

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in 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	13,544	12,878	95.08%	666	4.92%	11,788	556	534	442	134	50	40	4.65	4.98	3.31
(1V01) (402) Togus, ME	7,801	7,382	94.63%	419	5.37%	6,790	280	312	274	91	34	20	4.60	4.16	2.55
(1V01) (402GA) Caribou, ME	577	573	99.31%	4	0.69%	566	3	4	3	1	0	0	0.93		1.56
(1V01) (402GB) Calais, ME	138	131	94.93%	7	5.07%	121	7	3	4	2	1	0	6.31		0.00
(1V01) (402GC) Rumford, ME	145	142	97.93%	3	2.07%	138	1	3	1	0	2	0	0.57		0.40
(1V01) (402GD) Saco, ME	578	562	97.23%	16	2.77%	526	21	15	12	3	0	1	2.88		3.19
(1V01) (402GE) Lewiston, ME	844	806	95.50%	38	4.50%	742	25	39	32	4	0	2	7.00	3.71	2.93
(1V01) (402GF) Lincoln, ME	132	125	94.70%	7	5.30%	103	14	8	6	1	0	0	4.45		
(1V01) (402HB) Bangor, ME	2,219	2,106	94.91%	113	5.09%	1,852	157	97	72	20	7	14	4.01	3.64	5.27
(1V01) (402HC) Portland, ME	1,059	1,000	94.43%	59	5.57%	903	47	50	38	12	6	3	5.65	16.43	3.59
(1V01) (402HL) Bingham, ME - Mobile	35	35	100.00%	0	0.00%	31	1	3	0	0	0	0	0.00		
(1V01) (402QA) Fort Kent, ME	16	16	100.00%	0	0.00%	16	0	0	0	0	0	0			
(1V01) (405) White River Junction, VT HCS	8,794	8,501	96.67%	293	3.33%	8,162	158	181	153	58	29	53	1.69	8.51	0.36
(1V01) (405) White River Junction, VT	5,444	5,237	96.20%	207	3.80%	4,996	108	133	110	39	20	38	0.92	8.58	0.33
(1V01) (405GA) Bennington, VT	581	581	100.00%	0	0.00%	573	3	5	0	0	0	0	0.05		0.00
(1V01) (405GC) Brattleboro, VT	167	166	99.40%	1	0.60%	165	1	0	1	0	0	0	0.00		8.29
(1V01) (405HA) Burlington Lakeside, VT	1,325	1,302	98.26%	23	1.74%	1,257	23	22	15	5	1	2	1.32	0.00	0.11
(1V01) (405HC) Littleton, NH	398	357	89.70%	41	10.30%	337	14	6	13	11	6	11	6.90		0.00
(1V01) (405HD) VICC - Newport	2	2	100.00%	0	0.00%	1	1	0	0	0	0	0			6.00
(1V01) (405HE) Keene, NH	162	161	99.38%	1	0.62%	159	0	2	1	0	0	0	0.45		1.47
(1V01) (405HF) Rutland, VT	438	429	97.95%	9	2.05%	421	3	5	5	2	1	1	0.24		0.03
(1V01) (405QB) Newport, VT	277	266	96.03%	11	3.97%	253	5	8	8	1	1	1	4.07		0.00
(1V01) (518) Bedford, MA HCS	5,686	5,549	97.59%	137	2.41%	5,318	126	105	95	21	13	8	2.03	4.53	1.09
(1V01) (518) Bedford, MA (Edith Nourse Rogers)	5,067	4,941	97.51%	126	2.49%	4,747	109	85	90	19	12	5	2.16	4.63	1.09
(1V01) (518GA) Lynn, MA	265	261	98.49%	4	1.51%	242	11	8	2	2	0	0	0.60	0.00	0.00
(1V01) (518GB) Haverhill, MA	232	227	97.84%	5	2.16%	212	4	11	2	0	1	2	2.09	0.00	0.00
(1V01) (518GE) Gloucester, MA	122	120	98.36%	2	1.64%	117	2	1	1	0	0	1	2.00		
(1V01) (523) Boston, MA HCS	23,454	22,541	96.11%	913	3.89%	21,213	655	673	591	169	71	82	1.58	5.47	0.76
(1V01) (523) Jamaica Plain, MA	10,164	9,722	95.65%	442	4.35%	9,156	266	300	307	68	29	38	1.98	5.61	0.99
(1V01) (523A4) West Roxbury, MA	3,751	3,578	95.39%	173	4.61%	3,351	110	117	103	33	18	19	2.62	5.93	0.33
(1V01) (523A5) Brockton, MA	6,360	6,172	97.04%	188	2.96%	5,820	180	172	114	41	13	20	0.68	3.19	0.69
(1V01) (523BU) Brockton	14	14	100.00%	0	0.00%	14	0	0	0	0	0	0		0.64	
(1V01) (523BY) Lowell, MA	1,395	1,297	92.97%	98	7.03%	1,216	40	41	56	26	11	5	0.49	7.14	0.00
(1V01) (523BZ) Causeway, MA	1,263	1,255	99.37%	8	0.63%	1,185	39	31	7	1	0	0	2.64	0.33	0.33
(1V01) (523GA) Framingham, MA	202	200	99.01%	2	0.99%	196	4	0	2	0	0	0	0.44		0.11
(1V01) (523GC) Quincy, MA	131	130	99.24%	1	0.76%	124	5	1	1	0	0	0	2.77		
(1V01) (523GD) Plymouth, MA	174	173	99.43%	1	0.57%	151	11	11	1	0	0	0	6.17		
(1V01) (608) Manchester, NH HCS	9,644	9,020	93.53%	624	6.47%	8,267	361	392	390	114	47	73	5.30	3.66	3.68
(1V01) (608) Manchester, NH	8,453	7,932	93.84%	521	6.16%	7,307	304	321	306	103	44	68	5.80	3.66	3.06
(1V01) (608GA) Portsmouth, NH	240	226	94.17%	14	5.83%	213	6	7	9	3	0	2	1.80		9.06
(1V01) (608GC) Somersworth, NH	450	391	86.89%	59	13.11%	330	23	38	48	7	1	3	4.57		12.36
(1V01) (608GD) Conway, NH	140	136	97.14%	4	2.86%	115	15	6	4	0	0	0	0.56		
(1V01) (608HA) Tilton, NH	361	335	92.80%	26	7.20%	302	13	20	23	1	2	0	2.25		1.00

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(1V01) (631) Central Western Massachusetts HCS	10,738	10,239	95.35%	499	4.65%	9,443	380	416	280	102	22	95	1.71	4.64	4.65
(1V01) (631) Central Western Massachusetts, MA (Edward P. Boland)	4,618	4,413	95.56%	205	4.44%	4,152	134	127	107	53	14	31	1.26	4.54	4.42
(1V01) (631BY) Springfield, MA	2,080	1,944	93.46%	136	6.54%	1,712	98	134	69	24	4	39	1.13	8.05	4.87
(1V01) (631GC) Pittsfield, MA	392	370	94.39%	22	5.61%	351	9	10	14	5	0	3			1.97
(1V01) (631GD) Greenfield, MA	483	468	96.89%	15	3.11%	417	22	29	14	1	0	0	1.00		0.97
(1V01) (631GE) Worcester, MA	1,743	1,706	97.88%	37	2.12%	1,589	59	58	25	6	2	4	2.63	2.22	0.00
(1V01) (631GF) Fitchburg, MA	531	514	96.80%	17	3.20%	472	23	19	9	3	2	3	4.21		1.59
(1V01) (631QA) Plantation Street, MA	176	173	98.30%	3	1.70%	168	1	4	3	0	0	0		2.46	
(1V01) (631QB) Lake Avenue, MA	715	651	91.05%	64	8.95%	582	34	35	39	10	0	15		6.86	12.53
(1V01) (650) Providence, RI HCS	14,476	14,183	97.98%	293	2.02%	13,411	383	389	209	53	15	16	1.82	3.01	1.88
(1V01) (650) Providence, RI	10,996	10,741	97.68%	255	2.32%	10,069	326	346	180	46	14	15	2.23	3.41	1.92
(1V01) (650GA) New Bedford, MA	421	416	98.81%	5	1.19%	403	5	8	3	2	0	0	0.26	3.24	4.55
(1V01) (650GB) Hyannis, MA	791	784	99.12%	7	0.88%	761	17	6	6	1	0	0	0.11	0.20	0.27
(1V01) (650GD) Middletown, RI	452	443	98.01%	9	1.99%	407	15	21	5	2	1	1	1.16		1.46
(1V01) (650QA) Eagle Square, RI	1,635	1,629	99.63%	6	0.37%	1,608	17	4	5	1	0	0		1.78	0.00
(1V01) (650QB) Eagle Street, RI	181	170	93.92%	11	6.08%	163	3	4	10	1	0	0		2.70	
(1V01) (689) Connecticut HCS	30,372	29,715	97.84%	657	2.16%	28,371	703	641	496	98	15	48	1.51	2.74	1.89
(1V01) (689) West Haven, CT	15,239	14,877	97.62%	362	2.38%	14,137	371	369	267	52	8	35	1.81	1.77	2.09
(1V01) (689A4) Newington, CT	8,910	8,654	97.13%	256	2.87%	8,142	274	238	203	40	2	11	0.75	4.77	1.38
(1V01) (689BU) West Haven, CT - VADOM	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0			
(1V01) (689GA) Waterbury, CT	751	751	100.00%	0	0.00%	749	2	0	0	0	0	0	0.00		
(1V01) (689GB) Stamford, CT	349	349	100.00%	0	0.00%	346	1	2	0	0	0	0	1.62		0.00
(1V01) (689GC) Willimantic, CT	640	637	99.53%	3	0.47%	622	6	9	0	1	2	0	0.40		0.00
(1V01) (689GD) Winsted, CT	661	656	99.24%	5	0.76%	653	2	1	4	0	1	0	0.22		5.46
(1V01) (689GE) Danbury, CT	646	639	98.92%	7	1.08%	613	19	7	7	0	0	0	0.13		
(1V01) (689HC) New London, CT (John J. McGuirk)	1,573	1,549	98.47%	24	1.53%	1,510	26	13	15	5	2	2	6.56		3.29
(1V01) (689QA) Errera, CT	1,601	1,601	100.00%	0	0.00%	1,597	2	2	0	0	0	0	0.64		0.43
(1V02) (528A8) Albany, NY HCS	9,647	9,208	95.45%	439	4.55%	8,578	292	338	277	67	32	63	2.54	3.65	3.28
(1V02) (528A8) Albany, NY (Samuel S. Stratton)	7,328	6,974	95.17%	354	4.83%	6,472	222	280	227	57	28	42	4.82	3.65	3.24
(1V02) (528G2) Westport, NY	28	28	100.00%	0	0.00%	28	0	0	0	0	0	0	0.08	0.00	0.00
(1V02) (528G3) Bainbridge, NY	161	157	97.52%	4	2.48%	149	2	6	2	1	1	0	2.12		
(1V02) (528G6) Fonda, NY	105	104	99.05%	1	0.95%	102	2	0	1	0	0	0	1.91		0.00
(1V02) (528G7) Catskill, NY	196	189	96.43%	7	3.57%	168	10	11	6	1	0	0	2.25		0.00
(1V02) (528GT) Glens Falls, NY	427	377	88.29%	50	11.71%	329	24	24	20	8	2	20	3.45		7.33
(1V02) (528GV) Plattsburgh, NY	375	370	98.67%	5	1.33%	355	14	1	4	0	1	0	0.75		3.75
(1V02) (528GW) Schenectady, NY	284	284	100.00%	0	0.00%	284	0	0	0	0	0	0	0.26		0.00
(1V02) (528GX) Troy, NY	200	200	100.00%	0	0.00%	200	0	0	0	0	0	0	0.67		
(1V02) (528GY) Clifton Park, NY	132	130	98.48%	2	1.52%	115	12	3	2	0	0	0	0.00		
(1V02) (528GZ) Kingston, NY	348	335	96.26%	13	3.74%	319	5	11	12	0	0	1	0.30		4.50
(1V02) (528QK) Saranac Lake, NY	63	60	95.24%	3	4.76%	57	1	2	3	0	0	0	2.41		0.00
(1V02) (528A6) Finger Lakes, NY HCS	13,446	13,148	97.78%	298	2.22%	12,585	270	293	256	30	5	7	1.80	3.67	2.16
(1V02) (528A5) Canandaigua, NY	3,066	2,955	96.38%	111	3.62%	2,781	73	101	94	9	4	4	3.47	4.77	2.45

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(1V02) (528A6) Bath, NY	6,002	5,969	99.45%	33	0.55%	5,922	18	29	29	3	0	1	0.71	2.46	0.48
(1V02) (528G4) Elmira, NY	270	270	100.00%	0	0.00%	269	1	0	0	0	0	0	0.70	0.33	0.06
(1V02) (528G8) Wellsville, NY	109	108	99.08%	1	0.92%	108	0	0	1	0	0	0	1.56	0.00	0.00
(1V02) (528GE) Rochester, NY	1,139	1,096	96.22%	43	3.78%	980	52	64	36	6	0	1		4.25	6.15
(1V02) (528QC) Rochester Calkins, NY	2,841	2,731	96.13%	110	3.87%	2,506	126	99	96	12	1	1	2.90	3.48	1.70
(1V02) (528QE) Coudersport, PA	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0			
(1V02) (528QF) Wellsboro, PA	18	18	100.00%	0	0.00%	18	0	0	0	0	0	0	0.31		0.00
(1V02) (528) Western New York HCS	17,138	16,752	97.75%	386	2.25%	16,142	285	325	237	85	18	46	1.05	2.72	4.22
(1V02) (528) Buffalo, NY	12,000	11,650	97.08%	350	2.92%	11,123	238	289	213	79	16	42	1.62	2.56	6.07
(1V02) (528A4) Batavia, NY	1,375	1,352	98.33%	23	1.67%	1,311	18	23	15	4	0	4	0.69	6.38	0.42
(1V02) (528GB) Jamestown, NY	456	456	100.00%	0	0.00%	452	4	0	0	0	0	0	0.19	0.00	0.27
(1V02) (528GC) Dunkirk, NY	398	397	99.75%	1	0.25%	394	3	0	1	0	0	0	0.20	0.00	
(1V02) (528GD) Niagara Falls, NY	235	233	99.15%	2	0.85%	225	6	2	2	0	0	0	2.33		
(1V02) (528GK) Lockport, NY	333	330	99.10%	3	0.90%	326	2	2	3	0	0	0	0.00		0.00
(1V02) (528GQ) Lackawanna, NY	471	465	98.73%	6	1.27%	457	4	4	2	2	2	0	0.26	0.00	1.15
(1V02) (528GR) Olean, NY	340	339	99.71%	1	0.29%	325	9	5	1	0	0	0	1.67		
(1V02) (528QA) Buffalo Main Street, NY	964	964	100.00%	0	0.00%	963	1	0	0	0	0	0			
(1V02) (528QB) Packard, NY	566	566	100.00%	0	0.00%	566	0	0	0	0	0	0	0.58		
(1V02) (528A7) Syracuse, NY HCS	18,657	17,947	96.19%	710	3.81%	16,709	639	599	455	143	49	63	0.86	3.33	1.60
(1V02) (528A7) Syracuse, NY	7,933	7,398	93.26%	535	6.74%	6,708	344	346	315	117	43	60	0.78	3.69	0.00
(1V02) (528G5) Auburn, NY	341	326	95.60%	15	4.40%	285	27	14	13	2	0	0	2.70		1.10
(1V02) (528G9) Tompkins County, NY	542	527	97.23%	15	2.77%	509	9	9	13	2	0	0	0.68		4.36
(1V02) (528GL) Massena, NY	716	714	99.72%	2	0.28%	680	23	11	1	0	0	1	0.78	0.00	2.05
(1V02) (528GM) Rome, NY (Donald J. Mitchell)	2,392	2,366	98.91%	26	1.09%	2,288	43	35	19	6	1	0	1.23	3.77	3.85
(1V02) (528GN) Binghamton, NY	1,123	1,109	98.75%	14	1.25%	1,045	43	21	11	3	0	0	0.41	1.78	3.07
(1V02) (528GO) Watertown, NY	1,446	1,429	98.82%	17	1.18%	1,353	40	36	11	4	2	0	0.25	3.50	2.52
(1V02) (528GP) Oswego, NY	452	442	97.79%	10	2.21%	409	19	14	8	2	0	0	0.00	0.00	6.00
(1V02) (528MA) Watertown DES	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0		0.00	
(1V02) (528QG) Erie West, NY	2,930	2,867	97.85%	63	2.15%	2,714	64	89	54	6	3	0		0.00	1.04
(1V02) (528QH) South Salina, NY	193	193	100.00%	0	0.00%	192	0	1	0	0	0	0			
(1V02) (528QI) Erie East, NY	138	128	92.75%	10	7.25%	93	20	15	8	0	0	2		1.33	
(1V02) (528QN) Watertown 2, NY	450	447	99.33%	3	0.67%	432	7	8	2	1	0	0		0.14	0.95
(1V02) (526) Bronx, NY HCS	7,869	7,808	99.22%	61	0.78%	7,643	85	80	46	8	1	6	1.87	2.94	1.01
(1V02) (526) Bronx, NY (James J. Peters)	7,848	7,787	99.22%	61	0.78%	7,622	85	80	46	8	1	6	2.16	2.95	1.01
(1V02) (526GA) White Plains, NY	18	18	100.00%	0	0.00%	18	0	0	0	0	0	0	0.00	0.00	
(1V02) (526GB) Yonkers, NY	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0	0.50		
(1V02) (526GD) Sunnyside, NY (Thomas P. Noonan Jr.)	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0	0.00		
(1V02) (561) New Jersey HCS	19,596	19,258	98.28%	338	1.72%	18,391	501	366	236	59	18	25	0.79	4.50	1.55
(1V02) (561) East Orange, NJ	8,527	8,327	97.65%	200	2.35%	7,982	187	158	134	36	13	17	0.34	5.07	0.65
(1V02) (561A4) Lyons, NJ	3,353	3,315	98.87%	38	1.13%	3,199	45	71	30	7	0	1	0.00	1.66	1.94
(1V02) (561BZ) Brick, NJ (James J. Howard)	2,578	2,511	97.40%	67	2.60%	2,208	204	99	49	9	3	6	2.37	1.13	4.54
(1V02) (561GA) Hamilton, NJ	385	383	99.48%	2	0.52%	375	4	4	1	0	1	0	0.06		2.33

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	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) (561GB) Elizabeth, NJ	113	113	100.00%	0	0.00%	109	2	2	0	0	0	0	0.00		
(1V02) (561GD) Hackensack, NJ	1,645	1,638	99.57%	7	0.43%	1,615	12	11	5	2	0	0	0.07		1.72
(1V02) (561GE) Jersey City, NJ	490	490	100.00%	0	0.00%	485	1	4	0	0	0	0	0.00		6.14
(1V02) (561GF) Piscataway, NJ	343	343	100.00%	0	0.00%	342	1	0	0	0	0	0	0.00		0.00
(1V02) (561GH) Morristown, NJ	633	633	100.00%	0	0.00%	611	22	0	0	0	0	0			
(1V02) (561GI) Tinton Falls, NJ	812	792	97.54%	20	2.46%	763	14	15	14	4	1	1	0.89		4.50
(1V02) (561GJ) Paterson, NJ	377	374	99.20%	3	0.80%	368	6	0	2	1	0	0	0.09		0.00
(1V02) (561GK) Sussex, NJ	340	339	99.71%	1	0.29%	334	3	2	1	0	0	0	1.19		
(1V02) (620) Hudson Valley, NY HCS	8,080	7,916	97.97%	164	2.03%	7,528	195	193	111	29	11	13	0.76	3.51	0.76
(1V02) (620) Montrose, NY (Franklin Delano Roosevelt)	2,086	2,058	98.66%	28	1.34%	2,009	18	31	22	3	1	2	0.09	1.99	0.45
(1V02) (620A4) Castle Point, NY	4,094	3,985	97.34%	109	2.66%	3,765	115	105	70	23	9	7	1.23	3.56	0.94
(1V02) (620BU) Montrose, NY - VADOM	5	5	100.00%	0	0.00%	5	0	0	0	0	0	0			
(1V02) (620GA) New City, NY	489	479	97.96%	10	2.04%	434	23	22	2	3	1	4	0.42	6.75	0.00
(1V02) (620GB) Carmel, NY	213	209	98.12%	4	1.88%	202	4	3	4	0	0	0	0.00	3.93	0.00
(1V02) (620GD) Goshen, NY	339	334	98.53%	5	1.47%	309	13	12	5	0	0	0	1.98	6.02	
(1V02) (620GE) Port Jervis, NY	216	215	99.54%	1	0.46%	209	4	2	1	0	0	0	0.21	2.96	
(1V02) (620GF) Monticello, NY	191	190	99.48%	1	0.52%	184	3	3	1	0	0	0	0.05	3.35	
(1V02) (620GG) Poughkeepsie, NY	353	348	98.58%	5	1.42%	329	7	12	5	0	0	0	0.00	3.21	
(1V02) (620GH) Eastern Dutchess, NY	94	93	98.94%	1	1.06%	82	8	3	1	0	0	0	0.00	3.83	
(1V02) (630) New York Harbor HCS	14,351	14,298	99.63%	53	0.37%	14,204	70	24	31	14	7	1	0.08	0.26	0.09
(1V02) (630) Manhattan, NY	6,553	6,534	99.71%	19	0.29%	6,490	32	12	7	6	5	1	0.32	0.33	0.02
(1V02) (630A4) Brooklyn, NY	7,025	6,991	99.52%	34	0.48%	6,942	37	12	24	8	2	0	0.03	0.18	0.19
(1V02) (630A5) St. Albans, NY	370	370	100.00%	0	0.00%	369	1	0	0	0	0	0		0.07	0.00
(1V02) (630GA) Harlem, NY	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0			
(1V02) (630GB) Staten Island, NY	400	400	100.00%	0	0.00%	400	0	0	0	0	0	0	0.00		0.00
(1V02) (632) Northport, NY HCS	11,300	11,025	97.57%	275	2.43%	10,651	166	208	190	52	12	21	0.31	6.63	0.91
(1V02) (632) Northport, NY	9,118	8,850	97.06%	268	2.94%	8,506	152	192	183	52	12	21	0.39	6.67	0.91
(1V02) (632GA) East Meadow, NY	912	908	99.56%	4	0.44%	888	9	11	4	0	0	0	0.16	5.76	0.29
(1V02) (632HA) Valley Stream, NY	152	152	100.00%	0	0.00%	149	1	2	0	0	0	0			
(1V02) (632HB) Riverhead, NY	437	435	99.54%	2	0.46%	432	1	2	2	0	0	0	0.00	4.43	
(1V02) (632HC) Bay Shore, NY	289	289	100.00%	0	0.00%	287	1	1	0	0	0	0	0.00		2.33
(1V02) (632HD) Patchogue, NY	392	391	99.74%	1	0.26%	389	2	0	1	0	0	0	0.00		
(1V04) (460) Wilmington, DE HCS	9,570	9,246	96.61%	324	3.39%	8,773	247	226	218	72	13	21	1.13	7.31	2.83
(1V04) (460) Wilmington, DE	6,102	5,845	95.79%	257	4.21%	5,506	180	159	171	57	10	19	1.46	7.43	3.92
(1V04) (460GA) Sussex County, DE	945	913	96.61%	32	3.39%	831	37	45	25	6	1	0	1.45	21.00	2.81
(1V04) (460GC) Kent County, DE	631	609	96.51%	22	3.49%	583	12	14	17	4	0	1	1.52	6.22	2.89
(1V04) (460GD) Cape May County, NJ	341	340	99.71%	1	0.29%	333	5	2	1	0	0	0	0.00		2.18
(1V04) (460HE) Atlantic County, NJ	771	761	98.70%	10	1.30%	753	6	2	4	3	2	1	0.16	0.00	0.36
(1V04) (460HG) Cumberland County, NJ	780	778	99.74%	2	0.26%	767	7	4	0	2	0	0	0.09	0.00	0.42
(1V04) (503) Altoona, PA HCS	10,219	10,111	98.94%	108	1.06%	9,593	290	228	74	20	3	11	0.70	4.41	2.91
(1V04) (503) Altoona, PA (James E. Van Zandt)	5,596	5,511	98.48%	85	1.52%	5,206	161	144	54	18	3	10	1.20	4.84	2.75
(1V04) (503GA) Johnstown, PA	1,595	1,580	99.06%	15	0.94%	1,521	36	23	13	1	0	1	0.22	3.00	2.38

