

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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	30,921	29,281	94.70%	1,640	5.30%	24,886	1,948	2,447	1,085	338	109	108	5.71	8.42	3.96
(1V01) (402) Togus, ME	19,317	18,082	93.61%	1,235	6.39%	15,274	1,142	1,666	790	276	86	83	5.96	8.86	4.04
(1V01) (402GA) Caribou, ME	838	827	98.69%	11	1.31%	722	65	40	9	1	1	0	3.85	0.00	2.65
(1V01) (402GB) Calais, ME	357	353	98.88%	4	1.12%	319	21	13	4	0	0	0	3.10	0.00	0.08
(1V01) (402GC) Rumford, ME	381	373	97.90%	8	2.10%	347	17	9	6	0	1	1	3.78	0.00	0.88
(1V01) (402GD) Saco, ME	1,449	1,391	96.00%	58	4.00%	1,196	111	84	43	10	4	1	6.61	9.29	3.73
(1V01) (402GE) Lewiston, ME	2,254	2,153	95.52%	101	4.48%	1,761	193	199	67	20	8	6	6.70	7.75	5.88
(1V01) (402GF) Lincoln, ME	309	297	96.12%	12	3.88%	273	13	11	4	0	0	8	10.05	0.00	0.41
(1V01) (402HB) Bangor, ME	4,220	4,074	96.54%	146	3.46%	3,502	277	295	112	21	6	7	5.57	5.71	4.01
(1V01) (402HC) Portland, ME	1,592	1,533	96.29%	59	3.71%	1,320	96	117	45	9	3	2	5.53	10.07	4.31
(1V01) (402HL) Bingham, ME - Mobile	105	100	95.24%	5	4.76%	93	4	3	4	1	0	0	3.40		
(1V01) (402QA) Fort Kent, ME	43	43	100.00%	0	0.00%	39	2	2	0	0	0	0	0	2.49	
(1V01) (402QB) Houlton, ME	56	55	98.21%	1	1.79%	40	7	8	1	0	0	0	0	6.27	
(1V01) (405) White River Junction, VT HCS	21,746	20,191	92.85%	1,555	7.15%	17,694	1,187	1,310	898	338	143	176	5.23	12.00	1.00
(1V01) (405) White River Junction, VT	15,159	13,832	91.25%	1,327	8.75%	11,999	826	1,007	758	285	130	154	6.79	12.45	0.36
(1V01) (405GA) Bennington, VT	1,005	988	98.31%	17	1.69%	916	40	32	10	4	2	1	2.55	9.33	1.22
(1V01) (405GC) Brattleboro, VT	540	514	95.19%	26	4.81%	454	36	24	25	1	0	0	2.71	10.70	0.65
(1V01) (405HA) Burlington Lakeside, VT	2,458	2,363	96.14%	95	3.86%	2,140	113	110	42	35	9	9	4.58	8.90	1.51
(1V01) (405HC) Littleton, NH	933	893	95.71%	40	4.29%	785	60	48	29	4	1	6	6.45	7.88	0.77
(1V01) (405HE) Keene, NH	408	404	99.02%	4	0.98%	335	33	36	4	0	0	0	3.24	11.48	1.64
(1V01) (405HF) Rutland, VT	972	932	95.88%	40	4.12%	825	70	37	25	8	1	6	4.48	9.06	4.06
(1V01) (405QB) Newport, VT	271	265	97.79%	6	2.21%	240	9	16	5	1	0	0	3.88	5.69	1.04
(1V01) (518) Bedford, MA HCS	13,822	12,858	93.03%	964	6.97%	11,027	760	1,071	575	197	110	82	6.97	13.59	4.23
(1V01) (518) Bedford, MA (Edith Nourse Rogers)	12,330	11,446	92.83%	884	7.17%	9,844	672	930	517	188	105	74	7.06	13.71	3.76
(1V01) (518GA) Lynn, MA	522	496	95.02%	26	4.98%	441	25	30	16	3	3	4	6.37	3.63	9.95
(1V01) (518GB) Haverhill, MA	583	544	93.31%	39	6.69%	434	33	77	32	1	2	4	8.92	10.79	4.84
(1V01) (518GE) Gloucester, MA	376	361	96.01%	15	3.99%	308	25	28	10	5	0	0	4.16	8.02	7.17
(1V01) (518MA) IDES Hanscom AFB	11	11	100.00%	0	0.00%	0	5	6	0	0	0	0	0	17.33	20.00
(1V01) (523) Boston, MA HCS	49,822	47,279	94.90%	2,543	5.10%	41,239	2,959	3,081	1,723	475	186	159	4.23	9.42	2.78
(1V01) (523) Jamaica Plain, MA	21,005	19,736	93.96%	1,269	6.04%	16,750	1,491	1,495	891	226	84	68	6.25	8.18	3.02
(1V01) (523A4) West Roxbury, MA	7,759	7,233	93.22%	526	6.78%	6,027	574	632	361	69	41	55	7.29	11.74	3.17
(1V01) (523A5) Brockton, MA	13,554	12,921	95.33%	633	4.67%	11,733	559	629	395	151	55	32	3.33	11.51	3.04
(1V01) (523BY) Lowell, MA	2,420	2,343	96.82%	77	3.18%	2,097	136	110	42	26	5	4	1.55	9.46	3.05
(1V01) (523BZ) Causeway, MA	3,667	3,643	99.35%	24	0.65%	3,451	92	100	21	3	0	0	3.97	6.35	1.56
(1V01) (523GA) Framingham, MA	601	595	99.00%	6	1.00%	494	52	49	6	0	0	0	3.50	5.67	3.93
(1V01) (523GC) Quincy, MA	310	308	99.35%	2	0.65%	285	11	12	2	0	0	0	1.54	7.21	
(1V01) (523GD) Plymouth, MA	486	480	98.77%	6	1.23%	384	43	53	5	0	1	0	3.95	8.81	
(1V01) (523MA) IDES Hanscom AFB	20	20	100.00%	0	0.00%	18	1	1	0	0	0	0	0	2.00	0.00
(1V01) (608) Manchester, NH HCS	18,487	17,178	92.92%	1,309	7.08%	14,238	1,405	1,535	873	292	49	95	7.30	10.43	5.87
(1V01) (608) Manchester, NH	16,459	15,304	92.98%	1,155	7.02%	12,783	1,221	1,300	777	263	42	73	5.44	10.36	5.29
(1V01) (608GA) Portsmouth, NH	436	402	92.20%	34	7.80%	308	33	61	26	5	2	1	6.89	40.00	12.38
(1V01) (608GC) Somersworth, NH	824	735	89.20%	89	10.80%	521	96	118	52	21	4	12	17.95	18.42	9.52
(1V01) (608GD) Conway, NH	291	274	94.16%	17	5.84%	238	18	18	7	1	1	8	11.40	2.00	3.40

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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	473	459	97.04%	14	2.96%	384	37	38	11	2	0	1	6.13	0.00	2.38	
(1V01) (608MA) IDES Manchester VAMC	4	4	100.00%	0	0.00%	4	0	0	0	0	0	0	0	0.00	0.00	
(1V01) (631) Central Western Massachusetts HCS	23,344	22,116	94.74%	1,228	5.26%	19,326	1,304	1,486	722	212	114	180	4.48	9.54	5.63	
(1V01) (631) Central Western Massachusetts, MA (Edward P. Boland)	9,895	9,273	93.71%	622	6.29%	8,137	511	625	319	128	77	98	3.26	11.45	5.20	
(1V01) (631BY) Springfield, MA	4,560	4,384	96.14%	176	3.86%	3,854	272	258	102	37	10	27	5.68	5.53	4.99	
(1V01) (631GC) Pittsfield, MA	726	692	95.32%	34	4.68%	626	33	33	25	5	3	1	5.53	10.55	1.80	
(1V01) (631GD) Greenfield, MA	978	919	93.97%	59	6.03%	783	58	78	41	4	5	9	6.85	4.42	10.57	
(1V01) (631GE) Worcester, MA	2,452	2,395	97.68%	57	2.32%	2,105	146	144	44	7	3	3	3.21	3.90	2.68	
(1V01) (631GF) Fitchburg, MA	1,069	1,049	98.13%	20	1.87%	892	82	75	15	1	2	2	4.56	0.00	4.05	
(1V01) (631MA) IDES Keller Army Community Hospital	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0	0.00	0.00	0.00	
(1V01) (631PA) 631PA	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0	0	0	0	
(1V01) (631QA) Northampton, MA (Plantation Street)	2,203	2,039	92.56%	164	7.44%	1,837	92	110	108	14	7	35	7.50			
(1V01) (631QB) Northampton, MA (Lake Avenue)	1,456	1,360	93.41%	96	6.59%	1,087	110	163	68	16	7	5	14.54	7.83		
(1V01) (650) Providence, RI HCS	33,627	32,566	96.84%	1,061	3.16%	27,709	2,199	2,658	767	169	59	66	4.55	7.24	3.18	
(1V01) (650) Providence, RI	23,925	23,114	96.61%	811	3.39%	19,892	1,383	1,839	586	121	45	59	5.63	8.91	2.18	
(1V01) (650GA) New Bedford, MA	2,015	1,942	96.38%	73	3.62%	1,590	170	182	43	16	8	6	3.48	5.70	10.36	
(1V01) (650GB) Hyannis, MA	1,429	1,375	96.22%	54	3.78%	1,219	75	81	25	23	5	1	3.47	4.69	5.03	
(1V01) (650GD) Middletown, RI	1,003	997	99.40%	6	0.60%	934	50	13	6	0	0	0	0	1.45	3.93	2.14
(1V01) (650QA) Eagle Square, RI	5,255	5,138	97.77%	117	2.23%	4,074	521	543	107	9	1	0	0	4.97	10.26	
(1V01) (689) Connecticut HCS	56,101	54,527	97.19%	1,574	2.81%	47,999	2,993	3,535	1,232	220	71	51	2.95	6.40	3.96	
(1V01) (689) West Haven, CT	29,624	28,654	96.73%	970	3.27%	24,838	1,683	2,133	778	126	39	27	4.10	6.59	2.97	
(1V01) (689A4) Newington, CT	18,464	17,906	96.98%	558	3.02%	15,677	1,044	1,185	416	89	32	21	2.11	6.08	5.57	
(1V01) (689GA) Waterbury, CT	744	742	99.73%	2	0.27%	700	20	22	2	0	0	0	0	1.31	3.38	
(1V01) (689GB) Stamford, CT	559	554	99.11%	5	0.89%	519	18	17	3	1	0	1	2.31		3.88	
(1V01) (689GC) Willimantic, CT	541	532	98.34%	9	1.66%	418	61	53	7	1	0	1	4.58	2.00	7.05	
(1V01) (689GD) Winsted, CT	601	595	99.00%	6	1.00%	525	36	34	6	0	0	0	0	3.09	0.00	1.86
(1V01) (689GE) Danbury, CT	526	519	98.67%	7	1.33%	458	34	27	7	0	0	0	0	2.95	4.50	
(1V01) (689HC) New London, CT (John J. McGuirk)	1,545	1,528	98.90%	17	1.10%	1,377	90	61	13	3	0	1	2.81	0.00	3.31	
(1V01) (689QA) Errera, CT	3,497	3,497	100.00%	0	0.00%	3,487	7	3	0	0	0	0	0	1.20	0.00	0.00
(1V02) (528A8) Albany, NY HCS	27,030	25,989	96.15%	1,041	3.85%	23,298	1,252	1,439	673	176	82	110	3.68	6.38	5.97	
(1V02) (528A8) Albany, NY (Samuel S. Stratton)	21,656	20,705	95.61%	951	4.39%	18,498	963	1,244	618	164	67	102	4.29	6.41	6.66	
(1V02) (528G2) Westport, NY	225	221	98.22%	4	1.78%	211	8	2	4	0	0	0	0	2.53		1.08
(1V02) (528G3) Bainbridge, NY	535	511	95.51%	24	4.49%	464	29	18	13	4	6	1	5.12	5.00	3.21	
(1V02) (528G6) Fonda, NY	373	369	98.93%	4	1.07%	352	7	10	3	1	0	0	0	1.06	0.00	7.55
(1V02) (528G7) Catskill, NY	442	431	97.51%	11	2.49%	373	30	28	7	2	2	0	0	4.19	5.00	4.88
(1V02) (528GT) Glens Falls, NY	796	774	97.24%	22	2.76%	710	34	30	9	4	5	4	4.60	3.59	4.38	
(1V02) (528GV) Plattsburgh, NY	551	549	99.64%	2	0.36%	475	61	13	1	0	1	0	0	2.64	2.33	2.71
(1V02) (528GW) Schenectady, NY	550	550	100.00%	0	0.00%	546	1	3	0	0	0	0	0	0.35	0.00	0.00
(1V02) (528GX) Troy, NY	420	418	99.52%	2	0.48%	378	27	13	2	0	0	0	0	2.05	0.00	11.60
(1V02) (528GY) Clifton Park, NY	509	491	96.46%	18	3.54%	427	32	32	13	1	1	3	5.66	4.11	16.75	
(1V02) (528GZ) Kingston, NY	710	709	99.86%	1	0.14%	619	54	36	1	0	0	0	2.66	3.81	2.90	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (528QK) Saranac Lake, NY	263	261	99.24%	2	0.76%	245	6	10	2	0	0	0	1.94	0.00	0.91	
(1V02) (528A6) Bath, NY HCS	16,002	15,580	97.36%	422	2.64%	14,316	608	656	296	90	15	21	7.07	7.51	1.30	
(1V02) (528A6) Bath, NY	14,163	13,854	97.82%	309	2.18%	12,813	496	545	257	43	5	4	5.47	6.96	1.61	
(1V02) (528G4) Elmira, NY	909	870	95.71%	39	4.29%	744	73	53	13	7	3	16	7.97	14.77	0.25	
(1V02) (528G8) Wellsville, NY	550	531	96.55%	19	3.45%	474	26	31	13	4	1	1	4.01	8.70	0.30	
(1V02) (528QE) Coudersport, PA	120	101	84.17%	19	15.83%	88	4	9	3	14	2	0	14.65			
(1V02) (528QF) Wellsboro, PA	260	224	86.15%	36	13.85%	197	9	18	10	22	4	0	13.22	3.50	0.00	
(1V02) (528) Western New York HCS	36,913	35,582	96.39%	1,331	3.61%	31,726	1,900	1,956	1,033	184	56	58	3.13	6.21	3.40	
(1V02) (528) Buffalo, NY	27,093	25,877	95.51%	1,216	4.49%	22,669	1,550	1,658	956	168	46	46	3.44	6.53	3.15	
(1V02) (528A4) Batavia, NY	3,273	3,234	98.81%	39	1.19%	2,980	134	120	28	7	3	1	2.28	1.97	4.78	
(1V02) (528GB) Jamestown, NY	938	934	99.57%	4	0.43%	863	44	27	4	0	0	0	0	1.40	2.27	3.39
(1V02) (528GC) Dunkirk, NY	556	554	99.64%	2	0.36%	509	27	18	0	0	0	2	1.81	4.90	3.24	
(1V02) (528GD) Niagara Falls, NY	605	586	96.86%	19	3.14%	541	24	21	13	3	0	3	4.49	7.14	2.26	
(1V02) (528GK) Lockport, NY	547	546	99.82%	1	0.18%	528	14	4	1	0	0	0	0	1.10	13.25	4.78
(1V02) (528GQ) Lackawanna, NY	968	943	97.42%	25	2.58%	816	58	69	19	2	4	0	4.02	4.42	5.83	
(1V02) (528GR) Olean, NY	979	954	97.45%	25	2.55%	866	49	39	12	4	3	6	4.89	1.43	2.69	
(1V02) (528QA) Buffalo-Main Street, NY	1,499	1,499	100.00%	0	0.00%	1,499	0	0	0	0	0	0				
(1V02) (528QB) Packard, NY	455	455	100.00%	0	0.00%	455	0	0	0	0	0	0	0	0.12		
(1V02) (528A5) Canandaigua, NY HCS	17,252	16,570	96.05%	682	3.95%	14,384	1,010	1,176	483	124	32	43	4.44	6.84	3.30	
(1V02) (528A5) Canandaigua, NY	7,614	7,367	96.76%	247	3.24%	6,418	462	487	191	35	13	8	3.65	5.44	3.65	
(1V02) (528GE) Rochester, NY	7,355	7,099	96.52%	256	3.48%	6,208	412	479	174	53	8	21	4.91	6.74	3.04	
(1V02) (528QC) Clinton Crossings, NY	2,277	2,098	92.14%	179	7.86%	1,752	136	210	118	36	11	14		8.93		
(1V02) (528QD) Mount Hope, NY	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0				
(1V02) (528A7) Syracuse, NY HCS	37,672	35,930	95.38%	1,742	4.62%	31,319	2,155	2,456	1,064	441	134	103	2.51	8.68	3.60	
(1V02) (528A7) Syracuse, NY	20,027	18,773	93.74%	1,254	6.26%	15,735	1,396	1,642	735	336	97	86	2.76	9.23	5.56	
(1V02) (528G5) Auburn, NY	668	655	98.05%	13	1.95%	597	29	29	11	2	0	0	0	2.67	1.09	5.08
(1V02) (528G9) Tompkins County, NY	865	843	97.46%	22	2.54%	768	49	26	15	4	2	1	1.43	16.26	5.12	
(1V02) (528GL) Massena, NY	1,233	1,227	99.51%	6	0.49%	1,053	75	99	6	0	0	0	0	2.36	3.55	5.17
(1V02) (528GM) Rome, NY (Donald J. Mitchell)	4,200	4,024	95.81%	176	4.19%	3,479	252	293	136	35	4	1	4.25	7.09	5.54	
(1V02) (528GN) Binghamton, NY	2,307	2,264	98.14%	43	1.86%	2,093	91	80	21	14	6	2	1.44	6.52	1.43	
(1V02) (528GO) Watertown, NY	1,869	1,816	97.16%	53	2.84%	1,615	106	95	44	8	1	0	1.99	10.78	5.83	
(1V02) (528GP) Oswego, NY	776	770	99.23%	6	0.77%	745	13	12	3	3	0	0	0	0.68	6.91	3.37
(1V02) (528QG) Erie West, NY	3,051	3,005	98.49%	46	1.51%	2,883	51	71	33	7	6	0		2.92	1.90	
(1V02) (528QH) South Salina, NY	654	652	99.69%	2	0.31%	618	16	18	2	0	0	0			0.00	
(1V02) (528QI) Erie East, NY	854	743	87.00%	111	13.00%	627	47	69	50	31	18	12		12.81		
(1V02) (528QN) Watertown 2, NY	1,168	1,158	99.14%	10	0.86%	1,106	30	22	8	1	0	1		1.42	2.10	
(1V02) (526) Bronx, NY HCS	25,822	25,035	96.95%	787	3.05%	22,742	1,073	1,220	626	95	32	34	7.14	4.78	0.84	
(1V02) (526) Bronx, NY (James J. Peters)	24,977	24,224	96.99%	753	3.01%	22,021	1,029	1,174	594	94	31	34	7.65	4.78	0.56	
(1V02) (526GA) White Plains, NY	434	413	95.16%	21	4.84%	363	27	23	21	0	0	0	5.74	1.11	4.38	
(1V02) (526GB) Yonkers, NY	296	288	97.30%	8	2.70%	256	12	20	8	0	0	0	2.99	11.60	4.59	
(1V02) (526GD) Sunnyside-Queens, NY (Thomas P. Noonan Jr.)	115	110	95.65%	5	4.35%	102	5	3	3	1	1	0	4.53	0.00	20.00	
(1V02) (561) New Jersey HCS	47,165	44,935	95.27%	2,230	4.73%	40,399	2,023	2,513	1,559	421	94	156	3.22	8.57	5.24	
(1V02) (561) East Orange, NJ	24,056	22,642	94.12%	1,414	5.88%	20,022	1,117	1,503	963	285	63	103	5.72	9.27	8.55	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (561A4) Lyons, NJ	9,224	8,753	94.89%	471	5.11%	7,826	433	494	342	70	20	39	5.67	8.66	4.04
(1V02) (561BZ) Brick, NJ (James J. Howard)	6,669	6,416	96.21%	253	3.79%	5,816	268	332	175	63	8	7	2.94	6.23	4.65
(1V02) (561GA) Hamilton, NJ	665	655	98.50%	10	1.50%	588	40	27	8	0	1	1	2.37	9.44	4.20
(1V02) (561GB) Elizabeth, NJ	282	282	100.00%	0	0.00%	275	5	2	0	0	0	0	0.21		0.99
(1V02) (561GD) Hackensack, NJ	2,491	2,454	98.51%	37	1.49%	2,328	73	53	31	1	1	4	1.47	3.26	3.43
(1V02) (561GE) Jersey City, NJ	390	387	99.23%	3	0.77%	375	4	8	2	0	1	0	0.14	20.67	2.05
(1V02) (561GF) Piscataway, NJ	779	779	100.00%	0	0.00%	768	7	4	0	0	0	0	0.15	4.00	1.64
(1V02) (561GH) Morristown, NJ	579	563	97.24%	16	2.76%	493	36	34	15	0	0	1	4.55	8.75	2.44
(1V02) (561GI) Tinton Falls, NJ	1,316	1,300	98.78%	16	1.22%	1,239	23	38	14	1	0	1	1.16	5.61	1.59
(1V02) (561GJ) Paterson, NJ	337	328	97.33%	9	2.67%	303	11	14	8	1	0	0	2.71	0.67	5.24
(1V02) (561GK) Sussex, NJ	377	376	99.73%	1	0.27%	366	6	4	1	0	0	0	0.87	0.00	2.41
(1V02) (620) Hudson Valley, NY HCS	24,975	24,233	97.03%	742	2.97%	21,656	1,263	1,314	518	129	39	56	2.35	5.73	3.80
(1V02) (620) Montrose, NY (Franklin Delano Roosevelt)	6,107	6,012	98.44%	95	1.56%	5,515	270	227	77	12	4	2	1.41	3.72	2.73
(1V02) (620A4) Castle Point, NY	11,997	11,520	96.02%	477	3.98%	10,165	570	785	336	95	23	23	1.76	6.11	2.68
(1V02) (620BU) Montrose, NY - VADOM	8	8	100.00%	0	0.00%	8	0	0	0	0	0	0			
(1V02) (620GA) New City, NY	1,759	1,725	98.07%	34	1.93%	1,549	118	58	20	5	1	8	3.94	3.70	6.56
(1V02) (620GB) Carmel, NY	961	943	98.13%	18	1.87%	836	53	54	11	4	3	0	1.99	6.30	6.94
(1V02) (620GD) Goshen, NY	1,549	1,489	96.13%	60	3.87%	1,323	93	73	39	7	4	10	2.98	9.11	9.87
(1V02) (620GE) Port Jervis, NY	1,155	1,139	98.61%	16	1.39%	1,007	78	54	9	4	2	1	1.79	5.89	5.60
(1V02) (620GF) Monticello, NY	611	601	98.36%	10	1.64%	550	34	17	7	0	0	3	2.42	6.88	5.91
(1V02) (620GG) Poughkeepsie, NY	610	580	95.08%	30	4.92%	511	28	41	19	2	1	8	5.40	17.03	3.21
(1V02) (620GH) Eastern Dutchess, NY	207	205	99.03%	2	0.97%	181	19	5	0	0	1	1	4.90	3.98	6.20
(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	9	9	100.00%	0	0.00%	9	0	0	0	0	0	0			
(1V02) (630) New York Harbor HCS	51,282	49,824	97.16%	1,458	2.84%	44,511	2,610	2,703	1,244	154	40	20	5.33	4.59	1.40
(1V02) (630) Manhattan, NY	23,408	22,620	96.63%	788	3.37%	20,140	1,199	1,281	663	82	28	15	5.81	4.96	1.65
(1V02) (6309AB) St. Albans, NY - CLC	8	8	100.00%	0	0.00%	8	0	0	0	0	0	0	0.00		
(1V02) (630A4) Brooklyn, NY	22,685	22,145	97.62%	540	2.38%	19,721	1,172	1,252	461	65	10	4	6.64	4.21	1.05
(1V02) (630A5) St. Albans, NY	3,704	3,591	96.95%	113	3.05%	3,288	178	125	103	7	2	1	2.37	4.74	1.65
(1V02) (630BU) St. Albans, NY - VADOM	26	26	100.00%	0	0.00%	26	0	0	0	0	0	0			
(1V02) (630BV) Brooklyn, NY - VADOM	10	10	100.00%	0	0.00%	10	0	0	0	0	0	0			
(1V02) (630GA) Harlem, NY	161	161	100.00%	0	0.00%	160	1	0	0	0	0	0	0.14	0.00	0.00
(1V02) (630GB) Staten Island, NY	1,280	1,263	98.67%	17	1.33%	1,158	60	45	17	0	0	0	1.69	3.55	2.06
(1V02) (632) Northport, NY HCS	28,741	26,830	93.35%	1,911	6.65%	23,169	1,605	2,056	1,282	382	122	125	7.85	9.41	6.60
(1V02) (632) Northport, NY	24,670	22,909	92.86%	1,761	7.14%	19,794	1,323	1,792	1,170	351	120	120	10.19	9.65	6.47
(1V02) (632BU) Northport, NY - VADOM	122	122	100.00%	0	0.00%	122	0	0	0	0	0	0			
(1V02) (632GA) East Meadow, NY	1,262	1,228	97.31%	34	2.69%	1,004	121	103	29	3	0	2	5.69	8.68	5.36
(1V02) (632HA) Valley Stream, NY	321	313	97.51%	8	2.49%	266	34	13	6	1	0	1	2.97	11.89	7.21
(1V02) (632HB) Riverhead, NY	1,025	977	95.32%	48	4.68%	897	35	45	36	12	0	0	3.84	2.92	8.14
(1V02) (632HC) Bay Shore, NY	401	369	92.02%	32	7.98%	322	21	26	18	12	2	0	7.84		7.42
(1V02) (632HD) Patchogue, NY	764	741	96.99%	23	3.01%	632	58	51	19	2	0	2	4.77	1.93	7.05

