Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(1V01) (402) Togus, ME HCS	21,712	19,245	88.64%	2,467	11.36%	16,164	1,354	1,727	1,204	486	276	501	11.44	18.20	6.75
(1V01) (402) Togus, ME	13,530	12,005	88.73%	1,525	11.27%	9,957	865	1,183	801	278	155	291	6.46	17.98	4.06
(1V01) (402GA) Caribou, ME	493	483	97.97%	10	2.03%	431	29	23	8	2	0	0	1.89	1.40	2.99
(1V01) (402GB) Calais, ME	134	129	96.27%	5	3.73%	114	4	11	2	1	1	1	5.25	0.00	0.00
(1V01) (402GC) Rumford, ME	369	368	99.73%	1	0.27%	345	10	13	0	1	0	0	1.24	0.00	0.94
(1V01) (402GD) Saco, ME	907	758	83.57%	149	16.43%	640	44	74	48	28	22	51	26.28		7.99
(1V01) (402GE) Lewiston, ME	1,408	1,202	85.37%	206	14.63%	1,069	73	60	75	37	28	66	30.34	14.21	6.15
(1V01) (402GF) Lincoln, ME	179	130	72.63%	49	27.37%	113	7	10	19	29	1	0	23.31	0.00	0.00
(1V01) (402HB) Bangor, ME	3,343	2,941	87.97%	402	12.03%	2,478	211	252	177	88	59	78	15.52	21.83	10.36
(1V01) (402HC) Portland, ME	1,338	1,218	91.03%	120	8.97%	1,007	111	100	74	22	10	14	9.91	14.80	8.15
(1V01) (402QA) Fort Kent, ME	11	11	100.00%	0	0.00%	10	0	1	0	0	0	0			
(1V01) (405) White River Junction, VT HCS	15,354	13,985	91.08%	1,369	8.92%	12,509	656	820	691	259	145	274	8.37	11.58	0.81
(1V01) (405) White River Junction, VT	11,067	10,059	90.89%	1,008	9.11%	8,973	476	610	500	189	108	211	9.16	9.99	0.81
(1V01) (405GA) Bennington, VT	617	603	97.73%	14	2.27%	579	13	11	4	5	3	2	5.38	0.00	0.33
(1V01) (405GC) Brattleboro, VT	267	262	98.13%	5	1.87%	257	4	1	3	1	0	1	0.64	15.75	0.08
(1V01) (405HA) Burlington Lakeside,	1,777	1,586	89.25%	191	10.75%	1,408	79	99	110	31	13	37	9.47	22.15	1.07
(1V01) (405HC) Littleton, NH	660	560	84.85%	100	15.15%	466	37	57	40	26	15	19	13.41	30.92	1.95
(1V01) (405HE) Keene, NH	259	242	93.44%	17	6.56%	227	7	8	10	3	4	0	6.02	0.00	0.04
(1V01) (405HF) Rutland, VT	456	429	94.08%	27	5.92%	380	24	25	19	2	2	4	2.83	26.56	0.20
(1V01) (405QB) Newport, VT	251	244	97.21%	7	2.79%	219	16	9	5	2	0	0	3.91	0.33	0.72
(1V01) (518) Bedford, MA HCS	14,990	14,056	93.77%	934	6.23%	13,058	466	532	391	142	53	348	16.11	11.93	3.95
(1V01) (518) Bedford, MA (Edith Nourse Rogers)	13,854		93.91%	844		12,131	411	468		124	49	337			
(1V01) (518GA) Lynn, MA	8		87.50%	1	12.50%	5	2	0		0		0			
(1V01) (518GA) Lynn, MA	414		91.55%	35		334	16	29		10		6			42.06
(1V01) (518GB) Haverhill, MA	436		94.04%	26		367	27	16		3	0	4	17.08		0.00
(1V01) (518GE) Gloucester, MA	278		89.93%		10.07%	221	10	19		5	3	1	12.23		19.00
(1V01) (523) Boston, MA HCS	39,291					32,601	1,860	2,142		519		432			
(1V01) (523) Jamaica Plain, MA	17,936		92.40%	1,364		14,601	891	1,080		218	88	246			2.14
(1V01) (523A4) West Roxbury, MA	6,519		91.13%	578		5,333	296	312		126	52	93			0.14
(1V01) (523) Jamaica Plain, MA	17		88.24%		11.76%	12	1	2		0	0	0		10.73	2.54
(1V01) (523A5) Brockton, MA	10,906		95.97%	439		9,396	513	558		107	22	47		10.73	2.54
(1V01) (523BY) Lowell, MA	2,196		88.34%	256		1,731	89	120		54	27	43			0.63
(1V01) (523BZ) Causeway, MA	953		96.54%	33		873	19	28		12	10	1	25.40		2.28
(1V01) (523GA) Framingham, MA	324		97.84%	7	2070	274	27	16		2	1	0			1.20
(1V01) (523GC) Quincy, MA	177		96.61%	6		149	7	15		0	0	2			
(1V01) (523GD) Plymouth, MA	258		98.84%	3		228	16	11		0	0	0			0.77
(1V01) (523MA) IDES Hanscom AFB	5		100.00%	0		4	1	0		0	0	0		3.00	0.00
(1V01) (608) Manchester, NH HCS	15,122		89.19%			11,307	1,016	1,164		324	141	176			
(1V01) (608) Manchester, NH	13,779		89.30%	· ·	10.70%	10,359	928	1,018		295	120	157			3.79
(1V01) (608GA) Portsmouth, NH	394		89.59%		10.41%	232	35	86		3	6	2		4.20	19.74
(1V01) (608GC) Somersworth, NH	443			44		337	28	34		8	8	10			3.30
(1V01) (608GD) Conway, NH	160		79.38%		20.63%	106	8	13		14	3	2			0.00
(1V01) (608HA) Tilton, NH	346	303	87.57%	43	12.43%	273	17	13	30	4	4	5	17.58		1.92

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(1V01) (631) Central Western Massachusetts HCS	16,611	15,620	94.03%	991	5.97%	14,123	768	729	448	170	96	277	3.32	16.50	3.35
(1V01) (631) Central Western Massachusetts, MA (Edward P. Boland)	8,065	7,709	95.59%	356	4.41%	7,048	355	306	155	64	32	105	1.39	15.51	2.64
(1V01) (631BY) Springfield, MA	3,017	2,821	93.50%	196	6.50%	2,552	153	116	85	30	23	58	7.10	16.90	2.46
(1V01) (631GC) Pittsfield, MA	499	485	97.19%	14	2.81%	449	19	17	9	2	2	1	1.70	0.00	1.75
(1V01) (631GD) Greenfield, MA	591	577	97.63%	14	2.37%	523	25	29	6	4	0	4	7.27	12.14	3.51
(1V01) (631GE) Worcester, MA	1,688	1,543	91.41%	145	8.59%	1,392	89	62	66	32	23	24	5.21	2.96	0.00
(1V01) (631GF) Fitchburg, MA	485	454	93.61%	31	6.39%	393	26	35	17	8	2	4	7.70	14.50	5.73
(1V01) (631PA) 631PA	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0			
(1V01) (631QA) Plantation Street, MA	1,307	1,185	90.67%	122	9.33%	1,066	50	69	32	13	12	65		20.77	
(1V01) (631QB) Lake Avenue, MA	956	843	88.18%	113	11.82%	697	51	95	78	17	2	16		9.67	7.77
(1V01) (650) Providence, RI HCS	24,618	23,370	94.93%	1,248	5.07%	20,458	1,380	1,532	733	241	112	162	10.90	5.97	3.51
(1V01) (650) Providence, RI	18,004	16,985	94.34%	1,019	5.66%	14,830	1,001	1,154	571	210	95	143	13.27	7.18	3.72
(1V01) (650GA) New Bedford, MA	1,241	1,208	97.34%	33	2.66%	1,086	50	72	25	4	3	1	3.56	2.77	3.44
(1V01) (650GB) Hyannis, MA	1,532	1,497	97.72%	35	2.28%	1,390	47	60	27	3	3	2	3.77	3.19	0.67
(1V01) (650GD) Middletown, RI	604	554	91.72%	50	8.28%	456	55	43	37	7	2	4	14.37	4.20	3.89
(1V01) (650QA) Eagle Square, RI	2,335	2,247	96.23%	88	3.77%	2,008	128	111	52	15	9	12		5.14	
(1V01) (650QB) Eagle Street, RI	902	879	97.45%	23	2.55%	688	99	92	21	2	0	0		4.99	
(1V01) (689) Connecticut HCS	47,846	45,418	94.93%	2,428	5.07%	41,209	1,948	2,261	1,570	418	156	284	1.99	7.40	2.61
(1V01) (689) West Haven, CT	28,248	26,754	94.71%	1,494	5.29%	24,295	1,118	1,341	966	289	109	130	4.50	5.54	2.17
(1V01) (689A4) Newington, CT	14,005	13,135	93.79%	870	6.21%	11,673	668	794	549	128	42	151	1.30	13.67	3.81
(1V01) (689BU) West Haven, CT - VADOM	2	1	50.00%	1	50.00%	1	0	0	1	0	0	0			
(1V01) (689GA) Waterbury, CT	817	816	99.88%	1	0.12%	761	37	18	1	0	0	0	1.01		2.22
(1V01) (689GB) Stamford, CT	319	319	100.00%	0	0.00%	308	7	4	0	0	0	0	1.08		0.61
(1V01) (689GC) Willimantic, CT	657	649	98.78%	8	1.22%	607	27	15	7	1	0	0	2.09		2.95
(1V01) (689GD) Winsted, CT	272	271	99.63%	1	0.37%	257	9	5	1	0	0	0	1.94		2.15
(1V01) (689GE) Danbury, CT	480	477	99.38%	3	0.63%	450	15	12	3	0	0	0	2.52		2.21
(1V01) (689GF) Orange, CT	10	10	100.00%	0	0.00%	10	0	0	0	0	0	0			
(1V01) (689HC) New London, CT (John J. McGuirk)	1,623		97.54%			1,455	59	69			3	3	2.52		6.69
(1V01) (689QA) Errera, CT	1,413		99.29%					3	8	0		_		0.00	
(1V02) (528A8) Albany, NY HCS	17,595		93.74%			14,929								8.11	4.13
(1V02) (528A8) Albany, NY (Samuel S. Stratton)	14,375	13,367	92.99%	1,008	7.01%	12,051	624	692	522	202	79	205	10.78	8.11	3.99
(1V02) (528G2) Westport, NY	106	106	100.00%	0	0.00%	96	9	1	0	0	0	0	1.05	0.00	0.00
(1V02) (528G3) Bainbridge, NY	256	241	94.14%	15	5.86%	217	11	13	3	5	6	1	6.49	0.00	1.47
(1V02) (528G6) Fonda, NY	251	249	99.20%	2	0.80%	215	32	2	2	0	0	0	1.65	1.75	0.00
(1V02) (528G7) Catskill, NY	192	178	92.71%	14	7.29%	155	13	10	9	1	2	2	5.04	7.45	10.56
(1V02) (528GT) Glens Falls, NY	469	460	98.08%	9	1.92%	405	26	29	7	1	0	1	4.08		0.88
(1V02) (528GV) Plattsburgh, NY	445	429	96.40%	16	3.60%	409	10	10	9	4	0	3	3.82	25.20	5.90
(1V02) (528GW) Schenectady, NY	537	534	99.44%	3	0.56%	523	7	4	1	0	0	2	0.54	0.00	2.11
(1V02) (528GX) Troy, NY	210	210	100.00%	0	0.00%	208	1	1	0	0	0	0	0.83	0.00	0.00
(1V02) (528GY) Clifton Park, NY	295	289	97.97%	6	2.03%	263	16	10	5	1	0	0	3.64	0.00	
(1V02) (528GZ) Kingston, NY	339	323	95.28%	16	4.72%	293	18	12	10	2	1	3	3.77	14.00	7.20
(1V02) (528QK) Saranac Lake, NY	120	108	90.00%	12	10.00%	94	10	4	3	2	0	7	9.26	21.25	23.33

Control   Cont	Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
Control   Cont	(1V02) (528A6) Finger Lakes, NY HCS	22,615	20,709	91.57%	1,906	8.43%	18,299	1,208	1,202	860	362	254	430	5.92	17.23	2.83
Process   Proc	(1V02) (528A5) Canandaigua, NY	5,023	4,720	93.97%	303	6.03%	4,155	324	241	151	72	23	57	6.99	9.64	3.30
Property	(1V02) (528A6) Bath, NY	8,262	7,840	94.89%	422	5.11%	7,227	320	293	228	60	31	103	1.98	16.72	1.05
Column   C	(1V02) (528G4) Elmira, NY	661	634	95.92%	27	4.08%	540	64	30	7	4	2	14	2.91	16.36	0.03
No.   Proceedings   Process   Proc	(1V02) (528G8) Wellsville, NY	299	258	86.29%	41	13.71%	240	9	9	14	21	1	5	6.89	34.04	0.00
Professional Profession   Pro		8,162	7,088	86.84%	1,074	13.16%	5,984	486	618	444	190	189	251	6.75	21.47	4.23
Mathematical   Math	(1V02) (528QE) Coudersport, PA	20	16	80.00%	4	20.00%	13	2	1	4	0	0	0	11.22		
11/100   13/100   1	(1V02) (528QF) Wellsboro, PA	188	153	81.38%	35	18.62%	140	3	10	12	15	8	0	17.03	0.00	1.25
(YVEO) (SEELING), NEW STATES,	(1V02) (528) Western New York HCS	31,318	30,041	95.92%	1,277	4.08%	27,536	1,346	1,159	760	242	88	187	4.00	6.11	4.48
(1772) (2016) 3. Januardown, NY   4-09   4-49   1787   5-79   5-900   2   2.505   5-65   8   8   2   0   0   1   1   1   0   0   0   0   0	(1V02) (528) Buffalo, NY	24,430	23,280	95.29%	1,150	4.71%	21,091	1,167	1,022	684	218	78	170	5.51	6.19	5.61
(11/102) (2000) Nagurar Fals, NY 931 984 86378 98.98 9	(1V02) (528A4) Batavia, NY	2,699	2,624	97.22%	75	2.78%	2,448	94	82	51	13	5	6	1.61	4.86	2.66
(11102) (SESSIC) Nagain Falls, NY	(1V02) (528GB) Jamestown, NY	459	448	97.60%	11	2.40%	424	11	13	8	2	0	1	0.89	3.38	0.88
Thing   Control   Contro	(1V02) (528GC) Dunkirk, NY	577	575	99.65%	2	0.35%	565	8	2	0	1	1	0	0.39	0.00	1.20
(11VD2) (2505G) (Year Serice), NY	(1V02) (528GD) Niagara Falls, NY	381	362	95.01%	19	4.99%	333	21	8	9	4	3	3	5.75	23.50	3.26
(1VV2) (S220H) Clean, NY	(1V02) (528GK) Lockport, NY	275	269	97.82%	6	2.18%	259	6	4	1	2	0	3	5.24	0.00	1.36
Charles   Char	(1V02) (528GQ) West Seneca, NY	435	428	98.39%	7	1.61%	413	9	6	2	2	0	3	1.05		0.38
NY (YV29 (SS2MP) Pachard, NY 1058	(1V02) (528GR) Olean, NY	542	535	98.71%	7	1.29%	485	29	21	5	0	1	1	4.35	4.19	0.16
(1/VO2) (\$28/04) Puckerst, NY (\$2		685	685	100.00%	0	0.00%	683	1	1	0	0	0	0	0.14		
(1/VIZ) [S28A7) Syranuse, NY 16.077 14.681 91.32% 1.386 8.68% 12.586 984 1.128 814 300 133 146 3.49 8.50 2.30 (1/VIZ) [S28C6) Dump-NY 466 449 92.39% 3.7 7.61% 3.49 5.5 4.5 2.6 6 1 1 2 4.72 11.85 6.41 (1/VIZ) [S28C6) Tompskins Country, NY 647 620 97.22% 11 2.78% 5.84 13 3.5 4.6 10 2 1 1 0 1.83 15.57 2.84 (1/VIZ) [S28C6) Massena, NY 992 979 98.88% 13 13.13% 845 70 6.6 10 2 1 1 0 1.93 15.57 2.84 (1/VIZ) [S28C6) Massena, NY (Donald 4.006 3.84 94.00% 2.44 6.00% 3.421 114 2.00 11.7 40 2.77 44 3.70 18.5 (1/VIZ) [S28C6) Massena, NY 2.73 2.146 97.00% 6.6 2.445 1.874 11.0 14.0 14.0 14.0 14.0 14.0 15.57 2.84 (1/VIZ) [S28C6) Massena, NY 1.53 1.445 96.81% 5.6 3.39% 1.332 01 50 41 4 4 9 0.0 1 2 2.0 1 0 2 2.0 4.3 4.00 14.0 14.0 14.0 14.0 15.0 15.2 1.2 1.2 1.2 1.2 1.2 1.2 1.2 1.2 1.2 1		835	835	100.00%	0	0.00%	835	0	0	0	0	0	0	0.03		
(1/VO2) (528GS) Auburn, NY	(1V02) (528A7) Syracuse, NY HCS	30,948	28,915	93.43%	2,033	6.57%	25,278	1,711	1,926	1,203	422	188	220	3.18	7.99	3.87
(1/VID) (628GB) Tompkina County, NY	(1V02) (528A7) Syracuse, NY	16,077	14,681	91.32%	1,396	8.68%	12,568	984	1,129	814	305	133	144	3.49	8.09	2.30
(1/VOZ) (528GL), Massena, NY 982 979 98.69% 13 1.31% 845 70 64 10 2 1 1 0 1.53 15.57 2.84 (1/VOZ) (528GL), Massena, NY (Donald J. Massena	(1V02) (528G5) Auburn, NY	486	449	92.39%	37	7.61%	349	55	45	26	8	1	2	4.72	11.85	6.41
(1\to2) (528GM) Rome, NY (Donald More,	(1V02) (528G9) Tompkins County, NY	647	629	97.22%	18	2.78%	584	13	32	10	4	3	1	1.18	49.67	1.05
J. Mitchell    J. M	(1V02) (528GL) Massena, NY	992	979	98.69%	13	1.31%	845	70	64	10	2	1	0	1.93	15.57	2.84
(1/VO2) (528GN) Binghamton, NY		4,068	3,824	94.00%	244	6.00%	3,421	194	209	127	49	27	41	3.70	8.89	4.09
(11V02) (528GQ) Watertown, NY		2,213	2,148	97.06%	65	2.94%	1,874	131	143	44	9	10	2	2.60	4.34	4.00
(1/V02) (528GP) Oswego, NY											4	1	5			
(1V02) (528QG) Erie West, NY				98.16%	8	1.84%		14	12	6	1	1	0	2.91		
(1VO2) (5280H) South Salina, NY		2,446	2,319					80			25	7	9			
(1/V02) (528QI) Erie East, NY 798 739 92.61% 59 7.39% 591 66 80 31 14 2 12 12 11.59 11.59 (1/V02) (528QN) Watertown 2, NY 792 778 98.23% 14 1.77% 711 37 30 7 1 1 2 4 4 3.84 3.13 (1/V02) (526QB) Yonkers, NY 11 11 11 100.00% 0 0.00% 11 0 0 0 0 0 0 0 0 0 4.59 6.80 0.59 (1/V02) (526QB) Yonkers, NY 11 1 11 100.00% 0 0.00% 11 0 0 0 0 0 0 0 0 0 0 4.59 6.80 0.59 (1/V02) (526QA) White Plains, NY 1 1 1 1 1 100.00% 0 0.00% 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		492						4	6	1	0	0	0			
(1V02) (5280N) Waterlown 2, NY		798	739					68	80	31	14	2	12		11.59	
(1V02) (526GB) Yonkers, NY 11 11 11 100.00% 0 0.00% 111 0 0 0 0 0 0 0 0 0 0 0 4.59 6.80 0.59 (1V02) (526) Bronx, NY (James J. 16,938 16,369 96.64% 569 3.36% 15,160 569 640 312 98 38 121 4.59 6.80 0.59 (1V02) (526GA) White Plains, NY 1 1 1 1 100.00% 0 0.00% 1 1 0 0 0 0 0 0 0 0 0 0 4.59 6.80 0.59 (1V02) (526GD) Sunnyside, NY (Thomas P. Noonan Jr.) 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	(1V02) (528QN) Watertown 2, NY	792	778	98.23%	14	1.77%	711	37	30	7	1	2	4		3.84	3.13
(1\times 2) (526) Bronx, NY (James J.   16,938   16,369   96.64%   569   3.36%   15,160   569   640   312   98   38   121   4.59   6.80   0.59	(1V02) (526) Bronx, NY HCS	17,377	16,807	96.72%	570	3.28%	15,579	583	645	312	98	38	122	4.40	6.80	0.57
Peters)	(1V02) (526GB) Yonkers, NY	11	11	100.00%	0	0.00%	11	0	0	0	0	0	0	4.59	6.80	0.59
(1V02) (526GA) White Plains, NY 1 1 1 1 100.00% 0 0.00% 1 0 0 0 0 0 0 0 0 0 0 0 4.59 6.80 0.59 (1V02) (526GD) Sunnyside, NY (Thomas P. Noonan Jr.) 2 100.00% 0 0.00% 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	(1V02) (526) Bronx, NY (James J.	16,938	16,369	96.64%	569	3.36%	15,160	569	640	312	98	38	121	4.59	6.80	0.59
(1V02) (526GD) Sunnyside, NY (Thomas P. Noonan Jr.)  (1V02) (526GA) White Plains, NY (219) 218 99.54% 1 0.46% 210 6 2 0 0 0 0 0 0 0 0 0 0 0.00 0.00 0.00	,	1	1	100 00%	0	0 00%	1	0	0	n	0	0	0	4 50	6 80	0.59
(Thomas P. Noonan Jr.) (1V02) (526GA) White Plains, NY 219 218 99.54% 1 0.46% 210 6 2 0 0 0 0 0 1 1 2.00 0.00 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0								_								
(1V02) (526GB) Yonkers, NY  155  155  100.00%  0 0.00%  151  3 1 0 0 0 0 0 0 1.37  0.00  (1V02) (526GD) Sunnyside, NY (Thomas P. Noonan Jr.)  (1V02) (561) New Jersey HCS  30,500  28,079  92.06%  2,421  7.94%  25,094  1,246  1,739  1,239  451  167  564  4.51  18.94  3.34	(Thomas P. Noonan Jr.)	_														
(1V02) (526GD) Sunnyside, NY (Thomas P. Noonan Jr.)  (1V02) (561) New Jersey HCS  30,500  28,079  92.06%  2,421  7.94%  25,094  1,246  1,739  1,239  451  167  564  4.51  18.94  3.34	` ' ` '							6	2				·		0.00	
(Thomas P. Noonan Jr.) (1V02) (561) New Jersey HCS 30,500 28,079 92.06% 2,421 7.94% 25,094 1,246 1,739 1,239 451 167 564 4.51 18.94 3.34								3	1	0	0		0			0.00
		51	51	100.00%	0	0.00%	44	5	2	0	0	0	0	4.19		
(1V02) (561) East Orange, NJ 14,917 13,546 90.81% 1,371 9.19% 11,820 649 1,077 755 277 95 244 7.31 13.68 4.76	(1V02) (561) New Jersey HCS	30,500	28,079	92.06%	2,421	7.94%	25,094	1,246	1,739	1,239	451	167	564	4.51	18.94	3.34
	(1V02) (561) East Orange, NJ	14,917	13,546	90.81%	1,371	9.19%	11,820	649	1,077	755	277	95	244	7.31	13.68	4.76

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(1V02) (561A4) Lyons, NJ	6,543	5,978	91.36%	565	8.64%	5,349	295	334	263	88	44	170	2.39	27.45	2.06
(1V02) (561BZ) Brick, NJ (James J. Howard)	4,321	3,950	91.41%	371	8.59%	3,599	174	177	156	63	15	137	4.92	25.11	2.57
(1V02) (561GA) Hamilton, NJ	478	473	98.95%	5	1.05%	445	16	12	3	1	0	1	3.19		0.40
(1V02) (561GD) Hackensack, NJ	1,270	1,261	99.29%	9	0.71%	1,233	20	8	6	1	1	1	1.13	9.92	0.39
(1V02) (561GE) Jersey City, NJ	278	259	93.17%	19	6.83%	241	5	13	12	3	3	1	0.13		15.98
(1V02) (561GF) Piscataway, NJ	530	526	99.25%	4	0.75%	511	9	6	1	1	1	1	0.92		9.21
(1V02) (561GH) Morristown, NJ	464	435	93.75%	29	6.25%	352	30	53	11	8	3	7	22.36		1.81
(1V02) (561GI) Tinton Falls, NJ	879	838	95.34%	41	4.66%	767	29	42	26	8	5	2	5.81		1.23
(1V02) (561GJ) Paterson, NJ	410	403	98.29%	7	1.71%	378	11	14	6	1	0	0	1.21		2.15
(1V02) (561GK) Sussex, NJ	410	410	100.00%	0	0.00%	399	8	3	0	0	0	0	0.94		
(1V02) (620) Hudson Valley, NY HCS	14,808	14,032	94.76%	776	5.24%	12,528	788	716	458	132	69	117	7.11	7.42	2.11
(1V02) (620) Montrose, NY (Franklin Delano Roosevelt)	3,577	3,436	96.06%	141	3.94%	3,181	131	124	82	21	16	22	6.63	6.36	2.71
(1V02) (620BU) Montrose, NY - VADOM	10	10	100.00%	0	0.00%	10	0	0	0	0	0	0	6.63	6.36	2.71
(1V02) (620A4) Castle Point, NY	8,227	7,736	94.03%	491	5.97%	6,815	479	442	308	89	37	57	10.75	7.03	1.20
(1V02) (620BU) Montrose, NY - VADOM	136	136	100.00%	0	0.00%	136	0	0	0	0	0	0			
(1V02) (620GA) New City, NY	715	683	95.52%	32	4.48%	623	30	30	14	5	3	10	2.39	8.51	31.44
(1V02) (620GB) Carmel, NY	452	436	96.46%	16	3.54%	398	17	21	10	1	1	4	1.41	8.98	0.00
(1V02) (620GD) Goshen, NY	555	524	94.41%	31	5.59%	462	37	25	16	3	7	5	11.94	5.34	0.00
(1V02) (620GE) Port Jervis, NY	381	357	93.70%	24	6.30%	312	24	21	9	2	1	12	6.51	26.51	1.54
(1V02) (620GF) Monticello, NY	309		92.23%	24		243	17	25	8	7	3	6	3.19	22.73	0.00
(1V02) (620GG) Poughkeepsie, NY	354		97.18%	10		277	46	21	7	2	1	0	-	4.81	0.67
(1V02) (620GH) Eastern Dutchess, NY	92			7			7	7	4	2	0		10.26		
(1V02) (630) New York Harbor HCS	35,191		97.97%												
(1V02) (630) Manhattan, NY	16,550		98.59%	234			835		186						0.36
(1V02) (630A4) Brooklyn, NY	14,999		97.53%	370		13,263	781	585		146			_	4.57	0.75
(1V02) (630A5) St. Albans, NY (1V02) (630BV) Brooklyn, NY -	2,661		96.47%	94		2,460	56	51	67	5	0		1.95	4.80	0.00
VADOM (1V02) (630GA) Harlem, NY	82	82	100.00%	0	0.00%	82	0	0	0	0	0	0	0.05		0.00
(1V02) (630GB) Staten Island, NY	897		97.99%	18			51			4	0			4.30	0.01
(1V02) (632) Northport, NY HCS	21,280									184					
(1V02) (632) Northport, NY	18,451		94.75%			15,864	747			162					1.91
(1V02) (632GA) East Meadow, NY	1,075		94.60%	58		944	29			8	1	1	3.73		
(1V02) (632HA) Valley Stream, NY	263			9		241	8	5	7	2	0	0			0.00
(1V02) (632HB) Riverhead, NY	573		99.13%	5		556	5	7	2	3	0	0			1.00
(1V02) (632HC) Bay Shore, NY	328	320	97.56%	8	2.44%	290	17	13	7	1	0	0	3.54		3.20
(1V02) (632HD) Patchogue, NY	590	557	94.41%	33	5.59%	520	11	26	25	8	0	0	7.52	8.50	5.36
(1V04) (460) Wilmington, DE HCS	16,821		90.58%	1,585			834				152	326			
(1V04) (460) Wilmington, DE	11,834	10,693	90.36%	1,141	9.64%	9,577	528	588	583	194	122	242	3.42	19.76	2.10
(1V04) (460GA) Sussex County, DE	1,420	1,208	85.07%	212	14.93%	1,001	91	116	108	51	14	39	13.36	39.23	10.28
(1V04) (460GC) Kent County, DE	1,010	934	92.48%	76	7.52%	814	57	63	37	13	4	22	7.24	22.69	6.62
(1V04) (460GD) Cape May County, NJ	392	344	87.76%	48	12.24%	311	17	16	21	8	7	12	11.52	45.88	2.02
(1V04) (460HE) Atlantic County, NJ	1,106	1,064	96.20%	42	3.80%	908	86	70	37	5	0	0	1.39	9.78	6.08

