

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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) (402) Togus, ME HCS	27,474	25,521	92.89%	1,953	7.11%	21,641	1,859	2,021	1,312	417	129	95	6.36	9.48	4.79
(1V01) (402) Togus, ME	17,095	15,678	91.71%	1,417	8.29%	13,416	1,097	1,165	954	321	83	59	7.10	9.69	2.11
(1V01) (402GA) Caribou, ME	643	623	96.89%	20	3.11%	527	44	52	19	0	1	0	6.33	0.00	1.84
(1V01) (402GB) Calais, ME	333	330	99.10%	3	0.90%	307	11	12	3	0	0	0	2.22	0.00	0.00
(1V01) (402GC) Rumford, ME	292	287	98.29%	5	1.71%	271	6	10	4	0	0	1	2.82	0.00	4.35
(1V01) (402GD) Saco, ME	1,190	1,145	96.22%	45	3.78%	965	93	87	35	9	1	0	4.53	7.00	5.73
(1V01) (402GE) Lewiston, ME	1,944	1,863	95.83%	81	4.17%	1,489	144	230	61	8	8	4	6.01	9.92	6.31
(1V01) (402GF) Lincoln, ME	300	291	97.00%	9	3.00%	255	12	24	9	0	0	0	5.84	0.00	0.75
(1V01) (402HB) Bangor, ME	4,065	3,800	93.48%	265	6.52%	3,159	324	317	154	58	29	24	7.91	7.93	6.87
(1V01) (402HC) Portland, ME	1,553	1,447	93.17%	106	6.83%	1,203	123	121	71	21	7	7	5.87	12.85	9.77
(1V01) (402HL) Bingham, ME - Mobile	17	16	94.12%	1	5.88%	14	0	2	1	0	0	0	6.94		
(1V01) (402QA) Fort Kent, ME	29	28	96.55%	1	3.45%	24	3	1	1	0	0	0	4.24		
(1V01) (402QB) Houlton, ME	13	13	100.00%	0	0.00%	11	2	0	0	0	0	0	1.69		
(1V01) (405) White River Junction, VT HCS	18,403	17,171	93.31%	1,232	6.69%	15,040	1,020	1,111	687	285	122	138	6.15	11.87	0.62
(1V01) (405) White River Junction, VT	12,847	11,878	92.46%	969	7.54%	10,360	702	816	539	239	99	92	6.50	11.35	0.36
(1V01) (405GA) Bennington, VT	751	738	98.27%	13	1.73%	685	37	16	6	3	3	1	4.81	0.18	0.52
(1V01) (405GC) Brattleboro, VT	413	400	96.85%	13	3.15%	353	25	22	12	0	0	1	4.81	7.22	0.15
(1V01) (405HA) Burlington Lakeside, VT	2,381	2,212	92.90%	169	7.10%	1,972	124	116	79	35	16	39	7.01	19.73	0.97
(1V01) (405HC) Littleton, NH	938	892	95.10%	46	4.90%	748	53	91	36	4	4	2	6.79	9.65	1.27
(1V01) (405HE) Keene, NH	252	250	99.21%	2	0.79%	224	20	6	2	0	0	0	2.94	3.13	0.40
(1V01) (405HF) Rutland, VT	598	582	97.32%	16	2.68%	511	43	28	11	3	0	2	4.01	7.41	3.38
(1V01) (405QB) Newport, VT	223	219	98.21%	4	1.79%	187	16	16	2	1	0	1	9.48	7.83	0.80
(1V01) (518) Bedford, MA HCS	11,731	10,994	93.72%	737	6.28%	9,464	680	850	444	177	64	52	7.47	12.07	1.99
(1V01) (518) Bedford, MA (Edith Nourse Rogers)	10,416	9,772	93.82%	644	6.18%	8,466	581	725	374	162	60	48	6.64	12.23	1.62
(1V01) (518GA) Lynn, MA	506	480	94.86%	26	5.14%	420	27	33	18	5	2	1	4.84	4.24	7.36
(1V01) (518GB) Haverhill, MA	547	509	93.05%	38	6.95%	405	60	44	28	5	2	3	10.74	7.31	1.57
(1V01) (518GE) Gloucester, MA	258	229	88.76%	29	11.24%	172	12	45	24	5	0	0	13.83	6.74	3.13
(1V01) (518MA) IDES Hanscom AFB	4	4	100.00%	0	0.00%	1	0	3	0	0	0	0		13.00	18.00
(1V01) (523) Boston, MA HCS	43,337	41,115	94.87%	2,222	5.13%	35,340	2,789	2,986	1,398	402	187	235	5.75	9.82	2.68
(1V01) (523) Jamaica Plain, MA	19,182	18,213	94.95%	969	5.05%	15,518	1,303	1,392	580	182	79	128	5.61	8.58	2.29
(1V01) (523A4) West Roxbury, MA	7,156	6,650	92.93%	506	7.07%	5,619	518	513	302	98	49	57	7.37	11.86	3.72
(1V01) (523A5) Brockton, MA	11,216	10,653	94.98%	563	5.02%	9,143	723	787	402	96	34	31	5.68	11.04	3.01
(1V01) (523BY) Lowell, MA	1,913	1,791	93.62%	122	6.38%	1,547	88	156	68	16	24	14	4.49	13.10	3.31
(1V01) (523BZ) Causeway, MA	2,943	2,920	99.22%	23	0.78%	2,801	68	51	15	4	0	4	6.30	4.45	1.71
(1V01) (523GA) Framingham, MA	376	365	97.07%	11	2.93%	266	53	46	11	0	0	0	4.67	9.12	9.06
(1V01) (523GC) Quincy, MA	233	225	96.57%	8	3.43%	206	10	9	4	2	1	1	4.13	18.75	
(1V01) (523GD) Plymouth, MA	315	295	93.65%	20	6.35%	237	26	32	16	4	0	0	5.55	6.57	
(1V01) (523MA) IDES Hanscom AFB	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0		3.00	2.00
(1V01) (608) Manchester, NH HCS	18,520	16,914	91.33%	1,606	8.67%	13,855	1,410	1,649	939	412	162	93	7.11	13.15	5.33
(1V01) (608) Manchester, NH	16,564	15,113	91.24%	1,451	8.76%	12,437	1,217	1,459	835	390	148	78	5.38	13.04	4.54
(1V01) (608GA) Portsmouth, NH	473	429	90.70%	44	9.30%	319	42	68	38	5	1	0	9.94	10.84	5.85
(1V01) (608GC) Somersworth, NH	699	623	89.13%	76	10.87%	481	68	74	39	15	9	13	16.32	43.00	12.54
(1V01) (608GD) Conway, NH	287	268	93.38%	19	6.62%	212	33	23	14	2	2	1	9.43	29.80	3.82

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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) (608HA) Tilton, NH	497	481	96.78%	16	3.22%	406	50	25	13	0	2	1	4.88	15.20	4.03
(1V01) (631) Central Western Massachusetts HCS	21,955	20,660	94.10%	1,295	5.90%	18,255	1,168	1,237	737	280	94	184	8.15	8.81	7.33
(1V01) (631) Central Western Massachusetts, MA (Edward P. Boland)	9,450	8,856	93.71%	594	6.29%	7,864	436	556	346	120	42	86	7.91	9.69	3.85
(1V01) (631BY) Springfield, MA	4,211	3,980	94.51%	231	5.49%	3,582	216	182	129	61	18	23	10.73	5.34	6.30
(1V01) (631GC) Pittsfield, MA	702	653	93.02%	49	6.98%	588	42	23	26	16	2	5	8.06	6.32	8.81
(1V01) (631GD) Greenfield, MA	769	718	93.37%	51	6.63%	654	35	29	33	6	7	5	4.72	1.81	11.73
(1V01) (631GE) Worcester, MA	2,052	1,980	96.49%	72	3.51%	1,670	176	134	43	14	3	12	7.71	3.83	1.99
(1V01) (631GF) Fitchburg, MA	965	926	95.96%	39	4.04%	831	48	47	28	5	3	3	5.39	4.31	7.29
(1V01) (631MA) IDES Keller Army Community Hospital	2	2	100.00%	0	0.00%	0	0	2	0	0	0	0		21.50	
(1V01) (631PA) 631PA	2	2	100.00%	0	0.00%	2	0	0	0	0	0	0			
(1V01) (631QA) Plantation Street, MA	2,361	2,247	95.17%	114	4.83%	1,993	120	134	47	26	12	29		8.06	
(1V01) (631QB) Lake Avenue, MA	1,441	1,296	89.94%	145	10.06%	1,071	95	130	85	32	7	21		15.27	14.64
(1V01) (650) Providence, RI HCS	32,056	30,901	96.40%	1,155	3.60%	26,156	2,176	2,569	745	263	73	74	6.06	6.44	4.27
(1V01) (650) Providence, RI	22,943	22,084	96.26%	859	3.74%	18,840	1,473	1,771	544	204	50	61	6.78	7.52	3.96
(1V01) (650GA) New Bedford, MA	1,807	1,711	94.69%	96	5.31%	1,365	125	221	53	27	8	8	4.58	8.42	11.06
(1V01) (650GB) Hyannis, MA	1,248	1,183	94.79%	65	5.21%	1,015	76	92	37	10	14	4	5.56	13.84	2.45
(1V01) (650GD) Middletown, RI	649	638	98.31%	11	1.69%	573	38	27	11	0	0	0	3.03	8.13	1.41
(1V01) (650QA) Eagle Square, RI	5,397	5,273	97.70%	124	2.30%	4,354	462	457	100	22	1	1		4.49	3.04
(1V01) (650QB) Eagle Street, RI	12	12	100.00%	0	0.00%	9	2	1	0	0	0	0		4.17	
(1V01) (689) Connecticut HCS	49,093	47,668	97.10%	1,425	2.90%	42,039	2,600	3,029	1,159	181	38	47	2.83	6.37	3.63
(1V01) (689) West Haven, CT	25,566	24,710	96.65%	856	3.35%	21,395	1,525	1,790	719	91	19	27	2.84	6.68	2.98
(1V01) (689A4) Newington, CT	15,648	15,125	96.66%	523	3.34%	13,146	887	1,092	406	84	18	15	3.16	5.91	4.62
(1V01) (689GA) Waterbury, CT	597	590	98.83%	7	1.17%	545	25	20	6	1	0	0	1.68	9.00	2.68
(1V01) (689GB) Stamford, CT	329	323	98.18%	6	1.82%	312	4	7	4	2	0	0	1.42		6.69
(1V01) (689GC) Willimantic, CT	529	527	99.62%	2	0.38%	468	31	28	2	0	0	0	2.57	0.00	2.91
(1V01) (689GD) Winsted, CT	448	445	99.33%	3	0.67%	401	26	18	2	0	0	1	3.68	0.00	1.05
(1V01) (689GE) Danbury, CT	586	580	98.98%	6	1.02%	531	34	15	5	1	0	0	2.55	7.00	3.32
(1V01) (689HC) New London, CT (John J. McGuirk)	1,509	1,487	98.54%	22	1.46%	1,385	53	49	15	2	1	4	2.60	0.00	5.57
(1V01) (689QA) Errera, CT	3,881	3,881	100.00%	0	0.00%	3,856	15	10	0	0	0	0	1.49	0.00	2.17
(1V02) (528A8) Albany, NY HCS	22,473	21,529	95.80%	944	4.20%	19,127	1,172	1,230	617	184	63	80	5.06	6.16	5.43
(1V02) (528A8) Albany, NY (Samuel S. Stratton)	18,298	17,456	95.40%	842	4.60%	15,511	913	1,032	546	171	61	64	6.85	6.18	5.56
(1V02) (528G2) Westport, NY	190	188	98.95%	2	1.05%	177	6	5	2	0	0	0	1.50	0.00	2.93
(1V02) (528G3) Bainbridge, NY	278	272	97.84%	6	2.16%	247	15	10	4	1	0	1	1.53	6.89	6.69
(1V02) (528G6) Fonda, NY	297	281	94.61%	16	5.39%	250	15	16	12	1	1	2	6.45	1.83	6.05
(1V02) (528G7) Catskill, NY	397	387	97.48%	10	2.52%	332	26	29	7	1	0	2	5.58	4.63	4.23
(1V02) (528GT) Glens Falls, NY	665	642	96.54%	23	3.46%	559	51	32	13	3	0	7	7.05	1.56	7.35
(1V02) (528GV) Plattsburgh, NY	598	593	99.16%	5	0.84%	518	56	19	4	1	0	0	2.77	1.64	3.80
(1V02) (528GW) Schenectady, NY	406	397	97.78%	9	2.22%	360	22	15	5	1	0	3	3.50	0.30	3.85
(1V02) (528GX) Troy, NY	238	232	97.48%	6	2.52%	195	20	17	6	0	0	0	4.20	6.14	7.91
(1V02) (528GY) Clifton Park, NY	347	340	97.98%	7	2.02%	287	24	29	5	2	0	0	4.43	18.50	3.92
(1V02) (528GZ) Kingston, NY	555	544	98.02%	11	1.98%	507	18	19	9	0	1	1	2.28	5.17	3.78
(1V02) (528QK) Saranac Lake, NY	204	197	96.57%	7	3.43%	184	6	7	4	3	0	0	3.32	0.00	4.26

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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 HCS	15,009	14,647	97.59%	362	2.41%	13,348	629	670	299	41	7	15	4.64	8.51	1.30
(1V02) (528A6) Bath, NY	13,499	13,202	97.80%	297	2.20%	12,132	513	557	250	33	5	9	3.56	8.31	1.55
(1V02) (528G4) Elmira, NY	844	835	98.93%	9	1.07%	716	75	44	7	1	0	1	2.74	8.05	0.19
(1V02) (528G8) Wellsville, NY	417	390	93.53%	27	6.47%	324	26	40	14	6	2	5	8.55	16.14	1.00
(1V02) (528QE) Coudersport, PA	82	69	84.15%	13	15.85%	52	5	12	13	0	0	0	12.10		
(1V02) (528QF) Wellsboro, PA	167	151	90.42%	16	9.58%	124	10	17	15	1	0	0	8.12	12.00	0.00
(1V02) (528) Western New York HCS	34,352	33,278	96.87%	1,074	3.13%	29,728	1,766	1,784	752	183	50	89	3.27	5.82	4.21
(1V02) (528) Buffalo, NY	25,791	24,818	96.23%	973	3.77%	21,769	1,491	1,558	682	172	45	74	4.47	6.06	4.18
(1V02) (528A4) Batavia, NY	3,314	3,263	98.46%	51	1.54%	3,048	107	108	34	7	2	8	1.50	3.36	5.17
(1V02) (528GB) Jamestown, NY	689	682	98.98%	7	1.02%	644	28	10	6	0	0	1	1.34	2.41	2.44
(1V02) (528GC) Dunkirk, NY	513	506	98.64%	7	1.36%	476	18	12	7	0	0	0	0.73	6.38	4.71
(1V02) (528GD) Niagara Falls, NY	384	384	100.00%	0	0.00%	355	17	12	0	0	0	0	0.72	12.07	2.57
(1V02) (528GK) Lockport, NY	456	450	98.68%	6	1.32%	422	17	11	3	1	0	2	3.38	4.00	3.19
(1V02) (528GQ) Lackawanna, NY	897	877	97.77%	20	2.23%	769	59	49	12	3	3	2	4.26	4.67	4.37
(1V02) (528GR) Olean, NY	709	699	98.59%	10	1.41%	647	28	24	8	0	0	2	0.89	3.66	4.57
(1V02) (528QA) Buffalo Main Street, NY	1,153	1,153	100.00%	0	0.00%	1,152	1	0	0	0	0	0			
(1V02) (528QB) Packard, NY	446	446	100.00%	0	0.00%	446	0	0	0	0	0	0	0.04		
(1V02) (528A5) Canandaigua, NY HCS	14,314	13,567	94.78%	747	5.22%	11,327	1,100	1,140	554	143	33	17	5.16	7.82	4.88
(1V02) (528A5) Canandaigua, NY	6,045	5,759	95.27%	286	4.73%	4,923	428	408	196	74	12	4	3.97	7.54	4.69
(1V02) (528GE) Rochester, NY	5,827	5,595	96.02%	232	3.98%	4,606	523	466	184	28	11	9	5.73	6.47	5.04
(1V02) (528QC) Clinton Crossings, NY	2,430	2,201	90.58%	229	9.42%	1,786	149	266	174	41	10	4		9.34	
(1V02) (528QD) Mount Hope, NY	12	12	100.00%	0	0.00%	12	0	0	0	0	0	0			
(1V02) (528A7) Syracuse, NY HCS	35,258	33,504	95.03%	1,754	4.97%	29,471	1,965	2,068	1,126	403	123	102	2.66	7.97	3.03
(1V02) (528A7) Syracuse, NY	18,745	17,459	93.14%	1,286	6.86%	14,868	1,205	1,386	839	309	87	51	3.27	7.97	2.24
(1V02) (528G5) Auburn, NY	470	454	96.60%	16	3.40%	366	41	47	13	3	0	0	3.94	4.74	10.86
(1V02) (528G9) Tompkins County, NY	608	593	97.53%	15	2.47%	529	40	24	5	1	3	6	1.83	29.02	4.31
(1V02) (528GL) Massena, NY	934	929	99.46%	5	0.54%	824	54	51	4	0	0	1	3.19	4.34	2.02
(1V02) (528GM) Rome, NY (Donald J. Mitchell)	4,124	3,999	96.97%	125	3.03%	3,627	198	174	79	33	6	7	2.75	5.95	3.54
(1V02) (528GN) Binghamton, NY	2,755	2,696	97.86%	59	2.14%	2,412	143	141	42	5	7	5	1.95	5.86	2.43
(1V02) (528GO) Watertown, NY	1,612	1,584	98.26%	28	1.74%	1,478	71	35	12	8	3	5	1.25	13.90	3.32
(1V02) (528GP) Oswego, NY	522	512	98.08%	10	1.92%	452	41	19	6	4	0	0	2.77	11.72	1.26
(1V02) (528MA) Watertown DES	5	5	100.00%	0	0.00%	5	0	0	0	0	0	0		0.00	
(1V02) (528QG) Erie West, NY	3,107	3,047	98.07%	60	1.93%	2,890	75	82	39	15	3	3		0.03	2.87
(1V02) (528QH) South Salina, NY	596	595	99.83%	1	0.17%	574	11	10	1	0	0	0			0.50
(1V02) (528QI) Erie East, NY	735	611	83.13%	124	16.87%	494	52	65	63	23	14	24		16.13	
(1V02) (528QN) Watertown 2, NY	1,045	1,020	97.61%	25	2.39%	952	34	34	23	2	0	0		3.39	2.44
(1V02) (526) Bronx, NY HCS	23,169	22,493	97.08%	676	2.92%	20,560	936	997	474	109	26	67	6.08	5.31	0.93
(1V02) (526) Bronx, NY (James J. Peters)	22,546	21,890	97.09%	656	2.91%	20,014	901	975	460	105	25	66	6.35	5.31	0.73
(1V02) (526GA) White Plains, NY	325	315	96.92%	10	3.08%	275	23	17	6	3	0	1	5.57	3.50	5.47
(1V02) (526GB) Yonkers, NY	249	245	98.39%	4	1.61%	231	10	4	3	0	1	0	1.55	10.29	0.70
(1V02) (526GD) Sunnyside, NY (Thomas P. Noonan Jr.)	49	43	87.76%	6	12.24%	40	2	1	5	1	0	0	6.36		
(1V02) (561) New Jersey HCS	42,588	40,064	94.07%	2,524	5.93%	35,174	2,231	2,659	1,736	440	165	183	4.44	10.49	3.74
(1V02) (561) East Orange, NJ	22,458	20,820	92.71%	1,638	7.29%	18,107	1,200	1,513	1,095	287	127	129	6.90	10.84	5.14