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	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) (503GB) DuBois, PA	1,418	1,415	99.79%	3	0.21%	1,334	47	34	3	0	0	0	0.33	3.82	3.55
(1V04) (503GC) State College, PA	1,206	1,204	99.83%	2	0.17%	1,154	28	22	1	1	0	0	0.69	2.97	3.46
(1V04) (503GD) Huntingdon County, PA	243	241	99.18%	2	0.82%	222	14	5	2	0	0	0	0.29	1.48	1.43
(1V04) (503GE) Indiana County, PA	161	160	99.38%	1	0.62%	156	4	0	1	0	0	0	0.31	3.00	0.00
(1V04) (529) Butler, PA HCS	4,304	4,217	97.98%	87	2.02%	3,950	107	160	67	15	3	2	0.21	2.28	3.85
(1V04) (529) Duffy Road, PA (Abie Abraham)	2,742	2,664	97.16%	78	2.84%	2,422	99	143	58	15	3	2	0.31	2.40	3.90
(1V04) (529A4) New Castle Road, PA (Butler)	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0			0.00
(1V04) (529GA) Hermitage, PA (Michael A. Marzano)	305	304	99.67%	1	0.33%	301	3	0	1	0	0	0	0.00	1.00	1.33
(1V04) (529GB) Lawrence County, PA	235	235	100.00%	0	0.00%	233	0	2	0	0	0	0	0.00	0.00	2.30
(1V04) (529GC) Armstrong County, PA	340	338	99.41%	2	0.59%	335	1	2	2	0	0	0	0.02	0.00	1.52
(1V04) (529GD) Clarion County, PA	204	204	100.00%	0	0.00%	200	2	2	0	0	0	0	0.78	0.00	13.67
(1V04) (529GF) Cranberry Township, PA	472	466	98.73%	6	1.27%	453	2	11	6	0	0	0	0.01	1.67	6.69
(1V04) (542) Coatesville, PA HCS	6,490	6,345	97.77%	145	2.23%	6,067	120	158	106	22	11	6	0.38	0.44	4.53
(1V04) (542) Coatesville, PA	5,383	5,253	97.58%	130	2.42%	5,013	103	137	98	18	8	6	0.43	0.44	4.48
(1V04) (542BU) Coatesville, PA - VADOM	129	129	100.00%	0	0.00%	128	1	0	0	0	0	0			
(1V04) (542GA) Delaware County, PA	656	643	98.02%	13	1.98%	618	9	16	7	3	3	0	0.18		6.34
(1V04) (542GE) Spring City, PA	322	320	99.38%	2	0.62%	308	7	5	1	1	0	0	0.00		1.95
(1V04) (562) Erie, PA HCS	6,738	6,522	96.79%	216	3.21%	6,115	183	224	153	48	13	2	2.92	5.17	1.32
(1V04) (562) Erie, PA	4,495	4,327	96.26%	168	3.74%	4,066	112	149	120	40	6	2	1.28	5.49	1.31
(1V04) (562GA) Crawford County, PA	432	424	98.15%	8	1.85%	391	23	10	4	3	1	0	0.44	0.73	1.54
(1V04) (562GB) Ashtabula County, OH	575	565	98.26%	10	1.74%	522	16	27	6	3	1	0	2.42		1.46
(1V04) (562GC) McKean County, PA	147	147	100.00%	0	0.00%	145	1	1	0	0	0	0	0.67	0.00	
(1V04) (562GD) Venango County, PA	527	518	98.29%	9	1.71%	484	19	15	9	0	0	0	2.46	0.00	4.00
(1V04) (562GE) Warren County, PA	562	541	96.26%	21	3.74%	507	12	22	14	2	5	0	5.49	0.00	0.09
(1V04) (595) Lebanon, PA HCS	15,019	14,740	98.14%	279	1.86%	13,868	454	418	222	33	6	18	1.25	2.41	2.37
(1V04) (595) Lebanon, PA	8,701	8,568	98.47%	133	1.53%	8,169	216	183	104	18	3	8	0.99	2.41	1.90
(1V04) (595GA) Cumberland County, PA	2,226	2,145	96.36%	81	3.64%	1,915	118	112	64	7	3	7	2.97	8.00	5.37
(1V04) (595GC) Lancaster County, PA	871	857	98.39%	14	1.61%	800	22	35	12	1	0	1	0.40		5.53
(1V04) (595GD) Berks County, PA	1,124	1,118	99.47%	6	0.53%	1,078	23	17	5	1	0	0	3.13		0.03
(1V04) (595GE) York, PA	1,624	1,584	97.54%	40	2.46%	1,484	41	59	33	6	0	1	0.94		0.80
(1V04) (595GF) Schuylkill County, PA	472	467	98.94%	5	1.06%	421	34	12	4	0	0	1	1.00		2.76
(1V04) (595PA) Lebanon, PA - PR RTP	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0			
(1V04) (642) Philadelphia, PA HCS	18,893	18,572	98.30%	321	1.70%	17,996	333	243	219	53	23	26	1.24	2.31	0.60
(1V04) (642) Philadelphia, PA (Corporal Michael J. Crescenzo)	12,969	12,709	98.00%	260	2.00%	12,280	228	201	176	45	21	18	1.55	2.19	0.64
(1V04) (642GA) Burlington County, NJ	1,531	1,520	99.28%	11	0.72%	1,488	24	8	5	3	0	3	0.06	49.00	0.14
(1V04) (642GC) Horsham, PA (Victor J. Saracini)	1,564	1,550	99.10%	14	0.90%	1,490	40	20	9	2	1	2	0.55	4.12	0.13
(1V04) (642GD) Gloucester County, NJ	1,444	1,436	99.45%	8	0.55%	1,415	18	3	5	1	1	1	0.69	0.00	0.89
(1V04) (642GF) Camden, NJ	432	427	98.84%	5	1.16%	417	9	1	3	1	0	1	0.11		0.00
(1V04) (642GH) West Philadelphia, PA	422	411	97.39%	11	2.61%	387	14	10	9	1	0	1	1.46		2.09
(1V04) (642QA) Chestnut Street, PA	531	519	97.74%	12	2.26%	519	0	0	12	0	0	0			

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	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) (646) Pittsburgh, PA HCS	17,872	17,436	97.56%	436	2.44%	16,333	574	529	316	69	19	32	1.80	4.31	2.08
(1V04) (646) Pittsburgh, PA	10,788	10,521	97.53%	267	2.47%	9,868	336	317	189	50	9	19	2.19	3.61	1.56
(1V04) (646A4) Heinz, PA (H. John Heinz III)	2,682	2,603	97.05%	79	2.95%	2,435	88	80	57	10	8	4	2.10	7.06	3.50
(1V04) (646GA) Belmont County, OH	895	884	98.77%	11	1.23%	838	15	31	11	0	0	0	0.94	0.16	3.10
(1V04) (646GB) Westmoreland County, PA	1,113	1,109	99.64%	4	0.36%	1,020	71	18	4	0	0	0	1.63	3.47	1.07
(1V04) (646GC) Beaver County, PA	850	848	99.76%	2	0.24%	830	9	9	1	0	0	1	1.72	3.33	2.97
(1V04) (646GD) Washington County, PA	748	713	95.32%	35	4.68%	666	24	23	21	5	2	7	0.68	11.71	5.26
(1V04) (646GE) Fayette County, PA	796	758	95.23%	38	4.77%	676	31	51	33	4	0	1	2.57	2.04	8.43
(1V04) (693) Wilkes-Barre, PA HCS	11,338	11,050	97.46%	288	2.54%	10,535	229	286	190	65	16	17	0.35	2.98	1.89
(1V04) (693) Wilkes-Barre, PA	7,875	7,622	96.79%	253	3.21%	7,194	195	233	163	61	13	16	0.46	3.04	2.14
(1V04) (693B4) Allentown, PA	2,164	2,141	98.94%	23	1.06%	2,069	29	43	19	2	1	1	0.14	0.94	0.35
(1V04) (693GA) Sayre, PA	239	236	98.74%	3	1.26%	234	1	1	1	1	1	0	0.12	0.00	22.73
(1V04) (693GB) Williamsport, PA	727	723	99.45%	4	0.55%	714	3	6	3	1	0	0	0.78	0.00	1.30
(1V04) (693GC) Tobyhanna, PA	50	50	100.00%	0	0.00%	50	0	0	0	0	0	0	0.00		0.00
(1V04) (693GF) Columbia County, PA	112	109	97.32%	3	2.68%	106	0	3	3	0	0	0	0.00		
(1V04) (693GG) Northampton County, PA	88	87	98.86%	1	1.14%	86	1	0	1	0	0	0	0.00		38.00
(1V04) (693QA) Wayne County, PA	83	82	98.80%	1	1.20%	82	0	0	0	0	1	0	0.00		
(1V05) (540) Clarksburg, WV HCS	7,707	7,668	99.49%	39	0.51%	7,517	80	71	23	10	4	2	0.19	0.99	1.41
(1V05) (540) Clarksburg, WV (Louis A. Johnson)	5,983	5,948	99.42%	35	0.58%	5,824	71	53	22	7	4	2	0.39	1.13	1.87
(1V05) (540GA) Tucker County, WV	139	139	100.00%	0	0.00%	135	1	3	0	0	0	0	0.00		
(1V05) (540GB) Wood County, WV	675	674	99.85%	1	0.15%	668	3	3	0	1	0	0	0.63	0.00	0.61
(1V05) (540GC) Braxton County, WV	273	273	100.00%	0	0.00%	271	2	0	0	0	0	0	0.16		0.00
(1V05) (540GD) Monongalia County, WV	617	615	99.68%	2	0.32%	600	3	12	1	1	0	0	0.02		0.36
(1V05) (540HK) Clarksburg, WV - Mobile	20	19	95.00%	1	5.00%	19	0	0	0	1	0	0			
(1V05) (512) Baltimore, MD HCS	17,648	16,367	92.74%	1,281	7.26%	15,324	599	444	706	296	87	192	1.01	4.39	5.33
(1V05) (512) Baltimore, MD	11,589	10,382	89.58%	1,207	10.42%	9,441	542	399	668	279	82	178	3.54	4.32	8.94
(1V05) (512A5) Perry Point, MD	2,052	2,009	97.90%	43	2.10%	1,949	28	32	17	12	4	10	1.28	3.19	0.76
(1V05) (512GA) Cambridge, MD	887	884	99.66%	3	0.34%	881	3	0	3	0	0	0	0.23		0.79
(1V05) (512GC) Glen Burnie, MD	414	414	100.00%	0	0.00%	402	8	4	0	0	0	0	0.50		0.38
(1V05) (512GD) Loch Raven, MD	971	954	98.25%	17	1.75%	935	12	7	16	1	0	0	0.00	6.28	0.19
(1V05) (512GE) Pocomoke City, MD	247	247	100.00%	0	0.00%	244	3	0	0	0	0	0			0.22
(1V05) (512GF) Eastern Baltimore County, MD	676	676	100.00%	0	0.00%	673	3	0	0	0	0	0	0.00		0.12
(1V05) (512GG) Fort Meade, MD	513	503	98.05%	10	1.95%	503	0	0	2	4	1	3	0.00		0.52
(1V05) (512QA) Baltimore West Fayette Street, MD	299	298	99.67%	1	0.33%	296	0	2	0	0	0	1		3.23	1.83
(1V05) (613) Martinsburg, WV HCS	16,146	15,604	96.64%	542	3.36%	14,826	346	432	353	109	37	43	1.01	3.96	7.21
(1V05) (613) Martinsburg, WV	10,672	10,267	96.21%	405	3.79%	9,714	233	320	270	76	27	32	0.89	3.67	7.60
(1V05) (613BU) Martinsburg, WV - VADOM	367	366	99.73%	1	0.27%	353	9	4	1	0	0	0			3.45
(1V05) (613GA) Cumberland, MD	782	777	99.36%	5	0.64%	752	14	11	5	0	0	0	0.93	0.50	6.38
(1V05) (613GB) Hagerstown, MD	575	569	98.96%	6	1.04%	558	4	7	5	1	0	0	0.32	9.00	1.59
(1V05) (613GC) Stephens City, VA	1,238	1,229	99.27%	9	0.73%	1,194	19	16	5	1	1	2	1.69	4.50	0.63
(1V05) (613GD) Franklin, WV	82	82	100.00%	0	0.00%	76	1	5	0	0	0	0	0.00		

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(1V05) (613GE) Petersburg, WV	391	391	100.00%	0	0.00%	387	3	1	0	0	0	0	0.00	0.00	0.21
(1V05) (613GF) Harrisonburg, VA	870	852	97.93%	18	2.07%	812	27	13	15	1	1	1	0.00	0.00	1.56
(1V05) (613GG) Fort Detrick, MD	1,169	1,071	91.62%	98	8.38%	980	36	55	52	30	8	8	1.95	4.94	12.12
(1V05) (688) Washington, DC HCS	22,910	22,490	98.17%	420	1.83%	21,945	221	324	212	108	35	65	0.87	4.61	1.33
(1V05) (688) Washington, DC	19,855	19,465	98.04%	390	1.96%	18,938	214	313	194	98	33	65	0.99	4.61	1.29
(1V05) (688DV) Charlotte Hall State Veterans Home	19	19	100.00%	0	0.00%	19	0	0	0	0	0	0			1.05
(1V05) (688GA) Fort Belvoir, VA	1,007	1,005	99.80%	2	0.20%	1,000	2	3	1	0	1	0	1.13	4.83	0.36
(1V05) (688GB) Southeast Washington, DC	92	91	98.91%	1	1.09%	89	2	0	1	0	0	0	11.00	4.20	0.00
(1V05) (688GD) Charlotte Hall, MD	294	294	100.00%	0	0.00%	294	0	0	0	0	0	0	0.08	0.00	0.00
(1V05) (688GE) Southern Prince Georges County, MD	1,074	1,062	98.88%	12	1.12%	1,060	1	1	6	6	0	0	0.05		2.27
(1V05) (688GF) Montgomery County, MD	307	292	95.11%	15	4.89%	286	0	6	10	4	1	0	0.44	6.21	8.88
(1V05) (688GG) Lexington Park, MD	245	245	100.00%	0	0.00%	245	0	0	0	0	0	0	0.06	1.00	0.00
(1V05) (688QA) Franklin Street, DC	17	17	100.00%	0	0.00%	14	2	1	0	0	0	0			3.65
(1V05) (517) Beckley, WV HCS	4,699	4,680	99.60%	19	0.40%	4,623	34	23	17	1	0	1	0.62	3.21	0.67
(1V05) (517) Beckley, WV	3,792	3,781	99.71%	11	0.29%	3,747	19	15	9	1	0	1	0.12	3.21	0.69
(1V05) (517GB) Greenbrier County, WV	611	611	100.00%	0	0.00%	607	4	0	0	0	0	0	0.00		0.00
(1V05) (517QA) Princeton, WV	296	288	97.30%	8	2.70%	269	11	8	8	0	0	0	1.93		0.00
(1V05) (581) Huntington, WV HCS	10,596	10,442	98.55%	154	1.45%	10,035	221	186	86	26	15	27	0.27	2.66	0.93
(1V05) (581) Huntington, WV (Hershel "Woody" Williams)	7,648	7,500	98.06%	148	1.94%	7,143	188	169	81	26	15	26	0.52	3.13	0.74
(1V05) (581GA) Prestonsburg, KY	866	864	99.77%	2	0.23%	852	6	6	1	0	0	1	0.02	0.00	2.38
(1V05) (581GB) Charleston, WV	1,732	1,728	99.77%	4	0.23%	1,692	25	11	4	0	0	0	0.06	0.00	0.00
(1V05) (581GG) Gallipolis, OH	206	206	100.00%	0	0.00%	205	1	0	0	0	0	0	0.00		
(1V05) (581GH) Lenore, WV	144	144	100.00%	0	0.00%	143	1	0	0	0	0	0			
(1V06) (558) Durham, NC HCS	21,375	20,053	93.82%	1,322	6.18%	18,942	542	569	692	370	123	137	2.79	7.31	6.59
(1V06) (558) Durham, NC	9,364	8,536	91.16%	828	8.84%	8,043	229	264	364	268	93	103	3.46	7.33	6.31
(1V06) (558GA) Greenville, NC	5,285	4,997	94.55%	288	5.45%	4,662	180	155	179	72	15	22	3.17	7.81	5.28
(1V06) (558GB) Raleigh, NC	1,244	1,232	99.04%	12	0.96%	1,198	19	15	10	0	2	0	2.58	0.67	0.07
(1V06) (558GC) Morehead City, NC	1,059	1,029	97.17%	30	2.83%	994	19	16	27	1	2	0	5.40	9.03	4.33
(1V06) (558GD) Durham County, NC	1,030	979	95.05%	51	4.95%	906	24	49	30	12	3	6			7.80
(1V06) (558GE) Hillandale Road, NC	872	864	99.08%	8	0.92%	840	10	14	7	0	1	0	1.42	4.54	
(1V06) (558GF) Wake County, NC	1,114	1,038	93.18%	76	6.82%	982	32	24	51	14	6	5			7.58
(1V06) (558GG) Raleigh-Atlantic Avenue, NC	1,104	1,090	98.73%	14	1.27%	1,053	17	20	11	2	1	0	1.90	3.45	0.07
(1V06) (558GH) Clayton-East Raleigh, NC	202	187	92.57%	15	7.43%	172	7	8	13	1	0	1		0.85	7.56
(1V06) (558QA) Brier Creek, NC	101	101	100.00%	0	0.00%	92	5	4	0	0	0	0			
(1V06) (565) Fayetteville, NC HCS	31,003	30,492	98.35%	511	1.65%	29,284	598	610	372	75	36	28	2.13	3.31	1.81
(1V06) (565) Fayetteville, NC	6,263	6,174	98.58%	89	1.42%	6,043	64	67	67	13	4	5	0.00	1.62	0.58
(1V06) (565GA) Jacksonville, NC	1,635	1,624	99.33%	11	0.67%	1,565	44	15	11	0	0	0	0.72		0.00
(1V06) (565GC) Wilmington, NC	4,460	4,438	99.51%	22	0.49%	4,361	49	28	18	2	1	1	0.25	2.88	0.04
(1V06) (565GD) Hamlet, NC	612	612	100.00%	0	0.00%	563	12	37	0	0	0	0	1.50		2.77
(1V06) (565GE) Robeson County, NC	864	864	100.00%	0	0.00%	764	51	49	0	0	0	0	0.02		0.10
(1V06) (565GF) Goldsboro, NC	781	779	99.74%	2	0.26%	756	16	7	2	0	0	0	0.13		0.03
(1V06) (565GG) Lee County, NC	1,008	975	96.73%	33	3.27%	948	12	15	17	9	6	1	0.16		2.00

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	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) (565GH) Brunswick County, NC	422	421	99.76%	1	0.24%	416	3	2	1	0	0	0	0.07		
(1V06) (565GJ) Jacksonville 2, NC	446	446	100.00%	0	0.00%	442	2	2	0	0	0	0	1.00		
(1V06) (565GL) Cumberland County, NC	12,676	12,330	97.27%	346	2.73%	11,627	327	376	249	51	25	21	6.19	5.05	7.79
(1V06) (565GM) Jacksonville 3, NC	633	627	99.05%	6	0.95%	609	8	10	6	0	0	0			0.00
(1V06) (565MB) IDES Fort Bragg	42	42	100.00%	0	0.00%	42	0	0	0	0	0	0		1.51	4.00
(1V06) (565MD) IDES Camp Lejeune	75	75	100.00%	0	0.00%	75	0	0	0	0	0	0		0.00	0.06
(1V06) (565QA) Robeson Street, NC	659	659	100.00%	0	0.00%	659	0	0	0	0	0	0			
(1V06) (565QD) Raeford Road, NC	427	426	99.77%	1	0.23%	414	10	2	1	0	0	0		1.72	
(1V06) (590) Hampton, VA HCS	19,251	18,459	95.89%	792	4.11%	17,661	358	440	462	174	85	71	1.87	16.69	4.00
(1V06) (590) Hampton, VA	15,169	14,506	95.63%	663	4.37%	13,925	253	328	361	158	79	65	1.92	17.05	3.41
(1V06) (590BU) Hampton, VA - VADOM	47	47	100.00%	0	0.00%	47	0	0	0	0	0	0			
(1V06) (590GB) Virginia Beach, VA	1,406	1,358	96.59%	48	3.41%	1,255	47	56	25	12	6	5	2.21	5.50	7.32
(1V06) (590GC) Albemarle, NC	758	754	99.47%	4	0.53%	752	1	1	3	1	0	0	0.82		0.35
(1V06) (590GD) Chesapeake, VA	1,620	1,608	99.26%	12	0.74%	1,516	54	38	11	0	0	1	1.64		3.29
(1V06) (590MA) IDES Portsmouth	97	69	71.13%	28	28.87%	63	3	3	28	0	0	0		15.46	
(1V06) (590MB) IDES Langley	74	53	71.62%	21	28.38%	52	0	1	19	2	0	0		14.69	
(1V06) (590MC) IDES Fort Eustis	80	64	80.00%	16	20.00%	51	0	13	15	1	0	0		12.56	
(1V06) (637) Asheville, NC HCS	13,991	13,464	96.23%	527	3.77%	12,659	411	394	352	81	50	44	1.06	4.51	2.45
(1V06) (637) Asheville, NC (Charles George)	10,384	10,005	96.35%	379	3.65%	9,479	263	263	245	57	43	34	0.47	4.72	2.42
(1V06) (637GA) Franklin, NC	871	832	95.52%	39	4.48%	778	23	31	21	14	4	0	0.54	0.00	5.40
(1V06) (637GB) Rutherford County, NC	968	945	97.62%	23	2.38%	904	20	21	18	1	0	4	0.13		0.62
(1V06) (637GC) Hickory, NC	1,768	1,682	95.14%	86	4.86%	1,498	105	79	68	9	3	6	4.95	0.67	4.29
(1V06) (652) Richmond, VA HCS	25,302	24,459	96.67%	843	3.33%	23,123	613	723	581	160	53	49	1.74	5.02	3.87
(1V06) (652) Richmond, VA (Hunter Holmes McGuire)	21,019	20,210	96.15%	809	3.85%	18,998	551	661	555	155	52	47	2.24	5.02	4.92
(1V06) (652GA) Fredericksburg, VA	1,571	1,565	99.62%	6	0.38%	1,534	16	15	3	3	0	0	1.54	8.00	1.18
(1V06) (652GB) Fredericksburg 2, VA	1,134	1,127	99.38%	7	0.62%	1,104	10	13	6	1	0	0	0.28	19.00	2.21
(1V06) (652GE) Charlottesville, VA	1,128	1,123	99.56%	5	0.44%	1,088	15	20	4	1	0	0	1.06	1.32	1.55
(1V06) (652GF) Emporia, VA	450	434	96.44%	16	3.56%	399	21	14	13	0	1	2	0.38	0.00	4.17
(1V06) (658) Salem, VA HCS	14,207	13,981	98.41%	226	1.59%	13,543	205	233	135	46	30	15	0.49	4.56	1.86
(1V06) (658) Salem, VA	10,158	9,958	98.03%	200	1.97%	9,617	157	184	117	41	27	15	0.45	4.96	1.64
(1V06) (658BU) Salem, VA - VADOM	7	7	100.00%	0	0.00%	4	1	2	0	0	0	0			
(1V06) (658GA) Tazewell, VA	373	372	99.73%	1	0.27%	366	1	5	1	0	0	0	0.00		0.00
(1V06) (658GB) Danville, VA	1,371	1,362	99.34%	9	0.66%	1,327	19	16	6	2	1	0	0.36	2.74	3.95
(1V06) (658GC) Lynchburg, VA	1,074	1,062	98.88%	12	1.12%	1,022	18	22	7	3	2	0	1.00	17.50	3.66
(1V06) (658GD) Staunton, VA	601	599	99.67%	2	0.33%	594	2	3	2	0	0	0	0.04	1.04	0.00
(1V06) (658GE) Wytheville, VA	623	621	99.68%	2	0.32%	613	7	1	2	0	0	0	0.41	0.00	0.43
(1V06) (659) Salisbury, NC HCS	30,364	28,752	94.69%	1,612	5.31%	26,755	842	1,155	996	347	123	146	2.96	5.80	4.30
(1V06) (659) Salisbury, NC (W.G. (Bill) Hefner Salisbury)	10,417	10,004	96.04%	413	3.96%	9,393	297	314	267	74	19	53	0.25	2.42	3.20
(1V06) (659BY) Kernersville, NC	9,364	8,815	94.14%	549	5.86%	8,204	205	406	278	153	57	61	3.52	8.05	8.07
(1V06) (659BZ) South Charlotte, NC	9,372	8,751	93.37%	621	6.63%	8,106	291	354	429	118	44	30	2.76	8.37	2.26
(1V06) (659GA) North Charlotte, NC	1,211	1,182	97.61%	29	2.39%	1,052	49	81	22	2	3	2	1.28	9.85	1.85
(2V07) (508) Atlanta, GA HCS	45,547	43,629	95.79%	1,918	4.21%	40,969	1,233	1,427	1,217	424	126	151	1.26	7.34	1.24

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(2V07) (508) Atlanta, GA	17,244	16,343	94.77%	901	5.23%	14,950	628	765	615	196	37	53	5.05	8.19	1.55
(2V07) (508GA) Fort McPherson, GA	4,501	4,292	95.36%	209	4.64%	4,084	97	111	142	35	24	8	0.89	8.83	1.85
(2V07) (508GE) Oakwood, GA	2,349	2,345	99.83%	4	0.17%	2,328	5	12	4	0	0	0	0.29	0.05	1.07
(2V07) (508GF) Austell, GA	1,127	1,126	99.91%	1	0.09%	1,121	3	2	1	0	0	0	0.29		
(2V07) (508GG) Stockbridge, GA	1,542	1,530	99.22%	12	0.78%	1,471	40	19	7	2	0	3	1.54		3.13
(2V07) (508GH) Lawrenceville, GA	1,996	1,992	99.80%	4	0.20%	1,971	13	8	2	1	0	1	0.15	1.60	0.89
(2V07) (508GI) Newnan, GA	1,004	998	99.40%	6	0.60%	952	33	13	4	0	0	2	0.96	5.08	1.82
(2V07) (508GJ) Blairsville, GA	665	646	97.14%	19	2.86%	619	15	12	5	12	0	2	5.96	1.29	1.61
(2V07) (508GK) Carrollton, GA (Trinka Davis Village)	1,471	1,430	97.21%	41	2.79%	1,356	45	29	24	6	4	7	0.22	9.96	0.76
(2V07) (508GL) Rome, GA	533	524	98.31%	9	1.69%	502	9	13	9	0	0	0	1.74		0.95
(2V07) (508GN) Covington, GA	476	475	99.79%	1	0.21%	429	36	10	1	0	0	0	1.00		0.22
(2V07) (508GO) Northeast Cobb County, GA	1,264	1,264	100.00%	0	0.00%	1,227	19	18	0	0	0	0	0.61	1.08	0.00
(2V07) (508GP) South Cobb County, GA	557	529	94.97%	28	5.03%	490	23	16	21	7	0	0			1.89
(2V07) (508QB) East Point, GA	369	363	98.37%	6	1.63%	356	4	3	6	0	0	0			0.91
(2V07) (508QC) Henderson Mill, GA	1,874	1,867	99.63%	7	0.37%	1,836	15	16	7	0	0	0			0.33
(2V07) (508QD) Fulton County, GA	213	213	100.00%	0	0.00%	213	0	0	0	0	0	0		0.00	0.86
(2V07) (508QE) Gwinnett County, GA	942	939	99.68%	3	0.32%	923	3	13	2	1	0	0	0.05		0.42
(2V07) (508QF) Atlanta North Arcadia Avenue, GA	7,395	6,730	91.01%	665	8.99%	6,120	243	367	367	163	60	75	0.96	3.40	2.25
(2V07) (508QI) North DeKalb County, GA	25	23	92.00%	2	8.00%	21	2	0	0	1	1	0		1.00	
(2V07) (509) Augusta, GA HCS	11,951	11,528	96.46%	423	3.54%	10,933	280	315	253	85	26	59	4.90	8.33	6.18
(2V07) (509) Augusta Downtown, GA (Charlie Norwood)	3,760	3,553	94.49%	207	5.51%	3,306	124	123	120	39	21	27	0.00	9.83	0.64
(2V07) (509A0) Augusta Uptown, GA	6,641	6,446	97.06%	195	2.94%	6,145	130	171	117	44	3	31	6.85	4.89	6.39
(2V07) (509GA) Athens, GA	893	888	99.44%	5	0.56%	882	0	6	5	0	0	0	2.26	2.11	0.00
(2V07) (509GB) Aiken, SC	439	426	97.04%	13	2.96%	398	19	9	8	2	2	1	8.53	0.00	6.69
(2V07) (509QA) Statesboro, GA (Ray Hendrix)	218	215	98.62%	3	1.38%	202	7	6	3	0	0	0	3.22		29.00
(2V07) (521) Birmingham, AL HCS	27,371	26,656	97.39%	715	2.61%	25,722	446	488	415	170	44	86	0.33	5.36	0.49
(2V07) (521) Birmingham, AL	13,256	12,917	97.44%	339	2.56%	12,481	210	226	178	83	20	58	0.01	5.00	0.42
(2V07) (521GA) Huntsville, AL	4,223	4,116	97.47%	107	2.53%	3,957	95	64	56	36	8	7	0.30	5.40	0.75
(2V07) (521GC) Florence, AL	932	932	100.00%	0	0.00%	931	1	0	0	0	0	0	0.00		1.00
(2V07) (521GD) Rainbow City, AL	520	519	99.81%	1	0.19%	501	10	8	1	0	0	0	0.21	0.00	0.00
(2V07) (521GE) Oxford, AL	789	782	99.11%	7	0.89%	737	19	26	5	1	1	0	0.55		1.63
(2V07) (521GF) Jasper, AL	447	445	99.55%	2	0.45%	444	1	0	1	0	0	1	0.00	0.00	0.00
(2V07) (521GG) Bessemer, AL	737	728	98.78%	9	1.22%	712	5	11	8	0	1	0	0.00	1.50	0.00
(2V07) (521GH) Childersburg, AL	855	854	99.88%	1	0.12%	846	7	1	1	0	0	0	0.08		0.00
(2V07) (521GI) Guntersville, AL	1,019	1,009	99.02%	10	0.98%	996	8	5	2	2	3	3	0.00	0.00	0.55
(2V07) (521GJ) Birmingham 7th Avenue South, AL	4,297	4,062	94.53%	235	5.47%	3,843	80	139	160	47	11	17	1.04	7.94	1.08
(2V07) (521QA) Callahan, AL	296	292	98.65%	4	1.35%	274	10	8	3	1	0	0		2.24	
(2V07) (534) Charleston, SC HCS	36,022	35,847	99.51%	175	0.49%	35,218	354	275	134	24	5	12	0.23	2.31	0.52
(2V07) (534) Charleston, SC (Ralph H. Johnson)	15,637	15,524	99.28%	113	0.72%	15,193	165	166	94	11	3	5	0.17	3.11	0.48
(2V07) (534BY) Savannah, GA	6,352	6,322	99.53%	30	0.47%	6,240	43	39	15	11	1	3	0.14	0.91	0.83
(2V07) (534GB) Myrtle Beach, SC	1,661	1,660	99.94%	1	0.06%	1,617	27	16	1	0	0	0	0.31	0.00	0.33
(2V07) (534GC) Beaufort, SC	1,543	1,530	99.16%	13	0.84%	1,508	13	9	10	1	0	2	0.13	2.78	0.40