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2			Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(1V04) (460HG) Cumberland County, NJ	1,059	993	93.77%	66	6.23%	850	55	88	40	10	5	11	7.43	13.43	4.21
(1V04) (503) Altoona, PA HCS	18,838	18,370	97.52%	468	2.48%	16,687	915	768	342	76	18	32	1.18	5.74	2.99
(1V04) (503) Altoona, PA (James E. Van Zandt)	11,370		96.79%				564			57		20			3.73
(1V04) (503GA) Johnstown, PA	2,255	2,227	98.76%	28	1.24%		67				2	6			2.40
(1V04) (503GB) DuBois, PA	2,268	2,233			1.54%	·	164			8	2	4	1.88		2.61
(1V04) (503GC) State College, PA	1,867	1,845	98.82%	22	1.18%	1,711	76	58	20	1	0	1	1.70	3.99	0.81
(1V04) (503GD) Huntingdon County, PA	502						12						0.83		1.70
(1V04) (503GE) Indiana County, PA	576						32			ŭ					1.47
(1V04) (529) Butler, PA HCS	9,904														2.87
(1V04) (529) Duffy Road, PA (Abie Abraham)	6,622		96.32%				222			55					3.08
(1V04) (529A4) New Castle Road, PA (Butler)	1,399	1,399	100.00%	0	0.00%	1,395	4	0	0	0	0	0	0.22	0.00	0.00
(1V04) (529GA) Hermitage, PA (Michael A. Marzano)	627	626	99.84%	1	0.16%	608	12	6	1	0	0	0	0.43	0.71	2.27
(1V04) (529GB) Lawrence County, PA	263	263	100.00%	0	0.00%	256	3	4	0	0	0	0	0.18	1.13	1.37
(1V04) (529GC) Armstrong County, PA	267	265	99.25%	2	0.75%	258	4	3	1	1	0	0	0.32	2.85	1.51
(1V04) (529GD) Clarion County, PA	238	238	100.00%	0	0.00%	232	6	0	0	0	0	0	0.56	0.23	2.64
(1V04) (529GF) Cranberry Township, PA	488	487	99.80%	1	0.20%	477	4	6	1	0	0	0	0.25	2.17	2.14
(1V04) (542) Coatesville, PA HCS	10,057	9,731	96.76%	326	3.24%	8,980	384	367	152	55	32	87	2.11	17.40	3.41
(1V04) (542) Coatesville, PA	8,633	8,330	96.49%	303	3.51%	7,687	320	323	134	52	32	85	1.68	17.41	3.55
(1V04) (542BU) Coatesville, PA - VADOM	284	284	100.00%	0	0.00%	269	12	3	0	0	0	0			0.16
(1V04) (542GA) Delaware County, PA	652	637	97.70%	15	2.30%	582	30	25	10	3	0	2	4.95	14.00	3.99
(1V04) (542GE) Spring City, PA	488	480	98.36%	8	1.64%	442	22	16	8	0	0	0	2.54		2.50
(1V04) (562) Erie, PA HCS	12,092	11,313	93.56%	779	6.44%	10,358	483	472	366	186	49	178	3.29	23.37	1.95
(1V04) (562) Erie, PA	9,301	8,672	93.24%	629	6.76%	8,003	338	331	288	146	41	154	2.72	23.35	1.70
(1V04) (562GA) Crawford County, PA	826	779	94.31%	47	5.69%	692	39	48	20	14	5	8	6.08	19.43	1.89
(1V04) (562GB) Ashtabula County, OH	557	536	96.23%	21	3.77%	506	13	17	14	5	1	1	1.40	7.17	1.47
(1V04) (562GC) McKean County, PA	207	201	97.10%	6	2.90%	181	8	12	3	0	0	3	3.27	0.84	
(1V04) (562GD) Venango County, PA	560	531	94.82%	29	5.18%	439	50	42	20	7	1	1	5.23	3.47	6.62
(1V04) (562GE) Warren County, PA	641	594	92.67%	47	7.33%	537	35	22	21	14	1	11	3.98	45.06	0.57
(1V04) (595) Lebanon, PA HCS	27,251	25,690	94.27%	1,561	5.73%	22,726	1,508	1,456	810	258	139	354	2.92	14.04	4.70
(1V04) (595) Lebanon, PA	18,785	17,577	93.57%	1,208	6.43%	15,611	1,000	966	582	210	122	294	2.35	14.88	3.54
(1V04) (595GA) Cumberland County, PA	3,367	3,183	94.54%	184	5.46%	2,720	225	238	134	20	8	22	4.63	10.07	7.36
(1V04) (595GC) Lancaster County, PA	1,273	1,228	96.47%	45	3.53%	1,113	62	53	13	4	4	24	3.45	18.63	5.73
(1V04) (595GD) Berks County, PA	1,325	1,313	99.09%	12	0.91%	1,221	54	38	8	1	1	2	1.72	1.25	1.67
(1V04) (595GE) York, PA	2,053	1,964	95.66%	89	4.34%	1,665	151	148	62	15	4	8	6.23	4.63	5.63
(1V04) (595GF) Schuylkill County, PA	447	424	94.85%				16	12	11	8	0	4	2.75		3.35
(1V04) (595PA) Lebanon, PA - PRRTP	1	1	100.00%	0	0.00%	0	0	1	0	0	0	0			
(1V04) (642) Philadelphia, PA HCS	31,182	29,599	94.92%	1,583	5.08%	26,713	1,417	1,469	880	336	168	199	5.25	5.63	1.63
(1V04) (642) Philadelphia, PA (Corporal Michael J. Crescenz)	25,185	23,746	94.29%	1,439	5.71%	21,397	1,127	1,222	782	313	159	185	4.88	5.56	1.69
(1V04) (642GA) Burlington County, NJ	582	582	100.00%	0	0.00%	578	3	1	0	0	0	0	4.88	5.56	1.69
(1V04) (642GA) Burlington County, NJ	1,479	1,456	98.44%	23	1.56%	1,363	60	33	12	7	0	4	2.31	9.70	0.57

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3		Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13		MH Avg Wait Time in Days 15
(1V04) (642GC) Horsham, PA (Victor J. Saracini)	1,602	1,544	96.38%	58	3.62%	1,304	120	120	38	7	7	6	5.82	7.70	2.62
(1V04) (642GD) Gloucester County,	1,231	1,173	95.29%	58	4.71%	1,032	76	65	43	9	2	4	9.97	4.01	1.12
(1V04) (642GF) Camden, NJ	259	255	98.46%	4	1.54%	226	16	13	4	0	0	0	4.54	0.00	0.03
(1V04) (642GH) West Philadelphia,	338	337	99.70%	1	0.30%	310	12	15	1	0	0	0	3.11		1.94
(1V04) (642QA) Chestnut Street, PA	506	506	100.00%	0	0.00%	503	3	0	0	0	0	0			
(1V04) (646) Pittsburgh, PA HCS	36,396	34,112	93.72%	2,284	6.28%	29,467	2,220	2,425	1,316	433	191	344	4.20	12.70	3.16
(1V04) (646) Pittsburgh, PA	22,386	20,858	93.17%	1,528	6.83%	18,141	1,210	1,507	867	299	129	233	3.07	12.95	2.71
(1V04) (646A4) Heinz, PA (H. John Heinz III)	5,744	5,267	91.70%	477	8.30%	4,460	378	429	254	83	53	87	5.65	17.63	3.19
(1V04) (646GA) Belmont County, OH	1,807	1,759	97.34%	48	2.66%	1,567	120	72	42	3	1	2	4.74	3.89	2.35
(1V04) (646GB) Westmoreland County, PA	1,771	1,738	98.14%	33	1.86%	1,380	216	142	22	8	2	1	4.73	7.72	4.12
(1V04) (646GC) Beaver County, PA	1,383	1,310	94.72%	73	5.28%	1,136	93	81	49	10	2	12	6.36	10.72	6.01
(1V04) (646GD) Washington County,	1,691	1,599	94.56%	92	5.44%	1,381	116	102	55	24	4	9	6.21	10.17	8.92
PA (1V04) (646GE) Fayette County, PA	1,614	1,581	97.96%	33	2.04%	1,402	87	92	27	6	0	0	1.73	3.61	4.66
(1V04) (693) Wilkes-Barre, PA HCS	19,644	18,540	94.38%	1,104	5.62%	16,856	788	896	611	185	99	209	4.05	11.64	3.32
(1V04) (693GB) Williamsport, PA	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0	2.00	12.28	3.09
(1V04) (693) Wilkes-Barre, PA	14,697	13,820	94.03%	877	5.97%	12,590	589	641	510	131	66	170	2.00	12.28	3.09
(1V04) (693B4) Allentown, PA	2,689	2,537	94.35%	152	5.65%	2,264	107	166	72	37	19	24	10.06	5.38	4.85
(1V04) (693GA) Sayre, PA	554	507	91.52%	47	8.48%	468	20	19	15	11	7	14	9.35	21.62	1.84
(1V04) (693GB) Williamsport, PA	1,037	1,021	98.46%	16	1.54%	960	35	26	4	4	7	1	2.48	1.38	1.81
(1V04) (693GC) Tobyhanna, PA	96	92	95.83%	4	4.17%	76	3	13	3	1	0	0	5.93	0.00	
(1V04) (693GF) Columbia County, PA	281	274	97.51%	7	2.49%	229	20	25	6	1	0	0	4.18		
(1V04) (693GG) Northampton County, PA	172	171	99.42%	1	0.58%	160	5	6	1	0	0	0	1.54		
(1V04) (693QA) Wayne County, PA	117	117	100.00%	0	0.00%	108	9	0	0	0	0	0	1.89		
(1V05) (540) Clarksburg, WV HCS	15,303	14,779	96.58%	524	3.42%	13,686	571	522	310	99	64	51	3.17	4.96	3.72
(1V05) (540) Clarksburg, WV (Louis A. Johnson)	12,656	12,202	96.41%	454	3.59%	11,278	474	450	262	84	64	44	3.26	4.98	2.92
(1V05) (540BU) Clarksburg, WV - VADOM	28	28	100.00%	0	0.00%	27	1	0	0	0	0	0			
(1V05) (540GA) Tucker County, WV	168	161	95.83%	7	4.17%	141	10	10	5	2	0	0	6.53		6.33
(1V05) (540GB) Wood County, WV	1,111	1,084	97.57%	27	2.43%	1,022	35	27	15	7	0	5	3.35	3.75	7.94
(1V05) (540GC) Braxton County, WV	309	308	99.68%	1	0.32%	301	6	1	1	0	0	0	0.75		2.64
(1V05) (540GD) Monongalia County, WV	1,020	985	96.57%	35	3.43%	911	42	32	27	6	0	2	1.23	4.73	4.49
(1V05) (540HK) Clarksburg, WV - Mobile	11	11	100.00%	0	0.00%	6	3	2	0	0	0	0			
(1V05) (512) Baltimore, MD HCS	33,278	31,057	93.33%	2,221	6.67%	27,748	1,639	1,670	1,194	459	207	361	2.66	8.94	5.50
(1V05) (512PA) 512PA	8	2	25.00%	6	75.00%	0	0	2	6	0	0	0	5.86	9.07	7.68
(1V05) (512) Baltimore, MD	20,121	18,412	91.51%	1,709	8.49%	16,085	1,077	1,250	886	372	159	292	5.86	9.07	7.68
(1V05) (512A5) Perry Point, MD	3,911	3,698	94.55%	213	5.45%	3,389	158	151	124	28	12	49	1.57	14.41	4.40
(1V05) (512GA) Cambridge, MD	1,974	1,960	99.29%	14	0.71%	1,862	78	20	6	4	3	1	0.70	2.53	0.36
(1V05) (512GC) Glen Burnie, MD	1,599	1,534	95.93%	65	4.07%	1,410	64	60	30	14	14	7	1.41	8.80	3.60
(1V05) (512GD) Loch Raven, MD	2,381	2,231	93.70%	150	6.30%	1,985	156	90	96	31	14	9	2.44	10.23	0.98
(1V05) (512GE) Pocomoke City, MD	364	364	100.00%	0	0.00%	335	16	13	0	0	0	0	1.86	0.46	0.00
(1V05) (512GF) Eastern Baltimore County, MD	1,058	1,052	99.43%	6	0.57%	986	43	23	5	0	1	0	3.18	0.67	1.86
(1V05) (512GG) Fort Meade, MD	1,336	1,321	98.88%	15	1.12%	1,242	40	39	10	3	2	0	0.00	2.57	0.34

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30	Completed in Over 30 Days 4	Appts Complete d in Over	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
2021			Days or Less 3		30 Days 5										
(1V05) (512PA) 512PA	21	9	42.86%	12	57.14%	1	1	7	12	0	0	0			
(1V05) (512QA) Baltimore West Fayette Street, MD	505	474	93.86%	31	6.14%	453	6	15	19	7	2	3			6.54
(1V05) (613) Martinsburg, WV HCS	25,623	24,249	94.64%	1,374	5.36%	22,237	916	1,096	760	242	83	289	2.16	9.72	7.85
(1V05) (613) Martinsburg, WV	18,818	17,655	93.82%	1,163	6.18%	16,161	643	851	641	204	60	258	1.92	9.66	9.13
(1V05) (613BU) Martinsburg, WV - VADOM	79	79	100.00%	0	0.00%	79	0	0	0	0	0	0			0.00
(1V05) (613GA) Cumberland, MD	1,021	980	95.98%	41	4.02%	890	48	42	12	11	7	11	2.61	25.36	6.27
(1V05) (613GB) Hagerstown, MD	1,152	1,124	97.57%	28	2.43%	1,032	40	52	18	6	2	2	2.71	30.57	5.45
(1V05) (613GC) Stephens City, VA	1,566	1,536	98.08%	30	1.92%	1,461	49	26	23	4	2	1	1.06	6.67	3.13
(1V05) (613GD) Franklin, WV	142	134	94.37%	8	5.63%	94	24	16	2	1	3	2	0.00		
(1V05) (613GE) Petersburg, WV	424	420	99.06%	4	0.94%	380	31	9	4	0	0	0	0.93	15.67	2.90
(1V05) (613GF) Harrisonburg, VA	952	935	98.21%	17	1.79%	871	29	35	16	0	0	1	3.07	1.67	2.31
(1V05) (613GG) Fort Detrick, MD	1,469	1,386	94.35%	83	5.65%	1,269	52	65	44	16	9	14	3.32	5.02	9.33
(1V05) (688) Washington, DC HCS	39,593	38,247	96.60%	1,346	3.40%	36,411	865	971	831	297	79	139	2.29	5.42	2.31
(1V05) (688) Washington, DC	33,790	32,553	96.34%	1,237	3.66%	30,936	757	860	758	271	75	133	1.85	5.47	2.56
(1V05) (688GA) Fort Belvoir, VA	1,781	1,762	98.93%	19	1.07%	1,705	36	21	14	4	0	1	2.04	1.59	1.46
(1V05) (688GB) Southeast Washington, DC	158	158	100.00%	0	0.00%	157	0	1	0	0	0	0	0.93		
(1V05) (688GD) Charlotte Hall, MD	843	824	97.75%	19	2.25%	795	12	17	11	5	1	2	4.72	2.92	0.15
(1V05) (688GE) Southern Prince Georges County, MD	1,607	1,568	97.57%	39	2.43%	1,507	24	37	29	8	1	1	3.92	6.74	0.72
(1V05) (688GF) Montgomery County, MD	761	730	95.93%	31	4.07%	675	27	28	18	9	2	2	1.22	9.09	6.11
(1V05) (688GG) Lexington Park, MD	601	600	99.83%	1	0.17%	594	4	2	1	0	0	0	0.29	11.50	0.00
(1V05) (688QA) Franklin Street, DC	52	52	100.00%	0	0.00%	42	5	5	0	0	0	0			0.33
(1V05) (517) Beckley, WV HCS	10,393	9,695	93.28%	698	6.72%	8,918	357	420	328	131	63	176	1.51	18.12	3.12
(1V05) (517) Beckley, WV	8,878	8,248	92.90%	630	7.10%	7,521	332	395	273	125	56	176	1.36	18.16	3.13
(1V05) (517GB) Greenbrier County, WV	991		100.00%		0.0070	978	8	5	0			0		0.00	0.83
(1V05) (517QA) Princeton, WV	524		87.02%			419	17	20				0		0.00	6.14
(1V05) (581) Huntington, WV HCS	22,345						1,021	916							
(1V05) (581) Huntington, WV (Hershel "Woody" Williams)	17,549	16,678	95.04%	871	4.96%	15,121	785	772	423	146	73	229	1.53	14.14	1.40
(1V05) (581GA) Prestonsburg, KY	1,244	1,232	99.04%	12	0.96%	1,162	42	28	7	0	1	4	1.34	0.18	6.44
(1V05) (581GB) Charleston, WV	3,225	3,200	99.22%	25	0.78%	2,895	192	113	15	4	0	6	2.79	3.99	2.93
(1V05) (581GG) Gallipolis, OH	179	179	100.00%	0	0.00%	178	0	1	0	0	0	0	0.49		0.00
(1V05) (581GH) Lenore, WV	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0	0.49	0.17	0.00
(1V05) (581GH) Lenore, WV	144		100.00%		0.0070	140	2	2	0			0		2.44	0.00
(1V05) (581QA) Huntington Ninth Street, WV	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0	0.00		
(1V06) (558) Durham, NC HCS	39,894	35,967	90.16%	3,927	9.84%	31,429	2,025	2,513	2,149	811	343	624	7.96	10.66	6.76
(1V06) (558) Durham, NC	21,677	19,242	88.77%	2,435	11.23%	16,716	1,072	1,454	1,263	494	209	469	8.27	10.93	7.16
(1V06) (558GF) Wake County, NC	19	19	100.00%	0	0.00%	18	0	1	0		0	0	8.27	10.93	7.16
(1V06) (558GA) Greenville, NC	7,493	6,817	90.98%	676	9.02%	5,972	456	389	408	133	62	73	7.72	10.11	5.40
(1V06) (558GB) Raleigh, NC	1,669	1,521	91.13%	148	8.87%	1,294	89	138	101	27	13	7	10.72	11.68	3.47
(1V06) (558GC) Morehead City, NC	1,368	1,233	90.13%	135	9.87%	992	109	132	108	20	6	1	5.13	8.22	10.03
(1V06) (558GD) Durham County, NC	1,351	1,296	95.93%	55	4.07%	1,205	37	54	32	15	5	3			4.63
(1V06) (558GE) Hillandale Road, NC	1,863	·	94.79%			1,606	77	83	51			_	6.52	13.00	
(1V06) (558GF) Wake County, NC	1,495	1,311	87.69%	184	12.31%	1,197	48	66	84	65	17	18			12.74

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13		MH Avg Wait Time in Days 15
(1V06) (558GG) Raleigh-Atlantic Avenue, NC	1,778	1,670	93.93%	108	6.07%	1,493	83	94	64	25	8	11	8.52	6.55	0.77
(1V06) (558GH) Clayton-East Raleigh, NC	899	823	91.55%	76	8.45%	715	38	70	30	13	13	20	6.56	15.61	2.60
(1V06) (558QA) Brier Creek, NC	282	269	95.39%	13	4.61%	221	16	32	8	2	1	2		9.04	
(1V06) (565) Fayetteville, NC HCS	44,139	40,188	91.05%	3,951	8.95%	36,019	1,950	2,219	1,885	771	348	947	2.58	21.74	1.20
(1V06) (565) Fayetteville, NC	10,061	9,433	93.76%	628	6.24%	8,952	187	294	260	75	23	270	0.06	22.26	0.48
(1V06) (565GA) Jacksonville, NC	1,824	1,762	96.60%	62	3.40%	1,599	79	84	52	4	4	2	0.61	17.86	2.62
(1V06) (565GC) Wilmington, NC	7,661	7,101	92.69%	560	7.31%	6,339	360	402	293	78	20	169	1.05	21.06	0.92
(1V06) (565GD) Hamlet, NC	584	574	98.29%	10	1.71%	540	21	13	6	4	0	0	1.49		7.59
(1V06) (565GE) Robeson County, NC	948	914	96.41%	34	3.59%	750	64	100	27	5	1	1	2.19	0.00	3.31
(1V06) (565GF) Goldsboro, NC	996	956	95.98%	40	4.02%	878	49	29	14	8	3	15	2.67	0.00	1.74
(1V06) (565GG) Lee County, NC	996			52		840					3	1	4.16		4.77
(1V06) (565GH) Brunswick County, NC	544	528	97.06%	16	2.94%	499	15	14	9	5	2	0	1.22	0.00	0.00
(1V06) (565GJ) Jacksonville 2, NC	241	240	99.59%	1	0.41%	216	19	5	0	1	0	0	4.52		
(1V06) (565GL) Cumberland County, NC	18,140	15,721	86.66%	2,419	13.34%	13,594	999	1,128	1,140	510	283	486	4.42	22.57	2.39
(1V06) (565GM) Jacksonville 3, NC	744	718	96.51%	26	3.49%	661	35	22	13	12	1	0			2.29
(1V06) (565GN) Jacksonville 4, NC	2	1	50.00%	1	50.00%	1	0	0	1	0	0	0			18.50
(1V06) (565QA) Robeson Street, NC	853	825	96.72%	28	3.28%	798	5	22	17	6	3	2		55.86	
(1V06) (565QD) Raeford Road, NC	545	471	86.42%	74	13.58%	352	68	51	28	40	5	1		13.82	
(1V06) (590) Hampton, VA HCS	27,474	25,764				23,373			946		163	247	5.71	14.68	3.33
(1V06) (590) Hampton, VA	22,180					18,866	833	1,104	740	302	131	204	4.47	14.80	3.30
(1V06) (590BU) Hampton, VA - VADOM	34		100.00%		0.0070	34		0	0	0	0	0			
(1V06) (590GB) Virginia Beach, VA	1,952		92.42%			1,646					28	29			3.68
(1V06) (590GC) Albemarle, NC	556					467		44	_			0	0.00		4.92
(1V06) (590GD) Chesapeake, VA	2,054	· ·	94.69%			1,800						14			1.15
(1V06) (590GE) Portsmouth, VA	698		91.55%			560					0				6.25
(1V06) (637) Asheville, NC HCS	25,893		91.66%			20,296			1,388						
(1V06) (637) Asheville, NC (Charles George)	20,708	18,907	91.30%	1,801	8.70%	16,218	1,225	1,464	1,160	358	85	198	1.19	11.78	4.33
(1V06) (637BU) Asheville, NC - VADOM	7	7	100.00%	0	0.00%	7	0	0	0	0	0	0			
(1V06) (637GA) Franklin, NC	1,202	1,077	89.60%	125	10.40%	914	61	102	76	31	11	7	12.08	9.51	15.26
(1V06) (637GB) Rutherford County, NC	1,207	1,104	91.47%	103	8.53%	910	100	94	47	22	15	19	15.23	9.79	7.66
(1V06) (637GC) Hickory, NC	2,769	2,638	95.27%	131	4.73%	2,247	180	211	105	18	2	6	4.15	7.53	5.19
(1V06) (652) Richmond, VA HCS	47,105	43,819	93.02%	3,286	6.98%	38,608	2,377	2,834	1,732	604	342	608	6.93	12.08	5.73
(1V06) (652) Richmond, VA (Hunter Holmes McGuire)	40,129	37,184	92.66%	2,945	7.34%	32,625	2,043	2,516	1,534	544	311	556	7.16	12.23	6.47
(1V06) (652GA) Fredericksburg, VA	2,363	2,297	97.21%	66	2.79%	2,102	110	85	43	11	8	4	5.32	6.61	0.72
(1V06) (652GB) Fredericksburg 2, VA	1,752	1,708	97.49%	44	2.51%	1,539	88	81	16	7	6	15	3.05	5.21	2.26
(1V06) (652GC) Henrico County, VA	440	388	88.18%	52	11.82%	327	31	30	31	9	5	7	19.16	4.64	0.00
(1V06) (652GE) Charlottesville, VA	1,842	1,678	91.10%	164	8.90%	1,506	72	100	98	32	12	22	6.32	14.78	11.29
(1V06) (652GF) Emporia, VA	579	564	97.41%	15	2.59%	509	33	22	10	1	0	4	5.14	12.34	1.08
(1V06) (658) Salem, VA HCS	25,482	23,804	93.41%	1,678	6.59%	20,790	1,492	1,522	939	377	182	180	5.84	13.44	3.13
(1V06) (658) Salem, VA	20,894	19,332	92.52%	1,562	7.48%	16,787	1,241	1,304	843	361	180	178	7.19	13.79	2.30
(1V06) (658BU) Salem, VA - VADOM	22	21	95.45%	1	4.55%	17	3	1	1	0	0	0			
(1V06) (658GA) Tazewell, VA	332	328	98.80%	4	1.20%	305	16	7	3	1	0	0	2.00	28.00	5.44