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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) (561A4) Lyons, NJ	8,053	7,706	95.69%	347	4.31%	6,778	399	529	264	45	13	25	2.42	10.20	2.18
(1V02) (561BZ) Brick, NJ (James J. Howard)	5,834	5,446	93.35%	388	6.65%	4,664	383	399	263	86	20	19	6.12	10.36	3.53
(1V02) (561GA) Hamilton, NJ	587	568	96.76%	19	3.24%	466	46	56	11	1	3	4	8.93	8.40	3.45
(1V02) (561GB) Elizabeth, NJ	209	205	98.09%	4	1.91%	194	6	5	2	1	0	1	3.28		2.98
(1V02) (561GD) Hackensack, NJ	2,015	1,987	98.61%	28	1.39%	1,876	73	38	24	2	0	2	1.93	4.97	1.29
(1V02) (561GE) Jersey City, NJ	313	310	99.04%	3	0.96%	296	4	10	2	0	1	0	0.97	6.38	3.30
(1V02) (561GF) Piscataway, NJ	789	788	99.87%	1	0.13%	779	3	6	1	0	0	0	0.25		2.71
(1V02) (561GH) Morristown, NJ	345	339	98.26%	6	1.74%	280	27	32	5	1	0	0	4.72	3.00	4.44
(1V02) (561GI) Tinton Falls, NJ	1,282	1,215	94.77%	67	5.23%	1,115	53	47	54	9	1	3	3.71	4.48	6.17
(1V02) (561GJ) Paterson, NJ	341	323	94.72%	18	5.28%	278	27	18	11	7	0	0	4.10	3.87	10.34
(1V02) (561GK) Sussex, NJ	362	357	98.62%	5	1.38%	341	10	6	4	1	0	0	0.69	3.83	6.21
(1V02) (620) Hudson Valley, NY HCS	20,667	20,046	97.00%	621	3.00%	17,861	1,194	991	447	87	44	43	3.30	5.05	2.94
(1V02) (620) Montrose, NY (Franklin Delano Roosevelt)	5,136	5,005	97.45%	131	2.55%	4,654	212	139	102	16	7	6	3.04	4.54	2.57
(1V02) (620A4) Castle Point, NY	10,389	10,037	96.61%	352	3.39%	8,769	636	632	238	58	28	28	3.13	5.26	2.27
(1V02) (620BU) Montrose, NY - VADOM	13	13	100.00%	0	0.00%	13	0	0	0	0	0	0			
(1V02) (620GA) New City, NY	1,240	1,219	98.31%	21	1.69%	1,119	62	38	13	2	4	2	2.21	4.12	2.43
(1V02) (620GB) Carmel, NY	650	648	99.69%	2	0.31%	604	30	14	2	0	0	0	1.20	2.44	1.69
(1V02) (620GD) Goshen, NY	1,135	1,073	94.54%	62	5.46%	928	80	65	50	4	3	5	4.89	6.73	9.65
(1V02) (620GE) Port Jervis, NY	987	972	98.48%	15	1.52%	822	112	38	12	2	0	1	4.48	4.64	4.17
(1V02) (620GF) Monticello, NY	567	560	98.77%	7	1.23%	500	26	34	5	1	1	0	1.67	4.43	8.31
(1V02) (620GG) Poughkeepsie, NY	416	392	94.23%	24	5.77%	333	31	28	20	2	1	1	7.91	7.23	2.05
(1V02) (620GH) Eastern Dutchess, NY	115	110	95.65%	5	4.35%	102	5	3	5	0	0	0	1.87	5.92	1.50
(1V02) (620MA) IDES West Point	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0		0.00	0.00
(1V02) (620QA) Montrose 1, NY - Mobile	13	11	84.62%	2	15.38%	11	0	0	0	2	0	0			
(1V02) (630) New York Harbor HCS	47,439	46,091	97.16%	1,348	2.84%	41,554	2,138	2,399	1,076	193	42	37	7.76	4.65	0.99
(1V02) (630) Manhattan, NY	21,489	20,943	97.46%	546	2.54%	18,716	1,049	1,178	439	79	21	7	5.37	4.46	0.82
(1V02) (630A4) Brooklyn, NY	21,826	21,143	96.87%	683	3.13%	19,219	891	1,033	535	102	18	28	11.68	4.78	1.17
(1V02) (630A5) St. Albans, NY	3,022	2,927	96.86%	95	3.14%	2,652	142	133	78	12	3	2	4.73	4.58	0.45
(1V02) (630BU) Brooklyn Psychosocial Residential Rehabilitation Treatment Program	54	54	100.00%	0	0.00%	54	0	0	0	0	0	0			
(1V02) (630BV) Brooklyn, NY - VADOM	61	61	100.00%	0	0.00%	61	0	0	0	0	0	0			
(1V02) (630GA) Harlem, NY	128	128	100.00%	0	0.00%	128	0	0	0	0	0	0	0.01		0.00
(1V02) (630GB) Staten Island, NY	859	835	97.21%	24	2.79%	724	56	55	24	0	0	0	2.47	8.48	1.86
(1V02) (632) Northport, NY HCS	27,968	26,799	95.82%	1,169	4.18%	23,257	1,501	2,041	779	241	86	63	5.80	6.70	2.65
(1V02) (632) Northport, NY	23,653	22,594	95.52%	1,059	4.48%	19,684	1,223	1,687	700	221	79	59	7.87	6.62	1.94
(1V02) (632BU) Northport, NY - VADOM	69	69	100.00%	0	0.00%	69	0	0	0	0	0	0			
(1V02) (632GA) East Meadow, NY	1,505	1,467	97.48%	38	2.52%	1,301	85	81	31	5	2	0	2.80	10.35	3.88
(1V02) (632HA) Valley Stream, NY	368	363	98.64%	5	1.36%	323	15	25	2	3	0	0	4.52	0.00	0.80
(1V02) (632HB) Riverhead, NY	955	926	96.96%	29	3.04%	796	62	68	23	3	2	1	2.30	6.64	1.15
(1V02) (632HC) Bay Shore, NY	373	363	97.32%	10	2.68%	299	29	35	3	6	0	1	9.22		3.52
(1V02) (632HD) Patchogue, NY	910	890	97.80%	20	2.20%	693	74	123	13	3	2	2	4.40	14.54	9.06
(1V02) (632QA) Northport 1, NY - Mobile	102	97	95.10%	5	4.90%	73	6	18	5	0	0	0		6.91	

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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) (632QB) Northport 2, NY - Mobile	33	30	90.91%	3	9.09%	19	7	4	2	0	1	0	6.27	15.89	
(1V04) (460) Wilmington, DE HCS	18,759	17,854	95.18%	905	4.82%	15,349	1,159	1,346	589	177	69	70	4.91	10.00	3.21
(1V04) (460) Wilmington, DE	12,154	11,408	93.86%	746	6.14%	9,733	722	953	485	143	58	60	4.84	10.77	2.23
(1V04) (460GA) Sussex County, DE	1,741	1,692	97.19%	49	2.81%	1,477	97	118	28	14	1	6	10.12	6.90	2.74
(1V04) (460GC) Kent County, DE	1,649	1,573	95.39%	76	4.61%	1,369	96	108	47	15	10	4	4.53	7.43	6.38
(1V04) (460GD) Cape May County, NJ	398	394	98.99%	4	1.01%	354	30	10	4	0	0	0	2.11	3.54	3.15
(1V04) (460HE) Atlantic County, NJ	1,392	1,380	99.14%	12	0.86%	1,208	107	65	10	2	0	0	1.49	5.53	3.38
(1V04) (460HG) Cumberland County, NJ	1,425	1,407	98.74%	18	1.26%	1,208	107	92	15	3	0	0	1.92	6.07	2.68
(1V04) (503) Altoona, PA HCS	17,163	16,670	97.13%	493	2.87%	14,423	1,158	1,089	396	73	14	10	2.75	6.45	3.63
(1V04) (503) Altoona, PA (James E. Van Zandt)	9,996	9,646	96.50%	350	3.50%	8,360	653	633	279	55	10	6	2.48	6.46	3.43
(1V04) (503GA) Johnstown, PA	2,130	2,095	98.36%	35	1.64%	1,859	119	117	30	3	1	1	2.65	4.48	3.91
(1V04) (503GB) DuBois, PA	2,307	2,257	97.83%	50	2.17%	1,859	211	187	36	8	3	3	3.31	8.21	5.90
(1V04) (503GC) State College, PA	1,974	1,931	97.82%	43	2.18%	1,684	134	113	38	5	0	0	3.13	6.08	2.57
(1V04) (503GD) Huntingdon County, PA	343	333	97.08%	10	2.92%	301	15	17	9	1	0	0	3.20	5.61	2.42
(1V04) (503GE) Indiana County, PA	413	408	98.79%	5	1.21%	360	26	22	4	1	0	0	1.54	5.29	3.77
(1V04) (529) Butler, PA HCS	10,221	10,105	98.87%	116	1.13%	9,363	336	406	108	8	0	0	0.36	3.15	3.15
(1V04) (529) Duffy Road, PA (Abie Abraham)	7,489	7,382	98.57%	107	1.43%	6,714	286	382	99	8	0	0	0.50	3.30	3.24
(1V04) (529GA) Hermitage, PA (Michael A. Marzano)	923	920	99.67%	3	0.33%	887	24	9	3	0	0	0	0.40	1.06	2.42
(1V04) (529GB) Lawrence County, PA	429	428	99.77%	1	0.23%	421	4	3	1	0	0	0	0.21	3.26	1.93
(1V04) (529GC) Armstrong County, PA	356	354	99.44%	2	0.56%	344	7	3	2	0	0	0	0.11	1.89	1.87
(1V04) (529GD) Clarion County, PA	365	365	100.00%	0	0.00%	356	6	3	0	0	0	0	0.26	1.22	4.52
(1V04) (529GF) Cranberry Township, PA	659	656	99.54%	3	0.46%	641	9	6	3	0	0	0	0.08	2.61	4.04
(1V04) (542) Coatesville, PA HCS	14,820	14,685	99.09%	135	0.91%	14,012	403	270	105	20	4	6	1.85	2.75	2.37
(1V04) (542) Coatesville, PA	12,743	12,624	99.07%	119	0.93%	12,041	334	249	91	18	4	6	2.18	2.76	2.19
(1V04) (542BU) Coatesville, PA - VADOM	808	808	100.00%	0	0.00%	776	30	2	0	0	0	0			0.00
(1V04) (542GA) Delaware County, PA	738	724	98.10%	14	1.90%	688	20	16	12	2	0	0	1.07	0.00	4.89
(1V04) (542GE) Spring City, PA	531	529	99.62%	2	0.38%	507	19	3	2	0	0	0	1.18	1.90	1.46
(1V04) (562) Erie, PA HCS	14,091	13,477	95.64%	614	4.36%	11,973	738	766	492	97	20	5	3.56	8.08	2.23
(1V04) (562) Erie, PA	10,718	10,161	94.80%	557	5.20%	8,998	557	606	445	92	17	3	4.75	8.16	2.04
(1V04) (562GA) Crawford County, PA	961	935	97.29%	26	2.71%	805	68	62	22	1	2	1	3.70	7.45	2.49
(1V04) (562GB) Ashtabula County, OH	842	818	97.15%	24	2.85%	709	52	57	18	4	1	1	4.24	0.00	3.78
(1V04) (562GC) McKean County, PA	293	292	99.66%	1	0.34%	284	2	6	1	0	0	0	0.78	0.00	4.67
(1V04) (562GD) Venango County, PA	605	601	99.34%	4	0.66%	560	27	14	4	0	0	0	1.14	5.95	1.99
(1V04) (562GE) Warren County, PA	672	670	99.70%	2	0.30%	617	32	21	2	0	0	0	1.72	1.80	1.58
(1V04) (595) Lebanon, PA HCS	30,780	29,735	96.60%	1,045	3.40%	26,799	1,480	1,456	781	216	38	10	3.48	4.12	3.77
(1V04) (595) Lebanon, PA	20,720	19,967	96.37%	753	3.63%	18,016	991	960	545	168	32	8	4.17	4.22	2.95
(1V04) (595GA) Cumberland County, PA	3,632	3,514	96.75%	118	3.25%	3,167	173	174	89	26	2	1	3.05	3.52	5.34
(1V04) (595GC) Lancaster County, PA	1,745	1,724	98.80%	21	1.20%	1,586	67	71	18	3	0	0	1.79	2.70	2.89
(1V04) (595GD) Berks County, PA	1,479	1,451	98.11%	28	1.89%	1,329	72	50	26	1	0	1	2.82	3.28	2.78
(1V04) (595GE) York, PA	2,613	2,509	96.02%	104	3.98%	2,226	139	144	88	13	3	0	3.45	4.78	5.67
(1V04) (595GF) Schuylkill County, PA	538	517	96.10%	21	3.90%	424	37	56	15	5	1	0	6.33		3.70

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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
(1V04) (595QA) Annville, PA (Fort Indiantown Gap)	53	53	100.00%	0	0.00%	51	1	1	0	0	0	0	1.00		
(1V04) (642) Philadelphia, PA HCS	38,004	35,814	94.24%	2,190	5.76%	31,083	2,116	2,615	1,396	509	164	121	4.32	8.58	2.49
(1V04) (642) Philadelphia, PA (Corporal Michael J. Crescenzo)	29,963	27,990	93.42%	1,973	6.58%	24,062	1,698	2,230	1,259	446	159	109	4.42	8.68	2.51
(1V04) (642GA) Burlington County, NJ	2,058	2,025	98.40%	33	1.60%	1,850	83	92	27	3	1	2	4.24	4.45	1.01
(1V04) (642GC) Horsham, PA (Victor J. Saracini)	2,556	2,463	96.36%	93	3.64%	2,131	180	152	41	46	3	3	4.71	9.67	2.35
(1V04) (642GD) Gloucester County, NJ	2,252	2,180	96.80%	72	3.20%	1,974	118	88	54	10	1	7	3.98	6.87	1.94
(1V04) (642GF) Camden, NJ	404	387	95.79%	17	4.21%	316	28	43	13	4	0	0	4.29	6.27	9.19
(1V04) (642GH) West Philadelphia, PA	231	229	99.13%	2	0.87%	210	9	10	2	0	0	0	1.70		5.69
(1V04) (642QA) Chestnut Street, PA	540	540	100.00%	0	0.00%	540	0	0	0	0	0	0			
(1V04) (646) Pittsburgh, PA HCS	40,539	38,136	94.07%	2,403	5.93%	31,019	3,333	3,784	1,727	389	149	138	4.63	9.84	2.66
(1V04) (646) Pittsburgh, PA	24,358	22,774	93.50%	1,584	6.50%	18,248	1,981	2,545	1,102	253	125	104	6.64	10.10	1.79
(1V04) (646A4) Heinz, PA (H. John Heinz III)	7,767	7,273	93.64%	494	6.36%	5,959	656	658	365	84	16	29	4.60	10.21	3.25
(1V04) (646GA) Belmont County, OH	1,881	1,810	96.23%	71	3.77%	1,502	135	173	64	6	1	0	3.93	7.46	5.03
(1V04) (646GB) Westmoreland County, PA	1,722	1,655	96.11%	67	3.89%	1,411	144	100	34	30	3	0	3.86	11.25	3.88
(1V04) (646GC) Beaver County, PA	1,454	1,427	98.14%	27	1.86%	1,192	151	84	21	5	1	0	3.45	5.42	3.85
(1V04) (646GD) Washington County, PA	1,860	1,778	95.59%	82	4.41%	1,499	156	123	70	7	1	4	3.86	7.84	7.08
(1V04) (646GE) Fayette County, PA	1,497	1,419	94.79%	78	5.21%	1,208	110	101	71	4	2	1	2.54	9.02	3.43
(1V04) (693) Wilkes-Barre, PA HCS	23,603	22,721	96.26%	882	3.74%	20,228	1,270	1,223	624	170	42	46	9.07	6.45	6.43
(1V04) (693) Wilkes-Barre, PA	16,898	16,223	96.01%	675	3.99%	14,384	888	951	451	146	37	41	17.26	6.65	7.66
(1V04) (693B4) Allentown, PA	4,018	3,879	96.54%	139	3.46%	3,464	245	170	118	12	5	4	2.96	4.26	6.18
(1V04) (693GA) Sayre, PA	980	947	96.63%	33	3.37%	841	57	49	25	7	0	1	4.12	7.10	1.22
(1V04) (693GB) Williamsport, PA	942	922	97.88%	20	2.12%	861	34	27	17	3	0	0	2.18	3.41	3.00
(1V04) (693GC) Tobyhanna, PA	122	121	99.18%	1	0.82%	101	16	4	1	0	0	0	2.87	0.00	5.11
(1V04) (693GF) Columbia County, PA	268	266	99.25%	2	0.75%	255	9	2	1	1	0	0	0.45		4.85
(1V04) (693GG) Northampton County, PA	202	192	95.05%	10	4.95%	166	11	15	9	1	0	0	5.86	5.00	2.89
(1V04) (693QA) Wayne County, PA	173	171	98.84%	2	1.16%	156	10	5	2	0	0	0	1.48		17.25
(1V05) (540) Clarksburg, WV HCS	19,360	18,590	96.02%	770	3.98%	16,329	1,179	1,082	498	104	89	79	3.63	7.37	5.37
(1V05) (540) Clarksburg, WV (Louis A. Johnson)	15,912	15,243	95.80%	669	4.20%	13,426	936	881	409	96	87	77	3.60	7.35	4.35
(1V05) (540BU) Clarksburg, WV - VADOM	10	10	100.00%	0	0.00%	9	1	0	0	0	0	0			
(1V05) (540GA) Tucker County, WV	242	235	97.11%	7	2.89%	193	28	14	4	2	1	0	4.88		18.33
(1V05) (540GB) Wood County, WV	1,440	1,380	95.83%	60	4.17%	1,174	107	99	56	4	0	0	3.64	9.51	8.99
(1V05) (540GC) Braxton County, WV	585	578	98.80%	7	1.20%	560	12	6	4	0	1	2	1.82		6.00
(1V05) (540GD) Monongalia County, WV	1,120	1,096	97.86%	24	2.14%	928	92	76	22	2	0	0	4.92	5.71	5.82
(1V05) (540HK) Clarksburg, WV - Mobile	51	48	94.12%	3	5.88%	39	3	6	3	0	0	0	6.34	10.00	
(1V05) (512) Baltimore, MD HCS	42,513	39,765	93.54%	2,748	6.46%	35,000	2,315	2,450	1,462	634	294	358	3.02	11.82	7.48
(1V05) (512) Baltimore, MD	24,033	21,874	91.02%	2,159	8.98%	18,536	1,583	1,755	1,139	513	235	272	5.43	12.77	11.48
(1V05) (512A5) Perry Point, MD	7,058	6,783	96.10%	275	3.90%	6,192	313	278	153	46	21	55	1.64	13.91	5.01
(1V05) (512GA) Cambridge, MD	1,791	1,740	97.15%	51	2.85%	1,598	76	66	18	5	5	23	1.47	13.18	3.22
(1V05) (512GC) Glen Burnie, MD	1,732	1,677	96.82%	55	3.18%	1,516	91	70	23	19	10	3	2.79	8.46	6.23
(1V05) (512GD) Loch Raven, MD	3,455	3,335	96.53%	120	3.47%	3,049	139	147	91	20	6	3	1.30	4.73	4.60
(1V05) (512GE) Pocomoke City, MD	578	560	96.89%	18	3.11%	445	48	67	17	1	0	0	4.20	0.00	10.46