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(2V07) (534GD) Goose Creek, SC	2,686	2,680	99.78%	6	0.22%	2,655	15	10	6	0	0	0	0.35	0.63	0.08
(2V07) (534GE) Hinesville, GA	3,549	3,546	99.92%	3	0.08%	3,504	32	10	1	0	1	1	0.42	2.64	0.39
(2V07) (534GF) Trident 1, SC	840	837	99.64%	3	0.36%	833	3	1	2	1	0	0	0.02	0.00	
(2V07) (534QA) Market Commons, SC	2,614	2,612	99.92%	2	0.08%	2,562	33	17	1	0	0	1	0.48	0.09	0.90
(2V07) (534QB) Trident 2, SC	810	806	99.51%	4	0.49%	776	23	7	4	0	0	0			0.71
(2V07) (534QC) Charleston City Hall Lane, SC	330	330	100.00%	0	0.00%	330	0	0	0	0	0	0			0.06
(2V07) (544) Columbia, SC HCS	36,307	35,227	97.03%	1,080	2.97%	33,522	837	868	811	142	71	56	2.16	7.10	3.20
(2V07) (544) Columbia, SC (Wm. Jennings Bryan Dorn)	21,375	20,509	95.95%	866	4.05%	19,245	580	684	645	117	59	45	2.27	7.16	3.63
(2V07) (544BZ) Greenville, SC	4,673	4,600	98.44%	73	1.56%	4,473	55	72	59	8	4	2	2.99	7.54	1.78
(2V07) (544GB) Florence, SC	2,467	2,462	99.80%	5	0.20%	2,354	91	17	3	0	1	1	0.69		0.40
(2V07) (544GC) Rock Hill, SC	2,075	2,073	99.90%	2	0.10%	2,066	3	4	2	0	0	0	0.87	0.00	0.13
(2V07) (544GD) Anderson, SC	2,193	2,099	95.71%	94	4.29%	1,980	61	58	67	13	7	7	0.25	3.62	10.35
(2V07) (544GE) Orangeburg, SC	1,051	1,049	99.81%	2	0.19%	1,044	4	1	2	0	0	0	0.00		0.03
(2V07) (544GF) Sumter, SC	1,345	1,318	97.99%	27	2.01%	1,293	15	10	23	3	0	1	1.38		3.03
(2V07) (544GG) Spartanburg, SC	1,113	1,103	99.10%	10	0.90%	1,058	27	18	9	1	0	0	1.00		5.83
(2V07) (544HK) Columbia, SC - Mobile	15	14	93.33%	1	6.67%	9	1	4	1	0	0	0		26.00	
(2V07) (557) Dublin, GA HCS	17,631	16,891	95.80%	740	4.20%	15,697	539	655	453	152	79	56	1.68	7.17	8.29
(2V07) (557) Dublin, GA (Carl Vinson)	8,797	8,323	94.61%	474	5.39%	7,593	308	422	261	105	71	37	0.04	1.98	6.61
(2V07) (557GA) Macon, GA	3,113	2,996	96.24%	117	3.76%	2,889	54	53	87	20	4	6	2.09	17.05	9.34
(2V07) (557GB) Albany, GA	1,745	1,672	95.82%	73	4.18%	1,504	71	97	54	16	1	2	0.33	49.33	11.43
(2V07) (557GC) Milledgeville, GA	626	619	98.88%	7	1.12%	607	5	7	3	2	0	2	0.00		10.60
(2V07) (557GE) Brunswick, GA	1,345	1,338	99.48%	7	0.52%	1,300	30	8	6	0	1	0	0.00	0.00	3.73
(2V07) (557GF) Tifton, GA	1,001	984	98.30%	17	1.70%	914	40	30	12	3	0	2	0.00	5.00	0.64
(2V07) (557HA) Perry, GA	1,004	959	95.52%	45	4.48%	890	31	38	30	6	2	7	5.69	0.00	10.49
(2V07) (619) Central Alabama HCS	16,163	15,546	96.18%	617	3.82%	14,734	384	428	367	141	64	45	1.99	5.16	3.16
(2V07) (619) Montgomery, AL (Central Alabama)	3,659	3,387	92.57%	272	7.43%	3,119	125	143	147	64	42	19		6.67	2.96
(2V07) (619A4) Tuskegee, AL (Central Alabama)	4,169	4,022	96.47%	147	3.53%	3,866	56	100	98	26	16	7	4.63	4.73	1.60
(2V07) (619GA) Columbus, GA	1,016	961	94.59%	55	5.41%	881	42	38	37	12	3	3	1.08		7.30
(2V07) (619GC) Dothan Mental Health Clinic	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0			0.00
(2V07) (619GD) Wiregrass, AL	1,425	1,386	97.26%	39	2.74%	1,322	39	25	16	7	2	14	6.88	4.67	2.04
(2V07) (619GE) Monroe County, AL	68	68	100.00%	0	0.00%	67	1	0	0	0	0	0	0.29		0.00
(2V07) (619GF) Central Alabama Montgomery, AL	2,725	2,686	98.57%	39	1.43%	2,608	49	29	16	23	0	0	1.58	1.24	0.51
(2V07) (619PA) Tuskegee, AL (Central Alabama) - PR RTP	31	31	100.00%	0	0.00%	29	1	1	0	0	0	0			
(2V07) (619QA) Dothan 2, AL	1,170	1,151	98.38%	19	1.62%	1,095	20	36	17	2	0	0	0.20		2.38
(2V07) (619QB) Fort Benning, GA	1,899	1,853	97.58%	46	2.42%	1,746	51	56	36	7	1	2	1.70		5.88
(2V07) (679) Tuscaloosa, AL HCS	5,770	5,468	94.77%	302	5.23%	5,132	164	172	216	57	10	19	2.66	3.09	4.80
(2V07) (679) Tuscaloosa, AL	5,620	5,318	94.63%	302	5.37%	4,982	164	172	216	57	10	19	3.34	3.09	4.80
(2V07) (679BU) Tuscaloosa, AL - VADOM	10	10	100.00%	0	0.00%	10	0	0	0	0	0	0			
(2V07) (679GA) Selma, AL	140	140	100.00%	0	0.00%	140	0	0	0	0	0	0	0.00		
(2V08) (516) Bay Pines, FL HCS	40,377	39,012	96.62%	1,365	3.38%	37,090	884	1,038	988	224	91	62	0.98	3.74	3.76
(2V08) (516) Bay Pines, FL (C.W. Bill Young)	21,176	20,532	96.96%	644	3.04%	19,500	473	559	482	78	50	34	1.05	4.01	2.11

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	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) (516BZ) Lee County, FL	8,810	8,403	95.38%	407	4.62%	7,929	218	256	270	93	25	19	0.59	2.65	5.14
(2V08) (516GA) Sarasota, FL	2,158	2,099	97.27%	59	2.73%	1,970	60	69	49	7	3	0	0.69		2.95
(2V08) (516GB) St. Petersburg, FL	587	587	100.00%	0	0.00%	583	3	1	0	0	0	0	1.75	0.00	1.75
(2V08) (516GC) Palm Harbor, FL	1,734	1,723	99.37%	11	0.63%	1,707	9	7	8	2	0	1	0.55	0.00	7.31
(2V08) (516GD) Bradenton, FL	1,668	1,485	89.03%	183	10.97%	1,370	61	54	134	32	11	6	5.74	2.00	25.15
(2V08) (516GE) Port Charlotte, FL	1,305	1,273	97.55%	32	2.45%	1,192	28	53	27	3	0	2	0.05	9.67	7.56
(2V08) (516GF) Naples, FL	1,678	1,653	98.51%	25	1.49%	1,597	24	32	14	9	2	0	0.76		4.46
(2V08) (516GH) Sebring, FL	1,261	1,257	99.68%	4	0.32%	1,242	8	7	4	0	0	0	0.41	13.50	1.09
(2V08) (546) Miami, FL HCS	23,361	22,115	94.67%	1,246	5.33%	20,825	651	639	659	380	94	113	1.21	3.39	2.22
(2V08) (546) Miami, FL (Bruce W. Carter)	11,650	11,004	94.45%	646	5.55%	10,474	256	274	326	192	55	73	0.79	3.62	0.86
(2V08) (546BZ) Sunrise, FL (William "Bill" Kling)	7,754	7,206	92.93%	548	7.07%	6,600	298	308	297	176	36	39	2.70	0.86	2.99
(2V08) (546GA) Miami Flagler, FL	16	16	100.00%	0	0.00%	16	0	0	0	0	0	0	0.13		
(2V08) (546GB) Key West, FL	594	589	99.16%	5	0.84%	580	6	3	5	0	0	0	0.50	0.00	0.00
(2V08) (546GC) Homestead, FL	1,324	1,286	97.13%	38	2.87%	1,224	36	26	23	11	3	1	1.25	1.18	3.33
(2V08) (546GD) Pembroke Pines, FL	488	486	99.59%	2	0.41%	465	13	8	2	0	0	0	0.08		13.50
(2V08) (546GE) Key Largo, FL	195	192	98.46%	3	1.54%	175	9	8	3	0	0	0			
(2V08) (546GF) Hollywood, FL	850	847	99.65%	3	0.35%	811	27	9	2	1	0	0	2.26		
(2V08) (546GH) Deerfield Beach, FL	490	489	99.80%	1	0.20%	480	6	3	1	0	0	0	5.00		
(2V08) (548) West Palm Beach, FL HCS	26,886	26,567	98.81%	319	1.19%	25,877	341	349	267	37	4	11	0.69	4.93	2.48
(2V08) (548) West Palm Beach, FL	20,938	20,634	98.55%	304	1.45%	19,991	317	326	254	35	4	11	0.46	4.96	2.65
(2V08) (548BU) West Palm Beach, FL - VADOM	542	541	99.82%	1	0.18%	540	0	1	1	0	0	0			
(2V08) (548GA) Fort Pierce, FL	1,304	1,304	100.00%	0	0.00%	1,302	0	2	0	0	0	0	0.65		0.00
(2V08) (548GB) Delray Beach, FL	1,168	1,160	99.32%	8	0.68%	1,139	10	11	7	1	0	0	3.79	0.88	0.60
(2V08) (548GC) Stuart, FL	1,088	1,088	100.00%	0	0.00%	1,085	0	3	0	0	0	0	0.00	0.00	0.20
(2V08) (548GD) Boca Raton, FL	554	552	99.64%	2	0.36%	547	4	1	1	1	0	0	0.05	0.60	
(2V08) (548GE) Vero Beach, FL	649	648	99.85%	1	0.15%	646	2	0	1	0	0	0	0.37	0.00	7.57
(2V08) (548GF) Okeechobee, FL	386	386	100.00%	0	0.00%	382	2	2	0	0	0	0	0.27		
(2V08) (548QA) Port Saint Lucie, FL	257	254	98.83%	3	1.17%	245	6	3	3	0	0	0		19.00	2.65
(2V08) (573) Gainesville, FL HCS	40,674	39,763	97.76%	911	2.24%	37,773	1,081	909	627	178	56	50	2.08	3.74	2.99
(2V08) (573) Gainesville, FL (Malcom Randall)	10,109	9,779	96.74%	330	3.26%	9,392	168	219	252	56	12	10	3.01	3.58	1.12
(2V08) (573A4) Lake City, FL	3,627	3,566	98.32%	61	1.68%	3,354	121	91	44	12	5	0	0.42	4.51	0.81
(2V08) (573BU) Gainesville, FL - VADOM	7	7	100.00%	0	0.00%	7	0	0	0	0	0	0			
(2V08) (573BY) Jacksonville 1, FL	3,330	3,261	97.93%	69	2.07%	3,151	33	77	43	15	9	2	3.39	2.92	1.93
(2V08) (573GA) Valdosta, GA	1,459	1,451	99.45%	8	0.55%	1,443	8	0	5	3	0	0	0.94	2.93	0.04
(2V08) (573GD) Ocala, FL	2,213	2,187	98.83%	26	1.17%	2,158	20	9	12	6	1	7	0.32	8.08	0.00
(2V08) (573GE) Saint Augustine, FL	1,904	1,863	97.85%	41	2.15%	1,656	125	82	35	5	0	1	3.11	6.38	5.45
(2V08) (573GF) Tallahassee, FL (Sergeant Ernest I. "Boots" Thomas)	4,239	4,184	98.70%	55	1.30%	3,897	158	129	42	9	3	1	2.10	2.32	0.41
(2V08) (573GI) The Villages, FL	3,716	3,624	97.52%	92	2.48%	3,317	171	136	76	8	4	4	1.43	4.85	0.97
(2V08) (573GJ) St. Marys, GA	764	745	97.51%	19	2.49%	693	35	17	6	7	5	1	0.83	10.50	0.38
(2V08) (573GK) Marianna, FL	680	680	100.00%	0	0.00%	640	33	7	0	0	0	0	0.33	0.00	2.88
(2V08) (573GL) Palatka, FL	848	848	100.00%	0	0.00%	819	20	9	0	0	0	0	0.15	0.00	0.00
(2V08) (573GM) Waycross, GA	469	468	99.79%	1	0.21%	439	22	7	1	0	0	0	1.33		1.32

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(2V08) (573GN) Perry, FL	154	154	100.00%	0	0.00%	152	2	0	0	0	0	0	0.05		0.29
(2V08) (573QA) Gainesville 1-16th Street, FL	349	349	100.00%	0	0.00%	348	0	1	0	0	0	0			0.07
(2V08) (573QB) Gainesville 2-98th Street, FL	18	12	66.67%	6	33.33%	10	1	1	5	1	0	0		1.33	
(2V08) (573QC) Gainesville 3-64th Street (C), FL	341	333	97.65%	8	2.35%	332	0	1	1	0	4	3		0.07	
(2V08) (573QD) Gainesville 4-64th Street (O), FL	21	21	100.00%	0	0.00%	21	0	0	0	0	0	0		0.00	
(2V08) (573QE) Gainesville 5-64th Street (D), FL	212	189	89.15%	23	10.85%	159	16	14	20	2	1	0		7.81	
(2V08) (573QG) Jacksonville Southpoint, FL	3,342	3,239	96.92%	103	3.08%	3,105	59	75	52	33	8	10	1.65	8.93	7.91
(2V08) (573QH) Ocala West, FL	8	8	100.00%	0	0.00%	8	0	0	0	0	0	0		0.00	
(2V08) (573QJ) Jacksonville 2, FL	2,162	2,098	97.04%	64	2.96%	2,046	29	23	28	21	4	11	2.34	3.12	7.73
(2V08) (573QK) Lake City Commerce Drive, FL	702	697	99.29%	5	0.71%	626	60	11	5	0	0	0	1.21		
(2V08) (672) San Juan, PR HCS	67,204	66,241	98.57%	963	1.43%	64,526	795	920	627	170	73	93	0.40	2.87	1.22
(2V08) (672) San Juan, PR	41,584	40,731	97.95%	853	2.05%	39,334	653	744	553	148	66	86	0.20	2.97	1.26
(2V08) (672B0) Ponce, PR (Eurípides Rubio)	10,003	9,960	99.57%	43	0.43%	9,826	48	86	37	4	1	1	3.45	2.54	0.00
(2V08) (672BZ) Mayaguez, PR	7,101	7,049	99.27%	52	0.73%	6,974	29	46	31	13	5	3	0.88	0.59	2.89
(2V08) (672GA) Saint Croix, VI	103	103	100.00%	0	0.00%	103	0	0	0	0	0	0	0.00		
(2V08) (672GB) Saint Thomas, VI	126	126	100.00%	0	0.00%	126	0	0	0	0	0	0	0.14		
(2V08) (672GC) Arecibo, PR	3,683	3,675	99.78%	8	0.22%	3,656	9	10	3	2	1	2	0.00	0.00	0.68
(2V08) (672GD) Ceiba, PR	2,567	2,560	99.73%	7	0.27%	2,476	51	33	3	3	0	1	0.02	1.33	0.00
(2V08) (672GE) Guayama, PR	1,586	1,586	100.00%	0	0.00%	1,583	3	0	0	0	0	0	0.00		0.00
(2V08) (672QA) Comerio, PR	155	155	100.00%	0	0.00%	154	1	0	0	0	0	0	0.00		
(2V08) (672QB) Utuado, PR	235	235	100.00%	0	0.00%	234	1	0	0	0	0	0	0.00		
(2V08) (672QC) Vieques, PR	61	61	100.00%	0	0.00%	60	0	1	0	0	0	0	0.00		
(2V08) (673) Tampa, FL HCS	32,671	32,041	98.07%	630	1.93%	30,472	794	775	483	92	36	19	1.45	4.18	2.90
(2V08) (673) Tampa, FL (James A. Haley)	11,296	10,991	97.30%	305	2.70%	10,514	216	261	245	39	15	6	0.63	4.13	0.76
(2V08) (673BV) Tampa, FL - VADOM	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0			
(2V08) (673BZ) New Port Richey, FL	2,472	2,442	98.79%	30	1.21%	2,292	87	63	20	7	1	2	0.18	0.89	4.96
(2V08) (673GB) Lakeland, FL	1,257	1,255	99.84%	2	0.16%	1,229	14	12	2	0	0	0	0.27	0.97	0.05
(2V08) (673GC) Brooksville, FL	1,066	1,044	97.94%	22	2.06%	953	39	52	14	6	2	0	3.02	0.00	4.17
(2V08) (673GF) Zephyrhills, FL	423	405	95.74%	18	4.26%	383	8	14	12	3	1	2	9.96		
(2V08) (673GG) South Hillsborough, FL	1,907	1,839	96.43%	68	3.57%	1,716	58	65	55	8	5	0	1.09	6.85	4.36
(2V08) (673GH) Lecanto, FL	1,776	1,771	99.72%	5	0.28%	1,744	13	14	5	0	0	0	0.02		1.27
(2V08) (673QA) Forty Sixth Street North, FL	268	265	98.88%	3	1.12%	235	17	13	3	0	0	0		4.05	2.77
(2V08) (673QB) Forty Sixth Street South, FL	5,393	5,317	98.59%	76	1.41%	5,029	179	109	56	11	4	5		3.73	1.96
(2V08) (673QC) West Lakeland, FL	1,145	1,088	95.02%	57	4.98%	914	76	98	40	9	6	2		0.00	6.33
(2V08) (673QF) Winners Circle, FL	71	71	100.00%	0	0.00%	71	0	0	0	0	0	0			
(2V08) (673QG) Little Road, FL	506	491	97.04%	15	2.96%	455	20	16	10	2	2	1			3.47
(2V08) (673QH) Bruce B. Downs Boulevard, FL	934	933	99.89%	1	0.11%	923	7	3	1	0	0	0		1.65	
(2V08) (673QI) Medical View Lane, FL	297	296	99.66%	1	0.34%	283	9	4	0	1	0	0			1.47
(2V08) (673QJ) Hidden River, FL	3,854	3,827	99.30%	27	0.70%	3,725	51	51	20	6	0	1	0.77	2.06	1.08
(2V08) (675) Orlando, FL HCS	50,607	49,977	98.76%	630	1.24%	48,825	635	517	436	131	40	23	0.30	2.33	1.63
(2V08) (675) Orlando, FL	19,984	19,572	97.94%	412	2.06%	18,994	330	248	268	102	27	15	0.51	2.84	2.63

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020		Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(2V08) (675BV) Lake Baldwin, FL - VADOM		18	18	100.00%	0	0.00%	18	0	0	0	0	0	0			
(2V08) (675GA) Viera, FL		9,869	9,836	99.67%	33	0.33%	9,713	61	62	27	2	2	2	0.15	1.61	0.75
(2V08) (675GB) Daytona Beach, FL (William V. Chappell, Jr.)		6,659	6,590	98.96%	69	1.04%	6,484	65	41	54	12	2	1	0.58	0.24	0.00
(2V08) (675GC) Kissimmee, FL		1,092	1,089	99.73%	3	0.27%	1,063	14	12	3	0	0	0	0.11	0.00	0.12
(2V08) (675GD) Deltona, FL		1,021	1,020	99.90%	1	0.10%	1,012	4	4	0	0	0	1	0.19		0.45
(2V08) (675GE) Tavares, FL		1,221	1,220	99.92%	1	0.08%	1,182	27	11	1	0	0	0	0.53	3.27	2.12
(2V08) (675GF) Clermont, FL		763	761	99.74%	2	0.26%	758	1	2	1	0	1	0	0.08	7.00	0.04
(2V08) (675GG) Lake Baldwin, FL		6,739	6,674	99.04%	65	0.96%	6,495	96	83	50	11	2	2	0.21	1.77	1.64
(2V08) (675QB) Port Orange, FL		2	2	100.00%	0	0.00%	2	0	0	0	0	0	0			
(2V08) (675QC) Westside Pavilion, FL		2,069	2,037	98.45%	32	1.55%	1,974	20	43	22	3	5	2			1.61
(2V08) (675QD) Crossroads, FL		1,170	1,158	98.97%	12	1.03%	1,130	17	11	10	1	1	0			1.53
(2V09) (596) Lexington, KY HCS		14,446	14,288	98.91%	153	1.09%	13,893	191	204	130	25	3	0	0.51	1.96	0.60
(2V09) (596) Lexington-Leestown, KY (Franklin R. Sousley Campus)		5,187	5,152	99.33%	35	0.67%	5,059	48	45	35	0	0	0	0.40	0.44	0.32
(2V09) (596A4) Lexington-Cooper, KY (Troy Bowling Campus)		6,610	6,491	98.20%	119	1.80%	6,230	114	147	92	24	3	0		2.45	1.25
(2V09) (596BU) Lexington-Leestown, KY - VADOM		7	7	100.00%	0	0.00%	7	0	0	0	0	0	0			
(2V09) (596GA) Somerset, KY		986	983	99.70%	3	0.30%	952	21	10	2	1	0	0	1.06	0.31	3.48
(2V09) (596GB) Morehead, KY		329	329	100.00%	0	0.00%	329	0	0	0	0	0	0	0.10	0.00	0.00
(2V09) (596GC) Hazard, KY		472	472	100.00%	0	0.00%	468	2	2	0	0	0	0	0.13	0.00	0.29
(2V09) (596GD) Berea, KY		855	854	99.88%	1	0.12%	848	6	0	1	0	0	0	0.61	0.00	0.76
(2V09) (603) Louisville, KY HCS		19,465	19,135	98.30%	330	1.70%	18,227	442	466	248	51	12	19	0.44	2.53	0.81
(2V09) (603) Louisville, KY (Robley Rex)		7,959	7,728	97.10%	231	2.90%	7,161	247	320	174	34	8	15	0.25	2.63	0.20
(2V09) (603GA) Fort Knox, KY		1,752	1,717	98.00%	35	2.00%	1,659	27	31	24	7	3	1	0.32	0.50	1.89
(2V09) (603GB) New Albany, IN		1,497	1,479	98.80%	18	1.20%	1,443	22	14	13	5	0	0	0.26		2.40
(2V09) (603GC) Shively, KY		2,083	2,072	99.47%	11	0.53%	1,995	38	39	8	1	0	2	0.27		1.02
(2V09) (603GD) Stonybrook, KY		2,161	2,152	99.58%	9	0.42%	2,098	32	22	9	0	0	0	0.46	0.82	0.41
(2V09) (603GE) Newburg, KY		1,945	1,939	99.69%	6	0.31%	1,864	53	22	4	2	0	0	0.98	1.70	0.14
(2V09) (603GF) Grayson County, KY		1,245	1,227	98.55%	18	1.45%	1,192	20	15	14	2	1	1	0.68	1.18	0.77
(2V09) (603GG) Scott County, IN		503	501	99.60%	2	0.40%	497	2	2	2	0	0	0	0.00	0.00	0.13
(2V09) (603GH) Carrollton, KY		320	320	100.00%	0	0.00%	318	1	1	0	0	0	0	0.00	0.00	0.32
(2V09) (614) Memphis, TN HCS		24,302	23,591	97.07%	711	2.93%	22,812	296	483	348	111	115	137	1.04	5.79	2.92
(2V09) (614) Memphis, TN		14,299	13,719	95.94%	580	4.06%	13,161	196	362	272	95	85	128	2.01	5.89	3.03
(2V09) (614GA) Tupelo, MS		1,429	1,359	95.10%	70	4.90%	1,308	21	30	26	11	27	6	0.36		18.95
(2V09) (614GB) Jonesboro, AR		573	573	100.00%	0	0.00%	566	3	4	0	0	0	0	0.07	0.00	0.75
(2V09) (614GC) Holly Springs, MS		495	474	95.76%	21	4.24%	438	13	23	16	0	2	3	3.89	0.00	7.00
(2V09) (614GD) Savannah, TN		465	455	97.85%	10	2.15%	447	5	3	8	2	0	0	0.00	9.67	25.33
(2V09) (614GE) Covington, TN		1,363	1,355	99.41%	8	0.59%	1,342	8	5	6	1	1	0	0.01	0.00	0.45
(2V09) (614GF) Nonconnah Boulevard, TN		3,212	3,199	99.60%	13	0.40%	3,108	40	51	12	1	0	0	0.15	4.38	0.50
(2V09) (614GG) Jackson, TN		1,638	1,629	99.45%	9	0.55%	1,620	4	5	8	1	0	0	0.70	0.00	0.33
(2V09) (614GI) Dyersburg, TN		482	482	100.00%	0	0.00%	480	2	0	0	0	0	0	0.58		0.00
(2V09) (614GN) Helena, AR		247	247	100.00%	0	0.00%	243	4	0	0	0	0	0	0.00		0.00
(2V09) (614QA) Union Avenue, TN		99	99	100.00%	0	0.00%	99	0	0	0	0	0	0			
(2V09) (621) Mountain Home, TN HCS		21,252	21,086	99.22%	166	0.78%	20,547	293	246	129	18	6	13	0.99	3.73	0.55

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020		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) (621) Mountain Home, TN (James H. Quillen)		12,741	12,614	99.00%	127	1.00%	12,219	222	173	99	13	4	11	1.28	3.63	0.18
(2V09) (621BU) Mountain Home, TN - VADOM		47	47	100.00%	0	0.00%	37	1	9	0	0	0	0	0.00		
(2V09) (621BY) Knoxville, TN (William C. Tallent)		4,344	4,313	99.29%	31	0.71%	4,225	43	45	24	3	2	2	1.25	6.70	1.39
(2V09) (621GA) Rogersville, TN		324	324	100.00%	0	0.00%	319	4	1	0	0	0	0	0.16		
(2V09) (621GC) Norton, VA		485	483	99.59%	2	0.41%	482	0	1	2	0	0	0	0.50	0.00	0.63
(2V09) (621GG) Morristown, TN		684	684	100.00%	0	0.00%	678	5	1	0	0	0	0	0.08	0.00	0.69
(2V09) (621GI) Sevierville, TN (Dannie A. Carr)		1,181	1,178	99.75%	3	0.25%	1,153	13	12	3	0	0	0	0.88	0.00	1.31
(2V09) (621GJ) Bristol, VA		838	838	100.00%	0	0.00%	831	4	3	0	0	0	0	0.72	0.00	2.33
(2V09) (621GK) Campbell County, TN		376	373	99.20%	3	0.80%	371	1	1	1	2	0	0	1.09		2.28
(2V09) (621QA) Jonesville, VA		53	53	100.00%	0	0.00%	53	0	0	0	0	0	0			
(2V09) (621QB) Marion, VA		65	65	100.00%	0	0.00%	65	0	0	0	0	0	0	0.00		
(2V09) (621QC) Vansant, VA		36	36	100.00%	0	0.00%	36	0	0	0	0	0	0			
(2V09) (621QD) Knox County, TN		70	70	100.00%	0	0.00%	70	0	0	0	0	0	0		0.03	0.00
(2V09) (621QE) Downtown West, TN		8	8	100.00%	0	0.00%	8	0	0	0	0	0	0		0.00	
(2V09) (626) Middle Tennessee HCS		39,168	37,525	95.81%	1,643	4.19%	35,356	987	1,182	945	435	125	138	4.18	6.69	3.91
(2V09) (626) Nashville, TN		10,186	9,729	95.51%	457	4.49%	9,070	304	355	293	110	29	25	4.64	6.56	2.20
(2V09) (626A4) Murfreesboro, TN (Alvin C. York)		9,369	9,098	97.11%	271	2.89%	8,572	249	277	181	48	25	17	1.27	8.71	2.04
(2V09) (626GA) Dover, TN		663	635	95.78%	28	4.22%	610	12	13	14	3	2	9	0.67		11.40
(2V09) (626GC) Bowling Green, KY		1,117	1,002	89.70%	115	10.30%	900	38	64	77	15	11	12	6.59	6.24	14.57
(2V09) (626GD) Ft. Campbell		3	2	66.67%	1	33.33%	2	0	0	0	0	0	1			
(2V09) (626GE) Clarksville, TN		3,548	3,346	94.31%	202	5.69%	3,121	104	121	100	82	17	3	2.72	1.01	8.82
(2V09) (626GF) Chattanooga, TN		3,130	3,078	98.34%	52	1.66%	3,013	22	43	38	9	1	4	1.24	2.28	3.95
(2V09) (626GG) Tullahoma, TN		154	154	100.00%	0	0.00%	154	0	0	0	0	0	0	0.10		0.00
(2V09) (626GH) Cookeville, TN		1,423	1,395	98.03%	28	1.97%	1,350	18	27	20	5	2	1	1.80	4.42	6.09
(2V09) (626GJ) Hopkinsville, KY		1,717	1,448	84.33%	269	15.67%	1,264	97	87	80	109	28	52	21.27	2.60	5.23
(2V09) (626GK) McMinnville, TN		773	761	98.45%	12	1.55%	742	12	7	9	1	1	1	1.15	3.00	7.00
(2V09) (626GL) Roane County, TN		542	514	94.83%	28	5.17%	447	37	30	20	3	1	4	0.90	3.00	7.00
(2V09) (626GM) Maury County, TN		923	911	98.70%	12	1.30%	898	8	5	9	1	1	1	0.44	0.60	0.62
(2V09) (626GN) Athens, TN		346	344	99.42%	2	0.58%	337	3	4	2	0	0	0	1.41	51.00	21.00
(2V09) (626GO) International Plaza, TN		991	969	97.78%	22	2.22%	921	22	26	15	3	2	2	4.00	3.69	1.04
(2V09) (626GP) Gallatin, TN		444	430	96.85%	14	3.15%	422	2	6	6	7	0	1	0.00		0.00
(2V09) (626MA) IDES Fort Campbell		48	48	100.00%	0	0.00%	48	0	0	0	0	0	0		0.00	
(2V09) (626QA) Albion Street, TN		816	793	97.18%	23	2.82%	775	6	12	18	5	0	0	0.59		0.00
(2V09) (626QB) Charlotte Avenue, TN		1,410	1,362	96.60%	48	3.40%	1,282	19	61	28	17	1	2	22.55	16.79	0.37
(2V09) (626QC) Pointe Centre, TN		1,229	1,176	95.69%	53	4.31%	1,112	29	35	31	15	4	3			4.13
(2V09) (626QD) Glenis Drive, TN		290	284	97.93%	6	2.07%	272	4	8	4	2	0	0			2.70
(2V09) (626QE) Glenis Drive 2, TN		45	45	100.00%	0	0.00%	43	1	1	0	0	0	0			
(2V09) (626QF) Dalton Drive, TN		1	1	100.00%	0	0.00%	1	0	0	0	0	0	0		0.00	
(3V10) (538) Chillicothe, OH HCS		8,193	7,997	97.61%	196	2.39%	7,625	184	188	149	36	7	4	0.33	5.32	1.96
(3V10) (538) Chillicothe, OH		5,091	4,940	97.03%	151	2.97%	4,668	131	141	122	22	5	2	0.87	5.47	1.15
(3V10) (538GA) Athens, OH		514	514	100.00%	0	0.00%	513	1	0	0	0	0	0	0.23		0.00
(3V10) (538GB) Portsmouth, OH		764	751	98.30%	13	1.70%	728	9	14	7	5	0	1	0.00		2.55

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V10) (538GC) Marietta, OH	413	399	96.61%	14	3.39%	381	10	8	6	6	2	0	0.00	0.00	3.96
(3V10) (538GD) Lancaster, OH	699	693	99.14%	6	0.86%	680	5	8	4	2	0	0	0.00		3.73
(3V10) (538GE) Cambridge, OH	502	496	98.80%	6	1.20%	460	23	13	5	1	0	0	0.00	0.00	3.63
(3V10) (538GF) Wilmington, OH	210	204	97.14%	6	2.86%	195	5	4	5	0	0	1	0.00		7.00
(3V10) (539) Cincinnati, OH HCS	20,112	19,454	96.73%	658	3.27%	18,513	425	516	453	134	38	33	1.67	7.59	1.36
(3V10) (539) Cincinnati, OH	12,504	11,952	95.59%	552	4.41%	11,262	306	384	371	116	34	31	1.79	8.28	0.77
(3V10) (5399AB) Fort Thomas CLC	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0			0.00
(3V10) (539A4) Fort Thomas, KY	1,312	1,277	97.33%	35	2.67%	1,244	11	22	23	10	2	0		1.42	2.92
(3V10) (539GA) Bellevue, KY	735	725	98.64%	10	1.36%	701	8	16	9	0	1	0	0.15		1.16
(3V10) (539GB) Clermont County, OH	1,413	1,408	99.65%	5	0.35%	1,368	21	19	4	0	0	1	0.53	0.31	0.89
(3V10) (539GC) Dearborn, IN	778	769	98.84%	9	1.16%	749	10	10	8	1	0	0	2.20	6.58	0.88
(3V10) (539GD) Florence, KY	1,134	1,128	99.47%	6	0.53%	1,103	15	10	4	2	0	0	0.83	0.25	0.52
(3V10) (539GE) Hamilton, OH	1,033	1,026	99.32%	7	0.68%	1,001	12	13	5	0	1	1	2.27	4.42	0.60
(3V10) (539GF) Georgetown, OH	299	296	99.00%	3	1.00%	282	12	2	2	1	0	0	0.25	0.94	0.38
(3V10) (539QB) Highland Avenue, OH	209	196	93.78%	13	6.22%	163	13	20	11	2	0	0		6.30	
(3V10) (539QC) Vine Street, OH	30	30	100.00%	0	0.00%	30	0	0	0	0	0	0			
(3V10) (539QD) Norwood, OH	664	646	97.29%	18	2.71%	609	17	20	16	2	0	0		15.95	2.65
(3V10) (541) Cleveland, OH HCS	46,555	44,973	96.60%	1,582	3.40%	41,988	1,423	1,562	1,124	239	89	130	2.16	3.63	1.87
(3V10) (541) Cleveland, OH (Louis Stokes Cleveland)	18,420	17,550	95.28%	870	4.72%	16,159	596	795	646	127	42	55	7.24	3.98	1.14
(3V10) (541BY) Canton, OH	3,319	3,296	99.31%	23	0.69%	3,191	72	33	16	3	0	4	0.51	1.58	0.98
(3V10) (541BZ) Youngstown, OH	3,379	3,285	97.22%	94	2.78%	3,043	142	100	67	16	8	3	0.84	4.05	0.77
(3V10) (541GB) Lorain, OH	1,755	1,735	98.86%	20	1.14%	1,685	20	30	18	1	1	0	0.51	18.55	1.18
(3V10) (541GC) Sandusky, OH	810	790	97.53%	20	2.47%	747	27	16	14	2	1	3	0.50		0.00
(3V10) (541GD) Mansfield, OH (David F. Winder)	2,736	2,733	99.89%	3	0.11%	2,697	22	14	2	0	0	1	0.15	0.17	0.21
(3V10) (541GE) McCafferty, OH	367	358	97.55%	9	2.45%	334	14	10	5	0	0	4	2.57		0.00
(3V10) (541GF) Lake County, OH	1,891	1,847	97.67%	44	2.33%	1,699	93	55	24	7	3	10	0.90	0.82	2.20
(3V10) (541GG) Akron, OH	4,151	3,998	96.31%	153	3.69%	3,658	148	192	118	23	5	7	1.92	2.97	1.04
(3V10) (541GH) East Liverpool, OH	930	912	98.06%	18	1.94%	856	23	33	15	1	0	2	3.53		0.93
(3V10) (541GI) Warren, OH	909	902	99.23%	7	0.77%	863	29	10	5	0	0	2	2.00	0.00	2.18
(3V10) (541GJ) New Philadelphia, OH	1,009	999	99.01%	10	0.99%	963	17	19	5	4	1	0	0.00		0.08
(3V10) (541GK) Ravenna, OH	943	942	99.89%	1	0.11%	930	7	5	0	0	0	1	0.00		3.37
(3V10) (541GL) Parma, OH	5,174	4,866	94.05%	308	5.95%	4,406	212	248	188	55	28	37	3.40	2.82	4.91
(3V10) (541QB) Cleveland Euclid Avenue, OH	762	760	99.74%	2	0.26%	757	1	2	1	0	0	1			
(3V10) (552) Dayton, OH HCS	12,003	11,828	98.54%	175	1.46%	11,400	229	199	134	25	6	10	0.78	3.17	2.33
(3V10) (552) Dayton, OH	9,620	9,471	98.45%	149	1.55%	9,102	208	161	119	23	3	4	0.77	3.39	1.95
(3V10) (552GA) Middletown, OH	563	549	97.51%	14	2.49%	521	10	18	6	1	3	4	2.12	0.03	6.21
(3V10) (552GB) Lima, OH	514	510	99.22%	4	0.78%	499	4	7	2	1	0	1	0.04	0.44	0.00
(3V10) (552GC) Richmond, IN	690	684	99.13%	6	0.87%	667	6	11	6	0	0	0	0.08	1.58	3.40
(3V10) (552GD) Springfield, OH	616	614	99.68%	2	0.32%	611	1	2	1	0	0	1	0.28	0.07	12.74
(3V10) (757) Columbus, OH HCS	13,446	12,678	94.29%	768	5.71%	11,344	609	725	541	142	50	35	6.81	6.93	4.90
(3V10) (757) Columbus, OH (Chalmers P. Wylie)	9,616	9,072	94.34%	544	5.66%	8,178	383	511	400	93	28	23	7.03	6.79	5.65
(3V10) (757GA) Zanesville, OH	859	790	91.97%	69	8.03%	639	71	80	46	9	7	7	2.38	21.64	8.44

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	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) (757GB) Grove City, OH	517	491	94.97%	26	5.03%	437	31	23	17	5	2	2	9.68	14.00	5.45
(3V10) (757GC) Marion, OH	581	548	94.32%	33	5.68%	488	37	23	17	9	6	1	5.74		1.13
(3V10) (757GD) Newark, OH (Daniel L. Kinnard)	800	765	95.63%	35	4.38%	681	41	43	29	4	1	1	5.69	1.38	3.45
(3V10) (757QC) Columbus Airport Drive, OH	1,073	1,012	94.32%	61	5.68%	921	46	45	32	22	6	1			3.75
(3V10) (506) Ann Arbor, MI HCS	21,641	21,163	97.79%	478	2.21%	20,433	386	344	274	104	54	46	0.59	1.67	5.41
(3V10) (506) Ann Arbor, MI	15,364	14,911	97.05%	453	2.95%	14,284	326	301	258	102	50	43	0.80	1.85	6.12
(3V10) (506GA) Toledo, OH	3,281	3,277	99.88%	4	0.12%	3,225	34	18	1	0	2	1	0.32	0.54	0.09
(3V10) (506GB) Flint, MI	1,116	1,104	98.92%	12	1.08%	1,077	10	17	11	0	1	0	0.85	0.67	1.53
(3V10) (506GC) Jackson, MI	926	922	99.57%	4	0.43%	902	12	8	3	1	0	0	0.39		2.05
(3V10) (506QA) Ann Arbor Packard Road, MI (Packard Road)	370	370	100.00%	0	0.00%	370	0	0	0	0	0	0		0.00	0.00
(3V10) (506QB) Green Road, MI	584	579	99.14%	5	0.86%	575	4	0	1	1	1	2		0.18	
(3V10) (515) Battle Creek, MI HCS	11,012	10,620	96.44%	392	3.56%	9,712	445	463	292	71	20	9	2.24	6.88	3.58
(3V10) (515) Battle Creek, MI	4,664	4,499	96.46%	165	3.54%	4,052	214	233	139	21	4	1	2.27	6.08	3.05
(3V10) (515BU) Battle Creek, MI - VADOM	16	14	87.50%	2	12.50%	14	0	0	2	0	0	0			
(3V10) (515BY) Wyoming, MI	4,105	3,917	95.42%	188	4.58%	3,560	178	179	124	43	15	6	2.46	7.49	4.52
(3V10) (515GA) Muskegon, MI	970	964	99.38%	6	0.62%	923	21	20	4	2	0	0	0.88		1.72
(3V10) (515GB) Lansing South, MI	864	843	97.57%	21	2.43%	806	17	20	14	5	1	1	0.20	0.00	1.60
(3V10) (515GC) Benton Harbor, MI	393	383	97.46%	10	2.54%	357	15	11	9	0	0	1	0.50		6.26
(3V10) (553) Detroit, MI HCS	12,167	11,826	97.20%	341	2.80%	11,360	172	294	251	61	19	10	0.80	3.16	1.85
(3V10) (553) Detroit, MI (John D. Dingell)	10,798	10,458	96.85%	340	3.15%	10,003	163	292	250	61	19	10	1.76	3.16	1.85
(3V10) (553GA) Yale, MI	850	850	100.00%	0	0.00%	849	1	0	0	0	0	0	0.04		
(3V10) (553GB) Pontiac, MI	492	491	99.80%	1	0.20%	481	8	2	1	0	0	0	0.50		
(3V10) (553QA) Piquette Street, MI	27	27	100.00%	0	0.00%	27	0	0	0	0	0	0			
(3V10) (583) Indianapolis, IN HCS	18,945	18,881	99.66%	64	0.34%	18,495	213	173	55	8	0	1	0.28	0.76	2.81
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	13,387	13,335	99.61%	52	0.39%	13,040	162	133	44	7	0	1	0.09	0.74	3.01
(3V10) (583BU) Indianapolis, IN - VADOM	488	487	99.80%	1	0.20%	481	3	3	1	0	0	0			
(3V10) (583GA) Terre Haute, IN	866	866	100.00%	0	0.00%	865	1	0	0	0	0	0	0.01	0.22	0.00
(3V10) (583GB) Bloomington, IN	869	869	100.00%	0	0.00%	860	9	0	0	0	0	0	0.78	0.00	0.00
(3V10) (583GC) Martinsville, IN	193	191	98.96%	2	1.04%	185	5	1	2	0	0	0	0.88		3.14
(3V10) (583GD) Indianapolis West, IN	910	906	99.56%	4	0.44%	877	10	19	4	0	0	0	0.46	0.14	0.38
(3V10) (583GE) West Lafayette, IN	284	284	100.00%	0	0.00%	279	3	2	0	0	0	0	0.33		0.43
(3V10) (583GF) Wakeman, IN	296	295	99.66%	1	0.34%	295	0	0	1	0	0	0	0.00	0.00	1.91
(3V10) (583GG) Shelbyville, IN	201	201	100.00%	0	0.00%	192	4	5	0	0	0	0	0.00	7.00	5.42
(3V10) (583QA) Monroe County, IN	249	249	100.00%	0	0.00%	248	0	1	0	0	0	0			4.80
(3V10) (583QC) Vigo County, IN	316	314	99.37%	2	0.63%	300	10	4	2	0	0	0			4.05
(3V10) (583QD) Indianapolis YMCA, IN	237	236	99.58%	1	0.42%	225	6	5	0	1	0	0		2.24	0.00
(3V10) (583QE) Cold Spring Road, IN	649	648	99.85%	1	0.15%	648	0	0	1	0	0	0			
(3V10) (610) Northern Indiana HCS	11,820	11,412	96.55%	408	3.45%	10,682	321	409	306	59	25	18	3.25	4.51	2.50
(3V10) (610) Marion, IN	2,546	2,491	97.84%	55	2.16%	2,385	49	57	47	6	1	1	2.81	4.63	1.20
(3V10) (610A4) Fort Wayne, IN	3,957	3,810	96.29%	147	3.71%	3,594	88	128	116	17	9	5	4.97	3.67	3.85
(3V10) (610BY) St. Joseph County, IN	2,212	2,142	96.84%	70	3.16%	2,011	63	68	60	8	1	1	2.61	6.50	1.79
(3V10) (610GB) Muncie, IN	716	687	95.95%	29	4.05%	632	25	30	23	3	3	0	4.56		0.50

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V10) (610GC) Goshen, IN	552	533	96.56%	19	3.44%	486	26	21	9	5	2	3	3.53		5.21
(3V10) (610GD) Peru, IN	249	246	98.80%	3	1.20%	238	2	6	3	0	0	0	0.89		4.40
(3V10) (610QA) Fort Wayne East State Boulevard, IN	1,574	1,489	94.60%	85	5.40%	1,322	68	99	48	20	9	8		1.50	4.08
(3V10) (610QB) Columbia Place, IN	14	14	100.00%	0	0.00%	14	0	0	0	0	0	0			
(3V10) (655) Saginaw, MI HCS	9,665	9,573	99.05%	92	0.95%	9,090	278	205	82	8	1	1	1.21	3.09	0.95
(3V10) (655) Saginaw, MI (Aleda E. Lutz)	5,615	5,569	99.18%	46	0.82%	5,312	160	97	41	3	1	1	1.70	3.00	0.14
(3V10) (655GA) Gaylord, MI	226	224	99.12%	2	0.88%	217	4	3	2	0	0	0	0.20		2.35
(3V10) (655GB) Traverse City, MI (Colonel Demas T. Crow)	1,008	996	98.81%	12	1.19%	931	28	37	11	1	0	0	0.18	9.84	0.66
(3V10) (655GC) Oscoda, MI	355	355	100.00%	0	0.00%	324	22	9	0	0	0	0	0.39		1.80
(3V10) (655GD) Alpena, MI (Lieutenant Colonel Clement C. Van Wagoner)	248	244	98.39%	4	1.61%	233	5	6	2	2	0	0	0.07		1.00
(3V10) (655GE) Clare, MI	641	623	97.19%	18	2.81%	579	17	27	16	2	0	0	2.38	0.00	0.00
(3V10) (655GF) Bad Axe, MI	407	404	99.26%	3	0.74%	383	9	12	3	0	0	0	1.11	0.67	
(3V10) (655GG) Cadillac, MI	395	395	100.00%	0	0.00%	389	3	3	0	0	0	0	0.06		0.00
(3V10) (655GH) Cheboygan County, MI	481	475	98.75%	6	1.25%	451	19	5	6	0	0	0	0.00		0.27
(3V10) (655GI) Grayling, MI	106	106	100.00%	0	0.00%	96	7	3	0	0	0	0	0.00		0.00
(3V10) (655QA) Saginaw Barnard Road, MI	183	182	99.45%	1	0.55%	175	4	3	1	0	0	0			1.14
(3V12) (550) Danville, IL HCS	8,943	8,868	99.16%	75	0.84%	8,604	133	131	55	14	3	3	0.64	2.49	0.78
(3V12) (550) Danville, IL	4,049	4,018	99.23%	31	0.77%	3,882	66	70	21	6	1	3	0.31	2.52	0.19
(3V12) (550BY) Peoria, IL (Bob Michel)	2,393	2,374	99.21%	19	0.79%	2,319	29	26	13	5	1	0	0.38	2.92	0.75
(3V12) (550GA) Decatur, IL	573	567	98.95%	6	1.05%	552	8	7	4	1	1	0	1.87	2.59	2.00
(3V12) (550GD) Springfield, IL	939	927	98.72%	12	1.28%	899	17	11	12	0	0	0	1.34	0.13	0.80
(3V12) (550GF) Mattoon, IL	485	484	99.79%	1	0.21%	466	10	8	1	0	0	0	0.31	0.00	1.94
(3V12) (550GG) Bloomington, IL	504	498	98.81%	6	1.19%	486	3	9	4	2	0	0	0.30	1.33	8.13
(3V12) (537) Chicago, IL HCS	16,710	16,204	96.97%	506	3.03%	15,509	290	405	335	113	35	23	1.91	6.21	1.81
(3V12) (537) Chicago, IL (Jesse Brown)	12,944	12,485	96.45%	459	3.55%	11,961	198	326	301	105	31	22	2.92	6.07	1.28
(3V12) (537BY) Crown Point, IN (Adam Benjamin Jr.)	2,428	2,388	98.35%	40	1.65%	2,260	65	63	28	7	4	1	0.57	7.76	4.33
(3V12) (537GA) Chicago Heights, IL	455	453	99.56%	2	0.44%	447	3	3	2	0	0	0	0.50		0.95
(3V12) (537GD) Lakeside, IL	597	594	99.50%	3	0.50%	583	8	3	2	1	0	0	1.61		
(3V12) (537HA) Auburn Gresham, IL	286	284	99.30%	2	0.70%	258	16	10	2	0	0	0	0.18		4.05
(3V12) (556) North Chicago, IL HCS	13,820	13,473	97.49%	347	2.51%	12,960	238	275	277	54	12	4	0.26	3.64	1.15
(3V12) (556) North Chicago, IL (Captain James A. Lovell)	12,266	11,921	97.19%	345	2.81%	11,420	231	270	276	54	11	4	0.27	3.64	1.01
(3V12) (556GA) Evanston, IL	288	286	99.31%	2	0.69%	279	3	4	1	0	1	0	0.18		4.13
(3V12) (556GC) McHenry, IL	831	831	100.00%	0	0.00%	827	3	1	0	0	0	0	0.21	4.00	0.80
(3V12) (556GD) Kenosha, WI	435	435	100.00%	0	0.00%	434	1	0	0	0	0	0	0.43	0.00	
(3V12) (578) Hines, IL HCS	16,108	15,832	98.29%	276	1.71%	15,356	217	259	202	24	32	18	0.96	3.67	1.40
(3V12) (578) Hines, IL (Edward Hines Junior)	12,546	12,304	98.07%	242	1.93%	11,923	165	216	176	19	30	17	1.41	3.27	1.56
(3V12) (578GA) Joliet, IL	1,052	1,028	97.72%	24	2.28%	968	32	28	18	4	2	0	1.09	9.91	0.00
(3V12) (578GC) Kankakee County, IL	240	238	99.17%	2	0.83%	233	3	2	2	0	0	0	0.31	2.00	0.05
(3V12) (578GD) Aurora, IL	872	871	99.89%	1	0.11%	864	5	2	0	0	0	1	0.00	0.04	0.08
(3V12) (578GE) Hoffman Estates, IL	442	442	100.00%	0	0.00%	431	4	7	0	0	0	0	0.46	3.67	1.60
(3V12) (578GF) LaSalle, IL	209	206	98.56%	3	1.44%	199	6	1	3	0	0	0	0.26	9.60	0.48

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V12) (578GG) Oak Lawn, IL	747	743	99.46%	4	0.54%	738	2	3	3	1	0	0	1.79		3.54
(3V12) (585) Iron Mountain, MI HCS	4,695	4,620	98.40%	75	1.60%	4,283	192	145	60	12	2	1	1.33	1.94	1.76
(3V12) (585) Iron Mountain, MI (Oscar G. Johnson)	2,498	2,462	98.56%	36	1.44%	2,305	92	65	29	5	1	1	1.27	2.06	2.14
(3V12) (585GA) Hancock, MI	294	293	99.66%	1	0.34%	292	0	1	1	0	0	0	1.66	0.00	0.00
(3V12) (585GB) Rhinelander, WI	561	552	98.40%	9	1.60%	480	42	30	9	0	0	0	1.40	0.46	1.55
(3V12) (585GC) Menominee, MI	261	260	99.62%	1	0.38%	251	6	3	0	1	0	0	2.90	0.00	3.00
(3V12) (585GD) Ironwood, MI	197	196	99.49%	1	0.51%	173	17	6	1	0	0	0	0.97		2.59
(3V12) (585GF) Manistique, MI	207	206	99.52%	1	0.48%	205	1	0	1	0	0	0	0.00	31.00	0.30
(3V12) (585HA) Marquette, MI	414	393	94.93%	21	5.07%	349	18	26	16	4	1	0	0.88		4.38
(3V12) (585HB) Sault Saint Marie, MI	263	258	98.10%	5	1.90%	228	16	14	3	2	0	0	0.67		2.85
(3V12) (607) Madison, WI HCS	13,467	13,251	98.40%	216	1.60%	12,487	437	327	159	40	8	9	1.23	4.05	1.86
(3V12) (607) Madison, WI (William S. Middleton)	7,937	7,774	97.95%	163	2.05%	7,300	264	210	118	31	6	8	4.33	4.09	1.70
(3V12) (607GC) Janesville, WI	658	658	100.00%	0	0.00%	644	9	5	0	0	0	0	0.95	2.00	0.00
(3V12) (607GD) Baraboo, WI	500	500	100.00%	0	0.00%	483	15	2	0	0	0	0	0.69	0.00	0.00
(3V12) (607GE) Beaver Dam, WI	448	445	99.33%	3	0.67%	429	13	3	2	1	0	0	0.67	0.00	1.56
(3V12) (607GF) Freeport, IL	195	193	98.97%	2	1.03%	182	7	4	2	0	0	0	2.00		0.00
(3V12) (607GG) Madison West, WI	1,867	1,848	98.98%	19	1.02%	1,750	65	33	13	4	1	1	0.95	0.00	1.87
(3V12) (607HA) Rockford, IL	1,862	1,833	98.44%	29	1.56%	1,699	64	70	24	4	1	0	0.81	3.40	3.45
(3V12) (676) Tomah, WI HCS	9,132	9,031	98.89%	101	1.11%	8,654	191	186	78	7	7	9	5.81	3.96	1.84
(3V12) (676) Tomah, WI	5,503	5,459	99.20%	44	0.80%	5,284	89	86	34	3	1	6	8.95	3.91	1.05
(3V12) (676GA) Wausau, WI	1,183	1,158	97.89%	25	2.11%	1,075	40	43	23	1	1	0	1.56	0.00	2.77
(3V12) (676GC) River Valley, WI	1,217	1,199	98.52%	18	1.48%	1,156	24	19	13	1	3	1	2.15	1.81	1.93
(3V12) (676GD) Wisconsin Rapids, WI	1,019	1,008	98.92%	11	1.08%	939	34	35	6	2	1	2	0.36	5.89	1.81
(3V12) (676GE) Clark County, WI	210	207	98.57%	3	1.43%	200	4	3	2	0	1	0	0.18		5.78
(3V12) (695) Milwaukee, WI HCS	16,411	16,072	97.93%	339	2.07%	15,417	303	352	247	60	14	18	2.27	2.61	1.05
(3V12) (695) Milwaukee, WI (Clement J. Zablocki)	11,332	11,144	98.34%	188	1.66%	10,829	151	164	126	44	9	9	1.01	2.33	0.69
(3V12) (695BU) Milwaukee, WI - VADOM	64	64	100.00%	0	0.00%	58	5	1	0	0	0	0			
(3V12) (695BY) Appleton, WI (John H. Bradley)	1,453	1,428	98.28%	25	1.72%	1,347	44	37	25	0	0	0	2.31	1.14	1.60
(3V12) (695GA) Union Grove, WI	518	518	100.00%	0	0.00%	505	10	3	0	0	0	0	0.50		2.28
(3V12) (695GC) Cleveland, WI	671	650	96.87%	21	3.13%	585	22	43	17	2	0	2	7.36		2.32
(3V12) (695GD) Green Bay, WI (Milo C. Huempfner)	2,358	2,253	95.55%	105	4.45%	2,078	71	104	79	14	5	7	1.92	4.78	3.36
(3V12) (695QA) Milwaukee MLK Drive, WI	15	15	100.00%	0	0.00%	15	0	0	0	0	0	0			
(3V15) (589A4) Columbia, MO HCS	9,093	8,664	95.28%	429	4.72%	8,033	319	312	265	104	35	25	3.47	4.65	5.01
(3V15) (589A4) Columbia, MO (Harry S. Truman)	6,915	6,527	94.39%	388	5.61%	6,044	243	240	230	100	34	24	7.29	4.86	4.97
(3V15) (589BX) Columbia, MO - VADOM	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0			
(3V15) (589G8) Jefferson City, MO	218	214	98.17%	4	1.83%	212	0	2	3	1	0	0	2.75	0.91	2.11
(3V15) (589GE) Kirksville, MO	401	392	97.76%	9	2.24%	351	15	26	8	1	0	0	0.77	1.00	
(3V15) (589GF) Fort Leonard Wood, MO	138	130	94.20%	8	5.80%	119	3	8	6	1	1	0	1.33	5.94	18.22
(3V15) (589GH) Lake of the Ozarks, MO	445	441	99.10%	4	0.90%	398	25	18	3	1	0	0	0.04	0.50	2.08
(3V15) (589GX) Mexico, MO	139	136	97.84%	3	2.16%	130	3	3	2	0	0	1	1.58	0.00	11.94
(3V15) (589GY) St. James, MO	203	202	99.51%	1	0.49%	189	8	5	1	0	0	0	1.46	0.00	2.91

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	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) (589JA) Sedalia, MO	327	326	99.69%	1	0.31%	311	10	5	1	0	0	0	0.03	0.00	0.00
(3V15) (589JD) Marshfield, MO	306	295	96.41%	11	3.59%	278	12	5	11	0	0	0	0.30	0.00	6.47
(3V15) (589) Kansas City, MO HCS	17,076	16,783	98.28%	293	1.72%	16,160	304	319	225	56	5	7	0.36	2.76	0.89
(3V15) (589) Kansas City, MO	10,484	10,218	97.46%	266	2.54%	9,721	235	262	205	51	5	5	0.07	3.40	0.91
(3V15) (589G1) Warrensburg, MO	818	816	99.76%	2	0.24%	793	13	10	2	0	0	0	0.70	0.48	1.20
(3V15) (589GB) Belton, MO	621	620	99.84%	1	0.16%	604	9	7	1	0	0	0	0.00	0.00	3.50
(3V15) (589GC) Paola, KS	243	243	100.00%	0	0.00%	242	0	1	0	0	0	0	0.00		0.63
(3V15) (589GD) Nevada, MO	372	372	100.00%	0	0.00%	372	0	0	0	0	0	0	0.14		
(3V15) (589GZ) Cameron, MO	206	205	99.51%	1	0.49%	205	0	0	1	0	0	0	0.00		
(3V15) (589JB) Excelsior Springs, MO	630	630	100.00%	0	0.00%	626	4	0	0	0	0	0	0.33		0.00
(3V15) (589JC) Shawnee, KS	817	815	99.76%	2	0.24%	786	12	17	2	0	0	0	0.22		0.00
(3V15) (589JF) Honor, MO	2,520	2,499	99.17%	21	0.83%	2,447	30	22	14	5	0	2	0.86	23.00	0.89
(3V15) (589QA) Overland Park, KS	365	365	100.00%	0	0.00%	364	1	0	0	0	0	0		0.09	
(3V15) (589A5) Eastern Kansas HCS	10,652	10,370	97.35%	282	2.65%	9,838	320	212	223	38	9	12	1.18	4.97	2.17
(3V15) (589A5) Topeka, KS (Colmery-ONeil)	5,367	5,214	97.15%	153	2.85%	4,939	164	111	134	11	2	6	0.99	4.84	2.23
(3V15) (589A6) Leavenworth, KS (Dwight D. Eisenhower)	4,123	4,019	97.48%	104	2.52%	3,810	134	75	74	21	5	4	1.41	5.32	1.57
(3V15) (589BU) Leavenworth, KS - VADOM	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0			
(3V15) (589GI) St. Joseph, MO	194	192	98.97%	2	1.03%	183	5	4	1	1	0	0	1.25		14.00
(3V15) (589GJ) Wyandotte County, KS	211	210	99.53%	1	0.47%	204	4	2	1	0	0	0	0.00		1.22
(3V15) (589GM) Chanute, KS	37	36	97.30%	1	2.70%	35	0	1	1	0	0	0			
(3V15) (589GP) Garnett, KS	33	32	96.97%	1	3.03%	32	0	0	0	0	0	1			
(3V15) (589GR) Junction City, KS (Lieutenant General Richard J. Seitz-Based)	369	357	96.75%	12	3.25%	331	12	14	4	5	2	1	0.93	4.45	56.00
(3V15) (589GU) Lawrence, KS	115	110	95.65%	5	4.35%	106	1	3	5	0	0	0	0.00		
(3V15) (589GV) Fort Scott, KS	173	170	98.27%	3	1.73%	169	0	1	3	0	0	0	2.00		
(3V15) (589JE) Platte City, MO	29	29	100.00%	0	0.00%	28	0	1	0	0	0	0	0.00		0.00
(3V15) (589A7) Wichita, KS HCS	11,018	10,772	97.77%	246	2.23%	10,236	255	281	196	36	8	6	2.55	2.68	2.72
(3V15) (589A7) Wichita, KS (Robert J. Dole)	9,264	9,035	97.53%	229	2.47%	8,566	223	246	183	35	7	4	1.57	3.00	2.56
(3V15) (589G2) Dodge City, KS	256	256	100.00%	0	0.00%	254	2	0	0	0	0	0	0.40	0.00	0.00
(3V15) (589G3) Liberal, KS	38	37	97.37%	1	2.63%	35	1	1	0	0	1	0	10.71		0.00
(3V15) (589G4) Hays, KS	305	305	100.00%	0	0.00%	301	3	1	0	0	0	0	0.71	0.00	0.66
(3V15) (589G5) Parsons, KS	170	165	97.06%	5	2.94%	158	2	5	4	1	0	0	4.44	0.00	9.17
(3V15) (589G7) Hutchinson, KS	325	322	99.08%	3	0.92%	313	8	1	2	0	0	1	2.20	0.28	1.84
(3V15) (589GW) Salina, KS	569	562	98.77%	7	1.23%	522	16	24	6	0	0	1	6.58	1.28	5.63
(3V15) (589MB) IDES McConnel AFB	1	1	100.00%	0	0.00%	0	0	1	0	0	0	0			17.00
(3V15) (589QB) Sedgwick County, KS	9	9	100.00%	0	0.00%	9	0	0	0	0	0	0			
(3V15) (589QC) South Parklane, KS	81	80	98.77%	1	1.23%	78	0	2	1	0	0	0		1.84	
(3V15) (657A5) Marion, IL HCS	10,500	10,336	98.44%	164	1.56%	9,804	278	254	123	26	11	4	0.46	4.81	2.19
(3V15) (657A5) Marion, IL	3,416	3,380	98.95%	36	1.05%	3,249	60	71	29	6	1	0	0.27	3.23	0.24
(3V15) (657BW) Marion MH-RRTP	20	18	90.00%	2	10.00%	18	0	0	2	0	0	0			3.89
(3V15) (657GJ) Evansville, IN	3,465	3,355	96.83%	110	3.17%	3,077	148	130	78	20	10	2	0.32	8.24	4.21
(3V15) (657GK) Mount Vernon, IL	283	283	100.00%	0	0.00%	276	3	4	0	0	0	0	0.16		0.47

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	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) (657GL) Paducah, KY	683	676	98.98%	7	1.02%	649	16	11	6	0	0	1	1.08	0.00	3.38
(3V15) (657GM) Effingham, IL	206	206	100.00%	0	0.00%	195	8	3	0	0	0	0	0.34		0.52
(3V15) (657GP) Owensboro, KY	517	513	99.23%	4	0.77%	507	4	2	4	0	0	0	0.09		0.00
(3V15) (657GQ) Vincennes, IN	288	288	100.00%	0	0.00%	285	1	2	0	0	0	0	0.08		0.49
(3V15) (657GR) Mayfield, KY	277	274	98.92%	3	1.08%	259	11	4	3	0	0	0	0.00		8.25
(3V15) (657GT) Carbondale, IL	579	579	100.00%	0	0.00%	572	5	2	0	0	0	0	0.41		0.55
(3V15) (657GU) Harrisburg, IL	233	232	99.57%	1	0.43%	226	2	4	0	0	0	1	1.28		3.20
(3V15) (657QD) Heartland Street, IL	533	532	99.81%	1	0.19%	491	20	21	1	0	0	0	1.39		5.60
(3V15) (657A4) Poplar Bluff, MO HCS	5,806	5,740	98.86%	66	1.14%	5,539	106	95	49	7	4	6	5.67	12.29	2.69
(3V15) (657A4) Poplar Bluff, MO (John J. Pershing)	2,583	2,556	98.95%	27	1.05%	2,467	41	48	21	4	1	1	2.20	12.85	0.76
(3V15) (657GF) West Plains, MO	519	514	99.04%	5	0.96%	504	5	5	5	0	0	0	0.00	0.00	7.40
(3V15) (657GG) Paragould, AR	248	248	100.00%	0	0.00%	244	2	2	0	0	0	0	2.42		0.09
(3V15) (657GH) Cape Girardeau, MO	1,212	1,194	98.51%	18	1.49%	1,140	30	24	8	2	3	5	24.33		5.13
(3V15) (657GI) Farmington, MO	812	802	98.77%	10	1.23%	763	24	15	10	0	0	0	2.09		3.15
(3V15) (657GN) Salem, MO	30	25	83.33%	5	16.67%	24	1	0	4	1	0	0			
(3V15) (657GV) Sikeston, MO	302	301	99.67%	1	0.33%	298	2	1	1	0	0	0	0.11	0.00	1.62
(3V15) (657GW) Pocahontas, AR	100	100	100.00%	0	0.00%	99	1	0	0	0	0	0	0.38		0.00
(3V15) (657) St. Louis, MO HCS	20,421	19,838	97.15%	583	2.85%	18,853	500	485	425	89	24	45	0.31	4.99	2.12
(3V15) (657) St. Louis John Cochran, MO (John Cochran)	7,437	7,156	96.22%	281	3.78%	6,754	194	208	191	43	16	31	0.12	4.72	1.14
(3V15) (657A0) St. Louis Jefferson Barracks, MO	6,498	6,304	97.01%	194	2.99%	5,903	207	194	155	26	6	7	0.39	7.68	2.42
(3V15) (657GA) St. Clair County, IL	1,102	1,066	96.73%	36	3.27%	995	40	31	28	6	1	1	0.60	4.44	1.00
(3V15) (657GB) St. Louis County, MO	965	963	99.79%	2	0.21%	963	0	0	2	0	0	0	0.13		0.32
(3V15) (657GD) St. Charles County, MO	1,045	1,040	99.52%	5	0.48%	1,017	10	13	4	0	0	1	0.82	0.00	1.20
(3V15) (657GS) Franklin County, MO	561	559	99.64%	2	0.36%	550	5	4	1	0	0	1	0.24	0.00	0.00
(3V15) (657GX) Washington Avenue, MO	980	975	99.49%	5	0.51%	970	2	3	3	1	0	1	0.21		
(3V15) (657GY) Manchester Avenue, MO	1,132	1,096	96.82%	36	3.18%	1,057	22	17	22	11	1	2	0.02		
(3V15) (657QA) Olive Street, MO	670	648	96.72%	22	3.28%	613	20	15	19	2	0	1	0.00	1.17	3.13
(3V15) (657QB) Washington Boulevard, MO	26	26	100.00%	0	0.00%	26	0	0	0	0	0	0			
(3V15) (657QE) Scott Air Force Base, IL	5	5	100.00%	0	0.00%	5	0	0	0	0	0	0		0.40	
(4V16) (502) Alexandria, LA HCS	11,954	11,702	97.89%	252	2.11%	11,193	252	257	187	32	18	15	1.92	4.01	4.12
(4V16) (502) Alexandria, LA	5,546	5,449	98.25%	97	1.75%	5,275	76	98	65	14	11	7	2.63	4.48	3.80
(4V16) (502GA) Jennings, LA	412	409	99.27%	3	0.73%	396	6	7	3	0	0	0	4.53		2.24
(4V16) (502GB) Lafayette, LA	2,410	2,370	98.34%	40	1.66%	2,333	20	17	30	5	4	1	2.70	1.06	0.00
(4V16) (502GE) Lake Charles, LA (Douglas Fournet)	1,350	1,329	98.44%	21	1.56%	1,253	50	26	14	4	1	2	0.21	0.00	2.59
(4V16) (502GF) Fort Polk, LA	759	717	94.47%	42	5.53%	627	52	38	33	5	2	2	0.00		8.63
(4V16) (502GG) Natchitoches, LA	474	471	99.37%	3	0.63%	461	3	7	3	0	0	0	0.00		0.27
(4V16) (502QB) Lafayette Campus B, LA	1,003	957	95.41%	46	4.59%	848	45	64	39	4	0	3			6.93
(4V16) (520) Gulf Coast, MS HCS	19,741	19,120	96.85%	621	3.15%	18,073	473	574	430	139	27	25	1.59	5.55	3.72
(4V16) (520) Biloxi, MS	6,829	6,570	96.21%	259	3.79%	6,172	157	241	190	47	11	11	2.26	6.07	1.40
(4V16) (520BZ) Pensacola, FL	6,697	6,456	96.40%	241	3.60%	6,101	161	194	167	56	12	6	2.10	4.68	6.32
(4V16) (520GA) Mobile, AL	2,143	2,077	96.92%	66	3.08%	1,997	41	39	33	26	3	4	1.44	10.48	3.87

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020		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) (520GB) Panama City Beach, FL	1,405	1,395	99.29%	10	0.71%	1,359	19	17	10	0	0	0	0.23	0.00	0.17
	(4V16) (520GC) Eglin Air Force Base, FL	2,184	2,140	97.99%	44	2.01%	1,969	93	78	30	9	1	4	1.51	14.00	2.55
	(4V16) (520QA) Panama City Beach West, FL	483	482	99.79%	1	0.21%	475	2	5	0	1	0	0		0.00	0.18
	(4V16) (564) Fayetteville, AR HCS	20,088	19,827	98.70%	261	1.30%	19,263	300	264	186	47	14	14	1.70	3.40	3.02
	(4V16) (564) Fayetteville, AR	8,295	8,145	98.19%	150	1.81%	7,867	154	124	109	21	10	10	1.73	4.24	3.27
	(4V16) (564BY) Springfield, MO (Gene Taylor)	3,584	3,515	98.07%	69	1.93%	3,351	79	85	52	15	0	2	1.73	2.74	3.80
	(4V16) (564GA) Harrison, AR	426	425	99.77%	1	0.23%	417	5	3	1	0	0	0	0.32		
	(4V16) (564GB) Fort Smith, AR	2,517	2,503	99.44%	14	0.56%	2,474	16	13	7	3	2	2	2.93	7.10	3.19
	(4V16) (564GC) Branson, MO	1,719	1,717	99.88%	2	0.12%	1,680	18	19	1	1	0	0	1.01	0.29	0.00
	(4V16) (564GD) Ozark, AR	465	452	97.20%	13	2.80%	437	6	9	9	4	0	0	3.65	0.00	3.89
	(4V16) (564GE) Jay, OK	553	553	100.00%	0	0.00%	552	1	0	0	0	0	0	0.18	0.00	0.38
	(4V16) (564GF) Joplin, MO	1,568	1,560	99.49%	8	0.51%	1,536	18	6	4	3	1	0	1.37	1.46	0.67
	(4V16) (564QA) Township, AR	296	296	100.00%	0	0.00%	296	0	0	0	0	0	0			
	(4V16) (564QB) Sunbridge, AR	665	661	99.40%	4	0.60%	653	3	5	3	0	1	0		1.98	
	(4V16) (580) Houston, TX HCS	41,852	41,349	98.80%	503	1.20%	40,116	566	667	369	96	14	24	0.48	2.32	0.87
	(4V16) (580) Houston, TX (Michael E. DeBakey)	24,523	24,152	98.49%	371	1.51%	23,340	358	454	268	76	10	17	0.57	2.35	0.98
	(4V16) (580BY) Beaumont, TX	2,147	2,098	97.72%	49	2.28%	1,950	80	68	27	16	2	4	0.51	0.00	0.03
	(4V16) (580BZ) Lufkin, TX (Charles Wilson)	786	783	99.62%	3	0.38%	775	4	4	2	1	0	0	0.14	7.94	1.72
	(4V16) (580GC) Galveston County, TX	331	331	100.00%	0	0.00%	330	0	1	0	0	0	0	0.10	0.00	0.18
	(4V16) (580GD) Conroe, TX	3,106	3,060	98.52%	46	1.48%	2,949	46	65	41	1	2	2	0.31	2.24	0.72
	(4V16) (580GE) Katy, TX	3,363	3,357	99.82%	6	0.18%	3,336	14	7	6	0	0	0	0.61	2.48	0.50
	(4V16) (580GF) Lake Jackson, TX	1,226	1,225	99.92%	1	0.08%	1,205	10	10	1	0	0	0	0.00		0.48
	(4V16) (580GG) Richmond, TX	2,571	2,558	99.49%	13	0.51%	2,481	39	38	13	0	0	0	0.19	0.00	0.59
	(4V16) (580GH) Tomball, TX	2,407	2,395	99.50%	12	0.50%	2,366	10	19	9	2	0	1	0.50	2.35	1.58
	(4V16) (580GJ) Texas City, TX	1,392	1,390	99.86%	2	0.14%	1,384	5	1	2	0	0	0	0.54	0.63	0.31
	(4V16) (586) Jackson, MS HCS	12,415	12,188	98.17%	227	1.83%	11,819	202	167	137	45	15	30	0.71	10.46	0.60
	(4V16) (586) Jackson, MS (G.V. (Sonny) Montgomery)	8,561	8,404	98.17%	157	1.83%	8,230	89	85	96	37	12	12	0.56	10.44	0.60
	(4V16) (586GA) Kosciusko, MS	400	398	99.50%	2	0.50%	394	0	4	1	0	0	1	0.00		0.39
	(4V16) (586GB) Meridian, MS	577	577	100.00%	0	0.00%	573	1	3	0	0	0	0	0.88		0.79
	(4V16) (586GC) Greenville, MS	504	495	98.21%	9	1.79%	465	10	20	7	0	0	2	0.00		
	(4V16) (586GD) Hattiesburg, MS	1,483	1,428	96.29%	55	3.71%	1,311	74	43	31	7	2	15	3.00		0.00
	(4V16) (586GE) Natchez, MS	252	252	100.00%	0	0.00%	252	0	0	0	0	0	0	0.00		
	(4V16) (586GF) Columbus, MS	357	353	98.88%	4	1.12%	340	9	4	2	1	1	0	0.00	89.50	
	(4V16) (586GG) McComb, MS	267	267	100.00%	0	0.00%	240	19	8	0	0	0	0	1.58		
	(4V16) (586QB) Dogwood View Parkway, MS	14	14	100.00%	0	0.00%	14	0	0	0	0	0	0		0.29	
	(4V16) (598) Little Rock, AR HCS	21,459	20,823	97.04%	636	2.96%	19,935	421	467	413	115	50	58	2.80	6.42	2.61
	(4V16) (598) Little Rock, AR (John L. McClellan)	7,367	7,047	95.66%	320	4.34%	6,768	121	158	190	71	37	22	3.38	7.28	0.28
	(4V16) (598A0) North Little Rock, AR (Eugene J. Towbin Healthcare Center)	6,654	6,479	97.37%	175	2.63%	6,184	139	156	118	22	7	28	2.01	4.43	2.61
	(4V16) (598GA) Mountain Home, AR	1,139	1,097	96.31%	42	3.69%	1,042	25	30	31	10	1	0	1.84	6.42	6.00
	(4V16) (598GB) El Dorado, AR	556	554	99.64%	2	0.36%	550	4	0	2	0	0	0	0.36	0.00	1.52
	(4V16) (598GC) Hot Springs, AR	1,568	1,518	96.81%	50	3.19%	1,429	36	53	32	9	4	5	11.27	1.10	0.80

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(4V16) (598GD) Mena, AR	570	568	99.65%	2	0.35%	546	17	5	2	0	0	0	0.69	0.00	0.60
(4V16) (598GE) Pine Bluff, AR	703	696	99.00%	7	1.00%	646	35	15	7	0	0	0	2.71	0.00	0.75
(4V16) (598GF) Searcy, AR	767	760	99.09%	7	0.91%	732	15	13	6	1	0	0	1.13	6.43	0.75
(4V16) (598GG) Conway, AR	1,539	1,516	98.51%	23	1.49%	1,478	15	23	21	1	0	1	2.52	6.83	7.06
(4V16) (598GH) Russellville, AR	501	494	98.60%	7	1.40%	468	13	13	3	1	1	2	2.53	0.00	0.00
(4V16) (598QA) Little Rock Main Street, AR	95	94	98.95%	1	1.05%	92	1	1	1	0	0	0	0.84	7.00	
(4V16) (629) New Orleans, LA HCS	11,406	10,961	96.10%	445	3.90%	10,391	256	314	208	145	51	41	3.64	8.22	9.20
(4V16) (629) New Orleans, LA	5,929	5,620	94.79%	309	5.21%	5,264	140	216	148	92	38	31	5.53	9.37	10.96
(4V16) (629BY) Baton Rouge, LA	1,605	1,550	96.57%	55	3.43%	1,475	50	25	9	34	6	6	0.86	1.23	3.61
(4V16) (629GA) Houma, LA	931	929	99.79%	2	0.21%	912	11	6	2	0	0	0	0.56	1.55	2.38
(4V16) (629GB) Hammond, LA	159	158	99.37%	1	0.63%	157	1	0	0	1	0	0	0.12	1.82	0.57
(4V16) (629GC) Slidell, LA	586	568	96.93%	18	3.07%	554	6	8	14	4	0	0	3.06	3.26	0.00
(4V16) (629GD) St. John, LA	508	508	100.00%	0	0.00%	506	1	1	0	0	0	0	0.00		0.00
(4V16) (629GE) Franklin, LA	196	196	100.00%	0	0.00%	194	1	1	0	0	0	0	1.21		0.00
(4V16) (629GF) Bogalusa, LA	346	346	100.00%	0	0.00%	346	0	0	0	0	0	0	0.00	0.00	
(4V16) (629QA) Baton Rouge South, LA	1,146	1,086	94.76%	60	5.24%	983	46	57	35	14	7	4		2.62	2.15
(4V16) (667) Shreveport, LA HCS	10,439	10,045	96.23%	394	3.77%	9,413	318	314	220	96	34	44	1.98	2.55	5.19
(4V16) (667) Shreveport, LA (Overton Brooks)	7,774	7,456	95.91%	318	4.09%	6,986	208	262	166	84	33	35	1.39	2.63	4.84
(4V16) (667GA) Texarkana, AR	754	753	99.87%	1	0.13%	750	2	1	0	0	0	1	0.00	0.00	0.20
(4V16) (667GB) Monroe, LA	967	965	99.79%	2	0.21%	897	56	12	2	0	0	0	0.11	0.00	0.00
(4V16) (667GC) Longview, TX	914	841	92.01%	73	7.99%	750	52	39	52	12	1	8	10.83	0.89	6.84
(4V16) (667QA) Knight Street, LA	30	30	100.00%	0	0.00%	30	0	0	0	0	0	0		0.00	
(4V17) (549) Dallas, TX HCS	44,568	42,938	96.34%	1,630	3.66%	40,534	1,155	1,249	1,011	352	125	142	2.76	5.81	2.69
(4V17) (549) Dallas, TX	25,052	24,076	96.10%	976	3.90%	22,791	614	671	593	240	71	72	2.62	6.89	1.59
(4V17) (549A4) Bonham, TX (Sam Rayburn Center)	3,510	3,481	99.17%	29	0.83%	3,380	54	47	25	2	1	1	1.40	4.05	0.63
(4V17) (549BY) Fort Worth, TX	7,583	7,133	94.07%	450	5.93%	6,500	300	333	276	81	45	48	3.92	1.92	5.33
(4V17) (549GD) Denton, TX	1,504	1,493	99.27%	11	0.73%	1,466	14	13	6	1	2	2	3.67	7.67	0.90
(4V17) (549GE) Decatur, TX	149	139	93.29%	10	6.71%	131	4	4	6	2	0	2	9.40		15.20
(4V17) (549GF) Granbury, TX	261	258	98.85%	3	1.15%	248	5	5	2	0	0	1	2.74		
(4V17) (549GH) Greenville, TX	446	436	97.76%	10	2.24%	419	7	10	6	1	1	2	1.35	28.00	
(4V17) (549GJ) Sherman, TX	915	912	99.67%	3	0.33%	886	10	16	3	0	0	0	2.14		0.31
(4V17) (549GK) Polk Street, TX	830	817	98.43%	13	1.57%	788	18	11	13	0	0	0	1.22	13.67	6.43
(4V17) (549GL) Plano, TX	2,042	1,993	97.60%	49	2.40%	1,891	55	47	17	19	1	12	1.58	9.40	5.60
(4V17) (549GM) Grand Prairie, TX	834	818	98.08%	16	1.92%	763	26	29	12	1	1	2	2.29		5.14
(4V17) (549QC) Tyler Broadway, TX	1,442	1,382	95.84%	60	4.16%	1,271	48	63	52	5	3	0	1.70	4.63	3.49
(4V17) (671) San Antonio, TX HCS	30,855	30,105	97.57%	750	2.43%	28,408	814	883	558	119	40	33	2.33	5.34	3.44
(4V17) (671) San Antonio, TX (Audie L. Murphy)	14,513	14,050	96.81%	463	3.19%	13,135	380	535	349	69	33	12	3.02	5.68	3.40
(4V17) (671A4) Kerrville, TX	1,774	1,691	95.32%	83	4.68%	1,597	54	40	46	27	3	7	0.88	3.20	1.21
(4V17) (671BU) San Antonio, TX - VADOM	217	216	99.54%	1	0.46%	216	0	0	0	0	0	1			0.00
(4V17) (671BY) San Antonio Eckert Road, TX (Frank M. Tejeda)	3,936	3,848	97.76%	88	2.24%	3,624	106	118	72	11	1	4	0.69	4.80	3.22
(4V17) (671DT) Unknown	150	144	96.00%	6	4.00%	129	7	8	6	0	0	0			
(4V17) (671GB) Victoria, TX	672	671	99.85%	1	0.15%	668	2	1	1	0	0	0	0.84	0.00	0.39

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020		Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(4V17) (671GF) South Bexar County, TX		1,065	1,054	98.97%	11	1.03%	991	46	17	8	0	0	3	4.31		1.73
(4V17) (671GH) Beeville, TX		37	37	100.00%	0	0.00%	37	0	0	0	0	0	0	0.07		
(4V17) (671GK) San Antonio Woodcock Drive, TX		2,004	1,998	99.70%	6	0.30%	1,972	15	11	5	1	0	0	1.89		0.56
(4V17) (671GL) New Braunfels, TX		642	640	99.69%	2	0.31%	619	17	4	1	1	0	0	2.63		
(4V17) (671GN) Seguin, TX		117	117	100.00%	0	0.00%	114	1	2	0	0	0	0	3.67		
(4V17) (671GO) North Central Federal, TX		2,277	2,229	97.89%	48	2.11%	2,064	79	86	36	7	2	3	2.70	2.00	4.70
(4V17) (671GP) Balcones Heights, TX		1,813	1,797	99.12%	16	0.88%	1,685	76	36	12	0	1	3	1.96	2.86	7.70
(4V17) (671GQ) Shavano Park, TX		1,244	1,223	98.31%	21	1.69%	1,179	23	21	20	1	0	0	2.20		2.13
(4V17) (671GR) North Bexar, TX		109	109	100.00%	0	0.00%	108	1	0	0	0	0	0	0.41		
(4V17) (671PA) San Antonio SAR RTP		4	4	100.00%	0	0.00%	4	0	0	0	0	0	0			0.00
(4V17) (671QB) Data Point, TX		281	277	98.58%	4	1.42%	266	7	4	2	2	0	0		1.88	
(4V17) (674) Temple, TX HCS		24,585	23,298	94.77%	1,287	5.23%	21,828	712	758	905	213	84	85	2.01	5.67	5.87
(4V17) (674) Temple, TX (Olin E. Teague Center)		10,932	10,286	94.09%	646	5.91%	9,701	273	312	432	106	48	60	3.62	5.67	7.17
(4V17) (674A4) Waco, TX (Doris Miller)		2,295	2,232	97.25%	63	2.75%	2,128	61	43	41	11	5	6	2.11	1.67	4.87
(4V17) (674BY) Austin, TX		7,030	6,542	93.06%	488	6.94%	5,937	287	318	367	82	28	11	0.61	6.34	6.17
(4V17) (674GA) Palestine, TX		454	445	98.02%	9	1.98%	440	3	2	6	1	0	2	0.89	0.00	0.00
(4V17) (674GB) Brownwood, TX		477	469	98.32%	8	1.68%	437	25	7	4	1	0	3	1.14		0.00
(4V17) (674GC) Bryan, TX		235	228	97.02%	7	2.98%	212	6	10	5	2	0	0	3.51		5.89
(4V17) (674GD) Cedar Park, TX		2,058	2,030	98.64%	28	1.36%	1,949	39	42	18	7	2	1	2.04	0.00	9.32
(4V17) (674GF) Temple South General Bruce Drive, TX		1,047	1,010	96.47%	37	3.53%	971	16	23	31	3	1	2	4.43	11.60	0.00
(4V17) (674HB) LaGrange, TX		57	56	98.25%	1	1.75%	53	2	1	1	0	0	0	14.40		0.69
(4V17) (504) Amarillo, TX HCS		5,532	5,427	98.10%	105	1.90%	5,195	113	119	77	17	5	6	0.50	5.25	1.75
(4V17) (504) Amarillo, TX (Thomas E. Creek)		3,100	3,020	97.42%	80	2.58%	2,840	85	95	58	13	5	4	0.27	5.57	2.82
(4V17) (504BY) Lubbock, TX		2,259	2,235	98.94%	24	1.06%	2,185	27	23	18	4	0	2	0.97	2.55	0.64
(4V17) (504BZ) Clovis, NM		164	164	100.00%	0	0.00%	163	1	0	0	0	0	0	0.09		0.00
(4V17) (504GA) Childress, TX		4	3	75.00%	1	25.00%	2	0	1	1	0	0	0	0.00		
(4V17) (504HB) Dalhart, TX		5	5	100.00%	0	0.00%	5	0	0	0	0	0	0	0.00		
(4V17) (519) Big Spring, TX HCS		4,468	4,346	97.27%	122	2.73%	4,147	106	93	96	17	7	2	0.80	1.05	3.42
(4V17) (519) Big Spring, TX (George H. OBrien, Jr.)		1,426	1,368	95.93%	58	4.07%	1,309	24	35	47	5	5	1	1.06	0.61	4.24
(4V17) (519GA) Permian Basin, TX (Wilson and Young Medal of Honor)		823	814	98.91%	9	1.09%	785	16	13	7	0	1	1	0.80	11.00	1.54
(4V17) (519GB) Hobbs, NM		187	187	100.00%	0	0.00%	187	0	0	0	0	0	0	0.00		0.02
(4V17) (519GD) Fort Stockton, TX		54	54	100.00%	0	0.00%	53	0	1	0	0	0	0	0.00		
(4V17) (519HC) Abilene, TX		1,216	1,176	96.71%	40	3.29%	1,099	49	28	29	10	1	0	1.37	4.47	7.07
(4V17) (519HF) San Angelo, TX		762	747	98.03%	15	1.97%	714	17	16	13	2	0	0	0.44	0.00	4.06
(4V17) (756) El Paso, TX HCS		13,735	13,288	96.75%	447	3.25%	12,385	438	465	326	82	24	15	1.75	1.66	3.49
(4V17) (756) El Paso, TX		9,668	9,378	97.00%	290	3.00%	8,854	239	285	202	57	19	12	2.32	1.60	3.53
(4V17) (756GA) Las Cruces, NM		1,234	1,212	98.22%	22	1.78%	1,150	34	28	21	1	0	0	0.43	0.28	2.51
(4V17) (756GB) El Paso Eastside, TX		1,633	1,556	95.28%	77	4.72%	1,382	92	82	55	17	3	2	1.37	4.67	9.05
(4V17) (756QA) El Paso South Central, TX		1,048	1,000	95.42%	48	4.58%	875	66	59	39	6	2	1			3.04
(4V17) (756QB) El Paso Central, TX		152	142	93.42%	10	6.58%	124	7	11	9	1	0	0		7.82	
(4V17) (740) Texas Valley Coastal Bend HCS		13,856	13,372	96.51%	484	3.49%	12,767	293	312	343	93	27	21	1.59	8.75	0.76

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(4V17) (740) Harlingen, TX	3,047	2,828	92.81%	219	7.19%	2,538	121	169	158	40	8	13		10.86	0.24
(4V17) (740GA) Harlingen Treasure Hills, TX	1,908	1,828	95.81%	80	4.19%	1,755	29	44	45	22	12	1	1.43	0.00	0.00
(4V17) (740GB) McAllen, TX	3,887	3,842	98.84%	45	1.16%	3,744	50	48	41	4	0	0	0.13	11.00	1.42
(4V17) (740GC) Corpus Christi, TX	1,646	1,577	95.81%	69	4.19%	1,526	27	24	58	7	1	3	4.60		2.00
(4V17) (740GD) Laredo, TX	1,150	1,128	98.09%	22	1.91%	1,101	21	6	8	8	4	2	0.05	0.00	0.97
(4V17) (740GH) South Enterprize, TX	2,059	2,010	97.62%	49	2.38%	1,944	45	21	33	12	2	2		4.60	1.34
(4V17) (740GI) Old Brownsville, TX	159	159	100.00%	0	0.00%	159	0	0	0	0	0	0			0.00
(4V19) (623) Muskogee, OK HCS	16,225	15,825	97.53%	400	2.47%	15,174	307	344	276	82	27	15	0.65	4.56	3.51
(4V19) (623) Muskogee, OK (Jack C. Montgomery)	6,147	6,027	98.05%	120	1.95%	5,760	123	144	89	20	9	2	0.20	5.19	3.97
(4V19) (623BY) Tulsa, OK (Ernest Childers)	5,119	5,058	98.81%	61	1.19%	4,917	52	89	55	4	0	2	0.97	3.46	0.89
(4V19) (623GA) McAlester, OK	947	937	98.94%	10	1.06%	925	7	5	9	0	0	1	0.29		1.44
(4V19) (623GB) Vinita, OK	816	816	100.00%	0	0.00%	810	6	0	0	0	0	0	0.02	0.00	0.32
(4V19) (623GC) McCurtain County, OK	497	497	100.00%	0	0.00%	480	14	3	0	0	0	0	1.27		0.00
(4V19) (623QA) Muskogee East, OK	447	429	95.97%	18	4.03%	398	13	18	11	3	3	1			4.44
(4V19) (623QB) Tulsa Eleventh Street, OK	2,169	1,979	91.24%	190	8.76%	1,802	92	85	112	55	15	8		0.00	4.45
(4V19) (623QC) Yale Avenue, OK	83	82	98.80%	1	1.20%	82	0	0	0	0	0	1		0.06	
(4V19) (635) Oklahoma City, OK HCS	25,039	24,520	97.93%	519	2.07%	23,758	369	393	367	116	25	11	1.77	5.80	2.80
(4V19) (635) Oklahoma City, OK	14,653	14,247	97.23%	406	2.77%	13,670	274	303	288	97	15	6	1.54	5.96	2.88
(4V19) (635GA) Lawton, OK	2,114	2,046	96.78%	68	3.22%	1,976	34	36	51	10	5	2	0.29	2.66	1.00
(4V19) (635GB) Wichita Falls, TX	1,782	1,778	99.78%	4	0.22%	1,747	18	13	4	0	0	0	0.61	0.14	1.27
(4V19) (635GC) Blackwell, OK	77	75	97.40%	2	2.60%	75	0	0	2	0	0	0	2.37		
(4V19) (635GD) Ada, OK	250	249	99.60%	1	0.40%	249	0	0	1	0	0	0	0.60		
(4V19) (635GE) Stillwater, OK	541	541	100.00%	0	0.00%	539	1	1	0	0	0	0	0.51	0.00	3.50
(4V19) (635GF) Altus, OK	233	233	100.00%	0	0.00%	232	1	0	0	0	0	0	0.52		
(4V19) (635GG) Enid, OK	57	57	100.00%	0	0.00%	57	0	0	0	0	0	0	0.29		
(4V19) (635HB) Ardmore, OK	343	343	100.00%	0	0.00%	340	2	1	0	0	0	0	0.30		14.00
(4V19) (635QA) North May, OK	849	845	99.53%	4	0.47%	826	12	7	0	1	3	0	0.60	32.93	
(4V19) (635QB) South Oklahoma City, OK	3,528	3,494	99.04%	34	0.96%	3,436	26	32	21	8	2	3	5.85	5.09	2.89
(4V19) (635QC) Fourteenth Street, OK	612	612	100.00%	0	0.00%	611	1	0	0	0	0	0	0.00		
(4V19) (436) Montana HCS	13,228	12,741	96.32%	487	3.68%	11,944	417	380	297	108	41	41	2.36	4.65	3.63
(4V19) (436) Fort Harrison, MT	4,208	3,996	94.96%	212	5.04%	3,685	160	151	122	50	20	20	4.03	5.55	3.01
(4V19) (436A4) Miles City CLC, MT	188	188	100.00%	0	0.00%	178	9	1	0	0	0	0	0.20	2.33	0.00
(4V19) (436GA) Anaconda, MT	362	360	99.45%	2	0.55%	346	7	7	2	0	0	0	1.81	0.00	7.25
(4V19) (436GB) Great Falls, MT	947	928	97.99%	19	2.01%	892	11	25	11	4	3	1	1.26	0.00	6.91
(4V19) (436GC) Missoula, MT (David J. Thatcher)	1,579	1,558	98.67%	21	1.33%	1,468	42	48	16	2	1	2	1.34	2.24	5.65
(4V19) (436GD) Bozeman, MT	778	774	99.49%	4	0.51%	747	15	12	4	0	0	0	0.31	23.00	0.43
(4V19) (436GF) Kalispell, MT	1,709	1,665	97.43%	44	2.57%	1,584	52	29	33	8	2	1	1.65	0.64	3.94
(4V19) (436GH) Billings Majestic Lane, MT (Benjamin Charles Steele)	1,474	1,385	93.96%	89	6.04%	1,268	54	63	58	13	8	10		4.17	4.45
(4V19) (436GI) Glasgow, MT	63	63	100.00%	0	0.00%	59	3	1	0	0	0	0	0.12		1.00
(4V19) (436GJ) Miles City, MT	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0			0.00
(4V19) (436GK) Glendive, MT	30	27	90.00%	3	10.00%	25	0	2	1	1	1	0	4.50		18.50
(4V19) (436GL) Cut Bank, MT	89	89	100.00%	0	0.00%	86	2	1	0	0	0	0	0.82		15.50

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	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) (436GM) Lewistown, MT	148	145	97.97%	3	2.03%	141	3	1	1	1	1	0	0.09		13.75
(4V19) (436GN) Billings Spring Creek Lane, MT (Dr. Joseph Medicine Crow)	1,135	1,084	95.51%	51	4.49%	1,019	39	26	25	18	2	6	5.11	0.00	
(4V19) (436HC) Havre, MT (Merril Lundman)	99	95	95.96%	4	4.04%	91	4	0	4	0	0	0	4.17	0.00	0.79
(4V19) (436QA) Hamilton, MT	184	180	97.83%	4	2.17%	166	7	7	3	1	0	0	3.20		6.64
(4V19) (436QB) Plentywood, MT	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0	0.00		
(4V19) (436QC) Helena, MT	231	200	86.58%	31	13.42%	185	9	6	17	10	3	1			
(4V19) (442) Cheyenne, WY HCS	4,764	4,592	96.39%	172	3.61%	4,147	216	229	137	30	1	4	2.32	3.29	4.73
(4V19) (442) Cheyenne, WY	2,988	2,884	96.52%	104	3.48%	2,657	117	110	81	19	0	4	0.46	3.42	4.48
(4V19) (442GB) Sidney, NE	41	41	100.00%	0	0.00%	37	3	1	0	0	0	0	3.60	0.00	0.00
(4V19) (442GC) Fort Collins, CO	731	705	96.44%	26	3.56%	618	40	47	23	3	0	0	0.82	7.25	4.94
(4V19) (442GD) Loveland, CO	894	861	96.31%	33	3.69%	759	49	53	26	6	1	0	4.24	1.73	5.94
(4V19) (442HK) Wheatland, WY - Mobile	9	8	88.89%	1	11.11%	8	0	0	0	1	0	0	1.25		0.00
(4V19) (442QA) Rawlins, WY	40	40	100.00%	0	0.00%	38	1	1	0	0	0	0	0.00		0.00
(4V19) (442QB) Torrington, WY - Mobile	16	15	93.75%	1	6.25%	10	2	3	1	0	0	0	6.00		
(4V19) (442QD) Laramie, WY - Mobile	25	22	88.00%	3	12.00%	11	2	9	3	0	0	0	0.00		14.33
(4V19) (442QE) Sterling, CO	20	16	80.00%	4	20.00%	9	2	5	3	1	0	0	25.33		6.67
(4V19) (554) Aurora, CO HCS	37,794	35,826	94.79%	1,968	5.21%	32,930	1,469	1,427	1,275	468	131	94	7.16	8.43	7.76
(4V19) (554) Aurora, CO (Rocky Mountain Regional)	18,145	16,885	93.06%	1,260	6.94%	15,686	544	655	761	349	87	63	9.72	8.84	9.06
(4V19) (554GB) Aurora, CO	1,445	1,428	98.82%	17	1.18%	1,332	79	17	14	1	0	2	4.29		6.58
(4V19) (554GC) Golden, CO	4,159	4,001	96.20%	158	3.80%	3,569	237	195	126	26	3	3	6.50	8.65	5.40
(4V19) (554GD) Pueblo, CO (PFC James Dunn)	3,260	3,132	96.07%	128	3.93%	2,850	130	152	115	9	3	1	4.81	1.85	6.27
(4V19) (554GE) Colorado Springs, CO (PFC Floyd K. Lindstrom)	7,891	7,516	95.25%	375	4.75%	6,789	386	341	234	81	36	24	2.47	4.65	7.61
(4V19) (554GF) Alamosa, CO	251	250	99.60%	1	0.40%	218	14	18	0	1	0	0	2.53	87.00	5.50
(4V19) (554GG) La Junta, CO	302	295	97.68%	7	2.32%	272	20	3	5	1	0	1	0.50	152.00	3.45
(4V19) (554GH) Lamar, CO	35	34	97.14%	1	2.86%	33	0	1	0	0	1	0		3.00	6.59
(4V19) (554GI) Burlington, CO	86	86	100.00%	0	0.00%	85	0	1	0	0	0	0	0.00		7.00
(4V19) (554GJ) Denver East 9th Avenue, CO	1,298	1,292	99.54%	6	0.46%	1,226	41	25	6	0	0	0	5.91		0.00
(4V19) (554MA) IDES Fort Carson	4	3	75.00%	1	25.00%	2	1	0	1	0	0	0		19.33	0.00
(4V19) (554QA) York Street, CO	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0			
(4V19) (554QB) Jewell, CO	890	876	98.43%	14	1.57%	842	16	18	13	0	1	0		39.50	
(4V19) (554QC) Salida, CO	22	22	100.00%	0	0.00%	20	1	1	0	0	0	0			0.00
(4V19) (575) Grand Junction, CO HCS	5,192	4,945	95.24%	247	4.76%	4,556	190	199	177	47	7	16	2.61	7.28	3.61
(4V19) (575) Grand Junction, CO	4,599	4,375	95.13%	224	4.87%	4,041	156	178	157	45	7	15	2.07	6.51	2.71
(4V19) (575GA) Montrose, CO	263	249	94.68%	14	5.32%	230	12	7	13	1	0	0	2.67	17.94	
(4V19) (575GB) Craig, CO (Major William Edward Adams)	44	42	95.45%	2	4.55%	39	2	1	1	1	0	0	4.11		
(4V19) (575QA) Glenwood Springs, CO	189	184	97.35%	5	2.65%	161	15	8	5	0	0	0	2.06		6.74
(4V19) (575QB) Moab, UT	97	95	97.94%	2	2.06%	85	5	5	1	0	0	1	3.25	6.18	
(4V19) (660) Salt Lake City, UT HCS	16,798	16,138	96.07%	660	3.93%	14,996	579	563	423	162	49	26	2.24	5.62	1.44
(4V19) (660) Salt Lake City, UT (George E. Wahlen)	12,212	11,787	96.52%	425	3.48%	11,004	391	392	291	98	21	15	1.87	5.54	1.03
(4V19) (660GA) Pocatello, ID	857	773	90.20%	84	9.80%	678	51	44	29	33	19	3	2.31	13.54	13.74

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(4V19) (660GB) Ogden, UT	620	584	94.19%	36	5.81%	519	25	40	25	6	5	0	10.31	10.56	6.55
(4V19) (660GD) Roosevelt, UT	129	126	97.67%	3	2.33%	118	2	6	1	1	0	1			
(4V19) (660GE) Orem, UT	797	772	96.86%	25	3.14%	737	21	14	22	3	0	0	0.00	5.90	2.12
(4V19) (660GG) St. George, UT	380	366	96.32%	14	3.68%	335	20	11	8	5	0	1	1.96		4.48
(4V19) (660GJ) Western Salt Lake, UT	980	953	97.24%	27	2.76%	909	21	23	22	4	0	1	3.47	0.00	4.00
(4V19) (660GK) Elko, NV	34	31	91.18%	3	8.82%	28	3	0	2	1	0	0	3.71		0.00
(4V19) (660MA) IDES Hill AFB	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0			0.00
(4V19) (660QA) Idaho Falls, ID	425	418	98.35%	7	1.65%	398	15	5	7	0	0	0	0.67		11.30
(4V19) (660QB) Price, UT	12	12	100.00%	0	0.00%	12	0	0	0	0	0	0	2.00		
(4V19) (660QC) Weber County, UT	351	315	89.74%	36	10.26%	257	30	28	16	11	4	5			3.66
(4V19) (666) Sheridan, WY HCS	3,946	3,843	97.39%	103	2.61%	3,554	148	141	79	20	1	3	2.58	3.06	1.76
(4V19) (666) Sheridan, WY	2,478	2,427	97.94%	51	2.06%	2,227	103	97	45	5	0	1	1.79	3.10	1.82
(4V19) (666GB) Casper, WY	619	590	95.32%	29	4.68%	552	21	17	16	10	1	2	2.10	0.00	1.70
(4V19) (666GC) Riverton, WY	157	150	95.54%	7	4.46%	146	3	1	7	0	0	0	1.00		1.07
(4V19) (666GD) Cody, WY	263	261	99.24%	2	0.76%	255	1	5	2	0	0	0	0.79		
(4V19) (666GE) Gillette, WY	141	133	94.33%	8	5.67%	119	3	11	5	3	0	0	13.55	0.00	0.00
(4V19) (666GF) Rock Springs, WY	220	216	98.18%	4	1.82%	189	17	10	2	2	0	0	4.09		
(4V19) (666QA) Afton, WY	59	58	98.31%	1	1.69%	58	0	0	1	0	0	0	0.00		
(4V19) (666QB) Evanston, WY	7	6	85.71%	1	14.29%	6	0	0	1	0	0	0	0.40		
(4V19) (666QC) Worland, WY	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0	0.00		0.00
(5V20) (463) Anchorage, AK HCS	6,491	6,296	97.00%	195	3.00%	5,943	165	188	131	44	17	3	0.97	2.22	6.74
(5V20) (463) Anchorage, AK	3,693	3,530	95.59%	163	4.41%	3,277	115	138	109	38	14	2	1.27	2.17	6.72
(5V20) (463BU) Anchorage, AK - VADOM	506	506	100.00%	0	0.00%	504	0	2	0	0	0	0			0.00
(5V20) (463GA) Fairbanks, AK	722	702	97.23%	20	2.77%	656	21	25	13	5	1	1	0.09		15.77
(5V20) (463GB) Kenai, AK	696	692	99.43%	4	0.57%	665	16	11	2	0	2	0	0.12		0.00
(5V20) (463GC) Mat-Su, AK	676	670	99.11%	6	0.89%	646	12	12	5	1	0	0	0.98	4.20	5.62
(5V20) (463GD) Homer, AK	12	12	100.00%	0	0.00%	12	0	0	0	0	0	0			
(5V20) (463GE) Juneau, AK	186	184	98.92%	2	1.08%	183	1	0	2	0	0	0	0.39	3.25	0.00
(5V20) (531) Boise, ID HCS	13,794	13,459	97.57%	335	2.43%	12,861	307	291	218	54	29	34	1.21	4.05	1.27
(5V20) (531) Boise, ID	11,589	11,282	97.35%	307	2.65%	10,740	277	265	196	50	28	33	1.27	4.09	1.72
(5V20) (531GE) Twin Falls, ID	819	815	99.51%	4	0.49%	802	7	6	4	0	0	0	0.16		0.00
(5V20) (531GG) Caldwell, ID	1,089	1,066	97.89%	23	2.11%	1,029	19	18	17	4	1	1	1.79	1.96	0.11
(5V20) (531GH) Burns, OR	47	47	100.00%	0	0.00%	47	0	0	0	0	0	0	0.03		0.00
(5V20) (531GI) Mountain Home, ID	117	117	100.00%	0	0.00%	116	1	0	0	0	0	0	0.85		0.00
(5V20) (531GJ) Salmon, ID	133	132	99.25%	1	0.75%	127	3	2	1	0	0	0	0.00		0.00
(5V20) (648) Portland, OR HCS	29,902	28,878	96.58%	1,024	3.42%	27,140	777	961	764	162	44	54	2.90	6.43	0.95
(5V20) (648) Portland, OR	14,643	13,957	95.32%	686	4.68%	13,093	354	510	484	124	35	43	1.34	6.73	0.99
(5V20) (648A4) Portland Vancouver, WA	4,662	4,533	97.23%	129	2.77%	4,299	112	122	107	17	5	0	1.69	5.15	1.62
(5V20) (648BU) Vancouver, WA - VADOM	51	51	100.00%	0	0.00%	50	1	0	0	0	0	0			
(5V20) (648GA) Bend, OR	1,460	1,429	97.88%	31	2.12%	1,348	43	38	22	5	0	4	7.78	8.00	0.04
(5V20) (648GB) Salem, OR	2,395	2,320	96.87%	75	3.13%	2,196	59	65	59	10	2	4	1.33	7.44	0.10
(5V20) (648GD) North Coast, OR	228	228	100.00%	0	0.00%	224	4	0	0	0	0	0	0.06		0.00
(5V20) (648GE) Fairview, OR	1,825	1,810	99.18%	15	0.82%	1,733	37	40	14	0	1	0	1.68		0.51

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	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) (648GF) Hillsboro, OR	2,141	2,095	97.85%	46	2.15%	1,907	82	106	40	3	0	3	4.54	0.95	0.17
(5V20) (648GG) West Linn, OR	1,691	1,661	98.23%	30	1.77%	1,533	69	59	27	3	0	0	1.95	2.83	0.00
(5V20) (648GH) Newport, OR	220	220	100.00%	0	0.00%	207	8	5	0	0	0	0	1.13		0.00
(5V20) (648GI) Portland 1st Avenue, OR	143	139	97.20%	4	2.80%	129	2	8	4	0	0	0	4.00		
(5V20) (648GJ) The Dalles, OR (Loren R. Kaufman)	443	435	98.19%	8	1.81%	421	6	8	7	0	1	0	1.94		
(5V20) (653) Roseburg, OR HCS	8,985	8,728	97.14%	257	2.86%	8,184	280	264	151	67	13	26	2.82	3.54	0.92
(5V20) (653) Roseburg, OR	4,034	3,858	95.64%	176	4.36%	3,580	136	142	100	54	13	9	9.06	3.06	1.48
(5V20) (653BV) Roseburg, OR - VADOM	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0			
(5V20) (653BY) Eugene, OR	3,171	3,106	97.95%	65	2.05%	2,902	109	95	43	11	0	11	1.58	4.64	8.56
(5V20) (653GA) North Bend, OR	445	443	99.55%	2	0.45%	424	12	7	2	0	0	0	0.55	17.50	0.00
(5V20) (653GB) Brookings, OR	441	432	97.96%	9	2.04%	424	3	5	3	1	0	5	0.07	0.00	0.17
(5V20) (653QA) Downtown Eugene, OR	892	887	99.44%	5	0.56%	852	20	15	3	1	0	1			0.51
(5V20) (663) Puget Sound, WA HCS	36,174	34,281	94.77%	1,893	5.23%	31,763	1,307	1,211	1,193	432	132	136	2.74	12.14	2.39
(5V20) (663) Seattle, WA	17,562	16,671	94.93%	891	5.07%	15,426	611	634	595	184	50	62	2.05	10.33	2.23
(5V20) (663A4) American Lake, WA	11,941	11,381	95.31%	560	4.69%	10,728	368	285	298	183	50	29	2.11	16.51	2.74
(5V20) (663GA) Bellevue, WA	1,679	1,515	90.23%	164	9.77%	1,388	70	57	105	18	19	22	0.52	9.19	0.98
(5V20) (663GB) Silverdale, WA	1,393	1,257	90.24%	136	9.76%	1,031	122	104	97	23	4	12	7.81	0.33	1.20
(5V20) (663GC) Mount Vernon, WA	1,988	1,926	96.88%	62	3.12%	1,811	52	63	44	5	5	8	3.44	6.11	0.76
(5V20) (663GD) South Sound, WA	921	859	93.27%	62	6.73%	750	53	56	41	15	3	3	2.80		6.08
(5V20) (663GE) North Olympic Peninsula, WA	583	571	97.94%	12	2.06%	533	29	9	10	1	1	0	1.94	7.29	0.00
(5V20) (663HK) Puget Sound, WA - Mobile	107	101	94.39%	6	5.61%	96	2	3	3	3	0	0	6.05		
(5V20) (668) Spokane, WA HCS	11,666	11,226	96.23%	440	3.77%	10,424	434	368	346	57	18	19	2.09	8.71	2.01
(5V20) (668) Spokane, WA (Mann-Grandstaff)	9,359	8,966	95.80%	393	4.20%	8,285	373	308	313	50	13	17	1.67	9.07	2.27
(5V20) (668GA) Wenatchee, WA	587	583	99.32%	4	0.68%	544	21	18	4	0	0	0	0.24	5.37	0.34
(5V20) (668GB) Coeur d Alene, ID	1,387	1,354	97.62%	33	2.38%	1,289	33	32	22	6	3	2	3.13	6.49	1.20
(5V20) (668HK) Spokane, WA - Mobile	35	35	100.00%	0	0.00%	35	0	0	0	0	0	0			
(5V20) (668QB) Libby, MT	118	113	95.76%	5	4.24%	105	2	6	3	1	1	0	4.43		30.00
(5V20) (668QD) Sandpoint, ID	153	149	97.39%	4	2.61%	141	4	4	3	0	1	0	0.00		
(5V20) (668QE) Spokane 2nd Avenue, WA	27	26	96.30%	1	3.70%	25	1	0	1	0	0	0			
(5V20) (687) Walla Walla, WA HCS	6,602	6,495	98.38%	107	1.62%	6,246	125	124	68	12	10	17	2.68	2.41	2.74
(5V20) (687) Walla Walla, WA (Jonathan M. Wainwright)	2,786	2,730	97.99%	56	2.01%	2,582	78	70	40	8	6	2	5.82	2.44	1.44
(5V20) (687GA) Richland, WA	1,428	1,418	99.30%	10	0.70%	1,399	11	8	8	0	0	2	1.14	3.08	3.17
(5V20) (687GB) Lewiston, ID	744	741	99.60%	3	0.40%	706	16	19	3	0	0	0	1.79		0.22
(5V20) (687GC) La Grande, OR	394	394	100.00%	0	0.00%	394	0	0	0	0	0	0	0.19	0.00	0.00
(5V20) (687HA) Yakima, WA	1,211	1,174	96.94%	37	3.06%	1,127	20	27	17	3	4	13	0.00	0.44	0.00
(5V20) (687QB) Morrow County, OR	33	32	96.97%	1	3.03%	32	0	0	0	1	0	0	7.88		
(5V20) (687QC) Wallowa County, OR	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0	0.00		
(5V20) (692) White City, OR HCS	5,863	5,687	97.00%	176	3.00%	5,174	295	218	142	22	6	6	2.05	2.81	2.37
(5V20) (692) White City, OR	4,928	4,780	97.00%	148	3.00%	4,340	269	171	121	18	5	4	0.97	2.81	2.38
(5V20) (692GA) Klamath Falls, OR	530	525	99.06%	5	0.94%	494	15	16	5	0	0	0	1.54	9.00	0.00
(5V20) (692GB) Grants Pass, OR	405	382	94.32%	23	5.68%	340	11	31	16	4	1	2	11.33	1.62	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(5V21) (459) Honolulu, HI HCS	16,179	15,418	95.30%	761	4.70%	14,452	485	481	454	161	71	75	0.63	9.41	2.04
(5V21) (459) Honolulu, HI (Spark M. Matsunaga)	9,951	9,283	93.29%	668	6.71%	8,641	304	338	393	146	66	63	0.61	9.57	1.07
(5V21) (459GA) Maui, HI	809	797	98.52%	12	1.48%	769	13	15	9	0	0	3	0.00		5.57
(5V21) (459GB) Hilo, HI	648	635	97.99%	13	2.01%	612	15	8	10	3	0	0	0.33		1.65
(5V21) (459GC) Kailua-Kona, HI	1,231	1,222	99.27%	9	0.73%	1,194	12	16	4	2	1	2	0.04		1.38
(5V21) (459GD) Lihue, HI	811	798	98.40%	13	1.60%	748	28	22	8	2	1	2	1.78		1.41
(5V21) (459GE) Guam, GU	957	939	98.12%	18	1.88%	873	41	25	8	5	3	2	0.32		5.73
(5V21) (459GF) American Samoa, AS (Faleomavaega Eni Faauaa Hunkin)	460	460	100.00%	0	0.00%	455	4	1	0	0	0	0	0.00	2.11	1.34
(5V21) (459GG) Leeward Oahu, HI	1,253	1,225	97.77%	28	2.23%	1,101	68	56	22	3	0	3	6.83		5.52
(5V21) (459GH) Saipan, MP	33	33	100.00%	0	0.00%	33	0	0	0	0	0	0	0.00		
(5V21) (459QB) Molokai, HI	26	26	100.00%	0	0.00%	26	0	0	0	0	0	0	0.00		
(5V21) (570) Fresno, CA HCS	15,170	14,721	97.04%	449	2.96%	14,103	300	318	276	93	46	34	2.04	5.72	5.82
(5V21) (570) Fresno, CA	12,674	12,269	96.80%	405	3.20%	11,734	257	278	249	85	40	31	0.62	5.78	6.05
(5V21) (570GA) Merced, CA	961	958	99.69%	3	0.31%	921	21	16	3	0	0	0	1.37	14.00	1.27
(5V21) (570GB) Tulare, CA	1,089	1,062	97.52%	27	2.48%	1,029	18	15	18	5	2	2	0.83	3.39	6.03
(5V21) (570GC) Oakhurst, CA	446	432	96.86%	14	3.14%	419	4	9	6	3	4	1	10.47	0.00	1.14
(5V21) (612A4) N. California HCS	34,699	33,444	96.38%	1,255	3.62%	31,798	757	889	833	292	84	46	2.04	5.34	1.12
(5V21) (612A4) Sacramento, CA	12,095	11,549	95.49%	546	4.51%	10,891	285	373	389	93	42	22	2.92	6.25	1.70
(5V21) (612B4) Redding, CA	2,850	2,734	95.93%	116	4.07%	2,625	46	63	50	40	18	8	0.86	6.32	2.40
(5V21) (612BY) Oakland, CA	1,728	1,668	96.53%	60	3.47%	1,603	29	36	36	22	2	0	1.07	6.09	0.00
(5V21) (612GD) Fairfield, CA	1,235	1,203	97.41%	32	2.59%	1,145	36	22	26	5	1	0	2.25	10.51	0.31
(5V21) (612GE) Mare Island, CA	538	524	97.40%	14	2.60%	499	18	7	8	6	0	0	1.35	0.37	0.00
(5V21) (612GF) Martinez, CA	7,596	7,251	95.46%	345	4.54%	6,842	177	232	221	96	16	12	2.71	4.45	0.72
(5V21) (612GG) Chico, CA	2,036	1,984	97.45%	52	2.55%	1,905	35	44	32	17	2	1	2.30	9.89	0.90
(5V21) (612GH) McClellan Park, CA	3,789	3,742	98.76%	47	1.24%	3,613	81	48	37	8	1	1	2.51	1.89	0.95
(5V21) (612GI) Yuba City, CA	738	732	99.19%	6	0.81%	719	6	7	4	1	1	0	1.14		0.00
(5V21) (612GJ) Yreka, CA	207	205	99.03%	2	0.97%	196	7	2	0	0	1	1	3.99	0.25	3.50
(5V21) (612GK) Sierra Foothills, CA	585	578	98.80%	7	1.20%	570	5	3	4	3	0	0	0.12	0.00	2.45
(5V21) (612QB) Twenty First Street, CA	834	834	100.00%	0	0.00%	831	0	3	0	0	0	0			0.23
(5V21) (612QC) Cypress Avenue, CA	403	375	93.05%	28	6.95%	294	32	49	26	1	0	1		6.05	
(5V21) (612QD) Howe Road, CA	65	65	100.00%	0	0.00%	65	0	0	0	0	0	0			
(5V21) (640) Palo Alto, CA HCS	27,152	25,503	93.93%	1,649	6.07%	22,946	1,241	1,316	1,189	294	88	78	2.44	3.82	0.91
(5V21) (640) Palo Alto, CA	9,543	9,021	94.53%	522	5.47%	8,177	407	437	381	80	23	38	1.71	3.52	1.53
(5V21) (640A0) Menlo Park, CA	1,660	1,600	96.39%	60	3.61%	1,492	48	60	49	8	2	1		0.24	0.43
(5V21) (640A4) Livermore, CA	3,834	3,547	92.51%	287	7.49%	3,203	183	161	200	46	21	20	0.04	5.94	1.39
(5V21) (640BY) San Jose, CA	2,911	2,686	92.27%	225	7.73%	2,335	155	196	158	57	7	3	2.03	2.64	0.41
(5V21) (640GA) Capitola, CA	103	98	95.15%	5	4.85%	92	6	0	5	0	0	0	0.00		0.00
(5V21) (640GB) Sonoma, CA	923	880	95.34%	43	4.66%	803	35	42	33	6	4	0	2.11	0.20	
(5V21) (640GC) Fremont, CA	661	636	96.22%	25	3.78%	577	22	37	19	5	1	0	1.39	0.25	3.83
(5V21) (640HA) Stockton, CA	1,858	1,725	92.84%	133	7.16%	1,571	71	83	90	23	12	8	1.71	3.07	2.22
(5V21) (640HB) Modesto, CA	2,179	1,990	91.33%	189	8.67%	1,735	137	118	147	32	8	2	7.17	1.97	1.00
(5V21) (640HC) Monterey, CA (Major General William H. Gourley)	3,467	3,307	95.39%	160	4.61%	2,948	177	182	107	37	10	6	0.66	4.56	0.15

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(5V21) (640PA) Menlo Park, CA - PR RTP	13	13	100.00%	0	0.00%	13	0	0	0	0	0	0			
(5V21) (654) Reno, NV HCS	14,352	13,986	97.45%	366	2.55%	13,306	339	341	220	82	39	25	1.62	4.41	3.74
(5V21) (654) Reno, NV (Ioannis A. Lougaris)	10,846	10,539	97.17%	307	2.83%	9,975	278	286	183	69	34	21	1.05	4.84	3.78
(5V21) (654GB) Carson Valley, NV	648	647	99.85%	1	0.15%	635	6	6	1	0	0	0	0.00		0.00
(5V21) (654GC) Lahontan Valley, NV	616	615	99.84%	1	0.16%	601	9	5	0	0	1	0	0.20		0.00
(5V21) (654GD) Diamond View, CA	258	258	100.00%	0	0.00%	249	7	2	0	0	0	0	0.42		1.42
(5V21) (654GE) Reno East, NV	1,737	1,685	97.01%	52	2.99%	1,613	35	37	32	13	3	4	4.60		0.00
(5V21) (654GF) North Reno, NV	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0		5.00	
(5V21) (654QA) Kietzke, NV	110	108	98.18%	2	1.82%	100	3	5	2	0	0	0		2.74	
(5V21) (654QB) Capitol Hill, NV	4	4	100.00%	0	0.00%	4	0	0	0	0	0	0			
(5V21) (654QC) Winnemucca, NV	76	73	96.05%	3	3.95%	73	0	0	2	0	1	0	0.00		
(5V21) (654QD) Virginia Street, NV	56	56	100.00%	0	0.00%	55	1	0	0	0	0	0		0.29	
(5V21) (662) San Francisco, CA HCS	19,970	18,931	94.80%	1,039	5.20%	17,496	701	734	592	214	79	154	3.16	9.12	2.25
(5V21) (662) San Francisco, CA	12,950	12,296	94.95%	654	5.05%	11,415	435	446	350	140	50	114	8.39	9.72	1.27
(5V21) (662GA) Santa Rosa, CA	2,340	2,102	89.83%	238	10.17%	1,858	112	132	140	48	19	31	3.42	8.24	7.58
(5V21) (662GC) Eureka, CA	1,612	1,546	95.91%	66	4.09%	1,449	54	43	46	15	2	3	0.80	2.75	0.25
(5V21) (662GD) Ukiah, CA	709	698	98.45%	11	1.55%	630	42	26	8	2	1	0	1.74	0.00	0.00
(5V21) (662GE) San Bruno, CA	917	883	96.29%	34	3.71%	809	28	46	21	5	5	3	0.68	0.00	6.25
(5V21) (662GF) San Francisco Downtown, CA	634	620	97.79%	14	2.21%	601	8	11	8	3	0	3	0.66	4.67	1.18
(5V21) (662GG) Clearlake, CA	806	784	97.27%	22	2.73%	732	22	30	19	1	2	0	0.52	0.00	2.21
(5V21) (662HA) Yountville (Orc)	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0		0.00	
(5V21) (593) Las Vegas, NV HCS	28,582	27,211	95.20%	1,371	4.80%	24,916	1,055	1,240	949	258	89	75	4.76	8.00	3.59
(5V21) (593) North Las Vegas, NV	14,904	13,853	92.95%	1,051	7.05%	12,418	623	812	706	213	66	66	5.88	8.00	3.01
(5V21) (593GC) Pahrump, NV	536	533	99.44%	3	0.56%	511	13	9	2	0	0	1	43.92	0.00	1.23
(5V21) (593GD) Northwest Las Vegas, NV	3,576	3,509	98.13%	67	1.87%	3,298	117	94	54	6	6	1	2.75		4.04
(5V21) (593GE) Southeast Las Vegas, NV	3,120	3,012	96.54%	108	3.46%	2,795	109	108	82	17	7	2	3.68		6.19
(5V21) (593GF) Southwest Las Vegas, NV	3,297	3,196	96.94%	101	3.06%	2,956	109	131	73	16	7	5	4.06	9.00	4.22
(5V21) (593GG) Northeast Las Vegas, NV	2,518	2,479	98.45%	39	1.55%	2,330	73	76	30	6	3	0	1.94		2.07
(5V21) (593GH) Laughlin, NV (Master Chief Petty Officer Jesse Dean)	305	303	99.34%	2	0.66%	284	10	9	2	0	0	0	1.96	11.00	
(5V21) (593QC) West Cheyenne, NV	326	326	100.00%	0	0.00%	324	1	1	0	0	0	0			0.54
(5V22) (501) New Mexico HCS	16,765	15,780	94.12%	985	5.88%	14,567	605	608	555	183	88	159	6.14	7.27	4.05
(5V22) (501) Albuquerque, NM (Raymond G. Murphy)	12,524	11,699	93.41%	825	6.59%	10,846	398	455	466	155	79	125	4.07	7.28	3.91
(5V22) (501G2) Las Vegas, NM	133	133	100.00%	0	0.00%	133	0	0	0	0	0	0	0.00		0.00
(5V22) (501GA) Artesia, NM	252	250	99.21%	2	0.79%	245	2	3	1	0	1	0	1.59		0.00
(5V22) (501GB) Farmington, NM	628	592	94.27%	36	5.73%	507	49	36	24	3	2	7	4.25	0.00	
(5V22) (501GC) Silver City, NM	277	270	97.47%	7	2.53%	245	13	12	6	1	0	0	0.67		0.00
(5V22) (501GD) Gallup, NM	357	334	93.56%	23	6.44%	320	9	5	8	7	1	7	18.29		0.00
(5V22) (501GE) Espanola, NM	198	187	94.44%	11	5.56%	125	45	17	6	2	1	2	10.13		0.00
(5V22) (501GH) Truth or Consequences, NM	274	274	100.00%	0	0.00%	273	1	0	0	0	0	0	0.67		0.00
(5V22) (501GI) Alamogordo, NM	277	249	89.89%	28	10.11%	188	33	28	12	7	1	8	0.00		0.00
(5V22) (501GJ) Durango, CO	386	386	100.00%	0	0.00%	385	0	1	0	0	0	0	0.33		1.06

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(5V22) (501GK) Santa Fe, NM	497	479	96.38%	18	3.62%	453	14	12	14	1	2	1	0.13		6.54
(5V22) (501GM) Northwest Metro, NM	759	726	95.65%	33	4.35%	647	41	38	17	6	1	9	7.76		
(5V22) (501GN) Taos, NM	117	115	98.29%	2	1.71%	114	0	1	1	1	0	0	0.36		0.00
(5V22) (501HB) Raton, NM	86	86	100.00%	0	0.00%	86	0	0	0	0	0	0	0.06		0.00
(5V22) (644) Phoenix, AZ HCS	34,421	33,849	98.34%	572	1.66%	32,553	646	650	432	86	38	16	1.42	4.37	1.50
(5V22) (644) Phoenix, AZ (Carl T. Hayden)	20,137	19,683	97.75%	454	2.25%	18,773	451	459	337	69	33	15	1.95	4.44	1.59
(5V22) (644BY) Southeast Gilbert, AZ	4,881	4,832	99.00%	49	1.00%	4,696	66	70	38	6	4	1	0.78	3.31	1.38
(5V22) (644GA) Northwest Surprise, AZ	2,373	2,362	99.54%	11	0.46%	2,319	28	15	9	2	0	0	0.56	3.17	1.15
(5V22) (644GB) Show Low, AZ	360	360	100.00%	0	0.00%	329	15	16	0	0	0	0	3.61	3.00	
(5V22) (644GC) Southwest Phoenix, AZ	1,101	1,091	99.09%	10	0.91%	1,050	17	24	8	2	0	0	2.13	0.00	1.97
(5V22) (644GD) Payson, AZ	234	232	99.15%	2	0.85%	221	4	7	1	1	0	0	1.78		0.00
(5V22) (644GE) Thunderbird, AZ	1,289	1,275	98.91%	14	1.09%	1,243	18	14	11	3	0	0	1.71	0.00	3.24
(5V22) (644GF) Globe, AZ	92	92	100.00%	0	0.00%	90	2	0	0	0	0	0	0.55		
(5V22) (644GG) Northeast Phoenix, AZ	810	805	99.38%	5	0.62%	794	5	6	3	2	0	0	1.94	22.00	1.49
(5V22) (644GH) Phoenix Midtown, AZ	3,137	3,110	99.14%	27	0.86%	3,031	40	39	25	1	1	0	1.44	10.80	0.82
(5V22) (644QA) Phoenix East Thomas Road, AZ	7	7	100.00%	0	0.00%	7	0	0	0	0	0	0			
(5V22) (649) Northern Arizona HCS	8,320	8,022	96.42%	298	3.58%	7,404	249	369	196	64	21	17	3.08	7.65	5.25
(5V22) (649) Prescott, AZ (Bob Stump)	5,405	5,189	96.00%	216	4.00%	4,791	159	239	139	48	17	12	1.45	7.35	3.93
(5V22) (649GA) Kingman, AZ	648	640	98.77%	8	1.23%	628	5	7	4	1	1	2	8.27	38.67	0.00
(5V22) (649GB) Flagstaff, AZ	537	519	96.65%	18	3.35%	497	9	13	12	5	1	0	4.06	0.00	5.66
(5V22) (649GC) Lake Havasu City, AZ	602	585	97.18%	17	2.82%	557	11	17	14	2	0	1	1.80	13.67	20.57
(5V22) (649GD) Anthem, AZ	562	543	96.62%	19	3.38%	487	18	38	12	6	0	1	0.51		11.05
(5V22) (649GE) Cottonwood, AZ	532	512	96.24%	20	3.76%	410	47	55	15	2	2	1	7.21		15.32
(5V22) (649QA) Chinle, AZ	18	18	100.00%	0	0.00%	18	0	0	0	0	0	0			0.00
(5V22) (649QB) Holbrook, AZ	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0			
(5V22) (649QD) Page, AZ	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0			
(5V22) (649QF) Tuba City, AZ	7	7	100.00%	0	0.00%	7	0	0	0	0	0	0			
(5V22) (649QH) Kayenta, AZ	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0			
(5V22) (678) Southern Arizona HCS	25,028	23,843	95.27%	1,185	4.73%	22,373	722	748	806	223	72	84	1.80	8.03	2.59
(5V22) (678) Tucson, AZ	18,290	17,188	93.97%	1,102	6.03%	15,977	569	642	731	217	72	82	2.94	8.31	2.83
(5V22) (678GA) Sierra Vista, AZ	1,196	1,184	99.00%	12	1.00%	1,135	24	25	9	2	0	1	0.16	1.85	3.29
(5V22) (678GB) Yuma, AZ	1,130	1,130	100.00%	0	0.00%	1,120	8	2	0	0	0	0	0.20	0.71	2.81
(5V22) (678GC) Casa Grande, AZ	1,079	1,056	97.87%	23	2.13%	1,016	16	24	21	2	0	0	0.48	3.40	0.31
(5V22) (678GD) Safford, AZ	303	303	100.00%	0	0.00%	296	6	1	0	0	0	0	0.76		0.28
(5V22) (678GE) Green Valley, AZ	211	209	99.05%	2	0.95%	191	9	9	2	0	0	0	0.00		0.00
(5V22) (678GF) Northwest Tucson, AZ	1,518	1,504	99.08%	14	0.92%	1,453	35	16	14	0	0	0	1.12	3.31	2.01
(5V22) (678GG) Southeast Tucson, AZ	1,291	1,259	97.52%	32	2.48%	1,175	55	29	29	2	0	1	2.46	10.29	1.72
(5V22) (678MA) IDES Davis-Monthan AFB	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0		0.00	
(5V22) (678MB) IDES Fort Huachuca	7	7	100.00%	0	0.00%	7	0	0	0	0	0	0		0.00	
(5V22) (600) Long Beach, CA HCS	30,462	29,475	96.76%	987	3.24%	27,539	938	998	658	187	84	58	4.09	5.11	4.45
(5V22) (600) Long Beach, CA (Tibor Rubin)	24,806	23,933	96.48%	873	3.52%	22,244	815	874	594	165	71	43	3.97	5.11	4.50

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(5V22) (600GA) Anaheim, CA	848	822	96.93%	26	3.07%	767	23	32	22	1	2	1	2.73		10.33
(5V22) (600GB) Santa Ana, CA	1,613	1,568	97.21%	45	2.79%	1,444	59	65	25	12	5	3	2.45		6.42
(5V22) (600GC) Cabrillo, CA	774	773	99.87%	1	0.13%	772	0	1	1	0	0	0	0.00		0.74
(5V22) (600GD) Santa Fe Springs, CA	894	882	98.66%	12	1.34%	857	18	7	5	5	1	1	8.12	0.00	2.25
(5V22) (600GE) Laguna Hills, CA	1,145	1,115	97.38%	30	2.62%	1,077	20	18	11	4	5	10	3.42	4.94	1.83
(5V22) (600GF) Gardena, CA	382	382	100.00%	0	0.00%	378	3	1	0	0	0	0		0.00	0.00
(5V22) (605) Loma Linda, CA HCS	30,949	29,395	94.98%	1,554	5.02%	26,687	1,242	1,466	1,266	187	64	37	2.11	7.71	5.62
(5V22) (605) Loma Linda, CA (Jerry L. Pettis)	10,907	10,347	94.87%	560	5.13%	9,183	561	603	434	77	33	16	2.00	7.45	5.83
(5V22) (605BZ) Loma Linda Redlands, CA	14,200	13,341	93.95%	859	6.05%	12,059	551	731	727	94	25	13	3.66	8.74	5.03
(5V22) (605GA) Victorville, CA	1,013	967	95.46%	46	4.54%	918	24	25	40	3	3	0	0.43		7.37
(5V22) (605GB) Murrieta, CA	1,408	1,381	98.08%	27	1.92%	1,324	29	28	17	3	1	6	6.62	5.60	5.80
(5V22) (605GC) Palm Desert, CA	1,281	1,270	99.14%	11	0.86%	1,210	34	26	11	0	0	0	0.20	4.53	5.16
(5V22) (605GD) Corona, CA	625	601	96.16%	24	3.84%	563	13	25	19	4	0	1	0.78		9.03
(5V22) (605GE) Rancho Cucamonga, CA	1,491	1,464	98.19%	27	1.81%	1,406	30	28	18	6	2	1	0.31		5.86
(5V22) (605QA) Blythe, CA	24	24	100.00%	0	0.00%	24	0	0	0	0	0	0	0.00		
(5V22) (664) San Diego, CA HCS	17,676	17,181	97.20%	495	2.80%	16,406	374	401	304	131	38	22	3.14	5.88	1.86
(5V22) (664) San Diego, CA	12,108	11,729	96.87%	379	3.13%	11,251	200	278	225	99	35	20	3.57	6.27	1.25
(5V22) (664BY) Mission Valley, CA	2,092	2,041	97.56%	51	2.44%	1,889	101	51	36	12	2	1	2.46	4.29	4.22
(5V22) (664GA) Imperial Valley, CA	17	17	100.00%	0	0.00%	17	0	0	0	0	0	0	0.43		1.00
(5V22) (664GB) Oceanside, CA	2,174	2,136	98.25%	38	1.75%	2,072	24	40	22	15	1	0	3.72	4.79	0.29
(5V22) (664GC) Chula Vista, CA	486	480	98.77%	6	1.23%	454	10	16	4	2	0	0	3.43	1.38	2.24
(5V22) (664GD) Escondido, CA	697	695	99.71%	2	0.29%	644	39	12	1	1	0	0	1.45	22.67	2.29
(5V22) (664QA) Rio, CA	102	83	81.37%	19	18.63%	79	0	4	16	2	0	1			
(5V22) (691) Greater Los Angeles, CA HCS	22,789	21,663	95.06%	1,126	4.94%	20,332	603	728	727	246	102	51	3.05	9.25	4.25
(5V22) (691) West Los Angeles, CA	10,302	9,896	96.06%	406	3.94%	9,261	307	328	275	84	22	25	2.28	6.97	3.08
(5V22) (691A4) Sepulveda, CA	4,318	3,952	91.52%	366	8.48%	3,648	119	185	212	79	52	23	5.14	13.14	5.65
(5V22) (691GB) Santa Barbara, CA	654	633	96.79%	21	3.21%	606	15	12	21	0	0	0	2.10	21.89	0.57
(5V22) (691GC) Gardena, CA	56	56	100.00%	0	0.00%	56	0	0	0	0	0	0	0.00	0.00	
(5V22) (691GD) Bakersfield, CA	562	546	97.15%	16	2.85%	524	12	10	13	2	1	0	0.88	6.83	2.59
(5V22) (691GE) Los Angeles, CA	3,594	3,499	97.36%	95	2.64%	3,358	61	80	72	13	7	3	3.21	8.65	3.50
(5V22) (691GF) East Los Angeles, CA	627	614	97.93%	13	2.07%	596	9	9	2	11	0	0	0.15		3.26
(5V22) (691GG) Antelope Valley, CA	387	301	77.78%	86	22.22%	256	19	26	43	28	15	0	6.73	26.19	9.67
(5V22) (691GK) San Luis Obispo, CA	532	469	88.16%	63	11.84%	415	22	32	46	14	3	0	7.11	36.00	12.50
(5V22) (691GL) Santa Maria, CA	656	614	93.60%	42	6.40%	576	16	22	31	10	1	0	5.23	15.66	2.03
(5V22) (691GM) Oxnard, CA	1,015	999	98.42%	16	1.58%	958	21	20	10	5	1	0	3.07	19.21	1.36
(5V22) (691GP) San Gabriel Valley, CA	86	84	97.67%	2	2.33%	78	2	4	2	0	0	0	0.37		4.63
(3V23) (437) Fargo, ND HCS	11,870	11,739	98.90%	131	1.10%	11,358	188	193	105	18	6	2	0.61	3.20	1.43
(3V23) (437) Fargo, ND	6,496	6,386	98.31%	110	1.69%	6,095	146	145	86	17	6	1	0.36	3.27	1.71
(3V23) (437GA) Grafton, ND	145	145	100.00%	0	0.00%	145	0	0	0	0	0	0	0.00	0.00	0.00
(3V23) (437GB) Bismarck, ND	1,260	1,252	99.37%	8	0.63%	1,244	3	5	7	0	0	1	0.96	1.29	0.64
(3V23) (437GC) Fergus Falls, MN	364	364	100.00%	0	0.00%	361	1	2	0	0	0	0	0.00		0.00
(3V23) (437GD) Minot, ND	679	673	99.12%	6	0.88%	628	19	26	6	0	0	0	2.28	11.00	0.00

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V23) (437GE) Bemidji, MN	875	873	99.77%	2	0.23%	854	9	10	2	0	0	0	0.69	9.00	3.83
(3V23) (437GF) Williston, ND	534	534	100.00%	0	0.00%	534	0	0	0	0	0	0	0.11		
(3V23) (437GI) Grand Forks, ND	648	644	99.38%	4	0.62%	638	3	3	3	1	0	0	0.65	0.00	0.19
(3V23) (437GJ) Dickinson, ND	482	482	100.00%	0	0.00%	478	3	1	0	0	0	0	1.14		
(3V23) (437GK) Jamestown, ND	293	292	99.66%	1	0.34%	289	3	0	1	0	0	0	0.45	0.00	0.00
(3V23) (437GL) Devils Lake, ND	94	94	100.00%	0	0.00%	92	1	1	0	0	0	0	0.00		
(3V23) (438) Sioux Falls, SD HCS	8,019	7,859	98.00%	160	2.00%	7,322	271	266	123	18	6	13	0.53	2.81	1.69
(3V23) (438) Sioux Falls, SD (Royal C. Johnson)	5,920	5,797	97.92%	123	2.08%	5,415	190	192	92	14	5	12	0.58	2.56	1.79
(3V23) (438GA) Spirit Lake, IA	452	441	97.57%	11	2.43%	396	27	18	10	1	0	0	0.94	1.00	1.86
(3V23) (438GC) Sioux City, SD	912	901	98.79%	11	1.21%	839	33	29	8	2	0	1	0.07	6.70	0.50
(3V23) (438GD) Aberdeen, SD	298	296	99.33%	2	0.67%	271	16	9	1	1	0	0	1.11	0.00	3.88
(3V23) (438GE) Wagner, SD	47	46	97.87%	1	2.13%	45	0	1	1	0	0	0	0.00		
(3V23) (438GF) Watertown, SD	390	378	96.92%	12	3.08%	356	5	17	11	0	1	0	0.42	0.00	0.27
(3V23) (568) Black Hills, SD HCS	6,407	6,333	98.85%	74	1.15%	6,140	94	99	56	10	4	4	0.31	1.49	1.34
(3V23) (568) Fort Meade, SD	2,415	2,374	98.30%	41	1.70%	2,257	56	61	35	3	2	1	0.85	1.52	1.27
(3V23) (568A4) Hot Springs, SD	2,317	2,311	99.74%	6	0.26%	2,286	11	14	4	1	1	0	0.05	1.51	1.02
(3V23) (568GA) Rapid City, SD	1,100	1,084	98.55%	16	1.45%	1,052	20	12	10	2	1	3	1.00	0.00	1.97
(3V23) (568GB) Pierre, SD	231	231	100.00%	0	0.00%	231	0	0	0	0	0	0	0.00		
(3V23) (568HA) Newcastle, WY	8	8	100.00%	0	0.00%	8	0	0	0	0	0	0			
(3V23) (568HB) Gordon, NE	12	12	100.00%	0	0.00%	12	0	0	0	0	0	0			
(3V23) (568HF) Pine Ridge, SD	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0			
(3V23) (568HH) Scottsbluff, NE	241	230	95.44%	11	4.56%	211	7	12	7	4	0	0			0.52
(3V23) (568HJ) Mission, SD	4	4	100.00%	0	0.00%	4	0	0	0	0	0	0	0.00		
(3V23) (568HP) Winner, SD	77	77	100.00%	0	0.00%	77	0	0	0	0	0	0	0.17		
(3V23) (618) Minneapolis, MN HCS	23,000	22,407	97.42%	593	2.58%	21,257	594	556	448	103	18	24	2.15	3.17	0.98
(3V23) (618) Minneapolis, MN	15,562	15,046	96.68%	516	3.32%	14,190	413	443	395	87	16	18	0.41	3.17	0.98
(3V23) (618BY) Twin Ports, WI	1,155	1,148	99.39%	7	0.61%	1,123	17	8	4	2	0	1	1.73	3.09	2.93
(3V23) (618GA) St. James, MN	130	128	98.46%	2	1.54%	113	11	4	2	0	0	0	1.12	7.00	
(3V23) (618GB) Hibbing, MN	780	773	99.10%	7	0.90%	721	34	18	7	0	0	0	1.41	0.00	0.77
(3V23) (618GD) Maplewood, MN	1,039	1,038	99.90%	1	0.10%	1,003	18	17	0	0	1	0	0.58	0.00	0.00
(3V23) (618GE) Chippewa Valley, WI	649	618	95.22%	31	4.78%	560	26	32	16	9	1	5	13.03	5.00	0.53
(3V23) (618GG) Rochester, MN	699	699	100.00%	0	0.00%	683	11	5	0	0	0	0	0.00	0.00	0.15
(3V23) (618GH) Hayward, WI	116	116	100.00%	0	0.00%	115	1	0	0	0	0	0	0.01		0.00
(3V23) (618GI) Northwest Metro, MN	833	831	99.76%	2	0.24%	808	18	5	2	0	0	0	0.21	2.36	2.00
(3V23) (618GJ) Shakopee, MN	730	714	97.81%	16	2.19%	687	19	8	13	3	0	0	5.63	0.00	0.03
(3V23) (618GK) Albert Lea, MN	237	233	98.31%	4	1.69%	223	6	4	3	1	0	0	1.83	42.00	1.40
(3V23) (618GL) Minneapolis Harmon Place, MN	44	44	100.00%	0	0.00%	42	0	2	0	0	0	0	6.00		
(3V23) (618GM) Rice Lake, WI	311	310	99.68%	1	0.32%	296	7	7	1	0	0	0	2.18	0.00	10.75
(3V23) (618GN) Mankato, MN (Lyle C. Pearson)	636	630	99.06%	6	0.94%	614	13	3	5	1	0	0	1.93		0.00
(3V23) (618QA) Fort Snelling, MN	26	26	100.00%	0	0.00%	26	0	0	0	0	0	0		0.00	
(3V23) (618QB) Ely, MN	53	53	100.00%	0	0.00%	53	0	0	0	0	0	0	0.00		
(3V23) (636A6) Central Iowa HCS	11,448	10,988	95.98%	460	4.02%	10,269	343	376	285	92	34	49	1.53	4.59	4.51
(3V23) (636A6) Des Moines, IA	8,636	8,205	95.01%	431	4.99%	7,598	284	323	264	89	32	46	2.38	4.72	6.37

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: April 2020		Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V23) (636BU) Des Moines, IA - VADOM		215	215	100.00%	0	0.00%	215	0	0	0	0	0	0			
(3V23) (636GC) Mason City, IA		711	697	98.03%	14	1.97%	642	34	21	11	2	1	0	1.83	8.80	0.66
(3V23) (636GD) Marshalltown, IA		317	316	99.68%	1	0.32%	310	2	4	1	0	0	0	0.75	2.55	0.00
(3V23) (636GK) Fort Dodge, IA		474	473	99.79%	1	0.21%	470	2	1	0	0	0	1	0.02	4.33	
(3V23) (636GM) Carroll, IA		398	390	97.99%	8	2.01%	371	10	9	4	1	1	2	0.60	0.00	2.06
(3V23) (636GR) Knoxville, IA		534	531	99.44%	3	0.56%	512	7	12	3	0	0	0	1.07	2.50	0.01
(3V23) (636GX) Fort Dodge North, IA		161	159	98.76%	2	1.24%	149	4	6	2	0	0	0			2.64
(3V23) (636QB) Des Moines Center Street, IA		2	2	100.00%	0	0.00%	2	0	0	0	0	0	0			
(3V23) (636A8) Iowa City, IA HCS		12,752	12,383	97.11%	369	2.89%	11,772	304	307	258	68	23	20	4.80	5.18	1.88
(3V23) (636A8) Iowa City, IA		4,484	4,299	95.87%	185	4.13%	4,018	128	153	135	31	13	6	1.41	5.21	0.18
(3V23) (636GF) Quad Cities, IA		1,478	1,449	98.04%	29	1.96%	1,360	47	42	23	6	0	0	0.60	0.64	0.00
(3V23) (636GG) Quincy, IL		416	411	98.80%	5	1.20%	385	13	13	2	1	0	2	3.06		2.71
(3V23) (636GH) Waterloo, IA		708	668	94.35%	40	5.65%	637	17	14	27	11	0	2	0.41	0.00	8.02
(3V23) (636GI) Galesburg, IL (Lane A. Evans)		741	734	99.06%	7	0.94%	714	16	4	6	1	0	0	1.12	0.00	1.48
(3V23) (636GJ) Dubuque, IA		603	580	96.19%	23	3.81%	538	17	25	14	3	5	1	1.34	1.67	1.82
(3V23) (636GN) Cedar Rapids, IA		1,002	960	95.81%	42	4.19%	915	21	24	31	6	1	4	2.24	1.33	3.74
(3V23) (636GS) Ottumwa, IA		266	264	99.25%	2	0.75%	254	8	2	1	0	0	1	166.68	0.79	4.50
(3V23) (636GT) Sterling, IL		294	291	98.98%	3	1.02%	281	7	3	3	0	0	0	2.93	0.70	3.07
(3V23) (636GU) Decorah, IA		333	332	99.70%	1	0.30%	325	5	2	1	0	0	0	0.84	0.00	1.13
(3V23) (636GW) Coralville, IA		1,912	1,896	99.16%	16	0.84%	1,863	16	17	5	4	4	3	0.90		0.50
(3V23) (636QC) Linn County, IA		23	23	100.00%	0	0.00%	23	0	0	0	0	0	0			0.00
(3V23) (636QI) Davenport, IA		297	296	99.66%	1	0.34%	292	3	1	0	1	0	0			1.44
(3V23) (636QJ) Iowa City South Clinton Street, IA		195	180	92.31%	15	7.69%	167	6	7	10	4	0	1		11.68	
(3V23) (636) Nebraska-W Iowa HCS		21,389	20,761	97.06%	628	2.94%	19,637	595	529	430	124	43	31	2.79	3.55	3.01
(3V23) (636) Omaha, NE		11,482	11,000	95.80%	482	4.20%	10,234	386	380	331	92	35	24	4.01	4.46	4.54
(3V23) (636A4) Grand Island, NE		3,563	3,547	99.55%	16	0.45%	3,495	34	18	15	0	1	0	1.44	0.62	1.51
(3V23) (636A5) Lincoln, NE		3,517	3,437	97.73%	80	2.27%	3,277	95	65	48	21	4	7	2.50	1.91	1.29
(3V23) (636BW) Grand Island, NE - VADOM		4	4	100.00%	0	0.00%	4	0	0	0	0	0	0			
(3V23) (636BX) Omaha, NE - VADOM		25	24	96.00%	1	4.00%	21	2	1	1	0	0	0			
(3V23) (636GA) Norfolk, NE		447	440	98.43%	7	1.57%	414	10	16	5	1	1	0	1.50	0.00	2.76
(3V23) (636GB) North Platte, NE		671	654	97.47%	17	2.53%	624	19	11	14	3	0	0	2.43	4.14	3.16
(3V23) (636GL) Bellevue, NE		771	755	97.92%	16	2.08%	695	36	24	11	4	1	0	0.45	0.00	0.00
(3V23) (636GP) Shenandoah, IA		359	354	98.61%	5	1.39%	338	7	9	1	3	1	0	2.46	0.00	0.89
(3V23) (636GQ) Holdrege, NE		259	258	99.61%	1	0.39%	252	4	2	1	0	0	0	0.58	0.00	1.64
(3V23) (636QA) Omaha Dorcas Street, NE		291	288	98.97%	3	1.03%	283	2	3	3	0	0	0			
(3V23) (656) St. Cloud, MN HCS		16,125	15,788	97.91%	337	2.09%	14,806	506	476	267	52	12	6	2.43	7.40	2.63
(3V23) (656) St. Cloud, MN		13,409	13,106	97.74%	303	2.26%	12,250	433	423	238	50	10	5	3.06	7.50	2.63
(3V23) (656GA) Brainerd, MN		1,410	1,379	97.80%	31	2.20%	1,280	52	47	26	2	2	1	2.15	5.39	6.69
(3V23) (656GB) Montevideo, MN		482	481	99.79%	1	0.21%	463	14	4	1	0	0	0	0.68	24.50	0.21
(3V23) (656GC) Alexandria, MN (Max J. Beilke)		824	822	99.76%	2	0.24%	813	7	2	2	0	0	0	0.42	0.00	1.51

Retrospective/Completed Appointment Wait Times National Summary.	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
National: 4/2020	2,521,960	2,446,477	97.01%	75,483	2.99%	2,322,096	60,783	63,598	50,319	14,727	5,033	5,404	2.00	5.14	2.82
National: 3/2020	3,888,297	3,714,388	95.53%	173,909	4.47%	3,318,246	188,621	207,521	119,727	30,043	12,611	11,528	4.12	7.82	4.21
National: 2/2020	4,754,971	4,511,552	94.88%	243,419	5.12%	3,953,209	260,861	297,482	158,192	49,560	18,947	16,720	4.52	8.46	4.47
National: 1/2020	5,223,622	4,910,928	94.01%	312,694	5.99%	4,283,847	291,978	335,103	210,553	60,056	21,881	20,204	4.97	9.23	4.89
National: 12/2019	4,601,422	4,358,161	94.71%	243,261	5.29%	3,818,636	256,694	282,831	166,331	46,358	15,903	14,669	4.41	8.35	4.28
National: 11/2019	4,578,348	4,350,292	95.02%	228,056	4.98%	3,818,646	251,802	279,844	157,343	41,543	14,939	14,231	4.35	8.13	4.04
National: 10/2019	5,476,901	5,218,942	95.29%	257,959	4.71%	4,578,802	302,309	337,831	175,232	48,131	16,756	17,840	4.09	8.04	4.10
National: 9/2019	4,903,146	4,657,948	95.00%	245,198	5.00%	4,085,828	272,832	299,288	167,027	43,875	17,282	17,014	4.46	8.32	4.07
National: 8/2019	5,142,001	4,883,145	94.97%	258,856	5.03%	4,274,706	286,387	322,052	170,093	52,187	19,415	17,161	4.64	8.42	3.97
National: 7/2019	5,071,250	4,799,635	94.64%	271,615	5.36%	4,192,918	282,226	324,491	182,943	53,061	18,868	16,743	4.80	8.74	4.09
National: 6/2019	4,789,731	4,538,793	94.76%	250,938	5.24%	3,977,841	260,295	300,657	172,742	45,901	16,937	15,358	4.70	8.52	3.88
National: 5/2019	5,277,559	5,015,534	95.04%	262,025	4.96%	4,393,421	287,222	334,891	177,105	50,668	17,731	16,521	4.69	8.32	3.75
National: 4/2019	5,368,047	5,092,381	94.86%	275,666	5.14%	4,476,507	283,397	332,477	188,584	51,658	16,639	18,785	4.68	8.38	3.88
National: 3/2019	5,059,805	4,803,023	94.93%	256,782	5.07%	4,205,253	277,596	320,174	174,117	46,852	18,125	17,688	4.77	8.56	4.14
National: 2/2019	4,600,823	4,366,353	94.90%	234,470	5.10%	3,827,731	249,612	289,010	150,691	49,415	17,543	16,821	4.83	8.73	4.24
National: 1/2019	5,108,202	4,801,799	94.00%	306,403	6.00%	4,195,520	280,352	325,927	204,114	60,695	21,321	20,273	5.24	9.54	4.74
National: 12/2018	4,335,282	4,102,439	94.63%	232,843	5.37%	3,607,832	228,768	265,839	159,488	44,936	15,453	12,966	4.63	8.57	4.12
National: 11/2018	4,690,193	4,449,203	94.86%	240,990	5.14%	3,882,470	266,562	300,171	166,691	45,547	15,273	13,479	4.65	8.47	4.07
National: 10/2018	5,445,006	5,176,398	95.07%	268,608	4.93%	4,536,327	295,900	344,171	184,792	51,391	16,658	15,767	4.18	8.37	4.07
National: 9/2018	4,566,797	4,338,809	95.01%	227,988	4.99%	3,800,835	251,499	286,475	157,889	41,605	15,126	13,368	4.61	8.29	3.93
National: 8/2018	5,279,524	5,011,824	94.93%	267,700	5.07%	4,377,429	293,294	341,101	182,775	52,786	17,669	14,470	4.79	8.38	3.92
National: 7/2018	4,747,954	4,505,574	94.90%	242,380	5.10%	3,934,727	264,214	306,633	170,580	45,710	14,696	11,394	4.84	8.46	3.86
National: 6/2018	4,853,183	4,619,315	95.18%	233,868	4.82%	4,050,519	266,086	302,710	168,788	40,553	13,984	10,543	4.54	8.03	3.72
National: 5/2018	5,180,072	4,956,277	95.68%	223,795	4.32%	4,343,790	284,753	327,734	159,692	41,639	12,163	10,301	4.45	7.65	3.50
National: 4/2018	4,965,149	4,753,296	95.73%	211,853	4.27%	4,179,992	266,804	306,500	155,252	36,944	10,099	9,558	4.44	7.40	3.33
National: 3/2018	5,073,154	4,872,259	96.04%	200,895	3.96%	4,277,432	279,377	315,450	147,886	32,665	11,197	9,147	4.42	7.16	3.32
National: 2/2018	4,506,205	4,334,360	96.19%	171,845	3.81%	3,826,183	244,045	264,132	119,946	33,593	10,656	7,650	4.12	6.91	3.13
National: 1/2018	4,837,845	4,618,600	95.47%	219,245	4.53%	4,059,570	265,931	293,099	157,460	40,293	12,832	8,660	4.63	7.75	3.53
National: 12/2017	4,301,041	4,128,041	95.98%	173,000	4.02%	3,651,327	226,912	249,802	125,267	32,193	9,900	5,640	4.29	7.03	3.05
National: 11/2017	4,711,170	4,527,520	96.10%	183,650	3.90%	3,980,125	264,048	283,347	136,453	32,245	9,473	5,479	4.28	6.98	3.02
National: 10/2017	5,043,703	4,857,831	96.31%	185,872	3.69%	4,279,916	272,998	304,917	138,245	33,162	8,735	5,730	3.94	6.84	2.97
National: 9/2017	4,552,842	4,383,140	96.27%	169,702	3.73%	3,859,133	252,939	271,068	129,865	27,032	7,916	4,889	4.23	6.75	2.84
National: 8/2017	5,236,501	5,045,457	96.35%	191,044	3.65%	4,431,492	295,549	318,416	141,666	34,464	9,422	5,492	4.38	6.64	2.83
National: 7/2017	4,504,077	4,341,092	96.38%	162,985	3.62%	3,818,506	253,331	269,255	121,618	28,818	7,848	4,701	4.35	6.62	2.86
National: 6/2017	5,050,626	4,874,656	96.52%	175,970	3.48%	4,297,459	279,344	297,853	133,244	29,019	8,821	4,886	4.28	6.39	2.76
National: 5/2017	5,186,397	5,022,137	96.83%	164,260	3.17%	4,437,304	281,998	302,835	121,937	29,569	8,075	4,679	4.20	6.11	2.53
National: 4/2017	4,709,974	4,560,211	96.82%	149,763	3.18%	4,039,481	251,794	268,936	112,230	25,829	6,699	5,005	4.15	6.11	2.50
National: 3/2017	5,323,093	5,153,653	96.82%	169,440	3.18%	4,539,403	297,735	316,515	125,874	28,829	8,823	5,914	4.17	6.27	2.61
National: 2/2017	4,530,060	4,385,617	96.81%	144,443	3.19%	3,883,444	251,092	251,081	101,681	28,558	8,742	5,462	4.16	6.35	2.60
National: 1/2017	4,709,148	4,527,353	96.14%	181,795	3.86%	3,990,589	264,579	272,185	130,911	34,283	10,431	6,170	4.67	7.00	2.93
National: 12/2016	4,430,678	4,273,719	96.46%	156,959	3.54%	3,791,184	236,096	246,439	112,762	30,776	8,531	4,890	4.37	6.53	2.67
National: 11/2016	4,600,860	4,440,178	96.51%	160,682	3.49%	3,928,442	251,034	260,702	117,792	29,777	8,512	4,601	4.41	6.45	2.67
National: 10/2016	4,695,677	4,536,753	96.62%	158,924	3.38%	4,020,117	250,143	266,493	116,256	29,936	8,305	4,427	4.17	6.49	2.62
National: 9/2016	4,880,317	4,708,924	96.49%	171,393	3.51%	4,157,090	273,423	278,411	125,321	31,908	9,301	4,863	4.44	6.52	2.67

Retrospective/Completed Appointment Wait Times National Summary.	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
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	18,973	4,423	825	3.15	3.87	2.12
National: 6/2014	4,723,099	4,637,872	98.20%	85,227	1.80%			136,897	63,313	16,952	4,199	763	2.57	3.39	1.84
National: 5/2014	4,676,707	4,601,367	98.39%	75,340	1.61%			126,582	57,338	13,995	3,459	548	2.20	3.20	1.71

FOOTNOTES

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

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

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

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

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

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

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

Additional definitions:

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

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