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	
(1V06) (658GB) Danville, VA	1,136	1,085	95.51%	51	4.49%	941	71	73	42	8	0	1	6.01	5.40	5.15
(1V06) (658GC) Lynchburg, VA	1,313	1,279	97.41%	34	2.59%	1,126	73	80	27	5	1	1	2.72	0.00	3.83
(1V06) (658GD) Staunton, VA	858	855	99.65%	3	0.35%	813	28	14	3	0	0	0	2.24	1.32	0.76
(1V06) (658GE) Wytheville, VA	927	904	97.52%	23	2.48%	801	60	43	20	2	1	0	2.44	0.16	8.60
(1V06) (659) Salisbury, NC HCS	59,253	52,803	89.11%	6,450	10.89%	43,775	4,501	4,527	3,364	1,253	540	1,293	5.15	19.17	7.89
(1V06) (659) Salisbury, NC (W.G. (Bill) Hefner Salisbury)	20,337	18,676	91.83%	1,661	8.17%	15,775	1,543	1,358	921	325	135	280	5.26	11.20	4.94
(1V06) (659BY) Kernersville, NC	17,979	15,214	84.62%	2,765	15.38%	12,479	1,281	1,454	1,286	593	260	626	6.37	27.87	13.82
(1V06) (659BZ) South Charlotte, NC	17,550	15,722	89.58%	1,828	10.42%	12,959	1,393	1,370	1,016	317	142	353	3.92	19.74	6.77
(1V06) (659GA) North Charlotte, NC	3,387	3,191	94.21%	196	5.79%	2,562	284	345	141	18	3	34	3.95	11.13	3.92
(2V07) (508) Atlanta, GA HCS	62,716	58,297	92.95%	4,419	7.05%	51,736	2,559	4,002	2,789	826	354	450	4.67	12.82	2.39
(2V07) (508) Atlanta, GA	25,933	23,207	89.49%	2,726	10.51%	19,946	1,147	2,114	1,665	550	219	292	7.31	14.15	1.95
(2V07) (508GA) Fort McPherson, GA	6,341	6,022	94.97%	319	5.03%	5,552	217	253	179	71	33	36	4.89	20.84	5.53
(2V07) (508GE) Oakwood, GA	2,288	2,246	98.16%	42	1.84%	2,117	60	69	27	9	5	1	3.43	3.23	0.77
(2V07) (508GF) West Cobb County,	1,392	1,328	95.40%	64	4.60%	1,232	45	51	30	10	14	10	6.49	6.98	0.00
(2V07) (508GG) Stockbridge, GA	1,812	1,698	93.71%	114	6.29%	1,521	81	96	42	13	17	42	11.78	24.09	0.73
(2V07) (508GH) Lawrenceville, GA	2,181	2,130	97.66%	51	2.34%	2,012	58	60	36	10	4	1	2.58	6.30	0.63
(2V07) (508GI) Newnan, GA	1,231	1,205	97.89%	26	2.11%	1,134	30	41	13	7	1	5	3.45	9.55	3.84
(2V07) (508GJ) Blairsville, GA	967	924	95.55%	43	4.45%	780	68	76	29	6	1	7	5.05	14.48	1.07
(2V07) (508GK) Carrollton, GA (Trinka Davis Village)	2,224	2,112	94.96%	112	5.04%	1,901	105	106	97	10	3	2	2.65	11.01	1.91
(2V07) (508GL) Rome, GA	832	2 816	98.08%	16	1.92%	768	20	28	9	3	1	3	4.31	3.83	0.10
(2V07) (508GM) Pickens County, GA	577	543	94.11%	34	5.89%	484	26	33	31	1	0	2	3.40	9.70	1.60
(2V07) (508GN) Covington, GA	794	782	98.49%	12	1.51%	709	37	36	10	2	0	0	1.72	0.00	0.97
(2V07) (508GO) Northeast Cobb County, GA	1,116	1,056	94.62%	60	5.38%	851	71	134	52	5	1	2	7.55	8.75	0.48
(2V07) (508GP) South Cobb County, GA	1,315	1,300	98.86%	15	1.14%	1,197	51	52	13	1	0	1			2.52
(2V07) (508QC) Henderson Mill, GA	2,178	2,124	97.52%	54	2.48%	2,075	23	26	44	9	1	0			2.19
(2V07) (508QD) Fulton County, GA	13	13	100.00%	0	0.00%	13	0	0	0	0	0	0		0.00	0.00
(2V07) (508QE) Gwinnett County, GA	1,457	1,380	94.72%	77	5.28%	1,255	35	90	63	8	4	2	3.80	0.20	5.73
(2V07) (508QF) Atlanta North Arcadia Avenue, GA	9,007		93.46%				453	676	399	99				8.69	
(2V07) (508QH) South Fulton County, GA	866	822	94.92%	44	5.08%	748	23	51	36	5	3	0			3.23
(2V07) (508QI) North DeKalb County, GA	124				16.13%	89	7	8	13	7				14.76	
(2V07) (508QJ) North Fulton County, GA	68	67	98.53%	1	1.47%	63	2	2	1	0	0	0		0.00	
(2V07) (509) Augusta, GA HCS	27,251	25,468	93.46%	1,783	6.54%	23,170	962	1,336	1,045	319	138	281	5.45	7.77	7.13
(2V07) (509) Augusta Downtown, GA (Charlie Norwood)	12,684		92.77%		7.23%	10,678	459	630	506	156				8.63	
(2V07) (509A0) Augusta Uptown, GA	12,232		94.11%		5.89%	10,499	407	605	451	132				5.74	
(2V07) (509GA) Athens, GA	1,217				7.81%		46	62	61	21			0	15.23	
(2V07) (509GB) Aiken, SC	878				5.13%	761	42	30	22	10			0.20	27.35	
(2V07) (509QA) Statesboro, GA (Ray Hendrix) (2V07) (521) Birmingham, AL HCS	240 44,564				2.08%	218 39,702	1,502	1,649	1,024	306		_		0.00	
(2V07) (521) Birmingham, AL HOS	18,692		94.31%		5.69%	16,282	624	723	627	233			5.49	10.41	
(2V07) (521) Birmingnam, AL (2V07) (521GA) Huntsville, AL	6,694					5,692	312	451	184	233		20		9.16	
(2V07) (521GC) Florence, AL	956		100.00%		0.00%	942	4	10	0	0				3.33	
(2 v 07) (32 1 0 0) Fiorence, AL	930	930	100.00%		0.00%	942	4	10	U	0			0.20	5.55	0.00

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13		MH Avg Wait Time in Days 15
(2V07) (521GD) Rainbow City, AL	787	781	99.24%	6	0.76%	698	55	28	3	1	1	1	3.76	0.25	2.09
(2V07) (521GE) Oxford, AL	1,162	1,145	98.54%	17	1.46%	1,081	45	19	10	3	3	1	0.69	1.88	4.40
(2V07) (521GF) Jasper, AL	695	673	96.83%	22	3.17%	651	17	5	2	8	5	7	3.61	21.47	1.17
(2V07) (521GG) Bessemer, AL	846	804	95.04%	42	4.96%	771	21	12	9	11	11	11	4.99	18.41	0.15
(2V07) (521GH) Childersburg, AL	1,085	1,082	99.72%	3	0.28%	1,069	11	2	2	0	0	1	0.89	0.00	0.41
(2V07) (521GI) Guntersville, AL	1,041	1,017	97.69%	24	2.31%	966	19	32	13	2	2	7	1.05	9.38	0.07
(2V07) (521GJ) Birmingham 7th Avenue South, AL	10,852	10,653	98.17%	199	1.83%	10,125	258	270	165	18	8	8	0.26	6.57	1.56
(2V07) (521QA) Callahan, AL	1,754	1,658	94.53%	96	5.47%	1,425	136	97	9	3	1	83		14.05	
(2V07) (534) Charleston, SC HCS	49,264	47,904	97.24%	1,360	2.76%	44,774	1,660	1,470	920	267	96	77	1.70	7.33	0.62
(2V07) (534) Charleston, SC (Ralph H. Johnson)	24,096	23,124	95.97%	972	4.03%	21,450	834	840	641	219	70	42	0.57	7.48	0.31
(2V07) (534GD) Goose Creek, SC	5	5	100.00%	0	0.00%	5	0	0	0	0	0	0	0.57	7.48	0.31
(2V07) (534BY) Savannah, GA	6,605	6,472	97.99%	133	2.01%	5,950	273	249	93	20	5	15	2.66	6.87	1.96
(2V07) (534GB) Myrtle Beach, SC	2,156	2,113	98.01%	43	1.99%	1,917	109	87	35	4	2	2	3.65	3.55	3.35
(2V07) (534GC) Beaufort, SC	1,733	1,721	99.31%	12	0.69%	1,639	53	29	8	0	0	4	0.77	8.45	0.55
(2V07) (534GD) Goose Creek, SC	3,885	3,756	96.68%	129	3.32%	3,476	152	128	96	8	16	9	1.11	10.35	0.35
(2V07) (534GE) Hinesville, GA	3,938	3,900	99.04%	38	0.96%	3,785	72	43	25	10	1	2	3.53	3.92	0.44
(2V07) (534) Charleston, SC (Ralph	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0	0.40	0.00	
H. Johnson) (2V07) (534GF) Trident 1, SC	2,385	2,385	100.00%	0	0.00%	2,355	20	10	0	0	0	0	0.40	0.00	
(2V07) (534QA) Market Commons,	3,316		99.00%			3,060	144	79	22	6	2	3	0.32	4.63	1.08
SC (2V07) (534QB) Trident 2, SC	908		100.00%	0	0.00%	901	3	4	0		0	0		0.00	0.30
(2V07) (534QC) Charleston City Hall Lane, SC	236		100.00%			235	0	1	0	_	0	0		0.00	0.05
(2V07) (544) Columbia, SC HCS	49,627	46,240	93.18%	3,387	6.82%	40,463	2,749	3,028	1,936	613	352	486	3.92	13.37	5.95
(2V07) (544BZ) Greenville, SC	26	22	84.62%	4	15.38%	12	6	4	0	0	0	4	4.87	13.30	4.62
(2V07) (544) Columbia, SC (Wm. Jennings Bryan Dorn)	33,222	30,601	92.11%	2,621	7.89%	26,584	1,847	2,170	1,509	513	242	357	4.87	13.30	4.62
(2V07) (544BZ) Greenville, SC	5,387	5,005	92.91%	382	7.09%	4,288	335	382	198	46	54	84	2.91	16.87	8.08
(2V07) (544GB) Florence, SC	2,090	2,009	96.12%	81	3.88%	1,874	64	71	54	14	6	7	3.93	12.12	5.75
(2V07) (544GC) Rock Hill, SC	1,933	1,861	96.28%	72	3.72%	1,665	103	93	47	9	3	13	5.12	20.86	5.08
(2V07) (544GD) Anderson, SC	2,861	2,790	97.52%	71	2.48%	2,501	136	153	55	7	5	4	3.48	6.54	2.85
(2V07) (544GE) Orangeburg, SC	1,052	1,046	99.43%	6	0.57%	951	57	38	4	1	1	0	2.35		2.38
(2V07) (544GF) Sumter, SC	1,404	1,380	98.29%	24	1.71%	1,239	95	46	20	1	1	2	3.20		3.18
(2V07) (544GG) Spartanburg, SC	1,543	1,432	92.81%	111	7.19%	1,293	86	53	40	19	40	12	3.81	2.24	25.09
(2V07) (544HK) Columbia, SC - Mobile	109	94	86.24%	15	13.76%	56	20	18	9	3	0	3			
(2V07) (557) Dublin, GA HCS	20,338	19,142	94.12%	1,196	5.88%	17,432	840	870	655	240	104	197	6.18	18.00	4.57
(2V07) (557GB) Albany, GA	11	9	81.82%	2	18.18%	5	0	4	2	0	0	0	6.51	20.24	3.49
(2V07) (557) Dublin, GA (Carl Vinson)	12,319	11,625	94.37%	694	5.63%	10,749	450	426	348	160	62	124	6.51	20.24	3.49
(2V07) (557GA) Macon, GA	3,193	2,967	92.92%	226	7.08%	2,699	131	137	131	32	30	33	7.48	19.76	5.02
(2V07) (557GB) Albany, GA	1,466	1,341	91.47%	125	8.53%	1,082	118	141	101	15	4	5	7.50	9.45	7.06
(2V07) (557GC) Milledgeville, GA	577	569	98.61%	8	1.39%	542	13	14	6	1	0	1	1.33	0.00	5.70
(2V07) (557GE) Brunswick, GA	902	855	94.79%	47	5.21%	782	31	42	13	12	4	18	5.20	12.87	5.16
(2V07) (557GF) Tifton, GA	729	699	95.88%	30	4.12%	600	44	55	17	8	1	4	6.36	1.50	3.17
(2V07) (557HA) Perry, GA	1,141	1,077	94.39%	64	5.61%	973	53	51	37	12	3	12	3.76	2.92	6.54
(2V07) (619) Central Alabama HCS	22,990	21,581	93.87%	1,409	6.13%	19,687	947	947	737	230	120	322	2.93	16.83	4.86

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	
(2V07) (619) Montgomery, AL (Central Alabama)	5,446	5,051	92.75%	395	7.25%	4,525	247	279	216	70	21	88		10.08	1.06
(2V07) (619A4) Tuskegee, AL (Central Alabama)	5,589	5,165	92.41%	424	7.59%	4,646	277	242	203	75	40	106	2.89	26.08	3.14
(2V07) (619GA) Columbus, GA	1,973	1,864	94.48%	109	5.52%	1,726	65	73	61	9	7	32	4.08	13.67	7.49
(2V07) (619GB) Dothan 1, AL	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0			0.00
(2V07) (619GD) Wiregrass, AL	1,747	1,648	94.33%	99	5.67%	1,492	82	74	26	14	21	38	7.48	18.74	16.57
(2V07) (619GE) Monroe County, AL	259	257	99.23%	2	0.77%	246	7	4	1	0	1	0	1.72		1.45
(2V07) (619GF) Central Alabama Montgomery, AL	4,412		95.63%	193		3,968		118	110	34	13	36	2.79	18.21	0.00
(2V07) (619PA) Tuskegee, AL (Central Alabama) - PRRTP	108	108	100.00%	0	0.00%	106	1	1	0	0	0	0			
(2V07) (619QA) Dothan 2, AL	1,188	1,138	95.79%	50	4.21%	1,041	38	59	44	4	1	1	2.19	0.00	4.54
(2V07) (619QB) Fort Benning, GA	2,265	2,128	93.95%	137	6.05%	1,934	97	97	76	24	16	21	2.12	34.26	15.35
(2V07) (679) Tuscaloosa, AL HCS	8,850	8,035	90.79%	815	9.21%	7,016	469	550	434	105	56	220	5.85	17.62	7.55
(2V07) (679) Tuscaloosa, AL	8,676	7,866	90.66%	810	9.34%	6,866	465	535	431	104	56	219	5.99	17.62	7.51
(2V07) (679GA) Selma, AL	174	169	97.13%	5	2.87%	150	4	15	3	1	0	1	3.96		23.33
(2V08) (516) Bay Pines, FL HCS	80,013	74,973	93.70%	5,040	6.30%	65,742	4,388	4,843	3,158	1,016	410	456	5.82	8.55	5.64
(2V08) (516) Bay Pines, FL (C.W. Bill Young)	43,317	40,622	93.78%	2,695	6.22%	36,063	2,074	2,485	1,614	506	222	353	5.44	9.18	5.06
(2V08) (516BZ) Lee County, FL	19,476	18,296	93.94%	1,180	6.06%	15,720	1,223	1,353	840	231	56	53	4.38	6.55	7.29
(2V08) (516GA) Sarasota, FL	3,784	3,557	94.00%	227	6.00%	3,063	279	215	151	63	12	1	7.10	6.35	3.25
(2V08) (516GB) St. Petersburg, FL	772	747	96.76%	25	3.24%	711	19	17	15	4	2	4	3.49	0.48	2.20
(2V08) (516GC) Palm Harbor, FL	2,403	2,329	96.92%	74	3.08%	2,042	145	142	54	18	2	0	3.86	5.43	5.63
(2V08) (516GD) Bradenton, FL	3,576	3,009	84.14%	567	15.86%	2,493	261	255	288	150	104	25	15.33	16.35	7.01
(2V08) (516GE) Port Charlotte, FL	2,693	2,510	93.20%	183	6.80%	2,119	180	211	130	27	10	16	7.19	11.83	5.65
(2V08) (516GF) Naples, FL	2,251	2,192	97.38%	59	2.62%	1,956	141	95	39	16	2	2	3.30	5.82	5.58
(2V08) (516GH) Sebring, FL	1,741	1,711	98.28%	30	1.72%	1,575	66	70	27	1	0	2	3.08	1.38	5.33
(2V08) (546) Miami, FL HCS	46,683	43,446	93.07%	3,237	6.93%	38,977	2,088	2,381	1,904			287	4.54	7.91	
(2V08) (546) Miami, FL (Bruce W. Carter)	28,056		92.00%			23,180		1,560		502		228		9.66	
(2V08) (546BZ) Sunrise, FL (William "Bill" Kling)	13,747	12,911	93.92%	836	6.08%	11,509	789	613	551	174	54	57	4.84	5.32	9.01
(2V08) (546GA) Miami Flagler, FL	38	38	100.00%	0	0.00%	36	2	0	0	0	0	0	0.88		
(2V08) (546GB) Key West, FL	842	836	99.29%	6	0.71%	791	31	14		2		0	2.29		
(2V08) (546GC) Homestead, FL	1,758	1,680				1,517				15	1	1	5.95		
(2V08) (546GD) Pembroke Pines, FL	654	622				477	70					1	4.46		
(2V08) (546GE) Key Largo, FL	119		94.96%		0.0.70	110		2		0		0	5.82		0.00
(2V08) (546GF) Hollywood, FL	830	805				758					_	0	3.13		
(2V08) (546GH) Deerfield Beach, FL	639				1.1170	599				2		0	1.11		
(2V08) (548) West Palm Beach, FL HCS	51,005					44,864									
(2V08) (548) West Palm Beach, FL	42,727		96.08%			37,576		1,878			99			4.56	
(2V08) (548GB) Delray Beach, FL	64		100.00%		0.0070	64				0	0	0	2.07	4.56	
(2V08) (548GC) Stuart, FL	59		100.00%		0.0070	59			_	0		0	2.07	4.56	6.62
(2V08) (548BU) West Palm Beach, FL - VADOM	91		100.00%			90		0	_		0	0		0 ==	0.80
(2V08) (548GA) Fort Pierce, FL	1,560				0.06%	1,458		15			0	0			
(2V08) (548GB) Delray Beach, FL	1,931	1,899				1,616		119			4	12			
(2V08) (548GC) Stuart, FL	1,655				0.1070	1,539				0		4	1.81	2.50	2.58
(2V08) (548GD) Boca Raton, FL	856	849	99.18%	7	0.82%	797	33	19	7	0	0	0	1.28	0.80	20.33

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(2V08) (548GE) Vero Beach, FL	780	745	95.51%	35	4.49%	700	21	24	9	7	3	16	21.82	1.41	21.54
(2V08) (548GF) Okeechobee, FL	415	414	99.76%	1	0.24%	394	9	11	1	0	0	0	0.34	3.19	0.74
(2V08) (548QA) Port Saint Lucie, FL	867	816	94.12%	51	5.88%	571	93	152	44	7	0	0		12.35	0.69
(2V08) (573) Gainesville, FL HCS	82,762	77,016	93.06%	5,746	6.94%	68,261	4,049	4,706	3,132	1,110	437	1,067	4.01	13.83	5.69
(2V08) (573) Gainesville, FL (Malcom Randall)	24,403	22,688	92.97%	1,715	7.03%	20,265	1,031	1,392	976	322	127	290	2.27	11.98	2.67
(2V08) (573A4) Lake City, FL	7,389	7,049	95.40%	340	4.60%	6,508	251	290	134	71	27	108	0.97	16.62	1.49
(2V08) (573BY) Jacksonville 1, FL	11,243	9,903	88.08%	1,340	11.92%	8,651	573	679	704	276	81	279	3.70	20.43	5.74
(2V08) (573GA) Valdosta, GA	1,550	1,529	98.65%	21	1.35%	1,418	55	56	17	3	0	1	2.60	6.02	2.10
(2V08) (573GD) Ocala, FL	3,142	3,078	97.96%	64	2.04%	2,864	106	108	47	8	3	6	3.83	4.26	4.22
(2V08) (573GE) Saint Augustine, FL	2,404	2,313	96.21%	91	3.79%	1,993	150	170	68	6	6	11	3.90	12.67	4.56
(2V08) (573GF) Tallahassee, FL (Sergeant Ernest I. "Boots" Thomas)	7,880	7,330	93.02%	550	6.98%	6,528	391	411	259	142	30	119	7.56	10.72	3.94
(2V08) (573GI) The Villages, FL	9,284	8,665	93.33%	619	6.67%	7,367	658	640	347	83	82	107	3.61	15.67	7.60
(2V08) (573GJ) St. Marys, GA	1,002	957	95.51%	45	4.49%	820	76	61	28	8	3	6	5.14	3.47	14.67
(2V08) (573GK) Marianna, FL	770	762	98.96%	8	1.04%	701	37	24	5	1	1	1	2.21	0.10	2.98
(2V08) (573GL) Palatka, FL	856	850	99.30%	6	0.70%	789	38	23	4	0	1	1	1.94	4.30	2.92
(2V08) (573GM) Waycross, GA	533	527	98.87%	6	1.13%	494	14	19	2	4	0	0	2.60	3.44	2.05
(2V08) (573GN) Perry, FL	259	259	100.00%	0	0.00%	248	10	1	0	0	0	0	1.14	0.00	0.31
(2V08) (573GO) Middleburg, FL	894	855	95.64%	39	4.36%	701	73	81	31	6	1	1	4.55		8.79
(2V08) (573QA) Gainesville 1-16th Street, FL	318	317	99.69%	1	0.31%	313	0	4	1	0	0	0			1.10
(2V08) (573QB) Gainesville 2-98th Street, FL	521	493	94.63%	28	5.37%	399	37	57	19	5	3	1		6.54	
(2V08) (573QC) Gainesville 3-64th Street (C), FL	240	202	84.17%	38	15.83%	115	37	50	28	8	1	1		16.30	
(2V08) (573QD) Gainesville 4-64th Street (O), FL	1,043	968	92.81%	75	7.19%	798	72	98	54	9	5	7		7.98	
(2V08) (573QE) Gainesville 5-64th Street (D), FL	972	866	89.09%	106	10.91%	746	56	64	57	11	4	34		14.28	
(2V08) (573QF) Gainesville 6-23rd Avenue, FL	31	31	100.00%	0	0.00%	23	3	5	0	0	0	0		2.79	
(2V08) (573QG) Jacksonville Southpoint, FL	3,801	3,498	92.03%	303	7.97%	3,023	197	278	170	69	27	37	3.22	17.37	8.90
(2V08) (573QH) Ocala West, FL	963	960	99.69%	3	0.31%	901	34	25	1	0	1	1		1.60	
(2V08) (573QJ) Jacksonville 2, FL	2,366	2,034	85.97%	332	14.03%	1,796	99	139	170	76	34	52	14.25	20.19	13.77
(2V08) (573QK) Lake City Commerce Drive, FL	898	882	98.22%	16	1.78%	800	51	31	10	2	0	4	4.86	2.38	1.18
(2V08) (672) San Juan, PR HCS	68,023	65,826	96.77%	2,197	3.23%	62,190	1,827	1,809	1,189	427	192	389	0.77	5.84	1.44
(2V08) (672) San Juan, PR (2V08) (672B0) Ponce, PR (Eurípides	42,956 9,432		95.41% 99.69%				1,433	1,506	1,059		186	311	0.72	6.76 1.75	
Rubio)											'	· ·			
(2V08) (672BZ) Mayaguez, PR	8,049		98.92%				201	117	70	7	4	6	0.23	2.37	1.52
(2V08) (672GA) Saint Croix, VI	313		100.00%		0.00%		2	0	0		0	, and the second	0.00		
(2V08) (672GB) Saint Thomas, VI	197		61.93%		38.07%		9	9	3		0	72			
(2V08) (672GC) Arecibo, PR	2,798		98.96%	29			23	68	29	0	0	0	0.16	0.00	
(2V08) (672GD) Ceiba, PR	2,386		99.79%		0.21%		35	24	4	0	1	0	0.19	0.53	
(2V08) (672GE) Guayama, PR	1,471		100.00%		0.00%		38	25	0		0		0.17	0.00	2.02
(2V08) (672QA) Comerio, PR	240		100.00%		0.00%		3	1	0		0		0.16		
(2V08) (672QB) Utuado, PR	88		100.00%		0.00%		1	0	0		0		1.20		
(2V08) (672QC) Vieques, PR	93		100.00%		0.00%		3	1	0		0		0.03		
(2V08) (673) Tampa, FL HCS	78,161	74,211	94.95%	3,950	5.05%	66,702	3,718	3,791	2,188	753	317	692	4.35	8.32	2.50

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(2V08) (673) Tampa, FL (James A. Haley)	34,691	32,360	93.28%	2,331	6.72%	29,325	1,276	1,759	1,330	501	224	276	3.74	6.77	2.72
(2V08) (673QJ) Hidden River, FL	27	27	100.00%	0	0.00%	26	1	0	0	0	0	0	3.74	6.77	2.72
(2V08) (673BV) Tampa, FL - VADOM	5	5	100.00%	0	0.00%	5	0	0	0	0	0	0			
(2V08) (673BZ) New Port Richey, FL	7,124	7,057	99.06%	67	0.94%	6,170	616	271	49	11	2	5	4.99	2.23	4.24
(2V08) (673GB) Lakeland, FL	1,749	1,694	96.86%	55	3.14%	1,528	100	66	35	6	3	11	4.43	4.92	
(2V08) (673GC) Brooksville, FL	1,967	1,924	97.81%	43	2.19%	1,625	160	139	29	6	5	3	4.72	5.78	3.73
(2V08) (673GF) Zephyrhills, FL	736	709	96.33%	27	3.67%	634	50	25	14	5	0	8	6.66	10.00	1.00
(2V08) (673GG) South Hillsborough, FL	5,870	5,701	97.12%	169	2.88%	5,096	409	196	119	27	12	11	4.20	4.38	3.14
(2V08) (673GH) Lecanto, FL	2,134	2,127	99.67%	7	0.33%	2,040	46	41	7	0	0	0	1.78	0.90	0.96
(2V08) (673QA) Forty Sixth Street North, FL	1,375	1,296	94.25%	79	5.75%	964	117	215	74	3	1	1		7.75	4.66
(2V08) (673QB) Forty Sixth Street South, FL	8,771	8,318	94.84%	453	5.16%	7,322	422	574	233	116	48	56		13.04	2.60
(2V08) (673QC) West Lakeland, FL	837	833	99.52%	4	0.48%	727	63	43	2	0	0	2		3.09	1.38
(2V08) (673QD) Deer Park, FL	243	238	97.94%	5	2.06%	226	7	5	3	0	0	2		3.13	
(2V08) (673QE) Highway Nineteen, FL	507	423	83.43%	84	16.57%	351	36	36	25	36	5	18		20.62	
(2V08) (673QF) Winners Circle, FL	5	5	100.00%	0	0.00%	5	0	0	0	0	0	0			
(2V08) (673QG) Little Road, FL	77	77	100.00%	0	0.00%	77	0	0	0	0	0	0			1.00
(2V08) (673QH) Bruce B. Downs Boulevard, FL	2,030	1,935	95.32%	95	4.68%	1,771	76	88	45	7	7	36		14.28	
(2V08) (673QI) Medical View Lane, FL	210	208	99.05%	2	0.95%	197	4	7	2	0	0	0		8.75	0.81
(2V08) (673QJ) Hidden River, FL	9,803	9,274	94.60%	529	5.40%	8,613	335	326	221	35	10	263	4.73	17.46	0.94
(2V08) (675) Orlando, FL HCS	98,273	94,332	95.99%	3,941	4.01%	84,955	4,434	4,943	2,778	720	208	235	2.31	5.91	3.79
(2V08) (675) Orlando, FL	46,357	44,044	95.01%	2,313	4.99%	39,280	2,158	2,606	1,652	412	116	133	2.87	6.30	5.42
(2V08) (675GA) Viera, FL	17,827	17,065	95.73%	762	4.27%	15,241	832	992	524	142	45	51	1.76	6.48	3.11
(2V08) (675GB) Daytona Beach, FL (William V. Chappell, Jr.)	11,852	11,523	97.22%	329	2.78%	10,602	533	388	167	99	23	40	3.45	4.90	0.82
(2V08) (675GC) Kissimmee, FL	1,564	1,518	97.06%	46	2.94%	1,371	90	57	34	5	5	2	2.18	0.00	7.53
(2V08) (675GD) Deltona, FL	1,359	1,336	98.31%	23	1.69%	1,219	73	44	22	1	0	0	1.94	9.16	2.08
(2V08) (675GE) Tavares, FL	1,848	1,816	98.27%	32	1.73%	1,634	102	80	28	3	1	0	2.47	3.72	3.60
(2V08) (675GF) Clermont, FL	1,200	1,180	98.33%	20	1.67%	1,113	45	22	15	2	1	2	2.69	2.04	3.97
(2V08) (675GG) Lake Baldwin, FL	13,745	13,373	97.29%	372	2.71%	12,071	573	729	298	52	15	7	1.59	4.45	4.23
(2V08) (675QB) Port Orange, FL	2	2	100.00%	0	0.00%	1	0	1	0	0	0	0			
(2V08) (675QC) Westside Pavilion, FL	2,085	2,044	98.03%	41	1.97%	2,019	8	17	35	4	2	0			0.54
(2V08) (675QG) Palm Bay, FL	434	431	99.31%	3	0.69%	404	20	7	3	0	0	0	1.57		
(2V09) (596) Lexington, KY HCS	30,383	29,267	96.33%	1,116	3.67%	26,397	1,299	1,571	837	196	33	50	3.48	4.97	0.39
(2V09) (596) Lexington-Leestown, KY (Franklin R. Sousley Campus)	9,375	9,046	96.49%	329	3.51%	8,114	442	490	276	48	2	3	3.69	8.36	0.35
(2V09) (596A4) Lexington-Cooper, KY (Troy Bowling Campus)	16,928	16,187	95.62%	741	4.38%	14,582	695	910	520	147	29	45		4.50	0.15
(2V09) (596GA) Somerset, KY	1,813	1,789	98.68%	24	1.32%	1,601	82	106	21	1	2	0	3.19	4.48	1.06
(2V09) (596GB) Morehead, KY	584	582	99.66%	2	0.34%	555	17	10	1	0	0	1	4.81	1.71	0.00
(2V09) (596GC) Hazard, KY	582	578	99.31%	4	0.69%	554	11	13	4	0	0	0	1.79	2.03	0.00
(2V09) (596GD) Berea, KY	1,101		98.55%		1.45%		52				-		2.89	5.48	0.47
(2V09) (603) Louisville, KY HCS	32,585		97.16%										2.00		2.65
(2V09) (603) Louisville, KY (Robley Rex)	18,862		96.34%				873		424	147	48	71	0.18	7.11	0.51
(2V09) (603BU) Louisville, KY - VADOM	5	5	100.00%	0	0.00%	5	0	0	0	0	0	0			

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3		Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13		MH Avg Wait Time in Days 15
(2V09) (603GA) Fort Knox, KY	1,797	1,759	97.89%	38	2.11%	1,622	87	50	34	3	0	1	2.62	4.78	2.86
(2V09) (603GB) New Albany, IN	1,924	1,876	97.51%	48	2.49%	1,702	85	89	40	8	0	0	3.04	5.04	2.91
(2V09) (603GC) Shively, KY	2,255	2,225	98.67%	30	1.33%	2,073	82	70	21	6	2	1	2.67	2.08	2.30
(2V09) (603GD) Stonybrook, KY	2,381	2,322	97.52%	59	2.48%	2,097	121	104	49	6	0	4	3.73	3.45	3.51
(2V09) (603GE) Newburg, KY	2,400	2,373	98.88%	27	1.13%	2,156	121	96	20	3	1	3	3.82	5.56	2.16
(2V09) (603GF) Grayson County, KY	1,711	1,699	99.30%	12	0.70%	1,605	68	26	9	1	1	1	2.15	2.58	1.21
(2V09) (603GG) Scott County, IN	976	955	97.85%	21	2.15%	900	39	16	20	0	1	0	1.34	1.83	5.47
(2V09) (603GH) Carrollton, KY	264	263	99.62%	1	0.38%	253	8	2	0	0	0	1	8.40	4.58	1.00
(2V09) (603PB) Louisville (SARRTP)	10	10	100.00%	0	0.00%	10	0	0	0	0	0	0			0.00
(2V09) (614) Memphis, TN HCS	34,928	33,390	95.60%	1,538	4.40%	31,363	985	1,042	788	258	72	420	2.00	9.87	1.56
(2V09) (614) Memphis, TN	24,065	22,868	95.03%	1,197	4.97%	21,515	644	709	559	168	63	407	1.28	9.95	0.33
(2V09) (614GG) Jackson, TN	11	9	81.82%	2	18.18%	7	0	2	2	0	0	0	1.28	9.95	0.33
(2V09) (614GF) Nonconnah Boulevard, TN	26	20	76.92%	6	23.08%	5	3	12	6	0	0	0	1.28	9.95	0.33
(2V09) (614GA) Tupelo, MS	1,290	1,230	95.35%	60	4.65%	1,109	68	53	39	9	3	9	3.64	4.75	14.87
(2V09) (614GB) Jonesboro, AR	706	688	97.45%	18	2.55%	668	11	9	13	5	0	0	2.96	1.34	6.91
(2V09) (614GC) Holly Springs, MS	431	412	95.59%	19	4.41%	379	18	15	13	4	1	1	5.36	0.00	6.76
(2V09) (614GD) Savannah, TN	584	579	99.14%	5	0.86%	564	9	6	5	0	0	0	1.13	2.27	2.23
(2V09) (614GE) Covington, TN	1,492	1,489	99.80%	3	0.20%	1,449	28	12	2	1	0	0	0.32	1.33	0.01
(2V09) (614GF) Nonconnah Boulevard, TN	3,957	3,750	94.77%	207	5.23%	3,450	128	172	135	65	5	2	1.57	13.01	1.49
(2V09) (614GG) Jackson, TN	1,615	1,595	98.76%	20	1.24%	1,495	62	38	13	6	0	1	1.91	4.05	0.06
(2V09) (614GI) Dyersburg, TN	513	513	100.00%	0	0.00%	494	6	13	0	0	0	0	1.28	0.89	0.69
(2V09) (614GN) Helena, AR	228	227	99.56%	1	0.44%	218	8	1	1	0	0	0	1.31	0.00	0.97
(2V09) (614QA) Union Avenue, TN	10	10	100.00%	0	0.00%	10	0	0	0	0	0	0			
(2V09) (621) Mountain Home, TN HCS	35,961	34,847	96.90%	1,114	3.10%	31,793	1,607	1,447	731	196	66	121	2.49	7.48	1.63
(2V09) (621) Mountain Home, TN (James H. Quillen)	24,416	23,614	96.72%	802	3.28%	21,698	960	956	494	147	51	110	1.37	8.10	0.85
(2V09) (621BU) Mountain Home, TN - VADOM	76	76	100.00%	0	0.00%	76	0	0	0	0	0	0	0.57		
(2V09) (621BY) Knoxville, TN (William C. Tallent)	5,362	5,175	96.51%	187	3.49%	4,508	370	297	131	35	12	9		6.83	3.60
(2V09) (621GA) Rogersville, TN	454		98.24%			418				0	0	0		0.00	0.00
(2V09) (621GC) Norton, VA	561	558	99.47%	3	0.53%	526	21	11	2	0	1	0	1.79	0.00	2.19
(2V09) (621GG) Morristown, TN	691	686	99.28%	5		651	20	15	5	0	0	0		0.00	1.82
(2V09) (621GI) Sevierville, TN (Dannie A. Carr)	1,449		94.48%			1,191	101	77	66		2			16.38	0.04
(2V09) (621GJ) Bristol, VA	1,029		98.06%			951	32				0			0.00	2.73
(2V09) (621GK) Campbell County, TN			99.75%		0.25%	361	20		0		0	0		1.75	3.32
(2V09) (621GO) Mountain City, TN	299		98.33%			283			5		0	0		0.00	0.89
(2V09) (621QA) Jonesville, VA	112		100.00%			95			0	0	0	0			
(2V09) (621QB) Marion, VA	107		100.00%			97		5	0		0	0			
(2V09) (621QC) Vansant, VA	57		100.00%			44	5		0		0	0			
(2V09) (621QD) Knox County, TN	564		99.47%			547	13	1	3	0	0	0		1.14	0.00
(2V09) (621QE) Downtown West, TN	378		100.00%		0.0070	347	27	4	2 209	0	0	771		1.70	2.44
(2V09) (626) Middle Tennessee HCS	67,602		93.62%			57,516		2,949							3.11
(2V09) (626A4) Murfreesboro, TN (Alvin C. York)	4		100.00%			4	0	0			0				3.53
(2V09) (626) Nashville, TN	24,116	22,269	92.34%	1,847	7.66%	20,227	936	1,106	1,074	432	160	181	8.92	8.45	3.53

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4		Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(2V09) (626GC) Bowling Green, KY	37	36	97.30%	1	2.70%	33	1	2	1	0	0	0	8.92	8.45	3.53
(2V09) (626QA) Albion Street, TN	57	57	100.00%	0	0.00%	43	5	9	0	0	0	0	8.92	8.45	3.53
(2V09) (626A4) Murfreesboro, TN (Alvin C. York)	18,486	17,339	93.80%	1,147	6.20%	15,848	696	795	625	207	76	239	4.00	12.37	1.84
(2V09) (626GA) Dover, TN	420	395	94.05%	25	5.95%	369	16	10	7	5	2	11	5.46		5.63
(2V09) (626GC) Bowling Green, KY	954	880	92.24%	74	7.76%	791	52	37	41	10	11	12	8.64	7.54	5.96
(2V09) (626GE) Clarksville, TN	5,215	4,822	92.46%	393	7.54%	4,285	261	276	206	95	66	26	7.08	6.11	6.62
(2V09) (626GF) Chattanooga, TN	3,962	3,841	96.95%	121	3.05%	3,493	208	140	67	25	7	22	2.31	7.90	1.85
(2V09) (626GG) Tullahoma, TN	288	281	97.57%	7	2.43%	274	3	4	5	0	0	2	0.84	10.43	6.06
(2V09) (626GH) Cookeville, TN	1,415	1,340	94.70%	75	5.30%	1,204	72	64	42	9	3	21	4.29	12.40	6.07
(2V09) (626GJ) Hopkinsville, KY	1,574	1,364	86.66%	210	13.34%	1,179	87	98	59	21	18	112	46.56	13.93	1.65
(2V09) (626GK) McMinnville, TN	843	827	98.10%	16	1.90%	759	53	15	8	2	5	1	2.62	6.19	4.50
(2V09) (626GL) Roane County, TN	521	487	93.47%	34	6.53%	388	47	52	17	6	2	9	5.46		7.61
(2V09) (626GM) Maury County, TN	862	818	94.90%	44	5.10%	710	64	44	12	6	4	22	7.61	3.33	4.25
(2V09) (626GN) Athens, TN	487	465	95.48%	22	4.52%	398	36	31	11	7	2	2	5.75	4.50	8.55
(2V09) (626GO) International Plaza,	1,985	1,924	96.93%	61	3.07%	1,808	61	55	28	10	8	15	5.86	1.38	1.71
(2V09) (626GP) Gallatin, TN	596	580	97.32%	16	2.68%	525	26	29	13	3	0	0	5.60	5.20	0.00
(2V09) (626MA) IDES Fort Campbell	28	28	100.00%	0	0.00%	28	0	0	0	0	0	0			
(2V09) (626QA) Albion Street, TN	747	730	97.72%	17	2.28%	672	26	32	11	4	0	2	2.29		0.02
(2V09) (626QB) Charlotte Avenue,	2,409	2,358	97.88%	51	2.12%	2,185	95	78	30	8	6	7	3.60	11.24	0.66
TN (2V09) (626QC) Pointe Centre, TN	1,612	1,560	96.77%	52	3.23%	1,440	62	58	30	4	8	10		21.23	1.79
(2V09) (626QD) Glenis Drive, TN	686	673	98.10%	13			0	2	9	3	1	0			3.68
(2V09) (626QE) Glenis Drive 2, TN	22	22	100.00%	0	0.00%	22	0	0	0	0	0	0			
(2V09) (626QF) Dalton Drive, TN	276	186	67.39%	90	32.61%	160	14	12	12	0	1	77		64.45	
3V10) (538) Chillicothe, OH HCS	15,443	14,374	93.08%	1,069	6.92%	12,953	682	739	597	237	77	158	2.49	17.15	4.09
(3V10) (538GC) Marietta, OH	8	6	75.00%	2	25.00%	5	0	1	2	0	0	0	2.61	17.82	3.30
(3V10) (538) Chillicothe, OH	10,110	9,270	91.69%	840	8.31%	8,188	519	563	458	208	49	125	2.61	17.82	3.30
(3V10) (538GA) Athens, OH	1,191	1,172	98.40%	19	1.60%	1,118	21	33	10	3	2	4	1.08	10.98	2.05
(3V10) (538GB) Portsmouth, OH	906	894	98.68%	12	1.32%	854	19	21	11	1	0	0	0.97	4.50	2.00
(3V10) (538GC) Marietta, OH	701	600	85.59%	101	14.41%	532	28	40	59	13	19	10	2.15	31.09	12.55
(3V10) (538GD) Lancaster, OH	1,338	1,273	95.14%	65	4.86%	1,176	50	47	39	8	7	11	3.43	9.07	7.26
(3V10) (538GE) Cambridge, OH	755	735	97.35%	20	2.65%	680	28	27	9	3	0	8	5.27	7.54	2.68
(3V10) (538GF) Wilmington, OH	434	424	97.70%	10	2.30%	400	17	7	9	1	0	0	1.92	0.00	4.92
3V10) (539) Cincinnati, OH HCS	33,497	30,916	92.29%	2,581	7.71%	27,900	1,327	1,689	1,371	532	247	431	2.68	16.62	1.73
(3V10) (539) Cincinnati, OH	23,271	21,379	91.87%	1,892	8.13%	19,118	980	1,281	1,052	372	194	274	1.48	16.33	0.79
(3V10) (539A4) Fort Thomas, KY	1,229	1,172	95.36%	57	4.64%	1,114	26	32	31	18	4	4		16.38	3.39
(3V10) (539BV) Fort Thomas, KY -	17	16	94.12%	1	5.88%	15	0	1	0	0	0	1			
(3V10) (539GA) Bellevue, KY	882	815	92.40%	67	7.60%	767	27	21	23	10	9	25	20.03		3.10
(3V10) (539GB) Clermont County, OH	2,033	1,950	95.92%	83	4.08%	1,846	59	45	49	21	5	8	2.88	11.21	0.39
(3V10) (539GC) Dearborn, IN	899	868	96.55%	31	3.45%	796	32	40	19	2	0	10	4.81	11.68	0.89
(3V10) (539GD) Florence, KY	1,625	1,523	93.72%	102	6.28%	1,405	47	71	50	18	5	29	2.43	23.21	2.12
(3V10) (539GE) Hamilton, OH	1,054	987	93.64%	67	6.36%	911	48	28	26	21	8	12	3.34	19.61	1.24
(3V10) (539GF) Georgetown, OH	489	452	92.43%	37	7.57%	397	27	28	18	9	2	8	6.17	28.30	0.46
(3V10) (539QB) Highland Avenue, OH	1,446	1,240	85.75%	206	14.25%	1,083	53	104	74	56	18	58		17.22	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V10) (539QC) Vine Street, OH	35	35	100.00%	0	0.00%	35	0	0	0	0	0	0	0.27		
(3V10) (539QD) Norwood, OH	517	479	92.65%	38	7.35%	413	28	38	29	5	2	2		8.17	5.63
(3V10) (541) Cleveland, OH HCS	81,261	76,119	93.67%	5,142	6.33%	66,082	5,015	5,022	3,178	1,034	332	598	5.40	11.12	2.56
(3V10) (541) Cleveland, OH (Louis Stokes Cleveland)	32,024	29,668	92.64%	2,356	7.36%	25,356	1,890	2,422	1,570	434	149	203	9.22	9.47	0.50
(3V10) (541BZ) Youngstown, OH	5	4	80.00%	1	20.00%	1	2	1	1	0	0	0	9.22	9.47	0.50
(3V10) (541BY) Canton, OH	5,265	4,976	94.51%	289	5.49%	4,262	391	323	185	61	29	14	4.48	10.34	
(3V10) (541BZ) Youngstown, OH	5,131		94.45%			4,411	243	192			19	6			
(3V10) (541GB) Lorain, OH	3,191					2,695	184	141	89	55	9	18			
(3V10) (541GC) Sandusky, OH	1,648	· ·	92.17%			1,295	130	94	51	26		47			
(3V10) (541GD) Mansfield, OH (David F. Winder)	4,529	4,483	98.98%	46	1.02%	4,279	131	73	26	19	1	0	0.99	3.91	1.58
(3V10) (541GF) Lake County, OH	3,325	3,198	96.18%	127	3.82%	2,783	252	163	61	20	14	32	3.65	11.32	3.55
(3V10) (541GG) Akron, OH	10,072	9,549	94.81%	523	5.19%	8,411	632	506	276	93	41	113	5.71	10.22	1.44
(3V10) (541GH) East Liverpool, OH	1,220	1,166	95.57%	54	4.43%	1,032	88	46	33	11	1	9	3.34	13.40	5.29
(3V10) (541GI) Warren, OH	1,638	1,538	93.89%	100	6.11%	1,314	112	112	69	20	5	6	4.73	11.65	8.41
(3V10) (541GJ) New Philadelphia, OH	1,373	1,316	95.85%	57	4.15%	1,124	116	76	37	16	2	2	5.80	5.41	5.52
(3V10) (541GK) Ravenna, OH	1,506	1,454	96.55%	52	3.45%	1,298	97	59	40	4	6	2	1.72	7.85	3.12
(3V10) (541GL) Parma, OH	8,856	7,982	90.13%	874	9.87%	6,502	726	754	500	181	51	142	5.80	18.85	4.98
(3V10) (541GM) Cleveland Superior Avenue, OH	70	61	87.14%	9	12.86%	49	2	10	7	2	0	0			
(3V10) (541QB) Cleveland Euclid Avenue, OH (3V10) (541QE) Cleveland East	1,003		99.30% 86.67%		0.70%	989	15	22	5 27	0		2	40.33	20.50	
Boulevard 3, OH - Mobile (3V10) (541QF) Cuyahoga County 4,	195	161	82.56%	34	17.44%	136	0	25	25	8	0	1		17.09	
OH - Mobile							Ĭ		-		ŭ	,			
(3V10) (552) Dayton, OH HCS	27,566						1,433	1,592							
(3V10) (552) Dayton, OH	22,403		95.38%			18,898	1,182	1,287	697	185				8.82	
(3V10) (552GA) Middletown, OH	1,281	· ·	90.94%			1,014	60	91	85	16		11			
(3V10) (552GB) Lima, OH	1,371	· ·	97.67%			1,255	53	31	21	7	0	5			
(3V10) (552GC) Richmond, IN	1,088					914	53 79	116		9	4	6	4.25 8.57	10.47 8.62	
(3V10) (552GD) Springfield, OH (3V10) (552GF) Wright-Patterson, OH	1,309		93.28%		0.72%	1,026	6	1 10	10	9	0	0			
(3V10) (552GF) Wright-Patterson, OH (3V10) (757) Columbus, OH HCS	26,504						1,514	1,979	1,402		ŭ	_			
(3V10) (757) Columbus, OH	21,250		91.00%			16,583	1,197	1,558	1,198	420	205				
(Chalmers P. Wylie) (3V10) (757GA) Zanesville, OH	789		90.37%			639	35	39		39		0			
(3V10) (757GB) Grove City, OH	996		95.58%			866	52	34	23	12		5		7.67	
(3V10) (757GC) Marion, OH	924					749	46	66		9	4	0		8.25	
(3V10) (757GD) Newark, OH (Daniel	1,124		95.20%				71	65		13	6	2		6.67	
L. Kinnard) (3V10) (757QC) Columbus Airport	1,421		95.07%			1,021	113	217	63	7	0	0		0.0.	5.42
Drive, OH (3V10) (506) Ann Arbor, MI HCS	43,037	40,721	94.62%	2,316	5.38%	36,971	1,785	1,965	1,276	476	229	335	1.60	13.98	3.65
(3V10) (506) Ann Arbor, MI	28,897		93.94%			24,448	1,783	1,505		329					
(3V10) (506GA) Toledo, OH	7,227	· ·				6,145	395	297	170			70		18.41	
(3V10) (506GB) Flint, MI	2,572					2,453	51	45	14	3		1	1.29		
(3V10) (506GC) Jackson, MI	2,624		98.78%			2,431	94	67	23	9	0	0			
(3V10) (506QA) Ann Arbor Packard Road, MI (Packard Road)	980	970	98.98%	10	1.02%	958	4	8	7	2	1	0		0.02	0.13

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13		MH Avg Wait Time in Days 15
(3V10) (506QB) Green Road, MI	737	627	85.07%	110	14.93%	536	48	43	56	44	9	1		13.89	
3V10) (515) Battle Creek, MI HCS	21,962	19,815	90.22%	2,147	9.78%	16,464	1,641	1,710	1,114	398	171	464	6.09	18.35	7.56
(3V10) (515) Battle Creek, MI	9,667	8,780	90.82%	887	9.18%	7,283	793	704	448	168	85	186	4.54	18.43	7.29
(3V10) (515BU) Battle Creek, MI - VADOM	38	38	100.00%	0	0.00%	37	1	0	0	0	0	0			
(3V10) (515BY) Wyoming, MI	8,879	7,763	87.43%	1,116	12.57%	6,254	655	854	575	201	79	261	5.94	19.66	8.42
(3V10) (515GA) Muskegon, MI	1,540	1,481	96.17%	59	3.83%	1,321	81	79	34	11	3	11	9.54	2.61	3.28
(3V10) (515GB) Lansing South, MI	1,312	1,250	95.27%	62	4.73%	1,103	83	64	45	12	1	4	5.47	0.86	9.10
(3V10) (515GC) Benton Harbor, MI	526	503	95.63%	23	4.37%	466	28	9	12	6	3	2	8.47	1.59	2.50
3V10) (553) Detroit, MI HCS	21,571	19,901	92.26%	1,670	7.74%	17,285	1,192	1,424	1,046	264	144	216	3.47	12.54	2.39
(3V10) (553GB) Pontiac, MI	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0	4.22	12.73	2.46
(3V10) (553) Detroit, MI (John D. Dingell)	19,909	18,256	91.70%	1,653	8.30%	15,717	1,146	1,393	1,034	261	142	216	4.22	12.73	2.46
(3V10) (553GA) Yale, MI	882	880	99.77%	2	0.23%	867	11	2	2	0	0	0	0.59		0.00
(3V10) (553GB) Pontiac, MI	711	697	98.03%	14	1.97%	634	35	28	9	3	2	0	1.85	5.01	4.53
(3V10) (553QA) Piquette Street, MI	67	66	98.51%	1	1.49%	65	0	1	1	0	0	0	1.44		
3V10) (583) Indianapolis, IN HCS	40,687	39,185	96.31%	1,502	3.69%	35,222	1,895	2,068	1,126	221	31	124	2.71	6.90	5.64
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	30,776	29,581	96.12%	1,195	3.88%	26,598	1,480	1,503	889	179	23	104	3.72	6.67	5.59
(3V10) (583BU) Indianapolis, IN - VADOM	565	500	88.50%	65	11.50%	422	28	50	44	16	4	1		8.79	
(3V10) (583GA) Terre Haute, IN	1,087	1,082	99.54%	5	0.46%	1,056	12	14	2	3	0	0	0.05	5.13	0.00
(3V10) (583GB) Bloomington, IN	1,334	1,304	97.75%	30	2.25%	1,241	25	38	18	7	1	4	1.42	8.27	1.18
(3V10) (583GC) Martinsville, IN	609	605	99.34%	4	0.66%	557	23	25	4	0	0	0	2.92	0.61	3.09
(3V10) (583GD) Indianapolis West, IN	1,766	1,725	97.68%	41	2.32%	1,477	127	121	35	4	0	2	1.82	6.99	8.63
(3V10) (583GE) West Lafayette, IN	822	804	97.81%	18	2.19%	751	24	29	18	0	0	0	1.45	4.07	5.33
(3V10) (583GF) Wakeman, IN	1,108	1,071	96.66%	37	3.34%	948	76	47	29	1	1	6	2.56	9.61	2.32
(3V10) (583GG) Shelbyville, IN	520	475	91.35%	45	8.65%	407	24	44	31	6	1	7	3.02	20.15	25.79
(3V10) (583QA) Monroe County, IN	319	310	97.18%	9	2.82%	297	4	9	9	0	0	0			2.44
(3V10) (583QB) Indianapolis Meridian Street, IN	12	12	100.00%	0	0.00%	12	0	0	0	0	0	0	0.00		
(3V10) (583QC) Vigo County, IN	299	275	91.97%	24	8.03%	213	21	41	23	1	0	0			3.79
(3V10) (583QD) Indianapolis YMCA, IN	853	824	96.60%	29	3.40%	626	51	147	24	4	1	0		6.63	
(3V10) (583QE) Cold Spring Road, IN	617	617	100.00%	0	0.00%	617	0	0	0	0	0	0			
3V10) (610) Northern Indiana HCS	24,902	23,135	92.90%	1,767	7.10%	19,963	1,578	1,594	969	344	208	246	4.83	17.12	5.51
(3V10) (610) Marion, IN	6,163	5,779	93.77%	384	6.23%	5,098	365	316	146	118	51	69	5.40	17.80	3.57
(3V10) (610) Marion, IN	43	41	95.35%	2	4.65%	12	11	18	2	0	0	0	6.14	16.30	0.79
(3V10) (610A4) Fort Wayne, IN	9,348	8,550	91.46%	798	8.54%	7,177	682	691	467	137	73	121	6.14	16.30	0.79
(3V10) (610BU) Marion, IN - VADOM	9	9	100.00%	0	0.00%	8	1	0	0	0	0	0			
(3V10) (610BY) St. Joseph County, IN	4,837	4,499	93.01%	338	6.99%	3,964	274	261	157	49	76	56	2.93	19.04	5.06
(3V10) (610GB) Muncie, IN	1,312	1,256	95.73%	56	4.27%	1,097	63	96	45	11	0	0	3.90	3.13	9.35
(3V10) (610GC) Goshen, IN	845	832	98.46%	13	1.54%	724	62	46	12	1	0	0	4.34	0.08	1.41
(3V10) (610GD) Peru, IN	894	854	95.53%	40	4.47%	796	26	32	34	5	1	0	3.58	8.71	1.62
(3V10) (610QA) Fort Wayne East State Boulevard, IN	1,404	1,271	90.53%	133	9.47%	1,050	88	133	103	23	7	0		11.88	7.22
(3V10) (610QB) Columbia Place, IN	47	44	93.62%	3	6.38%	37	6	1	3	0	0	0			
3V10) (655) Saginaw, MI HCS	20,946	19,844	94.74%	1,102	5.26%	17,597	1,105	1,142	600	166	114	222	2.79	14.21	3.42
(3V10) (655) Saginaw, MI (Aleda E. Lutz)	11,669	10,919	93.57%	750	6.43%	9,653	613	653	352	103	91	204	2.03	15.85	2.89

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3		Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V10) (655GA) Gaylord, MI	931	893	95.92%	38	4.08%	821	34	38	24	8	4	2	1.80	9.02	2.40
(3V10) (655GB) Traverse City, MI (Colonel Demas T. Craw)	1,691	1,588	93.91%	103	6.09%	1,344	105	139	84	14	2	3	3.21	11.76	3.89
(3V10) (655GC) Oscoda, MI	527	514	97.53%	13	2.47%	445	32	37	10	2	0	1	2.71	10.22	4.46
(3V10) (655GD) Alpena, MI (Lieutenant Colonel Clement C. Van Wagoner)	724	691	95.44%	33	4.56%	622	40	29	22	10	1	0	2.57	6.50	5.68
(3V10) (655GE) Clare, MI	1,268	1,216	95.90%	52	4.10%	1,092	65	59	31	13	5	3	4.36	6.15	5.31
(3V10) (655GF) Bad Axe, MI	579	572	98.79%	7	1.21%	520	29	23	6	1	0	0	1.69	1.80	3.92
(3V10) (655GG) Cadillac, MI	911	873	95.83%	38	4.17%	760	60	53	20	5	9	4	3.39	10.43	3.97
(3V10) (655GH) Cheboygan County, MI	447	440	98.43%	7	1.57%	381	25	34	5	2	0	0	2.43	5.32	1.70
(3V10) (655GI) Grayling, MI	441	398	90.25%	43	9.75%	339	31	28	29	7	2	5	11.31	11.56	7.87
(3V10) (655QA) Saginaw Barnard Road, MI	1,758	1,740	98.98%	18	1.02%	1,620	71	49	17	1	0	0		0.02	2.59
(3V12) (550) Danville, IL HCS	16,525	16,090	97.37%	435	2.63%	14,520	798	772	251	59	42	83	2.78	7.57	1.60
(3V12) (550) Danville, IL	7,998	7,831	97.91%	167	2.09%	7,174	341	316	90	31	18	28	2.62	5.74	0.32
(3V12) (550BY) Peoria, IL (Bob Michel)	4,249	4,082	96.07%	167	3.93%	3,593	253	236	74	22	20	51	2.43	12.43	1.14
(3V12) (550GA) Decatur, IL	1,642	1,606	97.81%	36	2.19%	1,477	75	54	29	4	2	1	2.00	4.34	1.88
(3V12) (550GD) Springfield, IL	1,416	1,390	98.16%	26	1.84%	1,244	71	75	21	2	1	2	3.40	4.18	1.90
(3V12) (550GF) Mattoon, IL	502	498	99.20%	4	0.80%	447	39	12	3	0	1	0	2.81	5.45	2.97
(3V12) (550GG) Bloomington, IL	718	683	95.13%	35	4.87%	585	19	79	34	0	0	1	6.59	6.18	6.23
(3V12) (537) Chicago, IL HCS	33,899	30,841	90.98%	3,058	9.02%	27,357	1,445	2,039	1,507	670	363	518	6.52	13.65	1.96
(3V12) (537) Chicago, IL (Jesse Brown)	25,816	23,375	90.54%	2,441	9.46%	20,481	1,181	1,713	1,248	539	309	345	7.75	12.83	1.88
(3V12) (537BY) Crown Point, IN (Adam Benjamin Jr.)	6,106	5,532	90.60%	574	9.40%	5,085	193	254	234	123	47	170	7.19		1.67
(3V12) (537GA) Chicago Heights, IL	541	533	98.52%	8	1.48%	494	19	20	5			0			3.06
(3V12) (537GD) Lakeside, IL	904								17			2			
(3V12) (537HA) Auburn Gresham, IL	532						29					1	4.44		
(3V12) (556) North Chicago, IL HCS	21,685	20,986	96.78%								55	73			
(3V12) (556) North Chicago, IL (Captain James A. Lovell)	19,688						949				53		5.72 4.13		
(3V12) (556GA) Evanston, IL	385					333	11			2	0	4			
(3V12) (556GC) McHenry, IL	1,043						29			2	1	0	1.34		2.44
(3V12) (556GD) Kenosha, WI	569						1,720			336	150		0.02		1.00
(3V12) (578) Hines, IL HCS (3V12) (578) Hines, IL (Edward Hines Junior)	40,968 33,249						1,720		979 787	272					5.08 2.59
(3V12) (578GA) Joliet, IL	2,761	2,484	89.97%	277	10.03%	2,194	166	124	112	38	28	99	8.65	22.02	8.34
(3V12) (578GC) Kankakee County, IL	731	708	96.85%	23	3.15%	673	23	12	17	4	0	2	2.83	6.63	0.80
(3V12) (578GD) Aurora, IL	1,298	1,221	94.07%	77	5.93%	1,162	30	29	16	9	2	50	21.25	4.35	33.42
(3V12) (578GE) Hoffman Estates, IL	1,093	1,073	98.17%	20	1.83%	1,022	20	31	9	6	1	4	1.12	5.39	4.55
(3V12) (578GF) LaSalle, IL	761	719	94.48%	42	5.52%	622	35	62	33	4	2	3	4.10	9.65	0.34
(3V12) (578GG) Oak Lawn, IL	1,075	1,063	98.88%	12	1.12%	1,031	23	9	5	3	0	4	1.56	4.44	18.54
(3V12) (585) Iron Mountain, MI HCS	12,542	11,864	94.59%	678	5.41%	10,683	589	592	357	117	80	124	1.10	18.72	3.47
(3V12) (585) Iron Mountain, MI (Oscar G. Johnson)	7,644	7,067	92.45%	577	7.55%	6,252	386	429	286	96	72	123	1.31	20.75	2.15
(3V12) (585GA) Hancock, MI	706	700	99.15%	6	0.85%	677	10	13	6	0	0	0	0.62	7.22	1.44
(3V12) (585GB) Rhinelander, WI	911	887	97.37%	24	2.63%	795	48	44	21	3	0	0	1.12	5.04	6.09
(3V12) (585GC) Menominee, MI	632	626	99.05%	6	0.95%	570	33	23	1	5	0	0	1.35	17.36	2.06

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5		Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V12) (585GD) Ironwood, MI	359	355	98.89%	4	1.11%	328	17	10	1	3	0	0	1.12	7.21	4.56
(3V12) (585GF) Manistique, MI	345	341	98.84%	4	1.16%	331	6	4	4	0	0	0	0.89	0.50	1.72
(3V12) (585HA) Marquette, MI	1,214	1,165	95.96%	49	4.04%	1,053	66	46	32	9	7	1	0.94	5.47	9.15
(3V12) (585HB) Sault Saint Marie, MI	731	723	98.91%	8	1.09%	677	23	23	6	1	1	0	0.87	5.27	6.84
(3V12) (607) Madison, WI HCS	24,190	22,970	94.96%	1,220	5.04%	20,273	1,392	1,305	740	225	107	148	6.30	8.50	2.72
(3V12) (607) Madison, WI (William S. Middleton)	15,835	14,806	93.50%	1,029	6.50%	13,019	837	950	596	201	97	135	14.59	9.64	2.75
(3V12) (607GC) Janesville, WI	1,065	1,046	98.22%	19	1.78%	889	90	67	16	1	0	2	6.93	3.16	0.41
(3V12) (607GD) Baraboo, WI	588	578	98.30%	10	1.70%	508	47	23	8	1	1	0	5.47	1.26	0.00
(3V12) (607GE) Beaver Dam, WI	866	858	99.08%	8	0.92%	792	40	26	8	0	0	0	4.01	1.30	0.00
(3V12) (607GF) Freeport, IL	445	441	99.10%	4	0.90%	380	43	18	4	0	0	0	4.64	1.02	0.00
(3V12) (607GG) Madison West, WI	2,236	2,172	97.14%	64	2.86%	1,924	149	99	45	8	7	4	7.11	6.66	1.50
(3V12) (607HA) Rockford, IL	3,155	3,069	97.27%	86	2.73%	2,761	186	122	63	14	2	7	2.86	5.93	3.09
(3V12) (676) Tomah, WI HCS	16,254	15,553	95.69%	701	4.31%	13,882	892	779	418	105	41	137	5.09	16.54	2.38
(3V12) (676) Tomah, WI	9,664	9,326	96.50%	338	3.50%	8,555	416	355	169	47	29	93	3.33	17.74	1.97
(3V12) (676GA) Wausau, WI	1,610	1,549	96.21%	61	3.79%	1,314	148	87	46	13	1	1	5.85	18.12	4.82
(3V12) (676GC) La Crosse, WI	2,341	2,151	91.88%	190	8.12%	1,845	140	166	147	30	6	7	7.70	9.59	1.83
(3V12) (676GD) Wisconsin Rapids, WI	2,232	2,129	95.39%	103	4.61%	1,826	160	143	50	12	5	36	6.15	15.28	1.13
(3V12) (676GE) Clark County, WI	407	398	97.79%	9	2.21%	342	28	28	6	3	0	0	3.04	5.17	3.34
(3V12) (695) Milwaukee, WI HCS	43,284	40,226	92.94%	3,058	7.06%	35,632	2,176	2,418	1,592	522	269	675	10.19	10.71	2.89
(3V12) (695) Milwaukee, WI (Clement J. Zablocki)	28,890		94.02%		5.98%		1,319	1,530	882		150	401	8.12	9.05	1.48
(3V12) (695BU) Milwaukee, WI - VADOM	75	75	100.00%	0	0.00%	69	5	1	0	0	0	0			
(3V12) (695BY) Appleton, WI (John H. Bradley)	4,031		90.99%				229	239				30		16.92	
(3V12) (695GA) Union Grove, WI	741		95.68%				35	34	25			0			3.57
(3V12) (695GC) Cleveland, WI	796		86.93%		13.07%		58	83		43		3			9.81
(3V12) (695GD) Green Bay, WI (Milo C. Huempfner)	8,709		90.45%				530	531	359			241	9.78	13.87	8.51
(3V12) (695QA) Milwaukee MLK Drive, WI	42	42	100.00%	0	0.00%	42	0	0	0	0	0	0			
(3V15) (589A4) Columbia, MO HCS	28,299	26,492	93.61%	1,807	6.39%	23,639	1,423	1,430	997	368	134	308	2.39	13.60	8.65
(3V15) (589A4) Columbia, MO (Harry S. Truman)	21,314		93.12%				1,046	1,159				238		13.45	
(3V15) (589G8) Jefferson City, MO	1,632		94.00%				77	49				26		14.33	
(3V15) (589GE) Kirksville, MO	457		99.56%				28	15				0		2.95	
(3V15) (589GF) Waynesville, MO	1,187		93.18%				71	63				2		9.13	
(3V15) (589GH) Lake of the Ozarks, MO	821	791	96.35%	30	3.65%	713	41	37	25	3	2	0	1.35	4.64	5.74
(3V15) (589GX) Mexico, MO	475	472	99.37%	3	0.63%	431	26	15	3	0	0	0	2.36	0.74	3.68
(3V15) (589GY) St. James, MO	605				8.93%	490	31	30	23	22	2	7	14.36	3.92	7.94
(3V15) (589JA) Sedalia, MO	1,037	1,030	99.32%	7	0.68%	954	49	27	7	0	0	0	1.77	2.33	2.28
(3V15) (589JD) Marshfield, MO	771	706	91.57%				54	35		8				33.85	
(3V15) (589) Kansas City, MO HCS	34,141						1,254		926				1.33	6.53	
(3V15) (589) Kansas City, MO	23,814		95.08%				982	1,209	840	194				6.95	
(3V15) (589JB) Excelsior Springs, MO	3		100.00%				0	0		0				6.96	
(3V15) (589G1) Warrensburg, MO	1,474		99.32%				47	28		2				2.55	
(3V15) (589GB) Belton, MO	740	727	98.24%	13	1.76%	668	30	29	8	3	0	2	4.99	0.00	2.06

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V15) (589GC) Paola, KS	345	337	97.68%	8	2.32%	304	23	10	5	2	0	1	2.76	0.00	0.48
(3V15) (589GD) Nevada, MO	454	446	98.24%	8	1.76%	423	12	11	6	1	1	C	0.75	11.43	4.14
(3V15) (589GZ) Cameron, MO	177	172	97.18%	5	2.82%	162	6	4	3	2	0	C	3.88	6.00	2.00
(3V15) (589JB) Excelsior Springs, MO	730	717	98.22%	13	1.78%	676	23	18	9	2	1	1	3.42	7.50	6.43
(3V15) (589JC) Shawnee, KS	973	959	98.56%	14	1.44%	890	35	34	10	4	0	C	1.96	14.13	
(3V15) (589JF) Honor, MO	4,885	4,837	99.02%	48	0.98%	4,648	92	97	37	5	3	3	0.65	11.36	2.16
(3V15) (589QA) Overland Park, KS	546	546	100.00%	0	0.00%	541	4	1	0	0	0	C		0.21	0.00
(3V15) (589A5) Eastern Kansas HCS	23,038	21,971	95.37%	1,067	4.63%	19,683	1,181	1,107	748	148	60	111	3.06	10.39	2.66
(3V15) (589A5) Topeka, KS (Colmery-ONeil)	11,313	10,791	95.39%	522	4.61%	9,735	538	518	332	88	25	77	2.86	13.29	1.79
(3V15) (589A6) Leavenworth, KS (Dwight D. Eisenhower)	8,456	8,054	95.25%	402	4.75%	7,091	485	478	285	56	30	31	2.29	7.83	4.69
(3V15) (589BU) Leavenworth, KS - VADOM	31	31	100.00%	0	0.00%	31	0	0	0	0	0	C			0.00
(3V15) (589GI) St. Joseph, MO	852	839	98.47%	13	1.53%	798	31	10	10	0	1	2	3.18	0.55	1.28
(3V15) (589GJ) Wyandotte County, KS	367	363	98.91%	4	1.09%	344	12	7	4	0	0	C	2.29	0.00	1.01
(3V15) (589GM) Chanute, KS	60	59	98.33%	1	1.67%	55	3	1	1	0	0	C	3.08		0.76
(3V15) (589GP) Garnett, KS	30	30	100.00%	0	0.00%	30	0	0	0	0	0	C	0.73		0.00
(3V15) (589GR) Junction City, KS (Lieutenant General Richard J. Seitz- Based)	1,219	1,126	92.37%	93	7.63%	984	78	64	87	3	3	C	8.05	8.23	2.55
(3V15) (589GU) Lawrence, KS	264	256	96.97%	8	3.03%	221	17	18	8	0	0	C	5.72	1.10	2.00
(3V15) (589GV) Fort Scott, KS	136	133	97.79%	3	2.21%	130	1	2	1	1	0	1	6.12		4.52
(3V15) (589JE) Platte City, MO	310	289	93.23%	21	6.77%	264	16	9	20	0	1	C	2.86		2.51
(3V15) (589A7) Wichita, KS HCS	20,213	19,286	95.41%	927	4.59%	17,402	911	973	624	191	60	52	1.81	7.40	5.83
(3V15) (589A7) Wichita, KS (Robert J. Dole)	16,423	15,620	95.11%	803	4.89%	14,007	754	859	562	162	45	34	1.51	6.96	6.28
(3V15) (589G2) Dodge City, KS	462	460	99.57%	2	0.43%	444	11	5	1	1	0	C	0.85	0.00	0.78
(3V15) (589G3) Liberal, KS	9	8	88.89%	1	11.11%	8	0	0	0	1	0	C	8.56		
(3V15) (589G4) Hays, KS	516	503	97.48%	13	2.52%	456	31	16	7	3	1	2	6.68	0.71	0.63
(3V15) (589G5) Parsons, KS	411	404	98.30%	7	1.70%	379	13	12	5	0	2	C	1.75	4.40	4.68
(3V15) (589G7) Hutchinson, KS	547	533	97.44%	14	2.56%	492	26	15	10	2	1	1	2.77	1.46	6.98
(3V15) (589GW) Salina, KS	849	845	99.53%	4	0.47%		33	20	3	1	0	C	1.31	7.47	3.49
(3V15) (589QB) Sedgwick County, KS	9	9	100.00%	0	0.0070		0	0		_	0	C	)		
(3V15) (589QC) South Parklane, KS	987	904	91.59%		8.41%	815	43	46	36	21	11	15	5	9.55	
(3V15) (657A5) Marion, IL HCS	19,267	18,507	96.06%	760	3.94%	16,510	1,000	997	476	157	32	95	2.64	10.19	2.68
(3V15) (657A5) Marion, IL	7,488	7,244	96.74%	244	3.26%	6,454	384	406	131	45	11	57	0.70	9.55	0.81
(3V15) (657BW) Marion MH-RRTP	48	47	97.92%	1	2.08%	46	1	0		0	0	C	)		0.00
(3V15) (657GJ) Evansville, IN	6,330	5,983	94.52%	347			387	415	235	74	9	29			
(3V15) (657GK) Mount Vernon, IL	610	605	99.18%	5	0.82%		17	13			0	C	1.52		
(3V15) (657GL) Paducah, KY	884						31	17			,				
(3V15) (657GM) Effingham, IL	522						21	20			0		5.21	3.00	2.25
(3V15) (657GO) Madisonville, KY	108				0.93%		15	3			_				
(3V15) (657GP) Owensboro, KY	555		95.68%	24			35	19		_				0.00	
(3V15) (657GQ) Vincennes, IN	471			26			18	16			0		0		2.48
(3V15) (657GR) Mayfield, KY	422		99.76%		0.24%		17	3		0	0	С	0.95		
(0) (4.5) (0.57.O.T) O     -   -															
(3V15) (657GT) Carbondale, IL	626	626	100.00%	0	0.00%	613	6	7	0	0	0	C	0.89		0.35

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3		Appts Complete d in Over 30 Days 5		Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V15) (657GU) Harrisburg, IL	288	288	100.00%	0	0.00%	265	14	9	0	0	0	0	1.08		2.81
(3V15) (657QD) Heartland Street, IL	915	842	92.02%	73	7.98%	719	54	69	46	25	2	0	9.80	13.73	3.37
(3V15) (657A4) Poplar Bluff, MO HCS	11,330	10,896	96.17%	434	3.83%	10,001	472	423	293	71	30	40	1.93	11.33	2.87
(3V15) (657A4) Poplar Bluff, MO (John J. Pershing)	6,449	6,128	95.02%	321	4.98%	5,601	285	242	218	50	18	35	1.43	13.15	1.54
(3V15) (657GF) West Plains, MO	1,045	1,032	98.76%	13	1.24%	948	46	38	9	2	2	0	1.05	2.68	3.34
(3V15) (657GG) Paragould, AR	545	536	98.35%	9	1.65%	479	17	40	8	0	1	0	1.68	3.94	1.09
(3V15) (657GH) Cape Girardeau, MO	1,299	1,245	95.84%	54	4.16%	1,149	41	55	26	17	7	4	5.30	9.32	4.44
(3V15) (657GI) Farmington, MO	1,236	1,222	98.87%	14	1.13%	1,124	64	34	11	2	1	0	1.90	3.12	4.30
(3V15) (657GV) Sikeston, MO	570	548	96.14%	22	3.86%	519	15	14	20	0	1	1	1.91	2.34	3.97
(3V15) (657GW) Pocahontas, AR	186	185	99.46%	1	0.54%	181	4	0	1	0	0	0	0.51	0.00	4.75
(3V15) (657) St. Louis, MO HCS	37,929	35,333	93.16%	2,596	6.84%	31,501	1,873	1,959	1,334	478	235	549	10.32	12.56	3.39
(3V15) (657A0) St. Louis Jefferson Barracks, MO	4	4	100.00%	0	0.00%	4	0	0	0	0	0	0	2.59	21.05	1.73
(3V15) (657) St. Louis John Cochran, MO (John Cochran)	15,639	14,228	90.98%	1,411	9.02%	12,525	689	1,014	710	260	111	330	2.59	21.05	1.73
(3V15) (657PD) St Louis SARRTP	15	15	100.00%	0	0.00%	15	0	0	0	0	0	0	13.65	9.05	4.16
(3V15) (657A0) St. Louis Jefferson Barracks, MO	12,898	12,126	94.01%	772	5.99%	10,845	676	605	424	125	70	153	13.65	9.05	4.16
(3V15) (657GA) St. Clair County, IL	1,099	956	86.99%	143	13.01%	800	68	88	57	36	16	34	22.52	30.93	1.29
(3V15) (657GB) St. Louis County, MO	863	839	97.22%	24	2.78%	789	27	23	16	4	3	1	2.05	14.05	3.77
(3V15) (657GD) St. Charles County, MO	1,038	977	94.12%	61	5.88%	905	29	43	30	19	12	0	8.35	8.30	1.17
(3V15) (657GS) Franklin County, MO	559	532	95.17%	27	4.83%	504	15	13	17	9	0	1	4.50	17.54	0.00
(3V15) (657GX) Washington Avenue, MO	3,432	3,396	98.95%	36	1.05%	3,150	211	35	26	5	2	3	6.10	1.89	2.57
(3V15) (657GY) Manchester Avenue, MO	998	919	92.08%	79	7.92%	809	61	49	30	13	18	18	15.41	0.33	0.33
(3V15) (657PD) St Louis SARRTP	130	130	100.00%	0	0.00%	130	0	0	0	0	0	0			
(3V15) (657QA) Olive Street, MO	1,146	1,103	96.25%	43	3.75%	925	91	87	24	7	3	9	5.28	8.50	0.00
(3V15) (657QB) Washington Boulevard, MO	108	108	100.00%	0	0.00%	100	6	2	0	0	0	0			
(4V16) (502) Alexandria, LA HCS	16,491	15,465	93.78%	1,026	6.22%	13,921	683	861	495	250	101	180	8.09	8.83	6.54
(4V16) (502) Alexandria, LA	9,790	9,244	94.42%	546	5.58%	8,480	291	473	239	122	46	139	12.69	9.29	4.33
(4V16) (502GA) Jennings, LA	421	385	91.45%	36	8.55%	342	23	20	14	1	6	15	1.11	0.00	3.73
(4V16) (502GB) Lafayette, LA	2,766	2,560	92.55%	206	7.45%	2,303	126	131	99	63	30	14	6.24	6.77	0.02
(4V16) (502GE) Lake Charles, LA (Douglas Fournet)	1,055						67	37					11.39		4.58
(4V16) (502GF) Fort Polk, LA	1,098		94.72%	58			100						4.36	8.95	
(4V16) (502GG) Natchitoches, LA	500			2			17	22					1.96	0.00	2.33
(4V16) (502QB) Lafayette Campus B, LA	861	767		94			59	102				3			10.11
(4V16) (520) Gulf Coast, MS HCS	34,570			2,031			1,876						3.68		
(4V16) (520) Biloxi, MS	14,405						779	675					3.61	13.63	
(4V16) (520BZ) Pensacola, FL	11,082			834			696	795						10.73	
(4V16) (520GA) Mobile, AL	4,000		95.40%	184			127	102					1.51	22.72	
(4V16) (520GB) Panama City Beach, FL	1,792			24								3	1.35		
(4V16) (520GC) Eglin Air Force Base, FL	2,349		93.27%			· ·	158	139					4.09	9.58	
(4V16) (520QA) Panama City Beach West, FL	942							34	13			· ·		5.89	
(4V16) (564) Fayetteville, AR HCS	32,905												4.77		
(4V16) (564) Fayetteville, AR	16,284	15,496	95.16%	788	4.84%	14,300	492	704	483	141	85	79	4.14	6.09	2.44

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(4V16) (564BY) Springfield, MO (Gene Taylor)	7,021	6,769	96.41%	252	3.59%	6,120	349	300	148	44	22	38	4.46	4.61	4.48
(4V16) (564GA) Harrison, AR	464	462	99.57%	2	0.43%	421	24	17	2	0	0	0	2.06		7.00
(4V16) (564GB) Fort Smith, AR	2,410	2,293	95.15%	117	4.85%	2,107	79	107	46	52	10	9	7.36	6.99	1.81
(4V16) (564GC) Branson, MO	2,341	2,216	94.66%	125	5.34%	2,077	73	66	73	32	10	10	5.38	7.32	3.01
(4V16) (564GD) Ozark, AR	508	436	85.83%	72	14.17%	342	26	68	51	10	5	6	8.32	14.50	23.05
(4V16) (564GE) Jay, OK	764	756	98.95%	8	1.05%	726	17	13	6	2	0	0	1.37	0.00	0.67
(4V16) (564GF) Joplin, MO	2,271	2,230	98.19%	41	1.81%	2,062	81	87	25	6	3	7	5.28	0.87	1.99
(4V16) (564QA) Township, AR	332	332	100.00%	0	0.00%	332	0	0	0	0	0	0			
(4V16) (564QB) Sunbridge, AR	510	481	94.31%	29	5.69%	438	16	27	12	11	5	1		5.74	
(4V16) (580) Houston, TX HCS	69,407	66,680	96.07%	2,727	3.93%	62,137	2,119	2,424	1,628	663	233	203	3.95	4.62	2.03
(4V16) (580GD) Conroe, TX	22	22	100.00%	0	0.00%	21	1	0	0	0	0	0	3.50	4.68	2.51
(4V16) (580GH) Tomball, TX	9	9	100.00%	0	0.00%	9	0	0	0	0	0	0	3.50	4.68	2.51
(4V16) (580GJ) Texas City, TX	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0	3.50	4.68	2.51
(4V16) (580) Houston, TX (Michael E. DeBakey)	46,412	44,415	95.70%	1,997	4.30%	41,433	1,301	1,681	1,189	461	186	161	3.50	4.68	2.51
(4V16) (580GC) Galveston County, TX	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0	3.50	4.68	2.51
(4V16) (580BY) Beaumont, TX	2,743	2,646	96.46%	97	3.54%	2,434	88	124	59	28	9	1	5.21	3.56	0.42
(4V16) (580BZ) Lufkin, TX (Charles Wilson)	1,817	1,654	91.03%	163	8.97%	1,479	109	66	60	87	14	2	12.59	2.47	1.52
(4V16) (580GC) Galveston County, TX	684	671	98.10%	13	1.90%	623	34	14	11	1	0	1	5.07	0.00	1.17
(4V16) (580GD) Conroe, TX	4,100	3,942	96.15%	158	3.85%	3,647	146	149	95	40	9	14	2.65	5.65	1.81
(4V16) (580GE) Katy, TX	3,834	3,758	98.02%	76	1.98%	3,603	77	78	56	8	7	5	2.14	3.63	0.17
(4V16) (580GF) Lake Jackson, TX	1,305	1,299	99.54%	6	0.46%	1,203	74	22	6	0	0	0	2.08		2.56
(4V16) (580GG) Richmond, TX	2,415	2,377	98.43%	38	1.57%	2,199	98	80	21	9	1	7	1.60	5.67	3.74
(4V16) (580GH) Tomball, TX	3,204	3,073	95.91%	131	4.09%	2,835	105	133	103	20	1	7	2.70	6.34	1.12
(4V16) (580GJ) Texas City, TX	2,620	2,573	98.21%	47	1.79%	2,415	85	73	28	9	6	4	2.12	1.98	1.37
(4V16) (580GL) Sugar Land, TX	240	239	99.58%	1	0.42%		1	4	0	0	0	1	7.51		0.33
(4V16) (586) Jackson, MS HCS	23,802	22,578	94.86%	1,224	5.14%	20,690	897	991	731	259	84	150	2.74	11.91	2.41
(4V16) (586) Jackson, MS (G.V. (Sonny) Montgomery)	19,031		94.83%				657	697	566		71				
(4V16) (586GA) Kosciusko, MS	384		89.06%		10.94%			63				2			3.31
(4V16) (586GB) Meridian, MS	710		97.89%	15			13				0	0			
(4V16) (586GC) Greenville, MS	566			5	0.88%		31	32				0			
(4V16) (586GD) Hattiesburg, MS	1,481		93.52%	96		·	74								
(4V16) (586GE) Natchez, MS	277		98.19%				6	15			0	0			
(4V16) (586GF) Columbus, MS	362		94.75%				21	25	14	0		0	4.30		
(4V16) (586GG) McComb, MS (4V16) (586QB) Dogwood View	580		99.76%		0.24%				46			0		9.19	
Parkway, MS	22.040	30,716	02.519/					1 125	1 105	424	225	260	4.01	10.85	2.92
(4V16) (598) Little Rock, AR HCS (4V16) (598) Little Rock, AR (John L. McClellan)	32,848 15,265		93.51%				1,121 478	1,135 565							
(4V16) (598A0) North Little Rock, AR (Eugene J. Towbin Healthcare	9,209	8,648	93.91%	561	6.09%	7,947	381	320	254	105	61	141	2.22	16.91	4.42
Center) (4V16) (598GA) Mountain Home, AR	1,503	1,376	91.55%	127	8.45%	1,243	64	69	53	13	15	46	8.47	4.90	5.29
(4V16) (598GB) El Dorado, AR	550	539	98.00%	11	2.00%	527	7	5	8	3	0	0	1.12	0.29	6.51
(4V16) (598GC) Hot Springs, AR	1,795	1,742	97.05%	53	2.95%	1,647	50	45	34	6	2	11	2.18	7.83	3.28

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(4V16) (598GD) Mena, AR	603	577	95.69%	26	4.31%	532	21	24	22	4	0	0	6.41	1.37	0.85
(4V16) (598GE) Pine Bluff, AR	751	734	97.74%	17	2.26%	706	19	9	11	4	1	1	3.89	0.00	7.52
(4V16) (598GF) Searcy, AR	1,037	1,009	97.30%	28	2.70%	950	35	24	23	3	0	2	1.23	4.63	4.09
(4V16) (598GG) Conway, AR	1,480	1,367	92.36%	113	7.64%	1,271	47	49	78	19	11	5	5.81	8.77	6.47
(4V16) (598GH) Russellville, AR	655	638	97.40%	17	2.60%	594	19	25	13	2	0	2	1.60	1.53	0.08
(4V16) (629) New Orleans, LA HCS	40,467	37,769	93.33%	2,698	6.67%	33,681	1,980	2,108	1,419	424	225	630	3.25	10.72	5.24
(4V16) (629) New Orleans, LA	31,028	28,652	92.34%	2,376	7.66%	25,628	1,383	1,641	1,212	382	189	593	4.24	11.13	6.63
(4V16) (629BY) Baton Rouge, LA	3,345	3,203	95.75%	142	4.25%	2,936	151	116	57	28	30	27	2.93	9.33	8.83
(4V16) (629GA) Houma, LA	819	808	98.66%	11	1.34%	703	38	67	10	0	0	1	2.74	1.54	2.50
(4V16) (629GB) Hammond, LA	1,383	1,343	97.11%	40	2.89%	1,163	103	77	34	3	1	2	2.32	5.38	2.64
(4V16) (629GC) Slidell, LA	1,266	1,202	94.94%	64	5.06%	1,055	89	58	54	5	2	3	0.08	3.70	2.69
(4V16) (629GD) St. John, LA	467	465	99.57%	2	0.43%	406	47	12	1	0	1	0	3.02	11.00	0.00
(4V16) (629GE) Franklin, LA	233	226	97.00%	7	3.00%	207	12	7	4	0	2	1	3.66		2.39
(4V16) (629GF) Bogalusa, LA	343	341	99.42%	2	0.58%	330	5	6	1	0	0	1	0.77	0.00	3.00
(4V16) (629QA) Baton Rouge South,	1,583	1,529	96.59%	54	3.41%	1,253	152	124	46	6	0	2		8.57	2.81
(4V16) (667) Shreveport, LA HCS	21,280	20,116	94.53%	1,164	5.47%	18,396	832	888	627	135	53	349	3.55	13.88	5.02
(4V16) (667) Shreveport, LA (Overton Brooks)	16,813	15,966	94.96%	847	5.04%	14,632	621	713	377	98	40	332	1.38	14.84	2.90
(4V16) (667GA) Texarkana, AR	1,450	1,332	91.86%	118	8.14%	1,174	92	66	99	10	3	6	8.06	2.72	16.99
(4V16) (667GB) Monroe, LA	1,462	1,456	99.59%	6	0.41%	1,338	69	49	6	0	0	0	2.60	0.13	0.36
(4V16) (667GC) Longview, TX	1,515	1,322	87.26%	193	12.74%	1,212	50	60	145	27	10	11	12.74	3.97	16.46
(4V16) (667QA) Knight Street, LA	40	40	100.00%	0	0.00%	40	0	0	0	0	0	0		0.00	
(4V17) (549) Dallas, TX HCS	75,431	70,291	93.19%	5,140	6.81%	62,880	3,428	3,983	2,743	1,209	473	715	7.23	9.47	3.64
(4V17) (549) Dallas, TX	45,013	41,734	92.72%	3,279	7.28%	37,548	1,899	2,287	1,787	785	297	410	7.13	8.87	2.47
(4V17) (549A4) Bonham, TX (Sam Rayburn Center)	5,541	5,293	95.52%	248	4.48%	4,689	318	286	149	36	16	47	2.84	10.06	4.61
(4V17) (549A5) Garland, TX	1,507	1,478	98.08%	29	1.92%	1,353	63	62	8	12	3	6	4.33	0.00	2.50
(4V17) (549BY) Fort Worth, TX	13,635	12,574	92.22%	1,061	7.78%	11,034	677	863	567	280	92	122	6.78	11.39	5.06
(4V17) (549GD) Denton, TX	1,676	1,509	90.04%	167	9.96%	1,342	90	77	54	22	21	70	19.61	13.45	0.82
(4V17) (549GE) Decatur, TX	313	262	83.71%	51	16.29%	231	12	19	27	9	1	14	13.37		19.43
(4V17) (549GF) Granbury, TX	258	242	93.80%	16	6.20%	232	4	6	5	4	4	3	7.69		32.33
(4V17) (549GH) Greenville, TX	455	423	92.97%	32	7.03%	368	28	27	10	7	2	13	12.34	14.38	13.84
(4V17) (549GJ) Sherman, TX	755	744	98.54%	11	1.46%	716	13	15	7	2	2	0	1.75		6.38
(4V17) (549GK) Polk Street, TX	1,040	1,029	98.94%	11	1.06%	952	42	35	7	1	1	2	4.32	0.00	1.08
(4V17) (549GL) Plano, TX	2,510	2,452	97.69%	58	2.31%	2,291	93	68	33	9	4	12	3.96	6.00	2.64
(4V17) (549GM) Grand Prairie, TX	919	896	97.50%	23	2.50%	810	48	38	16	5	2	0	2.39		5.40
(4V17) (549QC) Tyler Broadway, TX	1,809	1,655	91.49%	154	8.51%	1,314	141	200	73	37	28	16	6.50	18.14	6.71
(4V17) (671) San Antonio, TX HCS	70,818	65,273	92.17%	5,545	7.83%	58,281	3,184	3,808	3,115	1,126	493	811	2.86	18.91	6.99
(4V17) (671) San Antonio, TX (Audie L. Murphy)	36,836	33,334	90.49%	3,502	9.51%	29,924	1,393	2,017	2,075	800	355	272	2.07	15.50	6.94
(4V17) (671A4) Kerrville, TX	5,023	4,782	95.20%	241	4.80%	4,363	223	196	138	33	19	51	1.97	17.09	4.47
(4V17) (671BU) San Antonio, TX - VADOM	62	62	100.00%	0	0.00%	62	0	0	0	0	0	0			0.00
(4V17) (671BY) San Antonio Eckert Road, TX (Frank M. Tejeda)	8,675	8,465	97.58%	210	2.42%	7,794	364	307	149	36	18	7	1.37	8.66	6.07
(4V17) (671DT) Unknown	59	52	88.14%	7	11.86%	36	10	6	3	4	0	0		11.80	
(4V17) (671GB) Victoria, TX	793	772	97.35%	21	2.65%	606	109	57	16	5	0	0	7.01	2.10	3.35

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(4V17) (671GF) South Bexar County, TX	1,539	1,504	97.73%	35	2.27%	1,338	78	88	30	2	0	3	3.01		6.57
(4V17) (671GH) Beeville, TX	155	147	94.84%	8	5.16%	139	3	5	7	1	0	0	4.08		
(4V17) (671GK) San Antonio Woodcock Drive, TX	2,101	2,031	96.67%	70	3.33%	1,847	82	102	45	9	2	14	6.21		1.26
(4V17) (671GL) New Braunfels, TX	705	644	91.35%	61	8.65%	600	11	33	52	3	3	3	6.71		
(4V17) (671GN) Seguin, TX	176	175	99.43%	1	0.57%	151	16	8	1	0	0	0	3.05		
(4V17) (671GO) North Central Federal, TX	3,553	3,386	95.30%	167	4.70%	2,867	261	258	114	35	6	12	5.02	5.39	7.38
(4V17) (671GP) Balcones Heights, TX	3,645	3,439	94.35%	206	5.65%	2,978	208	253	157	35	4	10	5.09	3.43	9.51
(4V17) (671GQ) Shavano Park, TX	1,244	1,206	96.95%	38	3.05%	1,047	95	64	34	3	0	1	3.50		9.60
(4V17) (671GR) North Bexar, TX	549	530	96.54%	19	3.46%	431	54	45	13	2	2	2	5.86		7.24
(4V17) (671PA) San Antonio SARRTP	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0			0.00
(4V17) (671QB) Data Point, TX	5,697	4,738	83.17%	959	16.83%	4,092	277	369	281	158	84	436		28.92	
(4V17) (674) Temple, TX HCS	55,141	49,734	90.19%	5,407	9.81%	43,612	2,633	3,489	2,861	1,240	451	855	6.32	18.67	6.63
(4V17) (674) Temple, TX (Olin E. Teague Center)	27,873	24,965	89.57%	2,908	10.43%	21,705	1,352	1,908	1,472	693	268	475	8.23	17.22	8.46
(4V17) (674A4) Waco, TX (Doris Miller)	5,422	5,050	93.14%	372	6.86%	4,501	225	324	222	66	16	68	4.30	17.51	3.61
(4V17) (674BY) Austin, TX	15,675	13,911	88.75%	1,764	11.25%	12,246	769	896	958	395	140	271	5.50	21.82	5.87
(4V17) (674GA) Palestine, TX	528	503	95.27%	25	4.73%	441	35	27	16	4	0	5	5.45	1.86	9.50
(4V17) (674GB) Brownwood, TX	602	569	94.52%	33	5.48%	504	29	36	18	8	4	3	5.38	17.26	5.65
(4V17) (674GC) Bryan, TX	915	874	95.52%	41	4.48%	802	26	46	21	11	2	7	3.82	0.82	11.55
(4V17) (674GD) Cedar Park, TX	2,550	2,363	92.67%	187	7.33%	2,089	95	179	116	42	12	17	6.61	12.92	5.37
(4V17) (674GF) Temple South General Bruce Drive, TX	1,405	1,346	95.80%	59	4.20%	1,180	99	67	30	14	6	9	5.71	39.59	2.94
(4V17) (674HB) LaGrange, TX	171	153	89.47%	18	10.53%	144	3	6	8	7	3	0	8.58		5.43
(4V17) (504) Amarillo, TX HCS	14,155	13,182	93.13%	973	6.87%	12,153	522	507	350	174	101	348	2.45	23.89	2.77
(4V17) (504) Amarillo, TX (Thomas E. Creek)	9,628	8,992	93.39%	636	6.61%	8,239	389	364	213	105	67	251	0.66	21.45	3.53
(4V17) (504BY) Lubbock, TX	4,008	3,681	91.84%	327	8.16%	3,450	114	117	128	68	34	97	4.44	32.90	2.17
(4V17) (504BZ) Clovis, NM	429	423	98.60%	6	1.40%	388	14	21	6	0	0	0	4.42		0.85
(4V17) (504GA) Childress, TX	65	61	93.85%	4	6.15%	52	4	5	3	1	0	0	5.89		28.00
(4V17) (504HB) Dalhart, TX	25	25	100.00%	0	0.00%	24	1	0	0	0	0	0	1.05		
(4V17) (519) Big Spring, TX HCS	7,953	7,285	91.60%	668	8.40%	6,636	298	351	342	148	70	108	2.84	18.02	11.67
(4V17) (519) Big Spring, TX (George H. OBrien, Jr.)	4,092		90.44%												20.15
(4V17) (519GA) Permian Basin, TX (Wilson and Young Medal of Honor)	1,195					·								19.47	3.85
(4V17) (519GB) Hobbs, NM	209		88.04%		11.96%					4	3				6.20
(4V17) (519GD) Fort Stockton, TX	49		97.96%		2.04%		0		0	0		·	13.52		
(4V17) (519HC) Abilene, TX	1,339		91.26%										6.27	15.90	10.56
(4V17) (519HF) San Angelo, TX	1,069		95.98%						28				4.74		4.44
(4V17) (756) El Paso, TX HCS	18,554		96.43%												5.30
(4V17) (756) El Paso, TX	12,014		97.08%										1.69	4.10	4.34
(4V17) (756GA) Las Cruces, NM (4V17) (756GB) El Paso Eastside, TX	1,321		92.13% 95.49%						93				4.15 3.22	0.89 2.13	9.08
(4V17) (756GB) El Paso Eastside, TX (4V17) (756GC) El Paso Westside,	1,796		95.49%				67				8	0	2.61	2.13	3.32
TX											'		2.01	2.31	
(4V17) (756QA) El Paso South Central, TX	1,610		94.84%			·									5.09
(4V17) (756QB) El Paso Central, TX	568	551	97.01%	17	2.99%	477	32	42	16	1	0	0		2.92	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(4V17) (740) Texas Valley Coastal Bend HCS	23,245	22,462	96.63%	783	3.37%	20,826	819	817	499	136	34	114	2.23	8.21	1.50
(4V17) (740) Harlingen, TX	4,950	4,691	94.77%	259	5.23%	4,225	213	253	165	49	11	34	2.74	9.30	1.79
(4V17) (740GA) Harlingen Treasure Hills, TX	3,441	3,365	97.79%	76	2.21%	3,182	89	94	44	19	4	9	2.23	3.36	0.15
(4V17) (740GB) McAllen, TX	6,079	5,981	98.39%	98	1.61%	5,652	178	151	79	9	4	6	0.50	4.64	0.79
(4V17) (740GC) Corpus Christi, TX	3,279	3,247	99.02%	32	0.98%	3,084	111	52	22	6	0	4	2.44	1.04	0.17
(4V17) (740GD) Laredo, TX	2,051	2,014	98.20%	37	1.80%	1,859	97	58	22	6	0	9	6.00	0.92	1.82
(4V17) (740GH) South Enterprize, TX	3,112	2,833	91.03%	279	8.97%	2,494	131	208	165	47	15	52	1.27	16.69	2.73
(4V17) (740GI) Old Brownsville, TX	333	331	99.40%	2	0.60%	330	0	1	2	0	0	0			0.59
(4V19) (623) Muskogee, OK HCS	25,482	24,016	94.25%	1,466	5.75%	21,582	1,222	1,212	888	310	157	111	3.61	8.39	6.65
(4V19) (623) Muskogee, OK (Jack C. Montgomery)	11,317	10,667	94.26%	650	5.74%	9,608	499	560	397	115	77	61	3.57	7.58	4.50
(4V19) (623BY) Tulsa, OK (Ernest Childers)	8,384	7,825	93.33%	5 559	6.67%	7,165	350	310	295	156	76	32	4.15	11.00	1.88
(4V19) (623GA) McAlester, OK	715	695	97.20%	20	2.80%	642	23	30	16	3	1	0	1.10	3.53	7.71
(4V19) (623GB) Vinita, OK	913	892	97.70%	21	2.30%	812	50	30	19	2	0	0	2.15	0.00	7.24
(4V19) (623GC) McCurtain County, OK	308	304	98.70%	4	1.30%	286	9	9	4	0	0	0	3.09	0.00	0.69
(4V19) (623QA) Muskogee East, OK	399	389	97.49%	10	2.51%	344	25	20	8	2	0	0			3.20
(4V19) (623QB) Tulsa Eleventh Street, OK	2,719	2,544	93.56%	175	6.44%	2,072	243	229	137	31	1	6		3.71	7.75
(4V19) (623QC) Yale Avenue, OK	727	700	96.29%	27	3.71%	653	23	24	12	1	2	12		5.17	
(4V19) (635) Oklahoma City, OK HCS	39,757	36,747	92.43%	3,010	7.57%	33,561	1,376	1,810	1,409	696	268	637	4.46	14.36	5.39
(4V19) (635) Oklahoma City, OK	27,247	24,728	90.75%	2,519	9.25%	22,496	934	1,298	1,136	600	240	543	10.05	15.40	5.41
(4V19) (635GA) Lawton, OK	3,431	3,289	95.86%	142	4.14%	3,009	149	131	77	16	6	43	5.28	7.64	6.85
(4V19) (635GB) Wichita Falls, TX	1,179	1,172	99.41%	7	0.59%	1,102	47	23	5	2	0	0	0.31	2.88	3.25
(4V19) (635GC) Blackwell, OK	111	108	97.30%	3	2.70%	97	3	8	3	0	0	0	3.39		
(4V19) (635GD) Ada, OK	332	332	100.00%	0	0.00%	328	2	2	0	0	0	0	0.28	2.50	2.00
(4V19) (635GE) Stillwater, OK	462		99.13%		0.87%					0	1	1	1.55		6.02
(4V19) (635GF) Altus, OK	212							4	3	1	1	0			12.88
(4V19) (635GG) Enid, OK	166							0	·	1	0		1.90		9.71
(4V19) (635GH) Clinton, OK	221		97.29%							2					0.75
(4V19) (635GI) Norman, OK	188		99.47%		0.53%					0					1.71
(4V19) (635GJ) Yukon, OK	142		100.00%		0.0070				0						0.55
(4V19) (635HB) Ardmore, OK	363		98.62%							0			2.04		3.33
(4V19) (635QA) North May, OK (4V19) (635QB) South Oklahoma	3,030		98.03% 96.57%				29 111			27	7	20			5.83
City, OK (4V19) (635QC) Fourteenth Street,	621	617	99.36%	5 4	0.64%	609	3	5	4	0	0	0	1.56		
OK (4V19) (635QD) Lawton North, OK	998	811	81.26%	187	18.74%	670	49	92	108	41	12	26		14.01	
(4V19) (635QE) Tinker, OK	243	239	98.35%	5 4	1.65%	213	7	19	2	2	0	0	0.78	10.12	
(4V19) (436) Montana HCS	18,995	17,917	94.32%	1,078	5.68%	16,076	921	920	655	231	105	87	2.73	13.19	2.59
(4V19) (436) Fort Harrison, MT	5,743	5,291	92.13%	452	7.87%	4,657	280	354	248	109	56	39	4.74	13.74	3.97
(4V19) (436A4) Miles City CLC, MT	270	268	99.26%	2	0.74%	223	31	14	2	0	0	0	1.25	3.19	0.00
(4V19) (436GA) Anaconda, MT	377	368	97.61%	9	2.39%	333	15	20	5	4	0	0	3.21	12.13	3.20
(4V19) (436GB) Great Falls, MT	1,255	1,198	95.46%	57	4.54%	1,133	36	29	37	12	6	2	1.54	40.50	1.28
(4V19) (436GC) Missoula, MT (David J. Thatcher)	2,396	2,351	98.12%	45	1.88%	2,123	114	114	32	9	1	3	1.39	7.45	2.96
(4V19) (436GD) Bozeman, MT	1,259	1,240	98.49%	19	1.51%	1,149	62	29	14	3	0	2	2.35	9.97	1.41

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3		Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13		MH Avg Wait Time in Days 15
(4V19) (436GF) Kalispell, MT	1,676	1,603	95.64%	73	4.36%	1,453	72	78	62	4	5	2	2.48	18.26	3.66
(4V19) (436GH) Billings Majestic Lane, MT (Benjamin Charles Steele)	2,427	2,146	88.42%	281	11.58%	1,842	155	149	167	53	27	34		13.72	2.18
(4V19) (436GI) Glasgow, MT	79	79	100.00%	0	0.00%	72	3	4	0	0	0	0	1.30		0.67
(4V19) (436GK) Glendive, MT	83	83	100.00%	0	0.00%	79	3	1	0	0	0	0	1.34		1.54
(4V19) (436GL) Cut Bank, MT	114	113	99.12%	1	0.88%	107	4	2	1	0	0	0	0.86	0.00	0.00
(4V19) (436GM) Lewistown, MT	186	185	99.46%	1	0.54%	165	9	11	1	0	0	0	3.34	1.27	0.00
(4V19) (436GN) Billings Spring Creek Lane, MT (Dr. Joseph Medicine Crow)	2,089	2,025	96.94%	64	3.06%	1,900	72	53	36	21	4	3	3.81	4.81	0.46
(4V19) (436HC) Havre, MT (Merril Lundman)	364				1.10%		8	4	2	0	2				0.85
(4V19) (436QA) Hamilton, MT	302				0.33%		17	13	0		0		1.82 0.41	91.50	0.00
(4V19) (436QB) Plentywood, MT	357		100.00% 80.67%				40			16		1	0.41		
(4V19) (436QC) Helena, MT (4V19) (442) Cheyenne, WY HCS	11,542											176	10.03	10.32	4.22
(4V19) (442) Cheyenne, WY HCS	6,325						301	348		84					3.31
(4V19) (442GB) Sidney, NE	221				11.31%		14								0.00
(4V19) (442GC) Fort Collins, CO	1,531									29					3.91
(4V19) (442GD) Loveland, CO	3,158				10.42%		235								7.07
(4V19) (442HK) Wheatland, WY - Mobile	6		66.67%		33.33%	3	1	0	1	0	1	0			
(4V19) (442QA) Rawlins, WY	154	152	98.70%	2	1.30%	147	2	3	2	0	0	0	0.50	25.00	4.00
(4V19) (442QB) Torrington, WY - Mobile	29	26	89.66%	3	10.34%	21	2	3	2	0	1	0	8.50		0.00
(4V19) (442QD) Laramie, WY - Mobile	65	31	47.69%	34	52.31%	20	3	8	10	4	10	10	33.70		14.67
(4V19) (442QE) Sterling, CO	53	34	64.15%	19	35.85%	21	6	7	3	1	2	13	15.63		
(4V19) (554) Aurora, CO HCS	53,029	48,415	91.30%	4,614	8.70%	41,550	3,190	3,675	2,686	1,115	381	432	8.56	12.09	4.23
(4V19) (554) Aurora, CO (Rocky Mountain Regional)	27,476	24,723	89.98%	2,753	10.02%	21,234	1,523	1,966	1,577	684	247	245	8.71	11.43	2.44
(4V19) (554GB) Aurora, CO	1,943	1,806	92.95%	137	7.05%	1,602	92	112	84	40	5	8	10.15		3.25
(4V19) (554GC) Golden, CO	4,378	4,020	91.82%	358	8.18%	3,360	305	355	224	87	19	28	10.59	23.06	2.41
(4V19) (554GD) Pueblo, CO (PFC James Dunn)	3,977		94.95%				278		132	26		35		11.04	3.87
(4V19) (554GE) Colorado Springs, CO (PFC Floyd K. Lindstrom)	10,517	9,606	91.34%	911	8.66%	8,169	680	757	523	189	89	110	9.33	13.62	7.44
(4V19) (554GF) Alamosa, CO	518	509	98.26%	9	1.74%	431	40	38	7	0	0	2	6.55	4.75	3.31
(4V19) (554GG) La Junta, CO	239	224	93.72%	15	6.28%	190	15	19	12	2	1	0	10.20	3.59	6.47
(4V19) (554GH) Lamar, CO	187	183	97.86%	4	2.14%	176	3	4	4	0	0	0	2.13	0.26	0.00
(4V19) (554GI) Burlington, CO	161	161	100.00%	0	0.00%	146	15	0	0	0	0	0	1.41	3.25	
(4V19) (554GJ) Denver East 9th Avenue, CO	957		97.60%				71				2				0.23
(4V19) (554GK) Union Boulevard, CO	771						40		8	8	1	0	2.56		
(4V19) (554QB) Jewell, CO	1,815						118			71	9			14.29	
(4V19) (554QC) Salida, CO	90						10			0	0	-			0.00
(4V19) (575) Grand Junction, CO HCS	10,513														
(4V19) (575) Grand Junction, CO	9,319		94.84%							96					3.55
(4V19) (575GA) Montrose, CO (4V19) (575GB) Craig, CO (Major	649 124				7.86% 0.81%			44	0	7	0		3.51 2.35	27.91 4.27	0.00
William Edward Adams) (4V19) (575QA) Glenwood Springs,	238		89.92%		10.08%			9	10	10	2	2		4.54	44.93
CO (4V19) (575QB) Moab, UT	168	157	93.45%	11	6.55%	142	4	11	7	3	0	1	3.73	7.38	10.75
( -, (,,		.51					•		,			·			

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(4V19) (575QC) Grand Junction, CO - Mobile	15	12	80.00%	3	20.00%	12	0	0	2	1	0	0	9.13		
(4V19) (660) Salt Lake City, UT HCS	30,744	28,397	92.37%	2,347	7.63%	25,267	1,461	1,669	1,314	533	203	297	7.79	9.42	2.26
(4V19) (660) Salt Lake City, UT (George E. Wahlen)	22,555	20,769	92.08%	1,786	7.92%	18,621	934	1,214	973	415	155	243	10.07	9.17	1.03
(4V19) (660GA) Pocatello, ID	1,292	1,203	93.11%	89	6.89%	1,023	96	84	57	8	7	17	4.19	19.29	4.71
(4V19) (660GB) Ogden, UT	1,715	1,495	87.17%	220	12.83%	1,263	127	105	124	55	21	20	10.21	13.83	19.13
(4V19) (660GD) Roosevelt, UT	216	214	99.07%	2	0.93%	206	6	2	2	0	0	0	0.51		
(4V19) (660GE) Orem, UT	1,271	1,183	93.08%	88	6.92%	1,100	41	42	55	19	7	7	4.91	14.55	2.74
(4V19) (660GG) St. George, UT	1,363	1,316	96.55%	47	3.45%	1,131	112	. 73	31	7	5	4	6.55	7.23	5.48
(4V19) (660GJ) South Jordan, UT	1,177	1,139	96.77%	38	3.23%	1,013	61	65	29	8	0	1	3.11	8.66	
(4V19) (660GK) Elko, NV	133	133	100.00%	0	0.00%	104	17	12	0	0	0	0	5.26		
(4V19) (660QA) Idaho Falls, ID	931	879	94.41%	52	5.59%	757	61	61	38	11	1	2	3.87	6.71	15.82
(4V19) (660QB) Price, UT	91	66	72.53%	25	27.47%	49	6	11	5	10	7	3	31.80		
4V19) (666) Sheridan, WY HCS	6,201	5,982	96.47%	219	3.53%	5,493	259	230	147	28	11	33	3.33	7.47	5.33
(4V19) (666) Sheridan, WY	3,637	3,505	96.37%	132	3.63%	3,235	147	123	91	12	7	22	2.77	7.98	5.42
(4V19) (666GB) Casper, WY	1,219	1,183	97.05%	36	2.95%	1,068	64	51	27	5	2	2	2.38	2.89	5.90
(4V19) (666GC) Riverton, WY	398	382	95.98%	16	4.02%	363	9	10	9	3	1	3	4.96	1.16	1.25
(4V19) (666GD) Cody, WY	237	231	97.47%	6	2.53%	221	6	4	1	2	0	3	3.40		0.00
(4V19) (666GE) Gillette, WY	198	187	94.44%	11	5.56%	165	10	12	8	1	1	1	4.25	0.00	0.00
(4V19) (666GF) Rock Springs, WY	313	301	96.17%	12	3.83%	260	16	25	9	3	0	0	4.80	23.67	1.33
(4V19) (666QA) Afton, WY	114	114	100.00%	0	0.00%	107	6	1	0	0	0	0	0.96		
(4V19) (666QB) Evanston, WY	35	32	91.43%	3	8.57%	28	1	3	1	2	0	0	9.15	0.00	
(4V19) (666QC) Worland, WY	50	47	94.00%	3	6.00%	46	0	1	1	0	0	2	5.31	146.00	0.00
5V20) (463) Anchorage, AK HCS	9,758	9,402	96.35%	356	3.65%	8,592	358	452	220	60	30	46	2.24	15.09	4.10
(5V20) (463) Anchorage, AK	6,466	6,187	95.69%	279	4.31%	5,606	249	332	179	44	20	36	1.35	14.86	4.31
(5V20) (463BU) Anchorage, AK - VADOM	337	337	100.00%	0	0.00%	337	0	0	0	0	0	0			0.00
(5V20) (463GA) Fairbanks, AK	1,055	1,041	98.67%	14	1.33%	951	43	47	14	0	0	0	1.73		1.03
(5V20) (463GB) Kenai, AK	598	571	95.48%	27	4.52%	523	24	24	12	3	4	8	5.66		5.59
(5V20) (463GC) Mat-Su, AK	926	902	97.41%	24	2.59%	835	24	43	9	12	3	0	3.10	47.00	5.70
(5V20) (463GD) Homer, AK	77	72	93.51%	5	6.49%	71	1	0	0	1	2	2	16.92		0.00
(5V20) (463GE) Juneau, AK	299	292	97.66%	7	2.34%	269	17	6	6	0	1	0	2.42		
5V20) (531) Boise, ID HCS	24,908	23,314	93.60%	1,594	6.40%	21,218	902	1,194	894	300	166	234	2.41	15.35	1.58
(5V20) (531) Boise, ID	22,470	21,028	93.58%	1,442	6.42%	19,102	817	1,109	823	250	149	220	2.10	15.24	1.62
(5V20) (531GE) Twin Falls, ID	849	841	99.06%	8	0.94%	790	28	23	8	0	0	0	2.06	0.00	0.33
(5V20) (531GG) Caldwell, ID	1,238	1,097	88.61%	141	11.39%	994	46	57	60	50	17	14	7.83	24.29	1.96
(5V20) (531GH) Eastern Oregon, OR	78	78	100.00%	0	0.00%	78	0	0	0	0	0	0	0.12		1.17
(5V20) (531GI) Mountain Home, ID	176	173	98.30%	3	1.70%	164	7	2	3	0	0	0	1.79	0.00	
(5V20) (531GJ) Salmon, ID	97	97	100.00%	0	0.00%	90	4	3	0	0	0	0	0.82	0.00	
5V20) (648) Portland, OR HCS	44,871	41,033	91.45%	3,838	8.55%	36,412	2,050	2,571	2,051	732	391	664	3.85	20.77	1.05
(5V20) (648) Portland, OR	22,432	20,031	89.30%	2,401	10.70%	17,557	974	1,500	1,262	454	274	411	2.57	18.17	0.95
(5V20) (648A4) Portland Vancouver, WA	8,693	8,051	92.61%	642	7.39%	7,392	322	337	308	146	80	108	3.06	24.55	1.12
(5V20) (648BU) Vancouver, WA - VADOM	27	27	100.00%	0	0.00%	27	0	0	0	0	0	0			
(5V20) (648GA) Bend, OR	2,473	2,347	94.90%	126	5.10%	2,025	188	134	58	21	2	45	4.67	23.35	1.03
(5V20) (648GB) Salem, OR	3,648	2 221	91.04%	327	8.96%	2,989	129	203	189	62	20	56	4.01	26.21	1.41

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(5V20) (648GD) North Coast, OR	113	113	100.00%	0	0.00%	111	0	2	0	0	0	0	0.33	0.00	
(5V20) (648GE) Fairview, OR	1,863	1,791	96.14%	72	3.86%	1,685	44	62	47	18	4	3	5.58	25.55	1.41
(5V20) (648GF) Hillsboro, OR	2,612	2,463	94.30%	149	5.70%	1,997	279	187	109	7	6	27	5.34	32.61	1.08
(5V20) (648GG) West Linn, OR	1,922	1,872	97.40%	50	2.60%	1,720	68	84	39	7	2	2	3.42	16.27	0.19
(5V20) (648GH) Newport, OR	206	197	95.63%	9	4.37%	184	7	6	5	1	0	3	11.13		
(5V20) (648GI) Portland 1st Avenue, OR	418	383	91.63%	35	8.37%	347	10	26	24	7	1	3	8.57		5.26
(5V20) (648GJ) The Dalles, OR (Loren R. Kaufman)	464	437	94.18%	27	5.82%	378	29	30	10	9	2	6	4.44	30.58	
(5V20) (653) Roseburg, OR HCS	15,872	14,693	92.57%	1,179	7.43%	13,142	748	803	570	299	114	196	4.92	19.26	0.99
(5V20) (653) Roseburg, OR	6,622	5,977	90.26%	645	9.74%	5,357	283	337	307	148	51	139	8.10	26.59	0.76
(5V20) (653BY) Eugene, OR	7,105	6,593	92.79%	512	7.21%	5,782	406	405	246	150	61	55	3.81	12.29	1.25
(5V20) (653GA) North Bend, OR	754	743	98.54%	11	1.46%	675	32	36	8	0	1	2	2.52	6.08	0.04
(5V20) (653GB) Brookings, OR	555	551	99.28%	4	0.72%	533	9	9	2	1	1	0	0.90	1.41	1.05
(5V20) (653QA) Downtown Eugene, OR	836	829	99.16%	7	0.84%	795	18	16	7	0	0	0			1.27
(5V20) (663) Puget Sound, WA HCS	53,370	49,206	92.20%	4,164	7.80%	42,640	3,205	3,361	2,651	793	265	455	3.99	12.25	2.82
(5V20) (663A4) American Lake, WA	47	47	100.00%	0	0.00%	47	0	0	0	0	0	0	3.76	13.98	3.28
(5V20) (663) Seattle, WA	26,938	24,278	90.13%	2,660	9.87%	20,966	1,475	1,837	1,679	500	175	306	3.76	13.98	3.28
(5V20) (663A4) American Lake, WA	18,170	16,990	93.51%	1,180	6.49%	14,828	1,100	1,062	744	237	76	123	1.94	10.02	2.45
(5V20) (663GA) Bellevue, WA	1,041	1,008	96.83%	33	3.17%	929	41	38	20	7	3	3	7.17	12.85	0.21
(5V20) (663GB) Silverdale, WA	2,035	1,875	92.14%	160	7.86%	1,554	169	152	120	28	4	8	8.00	8.80	0.00
(5V20) (663GC) Mount Vernon, WA	3,184	3,118	97.93%	66	2.07%	2,727	264	127	35	12	4	15	4.84	8.78	1.23
(5V20) (663GD) South Sound, WA	1,173	1,122	95.65%	51	4.35%	958	81	83	40	8	3	0	8.17	2.88	4.80
(5V20) (663GE) North Olympic Peninsula, WA	781	767	98.21%	14	1.79%	630	75	62	13	1	0	0	2.48	7.73	0.65
(5V20) (663HK) Puget Sound, WA - Mobile	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0			
(5V20) (668) Spokane, WA HCS	52	52	100.00%	0	0.00%	52	0	0	0	0	0	0		0.00	
(5V20) (668) Spokane, WA (Mann- Grandstaff)	52	52	100.00%	0	0.00%	52	0	0	0	0	0	0		0.00	
(5V20) (687) Walla Walla, WA HCS	9,733	9,239	94.92%	494	5.08%	8,455	436	348	219	76	34	165	4.18	30.58	4.26
(5V20) (687) Walla Walla, WA (Jonathan M. Wainwright)	4,935	4,647	94.16%	288	5.84%	4,172	276	199	102	35	16	135	2.32	31.59	2.29
(5V20) (687GA) Richland, WA	1,696	1,640	96.70%	56	3.30%	1,590	21	29	40	11	4	1	1.22	4.03	5.00
(5V20) (687GB) Lewiston, ID	1,035	938	90.63%	97	9.37%	786	63	89	49	17	10	21	14.85		11.17
(5V20) (687GC) La Grande, OR	571	568	99.47%	3	0.53%	555	10	3	1	1	0	1	1.53	0.00	0.22
(5V20) (687HA) Yakima, WA	1,401	1,351	96.43%	50	3.57%	1,257	66	28	27	12	4	7	8.72	3.80	0.00
(5V20) (687QB) Morrow County, OR	78	78	100.00%	0	0.00%	78	0	0	0	0	0	0	0.00		
(5V20) (687QC) Wallowa County, OR	17	17	100.00%	0	0.00%	17	0	0	0	0	0	0	0.00		
(5V20) (692) White City, OR HCS	7,068	6,259	88.55%	809	11.45%	5,472	346	441	381	168	50	210	15.76	19.24	2.48
(5V20) (692) White City, OR	6,021	5,274	87.59%	747	12.41%	4,605	289	380	345	146	48	208	21.52	20.64	2.31
(5V20) (692GA) Klamath Falls, OR	655	626	95.57%	29	4.43%	577	35	14	14	15	0	0	6.65	1.30	11.71
(5V20) (692GB) Grants Pass, OR	392	359	91.58%	33	8.42%	290	22	47	22	7	2	2	7.60	14.33	0.00
(5V21) (358) Manila, PI HCS	1,202	957	79.62%	245	20.38%	791	82	84	79	30	11	125	21.50	58.82	8.00
(5V21) (358) Manila, PH	1,202	957	79.62%	245	20.38%	791	82	84	79	30	11	125	21.50	58.82	8.00
(5V21) (459) Honolulu, HI HCS	21,426	20,165	94.11%	1,261	5.89%	18,437	724	1,004	666	186	105	304	2.34	22.61	2.76
(5V21) (459) Honolulu, HI (Spark M. Matsunaga)	13,042	12,139	93.08%	903	6.92%	11,023	434	682	478	116	77	232	2.26	21.83	0.46
(5V21) (459GA) Maui, HI	1,590	1,562	98.24%	28	1.76%	1,471	48	43	8	6	5	9	1.03	14.43	8.90

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(5V21) (459GB) Hilo, HI	989	863	87.26%	126	12.74%	766	40	57	62	24	13	27	2.54	43.63	6.84
(5V21) (459GC) Kailua-Kona, HI	1,424	1,365	95.86%	59	4.14%	1,295	28	42	31	17	3	8	4.28	21.46	2.51
(5V21) (459GD) Lihue, HI	1,032	1,002	97.09%	30	2.91%	939	43	20	15	8	3	4	1.55	13.47	2.50
(5V21) (459GE) Guam, GU	1,348	1,288	95.55%	60	4.45%	1,206	31	51	27	11	2	20	1.41	194.94	4.37
(5V21) (459GF) American Samoa, AS (Faleomavaega Eni Faauaa Hunkin)	631	625	99.05%	6	0.95%	609	11	5	4	2	0	0	0.69	5.00	0.62
(5V21) (459GG) Leeward Oahu, HI	1,211	1,167	96.37%	44	3.63%	990	80	97	39	0	2	3	4.40	10.25	5.87
(5V21) (459GH) Saipan, MP	114	114	100.00%	0	0.00%	112	2	0	0	0	0	0	0.03	0.00	0.98
(5V21) (459QB) Molokai, HI	45	40	88.89%	5	11.11%	26	7	7	2	2	0	1	5.30	63.00	0.00
(5V21) (570) Fresno, CA HCS	27,270	25,846	94.78%	1,424	5.22%	23,583	1,052	1,211	865	291	86	182	0.87	13.00	6.04
(5V21) (570) Fresno, CA	23,578	22,200	94.16%	1,378	5.84%	20,175	915	1,110	834	281	83	180	0.67	13.32	5.97
(5V21) (570GA) Merced, CA	1,075	1,062	98.79%	13	1.21%	962	58	42	9	2	1	1	1.74	9.28	0.00
(5V21) (570GB) Tulare, CA	2,143	2,114	98.65%	29	1.35%	2,005	60	49	21	6	1	1	2.49	9.50	8.87
(5V21) (570GC) Oakhurst, CA	474	470	99.16%	4	0.84%	441	19	10	1	2	1	0	1.29	6.75	3.20
(5V21) (612A4) N. California HCS	63,431	58,918	92.89%	4,513	7.11%	53,143	2,734	3,041	2,447	1,126	488	452	3.64	9.45	2.94
(5V21) (612) Martinez VA CLC	44	44	100.00%	0	0.00%	44	0	0	0	0	0	0			0.00
(5V21) (612A4) Sacramento, CA	23,690	21,867	92.30%	1,823	7.70%	19,815	909	1,143	994	426	250	153	5.35	7.78	4.01
(5V21) (612B4) Redding, CA	4,116	3,759	91.33%	357	8.67%	3,435	145	179	181	115	39	22	0.59	12.38	5.53
(5V21) (612BY) Oakland, CA	2,183	2,043	93.59%	140	6.41%	1,793	139	111	89	20	19	12	2.97	15.17	0.00
(5V21) (612GD) Fairfield, CA	2,195	2,071	94.35%	124	5.65%	1,793	145	133	77	20	2	25	6.37	18.66	1.72
(5V21) (612GE) Mare Island, CA	1,902	1,774	93.27%	128	6.73%	1,644	62	68	88	25	4	11	2.46	5.99	1.23
(5V21) (612GF) Martinez, CA	12,998	11,926	91.75%	1,072	8.25%	10,513	668	745	571	298	90	113	3.80	11.61	1.47
(5V21) (612GG) Chico, CA	3,849	3,737	97.09%	112	2.91%	3,408	182	147	73	11	4	24	1.90	5.62	2.19
(5V21) (612GH) McClellan Park, CA	7,532	7,088	94.11%	444	5.89%	6,407	332	349	215	109	49	71	3.68	9.14	5.11
(5V21) (612GI) Yuba City, CA	1,093	1,065	97.44%	28	2.56%	1,005	21	39	18	6	1	3	4.03	0.09	3.09
(5V21) (612GJ) Yreka, CA	304	301	99.01%	3	0.99%	282	10	9	3	0	0	0	2.69	1.05	
(5V21) (612GK) Sierra Foothills, CA	1,080	1,053	97.50%	27	2.50%	972	47	34	16	9	1	1	3.66	1.48	0.70
(5V21) (612QB) Twenty First Street, CA	1,023	1,013	99.02%	10	0.98%	999	6	8	7	3	0	0			0.30
(5V21) (612QC) Cypress Avenue, CA	1,141	896	78.53%	245	21.47%	753	67	76	115	84	29	17		18.75	
(5V21) (612QD) Howe Road, CA	281	281	100.00%	0	0.00%	280	1	0	0	0	0	0			
(5V21) (640) Palo Alto, CA HCS	41,573	36,963	88.91%	4,610	11.09%	30,971	2,609	3,383	2,557	940	604	509	3.68	16.98	5.13
(5V21) (640) Palo Alto, CA	19,024	17,498	91.98%	1,526	8.02%	15,109	1,038	1,351	947	324	171	84	1.55	11.84	3.72
(5V21) (640A0) Menlo Park, CA	2,083	2,016	96.78%	67	3.22%	1,860	77	79	45	11	6	5	0.21	6.23	1.86
(5V21) (640A4) Livermore, CA	5,783	4,588	79.34%	1,195	20.66%	3,712	354	522	553	255	193	194	4.10	26.51	14.72
(5V21) (640BY) San Jose, CA	3,849	3,255	84.57%	594	15.43%	2,599	274	382	284	103	110	97	7.99	26.62	8.55
(5V21) (640GA) Capitola, CA	124	119	95.97%	5	4.03%	87	17	15	3	2	0	0	0.60		
(5V21) (640GB) Sonora, CA	800	744	93.00%	56	7.00%	610	74	60	45	8	2	1	6.02	7.32	5.34
(5V21) (640GC) Fremont, CA	787	744	94.54%	43	5.46%	649	44	51	29	7	3	4	3.60	4.67	1.78
(5V21) (640HC) Monterey, CA (Major General William H. Gourley)	14	14	100.00%	0	0.00%	14	0	0	0	0	0	0	3.60	4.67	1.78
(5V21) (640HA) Stockton, CA	2,004	1,745	87.08%	259	12.92%	1,301	198	246	192	39	14	14	10.35	17.67	4.07
(5V21) (640HB) Modesto, CA	2,529	2,182	86.28%	347	13.72%	1,659	215	308	197	67	17	66	13.02	9.44	5.60
(5V21) (640HC) Monterey, CA (Major General William H. Gourley)	4,493		88.47%		11.53%		318	369		124	88			21.88	2.06
(5V21) (640QA) Palo Alto 1, CA - Mobile	53	53	100.00%	0	0.00%	53	0	0	0	0	0	0		1.47	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	Wait Time	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(5V21) (640QB) Palo Alto 2, CA - Mobile	30	30	100.00%	0	0.00%	30	0	0	0	0	0	0		0.23	
(5V21) (654) Reno, NV HCS	21,365	19,067	89.24%	2,298	10.76%	16,836	919	1,312	1,222	407	210	459	8.03	23.51	7.14
(5V21) (654) Reno, NV (Ioannis A. Lougaris)	13,722	12,309	89.70%	1,413	10.30%	10,803	581	925	836	284	141	152	2.92	18.78	6.48
(5V21) (654GF) North Reno, NV	5	2	40.00%	3	60.00%	2	0	0	1	1	0	1	2.92	18.78	6.48
(5V21) (654GB) Carson Valley, NV	907	825	90.96%	82	9.04%	718	55	52	41	23	8	10	16.34	7.43	8.56
(5V21) (654GC) Lahontan Valley, NV	596	548	91.95%	48	8.05%	488	28	32	26	10	4	8	8.45	21.77	102.43
(5V21) (654GD) Diamond View, CA	321	306	95.33%	15	4.67%	283	10	13	11	2	1	1	5.72	0.00	21.09
(5V21) (654GE) Reno East, NV	1,389	1,293	93.09%	96	6.91%	1,172	58	63	54	26	6	10	12.16	8.25	0.00
(5V21) (654GF) North Reno, NV	2,844	2,582	90.79%	262	9.21%	2,302	124	156	183	35	16	28	15.42	15.37	0.78
(5V21) (654QA) Kietzke, NV	712			156	21.91%		37	38	56	13	27	60		23.70	
(5V21) (654QB) Capitol Hill, NV	63		100.00%	0	0.0070		1	2	0	0	0	0	1.00		
(5V21) (654QC) Winnemucca, NV	68		97.06%	2	2.94%		7	17		0	0	1	10.44		9.33
(5V21) (654QD) Virginia Street, NV	738		70.05%		29.95%		18	14			7	188		53.52	4.00
(5V21) (662) San Francisco, CA HCS (5V21) (662) San Francisco, CA	32,329 22,810		91.82%	2,644			1,437 985	1,872			230	477 346	4.25	19.20 19.14	1.98
(5V21) (662GA) Santa Rosa, CA	3,923	-		397	10.12%		195	264	1,133		41	98	4.67	24.97	5.40
(5V21) (662GC) Eureka, CA	1,635			64	3.91%		93	79			10		3.77	9.35	1.96
(5V21) (662GD) Ukiah, CA	969			47	4.85%	· ·	45	31	21		1	12	4.15	16.51	0.14
(5V21) (662GE) San Bruno, CA	1,178			55			46	49			3	6	4.67	7.92	2.48
(5V21) (662GF) San Francisco	703	681	96.87%	22	3.13%	643	19	19	12	7	0	3	2.93	11.45	1.21
Downtown, CA (5V21) (662GG) Clearlake, CA	1,111	1 072	96.49%	39	3.51%	976	54	42	19	q	4	7	4.13	9.85	10.48
(5V21) (593) Las Vegas, NV HCS	49,601						2,545	3,335			468	794		16.47	6.38
(5V21) (593) North Las Vegas, NV	32,871		85.81%				1,509	2,336			417			16.60	5.98
(5V21) (593GC) Pahrump, NV	838	824	98.33%	14	1.67%	759	43	22	10	3	1	0	1.56	6.33	3.46
(5V21) (593GD) Northwest Las Vegas, NV	4,205	4,072	96.84%	133	3.16%	3,558	284	230	91	11	18	13	5.98	7.68	7.14
(5V21) (593GE) Southeast Las Vegas, NV	3,721	3,502	94.11%	219	5.89%	3,029	238	235	138	39	14	28	7.60	3.03	8.39
(5V21) (593GF) Southwest Las Vegas, NV	4,344	4,154	95.63%	190	4.37%	3,603	264	287	124	39	12	15	5.55	6.59	6.13
(5V21) (593GG) Northeast Las Vegas, NV	2,947	2,828	95.96%	119	4.04%	2,521	137	170	80	28	6	5	4.88	3.31	5.67
(5V21) (593GH) Laughlin, NV (Master Chief Petty Officer Jesse Dean)	485	454	93.61%	31			46	41	29	2	0	0	5.41	11.96	6.13
(5V21) (593QC) West Cheyenne, NV	190				0.1070		24	14			0	0			8.43
(5V22) (501) New Mexico HCS	24,031						1,093	1,183			221			10.58	5.07
(5V22) (501GK) Santa Fe, NM	16		100.00%	0			1	2	0		0	0	8.00	10.03	5.05
(5V22) (501) Albuquerque, NM (Raymond G. Murphy)	20,865	18,955	90.85%	1,910	9.15%	17,064	896	995	922	459	205	324	8.00	10.03	5.05
(5V22) (501GB) Farmington, NM	38	28	73.68%	10	26.32%	12	8	8	10	0	0	0	8.00	10.03	5.05
(5V22) (501G2) Las Vegas, NM	159		98.74%	2			6	9	2		0	0	0.79		
(5V22) (501GA) Artesia, NM	110			5	4.55%		9	6	1	3	1	0	3.90		0.00
(5V22) (501GB) Farmington, NM	252		83.33%	42	16.67%		19	20	28	9	4	1	8.18		8.92
(5V22) (501GC) Silver City, NM	69			1	1.45%		3	5	1	0	0	0	4.49	1.00	
(5V22) (501GD) Gallup, NM	108		100.00%	0	0.00%		3	4	0		0	0	1.27		
(5V22) (501GE) Espanola, NM	196		99.49%	1	0.51%		7	5	0	, and the same of	0	0	2.02	0.00	
(5V22) (501GH) Truth or Consequences, NM	264	262	99.24%	2	0.76%	250	1	5	2	0	0	0	1.56	0.00	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4		Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13		MH Avg Wait Time in Days 15
(5V22) (501GI) Alamogordo, NM	284	274	96.48%	10	3.52%	191	34	49	6	1	2	1	2.27	0.00	
(5V22) (501GJ) Durango, CO	365	364	99.73%	1	0.27%	362	2	0	0	1	0	0	0.00		3.14
(5V22) (501GK) Santa Fe, NM	303	296	97.69%	7	2.31%	258	24	14	6	0	0	1	5.16		3.29
(5V22) (501GM) Northwest Metro, NM	860	782	90.93%	78	9.07%	642	76	64	31	15	8	24	11.30	193.44	14.07
(5V22) (501GN) Taos, NM	130	129	99.23%	1	0.77%	124	3	2	1	0	0	0	0.20		
(5V22) (501HB) Raton, NM	12	12	100.00%	0	0.00%	12	0	0	0	0	0	0	0.00		
(5V22) (644) Phoenix, AZ HCS	56,480	51,544	91.26%	4,936	8.74%	44,337	3,363	3,844	3,333	881	312	410	3.45	13.91	6.43
(5V22) (644) Phoenix, AZ (Carl T. Hayden)	36,317	32,489	89.46%	3,828	10.54%	27,669	2,138	2,682	2,485	713	269	361	2.29	14.08	8.44
(5V22) (644GC) Southwest Phoenix, AZ	5	5	100.00%	0	0.00%	5	0	0	0	0	0	0	2.29	14.08	8.44
(5V22) (644BY) Southeast Gilbert, AZ	41	39	95.12%	2	4.88%	24	5	10	2	0	0	0	2.29	14.08	8.44
(5V22) (644) Phoenix, AZ (Carl T. Hayden)	31	28	90.32%	3	9.68%	22	2	4	0	3	0	0	3.75	16.14	4.80
(5V22) (644BY) Southeast Gilbert, AZ	8,005	7,472	93.34%	533	6.66%	6,412	586	474	419	73	18	23	3.75	16.14	4.80
(5V22) (644GC) Southwest Phoenix, AZ	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0	3.75	16.14	4.80
(5V22) (644GA) Northwest Surprise, AZ	4,415	4,217	95.52%	198	4.48%	3,797	220	200	159	20	5	14	2.70	9.53	6.39
(5V22) (644GB) Show Low, AZ	596	578	96.98%	18	3.02%	530	24	24	11	1	6	0	3.99	7.08	1.90
(5V22) (644GC) Southwest Phoenix, AZ	1,630	1,533	94.05%	97	5.95%	1,280	133	120	68	21	6	2	6.34	12.89	4.12
(5V22) (644GD) Payson, AZ	136	124	91.18%	12	8.82%	119	1	4	12	0	0	0	4.30		
(5V22) (644GE) Thunderbird, AZ	1,387	1,328	95.75%	59	4.25%	1,161	72	95	45	11	1	2	8.41	5.38	2.85
(5V22) (644GF) Globe, AZ	87	85	97.70%	2	2.30%	81	3	1	2	0	0	0	1.60	28.00	0.00
(5V22) (644) Phoenix, AZ (Carl T. Hayden)	11	11	100.00%	0	0.00%	11	0	0	0	0	0	0	5.43	5.70	7.60
(5V22) (644GG) Northeast Phoenix, AZ	878	813	92.60%	65	7.40%	723	47	43	39	22	3	1	5.43	5.70	7.60
(5V22) (644GH) Phoenix Midtown, AZ	2,933	2,814	95.94%	119	4.06%	2,495	132	187	91	17	4	7	4.42	11.14	3.75
(5V22) (644QA) Phoenix East Thomas Road, AZ	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0			
(5V22) (649) Northern Arizona HCS	12,730	11,963	93.97%	767	6.03%	10,833	572	558	459	152	63			18.78	6.83
(5V22) (649) Prescott, AZ (Bob Stump)	8,117	7,558	93.11%	559	6.89%	6,781	399	378	326	104	52	77	2.29	19.73	6.62
(5V22) (649GA) Kingman, AZ	1,082	1,058	97.78%	24	2.22%			22			1	4	2.88		3.73
(5V22) (649GB) Flagstaff, AZ	823	785	95.38%	38	4.62%			27	32	5	1	0	2.50	14.71	1.17
(5V22) (649GC) Lake Havasu City, AZ	1,093	1,070	97.90%	23	2.10%	978	37	55	13	4	0	6	1.59	0.23	15.57
(5V22) (649GD) Anthem, AZ	696	655	94.11%	41	5.89%	591	25	39	33	5	3	0	4.37		5.61
(5V22) (649GE) Cottonwood, AZ	822	740	90.02%	82	9.98%	678	29	33	40	30	6	6	5.21	4.50	25.29
(5V22) (649QA) Chinle, AZ	39	39	100.00%	0	0.00%	39	0	0	0	0	0	0	0.00		0.00
(5V22) (649QB) Holbrook, AZ	22	22	100.00%	0	0.00%			4	0	0	0	0	0.00		0.00
(5V22) (649QD) Page, AZ	26		100.00%					0		0			5.55		
(5V22) (649QF) Tuba City, AZ	5		100.00%					0							
(5V22) (649QG) Polacca, AZ	1		100.00%				0	0		0			5.55		
(5V22) (649QH) Kayenta, AZ	30.004		100.00%					2.054							2.00
(5V22) (678) Southern Arizona HCS (5V22) (678) Tucson, AZ	38,904 29,235		92.25%					2,054 1,624							
(5V22) (678) Tucson, AZ (5V22) (678GD) Safford, AZ	29,235		100.00%					1,624							
(5V22) (678GA) Sierra Vista, AZ	1,631		95.10%				_								7.51
(5V22) (678GB) Yuma, AZ	1,929		99.74%					27					1.60		
(0 v 2 2) (01 0 0 D) Tullia, AZ	1,529	1,324	55.74/0	5	0.20/0	1,000	44	21	2		U	'	1.00	1.20	1.14

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5		Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12		SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(5V22) (678GC) Casa Grande, AZ	1,635	1,579	96.57%	56	3.43%	1,390	106	83	35	12	9	0	4.36	8.80	1.22
(5V22) (678GD) Safford, AZ	281	273	97.15%	8	2.85%	225	19	29	8	0	0	0	1.11	4.38	9.79
(5V22) (678GE) Green Valley, AZ	376	364	96.81%	12	3.19%	327	20	17	9	3	0	0	4.00	0.14	4.64
(5V22) (678GF) Northwest Tucson, AZ	1,929	1,863	96.58%	66	3.42%	1,655	98	110	35	9	4	18	7.79	12.25	1.78
(5V22) (678GG) Southeast Tucson, AZ	1,838	1,824	99.24%	14	0.76%	1,666	87	71	8	5	0	1	2.34	5.31	0.63
(5V22) (600) Long Beach, CA HCS	49,923	46,345	92.83%	3,578	7.17%	41,470	2,235	2,640	2,118	676	290	494	3.43	16.10	4.72
(5V22) (600) Long Beach, CA (Tibor Rubin)	42,570	39,255	92.21%	3,315	7.79%	34,899	1,954	2,402	1,951	638	265	461	3.62	16.14	5.46
(5V22) (600GA) Anaheim, CA	874	835	95.54%	39	4.46%	710	77	48	31	3	1	4	5.15		6.93
(5V22) (600GB) Santa Ana, CA	2,438	2,257	92.58%	181	7.42%	1,962	147	148	116	27	20	18	3.04	16.67	6.28
(5V22) (600GC) Cabrillo, CA	560	560	100.00%	0	0.00%	555	2	3	0	0	0	0	0.82		0.32
(5V22) (600GD) Santa Fe Springs,	1,126	1,119	99.38%	7	0.62%	1,074	30	15	3	3	1	0	1.53		1.15
(5V22) (600GE) Laguna Hills, CA	1,541	1,525	98.96%	16	1.04%	1,496	16	13	3	3	2	8	2.64	0.00	0.29
(5V22) (600GF) Gardena, CA	814	794	97.54%	20	2.46%	774	9	11	14	2	1	3	0.57	8.14	0.69
(5V22) (605) Loma Linda, CA HCS	41,741	38,992	93.41%	2,749	6.59%	34,384	2,256	2,352	1,810	452	268	219	3.06	8.24	6.09
(5V22) (605) Loma Linda, CA (Jerry L. Pettis)	19,073	17,714	92.87%	1,359	7.13%	15,847	870	997	799	215	212	133	4.00	7.58	2.82
(5V22) (605BZ) Loma Linda Redlands, CA	15,526	14,321	92.24%	1,205	7.76%	12,332	996	993	890	208	49	58	2.95	11.32	6.39
(5V22) (605GA) Victorville, CA	1,314	1,272	96.80%	42	3.20%	1,127	59	86	30	7	1	4	1.93	0.00	7.73
(5V22) (605GB) Murrieta, CA	1,985	1,923	96.88%	62	3.12%	1,724	110	89	40	12	3	7	3.54	5.65	7.61
(5V22) (605GC) Palm Desert, CA	1,641	1,624	98.96%	17	1.04%	1,402	126	96	11	0	0	6	0.50	4.50	7.23
(5V22) (605GD) Corona, CA	814	778	95.58%	36	4.42%	699	39	40	26	8	1	1	1.96	0.00	6.02
(5V22) (605GE) Rancho Cucamonga,	1,388	1,360	97.98%	28	2.02%	1,253	56	51	14	2	2	10	6.09	1.19	3.10
CA (5V22) (664) San Diego, CA HCS	44,893	41,361	92.13%	3,532	7.87%	37,015	2,028	2,318	1,907	874	381	370	2.68	13.14	3.53
(5V22) (664) San Diego, CA	29,602		91.75%					1,300			300		1.53	13.75	1.44
(5V22) (664BY) Mission Valley, CA	6,105		94.81%		5.19%					91	13		3.89	9.78	5.63
(5V22) (664GA) Imperial Valley, CA	158								2	0	0		0.31		0.00
(5V22) (664GB) Oceanside, CA	5,378		89.57%		10.43%				324	133	55	49	6.10	13.56	4.09
(5V22) (664GC) Chula Vista, CA	2,408						130			25	10	14	4.84	10.53	4.54
(5V22) (664GD) Escondido, CA	1,070				6.26%		86	90		15	3	2	2.84	0.00	10.44
(5V22) (664QA) Rio, CA	172	171			0.58%		0	0	0	1	0	0			
(5V22) (691) Greater Los Angeles, CA HCS	48,280	45,177					2,347	2,639	1,939	619	229	316	3.82	8.60	3.94
(5V22) (691) West Los Angeles, CA	24,922		94.34%					1,227		273	101		1.74	6.23	4.44
(5V22) (691A4) Sepulveda, CA	8,921		90.20%		9.80%		545			199	53		3.20	13.87	3.75
(5V22) (691GB) Santa Barbara, CA	755	748	99.07%	7	0.93%	684	33	31	4	2	0	1	1.41	32.73	1.34
(5V22) (691GD) Bakersfield, CA	2,258	2,217	98.18%	41	1.82%	2,012	96	109	23	7	1	10	2.56	7.85	1.70
(5V22) (691GE) Los Angeles, CA	5,079				4.47%					36	9		3.00	7.47	3.54
(5V22) (691GF) East Los Angeles,	745						13			0	0		0.20		3.24
CA (5V22) (691GG) Antelope Valley, CA	934	880	94.22%	54	5.78%	799	41	40	30	12	12	0	1.47	15.47	2.52
(5V22) (691GH) West Los Angeles	6		66.67%		33.33%		0	2		12	0		1.47	10.41	2.02
(Patriotic Hall)  (5V22) (691GK) San Luis Obispo, CA	833		94.36%		5.64%			51		9	3	_	7.29	14.69	3.25
(5V22) (691GL) Santa Maria, CA	1,616				17.26%			118		67	46			30.42	5.81
(5V22) (691GM) Oxnard, CA	2,024		92.54%		7.46%					14				6.94	4.81
	·	, -				, ,									

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(5V22) (691GP) San Gabriel Valley, CA	187	182	97.33%	5	2.67%	168	8	6	5	0	0	0	2.57		4.28
(3V23) (437) Fargo, ND HCS	20,803	20,041	96.34%	762	3.66%	18,731	670	640	424	150	71	117	1.40	9.55	2.75
(3V23) (437) Fargo, ND	14,317	13,647	95.32%	670	4.68%	12,582	524	541	356	140	67	107	1.36	9.29	3.53
(3V23) (437GA) Grafton, ND	212	211	99.53%	1	0.47%	204	4	3	1	0	0	0	0.93	2.92	1.38
(3V23) (437GB) Bismarck, ND	1,175	1,120	95.32%	55	4.68%	1,092	18	10	36	8	2	9	0.86	25.54	0.93
(3V23) (437GC) Fergus Falls, MN	377	374	99.20%	3	0.80%	368	0	6	3	0	0	0	0.43	7.09	0.70
(3V23) (437GD) Minot, ND	837	831	99.28%	6	0.72%	782	31	18	6	0	0	0	1.80	8.00	1.14
(3V23) (437GE) Bemidji, MN	1,387	1,382	99.64%	5	0.36%	1,343	22	17	4	0	1	0	0.90	1.42	1.35
(3V23) (437GF) Williston, ND	435	425	97.70%	10	2.30%	387	17	21	9	1	0	0	4.62	16.67	
(3V23) (437GI) Grand Forks, ND	929	923	99.35%	6	0.65%	903	16	4	4	1	1	0	0.75	5.93	0.36
(3V23) (437GJ) Dickinson, ND	560	559	99.82%	1	0.18%	538	11	10	0	0	0	1	1.75	17.76	0.67
(3V23) (437GK) Jamestown, ND	348	345	99.14%	3	0.86%	333	5	7	3	0	0	0	2.10	2.39	0.00
(3V23) (437GL) Devils Lake, ND	147	146	99.32%	1	0.68%	143	1	2	1	0	0	0	0.83	0.82	0.00
(3V23) (437QA) North Fargo, ND	79	78	98.73%	1	1.27%	56	21	1	1	0	0	0	5.43		
(3V23) (438) Sioux Falls, SD HCS	16,763	15,846	94.53%	917	5.47%	14,321	817	708	506	207	84	120	5.25	9.10	3.92
(3V23) (438GF) Watertown, SD	74	60	81.08%	14	18.92%	53	2	5	13	1	0	0	2.99	9.57	4.00
(3V23) (438) Sioux Falls, SD (Royal C. Johnson)	13,277	12,636	95.17%	641	4.83%	11,510	622	504	327	155	71	88	2.99	9.57	4.00
(3V23) (438GA) Spirit Lake, IA	691	602	87.12%	89	12.88%	530	40	32	37	23	7	22	24.69	4.32	4.53
(3V23) (438GC) Sioux City, SD	1,386	1,354	97.69%	32	2.31%	1,240	68	46	21	4	. 2	5	3.13	7.35	3.18
(3V23) (438GD) Aberdeen, SD	502	2 456	90.84%	46	9.16%	375	35	46	27	14	. 2	3	6.43	3.26	2.11
(3V23) (438GE) Wagner, SD	156	139	89.10%	17	10.90%	97	18	24	12	2	. 1	2	14.13	11.00	
(3V23) (438GF) Watertown, SD	677	599	88.48%	78	11.52%	516	32	51	69	8	1	0	11.32	4.74	4.35
(3V23) (568) Black Hills, SD HCS	12,547	12,075	96.24%	472	3.76%	11,322	392	361	238	101	60	73	2.75	12.84	2.10
(3V23) (568) Fort Meade, SD	5,487	5,262	95.90%	225	4.10%	4,822	230	210	122	33	33	37	2.08	10.76	1.66
(3V23) (568A4) Hot Springs, SD	4,096	4,036	98.54%	60	1.46%	3,910	72	54	24	12	9	15	0.68	14.92	1.44
(3V23) (568GA) Rapid City, SD	2,032	2 1,861	91.58%	171	8.42%	1,705	83	73	78	55	17	21	8.68	24.83	3.40
(3V23) (568GB) Pierre, SD	182	2 182	100.00%	0	0.00%	180	1	1	0	0	0	0	0.01	0.00	0.00
(3V23) (568HA) Newcastle, WY	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0			
(3V23) (568HB) Gordon, NE	7	7	100.00%	0	0.00%	7	0	0	0	0	0	0			
(3V23) (568HF) Pine Ridge, SD	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0	0.00		
(3V23) (568HH) Scottsbluff, NE	538	522	97.03%	16	2.97%	493	6	23	14	1	1	0	1.03	10.18	0.02
(3V23) (568HJ) Mission, SD	27	27	100.00%	0	0.00%	27	0	0	0	0	0	0	0.00		
(3V23) (568HP) Winner, SD	166	166	100.00%	0	0.00%	166	0	0	0	0	0	0	0.05		
(3V23) (618) Minneapolis, MN HCS	59,233	54,723	92.39%	4,510	7.61%	47,796	3,226	3,701	2,483	818	318	891	8.84	13.37	1.80
(3V23) (618) Minneapolis, MN	42,543	39,251	92.26%	3,292	7.74%	34,226	2,330	2,695	1,814	594	228	656	6.23	13.04	1.17
(3V23) (618BY) Twin Ports, WI	2,827	2,472	87.44%	355	12.56%	2,099	164	209	196	58	30	71	13.64	26.85	4.15
(3V23) (618GA) St. James, MN	226	3 205	90.71%	21	9.29%	191	9	5	10	9	0	2	9.24		1.33
(3V23) (618GB) Hibbing, MN	870	822	94.48%	48	5.52%	718	47	57	46	1	0	1	2.25	18.75	9.37
(3V23) (618GD) Maplewood, MN	2,180	2,008	92.11%	172	7.89%	1,639	171	198	130	34	4	4	7.62	13.53	3.27
(3V23) (618GE) Chippewa Valley, WI	1,371	1,316	95.99%	55	4.01%	1,122	86	108	40	11	2	2	7.89	6.20	2.82
(3V23) (618GG) Rochester, MN	2,047	2,033	99.32%	14	0.68%	1,901	71	61	14	0	0	0	1.96	0.80	2.15
(3V23) (618GH) Hayward, WI	245	5 243	99.18%	2	0.82%	230	10	3	2	0	0	0	1.46		2.89
(3V23) (618GI) Northwest Metro, MN	3,571	3,163	88.57%	408	11.43%	2,799	163	201	144	94	. 42	128	21.11	17.27	1.96

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V23) (618GJ) Shakopee, MN	836	784	93.78%	52	6.22%	715	34	35	22	8	6	16	10.89	3.17	0.20
(3V23) (618GK) Albert Lea, MN	442	437	98.87%	5	1.13%	388	36	13	4	1	0	C	3.95	9.00	0.59
(3V23) (618GL) Minneapolis Harmon Place, MN	293	290	98.98%	3	1.02%	289	0	1	0	0	3	C	0.00	0.21	
(3V23) (618GM) Rice Lake, WI	668	631	94.46%	37	5.54%	513	47	71	25	3	3	6	10.14	2.67	3.69
(3V23) (618GN) Mankato, MN (Lyle C. Pearson)	895	850	94.97%	45	5.03%	758	54	38	35	5	0	5	8.06	2.17	0.45
(3V23) (618QA) Fort Snelling, MN	116	116	100.00%	0	0.00%	116	0	0	0	0	0	C	)	0.07	
(3V23) (618QB) Ely, MN	103	102	99.03%	1	0.97%	92	4	6	1	0	0	C	2.67		5.50
(3V23) (636A6) Central Iowa HCS	20,722	18,891	91.16%	1,831	8.84%	16,777	940	1,174	1,070	367	159	235	6.59	13.54	2.45
(3V23) (636A6) Des Moines, IA	15,982	14,463	90.50%	1,519	9.50%	12,809	717	937	866	313	141	199	5.20	14.27	3.06
(3V23) (636BU) Des Moines, IA - VADOM	680	679	99.85%	1	0.15%	679	0	0	1	0	0	C	)		
(3V23) (636GC) Mason City, IA	1,376	1,272	92.44%	104	7.56%	1,048	116	108	72	19	7	6	7.08	12.19	2.90
(3V23) (636GD) Marshalltown, IA	572	516	90.21%	56	9.79%	430	32	54	36	12	3	5	13.14	10.20	0.27
(3V23) (636GK) Fort Dodge, IA	685	635	92.70%	50	7.30%	600	19	16	24	8	0	18	12.34	6.34	
(3V23) (636GM) Carroll, IA	472	445	94.28%	27	5.72%	408	20	17	19	4	2	2	5.69	9.45	0.00
(3V23) (636GR) Knoxville, IA	733	659	89.90%	74	10.10%	584	35	40	52	11	6	5	13.18	11.75	0.20
(3V23) (636GX) Fort Dodge North, IA	98	98	100.00%	0	0.00%	98	0	0	0	0	0	C	)		0.37
(3V23) (636QB) Des Moines Center Street, IA	124	124	100.00%	0	0.00%	121	1	2	0	0	0	C			
(3V23) (636A8) Iowa City, IA HCS	26,073	23,908	91.70%	2,165	8.30%	21,090	1,263	1,555	1,155	414	277	319	5.86	15.38	6.03
(3V23) (636A8) lowa City, IA	11,040	9,849	89.21%	1,191	10.79%	8,653	499	697	568	240	216	167	2.63	17.50	21.66
(3V23) (636GF) Quad Cities, IA	2,763	2,592	93.81%	171	6.19%	2,252	173	167	86	30	16	39	9.81	9.89	3.13
(3V23) (636GG) Quincy, IL	1,148	1,081	94.16%	67	5.84%	957	68	56	44	11	3	9	4.47	7.95	13.24
(3V23) (636GH) Waterloo, IA	1,225	1,063	86.78%	162	13.22%	898	67	98	85	42	14	21	15.58	4.64	17.42
(3V23) (636GI) Galesburg, IL (Lane A. Evans)	1,139	1,033	90.69%	106	9.31%	861	73	99	88	12	5	1	4.75	4.35	8.50
(3V23) (636GJ) Dubuque, IA	1,185	1,040	87.76%	145	12.24%	882	74	84	99	29	5	12	15.45	6.41	3.55
(3V23) (636GN) Cedar Rapids, IA	1,429	1,349	94.40%	80	5.60%	1,149	71	129	57	15	1	7	4.25	5.01	5.94
(3V23) (636GS) Ottumwa, IA	525	504	96.00%	21	4.00%	423	44	37	8	7	6	C	3.29	10.79	6.67
(3V23) (636GT) Sterling, IL	556	541	97.30%	15	2.70%	489	33	19	5	2	4	4	1.77	15.10	1.17
(3V23) (636GU) Decorah, IA	472	456	96.61%	16	3.39%	428	17	11	10	2	0	4	1.60	10.23	2.75
(3V23) (636GW) Coralville, IA	2,293		98.91%	25		2,173	38					C		1.90	1.31
(3V23) (636QC) Linn County, IA	63		100.00%	0		62	1	0		0		C			0.24
(3V23) (636QG) Iowa City, IA - Mobile	104			7	0070		6	_		1	0	С		6.44	
(3V23) (636QI) Davenport, IA	608		99.67%	2		593	5		2	0	-	0			0.33
(3V23) (636QJ) Iowa City South Clinton Street, IA	1,523		89.69%	157		1,181	94					55		25.12	1.84
(3V23) (636) Nebraska-W Iowa HCS	47,057					40,883	1,837							11.25	
(3V23) (636) Omaha, NE	26,333		94.47%	1,455		22,586	1,045			280		126		11.20	6.91
(3V23) (636A4) Grand Island, NE	7,125		95.21%	341	4.79%	6,308	234				8	111		15.44	2.12
(3V23) (636A5) Lincoln, NE	7,814		95.65%	340		6,774	355				36	61		7.88	2.31
(3V23) (636BW) Grand Island, NE - VADOM	96		100.00%	0		96	0	_	0	0		С			
(3V23) (636BX) Omaha, NE - VADOM	285	285	100.00%	0	0.00%	279	4	2	0	0	0	C			
(3V23) (636GA) Norfolk, NE	1,652	1,616	97.82%	36	2.18%	1,534	53	29	15	6	2	13	2.41	1.66	2.76
(3V23) (636GB) North Platte, NE	1,032	1,000	96.90%	32	3.10%	908	51	41	22	9	1	C	3.37	2.85	6.59
(3V23) (636GL) Bellevue, NE	1,321	1,222	92.51%	99	7.49%	1,097	68	57	34	16	3	46	8.28	23.80	8.91

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: January 2021	Total Completed Appointments 1	Completed within 30 Days 2				Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V23) (636GP) Shenandoah, IA	429	412	96.04%	17	3.96%	387	12	13	13	3	1	0	4.89	5.41	1.58
(3V23) (636GQ) Holdrege, NE	542	509	93.91%	33	6.09%	488	13	8	12	11	9	1	7.58	2.90	5.60
(3V23) (636QA) Omaha Dorcas Street, NE	428	428	100.00%	0	0.00%	426	2	0	0	0	0	0	3.00		
(3V23) (656) St. Cloud, MN HCS	27,263	25,262	92.66%	2,001	7.34%	21,804	1,855	1,603	1,036	289	109	567	5.63	22.39	5.82
(3V23) (656) St. Cloud, MN	22,456	20,691	92.14%	1,765	7.86%	18,012	1,431	1,248	904	252	95	514	5.58	22.89	5.81
(3V23) (656GA) Brainerd, MN	2,667	2,470	92.61%	197	7.39%	1,978	287	205	107	34	13	43	5.72	21.29	5.69
(3V23) (656GB) Montevideo, MN	761	740	97.24%	21	2.76%	583	67	90	19	1	0	1	6.31	8.86	0.50
(3V23) (656GC) Alexandria, MN (Max J. Beilke)	1,379	1,361	98.69%	18	1.31%	1,231	70	60	6	2	1	9	5.21	4.25	6.77

Retrospective/Completed Appointment Wait Times National Summary.	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3		Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
National: 1/2021	4,452,657	4,170,921	93.67%	281,736	6.33%	3,733,736	207,628	229,557	159,715	55,118	23,805	43,098	4.03	11.16	3.84
National: 12/2020	4,015,085	3,750,299	93.41%	264,786	6.59%	3,322,068	199,904	228,327	148,319	49,728	21,791	44,948	5.32	12.84	3.41
National: 11/2020	3,828,781	3,576,965	93.42%	251,816	6.58%	3,177,301	188,620	211,044	134,996	44,089	22,770	49,961	5.29	13.46	3.18
National: 10/2020	4,328,752	4,051,139	93.59%	277,613	6.41%	3,598,252	214,536	238,351	138,644	49,870	28,053	61,046	5.05	13.79	2.97
National: 9/2020	4,141,227	3,883,482	93.78%	257,745	6.22%	3,467,620	202,488	213,374	126,095	47,476	27,732	56,442	4.92	13.25	2.89
National: 8/2020	3,784,273	3,563,866	94.18%	220,407	5.82%	3,217,510	171,894	174,462	102,318	41,287	29,385	47,417	5.04	12.66	2.70
National: 7/2020	3,687,129	3,479,606	94.37%	207,523	5.63%	3,172,291	157,325	149,990	81,312	46,132	43,579	36,500	5.18	12.59	2.55
National: 6/2020	3,406,593	3,246,254	95.29%	160,339	4.71%	3,036,717	115,884	93,653	60,463	52,777	31,895	15,204	3.79	10.08	2.32
National: 5/2020	2,654,633	2,573,594	96.95%	81,039	3.05%	2,449,346	70,007	54,241	43,106	23,922	7,820	6,191	2.23	5.56	2.26
National: 4/2020	2,527,560	2,451,905	97.01%	75,655	2.99%	2,327,369	60,847	63,689	50,389	14,774	5,049	5,443	1.99	5.12	2.80
National: 3/2020	3,892,943	3,718,899	95.53%	174,044	4.47%	3,322,479	188,743	207,677	119,825	30,044	12,627	11,548	4.12	7.82	4.22
National: 2/2020	4,754,971	4,511,552	94.88%	243,419	5.12%	3,953,209	260,861	297,482	158,192	49,560	18,947	16,720	4.52	8.46	4.47
National: 1/2020	5,223,622	4,910,928	94.01%	312,694	5.99%	4,283,847	291,978	335,103	210,553	60,056	21,881	20,204	4.97	9.23	4.89
National: 12/2019	4,601,422	4,358,161	94.71%	243,261	5.29%	3,818,636	256,694	282,831	166,331	46,358	15,903	14,669	4.41	8.35	4.28
National: 11/2019	4,578,348	4,350,292	95.02%	228,056	4.98%	3,818,646	251,802	279,844	157,343	41,543	14,939	14,231	4.35	8.13	4.04
National: 10/2019	5,476,901	5,218,942	95.29%	257,959	4.71%	4,578,802	302,309	337,831	175,232	48,131	16,756	17,840	4.09	8.04	4.10
National: 9/2019	4,903,146	4,657,948	95.00%	245,198	5.00%	4,085,828	272,832	299,288	167,027	43,875	17,282	17,014	4.46	8.32	4.07
National: 8/2019	5,142,001	4,883,145	94.97%	258,856	5.03%	4,274,706	286,387	322,052	170,093	52,187	19,415	17,161	4.64	8.42	3.97
National: 7/2019	5,071,250	4,799,635	94.64%	271,615	5.36%	4,192,918	282,226	324,491	182,943	53,061	18,868	16,743	4.80	8.74	4.09
National: 6/2019	4,789,731	4,538,793	94.76%	250,938	5.24%	3,977,841	260,295	300,657	172,742	45,901	16,937	15,358	4.70	8.52	3.88
National: 5/2019	5,277,559	5,015,534	95.04%	262,025	4.96%	4,393,421	287,222	334,891	177,105	50,668	17,731	16,521	4.69	8.32	3.75
National: 4/2019	5,368,047	5,092,381	94.86%	275,666	5.14%	4,476,507	283,397	332,477	188,584	51,658	16,639	18,785	4.68	8.38	3.88
National: 3/2019	5,059,805	4,803,023	94.93%	256,782	5.07%	4,205,253	277,596	320,174	174,117	46,852	18,125	17,688	4.77	8.56	4.14
National: 2/2019	4,600,823	4,366,353	94.90%	234,470	5.10%	3,827,731	249,612	289,010	150,691	49,415	17,543	16,821	4.83	8.73	4.24
National: 1/2019	5,108,202	4,801,799	94.00%	306,403	6.00%	4,195,520	280,352	325,927	204,114	60,695	21,321	20,273	5.24	9.54	4.74
National: 12/2018	4,335,282	4,102,439	94.63%	232,843	5.37%	3,607,832	228,768	265,839	159,488	44,936	15,453	12,966	4.63	8.57	4.12
National: 11/2018	4,690,193	4,449,203	94.86%	240,990	5.14%	3,882,470	266,562	300,171	166,691	45,547	15,273	13,479	4.65	8.47	4.07
National: 10/2018	5,445,006	5,176,398	95.07%	268,608	4.93%	4,536,327	295,900	344,171	184,792	51,391	16,658	15,767	4.18	8.37	4.07
National: 9/2018	4,566,797	4,338,809	95.01%	227,988	4.99%	3,800,835	251,499	286,475	157,889	41,605	15,126	13,368	4.61	8.29	3.93
National: 8/2018	5,279,524	5,011,824	94.93%	267,700	5.07%	4,377,429	293,294	341,101	182,775	52,786	17,669	14,470	4.79	8.38	3.92

Retrospective/Completed Appointment Wait Times National Summary.	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
National: 7/2018	4,747,954	4,505,574	94.90%	242,380	5.10%	3,934,727	264,214	306,633	170,580	45,710	14,696	11,394	4.84	8.46	3.86
National: 6/2018	4,853,183	4,619,315	95.18%	233,868	4.82%	4,050,519	266,086	302,710	168,788	40,553	13,984	10,543	4.54	8.03	3.72
National: 5/2018	5,180,072	4,956,277	95.68%	223,795	4.32%	4,343,790	284,753	327,734	159,692	41,639	12,163	10,301	4.45	7.65	3.50
National: 4/2018	4,965,149	4,753,296	95.73%	211,853	4.27%	4,179,992	266,804	306,500	155,252	36,944	10,099	9,558	4.44	7.40	3.33
National: 3/2018	5,073,154	4,872,259	96.04%	200,895	3.96%	4,277,432	279,377	315,450	147,886	32,665	11,197	9,147	4.42	7.16	3.32
National: 2/2018	4,506,205	4,334,360	96.19%	171,845	3.81%	3,826,183	244,045	264,132	119,946	33,593	10,656	7,650	4.12	6.91	3.13
National: 1/2018	4,837,845	4,618,600	95.47%	219,245	4.53%	4,059,570	265,931	293,099	157,460	40,293	12,832	8,660	4.63	7.75	
National: 12/2017	4,301,041	4,128,041	95.98%	173,000	4.02%	3,651,327	226,912	249,802	125,267	32,193	9,900	5,640	4.29	7.03	3.05
National: 11/2017	4,711,170	4,527,520	96.10%		3.90%	3,980,125	264,048	283,347	136,453	32,245	9,473	5,479	4.28	6.98	
National: 10/2017	5,043,703	4,857,831	96.31%		3.69%	4,279,916	272,998	304,917	138,245	·	·	5,730		6.84	
National: 9/2017	4,552,842	4,383,140			3.73%	3,859,133	252,939	271,068	129,865	·	·	,	4.23		
National: 8/2017	5,236,501	5,045,457	96.35%	191,044	3.65%	4,431,492	295,549	·	·		9,422	5,492			
National: 7/2017	4,504,077	4,341,092		162,985	3.62%	3,818,506	253,331	269,255	121,618	·	,	4,701	4.35		
National: 6/2017	5,050,626	4,874,656			3.48%	4,297,459	279,344	297,853	·	29,019	·	4,886	4.28		
National: 5/2017	5,186,397	5,022,137	96.83%		3.17%	4,437,304	281,998	302,835		29,569	8,075	4,679	4.20		
National: 4/2017	4,709,974	4,560,211	96.82%	149,763	3.18%	4,039,481	251,794	268,936			6,699	5,005	4.15		
National: 3/2017	5,323,093	5,153,653		169,440	3.18%	4,539,403	297,735	· ·	·	28,829	8,823	5,914	4.17	6.27	
National: 2/2017	4,530,060	4,385,617	96.81%		3.19%	3,883,444	251,092	·	101,681	28,558	8,742	,			
National: 1/2017	4,709,148	4,527,353			3.86%	3,990,589	264,579	ŕ	·	· ·	,	6,170		7.00	
National: 12/2016	4,430,678	4,273,719			3.54%	3,791,184	236,096	·	·	·	·	4,890	4.37	6.53	
National: 11/2016	4,600,860	4,440,178			3.49%	3,928,442	251,034	260,702	,	·	8,512	·	4.41	6.45	
National: 10/2016	4,695,677	4,536,753			3.38%	4,020,117		·	·	·	·	4,427	4.17	6.49	
National: 9/2016 National: 8/2016	4,880,317 5,219,984	4,708,924 5,027,900			3.51%	4,157,090	273,423		·	31,908 39,015	·	4,863 4,950		6.52	
National: 7/2016	4,438,995			,	3.64%	4,431,252 3,775,216	289,612 244,855	·	·		·		4.71		
National: 6/2016	4,989,814				3.59%	4,249,171	274,867	286,419	·	· ·	·	4,278			
National: 5/2016	4,877,166				3.29%	4,176,545		274,575	·		·	4,443		6.16	
National: 4/2016	4,931,526				3.38%	4,235,062	260,000	·		· ·	·	4,936			
National: 3/2016	5,353,597				3.28%	4,592,329	286,950	ŕ	·		·	5,704			
National: 2/2016	4,744,626					4,058,457	248,628	269,349	·	,	,	5,148			
National: 1/2016	4,497,268	4,309,895				3,833,679	234,543	ŕ	·		·	5,085			
National: 12/2015	4,672,667	4,493,236			3.84%	3,996,052	243,148	·	·	37,495	·	4,102		6.44	
National: 11/2015	4,388,187	4,228,217	96.35%	159,970	3.65%	3,767,085	223,891	237,241	117,739	31,389	7,526	3,316	4.57	6.28	3.03
National: 10/2015	4,966,790	4,804,228	96.73%	162,562	3.27%	4,300,175	242,986	261,067	119,186	32,079	7,643	3,654	4.01	6.03	3.02
National: 9/2015	4,883,045	4,721,707	96.70%	161,338	3.30%	4,221,358	247,570	252,779	119,391	30,631	7,996	3,320	4.37	5.81	3.07
National: 8/2015	4,719,582	4,568,688	96.80%	150,894	3.20%	4,091,006	233,283	244,399	111,150	29,922	6,849	2,973	4.50	5.67	3.01
National: 7/2015	4,828,643	4,683,157	96.99%	145,486	3.01%	4,201,368	237,391	244,398	107,431	28,846	6,504	2,705	4.38	5.40	2.94
National: 6/2015	4,985,100	4,840,357	97.10%	144,743	2.90%	4,370,890	233,718	235,749	109,220	26,807	6,266	2,450	4.19	5.14	2.85
National: 5/2015	4,546,635	4,426,685	97.36%	119,950	2.64%	4,009,888	209,459	207,338	90,638	22,481	4,744	2,087	4.09	4.84	2.68
National: 4/2015	5,063,122	4,923,164	97.24%	139,958	2.76%	4,456,684	229,968	236,512	107,548	24,886	4,823	2,701	4.15	4.87	2.82
National: 3/2015	5,046,853	4,905,459	97.20%	141,394	2.80%	4,421,214	239,184	245,061	106,768	24,758	6,450	3,418	4.24	5.02	3.18
National: 2/2015	4,265,529	4,146,447	97.21%	119,082	2.79%	3,752,551	197,251	196,645	83,656	25,964	6,573	2,889	4.28	4.96	3.15
National: 1/2015	4,549,212	4,395,590	96.62%	153,622	3.38%	3,991,738	204,071	199,781	108,801	33,289	7,433	4,099	4.61	5.47	3.44
National: 12/2014	4,578,871	4,447,602	97.13%	131,269	2.87%			191,232	98,978	26,128	4,645	1,518	4.03	4.71	2.75

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

Printed by: DVA\vhacovaldel on 2/25/2021 10:10:01 AM

## **FOOTNOTES**

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

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

- 1. Total Appointments Completed: Every completed appointment at that facility except surgery and procedures.
- 2. Appointments completed in 30 Days or under: Number of appointments completed between 0-30 days of preferred date
- 3. Percent of Appointments Completed 30 Days or under: The percent of total appointments completed within 30 days
- 4. Appointments completed in over 30 Days: Number of appointments scheduled greater than 30 days of the preferred date
- 5. Percent of Appointments Completed in over 30 Days: The percent of total appointments scheduled beyond 30 days
- 6. Appointments completed between 0-7 Days: Number of appointments completed between 0-7 days of the preferred date.
- 7. Appointments completed between 8-14 Days: Number of appointments completed between 8-14 days of the preferred date.
- 8. Appointments completed between 15-30 Days: Number of appointments completed between 15-30 days of the preferred date.
- 9. Appointments completed between 31-60 Days: Number of appointments completed between 31-60 days of the preferred date.
- 10. Appointments completed between 61-90 Days: Number of appointments completed between 61-90 days of the preferred date.
- 11. Appointments completed between 91-120 Days: Number of appointments completed between 91-120 days of the preferred date.
- 12. Appointments Completed in Greater Than 120 Days: Number of appointments completed in greater than 120 days of the preferred date.
- 13. PC Avg Wait Time: Average waiting time for Primary Care appointments that were completed for the month of October 2014.
- 14. SC Avg Wait Time: Average waiting time for Specialty Care appointments that were completed for the month of October 2014.
- 15. MH Avg Wait Time: Average waiting time for Mental Health appointments that were completed for the month of October 2014.
- NOTE: The zero means there are no patients or appointments in that category.

NOTE: The blank cells mean that there is no data – for example, 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.