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019		Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(1V05) (512GF) Eastern Baltimore County, MD		1,054	1,032	97.91%	22	2.09%	982	32	18	6	15	0	1	1.79		8.56
(1V05) (512GG) Fort Meade, MD		1,422	1,376	96.77%	46	3.23%	1,301	32	43	14	15	16	1	1.46	8.90	2.48
(1V05) (512PA) 512PA		2	2	100.00%	0	0.00%	2	0	0	0	0	0	0			
(1V05) (512QA) Baltimore West Fayette Street, MD		1,388	1,386	99.86%	2	0.14%	1,379	1	6	1	0	1	0		7.24	0.24
(1V05) (613) Martinsburg, WV HCS		32,068	30,328	94.57%	1,740	5.43%	26,577	1,741	2,010	1,059	431	123	127	3.89	9.82	6.51
(1V05) (613) Martinsburg, WV		22,968	21,505	93.63%	1,463	6.37%	18,839	1,211	1,455	876	373	115	99	4.36	10.21	4.53
(1V05) (613BU) Martinsburg, WV - VADOM		615	614	99.84%	1	0.16%	590	11	13	1	0	0	0			0.76
(1V05) (613GA) Cumberland, MD		1,425	1,403	98.46%	22	1.54%	1,225	94	84	19	3	0	0	2.19	6.97	4.47
(1V05) (613GB) Hagerstown, MD		1,304	1,250	95.86%	54	4.14%	1,122	60	68	31	15	3	5	4.08	7.57	10.66
(1V05) (613GC) Stephens City, VA		1,841	1,793	97.39%	48	2.61%	1,582	104	107	36	12	0	0	3.96	7.37	5.01
(1V05) (613GD) Franklin, WV		79	76	96.20%	3	3.80%	73	1	2	0	1	0	2	1.23	406.00	70.33
(1V05) (613GE) Petersburg, WV		421	407	96.67%	14	3.33%	381	14	12	7	3	2	2	1.72	17.33	12.16
(1V05) (613GF) Harrisonburg, VA		1,406	1,365	97.08%	41	2.92%	1,171	84	110	22	8	1	10	3.54	10.25	13.94
(1V05) (613GG) Fort Detrick, MD		2,009	1,915	95.32%	94	4.68%	1,594	162	159	67	16	2	9	4.86	5.80	11.80
(1V05) (688) Washington, DC HCS		46,845	46,142	98.50%	703	1.50%	43,728	1,173	1,241	489	107	60	47	1.13	2.81	2.21
(1V05) (688) Washington, DC		39,882	39,246	98.41%	636	1.59%	37,041	1,073	1,132	442	94	55	45	1.34	2.81	2.52
(1V05) (688DV) Charlotte Hall State Veterans Home		6	6	100.00%	0	0.00%	6	0	0	0	0	0	0		0.00	0.00
(1V05) (688GA) Fort Belvoir, VA		2,408	2,395	99.46%	13	0.54%	2,361	23	11	9	2	1	1	0.70	1.96	0.36
(1V05) (688GB) Southeast Washington, DC		229	227	99.13%	2	0.87%	226	1	0	1	1	0	0	0.54	15.40	0.22
(1V05) (688GD) Charlotte Hall, MD		1,257	1,254	99.76%	3	0.24%	1,214	27	13	3	0	0	0	0.88	1.94	0.04
(1V05) (688GE) Southern Prince Georges County, MD		2,213	2,188	98.87%	25	1.13%	2,115	29	44	21	2	2	0	0.75	4.51	0.92
(1V05) (688GF) Montgomery County, MD		812	790	97.29%	22	2.71%	744	16	30	11	8	2	1	1.08	3.31	8.91
(1V05) (688QA) Franklin Street, DC		38	36	94.74%	2	5.26%	21	4	11	2	0	0	0			10.95
(1V05) (517) Beckley, WV HCS		12,596	12,157	96.51%	439	3.49%	10,978	543	636	317	100	9	13	3.95	6.44	1.39
(1V05) (517) Beckley, WV		11,534	11,125	96.45%	409	3.55%	10,129	432	564	290	100	9	10	2.99	6.53	1.21
(1V05) (517GB) Greenbrier County, WV		559	556	99.46%	3	0.54%	460	68	28	3	0	0	0	4.14	0.00	4.11
(1V05) (517QA) Princeton, WV		503	476	94.63%	27	5.37%	389	43	44	24	0	0	3	8.20	0.00	2.43
(1V05) (581) Huntington, WV HCS		24,355	23,223	95.35%	1,132	4.65%	20,780	1,197	1,246	629	273	111	119	9.93	8.64	2.88
(1V05) (581) Huntington, WV (Hershel "Woody" Williams)		19,152	18,074	94.37%	1,078	5.63%	16,148	954	972	590	264	108	116	16.55	9.11	2.68
(1V05) (581GA) Prestonsburg, KY		1,629	1,602	98.34%	27	1.66%	1,473	76	53	25	2	0	0	2.02	1.88	4.38
(1V05) (581GB) Charleston, WV		2,933	2,915	99.39%	18	0.61%	2,548	153	214	8	6	3	1	4.29	2.34	2.72
(1V05) (581GG) Gallipolis, OH		451	447	99.11%	4	0.89%	432	9	6	3	1	0	0	0.97	11.29	0.39
(1V05) (581GH) Lenore, WV		182	177	97.25%	5	2.75%	171	5	1	3	0	0	2	4.52	36.00	
(1V05) (581QA) Huntington Ninth Street, WV		8	8	100.00%	0	0.00%	8	0	0	0	0	0	0	0.00		
(1V06) (558) Durham, NC HCS		47,381	42,655	90.03%	4,726	9.97%	36,866	2,523	3,266	2,494	1,065	635	532	6.21	11.65	6.76
(1V06) (558) Durham, NC		27,549	24,670	89.55%	2,879	10.45%	21,150	1,492	2,028	1,566	570	410	333	4.09	10.27	4.13
(1V06) (558GA) Greenville, NC		9,779	8,509	87.01%	1,270	12.99%	7,289	524	696	573	375	164	158	8.59	15.85	9.90
(1V06) (558GB) Raleigh, NC		1,940	1,729	89.12%	211	10.88%	1,483	93	153	125	45	25	16	11.11	22.57	1.90
(1V06) (558GC) Morehead City, NC		1,580	1,476	93.42%	104	6.58%	1,246	129	101	63	22	10	9	4.52	16.56	11.22
(1V06) (558GD) Durham County, NC		1,414	1,377	97.38%	37	2.62%	1,266	60	51	26	8	1	2			4.80
(1V06) (558GE) Hillandale Road, NC		1,283	1,243	96.88%	40	3.12%	1,137	47	59	29	7	3	1	3.81	15.45	0.08

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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
(1V06) (558GF) Wake County, NC	2,238	2,116	94.55%	122	5.45%	1,948	72	96	63	30	19	10			6.13
(1V06) (558GG) Raleigh-Atlantic Avenue, NC	1,471	1,417	96.33%	54	3.67%	1,243	98	76	45	7	1	1	4.92	4.40	1.06
(1V06) (558QA) Brier Creek, NC	127	118	92.91%	9	7.09%	104	8	6	4	1	2	2		4.57	
(1V06) (565) Fayetteville, NC HCS	50,210	48,079	95.76%	2,131	4.24%	41,967	3,014	3,098	1,425	450	141	115	4.65	8.53	3.71
(1V06) (565) Fayetteville, NC	10,209	9,991	97.86%	218	2.14%	9,223	374	394	169	26	15	8	1.48	3.38	3.43
(1V06) (565GA) Jacksonville, NC	2,010	1,947	96.87%	63	3.13%	1,826	50	71	52	11	0	0	2.79	5.19	4.10
(1V06) (565GC) Wilmington, NC	8,638	8,408	97.34%	230	2.66%	7,349	532	527	155	53	11	11	3.56	6.33	2.34
(1V06) (565GD) Hamlet, NC	963	937	97.30%	26	2.70%	784	71	82	19	5	0	2	4.84	18.00	4.25
(1V06) (565GE) Robeson County, NC	1,202	1,198	99.67%	4	0.33%	1,167	15	16	4	0	0	0	0.87	5.85	1.08
(1V06) (565GF) Goldsboro, NC	1,363	1,356	99.49%	7	0.51%	1,235	79	42	2	0	1	4	1.73	9.82	5.26
(1V06) (565GG) Lee County, NC	1,363	1,312	96.26%	51	3.74%	1,122	102	88	35	10	5	1	4.69	13.92	4.52
(1V06) (565GH) Brunswick County, NC	564	546	96.81%	18	3.19%	503	27	16	9	0	2	7	5.50	10.71	1.48
(1V06) (565GJ) Jacksonville 2, NC	591	586	99.15%	5	0.85%	544	29	13	3	2	0	0	2.25		5.00
(1V06) (565GL) Cumberland County, NC	20,762	19,344	93.17%	1,418	6.83%	15,997	1,594	1,753	933	305	98	82	5.93	11.49	6.07
(1V06) (565GM) Jacksonville 3, NC	726	714	98.35%	12	1.65%	648	44	22	4	7	1	0			3.41
(1V06) (565MB) IDES Fort Bragg	72	72	100.00%	0	0.00%	61	11	0	0	0	0	0		3.89	0.41
(1V06) (565MD) IDES Camp Lejeune	138	137	99.28%	1	0.72%	137	0	0	1	0	0	0		0.41	0.00
(1V06) (565QA) Robeson Street, NC	665	665	100.00%	0	0.00%	665	0	0	0	0	0	0			
(1V06) (565QD) Raeford Road, NC	944	866	91.74%	78	8.26%	706	86	74	39	31	8	0		8.80	
(1V06) (590) Hampton, VA HCS	33,133	29,849	90.09%	3,284	9.91%	26,015	1,786	2,048	1,653	739	455	437	13.94	15.57	6.34
(1V06) (590) Hampton, VA	27,935	25,186	90.16%	2,749	9.84%	21,992	1,478	1,716	1,282	659	419	389	15.64	15.15	5.94
(1V06) (590BU) Hampton, VA - VADOM	37	37	100.00%	0	0.00%	37	0	0	0	0	0	0			
(1V06) (590GB) Virginia Beach, VA	2,304	2,055	89.19%	249	10.81%	1,740	165	150	130	57	27	35	12.90	17.94	10.43
(1V06) (590GC) Albemarle, NC	771	728	94.42%	43	5.58%	655	28	45	32	11	0	0	8.60	0.00	1.76
(1V06) (590GD) Chesapeake, VA	1,872	1,780	95.09%	92	4.91%	1,565	100	115	58	12	9	13	7.88	5.11	6.01
(1V06) (590MA) IDES Portsmouth	73	15	20.55%	58	79.45%	3	5	7	58	0	0	0		36.66	
(1V06) (590MB) IDES Langley	41	8	19.51%	33	80.49%	8	0	0	33	0	0	0		32.56	
(1V06) (590MC) IDES Fort Eustis	100	40	40.00%	60	60.00%	15	10	15	60	0	0	0		36.93	10.17
(1V06) (637) Asheville, NC HCS	33,588	30,767	91.60%	2,821	8.40%	25,971	2,109	2,687	1,724	496	232	369	8.40	14.21	4.65
(1V06) (637) Asheville, NC (Charles George)	27,149	24,703	90.99%	2,446	9.01%	20,886	1,676	2,141	1,507	426	204	309	5.67	13.75	4.22
(1V06) (637BU) Asheville, NC - VADOM	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0			
(1V06) (637GA) Franklin, NC	1,433	1,329	92.74%	104	7.26%	1,169	71	89	57	23	7	17	19.88	18.17	4.73
(1V06) (637GB) Rutherford County, NC	1,338	1,221	91.26%	117	8.74%	1,003	121	97	64	30	10	13	23.26	14.37	3.88
(1V06) (637GC) Hickory, NC	3,665	3,511	95.80%	154	4.20%	2,910	241	360	96	17	11	30	4.28	18.51	6.47
(1V06) (652) Richmond, VA HCS	54,468	51,747	95.00%	2,721	5.00%	44,924	3,454	3,369	1,746	486	241	248	5.24	7.87	4.27
(1V06) (652) Richmond, VA (Hunter Holmes McGuire)	47,164	44,593	94.55%	2,571	5.45%	38,587	2,995	3,011	1,626	468	235	242	6.14	7.94	4.65
(1V06) (652GA) Fredericksburg, VA	2,537	2,499	98.50%	38	1.50%	2,202	201	96	31	4	2	1	3.26	7.08	2.94
(1V06) (652GB) Fredericksburg 2, VA	1,991	1,937	97.29%	54	2.71%	1,654	129	154	48	2	2	2	3.74	7.36	4.76
(1V06) (652GE) Charlottesville, VA	2,064	2,015	97.63%	49	2.37%	1,840	89	86	34	11	2	2	2.55	5.55	3.24
(1V06) (652GF) Emporia, VA	712	703	98.74%	9	1.26%	641	40	22	7	1	0	1	3.46	3.83	2.81
(1V06) (658) Salem, VA HCS	31,344	30,192	96.32%	1,152	3.68%	26,132	2,077	1,983	778	152	79	143	3.98	8.18	2.57
(1V06) (658) Salem, VA	24,738	23,684	95.74%	1,054	4.26%	20,219	1,754	1,711	701	141	75	137	4.55	8.36	1.65

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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
(1V06) (658BU) Salem, VA - VADOM	20	20	100.00%	0	0.00%	18	2	0	0	0	0	0			
(1V06) (658GA) Tazewell, VA	357	357	100.00%	0	0.00%	324	22	11	0	0	0	0	2.40	17.00	1.99
(1V06) (658GB) Danville, VA	1,983	1,939	97.78%	44	2.22%	1,749	91	99	32	7	2	3	4.78	2.30	3.22
(1V06) (658GC) Lynchburg, VA	1,808	1,794	99.23%	14	0.77%	1,595	112	87	14	0	0	0	3.23	6.86	2.83
(1V06) (658GD) Staunton, VA	1,124	1,118	99.47%	6	0.53%	1,054	39	25	2	1	1	2	2.72	0.91	4.67
(1V06) (658GE) Wytheville, VA	1,314	1,280	97.41%	34	2.59%	1,173	57	50	29	3	1	1	2.30	3.68	6.23
(1V06) (659) Salisbury, NC HCS	66,849	61,251	91.63%	5,598	8.37%	51,601	4,405	5,245	3,499	1,343	460	296	6.23	10.37	8.52
(1V06) (659) Salisbury, NC (W.G. (Bill) Hefner Salisbury)	24,636	23,047	93.55%	1,589	6.45%	19,730	1,579	1,738	1,139	317	83	50	4.82	8.04	7.35
(1V06) (659BY) Kernersville, NC	19,626	17,516	89.25%	2,110	10.75%	14,814	1,204	1,498	1,129	609	227	145	10.53	11.41	11.13
(1V06) (659BZ) South Charlotte, NC	19,444	17,643	90.74%	1,801	9.26%	14,750	1,299	1,594	1,161	398	146	96	4.42	12.73	7.47
(1V06) (659GA) North Charlotte, NC	3,143	3,045	96.88%	98	3.12%	2,307	323	415	70	19	4	5	3.75	9.11	6.29
(2V07) (508) Atlanta, GA HCS	79,983	75,236	94.06%	4,747	5.94%	66,362	3,965	4,909	3,143	1,095	263	246	2.91	11.46	2.53
(2V07) (508) Atlanta, GA	35,502	32,781	92.34%	2,721	7.66%	27,926	2,029	2,826	2,017	551	84	69	3.81	10.43	2.07
(2V07) (508GA) Fort McPherson, GA	6,797	6,568	96.63%	229	3.37%	5,909	308	351	136	68	21	4	2.56	11.54	4.18
(2V07) (508GE) Oakwood, GA	3,555	3,463	97.41%	92	2.59%	3,227	89	147	58	28	2	4	1.92	12.27	1.82
(2V07) (508GF) Austell, GA	2,087	2,064	98.90%	23	1.10%	1,945	56	63	18	3	2	0	2.08	0.78	1.63
(2V07) (508GG) Stockbridge, GA	2,788	2,761	99.03%	27	0.97%	2,588	91	82	16	4	1	6	2.17	2.74	3.53
(2V07) (508GH) Lawrenceville, GA	3,385	3,337	98.58%	48	1.42%	3,027	157	153	31	12	0	5	2.29	4.92	2.73
(2V07) (508GI) Newnan, GA	2,097	2,079	99.14%	18	0.86%	1,893	96	90	15	2	0	1	2.17	2.81	3.84
(2V07) (508GJ) Blairsville, GA	1,319	1,311	99.39%	8	0.61%	1,237	32	42	7	0	0	1	1.13	1.06	2.52
(2V07) (508GK) Carrollton, GA (Trinka Davis Village)	2,698	2,528	93.70%	170	6.30%	2,121	189	218	120	19	10	21	2.66	13.71	1.85
(2V07) (508GL) Rome, GA	1,140	1,085	95.18%	55	4.82%	1,007	38	40	10	12	24	9	10.26	1.44	0.73
(2V07) (508GO) Northeast Cobb County, GA	965	934	96.79%	31	3.21%	884	22	28	19	8	0	4	6.05	9.02	0.19
(2V07) (508QB) East Point, GA	534	530	99.25%	4	0.75%	514	9	7	1	3	0	0		6.46	0.69
(2V07) (508QC) Henderson Mill, GA	2,797	2,793	99.86%	4	0.14%	2,739	38	16	2	0	0	2			0.67
(2V07) (508QD) Fulton County, GA	482	480	99.59%	2	0.41%	243	136	101	2	0	0	0		6.61	13.95
(2V07) (508QE) Gwinnett County, GA	1,546	1,531	99.03%	15	0.97%	1,442	40	49	11	2	1	1	2.15		1.78
(2V07) (508QF) Atlanta North Arcadia Avenue, GA	12,291	10,991	89.42%	1,300	10.58%	9,660	635	696	680	383	118	119	2.45	17.22	4.44
(2V07) (509) Augusta, GA HCS	33,155	31,196	94.09%	1,959	5.91%	27,272	1,771	2,153	1,171	399	205	184	5.03	9.44	4.98
(2V07) (509) Augusta Downtown, GA (Charlie Norwood)	13,790	12,680	91.95%	1,110	8.05%	11,029	763	888	564	258	146	142	0.00	11.15	1.41
(2V07) (509A0) Augusta Uptown, GA	15,652	14,872	95.02%	780	4.98%	13,015	819	1,038	560	135	47	38	5.92	5.96	5.78
(2V07) (509GA) Athens, GA	1,876	1,831	97.60%	45	2.40%	1,592	109	130	31	2	8	4	5.10	7.57	2.29
(2V07) (509GB) Aiken, SC	1,290	1,268	98.29%	22	1.71%	1,142	56	70	14	4	4	0	3.47	1.93	2.33
(2V07) (509QA) Statesboro, GA (Ray Hendrix)	547	545	99.63%	2	0.37%	494	24	27	2	0	0	0	2.17	2.48	1.87
(2V07) (521) Birmingham, AL HCS	51,351	49,062	95.54%	2,289	4.46%	44,248	2,289	2,525	1,313	607	159	210	2.73	9.17	1.98
(2V07) (521) Birmingham, AL	25,933	24,398	94.08%	1,535	5.92%	22,038	1,043	1,317	823	431	124	157	3.54	11.44	1.71
(2V07) (521GA) Huntsville, AL	6,812	6,594	96.80%	218	3.20%	5,723	490	381	141	69	5	3	2.89	6.00	3.56
(2V07) (521GC) Florence, AL	1,680	1,678	99.88%	2	0.12%	1,578	68	32	2	0	0	0	1.74	0.29	0.76
(2V07) (521GD) Rainbow City, AL	1,248	1,246	99.84%	2	0.16%	1,172	44	30	2	0	0	0	1.55	0.44	1.69
(2V07) (521GE) Oxford, AL	1,836	1,823	99.29%	13	0.71%	1,714	59	50	11	1	0	1	1.27	1.61	2.77
(2V07) (521GF) Jasper, AL	1,021	993	97.26%	28	2.74%	950	15	28	16	9	0	3	4.99	7.03	1.19
(2V07) (521GG) Bessemer, AL	1,041	982	94.33%	59	5.67%	889	54	39	34	14	7	4	9.03	5.55	2.92

