

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(1V01) (402) Togus, ME HCS	26,391	24,844	94.14%	1,547	5.86%	21,383	1,574	1,887	1,027	323	102	95	6.00	8.50	3.83	
(1V01) (402) Togus, ME	16,493	15,313	92.85%	1,180	7.15%	13,225	955	1,133	768	262	74	76	5.71	9.01	3.41	
(1V01) (402GA) Caribou, ME	642	635	98.91%	7	1.09%	542	47	46	5	1	1	0	4.16	0.00	3.78	
(1V01) (402GB) Calais, ME	307	303	98.70%	4	1.30%	262	9	32	4	0	0	0	4.81	0.00	0.00	
(1V01) (402GC) Rumford, ME	360	353	98.06%	7	1.94%	320	21	12	4	1	1	1	3.74	0.00	2.64	
(1V01) (402GD) Saco, ME	1,033	1,001	96.90%	32	3.10%	852	93	56	22	7	1	2	6.05	8.49	3.72	
(1V01) (402GE) Lewiston, ME	2,035	1,920	94.35%	115	5.65%	1,597	139	184	92	16	5	2	7.89	7.40	4.63	
(1V01) (402GF) Lincoln, ME	288	266	92.36%	22	7.64%	226	11	29	13	3	4	2	12.31	0.00	1.09	
(1V01) (402HB) Bangor, ME	3,566	3,454	96.86%	112	3.14%	2,982	202	270	73	17	13	9	6.82	5.55	3.60	
(1V01) (402HC) Portland, ME	1,531	1,469	95.95%	62	4.05%	1,271	83	115	44	12	3	3	4.10	8.89	5.88	
(1V01) (402HL) Bingham, ME - Mobile	59	55	93.22%	4	6.78%	51	4	0	0	4	0	0	4.42			
(1V01) (402QA) Fort Kent, ME	28	28	100.00%	0	0.00%	23	1	4	0	0	0	0	5.39			
(1V01) (402QB) Houlton, ME	49	47	95.92%	2	4.08%	32	9	6	2	0	0	0	7.98			
(1V01) (405) White River Junction, VT HCS	18,193	16,690	91.74%	1,503	8.26%	14,526	987	1,177	849	343	126	185	5.56	13.68	0.93	
(1V01) (405) White River Junction, VT	13,151	11,909	90.56%	1,242	9.44%	10,270	721	918	715	267	105	155	5.86	14.00	0.42	
(1V01) (405GA) Bennington, VT	707	689	97.45%	18	2.55%	650	31	8	9	4	1	4	4.37	6.26	1.53	
(1V01) (405GC) Brattleboro, VT	321	303	94.39%	18	5.61%	260	22	21	14	4	0	0	3.15	13.00	0.00	
(1V01) (405HA) Burlington Lakeside, VT	2,187	2,044	93.46%	143	6.54%	1,823	111	110	65	45	14	19	7.13	12.59	0.90	
(1V01) (405HC) Littleton, NH	694	658	94.81%	36	5.19%	559	36	63	25	8	3	0	3.53	12.41	1.18	
(1V01) (405HE) Keene, NH	206	203	98.54%	3	1.46%	166	21	16	1	1	1	0	4.24	8.00	0.81	
(1V01) (405HF) Rutland, VT	654	622	95.11%	32	4.89%	557	37	28	14	11	2	5	5.35	7.15	5.33	
(1V01) (405QB) Newport, VT	273	262	95.97%	11	4.03%	241	8	13	6	3	0	2	5.70	12.25	1.13	
(1V01) (518) Bedford, MA HCS	11,137	10,368	93.10%	769	6.90%	8,903	641	824	437	177	90	65	9.41	12.32	3.19	
(1V01) (518) Bedford, MA (Edith Nourse Rogers)	10,033	9,340	93.09%	693	6.91%	8,022	560	758	390	169	82	52	9.18	12.42	2.66	
(1V01) (518GA) Lynn, MA	394	367	93.15%	27	6.85%	328	22	17	15	3	1	8	9.47	2.17	11.20	
(1V01) (518GB) Haverhill, MA	392	354	90.31%	38	9.69%	282	33	39	23	5	6	4	14.73	7.67	4.17	
(1V01) (518GE) Gloucester, MA	317	306	96.53%	11	3.47%	271	26	9	9	0	1	1	4.47	8.91	2.46	
(1V01) (518MA) IDES Hanscom AFB	1	1	100.00%	0	0.00%	0	0	1	0	0	0	0		22.00		
(1V01) (523) Boston, MA HCS	39,792	37,643	94.60%	2,149	5.40%	32,451	2,636	2,556	1,559	377	109	104	5.43	9.82	3.21	
(1V01) (523) Jamaica Plain, MA	17,330	16,330	94.23%	1,000	5.77%	13,720	1,374	1,236	774	139	46	41	7.35	8.48	3.37	
(1V01) (523A4) West Roxbury, MA	6,533	6,022	92.18%	511	7.82%	5,002	495	525	344	103	33	31	7.70	11.70	3.75	
(1V01) (523A5) Brockton, MA	10,593	10,064	95.01%	529	4.99%	8,989	497	578	365	110	27	27	4.46	12.77	3.35	
(1V01) (523BY) Lowell, MA	1,582	1,517	95.89%	65	4.11%	1,316	115	86	36	22	2	5	3.98	9.02	3.93	
(1V01) (523BZ) Causeway, MA	2,807	2,785	99.22%	22	0.78%	2,661	74	50	21	0	1	0	4.26	4.84	1.99	
(1V01) (523GA) Framingham, MA	432	424	98.15%	8	1.85%	340	50	34	5	3	0	0	4.49	6.72	6.28	
(1V01) (523GC) Quincy, MA	206	204	99.03%	2	0.97%	193	6	5	2	0	0	0	1.84			
(1V01) (523GD) Plymouth, MA	299	287	95.99%	12	4.01%	220	25	42	12	0	0	0	6.37	11.70		
(1V01) (523MA) IDES Hanscom AFB	10	10	100.00%	0	0.00%	10	0	0	0	0	0	0		1.17	1.75	
(1V01) (608) Manchester, NH HCS	16,524	15,248	92.28%	1,276	7.72%	12,635	1,226	1,387	880	227	87	82	8.22	10.22	6.02	
(1V01) (608) Manchester, NH	14,700	13,596	92.49%	1,104	7.51%	11,423	1,011	1,162	756	210	73	65	5.71	10.08	5.96	
(1V01) (608GA) Portsmouth, NH	475	417	87.79%	58	12.21%	282	63	72	47	1	5	5	15.00	58.57	7.97	
(1V01) (608GC) Somersworth, NH	661	590	89.26%	71	10.74%	408	92	90	50	11	4	6	15.55	24.31	6.73	
(1V01) (608GD) Conway, NH	272	252	92.65%	20	7.35%	195	30	27	11	2	4	3	12.48	2.80	4.94	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(1V01) (608HA) Tilton, NH	416	393	94.47%	23	5.53%	327	30	36	16	3	1	3	9.91	5.40	3.76
(1V01) (631) Central Western Massachusetts HCS	19,565	18,470	94.40%	1,095	5.60%	16,218	1,046	1,206	654	218	96	127	6.36	9.80	5.05
(1V01) (631) Central Western Massachusetts, MA (Edward P. Boland)	8,539	8,023	93.96%	516	6.04%	7,069	424	530	276	104	64	72	4.61	10.57	4.15
(1V01) (631BY) Springfield, MA	4,005	3,808	95.08%	197	4.92%	3,332	220	256	140	38	5	14	7.45	8.96	4.92
(1V01) (631GC) Pittsfield, MA	503	434	86.28%	69	13.72%	368	34	32	32	21	8	8	19.54	10.59	3.19
(1V01) (631GD) Greenfield, MA	743	706	95.02%	37	4.98%	608	53	45	20	6	8	3	6.64	10.38	6.46
(1V01) (631GE) Worcester, MA	1,958	1,876	95.81%	82	4.19%	1,663	104	109	59	16	3	4	4.65	1.96	4.71
(1V01) (631GF) Fitchburg, MA	829	799	96.38%	30	3.62%	683	66	50	23	4	2	1	3.29	0.93	7.94
(1V01) (631PA) 631PA	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0			
(1V01) (631QA) Northampton, MA (Plantation Street)	1,818	1,731	95.21%	87	4.79%	1,566	83	82	56	14	0	17		5.37	
(1V01) (631QB) Northampton, MA (Lake Avenue)	1,167	1,090	93.40%	77	6.60%	926	62	102	48	15	6	8		36.93	5.78
(1V01) (650) Providence, RI HCS	28,668	27,683	96.56%	985	3.44%	23,677	1,877	2,129	717	142	73	53	5.02	7.29	2.61
(1V01) (650) Providence, RI	20,522	19,872	96.83%	650	3.17%	17,224	1,176	1,472	457	106	52	35	4.73	8.62	1.79
(1V01) (650GA) New Bedford, MA	1,640	1,535	93.60%	105	6.40%	1,265	148	122	69	21	6	9	8.13	5.57	8.96
(1V01) (650GB) Hyannis, MA	1,230	1,184	96.26%	46	3.74%	1,027	96	61	20	2	15	9	5.31	4.80	3.34
(1V01) (650GD) Middletown, RI	763	753	98.69%	10	1.31%	693	32	28	9	1	0	0	2.51	5.04	2.31
(1V01) (650QA) Eagle Square, RI	4,513	4,339	96.14%	174	3.86%	3,468	425	446	162	12	0	0		5.55	8.72
(1V01) (689) Connecticut HCS	44,453	43,090	96.93%	1,363	3.07%	37,469	2,654	2,967	1,088	189	51	35	3.75	6.40	3.95
(1V01) (689) West Haven, CT	24,103	23,251	96.47%	852	3.53%	20,126	1,474	1,651	694	109	31	18	3.66	6.67	3.33
(1V01) (689A4) Newington, CT	14,256	13,793	96.75%	463	3.25%	11,720	974	1,099	349	79	18	17	4.15	5.96	5.10
(1V01) (689GA) Waterbury, CT	510	505	99.02%	5	0.98%	464	22	19	4	0	1	0	2.20	3.50	2.54
(1V01) (689GB) Stamford, CT	452	449	99.34%	3	0.66%	428	9	12	3	0	0	0	1.64	0.00	1.40
(1V01) (689GC) Willimantic, CT	452	443	98.01%	9	1.99%	343	36	64	9	0	0	0	6.42	0.00	4.73
(1V01) (689GD) Winsted, CT	350	346	98.86%	4	1.14%	302	21	23	4	0	0	0	4.30	4.00	1.52
(1V01) (689GE) Danbury, CT	461	459	99.57%	2	0.43%	392	37	30	2	0	0	0	0	3.23	
(1V01) (689HC) New London, CT (John J. McGuirk)	1,155	1,130	97.84%	25	2.16%	988	75	67	23	1	1	0	3.32	0.82	4.72
(1V01) (689QA) Errera, CT	2,714	2,714	100.00%	0	0.00%	2,706	6	2	0	0	0	0	0.86	0.00	0.00
(1V02) (528A8) Albany, NY HCS	20,778	19,873	95.64%	905	4.36%	17,703	1,042	1,128	612	151	57	85	5.75	6.06	6.05
(1V02) (528A8) Albany, NY (Samuel S. Stratton)	17,085	16,262	95.18%	823	4.82%	14,471	825	966	552	142	50	79	9.06	6.09	7.12
(1V02) (528G2) Westport, NY	103	101	98.06%	2	1.94%	97	2	2	0	2	0	0	1.31	33.25	0.26
(1V02) (528G3) Bainbridge, NY	304	291	95.72%	13	4.28%	256	18	17	8	2	3	0	6.38	8.17	2.43
(1V02) (528G6) Fonda, NY	195	195	100.00%	0	0.00%	188	5	2	0	0	0	0	0.65	0.50	2.10
(1V02) (528G7) Catskill, NY	299	293	97.99%	6	2.01%	248	24	21	3	0	1	2	6.12	10.90	4.76
(1V02) (528GT) Glens Falls, NY	612	598	97.71%	14	2.29%	566	21	11	8	3	0	3	3.66	0.00	1.92
(1V02) (528GV) Plattsburgh, NY	558	555	99.46%	3	0.54%	460	59	36	1	1	1	0	3.82	3.23	3.12
(1V02) (528GW) Schenectady, NY	335	335	100.00%	0	0.00%	329	4	2	0	0	0	0	0.46	0.91	0.62
(1V02) (528GX) Troy, NY	312	311	99.68%	1	0.32%	290	14	7	1	0	0	0	1.63	2.10	4.19
(1V02) (528GY) Clifton Park, NY	393	352	89.57%	41	10.43%	289	22	41	37	1	2	1	10.41	0.00	6.22
(1V02) (528GZ) Kingston, NY	445	443	99.55%	2	0.45%	373	48	22	2	0	0	0	3.83	0.29	3.38
(1V02) (528QK) Saranac Lake, NY	137	137	100.00%	0	0.00%	136	0	1	0	0	0	0	0.67	0.00	1.07
(1V02) (528A6) Bath, NY HCS	13,575	13,208	97.30%	367	2.70%	11,955	637	616	319	39	4	5	6.26	7.46	1.14
(1V02) (528A6) Bath, NY	12,096	11,781	97.40%	315	2.60%	10,720	519	542	281	31	3	0	5.77	7.64	1.43

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(1V02) (528G4) Elmira, NY	827	803	97.10%	24	2.90%	683	74	46	16	2	1	5	9.12	5.02	0.04
(1V02) (528G8) Wellsville, NY	407	391	96.07%	16	3.93%	350	26	15	12	4	0	0	4.76	7.11	0.42
(1V02) (528QE) Coudersport, PA	82	76	92.68%	6	7.32%	67	4	5	5	1	0	0	5.71		
(1V02) (528QF) Wellsboro, PA	163	157	96.32%	6	3.68%	135	14	8	5	1	0	0	4.45	0.00	0.00
(1V02) (528) Western New York HCS	31,761	30,636	96.46%	1,125	3.54%	27,252	1,699	1,685	851	155	62	57	2.86	6.27	3.31
(1V02) (528) Buffalo, NY	24,154	23,152	95.85%	1,002	4.15%	20,274	1,415	1,463	754	144	58	46	2.84	6.57	2.67
(1V02) (528A4) Batavia, NY	2,737	2,684	98.06%	53	1.94%	2,481	103	100	38	5	3	7	2.16	2.39	7.04
(1V02) (528GB) Jamestown, NY	680	677	99.56%	3	0.44%	617	37	23	3	0	0	0	0.91	0.85	4.35
(1V02) (528GC) Dunkirk, NY	461	461	100.00%	0	0.00%	432	17	12	0	0	0	0	1.08	1.85	3.21
(1V02) (528GD) Niagara Falls, NY	451	416	92.24%	35	7.76%	389	16	11	28	3	1	3	8.33	6.38	3.13
(1V02) (528GK) Lockport, NY	345	345	100.00%	0	0.00%	333	9	3	0	0	0	0	0.84	1.83	3.89
(1V02) (528GQ) Lackawanna, NY	711	697	98.03%	14	1.97%	588	63	46	13	1	0	0	3.78	1.44	5.93
(1V02) (528GR) Olean, NY	780	762	97.69%	18	2.31%	696	39	27	15	2	0	1	4.29	1.32	0.65
(1V02) (528QA) Buffalo-Main Street, NY	1,181	1,181	100.00%	0	0.00%	1,181	0	0	0	0	0	0			
(1V02) (528QB) Packard, NY	261	261	100.00%	0	0.00%	261	0	0	0	0	0	0	0.00		
(1V02) (528A5) Canandaigua, NY HCS	12,930	12,362	95.61%	568	4.39%	10,621	868	873	398	91	46	33	5.86	6.72	3.39
(1V02) (528A5) Canandaigua, NY	5,776	5,538	95.88%	238	4.12%	4,801	398	339	183	36	16	3	6.16	5.64	4.13
(1V02) (528GE) Rochester, NY	5,152	4,986	96.78%	166	3.22%	4,280	346	360	115	24	15	12	5.69	5.15	2.88
(1V02) (528QC) Clinton Crossings, NY	1,993	1,829	91.77%	164	8.23%	1,532	123	174	100	31	15	18		9.66	
(1V02) (528QD) Mount Hope, NY	9	9	100.00%	0	0.00%	8	1	0	0	0	0	0			
(1V02) (528A7) Syracuse, NY HCS	32,329	30,692	94.94%	1,637	5.06%	26,572	2,021	2,099	1,113	344	115	65	2.84	8.91	3.79
(1V02) (528A7) Syracuse, NY	17,388	16,216	93.26%	1,172	6.74%	13,686	1,229	1,301	772	251	96	53	2.51	9.50	4.37
(1V02) (528G5) Auburn, NY	415	400	96.39%	15	3.61%	324	33	43	15	0	0	0	5.37	1.16	6.01
(1V02) (528G9) Tompkins County, NY	662	646	97.58%	16	2.42%	565	48	33	5	9	2	0	2.59	21.15	5.07
(1V02) (528GL) Massena, NY	1,062	1,048	98.68%	14	1.32%	886	87	75	13	1	0	0	3.12	2.92	4.48
(1V02) (528GM) Rome, NY (Donald J. Mitchell)	3,650	3,485	95.48%	165	4.52%	2,958	230	297	150	14	0	1	5.16	6.67	5.42
(1V02) (528GN) Binghamton, NY	2,306	2,256	97.83%	50	2.17%	2,046	128	82	23	15	7	5	0.96	9.63	1.88
(1V02) (528GO) Watertown, NY	1,546	1,491	96.44%	55	3.56%	1,298	90	103	47	7	1	0	2.09	10.24	6.48
(1V02) (528GP) Oswego, NY	429	414	96.50%	15	3.50%	383	21	10	10	3	2	0	1.63	15.26	5.88
(1V02) (528QG) Erie West, NY	2,528	2,486	98.34%	42	1.66%	2,361	59	66	23	17	2	0		0.00	2.20
(1V02) (528QH) South Salina, NY	553	552	99.82%	1	0.18%	530	15	7	1	0	0	0			0.00
(1V02) (528QI) Erie East, NY	667	580	86.96%	87	13.04%	459	54	67	52	25	5	5		12.16	
(1V02) (528QN) Watertown 2, NY	1,123	1,118	99.55%	5	0.45%	1,076	27	15	2	2	0	1		1.06	3.53
(1V02) (526) Bronx, NY HCS	21,226	20,585	96.98%	641	3.02%	18,766	781	1,038	485	96	30	30	5.65	5.34	0.82
(1V02) (526) Bronx, NY (James J. Peters)	20,673	20,044	96.96%	629	3.04%	18,272	758	1,014	473	96	30	30	5.97	5.35	0.65
(1V02) (526GA) White Plains, NY	270	265	98.15%	5	1.85%	238	14	13	5	0	0	0	3.57	0.00	3.87
(1V02) (526GB) Yonkers, NY	197	193	97.97%	4	2.03%	185	1	7	4	0	0	0	2.92	0.00	2.96
(1V02) (526GD) Sunnyside-Queens, NY (Thomas P. Noonan Jr.)	86	83	96.51%	3	3.49%	71	8	4	3	0	0	0	4.77	0.00	
(1V02) (561) New Jersey HCS	38,216	36,462	95.41%	1,754	4.59%	32,800	1,637	2,025	1,200	331	85	138	4.28	8.36	4.73
(1V02) (561) East Orange, NJ	20,299	19,152	94.35%	1,147	5.65%	17,071	888	1,193	774	219	57	97	6.06	9.15	6.74
(1V02) (561A4) Lyons, NJ	7,059	6,706	95.00%	353	5.00%	6,014	285	407	259	51	20	23	2.75	7.89	4.93
(1V02) (561BZ) Brick, NJ (James J. Howard)	5,436	5,242	96.43%	194	3.57%	4,683	288	271	119	55	7	13	9.12	6.39	4.24

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(1V02) (561GA) Hamilton, NJ	541	527	97.41%	14	2.59%	464	36	27	12	0	0	2	4.75	10.78	5.01	
(1V02) (561GB) Elizabeth, NJ	232	230	99.14%	2	0.86%	226	3	1	1	0	0	1	0.13		1.36	
(1V02) (561GD) Hackensack, NJ	1,880	1,855	98.67%	25	1.33%	1,753	65	37	21	2	0	2	1.16	3.23	2.74	
(1V02) (561GE) Jersey City, NJ	310	310	100.00%	0	0.00%	300	2	8	0	0	0	0	0.07	4.40	2.20	
(1V02) (561GF) Piscataway, NJ	667	665	99.70%	2	0.30%	651	3	11	2	0	0	0	0.20	17.50	2.64	
(1V02) (561GH) Morristown, NJ	305	302	99.02%	3	0.98%	276	16	10	1	2	0	0	2.58	0.00	0.93	
(1V02) (561GI) Tinton Falls, NJ	948	940	99.16%	8	0.84%	875	31	34	7	1	0	0	1.82	3.54	1.26	
(1V02) (561GJ) Paterson, NJ	300	296	98.67%	4	1.33%	257	15	24	2	1	1	0	3.12	4.60	5.13	
(1V02) (561GK) Sussex, NJ	239	237	99.16%	2	0.84%	230	5	2	2	0	0	0	1.11	0.00	4.18	
(1V02) (620) Hudson Valley, NY HCS	19,622	18,978	96.72%	644	3.28%	16,886	1,060	1,032	467	106	34	37	2.50	5.89	3.87	
(1V02) (620) Montrose, NY (Franklin Delano Roosevelt)	4,940	4,864	98.46%	76	1.54%	4,501	193	170	54	11	4	7	1.46	3.90	2.92	
(1V02) (620A4) Castle Point, NY	9,693	9,290	95.84%	403	4.16%	8,091	567	632	307	68	17	11	1.87	6.31	2.69	
(1V02) (620BU) Montrose, NY - VADOM	30	30	100.00%	0	0.00%	30	0	0	0	0	0	0				
(1V02) (620GA) New City, NY	1,298	1,258	96.92%	40	3.08%	1,146	79	33	27	8	5	0	2.78	4.29	2.76	
(1V02) (620GB) Carmel, NY	637	624	97.96%	13	2.04%	560	31	33	10	0	2	1	3.27	4.97	7.26	
(1V02) (620GD) Goshen, NY	1,114	1,053	94.52%	61	5.48%	917	67	69	34	13	2	12	4.94	11.97	9.96	
(1V02) (620GE) Port Jervis, NY	813	804	98.89%	9	1.11%	683	74	47	9	0	0	0	3.11	4.50	5.57	
(1V02) (620GF) Monticello, NY	395	386	97.72%	9	2.28%	355	17	14	6	1	0	2	3.26	5.03	8.04	
(1V02) (620GG) Poughkeepsie, NY	512	486	94.92%	26	5.08%	434	24	28	16	3	3	4	2.76	10.87	9.22	
(1V02) (620GH) Eastern Dutchess, NY	173	166	95.95%	7	4.05%	152	8	6	4	2	1	0	2.14	13.67	6.57	
(1V02) (620MA) IDES West Point	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0		0.00	0.00	
(1V02) (620QA) Montrose 1, NY - Mobile	15	15	100.00%	0	0.00%	15	0	0	0	0	0	0				
(1V02) (630) New York Harbor HCS	41,556	40,287	96.95%	1,269	3.05%	35,957	2,166	2,164	1,066	151	39	13	4.97	4.92	1.37	
(1V02) (630) Manhattan, NY	19,293	18,594	96.38%	699	3.62%	16,538	1,008	1,048	588	77	28	6	5.13	5.26	1.20	
(1V02) (630A4) Brooklyn, NY	18,276	17,808	97.44%	468	2.56%	15,890	959	959	385	69	9	5	5.80	4.46	1.49	
(1V02) (630A5) St. Albans, NY	2,917	2,834	97.15%	83	2.85%	2,579	150	105	75	4	2	2	3.47	5.23	1.49	
(1V02) (630BU) St. Albans, NY - VADOM	4	4	100.00%	0	0.00%	4	0	0	0	0	0	0				
(1V02) (630GA) Harlem, NY	121	121	100.00%	0	0.00%	121	0	0	0	0	0	0	0.17		0.00	
(1V02) (630GB) Staten Island, NY	945	926	97.99%	19	2.01%	825	49	52	18	1	0	0	2.45	5.88	2.03	
(1V02) (632) Northport, NY HCS	25,412	23,767	93.53%	1,645	6.47%	20,467	1,540	1,760	1,147	302	89	107	9.10	9.19	6.06	
(1V02) (632) Northport, NY	21,780	20,285	93.14%	1,495	6.86%	17,490	1,272	1,523	1,044	277	83	91	10.79	9.35	5.89	
(1V02) (632BU) Northport, NY - VADOM	96	96	100.00%	0	0.00%	96	0	0	0	0	0	0				
(1V02) (632GA) East Meadow, NY	1,238	1,189	96.04%	49	3.96%	977	121	91	38	6	0	5	8.25	11.97	5.49	
(1V02) (632HA) Valley Stream, NY	260	253	97.31%	7	2.69%	214	29	10	4	1	1	1	3.72	21.25	6.88	
(1V02) (632HB) Riverhead, NY	780	756	96.92%	24	3.08%	692	32	32	10	8	2	4	3.51	4.14	7.13	
(1V02) (632HC) Bay Shore, NY	345	305	88.41%	40	11.59%	267	22	16	28	7	3	2	13.45		8.56	
(1V02) (632HD) Patchogue, NY	745	725	97.32%	20	2.68%	612	52	61	13	3	0	4	6.12	5.80	5.16	
(1V02) (632QA) Northport 1, NY - Mobile	168	158	94.05%	10	5.95%	119	12	27	10	0	0	0		7.22		
(1V04) (460) Wilmington, DE HCS	17,370	16,591	95.52%	779	4.48%	14,193	1,147	1,251	556	138	75	10	2.98	8.96	3.09	
(1V04) (460) Wilmington, DE	11,701	11,110	94.95%	591	5.05%	9,383	808	919	402	111	71	7	3.56	9.14	2.11	
(1V04) (460GA) Georgetown, DE (Sussex County)	1,344	1,302	96.88%	42	3.13%	1,131	73	98	32	8	1	1	3.36	6.62	6.70	
(1V04) (460GC) Dover, DE (Kent County)	1,484	1,435	96.70%	49	3.30%	1,275	70	90	41	4	3	1	2.30	7.59	4.53	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(1V04) (460GD) Cape May, NJ	457	456	99.78%	1	0.22%	422	16	18	1	0	0	0	1.69	0.72	2.86
(1V04) (460HE) Northfield, NJ (Atlantic County)	1,223	1,194	97.63%	29	2.37%	1,065	76	53	25	3	0	1	2.45	8.72	2.67
(1V04) (460HG) Vineland, NJ (Cumberland County)	1,108	1,041	93.95%	67	6.05%	867	103	71	55	12	0	0	2.56	11.57	3.65
(1V04) (460HK) Wilmington, DE - Mobile	52	52	100.00%	0	0.00%	50	1	1	0	0	0	0	0	0.52	
(1V04) (460MA) IDES Dover AFB	1	1	100.00%	0	0.00%	0	0	1	0	0	0	0		15.00	
(1V04) (503) Altoona, PA HCS	14,156	13,822	97.64%	334	2.36%	12,052	812	958	294	30	9	1	3.36	6.40	3.36
(1V04) (503) Altoona, PA (James E. Van Zandt)	8,532	8,304	97.33%	228	2.67%	7,200	511	593	196	24	8	0	2.87	6.09	2.92
(1V04) (503GA) Johnstown, PA	1,677	1,636	97.56%	41	2.44%	1,410	91	135	38	3	0	0	5.19	7.10	4.53
(1V04) (503GB) DuBois, PA	2,011	1,982	98.56%	29	1.44%	1,794	78	110	28	0	0	1	2.76	8.54	3.92
(1V04) (503GC) State College, PA	1,398	1,369	97.93%	29	2.07%	1,184	90	95	26	3	0	0	3.25	7.70	4.40
(1V04) (503GD) Mapleton Depot, PA (Huntingdon County)	300	298	99.33%	2	0.67%	264	21	13	2	0	0	0	3.41	2.62	2.14
(1V04) (503GE) Indiana, PA	238	233	97.90%	5	2.10%	200	21	12	4	0	1	0	3.65	9.07	4.60
(1V04) (529) Butler, PA HCS	8,993	8,872	98.65%	121	1.35%	8,290	276	306	112	6	2	1	0.45	3.64	2.37
(1V04) (529) Duffy Road, PA (Abie Abraham)	6,461	6,343	98.17%	118	1.83%	5,819	245	279	110	6	2	0	0.55	3.80	2.54
(1V04) (529GA) Hermitage, PA (Michael A. Marzano)	826	824	99.76%	2	0.24%	797	15	12	1	0	0	1	0.67	1.49	1.48
(1V04) (529GB) New Castle, PA (Lawrence County)	402	401	99.75%	1	0.25%	390	5	6	1	0	0	0	0.14	3.96	0.98
(1V04) (529GC) Kittanning, PA (Armstrong County)	392	392	100.00%	0	0.00%	388	3	1	0	0	0	0	0.10	0.00	1.64
(1V04) (529GD) Monroe Township, PA (Clarion County)	330	330	100.00%	0	0.00%	326	2	2	0	0	0	0	0.30	1.12	2.41
(1V04) (529GF) Cranberry Township, PA	582	582	100.00%	0	0.00%	570	6	6	0	0	0	0	0.31	1.08	2.37
(1V04) (542) Coatesville, PA HCS	13,534	13,317	98.40%	217	1.60%	12,506	382	429	162	29	6	20	5.01	3.48	4.32
(1V04) (542) Coatesville, PA	11,430	11,240	98.34%	190	1.66%	10,516	334	390	143	25	4	18	6.81	3.46	4.32
(1V04) (542BU) Coatesville, PA - VADOM	636	636	100.00%	0	0.00%	632	4	0	0	0	0	0			0.00
(1V04) (542GA) Springfield, PA	853	833	97.66%	20	2.34%	777	29	27	15	4	0	1	2.37	11.00	4.90
(1V04) (542GE) Spring City, PA	615	608	98.86%	7	1.14%	581	15	12	4	0	2	1	0.88	3.63	4.91
(1V04) (562) Erie, PA HCS	12,456	11,783	94.60%	673	5.40%	10,380	654	749	416	130	65	62	7.69	10.69	3.18
(1V04) (562) Erie, PA	9,721	9,259	95.25%	462	4.75%	8,141	514	604	286	98	40	38	5.99	10.43	3.82
(1V04) (562GA) Meadville, PA (Crawford County)	826	673	81.48%	153	18.52%	580	41	52	93	21	16	23	22.42	15.66	0.37
(1V04) (562GB) Ashtabula, OH	745	714	95.84%	31	4.16%	631	33	50	23	5	2	1	4.58	19.93	1.83
(1V04) (562GC) Bradford, PA (McKean County)	273	271	99.27%	2	0.73%	254	9	8	1	0	1	0	1.16	2.64	1.33
(1V04) (562GD) Franklin, PA (Venango County)	347	344	99.14%	3	0.86%	315	16	13	2	0	1	0	2.21	6.28	1.87
(1V04) (562GE) Warren, PA	544	522	95.96%	22	4.04%	459	41	22	11	6	5	0	4.36	22.33	1.23
(1V04) (595) Lebanon, PA HCS	25,513	24,642	96.59%	871	3.41%	21,597	1,517	1,528	675	176	16	4	3.25	4.81	4.10
(1V04) (595) Lebanon, PA	17,756	17,120	96.42%	636	3.58%	14,875	1,073	1,172	495	127	12	2	3.68	4.86	2.80
(1V04) (595GA) Mechanicsburg, PA (Cumberland County)	2,520	2,397	95.12%	123	4.88%	2,144	138	115	95	22	4	2	3.81	5.15	7.44
(1V04) (595GC) Lancaster, PA	1,236	1,219	98.62%	17	1.38%	1,109	60	50	12	5	0	0	2.40	1.89	4.03
(1V04) (595GD) Wyomissing, PA (Berks County)	1,283	1,262	98.36%	21	1.64%	1,124	75	63	18	3	0	0	2.31	4.74	4.00
(1V04) (595GE) York, PA	2,204	2,143	97.23%	61	2.77%	1,939	113	91	45	16	0	0	2.39	4.67	4.48
(1V04) (595GF) Pottsville, PA (Schuylkill County)	450	441	98.00%	9	2.00%	358	49	34	6	3	0	0	4.35		5.66
(1V04) (595QA) Annville, PA (Fort Indiantown Gap)	64	60	93.75%	4	6.25%	48	9	3	4	0	0	0	5.52		

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018															
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(1V04) (642) Philadelphia, PA HCS	35,456	33,501	94.49%	1,955	5.51%	29,466	1,786	2,249	1,204	512	127	112	4.08	8.86	2.36
(1V04) (642) Philadelphia, PA (Corporal Michael J. Crescenz)	28,668	26,937	93.96%	1,731	6.04%	23,598	1,405	1,934	1,061	458	111	101	4.47	8.82	2.20
(1V04) (642GA) Burlington County, NJ	1,584	1,533	96.78%	51	3.22%	1,297	120	116	36	9	2	4	5.83	7.78	3.44
(1V04) (642GC) Horsham, PA (Victor J. Saracini)	2,329	2,228	95.66%	101	4.34%	1,951	170	107	45	38	12	6	2.96	12.90	2.93
(1V04) (642GD) Gloucester County, NJ	1,966	1,900	96.64%	66	3.36%	1,768	55	77	59	5	1	1	2.85	5.86	1.61
(1V04) (642GF) Camden, NJ	396	390	98.48%	6	1.52%	339	36	15	3	2	1	0	2.26	0.25	6.42
(1V04) (642QA) Chestnut Street, PA	513	513	100.00%	0	0.00%	513	0	0	0	0	0	0			
(1V04) (646) Pittsburgh, PA HCS	35,927	33,478	93.18%	2,449	6.82%	27,408	2,867	3,203	1,737	451	176	85	4.71	9.83	3.43
(1V04) (646) Pittsburgh-University Drive, PA	22,702	20,880	91.97%	1,822	8.03%	16,656	1,873	2,351	1,289	363	119	51	6.96	10.37	2.22
(1V04) (646A4) Heinz, PA (H. John Heinz III)	6,827	6,378	93.42%	449	6.58%	5,386	437	555	329	53	44	23	4.52	9.44	5.41
(1V04) (646GA) St. Clairsville, OH (Belmont County)	1,287	1,275	99.07%	12	0.93%	1,171	63	41	11	0	0	1	2.33	1.82	2.30
(1V04) (646GB) Greensburg, PA (Westmoreland County)	1,565	1,525	97.44%	40	2.56%	1,171	274	80	27	10	1	2	4.62	7.29	2.92
(1V04) (646GC) Rochester, PA (Beaver County)	1,420	1,408	99.15%	12	0.85%	1,226	130	52	10	2	0	0	2.59	4.39	2.01
(1V04) (646GD) Washington, PA	1,141	1,087	95.27%	54	4.73%	958	53	76	38	9	2	5	3.62	8.42	7.39
(1V04) (646GE) Uniontown, PA (Fayette County)	985	925	93.91%	60	6.09%	840	37	48	33	14	10	3	3.98	14.89	13.83
(1V04) (693) Wilkes-Barre, PA HCS	22,467	21,811	97.08%	656	2.92%	19,536	1,125	1,150	505	114	29	8	2.29	4.76	5.79
(1V04) (693) Wilkes-Barre, PA	15,672	15,160	96.73%	512	3.27%	13,411	874	875	391	93	23	5	2.63	5.08	6.45
(1V04) (693B4) Allentown, PA	3,824	3,729	97.52%	95	2.48%	3,411	138	180	72	16	4	3	2.61	3.20	5.72
(1V04) (693GA) Sayre, PA	1,023	1,005	98.24%	18	1.76%	948	30	27	16	1	1	0	1.76	3.67	1.43
(1V04) (693GB) Williamsport, PA	1,079	1,057	97.96%	22	2.04%	942	58	57	19	3	0	0	2.00	1.49	5.05
(1V04) (693GC) Tobyhanna, PA	146	143	97.95%	3	2.05%	139	3	1	3	0	0	0	1.46	0.00	5.47
(1V04) (693GF) Berwick, PA (Columbia County)	258	256	99.22%	2	0.78%	251	4	1	0	1	1	0	0.30		6.43
(1V04) (693GG) Bangor, PA (Northampton County)	236	234	99.15%	2	0.85%	219	10	5	2	0	0	0	1.37	1.23	5.78
(1V04) (693QA) Honesdale, PA (Wayne County)	229	227	99.13%	2	0.87%	215	8	4	2	0	0	0	1.36	0.46	14.43
(1V05) (540) Clarksburg, WV HCS	17,995	17,069	94.85%	926	5.15%	14,947	1,087	1,035	619	124	83	100	4.64	7.99	5.85
(1V05) (540) Clarksburg, WV (Louis A. Johnson)	14,816	13,978	94.34%	838	5.66%	12,218	896	864	559	111	78	90	4.42	8.01	5.74
(1V05) (540BU) Clarksburg, WV - VADOM	23	23	100.00%	0	0.00%	21	2	0	0	0	0	0			
(1V05) (540GA) Parsons, WV (Tucker County)	251	247	98.41%	4	1.59%	222	22	3	1	1	1	1	4.26	29.00	2.88
(1V05) (540GB) Parkersburg, WV (Wood County)	1,215	1,171	96.38%	44	3.62%	1,037	80	54	27	6	2	9	5.92	6.03	5.47
(1V05) (540GC) Gassaway, WV (Braxton County)	571	570	99.82%	1	0.18%	549	10	11	1	0	0	0	1.05	2.71	3.73
(1V05) (540GD) Westover, WV (Monongalia County)	1,069	1,035	96.82%	34	3.18%	869	72	94	26	6	2	0	6.42	12.75	6.82
(1V05) (540HK) Clarksburg, WV - Mobile	50	45	90.00%	5	10.00%	31	5	9	5	0	0	0	10.56	6.00	
(1V05) (512) Baltimore, MD HCS	36,745	34,725	94.50%	2,020	5.50%	30,806	1,778	2,141	1,350	403	168	99	3.27	8.93	2.38
(1V05) (512) Baltimore, MD	22,132	20,519	92.71%	1,613	7.29%	17,998	1,104	1,417	1,093	307	139	74	3.82	9.94	1.98
(1V05) (512A5) Perry Point, MD	5,498	5,291	96.23%	207	3.77%	4,679	336	276	128	53	12	14	3.86	9.41	1.76
(1V05) (512GA) Cambridge, MD	1,743	1,718	98.57%	25	1.43%	1,612	60	46	16	0	7	2	1.20	6.81	2.73
(1V05) (512GC) Glen Burnie, MD	1,590	1,491	93.77%	99	6.23%	1,288	73	130	59	31	5	4	5.99	11.25	5.51
(1V05) (512GD) Loch Raven, MD	3,379	3,323	98.34%	56	1.66%	3,054	110	159	42	10	1	3	2.13	3.39	3.45
(1V05) (512GE) Pocomoke City, MD	433	430	99.31%	3	0.69%	385	20	25	3	0	0	0	1.07	1.13	6.59

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(1V05) (512GF) Fort Howard, MD	479	474	98.96%	5	1.04%	431	20	23	4	1	0	0	3.29		2.04	
(1V05) (512GG) Fort Meade, MD	1,474	1,462	99.19%	12	0.81%	1,346	52	64	5	1	4	2	2.41	3.52	1.46	
(1V05) (512PA) 512PA	17	17	100.00%	0	0.00%	13	3	1	0	0	0	0		4.35		
(1V05) (613) Martinsburg, WV HCS	27,897	26,562	95.21%	1,335	4.79%	23,115	1,620	1,827	979	245	65	46	5.46	8.02	5.32	
(1V05) (613) Martinsburg, WV	20,181	19,155	94.92%	1,026	5.08%	16,686	1,111	1,358	753	204	37	32	3.45	8.62	4.01	
(1V05) (613BU) Martinsburg, WV - VADOM	548	543	99.09%	5	0.91%	497	36	10	5	0	0	0				
(1V05) (613GA) Cumberland, MD	1,153	1,131	98.09%	22	1.91%	968	96	67	20	1	0	1	3.61	3.16	7.66	
(1V05) (613GB) Hagerstown, MD	1,085	1,019	93.92%	66	6.08%	880	62	77	46	12	4	4	7.28	22.50	10.46	
(1V05) (613GC) Stephens City, VA	1,883	1,816	96.44%	67	3.56%	1,575	129	112	57	5	3	2	5.94	5.26	5.61	
(1V05) (613GD) Franklin, WV	71	69	97.18%	2	2.82%	59	5	5	2	0	0	0	4.45	0.00	7.50	
(1V05) (613GE) Petersburg, WV	272	266	97.79%	6	2.21%	242	9	15	5	0	1	0	3.53	17.29	1.91	
(1V05) (613GF) Harrisonburg, VA	1,093	1,003	91.77%	90	8.23%	871	65	67	53	18	15	4	12.71	3.77	4.29	
(1V05) (613GG) Fort Detrick, MD	1,611	1,560	96.83%	51	3.17%	1,337	107	116	38	5	5	3	4.88	3.48	8.28	
(1V05) (688) Washington, DC HCS	42,742	41,296	96.62%	1,446	3.38%	37,435	1,829	2,032	1,077	235	66	68	3.48	5.98	2.66	
(1V05) (688) Washington-DC, DC	36,568	35,274	96.46%	1,294	3.54%	31,726	1,636	1,912	961	204	62	67	4.20	5.98	3.00	
(1V05) (688GA) Fort Belvoir, VA	2,294	2,257	98.39%	37	1.61%	2,162	66	29	18	16	3	0	1.50	5.21	1.16	
(1V05) (688GB) Southeast Washington, DC	190	186	97.89%	4	2.11%	183	3	0	4	0	0	0	1.66	1.50	0.00	
(1V05) (688GD) Charlotte Hall, MD	1,324	1,290	97.43%	34	2.57%	1,222	38	30	32	0	1	1	2.90	5.39	0.12	
(1V05) (688GE) Southern Prince Georges County-Andrews Air Force Base, MD	2,161	2,085	96.48%	76	3.52%	1,982	68	35	61	15	0	0	2.92	8.63	1.83	
(1V05) (688GF) Montgomery County, MD	144	144	100.00%	0	0.00%	131	13	0	0	0	0	0	0	1.78	1.00	0.29
(1V05) (688QA) Franklin Street, DC	61	60	98.36%	1	1.64%	29	5	26	1	0	0	0			12.68	
(1V05) (517) Beckley, WV HCS	11,679	11,340	97.10%	339	2.90%	10,206	536	598	242	30	15	52	4.26	8.13	1.30	
(1V05) (517) Beckley, WV	10,513	10,180	96.83%	333	3.17%	9,160	468	552	238	29	15	51	4.52	8.28	1.04	
(1V05) (517GB) Ronceverte, WV (Greenbrier County)	832	830	99.76%	2	0.24%	764	36	30	2	0	0	0	0	3.21	1.04	5.21
(1V05) (517QA) Princeton, WV	334	330	98.80%	4	1.20%	282	32	16	2	1	0	1	3.60	7.53	1.57	
(1V05) (581) Huntington, WV HCS	22,797	21,988	96.45%	809	3.55%	19,526	1,213	1,249	563	177	44	25	3.28	6.60	1.95	
(1V05) (581) Huntington, WV (Hershel "Woody" Williams)	17,704	16,911	95.52%	793	4.48%	14,939	940	1,032	549	176	44	24	3.78	7.02	1.71	
(1V05) (581GA) Prestonsburg, KY	1,857	1,853	99.78%	4	0.22%	1,767	55	31	4	0	0	0	0	1.12	1.29	2.45
(1V05) (581GB) Charleston, WV	2,583	2,575	99.69%	8	0.31%	2,212	200	163	7	0	0	1	4.51	2.49	2.56	
(1V05) (581GG) Gallipolis, OH	435	433	99.54%	2	0.46%	416	8	9	2	0	0	0	0	1.19	5.85	4.40
(1V05) (581GH) Lenore, WV	207	205	99.03%	2	0.97%	181	10	14	1	1	0	0	0	3.70	6.50	
(1V05) (581QA) Huntington-Ninth Street, WV	11	11	100.00%	0	0.00%	11	0	0	0	0	0	0	0	0.64		
(1V06) (558) Durham, NC HCS	38,086	34,614	90.88%	3,472	9.12%	30,250	1,941	2,423	2,260	733	282	197	7.66	10.76	5.00	
(1V06) (558) Durham, NC	23,528	21,026	89.37%	2,502	10.63%	18,169	1,189	1,668	1,696	517	171	118	8.38	10.81	4.82	
(1V06) (558GA) Greenville, NC	7,094	6,473	91.25%	621	8.75%	5,741	340	392	361	152	58	50	6.89	10.79	5.06	
(1V06) (558GB) Raleigh-Sungate Boulevard, NC	1,768	1,685	95.31%	83	4.69%	1,474	106	105	45	9	16	13	6.85	10.62	1.07	
(1V06) (558GC) Morehead City, NC	336	310	92.26%	26	7.74%	272	17	21	18	7	1	0	6.60	9.25	5.58	
(1V06) (558GD) Durham County, NC	1,308	1,268	96.94%	40	3.06%	1,140	66	62	27	7	5	1			5.36	
(1V06) (558GE) Hillandale Road, NC	994	915	92.05%	79	7.95%	814	51	50	34	13	21	11	10.02	8.06	3.25	
(1V06) (558GF) Wake County, NC	1,812	1,734	95.70%	78	4.30%	1,580	88	66	52	17	8	1			5.22	
(1V06) (558GG) Raleigh-Atlantic Avenue, NC	1,077	1,035	96.10%	42	3.90%	920	67	48	26	11	2	3	5.90	5.96	0.72	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(1V06) (558QA) Brier Creek, NC	169	168	99.41%	1	0.59%	140	17	11	1	0	0	0	0	3.73	
(1V06) (565) Fayetteville, NC HCS	33,398	31,949	95.66%	1,449	4.34%	27,760	2,063	2,126	1,007	227	112	103	4.36	8.30	5.03
(1V06) (565) Fayetteville, NC	8,469	8,102	95.67%	367	4.33%	7,403	327	372	217	71	45	34	0.00	4.87	4.63
(1V06) (565GA) Jacksonville- Henderson Drive, NC	1,222	1,202	98.36%	20	1.64%	1,133	32	37	15	4	0	1	0.85	10.78	6.77
(1V06) (565GC) Wilmington, NC	2,966	2,912	98.18%	54	1.82%	2,604	153	155	39	9	5	1	1.96	5.02	3.24
(1V06) (565GD) Hamlet, NC	754	732	97.08%	22	2.92%	638	56	38	19	3	0	0	2.90		5.98
(1V06) (565GE) Robeson County, NC	721	720	99.86%	1	0.14%	662	34	24	1	0	0	0	0	2.14	1.54
(1V06) (565GF) Goldsboro, NC	1,125	1,103	98.04%	22	1.96%	1,016	57	30	15	2	5	0	1.47	7.20	7.51
(1V06) (565GG) Sanford, NC (Lee County)	961	948	98.65%	13	1.35%	833	61	54	7	4	2	0	2.19	20.75	5.78
(1V06) (565GH) Brunswick County, NC	293	292	99.66%	1	0.34%	272	13	7	1	0	0	0	0	1.36	
(1V06) (565GJ) Jacksonville 2, NC	277	277	100.00%	0	0.00%	269	4	4	0	0	0	0	0	0.44	
(1V06) (565GL) Cumberland County, NC	15,049	14,154	94.05%	895	5.95%	11,580	1,244	1,330	651	126	51	67	6.43	10.16	6.67
(1V06) (565GM) Jacksonville 3, NC	233	227	97.42%	6	2.58%	193	21	13	6	0	0	0	0		3.91
(1V06) (565MB) IDES Fort Bragg	63	63	100.00%	0	0.00%	57	5	1	0	0	0	0	0	1.82	1.92
(1V06) (565MD) IDES Camp Lejeune	28	28	100.00%	0	0.00%	28	0	0	0	0	0	0	0	0.00	0.00
(1V06) (565QA) Robeson Street, NC	590	590	100.00%	0	0.00%	590	0	0	0	0	0	0	0		
(1V06) (565QD) Raeford Road, NC	647	599	92.58%	48	7.42%	482	56	61	36	8	4	0	0	7.83	
(1V06) (590) Hampton, VA HCS	26,842	24,508	91.30%	2,334	8.70%	21,175	1,538	1,795	1,358	517	271	188	9.16	14.02	8.08
(1V06) (590) Hampton, VA	22,160	20,089	90.65%	2,071	9.35%	17,483	1,110	1,496	1,199	465	234	173	10.92	14.16	7.77
(1V06) (590BU) Hampton, VA - VADOM	47	47	100.00%	0	0.00%	46	1	0	0	0	0	0	0		
(1V06) (590GB) Virginia Beach, VA	2,058	1,844	89.60%	214	10.40%	1,522	168	154	124	45	35	10	9.07	10.66	12.42
(1V06) (590GC) Albemarle, NC	711	698	98.17%	13	1.83%	604	48	46	11	1	0	1	2.92	0.00	5.16
(1V06) (590GD) Chesapeake, VA	1,709	1,673	97.89%	36	2.11%	1,481	118	74	24	6	2	4	3.72	10.42	4.92
(1V06) (590MA) IDES Portsmouth	42	42	100.00%	0	0.00%	3	18	21	0	0	0	0	0	16.26	11.58
(1V06) (590MB) IDES Langley	45	45	100.00%	0	0.00%	8	35	2	0	0	0	0	0	9.89	
(1V06) (590MC) IDES Fort Eustis	70	70	100.00%	0	0.00%	28	40	2	0	0	0	0	0	8.48	7.04
(1V06) (637) Asheville, NC HCS	29,393	26,720	90.91%	2,673	9.09%	23,143	1,586	1,991	1,537	635	270	231	4.81	13.51	4.59
(1V06) (637) Asheville, NC (Charles George)	24,195	21,878	90.42%	2,317	9.58%	18,787	1,321	1,770	1,343	570	223	181	5.54	12.80	4.98
(1V06) (637GA) Franklin, NC	1,175	1,133	96.43%	42	3.57%	1,045	58	30	22	12	7	1	5.00	5.09	1.55
(1V06) (637GB) Rutherford County, NC	1,239	1,224	98.79%	15	1.21%	1,131	58	35	10	3	1	1	1.90	7.23	2.79
(1V06) (637GC) Hickory, NC	2,784	2,485	89.26%	299	10.74%	2,180	149	156	162	50	39	48	4.16	24.11	6.60
(1V06) (652) Richmond, VA HCS	45,783	43,698	95.45%	2,085	4.55%	37,712	2,728	3,258	1,494	383	122	86	5.04	7.94	3.00
(1V06) (652) Richmond, VA (Hunter Holmes McGuire)	39,449	37,486	95.02%	1,963	4.98%	32,035	2,429	3,022	1,410	361	119	73	5.69	8.02	3.37
(1V06) (652GA) Fredericksburg, VA	2,079	2,041	98.17%	38	1.83%	1,804	134	103	32	6	0	0	3.39	9.50	2.62
(1V06) (652GB) Fredericksburg 2, VA	1,766	1,704	96.49%	62	3.51%	1,531	95	78	41	11	1	9	5.93	9.13	2.90
(1V06) (652GE) Charlottesville, VA	1,893	1,880	99.31%	13	0.69%	1,803	47	30	4	4	2	3	1.72	2.89	1.16
(1V06) (652GF) Emporia, VA	596	587	98.49%	9	1.51%	539	23	25	7	1	0	1	3.69	0.00	2.94
(1V06) (658) Salem, VA HCS	28,190	26,231	93.05%	1,959	6.95%	21,605	2,177	2,449	1,082	405	219	253	8.18	12.09	4.24
(1V06) (658) Salem, VA	22,798	21,139	92.72%	1,659	7.28%	17,170	1,845	2,124	934	352	160	213	5.62	12.37	4.34
(1V06) (658GA) Tazewell, VA	301	288	95.68%	13	4.32%	242	24	22	1	4	7	1	11.87	20.00	2.23
(1V06) (658GB) Danville, VA	1,864	1,829	98.12%	35	1.88%	1,667	72	90	24	8	0	3	3.49	5.93	3.64
(1V06) (658GC) Lynchburg, VA	1,308	1,151	88.00%	157	12.00%	890	125	136	97	26	9	25	19.45	1.75	7.32

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(1V06) (658GD) Staunton, VA	921	846	91.86%	75	8.14%	773	44	29	9	13	42	11	19.85	1.85	1.24
(1V06) (658GE) Wytheville, VA	998	978	98.00%	20	2.00%	863	67	48	17	2	1	0	3.22	2.95	3.67
(1V06) (659) Salisbury, NC HCS	55,228	50,464	91.37%	4,764	8.63%	42,522	3,592	4,350	3,125	890	360	389	4.39	10.90	10.06
(1V06) (659) Salisbury, NC (W.G. (Bill) Hefner Salisbury)	22,403	21,011	93.79%	1,392	6.21%	17,751	1,416	1,844	1,009	230	99	54	4.15	8.96	8.19
(1V06) (659BY) Kernersville, NC	15,909	14,389	90.45%	1,520	9.55%	12,319	981	1,089	965	350	131	74	4.90	11.20	12.45
(1V06) (659BZ) South Charlotte, NC	14,777	12,955	87.67%	1,822	12.33%	10,676	974	1,305	1,127	308	130	257	4.65	14.45	10.23
(1V06) (659GA) North Charlotte, NC	2,139	2,109	98.60%	30	1.40%	1,776	221	112	24	2	0	4	2.18	4.86	5.12
(2V07) (508) Atlanta, GA HCS	72,391	68,272	94.31%	4,119	5.69%	59,305	4,011	4,956	2,633	935	303	248	3.54	11.43	2.71
(2V07) (508) Atlanta, GA	32,790	30,441	92.84%	2,349	7.16%	25,810	1,898	2,733	1,594	520	118	117	5.21	11.05	1.82
(2V07) (508GA) Fort McPherson, GA	6,054	5,783	95.52%	271	4.48%	5,123	311	349	125	85	54	7	2.86	18.24	3.70
(2V07) (508GE) Oakwood, GA	3,284	3,173	96.62%	111	3.38%	2,818	176	179	91	12	4	4	3.45	10.50	2.17
(2V07) (508GF) Austell, GA	1,941	1,929	99.38%	12	0.62%	1,854	38	37	8	3	0	1	1.36	7.77	1.63
(2V07) (508GG) Stockbridge, GA	2,513	2,470	98.29%	43	1.71%	2,202	105	163	27	8	2	6	3.78	3.08	4.35
(2V07) (508GH) Lawrenceville, GA	2,862	2,797	97.73%	65	2.27%	2,562	162	73	56	5	1	3	2.87	8.19	2.20
(2V07) (508GI) Newnan, GA	1,908	1,852	97.06%	56	2.94%	1,536	152	164	36	11	5	4	4.24	2.10	8.96
(2V07) (508GJ) Blairsville, GA	1,194	1,182	98.99%	12	1.01%	1,036	90	56	5	3	0	4	2.56	3.95	2.07
(2V07) (508GK) Carrollton, GA (Trinka Davis Village)	2,548	2,503	98.23%	45	1.77%	2,211	152	140	37	6	1	1	2.66	5.57	1.23
(2V07) (508GL) Rome, GA	811	806	99.38%	5	0.62%	773	20	13	1	1	3	0	1.53	0.34	0.53
(2V07) (508QB) East Point, GA	505	504	99.80%	1	0.20%	486	13	5	1	0	0	0	0.00	11.42	0.47
(2V07) (508QC) Henderson Mill, GA	2,520	2,511	99.64%	9	0.36%	2,445	39	27	9	0	0	0			0.95
(2V07) (508QD) Fulton County, GA	457	438	95.84%	19	4.16%	169	150	119	18	0	1	0		11.76	8.85
(2V07) (508QE) Gwinnett County, GA	1,394	1,385	99.35%	9	0.65%	1,286	45	54	8	1	0	0	2.61		1.52
(2V07) (508QF) Atlanta-Arcadia Avenue, GA	11,610	10,498	90.42%	1,112	9.58%	8,994	660	844	617	280	114	101	3.87	14.22	4.94
(2V07) (509) Augusta, GA HCS	30,010	28,050	93.47%	1,960	6.53%	24,460	1,579	2,011	1,409	326	104	121	4.40	8.94	4.48
(2V07) (509) Augusta Downtown, GA (Charlie Norwood)	12,377	11,229	90.72%	1,148	9.28%	9,645	721	863	797	191	70	90		10.46	2.19
(2V07) (509A0) Augusta Uptown, GA	14,096	13,352	94.72%	744	5.28%	11,634	719	999	553	128	33	30	4.87	6.02	5.21
(2V07) (509GA) Athens, GA	1,940	1,898	97.84%	42	2.16%	1,715	88	95	37	4	1	0	4.74	5.49	2.09
(2V07) (509GB) Aiken, SC	1,102	1,087	98.64%	15	1.36%	1,031	26	30	14	0	0	1	2.00	0.00	1.71
(2V07) (509QA) Statesboro, GA	495	484	97.78%	11	2.22%	435	25	24	8	3	0	0	2.93	2.50	6.38
(2V07) (521) Birmingham, AL HCS	46,618	44,781	96.06%	1,837	3.94%	40,201	2,143	2,437	1,210	350	143	134	2.51	8.19	2.17
(2V07) (521) Birmingham, AL	22,540	21,403	94.96%	1,137	5.04%	18,873	1,044	1,486	675	237	119	106	0.31	10.77	2.16
(2V07) (521GA) Huntsville, AL	6,375	6,190	97.10%	185	2.90%	5,506	396	288	138	34	5	8	3.32	5.08	2.12
(2V07) (521GC) Sheffield, AL (Florence)	1,631	1,631	100.00%	0	0.00%	1,597	28	6	0	0	0	0	0.49	0.60	1.06
(2V07) (521GD) Rainbow City, AL	1,525	1,523	99.87%	2	0.13%	1,433	63	27	1	1	0	0	1.27	0.43	2.22
(2V07) (521GE) Oxford, AL	1,648	1,625	98.60%	23	1.40%	1,526	44	55	20	0	3	0	2.38	2.04	2.37
(2V07) (521GF) Jasper, AL	882	880	99.77%	2	0.23%	831	33	16	1	1	0	0	2.55	1.33	0.55
(2V07) (521GG) Bessemer, AL	993	960	96.68%	33	3.32%	847	50	63	23	5	2	3	4.42	6.57	5.40
(2V07) (521GH) Childersburg, AL	1,233	1,219	98.86%	14	1.14%	1,193	13	13	10	4	0	0	1.69	2.66	0.76
(2V07) (521GI) Guntersville, AL	1,512	1,507	99.67%	5	0.33%	1,395	68	44	3	1	1	0	1.30	3.96	2.99
(2V07) (521GJ) Birmingham-7th Avenue, AL	6,363	6,021	94.63%	342	5.37%	5,371	302	348	265	50	12	15	4.05	6.50	3.56
(2V07) (521QA) Callahan, AL	1,916	1,822	95.09%	94	4.91%	1,629	102	91	74	17	1	2		4.99	
(2V07) (534) Charleston, SC HCS	42,847	41,831	97.63%	1,016	2.37%	37,903	1,943	1,985	856	138	13	9	1.83	6.13	2.67

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(2V07) (534) Charleston, SC (Ralph H. Johnson)	19,741	19,148	97.00%	593	3.00%	17,196	907	1,045	478	102	8	5	2.27	5.87	1.63	
(2V07) (534BY) Savannah, GA	7,903	7,674	97.10%	229	2.90%	6,958	338	378	205	20	3	1	2.28	6.91	3.40	
(2V07) (534GB) Myrtle Beach, SC	1,748	1,733	99.14%	15	0.86%	1,568	107	58	12	3	0	0	2.37	9.40	3.99	
(2V07) (534GC) Beaufort, SC	1,860	1,854	99.68%	6	0.32%	1,767	60	27	6	0	0	0	0.65	2.96	2.18	
(2V07) (534GD) Goose Creek, SC	3,279	3,202	97.65%	77	2.35%	2,754	223	225	71	5	1	0	1.43	8.25	4.12	
(2V07) (534GE) Hinesville, GA	3,497	3,457	98.86%	40	1.14%	3,225	103	129	38	1	0	1	1.65	3.47	3.03	
(2V07) (534GF) Trident 1, SC	1,627	1,624	99.82%	3	0.18%	1,567	44	13	3	0	0	0	0	1.07	9.90	
(2V07) (534QA) Market Commons, SC	2,502	2,455	98.12%	47	1.88%	2,236	127	92	37	7	1	2	1.82	5.70	3.57	
(2V07) (534QB) Trident 2, SC	568	562	98.94%	6	1.06%	510	34	18	6	0	0	0	0	0	2.35	
(2V07) (534QC) Charleston-City Hall Lane, SC	122	122	100.00%	0	0.00%	122	0	0	0	0	0	0	0	0	0	
(2V07) (544) Columbia, SC HCS	50,715	48,201	95.04%	2,514	4.96%	41,961	2,895	3,345	1,570	510	174	260	3.35	10.36	3.61	
(2V07) (544) Columbia, SC (Wm. Jennings Bryan Dorn)	33,474	31,462	93.99%	2,012	6.01%	27,194	1,936	2,332	1,212	434	146	220	3.82	10.56	4.12	
(2V07) (544BZ) Greenville, SC	6,210	5,900	95.01%	310	4.99%	4,895	455	550	217	47	13	33	3.80	10.79	5.40	
(2V07) (544GB) Florence, SC	1,997	1,972	98.75%	25	1.25%	1,793	96	83	19	2	1	3	2.77	9.79	1.97	
(2V07) (544GC) Rock Hill, SC	2,315	2,296	99.18%	19	0.82%	2,195	60	41	9	4	5	1	1.92	8.45	2.15	
(2V07) (544GD) Anderson, SC	2,782	2,690	96.69%	92	3.31%	2,349	159	182	65	17	9	1	3.37	6.91	4.93	
(2V07) (544GE) Orangeburg, SC	978	968	98.98%	10	1.02%	889	41	38	9	1	0	0	0	2.18	3.02	
(2V07) (544GF) Sumter, SC	1,347	1,330	98.74%	17	1.26%	1,191	67	72	16	1	0	0	0	3.22	2.31	
(2V07) (544GG) Spartanburg, SC	1,523	1,504	98.75%	19	1.25%	1,385	75	44	15	4	0	0	0	2.65	1.63	1.58
(2V07) (544HK) Columbia, SC - Mobile	89	79	88.76%	10	11.24%	70	6	3	8	0	0	2	0	9.18	0	
(2V07) (557) Dublin, GA HCS	24,952	23,647	94.77%	1,305	5.23%	21,381	1,091	1,175	772	323	134	76	4.11	11.43	4.43	
(2V07) (557) Dublin, GA (Carl Vinson)	16,583	15,626	94.23%	957	5.77%	14,108	724	794	508	272	112	65	3.19	12.36	4.05	
(2V07) (557GA) Macon, GA	2,497	2,357	94.39%	140	5.61%	2,076	124	157	109	20	5	6	3.79	13.88	5.92	
(2V07) (557GB) Albany, GA	1,955	1,900	97.19%	55	2.81%	1,745	86	69	45	7	1	2	3.86	4.03	3.98	
(2V07) (557GC) Milledgeville, GA	506	502	99.21%	4	0.79%	483	8	11	3	0	0	1	2.52	2.20	3.21	
(2V07) (557GE) Brunswick, GA	1,293	1,236	95.59%	57	4.41%	1,145	53	38	36	8	13	0	7.86	2.37	4.03	
(2V07) (557GF) Tifton, GA	1,090	1,060	97.25%	30	2.75%	968	47	45	26	3	0	1	4.05	0.65	3.60	
(2V07) (557HA) Perry, GA	1,028	966	93.97%	62	6.03%	856	49	61	45	13	3	1	7.29	0.00	5.67	
(2V07) (619) Central Alabama HCS	29,110	26,894	92.39%	2,216	7.61%	23,717	1,345	1,832	1,400	391	206	219	7.08	12.08	8.08	
(2V07) (619) Montgomery, AL (Central Alabama)	6,979	6,161	88.28%	818	11.72%	5,146	334	681	581	110	100	27	0	12.88	13.35	
(2V07) (619A4) Tuskegee, AL (Central Alabama)	8,735	8,171	93.54%	564	6.46%	7,344	403	424	338	135	48	43	2.21	13.01	3.58	
(2V07) (619GA) Columbus, GA	1,746	1,645	94.22%	101	5.78%	1,487	58	100	59	29	6	7	5.02	5.47	8.61	
(2V07) (619GB) Dothan 1, AL	715	577	80.70%	138	19.30%	438	44	95	84	22	7	25	23.19	1.62	0	
(2V07) (619GC) Dothan Mental Health Clinic	5	5	100.00%	0	0.00%	5	0	0	0	0	0	0	0	0	0	
(2V07) (619GD) Wiregrass, AL	2,093	1,993	95.22%	100	4.78%	1,826	72	95	55	23	13	9	6.10	7.19	1.45	
(2V07) (619GE) Monroe County, AL	531	523	98.49%	8	1.51%	498	13	12	3	0	0	5	6.99	0	0.73	
(2V07) (619GF) Central Alabama Montgomery, AL	5,144	4,853	94.34%	291	5.66%	4,291	292	270	110	56	26	99	6.54	12.75	3.60	
(2V07) (619PA) Tuskegee, AL (Central Alabama) - PRRTTP	23	23	100.00%	0	0.00%	23	0	0	0	0	0	0	0	0	0	
(2V07) (619QA) Dothan 2, AL	711	664	93.39%	47	6.61%	612	21	31	29	14	3	1	0	0	7.79	
(2V07) (619QB) Fort Benning, GA	2,428	2,279	93.86%	149	6.14%	2,047	108	124	141	2	3	3	5.14	9.00	3.37	
(2V07) (679) Tuscaloosa, AL HCS	10,487	9,975	95.12%	512	4.88%	8,922	556	497	282	165	35	30	11.16	4.85	5.29	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(2V07) (679) Tuscaloosa, AL	10,212	9,708	95.06%	504	4.94%	8,667	548	493	276	163	35	30	11.77	4.85	5.32	
(2V07) (679BU) Tuscaloosa, AL - VADOM	19	19	100.00%	0	0.00%	19	0	0	0	0	0	0	0	0		
(2V07) (679GA) Selma, AL	224	222	99.11%	2	0.89%	212	7	3	1	1	0	0	0	2.72	0.11	
(2V07) (679HK) Tuscaloosa, AL - Mobile	31	25	80.65%	6	19.35%	24	1	0	5	1	0	0	0	10.81		
(2V07) (679MA) IDES Columbus	1	1	100.00%	0	0.00%	0	0	1	0	0	0	0	0	0	28.00	
(2V08) (516) Bay Pines, FL HCS	72,813	69,649	95.65%	3,164	4.35%	61,271	4,033	4,345	2,240	580	195	149	3.47	7.61	6.27	
(2V08) (516) Bay Pines, FL (C.W. Bill Young)	40,147	38,377	95.59%	1,770	4.41%	33,594	2,278	2,505	1,298	265	111	96	4.14	7.84	4.90	
(2V08) (516BZ) Lee County, FL	16,915	16,055	94.92%	860	5.08%	14,122	907	1,026	525	240	60	35	2.48	7.43	8.38	
(2V08) (516GA) Sarasota, FL	2,947	2,921	99.12%	26	0.88%	2,673	151	97	21	3	1	1	2.62	0.94	4.97	
(2V08) (516GB) St. Petersburg, FL	735	731	99.46%	4	0.54%	688	22	21	4	0	0	0	0	1.98	0.90	2.24
(2V08) (516GC) Palm Harbor, FL	2,231	2,179	97.67%	52	2.33%	1,839	183	157	33	15	3	1	5.57	2.04	6.90	
(2V08) (516GD) Bradenton, FL	3,739	3,444	92.11%	295	7.89%	2,934	241	269	256	29	6	4	3.79	9.80	8.64	
(2V08) (516GE) Port Charlotte, FL	2,936	2,842	96.80%	94	3.20%	2,504	153	185	54	20	9	11	4.15	7.46	7.13	
(2V08) (516GF) Naples, FL	1,708	1,661	97.25%	47	2.75%	1,553	55	53	36	7	4	0	1.55	9.70	9.88	
(2V08) (516GH) Sebring, FL	1,455	1,439	98.90%	16	1.10%	1,364	43	32	13	1	1	1	2.67	4.39	3.57	
(2V08) (546) Miami, FL HCS	43,904	41,388	94.27%	2,516	5.73%	37,782	1,621	1,985	1,394	534	308	280	3.42	9.01	2.20	
(2V08) (546) Miami, FL (Bruce W. Carter)	27,045	25,296	93.53%	1,749	6.47%	22,938	1,038	1,320	962	362	219	206	3.62	9.35	2.01	
(2V08) (546BZ) Sunrise, FL (William "Bill" Kling)	11,347	10,689	94.20%	658	5.80%	9,805	402	482	364	146	82	66	4.11	9.55	1.92	
(2V08) (546GA) Miami Flagler, FL	50	50	100.00%	0	0.00%	50	0	0	0	0	0	0	0	0.04		
(2V08) (546GB) Key West, FL	813	797	98.03%	16	1.97%	755	27	15	10	2	1	3	2.38	4.05	1.27	
(2V08) (546GC) Homestead, FL	1,883	1,803	95.75%	80	4.25%	1,598	78	127	52	20	5	3	3.59	5.96	6.51	
(2V08) (546GD) Pembroke Pines, FL	763	761	99.74%	2	0.26%	734	21	6	2	0	0	0	1.38	1.67	1.78	
(2V08) (546GE) Key Largo, FL	409	400	97.80%	9	2.20%	364	24	12	4	3	1	1	2.19	9.26	6.15	
(2V08) (546GF) Hollywood, FL	1,009	1,009	100.00%	0	0.00%	966	22	21	0	0	0	0	0	1.84	0.47	1.50
(2V08) (546GH) Deerfield Beach, FL	585	583	99.66%	2	0.34%	572	9	2	0	1	0	1	0.79	0.47	1.51	
(2V08) (548) West Palm Beach, FL HCS	48,693	47,367	97.28%	1,326	2.72%	42,869	2,123	2,375	1,075	169	37	45	1.91	5.24	3.34	
(2V08) (548) West Palm Beach, FL	37,555	36,278	96.60%	1,277	3.40%	32,091	1,957	2,230	1,034	165	34	44	2.90	5.70	3.67	
(2V08) (548GA) Fort Pierce, FL	2,045	2,043	99.90%	2	0.10%	2,021	11	11	0	2	0	0	0.27	0.96	0.85	
(2V08) (548GB) Delray Beach, FL	2,602	2,584	99.31%	18	0.69%	2,473	57	54	18	0	0	0	0.96	1.93	3.04	
(2V08) (548GC) Stuart, FL	2,408	2,405	99.88%	3	0.12%	2,392	9	4	2	0	1	0	0.04	0.35	0.45	
(2V08) (548GD) Boca Raton, FL	1,458	1,446	99.18%	12	0.82%	1,404	28	14	10	1	0	1	1.51	0.53	6.30	
(2V08) (548GE) Vero Beach, FL	1,405	1,403	99.86%	2	0.14%	1,378	19	6	1	0	1	0	0.35	0.43	1.87	
(2V08) (548GF) Okeechobee, FL	734	734	100.00%	0	0.00%	727	6	1	0	0	0	0	0.26	0.78	1.78	
(2V08) (548QA) Port Saint Lucie, FL	486	474	97.53%	12	2.47%	383	36	55	10	1	1	0		11.02	4.51	
(2V08) (573) Gainesville, FL HCS	81,700	77,160	94.44%	4,540	5.56%	66,275	5,205	5,680	2,909	855	402	374	4.66	9.97	4.08	
(2V08) (573) Gainesville, FL (Malcom Randall)	23,139	21,787	94.16%	1,352	5.84%	18,748	1,326	1,713	908	259	91	94	4.55	8.22	3.80	
(2V08) (573A4) Lake City, FL	9,102	8,801	96.69%	301	3.31%	7,835	443	523	175	65	28	33	5.53	8.24	1.19	
(2V08) (573BY) Jacksonville 1, FL	10,069	8,866	88.05%	1,203	11.95%	7,252	778	836	606	286	143	168	5.43	16.74	4.84	
(2V08) (573GA) Valdosta, GA	1,518	1,421	93.61%	97	6.39%	1,294	60	67	82	12	1	2	5.99	9.55	2.04	
(2V08) (573GD) Ocala, FL	2,243	2,205	98.31%	38	1.69%	2,019	97	89	29	5	0	4	2.28	6.82	4.40	
(2V08) (573GE) Saint Augustine, FL	1,961	1,905	97.14%	56	2.86%	1,616	171	118	44	8	3	1	4.10	7.27	5.31	
(2V08) (573GF) Tallahassee, FL	8,664	8,320	96.03%	344	3.97%	7,249	521	550	251	63	14	16	5.42	8.76	2.88	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(2V08) (573GG) Lecanto, FL	1,888	1,883	99.74%	5	0.26%	1,779	76	28	4	1	0	0	1.95	1.27	1.04	
(2V08) (573GI) The Villages, FL	7,558	7,111	94.09%	447	5.91%	5,889	658	564	270	64	87	26	6.69	10.39	4.86	
(2V08) (573GJ) St. Marys, GA	952	923	96.95%	29	3.05%	777	71	75	22	6	1	0	4.18	2.27	7.53	
(2V08) (573GK) Marianna, FL	937	930	99.25%	7	0.75%	856	37	37	7	0	0	0	1.57	10.81	2.77	
(2V08) (573GL) Palatka, FL	962	949	98.65%	13	1.35%	810	80	59	13	0	0	0	4.39	2.91	2.40	
(2V08) (573GM) Waycross, GA	583	572	98.11%	11	1.89%	497	40	35	9	0	1	1	3.12	5.40	4.09	
(2V08) (573GN) Perry, FL	251	251	100.00%	0	0.00%	234	15	2	0	0	0	0	1.62	0.00	0.85	
(2V08) (573QA) Gainesville 1-16th Street, FL	761	761	100.00%	0	0.00%	760	1	0	0	0	0	0	0	0.00	0.21	
(2V08) (573QB) Gainesville 2-98th Street, FL	417	390	93.53%	27	6.47%	306	46	38	26	0	1	0	6.53			
(2V08) (573QC) Gainesville 3-64th Street (C), FL	1,303	1,274	97.77%	29	2.23%	920	144	210	29	0	0	0	0	5.71	7.03	
(2V08) (573QD) Gainesville 4-64th Street (O), FL	878	798	90.89%	80	9.11%	620	93	85	55	18	6	1	1	9.35		
(2V08) (573QE) Gainesville 5-64th Street (D), FL	1,114	1,033	92.73%	81	7.27%	850	80	103	65	12	1	3	1	7.75		
(2V08) (573QF) Gainesville 6-23rd Avenue, FL	4	0	0.00%	4	100.00%	0	0	0	0	0	1	3				
(2V08) (573QG) Jacksonville Southpoint, FL	4,179	3,956	94.66%	223	5.34%	3,357	292	307	172	29	11	11	4.20	7.88	6.85	
(2V08) (573QH) Ocala West, FL	1,177	1,082	91.93%	95	8.07%	926	62	94	71	11	7	6	1	8.16		
(2V08) (573QJ) Jacksonville 2 University Boulevard, FL	2,040	1,942	95.20%	98	4.80%	1,681	114	147	71	16	6	5	4.90	12.66	5.92	
(2V08) (672) San Juan, PR HCS	69,153	66,447	96.09%	2,706	3.91%	59,583	3,642	3,222	1,536	587	250	333	3.18	7.55	4.63	
(2V08) (672) San Juan, PR	48,744	46,600	95.60%	2,144	4.40%	41,535	2,561	2,504	1,176	477	211	280	3.74	7.86	4.33	
(2V08) (672B0) Ponce, PR (Euripides Rubio)	8,101	7,871	97.16%	230	2.84%	7,122	446	303	159	45	9	17	1.90	6.43	3.50	
(2V08) (672BZ) Mayaguez, PR	7,549	7,287	96.53%	262	3.47%	6,686	351	250	156	46	29	31	2.91	6.06	7.30	
(2V08) (672GA) Saint Croix, VI	172	172	100.00%	0	0.00%	167	3	2	0	0	0	0	0	0.44	5.50	1.20
(2V08) (672GB) Saint Thomas, VI	218	216	99.08%	2	0.92%	200	6	10	1	1	0	0	0	1.22	4.22	25.75
(2V08) (672GC) Arecibo, PR	1,659	1,621	97.71%	38	2.29%	1,492	74	55	20	13	1	4	3.13	10.80	5.57	
(2V08) (672GD) Ceiba, PR	1,672	1,656	99.04%	16	0.96%	1,499	114	43	14	2	0	0	0	2.86	14.53	0.40
(2V08) (672GE) Guayama, PR	767	755	98.44%	12	1.56%	694	37	24	10	2	0	0	0	2.41	7.94	3.09
(2V08) (672QA) Comerio, PR	124	123	99.19%	1	0.81%	51	44	28	0	1	0	0	0	9.20	9.50	
(2V08) (672QB) Utuado, PR	98	98	100.00%	0	0.00%	95	2	1	0	0	0	0	0	1.01	5.00	
(2V08) (672QC) Vieques, PR	49	48	97.96%	1	2.04%	42	4	2	0	0	0	1	9.00			
(2V08) (673) Tampa, FL HCS	66,873	65,301	97.65%	1,572	2.35%	56,057	4,415	4,829	1,236	209	46	81	3.36	5.65	3.62	
(2V08) (673) Tampa, FL (James A. Haley)	29,005	28,122	96.96%	883	3.04%	23,849	1,756	2,517	738	106	25	14	3.67	6.01	1.65	
(2V08) (673BV) Tampa, FL - VADOM	12	12	100.00%	0	0.00%	12	0	0	0	0	0	0	0			
(2V08) (673BZ) New Port Richey, FL	5,488	5,434	99.02%	54	0.98%	4,805	329	300	45	5	1	3	2.16	3.73	5.55	
(2V08) (673GB) Lakeland, FL	1,764	1,739	98.58%	25	1.42%	1,520	116	103	24	1	0	0	0	3.37	6.05	0.00
(2V08) (673GC) Brooksville, FL	2,492	2,456	98.56%	36	1.44%	1,997	255	204	30	3	1	2	3.08	6.83	4.88	
(2V08) (673GF) Zephyrhills, FL	559	556	99.46%	3	0.54%	497	31	28	2	0	1	0	2.85	3.40		
(2V08) (673QA) Forty Sixth Street North, FL	1,842	1,839	99.84%	3	0.16%	1,374	214	251	3	0	0	0	0	4.75	5.52	
(2V08) (673QB) Forty Sixth Street South, FL	10,230	10,109	98.82%	121	1.18%	8,953	670	486	70	17	3	31	1	4.79	2.19	
(2V08) (673QC) West Lakeland, FL	2,260	2,111	93.41%	149	6.59%	1,673	225	213	130	15	3	1	1	4.93	7.44	
(2V08) (673QD) Deer Park, FL	462	432	93.51%	30	6.49%	344	47	41	18	10	0	2	1	7.64		
(2V08) (673QE) Highway Nineteen, FL	364	360	98.90%	4	1.10%	294	49	17	4	0	0	0	0	3.97		
(2V08) (673QF) Winners Circle, FL	829	828	99.88%	1	0.12%	825	0	3	0	0	1	0	0			

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(2V08) (673QG) Little Road, FL	595	576	96.81%	19	3.19%	494	43	39	17	1	0	1	1		5.88	
(2V08) (673QH) Bruce B. Downs Boulevard, FL	3,163	3,117	98.55%	46	1.45%	2,722	203	192	32	7	0	7	7	5.61		
(2V08) (673QI) Medical View Lane, FL	332	330	99.40%	2	0.60%	294	25	11	2	0	0	0	0	6.14	2.51	
(2V08) (673QJ) Hidden River, FL	7,476	7,280	97.38%	196	2.62%	6,404	452	424	121	44	11	20	4.12	6.36	3.19	
(2V08) (675) Orlando, FL HCS	82,822	79,209	95.64%	3,613	4.36%	68,582	4,964	5,663	2,667	544	186	216	2.80	7.99	4.20	
(2V08) (675) Orlando-Lake Nona, FL	35,253	32,912	93.36%	2,341	6.64%	27,663	2,207	3,042	1,650	383	137	171	5.02	9.17	6.16	
(2V08) (675BU) Orlando-Lake Nona, FL - VADOM	56	56	100.00%	0	0.00%	49	5	2	0	0	0	0	0			
(2V08) (675BV) Lake Baldwin, FL - VADOM	55	55	100.00%	0	0.00%	54	0	1	0	0	0	0	0			
(2V08) (675GA) Viera, FL	16,425	16,003	97.43%	422	2.57%	14,129	930	944	316	78	15	13	1.30	6.37	3.58	
(2V08) (675GB) Daytona Beach, FL (William V. Chappell, Jr.)	9,770	9,567	97.92%	203	2.08%	8,520	567	480	157	35	7	4	2.79	4.87	1.54	
(2V08) (675GC) Kissimmee, FL	1,643	1,594	97.02%	49	2.98%	1,374	128	92	34	6	6	3	4.09	0.00	7.87	
(2V08) (675GD) Deltona, FL	1,213	1,186	97.77%	27	2.23%	1,028	89	69	23	2	0	2	4.46	1.59	3.44	
(2V08) (675GE) Tavares, FL	1,790	1,756	98.10%	34	1.90%	1,526	143	87	28	3	1	2	4.02	2.21	5.48	
(2V08) (675GF) Clermont, FL	981	954	97.25%	27	2.75%	838	54	62	25	0	1	1	4.12	7.29	4.72	
(2V08) (675GG) Lake Baldwin, FL	11,816	11,388	96.38%	428	3.62%	10,029	646	713	361	29	19	19	1.72	8.36	3.79	
(2V08) (675QB) Port Orange, FL	3	2	66.67%	1	33.33%	0	0	2	1	0	0	0				
(2V08) (675QC) Westside Pavilion, FL	2,175	2,152	98.94%	23	1.06%	2,011	75	66	22	1	0	0			2.06	
(2V08) (675QD) Crossroads, FL	1,642	1,584	96.47%	58	3.53%	1,361	120	103	50	7	0	1		3.95	4.74	
(2V09) (596) Lexington, KY HCS	25,868	24,302	93.95%	1,566	6.05%	20,821	1,795	1,686	1,194	313	44	15	3.38	10.65	1.85	
(2V09) (596) Lexington-Leestown, KY	10,077	9,829	97.54%	248	2.46%	8,571	755	503	201	39	4	4	5.02	7.66	1.85	
(2V09) (596A4) Lexington-Cooper, KY	11,593	10,333	89.13%	1,260	10.87%	8,388	888	1,057	938	271	40	11		12.05	2.35	
(2V09) (596BU) Lexington-Leestown, KY - VADOM	16	16	100.00%	0	0.00%	16	0	0	0	0	0	0				
(2V09) (596GA) Somerset, KY	1,654	1,612	97.46%	42	2.54%	1,507	58	47	41	1	0	0	0	1.44	6.60	3.78
(2V09) (596GB) Morehead, KY	641	639	99.69%	2	0.31%	630	6	3	2	0	0	0	0	0.52	3.70	0.20
(2V09) (596GC) Hazard, KY	605	604	99.83%	1	0.17%	571	19	14	1	0	0	0	0	1.65	6.93	0.02
(2V09) (596GD) Berea, KY	1,282	1,269	98.99%	13	1.01%	1,138	69	62	11	2	0	0	0	2.19	4.61	1.48
(2V09) (603) Louisville, KY HCS	30,725	30,276	98.54%	449	1.46%	26,896	1,586	1,794	386	35	14	14	2.15	4.66	2.43	
(2V09) (603) Louisville, KY (Robley Rex)	15,990	15,637	97.79%	353	2.21%	13,245	1,047	1,345	309	26	6	12	0.79	4.93	3.51	
(2V09) (603BU) Louisville, KY - VADOM	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0			0.00	
(2V09) (603GA) Fort Knox, KY	1,890	1,872	99.05%	18	0.95%	1,777	48	47	17	1	0	0	0	2.01	1.39	1.66
(2V09) (603GB) New Albany, IN	2,328	2,309	99.18%	19	0.82%	2,134	96	79	14	3	1	1	1	2.62	0.48	3.90
(2V09) (603GC) Shively, KY	2,491	2,470	99.16%	21	0.84%	2,336	87	47	18	2	1	0	0	1.55	1.46	2.71
(2V09) (603GD) Dupont, KY	1,567	1,561	99.62%	6	0.38%	1,446	58	57	5	1	0	0	0	2.94	0.00	0.76
(2V09) (603GE) Newburg, KY	3,044	3,026	99.41%	18	0.59%	2,763	134	129	12	1	4	1	2.94	2.60	2.81	
(2V09) (603GF) Grayson County, KY	1,752	1,745	99.60%	7	0.40%	1,647	69	29	4	1	2	0	0	1.53	2.49	2.56
(2V09) (603GG) Scott County, IN	887	880	99.21%	7	0.79%	804	38	38	7	0	0	0	0	1.71	2.98	3.02
(2V09) (603GH) Carrollton, KY	659	659	100.00%	0	0.00%	627	9	23	0	0	0	0	0	1.02	2.09	0.97
(2V09) (603MA) IDES Fort Knox	38	38	100.00%	0	0.00%	38	0	0	0	0	0	0		0.00	0.00	
(2V09) (603PB) Louisville (SARRTP)	78	78	100.00%	0	0.00%	78	0	0	0	0	0	0			0.00	
(2V09) (614) Memphis, TN HCS	39,755	38,835	97.69%	920	2.31%	35,586	1,699	1,550	659	163	59	39	2.45	5.29	2.56	
(2V09) (614) Memphis, TN	25,236	24,449	96.88%	787	3.12%	22,075	1,145	1,229	565	143	49	30	2.28	5.59	2.24	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(2V09) (614GA) Tupelo, MS	1,276	1,247	97.73%	29	2.27%	1,160	62	25	18	5	5	1	2.46	0.00	7.10	
(2V09) (614GB) Jonesboro, AR	968	966	99.79%	2	0.21%	873	76	17	2	0	0	0	0	2.77	0.02	3.53
(2V09) (614GC) Holly Springs, MS	357	357	100.00%	0	0.00%	293	59	5	0	0	0	0	0	4.28	0.00	2.01
(2V09) (614GD) Savannah, TN	438	438	100.00%	0	0.00%	438	0	0	0	0	0	0	0	0.00	0.00	0.00
(2V09) (614GE) Covington, TN	1,702	1,694	99.53%	8	0.47%	1,633	40	21	7	0	0	1	1.23	4.95	2.73	
(2V09) (614GF) Nonconnah, TN	6,087	6,018	98.87%	69	1.13%	5,590	221	207	45	15	4	5	2.82	3.49	0.93	
(2V09) (614GG) Jackson, TN	1,862	1,846	99.14%	16	0.86%	1,786	38	22	13	0	1	2	1.98	3.30	0.63	
(2V09) (614GI) Dyersburg, TN	518	509	98.26%	9	1.74%	461	32	16	9	0	0	0	0	3.74	0.00	1.63
(2V09) (614GN) Helena, AR	257	257	100.00%	0	0.00%	223	26	8	0	0	0	0	0	2.96	0.00	2.01
(2V09) (614QA) Union Avenue, TN	1,054	1,054	100.00%	0	0.00%	1,054	0	0	0	0	0	0	0	0	0.00	
(2V09) (621) Mountain Home, TN HCS	36,759	35,854	97.54%	905	2.46%	32,092	2,128	1,634	704	136	45	20	2.50	5.79	1.81	
(2V09) (621) Mountain Home, TN (James H. Quillen)	24,533	23,733	96.74%	800	3.26%	21,250	1,335	1,148	620	117	44	19	2.15	6.01	1.21	
(2V09) (621BU) Mountain Home, TN - VADOM	100	100	100.00%	0	0.00%	97	3	0	0	0	0	0	0	1.68		
(2V09) (621BY) Knoxville, TN (William C. Tallent)	5,574	5,556	99.68%	18	0.32%	5,075	323	158	15	3	0	0	0	2.10	3.26	1.43
(2V09) (621GA) Rogersville, TN	580	574	98.97%	6	1.03%	550	14	10	5	1	0	0	0	2.06	0.00	1.23
(2V09) (621GC) Norton, VA	618	617	99.84%	1	0.16%	524	37	56	1	0	0	0	0	3.78	0.00	1.58
(2V09) (621GG) Morristown, TN	1,014	1,013	99.90%	1	0.10%	980	26	7	0	0	1	0	0	1.36	0.05	0.59
(2V09) (621GI) Sevierville, TN (Dannie A. Carr)	1,342	1,300	96.87%	42	3.13%	1,072	148	80	31	10	0	1	4.83	1.09	6.59	
(2V09) (621GJ) Bristol, VA	1,085	1,066	98.25%	19	1.75%	996	42	28	16	3	0	0	0	2.24	0.00	3.76
(2V09) (621GK) Campbell County, TN	565	561	99.29%	4	0.71%	511	33	17	3	1	0	0	0	2.54	4.57	2.02
(2V09) (621QA) Jonesville, VA	77	71	92.21%	6	7.79%	55	7	9	5	1	0	0	0	6.75		
(2V09) (621QB) Marion, VA	74	73	98.65%	1	1.35%	44	8	21	1	0	0	0	0	9.55		
(2V09) (621QC) Vansant, VA	38	35	92.11%	3	7.89%	21	0	14	3	0	0	0	0	12.34		
(2V09) (621QD) Knox County, TN	762	759	99.61%	3	0.39%	535	142	82	3	0	0	0	0	0	6.35	3.78
(2V09) (621QE) Downtown West, TN	397	396	99.75%	1	0.25%	382	10	4	1	0	0	0	0	0	1.90	
(2V09) (626) Middle Tennessee HCS	65,389	61,858	94.60%	3,531	5.40%	54,259	3,673	3,926	2,481	655	227	168	4.29	8.85	4.36	
(2V09) (626) Nashville, TN	25,469	23,750	93.25%	1,719	6.75%	20,547	1,494	1,709	1,117	384	133	85	6.18	9.24	3.71	
(2V09) (626A4) Murfreesboro, TN (Alvin C. York)	15,909	15,066	94.70%	843	5.30%	13,199	854	1,013	593	152	56	42	2.84	9.39	2.96	
(2V09) (626GA) Dover, TN	457	454	99.34%	3	0.66%	412	35	7	3	0	0	0	0	1.88	9.14	3.52
(2V09) (626GC) Bowling Green, KY	1,354	1,272	93.94%	82	6.06%	1,058	98	116	67	11	3	1	1	3.33	15.20	16.03
(2V09) (626GE) Clarksville, TN	4,849	4,580	94.45%	269	5.55%	4,090	247	243	210	41	10	8	3.46	9.54	4.13	
(2V09) (626GF) Chattanooga, TN	5,577	5,444	97.62%	133	2.38%	4,990	246	208	106	15	4	8	3.56	2.44	4.92	
(2V09) (626GG) Tullahoma, TN	366	359	98.09%	7	1.91%	339	8	12	6	0	1	0	1	1.73	7.33	3.43
(2V09) (626GH) Cookeville, TN	1,349	1,311	97.18%	38	2.82%	1,223	40	48	22	6	6	4	2.62	2.80	4.43	
(2V09) (626GJ) Hopkinsville, KY	1,670	1,546	92.57%	124	7.43%	1,325	121	100	90	20	6	8	11.45	14.34	9.47	
(2V09) (626GK) McMinnville, TN	718	694	96.66%	24	3.34%	556	95	43	14	6	2	2	5.31	17.83	6.24	
(2V09) (626GL) Roane County, TN	386	370	95.85%	16	4.15%	325	21	24	12	1	1	2	3.27	11.47	5.04	
(2V09) (626GM) Maury County, TN	1,017	956	94.00%	61	6.00%	708	130	118	55	3	0	3	8.39	5.88	5.97	
(2V09) (626GN) Athens, TN	327	315	96.33%	12	3.67%	270	28	17	9	1	0	2	2.72	9.33	10.36	
(2V09) (626GO) International Plaza, TN	1,134	1,112	98.06%	22	1.94%	1,008	59	45	20	1	1	0	3.00	2.97	2.33	
(2V09) (626MA) IDES Fort Campbell	290	290	100.00%	0	0.00%	290	0	0	0	0	0	0	0	0.00	0.01	
(2V09) (626QA) Albion Street, TN	939	925	98.51%	14	1.49%	845	43	37	10	1	2	1	4.09		0.00	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(2V09) (626QB) Charlotte Avenue, TN	1,678	1,629	97.08%	49	2.92%	1,455	88	86	40	6	1	2	5.10	7.80	2.97
(2V09) (626QC) Pointe Centre, TN	1,435	1,322	92.13%	113	7.87%	1,162	64	96	105	7	1	0		12.50	4.80
(2V09) (626QD) Glenis Drive, TN	465	463	99.57%	2	0.43%	457	2	4	2	0	0	0			1.00
(3V10) (538) Chillicothe, OH HCS	16,797	15,803	94.08%	994	5.92%	13,553	1,020	1,230	653	193	84	64	2.40	12.45	3.51
(3V10) (538) Chillicothe, OH	10,594	9,861	93.08%	733	6.92%	8,174	740	947	482	135	60	56	2.48	12.67	3.35
(3V10) (538GA) Athens, OH	1,149	1,107	96.34%	42	3.66%	946	66	95	23	11	7	1	3.04	13.44	5.64
(3V10) (538GB) Portsmouth, OH	1,410	1,298	92.06%	112	7.94%	1,201	47	50	72	29	9	2	2.33	19.32	2.04
(3V10) (538GC) Marietta, OH	894	851	95.19%	43	4.81%	770	48	33	30	10	1	2	2.73	10.51	4.18
(3V10) (538GD) Lancaster, OH	1,368	1,321	96.56%	47	3.44%	1,216	57	48	33	5	6	3	2.25	9.31	3.14
(3V10) (538GE) Cambridge, OH	993	981	98.79%	12	1.21%	883	48	50	9	2	1	0	1.83	4.71	2.89
(3V10) (538GF) Wilmington, OH	389	384	98.71%	5	1.29%	363	14	7	4	1	0	0	1.67	1.57	5.30
(3V10) (539) Cincinnati, OH HCS	34,952	33,326	95.35%	1,626	4.65%	29,497	1,801	2,028	1,056	332	139	99	4.70	8.35	2.12
(3V10) (539) Cincinnati, OH	21,884	20,553	93.92%	1,331	6.08%	17,922	1,195	1,436	857	278	122	74	6.33	9.87	2.25
(3V10) (539A4) Fort Thomas, KY	846	833	98.46%	13	1.54%	765	28	40	9	3	1	0		9.41	0.00
(3V10) (539GA) Bellevue, KY	1,279	1,247	97.50%	32	2.50%	1,184	42	21	16	6	3	7	6.84	1.85	2.22
(3V10) (539GB) Clermont County, OH	2,761	2,698	97.72%	63	2.28%	2,367	152	179	54	5	2	2	3.48	5.89	2.62
(3V10) (539GC) Dearborn, IN	1,696	1,666	98.23%	30	1.77%	1,557	63	46	23	2	0	5	2.32	6.49	2.13
(3V10) (539GD) Florence, KY	2,122	2,079	97.97%	43	2.03%	1,858	116	105	26	13	1	3	2.04	6.64	4.10
(3V10) (539GE) Hamilton, OH	2,014	1,982	98.41%	32	1.59%	1,827	80	75	24	5	1	2	4.03	2.32	1.89
(3V10) (539GF) Georgetown, OH	754	750	99.47%	4	0.53%	706	30	14	1	1	0	2	4.15	1.77	1.86
(3V10) (539QB) Highland Avenue, OH	1,596	1,518	95.11%	78	4.89%	1,311	95	112	46	19	9	4		6.01	
(3V10) (541) Cleveland, OH HCS	83,130	77,823	93.62%	5,307	6.38%	65,330	5,573	6,920	3,997	745	276	289	5.88	8.69	5.73
(3V10) (541) Cleveland, OH (Louis Stokes Cleveland)	34,236	31,753	92.75%	2,483	7.25%	25,815	2,389	3,549	1,928	323	112	120	9.24	8.69	6.67
(3V10) (541BY) Canton, OH	5,755	5,325	92.53%	430	7.47%	4,437	451	437	360	35	17	18	8.21	9.51	8.21
(3V10) (541BZ) Youngstown, OH	5,262	5,104	97.00%	158	3.00%	4,615	249	240	125	20	8	5	2.35	5.78	2.34
(3V10) (541GB) Lorain, OH	3,194	3,118	97.62%	76	2.38%	2,644	258	216	58	9	3	6	5.60	4.14	3.14
(3V10) (541GC) Sandusky, OH	1,904	1,801	94.59%	103	5.41%	1,589	112	100	75	7	7	14	4.53	7.14	9.56
(3V10) (541GD) Mansfield, OH (David F. Winder)	4,314	4,205	97.47%	109	2.53%	3,739	235	231	89	11	3	6	2.61	5.28	2.65
(3V10) (541GE) McCafferty, OH	608	585	96.22%	23	3.78%	511	28	46	20	1	1	1	2.78	8.40	7.46
(3V10) (541GF) Painesville, OH	2,120	2,064	97.36%	56	2.64%	1,815	139	110	39	9	3	5	3.90	5.09	5.81
(3V10) (541GG) Akron, OH	7,247	6,763	93.32%	484	6.68%	5,669	513	581	389	62	13	20	6.04	8.46	5.89
(3V10) (541GH) East Liverpool, OH	1,355	1,306	96.38%	49	3.62%	1,205	58	43	28	11	7	3	2.89	8.97	4.15
(3V10) (541GI) Warren, OH	1,913	1,805	94.35%	108	5.65%	1,584	115	106	76	20	7	5	3.32	13.49	3.70
(3V10) (541GJ) New Philadelphia, OH	1,769	1,737	98.19%	32	1.81%	1,535	101	101	27	2	1	2	3.32	4.08	2.95
(3V10) (541GK) Ravenna, OH	1,891	1,807	95.56%	84	4.44%	1,544	116	147	41	28	6	9	6.56	8.12	3.95
(3V10) (541GL) Parma, OH	9,786	8,764	89.56%	1,022	10.44%	7,064	766	934	714	192	68	48	9.48	10.37	7.63
(3V10) (541GM) Cleveland-Superior, OH	98	88	89.80%	10	10.20%	30	12	46	10	0	0	0			
(3V10) (541GN) State Street, OH	404	375	92.82%	29	7.18%	328	25	22	13	10	5	1		10.85	4.46
(3V10) (541QA) Summit County, OH	11	11	100.00%	0	0.00%	10	1	0	0	0	0	0			
(3V10) (541QB) Cleveland-Euclid, OH	1,069	1,067	99.81%	2	0.19%	1,059	3	5	1	1	0	0			
(3V10) (541QF) Cuyahoga County 4, OH - Mobile	194	145	74.74%	49	25.26%	137	2	6	4	4	15	26		32.72	
(3V10) (552) Dayton, OH HCS	27,985	26,364	94.21%	1,621	5.79%	22,487	1,738	2,139	1,120	288	90	123	3.96	9.97	3.49

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V10) (552) Dayton, OH	22,053	20,606	93.44%	1,447	6.56%	17,568	1,340	1,698	977	271	80	119	4.37	10.35	3.45
(3V10) (552GA) Middletown, OH	1,476	1,429	96.82%	47	3.18%	1,187	91	151	44	2	0	1	4.77	7.88	2.18
(3V10) (552GB) Lima, OH	1,471	1,432	97.35%	39	2.65%	1,292	84	56	24	6	8	1	2.44	7.80	3.14
(3V10) (552GC) Richmond, IN	1,427	1,387	97.20%	40	2.80%	1,174	108	105	35	4	1	0	3.04	7.02	5.80
(3V10) (552GD) Springfield, OH	1,558	1,510	96.92%	48	3.08%	1,266	115	129	40	5	1	2	3.90	8.56	3.31
(3V10) (757) Columbus, OH HCS	32,575	28,328	86.96%	4,247	13.04%	23,079	2,458	2,791	2,332	959	493	463	11.69	14.95	10.78
(3V10) (757) Columbus, OH (Chalmers P. Wylie)	26,541	23,021	86.74%	3,520	13.26%	18,712	2,031	2,278	1,944	777	405	394	11.66	14.92	8.56
(3V10) (757GA) Zanesville, OH	853	741	86.87%	112	13.13%	572	66	103	68	31	10	3	12.64	36.60	16.53
(3V10) (757GB) Grove City, OH	1,138	1,081	94.99%	57	5.01%	970	58	53	23	14	10	10	8.17	3.13	10.38
(3V10) (757GC) Marion, OH	1,165	1,066	91.50%	99	8.50%	912	82	72	63	24	10	2	5.96	18.46	9.48
(3V10) (757GD) Newark, OH	1,568	1,285	81.95%	283	18.05%	949	148	188	151	62	34	36	18.28	19.62	17.83
(3V10) (757QA) Columbus 1, OH - Mobile	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0	0	2.00	
(3V10) (757QC) Columbus-Airport Drive, OH	1,309	1,133	86.55%	176	13.45%	963	73	97	83	51	24	18			12.89
(3V10) (506) Ann Arbor, MI HCS	36,026	34,455	95.64%	1,571	4.36%	31,016	1,745	1,694	1,092	332	111	36	4.13	6.31	4.48
(3V10) (506) Ann Arbor, MI	24,221	23,209	95.82%	1,012	4.18%	21,110	1,067	1,032	722	207	71	12	3.61	6.19	4.43
(3V10) (506GA) Toledo, OH	6,771	6,365	94.00%	406	6.00%	5,553	381	431	275	90	27	14	5.35	8.88	4.79
(3V10) (506GB) Flint, MI	1,328	1,315	99.02%	13	0.98%	1,207	41	67	12	0	1	0	2.70	0.83	2.20
(3V10) (506GC) Jackson Center, MI	1,454	1,407	96.77%	47	3.23%	1,192	138	77	35	12	0	0	3.85	4.29	6.82
(3V10) (506QA) Ann Arbor-Packard Road, MI (Packard Road)	1,402	1,369	97.65%	33	2.35%	1,215	102	52	20	11	0	2		2.35	
(3V10) (506QB) Green Road, MI	850	790	92.94%	60	7.06%	739	16	35	28	12	12	8		5.34	
(3V10) (515) Battle Creek, MI HCS	24,086	22,380	92.92%	1,706	7.08%	17,911	2,261	2,208	1,143	371	122	70	7.06	9.93	5.83
(3V10) (515) Battle Creek, MI	10,225	9,623	94.11%	602	5.89%	7,424	1,063	1,136	410	136	24	32	6.62	10.61	5.52
(3V10) (515BU) Battle Creek, MI - VADOM	82	72	87.80%	10	12.20%	33	28	11	9	1	0	0			
(3V10) (515BY) Wyoming, MI	9,958	9,012	90.50%	946	9.50%	7,181	935	896	654	200	62	30	8.58	9.48	5.60
(3V10) (515GA) Muskegon, MI	1,502	1,448	96.40%	54	3.60%	1,281	107	60	21	17	12	4	6.65	6.67	5.54
(3V10) (515GB) Lansing South, MI	1,475	1,413	95.80%	62	4.20%	1,242	95	76	45	14	1	2	3.30	2.90	10.38
(3V10) (515GC) Benton Harbor, MI	844	812	96.21%	32	3.79%	750	33	29	4	3	23	2	9.42	4.67	3.61
(3V10) (553) Detroit, MI HCS	28,944	28,014	96.79%	930	3.21%	24,289	1,802	1,923	684	156	42	48	3.54	5.35	2.58
(3V10) (553) Detroit, MI (John D. Dingell)	26,566	25,647	96.54%	919	3.46%	22,109	1,685	1,853	675	155	42	47	4.23	5.39	2.59
(3V10) (553GA) Yale, MI	1,019	1,019	100.00%	0	0.00%	977	34	8	0	0	0	0	0.77		0.01
(3V10) (553GB) Pontiac, MI	1,288	1,277	99.15%	11	0.85%	1,136	80	61	9	1	0	1	2.37	4.21	4.12
(3V10) (553QA) Piquette Street, MI	71	71	100.00%	0	0.00%	67	3	1	0	0	0	0	1.15		
(3V10) (583) Indianapolis, IN HCS	41,159	39,845	96.81%	1,314	3.19%	35,312	2,104	2,429	1,100	174	25	15	3.10	4.22	6.67
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	33,636	32,464	96.52%	1,172	3.48%	28,379	1,922	2,163	976	160	22	14	3.89	4.22	7.70
(3V10) (583A4) Indianapolis-Cold Sp.	1,122	1,122	100.00%	0	0.00%	1,121	1	0	0	0	0	0			
(3V10) (583GA) Terre Haute, IN	951	950	99.89%	1	0.11%	934	8	8	0	1	0	0	0.37	2.74	
(3V10) (583GB) Bloomington, IN	814	812	99.75%	2	0.25%	797	10	5	2	0	0	0	0.30	2.89	
(3V10) (583GC) Martinsville, IN	573	573	100.00%	0	0.00%	555	14	4	0	0	0	0	0.95	0.48	0.65
(3V10) (583GD) Indianapolis West, IN	1,514	1,450	95.77%	64	4.23%	1,326	49	75	62	0	1	1	3.32	7.38	1.60
(3V10) (583GE) West Lafayette, IN	666	652	97.90%	14	2.10%	600	29	23	6	8	0	0	3.46	0.00	2.72
(3V10) (583GF) Camp Atterbury, IN (Wakeman)	962	935	97.19%	27	2.81%	849	37	49	22	4	1	0	3.23	3.34	6.94
(3V10) (583GG) Shelbyville, IN	192	190	98.96%	2	1.04%	163	11	16	2	0	0	0	2.69	2.33	10.22

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(3V10) (583QA) Monroe County, IN	354	348	98.31%	6	1.69%	328	11	9	6	0	0	0	0	0	2.20	
(3V10) (583QB) Indianapolis-Meridian Street, IN	34	34	100.00%	0	0.00%	34	0	0	0	0	0	0	0	0		
(3V10) (583QC) Vigo County, IN	341	315	92.38%	26	7.62%	226	12	77	24	1	1	0	0	0	9.83	
(3V10) (610) Northern Indiana HCS	26,267	24,928	94.90%	1,339	5.10%	21,667	1,549	1,712	887	286	64	102	3.73	10.37	4.14	
(3V10) (610) Marion, IN	6,694	6,396	95.55%	298	4.45%	5,494	409	493	246	40	7	5	3.06	10.41	2.33	
(3V10) (610A4) Fort Wayne, IN	9,721	9,011	92.70%	710	7.30%	7,643	646	722	424	171	42	73	4.85	10.73	1.92	
(3V10) (610BU) Marion, IN - VADOM	24	24	100.00%	0	0.00%	18	6	0	0	0	0	0	0	0		
(3V10) (610BY) St. Joseph County, IN	4,647	4,457	95.91%	190	4.09%	4,036	214	207	117	49	12	12	2.39	9.00	2.56	
(3V10) (610GB) Muncie, IN	1,411	1,386	98.23%	25	1.77%	1,260	72	54	12	6	2	5	3.17	5.65	7.88	
(3V10) (610GC) Goshen, IN	832	794	95.43%	38	4.57%	691	53	50	28	9	0	1	5.67	7.19	3.45	
(3V10) (610GD) Peru, IN	981	961	97.96%	20	2.04%	888	39	34	11	2	1	6	3.51	15.07	3.07	
(3V10) (610QA) Fort Wayne-East State Boulevard, IN	1,954	1,896	97.03%	58	2.97%	1,634	110	152	49	9	0	0	0	16.24	5.62	
(3V10) (610QB) Columbia Place, IN	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0	0	0		
(3V10) (655) Saginaw, MI HCS	20,409	19,473	95.41%	936	4.59%	16,750	1,198	1,525	747	114	36	39	3.41	6.68	3.48	
(3V10) (655) Saginaw, MI (Aleda E. Lutz)	11,378	10,651	93.61%	727	6.39%	8,909	739	1,003	567	97	29	34	4.58	7.31	0.79	
(3V10) (655GA) Gaylord, MI	894	888	99.33%	6	0.67%	810	44	34	5	1	0	0	1.78	2.38	2.46	
(3V10) (655GB) Traverse City, MI (Colonel Demas T. Craw)	737	718	97.42%	19	2.58%	630	35	53	14	2	1	2	1.88	8.38	0.88	
(3V10) (655GC) Oscoda, MI	473	454	95.98%	19	4.02%	376	31	47	16	3	0	0	2.88	3.99	5.12	
(3V10) (655GD) Alpena, MI (Lieutenant Colonel Clement C. Van Wagoner)	831	792	95.31%	39	4.69%	709	52	31	30	3	5	1	1.05	7.29	6.35	
(3V10) (655GE) Clare, MI	1,153	1,120	97.14%	33	2.86%	961	62	97	31	2	0	0	0	3.88	2.15	5.26
(3V10) (655GF) Bad Axe, MI	678	672	99.12%	6	0.88%	615	30	27	6	0	0	0	0	0.97	2.92	2.86
(3V10) (655GG) Cadillac, MI	937	925	98.72%	12	1.28%	823	52	50	11	0	0	1	3.25	2.47	1.36	
(3V10) (655GH) Cheboygan County, MI	529	522	98.68%	7	1.32%	470	26	26	7	0	0	0	0	1.71	3.60	3.14
(3V10) (655GI) Grayling, MI	405	380	93.83%	25	6.17%	333	21	26	22	2	1	0	6.81	2.73	3.95	
(3V10) (655QA) Saginaw-Barnard Road, MI	1,907	1,872	98.16%	35	1.84%	1,713	72	87	31	3	0	1	0	1.05	3.80	
(3V10) (655QB) Grand Traverse, MI	487	479	98.36%	8	1.64%	401	34	44	7	1	0	0	0	6.84	2.54	
(3V12) (550) Danville, IL HCS	17,222	16,587	96.31%	635	3.69%	15,014	817	756	419	172	27	17	3.12	7.08	1.15	
(3V12) (550) Danville, IL	8,930	8,738	97.85%	192	2.15%	7,941	397	400	166	20	5	1	3.74	4.38	0.15	
(3V12) (550BY) Peoria, IL (Bob Michel)	4,581	4,238	92.51%	343	7.49%	3,770	247	221	197	118	14	14	2.59	12.65	2.08	
(3V12) (550GA) Decatur, IL	1,485	1,401	94.34%	84	5.66%	1,253	78	70	42	32	8	2	4.48	10.92	1.59	
(3V12) (550GD) Springfield, IL	1,557	1,544	99.17%	13	0.83%	1,446	57	41	12	1	0	0	0	1.77	2.68	1.34
(3V12) (550GF) Mattoon, IL	669	666	99.55%	3	0.45%	604	38	24	2	1	0	0	0	3.09	0.57	2.10
(3V12) (537) Chicago, IL HCS	36,892	34,763	94.23%	2,129	5.77%	29,590	2,263	2,910	1,527	395	108	99	5.38	9.27	2.77	
(3V12) (537) Chicago, IL (Jesse Brown)	28,536	26,821	93.99%	1,715	6.01%	22,546	1,833	2,442	1,280	264	88	83	7.11	8.83	1.91	
(3V12) (537BY) Crown Point, IN (Adam Benjamin Jr.)	5,964	5,608	94.03%	356	5.97%	4,973	292	343	204	120	19	13	3.19	12.68	4.79	
(3V12) (537GA) Chicago Heights, IL	715	706	98.74%	9	1.26%	654	29	23	7	1	0	1	2.23	0.00	1.41	
(3V12) (537GD) Lakeside, IL	1,020	985	96.57%	35	3.43%	873	56	56	28	5	0	2	5.11	0.00	2.50	
(3V12) (537HA) Auburn Gresham, IL	657	643	97.87%	14	2.13%	544	53	46	8	5	1	0	4.16	0.56	6.00	
(3V12) (556) North Chicago, IL HCS	23,777	23,399	98.41%	378	1.59%	21,162	1,224	1,013	297	37	19	25	3.01	4.79	2.19	
(3V12) (556) North Chicago, IL (Captain James A. Lovell)	20,999	20,651	98.34%	348	1.66%	18,662	1,074	915	273	35	18	22	3.08	4.83	1.92	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(3V12) (556GA) Evanston, IL	512	506	98.83%	6	1.17%	464	28	14	4	2	0	0	2.32	7.33	3.11	
(3V12) (556GC) McHenry, IL	1,411	1,394	98.80%	17	1.20%	1,230	98	66	14	0	1	2	3.95	3.90	3.09	
(3V12) (556GD) Kenosha, WI	855	848	99.18%	7	0.82%	806	24	18	6	0	0	1	1.62	0.98	2.75	
(3V12) (578) Hines, IL HCS	45,033	43,302	96.16%	1,731	3.84%	38,495	2,332	2,475	1,354	254	77	46	4.11	6.09	2.10	
(3V12) (578) Hines, IL (Edward Hines Junior)	35,097	33,599	95.73%	1,498	4.27%	29,958	1,683	1,958	1,155	226	74	43	6.17	6.03	2.13	
(3V12) (578GA) Joliet, IL	3,563	3,447	96.74%	116	3.26%	2,820	356	271	101	13	2	0	2.39	7.75	1.54	
(3V12) (578GC) Kankakee County, IL	1,143	1,130	98.86%	13	1.14%	1,001	71	58	13	0	0	0	1.83	4.64	3.98	
(3V12) (578GD) Aurora, IL	1,523	1,507	98.95%	16	1.05%	1,382	64	61	15	1	0	0	2.03	3.61	1.53	
(3V12) (578GE) Hoffman Estates, IL	1,200	1,174	97.83%	26	2.17%	1,046	77	51	24	2	0	0	3.62	3.42	2.05	
(3V12) (578GF) LaSalle, IL	1,133	1,115	98.41%	18	1.59%	1,027	46	42	14	3	0	1	1.81	4.02	2.76	
(3V12) (578GG) Oak Lawn, IL	1,374	1,330	96.80%	44	3.20%	1,261	35	34	32	9	1	2	2.85	10.58	1.51	
(3V12) (585) Iron Mountain, MI HCS	10,546	10,191	96.63%	355	3.37%	8,955	611	625	273	60	20	2	3.06	6.91	2.19	
(3V12) (585) Iron Mountain, MI (Oscar G. Johnson)	6,442	6,184	96.00%	258	4.00%	5,451	349	384	193	48	15	2	2.85	6.55	1.76	
(3V12) (585GA) Hancock, MI	588	579	98.47%	9	1.53%	514	42	23	8	1	0	0	2.18	15.39	1.29	
(3V12) (585GB) Rhinelander, WI	1,009	992	98.32%	17	1.68%	868	74	50	15	2	0	0	2.43	7.00	2.29	
(3V12) (585GC) Menominee, MI	561	543	96.79%	18	3.21%	474	27	42	15	3	0	0	4.92	8.12	0.74	
(3V12) (585GD) Ironwood, MI	327	322	98.47%	5	1.53%	294	17	11	4	1	0	0	1.40	10.95	2.61	
(3V12) (585GF) Manistique, MI	284	275	96.83%	9	3.17%	248	13	14	9	0	0	0	3.25	14.73	3.15	
(3V12) (585HA) Marquette, MI	842	812	96.44%	30	3.56%	661	70	81	23	3	4	0	4.75	15.04	5.11	
(3V12) (585HB) Sault Saint Marie, MI	493	484	98.17%	9	1.83%	445	19	20	6	2	1	0	1.91	5.14	2.09	
(3V12) (607) Madison, WI HCS	25,000	23,510	94.04%	1,490	5.96%	19,428	1,865	2,217	1,072	228	71	119	5.74	11.27	3.27	
(3V12) (607) Madison, WI (William S. Middleton)	15,978	14,662	91.76%	1,316	8.24%	11,974	1,072	1,616	930	207	66	113	10.68	12.12	3.44	
(3V12) (607GC) Janesville, WI	896	861	96.09%	35	3.91%	683	100	78	29	5	1	0	8.72	2.49	1.28	
(3V12) (607GD) Baraboo, WI	683	655	95.90%	28	4.10%	582	47	26	24	2	1	1	6.76	1.87	0.81	
(3V12) (607GE) Beaver Dam, WI	780	769	98.59%	11	1.41%	704	39	26	5	3	2	1	2.38	3.80	2.57	
(3V12) (607GF) Freeport, IL	537	530	98.70%	7	1.30%	470	42	18	6	1	0	0	3.68	3.49	0.43	
(3V12) (607GG) Madison West, WI	2,454	2,415	98.41%	39	1.59%	2,029	232	154	31	6	1	1	4.83	4.16	5.36	
(3V12) (607HA) Rockford, IL	3,672	3,618	98.53%	54	1.47%	2,986	333	299	47	4	0	3	5.07	7.14	3.11	
(3V12) (676) Tomah, WI HCS	14,953	14,293	95.59%	660	4.41%	12,518	836	939	431	172	39	18	6.25	8.20	1.54	
(3V12) (676) Tomah, WI	9,416	8,996	95.54%	420	4.46%	7,841	571	584	293	104	16	7	6.31	7.43	1.28	
(3V12) (676GA) Wausau, WI	1,546	1,508	97.54%	38	2.46%	1,298	80	130	29	4	1	4	6.83	4.01	2.13	
(3V12) (676GC) River Valley, WI	1,927	1,890	98.08%	37	1.92%	1,696	85	109	30	6	0	1	4.29	7.05	1.32	
(3V12) (676GD) Wisconsin Rapids, WI	1,765	1,602	90.76%	163	9.24%	1,411	86	105	77	58	22	6	8.87	12.49	1.67	
(3V12) (676GE) Clark County, WI	299	297	99.33%	2	0.67%	272	14	11	2	0	0	0	3.51	0.00	2.78	
(3V12) (695) Milwaukee, WI HCS	51,269	49,673	96.89%	1,596	3.11%	43,977	2,947	2,749	1,020	418	117	41	2.47	6.68	3.01	
(3V12) (695) Milwaukee, WI (Clement J. Zablocki)	35,184	34,398	97.77%	786	2.23%	30,698	1,925	1,775	539	161	54	32	1.65	5.82	1.98	
(3V12) (695BU) Milwaukee, WI - VADOM	93	93	100.00%	0	0.00%	93	0	0	0	0	0	0				
(3V12) (695BY) Appleton, WI (John H. Bradley)	5,154	4,891	94.90%	263	5.10%	4,334	301	256	158	92	10	3	2.83	11.49	4.89	
(3V12) (695GA) Union Grove, WI	922	920	99.78%	2	0.22%	894	21	5	2	0	0	0	1.12	1.00	0.32	
(3V12) (695GC) Cleveland, WI	1,014	995	98.13%	19	1.87%	843	78	74	17	2	0	0	4.25	7.22	6.06	
(3V12) (695GD) Green Bay, WI (Milo C. Huempfner)	8,705	8,179	93.96%	526	6.04%	6,918	622	639	304	163	53	6	3.59	8.42	6.19	
(3V12) (695QA) Milwaukee-MLK Drive, WI	197	197	100.00%	0	0.00%	197	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: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V15) (589A4) Columbia, MO HCS	24,037	22,344	92.96%	1,693	7.04%	19,110	1,576	1,658	1,067	372	145	109	5.42	9.32	7.07
(3V15) (589A4) Columbia, MO (Harry S. Truman)	18,175	16,760	92.21%	1,415	7.79%	14,274	1,151	1,335	875	322	117	101	6.07	9.74	7.15
(3V15) (589BX) Columbia, MO - VADOM	5	5	100.00%	0	0.00%	5	0	0	0	0	0	0	0	0	
(3V15) (589G8) Jefferson City, MO	1,230	1,173	95.37%	57	4.63%	1,038	79	56	16	24	16	1	3.58	9.64	3.12
(3V15) (589GE) Kirksville, MO	449	440	98.00%	9	2.00%	400	26	14	7	0	0	2	3.60	9.83	4.91
(3V15) (589GF) Fort Leonard Wood, MO	1,216	1,149	94.49%	67	5.51%	981	74	94	62	1	1	3	6.12	4.35	10.18
(3V15) (589GH) Lake of the Ozarks, MO	652	611	93.71%	41	6.29%	495	66	50	36	5	0	0	6.06	1.62	7.27
(3V15) (589GX) Mexico, MO	416	411	98.80%	5	1.20%	378	21	12	3	2	0	0	2.83	1.93	3.84
(3V15) (589GY) St. James, MO	696	639	91.81%	57	8.19%	543	47	49	43	7	6	1	8.94	6.15	8.46
(3V15) (589JA) Sedalia, MO	487	476	97.74%	11	2.26%	403	53	20	7	2	1	1	4.06	10.53	3.89
(3V15) (589JD) Marshfield, MO	711	680	95.64%	31	4.36%	593	59	28	18	9	4	0	3.45	6.22	7.20
(3V15) (589) Kansas City, MO HCS	28,783	28,105	97.64%	678	2.36%	25,644	1,075	1,386	503	132	29	14	1.83	4.16	1.34
(3V15) (589) Kansas City, MO	20,206	19,558	96.79%	648	3.21%	17,629	770	1,159	483	123	29	13	1.51	4.51	1.09
(3V15) (589G1) Warrensburg, MO	1,209	1,206	99.75%	3	0.25%	1,127	49	30	2	0	0	1	2.56	1.68	1.51
(3V15) (589GB) Belton, MO	727	727	100.00%	0	0.00%	681	22	24	0	0	0	0	0	1.11	
(3V15) (589GC) Paola, KS	321	321	100.00%	0	0.00%	295	18	8	0	0	0	0	0	2.26	0.00
(3V15) (589GD) Nevada, MO	577	576	99.83%	1	0.17%	542	21	13	0	1	0	0	0	1.96	0.00
(3V15) (589GZ) Cameron, MO	205	204	99.51%	1	0.49%	204	0	0	0	1	0	0	0	0.14	0.00
(3V15) (589HK) Kansas City, MO - Mobile	90	90	100.00%	0	0.00%	88	2	0	0	0	0	0	0	0.28	
(3V15) (589JB) Excelsior Springs, MO	643	640	99.53%	3	0.47%	596	22	22	2	1	0	0	0	2.21	0.00
(3V15) (589JC) Johnson County, KS	808	798	98.76%	10	1.24%	741	36	21	8	2	0	0	0	2.59	0.00
(3V15) (589JF) Honor, MO	3,305	3,293	99.64%	12	0.36%	3,049	135	109	8	4	0	0	0	1.82	6.95
(3V15) (589MC) IDES Whiteman AFB	17	17	100.00%	0	0.00%	17	0	0	0	0	0	0	0	0.00	0.00
(3V15) (589QA) Overland Park, KS	675	675	100.00%	0	0.00%	675	0	0	0	0	0	0	0	0.01	
(3V15) (589A5) Eastern Kansas HCS	24,519	23,287	94.98%	1,232	5.02%	20,181	1,432	1,674	861	224	67	80	3.64	10.11	3.27
(3V15) (589A5) Topeka, KS (Colmery-O'Neil)	11,847	11,319	95.54%	528	4.46%	9,690	709	920	389	85	31	23	3.02	10.76	2.31
(3V15) (589A6) Leavenworth, KS (Dwight D. Eisenhower)	9,121	8,552	93.76%	569	6.24%	7,459	503	590	368	118	33	50	4.43	9.62	4.25
(3V15) (589BU) Leavenworth, KS - VADOM	12	10	83.33%	2	16.67%	9	0	1	2	0	0	0	0	33.67	0.00
(3V15) (589G9) Ft. Riley	9	9	100.00%	0	0.00%	4	4	1	0	0	0	0	0	0	8.56
(3V15) (589GI) St. Joseph, MO	958	954	99.58%	4	0.42%	903	32	19	0	1	1	2	2.34	2.32	2.10
(3V15) (589GJ) Wyandotte County, KS	399	396	99.25%	3	0.75%	363	23	10	2	0	0	1	4.78	8.50	0.76
(3V15) (589GM) Chanute, KS	51	48	94.12%	3	5.88%	37	9	2	2	0	1	0	10.31		2.89
(3V15) (589GN) Emporia, KS	70	68	97.14%	2	2.86%	59	4	5	2	0	0	0	0	2.65	
(3V15) (589GP) Garnett, KS	34	33	97.06%	1	2.94%	30	1	2	1	0	0	0	0	3.93	
(3V15) (589GR) Junction City, KS (Lieutenant General Richard J. Seitz-Based)	1,187	1,097	92.42%	90	7.58%	958	63	76	74	15	0	1	3.95	10.35	5.69
(3V15) (589GU) Lawrence, KS	223	214	95.96%	9	4.04%	203	4	7	6	1	1	1	2.85	0.00	10.20
(3V15) (589GV) Fort Scott, KS	205	191	93.17%	14	6.83%	175	8	8	9	4	0	1	9.53		3.49
(3V15) (589JE) Platte City, MO	277	270	97.47%	7	2.53%	246	16	8	6	0	0	1	1.06	4.62	4.45
(3V15) (589MA) Ft. Riley DES Clinic	113	113	100.00%	0	0.00%	32	56	25	0	0	0	0	0	11.67	9.87
(3V15) (589MD) IDES Fort Leavenworth	13	13	100.00%	0	0.00%	13	0	0	0	0	0	0	0.00	0.00	0.00

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V15) (589A7) Wichita, KS HCS	17,062	16,179	94.82%	883	5.18%	14,415	766	998	548	164	102	69	4.75	7.77	4.49
(3V15) (589A7) Wichita, KS (Robert J. Dole)	14,009	13,297	94.92%	712	5.08%	11,776	653	868	452	122	85	53	4.86	7.61	4.44
(3V15) (589G2) Dodge City, KS	200	199	99.50%	1	0.50%	190	5	4	0	1	0	0	1.39	0.76	1.52
(3V15) (589G3) Liberal, KS	33	31	93.94%	2	6.06%	30	1	0	2	0	0	0	4.25	0.00	0.00
(3V15) (589G4) Hays, KS	269	267	99.26%	2	0.74%	245	15	7	2	0	0	0	1.96	2.00	2.36
(3V15) (589G5) Parsons, KS	318	309	97.17%	9	2.83%	258	18	33	8	0	1	0	5.42	3.23	2.99
(3V15) (589G7) Hutchinson, KS	425	379	89.18%	46	10.82%	350	7	22	23	21	2	0	12.07	1.74	4.00
(3V15) (589GW) Salina, KS	786	769	97.84%	17	2.16%	721	21	27	13	1	3	0	2.04	1.77	8.85
(3V15) (589MB) IDES McConnel AFB	9	9	100.00%	0	0.00%	6	2	1	0	0	0	0	0	5.57	8.50
(3V15) (589QB) Sedgwick County, KS	21	21	100.00%	0	0.00%	21	0	0	0	0	0	0	0	0	0
(3V15) (589QC) South Parklane, KS	992	898	90.52%	94	9.48%	818	44	36	48	19	11	16	0	10.29	0
(3V15) (657A5) Marion, IL HCS	21,649	20,733	95.77%	916	4.23%	17,684	1,474	1,575	685	143	52	36	2.91	9.39	3.07
(3V15) (657A5) Marion, IL	8,855	8,453	95.46%	402	4.54%	6,984	648	821	339	48	9	6	3.46	8.57	1.69
(3V15) (657GJ) Evansville, IN	6,172	5,735	92.92%	437	7.08%	4,737	497	501	287	86	39	25	3.41	10.80	4.85
(3V15) (657GK) Mount Vernon, IL	531	530	99.81%	1	0.19%	503	20	7	0	0	1	0	1.28	0	1.95
(3V15) (657GL) Paducah, KY	1,069	1,062	99.35%	7	0.65%	984	54	24	6	1	0	0	1.53	0.43	3.37
(3V15) (657GM) Effingham, IL	618	605	97.90%	13	2.10%	554	29	22	6	1	2	4	5.48	0.00	3.20
(3V15) (657GO) Hanson, KY	190	189	99.47%	1	0.53%	170	14	5	1	0	0	0	2.01	0	2.53
(3V15) (657GP) Owensboro, KY	908	889	97.91%	19	2.09%	782	48	59	15	3	1	0	4.25	0.00	2.71
(3V15) (657GQ) Vincennes, IN	551	546	99.09%	5	0.91%	472	46	28	4	1	0	0	3.68	0	2.57
(3V15) (657GR) Mayfield, KY	681	676	99.27%	5	0.73%	615	44	17	3	2	0	0	0.93	0.45	4.46
(3V15) (657GT) Carbondale, IL	751	745	99.20%	6	0.80%	671	21	53	4	1	0	1	2.85	0	2.60
(3V15) (657GU) Harrisburg, IL	368	354	96.20%	14	3.80%	323	18	13	14	0	0	0	4.78	0	0.35
(3V15) (657QC) Enterprise Way, IL	37	37	100.00%	0	0.00%	37	0	0	0	0	0	0	0	0	0
(3V15) (657QD) Heartland Street, IL	918	912	99.35%	6	0.65%	852	35	25	6	0	0	0	1.56	11.14	0.27
(3V15) (657A4) Poplar Bluff, MO HCS	12,330	11,963	97.02%	367	2.98%	10,497	645	821	307	40	12	8	3.53	6.73	6.21
(3V15) (657A4) Poplar Bluff, MO (John J. Pershing)	7,080	6,800	96.05%	280	3.95%	5,850	386	564	234	32	8	6	4.83	7.05	6.89
(3V15) (657GF) West Plains, MO	1,199	1,182	98.58%	17	1.42%	1,081	61	40	17	0	0	0	1.49	4.91	6.64
(3V15) (657GG) Paragould, AR	736	732	99.46%	4	0.54%	667	35	30	2	2	0	0	2.41	0.00	2.32
(3V15) (657GH) Cape Girardeau, MO	1,271	1,235	97.17%	36	2.83%	1,070	62	103	27	4	3	2	4.15	1.60	10.66
(3V15) (657GI) Farmington, MO	1,241	1,222	98.47%	19	1.53%	1,119	64	39	19	0	0	0	3.51	2.08	3.11
(3V15) (657GN) Salem, MO	92	92	100.00%	0	0.00%	87	4	1	0	0	0	0	0	0.98	0
(3V15) (657GV) Sikeston, MO	534	523	97.94%	11	2.06%	460	23	40	8	2	1	0	4.41	0.46	7.37
(3V15) (657GW) Pocahontas, AR	177	177	100.00%	0	0.00%	163	10	4	0	0	0	0	1.22	0	2.21
(3V15) (657) St. Louis, MO HCS	38,582	36,850	95.51%	1,732	4.49%	31,526	2,566	2,758	1,248	343	81	60	5.19	7.40	3.24
(3V15) (657) St. Louis-John Cochran, MO (John Cochran)	19,415	18,211	93.80%	1,204	6.20%	15,064	1,368	1,779	834	261	66	43	10.28	7.75	5.59
(3V15) (657A0) St. Louis-Jefferson Barracks, MO	11,238	10,870	96.73%	368	3.27%	9,639	651	580	290	55	12	11	5.70	7.76	2.64
(3V15) (657GA) Shiloh, IL (St. Clair County)	877	855	97.49%	22	2.51%	745	61	49	14	7	0	1	3.83	1.34	4.44
(3V15) (657GB) St. Louis County, MO	1,029	1,023	99.42%	6	0.58%	948	49	26	5	1	0	0	2.00	2.30	2.56
(3V15) (657GD) St. Charles County-OFallon, MO	1,019	970	95.19%	49	4.81%	878	44	48	38	8	1	2	5.16	2.02	7.41
(3V15) (657GS) Washington, MO (Franklin County)	540	538	99.63%	2	0.37%	503	21	14	1	0	1	0	2.38	1.22	0.72
(3V15) (657GX) Washington Avenue, St Louis, MO	1,154	1,133	98.18%	21	1.82%	1,035	44	54	18	2	0	1	3.06	1.52	1.48

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(3V15) (657GY) Manchester, MO	1,085	1,064	98.06%	21	1.94%	900	84	80	14	5	1	1	4.62	2.68	7.93	
(3V15) (657MA) IDES Scott AFB	30	30	100.00%	0	0.00%	30	0	0	0	0	0	0	0	0.00	0.00	
(3V15) (657QA) Olive Street, MO	1,554	1,529	98.39%	25	1.61%	1,277	150	102	20	4	0	1	4.22	4.29	3.45	
(3V15) (657QB) Washington Boulevard, MO	507	493	97.24%	14	2.76%	425	50	18	14	0	0	0	5.15			
(3V15) (657QE) Scott Air Force Base, IL	134	134	100.00%	0	0.00%	82	44	8	0	0	0	0	5.59	5.47		
(4V16) (502) Alexandria, LA HCS	19,110	17,975	94.06%	1,135	5.94%	15,840	951	1,184	767	228	75	65	3.59	10.92	6.41	
(4V16) (502) Alexandria, LA	11,404	10,554	92.55%	850	7.45%	9,254	561	739	577	156	61	56	4.30	11.33	7.63	
(4V16) (502GA) Jennings, LA	561	555	98.93%	6	1.07%	516	21	18	6	0	0	0	0.59	2.70	5.03	
(4V16) (502GB) Lafayette, LA	3,097	2,967	95.80%	130	4.20%	2,578	193	196	66	53	8	3	4.04	12.17	0.00	
(4V16) (502GE) Lake Charles, LA	1,519	1,458	95.98%	61	4.02%	1,290	64	104	52	3	3	3	3.80	3.71	6.97	
(4V16) (502GF) Fort Polk, LA	1,072	1,053	98.23%	19	1.77%	961	43	49	13	3	1	2	2.41	19.21	5.72	
(4V16) (502GG) Natchitoches, LA	441	436	98.87%	5	1.13%	429	4	3	5	0	0	0	1.43	0.00	0.84	
(4V16) (502QB) Lafayette Campus B, LA	1,016	952	93.70%	64	6.30%	812	65	75	48	13	2	1		6.11		
(4V16) (520) Gulf Coast, MS HCS	40,410	38,263	94.69%	2,147	5.31%	33,926	2,120	2,217	1,364	434	188	161	8.20	6.22	5.03	
(4V16) (520) Biloxi, MS	17,150	16,451	95.92%	699	4.08%	14,886	794	771	455	123	56	65	9.91	4.91	5.57	
(4V16) (520BZ) Pensacola, FL	13,287	12,239	92.11%	1,048	7.89%	10,458	850	931	674	210	111	53	9.87	7.97	5.61	
(4V16) (520GA) Mobile, AL	4,645	4,498	96.84%	147	3.16%	4,158	175	165	83	33	7	24	7.25	3.52	2.59	
(4V16) (520GB) Panama City Beach, FL	1,896	1,766	93.14%	130	6.86%	1,522	106	138	72	40	6	12	6.52	7.84	8.86	
(4V16) (520GC) Eglin Air Force Base, FL	2,546	2,475	97.21%	71	2.79%	2,124	170	181	52	11	5	3	5.02	6.28	4.04	
(4V16) (520QA) Panama City Beach West, FL	886	834	94.13%	52	5.87%	778	25	31	28	17	3	4		4.24	7.98	
(4V16) (564) Fayetteville, AR HCS	31,479	30,583	97.15%	896	2.85%	27,561	1,410	1,612	749	90	35	22	3.26	6.98	2.59	
(4V16) (564) Fayetteville, AR	15,181	14,531	95.72%	650	4.28%	12,689	808	1,034	563	54	20	13	3.09	8.82	2.01	
(4V16) (564BY) Mount Vernon, MO (Gene Taylor)	6,881	6,747	98.05%	134	1.95%	6,213	300	234	106	13	11	4	4.71	4.08	4.22	
(4V16) (564GA) Harrison, AR	89	89	100.00%	0	0.00%	89	0	0	0	0	0	0	0.00		0.73	
(4V16) (564GB) Fort Smith, AR	4,377	4,345	99.27%	32	0.73%	4,100	131	114	19	11	1	1	1.78	7.50	2.37	
(4V16) (564GC) Branson, MO	2,688	2,662	99.03%	26	0.97%	2,485	82	95	22	2	2	0	2.59	2.04	2.09	
(4V16) (564GD) Ozark, AR	400	382	95.50%	18	4.50%	334	24	24	8	8	0	2	7.48	2.75	4.85	
(4V16) (564GE) Jay, OK	620	620	100.00%	0	0.00%	610	5	5	0	0	0	0	0.35	1.55	0.89	
(4V16) (564QA) Township, AR	416	416	100.00%	0	0.00%	416	0	0	0	0	0	0				
(4V16) (564QB) Sunbridge, AR	827	791	95.65%	36	4.35%	625	60	106	31	2	1	2		8.14		
(4V16) (580) Houston, TX HCS	75,873	74,035	97.58%	1,838	2.42%	67,773	3,126	3,136	1,447	251	79	61	3.50	3.54	2.63	
(4V16) (580) Houston, TX (Michael E. DeBakey)	49,398	48,313	97.80%	1,085	2.20%	43,847	2,188	2,278	883	141	37	24	3.62	3.54	2.42	
(4V16) (580BY) Beaumont, TX	3,647	3,580	98.16%	67	1.84%	3,337	135	108	52	9	6	0	3.19	1.99	1.49	
(4V16) (580BZ) Lufkin, TX (Charles Wilson)	2,722	2,601	95.55%	121	4.45%	2,282	185	134	65	20	17	19	3.23	15.51	2.75	
(4V16) (580GC) Galveston, TX	724	721	99.59%	3	0.41%	690	10	21	2	1	0	0	0.62	0.15	1.61	
(4V16) (580GD) Conroe, TX	4,819	4,587	95.19%	232	4.81%	4,287	152	148	171	43	12	6	6.32	2.29	3.43	
(4V16) (580GE) Katy, TX	3,662	3,575	97.62%	87	2.38%	3,294	138	143	80	6	0	1	2.42	3.64	3.30	
(4V16) (580GF) Lake Jackson, TX	991	980	98.89%	11	1.11%	901	40	39	8	3	0	0	1.40	0.00	4.43	
(4V16) (580GG) Richmond, TX	2,593	2,525	97.38%	68	2.62%	2,293	103	129	59	6	0	3	3.08	3.49	3.63	
(4V16) (580GH) Tomball, TX	4,175	4,034	96.62%	141	3.38%	3,876	79	79	108	19	7	7	3.25	2.66	2.99	
(4V16) (580GJ) Texas City, TX	3,142	3,119	99.27%	23	0.73%	2,966	96	57	19	3	0	1	2.36	1.54	1.14	
(4V16) (586) Jackson, MS HCS	25,475	24,289	95.34%	1,186	4.66%	21,904	1,056	1,329	890	172	74	50	3.77	8.01	1.83	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(4V16) (586) Jackson, MS (G.V. (Sonny) Montgomery)	20,581	19,669	95.57%	912	4.43%	17,873	778	1,018	700	128	47	37	3.75	7.17	1.78	
(4V16) (586GA) Kosciusko, MS	369	358	97.02%	11	2.98%	321	11	26	10	1	0	0	3.05	58.50	0.88	
(4V16) (586GB) Meridian, MS	609	593	97.37%	16	2.63%	511	52	30	12	2	1	1	3.96	0.43	5.57	
(4V16) (586GC) Greenville, MS	482	460	95.44%	22	4.56%	381	38	41	18	2	1	1	4.95	42.75	4.04	
(4V16) (586GD) Hattiesburg, MS	1,416	1,387	97.95%	29	2.05%	1,296	37	54	21	6	1	1	2.00	37.32	0.56	
(4V16) (586GE) Natchez, MS	394	383	97.21%	11	2.79%	348	17	18	7	2	0	2	5.21		0.11	
(4V16) (586GF) Columbus, MS	474	465	98.10%	9	1.90%	416	30	19	7	1	0	1	3.20	0.00	2.41	
(4V16) (586GG) McComb, MS	423	388	91.73%	35	8.27%	334	19	35	33	1	1	0	6.18	21.00	5.79	
(4V16) (586QB) Dogwood View Parkway, MS	727	586	80.61%	141	19.39%	424	74	88	82	29	23	7		16.49		
(4V16) (598) Little Rock, AR HCS	43,615	41,795	95.83%	1,820	4.17%	37,041	2,220	2,534	1,354	311	92	63	3.64	7.40	2.22	
(4V16) (598) Little Rock, AR (John L. McClellan)	16,908	16,044	94.89%	864	5.11%	13,631	1,026	1,387	652	141	38	33	1.82	7.23	2.95	
(4V16) (598A0) North Little Rock, AR (Eugene J. Towbin Healthcare Center)	17,800	17,124	96.20%	676	3.80%	15,443	838	843	480	133	41	22	4.42	8.00	1.79	
(4V16) (598GA) Mountain Home, AR	937	926	98.83%	11	1.17%	869	27	30	10	1	0	0	1.72	8.08	2.23	
(4V16) (598GB) El Dorado, AR	1,029	1,020	99.13%	9	0.87%	985	26	9	7	1	0	1	1.31	1.11	3.27	
(4V16) (598GC) Hot Springs, AR	1,928	1,879	97.46%	49	2.54%	1,713	71	95	38	4	4	3	3.35	3.23	4.04	
(4V16) (598GD) Mena, AR	458	456	99.56%	2	0.44%	406	33	17	2	0	0	0	2.97	0.00	1.21	
(4V16) (598GE) Pine Bluff, AR	1,125	1,102	97.96%	23	2.04%	1,030	50	22	20	2	0	1	3.51	3.30	3.69	
(4V16) (598GF) Searcy, AR	1,221	1,138	93.20%	83	6.80%	1,040	55	43	70	11	1	1	5.63	2.26	2.75	
(4V16) (598GG) Conway, AR	1,516	1,414	93.27%	102	6.73%	1,272	74	68	74	18	8	2	4.32	10.12	5.16	
(4V16) (598GH) Russellville, AR	693	692	99.86%	1	0.14%	652	20	20	1	0	0	0	1.40	3.88	1.14	
(4V16) (629) New Orleans, LA HCS	41,668	39,213	94.11%	2,455	5.89%	33,972	2,445	2,796	1,736	432	176	111	4.83	8.63	5.17	
(4V16) (629) New Orleans, LA	28,727	26,649	92.77%	2,078	7.23%	22,898	1,699	2,052	1,434	396	161	87	5.92	9.21	6.08	
(4V16) (629BY) Baton Rouge, LA	4,567	4,383	95.97%	184	4.03%	3,766	313	304	147	19	2	16	4.71	7.24	3.21	
(4V16) (629GA) Houma, LA	948	923	97.36%	25	2.64%	810	67	46	17	7	1	0	3.82	4.75	5.49	
(4V16) (629GB) Hammond, LA	2,143	2,102	98.09%	41	1.91%	1,749	128	225	35	0	4	2	3.59	7.59	4.98	
(4V16) (629GC) Slidell, LA	1,574	1,525	96.89%	49	3.11%	1,425	59	41	38	3	2	6	6.15	4.62	0.55	
(4V16) (629GD) St. John, LA	688	686	99.71%	2	0.29%	651	22	13	2	0	0	0	2.21	0.96	2.17	
(4V16) (629GE) Franklin, LA	256	256	100.00%	0	0.00%	248	6	2	0	0	0	0	0.55	0.00	1.61	
(4V16) (629GF) Bogalusa, LA	385	385	100.00%	0	0.00%	373	10	2	0	0	0	0	0.97	1.00	1.13	
(4V16) (629QA) Baton Rouge South, LA	2,380	2,304	96.81%	76	3.19%	2,052	141	111	63	7	6	0		4.55	6.43	
(4V16) (667) Shreveport, LA HCS	22,433	21,246	94.71%	1,187	5.29%	18,797	1,148	1,301	747	263	116	61	3.94	6.62	3.99	
(4V16) (667) Shreveport, LA (Overton Brooks)	17,055	16,025	93.96%	1,030	6.04%	14,010	908	1,107	642	226	105	57	3.93	7.48	2.75	
(4V16) (667GA) Texarkana, AR	1,764	1,720	97.51%	44	2.49%	1,499	124	97	27	12	5	0	5.33	0.42	4.18	
(4V16) (667GB) Monroe, LA	1,523	1,500	98.49%	23	1.51%	1,432	44	24	14	6	1	2	1.93	1.00	2.15	
(4V16) (667GC) Longview, TX	1,832	1,742	95.09%	90	4.91%	1,597	72	73	64	19	5	2	4.25	0.61	11.98	
(4V16) (667QA) Knight Street, LA	259	259	100.00%	0	0.00%	259	0	0	0	0	0	0		0.00		
(4V17) (549) Dallas, TX HCS	75,869	71,433	94.15%	4,436	5.85%	62,214	3,964	5,255	2,999	811	323	303	7.82	9.56	3.82	
(4V17) (549) Dallas, TX	44,352	41,744	94.12%	2,608	5.88%	37,123	1,841	2,780	1,769	492	184	163	8.15	9.99	2.38	
(4V17) (549A4) Bonham, TX (Sam Rayburn Center)	6,827	6,500	95.21%	327	4.79%	5,629	426	445	293	28	3	3	3.61	8.86	1.02	
(4V17) (549BY) Fort Worth, TX	15,880	14,869	93.63%	1,011	6.37%	12,108	1,149	1,612	673	179	88	71	7.98	8.41	6.53	
(4V17) (549GD) Denton, TX	1,739	1,686	96.95%	53	3.05%	1,365	211	110	44	8	0	1	6.03	24.43	2.78	
(4V17) (549GE) Bridgeport, TX	310	310	100.00%	0	0.00%	293	15	2	0	0	0	0	2.39	0.00	1.79	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(4V17) (549GF) Granbury, TX	295	292	98.98%	3	1.02%	260	23	9	1	1	1	0	2.84	100.00	1.38	
(4V17) (549GH) Greenville, TX	598	558	93.31%	40	6.69%	517	28	13	29	10	1	0	2.52	37.24	18.96	
(4V17) (549GJ) Sherman, TX	751	722	96.14%	29	3.86%	609	69	44	27	2	0	0	5.16	7.20	3.60	
(4V17) (549GK) Polk Street, TX	1,169	1,153	98.63%	16	1.37%	1,084	33	36	12	3	1	0	2.36	4.36	2.52	
(4V17) (549GL) Plano, TX	2,156	2,040	94.62%	116	5.38%	1,828	106	106	75	22	9	10	7.79	9.97	6.03	
(4V17) (549QC) Broadway, TX	1,792	1,559	87.00%	233	13.00%	1,398	63	98	76	66	36	55	31.34	8.79	5.05	
(4V17) (671) San Antonio, TX HCS	57,681	55,514	96.24%	2,167	3.76%	48,836	3,051	3,627	1,579	414	118	56	3.72	6.10	3.25	
(4V17) (671) San Antonio, TX (Audie L. Murphy)	31,152	29,872	95.89%	1,280	4.11%	26,185	1,667	2,020	1,008	179	65	28	6.23	5.91	2.12	
(4V17) (671A4) Kerrville, TX	3,193	3,078	96.40%	115	3.60%	2,756	160	162	101	11	0	3	4.55	4.32	1.76	
(4V17) (671BU) San Antonio, TX - VADOM	215	215	100.00%	0	0.00%	215	0	0	0	0	0	0			0.02	
(4V17) (671BY) San Antonio-Eckert Road, TX (Frank M. Tejeda)	6,121	6,001	98.04%	120	1.96%	5,224	308	469	89	19	9	3	3.66	6.35	3.80	
(4V17) (671GB) Victoria, TX	943	911	96.61%	32	3.39%	835	36	40	23	6	1	2	3.83	2.99	3.40	
(4V17) (671GF) South Bexar County, TX	1,246	1,231	98.80%	15	1.20%	1,118	69	44	12	2	0	1	2.56		5.09	
(4V17) (671GH) Beeville, TX	169	168	99.41%	1	0.59%	162	4	2	1	0	0	0		1.09		
(4V17) (671GK) San Antonio-NW 410, TX	1,580	1,579	99.94%	1	0.06%	1,467	71	41	1	0	0	0		0.51		
(4V17) (671GL) New Braunfels, TX	340	337	99.12%	3	0.88%	300	24	13	3	0	0	0		2.55		
(4V17) (671GN) Seguin, TX	101	100	99.01%	1	0.99%	92	4	4	1	0	0	0		1.97		
(4V17) (671GO) North Central Federal, TX	2,951	2,853	96.68%	98	3.32%	2,576	147	130	85	6	4	3	2.83	2.00	5.55	
(4V17) (671GP) Balcones Heights, TX	2,217	2,195	99.01%	22	0.99%	2,003	97	95	17	0	4	1	3.43	1.83	0.67	
(4V17) (671GQ) Shavano Park, TX	1,118	1,053	94.19%	65	5.81%	929	66	58	61	2	2	0		6.13	3.74	
(4V17) (671PA) San Antonio SARRTP	137	136	99.27%	1	0.73%	91	11	34	1	0	0	0			1.68	
(4V17) (671QB) Data Point, TX	6,198	5,785	93.34%	413	6.66%	4,883	387	515	176	189	33	15			7.15	
(4V17) (674) Temple, TX HCS	68,130	63,839	93.70%	4,291	6.30%	55,956	3,264	4,619	2,913	837	342	199	5.99	9.55	5.11	
(4V17) (674) Temple, TX (Olin E. Teague Center)	36,492	33,879	92.84%	2,613	7.16%	29,274	1,906	2,699	1,689	534	257	133	9.22	10.30	6.90	
(4V17) (674A4) Waco, TX (Doris Miller)	6,756	6,562	97.13%	194	2.87%	6,075	234	253	143	31	10	10	2.74	5.71	1.45	
(4V17) (674BY) Austin, TX	17,132	16,042	93.64%	1,090	6.36%	13,918	786	1,338	834	172	53	31	4.05	8.73	5.11	
(4V17) (674GA) Palestine, TX	1,035	1,025	99.03%	10	0.97%	924	62	39	7	1	0	2	2.36	15.07	2.93	
(4V17) (674GB) Brownwood, TX	1,230	1,198	97.40%	32	2.60%	1,141	30	27	22	7	2	1	1.11	13.88	2.30	
(4V17) (674GC) Bryan, TX	1,923	1,890	98.28%	33	1.72%	1,735	71	84	25	3	3	2	2.42	14.48	3.07	
(4V17) (674GD) Cedar Park, TX	1,968	1,863	94.66%	105	5.34%	1,622	133	108	66	26	7	6	5.15	18.30	2.66	
(4V17) (674GF) Temple-General Bruce Drive, TX	1,343	1,132	84.29%	211	15.71%	1,030	37	65	125	62	10	14	13.52	15.81	1.75	
(4V17) (674HB) LaGrange, TX	251	248	98.80%	3	1.20%	237	5	6	2	1	0	0			2.32	
(4V17) (504) Amarillo, TX HCS	18,063	17,373	96.18%	690	3.82%	15,809	669	895	403	123	77	87	4.29	8.61	1.88	
(4V17) (504) Amarillo, TX (Thomas E. Creek)	12,936	12,373	95.65%	563	4.35%	11,340	480	553	340	78	65	80	3.86	8.74	3.06	
(4V17) (504BY) Lubbock, TX	4,135	4,020	97.22%	115	2.78%	3,544	159	317	55	43	11	6	5.07	8.83	0.53	
(4V17) (504BZ) Clovis, NM	868	859	98.96%	9	1.04%	823	19	17	7	2	0	0	2.64	0.00	0.52	
(4V17) (504GA) Childress, TX	73	70	95.89%	3	4.11%	58	8	4	1	0	1	1	10.07		1.44	
(4V17) (504HB) Dalhart, TX	51	51	100.00%	0	0.00%	44	3	4	0	0	0	0		3.60		2.50
(4V17) (519) Big Spring, TX HCS	7,253	7,036	97.01%	217	2.99%	6,086	459	491	176	21	8	12	5.20	4.28	5.36	
(4V17) (519) Big Spring, TX (George H. O'Brien, Jr.)	2,658	2,592	97.52%	66	2.48%	2,215	173	204	49	10	4	3	5.82	4.13	4.30	
(4V17) (519GA) Permian Basin, TX	1,593	1,546	97.05%	47	2.95%	1,317	125	104	41	1	1	4	5.12	4.66	5.47	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(4V17) (519GB) Hobbs, NM	225	224	99.56%	1	0.44%	209	8	7	1	0	0	0	0.94	0.00	6.10	
(4V17) (519GD) Fort Stockton, TX	28	20	71.43%	8	28.57%	15	2	3	7	1	0	0	15.93			
(4V17) (519HC) Abilene, TX	1,730	1,676	96.88%	54	3.12%	1,414	117	145	43	5	1	5	5.80	4.83	7.14	
(4V17) (519HD) Stamford, TX	21	21	100.00%	0	0.00%	18	3	0	0	0	0	0	2.67			
(4V17) (519HF) San Angelo, TX	998	957	95.89%	41	4.11%	898	31	28	35	4	2	0	4.51	3.04	3.92	
(4V17) (756) El Paso, TX HCS	22,011	21,469	97.54%	542	2.46%	19,000	1,230	1,239	433	88	12	9	2.67	4.62	4.95	
(4V17) (756) El Paso, TX	17,881	17,379	97.19%	502	2.81%	15,302	997	1,080	396	85	12	9	3.09	4.72	5.60	
(4V17) (756GA) Las Cruces, NM	1,772	1,738	98.08%	34	1.92%	1,566	97	75	32	2	0	0	2.90	0.15	3.44	
(4V17) (756GB) El Paso Eastside, TX	2,198	2,192	99.73%	6	0.27%	2,018	91	83	5	1	0	0	1.00	4.71	2.19	
(4V17) (756MA) IDES Fort Bliss	160	160	100.00%	0	0.00%	114	45	1	0	0	0	0		3.49	10.00	
(4V17) (740) Texas Valley Coastal Bend HCS	19,987	19,391	97.02%	596	2.98%	17,863	705	823	422	91	36	47	2.01	9.91	1.72	
(4V17) (740) Harlingen, TX	3,477	3,324	95.60%	153	4.40%	2,893	190	241	111	23	16	3		6.96	2.43	
(4V17) (740GA) Harlingen-Treasure Hills, TX	4,029	3,905	96.92%	124	3.08%	3,645	107	153	66	24	12	22	1.21	19.76	0.46	
(4V17) (740GB) McAllen, TX	5,135	5,066	98.66%	69	1.34%	4,848	129	89	55	8	4	2	1.54	6.46	0.90	
(4V17) (740GC) Corpus Christi, TX	2,615	2,537	97.02%	78	2.98%	2,418	52	67	67	8	0	3	3.53	0.01	0.27	
(4V17) (740GD) Laredo, TX	1,506	1,484	98.54%	22	1.46%	1,402	52	30	19	1	0	2	2.49	1.65	1.82	
(4V17) (740GH) South Enterprize, TX	3,187	3,037	95.29%	150	4.71%	2,620	174	243	104	27	4	15	0.56	8.85	2.68	
(4V17) (740GI) Old Brownsville, TX	31	31	100.00%	0	0.00%	30	1	0	0	0	0	0				
(4V17) (740QA) Texas Valley Coastal Bend, TX - Mobile	7	7	100.00%	0	0.00%	7	0	0	0	0	0	0	0.00			
(4V19) (623) Muskogee, OK HCS	25,873	24,857	96.07%	1,016	3.93%	22,319	1,248	1,290	736	171	64	45	2.73	6.87	5.81	
(4V19) (623) Muskogee, OK (Jack C. Montgomery)	12,005	11,347	94.52%	658	5.48%	10,237	485	625	474	117	46	21	1.71	7.82	4.49	
(4V19) (623BY) Tulsa, OK (Ernest Childers)	8,148	7,961	97.70%	187	2.30%	6,965	549	447	134	31	7	15	3.68	5.84	8.67	
(4V19) (623GA) Hartshorne, OK	685	685	100.00%	0	0.00%	630	31	24	0	0	0	0	0.238	2.14	1.26	
(4V19) (623GB) Vinita, OK	846	845	99.88%	1	0.12%	827	16	2	0	0	1	0	0.75	7.40	0.14	
(4V19) (623GC) Idabel, OK (McCurtain County)	477	473	99.16%	4	0.84%	456	7	10	4	0	0	0	0.73	54.00	7.38	
(4V19) (623QA) Muskogee-Shawnee Road, OK (Jack C. Montgomery)	832	820	98.56%	12	1.44%	747	41	32	11	1	0	0			3.17	
(4V19) (623QB) Tulsa Eleventh Street, OK	2,230	2,101	94.22%	129	5.78%	1,880	94	127	93	20	10	6			8.40	
(4V19) (623QC) Yale Avenue, OK	650	625	96.15%	25	3.85%	577	25	23	20	2	0	3			3.94	
(4V19) (635) Oklahoma City, OK HCS	40,724	39,582	97.20%	1,142	2.80%	36,103	1,603	1,876	857	186	66	33	2.65	5.98	2.42	
(4V19) (635) Oklahoma City, OK	31,298	30,269	96.71%	1,029	3.29%	27,481	1,255	1,533	786	162	52	29	2.56	6.06	2.39	
(4V19) (635GA) Lawton, OK	2,672	2,624	98.20%	48	1.80%	2,414	89	121	33	10	5	0	3.28	4.91	2.20	
(4V19) (635GB) Wichita Falls, TX	966	961	99.48%	5	0.52%	912	27	22	4	1	0	0	1.99	2.76	0.72	
(4V19) (635GC) Blackwell, OK	166	165	99.40%	1	0.60%	150	13	2	1	0	0	0	1.36	10.50	3.56	
(4V19) (635GD) Ada, OK	394	387	98.22%	7	1.78%	370	11	6	4	1	1	1	1.93	4.19	5.90	
(4V19) (635GE) Stillwater, OK	398	398	100.00%	0	0.00%	368	13	17	0	0	0	0	1.92	0.65	1.11	
(4V19) (635GF) Altus, OK	225	224	99.56%	1	0.44%	195	18	11	1	0	0	0	2.26	0.29	4.81	
(4V19) (635GG) Enid, OK	229	228	99.56%	1	0.44%	224	3	1	1	0	0	0	0.18	1.40	2.02	
(4V19) (635HB) Ardmore, OK	413	388	93.95%	25	6.05%	355	18	15	8	7	8	2	9.25	1.50	4.30	
(4V19) (635PA) Oklahoma City, OK - PRRTP	46	46	100.00%	0	0.00%	46	0	0	0	0	0	0				
(4V19) (635QA) North May, OK	1,241	1,229	99.03%	12	0.97%	1,119	45	65	10	1	0	1	3.39	4.59	0.00	
(4V19) (635QB) South Oklahoma City, OK	2,676	2,663	99.51%	13	0.49%	2,469	111	83	9	4	0	0	1.46	5.05	3.16	
(4V19) (436) Montana HCS	18,916	17,585	92.96%	1,331	7.04%	15,550	934	1,101	844	296	76	115	4.78	11.28	4.54	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(4V19) (436) Fort Harrison, MT	6,574	5,985	91.04%	589	8.96%	5,087	432	466	362	152	30	45	7.29	13.38	6.97	
(4V19) (436A4) Miles City, MT	264	251	95.08%	13	4.92%	229	10	12	10	1	1	1	3.20	1.99	7.57	
(4V19) (436GA) Anaconda, MT	423	391	92.43%	32	7.57%	372	10	9	26	2	1	3	5.96	0.00	6.18	
(4V19) (436GB) Great Falls, MT	1,503	1,453	96.67%	50	3.33%	1,390	33	30	39	4	2	5	1.97	2.52	2.10	
(4V19) (436GC) Missoula, MT	2,194	2,069	94.30%	125	5.70%	1,868	98	103	65	32	10	18	4.60	11.74	3.72	
(4V19) (436GD) Bozeman, MT	913	877	96.06%	36	3.94%	793	31	53	27	2	3	4	5.55	16.00	2.85	
(4V19) (436GF) Kalispell, MT	1,429	1,396	97.69%	33	2.31%	1,271	64	61	23	5	3	2	1.68	8.09	5.49	
(4V19) (436GH) Billings, MT	4,416	4,072	92.21%	344	7.79%	3,579	213	280	244	70	14	16	4.22	8.96	3.28	
(4V19) (436GI) Glasgow, MT	124	121	97.58%	3	2.42%	107	2	12	3	0	0	0	0	3.31	8.50	2.63
(4V19) (436GK) Glendive, MT	70	70	100.00%	0	0.00%	66	2	2	0	0	0	0	0	0.60	1.75	2.94
(4V19) (436GL) Cut Bank, MT	166	160	96.39%	6	3.61%	136	5	19	5	0	0	1	8.27	0.00	1.16	
(4V19) (436GM) Lewistown, MT	209	192	91.87%	17	8.13%	180	9	3	4	8	1	4	5.42	20.44	1.91	
(4V19) (436HC) Havre, MT (Merril Lundman)	209	198	94.74%	11	5.26%	177	7	14	5	2	1	3	6.28	27.20	7.41	
(4V19) (436QA) Hamilton, MT	181	153	84.53%	28	15.47%	135	7	11	9	8	4	7	22.46	21.57	2.58	
(4V19) (436QB) Plentywood, MT	15	15	100.00%	0	0.00%	15	0	0	0	0	0	0	0.00		0.50	
(4V19) (436QC) Helena, MT	226	182	80.53%	44	19.47%	145	11	26	22	10	6	6				
(4V19) (442) Cheyenne, WY HCS	13,064	12,321	94.31%	743	5.69%	10,811	663	847	499	143	67	34	4.36	7.93	4.37	
(4V19) (442) Cheyenne, WY	7,594	7,171	94.43%	423	5.57%	6,316	350	505	279	94	25	25	4.25	7.60	2.39	
(4V19) (442GB) Sidney, NE	180	176	97.78%	4	2.22%	165	5	6	3	0	1	0	2.32	5.29	1.82	
(4V19) (442GC) Fort Collins, CO	1,851	1,765	95.35%	86	4.65%	1,560	101	104	70	8	7	1	3.79	7.82	4.82	
(4V19) (442GD) Loveland, CO	2,822	2,612	92.56%	210	7.44%	2,227	184	201	132	37	33	8	6.55	8.80	8.99	
(4V19) (442HK) Wheatland 1, WY - Mobile	297	285	95.96%	12	4.04%	250	12	23	8	3	1	0	4.92		2.09	
(4V19) (442QA) Rawlins, WY	242	236	97.52%	6	2.48%	221	8	7	5	1	0	0	1.00	16.94	1.30	
(4V19) (442QB) Torrington-Cheyenne 2, WY - Mobile	78	76	97.44%	2	2.56%	72	3	1	2	0	0	0	0	1.76		2.67
(4V19) (554) Denver, CO HCS	49,604	44,680	90.07%	4,924	9.93%	37,581	3,169	3,930	3,242	1,144	337	201	6.85	12.70	8.06	
(4V19) (554) Aurora, CO (Rocky Mountain Regional)	24,435	21,733	88.94%	2,702	11.06%	18,093	1,554	2,086	1,698	673	216	115	8.92	12.74	8.16	
(4V19) (554A5) Denver, CO	646	642	99.38%	4	0.62%	525	83	34	3	1	0	0	3.56	5.60	0.70	
(4V19) (554GB) Aurora, CO	1,684	1,635	97.09%	49	2.91%	1,393	134	108	44	2	3	0	4.11	6.06	5.22	
(4V19) (554GC) Golden, CO	4,443	4,174	93.95%	269	6.05%	3,460	335	379	233	30	3	3	6.12	7.90	5.42	
(4V19) (554GD) Pueblo, CO (PFC James Dunn)	4,062	3,847	94.71%	215	5.29%	3,384	211	252	161	34	16	4	8.66	5.98	3.74	
(4V19) (554GE) Colorado Springs, CO (PFC Floyd K. Lindstrom)	11,987	10,434	87.04%	1,553	12.96%	8,898	650	886	990	391	98	74	7.54	16.27	11.28	
(4V19) (554GF) Alamosa, CO	469	458	97.65%	11	2.35%	385	45	28	10	0	0	1	2.84	9.15	3.72	
(4V19) (554GG) La Junta, CO	439	434	98.86%	5	1.14%	411	14	9	5	0	0	0	0.52	4.11	3.47	
(4V19) (554GH) Lamar, CO	122	118	96.72%	4	3.28%	107	7	4	1	1	1	1	17.53	0.00	8.17	
(4V19) (554GI) Burlington, CO	138	138	100.00%	0	0.00%	126	11	1	0	0	0	0	1.45	2.60	2.56	
(4V19) (554MA) IDES Fort Carson	144	142	98.61%	2	1.39%	96	33	13	1	1	0	0		8.45	2.74	
(4V19) (554QA) Denver - Santa Fe Drive, CO	1	0	0.00%	1	100.00%	0	0	0	1	0	0	0			47.00	
(4V19) (554QB) Jewell, CO	915	809	88.42%	106	11.58%	600	83	126	93	10	0	3		21.42		
(4V19) (554QC) Salida, CO	119	116	97.48%	3	2.52%	103	9	4	2	1	0	0	3.89	11.00	13.44	
(4V19) (575) Grand Junction, CO HCS	9,815	9,387	95.64%	428	4.36%	8,136	657	594	305	80	26	17	5.74	7.14	1.93	
(4V19) (575) Grand Junction, CO	8,833	8,440	95.55%	393	4.45%	7,329	595	516	277	74	25	17	6.38	7.14	1.98	
(4V19) (575GA) Montrose, CO	617	599	97.08%	18	2.92%	497	48	54	14	3	1	0	4.19	5.81	2.16	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(4V19) (575GB) Craig, CO (Major William Edward Adams)	82	76	92.68%	6	7.32%	67	4	5	5	1	0	0	1.91	14.73	2.78	
(4V19) (575QA) Glenwood Springs, CO	198	190	95.96%	8	4.04%	169	9	12	6	2	0	0	3.65	10.55	0.80	
(4V19) (575QB) Moab, UT	85	82	96.47%	3	3.53%	74	1	7	3	0	0	0	0.51	7.63	0.11	
(4V19) (660) Salt Lake City, UT HCS	29,784	27,156	91.18%	2,628	8.82%	22,773	1,993	2,390	1,798	414	146	270	9.42	12.11	4.83	
(4V19) (660) Salt Lake City, UT (George E. Wahlen)	21,620	19,334	89.43%	2,286	10.57%	15,875	1,478	1,981	1,605	378	125	178	7.99	11.19	3.92	
(4V19) (660GA) Pocatello, ID	1,680	1,632	97.14%	48	2.86%	1,312	171	149	42	5	1	0	2.27	12.66	7.38	
(4V19) (660GB) Ogden, UT	1,796	1,716	95.55%	80	4.45%	1,537	100	79	59	16	2	3	5.64	4.87	9.81	
(4V19) (660GD) Roosevelt, UT	142	140	98.59%	2	1.41%	134	5	1	1	1	0	0	0.86	4.88	4.38	
(4V19) (660GE) Orem, UT	1,112	1,068	96.04%	44	3.96%	985	50	33	20	2	4	18	13.65	12.71	3.28	
(4V19) (660GG) St. George, UT	1,579	1,475	93.41%	104	6.59%	1,323	99	53	27	2	11	64	39.35	42.54	3.68	
(4V19) (660GJ) Western Salt Lake, UT	1,236	1,203	97.33%	33	2.67%	1,063	73	67	26	3	0	4	7.64	6.38	1.20	
(4V19) (660GK) Elko, NV	82	76	92.68%	6	7.32%	68	2	6	2	2	0	2	2.47	31.13	15.18	
(4V19) (660MA) IDES Hill AFB	19	19	100.00%	0	0.00%	19	0	0	0	0	0	0	0.00	0.00	0.00	
(4V19) (660QA) Idaho Falls, ID	380	363	95.53%	17	4.47%	350	9	4	10	5	2	0	0.56	9.00	39.00	
(4V19) (660QB) Price, UT	138	130	94.20%	8	5.80%	107	6	17	6	0	1	1	9.39	21.50	8.27	
(4V19) (666) Sheridan, WY HCS	6,024	5,846	97.05%	178	2.95%	5,187	332	327	147	22	3	6	3.38	6.57	4.20	
(4V19) (666) Sheridan, WY	3,295	3,181	96.54%	114	3.46%	2,790	197	194	99	13	1	1	4.71	7.24	2.92	
(4V19) (666GB) Casper, WY	804	784	97.51%	20	2.49%	724	35	25	19	0	1	0	1.78	2.13	7.64	
(4V19) (666GC) Riverton, WY	495	488	98.59%	7	1.41%	464	13	11	4	3	0	0	1.89	2.43	1.93	
(4V19) (666GD) Cody, WY	392	377	96.17%	15	3.83%	313	32	32	10	3	1	1	4.64	9.78	6.59	
(4V19) (666GE) Gillette, WY	357	347	97.20%	10	2.80%	283	26	38	6	3	0	1	5.76	12.29	5.22	
(4V19) (666GF) Rock Springs, WY	380	373	98.16%	7	1.84%	333	19	21	7	0	0	0	2.35	0.25	5.08	
(4V19) (666QA) Afton, WY	150	149	99.33%	1	0.67%	144	3	2	0	0	0	1	2.53	7.00	0.83	
(4V19) (666QB) Evanston, WY	66	63	95.45%	3	4.55%	55	6	2	1	0	0	2	5.71	0.00	18.29	
(4V19) (666QC) Worland, WY	85	84	98.82%	1	1.18%	81	1	2	1	0	0	0	1.06	2.33	2.13	
(5V20) (463) Anchorage, AK HCS	9,408	9,168	97.45%	240	2.55%	8,331	418	419	183	42	8	7	4.56	3.40	5.75	
(5V20) (463) Anchorage, AK	5,565	5,408	97.18%	157	2.82%	4,890	259	259	113	36	3	5	2.39	3.30	6.82	
(5V20) (463BU) Anchorage, AK - VADOM	690	690	100.00%	0	0.00%	687	0	3	0	0	0	0	0.00			
(5V20) (463GA) Fairbanks, AK	1,061	1,015	95.66%	46	4.34%	844	74	97	38	4	3	1	14.62	5.98	6.25	
(5V20) (463GB) Kenai, AK	779	770	98.84%	9	1.16%	727	24	19	8	0	0	1	0.97	2.16	2.14	
(5V20) (463GC) Mat-Su, AK	880	865	98.30%	15	1.70%	783	45	37	15	0	0	0	0.272	8.14	3.42	
(5V20) (463GD) Homer, AK	132	127	96.21%	5	3.79%	115	9	3	4	0	1	0	4.00		3.73	
(5V20) (463GE) Juneau, AK	301	293	97.34%	8	2.66%	285	7	1	5	2	1	0	2.18	0.00	4.77	
(5V20) (531) Boise, ID HCS	19,771	18,915	95.67%	856	4.33%	16,592	996	1,327	653	126	44	33	4.58	7.71	1.31	
(5V20) (531) Boise, ID	16,727	15,966	95.45%	761	4.55%	13,836	911	1,219	600	108	28	25	5.13	7.65	1.30	
(5V20) (531GE) Twin Falls, ID	1,064	1,043	98.03%	21	1.97%	982	21	40	17	3	1	0	3.09	3.14	0.21	
(5V20) (531GG) Caldwell, ID	1,432	1,364	95.25%	68	4.75%	1,264	43	57	32	13	15	8	4.54	12.08	2.86	
(5V20) (531GH) Burns, OR	88	86	97.73%	2	2.27%	85	0	1	0	2	0	0	0.04	2.00	0.00	
(5V20) (531GI) Mountain Home, ID	325	323	99.38%	2	0.62%	305	14	4	2	0	0	0	1.60	0.00	0.43	
(5V20) (531GJ) Salmon, ID	129	127	98.45%	2	1.55%	114	7	6	2	0	0	0	4.35	0.00	0.00	
(5V20) (531MB) IDES Idaho ANG	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0	0.00	0.00	0.00	
(5V20) (648) Portland, OR HCS	47,880	44,243	92.40%	3,637	7.60%	37,644	3,003	3,596	2,603	577	269	188	6.74	12.21	2.11	
(5V20) (648) Portland, OR	23,473	21,517	91.67%	1,956	8.33%	18,368	1,349	1,800	1,409	275	189	83	7.45	11.33	1.25	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(5V20) (648A4) Vancouver, WA	8,499	7,791	91.67%	708	8.33%	6,461	648	682	442	164	47	55	7.69	16.31	2.83	
(5V20) (648BU) Vancouver, WA - VADOM	7	7	100.00%	0	0.00%	7	0	0	0	0	0	0	0			
(5V20) (648GA) Bend, OR	3,030	2,786	91.95%	244	8.05%	2,346	202	238	207	24	5	8	5.15	12.32	7.14	
(5V20) (648GB) Salem, OR	3,539	3,158	89.23%	381	10.77%	2,596	253	309	257	70	20	34	9.27	15.48	1.84	
(5V20) (648GD) North Coast, OR	525	504	96.00%	21	4.00%	427	33	44	17	3	1	0	8.41	0.00	2.05	
(5V20) (648GE) Fairview, OR	2,572	2,506	97.43%	66	2.57%	2,261	143	102	52	11	1	2	4.78	10.49	0.92	
(5V20) (648GF) Hillsboro, OR	3,325	3,169	95.31%	156	4.69%	2,714	195	260	147	9	0	0	7.45	4.57	1.68	
(5V20) (648GG) West Linn, OR	1,824	1,782	97.70%	42	2.30%	1,554	120	108	25	13	2	2	4.23	15.46	1.13	
(5V20) (648GH) Newport, OR	304	290	95.39%	14	4.61%	264	13	13	6	2	3	3	9.67		1.02	
(5V20) (648GI) Portland-1st Avenue, OR	143	133	93.01%	10	6.99%	116	9	8	6	3	1	0	4.12			
(5V20) (648GJ) The Dalles, OR (Loren R. Kaufman)	639	600	93.90%	39	6.10%	530	38	32	35	3	0	1	5.90	2.53	5.06	
(5V20) (653) Roseburg, OR HCS	18,405	17,257	93.76%	1,148	6.24%	14,765	1,118	1,374	810	176	68	94	9.35	9.62	4.56	
(5V20) (653) Roseburg, OR	8,959	8,462	94.45%	497	5.55%	7,266	539	657	380	71	22	24	9.98	9.07	4.15	
(5V20) (653BY) Eugene, OR	7,489	6,898	92.11%	591	7.89%	5,799	480	619	385	94	44	68	10.57	10.39	4.05	
(5V20) (653GA) North Bend, OR	703	673	95.73%	30	4.27%	579	44	50	23	7	0	0	7.99	3.15	2.38	
(5V20) (653GB) Brookings, OR	669	663	99.10%	6	0.90%	616	26	21	5	1	0	0	1.63	12.75	4.33	
(5V20) (653QA) Downtown Eugene, OR	585	561	95.90%	24	4.10%	505	29	27	17	3	2	2			6.56	
(5V20) (663) Puget Sound, WA HCS	57,251	53,180	92.89%	4,071	7.11%	45,812	3,231	4,137	2,889	691	282	209	6.38	11.26	4.05	
(5V20) (663) Seattle, WA	27,821	25,532	91.77%	2,289	8.23%	21,874	1,648	2,010	1,575	401	178	135	5.80	11.97	6.36	
(5V20) (663A4) American Lake, WA	20,938	19,593	93.58%	1,345	6.42%	17,113	1,071	1,409	971	242	86	46	5.03	10.85	2.36	
(5V20) (663GA) Bellevue, WA	1,970	1,801	91.42%	169	8.58%	1,322	123	356	146	10	6	7	10.36	10.14	2.47	
(5V20) (663GB) Bremerton, WA	1,401	1,378	98.36%	23	1.64%	1,271	57	50	12	5	0	6	6.01	2.53	0.51	
(5V20) (663GC) Mount Vernon, WA	2,950	2,821	95.63%	129	4.37%	2,421	219	181	99	17	4	9	6.38	8.55	0.45	
(5V20) (663GD) South Sound, WA	1,164	1,072	92.10%	92	7.90%	936	56	80	69	12	6	5	9.32	0.49	8.50	
(5V20) (663GE) North Olympic Peninsula, WA	785	768	97.83%	17	2.17%	679	44	45	10	4	2	1	4.54	5.64	0.00	
(5V20) (663HK) Puget Sound, WA - Mobile	222	215	96.85%	7	3.15%	196	13	6	7	0	0	0	2.71			
(5V20) (668) Spokane, WA HCS	20,817	20,072	96.42%	745	3.58%	17,387	1,208	1,477	605	88	36	16	4.72	5.98	2.44	
(5V20) (668) Spokane, WA (Mann-Grandstaff)	17,038	16,366	96.06%	672	3.94%	14,099	1,032	1,235	542	83	32	15	5.61	6.14	2.60	
(5V20) (668GA) Wenatchee, WA	1,314	1,277	97.18%	37	2.82%	1,170	36	71	31	3	3	0	3.85	3.33	1.74	
(5V20) (668GB) Coeur d Alene, ID	1,994	1,961	98.35%	33	1.65%	1,674	126	161	30	1	1	1	4.38	6.12	1.72	
(5V20) (668HK) Spokane, WA - Mobile	47	47	100.00%	0	0.00%	37	6	4	0	0	0	0	3.83			
(5V20) (668QB) Libby, MT	134	133	99.25%	1	0.75%	126	4	3	0	1	0	0	0.96		18.67	
(5V20) (668QD) Sandpoint, ID	290	288	99.31%	2	0.69%	281	4	3	2	0	0	0	0.94		0.00	
(5V20) (687) Walla Walla, WA HCS	7,488	7,150	95.49%	338	4.51%	6,293	454	403	210	75	31	22	5.00	8.75	2.82	
(5V20) (687) Walla Walla, WA (Jonathan M. Wainwright)	3,994	3,773	94.47%	221	5.53%	3,309	221	243	126	52	28	15	4.13	8.87	2.26	
(5V20) (687GA) Richland, WA	1,246	1,232	98.88%	14	1.12%	1,140	52	40	13	0	1	0	2.63	3.95	3.51	
(5V20) (687GB) Lewiston, ID	670	634	94.63%	36	5.37%	500	75	59	28	7	1	0	7.75		4.42	
(5V20) (687GC) La Grande, OR	311	303	97.43%	8	2.57%	280	20	3	5	1	0	2	6.88	7.75	0.97	
(5V20) (687HA) Yakima, WA	1,126	1,068	94.85%	58	5.15%	946	70	52	37	15	1	5	6.29	7.80	2.63	
(5V20) (687QA) Grangeville, ID	70	70	100.00%	0	0.00%	58	11	1	0	0	0	0	3.11			
(5V20) (687QB) Morrow County, OR	49	49	100.00%	0	0.00%	44	2	3	0	0	0	0	3.03	15.00		
(5V20) (687QC) Wallowa County, OR	22	21	95.45%	1	4.55%	16	3	2	1	0	0	0	6.70		0.00	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(5V20) (692) White City, OR HCS	9,361	8,884	94.90%	477	5.10%	7,849	484	551	347	78	29	23	9.20	5.43	6.29
(5V20) (692) White City, OR	7,818	7,422	94.93%	396	5.07%	6,568	399	455	291	68	21	16	10.31	5.47	6.49
(5V20) (692GA) Klamath Falls, OR	958	915	95.51%	43	4.49%	806	46	63	25	5	7	6	8.23	3.29	9.14
(5V20) (692GB) Grants Pass, OR	585	547	93.50%	38	6.50%	475	39	33	31	5	1	1	7.61	4.65	2.19
(5V21) (358) Manila, PI HCS	1,626	1,401	86.16%	225	13.84%	1,204	97	100	96	48	24	57	10.37	22.40	21.81
(5V21) (358) Manila, PI	1,626	1,401	86.16%	225	13.84%	1,204	97	100	96	48	24	57	10.37	22.40	21.81
(5V21) (459) Honolulu, HI HCS	14,990	13,960	93.13%	1,030	6.87%	12,127	828	1,005	655	220	63	92	7.03	11.98	3.45
(5V21) (459) Honolulu, HI (Spark M. Matsunaga)	9,508	8,739	91.91%	769	8.09%	7,671	462	606	485	169	44	71	9.76	11.36	0.85
(5V21) (459A4) Honolulu	18	18	100.00%	0	0.00%	18	0	0	0	0	0	0	0	0	0.17
(5V21) (459GA) Maui, HI	793	737	92.94%	56	7.06%	649	42	46	39	11	1	5	5.00	27.44	6.70
(5V21) (459GB) Hilo, HI	1,024	1,010	98.63%	14	1.37%	851	85	74	11	3	0	0	5.01	0.97	3.16
(5V21) (459GC) Kailua-Kona, HI	704	666	94.60%	38	5.40%	606	30	30	24	6	4	4	3.06	22.51	5.99
(5V21) (459GD) Lihue, HI	563	525	93.25%	38	6.75%	458	34	33	22	7	3	6	6.55	15.30	5.60
(5V21) (459GE) Guam, GU	801	756	94.38%	45	5.62%	657	37	62	34	6	2	3	4.59	28.79	4.66
(5V21) (459GF) American Samoa, AS (Faleomavaega Eni Faauaa Hunkin)	707	671	94.91%	36	5.09%	546	57	68	21	10	3	2	4.34	16.05	2.85
(5V21) (459GG) Leeward Oahu, HI	771	737	95.59%	34	4.41%	570	81	86	19	8	6	1	4.90	23.79	11.27
(5V21) (459GH) Saipan, MP	63	63	100.00%	0	0.00%	63	0	0	0	0	0	0	0.00	0.09	0.35
(5V21) (459QB) Molokai, HI	38	38	100.00%	0	0.00%	38	0	0	0	0	0	0	0.48		0.22
(5V21) (570) Fresno, CA HCS	20,812	19,766	94.97%	1,046	5.03%	16,590	1,574	1,602	695	228	80	43	2.24	9.28	3.64
(5V21) (570) Fresno, CA	18,020	17,017	94.43%	1,003	5.57%	13,981	1,501	1,535	666	217	78	42	2.93	9.50	4.10
(5V21) (570GA) Merced, CA	888	857	96.51%	31	3.49%	819	17	21	19	10	1	1	1.18	8.51	1.25
(5V21) (570GB) Tulare, CA	1,404	1,400	99.72%	4	0.28%	1,332	37	31	3	0	1	0	0.84	2.23	1.08
(5V21) (570GC) Oakhurst, CA	500	492	98.40%	8	1.60%	458	19	15	7	1	0	0	1.20	7.89	1.87
(5V21) (612A4) N. California HCS	62,463	59,452	95.18%	3,011	4.82%	53,036	2,840	3,576	2,196	465	193	157	3.91	7.98	2.07
(5V21) (612A4) Sacramento, CA	22,844	21,595	94.53%	1,249	5.47%	19,209	1,047	1,339	899	215	84	51	4.43	8.23	3.94
(5V21) (612B4) Redding, CA	4,648	4,452	95.78%	196	4.22%	3,985	220	247	149	22	11	14	1.64	11.27	4.27
(5V21) (612BY) Oakland, CA	3,287	3,085	93.85%	202	6.15%	2,700	170	215	139	41	7	15	3.56	12.57	1.72
(5V21) (612GD) Fairfield-Travis Air Force Base, CA	2,073	2,002	96.58%	71	3.42%	1,812	86	104	54	11	3	3	2.95	9.39	1.36
(5V21) (612GE) Mare Island-Vallejo, CA	1,762	1,752	99.43%	10	0.57%	1,624	65	63	6	2	1	1	3.06	1.70	1.01
(5V21) (612GF) Martinez, CA	12,494	11,797	94.42%	697	5.58%	10,128	697	972	537	96	27	37	4.55	9.08	0.63
(5V21) (612GG) Chico, CA	1,423	1,371	96.35%	52	3.65%	1,291	36	44	32	13	4	3	3.60	4.19	
(5V21) (612GH) McClellan Park, CA	8,038	7,806	97.11%	232	2.89%	7,152	313	341	199	21	3	9	4.14	3.92	0.31
(5V21) (612GI) Yuba City, CA	1,159	1,121	96.72%	38	3.28%	1,059	28	34	21	6	8	3	5.43	37.86	1.05
(5V21) (612GJ) Yreka, CA	310	289	93.23%	21	6.77%	267	8	14	15	3	1	2	7.14	14.80	5.13
(5V21) (612MA) IDES McClellan OPC	25	25	100.00%	0	0.00%	25	0	0	0	0	0	0	0.00		
(5V21) (612QA) Cohasset, CA	1,001	938	93.71%	63	6.29%	839	49	50	28	14	11	10		10.82	3.91
(5V21) (612QB) Twenty First Street, CA	1,686	1,685	99.94%	1	0.06%	1,653	14	18	1	0	0	0			0.84
(5V21) (612QC) Cypress Avenue, CA	1,266	1,087	85.86%	179	14.14%	845	107	135	116	21	33	9		12.93	
(5V21) (612QD) Howe Road, CA	447	447	100.00%	0	0.00%	447	0	0	0	0	0	0			
(5V21) (640) Palo Alto, CA HCS	38,040	35,163	92.44%	2,877	7.56%	29,329	2,578	3,256	2,095	415	147	220	10.37	9.18	5.86
(5V21) (640) Palo Alto, CA	16,009	14,957	93.43%	1,052	6.57%	12,784	1,006	1,167	773	154	55	70	8.01	7.85	3.08
(5V21) (640A0) Menlo Park, CA	1,814	1,754	96.69%	60	3.31%	1,592	84	78	34	12	5	9	4.53	4.44	4.82
(5V21) (640A4) Livermore, CA	5,566	4,996	89.76%	570	10.24%	3,955	414	627	406	97	33	34	7.40	11.97	6.95

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(5V21) (640BY) San Jose, CA	3,840	3,566	92.86%	274	7.14%	2,841	309	416	208	32	16	18	10.05	11.42	3.53
(5V21) (640GA) Capitola, CA	146	114	78.08%	32	21.92%	72	8	34	26	3	0	3	24.80		1.67
(5V21) (640GB) Sonora, CA	732	664	90.71%	68	9.29%	527	66	71	55	7	4	2	15.04	5.71	5.14
(5V21) (640GC) Fremont, CA	798	742	92.98%	56	7.02%	608	60	74	45	6	0	5	8.63	17.10	5.38
(5V21) (640HA) Stockton, CA	2,236	2,043	91.37%	193	8.63%	1,683	146	214	128	25	9	31	14.56	7.66	9.94
(5V21) (640HB) Modesto, CA	2,539	2,369	93.30%	170	6.70%	1,978	175	216	130	21	3	16	8.65	8.47	8.23
(5V21) (640HC) Monterey, CA (Major General William H. Gourley)	4,263	3,861	90.57%	402	9.43%	3,192	310	359	290	58	22	32	12.27	10.59	4.61
(5V21) (640QA) Palo Alto 1, CA - Mobile	90	90	100.00%	0	0.00%	90	0	0	0	0	0	0	0	0.01	
(5V21) (640QB) Palo Alto 2, CA - Mobile	7	7	100.00%	0	0.00%	7	0	0	0	0	0	0	0	0.00	
(5V21) (654) Reno, NV HCS	23,958	22,703	94.76%	1,255	5.24%	19,874	1,230	1,599	842	232	88	93	8.17	8.19	3.61
(5V21) (654) Reno, NV (Ioannis A. Lougaris)	16,679	15,846	95.01%	833	4.99%	13,897	808	1,141	560	158	58	57	7.71	8.52	3.36
(5V21) (654GA) Sierra Foothills, CA	1,062	1,015	95.57%	47	4.43%	876	68	71	31	6	3	7	7.23	20.00	2.24
(5V21) (654GB) Carson Valley, NV	803	746	92.90%	57	7.10%	594	76	76	28	10	6	13	11.73	12.45	4.69
(5V21) (654GC) Lahontan Valley, NV	712	660	92.70%	52	7.30%	531	63	66	35	6	5	6	9.40	18.37	10.10
(5V21) (654GD) Diamond View, CA	288	275	95.49%	13	4.51%	250	11	14	8	1	2	2	6.89	5.50	0.97
(5V21) (654GE) Reno East, NV	2,260	2,182	96.55%	78	3.45%	1,987	93	102	59	11	4	4	6.99	4.88	8.05
(5V21) (654QA) Kietzke, NV	1,195	1,056	88.37%	139	11.63%	910	60	86	98	35	4	2		9.09	
(5V21) (654QB) Capitol Hill, NV	26	26	100.00%	0	0.00%	26	0	0	0	0	0	0			
(5V21) (654QC) Winnemucca, NV	101	95	94.06%	6	5.94%	66	14	15	2	2	0	2	15.26	0.00	0.00
(5V21) (654QD) Virginia Street, NV	832	802	96.39%	30	3.61%	737	37	28	21	3	6	0		3.84	
(5V21) (662) San Francisco, CA HCS	30,418	28,658	94.21%	1,760	5.79%	25,153	1,675	1,830	1,262	261	110	127	7.21	9.58	3.36
(5V21) (662) San Francisco, CA	21,082	20,000	94.87%	1,082	5.13%	17,933	945	1,122	730	171	81	100	8.08	9.44	0.34
(5V21) (662GA) Santa Rosa, CA	3,682	3,287	89.27%	395	10.73%	2,758	262	267	319	43	16	17	9.59	10.83	8.29
(5V21) (662GC) Eureka, CA	1,676	1,566	93.44%	110	6.56%	1,275	153	138	79	20	8	3	5.68	10.26	6.16
(5V21) (662GD) Ukiah, CA	1,046	1,034	98.85%	12	1.15%	895	76	63	7	4	1	0	3.93	6.01	4.55
(5V21) (662GE) San Bruno, CA	1,034	956	92.46%	78	7.54%	769	92	95	54	14	3	7	9.25	15.87	12.36
(5V21) (662GF) San Francisco Downtown, CA	818	808	98.78%	10	1.22%	690	60	58	10	0	0	0	2.35	4.88	7.43
(5V21) (662GG) Clearlake, CA	1,080	1,007	93.24%	73	6.76%	833	87	87	63	9	1	0	5.89	3.81	7.52
(5V21) (593) Las Vegas, NV HCS	47,016	43,099	91.67%	3,917	8.33%	36,847	2,904	3,348	2,733	740	234	210	4.20	13.78	3.73
(5V21) (593) Las Vegas, NV (North Las Vegas)	30,898	27,393	88.66%	3,505	11.34%	22,662	2,098	2,633	2,425	682	217	181	10.01	13.90	4.20
(5V21) (593GC) Pahrump, NV	1,058	1,050	99.24%	8	0.76%	1,020	17	13	7	0	0	1	1.49	6.98	0.69
(5V21) (593GD) Northwest Las Vegas, NV	3,973	3,869	97.38%	104	2.62%	3,442	220	207	79	19	1	5	3.35	11.12	3.63
(5V21) (593GE) Southeast Las Vegas, NV	3,649	3,577	98.03%	72	1.97%	3,227	201	149	57	11	2	2	2.69	10.36	2.53
(5V21) (593GF) Southwest Las Vegas, NV	3,895	3,768	96.74%	127	3.26%	3,354	202	212	96	20	6	5	3.28	11.38	5.20
(5V21) (593GG) Northeast Las Vegas, NV	3,057	2,990	97.81%	67	2.19%	2,729	142	119	53	5	5	4	3.03	7.32	3.20
(5V21) (593GH) Laughlin, NV (Master Chief Petty Officer Jesse Dean)	358	324	90.50%	34	9.50%	286	23	15	16	3	3	12	13.36	4.17	3.04
(5V21) (593QC) West Cheyenne, NV	128	128	100.00%	0	0.00%	127	1	0	0	0	0	0			0.18
(5V22) (501) New Mexico HCS	31,806	29,639	93.19%	2,167	6.81%	25,220	1,912	2,507	1,355	413	180	219	6.81	10.51	8.47
(5V22) (501) Albuquerque, NM (Raymond G. Murphy)	25,591	23,766	92.87%	1,825	7.13%	20,053	1,572	2,141	1,128	359	161	177	8.20	10.44	7.39
(5V22) (501G2) Las Vegas, NM	268	243	90.67%	25	9.33%	217	14	12	17	3	0	5	7.55	0.00	17.32
(5V22) (501GA) Artesia, NM	380	370	97.37%	10	2.63%	325	15	30	7	2	0	1	2.95	0.00	10.98

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(5V22) (501GB) Farmington, NM	640	562	87.81%	78	12.19%	464	47	51	54	9	5	10	13.85	0.00	2.73	
(5V22) (501GC) Silver City, NM	352	336	95.45%	16	4.55%	291	23	22	11	3	0	2	5.03	0.00	10.07	
(5V22) (501GD) Gallup, NM	426	409	96.01%	17	3.99%	370	17	22	9	2	4	2	4.16	0.00	8.73	
(5V22) (501GE) Espanola, NM	347	341	98.27%	6	1.73%	280	32	29	4	0	1	1	3.75	0.00	18.35	
(5V22) (501GH) Truth or Consequences, NM	468	468	100.00%	0	0.00%	450	8	10	0	0	0	0	0.95	2.33	0.43	
(5V22) (501GI) Alamogordo, NM	475	460	96.84%	15	3.16%	414	25	21	5	3	2	5	4.55	0.00	17.90	
(5V22) (501GJ) Durango, CO	288	285	98.96%	3	1.04%	272	7	6	3	0	0	0	1.80	0.00	1.06	
(5V22) (501GK) Santa Fe, NM	524	487	92.94%	37	7.06%	436	20	31	22	10	2	3	5.05	0.00	20.68	
(5V22) (501GM) Northwest Metro, NM	1,515	1,391	91.82%	124	8.18%	1,145	128	118	93	17	4	10	7.57	15.60	8.89	
(5V22) (501GN) Taos, NM	247	241	97.57%	6	2.43%	229	3	9	2	1	1	2	1.74	0.00	27.04	
(5V22) (501HB) Raton, NM	275	270	98.18%	5	1.82%	264	1	5	0	4	0	1	1.51	0.00	20.20	
(5V22) (501MA) IDES Kirtland AFB	10	10	100.00%	0	0.00%	10	0	0	0	0	0	0	0.00	0.00	0.00	
(5V22) (644) Phoenix, AZ HCS	54,994	50,573	91.96%	4,421	8.04%	43,573	3,200	3,800	3,086	806	299	230	5.97	10.80	8.12	
(5V22) (644) Phoenix, AZ (Carl T. Hayden)	32,436	29,195	90.01%	3,241	9.99%	24,694	1,904	2,597	2,217	612	250	162	6.93	11.89	10.11	
(5V22) (644BY) Southeast, AZ	8,678	8,186	94.33%	492	5.67%	7,171	453	562	344	88	32	28	5.36	7.10	8.69	
(5V22) (644GA) Northwest, AZ	4,817	4,627	96.06%	190	3.94%	4,211	254	162	149	37	2	2	3.59	6.04	5.09	
(5V22) (644GB) Show Low, AZ	960	911	94.90%	49	5.10%	763	92	56	32	11	1	5	7.03	8.49	2.45	
(5V22) (644GC) Southwest, AZ	1,532	1,475	96.28%	57	3.72%	1,289	100	86	43	9	2	3	4.90	3.20	5.14	
(5V22) (644GD) Payson, AZ	356	354	99.44%	2	0.56%	348	4	2	1	0	0	1	0.29	22.00	8.62	
(5V22) (644GE) Thunderbird, AZ	1,688	1,585	93.90%	103	6.10%	1,408	94	83	80	15	1	7	6.83	3.52	5.85	
(5V22) (644GF) Globe, AZ	283	260	91.87%	23	8.13%	236	13	11	8	3	0	12	13.83	3.50	34.46	
(5V22) (644GG) Northeast Phoenix-Via Linda Road, AZ	901	844	93.67%	57	6.33%	768	42	34	43	9	4	1	7.20	0.73	8.14	
(5V22) (644GH) Phoenix Midtown, AZ	3,301	3,094	93.73%	207	6.27%	2,643	244	207	169	22	7	9	8.03	3.53	3.37	
(5V22) (644QA) Phoenix-East Thomas Road, AZ	42	42	100.00%	0	0.00%	42	0	0	0	0	0	0	0.00	0.00	0.00	
(5V22) (649) Northern Arizona HCS	13,210	12,607	95.44%	603	4.56%	11,226	686	695	375	93	53	82	5.37	14.78	2.64	
(5V22) (649) Prescott, AZ (Bob Stump)	9,276	8,749	94.32%	527	5.68%	7,639	554	556	325	81	49	72	6.38	15.67	2.83	
(5V22) (649GA) Kingman, AZ	1,126	1,098	97.51%	28	2.49%	997	43	58	19	2	0	7	7.51	2.52	1.11	
(5V22) (649GB) Flagstaff, AZ	547	545	99.63%	2	0.37%	520	15	10	1	0	1	0	1.76	0.00	0.86	
(5V22) (649GC) Lake Havasu City, AZ	1,038	1,012	97.50%	26	2.50%	945	34	33	15	6	3	2	4.79	1.46	0.49	
(5V22) (649GD) Anthem, AZ	523	511	97.71%	12	2.29%	478	16	17	10	1	0	1	4.24	2.86	5.15	
(5V22) (649GE) Cottonwood, AZ	569	561	98.59%	8	1.41%	528	18	15	5	3	0	0	1.89	0.00	4.70	
(5V22) (649QA) Chinle, AZ	29	29	100.00%	0	0.00%	28	0	1	0	0	0	0	0.00	0.00	1.18	
(5V22) (649QB) Holbrook, AZ	38	38	100.00%	0	0.00%	31	4	3	0	0	0	0	0	4.50	0.00	
(5V22) (649QD) Page, AZ	33	33	100.00%	0	0.00%	29	2	2	0	0	0	0	0	1.75	0.00	
(5V22) (649QF) Tuba City, AZ	23	23	100.00%	0	0.00%	23	0	0	0	0	0	0	0	0.18	0.00	
(5V22) (649QG) Polacca, AZ	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0	0.00	0.00	0.00	
(5V22) (649QH) Kayenta, AZ	5	5	100.00%	0	0.00%	5	0	0	0	0	0	0	0	0.00	0.00	
(5V22) (678) Southern Arizona HCS	36,410	34,726	95.37%	1,684	4.63%	30,365	2,302	2,059	1,120	307	105	152	8.46	7.39	3.28	
(5V22) (678) Tucson, AZ	27,639	26,174	94.70%	1,465	5.30%	22,750	1,796	1,628	998	287	89	91	8.57	8.01	2.22	
(5V22) (678GA) Sierra Vista, AZ	1,586	1,496	94.33%	90	5.67%	1,313	121	62	39	11	11	29	16.85	4.38	3.09	
(5V22) (678GB) Yuma, AZ	1,534	1,523	99.28%	11	0.72%	1,462	36	25	11	0	0	0	1.03	2.12	1.98	
(5V22) (678GC) Casa Grande, AZ	1,667	1,650	98.98%	17	1.02%	1,435	100	115	15	1	1	0	3.57	4.45	2.60	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(5V22) (678GD) Safford, AZ	301	294	97.67%	7	2.33%	232	32	30	4	2	0	1	4.86	3.25	76.79	
(5V22) (678GE) Green Valley, AZ	467	442	94.65%	25	5.35%	407	20	15	1	0	0	24	26.91	0.00	0.14	
(5V22) (678GF) Northwest Tucson, AZ	1,991	1,938	97.34%	53	2.66%	1,672	143	123	37	5	4	7	7.66	5.27	2.00	
(5V22) (678GG) Southeast Tucson, AZ	1,209	1,193	98.68%	16	1.32%	1,078	54	61	15	1	0	0	2.96	4.06	1.67	
(5V22) (678MA) IDES Davis-Monthan AFB	5	5	100.00%	0	0.00%	5	0	0	0	0	0	0	0	0.00	0.00	
(5V22) (678MB) IDES Fort Huachuca	11	11	100.00%	0	0.00%	11	0	0	0	0	0	0	0	0.00	0.00	
(5V22) (600) Long Beach, CA HCS	52,787	49,979	94.68%	2,808	5.32%	44,526	2,547	2,906	2,014	498	174	122	5.01	7.98	3.92	
(5V22) (600) Long Beach, CA	45,707	43,148	94.40%	2,559	5.60%	38,530	2,102	2,516	1,811	471	161	116	4.92	8.00	3.44	
(5V22) (600GA) Anaheim, CA	1,231	1,162	94.39%	69	5.61%	994	80	88	59	5	3	2	4.82	0.11	12.12	
(5V22) (600GB) Santa Ana, CA	2,437	2,319	95.16%	118	4.84%	2,020	176	123	89	18	8	3	4.21	8.29	6.09	
(5V22) (600GC) Cabrillo, CA	1,002	1,002	100.00%	0	0.00%	998	2	2	0	0	0	0	0.50	0.53		
(5V22) (600GD) Santa Fe Springs, CA	1,183	1,172	99.07%	11	0.93%	1,018	54	100	11	0	0	0	6.07	4.54	2.10	
(5V22) (600GE) Laguna Hills, CA	1,227	1,176	95.84%	51	4.16%	966	133	77	44	4	2	1	6.81	7.53	3.32	
(5V22) (605) Loma Linda, CA HCS	48,872	46,274	94.68%	2,598	5.32%	40,059	2,694	3,521	2,008	370	153	67	2.96	8.04	5.14	
(5V22) (605) Loma Linda, CA (Jerry L. Pettis)	21,785	20,195	92.70%	1,590	7.30%	17,260	1,185	1,750	1,185	258	109	38	4.21	8.22	1.57	
(5V22) (605BZ) Loma Linda, CA	18,817	17,972	95.51%	845	4.49%	15,297	1,217	1,458	690	90	38	27	4.49	8.32	4.58	
(5V22) (605GA) Victorville, CA	1,331	1,309	98.35%	22	1.65%	1,203	50	56	21	1	0	0	0.70	0	6.29	
(5V22) (605GB) Murrieta, CA	2,003	1,957	97.70%	46	2.30%	1,798	80	79	28	11	6	1	2.18	3.98	6.87	
(5V22) (605GC) Palm Desert, CA	2,299	2,286	99.43%	13	0.57%	2,177	50	59	13	0	0	0	0.59	1.47	3.36	
(5V22) (605GD) Corona, CA	762	725	95.14%	37	4.86%	632	45	48	36	0	0	1	0.96	0.00	13.93	
(5V22) (605GE) Rancho Cucamonga, CA	1,833	1,788	97.55%	45	2.45%	1,650	67	71	35	10	0	0	0.38	10.67	7.20	
(5V22) (605QA) Blythe, CA	42	42	100.00%	0	0.00%	42	0	0	0	0	0	0	0.24	0.00	0.00	
(5V22) (664) San Diego, CA HCS	55,072	53,627	97.38%	1,445	2.62%	49,784	1,603	2,240	1,103	212	108	22	0.85	4.93	2.34	
(5V22) (664) San Diego, CA	33,609	32,613	97.04%	996	2.96%	30,567	929	1,117	745	146	88	17	0.76	4.63	1.01	
(5V22) (664BU) San Diego, CA - VADOM	210	210	100.00%	0	0.00%	210	0	0	0	0	0	0	0	0	0	
(5V22) (664BY) Mission Valley, CA	9,908	9,757	98.48%	151	1.52%	8,646	333	778	126	17	6	2	0.73	7.26	4.51	
(5V22) (664GA) Imperial Valley, CA	550	546	99.27%	4	0.73%	511	16	19	2	1	1	0	1.46	13.67	1.59	
(5V22) (664GB) Oceanside, CA	7,355	7,119	96.79%	236	3.21%	6,645	214	260	181	40	13	2	0.81	4.59	1.40	
(5V22) (664GC) Chula Vista, CA	1,884	1,841	97.72%	43	2.28%	1,746	56	39	34	8	0	1	0.60	3.68	5.90	
(5V22) (664GD) Escondido, CA	1,236	1,227	99.27%	9	0.73%	1,151	52	24	9	0	0	0	0	2.12	1.54	
(5V22) (664QA) Rio, CA	320	314	98.13%	6	1.88%	308	3	3	6	0	0	0	0	0	0.18	
(5V22) (691) Greater Los Angeles, CA HCS	58,742	55,481	94.45%	3,261	5.55%	47,636	3,422	4,423	2,550	532	128	51	5.29	8.45	4.17	
(5V22) (691) West Los Angeles, CA	26,362	24,861	94.31%	1,501	5.69%	21,615	1,362	1,884	1,185	250	53	13	5.35	7.95	2.63	
(5V22) (691A4) Sepulveda, CA	13,884	12,811	92.27%	1,073	7.73%	10,690	959	1,162	769	218	60	26	3.97	11.03	7.94	
(5V22) (691GB) Santa Barbara, CA	630	605	96.03%	25	3.97%	518	28	59	22	2	0	1	5.39	2.95	4.29	
(5V22) (691GC) Gardena, CA	763	763	100.00%	0	0.00%	753	7	3	0	0	0	0	0.19	0.22	0.75	
(5V22) (691GD) Bakersfield, CA	3,080	3,022	98.12%	58	1.88%	2,582	147	293	52	6	0	0	6.89	3.44	2.88	
(5V22) (691GE) Los Angeles-East Temple, CA	6,801	6,629	97.47%	172	2.53%	5,939	290	400	157	14	1	0	3.64	4.95	4.62	
(5V22) (691GF) East Los Angeles, CA	862	860	99.77%	2	0.23%	846	11	3	2	0	0	0	0.38	7.00	0.88	
(5V22) (691GG) Antelope Valley, CA	949	923	97.26%	26	2.74%	756	63	104	11	11	1	3	6.79	10.13	2.75	
(5V22) (691GK) San Luis Obispo, CA	1,100	1,043	94.82%	57	5.18%	795	137	111	40	8	9	0	6.09	17.93	9.75	
(5V22) (691GL) Santa Maria, CA	2,325	2,214	95.23%	111	4.77%	1,726	246	242	77	22	4	8	5.63	10.85	7.40	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(5V22) (691GM) Oxnard, CA	1,986	1,750	88.12%	236	11.88%	1,416	172	162	235	1	0	0	14.82	7.29	3.01	
(3V23) (437) Fargo, ND HCS	18,349	17,721	96.58%	628	3.42%	16,396	580	745	441	125	46	16	2.26	6.45	2.38	
(3V23) (437) Fargo, ND	12,051	11,501	95.44%	550	4.56%	10,520	432	549	378	112	44	16	3.11	6.72	2.21	
(3V23) (437GA) Grafton, ND	341	341	100.00%	0	0.00%	335	4	2	0	0	0	0	0.73	0.64	0.62	
(3V23) (437GB) Bismarck, ND	1,389	1,359	97.84%	30	2.16%	1,260	48	51	20	10	0	0	0	1.62	5.14	4.00
(3V23) (437GC) Fergus Falls, MN	419	418	99.76%	1	0.24%	406	4	8	1	0	0	0	0	0.92	3.70	0.20
(3V23) (437GD) Minot, ND	786	781	99.36%	5	0.64%	711	33	37	5	0	0	0	0	2.94	2.23	3.22
(3V23) (437GE) Bemidji, MN	1,214	1,205	99.26%	9	0.74%	1,120	31	54	8	0	1	0	2.50	4.10	2.23	
(3V23) (437GF) Williston, ND	369	363	98.37%	6	1.63%	356	1	6	5	1	0	0	0	2.17	3.70	0.59
(3V23) (437GI) Grand Forks, ND	866	851	98.27%	15	1.73%	822	9	20	13	2	0	0	0	1.36	0.93	1.89
(3V23) (437GJ) Dickinson, ND	351	350	99.72%	1	0.28%	341	6	3	0	0	1	0	0	1.19	0.86	1.97
(3V23) (437GK) Jamestown, ND	338	335	99.11%	3	0.89%	321	6	8	3	0	0	0	0	1.41	2.07	0.96
(3V23) (437GL) Devils Lake, ND	225	217	96.44%	8	3.56%	204	6	7	8	0	0	0	0	1.19	2.40	5.04
(3V23) (438) Sioux Falls, SD HCS	16,847	16,129	95.74%	718	4.26%	14,256	991	882	485	153	51	29	3.04	6.95	4.55	
(3V23) (438) Sioux Falls, SD (Royal C. Johnson)	13,185	12,568	95.32%	617	4.68%	11,016	815	737	403	137	50	27	3.04	7.24	4.13	
(3V23) (438GA) Spirit Lake, IA	669	655	97.91%	14	2.09%	564	43	48	13	0	1	0	4.87	3.86	3.07	
(3V23) (438GC) Sioux City, IA	1,320	1,288	97.58%	32	2.42%	1,203	50	35	20	11	0	1	1.53	4.47	10.76	
(3V23) (438GD) Aberdeen, SD	762	727	95.41%	35	4.59%	638	51	38	30	4	0	1	5.51	6.75	2.81	
(3V23) (438GE) Wagner, SD	128	124	96.88%	4	3.13%	113	5	6	3	1	0	0	3.71	9.00	10.40	
(3V23) (438GF) Watertown, SD	783	767	97.96%	16	2.04%	722	27	18	16	0	0	0	1.49	3.37	3.79	
(3V23) (568) Black Hills, SD HCS	11,121	10,398	93.50%	723	6.50%	8,799	671	928	493	154	33	43	6.51	11.16	3.20	
(3V23) (568) Fort Meade, SD	6,057	5,587	92.24%	470	7.76%	4,626	392	569	313	118	18	21	6.23	11.64	2.48	
(3V23) (568A4) Hot Springs, SD	2,694	2,545	94.47%	149	5.53%	2,223	139	183	104	19	9	17	7.82	9.61	3.67	
(3V23) (568GA) Rapid City, SD	1,698	1,621	95.47%	77	4.53%	1,394	101	126	59	11	5	2	6.99	14.73	3.16	
(3V23) (568GB) Pierre, SD	171	167	97.66%	4	2.34%	147	13	7	1	1	1	1	2.29	0.00	17.56	
(3V23) (568HA) Newcastle, WY	9	7	77.78%	2	22.22%	7	0	0	2	0	0	0	0	19.00	0.00	
(3V23) (568HB) Gordon, NE	26	26	100.00%	0	0.00%	18	2	6	0	0	0	0	0	6.09	0.00	
(3V23) (568HF) Pine Ridge, SD	6	5	83.33%	1	16.67%	4	1	0	0	0	0	1	24.50			
(3V23) (568HH) Scottsbluff, NE	342	322	94.15%	20	5.85%	278	18	26	14	5	0	1	8.25	0.00	1.42	
(3V23) (568HJ) Mission, SD	13	13	100.00%	0	0.00%	13	0	0	0	0	0	0	0.00			
(3V23) (568HP) Winner, SD	92	92	100.00%	0	0.00%	86	4	2	0	0	0	0	0	0.81	6.86	
(3V23) (568MA) IDES Ellsworth AFB	13	13	100.00%	0	0.00%	3	1	9	0	0	0	0		13.13	19.40	
(3V23) (618) Minneapolis, MN HCS	57,661	55,173	95.69%	2,488	4.31%	47,953	3,191	4,029	1,928	311	94	155	3.94	8.57	2.28	
(3V23) (618) Minneapolis, MN	40,565	38,633	95.24%	1,932	4.76%	33,164	2,333	3,136	1,560	228	68	76	4.32	8.58	1.54	
(3V23) (618BY) Twin Ports, WI	3,187	2,963	92.97%	224	7.03%	2,648	172	143	75	56	18	75	4.57	15.72	3.94	
(3V23) (618GA) St. James, MN	213	210	98.59%	3	1.41%	201	3	6	2	1	0	0	2.19	0.00	0.00	
(3V23) (618GB) Hibbing, MN	1,090	1,086	99.63%	4	0.37%	995	46	45	4	0	0	0	0	3.08	1.58	2.34
(3V23) (618GD) Maplewood, MN	2,025	1,993	98.42%	32	1.58%	1,797	72	124	32	0	0	0	0	3.24	4.32	0.86
(3V23) (618GE) Chippewa Valley, WI	1,610	1,569	97.45%	41	2.55%	1,403	87	79	37	3	0	1	3.30	8.94	1.64	
(3V23) (618GG) Rochester, MN	1,254	1,216	96.97%	38	3.03%	1,083	65	68	33	5	0	0	0	4.07	0.00	4.44
(3V23) (618GH) Hayward, WI	264	260	98.48%	4	1.52%	196	28	36	4	0	0	0	0	6.46	1.87	2.82
(3V23) (618GI) Northwest Metro, MN	3,252	3,137	96.46%	115	3.54%	2,711	217	209	104	10	1	0	4.08	4.93	4.75	
(3V23) (618GJ) Shakopee, MN	696	680	97.70%	16	2.30%	619	40	21	9	2	3	2	3.56	10.62	1.66	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(3V23) (618GK) Albert Lea, MN	567	557	98.24%	10	1.76%	506	38	13	9	1	0	0	2.03	5.73	4.69	
(3V23) (618GL) Minneapolis-Harmon Place, MN	861	860	99.88%	1	0.12%	852	2	6	1	0	0	0	0.24			
(3V23) (618GM) Rice Lake, WI	693	671	96.83%	22	3.17%	601	39	31	16	4	2	0	3.15	1.13	8.68	
(3V23) (618GN) Mankato, MN (Lyle C. Pearson)	1,043	1,025	98.27%	18	1.73%	951	30	44	14	1	2	1	3.91	3.62	1.35	
(3V23) (618QA) Fort Snelling, MN	334	306	91.62%	28	8.38%	220	19	67	28	0	0	0	0		8.94	
(3V23) (618QB) Ely, MN	7	7	100.00%	0	0.00%	6	0	1	0	0	0	0	3.00			
(3V23) (636A6) Central Iowa HCS	21,692	20,620	95.06%	1,072	4.94%	17,832	1,238	1,550	743	188	71	70	7.99	8.14	3.13	
(3V23) (6369AD) Des Moines, IA - CLC	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0	0			
(3V23) (636A6) Des Moines, IA	15,970	15,059	94.30%	911	5.70%	12,760	999	1,300	644	156	58	53	11.19	8.27	3.91	
(3V23) (636BU) Des Moines, IA - VADOM	613	613	100.00%	0	0.00%	612	1	0	0	0	0	0	0	0.00		
(3V23) (636GC) Mason City, IA	1,427	1,326	92.92%	101	7.08%	1,155	76	95	58	21	8	14	7.62	14.70	2.52	
(3V23) (636GD) Marshalltown, IA	719	709	98.61%	10	1.39%	598	57	54	8	0	0	2	5.21	4.79	1.26	
(3V23) (636GK) Fort Dodge, IA	1,033	1,018	98.55%	15	1.45%	955	28	35	15	0	0	0	2.00	5.03		
(3V23) (636GM) Carroll, IA	492	489	99.39%	3	0.61%	419	42	28	3	0	0	0	4.09	0.60	1.77	
(3V23) (636GR) Knoxville, IA	1,031	1,000	96.99%	31	3.01%	934	29	37	15	11	4	1	4.05	7.01	1.48	
(3V23) (636GX) Fort Dodge North, IA	209	208	99.52%	1	0.48%	203	4	1	0	0	1	0			1.42	
(3V23) (636QB) Des Moines-Center Street, IA	197	197	100.00%	0	0.00%	195	2	0	0	0	0	0				
(3V23) (636A8) Iowa City, IA HCS	24,603	23,294	94.68%	1,309	5.32%	19,939	1,552	1,803	1,015	203	53	38	4.31	8.95	3.31	
(3V23) (636A8) Iowa City, IA	12,468	11,405	91.47%	1,063	8.53%	9,386	789	1,230	819	164	46	34	4.18	9.95	4.43	
(3V23) (636GF) Quad Cities, IA	1,904	1,859	97.64%	45	2.36%	1,658	112	89	34	9	2	0	3.75	5.90	4.47	
(3V23) (636GG) Quincy, IL	826	817	98.91%	9	1.09%	693	74	50	8	1	0	0	4.61	2.59	3.37	
(3V23) (636GH) Waterloo, IA	1,161	1,141	98.28%	20	1.72%	993	92	56	18	1	0	1	4.54	1.90	4.65	
(3V23) (636GI) Galesburg, IL (Lane A. Evans)	1,177	1,163	98.81%	14	1.19%	1,087	49	27	10	3	0	1	2.11	2.25	3.71	
(3V23) (636GJ) Dubuque, IA	901	890	98.78%	11	1.22%	742	71	77	8	3	0	0	5.38	0.26	4.63	
(3V23) (636GN) Cedar Rapids, IA	1,488	1,438	96.64%	50	3.36%	1,269	82	87	37	9	4	0	5.83	3.27	4.20	
(3V23) (636GS) Ottumwa, IA	746	744	99.73%	2	0.27%	657	67	20	2	0	0	0	0	3.71	2.45	0.77
(3V23) (636GT) Sterling, IL	676	666	98.52%	10	1.48%	545	71	50	10	0	0	0	4.25	6.22	4.16	
(3V23) (636GU) Decorah, IA	440	431	97.95%	9	2.05%	365	35	31	9	0	0	0	0	3.73	5.38	4.15
(3V23) (636GW) Coralville, IA	2,216	2,180	98.38%	36	1.62%	2,039	75	66	33	1	1	1	4.70	1.38	1.65	
(3V23) (636QC) Linn County, IA	61	61	100.00%	0	0.00%	51	7	3	0	0	0	0			4.21	
(3V23) (636QG) Iowa City, IA - Mobile	74	38	51.35%	36	48.65%	31	1	6	26	10	0	0		26.42		
(3V23) (636QI) Davenport, IA	465	461	99.14%	4	0.86%	423	27	11	1	2	0	1			5.50	
(3V23) (636) Nebraska-W Iowa HCS	39,578	38,534	97.36%	1,044	2.64%	34,902	1,799	1,833	733	196	61	54	2.86	4.91	3.58	
(3V23) (636) Omaha, NE	19,939	19,180	96.19%	759	3.81%	16,970	1,060	1,150	506	163	46	44	2.47	5.79	5.87	
(3V23) (636A4) Grand Island, NE	6,604	6,551	99.20%	53	0.80%	6,202	210	139	43	8	1	1	2.13	1.91	1.22	
(3V23) (636A5) Lincoln, NE	7,615	7,479	98.21%	136	1.79%	6,777	353	349	108	17	5	6	3.65	4.16	1.07	
(3V23) (636BW) Grand Island, NE - VADOM	311	311	100.00%	0	0.00%	311	0	0	0	0	0	0			0.00	
(3V23) (636BX) Omaha, NE - VADOM	366	366	100.00%	0	0.00%	365	0	1	0	0	0	0				
(3V23) (636GA) Norfolk, NE	873	867	99.31%	6	0.69%	794	50	23	6	0	0	0	1.72	2.91	2.18	
(3V23) (636GB) North Platte, NE	918	907	98.80%	11	1.20%	858	20	29	8	2	1	0	1.88	3.72	1.13	
(3V23) (636GL) Bellevue, NE	1,148	1,084	94.43%	64	5.57%	921	59	104	51	4	8	1	4.97	12.55	0.00	
(3V23) (636GP) Shenandoah, IA	454	442	97.36%	12	2.64%	400	23	19	9	2	0	1	4.16	2.24	1.47	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2018																
	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15	
(3V23) (636GQ) Holdrege, NE	448	446	99.55%	2	0.45%	403	24	19	2	0	0	0	0	2.56	2.80	1.01
(3V23) (636GV) O'Neill, NE (O'Neill)	57	56	98.25%	1	1.75%	56	0	0	0	0	0	0	1	2.84		0.00
(3V23) (636QA) Omaha-Dorcas Street, NE	845	845	100.00%	0	0.00%	845	0	0	0	0	0	0	0		0.00	
(3V23) (656) St. Cloud, MN HCS	32,145	31,013	96.48%	1,132	3.52%	27,617	1,585	1,811	900	186	25	21	4.97	7.13	3.83	
(3V23) (656) St. Cloud, MN	27,390	26,511	96.79%	879	3.21%	23,673	1,292	1,546	725	126	13	15	4.70	7.08	2.61	
(3V23) (656GA) Brainerd, MN	2,856	2,745	96.11%	111	3.89%	2,397	194	154	70	28	8	5	3.60	6.29	11.53	
(3V23) (656GB) Montevideo, MN	716	607	84.78%	109	15.22%	522	34	51	83	24	1	1	14.52	20.44	10.62	
(3V23) (656GC) Alexandria, MN (Max J. Beilke)	1,079	1,050	97.31%	29	2.69%	958	51	41	20	6	3	0	2.36	16.06	5.35	
(3V23) (656QA) St. Cloud, MN - Mobile	104	100	96.15%	4	3.85%	67	14	19	2	2	0	0		8.48		

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: 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
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	3.53
National: 12/2017	4,301,041	4,128,041	95.98%	173,000	4.02%	3,651,327	226,912	249,802	125,267	32,193	9,900	5,640	4.29	7.03	3.05
National: 11/2017	4,711,170	4,527,520	96.10%	183,650	3.90%	3,980,125	264,048	283,347	136,453	32,245	9,473	5,479	4.28	6.98	3.02
National: 10/2017	5,043,703	4,857,831	96.31%	185,872	3.69%	4,279,916	272,998	304,917	138,245	33,162	8,735	5,730	3.94	6.84	2.97
National: 9/2017	4,552,842	4,383,140	96.27%	169,702	3.73%	3,859,133	252,939	271,068	129,865	27,032	7,916	4,889	4.23	6.75	2.84
National: 8/2017	5,236,501	5,045,457	96.35%	191,044	3.65%	4,431,492	295,549	318,416	141,666	34,464	9,422	5,492	4.38	6.64	2.83
National: 7/2017	4,504,077	4,341,092	96.38%	162,985	3.62%	3,818,506	253,331	269,255	121,618	28,818	7,848	4,701	4.35	6.62	2.86
National: 6/2017	5,050,626	4,874,656	96.52%	175,970	3.48%	4,297,459	279,344	297,853	133,244	29,019	8,821	4,886	4.28	6.39	2.76
National: 5/2017	5,186,397	5,022,137	96.83%	164,260	3.17%	4,437,304	281,998	302,835	121,937	29,569	8,075	4,679	4.20	6.11	2.53
National: 4/2017	4,709,974	4,560,211	96.82%	149,763	3.18%	4,039,481	251,794	268,936	112,230	25,829	6,699	5,005	4.15	6.11	2.50
National: 3/2017	5,323,093	5,153,653	96.82%	169,440	3.18%	4,539,403	297,735	316,515	125,874	28,829	8,823	5,914	4.17	6.27	2.61
National: 2/2017	4,530,060	4,385,617	96.81%	144,443	3.19%	3,883,444	251,092	251,081	101,681	28,558	8,742	5,462	4.16	6.35	2.60
National: 1/2017	4,709,148	4,527,353	96.14%	181,795	3.86%	3,990,589	264,579	272,185	130,911	34,283	10,431	6,170	4.67	7.00	2.93
National: 12/2016	4,430,678	4,273,719	96.46%	156,959	3.54%	3,791,184	236,096	246,439	112,762	30,776	8,531	4,890	4.37	6.53	2.67
National: 11/2016	4,600,860	4,440,178	96.51%	160,682	3.49%	3,928,442	251,034	260,702	117,792	29,777	8,512	4,601	4.41	6.45	2.67
National: 10/2016	4,695,677	4,536,753	96.62%	158,924	3.38%	4,020,117	250,143	266,493	116,256	29,936	8,305	4,427	4.17	6.49	2.62
National: 9/2016	4,880,317	4,708,924	96.49%	171,393	3.51%	4,157,090	273,423	278,411	125,321	31,908	9,301	4,863	4.44	6.52	2.67
National: 8/2016	5,219,984	5,027,900	96.32%	192,084	3.68%	4,431,252	289,612	307,036	137,388	39,015	10,731	4,95			

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: 4/2016	4,931,526	4,764,941	96.62%	166,585	3.38%	4,235,062	260,000	269,879	123,402	31,352	6,895	4,936	4.68	6.19	2.43
National: 3/2016	5,353,597	5,177,734	96.72%	175,863	3.28%	4,592,329	286,950	298,455	128,719	32,444	8,996	5,704	4.66	6.13	2.64
National: 2/2016	4,744,626	4,576,434	96.46%	168,192	3.54%	4,058,457	248,628	269,349	115,206	38,428	9,410	5,148	4.92	6.44	3.03
National: 1/2016	4,497,268	4,309,895	95.83%	187,373	4.17%	3,833,679	234,543	241,673	130,990	41,268	10,030	5,085	5.20	6.90	3.29
National: 12/2015	4,672,667	4,493,236	96.16%	179,431	3.84%	3,996,052	243,148	254,036	128,757	37,495	9,077	4,102	4.87	6.44	3.03
National: 11/2015	4,388,187	4,228,217	96.35%	159,970	3.65%	3,767,085	223,891	237,241	117,739	31,389	7,526	3,316	4.57	6.28	3.03
National: 10/2015	4,966,790	4,804,228	96.73%	162,562	3.27%	4,300,175	242,986	261,067	119,186	32,079	7,643	3,654	4.01	6.03	3.02
National: 9/2015	4,883,045	4,721,707	96.70%	161,338	3.30%	4,221,358	247,570	252,779	119,391	30,631	7,996	3,320	4.37	5.81	3.07
National: 8/2015	4,719,582	4,568,688	96.80%	150,894	3.20%	4,091,006	233,283	244,399	111,150	29,922	6,849	2,973	4.50	5.67	3.01
National: 7/2015	4,828,643	4,683,157	96.99%	145,486	3.01%	4,201,368	237,391	244,398	107,431	28,846	6,504	2,705	4.38	5.40	2.94
National: 6/2015	4,985,100	4,840,357	97.10%	144,743	2.90%	4,370,890	233,718	235,749	109,220	26,807	6,266	2,450	4.19	5.14	2.85
National: 5/2015	4,546,635	4,426,685	97.36%	119,950	2.64%	4,009,888	209,459	207,338	90,638	22,481	4,744	2,087	4.09	4.84	2.68
National: 4/2015	5,063,122	4,923,164	97.24%	139,958	2.76%	4,456,684	229,968	236,512	107,548	24,886	4,823	2,701	4.15	4.87	2.82
National: 3/2015	5,046,853	4,905,459	97.20%	141,394	2.80%	4,421,214	239,184	245,061	106,768	24,758	6,450	3,418	4.24	5.02	3.18
National: 2/2015	4,265,529	4,146,447	97.21%	119,082	2.79%	3,752,551	197,251	196,645	83,656	25,964	6,573	2,889	4.28	4.96	3.15
National: 1/2015	4,549,212	4,395,590	96.62%	153,622	3.38%	3,991,738	204,071	199,781	108,801	33,289	7,433	4,099	4.61	5.47	3.44
National: 12/2014	4,578,871	4,447,602	97.13%	131,269	2.87%			191,232	98,978	26,128	4,645	1,518	4.03	4.71	2.75
National: 11/2014	4,059,004	3,946,192	97.22%	112,812	2.78%			165,191	87,469	20,281	3,873	1,189	3.88	4.61	2.58
National: 10/2014	5,216,606	5,091,134	97.59%	125,472	2.41%			202,876	94,692	24,903	4,511	1,366	3.27	4.32	2.49
National: 9/2014	4,871,976	4,739,653	97.28%	132,323	2.72%			183,439	100,729	24,871	5,264	1,459	3.72	4.42	2.51
National: 8/2014	4,625,958	4,513,660	97.57%	112,298	2.43%			167,327	84,618	22,209	4,495	976	3.57	4.15	2.36
National: 7/2014	4,867,639	4,761,816	97.83%	105,823	2.17%			169,508	81,602	18,973	4,423	825	3.15	3.87	2.12
National: 6/2014	4,723,099	4,637,872	98.20%	85,227	1.80%			136,897	63,313	16,952	4,199	763	2.57	3.39	1.84
National: 5/2014	4,676,707	4,601,367	98.39%	75,340	1.61%			126,582	57,338	13,995	3,459	548	2.20	3.20	1.71

FOOTNOTES

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

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

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

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

1. Total Appointments Completed: Every completed appointment at that facility except surgery and procedures.

2. Appointments completed in 30 Days or under: Number of appointments completed between 0-30 days of preferred date

3. Percent of Appointments Completed 30 Days or under: The percent of total appointments completed within 30 days

4. Appointments completed in over 30 Days: Number of appointments scheduled greater than 30 days of the preferred date

5. Percent of Appointments Completed in over 30 Days: The percent of total appointments scheduled beyond 30 days

6. Appointments completed between 0-7 Days: Number of appointments completed between 0-7 days of the preferred date.

7. Appointments completed between 8-14 Days: Number of appointments completed between 8-14 days of the preferred date.

8. Appointments completed between 15-30 Days: Number of appointments completed between 15-30 days of the preferred date.

9. Appointments completed between 31-60 Days: Number of appointments completed between 31-60 days of the preferred date.

10. Appointments completed between 61-90 Days: Number of appointments completed between 61-90 days of the preferred date.

11. Appointments completed between 91-120 Days: Number of appointments completed between 91-120 days of the preferred date.

12. Appointments Completed in Greater Than 120 Days: Number of appointments completed in greater than 120 days of the preferred date.

13. PC Avg Wait Time: Average waiting time for Primary Care appointments that were completed for the month of October 2014.

14. SC Avg Wait Time: Average waiting time for Specialty Care appointments that were completed for the month of October 2014.

15. MH Avg Wait Time: Average waiting time for Mental Health appointments that were completed for the month of October 2014.

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

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

Additional definitions:

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

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

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