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (632QA) Northport 1, NY - Mobile	160	156	97.50%	4	2.50%	118	12	26	3	1	0	0	0	6.48	
(1V02) (632QB) Northport 2, NY - Mobile	16	15	93.75%	1	6.25%	14	1	0	1	0	0	0	0.00	7.20	
(1V04) (460) Wilmington, DE HCS	20,195	19,200	95.07%	995	4.93%	16,308	1,338	1,554	708	161	100	26	3.19	9.81	4.30
(1V04) (460) Wilmington, DE	13,666	12,905	94.43%	761	5.57%	10,835	958	1,112	525	121	93	22	3.46	10.12	2.62
(1V04) (460GA) Georgetown, DE (Sussex County)	1,583	1,536	97.03%	47	2.97%	1,330	88	118	39	4	2	2	3.55	5.28	8.87
(1V04) (460GC) Dover, DE (Kent County)	1,727	1,664	96.35%	63	3.65%	1,457	87	120	46	15	0	2	2.26	9.08	7.43
(1V04) (460GD) Cape May, NJ	511	503	98.43%	8	1.57%	475	17	11	7	0	1	0	0.92	3.12	3.89
(1V04) (460HE) Northfield, NJ (Atlantic County)	1,270	1,249	98.35%	21	1.65%	1,056	102	91	17	2	2	0	3.49	6.67	3.16
(1V04) (460HG) Vineland, NJ (Cumberland County)	1,391	1,296	93.17%	95	6.83%	1,109	85	102	74	19	2	0	3.66	11.38	4.66
(1V04) (460HK) Wilmington, DE - Mobile	47	47	100.00%	0	0.00%	46	1	0	0	0	0	0	0.47		
(1V04) (503) Altoona, PA HCS	17,471	17,118	97.98%	353	2.02%	15,016	1,058	1,044	300	39	9	5	3.11	5.64	3.46
(1V04) (503) Altoona, PA (James E. Van Zandt)	10,266	10,001	97.42%	265	2.58%	8,714	636	651	225	29	7	4	3.30	5.46	3.30
(1V04) (503GA) Johnstown, PA	2,066	2,041	98.79%	25	1.21%	1,773	141	127	24	1	0	0	3.78	4.45	3.33
(1V04) (503GB) DuBois, PA	2,783	2,747	98.71%	36	1.29%	2,456	144	147	32	2	1	1	2.86	8.35	4.03
(1V04) (503GC) State College, PA	1,739	1,719	98.85%	20	1.15%	1,533	97	89	16	3	1	0	2.45	5.63	4.31
(1V04) (503GD) Mapleton Depot, PA (Huntingdon County)	312	310	99.36%	2	0.64%	275	19	16	2	0	0	0	3.24	6.94	2.48
(1V04) (503GE) Indiana, PA	305	300	98.36%	5	1.64%	265	21	14	1	4	0	0	2.27	8.96	4.40
(1V04) (529) Butler, PA HCS	10,725	10,566	98.52%	159	1.48%	9,937	290	339	148	8	2	1	0.37	3.87	2.35
(1V04) (529) Duffy Road, PA (Abie Abraham)	7,545	7,394	98.00%	151	2.00%	6,834	259	301	142	7	2	0	0.46	4.09	2.43
(1V04) (529GA) Hermitage, PA (Michael A. Marzano)	1,043	1,041	99.81%	2	0.19%	1,005	13	23	1	1	0	0	0.68	1.67	2.21
(1V04) (529GB) New Castle, PA (Lawrence County)	466	463	99.36%	3	0.64%	451	9	3	3	0	0	0	0.14	0.67	2.76
(1V04) (529GC) Kittanning, PA (Armstrong County)	568	566	99.65%	2	0.35%	559	3	4	1	0	0	1	0.06	2.79	2.20
(1V04) (529GD) Monroe Township, PA (Clarion County)	467	467	100.00%	0	0.00%	461	1	5	0	0	0	0	0.14	1.12	2.61
(1V04) (529GF) Cranberry Township, PA	636	635	99.84%	1	0.16%	627	5	3	1	0	0	0	0.18	0.09	0.87
(1V04) (542) Coatesville, PA HCS	16,620	16,404	98.70%	216	1.30%	15,404	475	525	153	35	18	10	2.05	3.43	3.70
(1V04) (542) Coatesville, PA	13,962	13,769	98.62%	193	1.38%	12,903	399	467	139	28	16	10	2.17	3.42	3.82
(1V04) (542BU) Coatesville, PA - VADOM	680	680	100.00%	0	0.00%	669	11	0	0	0	0	0			0.00
(1V04) (542GA) Springfield, PA	1,200	1,181	98.42%	19	1.58%	1,089	47	45	10	7	2	0	2.45	7.67	4.43
(1V04) (542GE) Spring City, PA	778	774	99.49%	4	0.51%	743	18	13	4	0	0	0	0.98	8.00	2.31
(1V04) (562) Erie, PA HCS	16,527	15,860	95.96%	667	4.04%	14,131	842	887	437	119	78	33	3.58	8.81	1.76
(1V04) (562) Erie, PA	11,553	11,025	95.43%	528	4.57%	9,693	629	703	331	101	66	30	4.60	8.69	1.74
(1V04) (562GA) Meadville, PA (Crawford County)	1,584	1,500	94.70%	84	5.30%	1,372	55	73	67	9	7	1	4.74	10.38	1.44
(1V04) (562GB) Ashtabula, OH	911	888	97.48%	23	2.52%	783	53	52	21	2	0	0	3.14	18.02	2.43
(1V04) (562GC) Bradford, PA (McKean County)	383	379	98.96%	4	1.04%	351	21	7	3	0	0	1	1.88	2.81	3.20
(1V04) (562GD) Franklin, PA (Venango County)	884	878	99.32%	6	0.68%	827	25	26	4	2	0	0	1.28	4.66	0.99
(1V04) (562GE) Warren, PA	1,212	1,190	98.18%	22	1.82%	1,105	59	26	11	5	5	1	2.62	17.08	1.85
(1V04) (595) Lebanon, PA HCS	30,964	29,917	96.62%	1,047	3.38%	26,346	1,703	1,868	782	221	34	10	3.27	5.23	4.04
(1V04) (595) Lebanon, PA	21,225	20,431	96.26%	794	3.74%	17,920	1,121	1,390	589	166	32	7	3.64	5.50	3.05
(1V04) (595GA) Mechanicsburg, PA (Cumberland County)	3,476	3,349	96.35%	127	3.65%	2,933	245	171	90	36	0	1	3.36	4.44	5.75

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (595GC) Lancaster, PA	1,483	1,464	98.72%	19	1.28%	1,309	80	75	14	4	1	0	3.19	1.62	3.83
(1V04) (595GD) Wyomissing, PA (Berks County)	1,490	1,468	98.52%	22	1.48%	1,340	77	51	21	1	0	0	2.35	3.60	2.77
(1V04) (595GE) York, PA	2,672	2,602	97.38%	70	2.62%	2,323	142	137	57	11	0	2	2.89	3.69	5.49
(1V04) (595GF) Pottsville, PA (Schuylkill County)	570	556	97.54%	14	2.46%	481	34	41	10	3	1	0	3.62		7.19
(1V04) (595QA) Annville, PA (Fort Indiantown Gap)	48	47	97.92%	1	2.08%	40	4	3	1	0	0	0	3.88		
(1V04) (642) Philadelphia, PA HCS	41,762	39,444	94.45%	2,318	5.55%	34,773	2,051	2,620	1,381	611	185	141	4.06	8.72	2.23
(1V04) (642) Philadelphia, PA (Corporal Michael J. Crescenzi)	33,577	31,533	93.91%	2,044	6.09%	27,557	1,683	2,293	1,211	551	162	120	4.61	8.67	2.04
(1V04) (642GA) Burlington County, NJ	1,964	1,911	97.30%	53	2.70%	1,740	101	70	26	15	3	9	3.54	7.01	3.73
(1V04) (642GC) Horsham, PA (Victor J. Saracini)	2,715	2,605	95.95%	110	4.05%	2,271	173	161	46	35	18	11	3.65	12.52	2.67
(1V04) (642GD) Gloucester County, NJ	2,447	2,337	95.50%	110	4.50%	2,193	64	80	98	9	2	1	3.15	7.10	1.66
(1V04) (642GF) Camden, NJ	495	494	99.80%	1	0.20%	448	30	16	0	1	0	0	1.62	0.65	5.45
(1V04) (642QA) Chestnut Street, PA	564	564	100.00%	0	0.00%	564	0	0	0	0	0	0			
(1V04) (646) Pittsburgh, PA HCS	41,663	38,959	93.51%	2,704	6.49%	31,618	3,457	3,884	2,001	473	126	104	4.80	9.88	3.05
(1V04) (646) Pittsburgh-University Drive, PA	26,454	24,431	92.35%	2,023	7.65%	19,364	2,316	2,751	1,520	356	85	62	7.06	9.98	2.09
(1V04) (646A4) Heinz, PA (H. John Heinz III)	8,124	7,635	93.98%	489	6.02%	6,246	606	783	357	83	24	25	5.24	11.11	3.63
(1V04) (646GA) St. Clairsville, OH (Belmont County)	1,375	1,358	98.76%	17	1.24%	1,253	65	40	15	1	1	0	1.78	2.27	4.39
(1V04) (646GB) Greensburg, PA (Westmoreland County)	1,692	1,627	96.16%	65	3.84%	1,303	209	115	49	13	0	3	4.36	9.27	4.29
(1V04) (646GC) Rochester, PA (Beaver County)	1,608	1,585	98.57%	23	1.43%	1,367	143	75	12	5	3	3	2.88	5.70	5.04
(1V04) (646GD) Washington, PA	1,271	1,231	96.85%	40	3.15%	1,093	62	76	33	3	1	3	3.13	5.40	8.77
(1V04) (646GE) Uniontown, PA (Fayette County)	1,139	1,092	95.87%	47	4.13%	992	56	44	15	12	12	8	3.64	13.03	5.06
(1V04) (693) Wilkes-Barre, PA HCS	27,687	26,918	97.22%	769	2.78%	24,135	1,337	1,446	585	136	31	17	1.95	4.87	6.85
(1V04) (693) Wilkes-Barre, PA	17,849	17,289	96.86%	560	3.14%	15,313	914	1,062	410	119	20	11	1.90	5.19	6.98
(1V04) (693B4) Allentown, PA	5,343	5,183	97.01%	160	2.99%	4,702	237	244	143	12	3	2	2.23	3.25	7.55
(1V04) (693GA) Sayre, PA	1,432	1,422	99.30%	10	0.70%	1,315	55	52	7	0	1	2	2.57	3.45	0.90
(1V04) (693GB) Williamsport, PA	1,624	1,601	98.58%	23	1.42%	1,473	75	53	16	3	2	2	1.61	1.07	5.36
(1V04) (693GC) Tobyhanna, PA	211	210	99.53%	1	0.47%	187	16	7	1	0	0	0	2.21	0.18	5.79
(1V04) (693GF) Berwick, PA (Columbia County)	485	476	98.14%	9	1.86%	465	7	4	3	1	5	0	0.37		14.88
(1V04) (693GG) Bangor, PA (Northampton County)	394	393	99.75%	1	0.25%	352	24	17	0	1	0	0	2.16	0.54	6.27
(1V04) (693QA) Honesdale, PA (Wayne County)	349	344	98.57%	5	1.43%	328	9	7	5	0	0	0	1.43	0.02	14.88
(1V05) (540) Clarksburg, WV HCS	21,437	20,399	95.16%	1,038	4.84%	17,957	1,211	1,231	642	187	106	103	5.09	7.27	5.24
(1V05) (540) Clarksburg, WV (Louis A. Johnson)	17,630	16,701	94.73%	929	5.27%	14,666	994	1,041	571	174	105	79	4.76	7.27	5.25
(1V05) (540BU) Clarksburg, WV - VADOM	13	13	100.00%	0	0.00%	13	0	0	0	0	0	0			
(1V05) (540GA) Parsons, WV (Tucker County)	353	353	100.00%	0	0.00%	322	17	14	0	0	0	0	2.14	7.67	6.53
(1V05) (540GB) Parkersburg, WV (Wood County)	1,475	1,407	95.39%	68	4.61%	1,230	95	82	40	6	1	21	6.98	6.37	7.83
(1V05) (540GC) Gassaway, WV (Braxton County)	656	649	98.93%	7	1.07%	614	22	13	6	0	0	1	2.22	6.33	6.11
(1V05) (540GD) Westover, WV (Monongalia County)	1,248	1,232	98.72%	16	1.28%	1,083	79	70	16	0	0	0	5.25	4.63	2.92
(1V05) (540HK) Clarksburg, WV - Mobile	62	44	70.97%	18	29.03%	29	4	11	9	7	0	2	25.98	2.86	
(1V05) (512) Baltimore, MD HCS	43,894	41,613	94.80%	2,281	5.20%	36,820	2,122	2,671	1,452	574	124	131	2.92	9.05	3.29
(1V05) (512) Baltimore, MD	25,749	23,937	92.96%	1,812	7.04%	20,884	1,311	1,742	1,151	442	109	110	3.27	10.50	3.21

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (512A5) Perry Point, MD	7,223	7,004	96.97%	219	3.03%	6,213	374	417	129	68	8	14	3.07	8.84	2.98
(1V05) (512GA) Cambridge, MD	1,971	1,948	98.83%	23	1.17%	1,811	72	65	18	3	0	2	1.14	3.52	3.66
(1V05) (512GC) Glen Burnie, MD	1,915	1,786	93.26%	129	6.74%	1,571	83	132	74	48	3	4	5.91	11.17	5.44
(1V05) (512GD) Loch Raven, MD	4,153	4,077	98.17%	76	1.83%	3,712	156	209	69	6	0	1	2.40	3.01	4.20
(1V05) (512GE) Pocomoke City, MD	489	484	98.98%	5	1.02%	417	30	37	5	0	0	0	1.29	6.00	7.17
(1V05) (512GF) Eastern Baltimore County, MD	557	554	99.46%	3	0.54%	498	29	27	1	2	0	0	2.87		2.71
(1V05) (512GG) Fort Meade, MD	1,836	1,822	99.24%	14	0.76%	1,713	67	42	5	5	4	0	1.35	3.41	1.21
(1V05) (512PA) 512PA	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0		0.00	
(1V05) (613) Martinsburg, WV HCS	35,722	34,221	95.80%	1,501	4.20%	30,236	1,825	2,160	1,132	260	56	53	3.99	8.22	4.89
(1V05) (613) Martinsburg, WV	25,858	24,722	95.61%	1,136	4.39%	21,942	1,245	1,535	858	212	39	27	1.87	8.92	3.19
(1V05) (613BU) Martinsburg, WV - VADOM	522	522	100.00%	0	0.00%	484	30	8	0	0	0	0			0.00
(1V05) (613GA) Cumberland, MD	1,502	1,477	98.34%	25	1.66%	1,305	93	79	17	4	1	3	3.28	4.41	6.42
(1V05) (613GB) Hagerstown, MD	1,468	1,376	93.73%	92	6.27%	1,173	83	120	68	6	4	14	8.98	34.33	7.42
(1V05) (613GC) Stephens City, VA	2,350	2,269	96.55%	81	3.45%	1,999	147	123	57	16	5	3	4.92	5.05	8.19
(1V05) (613GD) Franklin, WV	95	92	96.84%	3	3.16%	79	5	8	3	0	0	0	4.66	9.00	
(1V05) (613GE) Petersburg, WV	396	365	92.17%	31	7.83%	322	9	34	25	3	2	1	7.88	11.75	6.83
(1V05) (613GF) Harrisonburg, VA	1,476	1,416	95.93%	60	4.07%	1,220	96	100	39	13	3	5	6.44	3.51	11.42
(1V05) (613GG) Fort Detrick, MD	2,055	1,982	96.45%	73	3.55%	1,712	117	153	65	6	2	0	5.32	2.86	6.41
(1V05) (688) Washington, DC HCS	52,053	50,083	96.22%	1,970	3.78%	45,699	1,916	2,468	1,515	336	43	76	3.40	6.30	2.49
(1V05) (688) Washington-DC, DC	43,668	41,921	96.00%	1,747	4.00%	37,917	1,711	2,293	1,337	291	43	76	4.36	6.26	2.81
(1V05) (688GA) Fort Belvoir, VA	3,105	3,024	97.39%	81	2.61%	2,879	84	61	56	25	0	0	2.01	7.40	1.36
(1V05) (688GB) Southeast Washington, DC	307	306	99.67%	1	0.33%	299	1	6	1	0	0	0	0.61	0.00	2.28
(1V05) (688GD) Charlotte Hall, MD	1,644	1,606	97.69%	38	2.31%	1,523	57	26	36	2	0	0	2.65	3.63	0.26
(1V05) (688GE) Southern Prince Georges County-Andrews Air Force Base, MD	2,807	2,705	96.37%	102	3.63%	2,596	50	59	85	17	0	0	2.44	10.32	1.90
(1V05) (688GF) Montgomery County, MD	459	459	100.00%	0	0.00%	444	10	5	0	0	0	0	0.33	0.43	1.56
(1V05) (688QA) Franklin Street, DC	63	62	98.41%	1	1.59%	41	3	18	0	1	0	0		8.67	
(1V05) (517) Beckley, WV HCS	12,871	12,411	96.43%	460	3.57%	11,121	656	634	280	51	28	101	4.51	10.40	1.34
(1V05) (517) Beckley, WV	11,513	11,065	96.11%	448	3.89%	9,880	595	590	273	47	27	101	5.12	10.62	1.14
(1V05) (517GB) Ronceverte, WV (Greenbrier County)	957	955	99.79%	2	0.21%	888	39	28	2	0	0	0	2.33	0.67	4.40
(1V05) (517QA) Princeton, WV	401	391	97.51%	10	2.49%	353	22	16	5	4	1	0	3.70	5.56	0.00
(1V05) (581) Huntington, WV HCS	27,369	26,418	96.53%	951	3.47%	23,552	1,394	1,472	654	219	43	35	3.02	6.61	2.03
(1V05) (581) Huntington, WV (Hershel "Woody" Williams)	20,815	19,891	95.56%	924	4.44%	17,658	1,031	1,202	635	214	42	33	3.38	7.07	1.81
(1V05) (581GA) Prestonsburg, KY	2,252	2,244	99.64%	8	0.36%	2,107	103	34	6	1	1	0	1.22	2.39	2.33
(1V05) (581GB) Charleston, WV	3,415	3,408	99.80%	7	0.20%	2,976	218	214	6	0	0	1	3.90	1.75	2.72
(1V05) (581GG) Gallipolis, OH	590	588	99.66%	2	0.34%	549	22	17	0	2	0	0	1.33	10.71	4.55
(1V05) (581GH) Lenore, WV	283	273	96.47%	10	3.53%	248	20	5	7	2	0	1	4.55	9.33	
(1V05) (581QA) Huntington-Ninth Street, WV	14	14	100.00%	0	0.00%	14	0	0	0	0	0	0	0.00		
(1V06) (558) Durham, NC HCS	48,912	44,048	90.06%	4,864	9.94%	37,987	2,620	3,441	3,000	1,197	349	318	9.37	11.15	6.65
(1V06) (558) Durham, NC	29,124	26,096	89.60%	3,028	10.40%	22,338	1,587	2,171	1,895	802	182	149	7.96	10.31	5.09
(1V06) (558GA) Greenville, NC	9,351	8,354	89.34%	997	10.66%	7,235	493	626	580	216	93	108	10.42	14.13	6.05
(1V06) (558GB) Raleigh-Sungate Boulevard, NC	2,279	2,132	93.55%	147	6.45%	1,841	125	166	86	34	18	9	7.49	13.67	0.75

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (558GC) Morehead City, NC	1,512	1,214	80.29%	298	19.71%	962	85	167	218	49	17	14	15.20	18.14	18.89
(1V06) (558GD) Durham County, NC	1,682	1,617	96.14%	65	3.86%	1,500	49	68	40	16	5	4			5.84
(1V06) (558GE) Hillandale Road, NC	1,305	1,187	90.96%	118	9.04%	1,050	65	72	60	19	17	22	10.43	23.18	1.16
(1V06) (558GF) Wake County, NC	2,170	2,043	94.15%	127	5.85%	1,854	105	84	81	24	14	8			7.13
(1V06) (558GG) Raleigh-Atlantic Avenue, NC	1,345	1,262	93.83%	83	6.17%	1,104	88	70	39	37	3	4	8.41	3.62	0.12
(1V06) (558QA) Brier Creek, NC	144	143	99.31%	1	0.69%	103	23	17	1	0	0	0			5.91
(1V06) (565) Fayetteville, NC HCS	54,129	51,430	95.01%	2,699	4.99%	44,372	3,015	4,043	2,001	448	115	135	3.63	9.15	4.94
(1V06) (565) Fayetteville, NC	11,590	11,156	96.26%	434	3.74%	10,119	442	595	287	84	28	35	5.46	4.83	5.09
(1V06) (565GA) Jacksonville-Henderson Drive, NC	2,458	2,406	97.88%	52	2.12%	2,202	65	139	45	4	2	1	2.30	13.76	5.37
(1V06) (565GC) Wilmington, NC	9,254	8,717	94.20%	537	5.80%	7,359	534	824	446	69	14	8	2.02	9.55	3.69
(1V06) (565GD) Hamlet, NC	1,192	1,157	97.06%	35	2.94%	1,057	52	48	30	5	0	0	2.32	8.00	2.76
(1V06) (565GE) Robeson County, NC	1,428	1,375	96.29%	53	3.71%	1,179	80	116	49	3	0	1	4.26	0.00	5.80
(1V06) (565GF) Goldsboro, NC	1,517	1,491	98.29%	26	1.71%	1,387	55	49	19	6	1	0	1.96	6.29	4.48
(1V06) (565GG) Sanford, NC (Lee County)	1,482	1,461	98.58%	21	1.42%	1,354	52	55	16	3	2	0	1.66	38.25	3.67
(1V06) (565GH) Brunswick County, NC	740	733	99.05%	7	0.95%	671	32	30	7	0	0	0		2.16	
(1V06) (565GJ) Jacksonville 2, NC	818	817	99.88%	1	0.12%	787	17	13	1	0	0	0		0.83	
(1V06) (565GL) Cumberland County, NC	21,091	19,657	93.20%	1,434	6.80%	16,035	1,560	2,062	1,024	254	67	89	5.32	10.80	7.40
(1V06) (565GM) Jacksonville 3, NC	571	547	95.80%	24	4.20%	483	29	35	18	6	0	0			4.62
(1V06) (565MB) IDES Fort Bragg	81	81	100.00%	0	0.00%	79	2	0	0	0	0	0			2.71
(1V06) (565MD) IDES Camp Lejeune	119	119	100.00%	0	0.00%	119	0	0	0	0	0	0			0.00
(1V06) (565QA) Robeson Street, NC	760	760	100.00%	0	0.00%	760	0	0	0	0	0	0			
(1V06) (565QD) Raeford Road, NC	1,028	953	92.70%	75	7.30%	781	95	77	59	14	1	1			7.51
(1V06) (590) Hampton, VA HCS	36,490	32,882	90.11%	3,608	9.89%	28,642	1,904	2,336	2,091	852	411	254	9.30	14.88	8.02
(1V06) (590) Hampton, VA	30,419	27,265	89.63%	3,154	10.37%	23,879	1,475	1,911	1,839	770	332	213	10.04	14.94	6.64
(1V06) (590BU) Hampton, VA - VADOM	50	50	100.00%	0	0.00%	49	1	0	0	0	0	0			
(1V06) (590GB) Virginia Beach, VA	2,581	2,227	86.28%	354	13.72%	1,798	199	230	183	64	68	39	12.96	16.67	17.17
(1V06) (590GC) Albemarle, NC	1,020	995	97.55%	25	2.45%	882	52	61	22	2	1	0	2.62	0.00	5.89
(1V06) (590GD) Chesapeake, VA	2,197	2,122	96.59%	75	3.41%	1,889	113	120	47	16	10	2	5.26	8.00	5.77
(1V06) (590MA) IDES Portsmouth	71	71	100.00%	0	0.00%	32	27	12	0	0	0	0			9.35
(1V06) (590MB) IDES Langley	58	58	100.00%	0	0.00%	36	22	0	0	0	0	0			6.53
(1V06) (590MC) IDES Fort Eustis	94	94	100.00%	0	0.00%	77	15	2	0	0	0	0			4.94
(1V06) (637) Asheville, NC HCS	35,604	32,451	91.14%	3,153	8.86%	28,217	1,833	2,401	1,845	673	331	304	4.12	14.08	3.97
(1V06) (637) Asheville, NC (Charles George)	28,825	26,044	90.35%	2,781	9.65%	22,443	1,506	2,095	1,671	571	275	264	4.92	13.49	4.50
(1V06) (637BU) Asheville, NC - VADOM	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0			
(1V06) (637GA) Franklin, NC	1,560	1,502	96.28%	58	3.72%	1,393	58	51	28	13	5	12	4.00	13.08	1.69
(1V06) (637GB) Rutherford County, NC	1,756	1,732	98.63%	24	1.37%	1,614	65	53	17	3	3	1	1.59	9.76	2.51
(1V06) (637GC) Hickory, NC	3,462	3,172	91.62%	290	8.38%	2,766	204	202	129	86	48	27	3.48	22.14	3.50
(1V06) (652) Richmond, VA HCS	53,627	51,148	95.38%	2,479	4.62%	44,302	3,413	3,433	1,691	490	141	157	5.40	7.99	2.82
(1V06) (652) Richmond, VA (Hunter Holmes McGuire)	46,174	43,867	95.00%	2,307	5.00%	37,720	3,008	3,139	1,582	448	128	149	6.24	7.96	3.28
(1V06) (652GA) Fredericksburg, VA	2,376	2,319	97.60%	57	2.40%	2,100	129	90	31	21	5	0	2.57	17.68	2.29
(1V06) (652GB) Fredericksburg 2, VA	2,108	2,044	96.96%	64	3.04%	1,803	142	99	40	10	6	8	6.47	8.64	2.04

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (652GE) Charlottesville, VA	2,180	2,148	98.53%	32	1.47%	2,035	59	54	21	9	2	0	1.53	4.36	1.02	
(1V06) (652GF) Emporia, VA	789	770	97.59%	19	2.41%	644	75	51	17	2	0	0	5.09	8.00	3.76	
(1V06) (658) Salem, VA HCS	34,998	32,691	93.41%	2,307	6.59%	26,869	2,508	3,314	1,454	407	217	229	6.84	12.10	5.08	
(1V06) (658) Salem, VA	27,705	25,705	92.78%	2,000	7.22%	20,658	2,147	2,900	1,281	377	168	174	6.07	12.39	4.84	
(1V06) (658GA) Tazewell, VA	402	391	97.26%	11	2.74%	335	37	19	9	1	1	0	6.08		2.28	
(1V06) (658GB) Danville, VA	2,385	2,299	96.39%	86	3.61%	2,093	83	123	66	3	3	14	4.61	2.93	9.54	
(1V06) (658GC) Lynchburg, VA	1,917	1,774	92.54%	143	7.46%	1,517	110	147	62	24	24	33	13.01	3.92	4.20	
(1V06) (658GD) Staunton, VA	1,221	1,174	96.15%	47	3.85%	1,074	47	53	17	2	21	7	8.74	1.30	1.54	
(1V06) (658GE) Wytheville, VA	1,368	1,348	98.54%	20	1.46%	1,192	84	72	19	0	0	1	2.97	3.30	4.25	
(1V06) (659) Salisbury, NC HCS	66,401	60,718	91.44%	5,683	8.56%	51,062	4,503	5,153	3,714	1,123	372	474	3.77	10.54	11.04	
(1V06) (659) Salisbury, NC (W.G. (Bill) Hefner Salisbury)	26,649	25,123	94.27%	1,526	5.73%	21,288	1,833	2,002	1,109	284	79	54	3.35	8.13	8.03	
(1V06) (659BY) Kernersville, NC	18,731	16,957	90.53%	1,774	9.47%	14,392	1,219	1,346	1,153	399	130	92	4.59	10.70	13.76	
(1V06) (659BZ) South Charlotte, NC	18,158	15,837	87.22%	2,321	12.78%	13,046	1,174	1,617	1,400	434	162	325	3.75	15.05	11.65	
(1V06) (659GA) North Charlotte, NC	2,863	2,801	97.83%	62	2.17%	2,336	277	188	52	6	1	3	2.43	4.81	8.80	
(2V07) (508) Atlanta, GA HCS	83,834	78,965	94.19%	4,869	5.81%	68,550	4,436	5,979	3,194	1,165	271	239	3.36	11.43	2.93	
(2V07) (508) Atlanta, GA	37,663	34,862	92.56%	2,801	7.44%	29,562	2,111	3,189	1,945	651	97	108	4.34	10.96	2.22	
(2V07) (508GA) Fort McPherson, GA	7,087	6,761	95.40%	326	4.60%	5,952	347	462	155	99	62	10	3.26	20.51	4.33	
(2V07) (508GE) Oakwood, GA	3,942	3,823	96.98%	119	3.02%	3,330	213	280	86	23	3	7	4.69	9.04	2.84	
(2V07) (508GF) Austell, GA	2,538	2,524	99.45%	14	0.55%	2,396	70	58	12	2	0	0	1.20	9.64	1.98	
(2V07) (508GG) Stockbridge, GA	2,780	2,726	98.06%	54	1.94%	2,417	156	153	45	7	1	1	3.24	2.57	4.13	
(2V07) (508GH) Lawrenceville, GA	3,235	3,171	98.02%	64	1.98%	2,879	137	155	47	9	4	4	2.20	8.57	2.66	
(2V07) (508GI) Newnan, GA	2,252	2,207	98.00%	45	2.00%	1,918	134	155	28	12	2	3	2.84	3.25	7.51	
(2V07) (508GJ) Blairsville, GA	1,300	1,291	99.31%	9	0.69%	1,171	69	51	9	0	0	0	0	2.47	3.40	1.37
(2V07) (508GK) Carrollton, GA (Trinka Davis Village)	2,749	2,706	98.44%	43	1.56%	2,328	188	190	28	8	4	3	2.64	6.55	1.77	
(2V07) (508GL) Rome, GA	1,090	1,080	99.08%	10	0.92%	1,014	39	27	8	0	1	1	2.59	0.57	1.09	
(2V07) (508QB) East Point, GA	488	487	99.80%	1	0.20%	466	9	12	1	0	0	0	0.00	10.90	0.81	
(2V07) (508QC) Henderson Mill, GA	3,039	3,033	99.80%	6	0.20%	2,966	39	28	6	0	0	0			0.83	
(2V07) (508QD) Fulton County, GA	531	510	96.05%	21	3.95%	230	129	151	18	3	0	0		10.35	11.46	
(2V07) (508QE) Gwinnett County, GA	1,462	1,457	99.66%	5	0.34%	1,359	43	55	5	0	0	0	0	1.38		2.09
(2V07) (508QF) Atlanta-Arcadia Avenue, GA	13,678	12,327	90.12%	1,351	9.88%	10,562	752	1,013	801	351	97	102	4.19	14.18	4.96	
(2V07) (509) Augusta, GA HCS	32,866	30,696	93.40%	2,170	6.60%	26,488	1,876	2,332	1,408	484	132	146	4.49	9.95	3.62	
(2V07) (509) Augusta Downtown, GA (Charlie Norwood)	13,651	12,374	90.65%	1,277	9.35%	10,340	850	1,184	772	310	73	122	0.01	11.78	2.96	
(2V07) (509A0) Augusta Uptown, GA	15,027	14,215	94.60%	812	5.40%	12,385	860	970	564	169	57	22	5.51	6.27	4.16	
(2V07) (509GA) Athens, GA	2,191	2,133	97.35%	58	2.65%	1,951	84	98	52	4	2	0	4.38	5.14	1.94	
(2V07) (509GB) Aiken, SC	1,371	1,354	98.76%	17	1.24%	1,252	48	54	16	1	0	0	2.23	0.00	1.72	
(2V07) (509QA) Statesboro, GA	626	620	99.04%	6	0.96%	560	34	26	4	0	0	2	3.95	0.26	1.95	
(2V07) (521) Birmingham, AL HCS	53,986	51,963	96.25%	2,023	3.75%	46,745	2,483	2,735	1,299	414	163	147	1.84	8.25	2.27	
(2V07) (521) Birmingham, AL	25,537	24,277	95.07%	1,260	4.93%	21,496	1,139	1,642	733	273	140	114	0.05	10.52	2.21	
(2V07) (521GA) Huntsville, AL	6,911	6,768	97.93%	143	2.07%	6,025	468	275	92	37	8	6	2.48	5.04	2.38	
(2V07) (521GC) Sheffield, AL (Florence)	2,144	2,144	100.00%	0	0.00%	2,068	56	20	0	0	0	0	1.17	0.23	0.75	
(2V07) (521GD) Rainbow City, AL	1,760	1,755	99.72%	5	0.28%	1,660	66	29	5	0	0	0	1.55	0.94	1.57	
(2V07) (521GE) Oxford, AL	2,133	2,094	98.17%	39	1.83%	1,944	79	71	34	3	0	2	2.35	2.59	3.22	
(2V07) (521GF) Jasper, AL	1,215	1,212	99.75%	3	0.25%	1,176	19	17	3	0	0	0	1.39	0.80	0.61	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (521GG) Bessemer, AL	1,245	1,207	96.95%	38	3.05%	1,097	58	52	21	8	4	5	2.66	8.19	4.22
(2V07) (521GH) Childersburg, AL	1,457	1,448	99.38%	9	0.62%	1,392	32	24	9	0	0	0	0.83	0.69	2.24
(2V07) (521GI) Guntersville, AL	1,675	1,666	99.46%	9	0.54%	1,544	73	49	6	0	0	3	1.09	7.29	3.28
(2V07) (521GJ) Birmingham-7th Avenue, AL	7,732	7,351	95.07%	381	4.93%	6,523	354	474	308	53	4	16	2.66	6.81	3.37
(2V07) (521QA) Callahan, AL	2,177	2,041	93.75%	136	6.25%	1,820	139	82	88	40	7	1		5.66	
(2V07) (534) Charleston, SC HCS	60,447	58,836	97.33%	1,611	2.67%	53,062	2,706	3,068	1,329	236	30	16	1.69	6.53	2.77
(2V07) (534) Charleston, SC (Ralph H. Johnson)	28,041	26,956	96.13%	1,085	3.87%	23,965	1,351	1,640	872	178	25	10	1.79	6.63	2.08
(2V07) (534BY) Savannah, GA	8,873	8,666	97.67%	207	2.33%	7,817	445	404	188	13	3	3	2.19	6.57	2.83
(2V07) (534GB) Myrtle Beach, SC	3,730	3,690	98.93%	40	1.07%	3,406	124	160	38	1	1	0	1.85	6.43	6.09
(2V07) (534GC) Beaufort, SC	2,505	2,490	99.40%	15	0.60%	2,365	59	66	14	1	0	0	0.98	3.09	2.36
(2V07) (534GD) Goose Creek, SC	4,791	4,672	97.52%	119	2.48%	4,105	278	289	91	27	1	0	1.67	8.11	3.64
(2V07) (534GE) Hinesville, GA	4,369	4,328	99.06%	41	0.94%	4,054	147	127	40	1	0	0	0.19	3.42	2.58
(2V07) (534GF) Trident 1, SC	2,597	2,589	99.69%	8	0.31%	2,511	32	46	7	1	0	0	0.16	6.00	
(2V07) (534QA) Market Commons, SC	4,623	4,531	98.01%	92	1.99%	4,007	224	300	76	13	0	3	2.39	5.36	3.94
(2V07) (534QB) Trident 2, SC	753	749	99.47%	4	0.53%	667	46	36	3	1	0	0			2.71
(2V07) (534QC) Charleston-City Hall Lane, SC	165	165	100.00%	0	0.00%	165	0	0	0	0	0	0			
(2V07) (544) Columbia, SC HCS	62,337	58,837	94.39%	3,500	5.61%	51,199	3,570	4,068	2,086	725	344	345	3.18	11.68	3.45
(2V07) (544) Columbia, SC (Wm. Jennings Bryan Dorn)	39,853	37,067	93.01%	2,786	6.99%	31,721	2,451	2,895	1,573	636	297	280	3.23	12.09	3.80
(2V07) (544BZ) Greenville, SC	7,686	7,221	93.95%	465	6.05%	6,294	436	491	349	57	23	36	3.19	10.91	4.75
(2V07) (544GB) Florence, SC	2,652	2,632	99.25%	20	0.75%	2,408	131	93	13	1	4	2	2.34	8.27	1.11
(2V07) (544GC) Rock Hill, SC	3,026	2,985	98.65%	41	1.35%	2,806	95	84	19	6	2	14	5.69	1.19	2.74
(2V07) (544GD) Anderson, SC	3,529	3,415	96.77%	114	3.23%	2,951	208	256	77	17	11	9	3.12	8.11	4.69
(2V07) (544GE) Orangeburg, SC	1,511	1,499	99.21%	12	0.79%	1,385	54	60	10	1	1	0	2.40		2.09
(2V07) (544GF) Sumter, SC	1,917	1,885	98.33%	32	1.67%	1,718	67	100	23	7	1	1	2.82		3.37
(2V07) (544GG) Spartanburg, SC	2,050	2,034	99.22%	16	0.78%	1,839	117	78	15	0	0	1	2.10	2.21	2.88
(2V07) (544HK) Columbia, SC - Mobile	113	99	87.61%	14	12.39%	77	11	11	7	0	5	2		13.43	
(2V07) (557) Dublin, GA HCS	27,440	26,066	94.99%	1,374	5.01%	23,368	1,348	1,350	808	349	130	87	3.49	11.94	5.29
(2V07) (557) Dublin, GA (Carl Vinson)	17,806	16,837	94.56%	969	5.44%	15,168	802	867	497	293	111	68	3.01	12.72	4.19
(2V07) (557GA) Macon, GA	3,018	2,848	94.37%	170	5.63%	2,508	160	180	131	20	2	17	3.33	15.72	6.93
(2V07) (557GB) Albany, GA	1,842	1,792	97.29%	50	2.71%	1,606	123	63	30	15	3	2	3.62	4.56	4.76
(2V07) (557GC) Milledgeville, GA	641	638	99.53%	3	0.47%	584	38	16	2	1	0	0	1.51	0.80	3.57
(2V07) (557GE) Brunswick, GA	1,701	1,644	96.65%	57	3.35%	1,455	96	93	39	8	10	0	4.85	4.75	4.94
(2V07) (557GF) Tifton, GA	1,233	1,183	95.94%	50	4.06%	1,073	58	52	41	9	0	0	3.63	1.09	6.42
(2V07) (557HA) Perry, GA	1,199	1,124	93.74%	75	6.26%	974	71	79	68	3	4	0	5.43	0.00	8.31
(2V07) (619) Central Alabama HCS	31,763	29,720	93.57%	2,043	6.43%	26,093	1,463	2,164	1,265	441	139	198	5.79	12.01	6.62
(2V07) (619) Montgomery, AL (Central Alabama)	7,251	6,608	91.13%	643	8.87%	5,532	400	676	442	140	39	22	0.00	12.22	8.31
(2V07) (619A4) Tuskegee, AL (Central Alabama)	9,432	8,841	93.73%	591	6.27%	7,864	365	612	314	137	57	83	3.00	13.33	4.96
(2V07) (619GA) Columbus, GA	2,064	1,933	93.65%	131	6.35%	1,754	82	97	83	38	5	5	5.26	7.48	8.27
(2V07) (619GB) Dothan 1, AL	718	667	92.90%	51	7.10%	538	79	50	27	6	2	16	12.25	2.14	
(2V07) (619GC) Dothan Mental Health Clinic	4	4	100.00%	0	0.00%	4	0	0	0	0	0	0			
(2V07) (619GD) Wiregrass, AL	2,290	2,175	94.98%	115	5.02%	1,985	87	103	46	50	11	8	4.16	9.70	2.39
(2V07) (619GE) Monroe County, AL	695	678	97.55%	17	2.45%	632	24	22	7	1	2	7	11.03		0.15

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (619GF) Central Alabama Montgomery, AL	5,878	5,600	95.27%	278	4.73%	4,912	271	417	171	35	20	52	5.64	10.37	2.57
(2V07) (619PA) Tuskegee, AL (Central Alabama) - PRRTP	14	14	100.00%	0	0.00%	13	1	0	0	0	0	0	0		
(2V07) (619QA) Dothan 2, AL	573	524	91.45%	49	8.55%	464	24	36	39	8	2	0			8.43
(2V07) (619QB) Fort Benning, GA	2,844	2,676	94.09%	168	5.91%	2,395	130	151	136	26	1	5	5.17	10.71	3.73
(2V07) (679) Tuscaloosa, AL HCS	12,260	11,530	94.05%	730	5.95%	10,160	653	717	410	250	43	27	8.46	7.09	6.23
(2V07) (679) Tuscaloosa, AL	11,841	11,129	93.99%	712	6.01%	9,782	640	707	405	246	41	20	8.43	7.09	6.24
(2V07) (679BU) Tuscaloosa, AL - VADOM	39	39	100.00%	0	0.00%	39	0	0	0	0	0	0			
(2V07) (679GA) Selma, AL	322	320	99.38%	2	0.62%	301	10	9	1	0	1	0	2.65		3.00
(2V07) (679HK) Tuscaloosa, AL - Mobile	58	42	72.41%	16	27.59%	38	3	1	4	4	1	7	29.45		
(2V08) (516) Bay Pines, FL HCS	89,242	85,550	95.86%	3,692	4.14%	75,821	4,744	4,985	2,527	711	223	231	2.65	7.49	7.82
(2V08) (516) Bay Pines, FL (C.W. Bill Young)	48,267	46,343	96.01%	1,924	3.99%	40,823	2,694	2,826	1,407	302	99	116	2.73	7.47	5.42
(2V08) (516BZ) Lee County, FL	20,824	19,738	94.78%	1,086	5.22%	17,592	966	1,180	631	275	89	91	1.70	8.10	10.13
(2V08) (516GA) Sarasota, FL	3,754	3,702	98.61%	52	1.39%	3,332	207	163	41	4	2	5	3.04	1.05	6.85
(2V08) (516GB) St. Petersburg, FL	957	940	98.22%	17	1.78%	872	45	23	15	1	0	1	2.38	4.75	5.88
(2V08) (516GC) Palm Harbor, FL	2,969	2,858	96.26%	111	3.74%	2,462	213	183	85	24	2	0	4.70	1.71	11.11
(2V08) (516GD) Bradenton, FL	4,717	4,434	94.00%	283	6.00%	3,789	291	354	191	80	8	4	3.09	9.54	9.21
(2V08) (516GE) Port Charlotte, FL	3,529	3,391	96.09%	138	3.91%	3,042	189	160	95	18	16	9	3.73	6.40	9.23
(2V08) (516GF) Naples, FL	2,346	2,275	96.97%	71	3.03%	2,129	86	60	53	7	6	5	2.41	3.47	15.29
(2V08) (516GH) Sebring, FL	1,879	1,869	99.47%	10	0.53%	1,780	53	36	9	0	1	0	1.03	5.97	4.59
(2V08) (546) Miami, FL HCS	51,740	48,847	94.41%	2,893	5.59%	44,573	1,906	2,368	1,721	627	249	296	3.11	8.71	2.04
(2V08) (546) Miami, FL (Bruce W. Carter)	31,757	29,738	93.64%	2,019	6.36%	26,889	1,223	1,626	1,158	446	190	225	3.21	9.12	1.82
(2V08) (546BZ) Sunrise, FL (William "Bill" Kling)	13,193	12,428	94.20%	765	5.80%	11,451	455	522	492	156	56	61	3.65	8.97	1.83
(2V08) (546GA) Miami Flagler, FL	40	39	97.50%	1	2.50%	38	1	0	0	0	0	1	27.83		
(2V08) (546GB) Key West, FL	1,089	1,076	98.81%	13	1.19%	1,016	41	19	4	6	1	2	0.87	6.30	0.80
(2V08) (546GC) Homestead, FL	2,117	2,040	96.36%	77	3.64%	1,825	96	119	56	13	2	6	3.09	6.48	6.80
(2V08) (546GD) Pembroke Pines, FL	955	948	99.27%	7	0.73%	909	22	17	3	4	0	0	1.19	1.74	2.45
(2V08) (546GE) Key Largo, FL	357	349	97.76%	8	2.24%	318	16	15	6	1	0	1	2.84	8.47	1.75
(2V08) (546GF) Hollywood, FL	1,518	1,515	99.80%	3	0.20%	1,437	38	40	2	1	0	0	2.06	0.49	1.77
(2V08) (546GH) Deerfield Beach, FL	714	714	100.00%	0	0.00%	690	14	10	0	0	0	0	0.96	0.84	1.54
(2V08) (548) West Palm Beach, FL HCS	57,886	56,383	97.40%	1,503	2.60%	51,007	2,553	2,823	1,174	213	62	54	1.98	4.88	3.92
(2V08) (548) West Palm Beach, FL	44,907	43,484	96.83%	1,423	3.17%	38,413	2,378	2,693	1,104	204	62	53	3.16	5.29	4.40
(2V08) (548GA) Fort Pierce, FL	2,154	2,152	99.91%	2	0.09%	2,129	15	8	2	0	0	0	0.39	0.66	0.26
(2V08) (548GB) Delray Beach, FL	3,074	3,046	99.09%	28	0.91%	2,925	60	61	24	3	0	1	0.71	1.87	4.73
(2V08) (548GC) Stuart, FL	2,847	2,847	100.00%	0	0.00%	2,840	2	5	0	0	0	0	0.02	0.20	0.09
(2V08) (548GD) Boca Raton, FL	1,860	1,846	99.25%	14	0.75%	1,800	32	14	11	3	0	0	0.72	0.51	7.37
(2V08) (548GE) Vero Beach, FL	1,481	1,481	100.00%	0	0.00%	1,466	13	2	0	0	0	0	0.41	0.15	0.58
(2V08) (548GF) Okeechobee, FL	855	855	100.00%	0	0.00%	843	7	5	0	0	0	0	0.38	2.18	1.26
(2V08) (548QA) Port Saint Lucie, FL	708	672	94.92%	36	5.08%	591	46	35	33	3	0	0		9.15	4.81
(2V08) (573) Gainesville, FL HCS	93,323	88,137	94.44%	5,186	5.56%	75,477	6,027	6,633	3,344	949	445	448	4.33	9.57	4.45
(2V08) (573) Gainesville, FL (Malcom Randall)	26,116	24,554	94.02%	1,562	5.98%	21,065	1,600	1,889	1,062	291	86	123	4.42	8.54	2.62
(2V08) (573A4) Lake City, FL	9,937	9,649	97.10%	288	2.90%	8,545	504	600	208	42	28	10	5.31	6.22	1.82
(2V08) (573BY) Jacksonville 1, FL	11,688	10,231	87.53%	1,457	12.47%	8,350	827	1,054	754	343	145	215	5.43	17.47	5.58

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (573GA) Valdosta, GA	1,858	1,782	95.91%	76	4.09%	1,652	59	71	72	4	0	0	4.00	6.83	2.09
(2V08) (573GD) Ocala, FL	2,935	2,894	98.60%	41	1.40%	2,644	141	109	31	7	1	2	2.35	4.49	4.17
(2V08) (573GE) Saint Augustine, FL	2,308	2,251	97.53%	57	2.47%	1,865	229	157	50	5	1	1	3.86	6.80	3.74
(2V08) (573GF) Tallahassee, FL	8,244	7,931	96.20%	313	3.80%	6,738	552	641	218	49	23	23	5.81	5.53	6.06
(2V08) (573GG) Lecanto, FL	2,419	2,408	99.55%	11	0.45%	2,293	79	36	4	4	0	3	1.93	1.67	1.22
(2V08) (573GI) The Villages, FL	9,606	9,087	94.60%	519	5.40%	7,577	816	694	335	52	108	24	5.20	8.81	5.22
(2V08) (573GJ) St. Marys, GA	1,254	1,226	97.77%	28	2.23%	1,014	104	108	18	6	4	0	4.02	0.32	7.09
(2V08) (573GK) Marianna, FL	913	892	97.70%	21	2.30%	782	52	58	16	3	0	2	3.81	21.90	4.83
(2V08) (573GL) Palatka, FL	1,072	1,068	99.63%	4	0.37%	915	97	56	3	1	0	0	3.18	3.02	2.98
(2V08) (573GM) Waycross, GA	747	732	97.99%	15	2.01%	632	57	43	11	2	2	0	3.95	3.57	3.62
(2V08) (573GN) Perry, FL	252	251	99.60%	1	0.40%	237	9	5	1	0	0	0	1.44	25.50	3.17
(2V08) (573QA) Gainesville 1-16th Street, FL	726	726	100.00%	0	0.00%	724	1	1	0	0	0	0	0.00	0.29	
(2V08) (573QB) Gainesville 2-98th Street, FL	491	466	94.91%	25	5.09%	370	47	49	19	5	0	1	6.50		
(2V08) (573QC) Gainesville 3-64th Street (C), FL	1,409	1,392	98.79%	17	1.21%	1,003	98	291	17	0	0	0	5.32	8.68	
(2V08) (573QD) Gainesville 4-64th Street (O), FL	962	891	92.62%	71	7.38%	737	80	74	52	12	3	4	7.71		
(2V08) (573QE) Gainesville 5-64th Street (D), FL	1,284	1,164	90.65%	120	9.35%	1,017	65	82	81	24	3	12	9.81		
(2V08) (573QF) Gainesville 6-23rd Avenue, FL	7	2	28.57%	5	71.43%	1	0	1	0	1	1	3			
(2V08) (573QG) Jacksonville Southpoint, FL	5,031	4,766	94.73%	265	5.27%	4,039	352	375	187	46	25	7	2.90	8.21	7.33
(2V08) (573QH) Ocala West, FL	1,398	1,256	89.84%	142	10.16%	1,088	95	73	114	16	2	10	8.54		
(2V08) (573QJ) Jacksonville 2 University Boulevard, FL	2,666	2,518	94.45%	148	5.55%	2,189	163	166	91	36	13	8	5.12	12.50	8.01
(2V08) (672) San Juan, PR HCS	80,454	77,247	96.01%	3,207	3.99%	69,125	4,229	3,893	1,976	674	267	290	2.79	7.61	4.52
(2V08) (672) San Juan, PR	56,104	53,468	95.30%	2,636	4.70%	47,528	2,991	2,949	1,551	588	235	262	3.26	8.28	4.50
(2V08) (672B0) Ponce, PR (Euripides Rubio)	9,836	9,610	97.70%	226	2.30%	8,651	572	387	170	39	8	9	1.87	5.29	4.03
(2V08) (672BZ) Mayaguez, PR	8,584	8,334	97.09%	250	2.91%	7,647	370	317	182	34	19	15	2.32	4.43	6.27
(2V08) (672GA) Saint Croix, VI	245	244	99.59%	1	0.41%	227	6	11	1	0	0	0	0.26	15.22	2.89
(2V08) (672GB) Saint Thomas, VI	271	254	93.73%	17	6.27%	227	15	12	13	3	1	0	1.46	37.60	31.67
(2V08) (672GC) Arecibo, PR	2,095	2,062	98.42%	33	1.58%	1,919	91	52	27	5	0	1	2.53	5.94	2.51
(2V08) (672GD) Ceiba, PR	2,013	1,987	98.71%	26	1.29%	1,793	91	103	22	1	2	1	3.36	9.70	0.79
(2V08) (672GE) Guayama, PR	965	953	98.76%	12	1.24%	879	41	33	6	4	2	0	1.59	16.76	3.31
(2V08) (672QA) Comerio, PR	169	167	98.82%	2	1.18%	107	40	20	2	0	0	0	6.48	4.25	
(2V08) (672QB) Utuado, PR	84	83	98.81%	1	1.19%	77	3	3	1	0	0	0	2.04	16.00	
(2V08) (672QC) Vieques, PR	88	85	96.59%	3	3.41%	70	9	6	1	0	0	2	10.85		
(2V08) (673) Tampa, FL HCS	76,387	74,508	97.54%	1,879	2.46%	63,862	4,914	5,732	1,472	230	69	108	3.27	5.95	3.47
(2V08) (673) Tampa, FL (James A. Haley)	32,618	31,621	96.94%	997	3.06%	26,721	2,003	2,897	828	135	21	13	3.60	5.99	0.85
(2V08) (673BV) Tampa, FL - VADOM	10	10	100.00%	0	0.00%	10	0	0	0	0	0	0			
(2V08) (673BZ) New Port Richey, FL	6,552	6,457	98.55%	95	1.45%	5,584	477	396	85	4	1	5	2.92	4.09	5.81
(2V08) (673GB) Lakeland, FL	2,056	2,046	99.51%	10	0.49%	1,800	150	96	9	1	0	0	2.74	3.87	0.00
(2V08) (673GC) Brooksville, FL	2,927	2,911	99.45%	16	0.55%	2,463	235	213	14	0	0	2	2.50	5.28	4.94
(2V08) (673GF) Zephyrhills, FL	807	802	99.38%	5	0.62%	711	47	44	3	0	0	2	3.62	3.71	
(2V08) (673QA) Forty Sixth Street North, FL	2,508	2,482	98.96%	26	1.04%	1,872	244	366	26	0	0	0	4.69	8.18	
(2V08) (673QB) Forty Sixth Street South, FL	11,021	10,872	98.65%	149	1.35%	9,555	699	618	97	11	7	34	5.87	2.03	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (673QC) West Lakeland, FL	2,604	2,429	93.28%	175	6.72%	1,924	252	253	158	15	1	1	5.38	7.00		
(2V08) (673QD) Deer Park, FL	527	476	90.32%	51	9.68%	371	56	49	33	11	3	4	9.66			
(2V08) (673QE) Highway Nineteen, FL	343	332	96.79%	11	3.21%	283	25	24	11	0	0	0	4.51			
(2V08) (673QF) Winners Circle, FL	914	914	100.00%	0	0.00%	914	0	0	0	0	0	0				
(2V08) (673QG) Little Road, FL	696	685	98.42%	11	1.58%	575	54	56	11	0	0	0		4.46		
(2V08) (673QH) Bruce B. Downs Boulevard, FL	3,317	3,290	99.19%	27	0.81%	2,931	152	207	12	1	0	14	5.88			
(2V08) (673QI) Medical View Lane, FL	344	343	99.71%	1	0.29%	303	25	15	1	0	0	0	3.77	2.34		
(2V08) (673QJ) Hidden River, FL	9,143	8,838	96.66%	305	3.34%	7,845	495	498	184	52	36	33	3.69	8.23	2.68	
(2V08) (675) Orlando, FL HCS	95,854	91,711	95.68%	4,143	4.32%	79,928	5,225	6,558	3,075	687	177	204	2.61	7.67	4.30	
(2V08) (675) Orlando-Lake Nona, FL	41,402	38,856	93.85%	2,546	6.15%	32,769	2,482	3,605	1,817	473	113	143	4.32	8.41	6.80	
(2V08) (675BU) Orlando-Lake Nona, FL - VADOM	79	79	100.00%	0	0.00%	75	2	2	0	0	0	0				
(2V08) (675BV) Lake Baldwin, FL - VADOM	48	48	100.00%	0	0.00%	48	0	0	0	0	0	0				
(2V08) (675GA) Viera, FL	18,941	18,394	97.11%	547	2.89%	16,144	958	1,292	420	94	19	14	1.62	6.59	4.02	
(2V08) (675GB) Daytona Beach, FL (William V. Chappell, Jr.)	11,203	10,947	97.71%	256	2.29%	9,861	561	525	182	53	13	8	2.61	5.05	1.46	
(2V08) (675GC) Kissimmee, FL	1,799	1,758	97.72%	41	2.28%	1,582	96	80	28	4	3	6	4.31	0.00	4.06	
(2V08) (675GD) Deltona, FL	1,448	1,431	98.83%	17	1.17%	1,298	84	49	13	2	2	0	2.47	0.84	3.57	
(2V08) (675GE) Tavares, FL	1,889	1,865	98.73%	24	1.27%	1,678	110	77	17	3	3	1	2.97	3.02	4.09	
(2V08) (675GF) Clermont, FL	1,072	1,055	98.41%	17	1.59%	949	50	56	10	3	1	3	3.24	4.37	7.55	
(2V08) (675GG) Lake Baldwin, FL	13,446	12,830	95.42%	616	4.58%	11,496	670	664	514	53	23	26	1.69	8.68	4.22	
(2V08) (675QB) Port Orange, FL	4	3	75.00%	1	25.00%	0	1	2	1	0	0	0				
(2V08) (675QC) Westside Pavilion, FL	2,602	2,587	99.42%	15	0.58%	2,407	99	81	15	0	0	0			1.97	
(2V08) (675QD) Crossroads, FL	1,921	1,858	96.72%	63	3.28%	1,621	112	125	58	2	0	3		1.35	4.29	
(2V09) (596) Lexington, KY HCS	29,807	28,242	94.75%	1,565	5.25%	24,141	1,938	2,163	1,125	339	48	53	1.80	10.53	2.41	
(2V09) (596) Lexington-Leestown, KY	11,836	11,550	97.58%	286	2.42%	10,051	871	628	208	72	2	4	2.41	7.15	2.57	
(2V09) (596A4) Lexington-Cooper, KY	12,798	11,575	90.44%	1,223	9.56%	9,276	884	1,415	864	264	46	49		11.93	4.00	
(2V09) (596BU) Lexington-Leestown, KY - VADOM	27	27	100.00%	0	0.00%	27	0	0	0	0	0	0				
(2V09) (596GA) Somerset, KY	1,904	1,865	97.95%	39	2.05%	1,728	88	49	37	2	0	0	0	1.39	7.46	3.65
(2V09) (596GB) Morehead, KY	845	845	100.00%	0	0.00%	823	16	6	0	0	0	0	0	0.49	3.33	0.17
(2V09) (596GC) Hazard, KY	832	831	99.88%	1	0.12%	778	36	17	1	0	0	0	0	1.57	5.80	0.11
(2V09) (596GD) Berea, KY	1,565	1,549	98.98%	16	1.02%	1,458	43	48	15	1	0	0	0	1.14	5.64	1.02
(2V09) (603) Louisville, KY HCS	37,085	36,598	98.69%	487	1.31%	32,242	2,100	2,256	346	96	20	25	2.12	5.60	2.54	
(2V09) (603) Louisville, KY (Robley Rex)	18,641	18,239	97.84%	402	2.16%	15,205	1,344	1,690	291	86	11	14	0.14	5.87	3.20	
(2V09) (603BU) Louisville, KY - VADOM	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0			0.00	
(2V09) (603GA) Fort Knox, KY	2,164	2,147	99.21%	17	0.79%	2,001	74	72	12	1	0	4	2.13	4.60	2.51	
(2V09) (603GB) New Albany, IN	2,965	2,952	99.56%	13	0.44%	2,766	101	85	6	4	3	0	2.08	0.41	3.17	
(2V09) (603GC) Shively, KY	3,102	3,092	99.68%	10	0.32%	2,891	145	56	4	2	2	2	2.01	1.86	2.05	
(2V09) (603GD) Dupont, KY	1,815	1,811	99.78%	4	0.22%	1,715	43	53	4	0	0	0	0	1.24	0.00	1.04
(2V09) (603GE) Newburg, KY	3,747	3,727	99.47%	20	0.53%	3,392	180	155	11	2	3	4	3.01	3.51	3.62	
(2V09) (603GF) Grayson County, KY	2,140	2,138	99.91%	2	0.09%	1,955	120	63	0	0	1	1	2.17	2.18	2.99	
(2V09) (603GG) Scott County, IN	1,333	1,317	98.80%	16	1.20%	1,207	66	44	16	0	0	0	0	1.63	4.10	3.48
(2V09) (603GH) Carrollton, KY	954	951	99.69%	3	0.31%	886	27	38	2	1	0	0	0	1.59	2.43	0.54

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (603MA) IDES Fort Knox	31	31	100.00%	0	0.00%	31	0	0	0	0	0	0	0	0.00	0.00		
(2V09) (603PB) Louisville (SARRTP)	191	191	100.00%	0	0.00%	191	0	0	0	0	0	0	0	0.00	0.00		
(2V09) (614) Memphis, TN HCS	48,189	46,976	97.48%	1,213	2.52%	43,018	1,949	2,009	965	163	40	45	2.08	5.66	2.16		
(2V09) (614) Memphis, TN	29,789	28,747	96.50%	1,042	3.50%	25,906	1,298	1,543	833	131	36	42	2.46	5.96	1.59		
(2V09) (614GA) Tupelo, MS	1,659	1,630	98.25%	29	1.75%	1,511	79	40	12	14	3	0	1.48	0.13	7.68		
(2V09) (614GB) Jonesboro, AR	1,138	1,135	99.74%	3	0.26%	1,036	68	31	3	0	0	0	0	2.86	0.41	3.00	
(2V09) (614GC) Holly Springs, MS	439	439	100.00%	0	0.00%	381	49	9	0	0	0	0	0	3.09	0.00	1.05	
(2V09) (614GD) Savannah, TN	699	699	100.00%	0	0.00%	699	0	0	0	0	0	0	0	0.00	0.00	0.00	
(2V09) (614GE) Covington, TN	2,218	2,210	99.64%	8	0.36%	2,148	41	21	7	1	0	0	0	0.74	2.98	1.87	
(2V09) (614GF) Nonconnah, TN	7,877	7,774	98.69%	103	1.31%	7,186	304	284	84	15	1	3	2.53	3.71	1.09		
(2V09) (614GG) Jackson, TN	2,243	2,219	98.93%	24	1.07%	2,120	53	46	22	2	0	0	0	1.65	3.75	0.57	
(2V09) (614GI) Dyersburg, TN	697	693	99.43%	4	0.57%	644	31	18	4	0	0	0	0	2.47	0.00	0.69	
(2V09) (614GN) Helena, AR	360	360	100.00%	0	0.00%	317	26	17	0	0	0	0	0	2.15	0.00	3.52	
(2V09) (614QA) Union Avenue, TN	1,070	1,070	100.00%	0	0.00%	1,070	0	0	0	0	0	0	0	0	0.00	0.00	
(2V09) (621) Mountain Home, TN HCS	42,770	41,667	97.42%	1,103	2.58%	36,789	2,591	2,287	862	178	35	28	2.86	6.14	1.84		
(2V09) (621) Mountain Home, TN (James H. Quillen)	27,892	26,932	96.56%	960	3.44%	23,698	1,607	1,627	736	164	33	27	2.76	6.43	1.51		
(2V09) (621BU) Mountain Home, TN - VADOM	109	109	100.00%	0	0.00%	104	5	0	0	0	0	0	0	1.00	0.00	0.00	
(2V09) (621BY) Knoxville, TN (William C. Tallent)	6,538	6,507	99.53%	31	0.47%	5,926	325	256	23	7	1	0	0	2.57	3.92	1.57	
(2V09) (621GA) Rogersville, TN	726	726	100.00%	0	0.00%	706	14	6	0	0	0	0	0	1.09	0.00	0.00	
(2V09) (621GC) Norton, VA	784	784	100.00%	0	0.00%	689	76	19	0	0	0	0	0	0.25	0.00	0.44	
(2V09) (621GG) Morristown, TN	1,093	1,090	99.73%	3	0.27%	1,013	54	23	3	0	0	0	0	0.27	0.00	0.66	
(2V09) (621GI) Sevierville, TN (Dannie A. Carr)	1,889	1,844	97.62%	45	2.38%	1,559	198	87	36	7	1	1	1	4.60	0.03	3.63	
(2V09) (621GJ) Bristol, VA	1,387	1,364	98.34%	23	1.66%	1,238	74	52	23	0	0	0	0	0.32	0.00	3.86	
(2V09) (621GK) Campbell County, TN	591	586	99.15%	5	0.85%	542	29	15	5	0	0	0	0	0	1.63	2.57	3.25
(2V09) (621QA) Jonesville, VA	138	115	83.33%	23	16.67%	107	1	7	23	0	0	0	0	0	7.80	0.00	0.00
(2V09) (621QB) Marion, VA	140	140	100.00%	0	0.00%	122	8	10	0	0	0	0	0	0	0	3.29	0.00
(2V09) (621QC) Vansant, VA	63	59	93.65%	4	6.35%	35	0	24	4	0	0	0	0	0	0	11.40	0.00
(2V09) (621QD) Knox County, TN	873	864	98.97%	9	1.03%	566	157	141	9	0	0	0	0	0	0	7.15	5.24
(2V09) (621QE) Downtown West, TN	547	547	100.00%	0	0.00%	484	43	20	0	0	0	0	0	0	0	2.70	0.00
(2V09) (626) Middle Tennessee HCS	74,403	70,209	94.36%	4,194	5.64%	61,404	4,251	4,554	2,950	835	226	183	3.89	8.97	4.73		
(2V09) (626) Nashville, TN	28,931	26,987	93.28%	1,944	6.72%	23,441	1,685	1,861	1,248	486	124	86	6.58	8.94	4.09		
(2V09) (626A4) Murfreesboro, TN (Alvin C. York)	17,360	16,312	93.96%	1,048	6.04%	14,275	998	1,039	799	165	43	41	2.74	9.46	2.94		
(2V09) (626GA) Dover, TN	522	520	99.62%	2	0.38%	496	20	4	1	0	1	0	1.25	4.43	3.03		
(2V09) (626GC) Bowling Green, KY	1,386	1,316	94.95%	70	5.05%	1,125	85	106	50	12	5	3	2.56	8.16	19.63		
(2V09) (626GE) Clarksville, TN	6,208	5,795	93.35%	413	6.65%	5,131	309	355	305	65	26	17	2.61	14.33	4.64		
(2V09) (626GF) Chattanooga, TN	6,267	6,081	97.03%	186	2.97%	5,400	354	327	144	28	7	7	4.17	3.55	5.04		
(2V09) (626GG) Tullahoma, TN	419	408	97.37%	11	2.63%	366	27	15	11	0	0	0	0	1.48	15.33	6.90	
(2V09) (626GH) Cookeville, TN	1,598	1,564	97.87%	34	2.13%	1,451	41	72	21	6	3	4	2.82	4.87	5.55		
(2V09) (626GJ) Hopkinsville, KY	1,908	1,776	93.08%	132	6.92%	1,504	142	130	85	21	9	17	6.78	7.22	10.80		
(2V09) (626GK) McMinnville, TN	847	831	98.11%	16	1.89%	713	81	37	9	5	1	1	3.35	15.41	4.81		
(2V09) (626GL) Roane County, TN	580	568	97.93%	12	2.07%	457	52	59	11	1	0	0	0	3.18	3.00	7.47	
(2V09) (626GM) Maury County, TN	1,147	1,102	96.08%	45	3.92%	829	123	150	41	2	1	1	5.26	6.81	7.09		
(2V09) (626GN) Athens, TN	461	421	91.32%	40	8.68%	355	27	39	36	3	1	0	5.74	11.57	13.10		

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (626GO) International Plaza, TN	1,209	1,174	97.11%	35	2.89%	1,055	59	60	26	3	3	3	5.39	2.84	2.74
(2V09) (626MA) IDES Fort Campbell	408	408	100.00%	0	0.00%	408	0	0	0	0	0	0	0.00	0.00	0.04
(2V09) (626QA) Albion Street, TN	1,008	996	98.81%	12	1.19%	890	56	50	8	3	0	1	4.61		0.08
(2V09) (626QB) Charlotte Avenue, TN	1,978	1,911	96.61%	67	3.39%	1,698	86	127	60	6	1	0	4.39	11.24	2.27
(2V09) (626QC) Pointe Centre, TN	1,611	1,490	92.49%	121	7.51%	1,288	91	111	90	28	1	2		11.50	5.47
(2V09) (626QD) Glenis Drive, TN	555	549	98.92%	6	1.08%	522	15	12	5	1	0	0			1.74
(3V10) (538) Chillicothe, OH HCS	19,428	18,422	94.82%	1,006	5.18%	16,007	1,125	1,290	678	191	77	60	2.22	11.62	4.06
(3V10) (538) Chillicothe, OH	11,824	11,110	93.96%	714	6.04%	9,308	801	1,001	482	146	43	43	2.46	11.65	3.84
(3V10) (538GA) Athens, OH	1,422	1,373	96.55%	49	3.45%	1,185	93	95	29	10	9	1	2.60	13.92	5.73
(3V10) (538GB) Portsmouth, OH	1,701	1,604	94.30%	97	5.70%	1,525	38	41	64	9	16	8	2.67	20.39	0.97
(3V10) (538GC) Marietta, OH	1,105	1,037	93.85%	68	6.15%	941	53	43	47	16	2	3	2.27	13.27	4.93
(3V10) (538GD) Lancaster, OH	1,748	1,692	96.80%	56	3.20%	1,596	52	44	39	8	5	4	0.82	6.38	5.93
(3V10) (538GE) Cambridge, OH	1,151	1,135	98.61%	16	1.39%	1,024	64	47	13	0	2	1	2.70	3.67	3.54
(3V10) (538GF) Wilmington, OH	477	471	98.74%	6	1.26%	428	24	19	4	2	0	0	1.63	24.33	4.92
(3V10) (539) Cincinnati, OH HCS	40,889	38,973	95.31%	1,916	4.69%	34,129	2,314	2,530	1,307	368	121	120	4.79	8.57	1.79
(3V10) (539) Cincinnati, OH	25,481	23,861	93.64%	1,620	6.36%	20,571	1,484	1,806	1,096	328	103	93	5.98	10.64	1.83
(3V10) (539A4) Fort Thomas, KY	1,066	1,043	97.84%	23	2.16%	931	58	54	18	4	0	1		10.86	0.01
(3V10) (539GA) Bellevue, KY	1,557	1,537	98.72%	20	1.28%	1,472	42	23	5	4	5	6	4.23	1.71	2.10
(3V10) (539GB) Clermont County, OH	3,242	3,185	98.24%	57	1.76%	2,813	216	156	48	3	3	3	3.74	4.27	1.95
(3V10) (539GC) Dearborn, IN	2,035	1,989	97.74%	46	2.26%	1,816	88	85	33	5	4	4	4.08	5.06	2.79
(3V10) (539GD) Florence, KY	2,523	2,488	98.61%	35	1.39%	2,222	137	129	25	5	2	3	3.60	4.04	1.61
(3V10) (539GE) Hamilton, OH	2,326	2,289	98.41%	37	1.59%	2,070	109	110	28	5	1	3	3.70	3.17	2.98
(3V10) (539GF) Georgetown, OH	929	922	99.25%	7	0.75%	840	32	50	6	0	1	0	5.15	2.06	2.96
(3V10) (539QB) Highland Avenue, OH	1,730	1,659	95.90%	71	4.10%	1,394	148	117	48	14	2	7		5.65	
(3V10) (541) Cleveland, OH HCS	100,368	94,085	93.74%	6,283	6.26%	79,492	6,664	7,929	4,849	877	251	306	5.23	9.09	5.13
(3V10) (541) Cleveland, OH (Louis Stokes Cleveland)	40,074	37,144	92.69%	2,930	7.31%	30,284	2,880	3,980	2,327	357	108	138	9.83	9.35	4.94
(3V10) (541BY) Canton, OH	7,256	6,852	94.43%	404	5.57%	5,859	519	474	340	42	8	14	3.89	9.20	6.84
(3V10) (541BZ) Youngstown, OH	6,510	6,321	97.10%	189	2.90%	5,690	320	311	165	22	2	0	2.00	5.91	2.35
(3V10) (541GB) Lorain, OH	3,966	3,829	96.55%	137	3.45%	3,443	230	156	117	7	4	9	4.83	4.05	4.01
(3V10) (541GC) Sandusky, OH	2,440	2,300	94.26%	140	5.74%	2,029	134	137	102	21	6	11	3.65	8.52	6.53
(3V10) (541GD) Mansfield, OH (David F. Winder)	5,447	5,302	97.34%	145	2.66%	4,848	211	243	119	12	9	5	1.71	4.86	3.79
(3V10) (541GE) McCafferty, OH	754	743	98.54%	11	1.46%	643	62	38	9	1	0	1	4.46	4.43	4.90
(3V10) (541GF) Painesville, OH	3,488	3,361	96.36%	127	3.64%	2,965	216	180	98	15	8	6	3.33	7.31	5.37
(3V10) (541GG) Akron, OH	8,802	8,188	93.02%	614	6.98%	6,840	555	793	490	80	15	29	5.75	9.74	6.95
(3V10) (541GH) East Liverpool, OH	1,697	1,639	96.58%	58	3.42%	1,489	52	98	41	11	3	3	8.92	9.25	3.89
(3V10) (541GI) Warren, OH	2,289	2,178	95.15%	111	4.85%	1,917	117	144	76	26	3	6	3.65	11.30	3.46
(3V10) (541GJ) New Philadelphia, OH	2,339	2,277	97.35%	62	2.65%	2,029	135	113	49	8	1	4	3.85	3.99	3.41
(3V10) (541GK) Ravenna, OH	2,364	2,215	93.70%	149	6.30%	1,964	129	122	97	29	14	9	5.51	9.02	3.26
(3V10) (541GL) Parma, OH	11,467	10,355	90.30%	1,112	9.70%	8,174	1,092	1,089	772	232	59	49	8.19	10.57	6.63
(3V10) (541GM) Cleveland-Superior, OH	102	67	65.69%	35	34.31%	27	5	35	35	0	0	0			
(3V10) (541QA) Summit County, OH	11	11	100.00%	0	0.00%	11	0	0	0	0	0	0			
(3V10) (541QB) Cleveland-Euclid, OH	1,155	1,151	99.65%	4	0.35%	1,138	3	10	2	2	0	0			

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (541QF) Cuyahoga County 4, OH - Mobile	207	152	73.43%	55	26.57%	142	4	6	10	12	11	22	29.34		
(3V10) (552) Dayton, OH HCS	32,351	30,479	94.21%	1,872	5.79%	25,859	2,033	2,587	1,376	303	86	107	4.39	8.76	3.30
(3V10) (552) Dayton, OH	25,699	24,054	93.60%	1,645	6.40%	20,380	1,580	2,094	1,205	271	71	98	4.83	8.90	2.93
(3V10) (552GA) Middletown, OH	1,730	1,664	96.18%	66	3.82%	1,363	122	179	45	11	8	2	7.03	6.96	3.09
(3V10) (552GB) Lima, OH	1,584	1,531	96.65%	53	3.35%	1,413	58	60	39	10	1	3	0.77	9.44	3.27
(3V10) (552GC) Richmond, IN	1,628	1,573	96.62%	55	3.38%	1,301	138	134	46	5	3	1	2.38	9.08	7.09
(3V10) (552GD) Springfield, OH	1,710	1,657	96.90%	53	3.10%	1,402	135	120	41	6	3	3	5.40	6.86	3.63
(3V10) (757) Columbus, OH HCS	39,836	35,140	88.21%	4,696	11.79%	28,632	2,949	3,559	2,640	1,069	444	543	7.81	15.04	10.87
(3V10) (757) Columbus, OH (Chalmers P. Wylie)	32,217	28,365	88.04%	3,852	11.96%	23,100	2,384	2,881	2,168	885	357	442	6.85	14.91	9.52
(3V10) (757GA) Zanesville, OH	1,187	1,009	85.00%	178	15.00%	861	74	74	107	46	11	14	12.19		16.47
(3V10) (757GB) Grove City, OH	1,398	1,291	92.35%	107	7.65%	1,095	95	101	48	18	11	30	9.75	3.53	18.26
(3V10) (757GC) Marion, OH	1,459	1,384	94.86%	75	5.14%	1,185	110	89	47	17	5	6	5.15	12.98	8.42
(3V10) (757GD) Newark, OH	2,072	1,758	84.85%	314	15.15%	1,255	188	315	168	67	47	32	12.32	24.20	16.75
(3V10) (757QA) Columbus 1, OH - Mobile	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0	1.00		
(3V10) (757QC) Columbus-Airport Drive, OH	1,502	1,332	88.68%	170	11.32%	1,135	98	99	102	36	13	19			10.67
(3V10) (506) Ann Arbor, MI HCS	42,024	40,233	95.74%	1,791	4.26%	36,035	2,095	2,103	1,195	447	113	36	4.43	6.35	4.34
(3V10) (506) Ann Arbor, MI	28,196	27,095	96.10%	1,101	3.90%	24,467	1,303	1,325	696	309	75	21	4.27	6.21	4.49
(3V10) (506GA) Toledo, OH	7,894	7,417	93.96%	477	6.04%	6,523	444	450	340	93	30	14	5.14	8.72	4.65
(3V10) (506GB) Flint, MI	1,663	1,638	98.50%	25	1.50%	1,505	78	55	25	0	0	0	3.55	0.43	1.27
(3V10) (506GC) Jackson Center, MI	1,619	1,581	97.65%	38	2.35%	1,343	113	125	13	25	0	0	3.63	6.69	5.55
(3V10) (506QA) Ann Arbor-Packard Road, MI (Packard Road)	1,712	1,660	96.96%	52	3.04%	1,440	118	102	46	5	1	0		3.39	
(3V10) (506QB) Green Road, MI	940	842	89.57%	98	10.43%	757	39	46	75	15	7	1		3.44	
(3V10) (515) Battle Creek, MI HCS	29,384	27,360	93.11%	2,024	6.89%	22,105	2,560	2,695	1,361	385	161	117	5.68	10.23	6.85
(3V10) (515) Battle Creek, MI	12,255	11,585	94.53%	670	5.47%	9,076	1,183	1,326	476	129	33	32	4.69	9.41	6.74
(3V10) (515BU) Battle Creek, MI - VADOM	94	86	91.49%	8	8.51%	37	25	24	6	2	0	0			
(3V10) (515BY) Wyoming, MI	12,219	11,131	91.10%	1,088	8.90%	9,041	1,040	1,050	771	198	69	50	4.93	11.12	6.06
(3V10) (515GA) Muskegon, MI	1,853	1,766	95.30%	87	4.70%	1,522	143	101	27	18	23	19	9.32	10.07	6.63
(3V10) (515GB) Lansing South, MI	1,805	1,676	92.85%	129	7.15%	1,427	111	138	71	33	21	4	6.22	2.89	12.71
(3V10) (515GC) Benton Harbor, MI	1,158	1,116	96.37%	42	3.63%	1,002	58	56	10	5	15	12	7.90	8.49	3.83
(3V10) (553) Detroit, MI HCS	33,719	32,394	96.07%	1,325	3.93%	27,837	2,009	2,548	1,015	216	48	46	3.98	5.82	2.49
(3V10) (553) Detroit, MI (John D. Dingell)	30,985	29,675	95.77%	1,310	4.23%	25,333	1,879	2,463	1,004	213	48	45	4.98	5.84	2.51
(3V10) (553GA) Yale, MI	1,086	1,086	100.00%	0	0.00%	1,042	37	7	0	0	0	0	0.93		0.08
(3V10) (553GB) Pontiac, MI	1,545	1,530	99.03%	15	0.97%	1,367	87	76	11	3	0	1	1.83	5.18	4.12
(3V10) (553QA) Piquette Street, MI	103	103	100.00%	0	0.00%	95	6	2	0	0	0	0	0.92		
(3V10) (583) Indianapolis, IN HCS	46,483	44,793	96.36%	1,690	3.64%	39,799	2,298	2,696	1,393	255	23	19	3.29	4.56	6.29
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	37,797	36,340	96.15%	1,457	3.85%	31,855	2,079	2,406	1,189	231	20	17	4.56	4.54	6.18
(3V10) (583A4) Indianapolis-Cold Sp.	1,362	1,362	100.00%	0	0.00%	1,361	1	0	0	0	0	0			
(3V10) (583GA) Terre Haute, IN	1,252	1,246	99.52%	6	0.48%	1,226	8	12	5	1	0	0	0.15	4.71	0.00
(3V10) (583GB) Bloomington, IN	928	926	99.78%	2	0.22%	906	10	10	2	0	0	0	0.28	4.69	
(3V10) (583GC) Martinsville, IN	645	643	99.69%	2	0.31%	627	11	5	2	0	0	0	0.52	1.50	1.07
(3V10) (583GD) Indianapolis West, IN	1,665	1,590	95.50%	75	4.50%	1,472	52	66	70	4	0	1	1.87	6.54	4.76
(3V10) (583GE) West Lafayette, IN	759	739	97.36%	20	2.64%	697	25	17	11	8	1	0	1.81	0.08	4.86

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (583GF) Camp Atterbury, IN (Wakeman)	986	920	93.31%	66	6.69%	800	45	75	60	3	2	1	4.83	4.82	14.41
(3V10) (583GG) Shelbyville, IN	246	233	94.72%	13	5.28%	203	16	14	13	0	0	0	2.57	0.25	9.83
(3V10) (583QA) Monroe County, IN	394	386	97.97%	8	2.03%	361	7	18	8	0	0	0			2.42
(3V10) (583QB) Indianapolis-Meridian Street, IN	40	39	97.50%	1	2.50%	26	5	8	1	0	0	0			
(3V10) (583QC) Vigo County, IN	388	348	89.69%	40	10.31%	244	39	65	32	8	0	0			11.07
(3V10) (583QE) Indianapolis, IN (Cold Spring Road)	21	21	100.00%	0	0.00%	21	0	0	0	0	0	0			
(3V10) (610) Northern Indiana HCS	34,279	32,508	94.83%	1,771	5.17%	28,263	1,997	2,248	1,114	366	128	163	3.66	10.49	4.14
(3V10) (610) Marion, IN	8,802	8,406	95.50%	396	4.50%	7,223	503	680	300	56	17	23	4.25	8.86	2.98
(3V10) (610A4) Fort Wayne, IN	12,524	11,605	92.66%	919	7.34%	9,844	848	913	543	198	69	109	3.60	11.75	2.02
(3V10) (610BU) Marion, IN - VADOM	24	24	100.00%	0	0.00%	17	5	2	0	0	0	0			
(3V10) (610BY) St. Joseph County, IN	6,065	5,788	95.43%	277	4.57%	5,216	304	268	145	78	35	19	3.07	9.32	2.65
(3V10) (610GB) Muncie, IN	2,022	1,974	97.63%	48	2.37%	1,778	116	80	26	15	2	5	2.57	3.61	8.81
(3V10) (610GC) Goshen, IN	1,136	1,077	94.81%	59	5.19%	937	57	83	51	5	2	1	6.44	4.35	2.08
(3V10) (610GD) Peru, IN	1,178	1,157	98.22%	21	1.78%	1,048	47	62	14	3	0	4	2.96	3.04	5.01
(3V10) (610QA) Fort Wayne-East State Boulevard, IN	2,527	2,476	97.98%	51	2.02%	2,199	117	160	35	11	3	2		15.44	4.96
(3V10) (610QB) Columbia Place, IN	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0			
(3V10) (655) Saginaw, MI HCS	25,780	24,719	95.88%	1,061	4.12%	21,346	1,540	1,833	842	153	42	24	3.22	6.10	3.05
(3V10) (655) Saginaw, MI (Aleda E. Lutz)	13,765	12,997	94.42%	768	5.58%	10,980	920	1,097	600	115	35	18	3.86	6.36	0.85
(3V10) (655GA) Gaylord, MI	1,206	1,187	98.42%	19	1.58%	1,059	61	67	18	0	0	1	1.94	5.58	2.58
(3V10) (655GB) Traverse City, MI (Colonel Demas T. Craw)	1,089	1,073	98.53%	16	1.47%	977	44	52	11	4	1	0	1.74	4.46	0.05
(3V10) (655GC) Oscoda, MI	648	640	98.77%	8	1.23%	529	37	74	6	2	0	0	3.97	4.00	2.89
(3V10) (655GD) Alpena, MI (Lieutenant Colonel Clement C. Van Wagoner)	1,123	1,095	97.51%	28	2.49%	976	58	61	18	4	3	3	0.92	8.05	3.42
(3V10) (655GE) Clare, MI	1,506	1,442	95.75%	64	4.25%	1,196	113	133	60	3	1	0	4.27	7.07	3.22
(3V10) (655GF) Bad Axe, MI	841	833	99.05%	8	0.95%	769	26	38	7	1	0	0	1.20	1.98	3.34
(3V10) (655GG) Cadillac, MI	1,342	1,316	98.06%	26	1.94%	1,155	74	87	23	3	0	0	3.57	3.26	1.73
(3V10) (655GH) Cheboygan County, MI	650	639	98.31%	11	1.69%	576	32	31	8	2	1	0	1.80	7.93	2.27
(3V10) (655GI) Grayling, MI	649	595	91.68%	54	8.32%	505	36	54	50	4	0	0	7.80	4.97	3.75
(3V10) (655QA) Saginaw-Barnard Road, MI	2,308	2,264	98.09%	44	1.91%	2,065	99	100	28	13	1	2		0.04	3.49
(3V10) (655QB) Grand Traverse, MI	653	638	97.70%	15	2.30%	559	40	39	13	2	0	0		4.89	3.45
(3V12) (550) Danville, IL HCS	19,635	18,975	96.64%	660	3.36%	17,057	972	946	448	160	32	20	3.04	6.91	0.94
(3V12) (550) Danville, IL	10,203	10,010	98.11%	193	1.89%	9,007	473	530	163	26	1	3	3.68	4.25	0.19
(3V12) (550BY) Peoria, IL (Bob Michel)	5,316	4,910	92.36%	406	7.64%	4,268	327	315	240	121	29	16	3.08	13.40	2.09
(3V12) (550GA) Decatur, IL	1,641	1,585	96.59%	56	3.41%	1,456	82	47	40	13	2	1	3.72	5.69	1.23
(3V12) (550GD) Springfield, IL	1,852	1,847	99.73%	5	0.27%	1,740	60	47	5	0	0	0	1.74	1.68	0.86
(3V12) (550GF) Mattoon, IL	623	623	100.00%	0	0.00%	586	30	7	0	0	0	0	1.69	0.51	1.22
(3V12) (537) Chicago, IL HCS	42,478	39,847	93.81%	2,631	6.19%	33,731	2,590	3,526	1,879	516	137	99	5.81	9.70	2.45
(3V12) (537) Chicago, IL (Jesse Brown)	32,269	30,154	93.45%	2,115	6.55%	25,151	2,083	2,920	1,539	385	111	80	6.96	9.55	1.95
(3V12) (537BY) Crown Point, IN (Adam Benjamin Jr.)	7,052	6,620	93.87%	432	6.13%	5,852	328	440	278	119	23	12	4.14	11.89	3.66
(3V12) (537GA) Chicago Heights, IL	1,011	998	98.71%	13	1.29%	926	37	35	8	2	0	3	4.01	0.00	1.98
(3V12) (537GD) Lakeside, IL	1,260	1,204	95.56%	56	4.44%	1,067	69	68	42	8	3	3	6.02	0.00	1.07

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (537HA) Auburn Gresham, IL	886	871	98.31%	15	1.69%	735	73	63	12	2	0	1	5.82	0.00	3.32
(3V12) (556) North Chicago, IL HCS	28,794	28,399	98.63%	395	1.37%	25,852	1,423	1,124	292	50	18	35	2.18	4.48	1.70
(3V12) (556) North Chicago, IL (Captain James A. Lovell)	24,958	24,596	98.55%	362	1.45%	22,357	1,248	991	266	44	17	35	2.24	4.54	1.35
(3V12) (556GA) Evanston, IL	706	703	99.58%	3	0.42%	659	27	17	2	1	0	0	1.40	3.91	2.96
(3V12) (556GC) McHenry, IL	2,102	2,081	99.00%	21	1.00%	1,855	122	104	16	4	1	0	2.79	3.66	2.66
(3V12) (556GD) Kenosha, WI	1,028	1,019	99.12%	9	0.88%	981	26	12	8	1	0	0	0.69	1.31	2.82
(3V12) (578) Hines, IL HCS	52,179	50,260	96.32%	1,919	3.68%	44,466	2,707	3,087	1,421	336	101	61	4.79	6.36	2.11
(3V12) (578) Hines, IL (Edward Hines Junior)	40,791	39,125	95.92%	1,666	4.08%	34,455	2,090	2,580	1,203	305	99	59	7.67	6.34	2.23
(3V12) (578GA) Joliet, IL	4,166	4,003	96.09%	163	3.91%	3,394	319	290	144	19	0	0	3.12	7.83	2.02
(3V12) (578GC) Kankakee County, IL	1,185	1,174	99.07%	11	0.93%	1,079	59	36	9	1	0	1	1.44	5.40	1.34
(3V12) (578GD) Aurora, IL	1,648	1,632	99.03%	16	0.97%	1,521	75	36	16	0	0	0	1.41	3.11	1.64
(3V12) (578GE) Hoffman Estates, IL	1,362	1,348	98.97%	14	1.03%	1,229	63	56	14	0	0	0	1.95	3.57	2.77
(3V12) (578GF) LaSalle, IL	1,448	1,432	98.90%	16	1.10%	1,331	45	56	14	2	0	0	1.93	3.26	1.85
(3V12) (578GG) Oak Lawn, IL	1,579	1,546	97.91%	33	2.09%	1,457	56	33	21	9	2	1	2.45	16.71	1.60
(3V12) (585) Iron Mountain, MI HCS	12,289	11,948	97.23%	341	2.77%	10,455	763	730	261	61	14	5	2.66	6.21	2.54
(3V12) (585) Iron Mountain, MI (Oscar G. Johnson)	7,356	7,115	96.72%	241	3.28%	6,148	481	486	186	43	11	1	2.89	5.77	2.29
(3V12) (585GA) Hancock, MI	688	678	98.55%	10	1.45%	614	34	30	7	2	0	1	1.99	17.20	1.08
(3V12) (585GB) Rhinelander, WI	1,224	1,208	98.69%	16	1.31%	1,066	86	56	14	2	0	0	2.27	4.89	2.90
(3V12) (585GC) Menominee, MI	651	633	97.24%	18	2.76%	540	42	51	16	1	0	1	5.38	7.71	0.96
(3V12) (585GD) Ironwood, MI	436	425	97.48%	11	2.52%	392	19	14	6	4	1	0	1.49	14.33	2.61
(3V12) (585GF) Manistique, MI	323	323	100.00%	0	0.00%	288	18	17	0	0	0	0	1.87	4.56	2.55
(3V12) (585HA) Marquette, MI	1,035	1,006	97.20%	29	2.80%	895	58	53	20	7	1	1	2.54	19.22	5.42
(3V12) (585HB) Sault Saint Marie, MI	576	560	97.22%	16	2.78%	512	25	23	12	2	1	1	1.90	17.37	2.64
(3V12) (607) Madison, WI HCS	28,897	27,216	94.18%	1,681	5.82%	22,533	2,165	2,518	1,179	281	73	148	5.85	10.92	3.79
(3V12) (607) Madison, WI (William S. Middleton)	18,070	16,630	92.03%	1,440	7.97%	13,558	1,310	1,762	997	236	67	140	11.72	11.80	3.67
(3V12) (607GC) Janesville, WI	1,160	1,128	97.24%	32	2.76%	868	113	147	30	2	0	0	8.88	2.33	1.36
(3V12) (607GD) Baraboo, WI	869	821	94.48%	48	5.52%	718	53	50	36	12	0	0	6.93	1.36	0.13
(3V12) (607GE) Beaver Dam, WI	910	904	99.34%	6	0.66%	822	38	44	6	0	0	0	2.80	5.03	2.48
(3V12) (607GF) Freeport, IL	563	552	98.05%	11	1.95%	511	30	11	11	0	0	0	1.96	2.33	1.33
(3V12) (607GG) Madison West, WI	2,752	2,693	97.86%	59	2.14%	2,280	246	167	40	10	3	6	5.47	6.30	3.50
(3V12) (607HA) Rockford, IL	4,573	4,488	98.14%	85	1.86%	3,776	375	337	59	21	3	2	4.19	6.16	5.10
(3V12) (676) Tomah, WI HCS	19,226	18,483	96.14%	743	3.86%	16,778	802	903	506	155	48	34	3.65	7.43	1.65
(3V12) (676) Tomah, WI	11,868	11,417	96.20%	451	3.80%	10,368	508	541	328	82	29	12	3.44	6.36	0.81
(3V12) (676BU) Tomah, WI - VADOM	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0	0.00	0.00	
(3V12) (676GA) Wausau, WI	1,827	1,757	96.17%	70	3.83%	1,545	92	120	61	5	3	1	4.77	7.17	3.59
(3V12) (676GC) River Valley, WI	2,624	2,583	98.44%	41	1.56%	2,371	107	105	39	1	0	1	3.05	6.20	1.43
(3V12) (676GD) Wisconsin Rapids, WI	2,578	2,398	93.02%	180	6.98%	2,178	85	135	77	67	16	20	4.39	11.93	1.57
(3V12) (676GE) Clark County, WI	328	327	99.70%	1	0.30%	315	10	2	1	0	0	0	0.61	0.17	5.55
(3V12) (695) Milwaukee, WI HCS	59,154	57,374	96.99%	1,780	3.01%	50,840	3,251	3,283	1,195	428	97	60	2.57	6.24	2.62
(3V12) (695) Milwaukee, WI (Clement J. Zablocki)	39,406	38,563	97.86%	843	2.14%	34,310	2,158	2,095	615	155	41	32	1.72	5.29	1.64
(3V12) (695BU) Milwaukee, WI - VADOM	94	94	100.00%	0	0.00%	92	1	1	0	0	0	0	0	0	
(3V12) (695BY) Appleton, WI (John H. Bradley)	6,286	6,031	95.94%	255	4.06%	5,432	284	315	148	90	12	5	2.30	10.18	4.07

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (695GA) Union Grove, WI	1,213	1,211	99.84%	2	0.16%	1,176	25	10	2	0	0	0	1.20	4.33	0.44	
(3V12) (695GC) Cleveland, WI	1,281	1,258	98.20%	23	1.80%	1,056	104	98	20	1	1	1	4.83	7.38	5.45	
(3V12) (695GD) Green Bay, WI (Milo C. Huempfner)	10,654	9,997	93.83%	657	6.17%	8,554	679	764	410	182	43	22	3.81	8.54	5.96	
(3V12) (695QA) Milwaukee-MLK Drive, WI	220	220	100.00%	0	0.00%	220	0	0	0	0	0	0				
(3V15) (589A4) Columbia, MO HCS	29,240	27,220	93.09%	2,020	6.91%	23,121	2,104	1,995	1,338	397	160	125	4.56	9.81	6.97	
(3V15) (589A4) Columbia, MO (Harry S. Truman)	20,933	19,237	91.90%	1,696	8.10%	16,115	1,554	1,568	1,100	351	135	110	5.76	10.00	6.90	
(3V15) (589BX) Columbia, MO - VADOM	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0				
(3V15) (589G8) Jefferson City, MO	1,706	1,623	95.13%	83	4.87%	1,472	90	61	35	20	20	8	4.75	10.17	2.84	
(3V15) (589GE) Kirksville, MO	624	616	98.72%	8	1.28%	542	50	24	7	0	0	1	2.92	10.76	6.20	
(3V15) (589GF) Fort Leonard Wood, MO	1,596	1,496	93.73%	100	6.27%	1,256	100	140	86	10	1	3	6.77	5.96	9.17	
(3V15) (589GH) Lake of the Ozarks, MO	921	874	94.90%	47	5.10%	754	67	53	41	6	0	0	4.10	2.14	7.82	
(3V15) (589GX) Mexico, MO	633	626	98.89%	7	1.11%	567	41	18	5	1	0	1	3.04	2.05	4.86	
(3V15) (589GY) St. James, MO	986	942	95.54%	44	4.46%	819	60	63	36	3	4	1	4.24	7.00	9.13	
(3V15) (589JA) Sedalia, MO	814	808	99.26%	6	0.74%	724	61	23	4	1	0	1	1.82	42.49	2.73	
(3V15) (589JD) Marshfield, MO	1,023	994	97.17%	29	2.83%	868	81	45	24	5	0	0	1.69	4.52	9.29	
(3V15) (589ME) IDES Fort Leonard Wood	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0		0.00		
(3V15) (589) Kansas City, MO HCS	33,075	32,423	98.03%	652	1.97%	29,298	1,560	1,565	483	99	51	19	1.75	4.16	1.38	
(3V15) (589) Kansas City, MO	22,806	22,183	97.27%	623	2.73%	19,709	1,132	1,342	460	97	48	18	1.25	4.53	1.18	
(3V15) (589G1) Warrensburg, MO	1,529	1,526	99.80%	3	0.20%	1,414	79	33	3	0	0	0	1.94	1.72	2.63	
(3V15) (589GB) Belton, MO	866	866	100.00%	0	0.00%	831	21	14	0	0	0	0	0.59		0.34	
(3V15) (589GC) Paola, KS	419	418	99.76%	1	0.24%	356	48	14	1	0	0	0	0	3.44		1.68
(3V15) (589GD) Nevada, MO	712	712	100.00%	0	0.00%	681	24	7	0	0	0	0	0	1.62	0.00	0.69
(3V15) (589GZ) Cameron, MO	237	237	100.00%	0	0.00%	236	1	0	0	0	0	0	0	0.08	0.00	0.00
(3V15) (589HK) Kansas City, MO - Mobile	99	99	100.00%	0	0.00%	99	0	0	0	0	0	0	0	0.06		
(3V15) (589JB) Excelsior Springs, MO	795	792	99.62%	3	0.38%	747	31	14	2	1	0	0	0	1.98	0.00	1.20
(3V15) (589JC) Johnson County, KS	993	984	99.09%	9	0.91%	895	49	40	7	0	1	1	3.18	0.00	0.00	
(3V15) (589JF) Honor, MO	3,807	3,794	99.66%	13	0.34%	3,521	175	98	10	1	2	0	1.69	5.88	1.84	
(3V15) (589MC) IDES Whiteman AFB	23	23	100.00%	0	0.00%	23	0	0	0	0	0	0		0.00	0.00	
(3V15) (589QA) Overland Park, KS	789	789	100.00%	0	0.00%	786	0	3	0	0	0	0		0.09		
(3V15) (589A5) Eastern Kansas HCS	29,449	27,962	94.95%	1,487	5.05%	24,217	1,679	2,066	1,033	270	72	112	3.68	10.18	3.83	
(3V15) (589A5) Topeka, KS (Colmery-O'Neil)	14,319	13,657	95.38%	662	4.62%	11,635	868	1,154	493	90	38	41	3.43	11.26	2.36	
(3V15) (589A6) Leavenworth, KS (Dwight D. Eisenhower)	10,735	10,022	93.36%	713	6.64%	8,740	560	722	445	169	33	66	5.27	9.73	5.34	
(3V15) (589BU) Leavenworth, KS - VADOM	17	17	100.00%	0	0.00%	17	0	0	0	0	0	0		0.00	0.00	
(3V15) (589G9) Ft. Riley	10	10	100.00%	0	0.00%	2	7	1	0	0	0	0		12.00		
(3V15) (589GI) St. Joseph, MO	1,204	1,197	99.42%	7	0.58%	1,120	49	28	4	3	0	0	1.30	3.98	4.15	
(3V15) (589GJ) Wyandotte County, KS	476	475	99.79%	1	0.21%	427	32	16	0	0	0	1	4.21	7.00	0.92	
(3V15) (589GM) Chanute, KS	49	47	95.92%	2	4.08%	38	6	3	1	0	0	1	12.39		6.08	
(3V15) (589GN) Emporia, KS	93	91	97.85%	2	2.15%	83	5	3	1	0	0	1	1.16		11.89	
(3V15) (589GP) Garnett, KS	39	37	94.87%	2	5.13%	35	2	0	1	1	0	0	2.36		10.50	
(3V15) (589GR) Junction City, KS (Lieutenant General Richard J. Seitz-Based)	1,456	1,379	94.71%	77	5.29%	1,225	60	94	72	3	1	1	2.43	6.50	8.87	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (589GU) Lawrence, KS	328	321	97.87%	7	2.13%	308	8	5	6	1	0	0	1.32	0.00	4.06	
(3V15) (589GV) Fort Scott, KS	230	226	98.26%	4	1.74%	202	12	12	2	1	0	1	6.37	10.50	2.67	
(3V15) (589JE) Platte City, MO	364	355	97.53%	9	2.47%	311	22	22	7	2	0	0	2.04	5.93	5.04	
(3V15) (589MA) Ft. Riley DES Clinic	118	118	100.00%	0	0.00%	64	48	6	0	0	0	0	0	6.82	9.70	
(3V15) (589MD) IDES Fort Leavenworth	11	10	90.91%	1	9.09%	10	0	0	1	0	0	0	0	3.64		
(3V15) (589A7) Wichita, KS HCS	19,122	18,160	94.97%	962	5.03%	16,199	909	1,052	618	201	73	70	3.77	6.84	4.77	
(3V15) (589A7) Wichita, KS (Robert J. Dole)	15,493	14,642	94.51%	851	5.49%	12,993	740	909	545	176	64	66	4.10	7.35	5.13	
(3V15) (589G2) Dodge City, KS	262	257	98.09%	5	1.91%	249	5	3	5	0	0	0	0	1.45	0.75	1.58
(3V15) (589G3) Liberal, KS	37	34	91.89%	3	8.11%	33	0	1	3	0	0	0	0	5.24	0.00	1.00
(3V15) (589G4) Hays, KS	346	342	98.84%	4	1.16%	312	20	10	3	0	0	1	2.44	1.34	1.02	
(3V15) (589G5) Parsons, KS	414	400	96.62%	14	3.38%	371	18	11	12	2	0	0	2.59	1.83	4.09	
(3V15) (589G7) Hutchinson, KS	576	550	95.49%	26	4.51%	507	23	20	16	4	6	0	6.53	1.83	1.06	
(3V15) (589GW) Salina, KS	847	835	98.58%	12	1.42%	759	36	40	12	0	0	0	0	2.19	3.23	5.43
(3V15) (589MB) IDES McConnel AFB	15	15	100.00%	0	0.00%	5	4	6	0	0	0	0	0	10.70	8.80	
(3V15) (589QB) Sedgwick County, KS	20	20	100.00%	0	0.00%	20	0	0	0	0	0	0	0			
(3V15) (589QC) South Parklane, KS	1,112	1,065	95.77%	47	4.23%	950	63	52	22	19	3	3	3	5.22		
(3V15) (657A5) Marion, IL HCS	23,958	23,030	96.13%	928	3.87%	19,543	1,707	1,780	724	145	31	28	2.90	12.29	3.58	
(3V15) (657A5) Marion, IL	9,504	9,076	95.50%	428	4.50%	7,543	653	880	363	48	6	11	2.06	14.41	2.12	
(3V15) (657GJ) Evansville, IN	7,167	6,727	93.86%	440	6.14%	5,427	683	617	317	90	23	10	3.83	8.97	5.35	
(3V15) (657GK) Mount Vernon, IL	570	569	99.82%	1	0.18%	538	16	15	1	0	0	0	0	0.97	2.76	
(3V15) (657GL) Paducah, KY	1,283	1,273	99.22%	10	0.78%	1,169	67	37	6	2	1	1	1.60	1.18	3.33	
(3V15) (657GM) Effingham, IL	632	624	98.73%	8	1.27%	553	31	40	6	1	0	1	2.90	0.00	5.57	
(3V15) (657GO) Hanson, KY	212	212	100.00%	0	0.00%	192	13	7	0	0	0	0	0	1.75	4.20	
(3V15) (657GP) Owensboro, KY	990	974	98.38%	16	1.62%	848	58	68	9	3	1	3	6.14	0.00	3.28	
(3V15) (657GQ) Vincennes, IN	505	504	99.80%	1	0.20%	465	23	16	0	0	0	1	1	3.22	1.65	
(3V15) (657GR) Mayfield, KY	721	712	98.75%	9	1.25%	644	42	26	8	0	0	1	1.45	0.43	5.01	
(3V15) (657GT) Carbondale, IL	817	816	99.88%	1	0.12%	789	18	9	1	0	0	0	0	1.01	0.00	0.96
(3V15) (657GU) Harrisburg, IL	448	436	97.32%	12	2.68%	380	33	23	11	1	0	0	0	4.72	2.00	1.75
(3V15) (657QC) Enterprise Way, IL	23	23	100.00%	0	0.00%	23	0	0	0	0	0	0	0			
(3V15) (657QD) Heartland Street, IL	1,086	1,084	99.82%	2	0.18%	972	70	42	2	0	0	0	0	2.28	5.43	1.00
(3V15) (657A4) Poplar Bluff, MO HCS	13,909	13,478	96.90%	431	3.10%	11,814	803	861	379	35	13	4	3.71	6.53	6.04	
(3V15) (657A4) Poplar Bluff, MO (John J. Pershing)	7,863	7,548	95.99%	315	4.01%	6,503	491	554	282	18	12	3	5.49	6.81	5.02	
(3V15) (657GF) West Plains, MO	1,573	1,540	97.90%	33	2.10%	1,427	70	43	29	4	0	0	1.53	2.00	9.38	
(3V15) (657GG) Paragould, AR	776	769	99.10%	7	0.90%	704	25	40	5	1	0	1	2.61	6.11	3.57	
(3V15) (657GH) Cape Girardeau, MO	1,395	1,356	97.20%	39	2.80%	1,167	94	95	36	2	1	0	4.05	6.38	9.12	
(3V15) (657GI) Farmington, MO	1,479	1,454	98.31%	25	1.69%	1,301	71	82	20	5	0	0	3.55	4.00	4.04	
(3V15) (657GN) Salem, MO	73	73	100.00%	0	0.00%	71	1	1	0	0	0	0	0	0.66		
(3V15) (657GV) Sikeston, MO	541	530	97.97%	11	2.03%	449	37	44	6	5	0	0	0	4.23	1.39	9.49
(3V15) (657GW) Pocahontas, AR	209	208	99.52%	1	0.48%	192	14	2	1	0	0	0	0	1.12		3.74
(3V15) (657) St. Louis, MO HCS	48,689	46,432	95.36%	2,257	4.64%	40,125	2,863	3,444	1,668	388	112	89	4.40	7.86	3.63	
(3V15) (657) St. Louis-John Cochran, MO (John Cochran)	24,800	23,126	93.25%	1,674	6.75%	19,384	1,503	2,239	1,201	321	92	60	6.39	8.46	6.61	
(3V15) (657A0) St. Louis-Jefferson Barracks, MO	14,506	14,124	97.37%	382	2.63%	12,741	713	670	320	36	9	17	2.88	7.17	2.67	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (657GA) Shiloh, IL (St. Clair County)	1,115	1,061	95.16%	54	4.84%	916	71	74	42	7	3	2	5.47	2.39	5.65	
(3V15) (657GB) St. Louis County, MO	1,322	1,317	99.62%	5	0.38%	1,191	90	36	4	1	0	0	2.67	3.51	1.75	
(3V15) (657GD) St. Charles County-OFallon, MO	1,181	1,144	96.87%	37	3.13%	1,059	40	45	26	8	0	3	3.51	2.34	8.07	
(3V15) (657GS) Washington, MO (Franklin County)	715	710	99.30%	5	0.70%	662	29	19	4	1	0	0	0	2.37	0.92	0.93
(3V15) (657GX) Washington Avenue, MO	1,290	1,267	98.22%	23	1.78%	1,126	65	76	16	1	4	2	3.73	3.77	2.08	
(3V15) (657GY) Manchester, MO	1,212	1,178	97.19%	34	2.81%	974	100	104	28	3	1	2	5.91	3.75	11.26	
(3V15) (657MA) IDES Scott AFB	20	20	100.00%	0	0.00%	20	0	0	0	0	0	0	0	0.00		
(3V15) (657QA) Olive Street, MO	1,855	1,822	98.22%	33	1.78%	1,498	166	158	19	8	3	3	6.16	4.39	7.97	
(3V15) (657QB) Washington Boulevard, MO	520	510	98.08%	10	1.92%	466	30	14	8	2	0	0	0	7.26		
(3V15) (657QE) Scott Air Force Base, IL	153	153	100.00%	0	0.00%	88	56	9	0	0	0	0	0	6.60	4.57	
(4V16) (502) Alexandria, LA HCS	22,863	21,621	94.57%	1,242	5.43%	19,041	1,131	1,449	865	247	39	91	4.29	10.51	6.52	
(4V16) (502) Alexandria, LA	13,705	12,762	93.12%	943	6.88%	11,268	572	922	680	158	28	77	6.44	11.01	7.21	
(4V16) (502GA) Jennings, LA	653	652	99.85%	1	0.15%	606	26	20	1	0	0	0	1.04	3.57	3.07	
(4V16) (502GB) Lafayette, LA	3,618	3,491	96.49%	127	3.51%	3,006	261	224	54	62	5	6	4.13	11.31	0.49	
(4V16) (502GE) Lake Charles, LA	1,726	1,654	95.83%	72	4.17%	1,466	89	99	58	7	3	4	3.51	4.72	7.21	
(4V16) (502GF) Fort Polk, LA	1,430	1,408	98.46%	22	1.54%	1,281	72	55	16	6	0	0	2.43	0.02	4.03	
(4V16) (502GG) Natchitoches, LA	621	618	99.52%	3	0.48%	603	11	4	3	0	0	0	0.95	0.00	1.07	
(4V16) (502QB) Lafayette Campus B, LA	1,110	1,036	93.33%	74	6.67%	811	100	125	53	14	3	4			8.20	
(4V16) (520) Gulf Coast, MS HCS	45,328	43,112	95.11%	2,216	4.89%	38,061	2,301	2,750	1,405	441	189	181	6.92	6.21	5.53	
(4V16) (520) Biloxi, MS	21,026	20,219	96.16%	807	3.84%	18,302	871	1,046	544	145	53	65	7.22	4.85	5.82	
(4V16) (520BZ) Pensacola, FL	13,721	12,706	92.60%	1,015	7.40%	10,755	896	1,055	599	229	115	72	8.70	8.06	6.65	
(4V16) (520GA) Mobile, AL	5,802	5,613	96.74%	189	3.26%	5,172	221	220	109	34	16	30	6.58	4.06	2.71	
(4V16) (520GB) Panama City Beach, FL	1,492	1,430	95.84%	62	4.16%	1,215	84	131	39	12	1	10	6.06	6.70	7.24	
(4V16) (520GC) Eglin Air Force Base, FL	2,833	2,732	96.43%	101	3.57%	2,244	217	271	92	5	1	3	4.87	10.82	5.20	
(4V16) (520QA) Panama City Beach West, FL	454	412	90.75%	42	9.25%	373	12	27	22	16	3	1		9.67	10.88	
(4V16) (564) Fayetteville, AR HCS	36,473	35,256	96.66%	1,217	3.34%	31,592	1,634	2,030	1,052	121	32	12	2.40	7.38	2.50	
(4V16) (564) Fayetteville, AR	17,959	17,052	94.95%	907	5.05%	14,808	936	1,308	794	82	24	7	2.67	9.01	1.52	
(4V16) (564BY) Mount Vernon, MO (Gene Taylor)	7,348	7,177	97.67%	171	2.33%	6,606	297	274	142	22	5	2	1.83	4.94	3.81	
(4V16) (564GA) Harrison, AR	218	216	99.08%	2	0.92%	202	9	5	1	1	0	0	0	2.31		
(4V16) (564GB) Fort Smith, AR	4,874	4,846	99.43%	28	0.57%	4,563	148	135	17	9	1	1	1.67	6.79	2.66	
(4V16) (564GC) Branson, MO	3,334	3,271	98.11%	63	1.89%	3,043	118	110	58	4	1	0	3.54	2.19	2.21	
(4V16) (564GD) Ozark, AR	471	460	97.66%	11	2.34%	414	25	21	8	2	0	1	2.65	2.44	8.58	
(4V16) (564GE) Jay, OK	697	694	99.57%	3	0.43%	669	17	8	2	0	0	1	4.51	2.53	2.10	
(4V16) (564QA) Township, AR	525	525	100.00%	0	0.00%	525	0	0	0	0	0	0				
(4V16) (564QB) Sunbridge, AR	1,047	1,015	96.94%	32	3.06%	762	84	169	30	1	1	0		7.69		
(4V16) (580) Houston, TX HCS	89,811	87,864	97.83%	1,947	2.17%	79,800	3,815	4,249	1,453	333	83	78	2.92	3.70	2.82	
(4V16) (580) Houston, TX (Michael E. DeBakey)	58,741	57,380	97.68%	1,361	2.32%	51,506	2,703	3,171	1,064	217	50	30	3.28	3.93	2.55	
(4V16) (580BY) Beaumont, TX	4,253	4,216	99.13%	37	0.87%	3,969	137	110	29	3	4	1	2.23	0.47	1.83	
(4V16) (580BZ) Lufkin, TX (Charles Wilson)	2,871	2,773	96.59%	98	3.41%	2,399	193	181	55	13	8	22	2.92	13.74	2.55	
(4V16) (580GC) Galveston, TX	1,120	1,117	99.73%	3	0.27%	1,089	10	18	2	0	0	1	0.80	1.19	0.71	
(4V16) (580GD) Conroe, TX	6,001	5,766	96.08%	235	3.92%	5,284	221	261	139	65	16	15	5.04	2.25	6.53	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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	
(4V16) (580GE) Katy, TX	4,149	4,090	98.58%	59	1.42%	3,845	121	124	49	8	0	2	1.83	2.72	2.03	
(4V16) (580GF) Lake Jackson, TX	1,215	1,207	99.34%	8	0.66%	1,094	58	55	6	0	1	1	2.02	0.00	3.89	
(4V16) (580GG) Richmond, TX	3,079	3,043	98.83%	36	1.17%	2,765	131	147	26	5	2	3	3.04	2.81	2.74	
(4V16) (580GH) Tomball, TX	4,715	4,627	98.13%	88	1.87%	4,403	122	102	69	16	1	2	1.63	2.34	2.24	
(4V16) (580GJ) Texas City, TX	3,667	3,645	99.40%	22	0.60%	3,446	119	80	14	6	1	1	2.07	1.56	1.92	
(4V16) (586) Jackson, MS HCS	31,394	29,882	95.18%	1,512	4.82%	27,074	1,230	1,578	1,055	285	88	84	3.84	8.56	3.49	
(4V16) (586) Jackson, MS (G.V. (Sonny) Montgomery)	24,653	23,467	95.19%	1,186	4.81%	21,406	870	1,191	836	223	67	60	4.34	7.88	1.60	
(4V16) (586GA) Kosciusko, MS	541	505	93.35%	36	6.65%	465	14	26	28	6	0	2	4.84	11.50	9.92	
(4V16) (586GB) Meridian, MS	923	898	97.29%	25	2.71%	763	80	55	19	5	1	0	3.86	0.00	5.70	
(4V16) (586GC) Greenville, MS	607	578	95.22%	29	4.78%	477	61	40	24	2	1	2	4.22	16.00	4.91	
(4V16) (586GD) Hattiesburg, MS	1,906	1,880	98.64%	26	1.36%	1,748	51	81	19	3	2	2	2.50	20.75	0.39	
(4V16) (586GE) Natchez, MS	586	573	97.78%	13	2.22%	535	18	20	9	0	0	4	3.06	7.50	3.79	
(4V16) (586GF) Columbus, MS	662	653	98.64%	9	1.36%	596	35	22	5	2	1	1	1.71	25.57	48.74	
(4V16) (586GG) McComb, MS	684	638	93.27%	46	6.73%	582	24	32	39	6	0	1	4.87	15.83	1.91	
(4V16) (586QB) Dogwood View Parkway, MS	832	690	82.93%	142	17.07%	502	77	111	76	38	16	12		15.83		
(4V16) (598) Little Rock, AR HCS	50,640	48,637	96.04%	2,003	3.96%	42,921	2,752	2,964	1,399	421	93	90	3.39	7.99	2.19	
(4V16) (598) Little Rock, AR (John L. McClellan)	19,065	18,000	94.41%	1,065	5.59%	15,318	1,186	1,496	808	163	46	48	3.26	7.98	5.94	
(4V16) (598A0) North Little Rock, AR (Eugene J. Towbin Healthcare Center)	20,372	19,699	96.70%	673	3.30%	17,618	1,048	1,033	386	214	39	34	4.43	8.09	1.67	
(4V16) (598GA) Mountain Home, AR	1,302	1,299	99.77%	3	0.23%	1,236	32	31	3	0	0	0	0.14	6.00	1.95	
(4V16) (598GB) El Dorado, AR	1,343	1,332	99.18%	11	0.82%	1,291	17	24	10	0	0	1	1.64	1.19	3.09	
(4V16) (598GC) Hot Springs, AR	2,442	2,393	97.99%	49	2.01%	2,167	125	101	39	7	2	1	2.14	4.41	5.74	
(4V16) (598GD) Mena, AR	507	506	99.80%	1	0.20%	434	37	35	0	1	0	0	3.97	0.00	0.75	
(4V16) (598GE) Pine Bluff, AR	1,411	1,400	99.22%	11	0.78%	1,340	33	27	11	0	0	0	0	2.14	1.62	3.43
(4V16) (598GF) Searcy, AR	1,409	1,338	94.96%	71	5.04%	1,157	103	78	55	14	2	0	5.69	0.73	2.39	
(4V16) (598GG) Conway, AR	1,975	1,865	94.43%	110	5.57%	1,612	131	122	83	21	3	3	3.10	10.91	2.36	
(4V16) (598GH) Russellville, AR	812	803	98.89%	9	1.11%	746	40	17	4	1	1	3	3.63	3.78	1.06	
(4V16) (598QA) Little Rock-Main Street, AR	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0				
(4V16) (629) New Orleans, LA HCS	48,214	45,017	93.37%	3,197	6.63%	38,848	2,769	3,400	2,081	719	242	155	5.84	9.70	5.53	
(4V16) (629) New Orleans, LA	33,341	30,646	91.92%	2,695	8.08%	26,130	1,916	2,600	1,677	681	220	117	6.60	10.80	6.19	
(4V16) (629BY) Baton Rouge, LA	5,082	4,862	95.67%	220	4.33%	4,193	355	314	186	16	4	14	4.61	6.66	3.90	
(4V16) (629GA) Houma, LA	1,125	1,080	96.00%	45	4.00%	978	63	39	26	5	3	11	8.18	3.60	6.32	
(4V16) (629GB) Hammond, LA	2,538	2,451	96.57%	87	3.43%	2,016	206	229	74	3	9	1	4.08	7.44	5.53	
(4V16) (629GC) Slidell, LA	1,921	1,875	97.61%	46	2.39%	1,743	74	58	35	2	3	6	11.68	3.43	1.42	
(4V16) (629GD) St. John, LA	812	809	99.63%	3	0.37%	758	37	14	2	1	0	0	2.13	1.47	2.30	
(4V16) (629GE) Franklin, LA	306	305	99.67%	1	0.33%	296	5	4	0	0	0	1	0.72	3.50	2.12	
(4V16) (629GF) Bogalusa, LA	420	419	99.76%	1	0.24%	410	6	3	0	0	0	1	2.76	1.83	1.52	
(4V16) (629QA) Baton Rouge South, LA	2,669	2,570	96.29%	99	3.71%	2,324	107	139	81	11	3	4		4.53	7.15	
(4V16) (667) Shreveport, LA HCS	26,638	25,236	94.74%	1,402	5.26%	22,512	1,278	1,446	892	273	142	95	3.14	7.13	3.81	
(4V16) (667) Shreveport, LA (Overton Brooks)	19,708	18,496	93.85%	1,212	6.15%	16,296	1,011	1,189	755	246	124	87	2.71	7.88	2.58	
(4V16) (667GA) Texarkana, AR	2,256	2,180	96.63%	76	3.37%	1,905	128	147	50	18	7	1	5.15	1.84	4.98	
(4V16) (667GB) Monroe, LA	1,985	1,952	98.34%	33	1.66%	1,873	49	30	25	2	1	5	2.85	0.48	2.32	
(4V16) (667GC) Longview, TX	2,434	2,353	96.67%	81	3.33%	2,186	89	78	62	7	10	2	2.40	0.86	11.26	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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	
(4V16) (667QA) Knight Street, LA	255	255	100.00%	0	0.00%	252	1	2	0	0	0	0	0	0.16		
(4V17) (549) Dallas, TX HCS	85,285	80,346	94.21%	4,939	5.79%	69,510	4,715	6,121	3,198	1,100	329	312	7.28	9.64	3.67	
(4V17) (549) Dallas, TX	50,167	47,094	93.87%	3,073	6.13%	41,607	2,312	3,175	1,987	726	186	174	7.99	9.92	2.40	
(4V17) (549A4) Bonham, TX (Sam Rayburn Center)	7,427	7,054	94.98%	373	5.02%	6,118	461	475	309	51	6	7	4.19	9.21	1.20	
(4V17) (549BY) Fort Worth, TX	17,548	16,469	93.85%	1,079	6.15%	13,363	1,198	1,908	666	231	105	77	8.02	8.98	6.27	
(4V17) (549GD) Denton, TX	1,919	1,863	97.08%	56	2.92%	1,405	271	187	40	11	2	3	7.12	18.12	2.84	
(4V17) (549GE) Bridgeport, TX	364	359	98.63%	5	1.37%	320	31	8	3	2	0	0	0	3.27	71.00	5.36
(4V17) (549GF) Granbury, TX	399	394	98.75%	5	1.25%	369	20	5	4	1	0	0	0	2.41	30.00	1.87
(4V17) (549GH) Greenville, TX	650	613	94.31%	37	5.69%	575	22	16	28	5	3	1	2.85	39.34	8.26	
(4V17) (549GJ) Sherman, TX	1,128	1,111	98.49%	17	1.51%	917	141	53	17	0	0	0	0	3.68	6.73	3.47
(4V17) (549GK) Polk Street, TX	1,191	1,182	99.24%	9	0.76%	1,115	46	21	5	3	0	1	1.98	9.80	1.64	
(4V17) (549GL) Plano, TX	2,397	2,303	96.08%	94	3.92%	2,047	111	145	59	20	3	12	7.27	9.23	4.54	
(4V17) (549QC) Broadway, TX	2,095	1,904	90.88%	191	9.12%	1,674	102	128	80	50	24	37	18.10	6.08	6.24	
(4V17) (671) San Antonio, TX HCS	67,495	65,016	96.33%	2,479	3.67%	57,203	3,663	4,150	1,851	461	99	68	3.51	6.50	3.40	
(4V17) (671) San Antonio, TX (Audie L. Murphy)	34,976	33,589	96.03%	1,387	3.97%	29,477	1,838	2,274	1,114	187	56	30	4.55	6.34	2.67	
(4V17) (671A4) Kerrville, TX	3,811	3,625	95.12%	186	4.88%	3,231	198	196	169	11	5	1	4.70	5.06	2.59	
(4V17) (671BU) San Antonio, TX - VADOM	238	238	100.00%	0	0.00%	236	2	0	0	0	0	0			0.17	
(4V17) (671BY) San Antonio-Eckert Road, TX (Frank M. Tejeda)	7,883	7,774	98.62%	109	1.38%	6,896	364	514	92	9	5	3	2.85	6.38	3.41	
(4V17) (671GB) Victoria, TX	1,080	1,067	98.80%	13	1.20%	894	114	59	9	2	1	1	4.40	2.21	4.69	
(4V17) (671GF) South Bexar County, TX	1,589	1,577	99.24%	12	0.76%	1,443	94	40	9	1	1	1	1	2.09		3.77
(4V17) (671GH) Beeville, TX	223	223	100.00%	0	0.00%	218	3	2	0	0	0	0	0	0.71		
(4V17) (671GK) San Antonio-NW 410, TX	1,926	1,922	99.79%	4	0.21%	1,781	104	37	2	0	0	2	2	2.00		
(4V17) (671GL) New Braunfels, TX	476	474	99.58%	2	0.42%	401	49	24	2	0	0	0	0	3.22		
(4V17) (671GN) Seguin, TX	163	162	99.39%	1	0.61%	150	11	1	1	0	0	0	0	1.75		
(4V17) (671GO) North Central Federal, TX	3,387	3,278	96.78%	109	3.22%	2,927	169	182	87	13	4	5	3.40	2.50	5.77	
(4V17) (671GP) Balcones Heights, TX	2,797	2,761	98.71%	36	1.29%	2,482	164	115	28	2	1	5	4.06	2.22	0.94	
(4V17) (671GQ) Shavano Park, TX	1,326	1,251	94.34%	75	5.66%	1,117	60	74	53	22	0	0	0	5.89		8.68
(4V17) (671PA) San Antonio SAR RTP	181	181	100.00%	0	0.00%	139	17	25	0	0	0	0	0			1.68
(4V17) (671QB) Data Point, TX	7,439	6,894	92.67%	545	7.33%	5,811	476	607	285	214	26	20			7.39	
(4V17) (674) Temple, TX HCS	78,240	72,858	93.12%	5,382	6.88%	64,081	3,872	4,905	3,658	1,120	389	215	5.47	10.37	4.79	
(4V17) (674) Temple, TX (Olin E. Teague Center)	41,639	38,234	91.82%	3,405	8.18%	33,325	2,192	2,717	2,264	708	304	129	8.12	11.20	5.96	
(4V17) (674A4) Waco, TX (Doris Miller)	8,014	7,749	96.69%	265	3.31%	7,026	384	339	176	49	26	14	3.49	6.83	1.66	
(4V17) (674BY) Austin, TX	20,206	18,837	93.22%	1,369	6.78%	16,468	892	1,477	985	290	45	49	3.88	9.58	4.81	
(4V17) (674GA) Palestine, TX	872	860	98.62%	12	1.38%	755	57	48	11	0	0	1	2.92	10.50	4.21	
(4V17) (674GB) Brownwood, TX	1,368	1,351	98.76%	17	1.24%	1,296	29	26	12	5	0	0	0.67	6.19	2.49	
(4V17) (674GC) Bryan, TX	2,138	2,103	98.36%	35	1.64%	1,914	109	80	29	2	2	2	3.10	4.89	4.17	
(4V17) (674GD) Cedar Park, TX	2,301	2,187	95.05%	114	4.95%	1,898	142	147	83	25	3	3	4.48	9.92	5.39	
(4V17) (674GF) Temple-General Bruce Drive, TX	1,432	1,275	89.04%	157	10.96%	1,167	42	66	92	40	9	16	10.36	17.95	5.66	
(4V17) (674HB) LaGrange, TX	270	262	97.04%	8	2.96%	232	25	5	6	1	0	1	5.08		3.15	
(4V17) (504) Amarillo, TX HCS	18,796	18,084	96.21%	712	3.79%	16,261	864	959	382	149	71	110	5.11	8.09	1.59	
(4V17) (504) Amarillo, TX (Thomas E. Creek)	12,522	11,938	95.34%	584	4.66%	10,731	596	611	307	113	62	102	4.97	9.41	2.29	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (504BY) Lubbock, TX	5,170	5,048	97.64%	122	2.36%	4,513	231	304	69	36	9	8	6.13	4.65	0.81	
(4V17) (504BZ) Clovis, NM	966	962	99.59%	4	0.41%	907	29	26	4	0	0	0	0	1.99	0.17	0.95
(4V17) (504GA) Childress, TX	79	77	97.47%	2	2.53%	59	4	14	2	0	0	0	0	6.48		2.90
(4V17) (504HB) Dalhart, TX	59	59	100.00%	0	0.00%	51	4	4	0	0	0	0	0	3.07	13.50	0.00
(4V17) (519) Big Spring, TX HCS	8,286	8,054	97.20%	232	2.80%	6,874	577	603	169	41	15	7	4.31	5.41	5.43	
(4V17) (519) Big Spring, TX (George H. O'Brien, Jr.)	3,073	2,950	96.00%	123	4.00%	2,473	241	236	88	24	8	3	3.56	6.46	4.53	
(4V17) (519GA) Permian Basin, TX	1,721	1,703	98.95%	18	1.05%	1,393	140	170	15	2	1	0	4.30	3.65	5.81	
(4V17) (519GB) Hobbs, NM	233	232	99.57%	1	0.43%	216	10	6	0	0	1	0	1.46	0.00	8.95	
(4V17) (519GD) Fort Stockton, TX	17	15	88.24%	2	11.76%	13	0	2	2	0	0	0	0	8.27		12.50
(4V17) (519HC) Abilene, TX	2,092	2,034	97.23%	58	2.77%	1,736	130	168	41	10	4	3	5.32	3.37	6.92	
(4V17) (519HD) Stamford, TX	35	35	100.00%	0	0.00%	30	3	2	0	0	0	0	0	2.54		
(4V17) (519HF) San Angelo, TX	1,115	1,085	97.31%	30	2.69%	1,013	53	19	23	5	1	1	4.17	2.31	3.55	
(4V17) (756) El Paso, TX HCS	26,197	25,477	97.25%	720	2.75%	22,531	1,524	1,422	550	134	21	15	2.51	4.51	5.52	
(4V17) (756) El Paso, TX	21,269	20,627	96.98%	642	3.02%	18,226	1,206	1,195	492	121	16	13	2.77	4.53	5.91	
(4V17) (756GA) Las Cruces, NM	1,992	1,948	97.79%	44	2.21%	1,747	102	99	33	7	3	1	2.80	0.11	4.31	
(4V17) (756GB) El Paso Eastside, TX	2,649	2,615	98.72%	34	1.28%	2,372	145	98	25	6	2	1	1.52	5.49	3.56	
(4V17) (756MA) IDES Fort Bliss	287	287	100.00%	0	0.00%	186	71	30	0	0	0	0	0	4.95	11.62	
(4V17) (740) Texas Valley Coastal Bend HCS	23,954	23,141	96.61%	813	3.39%	21,244	897	1,000	573	135	52	53	2.39	8.81	2.00	
(4V17) (740) Harlingen, TX	4,551	4,296	94.40%	255	5.60%	3,806	235	255	169	44	27	15		8.84	2.98	
(4V17) (740GA) Harlingen-Treasure Hills, TX	5,034	4,906	97.46%	128	2.54%	4,523	172	211	93	20	6	9	1.46	9.48	0.47	
(4V17) (740GB) McAllen, TX	6,008	5,949	99.02%	59	0.98%	5,635	205	109	41	12	1	5	1.44	6.22	1.26	
(4V17) (740GC) Corpus Christi, TX	3,134	3,015	96.20%	119	3.80%	2,829	75	111	85	22	3	9	4.88	0.20	0.78	
(4V17) (740GD) Laredo, TX	1,771	1,735	97.97%	36	2.03%	1,641	36	58	27	2	3	4	2.50	5.20	2.48	
(4V17) (740GH) South Enterprize, TX	3,432	3,216	93.71%	216	6.29%	2,786	174	256	158	35	12	11	4.94	9.94	2.51	
(4V17) (740GI) Old Brownsville, TX	23	23	100.00%	0	0.00%	23	0	0	0	0	0	0	0			
(4V17) (740GJ) North Tenth Street, TX	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0	0			
(4V19) (623) Muskogee, OK HCS	28,932	27,813	96.13%	1,119	3.87%	24,802	1,416	1,595	842	169	85	23	2.79	6.63	6.26	
(4V19) (623) Muskogee, OK (Jack C. Montgomery)	13,689	12,958	94.66%	731	5.34%	11,630	600	728	530	127	58	16	2.90	7.70	8.44	
(4V19) (623BY) Tulsa, OK (Ernest Childers)	9,005	8,813	97.87%	192	2.13%	7,652	574	587	152	23	11	6	3.14	5.83	5.70	
(4V19) (623GA) Hartshorne, OK	752	745	99.07%	7	0.93%	660	37	48	7	0	0	0	0	2.78	1.63	3.67
(4V19) (623GB) Vinita, OK	981	977	99.59%	4	0.41%	962	11	4	4	0	0	0	0	0.71	3.13	0.40
(4V19) (623GC) Idabel, OK (McCurtain County)	523	522	99.81%	1	0.19%	494	13	15	1	0	0	0	0	1.19	4.29	4.09
(4V19) (623QA) Muskogee-Shawnee Road, OK (Jack C. Montgomery)	1,052	1,001	95.15%	51	4.85%	897	44	60	48	1	2	0			5.29	
(4V19) (623QB) Tulsa Eleventh Street, OK	2,177	2,054	94.35%	123	5.65%	1,835	97	122	91	17	14	1			7.73	
(4V19) (623QC) Yale Avenue, OK	753	743	98.67%	10	1.33%	672	40	31	9	1	0	0	0		2.52	
(4V19) (635) Oklahoma City, OK HCS	46,176	44,783	96.98%	1,393	3.02%	40,761	1,888	2,134	1,063	240	55	35	2.50	6.08	2.77	
(4V19) (635) Oklahoma City, OK	35,314	34,077	96.50%	1,237	3.50%	30,836	1,491	1,750	934	218	51	34	3.13	6.39	2.32	
(4V19) (635GA) Lawton, OK	3,330	3,264	98.02%	66	1.98%	3,072	88	104	51	11	3	1	3.16	2.79	1.84	
(4V19) (635GB) Wichita Falls, TX	1,071	1,065	99.44%	6	0.56%	1,007	38	20	6	0	0	0	0	1.36	4.08	1.21
(4V19) (635GC) Blackwell, OK	184	184	100.00%	0	0.00%	167	11	6	0	0	0	0	0	1.98	0.00	0.00
(4V19) (635GD) Ada, OK	493	491	99.59%	2	0.41%	468	18	5	2	0	0	0	0	0.79	3.85	2.11
(4V19) (635GE) Stillwater, OK	411	408	99.27%	3	0.73%	363	18	27	3	0	0	0	0	2.35	2.33	4.06

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (635GF) Altus, OK	282	279	98.94%	3	1.06%	250	16	13	3	0	0	0	2.45	1.83	3.98	
(4V19) (635GG) Enid, OK	232	231	99.57%	1	0.43%	227	3	1	1	0	0	0	0.26	1.00	0.90	
(4V19) (635HB) Ardmore, OK	556	540	97.12%	16	2.88%	508	22	10	8	8	0	0	4.36	0.06	4.59	
(4V19) (635PA) Oklahoma City, OK - PRRTP	58	58	100.00%	0	0.00%	58	0	0	0	0	0	0				
(4V19) (635QA) North May, OK	1,292	1,284	99.38%	8	0.62%	1,160	69	55	6	1	1	0	2.79	0.88	0.00	
(4V19) (635QB) South Oklahoma City, OK	2,953	2,902	98.27%	51	1.73%	2,645	114	143	49	2	0	0	1.68	5.57	7.39	
(4V19) (436) Montana HCS	24,576	23,013	93.64%	1,563	6.36%	20,560	1,069	1,384	978	357	114	114	3.34	11.26	6.17	
(4V19) (436) Fort Harrison, MT	8,018	7,324	91.34%	694	8.66%	6,383	421	520	414	197	41	42	4.21	13.52	10.89	
(4V19) (436A4) Miles City, MT	380	368	96.84%	12	3.16%	355	6	7	8	3	1	0	1.15	1.18	0.00	
(4V19) (436GA) Anaconda, MT	682	669	98.09%	13	1.91%	640	8	21	10	2	0	1	1.90	19.83	4.41	
(4V19) (436GB) Great Falls, MT	2,052	1,983	96.64%	69	3.36%	1,878	48	57	34	22	8	5	1.36	4.83	4.43	
(4V19) (436GC) Missoula, MT	2,849	2,705	94.95%	144	5.05%	2,431	121	153	82	22	21	19	3.44	10.11	5.52	
(4V19) (436GD) Bozeman, MT	1,308	1,243	95.03%	65	4.97%	1,143	35	65	56	6	1	2	5.05	12.00	2.64	
(4V19) (436GF) Kalispell, MT	2,075	2,020	97.35%	55	2.65%	1,867	70	83	36	7	8	4	2.28	13.64	4.35	
(4V19) (436GH) Billings, MT	5,579	5,179	92.83%	400	7.17%	4,491	306	382	279	72	26	23	5.14	8.96	2.32	
(4V19) (436GI) Glasgow, MT	132	128	96.97%	4	3.03%	111	1	16	4	0	0	0	4.41	0.00	2.77	
(4V19) (436GK) Glendive, MT	94	91	96.81%	3	3.19%	86	1	4	3	0	0	0	1.21	14.50	0.82	
(4V19) (436GL) Cut Bank, MT	133	132	99.25%	1	0.75%	120	5	7	1	0	0	0	0	1.73	1.42	
(4V19) (436GM) Lewistown, MT	321	304	94.70%	17	5.30%	277	13	14	8	6	0	3	2.79	16.54	0.00	
(4V19) (436HC) Havre, MT (Merril Lundman)	285	273	95.79%	12	4.21%	259	6	8	8	3	1	0	2.06	38.50	10.03	
(4V19) (436MA) IDES Malmstrom AFB	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0		0.00		
(4V19) (436QA) Hamilton, MT	328	317	96.65%	11	3.35%	290	13	14	6	3	1	1	3.24	3.25	2.86	
(4V19) (436QB) Plentywood, MT	53	52	98.11%	1	1.89%	49	3	0	1	0	0	0	1.13	0.00	4.50	
(4V19) (436QC) Helena, MT	286	224	78.32%	62	21.68%	179	12	33	28	14	6	14				
(4V19) (442) Cheyenne, WY HCS	17,146	16,274	94.91%	872	5.09%	14,243	927	1,104	617	176	50	29	5.64	6.05	4.01	
(4V19) (442) Cheyenne, WY	9,411	8,892	94.49%	519	5.51%	7,798	492	602	359	117	25	18	7.06	5.72	2.15	
(4V19) (442GB) Sidney, NE	251	247	98.41%	4	1.59%	215	17	15	4	0	0	0	3.00	4.72	1.38	
(4V19) (442GC) Fort Collins, CO	2,632	2,543	96.62%	89	3.38%	2,271	135	137	63	18	4	4	4.02	7.59	4.56	
(4V19) (442GD) Loveland, CO	3,981	3,763	94.52%	218	5.48%	3,205	250	308	155	36	20	7	7.40	6.02	7.49	
(4V19) (442HK) Wheatland 1, WY - Mobile	401	366	91.27%	35	8.73%	326	20	20	29	5	1	0	6.67		3.02	
(4V19) (442QA) Rawlins, WY	336	334	99.40%	2	0.60%	317	6	11	2	0	0	0	0.71	11.62	2.86	
(4V19) (442QB) Torrington-Cheyenne 2, WY - Mobile	134	129	96.27%	5	3.73%	111	7	11	5	0	0	0	4.52		7.00	
(4V19) (554) Denver, CO HCS	58,034	52,307	90.13%	5,727	9.87%	43,724	3,834	4,749	3,700	1,369	407	251	7.64	12.19	8.85	
(4V19) (554) Aurora, CO (Rocky Mountain Regional)	27,499	24,340	88.51%	3,159	11.49%	20,225	1,818	2,297	2,010	771	228	150	11.98	12.27	8.01	
(4V19) (554AB) Pueblo CLC, CO - CLC	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0				
(4V19) (554A5) Denver, CO	1,375	1,375	100.00%	0	0.00%	1,190	116	69	0	0	0	0	0	3.14		0.13
(4V19) (554GB) Aurora, CO	1,995	1,956	98.05%	39	1.95%	1,631	157	168	34	2	3	0	4.45	3.65	4.23	
(4V19) (554GC) Golden, CO	5,079	4,704	92.62%	375	7.38%	3,851	386	467	303	65	4	3	7.50	7.93	9.96	
(4V19) (554GD) Pueblo, CO (PFC James Dunn)	4,955	4,645	93.74%	310	6.26%	4,019	253	373	178	81	33	18	9.70	7.06	5.46	
(4V19) (554GE) Colorado Springs, CO (PFC Floyd K. Lindstrom)	14,026	12,336	87.95%	1,690	12.05%	10,439	835	1,062	1,046	433	135	76	8.20	15.02	11.50	
(4V19) (554GF) Alamosa, CO	594	582	97.98%	12	2.02%	492	44	46	8	2	0	2	3.78	4.53	6.93	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (554GG) La Junta, CO	543	530	97.61%	13	2.39%	496	15	19	11	1	1	0	1.67	4.35	4.54
(4V19) (554GH) Lamar, CO	159	155	97.48%	4	2.52%	142	5	8	1	1	2	0	1.83	15.67	8.67
(4V19) (554GI) Burlington, CO	174	172	98.85%	2	1.15%	152	15	5	2	0	0	0	1.62	0.00	5.65
(4V19) (554MA) IDES Fort Carson	205	204	99.51%	1	0.49%	160	17	27	1	0	0	0	0	5.88	2.34
(4V19) (554QA) Denver - Santa Fe Drive, CO	47	44	93.62%	3	6.38%	43	1	0	0	1	1	1	0	0	7.02
(4V19) (554QB) Jewell, CO	1,206	1,091	90.46%	115	9.54%	752	155	184	102	12	0	1	0	19.85	
(4V19) (554QC) Salida, CO	176	172	97.73%	4	2.27%	131	17	24	4	0	0	0	5.02	9.55	8.40
(4V19) (575) Grand Junction, CO HCS	11,137	10,699	96.07%	438	3.93%	9,090	834	775	316	72	23	27	4.69	7.46	1.55
(4V19) (575) Grand Junction, CO	9,948	9,557	96.07%	391	3.93%	8,150	730	677	286	59	22	24	4.71	7.50	1.49
(4V19) (575GA) Montrose, CO	668	650	97.31%	18	2.69%	507	71	72	15	2	1	0	6.38	5.21	2.89
(4V19) (575GB) Craig, CO (Major William Edward Adams)	144	132	91.67%	12	8.33%	109	11	12	5	7	0	0	4.68	15.56	2.80
(4V19) (575QA) Glenwood Springs, CO	242	230	95.04%	12	4.96%	203	18	9	7	2	0	3	2.12	8.49	1.71
(4V19) (575QB) Moab, UT	135	130	96.30%	5	3.70%	121	4	5	3	2	0	0	0.06	8.28	2.31
(4V19) (660) Salt Lake City, UT HCS	34,035	31,395	92.24%	2,640	7.76%	26,228	2,259	2,908	1,770	443	170	257	8.16	10.63	4.87
(4V19) (660) Salt Lake City, UT (George E. Wahlen)	24,130	21,869	90.63%	2,261	9.37%	17,804	1,699	2,366	1,558	390	143	170	8.93	10.77	3.91
(4V19) (660GA) Pocatello, ID	2,066	2,008	97.19%	58	2.81%	1,673	146	189	48	6	1	3	3.16	14.48	7.29
(4V19) (660GB) Ogden, UT	2,274	2,193	96.44%	81	3.56%	1,964	125	104	57	12	3	9	5.30	3.09	11.55
(4V19) (660GD) Roosevelt, UT	167	158	94.61%	9	5.39%	152	2	4	3	3	0	3	4.14	3.67	8.96
(4V19) (660GE) Orem, UT	1,401	1,363	97.29%	38	2.71%	1,294	35	34	25	9	2	2	3.54	9.47	2.81
(4V19) (660GG) St. George, UT	1,689	1,556	92.13%	133	7.87%	1,357	108	91	42	8	19	64	33.43	7.85	3.72
(4V19) (660GJ) Western Salt Lake, UT	1,496	1,465	97.93%	31	2.07%	1,273	114	78	20	4	1	6	4.29	4.84	3.30
(4V19) (660GK) Elko, NV	96	93	96.88%	3	3.13%	84	5	4	2	0	1	0	2.23	17.50	7.17
(4V19) (660MA) IDES Hill AFB	12	12	100.00%	0	0.00%	12	0	0	0	0	0	0	0	0.09	0.00
(4V19) (660QA) Idaho Falls, ID	483	470	97.31%	13	2.69%	435	14	21	5	8	0	0	4.12	3.67	12.70
(4V19) (660QB) Price, UT	221	208	94.12%	13	5.88%	180	11	17	10	3	0	0	5.13	10.08	9.29
(4V19) (666) Sheridan, WY HCS	7,539	7,243	96.07%	296	3.93%	6,564	324	355	227	40	9	20	6.40	7.78	4.05
(4V19) (666) Sheridan, WY	3,800	3,651	96.08%	149	3.92%	3,313	137	201	127	15	5	2	4.04	7.71	2.21
(4V19) (666GB) Casper, WY	1,156	1,092	94.46%	64	5.54%	997	43	52	44	9	0	11	5.89	10.66	9.40
(4V19) (666GC) Riverton, WY	653	628	96.17%	25	3.83%	600	16	12	19	3	1	2	3.05	7.26	3.66
(4V19) (666GD) Cody, WY	467	459	98.29%	8	1.71%	376	53	30	5	3	0	0	5.31	3.40	1.35
(4V19) (666GE) Gillette, WY	448	427	95.31%	21	4.69%	380	32	15	12	5	2	2	5.85	1.60	4.80
(4V19) (666GF) Rock Springs, WY	640	624	97.50%	16	2.50%	560	30	34	12	0	1	3	18.58	0.70	6.52
(4V19) (666QA) Afton, WY	181	179	98.90%	2	1.10%	171	3	5	1	1	0	0	1.52	16.25	3.08
(4V19) (666QB) Evanston, WY	79	71	89.87%	8	10.13%	61	9	1	6	2	0	0	11.28	14.00	0.17
(4V19) (666QC) Worland, WY	115	112	97.39%	3	2.61%	106	1	5	1	2	0	0	2.72	6.33	1.00
(5V20) (463) Anchorage, AK HCS	11,167	10,875	97.39%	292	2.61%	9,843	553	479	230	43	10	9	3.33	3.72	6.84
(5V20) (463) Anchorage, AK	6,276	6,072	96.75%	204	3.25%	5,466	332	274	162	29	8	5	4.09	3.02	8.63
(5V20) (463BU) Anchorage, AK - VADOM	728	728	100.00%	0	0.00%	727	0	1	0	0	0	0	0	0.00	
(5V20) (463GA) Fairbanks, AK	1,276	1,223	95.85%	53	4.15%	1,039	91	93	43	7	1	2	4.47	17.52	6.93
(5V20) (463GB) Kenai, AK	1,096	1,075	98.08%	21	1.92%	997	40	38	13	6	1	1	2.34	3.07	2.26
(5V20) (463GC) Mat-Su, AK	1,203	1,199	99.67%	4	0.33%	1,100	49	50	3	0	0	1	1.96	4.29	3.21
(5V20) (463GD) Homer, AK	164	162	98.78%	2	1.22%	142	14	6	2	0	0	0	2.07	5.33	4.41

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (463GE) Juneau, AK	424	416	98.11%	8	1.89%	372	27	17	7	1	0	0	2.93	0.10	5.33
(5V20) (531) Boise, ID HCS	23,655	22,506	95.14%	1,149	4.86%	19,729	1,162	1,615	907	145	49	48	5.30	7.81	1.58
(5V20) (531) Boise, ID	19,887	18,861	94.84%	1,026	5.16%	16,372	1,030	1,459	829	119	41	37	5.46	7.92	1.59
(5V20) (531GE) Twin Falls, ID	1,210	1,185	97.93%	25	2.07%	1,111	33	41	17	5	1	2	4.33	0.55	0.43
(5V20) (531GG) Caldwell, ID	1,828	1,740	95.19%	88	4.81%	1,565	74	101	53	19	7	9	7.00	7.51	3.23
(5V20) (531GH) Burns, OR	143	142	99.30%	1	0.70%	138	3	1	0	1	0	0	0.55	1.50	3.50
(5V20) (531GI) Mountain Home, ID	404	402	99.50%	2	0.50%	385	10	7	2	0	0	0	1.29	0.00	0.09
(5V20) (531GJ) Salmon, ID	180	173	96.11%	7	3.89%	155	12	6	6	1	0	0	6.11	0.00	0.02
(5V20) (531MA) IDES Mt Home AFB	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0	0.00		
(5V20) (531MB) IDES Idaho ANG	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0	0.00		
(5V20) (648) Portland, OR HCS	55,679	51,397	92.31%	4,282	7.69%	44,046	3,263	4,088	2,999	840	241	202	6.00	12.88	3.26
(5V20) (648) Portland, OR	26,677	24,327	91.19%	2,350	8.81%	20,637	1,572	2,118	1,666	425	163	96	9.23	12.07	1.33
(5V20) (648A4) Vancouver, WA	9,548	8,734	91.47%	814	8.53%	7,298	648	788	508	215	38	53	7.77	16.31	6.22
(5V20) (648BU) Vancouver, WA - VADOM	12	12	100.00%	0	0.00%	11	0	1	0	0	0	0	0		
(5V20) (648GA) Bend, OR	3,547	3,252	91.68%	295	8.32%	2,723	245	284	224	55	9	7	5.68	12.78	9.14
(5V20) (648GB) Salem, OR	4,010	3,619	90.25%	391	9.75%	3,067	255	297	249	99	18	25	3.73	17.46	1.71
(5V20) (648GD) North Coast, OR	567	555	97.88%	12	2.12%	494	24	37	7	2	0	3	9.35	1.90	2.04
(5V20) (648GE) Fairview, OR	3,472	3,386	97.52%	86	2.48%	3,162	122	102	64	12	5	5	4.10	12.50	1.45
(5V20) (648GF) Hillsboro, OR	4,105	3,882	94.57%	223	5.43%	3,413	198	271	195	14	5	9	6.95	4.92	2.09
(5V20) (648GG) West Linn, OR	2,449	2,391	97.63%	58	2.37%	2,128	135	128	50	7	1	0	3.37	12.72	2.09
(5V20) (648GH) Newport, OR	303	287	94.72%	16	5.28%	253	20	14	8	4	1	3	10.38		1.27
(5V20) (648GI) Portland-1st Avenue, OR	243	225	92.59%	18	7.41%	198	13	14	11	5	1	1	7.24		
(5V20) (648GJ) The Dalles, OR (Loren R. Kaufman)	746	727	97.45%	19	2.55%	662	31	34	17	2	0	0	3.11	5.36	2.49
(5V20) (653) Roseburg, OR HCS	22,989	21,789	94.78%	1,200	5.22%	18,442	1,363	1,984	874	186	54	86	6.58	8.56	4.06
(5V20) (653) Roseburg, OR	11,315	10,782	95.29%	533	4.71%	9,055	663	1,064	418	76	16	23	4.84	8.08	3.23
(5V20) (653BV) Roseburg, OR - VADOM	157	157	100.00%	0	0.00%	157	0	0	0	0	0	0	0		
(5V20) (653BY) Eugene, OR	9,106	8,501	93.36%	605	6.64%	7,150	576	775	414	97	35	59	8.05	9.42	4.48
(5V20) (653GA) North Bend, OR	842	813	96.56%	29	3.44%	674	55	84	23	3	3	0	8.73	2.64	2.77
(5V20) (653GB) Brookings, OR	836	828	99.04%	8	0.96%	761	36	31	4	4	0	0	1.56	9.18	5.33
(5V20) (653QA) Downtown Eugene, OR	733	708	96.59%	25	3.41%	645	33	30	15	6	0	4			5.36
(5V20) (663) Puget Sound, WA HCS	67,416	62,986	93.43%	4,430	6.57%	54,162	3,848	4,976	3,046	883	301	200	6.68	11.24	4.09
(5V20) (663) Seattle, WA	31,483	29,125	92.51%	2,358	7.49%	24,854	1,891	2,380	1,564	462	197	135	5.50	12.61	6.32
(5V20) (663A4) American Lake, WA	25,432	23,891	93.94%	1,541	6.06%	20,842	1,300	1,749	1,079	347	77	38	5.64	10.58	2.87
(5V20) (663GA) Bellevue, WA	2,247	2,062	91.77%	185	8.23%	1,525	202	335	172	9	1	3	9.73	8.09	2.23
(5V20) (663GB) Bremerton, WA	1,766	1,729	97.90%	37	2.10%	1,595	62	72	24	2	1	10	8.06	1.03	0.22
(5V20) (663GC) Mount Vernon, WA	3,509	3,364	95.87%	145	4.13%	2,898	238	228	111	20	11	3	6.83	7.16	1.12
(5V20) (663GD) South Sound, WA	1,831	1,702	92.95%	129	7.05%	1,461	87	154	80	26	14	9	11.94	0.38	6.50
(5V20) (663GE) North Olympic Peninsula, WA	858	827	96.39%	31	3.61%	719	62	46	12	17	0	2	4.38	13.23	0.00
(5V20) (663HK) Puget Sound, WA - Mobile	287	283	98.61%	4	1.39%	268	6	9	4	0	0	0	0	1.71	
(5V20) (663MA) IDES Fort Lewis	3	3	100.00%	0	0.00%	0	0	3	0	0	0	0	0	18.50	16.00
(5V20) (668) Spokane, WA HCS	24,101	23,227	96.37%	874	3.63%	20,236	1,373	1,618	695	117	51	11	4.27	6.20	2.15
(5V20) (668) Spokane, WA (Mann-Grandstaff)	19,262	18,481	95.95%	781	4.05%	16,012	1,163	1,306	609	111	50	11	5.32	6.40	2.31

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (668GA) Wenatchee, WA	1,718	1,694	98.60%	24	1.40%	1,539	54	101	21	2	1	0	2.21	3.34	3.08	
(5V20) (668GB) Coeur d Alene, ID	2,350	2,288	97.36%	62	2.64%	1,937	148	203	58	4	0	0	5.85	6.00	0.73	
(5V20) (668HK) Spokane, WA - Mobile	42	41	97.62%	1	2.38%	35	1	5	1	0	0	0	0	4.74		
(5V20) (668QB) Libby, MT	204	200	98.04%	4	1.96%	194	4	2	4	0	0	0	0	1.14	15.25	
(5V20) (668QD) Sandpoint, ID	524	522	99.62%	2	0.38%	518	3	1	2	0	0	0	0	0.44	7.00	
(5V20) (668QE) Spokane-West 2nd Avenue, WA	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0	0			
(5V20) (687) Walla Walla, WA HCS	10,467	10,007	95.61%	460	4.39%	8,798	589	620	319	88	29	24	5.40	9.77	2.72	
(5V20) (687) Walla Walla, WA (Jonathan M. Wainwright)	5,440	5,198	95.55%	242	4.45%	4,535	294	369	173	42	10	17	2.73	9.85	1.67	
(5V20) (687GA) Richland, WA	1,624	1,608	99.01%	16	0.99%	1,443	103	62	13	2	1	0	3.02	5.31	3.46	
(5V20) (687GB) Lewiston, ID	964	889	92.22%	75	7.78%	708	87	94	57	12	4	2	9.66		7.37	
(5V20) (687GC) La Grande, OR	379	373	98.42%	6	1.58%	318	40	15	1	2	1	2	7.56	0.00	0.48	
(5V20) (687HA) Yakima, WA	1,807	1,686	93.30%	121	6.70%	1,564	51	71	75	30	13	3	8.05	10.62	0.83	
(5V20) (687QA) Grangeville, ID	145	145	100.00%	0	0.00%	131	13	1	0	0	0	0	0	1.66		
(5V20) (687QB) Morrow County, OR	83	83	100.00%	0	0.00%	79	0	4	0	0	0	0	0	1.08	22.00	
(5V20) (687QC) Wallowa County, OR	25	25	100.00%	0	0.00%	20	1	4	0	0	0	0	0	4.53	4.20	
(5V20) (692) White City, OR HCS	11,623	11,104	95.53%	519	4.47%	9,886	629	589	327	113	42	37	9.01	5.05	6.16	
(5V20) (692) White City, OR	9,838	9,420	95.75%	418	4.25%	8,376	544	500	259	102	32	25	11.60	4.98	5.83	
(5V20) (692GA) Klamath Falls, OR	1,083	1,023	94.46%	60	5.54%	935	38	50	34	6	8	12	6.97	2.17	11.04	
(5V20) (692GB) Grants Pass, OR	702	661	94.16%	41	5.84%	575	47	39	34	5	2	0	5.25	11.55	3.19	
(5V21) (358) Manila, PI HCS	1,854	1,616	87.16%	238	12.84%	1,377	121	118	98	42	35	63	10.02	22.34	22.12	
(5V21) (358) Manila, PI	1,854	1,616	87.16%	238	12.84%	1,377	121	118	98	42	35	63	10.02	22.34	22.12	
(5V21) (459) Honolulu, HI HCS	19,108	17,717	92.72%	1,391	7.28%	15,526	1,000	1,191	786	304	102	199	7.46	14.11	3.46	
(5V21) (459) Honolulu, HI (Spark M. Matsunaga)	11,495	10,479	91.16%	1,016	8.84%	9,177	558	744	568	222	62	164	12.16	13.23	0.81	
(5V21) (459GA) Maui, HI	1,086	1,013	93.28%	73	6.72%	848	88	77	36	21	8	8	6.07	26.90	5.06	
(5V21) (459GB) Hilo, HI	1,372	1,330	96.94%	42	3.06%	1,160	89	81	27	6	5	4	4.13	12.40	3.30	
(5V21) (459GC) Kailua-Kona, HI	962	888	92.31%	74	7.69%	791	34	63	50	14	8	2	4.75	21.18	7.71	
(5V21) (459GD) Lihue, HI	766	713	93.08%	53	6.92%	634	46	33	20	13	6	14	5.47	23.05	8.07	
(5V21) (459GE) Guam, GU	1,115	1,059	94.98%	56	5.02%	984	31	44	36	15	3	2	3.50	17.05	4.57	
(5V21) (459GF) American Samoa, AS (Faleomavaega Eni Faauaa Hunkin)	1,081	1,051	97.22%	30	2.78%	879	86	86	19	4	5	2	3.04	14.78	3.10	
(5V21) (459GG) Leeward Oahu, HI	1,038	996	95.95%	42	4.05%	867	66	63	28	8	5	1	3.21	41.67	9.92	
(5V21) (459GH) Saipan, MP	124	120	96.77%	4	3.23%	119	1	0	1	1	0	2	0.05	6.09	0.00	
(5V21) (459MA) IDES Honolulu C&P	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0			0.00	
(5V21) (459QB) Molokai, HI	68	67	98.53%	1	1.47%	66	1	0	1	0	0	0	0	0.94	0.00	2.57
(5V21) (570) Fresno, CA HCS	23,918	22,607	94.52%	1,311	5.48%	19,108	1,617	1,882	823	301	133	54	2.42	9.15	5.54	
(5V21) (570) Fresno, CA	20,508	19,241	93.82%	1,267	6.18%	15,952	1,538	1,751	802	289	132	44	3.21	9.39	5.20	
(5V21) (570GA) Merced, CA	1,081	1,054	97.50%	27	2.50%	994	29	31	9	10	1	7	0.93	9.05	12.79	
(5V21) (570GB) Tulare, CA	1,635	1,629	99.63%	6	0.37%	1,550	29	50	4	1	0	1	0.83	1.95	3.67	
(5V21) (570GC) Oakhurst, CA	694	683	98.41%	11	1.59%	612	21	50	8	1	0	2	2.07	5.30	6.51	
(5V21) (612A4) N. California HCS	81,723	78,207	95.70%	3,516	4.30%	70,744	3,315	4,148	2,472	634	233	177	2.64	8.06	2.42	
(5V21) (612A4) Sacramento, CA	29,387	27,949	95.11%	1,438	4.89%	25,305	1,174	1,470	969	326	84	59	2.75	8.39	4.54	
(5V21) (612B4) Redding, CA	6,310	5,997	95.04%	313	4.96%	5,528	218	251	213	71	18	11	1.06	13.17	5.43	
(5V21) (612BY) Oakland, CA	4,017	3,803	94.67%	214	5.33%	3,326	252	225	167	27	8	12	2.58	11.35	4.07	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (612GD) Fairfield-Travis Air Force Base, CA	2,992	2,925	97.76%	67	2.24%	2,660	123	142	51	5	3	8	2.71	9.69	2.35
(5V21) (612GE) Mare Island-Vallejo, CA	2,817	2,792	99.11%	25	0.89%	2,656	87	49	18	4	2	1	1.87	1.13	1.64
(5V21) (612GF) Martinez, CA	16,068	15,246	94.88%	822	5.12%	13,284	768	1,194	634	107	38	43	3.42	9.31	0.68
(5V21) (612GG) Chico, CA	2,355	2,292	97.32%	63	2.68%	2,155	73	64	35	14	7	7	3.12	9.41	
(5V21) (612GH) McClellan Park, CA	10,542	10,285	97.56%	257	2.44%	9,415	391	479	203	32	8	14	2.56	4.40	0.42
(5V21) (612GI) Yuba City, CA	1,713	1,690	98.66%	23	1.34%	1,606	46	38	9	3	9	2	2.87	27.56	0.77
(5V21) (612GJ) Yreka, CA	449	437	97.33%	12	2.67%	404	17	16	9	0	1	2	2.75	0.00	11.54
(5V21) (612MA) IDES McClellan OPC	11	11	100.00%	0	0.00%	11	0	0	0	0	0	0	0.00	0.00	
(5V21) (612QA) Cohasset, CA	1,182	1,090	92.22%	92	7.78%	976	41	73	41	26	13	12	11.43	2.88	
(5V21) (612QB) Twenty First Street, CA	1,808	1,802	99.67%	6	0.33%	1,785	10	7	3	2	1	0		0.33	
(5V21) (612QC) Cypress Avenue, CA	1,613	1,429	88.59%	184	11.41%	1,174	115	140	120	17	41	6		11.86	
(5V21) (612QD) Howe Road, CA	459	459	100.00%	0	0.00%	459	0	0	0	0	0	0			
(5V21) (640) Palo Alto, CA HCS	45,917	42,439	92.43%	3,478	7.57%	35,337	3,183	3,919	2,455	597	155	271	9.18	9.45	6.97
(5V21) (640) Palo Alto, CA	18,929	17,653	93.26%	1,276	6.74%	14,906	1,221	1,526	927	199	58	92	7.16	8.61	4.09
(5V21) (640A0) Menlo Park, CA	2,382	2,316	97.23%	66	2.77%	2,065	135	116	52	9	0	5	3.73	4.27	4.63
(5V21) (640A4) Livermore, CA	6,308	5,689	90.19%	619	9.81%	4,673	386	630	412	127	35	45	4.65	12.29	6.36
(5V21) (640BY) San Jose, CA	4,635	4,304	92.86%	331	7.14%	3,451	421	432	252	40	16	23	8.88	11.04	4.29
(5V21) (640GA) Capitola, CA	170	142	83.53%	28	16.47%	80	4	58	13	9	1	5	23.14		0.00
(5V21) (640GB) Sonora, CA	1,139	1,022	89.73%	117	10.27%	807	110	105	92	14	2	9	13.42	4.58	6.48
(5V21) (640GC) Fremont, CA	966	897	92.86%	69	7.14%	759	67	71	50	11	5	3	7.37	19.31	6.67
(5V21) (640HA) Stockton, CA	2,862	2,600	90.85%	262	9.15%	2,181	173	246	158	61	13	30	11.18	6.81	15.26
(5V21) (640HB) Modesto, CA	3,319	3,110	93.70%	209	6.30%	2,496	290	324	132	41	8	28	9.33	8.10	10.14
(5V21) (640HC) Monterey, CA (Major General William H. Gourley)	5,089	4,588	90.16%	501	9.84%	3,801	376	411	367	86	17	31	11.53	9.78	4.89
(5V21) (640QA) Palo Alto 1, CA - Mobile	96	96	100.00%	0	0.00%	96	0	0	0	0	0	0	0.00		
(5V21) (640QB) Palo Alto 2, CA - Mobile	22	22	100.00%	0	0.00%	22	0	0	0	0	0	0	0.00		
(5V21) (654) Reno, NV HCS	27,361	25,664	93.80%	1,697	6.20%	22,198	1,478	1,988	1,131	333	122	111	8.52	9.71	3.89
(5V21) (654) Reno, NV (Ioannis A. Lougaris)	18,844	17,658	93.71%	1,186	6.29%	15,205	995	1,458	814	231	71	70	7.57	10.55	3.93
(5V21) (654GA) Sierra Foothills, CA	1,245	1,218	97.83%	27	2.17%	1,091	74	53	20	4	2	1	3.61	24.73	2.46
(5V21) (654GB) Carson Valley, NV	993	938	94.46%	55	5.54%	744	87	107	27	11	3	14	10.94	15.65	10.75
(5V21) (654GC) Lahontan Valley, NV	836	776	92.82%	60	7.18%	611	76	89	43	8	7	2	9.40	17.46	4.28
(5V21) (654GD) Diamond View, CA	294	277	94.22%	17	5.78%	256	12	9	11	2	3	1	7.09	4.17	2.80
(5V21) (654GE) Reno East, NV	2,712	2,555	94.21%	157	5.79%	2,285	130	140	103	24	13	17	11.05	8.41	3.00
(5V21) (654QA) Kietzke, NV	1,397	1,230	88.05%	167	11.95%	1,089	59	82	91	50	21	5		9.84	
(5V21) (654QB) Capitol Hill, NV	29	29	100.00%	0	0.00%	29	0	0	0	0	0	0			
(5V21) (654QC) Winnemucca, NV	88	77	87.50%	11	12.50%	49	7	21	10	0	0	1	19.77	6.00	1.65
(5V21) (654QD) Virginia Street, NV	923	906	98.16%	17	1.84%	839	38	29	12	3	2	0		2.51	
(5V21) (662) San Francisco, CA HCS	36,180	33,964	93.88%	2,216	6.12%	29,940	1,859	2,165	1,530	405	114	167	8.05	9.54	3.47
(5V21) (662) San Francisco, CA	24,916	23,549	94.51%	1,367	5.49%	21,265	1,018	1,266	910	261	81	115	7.70	9.44	0.47
(5V21) (662GA) Santa Rosa, CA	4,717	4,213	89.32%	504	10.68%	3,544	300	369	383	82	11	28	11.49	9.81	7.78
(5V21) (662GC) Eureka, CA	2,015	1,874	93.00%	141	7.00%	1,506	181	187	107	18	9	7	8.13	9.45	6.41
(5V21) (662GD) Ukiah, CA	1,272	1,231	96.78%	41	3.22%	1,010	131	90	23	15	1	2	5.11	9.17	5.55
(5V21) (662GE) San Bruno, CA	1,205	1,122	93.11%	83	6.89%	927	86	109	50	13	7	13	7.70	18.09	16.92

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (662GF) San Francisco Downtown, CA	932	925	99.25%	7	0.75%	803	65	57	6	1	0	0	2.01	9.36	4.88	
(5V21) (662GG) Clearlake, CA	1,123	1,050	93.50%	73	6.50%	885	78	87	51	15	5	2	9.91	6.89	5.54	
(5V21) (593) Las Vegas, NV HCS	55,713	51,312	92.10%	4,401	7.90%	43,877	3,346	4,089	3,011	842	278	270	3.67	13.42	3.55	
(5V21) (593) Las Vegas, NV (North Las Vegas)	35,623	31,679	88.93%	3,944	11.07%	25,915	2,499	3,265	2,680	761	262	241	5.44	13.56	3.65	
(5V21) (593GC) Pahrump, NV	1,322	1,314	99.39%	8	0.61%	1,265	35	14	5	2	0	1	0.93	5.36	1.00	
(5V21) (593GD) Northwest Las Vegas, NV	5,176	5,097	98.47%	79	1.53%	4,721	214	162	63	13	1	2	2.20	6.28	2.76	
(5V21) (593GE) Southeast Las Vegas, NV	4,807	4,664	97.03%	143	2.97%	4,230	215	219	101	29	6	7	5.82	11.40	3.57	
(5V21) (593GF) Southwest Las Vegas, NV	4,542	4,408	97.05%	134	2.95%	3,962	211	235	98	22	7	7	3.22	10.23	4.84	
(5V21) (593GG) Northeast Las Vegas, NV	3,530	3,470	98.30%	60	1.70%	3,180	137	153	41	10	1	8	2.88	3.68	3.27	
(5V21) (593GH) Laughlin, NV (Master Chief Petty Officer Jesse Dean)	535	502	93.83%	33	6.17%	427	35	40	23	5	1	4	5.95	8.02	6.82	
(5V21) (593QC) West Cheyenne, NV	178	178	100.00%	0	0.00%	177	0	1	0	0	0	0			0.02	
(5V22) (501) New Mexico HCS	41,389	38,437	92.87%	2,952	7.13%	33,426	2,208	2,803	1,876	604	243	229	5.56	11.38	7.73	
(5V22) (501) Albuquerque, NM (Raymond G. Murphy)	32,628	30,097	92.24%	2,531	7.76%	25,987	1,733	2,377	1,600	538	206	187	6.14	11.28	7.41	
(5V22) (501G2) Las Vegas, NM	283	270	95.41%	13	4.59%	245	13	12	3	1	5	4	8.26	24.50	2.16	
(5V22) (501GA) Artesia, NM	702	685	97.58%	17	2.42%	642	24	19	11	1	1	4	1.54	3.30	21.01	
(5V22) (501GB) Farmington, NM	769	712	92.59%	57	7.41%	628	40	44	33	11	6	7	12.98	5.38	4.20	
(5V22) (501GC) Silver City, NM	581	559	96.21%	22	3.79%	492	25	42	17	3	2	0	4.73	0.78	2.71	
(5V22) (501GD) Gallup, NM	708	668	94.35%	40	5.65%	617	27	24	23	7	5	5	5.26	4.20	5.50	
(5V22) (501GE) Espanola, NM	357	346	96.92%	11	3.08%	280	35	31	7	3	0	1	5.53	3.89	6.00	
(5V22) (501GH) Truth or Consequences, NM	561	559	99.64%	2	0.36%	541	12	6	1	0	0	1	1.10	2.29	0.57	
(5V22) (501GI) Alamogordo, NM	684	664	97.08%	20	2.92%	616	28	20	11	1	3	5	3.59	0.20	11.28	
(5V22) (501GJ) Durango, CO	463	454	98.06%	9	1.94%	428	13	13	8	0	1	0	2.24	0.27	1.81	
(5V22) (501GK) Santa Fe, NM	1,182	1,117	94.50%	65	5.50%	1,007	46	64	40	15	5	5	4.69	6.30	10.37	
(5V22) (501GM) Northwest Metro, NM	1,803	1,653	91.68%	150	8.32%	1,325	194	134	111	22	9	8	5.66	16.37	13.48	
(5V22) (501GN) Taos, NM	283	272	96.11%	11	3.89%	252	8	12	10	1	0	0	0	2.52	3.88	8.39
(5V22) (501HB) Raton, NM	369	365	98.92%	4	1.08%	350	10	5	1	1	0	2	1.39	2.92	10.58	
(5V22) (501MA) IDES Kirtland AFB	16	16	100.00%	0	0.00%	16	0	0	0	0	0	0		0.00	0.00	
(5V22) (644) Phoenix, AZ HCS	62,741	57,747	92.04%	4,994	7.96%	49,461	3,552	4,734	3,505	948	317	224	5.91	11.34	6.29	
(5V22) (644) Phoenix, AZ (Carl T. Hayden)	37,104	33,453	90.16%	3,651	9.84%	28,099	2,142	3,212	2,566	666	260	159	5.63	12.38	5.90	
(5V22) (644BY) Southeast, AZ	9,817	9,242	94.14%	575	5.86%	8,003	578	661	373	131	39	32	6.20	8.42	8.02	
(5V22) (644GA) Northwest, AZ	5,615	5,410	96.35%	205	3.65%	4,833	305	272	167	34	2	2	3.43	5.44	7.45	
(5V22) (644GB) Show Low, AZ	1,109	1,048	94.50%	61	5.50%	880	90	78	38	20	1	2	6.55	10.37	6.30	
(5V22) (644GC) Southwest, AZ	1,758	1,689	96.08%	69	3.92%	1,509	72	108	51	12	3	3	4.62	4.41	6.35	
(5V22) (644GD) Payson, AZ	403	402	99.75%	1	0.25%	399	3	0	1	0	0	0	0.18		0.87	
(5V22) (644GE) Thunderbird, AZ	1,904	1,804	94.75%	100	5.25%	1,543	106	155	68	21	2	9	8.24	3.03	5.52	
(5V22) (644GF) Globe, AZ	311	282	90.68%	29	9.32%	249	20	13	16	3	5	5	6.96	19.33	20.57	
(5V22) (644GG) Northeast Phoenix-Via Linda Road, AZ	1,042	969	92.99%	73	7.01%	883	37	49	41	30	0	2	9.61	2.91	5.03	
(5V22) (644GH) Phoenix Midtown, AZ	3,599	3,385	94.05%	214	5.95%	3,002	199	184	168	31	5	10	7.97	4.04	2.76	
(5V22) (644QA) Phoenix-East Thomas Road, AZ	59	59	100.00%	0	0.00%	59	0	0	0	0	0	0				
(5V22) (644QB) Phoenix, AZ - Mobile	20	4	20.00%	16	80.00%	2	0	2	16	0	0	0		29.85		
(5V22) (649) Northern Arizona HCS	16,992	16,152	95.06%	840	4.94%	14,449	875	828	578	95	58	109	4.75	13.72	3.64	



Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (664BU) San Diego, CA - VADOM	403	403	100.00%	0	0.00%	401	2	0	0	0	0	0	0	0	
(5V22) (664BY) Mission Valley, CA	11,549	11,315	97.97%	234	2.03%	10,020	388	907	208	23	1	2	0.71	7.96	5.14
(5V22) (664GA) Imperial Valley, CA	669	664	99.25%	5	0.75%	593	52	19	1	1	3	0	2.22	9.93	0.55
(5V22) (664GB) Oceanside, CA	8,213	7,948	96.77%	265	3.23%	7,452	244	252	197	42	21	5	0.85	4.36	1.25
(5V22) (664GC) Chula Vista, CA	2,036	2,001	98.28%	35	1.72%	1,895	66	40	29	5	0	1	1.12	2.84	4.34
(5V22) (664GD) Escondido, CA	1,477	1,464	99.12%	13	0.88%	1,362	66	36	11	2	0	0	2.07	5.30	1.72
(5V22) (664QA) Rio, CA	519	513	98.84%	6	1.16%	513	0	0	6	0	0	0	0	0.00	
(5V22) (691) Greater Los Angeles, CA HCS	69,051	65,166	94.37%	3,885	5.63%	56,629	3,769	4,768	3,110	565	145	65	4.43	8.20	4.29
(5V22) (691) West Los Angeles, CA	30,965	29,066	93.87%	1,899	6.13%	25,248	1,559	2,259	1,547	264	67	21	4.24	8.06	2.75
(5V22) (691A4) Sepulveda, CA	15,718	14,608	92.94%	1,110	7.06%	12,534	956	1,118	842	184	54	30	3.23	9.57	9.19
(5V22) (691GB) Santa Barbara, CA	856	831	97.08%	25	2.92%	769	28	34	23	2	0	0	2.84	4.69	3.03
(5V22) (691GC) Gardena, CA	865	865	100.00%	0	0.00%	859	3	3	0	0	0	0	0.13	0.37	0.34
(5V22) (691GD) Bakersfield, CA	3,765	3,677	97.66%	88	2.34%	3,092	227	358	80	8	0	0	6.66	3.79	3.60
(5V22) (691GE) Los Angeles-East Temple, CA	8,053	7,817	97.07%	236	2.93%	6,944	408	465	185	42	9	0	3.48	6.32	5.02
(5V22) (691GF) East Los Angeles, CA	967	961	99.38%	6	0.62%	933	18	10	4	1	0	1	2.04	0.00	1.49
(5V22) (691GG) Antelope Valley, CA	1,223	1,173	95.91%	50	4.09%	1,002	47	124	31	11	3	5	6.11	14.00	1.98
(5V22) (691GK) San Luis Obispo, CA	1,248	1,185	94.95%	63	5.05%	1,038	101	46	34	24	5	0	3.08	17.24	7.76
(5V22) (691GL) Santa Maria, CA	2,925	2,776	94.91%	149	5.09%	2,339	267	170	110	26	6	7	4.35	10.04	5.32
(5V22) (691GM) Oxnard, CA	2,466	2,207	89.50%	259	10.50%	1,871	155	181	254	3	1	1	12.03	6.18	2.78
(3V23) (437) Fargo, ND HCS	24,689	23,885	96.74%	804	3.26%	22,220	779	886	484	238	49	33	1.93	7.46	2.28
(3V23) (437) Fargo, ND	15,273	14,603	95.61%	670	4.39%	13,399	552	652	391	214	44	21	1.85	7.70	2.25
(3V23) (437GA) Grafton, ND	422	421	99.76%	1	0.24%	413	3	5	1	0	0	0	0.44	6.00	1.29
(3V23) (437GB) Bismarck, ND	2,338	2,305	98.59%	33	1.41%	2,160	74	71	23	4	3	3	1.92	5.88	2.63
(3V23) (437GC) Fergus Falls, MN	738	728	98.64%	10	1.36%	703	18	7	6	2	0	2	2.51	4.71	0.65
(3V23) (437GD) Minot, ND	1,063	1,053	99.06%	10	0.94%	1,008	25	20	6	2	1	1	1.47	3.89	1.77
(3V23) (437GE) Bemidji, MN	1,699	1,658	97.59%	41	2.41%	1,519	53	86	35	4	0	2	3.86	4.20	5.09
(3V23) (437GF) Williston, ND	625	612	97.92%	13	2.08%	591	15	6	6	6	1	0	2.55	1.00	0.91
(3V23) (437GI) Grand Forks, ND	1,291	1,280	99.15%	11	0.85%	1,232	23	25	9	2	0	0	0.81	3.89	1.97
(3V23) (437GJ) Dickinson, ND	448	446	99.55%	2	0.45%	439	5	2	1	1	0	0	0.24	8.13	1.62
(3V23) (437GK) Jamestown, ND	468	461	98.50%	7	1.50%	447	6	8	4	0	0	3	3.26	1.92	1.00
(3V23) (437GL) Devils Lake, ND	324	318	98.15%	6	1.85%	309	5	4	2	3	0	1	0.61	3.45	0.48
(3V23) (438) Sioux Falls, SD HCS	21,670	20,897	96.43%	773	3.57%	18,619	1,195	1,083	517	156	79	21	2.41	6.42	5.02
(3V23) (438) Sioux Falls, SD (Royal C. Johnson)	16,204	15,545	95.93%	659	4.07%	13,686	961	898	432	135	73	19	2.70	6.68	4.42
(3V23) (438GA) Spirit Lake, IA	1,139	1,101	96.66%	38	3.34%	998	59	44	29	6	2	1	3.37	3.90	9.20
(3V23) (438GC) Sioux City, IA	1,771	1,737	98.08%	34	1.92%	1,656	45	36	21	8	4	1	1.09	5.26	9.68
(3V23) (438GD) Aberdeen, SD	1,037	1,010	97.40%	27	2.60%	885	72	53	22	5	0	0	3.81	6.04	3.21
(3V23) (438GE) Wagner, SD	230	224	97.39%	6	2.61%	207	9	8	6	0	0	0	2.69	6.38	11.50
(3V23) (438GF) Watertown, SD	1,289	1,280	99.30%	9	0.70%	1,187	49	44	7	2	0	0	1.15	3.07	2.79
(3V23) (568) Black Hills, SD HCS	12,093	11,336	93.74%	757	6.26%	9,621	753	962	509	158	46	44	7.00	10.77	3.52
(3V23) (568) Fort Meade, SD	6,553	6,070	92.63%	483	7.37%	5,069	444	557	314	110	30	29	8.76	11.31	1.85
(3V23) (568A4) Hot Springs, SD	2,916	2,733	93.72%	183	6.28%	2,364	137	232	137	28	9	9	5.76	9.91	6.42
(3V23) (568GA) Rapid City, SD	1,945	1,885	96.92%	60	3.08%	1,615	129	141	43	11	3	3	5.97	6.75	3.77
(3V23) (568GB) Pierre, SD	197	190	96.45%	7	3.55%	167	18	5	4	1	2	0	3.40	0.00	13.00

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (568HA) Newcastle, WY	10	10	100.00%	0	0.00%	7	1	2	0	0	0	0	8.63		0.00
(3V23) (568HB) Gordon, NE	24	24	100.00%	0	0.00%	22	0	2	0	0	0	0	1.29		7.00
(3V23) (568HF) Pine Ridge, SD	10	8	80.00%	2	20.00%	8	0	0	1	0	1	0	26.50	0.00	0.00
(3V23) (568HH) Scottsbluff, NE	289	267	92.39%	22	7.61%	227	21	19	10	8	1	3	13.02	0.00	3.41
(3V23) (568HJ) Mission, SD	28	28	100.00%	0	0.00%	28	0	0	0	0	0	0	0.00		
(3V23) (568HP) Winner, SD	114	114	100.00%	0	0.00%	112	2	0	0	0	0	0	0.74		2.60
(3V23) (568MA) IDES Ellsworth AFB	7	7	100.00%	0	0.00%	2	1	4	0	0	0	0	14.50		25.00
(3V23) (618) Minneapolis, MN HCS	70,602	67,787	96.01%	2,815	3.99%	59,335	3,693	4,759	2,145	384	140	146	3.34	7.58	2.34
(3V23) (618) Minneapolis, MN	48,834	46,628	95.48%	2,206	4.52%	40,232	2,744	3,652	1,708	318	103	77	4.23	7.50	1.47
(3V23) (618BY) Twin Ports, WI	3,862	3,644	94.36%	218	5.64%	3,287	190	167	97	23	32	66	3.18	13.19	5.52
(3V23) (618GA) St. James, MN	294	294	100.00%	0	0.00%	288	4	2	0	0	0	0	0.52	0.63	3.50
(3V23) (618GB) Hibbing, MN	880	871	98.98%	9	1.02%	774	46	51	9	0	0	0	2.24	0.87	4.47
(3V23) (618GD) Maplewood, MN	2,736	2,671	97.62%	65	2.38%	2,374	114	183	65	0	0	0	3.68	5.75	0.81
(3V23) (618GE) Chippewa Valley, WI	2,266	2,229	98.37%	37	1.63%	2,023	109	97	33	3	0	1	2.25	8.77	1.70
(3V23) (618GG) Rochester, MN	1,547	1,492	96.44%	55	3.56%	1,340	66	86	52	3	0	0	4.65	0.83	2.63
(3V23) (618GH) Hayward, WI	347	344	99.14%	3	0.86%	307	20	17	3	0	0	0	2.82	0.00	1.44
(3V23) (618GI) Northwest Metro, MN	4,181	4,051	96.89%	130	3.11%	3,591	210	250	103	27	0	0	3.00	4.47	6.16
(3V23) (618GJ) Shakopee, MN	1,109	1,077	97.11%	32	2.89%	1,021	31	25	26	2	2	2	1.45	14.99	3.35
(3V23) (618GK) Albert Lea, MN	826	812	98.31%	14	1.69%	754	41	17	8	5	1	0	1.27	8.23	4.88
(3V23) (618GL) Minneapolis-Harmon Place, MN	883	882	99.89%	1	0.11%	877	4	1	1	0	0	0	0.00		
(3V23) (618GM) Rice Lake, WI	994	987	99.30%	7	0.70%	896	46	45	4	3	0	0	2.05	2.95	4.90
(3V23) (618GN) Mankato, MN (Lyle C. Pearson)	1,333	1,311	98.35%	22	1.65%	1,235	33	43	20	0	2	0	2.84	0.55	1.50
(3V23) (618QA) Fort Snelling, MN	361	347	96.12%	14	3.88%	196	30	121	14	0	0	0		10.37	
(3V23) (618QB) Ely, MN	149	147	98.66%	2	1.34%	140	5	2	2	0	0	0	1.68		0.71
(3V23) (636A6) Central Iowa HCS	26,493	25,115	94.80%	1,378	5.20%	21,806	1,442	1,867	983	242	74	79	6.01	8.23	3.75
(3V23) (636A6) Des Moines, IA	19,196	18,033	93.94%	1,163	6.06%	15,276	1,204	1,553	836	205	59	63	7.22	8.48	5.05
(3V23) (636BU) Des Moines, IA - VADOM	834	834	100.00%	0	0.00%	833	0	1	0	0	0	0		0.61	
(3V23) (636GC) Mason City, IA	1,830	1,672	91.37%	158	8.63%	1,473	65	134	105	28	11	14	10.61	11.20	1.93
(3V23) (636GD) Marshalltown, IA	980	973	99.29%	7	0.71%	877	62	34	4	1	0	2	2.65	4.26	1.15
(3V23) (636GK) Fort Dodge, IA	1,316	1,300	98.78%	16	1.22%	1,225	39	36	15	1	0	0	1.50	5.48	
(3V23) (636GM) Carroll, IA	628	624	99.36%	4	0.64%	544	27	53	2	1	1	0	4.09	1.77	1.16
(3V23) (636GR) Knoxville, IA	1,285	1,256	97.74%	29	2.26%	1,165	37	54	21	5	3	0	3.73	6.31	0.76
(3V23) (636GX) Fort Dodge North, IA	220	219	99.55%	1	0.45%	210	7	2	0	1	0	0		1.49	
(3V23) (636QB) Des Moines-Center Street, IA	204	204	100.00%	0	0.00%	203	1	0	0	0	0	0			
(3V23) (636A8) Iowa City, IA HCS	28,873	27,533	95.36%	1,340	4.64%	23,767	1,846	1,920	1,037	247	29	27	4.96	7.67	3.24
(3V23) (636A8) Iowa City, IA	14,506	13,453	92.74%	1,053	7.26%	11,326	947	1,180	823	191	23	16	7.03	8.45	6.25
(3V23) (636GF) Quad Cities, IA	2,153	2,108	97.91%	45	2.09%	1,841	161	106	27	12	3	3	4.25	6.61	5.06
(3V23) (636GG) Quincy, IL	1,014	990	97.63%	24	2.37%	806	94	90	22	2	0	0	6.54	0.93	4.41
(3V23) (636GH) Waterloo, IA	1,416	1,379	97.39%	37	2.61%	1,207	94	78	28	2	1	6	6.06	2.30	4.27
(3V23) (636GI) Galesburg, IL (Lane A. Evans)	1,584	1,570	99.12%	14	0.88%	1,404	99	67	9	4	0	1	3.44	1.46	2.99
(3V23) (636GJ) Dubuque, IA	1,079	1,064	98.61%	15	1.39%	872	92	100	11	3	1	0	5.63	0.12	5.02
(3V23) (636GN) Cedar Rapids, IA	1,652	1,596	96.61%	56	3.39%	1,405	89	102	49	7	0	0	5.31	3.11	4.13
(3V23) (636GS) Ottumwa, IA	934	920	98.50%	14	1.50%	815	63	42	11	2	0	1	4.00	2.78	3.47

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: October 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) (636GT) Sterling, IL	884	873	98.76%	11	1.24%	787	53	33	10	1	0	0	2.08	5.85	2.43
(3V23) (636GU) Decorah, IA	486	476	97.94%	10	2.06%	395	45	36	8	2	0	0	2.44	7.70	5.33
(3V23) (636GW) Coralville, IA	2,453	2,423	98.78%	30	1.22%	2,275	84	64	26	4	0	0	4.20	0.72	1.52
(3V23) (636QC) Linn County, IA	64	64	100.00%	0	0.00%	61	3	0	0	0	0	0			0.91
(3V23) (636QG) Iowa City, IA - Mobile	94	65	69.15%	29	30.85%	46	6	13	11	17	1	0		23.20	
(3V23) (636QI) Davenport, IA	554	552	99.64%	2	0.36%	527	16	9	2	0	0	0			2.77
(3V23) (636) Nebraska-W Iowa HCS	47,331	46,101	97.40%	1,230	2.60%	41,558	2,242	2,301	843	249	69	69	3.14	5.07	4.92
(3V23) (636) Omaha, NE	22,823	21,903	95.97%	920	4.03%	19,184	1,321	1,398	602	216	52	50	2.88	5.97	6.48
(3V23) (636A4) Grand Island, NE	7,940	7,886	99.32%	54	0.68%	7,461	247	178	45	3	2	4	1.40	1.97	7.76
(3V23) (636A5) Lincoln, NE	9,567	9,405	98.31%	162	1.69%	8,504	444	457	123	20	9	10	4.88	4.64	1.40
(3V23) (636BW) Grand Island, NE - VADOM	496	496	100.00%	0	0.00%	496	0	0	0	0	0	0			0.03
(3V23) (636BX) Omaha, NE - VADOM	483	483	100.00%	0	0.00%	479	3	1	0	0	0	0			
(3V23) (636GA) Norfolk, NE	1,058	1,052	99.43%	6	0.57%	981	51	20	5	1	0	0	1.32	1.90	2.17
(3V23) (636GB) North Platte, NE	1,167	1,153	98.80%	14	1.20%	1,071	31	51	10	2	1	1	2.18	4.28	1.72
(3V23) (636GL) Bellevue, NE	1,571	1,517	96.56%	54	3.44%	1,278	90	149	42	3	5	4	4.44	9.86	0.94
(3V23) (636GP) Shenandoah, IA	612	594	97.06%	18	2.94%	526	32	36	14	4	0	0	4.74	2.33	1.52
(3V23) (636GQ) Holdrege, NE	646	644	99.69%	2	0.31%	610	23	11	2	0	0	0	1.08	1.81	1.33
(3V23) (636GV) O'Neill, NE (O'Neill)	96	96	100.00%	0	0.00%	96	0	0	0	0	0	0	0.02		0.00
(3V23) (636QA) Omaha-Dorcas Street, NE	872	872	100.00%	0	0.00%	872	0	0	0	0	0	0		1.25	
(3V23) (656) St. Cloud, MN HCS	40,408	39,279	97.21%	1,129	2.79%	35,446	1,850	1,983	902	172	33	22	2.52	6.83	4.14
(3V23) (656) St. Cloud, MN	33,373	32,450	97.23%	923	2.77%	29,313	1,474	1,663	750	129	27	17	2.62	6.79	3.30
(3V23) (656GA) Brainerd, MN	4,102	4,028	98.20%	74	1.80%	3,583	241	204	61	9	1	3	1.89	5.56	6.32
(3V23) (656GB) Montevideo, MN	1,092	1,013	92.77%	79	7.23%	910	40	63	68	11	0	0	5.26	24.66	5.03
(3V23) (656GC) Alexandria, MN (Max J. Beilke)	1,727	1,678	97.16%	49	2.84%	1,568	70	40	19	23	5	2	1.01	19.12	11.40
(3V23) (656QA) St. Cloud, MN - Mobile	114	110	96.49%	4	3.51%	72	25	13	4	0	0	0		6.48	

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: 10/2018	5,445,006	5,176,398	95.07%	268,608	4.93%	4,536,327	295,900	344,171	184,792	51,391	16,658	15,767	4.18	8.37	4.07
National: 9/2018	4,566,797	4,338,809	95.01%	227,988	4.99%	3,800,835	251,499	286,475	157,889	41,605	15,126	13,368	4.61	8.29	3.93
National: 8/2018	5,279,524	5,011,824	94.93%	267,700	5.07%	4,377,429	293,294	341,101	182,775	52,786	17,669	14,470	4.79	8.38	3.92
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

Retrospective/Completed Appointment Wait Times National Summary.	Total Completed Appointments 1	Completed within 30 Days 2	Percent Apps Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Apps 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: 9/2017	4,552,842	4,383,140	96.27%	169,702	3.73%	3,859,133	252,939	271,068	129,865	27,032	7,916	4,889	4.23	6.75	2.84
National: 8/2017	5,236,501	5,045,457	96.35%	191,044	3.65%	4,431,492	295,549	318,416	141,666	34,464	9,422	5,492	4.38	6.64	2.83
National: 7/2017	4,504,077	4,341,092	96.38%	162,985	3.62%	3,818,506	253,331	269,255	121,618	28,818	7,848	4,701	4.35	6.62	2.86
National: 6/2017	5,050,626	4,874,656	96.52%	175,970	3.48%	4,297,459	279,344	297,853	133,244	29,019	8,821	4,886	4.28	6.39	2.76
National: 5/2017	5,186,397	5,022,137	96.83%	164,260	3.17%	4,437,304	281,998	302,835	121,937	29,569	8,075	4,679	4.20	6.11	2.53
National: 4/2017	4,709,974	4,560,211	96.82%	149,763	3.18%	4,039,481	251,794	268,936	112,230	25,829	6,699	5,005	4.15	6.11	2.50
National: 3/2017	5,323,093	5,153,653	96.82%	169,440	3.18%	4,539,403	297,735	316,515	125,874	28,829	8,823	5,914	4.17	6.27	2.61
National: 2/2017	4,530,060	4,385,617	96.81%	144,443	3.19%	3,883,444	251,092	251,081	101,681	28,558	8,742	5,462	4.16	6.35	2.60
National: 1/2017	4,709,148	4,527,353	96.14%	181,795	3.86%	3,990,589	264,579	272,185	130,911	34,283	10,431	6,170	4.67	7.00	2.93
National: 12/2016	4,430,678	4,273,719	96.46%	156,959	3.54%	3,791,184	236,096	246,439	112,762	30,776	8,531	4,890	4.37	6.53	2.67
National: 11/2016	4,600,860	4,440,178	96.51%	160,682	3.49%	3,928,442	251,034	260,702	117,792	29,777	8,512	4,601	4.41	6.45	2.67
National: 10/2016	4,695,677	4,536,753	96.62%	158,924	3.38%	4,020,117	250,143	266,493	116,256	29,936	8,305	4,427	4.17	6.49	2.62
National: 9/2016	4,880,317	4,708,924	96.49%	171,393	3.51%	4,157,090	273,423	278,411	125,321	31,908	9,301	4,863	4.44	6.52	2.67
National: 8/2016	5,219,984	5,027,900	96.32%	192,084	3.68%	4,431,252	289,612	307,036	137,388	39,015	10,731	4,950	4.71	6.68	2.75
National: 7/2016	4,438,995	4,277,326	96.36%	161,669	3.64%	3,775,216	244,855	257,255	117,121	32,674	7,973	3,901	4.72	6.60	2.77
National: 6/2016	4,989,814	4,810,457	96.41%	179,357	3.59%	4,249,171	274,867	286,419	132,472	33,940	8,667	4,278	4.66	6.45	2.76
National: 5/2016	4,877,166	4,716,541	96.71%	160,625	3.29%	4,176,545	265,421	274,575	116,939	31,182	8,061	4,443	4.57	6.16	2.51
National: 4/2016	4,931,526	4,764,941	96.62%	166,585	3.38%	4,235,062	260,000	269,879	123,402	31,352	6,895	4,936	4.68	6.19	2.43
National: 3/2016	5,353,597	5,177,734	96.72%	175,863	3.28%	4,592,329	286,950	298,455	128,719	32,444	8,996	5,704	4.66	6.13	2.64
National: 2/2016	4,744,626	4,576,434	96.46%	168,192	3.54%	4,058,457	248,628	269,349	115,206	38,428	9,410	5,148	4.92	6.44	3.03
National: 1/2016	4,497,268	4,309,895	95.83%	187,373	4.17%	3,833,679	234,543	241,673	130,990	41,268	10,030	5,085	5.20	6.90	3.29
National: 12/2015	4,672,667	4,493,236	96.16%	179,431	3.84%	3,996,052	243,148	254,036	128,757	37,495	9,077	4,102	4.87	6.44	3.03
National: 11/2015	4,388,187	4,228,217	96.35%	159,970	3.65%	3,767,085	223,891	237,241	117,739	31,389	7,526	3,316	4.57	6.28	3.03
National: 10/2015	4,966,790	4,804,228	96.73%	162,562	3.27%	4,300,175	242,986	261,067	119,186	32,079	7,643	3,654	4.01	6.03	3.02
National: 9/2015	4,883,045	4,721,707	96.70%	161,338	3.30%	4,221,358	247,570	252,779	119,391	30,631	7,996	3,320	4.37	5.81	3.07
National: 8/2015	4,719,582	4,568,688	96.80%	150,894	3.20%	4,091,006	233,283	244,399	111,150	29,922	6,849	2,973	4.50	5.67	3.01
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	18,9					

**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.**