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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) (521GH) Childersburg, AL	1,131	1,130	99.91%	1	0.09%	1,121	6	3	1	0	0	0	0.11	0.89	0.40
(2V07) (521GI) Guntersville, AL	1,664	1,659	99.70%	5	0.30%	1,588	51	20	5	0	0	0	1.02	3.58	1.61
(2V07) (521GJ) Birmingham 7th Avenue South, AL	7,038	6,698	95.17%	340	4.83%	5,914	311	473	230	59	21	30	3.11	7.82	1.95
(2V07) (521QA) Callahan, AL	1,947	1,861	95.58%	86	4.42%	1,561	148	152	48	24	2	12		6.19	
(2V07) (534) Charleston, SC HCS	57,840	56,809	98.22%	1,031	1.78%	52,397	2,404	2,008	813	165	21	32	1.36	5.25	1.34
(2V07) (534) Charleston, SC (Ralph H. Johnson)	27,896	27,101	97.15%	795	2.85%	24,702	1,163	1,236	625	124	18	28	1.36	5.57	0.82
(2V07) (534BY) Savannah, GA	8,782	8,696	99.02%	86	0.98%	8,051	395	250	71	13	0	2	1.93	3.97	2.08
(2V07) (534GB) Myrtle Beach, SC	2,798	2,788	99.64%	10	0.36%	2,592	133	63	10	0	0	0	1.34	6.28	1.01
(2V07) (534GC) Beaufort, SC	2,463	2,458	99.80%	5	0.20%	2,323	76	59	5	0	0	0	0.69	4.83	1.09
(2V07) (534GD) Goose Creek, SC	4,568	4,510	98.73%	58	1.27%	4,118	228	164	44	13	1	0	1.40	4.82	2.54
(2V07) (534GE) Hinesville, GA	4,429	4,410	99.57%	19	0.43%	4,240	106	64	19	0	0	0	1.21	1.49	1.06
(2V07) (534GF) Trident 1, SC	1,713	1,711	99.88%	2	0.12%	1,652	45	14	2	0	0	0	0.81	3.28	
(2V07) (534QA) Market Commons, SC	4,067	4,011	98.62%	56	1.38%	3,632	241	138	37	15	2	2	1.96	5.80	1.74
(2V07) (534QB) Trident 2, SC	838	838	100.00%	0	0.00%	803	16	19	0	0	0	0			1.00
(2V07) (534QC) Charleston City Hall Lane, SC	286	286	100.00%	0	0.00%	284	1	1	0	0	0	0			1.00
(2V07) (544) Columbia, SC HCS	60,602	57,179	94.35%	3,423	5.65%	49,869	3,429	3,881	1,981	611	381	450	3.52	12.00	5.29
(2V07) (544) Columbia, SC (Wm. Jennings Bryan Dorn)	39,975	37,274	93.24%	2,701	6.76%	31,994	2,345	2,935	1,523	506	334	338	3.94	12.38	6.52
(2V07) (544BZ) Greenville, SC	7,442	7,059	94.85%	383	5.15%	6,311	364	384	235	46	23	79	3.81	11.93	4.22
(2V07) (544GB) Florence, SC	2,506	2,443	97.49%	63	2.51%	2,306	84	53	45	10	6	2	1.45	12.51	3.58
(2V07) (544GC) Rock Hill, SC	2,572	2,546	98.99%	26	1.01%	2,366	111	69	19	5	0	2	2.57	8.59	2.34
(2V07) (544GD) Anderson, SC	3,150	3,015	95.71%	135	4.29%	2,560	232	223	77	23	13	22	3.27	7.32	12.09
(2V07) (544GE) Orangeburg, SC	1,357	1,337	98.53%	20	1.47%	1,237	67	33	12	1	4	3	4.98		2.62
(2V07) (544GF) Sumter, SC	1,565	1,518	97.00%	47	3.00%	1,294	121	103	38	8	0	1	4.99		4.83
(2V07) (544GG) Spartanburg, SC	1,910	1,889	98.90%	21	1.10%	1,728	92	69	20	1	0	0	1.65	1.44	3.53
(2V07) (544HK) Columbia, SC - Mobile	125	98	78.40%	27	21.60%	73	13	12	12	11	1	3		17.98	
(2V07) (557) Dublin, GA HCS	27,482	25,996	94.59%	1,486	5.41%	23,375	1,137	1,484	906	326	125	129	3.32	12.75	6.02
(2V07) (557) Dublin, GA (Carl Vinson)	17,200	16,194	94.15%	1,006	5.85%	14,482	728	984	590	227	93	96	2.02	13.61	4.72
(2V07) (557GA) Macon, GA	3,502	3,262	93.15%	240	6.85%	2,945	160	157	137	66	24	13	4.03	16.28	8.01
(2V07) (557GB) Albany, GA	2,076	1,982	95.47%	94	4.53%	1,793	76	113	78	7	3	6	2.28	3.90	8.47
(2V07) (557GC) Milledgeville, GA	616	610	99.03%	6	0.97%	576	17	17	6	0	0	0	1.10	4.00	3.93
(2V07) (557GE) Brunswick, GA	1,452	1,436	98.90%	16	1.10%	1,262	87	87	8	5	0	3	3.63	4.35	3.71
(2V07) (557GF) Tifton, GA	1,501	1,469	97.87%	32	2.13%	1,387	33	49	24	3	1	4	8.70	1.49	4.72
(2V07) (557HA) Perry, GA	1,135	1,043	91.89%	92	8.11%	930	36	77	63	18	4	7	6.07	6.25	9.41
(2V07) (619) Central Alabama HCS	28,777	26,936	93.60%	1,841	6.40%	23,590	1,527	1,819	1,000	416	205	220	5.09	9.99	9.23
(2V07) (619) Montgomery, AL (Central Alabama)	6,649	6,151	92.51%	498	7.49%	5,193	430	528	230	125	39	104		9.48	13.93
(2V07) (619A4) Tuskegee, AL (Central Alabama)	8,038	7,577	94.26%	461	5.74%	6,690	401	486	308	72	44	37	4.07	9.49	3.02
(2V07) (619GA) Columbus, GA	2,429	2,216	91.23%	213	8.77%	2,045	76	95	135	31	17	30	5.97	10.45	11.19
(2V07) (619GC) Dothan Mental Health Clinic	65	62	95.38%	3	4.62%	54	4	4	2	0	1	0			5.25
(2V07) (619GD) Wiregrass, AL	2,335	2,060	88.22%	275	11.78%	1,843	72	145	109	90	52	24	12.96	17.87	4.26
(2V07) (619GE) Monroe County, AL	362	350	96.69%	12	3.31%	326	10	14	8	3	1	0	1.30		5.80
(2V07) (619GF) Central Alabama Montgomery, AL	5,481	5,320	97.06%	161	2.94%	4,490	433	397	96	30	28	7	3.47	7.99	1.82

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(2V07) (619PA) Tuskegee, AL (Central Alabama) - PR RTP	18	18	100.00%	0	0.00%	18	0	0	0	0	0	0			
(2V07) (619QA) Dothan 2, AL	1,247	1,160	93.02%	87	6.98%	1,048	48	64	42	26	14	5	3.93		12.38
(2V07) (619QB) Fort Benning, GA	2,153	2,022	93.92%	131	6.08%	1,883	53	86	70	39	9	13	5.09	14.04	15.56
(2V07) (679) Tuscaloosa, AL HCS	10,452	9,910	94.81%	542	5.19%	8,794	467	649	366	112	24	40	6.98	6.38	4.31
(2V07) (679) Tuscaloosa, AL	10,140	9,605	94.72%	535	5.28%	8,505	463	637	364	112	22	37	7.07	6.38	4.30
(2V07) (679BU) Tuscaloosa, AL - VADOM	121	121	100.00%	0	0.00%	121	0	0	0	0	0	0			
(2V07) (679GA) Selma, AL	121	115	95.04%	6	4.96%	103	4	8	2	0	2	2	6.86		5.44
(2V07) (679HK) Tuscaloosa, AL - Mobile	70	69	98.57%	1	1.43%	65	0	4	0	0	0	1	4.50		
(2V08) (516) Bay Pines, FL HCS	77,986	74,681	95.76%	3,305	4.24%	66,075	4,345	4,261	2,209	596	327	173	3.27	7.31	6.56
(2V08) (516) Bay Pines, FL (C.W. Bill Young)	44,037	42,436	96.36%	1,601	3.64%	37,397	2,456	2,583	1,142	270	128	61	2.68	6.68	5.02
(2V08) (516BZ) Lee County, FL	16,747	15,676	93.60%	1,071	6.40%	14,040	802	834	673	239	104	55	2.99	8.73	7.32
(2V08) (516GA) Sarasota, FL	3,356	3,323	99.02%	33	0.98%	3,009	209	105	29	1	1	2	3.21	0.74	4.11
(2V08) (516GB) St. Petersburg, FL	814	804	98.77%	10	1.23%	745	41	18	8	1	0	1	1.66	1.25	7.98
(2V08) (516GC) Palm Harbor, FL	2,509	2,486	99.08%	23	0.92%	2,187	166	133	21	2	0	0	3.26	1.47	5.12
(2V08) (516GD) Bradenton, FL	4,245	3,888	91.59%	357	8.41%	3,333	271	284	211	53	77	16	6.06	9.05	15.07
(2V08) (516GE) Port Charlotte, FL	2,716	2,546	93.74%	170	6.26%	2,148	211	187	98	25	14	33	4.97	30.99	8.32
(2V08) (516GF) Naples, FL	2,182	2,149	98.49%	33	1.51%	1,962	113	74	21	5	2	5	2.47	3.19	7.00
(2V08) (516GH) Sebring, FL	1,380	1,373	99.49%	7	0.51%	1,254	76	43	6	0	1	0	3.11	2.33	2.45
(2V08) (546) Miami, FL HCS	49,120	46,026	93.70%	3,094	6.30%	41,478	2,056	2,492	1,759	709	366	260	3.27	9.56	2.81
(2V08) (546) Miami, FL (Bruce W. Carter)	29,922	27,788	92.87%	2,134	7.13%	24,930	1,269	1,589	1,190	460	288	196	3.47	9.97	1.60
(2V08) (546BZ) Sunrise, FL (William "Bill" Kling)	13,089	12,267	93.72%	822	6.28%	11,040	545	682	484	212	66	60	3.68	10.03	3.68
(2V08) (546GA) Miami Flagler, FL	44	44	100.00%	0	0.00%	44	0	0	0	0	0	0	0.14		
(2V08) (546GB) Key West, FL	797	790	99.12%	7	0.88%	751	26	13	1	5	1	0	0.63	3.40	1.34
(2V08) (546GC) Homestead, FL	1,981	1,925	97.17%	56	2.83%	1,734	88	103	38	13	1	4	3.31	4.20	6.62
(2V08) (546GD) Pembroke Pines, FL	774	733	94.70%	41	5.30%	664	35	34	27	9	5	0	3.37	22.21	7.52
(2V08) (546GE) Key Largo, FL	374	361	96.52%	13	3.48%	329	14	18	5	3	5	0	3.12	12.90	1.96
(2V08) (546GF) Hollywood, FL	1,375	1,354	98.47%	21	1.53%	1,248	60	46	14	7	0	0	2.55	2.26	3.17
(2V08) (546GH) Deerfield Beach, FL	764	764	100.00%	0	0.00%	738	19	7	0	0	0	0	1.08	1.41	0.68
(2V08) (548) West Palm Beach, FL HCS	50,620	49,358	97.51%	1,262	2.49%	44,762	2,293	2,303	925	196	62	79	1.67	5.16	4.30
(2V08) (548) West Palm Beach, FL	41,459	40,285	97.17%	1,174	2.83%	36,132	2,034	2,119	855	185	60	74	1.95	5.62	4.53
(2V08) (548GA) Fort Pierce, FL	1,721	1,711	99.42%	10	0.58%	1,671	22	18	7	3	0	0	1.24	1.37	1.16
(2V08) (548GB) Delray Beach, FL	2,079	2,053	98.75%	26	1.25%	1,921	70	62	17	5	2	2	2.14	1.65	5.80
(2V08) (548GC) Stuart, FL	2,072	2,049	98.89%	23	1.11%	1,982	40	27	22	1	0	0	0.95	0.49	3.31
(2V08) (548GD) Boca Raton, FL	1,094	1,090	99.63%	4	0.37%	1,045	29	16	3	1	0	0	1.12	0.52	3.89
(2V08) (548GE) Vero Beach, FL	953	950	99.69%	3	0.31%	919	22	9	3	0	0	0	1.03	0.44	1.54
(2V08) (548GF) Okeechobee, FL	520	519	99.81%	1	0.19%	509	7	3	1	0	0	0	0.77	1.42	1.63
(2V08) (548QA) Port Saint Lucie, FL	722	701	97.09%	21	2.91%	583	69	49	17	1	0	3		7.53	4.61
(2V08) (573) Gainesville, FL HCS	94,329	89,724	95.12%	4,605	4.88%	78,141	5,729	5,854	2,825	949	459	372	3.86	8.31	4.07
(2V08) (573) Gainesville, FL (Malcom Randall)	26,058	24,559	94.25%	1,499	5.75%	21,459	1,453	1,647	987	290	115	107	3.68	7.73	1.38
(2V08) (573A4) Lake City, FL	9,199	8,872	96.45%	327	3.55%	8,026	409	437	209	70	19	29	5.50	8.19	1.49
(2V08) (573BY) Jacksonville 1, FL	11,390	10,295	90.39%	1,095	9.61%	8,247	948	1,100	595	181	225	94	6.55	13.30	3.88
(2V08) (573GA) Valdosta, GA	1,667	1,635	98.08%	32	1.92%	1,389	127	119	25	3	1	3	3.69	6.49	4.86

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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) (573GD) Ocala, FL	2,747	2,689	97.89%	58	2.11%	2,426	164	99	44	2	5	7	3.32	12.45	4.46
(2V08) (573GE) Saint Augustine, FL	2,490	2,427	97.47%	63	2.53%	2,055	187	185	47	6	5	5	4.77	7.53	2.09
(2V08) (573GF) Tallahassee, FL (Sergeant Ernest I. "Boots" Thomas)	9,635	9,430	97.87%	205	2.13%	8,325	595	510	168	22	11	4	3.53	4.00	0.61
(2V08) (573GG) Lecanto, FL	2,280	2,273	99.69%	7	0.31%	2,213	40	20	5	2	0	0	0.94	2.77	0.51
(2V08) (573GI) The Villages, FL	9,063	8,567	94.53%	496	5.47%	7,348	664	555	253	189	23	31	5.03	9.09	5.57
(2V08) (573GJ) St. Marys, GA	1,092	1,053	96.43%	39	3.57%	903	97	53	21	9	2	7	4.18	21.00	11.71
(2V08) (573GK) Marianna, FL	1,120	1,110	99.11%	10	0.89%	1,026	57	27	10	0	0	0	1.67	6.47	3.76
(2V08) (573GL) Palatka, FL	1,117	1,107	99.10%	10	0.90%	1,008	54	45	7	3	0	0	2.88	3.76	2.80
(2V08) (573GM) Waycross, GA	658	646	98.18%	12	1.82%	579	38	29	3	2	0	7	3.03	21.17	1.42
(2V08) (573GN) Perry, FL	294	293	99.66%	1	0.34%	279	9	5	1	0	0	0	1.78	0.75	0.66
(2V08) (573QA) Gainesville 1-16th Street, FL	182	182	100.00%	0	0.00%	180	2	0	0	0	0	0			0.28
(2V08) (573QB) Gainesville 2-98th Street, FL	590	578	97.97%	12	2.03%	477	51	50	10	1	1	0		4.37	
(2V08) (573QC) Gainesville 3-64th Street (C), FL	1,573	1,510	95.99%	63	4.01%	1,226	75	209	46	1	2	14		6.57	6.18
(2V08) (573QD) Gainesville 4-64th Street (O), FL	1,249	1,222	97.84%	27	2.16%	956	131	135	21	6	0	0		5.21	
(2V08) (573QE) Gainesville 5-64th Street (D), FL	1,256	1,158	92.20%	98	7.80%	889	105	164	66	20	6	6		9.00	
(2V08) (573QF) Gainesville 6-23rd Avenue, FL	12	9	75.00%	3	25.00%	5	0	4	1	0	1	1			
(2V08) (573QG) Jacksonville Southpoint, FL	5,660	5,417	95.71%	243	4.29%	4,883	270	264	128	64	23	28	3.18	5.94	8.72
(2V08) (573QH) Ocala West, FL	1,318	1,162	88.16%	156	11.84%	1,051	57	54	104	44	5	3		8.84	
(2V08) (573QJ) Jacksonville 2, FL	2,873	2,728	94.95%	145	5.05%	2,470	146	112	70	34	15	26	3.04	5.78	8.48
(2V08) (573QK) Lake City Commerce Drive, FL	806	802	99.50%	4	0.50%	721	50	31	4	0	0	0	2.56	3.04	
(2V08) (672) San Juan, PR HCS	73,767	71,305	96.66%	2,462	3.34%	64,778	3,393	3,134	1,480	509	309	164	2.74	6.81	3.99
(2V08) (672) San Juan, PR	52,456	50,494	96.26%	1,962	3.74%	45,871	2,338	2,285	1,150	414	259	139	3.18	7.07	4.15
(2V08) (672B0) Ponce, PR (Eurípides Rubio)	8,562	8,335	97.35%	227	2.65%	7,589	376	370	146	62	9	10	1.80	5.97	3.19
(2V08) (672BZ) Mayaguez, PR	7,605	7,426	97.65%	179	2.35%	6,710	432	284	120	20	32	7	2.64	4.99	3.48
(2V08) (672GA) Saint Croix, VI	262	254	96.95%	8	3.05%	247	6	1	5	0	2	1	0.45	27.13	10.40
(2V08) (672GB) Saint Thomas, VI	248	244	98.39%	4	1.61%	211	14	19	2	1	0	1	1.90	25.00	0.00
(2V08) (672GC) Arecibo, PR	2,025	1,968	97.19%	57	2.81%	1,771	107	90	46	5	3	3	2.22	30.12	7.45
(2V08) (672GD) Ceiba, PR	1,546	1,526	98.71%	20	1.29%	1,411	65	50	8	6	4	2	2.75	16.69	1.53
(2V08) (672GE) Guayama, PR	800	798	99.75%	2	0.25%	732	33	33	2	0	0	0	1.47	4.04	3.93
(2V08) (672QA) Comerio, PR	100	98	98.00%	2	2.00%	78	20	0	0	1	0	1	3.48	72.00	
(2V08) (672QB) Utuado, PR	94	94	100.00%	0	0.00%	90	2	2	0	0	0	0	1.39	0.00	
(2V08) (672QC) Vieques, PR	69	68	98.55%	1	1.45%	68	0	0	1	0	0	0	1.84		0.00
(2V08) (673) Tampa, FL HCS	74,837	72,097	96.34%	2,740	3.66%	62,292	4,662	5,143	1,840	582	207	111	3.69	7.09	3.01
(2V08) (673) Tampa, FL (James A. Haley)	30,674	29,329	95.62%	1,345	4.38%	24,739	2,023	2,567	1,020	223	62	40	2.48	7.49	1.22
(2V08) (673BV) Tampa, FL - VADOM	9	9	100.00%	0	0.00%	9	0	0	0	0	0	0			
(2V08) (673BZ) New Port Richey, FL	6,053	5,897	97.42%	156	2.58%	5,195	390	312	132	22	1	1	2.63	3.46	5.89
(2V08) (673GB) Lakeland, FL	2,396	2,350	98.08%	46	1.92%	2,074	147	129	33	12	0	1	3.94	2.28	1.49
(2V08) (673GC) Brooksville, FL	2,797	2,772	99.11%	25	0.89%	2,363	217	192	21	4	0	0	3.43	3.24	3.86
(2V08) (673GF) Zephyrhills, FL	567	561	98.94%	6	1.06%	495	39	27	4	1	1	0	3.64	0.00	
(2V08) (673GG) South Hillsborough, FL	3,405	3,262	95.80%	143	4.20%	2,826	255	181	118	24	1	0	6.32	3.60	4.53
(2V08) (673QA) Forty Sixth Street North, FL	1,848	1,826	98.81%	22	1.19%	1,544	99	183	22	0	0	0		3.41	6.31

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019		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) (673QB) Forty Sixth Street South, FL		10,579	10,317	97.52%	262	2.48%	9,208	484	625	107	68	69	18		7.39	2.03
(2V08) (673QC) West Lakeland, FL		2,163	2,044	94.50%	119	5.50%	1,746	179	119	69	48	0	2		2.96	4.89
(2V08) (673QD) Deer Park, FL		452	390	86.28%	62	13.72%	323	37	30	15	26	9	12		14.50	
(2V08) (673QE) Highway Nineteen, FL		401	320	79.80%	81	20.20%	286	15	19	5	51	22	3		21.72	
(2V08) (673QF) Winners Circle, FL		1,255	1,255	100.00%	0	0.00%	1,255	0	0	0	0	0	0			
(2V08) (673QG) Little Road, FL		675	667	98.81%	8	1.19%	575	53	39	8	0	0	0			3.60
(2V08) (673QH) Bruce B. Downs Boulevard, FL		3,478	3,450	99.19%	28	0.81%	3,075	206	169	26	1	1	0		3.59	
(2V08) (673QI) Medical View Lane, FL		391	386	98.72%	5	1.28%	346	27	13	3	1	1	0	0.00	2.87	2.77
(2V08) (673QJ) Hidden River, FL		7,694	7,262	94.39%	432	5.61%	6,233	491	538	257	101	40	34	4.27	14.54	1.87
(2V08) (675) Orlando, FL HCS		92,431	88,834	96.11%	3,597	3.89%	78,964	4,757	5,113	2,454	823	175	145	2.21	6.72	3.34
(2V08) (675) Orlando, FL		38,781	36,359	93.75%	2,422	6.25%	31,752	2,156	2,451	1,622	574	115	111	3.49	7.42	4.76
(2V08) (675BU) Orlando-Lake Nona, FL - VADOM		25	25	100.00%	0	0.00%	25	0	0	0	0	0	0			
(2V08) (675BV) Lake Baldwin, FL - VADOM		98	98	100.00%	0	0.00%	97	0	1	0	0	0	0			
(2V08) (675GA) Viera, FL		18,763	18,287	97.46%	476	2.54%	16,059	1,105	1,123	350	89	27	10	1.57	6.14	2.96
(2V08) (675GB) Daytona Beach, FL (William V. Chappell, Jr.)		10,441	10,193	97.62%	248	2.38%	9,265	514	414	160	62	8	18	2.90	4.85	2.63
(2V08) (675GC) Kissimmee, FL		1,617	1,601	99.01%	16	0.99%	1,426	101	74	11	4	1	0	2.37	0.00	4.00
(2V08) (675GD) Deltona, FL		1,286	1,271	98.83%	15	1.17%	1,154	58	59	14	0	1	0	1.71	2.83	4.33
(2V08) (675GE) Tavares, FL		1,972	1,962	99.49%	10	0.51%	1,836	69	57	9	1	0	0	1.70	1.30	3.51
(2V08) (675GF) Clermont, FL		1,244	1,224	98.39%	20	1.61%	1,106	70	48	13	3	2	2	3.49	6.36	7.18
(2V08) (675GG) Lake Baldwin, FL		13,329	13,015	97.64%	314	2.36%	11,794	501	720	210	80	20	4	1.21	6.52	3.24
(2V08) (675QB) Port Orange, FL		5	5	100.00%	0	0.00%	4	0	1	0	0	0	0			
(2V08) (675QC) Westside Pavilion, FL		2,861	2,825	98.74%	36	1.26%	2,652	88	85	30	6	0	0			2.28
(2V08) (675QD) Crossroads, FL		2,009	1,969	98.01%	40	1.99%	1,794	95	80	35	4	1	0		2.83	2.77
(2V09) (596) Lexington, KY HCS		29,543	28,232	95.56%	1,311	4.44%	23,577	2,160	2,495	1,066	192	43	10	2.96	8.64	2.57
(2V09) (596) Lexington-Leestown, KY (Franklin R. Sousley Campus)		12,219	11,933	97.66%	286	2.34%	10,120	989	824	256	24	3	3	3.56	5.54	2.51
(2V09) (596A4) Lexington-Cooper, KY (Troy Bowling Campus)		12,471	11,553	92.64%	918	7.36%	9,153	918	1,482	759	126	27	6		9.95	4.76
(2V09) (596BU) Lexington-Leestown, KY - VADOM		32	32	100.00%	0	0.00%	32	0	0	0	0	0	0			
(2V09) (596GA) Somerset, KY		2,212	2,136	96.56%	76	3.44%	1,866	161	109	33	30	13	0	3.30	7.70	3.96
(2V09) (596GB) Morehead, KY		606	604	99.67%	2	0.33%	588	13	3	2	0	0	0	0.71	0.24	0.75
(2V09) (596GC) Hazard, KY		719	718	99.86%	1	0.14%	691	20	7	0	0	0	1	1.26	4.21	0.14
(2V09) (596GD) Berea, KY		1,284	1,256	97.82%	28	2.18%	1,127	59	70	16	12	0	0	1.98	7.72	4.08
(2V09) (603) Louisville, KY HCS		35,933	35,275	98.17%	658	1.83%	31,169	1,987	2,119	515	86	29	28	2.87	4.97	3.02
(2V09) (603) Louisville, KY (Robley Rex)		19,048	18,572	97.50%	476	2.50%	15,901	1,221	1,450	389	55	18	14	0.06	5.17	3.77
(2V09) (603BU) Louisville, KY - VADOM		9	9	100.00%	0	0.00%	9	0	0	0	0	0	0			0.00
(2V09) (603GA) Fort Knox, KY		2,072	2,062	99.52%	10	0.48%	1,908	90	64	7	2	0	1	2.05	2.68	2.35
(2V09) (603GB) New Albany, IN		2,723	2,703	99.27%	20	0.73%	2,517	87	99	12	4	3	1	2.74	0.13	2.66
(2V09) (603GC) Shively, KY		2,721	2,693	98.97%	28	1.03%	2,408	137	148	25	1	0	2	3.39	1.17	2.85
(2V09) (603GD) Stonybrook, KY		2,010	1,980	98.51%	30	1.49%	1,870	64	46	14	9	4	3	2.36	0.51	1.33
(2V09) (603GE) Newburg, KY		3,568	3,518	98.60%	50	1.40%	3,078	245	195	40	2	2	6	4.03	3.25	5.74
(2V09) (603GF) Grayson County, KY		2,026	1,996	98.52%	30	1.48%	1,886	58	52	16	11	2	1	1.21	4.63	4.28
(2V09) (603GG) Scott County, IN		1,049	1,037	98.86%	12	1.14%	942	57	38	11	1	0	0	2.67	1.54	2.60

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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
(2V09) (603GH) Carrollton, KY	665	663	99.70%	2	0.30%	615	26	22	1	1	0	0	1.94	2.25	1.19
(2V09) (603MA) IDES Fort Knox	34	34	100.00%	0	0.00%	27	2	5	0	0	0	0		6.00	0.00
(2V09) (603PB) Louisville (SARRTP)	8	8	100.00%	0	0.00%	8	0	0	0	0	0	0			
(2V09) (614) Memphis, TN HCS	40,615	38,954	95.91%	1,661	4.09%	35,037	1,896	2,021	1,069	339	113	140	3.09	7.67	4.48
(2V09) (614) Memphis, TN	27,328	26,096	95.49%	1,232	4.51%	23,278	1,310	1,508	750	273	97	112	2.75	7.23	5.27
(2V09) (614GA) Tupelo, MS	1,236	1,229	99.43%	7	0.57%	1,180	35	14	5	1	1	0	1.54	6.83	2.09
(2V09) (614GB) Jonesboro, AR	777	765	98.46%	12	1.54%	702	33	30	8	2	1	1	3.80	0.39	3.88
(2V09) (614GC) Holly Springs, MS	336	334	99.40%	2	0.60%	307	16	11	2	0	0	0	2.17	3.36	4.09
(2V09) (614GD) Savannah, TN	449	443	98.66%	6	1.34%	434	3	6	3	3	0	0	1.48	0.00	2.07
(2V09) (614GE) Covington, TN	1,705	1,671	98.01%	34	1.99%	1,610	46	15	12	6	4	12	4.29	2.27	2.20
(2V09) (614GF) Nonconnah Boulevard, TN	5,918	5,612	94.83%	306	5.17%	4,924	346	342	236	49	8	13	3.41	12.52	3.46
(2V09) (614GG) Jackson, TN	1,667	1,646	98.74%	21	1.26%	1,555	49	42	16	2	1	2	0.98	5.50	3.68
(2V09) (614GI) Dyersburg, TN	479	453	94.57%	26	5.43%	385	33	35	24	1	1	0	7.71	0.00	3.69
(2V09) (614GN) Helena, AR	418	403	96.41%	15	3.59%	360	25	18	13	2	0	0	4.36	0.00	4.18
(2V09) (614QA) Union Avenue, TN	302	302	100.00%	0	0.00%	302	0	0	0	0	0	0			
(2V09) (621) Mountain Home, TN HCS	43,551	42,438	97.44%	1,113	2.56%	37,856	2,606	1,976	847	196	57	13	2.86	5.51	2.09
(2V09) (621) Mountain Home, TN (James H. Quillen)	28,410	27,539	96.93%	871	3.07%	24,451	1,681	1,407	654	152	53	12	2.97	5.82	0.99
(2V09) (621BU) Mountain Home, TN - VADOM	99	99	100.00%	0	0.00%	90	9	0	0	0	0	0	0.41		
(2V09) (621BY) Knoxville, TN (William C. Tallent)	6,829	6,689	97.95%	140	2.05%	6,043	355	291	125	11	4	0	2.99	5.93	2.82
(2V09) (621GA) Rogersville, TN	564	558	98.94%	6	1.06%	502	39	17	4	2	0	0	3.31	0.00	0.00
(2V09) (621GC) Norton, VA	741	741	100.00%	0	0.00%	696	39	6	0	0	0	0	1.51	0.00	0.36
(2V09) (621GG) Morristown, TN	1,171	1,157	98.80%	14	1.20%	1,067	40	50	14	0	0	0	2.64	8.20	0.50
(2V09) (621GI) Sevierville, TN (Dannie A. Carr)	1,806	1,750	96.90%	56	3.10%	1,525	167	58	27	29	0	0	4.19	0.44	5.76
(2V09) (621GJ) Bristol, VA	1,384	1,374	99.28%	10	0.72%	1,278	66	30	9	1	0	0	1.55	0.12	3.55
(2V09) (621GK) Campbell County, TN	629	626	99.52%	3	0.48%	564	42	20	3	0	0	0	2.24	7.53	2.90
(2V09) (621QA) Jonesville, VA	108	108	100.00%	0	0.00%	93	14	1	0	0	0	0	2.09		
(2V09) (621QB) Marion, VA	122	122	100.00%	0	0.00%	120	0	2	0	0	0	0	0.81		
(2V09) (621QC) Vansant, VA	69	68	98.55%	1	1.45%	44	17	7	1	0	0	0	5.36		
(2V09) (621QD) Knox County, TN	970	961	99.07%	9	0.93%	773	114	74	7	1	0	1		4.17	3.10
(2V09) (621QE) Downtown West, TN	649	646	99.54%	3	0.46%	610	23	13	3	0	0	0		1.94	
(2V09) (626) Middle Tennessee HCS	74,698	69,987	93.69%	4,711	6.31%	61,219	4,279	4,489	2,700	1,057	530	424	6.20	9.48	5.00
(2V09) (626) Nashville, TN	27,796	25,927	93.28%	1,869	6.72%	22,530	1,627	1,770	1,074	438	210	147	7.76	8.56	4.81
(2V09) (626A4) Murfreesboro, TN (Alvin C. York)	19,612	18,389	93.76%	1,223	6.24%	16,346	996	1,047	761	294	95	73	4.22	9.91	3.03
(2V09) (626GA) Dover, TN	712	709	99.58%	3	0.42%	653	43	13	3	0	0	0	2.28	3.63	2.50
(2V09) (626GC) Bowling Green, KY	1,323	1,246	94.18%	77	5.82%	1,086	91	69	60	12	3	2	3.28	7.37	12.63
(2V09) (626GE) Clarksville, TN	5,142	4,682	91.05%	460	8.95%	4,047	305	330	202	110	90	58	3.83	21.27	5.53
(2V09) (626GF) Chattanooga, TN	5,644	5,286	93.66%	358	6.34%	4,658	292	336	218	60	57	23	8.55	4.91	6.65
(2V09) (626GG) Tullahoma, TN	317	310	97.79%	7	2.21%	285	14	11	0	6	0	1	2.40	2.50	4.35
(2V09) (626GH) Cookeville, TN	1,629	1,608	98.71%	21	1.29%	1,452	97	59	11	5	2	3	3.33	3.89	4.13
(2V09) (626GJ) Hopkinsville, KY	1,656	1,411	85.21%	245	14.79%	1,104	187	120	101	56	44	44	16.58	25.02	19.34
(2V09) (626GK) McMinnville, TN	755	744	98.54%	11	1.46%	650	68	26	10	0	0	1	3.29	1.09	11.30
(2V09) (626GL) Roane County, TN	556	543	97.66%	13	2.34%	480	35	28	10	1	1	1	3.14	16.12	3.76

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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
(2V09) (626GM) Maury County, TN	1,174	1,146	97.61%	28	2.39%	899	136	111	23	1	1	3	7.88	6.69	5.11
(2V09) (626GN) Athens, TN	530	485	91.51%	45	8.49%	406	32	47	33	7	4	1	7.29	12.44	10.74
(2V09) (626GO) International Plaza, TN	1,468	1,390	94.69%	78	5.31%	1,189	91	110	53	18	4	3	7.74	6.00	2.38
(2V09) (626GP) Gallatin, TN	1,023	987	96.48%	36	3.52%	783	87	117	28	4	1	3	7.47	4.41	0.00
(2V09) (626MA) IDES Fort Campbell	303	303	100.00%	0	0.00%	302	0	1	0	0	0	0		0.08	0.00
(2V09) (626QA) Albion Street, TN	952	909	95.48%	43	4.52%	757	40	112	29	9	2	3	8.15		0.43
(2V09) (626QB) Charlotte Avenue, TN	1,879	1,838	97.82%	41	2.18%	1,675	82	81	27	9	0	5	4.40	8.81	1.21
(2V09) (626QC) Pointe Centre, TN	1,711	1,565	91.47%	146	8.53%	1,422	53	90	50	27	16	53		28.71	4.02
(2V09) (626QD) Glenis Drive, TN	516	509	98.64%	7	1.36%	495	3	11	7	0	0	0			2.68
(3V10) (538) Chillicothe, OH HCS	17,492	16,632	95.08%	860	4.92%	14,521	1,069	1,042	525	216	62	57	2.09	9.50	2.27
(3V10) (538) Chillicothe, OH	11,402	10,832	95.00%	570	5.00%	9,210	793	829	387	135	26	22	2.25	8.54	1.41
(3V10) (538GA) Athens, OH	1,029	999	97.08%	30	2.92%	927	43	29	19	6	0	5	1.07	8.73	2.18
(3V10) (538GB) Portsmouth, OH	1,376	1,341	97.46%	35	2.54%	1,273	38	30	18	9	7	1	1.63	3.18	2.38
(3V10) (538GC) Marietta, OH	943	800	84.84%	143	15.16%	679	59	62	62	36	19	26	3.25	38.78	2.22
(3V10) (538GD) Lancaster, OH	1,356	1,323	97.57%	33	2.43%	1,223	69	31	14	13	3	3	1.63	4.08	3.12
(3V10) (538GE) Cambridge, OH	930	902	96.99%	28	3.01%	819	48	35	14	11	3	0	1.85	6.92	2.82
(3V10) (538GF) Wilmington, OH	456	435	95.39%	21	4.61%	390	19	26	11	6	4	0	3.00	5.60	9.27
(3V10) (539) Cincinnati, OH HCS	38,071	35,647	93.63%	2,424	6.37%	31,106	2,092	2,449	1,590	450	175	209	3.61	10.54	3.31
(3V10) (539) Cincinnati, OH	23,191	21,324	91.95%	1,867	8.05%	18,361	1,341	1,622	1,226	370	146	125	4.29	12.36	2.53
(3V10) (5399AB) Fort Thomas CLC	7	7	100.00%	0	0.00%	7	0	0	0	0	0	0			0.00
(3V10) (539A4) Fort Thomas, KY	1,184	1,135	95.86%	49	4.14%	1,010	42	83	43	5	0	1		13.06	2.21
(3V10) (539BV) Fort Thomas, KY - PR RTP	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0			0.00
(3V10) (539GA) Bellevue, KY	1,319	1,286	97.50%	33	2.50%	1,233	25	28	17	5	4	7	2.74	7.04	7.85
(3V10) (539GB) Clermont County, OH	3,023	2,940	97.25%	83	2.75%	2,605	160	175	61	14	2	6	3.33	6.52	4.67
(3V10) (539GC) Dearborn, IN	1,779	1,751	98.43%	28	1.57%	1,623	76	52	21	4	0	3	2.45	4.04	5.34
(3V10) (539GD) Florence, KY	2,185	2,117	96.89%	68	3.11%	1,902	120	95	61	4	2	1	2.48	6.15	3.20
(3V10) (539GE) Hamilton, OH	2,124	2,054	96.70%	70	3.30%	1,805	106	143	59	7	3	1	2.34	6.13	3.41
(3V10) (539GF) Georgetown, OH	1,017	930	91.45%	87	8.55%	821	47	62	22	13	9	43	7.15	3.82	1.99
(3V10) (539QA) Cincinnati, OH - Mobile	9	9	100.00%	0	0.00%	9	0	0	0	0	0	0	0.00		
(3V10) (539QB) Highland Avenue, OH	1,803	1,682	93.29%	121	6.71%	1,352	168	162	65	26	9	21		9.55	
(3V10) (539QD) Norwood, OH	424	406	95.75%	18	4.25%	372	7	27	15	2	0	1		13.60	3.34
(3V10) (541) Cleveland, OH HCS	93,006	88,716	95.39%	4,290	4.61%	74,599	6,714	7,403	2,980	715	304	291	5.60	7.72	4.45
(3V10) (541) Cleveland, OH (Louis Stokes Cleveland)	37,369	35,797	95.79%	1,572	4.21%	29,278	2,875	3,644	1,161	246	83	82	8.83	7.44	2.76
(3V10) (541BY) Canton, OH	6,471	6,115	94.50%	356	5.50%	5,143	483	489	240	71	34	11	6.03	7.55	2.57
(3V10) (541BZ) Youngstown, OH	5,902	5,759	97.58%	143	2.42%	5,083	385	291	123	14	3	3	2.08	5.27	3.22
(3V10) (541GB) Lorain, OH	3,335	3,267	97.96%	68	2.04%	2,976	149	142	44	8	8	8	4.52	4.28	1.36
(3V10) (541GC) Sandusky, OH	2,167	2,051	94.65%	116	5.35%	1,786	135	130	60	33	5	18	6.33	12.58	7.71
(3V10) (541GD) Mansfield, OH (David F. Winder)	4,833	4,751	98.30%	82	1.70%	4,380	187	184	62	15	4	1	1.29	3.28	1.80
(3V10) (541GE) McCafferty, OH	579	564	97.41%	15	2.59%	494	44	26	7	6	0	2	4.67	3.14	6.22
(3V10) (541GF) Lake County, OH	3,433	3,346	97.47%	87	2.53%	2,952	225	169	70	12	3	2	3.07	3.14	6.66
(3V10) (541GG) Akron, OH	8,546	8,126	95.09%	420	4.91%	6,507	778	841	286	76	19	39	7.54	8.62	6.12
(3V10) (541GH) East Liverpool, OH	1,360	1,345	98.90%	15	1.10%	1,204	91	50	10	2	1	2	1.90	5.43	3.14

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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) (541GI) Warren, OH	1,962	1,796	91.54%	166	8.46%	1,509	135	152	115	22	14	15	8.06	15.63	3.13
(3V10) (541GJ) New Philadelphia, OH	1,998	1,940	97.10%	58	2.90%	1,725	113	102	52	4	2	0	2.12	4.31	5.28
(3V10) (541GK) Ravenna, OH	1,977	1,861	94.13%	116	5.87%	1,605	140	116	65	23	14	14	7.58	10.75	2.57
(3V10) (541GL) Parma, OH	11,548	10,509	91.00%	1,039	9.00%	8,539	951	1,019	670	181	107	81	7.78	10.31	9.38
(3V10) (541GM) Cleveland Superior Avenue, OH	82	76	92.68%	6	7.32%	20	15	41	6	0	0	0			
(3V10) (541QA) Summit County, OH	21	21	100.00%	0	0.00%	21	0	0	0	0	0	0			
(3V10) (541QB) Cleveland Euclid Avenue, OH	1,127	1,125	99.82%	2	0.18%	1,118	4	3	1	0	1	0	5.97	0.00	
(3V10) (541QE) Cleveland East Boulevard 3, OH - Mobile	51	51	100.00%	0	0.00%	51	0	0	0	0	0	0		0.00	
(3V10) (541QF) Cuyahoga County 4, OH - Mobile	245	216	88.16%	29	11.84%	208	4	4	8	2	6	13		14.28	
(3V10) (552) Dayton, OH HCS	32,284	30,965	95.91%	1,319	4.09%	26,352	2,168	2,445	998	207	54	60	3.01	7.43	4.67
(3V10) (552) Dayton, OH	25,497	24,474	95.99%	1,023	4.01%	20,616	1,785	2,073	798	144	36	45	2.98	7.31	3.61
(3V10) (552GA) Middletown, OH	1,693	1,597	94.33%	96	5.67%	1,357	113	127	56	34	5	1	5.02	10.83	2.72
(3V10) (552GB) Lima, OH	1,613	1,565	97.02%	48	2.98%	1,472	50	43	33	10	4	1	0.85	6.57	2.42
(3V10) (552GC) Richmond, IN	1,703	1,640	96.30%	63	3.70%	1,435	90	115	49	8	5	1	1.98	8.27	6.15
(3V10) (552GD) Springfield, OH	1,753	1,664	94.92%	89	5.08%	1,461	127	76	62	11	4	12	4.24	6.48	17.71
(3V10) (552MA) IDES Wright Patterson AFB	25	25	100.00%	0	0.00%	11	3	11	0	0	0	0		9.07	14.36
(3V10) (757) Columbus, OH HCS	36,041	32,158	89.23%	3,883	10.77%	25,030	3,315	3,813	2,373	757	310	443	7.20	17.04	7.18
(3V10) (757) Columbus, OH (Chalmers P. Wylie)	29,307	25,922	88.45%	3,385	11.55%	20,025	2,710	3,187	2,004	673	286	422	7.11	17.21	6.84
(3V10) (757GA) Zanesville, OH	1,269	1,170	92.20%	99	7.80%	895	139	136	75	19	1	4	7.46	14.71	6.62
(3V10) (757GB) Grove City, OH	1,061	1,008	95.00%	53	5.00%	880	74	54	35	9	3	6	8.74	17.05	8.14
(3V10) (757GC) Marion, OH	1,143	1,100	96.24%	43	3.76%	927	96	77	34	7	0	2	4.98	9.81	5.52
(3V10) (757GD) Newark, OH (Daniel L. Kinnard)	1,842	1,656	89.90%	186	10.10%	1,243	195	218	135	24	19	8	8.20	15.76	8.23
(3V10) (757QC) Columbus Airport Drive, OH	1,419	1,302	91.75%	117	8.25%	1,060	101	141	90	25	1	1			7.64
(3V10) (506) Ann Arbor, MI HCS	38,927	36,957	94.94%	1,970	5.06%	32,444	1,981	2,532	1,317	404	127	122	4.66	7.25	5.07
(3V10) (506) Ann Arbor, MI	26,369	24,988	94.76%	1,381	5.24%	22,123	1,244	1,621	948	249	99	85	5.01	7.43	5.66
(3V10) (506GA) Toledo, OH	7,215	6,793	94.15%	422	5.85%	5,774	502	517	261	115	18	28	5.10	9.76	4.70
(3V10) (506GB) Flint, MI	1,426	1,414	99.16%	12	0.84%	1,285	59	70	8	4	0	0	2.74	1.21	2.54
(3V10) (506GC) Jackson, MI	1,305	1,289	98.77%	16	1.23%	1,076	87	126	15	1	0	0	2.98	5.56	4.15
(3V10) (506QA) Ann Arbor Packard Road, MI (Packard Road)	1,582	1,571	99.30%	11	0.70%	1,440	21	110	4	2	4	1		2.09	1.90
(3V10) (506QB) Green Road, MI	1,030	902	87.57%	128	12.43%	746	68	88	81	33	6	8		4.00	
(3V10) (515) Battle Creek, MI HCS	26,307	24,582	93.44%	1,725	6.56%	19,893	2,278	2,411	1,062	370	173	120	5.15	10.48	8.16
(3V10) (515) Battle Creek, MI	11,425	10,799	94.52%	626	5.48%	8,711	1,031	1,057	426	127	42	31	3.20	10.78	3.94
(3V10) (515BU) Battle Creek, MI - VADOM	92	92	100.00%	0	0.00%	73	10	9	0	0	0	0			
(3V10) (515BY) Wyoming, MI	10,733	9,814	91.44%	919	8.56%	7,858	906	1,050	512	210	122	75	6.19	10.50	14.99
(3V10) (515GA) Muskegon, MI	1,534	1,445	94.20%	89	5.80%	1,200	133	112	61	13	6	9	8.10	4.87	11.82
(3V10) (515GB) Lansing South, MI	1,657	1,585	95.65%	72	4.35%	1,306	150	129	49	18	3	2	4.46	3.28	9.23
(3V10) (515GC) Benton Harbor, MI	866	847	97.81%	19	2.19%	745	48	54	14	2	0	3	4.21	3.36	5.90
(3V10) (553) Detroit, MI HCS	30,633	29,492	96.28%	1,141	3.72%	24,966	1,956	2,570	849	157	89	46	3.27	7.20	3.10
(3V10) (553) Detroit, MI (John D. Dingell)	28,601	27,477	96.07%	1,124	3.93%	23,061	1,884	2,532	835	155	89	45	3.80	7.29	3.23
(3V10) (553GA) Yale, MI	1,016	1,014	99.80%	2	0.20%	985	19	10	2	0	0	0	0.78		0.05
(3V10) (553GB) Pontiac, MI	932	920	98.71%	12	1.29%	847	48	25	12	0	0	0	2.40	3.21	1.01

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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) (553QA) Piquette Street, MI	84	81	96.43%	3	3.57%	73	5	3	0	2	0	1	5.96		
(3V10) (583) Indianapolis, IN HCS	47,563	45,856	96.41%	1,707	3.59%	41,280	2,220	2,356	1,261	367	51	28	1.60	4.76	4.99
(3V10) (583) Indianapolis, IN (Richard L. Roudebush)	37,295	35,853	96.13%	1,442	3.87%	31,898	1,903	2,052	1,068	300	46	28	2.07	4.66	5.18
(3V10) (583BU) Indianapolis, IN - VADOM	46	42	91.30%	4	8.70%	32	7	3	4	0	0	0		8.57	
(3V10) (583GA) Terre Haute, IN	1,262	1,254	99.37%	8	0.63%	1,189	38	27	7	1	0	0	0.14	4.64	0.46
(3V10) (583GB) Bloomington, IN	889	882	99.21%	7	0.79%	839	29	14	6	1	0	0	2.36	2.04	
(3V10) (583GC) Martinsville, IN	801	801	100.00%	0	0.00%	782	13	6	0	0	0	0	0.22	0.53	1.03
(3V10) (583GD) Indianapolis West, IN	2,009	1,899	94.52%	110	5.48%	1,753	57	89	72	33	5	0	0.56	12.63	4.33
(3V10) (583GE) West Lafayette, IN	863	835	96.76%	28	3.24%	767	37	31	28	0	0	0	1.88	0.51	6.07
(3V10) (583GF) Wakeman, IN	1,392	1,331	95.62%	61	4.38%	1,236	59	36	38	23	0	0	0.69	5.12	6.55
(3V10) (583GG) Shelbyville, IN	542	534	98.52%	8	1.48%	465	37	32	8	0	0	0	0.71	5.54	5.16
(3V10) (583QA) Monroe County, IN	368	364	98.91%	4	1.09%	332	14	18	3	1	0	0			2.88
(3V10) (583QB) Indianapolis Meridian Street, IN	22	22	100.00%	0	0.00%	22	0	0	0	0	0	0			
(3V10) (583QC) Vigo County, IN	396	367	92.68%	29	7.32%	317	16	34	21	8	0	0			7.09
(3V10) (583QD) Indianapolis YMCA, IN	718	712	99.16%	6	0.84%	689	9	14	6	0	0	0		1.14	0.00
(3V10) (583QE) Cold Spring Road, IN	960	960	100.00%	0	0.00%	959	1	0	0	0	0	0			
(3V10) (610) Northern Indiana HCS	31,083	29,455	94.76%	1,628	5.24%	25,364	1,999	2,092	1,000	318	180	130	3.93	10.27	3.54
(3V10) (610) Marion, IN	8,117	7,775	95.79%	342	4.21%	6,773	504	498	232	74	27	9	3.52	8.81	2.88
(3V10) (610A4) Fort Wayne, IN	11,899	10,961	92.12%	938	7.88%	9,143	847	971	538	169	138	93	3.66	12.41	2.60
(3V10) (610BU) Marion, IN - VADOM	42	42	100.00%	0	0.00%	27	12	3	0	0	0	0			
(3V10) (610BY) St. Joseph County, IN	5,409	5,239	96.86%	170	3.14%	4,685	275	279	118	44	3	5	2.84	5.67	1.25
(3V10) (610GB) Muncie, IN	1,527	1,490	97.58%	37	2.42%	1,314	101	75	33	3	1	0	3.81	5.17	4.08
(3V10) (610GC) Goshen, IN	1,013	965	95.26%	48	4.74%	842	73	50	20	11	5	12	9.22	4.00	2.86
(3V10) (610GD) Peru, IN	724	684	94.48%	40	5.52%	583	45	56	23	7	4	6	5.54	26.17	4.00
(3V10) (610QA) Fort Wayne East State Boulevard, IN	2,349	2,296	97.74%	53	2.26%	1,994	142	160	36	10	2	5		18.98	5.72
(3V10) (610QB) Columbia Place, IN	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0			
(3V10) (655) Saginaw, MI HCS	24,769	24,025	97.00%	744	3.00%	21,078	1,465	1,482	550	125	54	15	2.14	5.29	2.76
(3V10) (655) Saginaw, MI (Aleda E. Lutz)	13,471	12,921	95.92%	550	4.08%	11,177	797	947	396	99	44	11	2.19	5.83	0.16
(3V10) (655GA) Gaylord, MI	1,118	1,103	98.66%	15	1.34%	1,019	51	33	10	4	1	0	1.86	1.48	1.26
(3V10) (655GB) Traverse City, MI (Colonel Demas T. Craw)	950	906	95.37%	44	4.63%	775	65	66	30	8	4	2	2.30	3.16	
(3V10) (655GC) Oscoda, MI	571	554	97.02%	17	2.98%	490	39	25	14	1	1	1	1.74	3.48	2.62
(3V10) (655GD) Alpena, MI (Lieutenant Colonel Clement C. Van Wagoner)	947	915	96.62%	32	3.38%	824	51	40	23	8	1	0	2.28	3.38	4.41
(3V10) (655GE) Clare, MI	1,548	1,540	99.48%	8	0.52%	1,310	131	99	7	1	0	0	2.28	3.64	3.63
(3V10) (655GF) Bad Axe, MI	746	741	99.33%	5	0.67%	689	31	21	5	0	0	0	1.44	2.20	1.07
(3V10) (655GG) Cadillac, MI	1,297	1,287	99.23%	10	0.77%	1,184	63	40	10	0	0	0	1.79	1.66	1.35
(3V10) (655GH) Cheboygan County, MI	620	611	98.55%	9	1.45%	558	38	15	6	0	2	1	1.56	5.68	1.12
(3V10) (655GI) Grayling, MI	536	525	97.95%	11	2.05%	413	53	59	9	2	0	0	3.43	6.26	8.55
(3V10) (655QA) Saginaw Barnard Road, MI	2,394	2,373	99.12%	21	0.88%	2,185	95	93	18	2	1	0		0.36	2.82
(3V10) (655QB) Grand Traverse, MI	571	549	96.15%	22	3.85%	454	51	44	22	0	0	0		7.26	4.37
(3V12) (550) Danville, IL HCS	19,785	19,270	97.40%	515	2.60%	17,627	814	829	380	77	48	10	1.76	5.44	1.02
(3V12) (550) Danville, IL	9,782	9,520	97.32%	262	2.68%	8,744	384	392	163	44	46	9	1.89	5.04	0.26

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019		Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(3V12) (550BY) Peoria, IL (Bob Michel)		5,721	5,486	95.89%	235	4.11%	4,913	269	304	200	33	2	0	1.41	7.41	1.91
(3V12) (550GA) Decatur, IL		1,762	1,751	99.38%	11	0.62%	1,586	87	78	10	0	0	1	3.02	2.90	0.94
(3V12) (550GD) Springfield, IL		1,842	1,836	99.67%	6	0.33%	1,731	61	44	6	0	0	0	1.30	2.58	0.80
(3V12) (550GF) Mattoon, IL		678	677	99.85%	1	0.15%	653	13	11	1	0	0	0	1.28	1.38	1.50
(3V12) (537) Chicago, IL HCS		39,915	36,966	92.61%	2,949	7.39%	31,445	2,395	3,126	1,923	711	196	119	5.29	11.24	2.66
(3V12) (537) Chicago, IL (Jesse Brown)		30,644	28,217	92.08%	2,427	7.92%	23,917	1,769	2,531	1,591	568	161	107	5.75	11.01	2.05
(3V12) (537BY) Crown Point, IN (Adam Benjamin Jr.)		6,708	6,298	93.89%	410	6.11%	5,458	414	426	231	134	34	11	3.77	12.85	4.01
(3V12) (537GA) Chicago Heights, IL		777	769	98.97%	8	1.03%	683	55	31	7	0	0	1	4.11	0.00	1.96
(3V12) (537GD) Lakeside, IL		1,141	1,088	95.35%	53	4.65%	939	81	68	46	6	1	0	5.48	0.00	2.41
(3V12) (537HA) Auburn Gresham, IL		645	594	92.09%	51	7.91%	448	76	70	48	3	0	0	9.52	0.00	6.21
(3V12) (556) North Chicago, IL HCS		26,473	25,857	97.67%	616	2.33%	22,656	1,574	1,627	495	82	21	18	3.27	5.69	2.66
(3V12) (556) North Chicago, IL (Captain James A. Lovell)		23,390	22,799	97.47%	591	2.53%	19,858	1,406	1,535	476	76	21	18	3.99	5.81	2.52
(3V12) (556GA) Evanston, IL		637	629	98.74%	8	1.26%	571	40	18	4	4	0	0	1.83	4.59	4.93
(3V12) (556GC) McHenry, IL		1,532	1,516	98.96%	16	1.04%	1,363	101	52	15	1	0	0	2.80	2.21	4.04
(3V12) (556GD) Kenosha, WI		914	913	99.89%	1	0.11%	864	27	22	0	1	0	0	1.14	1.98	0.72
(3V12) (578) Hines, IL HCS		52,479	50,726	96.66%	1,753	3.34%	45,119	2,712	2,895	1,211	316	148	78	3.33	6.21	2.91
(3V12) (578) Hines, IL (Edward Hines Junior)		41,110	39,621	96.38%	1,489	3.62%	35,211	2,061	2,349	1,004	286	139	60	4.09	6.09	3.48
(3V12) (578GA) Joliet, IL		4,312	4,144	96.10%	168	3.90%	3,446	378	320	131	17	6	14	5.01	8.12	3.04
(3V12) (578GC) Kankakee County, IL		1,145	1,143	99.83%	2	0.17%	1,009	75	59	2	0	0	0	1.46	5.66	2.03
(3V12) (578GD) Aurora, IL		1,803	1,772	98.28%	31	1.72%	1,658	62	52	25	6	0	0	1.23	6.07	1.38
(3V12) (578GE) Hoffman Estates, IL		1,307	1,288	98.55%	19	1.45%	1,209	44	35	17	2	0	0	1.85	4.42	1.90
(3V12) (578GF) LaSalle, IL		1,328	1,310	98.64%	18	1.36%	1,224	51	35	14	1	1	2	2.40	3.14	1.17
(3V12) (578GG) Oak Lawn, IL		1,474	1,448	98.24%	26	1.76%	1,362	41	45	18	4	2	2	2.31	10.00	2.07
(3V12) (585) Iron Mountain, MI HCS		11,945	11,565	96.82%	380	3.18%	9,949	827	789	311	49	14	6	3.27	6.13	3.01
(3V12) (585) Iron Mountain, MI (Oscar G. Johnson)		7,510	7,228	96.25%	282	3.75%	6,101	566	561	233	34	10	5	4.77	5.62	3.20
(3V12) (585GA) Hancock, MI		619	607	98.06%	12	1.94%	543	30	34	10	1	1	0	2.91	10.93	1.43
(3V12) (585GB) Rhinelander, WI		1,091	1,068	97.89%	23	2.11%	934	69	65	17	5	1	0	2.60	6.69	4.29
(3V12) (585GC) Menominee, MI		576	567	98.44%	9	1.56%	509	34	24	8	1	0	0	2.05	7.48	1.38
(3V12) (585GD) Ironwood, MI		380	373	98.16%	7	1.84%	334	22	17	6	1	0	0	2.09	12.19	1.72
(3V12) (585GF) Manistique, MI		344	332	96.51%	12	3.49%	300	18	14	11	1	0	0	3.02	11.56	3.10
(3V12) (585HA) Marquette, MI		793	769	96.97%	24	3.03%	674	51	44	18	4	2	0	3.41	19.65	2.82
(3V12) (585HB) Sault Saint Marie, MI		632	621	98.26%	11	1.74%	554	37	30	8	2	0	1	1.69	10.52	5.53
(3V12) (607) Madison, WI HCS		28,994	27,432	94.61%	1,562	5.39%	23,165	2,125	2,142	998	311	165	88	5.86	9.89	3.28
(3V12) (607) Madison, WI (William S. Middleton)		18,303	16,966	92.70%	1,337	7.30%	14,121	1,242	1,603	837	271	153	76	9.84	10.81	3.29
(3V12) (607GC) Janesville, WI		1,204	1,193	99.09%	11	0.91%	975	141	77	9	0	2	0	6.41	0.66	1.17
(3V12) (607GD) Baraboo, WI		866	841	97.11%	25	2.89%	747	53	41	20	5	0	0	5.02	2.63	0.42
(3V12) (607GE) Beaver Dam, WI		959	952	99.27%	7	0.73%	884	43	25	5	2	0	0	2.13	1.18	2.73
(3V12) (607GF) Freeport, IL		527	526	99.81%	1	0.19%	485	30	11	0	1	0	0	2.45	1.77	0.32
(3V12) (607GG) Madison West, WI		2,926	2,830	96.72%	96	3.28%	2,415	257	158	55	24	8	9	7.40	3.81	3.31
(3V12) (607HA) Rockford, IL		4,209	4,124	97.98%	85	2.02%	3,538	359	227	72	8	2	3	4.46	4.95	3.96
(3V12) (676) Tomah, WI HCS		18,124	17,777	98.09%	347	1.91%	16,232	817	728	257	63	18	9	3.03	5.36	1.51
(3V12) (676) Tomah, WI		11,271	11,073	98.24%	198	1.76%	10,199	454	420	146	39	8	5	2.74	4.76	1.08

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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) (676GA) Wausau, WI	1,939	1,913	98.66%	26	1.34%	1,736	113	64	22	1	2	1	2.86	10.69	1.58
(3V12) (676GC) River Valley, WI	2,346	2,317	98.76%	29	1.24%	2,099	118	100	26	3	0	0	3.21	6.22	0.95
(3V12) (676GD) Wisconsin Rapids, WI	2,237	2,145	95.89%	92	4.11%	1,900	116	129	61	20	8	3	3.82	7.57	3.19
(3V12) (676GE) Clark County, WI	331	329	99.40%	2	0.60%	298	16	15	2	0	0	0	1.76	2.40	4.26
(3V12) (695) Milwaukee, WI HCS	52,853	50,778	96.07%	2,075	3.93%	44,973	2,821	2,984	1,553	341	134	47	3.33	6.48	2.90
(3V12) (695) Milwaukee, WI (Clement J. Zablocki)	36,434	35,173	96.54%	1,261	3.46%	31,739	1,699	1,735	976	198	57	30	2.01	5.93	1.60
(3V12) (695BU) Milwaukee, WI - VADOM	77	77	100.00%	0	0.00%	76	0	1	0	0	0	0			
(3V12) (695BY) Appleton, WI (John H. Bradley)	5,391	5,217	96.77%	174	3.23%	4,564	366	287	62	49	56	7	3.72	9.25	3.78
(3V12) (695GA) Union Grove, WI	997	991	99.40%	6	0.60%	932	28	31	5	0	1	0	2.21	0.00	1.78
(3V12) (695GC) Cleveland, WI	1,057	1,036	98.01%	21	1.99%	904	68	64	16	2	1	2	4.60	11.00	4.23
(3V12) (695GD) Green Bay, WI (Milo C. Huempfner)	8,817	8,204	93.05%	613	6.95%	6,678	660	866	494	92	19	8	5.89	7.61	8.07
(3V12) (695QA) Milwaukee MLK Drive, WI	80	80	100.00%	0	0.00%	80	0	0	0	0	0	0			
(3V15) (589A4) Columbia, MO HCS	27,062	25,459	94.08%	1,603	5.92%	21,810	1,895	1,754	1,055	329	159	60	4.75	7.80	7.71
(3V15) (589A4) Columbia, MO (Harry S. Truman)	19,831	18,488	93.23%	1,343	6.77%	15,739	1,384	1,365	910	264	135	34	7.01	7.84	6.77
(3V15) (589BX) Columbia, MO - VADOM	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0			
(3V15) (589G8) Jefferson City, MO	1,521	1,478	97.17%	43	2.83%	1,366	75	37	9	9	10	15	2.22	7.62	6.17
(3V15) (589GE) Kirksville, MO	483	473	97.93%	10	2.07%	411	39	23	6	1	1	2	4.35	7.50	3.72
(3V15) (589GF) Fort Leonard Wood, MO	1,581	1,505	95.19%	76	4.81%	1,214	135	156	51	18	5	2	4.10	7.75	10.32
(3V15) (589GH) Lake of the Ozarks, MO	734	686	93.46%	48	6.54%	588	60	38	32	10	3	3	3.66	3.72	13.56
(3V15) (589GX) Mexico, MO	589	586	99.49%	3	0.51%	535	37	14	1	2	0	0	1.79	1.79	4.72
(3V15) (589GY) St. James, MO	735	710	96.60%	25	3.40%	580	74	56	18	4	1	2	4.34	5.34	10.21
(3V15) (589JA) Sedalia, MO	748	729	97.46%	19	2.54%	675	34	20	12	5	0	2	3.98	4.18	5.99
(3V15) (589JD) Marshfield, MO	833	797	95.68%	36	4.32%	695	57	45	16	16	4	0	2.41	10.45	10.30
(3V15) (589ME) IDES Fort Leonard Wood	4	4	100.00%	0	0.00%	4	0	0	0	0	0	0		0.00	0.00
(3V15) (589) Kansas City, MO HCS	33,313	32,545	97.69%	768	2.31%	29,031	1,662	1,852	501	169	75	23	3.45	4.73	1.81
(3V15) (589) Kansas City, MO	24,006	23,291	97.02%	715	2.98%	20,425	1,284	1,582	459	160	73	23	8.67	5.12	1.68
(3V15) (589G1) Warrensburg, MO	1,269	1,257	99.05%	12	0.95%	1,128	74	55	12	0	0	0	3.44	1.87	3.02
(3V15) (589GB) Belton, MO	903	902	99.89%	1	0.11%	876	18	8	0	0	1	0	0.66	0.00	0.18
(3V15) (589GC) Paola, KS	357	356	99.72%	1	0.28%	287	49	20	1	0	0	0	3.22	0.00	5.59
(3V15) (589GD) Nevada, MO	559	559	100.00%	0	0.00%	540	9	10	0	0	0	0	0.85	3.50	1.48
(3V15) (589GZ) Cameron, MO	272	271	99.63%	1	0.37%	269	2	0	1	0	0	0	0.03	4.33	0.00
(3V15) (589HK) Kansas City, MO - Mobile	89	89	100.00%	0	0.00%	89	0	0	0	0	0	0	0.00		
(3V15) (589JB) Excelsior Springs, MO	599	594	99.17%	5	0.83%	515	49	30	5	0	0	0	4.02	0.00	1.21
(3V15) (589JC) Shawnee, KS	1,068	1,064	99.63%	4	0.37%	975	51	38	3	0	1	0	2.10	0.00	0.00
(3V15) (589JF) Honor, MO	3,420	3,391	99.15%	29	0.85%	3,156	126	109	20	9	0	0	2.19	0.03	2.17
(3V15) (589MC) IDES Whiteman AFB	41	41	100.00%	0	0.00%	41	0	0	0	0	0	0		0.00	0.00
(3V15) (589QA) Overland Park, KS	730	730	100.00%	0	0.00%	730	0	0	0	0	0	0		0.02	
(3V15) (589A5) Eastern Kansas HCS	24,676	23,887	96.80%	789	3.20%	20,601	1,441	1,845	594	119	20	56	4.00	7.83	2.56
(3V15) (589A5) Topeka, KS (Colmery-ONeil)	12,259	11,831	96.51%	428	3.49%	10,212	695	924	270	91	14	53	3.44	9.87	1.89
(3V15) (589A6) Leavenworth, KS (Dwight D. Eisenhower)	8,585	8,333	97.06%	252	2.94%	7,320	483	530	226	20	5	1	3.26	5.45	2.79

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019		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
(3V15) (589BU) Leavenworth, KS - VADOM		8	8	100.00%	0	0.00%	8	0	0	0	0	0	0			
(3V15) (589GI) St. Joseph, MO		762	752	98.69%	10	1.31%	674	47	31	10	0	0	0	2.81	6.64	3.29
(3V15) (589GJ) Wyandotte County, KS		385	380	98.70%	5	1.30%	367	8	5	4	0	1	0	2.11	25.75	0.17
(3V15) (589GM) Chanute, KS		84	84	100.00%	0	0.00%	62	18	4	0	0	0	0	4.44		0.70
(3V15) (589GP) Garnett, KS		35	35	100.00%	0	0.00%	28	5	2	0	0	0	0	5.20		0.00
(3V15) (589GR) Junction City, KS (Lieutenant General Richard J. Seitz-Based)		1,599	1,525	95.37%	74	4.63%	1,232	113	180	66	7	0	1	8.06	4.59	5.14
(3V15) (589GU) Lawrence, KS		275	271	98.55%	4	1.45%	250	12	9	3	0	0	1	4.74	0.00	1.37
(3V15) (589GV) Fort Scott, KS		229	225	98.25%	4	1.75%	204	10	11	4	0	0	0	3.71	0.00	3.81
(3V15) (589JE) Platte City, MO		302	292	96.69%	10	3.31%	227	28	37	9	1	0	0	6.67	6.07	4.87
(3V15) (589MA) Ft. Riley DES Clinic		126	126	100.00%	0	0.00%	10	21	95	0	0	0	0		23.07	12.98
(3V15) (589MD) IDES Fort Leavenworth		27	25	92.59%	2	7.41%	7	1	17	2	0	0	0		18.42	21.00
(3V15) (589A7) Wichita, KS HCS		19,807	18,885	95.35%	922	4.65%	16,783	986	1,116	690	163	36	33	4.71	5.38	5.79
(3V15) (589A7) Wichita, KS (Robert J. Dole)		16,052	15,266	95.10%	786	4.90%	13,565	786	915	578	147	33	28	5.46	5.48	6.04
(3V15) (589G2) Dodge City, KS		311	295	94.86%	16	5.14%	262	19	14	15	0	0	1	7.12	0.77	1.23
(3V15) (589G3) Liberal, KS		44	39	88.64%	5	11.36%	35	0	4	0	0	2	3	22.19	0.00	3.33
(3V15) (589G4) Hays, KS		351	343	97.72%	8	2.28%	306	16	21	6	2	0	0	3.62	0.39	4.38
(3V15) (589G5) Parsons, KS		481	466	96.88%	15	3.12%	444	12	10	11	3	0	1	1.41	2.81	6.73
(3V15) (589G7) Hutchinson, KS		666	653	98.05%	13	1.95%	606	23	24	9	4	0	0	3.32	0.14	1.34
(3V15) (589GW) Salina, KS		860	841	97.79%	19	2.21%	742	57	42	16	2	1	0	2.35	0.44	7.93
(3V15) (589MB) IDES McConnel AFB		17	17	100.00%	0	0.00%	14	0	3	0	0	0	0		4.07	9.00
(3V15) (589QB) Sedgwick County, KS		13	13	100.00%	0	0.00%	13	0	0	0	0	0	0			
(3V15) (589QC) South Parklane, KS		1,012	952	94.07%	60	5.93%	796	73	83	55	5	0	0		5.97	
(3V15) (657A5) Marion, IL HCS		22,730	22,145	97.43%	585	2.57%	19,193	1,569	1,383	370	117	64	34	2.99	6.62	2.24
(3V15) (657A5) Marion, IL		8,895	8,657	97.32%	238	2.68%	7,493	529	635	161	30	28	19	2.65	5.95	1.29
(3V15) (657BW) Marion MH-RRTP		168	168	100.00%	0	0.00%	167	1	0	0	0	0	0			0.00
(3V15) (657GJ) Evansville, IN		6,980	6,734	96.48%	246	3.52%	5,610	654	470	125	76	33	12	2.70	7.72	2.77
(3V15) (657GK) Mount Vernon, IL		623	620	99.52%	3	0.48%	570	33	17	2	1	0	0	2.45		1.35
(3V15) (657GL) Paducah, KY		1,149	1,135	98.78%	14	1.22%	923	104	108	12	2	0	0	5.53	0.93	2.19
(3V15) (657GM) Effingham, IL		725	697	96.14%	28	3.86%	630	47	20	18	7	3	0	2.39		6.37
(3V15) (657GO) Hanson, KY		218	218	100.00%	0	0.00%	200	14	4	0	0	0	0	1.74		0.93
(3V15) (657GP) Owensboro, KY		874	841	96.22%	33	3.78%	747	48	46	32	1	0	0	4.42	0.00	3.46
(3V15) (657GQ) Vincennes, IN		445	444	99.78%	1	0.22%	401	26	17	1	0	0	0	2.70		1.21
(3V15) (657GR) Mayfield, KY		724	724	100.00%	0	0.00%	691	18	15	0	0	0	0	1.10	0.00	1.54
(3V15) (657GT) Carbondale, IL		712	711	99.86%	1	0.14%	667	27	17	1	0	0	0	1.36	0.00	0.77
(3V15) (657GU) Harrisburg, IL		225	208	92.44%	17	7.56%	191	4	13	17	0	0	0	8.28	0.00	0.79
(3V15) (657QC) Enterprise Way, IL		21	21	100.00%	0	0.00%	21	0	0	0	0	0	0			
(3V15) (657QD) Heartland Street, IL		971	967	99.59%	4	0.41%	882	64	21	1	0	0	3	2.91	3.52	0.56
(3V15) (657A4) Poplar Bluff, MO HCS		13,513	13,076	96.77%	437	3.23%	11,743	657	676	359	53	19	6	3.00	8.86	3.71
(3V15) (657A4) Poplar Bluff, MO (John J. Pershing)		7,865	7,478	95.08%	387	4.92%	6,562	408	508	318	47	17	5	5.41	9.39	2.30
(3V15) (657GF) West Plains, MO		1,204	1,195	99.25%	9	0.75%	1,135	36	24	7	2	0	0	0.69	1.77	6.20
(3V15) (657GG) Paragould, AR		713	707	99.16%	6	0.84%	665	26	16	5	0	1	0	2.14	12.67	1.73
(3V15) (657GH) Cape Girardeau, MO		1,255	1,241	98.88%	14	1.12%	1,133	72	36	12	2	0	0	2.45	6.60	4.30

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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
(3V15) (657GI) Farmington, MO	1,531	1,514	98.89%	17	1.11%	1,389	69	56	13	2	1	1	2.01	0.00	5.36
(3V15) (657GN) Salem, MO	71	71	100.00%	0	0.00%	69	2	0	0	0	0	0	0.62		
(3V15) (657GV) Sikeston, MO	650	647	99.54%	3	0.46%	575	39	33	3	0	0	0	1.83	2.98	7.07
(3V15) (657GW) Pocahontas, AR	224	223	99.55%	1	0.45%	215	5	3	1	0	0	0	1.54		3.06
(3V15) (657) St. Louis, MO HCS	43,719	41,444	94.80%	2,275	5.20%	35,774	2,742	2,928	1,583	395	135	162	4.99	8.79	3.53
(3V15) (657) St. Louis John Cochran, MO (John Cochran)	21,277	19,770	92.92%	1,507	7.08%	16,530	1,408	1,832	1,042	241	106	118	9.94	9.21	4.44
(3V15) (657A0) St. Louis Jefferson Barracks, MO	12,625	12,076	95.65%	549	4.35%	10,614	761	701	387	109	17	36	4.47	9.96	3.15
(3V15) (657BU) St. Louis-Jefferson Barracks, MO - VADOM	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0			
(3V15) (657GA) St. Clair County, IL	1,366	1,310	95.90%	56	4.10%	1,108	116	86	43	10	2	1	4.92	2.44	12.90
(3V15) (657GB) St. Louis County, MO	1,383	1,380	99.78%	3	0.22%	1,280	78	22	3	0	0	0	1.63	3.03	1.82
(3V15) (657GD) St. Charles County, MO	1,496	1,441	96.32%	55	3.68%	1,348	47	46	38	15	1	1	4.87	2.40	2.04
(3V15) (657GS) Franklin County, MO	667	666	99.85%	1	0.15%	624	32	10	1	0	0	0	1.72	3.02	1.51
(3V15) (657GX) Washington Avenue, MO	1,375	1,331	96.80%	44	3.20%	1,204	61	66	31	9	3	1	4.84	2.26	1.31
(3V15) (657GY) Manchester Avenue, MO	1,220	1,187	97.30%	33	2.70%	1,015	91	81	24	6	3	0	5.16	2.95	0.04
(3V15) (657MA) IDES Scott AFB	14	14	100.00%	0	0.00%	14	0	0	0	0	0	0		0.00	
(3V15) (657QA) Olive Street, MO	1,493	1,469	98.39%	24	1.61%	1,271	128	70	11	5	3	5	4.27	3.88	1.75
(3V15) (657QB) Washington Boulevard, MO	674	671	99.55%	3	0.45%	659	7	5	3	0	0	0			
(3V15) (657QE) Scott Air Force Base, IL	123	123	100.00%	0	0.00%	101	13	9	0	0	0	0		2.54	5.90
(4V16) (502) Alexandria, LA HCS	21,408	20,529	95.89%	879	4.11%	18,062	1,218	1,249	594	166	68	51	4.48	8.34	4.62
(4V16) (502) Alexandria, LA	12,370	11,872	95.97%	498	4.03%	10,385	719	768	361	88	25	24	4.62	7.85	3.32
(4V16) (502GA) Jennings, LA	603	597	99.00%	6	1.00%	553	26	18	5	1	0	0	2.63	2.59	2.06
(4V16) (502GB) Lafayette, LA	3,717	3,521	94.73%	196	5.27%	3,083	213	225	103	41	33	19	5.66	12.34	0.17
(4V16) (502GE) Lake Charles, LA (Douglas Fournet)	1,794	1,700	94.76%	94	5.24%	1,509	98	93	67	21	4	2	5.65	5.41	5.02
(4V16) (502GF) Fort Polk, LA	1,220	1,187	97.30%	33	2.70%	1,099	51	37	17	6	5	5	1.69	1.24	10.91
(4V16) (502GG) Natchitoches, LA	515	514	99.81%	1	0.19%	500	12	2	0	0	0	1	1.07	0.00	0.56
(4V16) (502QB) Lafayette Campus B, LA	1,189	1,138	95.71%	51	4.29%	933	99	106	41	9	1	0			6.19
(4V16) (520) Gulf Coast, MS HCS	46,391	44,145	95.16%	2,246	4.84%	38,810	2,589	2,746	1,554	390	161	141	5.80	6.81	4.32
(4V16) (520) Biloxi, MS	19,648	18,744	95.40%	904	4.60%	16,843	900	1,001	625	162	70	47	4.48	6.82	4.25
(4V16) (520BZ) Pensacola, FL	14,887	13,981	93.91%	906	6.09%	11,754	1,052	1,175	624	150	66	66	9.02	7.05	5.39
(4V16) (520GA) Mobile, AL	5,788	5,536	95.65%	252	4.35%	4,961	285	290	181	42	17	12	6.00	4.81	3.86
(4V16) (520GB) Panama City Beach, FL	2,296	2,226	96.95%	70	3.05%	2,041	103	82	39	11	5	15	2.59	11.28	1.03
(4V16) (520GC) Eglin Air Force Base, FL	2,967	2,864	96.53%	103	3.47%	2,463	219	182	77	23	3	0	4.71	3.76	4.98
(4V16) (520QA) Panama City Beach West, FL	805	794	98.63%	11	1.37%	748	30	16	8	2	0	1		4.65	2.57
(4V16) (564) Fayetteville, AR HCS	36,834	36,014	97.77%	820	2.23%	32,517	1,771	1,726	598	118	53	51	4.03	4.25	3.13
(4V16) (564) Fayetteville, AR	16,960	16,546	97.56%	414	2.44%	14,727	952	867	311	64	33	6	3.67	4.97	3.04
(4V16) (564BY) Springfield, MO (Gene Taylor)	7,807	7,645	97.92%	162	2.08%	6,853	403	389	135	19	7	1	2.25	3.65	4.02
(4V16) (564GA) Harrison, AR	452	438	96.90%	14	3.10%	383	32	23	9	5	0	0	4.93	2.00	3.09
(4V16) (564GB) Fort Smith, AR	3,958	3,912	98.84%	46	1.16%	3,591	136	185	37	7	2	0	2.92	5.07	4.22
(4V16) (564GC) Branson, MO	2,856	2,796	97.90%	60	2.10%	2,674	53	69	28	12	6	14	8.10	1.53	0.80
(4V16) (564GD) Ozark, AR	543	526	96.87%	17	3.13%	457	34	35	13	4	0	0	4.68	4.31	4.77
(4V16) (564GE) Jay, OK	731	731	100.00%	0	0.00%	719	8	4	0	0	0	0	0.66	0.48	0.63

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(4V16) (564GF) Joplin, MO	2,084	2,004	96.16%	80	3.84%	1,907	47	50	40	6	4	30	7.89	0.26	1.78
(4V16) (564QA) Township, AR	428	428	100.00%	0	0.00%	428	0	0	0	0	0	0			
(4V16) (564QB) Sunbridge, AR	1,015	988	97.34%	27	2.66%	778	106	104	25	1	1	0		5.28	
(4V16) (580) Houston, TX HCS	86,087	83,766	97.30%	2,321	2.70%	76,744	3,286	3,736	1,817	348	74	82	1.96	4.87	1.47
(4V16) (580) Houston, TX (Michael E. DeBakey)	55,885	54,049	96.71%	1,836	3.29%	48,677	2,422	2,950	1,454	264	54	64	2.03	5.36	1.42
(4V16) (580BY) Beaumont, TX	4,225	4,135	97.87%	90	2.13%	3,901	116	118	62	19	2	7	2.31	4.01	1.91
(4V16) (580BZ) Lufkin, TX (Charles Wilson)	2,953	2,877	97.43%	76	2.57%	2,660	126	91	48	18	5	5	1.81	8.18	3.17
(4V16) (580GC) Galveston County, TX	822	813	98.91%	9	1.09%	777	16	20	8	0	1	0	0.86		1.24
(4V16) (580GD) Conroe, TX	5,444	5,345	98.18%	99	1.82%	5,060	158	127	71	22	4	2	2.18	2.11	1.53
(4V16) (580GE) Katy, TX	4,194	4,118	98.19%	76	1.81%	3,929	79	110	66	7	3	0	1.53	3.30	1.11
(4V16) (580GF) Lake Jackson, TX	1,264	1,259	99.60%	5	0.40%	1,177	54	28	4	0	0	1	2.60	0.00	1.03
(4V16) (580GG) Richmond, TX	3,086	3,032	98.25%	54	1.75%	2,787	132	113	46	7	1	0	3.14	3.23	1.85
(4V16) (580GH) Tomball, TX	4,142	4,088	98.70%	54	1.30%	3,880	108	100	43	6	3	2	0.84	2.33	0.92
(4V16) (580GJ) Texas City, TX	4,072	4,050	99.46%	22	0.54%	3,896	75	79	15	5	1	1	1.62	1.29	0.81
(4V16) (586) Jackson, MS HCS	28,978	27,630	95.35%	1,348	4.65%	24,535	1,416	1,679	855	304	105	84	4.40	8.00	3.17
(4V16) (586) Jackson, MS (G.V. Sonny) Montgomery)	22,903	21,757	95.00%	1,146	5.00%	19,421	1,025	1,311	716	273	90	67	5.23	7.87	2.89
(4V16) (586GA) Kosciusko, MS	545	523	95.96%	22	4.04%	464	29	30	12	3	3	4	5.09	16.00	2.66
(4V16) (586GB) Meridian, MS	838	826	98.57%	12	1.43%	788	23	15	11	1	0	0	0.85	17.67	3.29
(4V16) (586GC) Greenville, MS	559	533	95.35%	26	4.65%	436	45	52	19	3	3	1	5.07	22.25	8.92
(4V16) (586GD) Hattiesburg, MS	1,837	1,777	96.73%	60	3.27%	1,568	116	93	37	7	8	8	4.91	19.58	4.63
(4V16) (586GE) Natchez, MS	439	434	98.86%	5	1.14%	399	23	12	5	0	0	0	1.90	15.50	0.65
(4V16) (586GF) Columbus, MS	517	510	98.65%	7	1.35%	482	14	14	5	2	0	0	1.28	17.78	2.48
(4V16) (586GG) McComb, MS	488	481	98.57%	7	1.43%	372	62	47	6	0	0	1	5.57	18.00	2.73
(4V16) (586QB) Dogwood View Parkway, MS	824	761	92.35%	63	7.65%	577	79	105	44	15	1	3		8.61	
(4V16) (586QC) Lakeland Drive, MS	28	28	100.00%	0	0.00%	28	0	0	0	0	0	0			
(4V16) (598) Little Rock, AR HCS	51,117	49,158	96.17%	1,959	3.83%	43,813	2,704	2,641	1,253	454	124	128	3.85	7.47	2.41
(4V16) (598) Little Rock, AR (John L. McClellan)	18,133	17,208	94.90%	925	5.10%	15,055	1,021	1,132	584	230	61	50	1.49	6.81	6.05
(4V16) (598A0) North Little Rock, AR (Eugene J. Towbin Healthcare Center)	21,728	20,968	96.50%	760	3.50%	18,931	1,083	954	475	166	46	73	4.18	9.17	2.09
(4V16) (598GA) Mountain Home, AR	1,375	1,332	96.87%	43	3.13%	1,166	93	73	35	6	2	0	3.57	7.17	3.26
(4V16) (598GB) El Dorado, AR	1,120	1,100	98.21%	20	1.79%	1,062	29	9	15	1	4	0	1.53	8.54	3.55
(4V16) (598GC) Hot Springs, AR	2,743	2,676	97.56%	67	2.44%	2,363	130	183	45	14	7	1	4.29	4.11	4.59
(4V16) (598GD) Mena, AR	575	568	98.78%	7	1.22%	488	40	40	6	1	0	0	3.99	2.80	2.29
(4V16) (598GE) Pine Bluff, AR	1,197	1,178	98.41%	19	1.59%	1,097	47	34	11	8	0	0	3.89	3.04	1.53
(4V16) (598GF) Searcy, AR	1,223	1,191	97.38%	32	2.62%	1,124	37	30	17	11	2	2	4.83	0.07	2.44
(4V16) (598GG) Conway, AR	2,110	2,032	96.30%	78	3.70%	1,736	146	150	59	17	2	0	3.55	8.65	2.29
(4V16) (598GH) Russellville, AR	909	901	99.12%	8	0.88%	787	78	36	6	0	0	2	4.36	3.54	0.27
(4V16) (598QA) Little Rock Main Street, AR	4	4	100.00%	0	0.00%	4	0	0	0	0	0	0		0.75	
(4V16) (629) New Orleans, LA HCS	46,443	43,711	94.12%	2,732	5.88%	37,263	2,915	3,533	1,713	637	184	198	4.72	9.35	5.67
(4V16) (629) New Orleans, LA	32,106	29,719	92.57%	2,387	7.43%	25,009	1,968	2,742	1,500	557	158	172	6.47	10.43	6.02
(4V16) (629BY) Baton Rouge, LA	5,457	5,292	96.98%	165	3.02%	4,684	313	295	90	56	7	12	3.34	5.95	2.81
(4V16) (629GA) Houma, LA	1,067	1,065	99.81%	2	0.19%	959	54	52	1	0	0	1	1.89	4.47	3.59

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(4V16) (629GB) Hammond, LA	2,278	2,215	97.23%	63	2.77%	1,784	287	144	56	5	2	0	4.26	4.71	6.83
(4V16) (629GC) Slidell, LA	1,693	1,665	98.35%	28	1.65%	1,497	94	74	12	6	5	5	8.01	2.05	1.43
(4V16) (629GD) St. John, LA	773	767	99.22%	6	0.78%	701	35	31	6	0	0	0	3.03	2.57	2.88
(4V16) (629GE) Franklin, LA	369	364	98.64%	5	1.36%	350	11	3	4	0	0	1	0.91		3.78
(4V16) (629GF) Bogalusa, LA	411	411	100.00%	0	0.00%	396	13	2	0	0	0	0	0.58	0.57	1.73
(4V16) (629QA) Baton Rouge South, LA	2,289	2,213	96.68%	76	3.32%	1,883	140	190	44	13	12	7		5.24	8.57
(4V16) (667) Shreveport, LA HCS	25,110	23,871	95.07%	1,239	4.93%	20,813	1,359	1,699	797	248	111	83	4.10	6.59	6.20
(4V16) (667) Shreveport, LA (Overton Brooks)	19,028	18,099	95.12%	929	4.88%	15,738	1,066	1,295	567	195	94	73	3.47	7.20	2.47
(4V16) (667GA) Texarkana, AR	1,862	1,764	94.74%	98	5.26%	1,442	143	179	84	11	2	1	4.86	1.00	15.15
(4V16) (667GB) Monroe, LA	2,039	1,988	97.50%	51	2.50%	1,817	73	98	39	8	1	3	4.22	1.44	1.09
(4V16) (667GC) Longview, TX	1,942	1,781	91.71%	161	8.29%	1,577	77	127	107	34	14	6	5.01	1.74	23.87
(4V16) (667MA) IDES Barksdale AFB	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0		0.00	
(4V16) (667QA) Knight Street, LA	238	238	100.00%	0	0.00%	238	0	0	0	0	0	0		0.00	
(4V17) (549) Dallas, TX HCS	87,638	82,647	94.30%	4,991	5.70%	71,797	4,736	6,114	3,282	1,054	365	290	6.32	8.46	3.60
(4V17) (549) Dallas, TX	51,173	47,818	93.44%	3,355	6.56%	42,043	2,473	3,302	2,116	776	237	226	6.53	9.53	2.77
(4V17) (549A4) Bonham, TX (Sam Rayburn Center)	7,917	7,657	96.72%	260	3.28%	6,701	405	551	241	10	2	7	3.10	6.68	1.29
(4V17) (549BY) Fort Worth, TX	17,568	16,615	94.58%	953	5.42%	13,819	1,154	1,642	655	191	86	21	8.79	5.44	4.58
(4V17) (549GD) Denton, TX	2,139	2,068	96.68%	71	3.32%	1,710	195	163	37	18	3	13	7.16	13.21	2.52
(4V17) (549GE) Decatur, TX	379	369	97.36%	10	2.64%	305	36	28	8	2	0	0	5.24	10.00	3.75
(4V17) (549GF) Granbury, TX	308	296	96.10%	12	3.90%	246	24	26	5	3	1	3	6.57		26.93
(4V17) (549GH) Greenville, TX	714	695	97.34%	19	2.66%	636	42	17	7	6	2	4	2.21	6.36	23.06
(4V17) (549GJ) Sherman, TX	959	926	96.56%	33	3.44%	846	49	31	31	2	0	0	4.80		1.37
(4V17) (549GK) Polk Street, TX	1,256	1,241	98.81%	15	1.19%	1,128	61	52	12	0	1	2	3.04	0.00	1.34
(4V17) (549GL) Plano, TX	1,976	1,912	96.76%	64	3.24%	1,730	89	93	40	8	10	6	4.41	5.32	6.20
(4V17) (549GM) Grand Prairie, TX	974	960	98.56%	14	1.44%	833	62	65	13	1	0	0	3.28		3.34
(4V17) (549QC) Tyler Broadway, TX	2,275	2,090	91.87%	185	8.13%	1,800	146	144	117	37	23	8	7.46	13.23	7.53
(4V17) (671) San Antonio, TX HCS	69,784	66,635	95.49%	3,149	4.51%	58,346	3,825	4,464	2,415	513	131	90	3.35	7.31	3.33
(4V17) (671) San Antonio, TX (Audie L. Murphy)	37,842	35,642	94.19%	2,200	5.81%	31,001	1,926	2,715	1,757	316	87	40	6.16	7.59	2.46
(4V17) (671A4) Kerrville, TX	3,781	3,650	96.54%	131	3.46%	3,221	192	237	98	26	3	4	3.81	4.66	2.71
(4V17) (671BU) San Antonio, TX - VADOM	324	324	100.00%	0	0.00%	319	5	0	0	0	0	0			0.10
(4V17) (671BY) San Antonio Eckert Road, TX (Frank M. Tejeda)	6,765	6,621	97.87%	144	2.13%	5,709	403	509	106	27	4	7	3.58	7.95	4.12
(4V17) (671DT) Unknown	7	7	100.00%	0	0.00%	7	0	0	0	0	0	0			0.00
(4V17) (671GB) Victoria, TX	1,041	1,030	98.94%	11	1.06%	934	67	29	8	1	0	2	3.66	2.77	3.40
(4V17) (671GF) South Bexar County, TX	1,452	1,440	99.17%	12	0.83%	1,334	75	31	11	1	0	0	1.30		3.89
(4V17) (671GH) Beeville, TX	166	165	99.40%	1	0.60%	161	4	0	0	0	1	0	1.30		
(4V17) (671GK) San Antonio Woodcock Drive, TX	2,223	2,188	98.43%	35	1.57%	2,037	110	41	23	6	2	4	3.02		0.00
(4V17) (671GL) New Braunfels, TX	615	602	97.89%	13	2.11%	535	37	30	7	4	0	2	3.88		
(4V17) (671GN) Seguin, TX	161	161	100.00%	0	0.00%	155	4	2	0	0	0	0	1.01		
(4V17) (671GO) North Central Federal, TX	3,819	3,735	97.80%	84	2.20%	3,400	181	154	65	9	7	3	2.64	4.49	5.20
(4V17) (671GP) Balcones Heights, TX	2,671	2,650	99.21%	21	0.79%	2,494	95	61	11	7	1	2	2.10	4.12	1.95
(4V17) (671GQ) Shavano Park, TX	1,422	1,416	99.58%	6	0.42%	1,292	82	42	4	2	0	0	2.60		1.42

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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
(4V17) (671PA) San Antonio SARRTP	134	134	100.00%	0	0.00%	99	19	16	0	0	0	0			1.07
(4V17) (671QB) Data Point, TX	7,361	6,870	93.33%	491	6.67%	5,648	625	597	325	114	26	26		7.26	
(4V17) (674) Temple, TX HCS	75,405	70,685	93.74%	4,720	6.26%	61,445	4,092	5,148	2,969	946	432	373	6.06	10.04	6.17
(4V17) (674) Temple, TX (Olin E. Teague Center)	40,675	37,898	93.17%	2,777	6.83%	32,708	2,242	2,948	1,653	554	317	253	9.61	10.51	7.39
(4V17) (674A4) Waco, TX (Doris Miller)	7,261	6,897	94.99%	364	5.01%	6,190	353	354	266	46	22	30	3.80	11.04	2.64
(4V17) (674BY) Austin, TX	19,908	18,635	93.61%	1,273	6.39%	16,071	1,106	1,458	845	270	86	72	4.55	8.76	6.24
(4V17) (674GA) Palestine, TX	854	836	97.89%	18	2.11%	772	35	29	12	3	1	2	2.27	28.71	3.49
(4V17) (674GB) Brownwood, TX	1,055	1,022	96.87%	33	3.13%	958	29	35	14	17	1	1	2.57	17.82	3.36
(4V17) (674GC) Bryan, TX	1,733	1,653	95.38%	80	4.62%	1,473	98	82	63	17	0	0	3.02	18.07	6.86
(4V17) (674GD) Cedar Park, TX	2,264	2,146	94.79%	118	5.21%	1,871	132	143	88	24	0	6	4.78	6.92	8.25
(4V17) (674GF) Temple South General Bruce Drive, TX	1,379	1,327	96.23%	52	3.77%	1,145	89	93	25	14	5	8	7.28	4.65	4.35
(4V17) (674HB) LaGrange, TX	276	271	98.19%	5	1.81%	257	8	6	3	1	0	1	3.02		0.72
(4V17) (504) Amarillo, TX HCS	17,560	16,997	96.79%	563	3.21%	15,402	792	803	394	119	24	26	3.11	6.12	2.24
(4V17) (504) Amarillo, TX (Thomas E. Creek)	11,808	11,354	96.16%	454	3.84%	10,191	550	613	300	111	21	22	3.92	6.47	3.39
(4V17) (504BY) Lubbock, TX	4,849	4,752	98.00%	97	2.00%	4,380	215	157	86	6	2	3	2.27	4.80	0.39
(4V17) (504BZ) Clovis, NM	804	800	99.50%	4	0.50%	750	24	26	3	0	1	0	1.63	3.25	1.64
(4V17) (504GA) Childress, TX	69	62	89.86%	7	10.14%	53	2	7	4	2	0	1	11.92		10.00
(4V17) (504HB) Dalhart, TX	30	29	96.67%	1	3.33%	28	1	0	1	0	0	0	2.92		0.00
(4V17) (519) Big Spring, TX HCS	9,026	8,844	97.98%	182	2.02%	7,911	470	463	134	19	15	14	4.24	4.54	2.87
(4V17) (519) Big Spring, TX (George H. OBrien, Jr.)	4,259	4,158	97.63%	101	2.37%	3,747	230	181	71	13	9	8	3.07	4.76	1.87
(4V17) (519GA) Permian Basin, TX	1,459	1,426	97.74%	33	2.26%	1,270	78	78	22	2	5	4	4.85	6.48	4.35
(4V17) (519GB) Hobbs, NM	250	250	100.00%	0	0.00%	232	7	11	0	0	0	0	1.47	17.50	1.41
(4V17) (519GD) Fort Stockton, TX	42	39	92.86%	3	7.14%	37	1	1	3	0	0	0	4.43		
(4V17) (519HC) