     | 423                        | 163                         | 70                                       | 5.63                                 | 6.22                                 | 4.25                                 |
| (4V17) (674) Temple, TX (Olin E.<br>Teague Center)   | 38,252                            |                               |  |                                |  |                         | 2,007                    | 2,633                     |                           |                            | 130                         |  |                                      |                                      |                                      |
| (4V17) (674A4) Waco, TX (Doris<br>Miller)  | 6,742                             | 6,599                         | 97.88%   | 143                            | 2.12%  | 6,079                   | 276                      | 244                       | 128                       | 5                          | 7                           | 3  | 3.82                                 | 4.26                                 | 1.03                                 |
| (4V17) (674BY) Austin, TX  | 18,153                            | 17,477                        | 96.28%   | 676                            | 3.72%  | 15,109                  | 1,162                    | 1,206                     | 463                       | 170                        | 21                          | 22                                       | 3.64                                 | 7.22                                 | 4.03                                 |
| (4V17) (674GA) Palestine, TX   | 1,062                             | 1,052                         | 99.06%   | 10                             | 0.94%  | 930                     | 83                       | 39                        | 10                        | 0                          | 0                           | 0  | 3.51                                 | 9.00                                 | 1.72                                 |
| (4V17) (674GB) Brownwood, TX   | 1,325                             | 1,315                         | 99.25%   | 10                             | 0.75%  | 1,245                   | 45                       | 25                        | 9                         | 1                          | 0                           | 0  | 1.08                                 | 6.39                                 | 3.49                                 |
| (4V17) (674GC) Bryan, TX   | 1,591                             | 1,513                         | 95.10%   | 78                             | 4.90%  | 1,258                   | 115                      | 140                       | 72                        | 2                          | 4                           | 0  | 3.77                                 | 4.16                                 | 6.99                                 |
| (4V17) (674GD) Cedar Park, TX  | 1,883                             | 1,771                         | 94.05%   | 112                            | 5.95%  | 1,491                   | 127                      | 153                       | 99                        | 12                         | 1                           | 0  | 7.25                                 | 8.13                                 | 4.26                                 |
| (4V17) (674GF) Temple-General<br>Bruce Drive, TX   | 1,151                             | 1,096                         |  | 55                             |  | 933                     | 64                       | 99                        |                           |                            |                             |  |                                      | 6.26                                 |                                      |
| (4V17) (674HB) LaGrange, TX  | 235                               |                               | 98.72%   |                                |  |                         | 33                       |                           |                           |                            | 0                           | -  |                                      |                                      |                                      |
| (4V17) (504) Amarillo, TX HCS  | 16,068                            |                               | 93.60%   |                                |  |                         | 924                      |                           |                           |                            |                             |  |                                      |                                      |                                      |
| (4V17) (504) Amarillo, TX (Thomas E. Creek)  | 11,612                            | ·                             |  |                                |  |                         | 721                      | 826                       |                           |                            |                             |  |                                      |                                      |                                      |
| (4V17) (504BY) Lubbock, TX   | 3,765                             |                               | 93.36%   |                                |  |                         | 174                      |                           | 168                       |                            |                             |  |                                      |                                      |                                      |
| (4V17) (504BZ) Clovis, NM  | 573                               |                               |  |                                |  |                         | 24                       | 9                         | _                         |                            | 0                           |  |                                      |                                      |                                      |
| (4V17) (504GA) Childress, TX   | 86                                |                               | 94.19%   |                                |  |                         |                          | 4                         | 2                         |                            | 1                           | 2  |                                      |                                      | 0.00                                 |
| (4V17) (504HB) Dalhart, TX   | 32                                |                               | 96.88%   |                                | 3.13%  |                         |                          | 5                         |                           |                            | 0                           |  |                                      |                                      |                                      |
| (4V17) (519) Big Spring, TX HCS  | 7,144                             | 6,902                         | 96.61%   | 242                            | 3.39%  | 5,805                   | 582                      | 515                       | 191                       | 45                         | 4                           | 2  | 6.75                                 | 4.61                                 | 4.35                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within 30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 |        | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|----------------------------|--|--------------------------------|--|--------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (4V17) (519) Big Spring, TX (George<br>H. OBrien, Jr.)   | 2,596                             | 2,559                      | 98.57%   | 37                             | 1.43%  | 2,179  | 196                      | 184                       | 31                        | 3                          | 1                           | 2  | 5.24                                 | 4.10                                 | 2.33                                 |
| (4V17) (519GA) Permian Basin, TX   | 1,494                             | 1,464                      | 97.99%   | 30                             | 2.01%  | 1,155  | 189                      | 120                       | 30                        | 0                          | 0                           | 0  | 4.35                                 | 7.05                                 | 6.19                                 |
| (4V17) (519GB) Hobbs, NM   | 217                               | 206                        | 94.93%   | 11                             | 5.07%  | 168    | 17                       | 21                        | 11                        | 0                          | 0                           | 0  | 9.12                                 | 12.67                                | 1.19                                 |
| (4V17) (519GD) Fort Stockton, TX   | 37                                | 34                         | 91.89%   | 3                              | 8.11%  | 22     | 2                        | 10                        | 3                         | 0                          | 0                           | 0  | 12.62                                |                                      | 0.00                                 |
| (4V17) (519HC) Abilene, TX   | 1,859                             | 1,762                      | 94.78%   | 97                             | 5.22%  | 1,501  | 116                      | 145                       | 79                        | 16                         | 2                           | 0  | 8.34                                 | 4.52                                 | 4.90                                 |
| (4V17) (519HD) Stamford, TX  | 18                                | 18                         | 100.00%  | 0                              | 0.00%  | 9      | 0                        | 9                         | 0                         | 0                          | 0                           | 0  | 10.83                                |                                      |                                      |
| (4V17) (519HF) San Angelo, TX  | 923                               | 859                        | 93.07%   | 64                             | 6.93%  | 771    | 62                       | 26                        | 37                        | 26                         | 1                           | 0  | 8.32                                 | 11.69                                | 5.12                                 |
| (4V17) (756) El Paso, TX HCS   | 21,595                            | 20,916                     | 96.86%   | 679                            | 3.14%  | 18,285 | 1,247                    | 1,384                     | 528                       | 95                         | 43                          | 13                                       | 4.80                                 | 4.56                                 | 5.17                                 |
| (4V17) (756) El Paso, TX   | 17,813                            | 17,148                     | 96.27%   | 665                            | 3.73%  | 14,965 | 1,007                    | 1,176                     | 514                       | 95                         | 43                          | 13                                       | 6.22                                 | 4.57                                 | 5.98                                 |
| (4V17) (756GA) Las Cruces, NM  | 1,463                             | 1,450                      | 99.11%   | 13                             | 0.89%  | 1,300  | 72                       | 78                        | 13                        | 0                          | 0                           | 0  | 2.73                                 | 2.14                                 | 3.65                                 |
| (4V17) (756GB) El Paso Eastside, TX  | 2,038                             | 2,037                      | 99.95%   | 1                              | 0.05%  | 1,853  | 87                       | 97                        | 1                         | 0                          | 0                           | 0  | 1.13                                 | 3.20                                 | 1.71                                 |
| (4V17) (756MA) IDES Fort Bliss   | 281                               | 281                        | 100.00%  | 0                              | 0.00%  | 167    | 81                       | 33                        | 0                         | 0                          | 0                           | 0  |                                      | 6.92                                 | 8.89                                 |
| (4V17) (740) Texas Valley Coastal Bend HCS   | 22,021                            | 21,454                     | 97.43%   | 567                            | 2.57%  | 19,636 | 932                      | 886                       | 457                       | 58                         | 33                          | 19                                       | 2.86                                 | 5.71                                 | 2.08                                 |
| (4V17) (740) Harlingen, TX   | 3,594                             | 3,494                      | 97.22%   | 100                            | 2.78%  | 3,108  | 209                      | 177                       | 72                        | 14                         | 9                           | 5  | 1.76                                 | 5.36                                 | 2.14                                 |
| (4V17) (740GA) Harlingen-Treasure<br>Hills, TX   | 5,245                             | 5,159                      | 98.36%   | 86                             | 1.64%  | 4,839  | 153                      | 167                       | 58                        | 10                         | 13                          | 5  | 1.29                                 | 6.51                                 | 1.59                                 |
| (4V17) (740GB) McAllen, TX   | 5,763                             | 5,677                      | 98.51%   | 86                             | 1.49%  | 5,278  | 225                      | 174                       | 75                        | 7                          | 2                           | 2  | 2.60                                 | 4.09                                 | 1.94                                 |
| (4V17) (740GC) Corpus Christi, TX  | 2,607                             | 2,454                      | 94.13%   | 153                            | 5.87%  | 2,290  | 87                       | 77                        | 130                       | 14                         | 7                           | 2  | 5.57                                 | 0.00                                 | 0.11                                 |
| (4V17) (740GD) Laredo, TX  | 1,764                             | 1,736                      | 98.41%   | 28                             | 1.59%  | 1,616  | 67                       | 53                        | 17                        | 4                          | 2                           | 5  | 2.93                                 | 5.72                                 | 1.66                                 |
| (4V17) (740GH) South Enterprize, TX  | 2,455                             | 2,349                      | 95.68%   | 106                            | 4.32%  | 1,990  | 146                      | 213                       | 100                       | 6                          | 0                           | 0  |                                      | 6.66                                 | 3.07                                 |
| (4V17) (740GI) Old Brownsville, TX   | 577                               | 569                        | 98.61%   | 8                              | 1.39%  | 507    | 43                       | 19                        | 5                         | 3                          | 0                           | 0  |                                      |                                      | 3.11                                 |
| (4V17) (740GJ) North Tenth Street,   | 16                                | 16                         | 100.00%  | 0                              | 0.00%  | 8      | 2                        | 6                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (4V19) (623) Muskogee, OK HCS  | 22,927                            | 21,827                     | 95.20%   | 1,100                          | 4.80%  | 19,313 | 1,191                    | 1,323                     | 805                       | 254                        | 25                          | 16                                       | 2.17                                 | 7.87                                 | 7.06                                 |
| (4V19) (623) Muskogee, OK (Jack C.   | 11,082                            | 10,473                     | 94.50%   | 609                            | 5.50%  | 9,393  | 456                      | 624                       | 479                       | 112                        | 10                          | 8  | 1.93                                 | 7.02                                 | 8.62                                 |
| Montgomery) (4V19) (623BY) Tulsa, OK (Ernest Childers)   | 7,516                             | 7,186                      | 95.61%   | 330                            | 4.39%  | 6,189  | 522                      | 475                       | 211                       | 101                        | 11                          | 7  | 2.63                                 | 9.17                                 | 2.87                                 |
| (4V19) (623GA) Hartshorne, OK  | 546                               | 543                        | 99.45%   | 3                              | 0.55%  | 505    | 28                       | 10                        | 2                         | 0                          | 0                           | 1  | 1.81                                 | 2.05                                 | 1.31                                 |
| (4V19) (623GB) Vinita, OK  | 651                               | 651                        | 100.00%  | 0                              | 0.00%  | 641    | 4                        | 6                         | 0                         | 0                          | 0                           | 0  | 0.94                                 | 7.50                                 | 0.14                                 |
| (4V19) (623GC) Idabel, OK<br>(McCurtain County)  | 286                               | 286                        | 100.00%  | 0                              | 0.00%  | 283    | 3                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.40                                 |                                      |                                      |
| (4V19) (623QA) Muskogee-Shawnee<br>Road, OK (Jack C. Montgomery)   | 832                               | 823                        | 98.92%   | 9                              | 1.08%  | 715    | 62                       | 46                        | 8                         | 1                          | 0                           | 0  |                                      |                                      | 4.06                                 |
| (4V19) (623QB) Tulsa Eleventh<br>Street, OK  | 2,014                             | 1,865                      | 92.60%   | 149                            | 7.40%  | 1,587  | 116                      | 162                       | 105                       | 40                         | 4                           | 0  |                                      |                                      | 9.94                                 |
| (4V19) (635) Oklahoma City, OK HCS   | 40,051                            | 38,913                     | 97.16%   | 1,138                          | 2.84%  | 35,374 | 1,688                    | 1,851                     | 887                       | 221                        | 20                          | 10                                       | 4.61                                 | 5.50                                 | 2.32                                 |
| (4V19) (635) Oklahoma City, OK   | 30,831                            | 29,995                     | 97.29%   | 836                            | 2.71%  | 27,272 | 1,300                    | 1,423                     | 647                       | 164                        | 18                          | 7  | 3.91                                 | 5.71                                 | 2.32                                 |
| (4V19) (635GA) Lawton, OK  | 2,838                             | 2,606                      | 91.83%   | 232                            | 8.17%  | 2,274  | 134                      | 198                       | 186                       | 43                         | 2                           | 1  | 12.52                                | 0.88                                 | 0.94                                 |
| (4V19) (635GB) Wichita Falls, TX   | 814                               | 798                        | 98.03%   | 16                             | 1.97%  | 721    | 41                       | 36                        | 10                        | 6                          | 0                           | 0  | 5.31                                 | 1.09                                 | 0.76                                 |
| (4V19) (635GC) Blackwell, OK   | 164                               | 163                        | 99.39%   | 1                              | 0.61%  | 160    | 2                        | 1                         | 0                         | 1                          | 0                           | 0  | 0.11                                 | 1.48                                 | 6.50                                 |
| (4V19) (635GD) Ada, OK   | 416                               | 412                        | 99.04%   | 4                              | 0.96%  | 403    | 1                        | 8                         | 4                         | 0                          | 0                           | 0  | 0.19                                 | 5.82                                 | 6.11                                 |
| (4V19) (635GE) Stillwater, OK  | 473                               | 467                        | 98.73%   | 6                              | 1.27%  | 430    | 18                       | 19                        | 5                         | 0                          | 0                           | 1  | 1.44                                 | 1.80                                 | 7.08                                 |
| (4V19) (635GF) Altus, OK   | 178                               | 174                        | 97.75%   | 4                              | 2.25%  | 159    | 7                        | 8                         | 4                         | 0                          | 0                           | 0  | 0.21                                 | 4.53                                 | 10.62                                |
| (4V19) (635GG) Enid, OK  | 207                               | 207                        | 100.00%  | 0                              | 0.00%  | 196    | 7                        | 4                         | 0                         | 0                          | 0                           | 0  | 0.18                                 | 1.83                                 | 3.43                                 |
| (4V19) (635HB) Ardmore, OK   | 416                               | 408                        | 98.08%   | 8                              | 1.92%  | 394    | 12                       | 2                         | 7                         | 1                          | 0                           | 0  | 0.88                                 | 0.20                                 | 8.04                                 |
| (4V19) (635PA) Oklahoma City, OK -<br>PRRTP  | 38                                | 38                         | 100.00%  | 0                              | 0.00%  | 38     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (4V19) (635QA) North May City, OK  | 1,151                             | 1,134                      | 98.52%   | 17                             | 1.48%  | 964    | 70                       | 100                       | 17                        | 0                          | 0                           | 0  | 4.35                                 | 4.17                                 | 0.00                                 |
|  |                                   |                            |  |                                |  |        |                          |                           | 1                         |                            |                             | 1  |                                      |                                      |                                      |

| Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: November 2017 | Total Completed<br>Appointments 1 | Completed within 30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|----------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (4V19) (635QB) South Oklahoma<br>City, OK  | 2,525                             | 2,511                      | 99.45%   | 14                             | 0.55%  | 2,363                   | 96                       | 52                        | 7                         | 6                          | 0                           | 1  | 1.85                                 | 3.78                                 | 2.32                                 |
| (4V19) (436) Montana HCS   | 17,622                            | 16,551                     | 93.92%   | 1,071                          | 6.08%  | 14,869                  | 731                      | 951                       | 627                       | 251                        | 89                          | 104                                      | 6.69                                 | 9.60                                 | 2.76                                 |
| (4V19) (436) Fort Harrison, MT   | 6,198                             | 5,753                      | 92.82%   | 445                            | 7.18%  | 5,110                   | 310                      | 333                       | 272                       | 98                         | 31                          | 44                                       | 10.43                                | 9.27                                 | 1.98                                 |
| (4V19) (436A4) Miles City, MT  | 345                               | 341                        | 98.84%   | 4                              | 1.16%  | 323                     | 9                        | 9                         | 4                         | 0                          | 0                           | 0  | 0.28                                 | 0.83                                 | 1.08                                 |
| (4V19) (436GA) Anaconda, MT  | 401                               | 381                        | 95.01%   | 20                             | 4.99%  | 338                     | 21                       | 22                        | 12                        | 5                          | 1                           | 2  | 6.60                                 | 8.00                                 | 2.90                                 |
| (4V19) (436GB) Great Falls, MT   | 1,293                             | 1,264                      | 97.76%   | 29                             | 2.24%  | 1,176                   | 29                       | 59                        | 20                        | 9                          | 0                           | 0  | 2.79                                 | 3.89                                 | 2.64                                 |
| (4V19) (436GC) Missoula, MT  | 1,979                             | 1,850                      | 93.48%   | 129                            | 6.52%  | 1,639                   | 90                       | 121                       | 42                        | 46                         | 23                          | 18                                       | 10.17                                | 7.95                                 | 5.58                                 |
| (4V19) (436GD) Bozeman, MT   | 998                               | 945                        | 94.69%   | 53                             | 5.31%  | 839                     | 38                       | 68                        | 28                        | 4                          | 6                           | 15                                       | 10.83                                | 13.09                                | 0.67                                 |
| (4V19) (436GF) Kalispell, MT   | 1,432                             | 1,403                      | 97.97%   | 29                             | 2.03%  | 1,322                   | 37                       | 44                        | 17                        | 6                          | 2                           | 4  | 3.35                                 | 2.26                                 | 2.53                                 |
| (4V19) (436GH) Billings, MT  | 3,746                             | 3,433                      | 91.64%   | 313                            | 8.36%  | 3,029                   | 151                      | 253                       | 196                       | 75                         | 24                          | 18                                       | 7.44                                 | 10.84                                | 3.90                                 |
| (4V19) (436GI) Glasgow, MT   | 131                               | 130                        | 99.24%   | 1                              | 0.76%  | 125                     | 2                        | 3                         | 1                         | 0                          | 0                           | 0  | 0.01                                 | 15.00                                | 4.55                                 |
| (4V19) (436GJ) Miles City, MT  | 1                                 | 1                          | 100.00%  | 0                              | 0.00%  | 1                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | )                                    |                                      |                                      |
| (4V19) (436GK) Glendive, MT  | 64                                | 62                         | 96.88%   | 2                              | 3.13%  | 58                      | 2                        | 2                         | 2                         | 0                          | 0                           | 0  | 0.66                                 | 0.00                                 | 4.71                                 |
| (4V19) (436GL) Cut Bank, MT  | 102                               | 96                         | 94.12%   | 6                              | 5.88%  | 88                      | 6                        | 2                         | 4                         | 0                          | 1                           | 1  | 6.10                                 | 16.50                                | 1.67                                 |
| (4V19) (436GM) Lewistown, MT   | 243                               | 236                        | 97.12%   | 7                              | 2.88%  | 226                     | 4                        | 6                         | 3                         | 2                          | 0                           | 2  | 2 0.86                               | 22.59                                | 7.75                                 |
| (4V19) (436HC) Havre, MT (Merril<br>Lundman)   | 227                               | 221                        | 97.36%   | 6                              | 2.64%  | 209                     | 6                        | 6                         | 6                         | 0                          | 0                           | 0  | 2.37                                 | 10.75                                | 4.70                                 |
| (4V19) (436MA) IDES Malmstrom<br>AFB   | 8                                 | 8                          | 100.00%  | 0                              | 0.00%  | 8                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 |                                      |
| (4V19) (436QA) Hamilton, MT  | 134                               | 126                        | 94.03%   | 8                              | 5.97%  | 116                     | 2                        | 8                         | 6                         | 2                          | 0                           | 0  | 2.90                                 | 2.57                                 | 3.62                                 |
| (4V19) (436QB) Plentywood, MT  | 33                                | 33                         | 100.00%  | 0                              | 0.00%  | 28                      | 3                        | 2                         | 0                         | 0                          | 0                           | 0  | 2.81                                 | 6.00                                 | 1.50                                 |
| (4V19) (436QC) Helena, MT  | 287                               | 268                        | 93.38%   | 19                             | 6.62%  | 234                     | 21                       | 13                        | 14                        | 4                          | 1                           | 0  | )                                    |                                      |                                      |
| (4V19) (442) Cheyenne, WY HCS  | 14,127                            | 13,127                     | 92.92%   | 1,000                          | 7.08%  | 11,323                  | 750                      | 1,054                     | 711                       | 195                        | 54                          | 40                                       | 3.43                                 | 9.20                                 | 5.26                                 |
| (4V19) (442) Cheyenne, WY  | 8,640                             | 8,045                      | 93.11%   | 595                            | 6.89%  | 6,897                   | 480                      | 668                       | 447                       | 100                        | 26                          | 22                                       | 3.29                                 | 8.19                                 | 3.86                                 |
| (4V19) (442GB) Sidney, NE  | 232                               | 229                        | 98.71%   | 3                              | 1.29%  | 212                     | 9                        | 8                         | 3                         | 0                          | 0                           | 0  | 1.68                                 | 3.00                                 | 3.17                                 |
| (4V19) (442GC) Fort Collins, CO  | 2,414                             | 2,194                      | 90.89%   | 220                            | 9.11%  | 1,867                   | 117                      | 210                       | 143                       | 58                         | 10                          | 9  | 5.13                                 | 12.09                                | 7.82                                 |
| (4V19) (442GD) Greeley, CO   | 2,235                             | 2,064                      | 92.35%   | 171                            | 7.65%  | 1,805                   | 120                      | 139                       | 107                       | 37                         | 18                          | 9  | 3.05                                 | 11.35                                | 6.56                                 |
| (4V19) (442HK) Wheatland 1, WY -   | 348                               | 341                        | 97.99%   | 7                              | 2.01%  | 306                     | 15                       | 20                        | 7                         | 0                          | 0                           | 0  | 2.50                                 |                                      | 6.64                                 |
| Mobile<br>(4V19) (442QA) Rawlins, WY   | 148                               | 146                        | 98.65%   | 2                              | 1.35%  | 135                     | 5                        | 6                         | 2                         | 0                          | 0                           | 0  | 2.46                                 | 0.00                                 | 3.56                                 |
| (4V19) (442QB) Torrington-Cheyenne<br>2, WY - Mobile   | 110                               | 108                        |  |                                |  |                         | 4                        | 3                         | 2                         |                            | 0                           | 0  |                                      |                                      | 3.13                                 |
| (4V19) (554) Denver, CO HCS  | 52,267                            | 47,321                     | 90.54%   | 4,946                          | 9.46%  | 39,763                  | 3,380                    | 4,178                     | 3,481                     | 1,126                      | 221                         | 118                                      | 9.95                                 | 10.17                                | 6.73                                 |
| (4V19) (554) Denver, CO  | 26,028                            | 23,684                     | 90.99%   | 2,344                          | 9.01%  | 19,726                  | 1,757                    | 2,201                     | 1,776                     | 410                        | 109                         | 49                                       | 9.63                                 | 10.07                                | 5.60                                 |
| (4V19) (5549AB) Pueblo CLC, CO -<br>CLC  | 1                                 | 0                          | 0.00%  | 1                              | 100.00%  | 0                       | 0                        | 0                         | 1                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (4V19) (554GB) Aurora, CO  | 1,954                             | 1,727                      | 88.38%   | 227                            | 11.62%   | 1,440                   | 123                      | 164                       | 198                       | 21                         | 7                           | 1  | 10.04                                | 8.46                                 | 6.80                                 |
| (4V19) (554GC) Golden, CO  | 5,360                             | 5,143                      | 95.95%   | 217                            | 4.05%  | 4,361                   | 348                      | 434                       | 207                       | 9                          | 1                           | 0  | 6.83                                 | 4.94                                 | 2.58                                 |
| (4V19) (554GD) Pueblo, CO (PFC<br>James Dunn)  | 4,081                             |                            | 91.72%   |                                |  |                         | 289                      |                           |                           |                            |                             |  |                                      |                                      |                                      |
| (4V19) (554GE) Colorado Springs,<br>CO (PFC Floyd K. Lindstrom)  | 12,226                            | 10,739                     | 87.84%   | 1,487                          | 12.16%   | 9,314                   | 636                      | 789                       | 794                       | 565                        | 70                          | 58                                       | 10.64                                | 13.11                                | 10.01                                |
| (4V19) (554GF) Alamosa, CO   | 337                               | 304                        | 90.21%   | 33                             | 9.79%  | 269                     | 21                       | 14                        | 23                        | 9                          | 0                           | 1  | 14.54                                | 7.76                                 | 1.85                                 |
| (4V19) (554GG) La Junta, CO  | 479                               | 459                        | 95.82%   | 20                             | 4.18%  | 412                     | 23                       | 24                        | 17                        | 0                          | 3                           | 0  | 4.87                                 | 6.22                                 | 3.57                                 |
| (4V19) (554GH) Lamar, CO   | 135                               | 125                        | 92.59%   | 10                             | 7.41%  | 105                     | 10                       | 10                        | 10                        | 0                          | 0                           | 0  | 7.96                                 | 0.00                                 | 0.00                                 |
| (4V19) (554GI) Burlington, CO  | 166                               | 160                        | 96.39%   | 6                              | 3.61%  | 138                     | 14                       | 8                         | 5                         | 1                          | 0                           | 0  | 4.87                                 | 19.60                                | 4.31                                 |
| (4V19) (554MA) IDES Fort Carson  | 156                               | 155                        | 99.36%   | 1                              | 0.64%  | 91                      | 35                       | 29                        | 1                         | 0                          | 0                           | 0  | )                                    | 5.93                                 | 8.23                                 |
| ( ) ( )  |                                   |                            |  |                                |  |                         | 33                       |                           |                           |                            |                             |  |                                      |                                      |                                      |
| (4V19) (554QB) Jewell, CO  | 1,182                             |                            | 78.34%   |                                | 21.66%   | 666                     | 109                      |                           | 196                       | 39                         | 17                          | 4  |                                      | 19.82                                |                                      |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (4V19) (575) Grand Junction, CO HCS  | 10,125                            | 9,597                         | 94.79%   | 528                            | 5.21%  | 8,155                   | 680                      | 762                       | 377                       | 92                         | 31                          | 28                                       | 11.86                                | 8.54                                 | 2.26                                 |
| (4V19) (575) Grand Junction, CO  | 9,199                             | 8,704                         | 94.62%   | 495                            | 5.38%  | 7,397                   | 613                      | 694                       | 351                       | 87                         | 30                          | 27                                       | 14.34                                | 8.55                                 | 2.17                                 |
| (4V19) (575GA) Montrose, CO  | 560                               | 548                           | 97.86%   | 12                             | 2.14%  | 446                     | 51                       | 51                        | 10                        | 2                          | 0                           | 0  | 1.40                                 | 8.05                                 | 1.09                                 |
| (4V19) (575GB) Craig, CO (Major<br>William Edward Adams)   | 159                               |                               | 98.74%   |                                |  |                         | 6                        | 7                         | 2                         | 0                          | 0                           | 0  | 1.68                                 | 5.08                                 |                                      |
| (4V19) (575QA) Glenwood Springs,<br>CO   | 130                               |                               | 87.69%   |                                | 12.31%   |                         | 6                        |                           |                           |                            |                             | 1  | 10.95                                | 13.20                                |                                      |
| (4V19) (575QB) Moab, UT  | 77                                |                               | 96.10%   |                                |  |                         | 4                        | 3                         |                           |                            | 0                           |  |                                      | 7.37                                 |                                      |
| 4V19) (660) Salt Lake City, UT HCS   | 28,964                            |                               | 93.46%   |                                |  |                         | 2,026                    |                           |                           |                            |                             |  |                                      | 9.56                                 |                                      |
| (4V19) (660) Salt Lake City, UT<br>(George E. Wahlen)  | 21,465                            |                               | 91.91%   |                                |  |                         | 1,631                    | 2,053                     |                           |                            |                             |  |                                      | 9.82                                 |                                      |
| (4V19) (660GA) Pocatello, ID   | 1,302                             |                               |  |                                |  |                         | 91                       |                           |                           | ·                          | 0                           |  |                                      | 7.40                                 |                                      |
| (4V19) (660GB) Ogden, UT   | 1,729                             | ,                             | 98.73%   |                                |  |                         | 93                       |                           |                           | 2                          |                             | 5  |                                      | 9.19                                 |                                      |
| (4V19) (660GD) Roosevelt, UT   | 133                               |                               |  |                                |  |                         | 4                        | 5                         |                           | 1                          | 0                           | 0  |                                      | 16.38                                |                                      |
| (4V19) (660GE) Orem, UT  | 1,162                             | ·                             | 99.23%   |                                |  | ·                       | 34                       |                           |                           | ·                          | 1                           | 1  | 2.88                                 | 4.50                                 |                                      |
| (4V19) (660GG) St. George, UT  | 1,222                             |                               |  |                                |  |                         | 46                       |                           |                           |                            | 2                           | 0  |                                      | 5.63                                 |                                      |
| (4V19) (660GJ) Western Salt Lake,<br>UT  | 1,264                             |                               | 95.65%<br>95.71%   |                                |  |                         | 113                      |                           |                           |                            | 7                           | 11                                       |                                      | 4.54                                 |                                      |
| (4V19) (660GK) Elko, NV  | 70                                |                               |  |                                |  |                         |                          |                           |                           |                            | -                           |  |                                      | 10.82                                |                                      |
| (4V19) (660MA) IDES Hill AFB   | 5                                 |                               | 100.00%  |                                |  |                         | 0                        | 0                         |                           |                            | 0                           |  |                                      | 0.00                                 |                                      |
| (4V19) (660QA) Idaho Falls, ID   | 467                               |                               | 99.14%   |                                | 0.86%  |                         | 7                        | 2                         |                           | 0                          | 0                           | 0  |                                      | 3.79                                 |                                      |
| (4V19) (660QB) Price, UT   | 145                               |                               | 91.03%   |                                |  |                         | 7                        |                           |                           | 4                          | 0                           | 1  | 11.79                                | 11.12                                |                                      |
| (4)(10) (666) Sheridan, WY HCS   | 6,338                             |                               | 96.80%   |                                |  |                         | 339                      |                           |                           |                            |                             | /  | 4.47                                 | 6.05                                 |                                      |
| (4V19) (666) Sheridan, WY  | 3,406                             |                               | 96.77%   |                                |  |                         | 201                      |                           |                           |                            |                             | 5  |                                      | 6.46                                 |                                      |
| (4V19) (666GB) Casper, WY  | 817                               |                               | 94.37%   |                                |  |                         | 36                       |                           |                           |                            | 2                           |  |                                      | 1.53                                 |                                      |
| (4V19) (666GC) Riverton, WY<br>(4V19) (666GD) Powell, WY   | 603<br>381                        | 367                           | 97.18%<br>96.33%   |                                |  |                         | 25                       |                           |                           |                            |                             | 0  |                                      | 7.00                                 |                                      |
|  | 410                               |                               | 96.33%   |                                |  |                         | 33                       |                           |                           | 0                          |                             |  |                                      | 8.85                                 |                                      |
| (4V19) (666GE) Gillette, WY<br>(4V19) (666GF) Rock Springs, WY   | 410                               |                               |  |                                | 2.20%  |                         | 11                       |                           |                           | _                          |                             |  |                                      | 0.15                                 |                                      |
| (4V19) (666QA) Afton, WY   | 123                               |                               | 98.37%   |                                |  |                         | 5                        |                           |                           | 3                          | 0                           |  |                                      | 9.00                                 |                                      |
| (4V19) (666QB) Arton, WY   | 71                                |                               | 98.37%   |                                |  |                         | 12                       |                           |                           | 0                          |                             |  |                                      | 0.00                                 |                                      |
| (4V19) (666QC) Worland, WY   | 71                                |                               | 100.00%  |                                |  |                         | 4                        | 3                         |                           |                            |                             |  |                                      | 7.75                                 |                                      |
| 6V20) (463) Anchorage, AK HCS  | 8,476                             |                               | 98.56%   |                                |  |                         |                          |                           |                           | _                          | -                           | -  |                                      | 3.21                                 |                                      |
| (5V20) (463) Anchorage, AK HCS   | 5,090                             |                               | 98.56%   |                                |  |                         | 303                      |                           |                           |                            |                             |  |                                      | 3.03                                 |                                      |
| (5V20) (463BU) Anchorage, AK -   | 657                               |                               | 100.00%  |                                |  |                         | 0                        |                           |                           | 0                          | 0                           | 0  |                                      | 3.03                                 | 0.00                                 |
| VADOM<br>(5V20) (463GA) Fairbanks, AK  | 840                               | 821                           | 97.74%   | 19                             | 2.26%  | 779                     | 26                       | 16                        | 15                        | 3                          | 1                           | 0  | 2.30                                 | 4.45                                 | 1.45                                 |
| (5V20) (463GB) Kenai, AK   | 818                               |                               | 99.14%   |                                |  |                         | 14                       |                           |                           |                            |                             | -  |                                      | 4.83                                 |                                      |
| (5V20) (463GC) Mat-Su, AK  | 710                               |                               | 99.72%   |                                |  |                         | 25                       |                           |                           |                            |                             | 0  |                                      | 5.56                                 |                                      |
| (5V20) (463GD) Homer, AK   | 100                               |                               | 98.00%   |                                |  |                         | 3                        |                           |                           |                            | 0                           | 0  |                                      |                                      | 2.23                                 |
| (5V20) (463GE) Juneau, AK  | 261                               |                               | 100.00%  |                                |  |                         | 1                        | 0                         |                           |                            | 0                           |  |                                      | 1.40                                 |                                      |
| 5V20) (531) Boise, ID HCS  | 21,759                            | 20,531                        | 94.36%   | 1,228                          | 5.64%  | 17,797                  | 1,073                    | 1,661                     | 971                       | 186                        | 45                          | 26                                       | 7.18                                 | 7.33                                 | 1.57                                 |
| (5V20) (531) Boise, ID   | 18,434                            |                               | 94.60%   |                                |  |                         | 938                      |                           |                           |                            |                             |  |                                      | 7.35                                 |                                      |
| (5V20) (531GE) Twin Falls, ID  | 1,166                             | 1,121                         | 96.14%   | 45                             | 3.86%  | 1,046                   | 32                       | 43                        | 34                        | 11                         | 0                           | 0  | 5.10                                 | 2.79                                 | 0.76                                 |
| (5V20) (531GG) Caldwell, ID  | 1,563                             | 1,397                         | 89.38%   | 166                            | 10.62%   | 1,198                   | 74                       | 125                       | 133                       | 30                         | 2                           | 1  | 10.66                                | 8.57                                 | 3.04                                 |
| (5V20) (531GH) Burns, OR   | 120                               | 120                           | 100.00%  | 0                              | 0.00%  | 119                     | 1                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.17                                 |                                      | 0.00                                 |
| (5V20) (531GI) Mountain Home, ID   | 319                               | 317                           | 99.37%   | 2                              | 0.63%  | 292                     | 14                       | 11                        | 2                         | 0                          | 0                           | 0  | 2.09                                 | 1.19                                 | 0.98                                 |
| (5V20) (531GJ) Salmon, ID  | 152                               | 132                           | 86.84%   | 20                             | 13.16%   | 110                     | 14                       | 8                         | 12                        | 3                          | 4                           | 1  | 14.94                                | 0.00                                 | 0.80                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017   | Total Completed<br>Appointments 1           | Completed within<br>30 Days 2                        | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Over 30 Days 4                  | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6            | Completed 8-14<br>Days 7        | Completed 15-30<br>Days 8       | Completed 31-60<br>Days 9       | Completed 61-90<br>Days 10   | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|---|--|--|---------------------------------|--|------------------------------------|---------------------------------|---------------------------------|---------------------------------|------------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (5V20) (531MA) IDES Mt Home AFB  | 1   | 1  | 100.00%  | 0                               | 0.00%  | 1                                  | 0                               | 0                               | 0                               | 0                            | 0                           | 0  |                                      | 0.00                                 |                                      |
| (5V20) (531MB) IDES Idaho ANG  | 4   | 4  | 100.00%  | 0                               | 0.00%  | 4                                  | 0                               | 0                               | 0                               | 0                            | 0                           | 0  |                                      | 0.00                                 | 0.00                                 |
| (5V20) (648) Portland, OR HCS  | 49,365                                      | 45,959   | 93.10%   | 3,406                           | 6.90%  | 38,701                             | 2,990                           | 4,268                           | 2,532                           | 626                          | 164                         | 84                                       | 5.94                                 | 11.89                                | 2.68                                 |
| (5V20) (648) Portland, OR  | 24,338                                      | 22,335   | 91.77%   | 2,003                           | 8.23%  | 18,744                             | 1,380                           | 2,211                           | 1,380                           | 437                          | 132                         | 54                                       | 8.21                                 | 11.64                                | 1.37                                 |
| (5V20) (648A4) Vancouver, WA   | 8,314                                       | 7,584  | 91.22%   | 730                             | 8.78%  | 6,145                              | 609                             | 830                             | 613                             | 97                           | 12                          | 8  | 7.04                                 | 14.96                                | 3.31                                 |
| (5V20) (648BU) Vancouver, WA -<br>VADOM  | 39  | 39   | 100.00%  | 0                               | 0.00%  | 39                                 | 0                               | 0                               | 0                               | 0                            | 0                           | 0  |                                      |                                      |                                      |
| (5V20) (648GA) Bend, OR  | 2,871                                       | 2,751  | 95.82%   | 120                             | 4.18%  | 2,364                              | 207                             | 180                             | 85                              | 25                           | 6                           | 4  | 4.67                                 | 7.45                                 | 5.45                                 |
| (5V20) (648GB) Salem, OR   | 4,315                                       | 4,004  | 92.79%   | 311                             | 7.21%  | 3,227                              | 308                             | 469                             | 254                             | 40                           | 7                           | 10                                       | 8.04                                 | 13.15                                | 6.94                                 |
| (5V20) (648GD) North Coast, OR   | 553   | 542  | 98.01%   | 11                              | 1.99%  | 510                                | 22                              | 10                              | 9                               | 2                            | 0                           | 0  | 3.76                                 |                                      | 1.03                                 |
| (5V20) (648GE) Fairview, OR  | 2,520                                       | 2,481  | 98.45%   | 39                              | 1.55%  | 2,337                              | 75                              | 69                              | 24                              | 11                           | 3                           | 1  | 3.44                                 | 11.04                                | 0.87                                 |
| (5V20) (648GF) Hillsboro, OR   | 3,170                                       | 3,051  | 96.25%   | 119                             | 3.75%  | 2,498                              | 224                             | 329                             | 111                             | 7                            | 0                           | 1  | 5.68                                 | 9.01                                 | 3.72                                 |
| (5V20) (648GG) West Linn, OR   | 2,102                                       | 2,052  | 97.62%   | 50                              | 2.38%  | 1,848                              | 90                              | 114                             | 37                              | 6                            | 1                           | 6  | 4.61                                 | 8.57                                 | 2.55                                 |
| (5V20) (648GH) Newport, OR   | 419   | 407  | 97.14%   | 12                              | 2.86%  | 342                                | 37                              | 28                              | 10                              | 1                            | 1                           | 0  | 7.59                                 |                                      | 0.00                                 |
| (5V20) (648GI) Portland-1st Avenue,<br>OR  | 218   | 215  | 98.62%   | 3                               | 1.38%  | 198                                | 12                              | 5                               | 3                               | 0                            | 0                           | 0  | 1.26                                 |                                      |                                      |
| (5V20) (648GJ) The Dalles, OR<br>(Loren R. Kaufman)  | 506   | 498  | 98.42%   | 8                               | 1.58%  | 449                                | 26                              | 23                              | 6                               | 0                            | 2                           | 0  | 3.64                                 | 0.00                                 | 0.00                                 |
| (5V20) (653) Roseburg, OR HCS  | 19,442                                      | 18,663   | 95.99%   | 779                             | 4.01%  | 16,363                             | 1,111                           | 1,189                           | 597                             | 143                          | 25                          | 14                                       | 5.18                                 | 7.24                                 | 1.79                                 |
| (5V20) (653) Roseburg, OR  | 9,829                                       | 9,396  | 95.59%   | 433                             | 4.41%  | 8,309                              | 482                             | 605                             | 317                             | 96                           | 17                          | 3  | 5.82                                 | 7.09                                 | 1.82                                 |
| (5V20) (653BY) Eugene, OR  | 7,469                                       | 7,163  | 95.90%   | 306                             | 4.10%  | 6,187                              | 495                             | 481                             | 257                             | 36                           | 4                           | 9  | 4.54                                 | 7.48                                 | 1.87                                 |
| (5V20) (653GA) North Bend, OR  | 999   | 992  | 99.30%   | 7                               | 0.70%  | 831                                | 92                              | 69                              | 6                               | 1                            | 0                           | 0  | 4.09                                 | 7.56                                 | 2.49                                 |
| (5V20) (653GB) Brookings, OR   | 588   | 556  | 94.56%   | 32                              | 5.44%  | 482                                | 41                              | 33                              | 16                              | 10                           | 4                           | 2  | 7.67                                 | 0.00                                 | 6.17                                 |
| (5V20) (653QA) Downtown Eugene,<br>OR  | 557   | 556  | 99.82%   | 1                               | 0.18%  | 554                                | 1                               | 1                               | 1                               | 0                            | 0                           | 0  |                                      |                                      | 0.17                                 |
| (5V20) (663) Puget Sound, WA HCS   | 58,962                                      | 55,529   | 94.18%   | 3,433                           | 5.82%  | 47,805                             | 3,394                           | 4,330                           | 2,566                           | 643                          | 149                         | 75                                       | 7.09                                 | 9.50                                 | 2.03                                 |
| (5V20) (663) Seattle, WA   | 28,195                                      | 26,467   | 93.87%   | 1,728                           | 6.13%  | 23,075                             | 1,464                           | 1,928                           | 1,324                           | 295                          | 71                          | 38                                       | 6.30                                 | 9.34                                 | 2.52                                 |
| (5V20) (663A4) American Lake, WA   | 22,609                                      | 21,331   | 94.35%   | 1,278                           | 5.65%  | 18,200                             | 1,354                           | 1,777                           | 930                             | 257                          | 63                          | 28                                       | 7.63                                 | 9.58                                 | 1.46                                 |
| (5V20) (663GA) Bellevue, WA  | 1,938                                       | 1,855  | 95.72%   | 83                              | 4.28%  | 1,568                              | 124                             | 163                             | 67                              | 14                           | 0                           | 2  | 6.54                                 | 2.04                                 | 1.09                                 |
| (5V20) (663GB) Bremerton, WA   | 1,247                                       | 1,231  | 98.72%   | 16                              | 1.28%  | 1,093                              | 55                              | 83                              | 11                              | 1                            | 2                           | 2  | 6.19                                 | 1.11                                 | 0.13                                 |
| (5V20) (663GC) Mount Vernon, WA  | 2,681                                       | 2,462  | 91.83%   | 219                             | 8.17%  | 2,044                              | 223                             | 195                             | 149                             | 58                           | 8                           | 4  | 9.21                                 | 13.70                                | 0.15                                 |
| (5V20) (663GD) South Sound, WA   | 1,154                                       | 1,049  | 90.90%   | 105                             | 9.10%  | 837                                | 60                              | 152                             | 83                              | 17                           | 5                           | 0  | 10.67                                | 1.00                                 | 9.91                                 |
| (5V20) (663GE) North Olympic<br>Peninsula, WA  | 859   | 857  | 99.77%   | 2                               | 0.23%  | 726                                | 103                             | 28                              | 1                               | 0                            | 0                           | 1  | 5.41                                 | 11.50                                | 0.84                                 |
| (5V20) (663HK) Puget Sound, WA -<br>Mobile   | 276   | 274  | 99.28%   | 2                               | 0.72%  | 261                                | 9                               | 4                               | 1                               | 1                            | 0                           | 0  | 1.47                                 |                                      |                                      |
| (5V20) (663MA) IDES Fort Lewis   | 3   | 3  | 100.00%  | 0                               | 0.00%  | 1                                  | 2                               | 0                               | 0                               | 0                            | 0                           | 0  |                                      | 10.67                                |                                      |
| 5V20) (668) Spokane, WA HCS  | 20,227                                      | 19,304   | 95.44%   | 923                             | 4.56%  | 16,990                             | 989                             | 1,325                           | 656                             | 191                          | 50                          | 26                                       | 3.17                                 | 7.96                                 | 2.15                                 |
|  | 16,606                                      | 15.769   | 94.96%   | 837                             | 5.04%  | 13,625                             | 912                             | 1,232                           | 597                             | 180                          | 41                          | 19                                       | 4.00                                 | 8.39                                 | 2.22                                 |
| (5V20) (668) Spokane, WA (Mann-<br>Grandstaff)   | 10,000                                      |  |  |                                 |  |                                    |                                 |                                 |                                 |                              |                             |  |                                      |                                      |                                      |
| (5V20) (668) Spokane, WA (Mann-<br>Grandstaff)<br>(5V20) (668GA) Wenatchee, WA   | 1,214                                       |  | 95.63%   | 53                              | 4.37%  | 1,100                              | 35                              | 26                              | 32                              | 7                            | 7                           | 7  | 3.18                                 | 6.82                                 | 3.47                                 |
| Grandstaff)  |   | 1,161  | 95.63%<br>98.46%   |                                 |  | 1,100<br>1,814                     |                                 |                                 | 32<br>25                        |                              |                             | 7  |                                      |                                      |                                      |
| Grandstaff) (5V20) (668GA) Wenatchee, WA (5V20) (668GB) Coeur d Alene, ID (5V20) (668HK) Spokane, WA -   | 1,214                                       | 1,161  | 98.46%   | 30                              |  |                                    | 35                              |                                 |                                 |                              | 2                           | ,  | 1.73                                 | 3.59                                 |                                      |
| Grandstaff) (5V20) (668GA) Wenatchee, WA (5V20) (668GB) Coeur d Alene, ID  | 1,214<br>1,942                              | 1,161<br>1,912<br>70                                 | 98.46%   | 30                              | 1.54%  | 1,814                              | 35                              | 63                              |                                 | 3                            | 2                           | 0  | 1.73                                 | 3.59                                 |                                      |
| Grandstaff) (5V20) (668GA) Wenatchee, WA (5V20) (668GB) Coeur d Alene, ID (5V20) (668HK) Spokane, WA - Mobile  | 1,214<br>1,942<br>71                        | 1,161<br>1,912<br>70<br>116                          | 98.46%<br>98.59%   | 30                              | 1.54%  | 1,814                              | 35<br>0<br>5                    | 63                              | 25<br>1                         | 3                            | 2 0                         | 0  | 1.73<br>1.28<br>1.47                 | 3.59                                 | 1.34                                 |
| Grandstaff) (5V20) (668GA) Wenatchee, WA (5V20) (668GB) Coeur d Alene, ID (5V20) (668HK) Spokane, WA - Mobile (5V20) (668QB) Libby, MT   | 1,214<br>1,942<br>71<br>117                 | 1,161<br>1,912<br>70<br>116<br>276                   | 98.46%<br>98.59%<br>99.15%                                   | 30<br>1<br>1                    | 1.54%<br>1.41%<br>0.85%<br>0.36%                       | 1,814<br>69<br>110                 | 35<br>0<br>5<br>2               | 63<br>1<br>1<br>2               | 25<br>1<br>0                    | 3<br>0<br>1                  | 0 0                         | 0 0 0                                    | 1.73<br>1.28<br>1.47<br>0.37         | 3.59                                 | 8.67                                 |
| Grandstaff) (5V20) (668GA) Wenatchee, WA (5V20) (668GB) Coeur d Alene, ID (5V20) (668HK) Spokane, WA - Mobile (5V20) (668QB) Libby, MT (5V20) (668QD) Sandpoint, ID 5V20) (687) Walla Walla, WA HCS (5V20) (687) Walla Walla, WA | 1,214<br>1,942<br>71<br>117<br>277          | 1,161<br>1,912<br>70<br>116<br>276<br>7,773          | 98.46%<br>98.59%<br>99.15%<br>99.64%                         | 30<br>1<br>1<br>1<br>300        | 1.54%<br>1.41%<br>0.85%<br>0.36%<br>3.72%              | 1,814<br>69<br>110<br>272          | 35<br>0<br>5<br>2<br>496        | 63<br>1<br>1<br>2<br>495        | 25<br>1<br>0                    | 3<br>0<br>1<br>0<br>50       | 2<br>0<br>0<br>0            | 0<br>0<br>0<br>0                         | 1.73<br>1.28<br>1.47<br>0.37<br>6.15 | 3.59                                 | 1.34<br>8.67                         |
| Grandstaff) (5V20) (668GA) Wenatchee, WA (5V20) (668GB) Coeur d Alene, ID (5V20) (668HK) Spokane, WA - Mobile (5V20) (668QB) Libby, MT (5V20) (668QD) Sandpoint, ID 5V20) (687) Walla Walla, WA HCS                              | 1,214<br>1,942<br>71<br>117<br>277<br>8,073 | 1,161<br>1,912<br>70<br>116<br>276<br>7,773<br>4,172 | 98.46%<br>98.59%<br>99.15%<br>99.64%<br>96.28%               | 30<br>1<br>1<br>1<br>300<br>230 | 1.54%<br>1.41%<br>0.85%<br>0.36%<br>3.72%<br>5.22%     | 1,814<br>69<br>110<br>272<br>6,782 | 35<br>0<br>5<br>2<br>496<br>289 | 63<br>1<br>1<br>2<br>495<br>331 | 25<br>1<br>0<br>1<br>211<br>153 | 3<br>0<br>1<br>0<br>50<br>41 | 2<br>0<br>0<br>0<br>20      | 0<br>0<br>0<br>0                         | 1.73<br>1.28<br>1.47<br>0.37<br>6.15 | 3.59<br>5.84                         | 1.34<br>8.67                         |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (5V20) (687GC) La Grande, OR   | 317                               | 317                           | 100.00%  | 0                              | 0.00%  | 298                     | 13                       | 6                         | 0                         | 0                          | 0                           | 0  | 2.07                                 | 0.58                                 | 0.00                                 |
| (5V20) (687HA) Yakima, WA  | 1,227                             | 1,209                         | 98.53%   | 18                             | 1.47%  | 1,153                   | 31                       | 25                        | 16                        | 2                          | 0                           | 0  | 3.05                                 | 1.71                                 | 2.01                                 |
| (5V20) (687QB) Morrow County, OR   | 3                                 | 3                             | 100.00%  | 0                              | 0.00%  | 3                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 |                                      |
| (5V20) (692) White City, OR HCS  | 9,911                             | 9,531                         | 96.17%   | 380                            | 3.83%  | 8,620                   | 399                      | 512                       | 272                       | 50                         | 21                          | 37                                       | 8.33                                 | 6.32                                 | 4.08                                 |
| (5V20) (692) White City, OR  | 8,586                             | 8,249                         | 96.08%   | 337                            | 3.92%  | 7,440                   | 341                      | 468                       | 251                       | 40                         | 19                          | 27                                       | 7.93                                 | 6.39                                 | 4.13                                 |
| (5V20) (692GA) Klamath Falls, OR   | 907                               | 885                           | 97.57%   | 22                             | 2.43%  | 819                     | 42                       | 24                        | 12                        | 9                          | 1                           | 0  | 2.50                                 | 4.80                                 | 5.66                                 |
| (5V20) (692GB) Grants Pass, OR   | 418                               | 397                           | 94.98%   | 21                             | 5.02%  | 361                     | 16                       | 20                        | 9                         | 1                          | 1                           | 10                                       | 18.17                                | 1.14                                 | 1.03                                 |
| (5V21) (358) Manila, PI HCS  | 1,299                             | 1,164                         | 89.61%   | 135                            | 10.39%   | 881                     | 117                      | 166                       | 66                        | 34                         | 13                          | 22                                       | 10.63                                | 16.51                                | 12.46                                |
| (5V21) (358) Manila, PI  | 1,299                             | 1,164                         | 89.61%   | 135                            | 10.39%   | 881                     | 117                      | 166                       | 66                        | 34                         | 13                          | 22                                       | 10.63                                | 16.51                                | 12.46                                |
| (5V21) (459) Honolulu, HI HCS  | 15,324                            | 14,651                        | 95.61%   | 673                            | 4.39%  | 12,847                  | 887                      | 917                       | 419                       | 167                        | 56                          | 31                                       | 6.34                                 | 8.16                                 | 2.22                                 |
| (5V21) (459) Honolulu, HI (Spark M.<br>Matsunaga)  | 9,540                             | 9,154                         | 95.95%   | 386                            | 4.05%  | 8,119                   | 496                      | 539                       | 272                       | 94                         | 13                          | 7  | 5.65                                 | 6.94                                 | 1.02                                 |
| (5V21) (459GA) Maui, HI  | 1,035                             | 1,004                         | 97.00%   | 31                             | 3.00%  | 948                     | 28                       | 28                        | 21                        | 6                          | 4                           | 0  | 1.33                                 | 18.32                                | 1.58                                 |
| (5V21) (459GB) Hilo, HI  | 909                               | 848                           | 93.29%   | 61                             | 6.71%  | 697                     | 72                       | 79                        | 43                        | 12                         | 2                           | 4  | 8.50                                 | 15.35                                | 3.76                                 |
| (5V21) (459GC) Kailua-Kona, HI   | 661                               | 646                           | 97.73%   | 15                             | 2.27%  | 548                     | 57                       | 41                        | 5                         | 6                          | 2                           | 2  | 2.63                                 | 16.68                                | 4.66                                 |
| (5V21) (459GD) Lihue, HI   | 637                               | 629                           | 98.74%   | 8                              | 1.26%  | 603                     | 17                       | 9                         | 7                         | 0                          | 1                           | 0  | 1.09                                 | 4.80                                 | 0.53                                 |
| (5V21) (459GE) Guam, GU  | 846                               | 755                           | 89.24%   | 91                             | 10.76%   | 642                     | 32                       | 81                        | 33                        | 28                         | 15                          | 15                                       | 17.89                                | 8.23                                 | 5.47                                 |
| (5V21) (459GF) American Samoa,<br>AS (Faleomavaega Eni Faauaa<br>Hunkin)   | 549                               | 524                           | 95.45%   | 25                             | 4.55%  | 373                     | 87                       | 64                        | 16                        | 3                          | 3                           | 3  | 4.27                                 | 28.69                                | 3.23                                 |
| (5V21) (459GG) Leeward Oahu, HI  | 1,010                             | 954                           | 94.46%   | 56                             | 5.54%  | 784                     | 95                       | 75                        | 22                        | 18                         | 16                          | 0  | 8.56                                 | 53.55                                | 4.99                                 |
| (5V21) (459GH) Saipan, MP  | 68                                | 68                            | 100.00%  | 0                              | 0.00%  | 68                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.00                                 | 0.00                                 | 0.00                                 |
| (5V21) (459MA) IDES Honolulu C&P   | 5                                 | 5                             | 100.00%  | 0                              | 0.00%  | 5                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 | 0.00                                 |
| (5V21) (459QB) Molokai, HI   | 64                                | 64                            | 100.00%  | 0                              | 0.00%  | 60                      | 3                        | 1                         | 0                         | 0                          | 0                           | 0  | 0.23                                 |                                      | 2.95                                 |
| (5V21) (570) Fresno, CA HCS  | 21,729                            | 20,890                        | 96.14%   | 839                            | 3.86%  | 18,147                  | 1,376                    | 1,367                     | 538                       | 187                        | 100                         | 14                                       | 1.28                                 | 9.71                                 | 0.58                                 |
| (5V21) (570) Fresno, CA  | 18,743                            | 17,940                        | 95.72%   | 803                            | 4.28%  | 15,357                  | 1,285                    | 1,298                     | 516                       | 175                        | 98                          | 14                                       | 1.68                                 | 9.82                                 | 0.44                                 |
| (5V21) (570GA) Merced, CA  | 925                               | 897                           | 96.97%   | 28                             | 3.03%  | 835                     | 40                       | 22                        | 16                        | 10                         | 2                           | 0  | 0.52                                 | 14.61                                | 0.00                                 |
| (5V21) (570GB) Tulare, CA  | 1,406                             | 1,406                         | 100.00%  | 0                              | 0.00%  | 1,365                   | 29                       | 12                        | 0                         | 0                          | 0                           | 0  | 0.49                                 | 0.91                                 | 1.12                                 |
| (5V21) (570GC) Oakhurst, CA  | 655                               | 647                           | 98.78%   | 8                              | 1.22%  | 590                     | 22                       | 35                        | 6                         | 2                          | 0                           | 0  | 1.11                                 | 8.49                                 | 2.40                                 |
| (5V21) (612A4) N. California HCS   | 66,502                            | 63,292                        | 95.17%   | 3,210                          | 4.83%  | 56,890                  | 2,838                    | 3,564                     | 2,276                     | 607                        | 211                         | 116                                      | 3.72                                 | 8.48                                 | 1.61                                 |
| (5V21) (612A4) Sacramento, CA  | 23,753                            | 22,464                        | 94.57%   | 1,289                          | 5.43%  | 20,295                  | 979                      | 1,190                     | 834                       | 315                        | 81                          | 59                                       | 3.62                                 | 9.26                                 | 2.18                                 |
| (5V21) (612B4) Redding, CA   | 5,679                             | 5,403                         | 95.14%   | 276                            | 4.86%  | 4,806                   | 296                      | 301                       | 200                       | 53                         | 14                          | 9  | 3.01                                 | 10.16                                | 4.34                                 |
| (5V21) (612BY) Oakland, CA   | 2,991                             | 2,804                         | 93.75%   | 187                            | 6.25%  | 2,421                   | 182                      | 201                       | 148                       | 28                         | 8                           | 3  | 3.89                                 | 10.44                                | 1.46                                 |
| (5V21) (612GD) Fairfield-Travis Air<br>Force Base, CA<br>(5V21) (612GE) Mare Island-Vallejo,   | 2,146                             |                               | 94.32%<br>98.09%   |                                |  |                         | 90                       | 144                       |                           |                            | 5                           |  |                                      |                                      | 0.43                                 |
| ČA   |                                   |                               |  |                                |  |                         |                          |                           |                           |                            |                             |  |                                      |                                      |                                      |
| (5V21) (612GF) Martinez, CA  | 13,003                            |                               | 94.29%   |                                |  |                         |                          | 877                       |                           |                            |                             |  |                                      |                                      | 0.68                                 |
| (5V21) (612GG) Chico, CA   | 1,968                             |                               | 98.88%   |                                |  |                         |                          |                           |                           |                            | 3                           |  |                                      |                                      |                                      |
| (5V21) (612GH) McClellan Park, CA  | 8,258                             |                               | 97.12%   |                                |  |                         |                          |                           |                           |                            |                             |  | 3.16                                 |                                      | 2.28                                 |
| (5V21) (612GI) Yuba City, CA   | 1,176                             |                               | 97.87%   | 25                             |  |                         | 35                       |                           |                           |                            | 0                           |  |                                      |                                      | 0.34                                 |
| (5V21) (612GJ) Yreka, CA   | 325                               |                               |  | 1                              | 0.31%  |                         |                          |                           |                           | 0                          | 0                           |  |                                      |                                      | 1.03                                 |
| (5V21) (612MA) IDES McClellan OPC  | 13                                |                               | 100.00%  |                                |  |                         |                          | 0                         |                           |                            | 0                           |  |                                      | 0.00                                 |                                      |
| (5V21) (612QA) Cohasset, CA  | 1,192                             |                               | 93.12%   |                                |  |                         |                          | 110                       |                           |                            |                             |  |                                      | 12.48                                | 1.24                                 |
| (5V21) (612QB) Twenty First Street,<br>CA  | 1,865                             | 1,863                         | 99.89%   | 2                              | 0.11%  | 1,853                   | 5                        | 5                         | 2                         | 0                          | 0                           | 0  |                                      |                                      | 0.38                                 |
| (5V21) (612QC) Cypress Avenue, CA  | 1,578                             | 1,395                         | 88.40%   | 183                            | 11.60%   | 1,130                   | 114                      | 151                       | 173                       | 8                          | 2                           | 0  |                                      | 8.95                                 |                                      |
| (5V21) (612QD) Howe Road, CA   | 456                               | 456                           | 100.00%  | 0                              | 0.00%  | 456                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | 30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-----------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (5V21) (640) Palo Alto, CA HCS   | 40,973                            | 38,912    | 94.97%   | 2,061                          | 5.03%  | 32,618                  | 2,943                    | 3,351                     | 1,657                     | 318                        | 42                          | 44                                       | 6.54                                 | 7.57                                 | 3.63                                 |
| (5V21) (640) Palo Alto, CA   | 16,886                            | 16,077    | 95.21%   | 809                            | 4.79%  | 13,810                  | 1,037                    | 1,230                     | 666                       | 107                        | 16                          | 20                                       | 4.99                                 | 6.66                                 | 3.32                                 |
| (5V21) (640A0) Menlo Park, CA  | 2,143                             | 2,122     | 99.02%   | 21                             | 0.98%  | 1,997                   | 75                       | 50                        | 16                        | 3                          | 2                           | 0  | 1.61                                 | 6.98                                 | 0.96                                 |
| (5V21) (640A4) Livermore, CA   | 5,745                             | 5,411     | 94.19%   | 334                            | 5.81%  | 4,309                   | 521                      | 581                       | 262                       | 55                         | 7                           | 10                                       | 4.89                                 | 8.82                                 | 2.61                                 |
| (5V21) (640BY) San Jose, CA  | 4,561                             | 4,450     | 97.57%   | 111                            | 2.43%  | 3,544                   | 449                      | 457                       | 95                        | 12                         | 2                           | 2  | 5.37                                 | 7.00                                 | 3.75                                 |
| (5V21) (640GA) Capitola, CA  | 129                               | 124       | 96.12%   | 5                              | 3.88%  | 75                      | 19                       | 30                        | 3                         | 2                          | 0                           | 0  | 9.45                                 |                                      | 0.00                                 |
| (5V21) (640GB) Sonora, CA  | 756                               | 687       | 90.87%   | 69                             | 9.13%  | 542                     | 60                       | 85                        | 68                        | 1                          | 0                           | 0  | 10.78                                |                                      | 3.19                                 |
| (5V21) (640GC) Fremont, CA   | 927                               | 905       | 97.63%   | 22                             | 2.37%  | 758                     | 78                       | 69                        | 19                        | 1                          | 0                           | 2  | 4.52                                 |                                      | 5.20                                 |
| (5V21) (640HA) Stockton, CA  | 2,589                             | 2,383     | 92.04%   | 206                            | 7.96%  | 2,023                   | 154                      | 206                       | 164                       | 37                         | 3                           | 2  | 10.20                                | 8.87                                 | 7.57                                 |
| (5V21) (640HB) Modesto, CA   | 2,746                             | 2,630     | 95.78%   | 116                            | 4.22%  | 2,208                   | 185                      | 237                       | 84                        | 29                         | 3                           | 0  | 7.16                                 | 5.28                                 | 4.50                                 |
| (5V21) (640HC) Monterey, CA (Major<br>General William H. Gourley)  | 4,388                             | 4,020     | 91.61%   | 368                            | 8.39%  | 3,249                   | 365                      | 406                       | 280                       | 71                         | 9                           | 8  | 6.56                                 | 11.23                                | 4.26                                 |
| (5V21) (640QA) Palo Alto 1, CA -<br>Mobile   | 95                                | 95        | 100.00%  | 0                              | 0.00%  | 95                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 |                                      |
| (5V21) (640QB) Palo Alto 2, CA -<br>Mobile   | 8                                 | 8         | 100.00%  | 0                              | 0.00%  | 8                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 |                                      |
| (5V21) (654) Reno, NV HCS  | 24,691                            | 23,893    | 96.77%   | 798                            | 3.23%  | 21,475                  | 1,229                    | 1,189                     | 631                       | 132                        | 14                          | 21                                       | 5.72                                 | 4.38                                 | 1.80                                 |
| (5V21) (654) Reno, NV (Ioannis A.<br>Lougaris)   | 17,216                            | 16,648    | 96.70%   | 568                            | 3.30%  | 14,911                  | 862                      | 875                       | 437                       | 102                        | 11                          | 18                                       | 5.27                                 | 5.72                                 | 1.25                                 |
| (5V21) (654GA) Sierra Foothills, CA  | 1,125                             | 1,101     | 97.87%   | 24                             | 2.13%  | 1,004                   | 60                       | 37                        | 24                        | 0                          | 0                           | 0  | 3.67                                 | 2.00                                 | 2.41                                 |
| (5V21) (654GB) Carson Valley, NV   | 891                               | 782       | 87.77%   | 109                            | 12.23%   | 602                     | 108                      | 72                        | 84                        | 21                         | 3                           | 1  | 11.57                                | 1.83                                 | 5.63                                 |
| (5V21) (654GC) Lahontan Valley, NV   | 779                               | 748       | 96.02%   | 31                             | 3.98%  | 666                     | 32                       | 50                        | 26                        | 5                          | 0                           | 0  | 5.67                                 | 1.50                                 | 7.19                                 |
| (5V21) (654GD) Diamond View, CA  | 415                               | 408       | 98.31%   | 7                              | 1.69%  | 396                     | 6                        | 6                         | 5                         | 2                          | 0                           | 0  | 2.37                                 | 1.60                                 | 2.36                                 |
| (5V21) (654GE) Reno East, NV   | 2,023                             | 1,977     | 97.73%   | 46                             | 2.27%  | 1,780                   | 94                       | 103                       | 43                        | 1                          | 0                           | 2  | 4.60                                 | 1.59                                 | 2.01                                 |
| (5V21) (654QA) Kietzke, NV   | 1,250                             | 1,248     | 99.84%   | 2                              | 0.16%  | 1,239                   | 6                        | 3                         | 2                         | 0                          | 0                           | 0  |                                      | 0.18                                 |                                      |
| (5V21) (654QB) Capitol Hill, NV  | 22                                | 22        | 100.00%  | 0                              | 0.00%  | 22                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (5V21) (654QC) Winnemucca, NV  | 79                                | 78        | 98.73%   | 1                              | 1.27%  | 48                      | 20                       | 10                        | 1                         | 0                          | 0                           | 0  | 9.10                                 | 0.00                                 | 0.50                                 |
| (5V21) (654QD) Virginia Street, NV   | 891                               | 881       | 98.88%   | 10                             | 1.12%  | 807                     | 41                       | 33                        | 9                         | 1                          | 0                           | 0  |                                      | 2.04                                 |                                      |
| (5V21) (662) San Francisco, CA HCS   | 32,898                            | 31,603    | 96.06%   | 1,295                          | 3.94%  | 28,403                  | 1,641                    | 1,559                     | 952                       | 235                        | 79                          | 29                                       | 7.66                                 | 5.69                                 | 2.41                                 |
| (5V21) (662) San Francisco, CA   | 22,350                            | 21,771    | 97.41%   | 579                            | 2.59%  | 19,880                  | 912                      | 979                       | 474                       | 77                         | 21                          | 7  | 6.43                                 | 4.74                                 | 0.36                                 |
| (5V21) (662GA) Santa Rosa, CA  | 3,972                             | 3,541     | 89.15%   | 431                            | 10.85%   | 2,957                   | 284                      | 300                       | 256                       | 108                        | 50                          | 17                                       | 13.24                                | 11.03                                | 6.87                                 |
| (5V21) (662GC) Eureka, CA  | 2,372                             | 2,225     | 93.80%   | 147                            | 6.20%  | 1,946                   | 175                      | 104                       | 110                       | 32                         | 3                           | 2  | 8.98                                 | 6.90                                 | 3.70                                 |
| (5V21) (662GD) Ukiah, CA   | 1,229                             | 1,182     | 96.18%   | 47                             | 3.82%  | 975                     | 122                      | 85                        | 40                        | 6                          | 1                           | 0  | 7.15                                 | 6.65                                 | 6.34                                 |
| (5V21) (662GE) San Bruno, CA   | 968                               | 962       | 99.38%   | 6                              |  | 931                     | 22                       | 9                         | 5                         | 1                          | 0                           | 0  | 1.03                                 | 1.17                                 |                                      |
| (5V21) (662GF) San Francisco<br>Downtown, CA   | 920                               | 914       | 99.35%   | 6                              | 0.65%  | 829                     | 50                       | 35                        | 5                         | 1                          | 0                           | 0  | 1.68                                 | 5.42                                 | 3.82                                 |
| (5V21) (662GG) Clearlake, CA   | 1,087                             |           | 92.73%   |                                |  |                         | 76                       |                           |                           |                            |                             | 3  | 8.80                                 | 3.35                                 | 7.72                                 |
| (5V21) (593) Las Vegas, NV HCS   | 45,876                            | 42,644    | 92.95%   | 3,232                          | 7.05%  | 36,249                  | 2,763                    | 3,632                     | 2,447                     | 500                        | 201                         | 84                                       | 3.87                                 | 10.77                                | 3.91                                 |
| (5V21) (593) Las Vegas, NV   | 29,859                            | 27,097    | 90.75%   | 2,762                          |  |                         | 1,734                    | 2,573                     | 2,102                     | 410                        | 178                         | 72                                       | 5.66                                 | 10.74                                |                                      |
| (5V21) (593GC) Pahrump, NV   | 1,048                             | 1,027     | 98.00%   | 21                             | 2.00%  | 948                     | 38                       | 41                        | 18                        | 0                          | 3                           | 0  | 2.01                                 | 5.75                                 | 4.83                                 |
| (5V21) (593GD) Northwest Las<br>Vegas, NV  | 4,336                             | 4,169     | 96.15%   | 167                            | 3.85%  | 3,607                   | 282                      | 280                       | 111                       | 49                         | 4                           | 3  | 3.81                                 | 16.07                                | 5.25                                 |
| (5V21) (593GE) Southeast Las<br>Vegas, NV  | 3,145                             | 3,085     | 98.09%   | 60                             | 1.91%  | 2,659                   | 229                      | 197                       | 49                        | 8                          | 3                           | 0  | 3.18                                 | 11.09                                | 3.97                                 |
| (5V21) (593GF) Southwest Las<br>Vegas, NV  | 4,324                             | 4,167     | 96.37%   | 157                            | 3.63%  | 3,599                   | 266                      | 302                       | 121                       | 21                         | 6                           | 9  | 4.40                                 | 13.00                                | 4.78                                 |
| (5V21) (593GG) Northeast Las<br>Vegas, NV  | 2,839                             | 2,780     | 97.92%   | 59                             | 2.08%  | 2,430                   | 182                      | 168                       | 40                        | 12                         | 7                           | 0  | 3.13                                 | 8.19                                 | 4.04                                 |
| (5V21) (593GH) Laughlin, NV (Master<br>Chief Petty Officer Jesse Dean)   | 293                               | 287       | 97.95%   | 6                              | 2.05%  | 184                     | 32                       | 71                        | 6                         | 0                          | 0                           | 0  | 8.13                                 | 10.68                                | 9.58                                 |
| (5V21) (593QC) West Cheyenne, NV   | 32                                | 32        | 100.00%  | 0                              | 0.00%  | 32                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      | 0.19                                 |
|  |                                   |           |  |                                |  |                         |                          |                           |                           |                            |                             |  |                                      |                                      |                                      |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days 6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|--------------------------------|--|----------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (5V22) (501) New Mexico HCS  | 33,405                            | 31,755                        | 95.06%   | 1,650                          | 4.94%  | 27,203               | 2,052                    | 2,500                     | 1,127                     | 359                        | 92                          | 72                                       | 6.75                                 | 7.95                                 | 3.99                                 |
| (5V22) (501) Albuquerque, NM<br>(Raymond G. Murphy)  | 26,144                            | 24,717                        | 94.54%   | 1,427                          | 5.46%  | 21,055               | 1,635                    | 2,027                     | 973                       | 315                        | 84                          | 55                                       | 9.73                                 | 7.73                                 | 3.78                                 |
| (5V22) (501G2) Las Vegas, NM   | 274                               | 266                           | 97.08%   | 8                              | 2.92%  | 238                  | 16                       | 12                        | 3                         | 0                          | 1                           | 4  | 6.13                                 |                                      | 6.26                                 |
| (5V22) (501GA) Artesia, NM   | 620                               | 596                           | 96.13%   | 24                             | 3.87%  | 539                  | 32                       | 25                        | 15                        | 6                          | 1                           | 2  | 4.36                                 | 0.00                                 | 19.80                                |
| (5V22) (501GB) Farmington, NM  | 738                               | 716                           | 97.02%   | 22                             | 2.98%  | 602                  | 58                       | 56                        | 17                        | 4                          | 1                           | 0  | 5.05                                 | 10.45                                | 1.82                                 |
| (5V22) (501GC) Silver City, NM   | 335                               | 313                           | 93.43%   | 22                             | 6.57%  | 187                  | 31                       | 95                        | 18                        | 2                          | 2                           | 0  | 12.79                                | 0.00                                 | 0.68                                 |
| (5V22) (501GD) Gallup, NM  | 493                               | 486                           | 98.58%   | 7                              | 1.42%  | 473                  | 5                        | 8                         | 6                         | 1                          | 0                           | 0  | 0.35                                 | 0.00                                 | 6.22                                 |
| (5V22) (501GE) Espanola, NM  | 298                               | 272                           | 91.28%   | 26                             | 8.72%  | 227                  | 17                       | 28                        | 20                        | 4                          | 2                           | 0  | 9.14                                 | 5.33                                 | 1.32                                 |
| (5V22) (501GH) Truth or<br>Consequences, NM  | 387                               | 387                           | 100.00%  | 0                              | 0.00%  | 383                  | 1                        | 3                         | 0                         | 0                          | 0                           | 0  | 0.26                                 | 0.00                                 | 0.12                                 |
| (5V22) (501GI) Alamogordo, NM  | 455                               | 445                           | 97.80%   | 10                             | 2.20%  | 403                  | 26                       | 16                        | 7                         | 3                          | 0                           | 0  | 3.18                                 | 0.00                                 | 4.50                                 |
| (5V22) (501GJ) Durango, CO   | 586                               | 576                           | 98.29%   | 10                             | 1.71%  | 522                  | 17                       | 37                        | 9                         | 1                          | 0                           | 0  | 3.27                                 | 0.00                                 | 3.19                                 |
| (5V22) (501GK) Santa Fe, NM  | 682                               | 674                           | 98.83%   | 8                              | 1.17%  | 607                  | 44                       | 23                        | 6                         | 1                          | 1                           | 0  | 2.81                                 | 2.50                                 | 2.90                                 |
| (5V22) (501GM) Northwest Metro,  | 1,813                             | 1,731                         | 95.48%   | 82                             | 4.52%  | 1,420                | 149                      | 162                       | 49                        | 22                         | 0                           | 11                                       | 4.82                                 | 16.42                                | 5.22                                 |
| (5V22) (501GN) Taos, NM  | 329                               | 326                           | 99.09%   | 3                              | 0.91%  | 310                  | 13                       | 3                         | 3                         | 0                          | 0                           | 0  | 1.56                                 | 0.00                                 | 6.25                                 |
| (5V22) (501HB) Raton, NM   | 237                               | 236                           | 99.58%   | 1                              | 0.42%  | 223                  | 8                        | 5                         | 1                         | 0                          | 0                           | 0  | 1.53                                 | 14.00                                | 1.60                                 |
| (5V22) (501MA) IDES Kirtland AFB   | 14                                | 14                            | 100.00%  | 0                              | 0.00%  | 14                   | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 | 0.00                                 |
| (5V22) (644) Phoenix, AZ HCS   | 59,626                            | 55,905                        | 93.76%   | 3,721                          | 6.24%  | 47,782               | 3,409                    | 4,714                     | 2,681                     | 655                        | 294                         | 91                                       | 6.41                                 | 9.14                                 | 3.87                                 |
| (5V22) (644) Phoenix, AZ (Carl T.<br>Hayden)   | 36,556                            | 34,003                        | 93.02%   | 2,553                          | 6.98%  | 28,470               | 2,197                    | 3,336                     | 1,871                     | 397                        | 212                         | 73                                       | 3.12                                 | 10.07                                | 3.44                                 |
| (5V22) (644BY) Southeast, AZ   | 9,145                             | 8,591                         | 93.94%   | 554                            | 6.06%  | 7,558                | 499                      | 534                       | 353                       |                            | 49                          | 6  | 7.66                                 | 6.74                                 | 5.86                                 |
| (5V22) (644GA) Northwest, AZ   | 5,016                             | 4,870                         | 97.09%   | 146                            | 2.91%  | 4,457                | 187                      | 226                       | 123                       | 13                         | 6                           | 4  | 4.44                                 | 3.22                                 | 4.64                                 |
| (5V22) (644GB) Show Low, AZ  | 1,077                             |                               | 98.24%   |                                |  | 911                  | 72                       |                           |                           |                            | 1                           | 0  |                                      | 7.37                                 | 0.79                                 |
| (5V22) (644GC) Southwest, AZ   | 1,069                             |                               | 95.88%   |                                |  | 846                  |                          | 113                       |                           | 13                         |                             | 0  | 1 1 1                                | 3.53                                 | 1.58                                 |
| (5V22) (644GD) Payson, AZ  | 276                               |                               | 99.28%   |                                |  | 266                  |                          | 4                         | 2                         | 0                          | 0                           | 0  | 0.28                                 | 0.25                                 | 6.29                                 |
| (5V22) (644GE) Thunderbird, AZ   | 1,534                             |                               | 97.33%   |                                |  | 1,341                | 76                       |                           |                           | 3                          | 4                           | 1  | 6.01                                 | 3.50                                 | 2.01                                 |
| (5V22) (644GF) Globe, AZ   | 258                               |                               | 99.22%   |                                |  | 242                  |                          |                           |                           | 1                          | 1                           | 0  | 2.00                                 | 13.29                                | 1.34                                 |
| (5V22) (644GG) Northeast Phoenix-<br>Via Linda Road, AZ  | 814                               | 746                           | 91.65%   | 68                             | 8.35%  | 620                  | 55                       | 71                        | 55                        | 11                         | 2                           | 0  | 8.66                                 | 2.86                                 | 7.85                                 |
| (5V22) (644GH) Phoenix Midtown, AZ   | 3,809                             | 3,517                         | 92.33%   | 292                            | 7.67%  | 2,999                | 241                      | 277                       | 203                       | 70                         | 12                          | 7  | 10.82                                | 1.61                                 | 1.34                                 |
| (5V22) (644QA) Phoenix-East<br>Thomas Road, AZ   | 72                                | 72                            | 100.00%  | 0                              | 0.00%  | 72                   | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (5V22) (649) Northern Arizona HCS  | 15,485                            | 14,877                        | 96.07%   | 608                            | 3.93%  | 13,289               | 788                      | 800                       | 455                       | 111                        | 27                          | 15                                       | 5.45                                 | 9.70                                 | 1.48                                 |
| (5V22) (649) Prescott, AZ (Bob<br>Stump)   | 10,924                            | 10,475                        | 95.89%   | 449                            | 4.11%  | 9,417                | 506                      | 552                       | 339                       | 79                         | 19                          | 12                                       | 4.76                                 | 9.82                                 | 1.74                                 |
| (5V22) (649GA) Kingman, AZ   | 1,286                             | 1,209                         | 94.01%   | 77                             | 5.99%  | 1,014                | 113                      | 82                        | 55                        | 15                         | 7                           | 0  | 10.23                                | 8.87                                 | 1.65                                 |
| (5V22) (649GB) Flagstaff, AZ   | 642                               | 629                           | 97.98%   | 13                             | 2.02%  | 583                  | 26                       | 20                        | 12                        | 1                          | 0                           | 0  | 3.50                                 | 1.57                                 | 0.07                                 |
| (5V22) (649GC) Lake Havasu City,<br>AZ   | 1,253                             | 1,230                         | 98.16%   | 23                             | 1.84%  | 1,102                | 69                       | 59                        | 18                        | 5                          | 0                           | 0  | 3.83                                 | 14.63                                | 0.86                                 |
| (5V22) (649GD) Anthem, AZ  | 431                               | 419                           | 97.22%   | 12                             | 2.78%  | 359                  | 32                       | 28                        | 10                        | 0                          | 1                           | 1  | 5.82                                 | 8.38                                 | 1.71                                 |
| (5V22) (649GE) Cottonwood, AZ  | 810                               | 776                           | 95.80%   | 34                             | 4.20%  | 693                  | 25                       | 58                        | 21                        | 11                         | 0                           | 2  | 6.72                                 | 9.20                                 | 1.06                                 |
| (5V22) (649QA) Chinle, AZ  | 22                                | 22                            | 100.00%  | 0                              | 0.00%  | 20                   | 1                        | 1                         | 0                         | 0                          | 0                           | 0  | 1.33                                 |                                      | 2.50                                 |
| (5V22) (649QB) Holbrook, AZ  | 72                                | 72                            | 100.00%  | 0                              | 0.00%  | 56                   | 16                       | 0                         | 0                         | 0                          | 0                           | 0  | 5.05                                 |                                      | 0.00                                 |
| (5V22) (649QD) Page, AZ  | 33                                | 33                            | 100.00%  | 0                              | 0.00%  | 33                   | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.79                                 |                                      | 0.00                                 |
| (5V22) (649QF) Tuba City, AZ   | 5                                 | 5                             | 100.00%  | 0                              | 0.00%  | 5                    | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.00                                 |                                      |                                      |
| (5V22) (649QG) Polacca, AZ   | 3                                 | 3                             | 100.00%  | 0                              | 0.00%  | 3                    | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.00                                 |                                      | 0.00                                 |
| (5V22) (649QH) Kayenta, AZ   | 4                                 | 4                             | 100.00%  | 0                              | 0.00%  | 4                    | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.00                                 |                                      |                                      |
| (5V22) (678) Southern Arizona HCS  | 36,672                            | 35,269                        | 96.17%   | 1,403                          | 3.83%  | 30,393               | 2,516                    | 2,360                     | 1,212                     | 140                        | 33                          | 18                                       | 4.05                                 | 6.36                                 | 2.92                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (5V22) (678) Tucson, AZ  | 27,608                            | 26,326                        | 95.36%   | 1,282                          | 4.64%  | 22,542                  | 1,895                    | 1,889                     | 1,107                     | 127                        | 31                          | 17                                       | 4.67                                 | 6.95                                 | 2.51                                 |
| (5V22) (678GA) Sierra Vista, AZ  | 1,532                             | 1,501                         | 97.98%   | 31                             | 2.02%  | 1,233                   | 148                      | 120                       | 30                        | 1                          | 0                           | C  | 3.55                                 | 5.45                                 | 2.65                                 |
| (5V22) (678GB) Yuma, AZ  | 1,659                             | 1,649                         | 99.40%   | 10                             | 0.60%  | 1,578                   | 36                       | 35                        | 7                         | 3                          | 0                           | C  | 1.76                                 | 1.15                                 | 2.15                                 |
| (5V22) (678GC) Casa Grande, AZ   | 1,793                             | 1,769                         | 98.66%   | 24                             | 1.34%  | 1,579                   | 105                      | 85                        | 22                        | 1                          | 1                           | C  | 2.50                                 | 3.18                                 | 4.58                                 |
| (5V22) (678GD) Safford, AZ   | 270                               | 269                           | 99.63%   | 1                              | 0.37%  | 231                     | 22                       | 16                        | 1                         | 0                          | 0                           | C  | 3.81                                 | 6.75                                 | 3.25                                 |
| (5V22) (678GE) Green Valley, AZ  | 347                               | 334                           | 96.25%   | 13                             | 3.75%  | 292                     | 18                       | 24                        | 12                        | 1                          | 0                           | C  | 6.99                                 | 0.19                                 | 4.89                                 |
| (5V22) (678GF) Northwest Tucson,<br>AZ   | 1,976                             | 1,963                         | 99.34%   | 13                             | 0.66%  | 1,755                   | 119                      | 89                        | 12                        | 1                          | 0                           | C  | 2.95                                 | 3.12                                 | 3.98                                 |
| (5V22) (678GG) Southeast Tucson,<br>AZ   | 1,444                             | 1,415                         | 97.99%   | 29                             | 2.01%  | 1,167                   | 150                      | 98                        | 21                        | 6                          | 1                           | 1  | 6.69                                 | 4.21                                 | 4.61                                 |
| (5V22) (678MA) IDES Davis-Monthan AFB  | 20                                | 20                            | 100.00%  | 0                              | 0.00%  | 9                       | 10                       | 1                         | 0                         | 0                          | 0                           | C  |                                      | 9.07                                 | 6.00                                 |
| (5V22) (678MB) IDES Fort Huachuca  | 23                                | 23                            | 100.00%  | 0                              | 0.00%  | 7                       | 13                       | 3                         | 0                         | 0                          | 0                           | C  |                                      | 9.56                                 | 9.60                                 |
| (5V22) (600) Long Beach, CA HCS  | 54,424                            | 52,537                        | 96.53%   | 1,887                          | 3.47%  | 47,179                  | 2,599                    | 2,759                     | 1,614                     | 184                        | 52                          | 37                                       | 4.86                                 | 5.62                                 | 3.80                                 |
| (5V22) (600) Long Beach, CA  | 48,269                            | 46,556                        | 96.45%   | 1,713                          | 3.55%  | 42,195                  | 2,076                    | 2,285                     | 1,456                     | 175                        | 47                          | 35                                       | 4.94                                 | 5.49                                 | 3.17                                 |
| (5V22) (600GA) Anaheim, CA   | 1,139                             | 1,090                         | 95.70%   | 49                             | 4.30%  | 961                     | 71                       | 58                        | 45                        | 2                          | 1                           | 1  | 4.67                                 | 0.60                                 | 6.78                                 |
| (5V22) (600GB) Santa Ana, CA   | 2,138                             | 2,064                         | 96.54%   | 74                             | 3.46%  | 1,576                   | 228                      | 260                       | 65                        | 5                          | 3                           | 1  | 4.38                                 | 10.26                                | 5.46                                 |
| (5V22) (600GC) Cabrillo, CA  | 861                               | 860                           | 99.88%   | 1                              | 0.12%  | 854                     | 4                        | 2                         | 1                         | 0                          | 0                           | C  | 0.52                                 |                                      | 2.23                                 |
| (5V22) (600GD) Santa Fe Springs,<br>CA   | 1,069                             | 1,054                         | 98.60%   | 15                             | 1.40%  | 935                     | 66                       | 53                        | 12                        | 2                          | 1                           | C  | 2.95                                 | 1.84                                 | 5.08                                 |
| (5V22) (600GE) Laguna Hills, CA  | 948                               | 913                           | 96.31%   | 35                             | 3.69%  | 658                     | 154                      | 101                       | 35                        | 0                          | 0                           | C  | 6.89                                 | 0.00                                 | 6.83                                 |
| (5V22) (605) Loma Linda, CA HCS  | 49,482                            | 46,792                        | 94.56%   | 2,690                          | 5.44%  | 40,422                  | 2,883                    | 3,487                     | 2,029                     | 451                        | 138                         | 72                                       | 3.83                                 | 8.18                                 | 4.88                                 |
| (5V22) (605) Loma Linda, CA (Jerry<br>L. Pettis)   | 22,918                            | 21,302                        | 92.95%   | 1,616                          | 7.05%  | 18,277                  | 1,290                    | 1,735                     | 1,202                     | 270                        | 89                          | 55                                       | 2.86                                 | 8.47                                 | 4.08                                 |
| (5V22) (605BZ) Loma Linda, CA  | 18,732                            | 17,782                        | 94.93%   | 950                            | 5.07%  | 15,160                  | 1,195                    | 1,427                     | 727                       | 165                        | 47                          | 11                                       | 5.49                                 | 7.77                                 | 4.74                                 |
| (5V22) (605GA) Victorville, CA   | 1,378                             | 1,344                         | 97.53%   | 34                             | 2.47%  | 1,234                   | 68                       | 42                        | 29                        | 5                          | 0                           | C  | 1.51                                 |                                      | 6.63                                 |
| (5V22) (605GB) Murrieta, CA  | 1,802                             | 1,781                         | 98.83%   | 21                             | 1.17%  | 1,556                   | 131                      | 94                        | 17                        | 0                          | 0                           | 4  | 3.73                                 | 2.89                                 | 4.41                                 |
| (5V22) (605GC) Palm Desert, CA   | 2,293                             | 2,253                         | 98.26%   | 40                             | 1.74%  | 2,120                   | 78                       | 55                        | 33                        | 5                          | 1                           | 1  | 1.18                                 | 5.40                                 | 2.73                                 |
| (5V22) (605GD) Corona, CA  | 774                               | 757                           | 97.80%   | 17                             | 2.20%  | 656                     | 58                       | 43                        | 15                        | 2                          | 0                           | C  | 1.14                                 |                                      | 9.29                                 |
| (5V22) (605GE) Rancho Cucamonga,   | 1,550                             | 1,538                         | 99.23%   | 12                             | 0.77%  | 1,385                   | 63                       | 90                        | 6                         | 4                          | 1                           | 1  | 0.18                                 | 10.67                                | 5.79                                 |
| (5V22) (605QA) Blythe, CA  | 35                                | 35                            | 100.00%  | 0                              | 0.00%  | 34                      | 0                        | 1                         | 0                         | 0                          | 0                           | C  | 0.71                                 |                                      | 0.00                                 |
| (5V22) (664) San Diego, CA HCS   | 54,774                            | 53,130                        | 97.00%   | 1,644                          | 3.00%  | 47,301                  | 2,621                    | 3,208                     | 1,335                     | 246                        | 54                          | Ş  | 1.97                                 | 6.26                                 | 2.88                                 |
| (5V22) (664) San Diego, CA   | 32,995                            | 31,947                        | 96.82%   | 1,048                          | 3.18%  | 28,678                  | 1,526                    | 1,743                     | 826                       | 170                        | 47                          | 5  | 1.95                                 | 5.70                                 | 1.20                                 |
| (5V22) (664BU) San Diego, CA -<br>VADOM  | 115                               | 114                           | 99.13%   | 1                              | 0.87%  | 114                     | 0                        | 0                         | 0                         | 0                          | 0                           | 1  |                                      |                                      |                                      |
| (5V22) (664BY) Mission Valley, CA  | 10,064                            | 9,796                         | 97.34%   | 268                            | 2.66%  | 8,398                   | 524                      | 874                       | 222                       | 39                         | 5                           | 2  | 2.15                                 | 9.62                                 | 6.20                                 |
| (5V22) (664GA) Imperial Valley, CA   | 532                               | 527                           | 99.06%   | 5                              | 0.94%  | 489                     | 27                       | 11                        | 3                         | 1                          | 1                           | C  | 1.86                                 | 0.00                                 | 3.45                                 |
| (5V22) (664GB) Oceanside, CA   | 7,529                             | 7,265                         | 96.49%   | 264                            | 3.51%  | 6,452                   | 361                      | 452                       | 235                       | 27                         | 1                           | 1  | 1.57                                 | 6.23                                 | 1.66                                 |
| (5V22) (664GC) Chula Vista, CA   | 1,857                             | 1,807                         | 97.31%   | 50                             | 2.69%  | 1,633                   | 99                       | 75                        | 46                        | 4                          | 0                           | C  | 1.47                                 | 8.34                                 | 2.89                                 |
| (5V22) (664GD) Escondido, CA   | 1,158                             | 1,151                         | 99.40%   | 7                              | 0.60%  | 1,021                   | 82                       | 48                        | 2                         | 5                          | 0                           | C  | 3.60                                 | 0.00                                 | 2.80                                 |
| (5V22) (664QA) Rio, CA   | 524                               | 523                           | 99.81%   | 1                              | 0.19%  | 516                     | 2                        | 5                         | 1                         | 0                          | 0                           | C  |                                      |                                      | 0.37                                 |
| (5V22) (691) Greater Los Angeles, CA HCS   | 61,551                            | 58,560                        | 95.14%   | 2,991                          | 4.86%  | 51,099                  | 3,398                    | 4,063                     | 2,260                     | 559                        | 115                         | 57                                       | 3.79                                 | 8.18                                 | 3.14                                 |
| (5V22) (691) West Los Angeles, CA  | 27,230                            | 25,757                        | 94.59%   | 1,473                          | 5.41%  | 22,452                  | 1,523                    | 1,782                     | 1,147                     | 241                        | 64                          | 21                                       | 3.29                                 | 7.65                                 | 3.27                                 |
| (5V22) (691A4) Sepulveda, CA   | 14,289                            | 13,294                        | 93.04%   | 995                            | 6.96%  | 11,392                  | 900                      | 1,002                     | 681                       | 241                        | 44                          | 29                                       | 2.57                                 | 11.45                                | 2.63                                 |
| (5V22) (691GB) Santa Barbara, CA   | 949                               | 949                           | 100.00%  | 0                              | 0.00%  | 915                     | 16                       | 18                        | 0                         | 0                          | 0                           | C  | 1.11                                 | 3.44                                 | 1.05                                 |
| (5V22) (691GC) Gardena, CA   | 709                               | 709                           | 100.00%  | 0                              | 0.00%  | 705                     | 1                        | 3                         | 0                         | 0                          | 0                           | C  | 0.11                                 | 0.00                                 | 0.09                                 |
| (5V22) (691GD) Bakersfield, CA   | 3,232                             | 3,163                         | 97.87%   | 69                             | 2.13%  | 2,759                   | 138                      | 266                       | 49                        | 13                         | 2                           | 5  | 4.16                                 | 5.16                                 | 4.02                                 |
| (5V22) (691GE) Los Angeles-East<br>Temple, CA  | 8,010                             | 7,898                         | 98.60%   | 112                            | 1.40%  | 7,207                   | 370                      | 321                       | 95                        | 15                         | 1                           | 1  | 2.54                                 | 4.92                                 | 2.75                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9   | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (5V22) (691GF) East Los Angeles,<br>CA   | 864                               | 864                           | 100.00%  | 0                              | 0.00%  | 856                     | 7                        | 1                         | 0   | 0                          | 0                           | 0  | 0.01                                 |                                      | 0.46                                 |
| (5V22) (691GG) Antelope Valley, CA   | 950                               | 835                           | 87.89%   | 115                            | 12.11%   | 740                     | 41                       | 54                        | 92  | 22                         | 1                           | 0  | 9.77                                 | 14.09                                | 2.48                                 |
| (5V22) (691GK) San Luis Obispo, CA   | 1,221                             | 1,142                         | 93.53%   | 79                             | 6.47%  | 896                     | 123                      | 123                       | 68  | 9                          | 2                           | 0  | 7.28                                 | 15.85                                | 7.52                                 |
| (5V22) (691GL) Santa Maria, CA   | 2,139                             | 2,044                         | 95.56%   | 95                             | 4.44%  | 1,714                   | 140                      | 190                       | 78  | 17                         | 0                           | 0  | 7.08                                 | 4.19                                 | 9.03                                 |
| (5V22) (691GM) Oxnard, CA  | 1,958                             | 1,905                         | 97.29%   | 53                             | 2.71%  | 1,463                   | 139                      | 303                       |   | 1                          | 1                           | 1  | 9.60                                 | 5.13                                 |                                      |
| (3V23) (437) Fargo, ND HCS   | 19,202                            |                               |  |                                |  | 17,353                  | 694                      |                           |   | 102                        |                             |  |                                      | 5.46                                 |                                      |
| (3V23) (437) Fargo, ND   | 12,393                            |                               | 96.68%   |                                |  | 11,023                  | 500                      | 459                       |   | 91                         |                             |  |                                      | 5.61                                 |                                      |
| (3V23) (437GA) Grafton, ND   | 257                               |                               | 100.00%  |                                |  | 255                     | 2                        |                           | 0   | 0                          | 0                           | _  | 00                                   | 0.00                                 |                                      |
| (3V23) (437GB) Bismarck, ND  | 1,638                             |                               |  |                                |  | 1,519                   | 59                       | 47                        |   | 2                          | 0                           |  | 1.28                                 | 4.32                                 |                                      |
| (3V23) (437GC) Fergus Falls, MN  | 473                               |                               | 99.58%   |                                |  | 453                     | 9                        | 9                         | 0   | 1                          | 1                           | 0  |                                      | 4.11                                 |                                      |
| (3V23) (437GD) Minot, ND   | 786                               |                               |  |                                |  | 720                     | 28                       | 23                        |   | 2                          |                             | 1  | 3.54                                 | 3.76                                 |                                      |
| (3V23) (437GE) Bemidji, MN   | 1,313                             | ·                             |  |                                | 3.12%  | 1,175                   | 40                       | 57                        |   | 1                          | 0                           |  | 4.73                                 | 1.67                                 |                                      |
| (3V23) (437GF) Williston, ND   | 491                               |                               | 100.00%  |                                |  | 469                     | 15                       | 7                         | 0   | 0                          | 0                           |  |                                      | 2.24                                 |                                      |
| (3V23) (437GI) Grand Forks, ND   | 846                               |                               |  |                                |  | 794                     | 12                       | 23                        |   | 0                          | 0                           | _  |                                      | 7.53                                 |                                      |
| (3V23) (437GJ) Dickinson, ND   | 338                               |                               |  |                                | 0.93%  | 395                     | 4                        | 7                         | 0   | 0                          | 0                           | _  |                                      | 4.10<br>0.53                         |                                      |
| (3V23) (437GK) Jamestown, ND<br>(3V23) (437GL) Devils Lake, ND   | 238                               |                               | 99.58%   |                                | 0.42%  | 227                     | 7                        | 2                         | 0   | 0                          | 1                           | 0  |                                      | 0.90                                 |                                      |
| (3V23) (437GL) Bevils Lake, ND   | 19,947                            |                               |  |                                |  | 16,899                  | 1,194                    | 1,157                     | , and the same of | 153                        | 33                          | - T                                      |                                      | 6.40                                 |                                      |
| (3V23) (438) Sioux Falls, SD (Royal  | 15,390                            | <u> </u>                      | 96.19%   |                                |  |                         | 956                      | 933                       |   | 128                        |                             |  |                                      | 6.23                                 |                                      |
| C. Johnson) (3V23) (438GA) Spirit Lake, IA   | 995                               |                               |  |                                |  | ·                       | 48                       | 37                        | 14  | 3                          | 1                           | 0  |                                      | 4.64                                 |                                      |
| (3V23) (438GC) Sioux City, IA  | 1,522                             | 1,482                         |  |                                |  | 1,345                   | 78                       | 59                        |   | 11                         | ν ο                         | 2  | 2.13                                 | 8.84                                 |                                      |
| (3V23) (438GD) Aberdeen, SD  | 916                               |                               |  |                                |  |                         | 63                       | 51                        | 17  | 3                          | 3                           | 0  |                                      | 7.05                                 |                                      |
| (3V23) (438GE) Wagner, SD  | 204                               |                               |  |                                | 3.43%  |                         | 21                       | 25                        |   | 1                          | 0                           |  |                                      | 8.60                                 |                                      |
| (3V23) (438GF) Watertown, SD   | 920                               |                               |  |                                |  |                         | 28                       | 52                        |   | 7                          |                             | 0  |                                      | 10.61                                |                                      |
| (3V23) (568) Black Hills, SD HCS   | 11,863                            |                               |  |                                |  |                         | 756                      |                           |   | 236                        | ·                           |  |                                      |                                      |                                      |
| (3V23) (568) Fort Meade, SD  | 6,301                             |                               | 91.00%   |                                |  |                         | 523                      | 565                       |   | 185                        |                             |  |                                      | 12.43                                |                                      |
| (3V23) (568A4) Hot Springs, SD   | 2,943                             |                               |  |                                |  |                         | 125                      | 135                       |   | 17                         |                             |  |                                      | 6.91                                 | 2.42                                 |
| (3V23) (568GA) Rapid City, SD  | 1,903                             | 1,804                         | 94.80%   | 99                             | 5.20%  | 1,651                   | 71                       | 82                        | 59  | 30                         | 7                           | 3  | 3.41                                 | 21.90                                | 5.11                                 |
| (3V23) (568GB) Pierre, SD  | 196                               | 194                           | 98.98%   | 2                              | 1.02%  | 172                     | 15                       | 7                         | 2   | 0                          | 0                           | 0  | 2.38                                 | 0.00                                 | 7.39                                 |
| (3V23) (568HA) Newcastle, WY   | 13                                | 13                            | 100.00%  | 0                              | 0.00%  | 12                      | 1                        | 0                         | 0   | 0                          | 0                           | 0  | 1.38                                 |                                      |                                      |
| (3V23) (568HB) Gordon, NE  | 12                                | 12                            | 100.00%  | 0                              | 0.00%  | 11                      | 1                        | 0                         | 0   | 0                          | 0                           | 0  | 1.55                                 |                                      |                                      |
| (3V23) (568HF) Pine Ridge, SD  | 13                                | 11                            | 84.62%   | 2                              | 15.38%   | 9                       | 2                        | 0                         | 2   | 0                          | 0                           | 0  | 10.18                                |                                      | 8.00                                 |
| (3V23) (568HH) Scottsbluff, NE   | 361                               | 345                           | 95.57%   | 16                             | 4.43%  | 320                     | 16                       | 9                         | 5   | 4                          | 4                           | 3  | 6.89                                 | 0.00                                 | 3.09                                 |
| (3V23) (568HJ) Mission, SD   | 16                                | 16                            | 100.00%  | 0                              | 0.00%  | 16                      | 0                        | 0                         | 0   | 0                          | 0                           | 0  | 0.00                                 |                                      |                                      |
| (3V23) (568HP) Winner, SD  | 86                                | 86                            | 100.00%  | 0                              | 0.00%  | 85                      | 0                        | 1                         | 0   | 0                          | 0                           | 0  | 0.42                                 |                                      | 7.00                                 |
| (3V23) (568MA) IDES Ellsworth AFB  | 19                                | 15                            | 78.95%   | 4                              | 21.05%   | 3                       | 2                        | 10                        | 4   | 0                          | 0                           | 0  |                                      | 19.75                                | 21.14                                |
| (3V23) (618) Minneapolis, MN HCS   | 61,400                            | 59,336                        | 96.64%   | 2,064                          | 3.36%  | 52,212                  | 3,490                    | 3,634                     | 1,628   | 267                        | 148                         | 21                                       | 4.59                                 | 6.28                                 | 1.33                                 |
| (3V23) (618) Minneapolis, MN   | 43,920                            | 42,350                        | 96.43%   | 1,570                          | 3.57%  | 37,098                  | 2,578                    | 2,674                     | 1,325   | 182                        | 44                          | 19                                       | 4.43                                 | 6.16                                 | 0.55                                 |
| (3V23) (618BY) Twin Ports, WI  | 3,396                             | 3,108                         | 91.52%   | 288                            | 8.48%  | 2,804                   | 153                      | 151                       | 154   | 65                         | 68                          | 1  | 7.13                                 | 11.84                                | 3.85                                 |
| (3V23) (618GA) St. James, MN   | 206                               | 206                           | 100.00%  | 0                              | 0.00%  | 202                     | 3                        | 1                         | 0   | 0                          | 0                           | 0  | 0.61                                 |                                      | 1.80                                 |
| (3V23) (618GB) Hibbing, MN   | 984                               | 982                           | 99.80%   | 2                              | 0.20%  | 878                     | 68                       | 36                        | 2   | 0                          | 0                           | 0  | 3.61                                 | 0.54                                 | 2.85                                 |
| (3V23) (618GD) Maplewood, MN   | 1,995                             | 1,953                         | 97.89%   | 42                             | 2.11%  | 1,727                   | 118                      | 108                       | 39  | 2                          | 1                           | 0  | 4.32                                 | 3.85                                 | 0.48                                 |
| (3V23) (618GE) Chippewa Valley, WI   | 1,654                             | 1,637                         | 98.97%   | 17                             | 1.03%  | 1,573                   | 30                       | 34                        | 16  | 0                          | 0                           | 1  | 1.25                                 | 5.87                                 | 0.81                                 |

| Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: November 2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (3V23) (618GG) Rochester, MN   | 1,426                             | 1,408                         | 98.74%   | 18                             | 1.26%  | 1,208                   | 96                       | 104                       | 17                        | 1                          | 0                           | 0  | 3.91                                 | 0.00                                 | 4.69                                 |
| (3V23) (618GH) Hayward, WI   | 342                               | 340                           | 99.42%   | 2                              | 0.58%  | 294                     | 20                       | 26                        | 2                         | 0                          | 0                           | 0  | 4.46                                 | 0.00                                 | 0.62                                 |
| (3V23) (618GI) Northwest Metro, MN   | 2,999                             | 2,961                         | 98.73%   | 38                             | 1.27%  | 2,574                   | 180                      | 207                       | 37                        | 1                          | 0                           | 0  | 4.12                                 | 3.54                                 | 2.96                                 |
| (3V23) (618GJ) Shakopee, MN  | 712                               | 635                           | 89.19%   | 77                             | 10.81%   | 569                     | 26                       | 40                        | 26                        | 16                         | 35                          | 0  | 20.92                                | 10.72                                | 1.48                                 |
| (3V23) (618GK) Albert Lea, MN  | 664                               | 662                           | 99.70%   | 2                              | 0.30%  | 575                     | 42                       | 45                        | 2                         | 0                          | 0                           | 0  | 3.28                                 | 6.36                                 | 1.98                                 |
| (3V23) (618GL) Minneapolis-Harmon<br>Place, MN   | 858                               | 858                           | 100.00%  | 0                              | 0.00%  | 855                     | 1                        | 2                         | 0                         | 0                          | 0                           | 0  | 0.00                                 |                                      | 0.00                                 |
| (3V23) (618GM) Rice Lake, WI   | 778                               | 771                           | 99.10%   | 7                              | 0.90%  | 664                     | 56                       | 51                        | 7                         | 0                          | 0                           | 0  | 3.73                                 | 1.20                                 | 2.87                                 |
| (3V23) (618GN) Mankato, MN (Lyle<br>C. Pearson)  | 978                               | 977                           | 99.90%   | 1                              | 0.10%  | 869                     | 69                       | 39                        | 1                         | 0                          | 0                           | 0  | 3.80                                 | 0.00                                 | 0.45                                 |
| (3V23) (618QA) Fort Snelling, MN   | 488                               | 488                           | 100.00%  | 0                              | 0.00%  | 322                     | 50                       | 116                       | 0                         | 0                          | 0                           | 0  |                                      | 7.58                                 |                                      |
| (3V23) (636A6) Central Iowa HCS  | 22,360                            | 21,443                        | 95.90%   | 917                            | 4.10%  | 18,596                  | 1,390                    | 1,457                     | 750                       | 119                        | 28                          | 20                                       | 5.07                                 | 6.80                                 | 4.47                                 |
| (3V23) (636A6) Des Moines, IA  | 16,441                            | 15,653                        | 95.21%   | 788                            | 4.79%  | 13,205                  | 1,205                    | 1,243                     | 644                       | 103                        | 27                          | 14                                       | 6.75                                 | 6.52                                 | 6.15                                 |
| (3V23) (636BU) Des Moines, IA -  | 599                               | 599                           | 100.00%  | 0                              | 0.00%  | 599                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 |                                      |
| VADOM (3V23) (636GC) Mason City, IA  | 1,374                             | 1,303                         | 94.83%   | 71                             | 5.17%  | 1,174                   | 48                       | 81                        | 62                        | 7                          | 0                           | 2  | 4.22                                 | 9.71                                 | 2.54                                 |
| (3V23) (636GD) Marshalltown, IA  | 690                               | 684                           | 99.13%   | 6                              | 0.87%  | 585                     | 57                       | 42                        | 6                         | 0                          | 0                           | 0  | 4.06                                 | 3.55                                 | 0.64                                 |
| (3V23) (636GK) Fort Dodge, IA  | 1,282                             | 1,254                         | 97.82%   | 28                             | 2.18%  | 1,199                   | 27                       | 28                        | 19                        | 8                          | 0                           | 1  | 2.45                                 | 4.21                                 | 0.58                                 |
| (3V23) (636GM) Carroll, IA   | 510                               | 505                           | 99.02%   | 5                              | 0.98%  | 463                     | 28                       | 14                        | 4                         | 0                          | 1                           | 0  | 2.88                                 | 0.55                                 | 1.73                                 |
| (3V23) (636GR) Knoxville, IA   | 1,186                             | 1,170                         | 98.65%   | 16                             | 1.35%  | 1,097                   | 24                       | 49                        | 13                        | 1                          | 0                           | 2  | 1.63                                 | 16.38                                | 1.28                                 |
| (3V23) (636QB) Des Moines-Center   | 278                               | 275                           | 98.92%   | 3                              | 1.08%  | 274                     | 1                        | 0                         | 2                         | 0                          | 0                           | 1  |                                      |                                      |                                      |
| Street, IA<br>(3V23) (636A8) Iowa City, IA HCS   | 25,138                            | 23,850                        | 94.88%   | 1,288                          | 5.12%  | 20,422                  | 1,745                    | 1,683                     | 957                       | 266                        | 40                          | 25                                       | 4.04                                 | 8.69                                 | 2.40                                 |
| (3V23) (636A8) Iowa City, IA   | 13,028                            |                               | 91.61%   |                                |  | 9,689                   | 997                      | 1,249                     |                           |                            |                             | 20                                       |                                      |                                      | 4.58                                 |
| (3V23) (636GF) Quad Cities, IA   | 1,716                             | 1,690                         | 98.48%   |                                |  | 1,535                   | 106                      | 49                        | 22                        | 2                          | 2                           | 0  |                                      |                                      | 2.01                                 |
| (3V23) (636GG) Quincy, IL  | 793                               | 776                           | 97.86%   | 17                             | 2.14%  | 630                     | 98                       | 48                        | 14                        | 1                          | 1                           | 1  | 5.98                                 | 5.83                                 | 3.46                                 |
| (3V23) (636GH) Waterloo, IA  | 1,171                             | 1,140                         | 97.35%   | 31                             | 2.65%  | 962                     | 134                      | 44                        | 30                        | 0                          | 1                           | 0  | 3.87                                 | 6.97                                 | 3.27                                 |
| (3V23) (636GI) Galesburg, IL (Lane<br>A. Evans)  | 1,371                             | 1,359                         | 99.12%   | 12                             | 0.88%  | 1,228                   | 84                       | 47                        | 12                        | 0                          | 0                           | 0  | 2.49                                 | 2.40                                 | 3.91                                 |
| (3V23) (636GJ) Dubuque, IA   | 796                               | 778                           | 97.74%   | 18                             | 2.26%  | 673                     | 59                       | 46                        | 18                        | 0                          | 0                           | 0  | 5.87                                 | 0.97                                 | 2.21                                 |
| (3V23) (636GN) Cedar Rapids, IA  | 1,383                             | 1,319                         | 95.37%   | 64                             | 4.63%  | 1,122                   | 101                      | 96                        | 59                        | 2                          | 1                           | 2  | 6.02                                 | 4.46                                 | 6.60                                 |
| (3V23) (636GS) Ottumwa, IA   | 760                               | 757                           | 99.61%   | 3                              | 0.39%  | 660                     | 64                       | 33                        | 3                         | 0                          | 0                           | 0  | 3.30                                 | 2.96                                 | 4.88                                 |
| (3V23) (636GT) Sterling, IL  | 814                               | 806                           | 99.02%   | 8                              | 0.98%  | 743                     | 37                       | 26                        | 8                         | 0                          | 0                           | 0  | 1.74                                 | 2.54                                 | 3.35                                 |
| (3V23) (636GU) Decorah, IA   | 349                               | 348                           | 99.71%   | 1                              | 0.29%  | 330                     | 10                       | 8                         | 1                         | 0                          | 0                           | 0  | 1.83                                 | 1.08                                 | 4.81                                 |
| (3V23) (636GW) Coralville, IA  | 2,442                             |                               | 99.55%   |                                | 0.45%  | 2,367                   | 34                       |                           |                           | _                          | 0                           | 2  | 2.70                                 | 0.59                                 | 0.46                                 |
| (3V23) (636QC) Linn County, IA   | 28                                |                               | 100.00%  |                                |  | 23                      | 2                        |                           |                           | _                          |                             | 0  |                                      |                                      | 5.13                                 |
| (3V23) (636QG) Iowa City, IA -<br>Mobile   | 74                                | 70                            | 94.59%   | 4                              | 5.41%  | 65                      | 5                        | 0                         | 4                         | 0                          | 0                           | 0  |                                      | 3.54                                 |                                      |
| (3V23) (636QI) Davenport, IA   | 413                               | 413                           | 100.00%  | 0                              | 0.00%  | 395                     | 14                       | 4                         | 0                         | 0                          | 0                           | 0  |                                      |                                      | 2.27                                 |
| (3V23) (636) Nebraska-W Iowa HCS   | 40,521                            | 39,830                        | 98.29%   | 691                            | 1.71%  | 36,730                  | 1,529                    | 1,571                     | 452                       | 171                        | 54                          | 14                                       | 2.01                                 | 5.02                                 | 1.36                                 |
| (3V23) (636) Omaha, NE   | 19,354                            | 18,908                        | 97.70%   | 446                            | 2.30%  | 17,094                  | 830                      | 984                       | 307                       | 117                        | 16                          | 6  | 1.99                                 | 5.59                                 | 2.43                                 |
| (3V23) (636A4) Grand Island, NE  | 7,566                             |                               | 99.81%   |                                |  | 7,200                   | 194                      |                           |                           |                            | 2                           | 2  |                                      |                                      | 0.78                                 |
| (3V23) (636A5) Lincoln, NE   | 8,250                             |                               | 98.29%   |                                |  | 7,498                   | 332                      |                           |                           |                            |                             | 0  |                                      | 5.63                                 | 0.36                                 |
| (3V23) (636BW) Grand Island, NE -<br>VADOM   | 310                               |                               | 100.00%  |                                |  | 310                     |                          | 0                         | ·                         | ·                          | , and the second            | 0  |                                      |                                      | 0.00                                 |
| (3V23) (636BX) Omaha, NE -<br>VADOM  | 427                               | 427                           | 100.00%  | 0                              | 0.00%  | 427                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (3V23) (636GA) Norfolk, NE   | 729                               | 726                           | 99.59%   | 3                              | 0.41%  | 684                     | 26                       | 16                        | 3                         | 0                          | 0                           | 0  | 1.95                                 | 1.32                                 | 1.18                                 |
| (3V23) (636GB) North Platte, NE  | 995                               | 992                           | 99.70%   | 3                              | 0.30%  | 925                     | 37                       | 30                        | 3                         | 0                          | 0                           | 0  | 2.78                                 | 0.65                                 | 0.25                                 |
| (3V23) (636GL) Bellevue, NE  | 879                               | 807                           | 91.81%   | 72                             | 8.19%  | 757                     | 32                       | 18                        | 18                        | 35                         | 13                          | 6  | 1.87                                 | 21.57                                | 0.33                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: November<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 |                                |        | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 |       | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|--------------------------------|--------|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|-------|--------------------------------------|
| (3V23) (636GP) Shenandoah, IA  | 494                               | 493                           | 99.80%   | 1                              | 0.20%  | 445                     | 31                       | 17                        | 1                         | 0                          | 0                           | 0  | 2.37                                 | 0.00  | 0.88                                 |
| (3V23) (636GQ) Holdrege, NE  | 486                               | 486                           | 100.00%  | 0                              | 0.00%  | 480                     | 4                        | 2                         | 0                         | 0                          | 0                           | 0  | 0.42                                 | 0.44  | 0.26                                 |
| (3V23) (636GV) ONeill, NE (ONeill)   | 71                                | 71                            | 100.00%  | 0                              | 0.00%  | 71                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.00                                 |       | 0.00                                 |
| (3V23) (636QA) Omaha-Dorcas<br>Street, NE  | 960                               | 949                           | 98.85%   | 11                             | 1.15%  | 839                     | 43                       | 67                        | 11                        | 0                          | 0                           | 0  |                                      |       |                                      |
| (3V23) (656) St. Cloud, MN HCS   | 33,230                            | 32,048                        | 96.44%   | 1,182                          | 3.56%  | 28,691                  | 1,520                    | 1,837                     | 977                       | 167                        | 27                          | 11                                       | 3.81                                 | 7.87  | 3.74                                 |
| (3V23) (656) St. Cloud, MN   | 28,735                            | 27,689                        | 96.36%   | 1,046                          | 3.64%  | 24,830                  | 1,228                    | 1,631                     | 885                       | 131                        | 22                          | 8  | 3.90                                 | 7.62  | 3.93                                 |
| (3V23) (656GA) Brainerd, MN  | 2,482                             | 2,403                         | 96.82%   | 79                             | 3.18%  | 2,079                   | 192                      | 132                       | 55                        | 19                         | 2                           | 3  | 4.82                                 | 9.24  | 3.11                                 |
| (3V23) (656GB) Montevideo, MN  | 696                               | 683                           | 98.13%   | 13                             | 1.87%  | 623                     | 31                       | 29                        | 13                        | 0                          | 0                           | 0  | 3.42                                 | 2.69  | 3.06                                 |
| (3V23) (656GC) Alexandria, MN (Max<br>J. Beilke)   | 1,169                             | 1,161                         | 99.32%   | 8                              | 0.68%  | 1,088                   | 51                       | 22                        | 8                         | 0                          | 0                           | 0  | 1.44                                 | 6.50  | 2.52                                 |
| (3V23) (656QA) St. Cloud, MN -<br>Mobile   | 148                               | 112                           | 75.68%   | 36                             | 24.32% | 71                      | 18                       | 23                        | 16                        | 17                         | 3                           | 0  |                                      | 20.56 |                                      |
|  |                                   |                               |  |                                |        |                         |                          |                           |                           |                            |                             |  |                                      |       |                                      |
| Retrospective/Completed Appointment Wait Times National Summary.   | Total Completed<br>Appointments 1 | Completed within 30 Days 2    | Percent<br>Appts   | Completed in<br>Over 30 Days 4 |        | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in more than 120               | Wait Time                            |       | MH Avg<br>Wait Time                  |

| Times National Summary. | Appointments 1 | 30 Days 2 | Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Over 30 Days 4 | Appts<br>Complete<br>d in Over<br>30 Days 5 | 6         | Days 7  | Days 8  | Days 9  | Days 10 | Days 11 | more than 120<br>Days 12 | Wait Time<br>in Days<br>13 | Wait Time<br>in Days<br>14 | Wait Time<br>in Days<br>15 |
|-------------------------|----------------|-----------|---|----------------|---|-----------|---------|---------|---------|---------|---------|--------------------------|----------------------------|----------------------------|----------------------------|
| 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                       | 6.16                       | 2.51                       |
| National: 4/2016        | 4,931,526      | 4,764,941 | 96.62%  | 166,585        | 3.38%                                       | 4,235,062 | 260,000 | 269,879 | 123,402 | 31,352  | 6,895   | 4,936                    | 4.68                       | 6.19                       | 2.43                       |
| 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                       |

| Retrospective/Completed Appointment Wait Times National Summary. | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 |         | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|---------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| 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                                 |

Public Data PDF Completed Appointments\_PDFReady

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## **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.
- Appointments completed between 5 17 2019. Number of appointments completed between 5 17 2019 of the preferred acte.
- 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.
- Appointments completed between 61-90 Days: Number of appointments completed between 61-90 days of the preferred date.
   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, is 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 2015NOTE: 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.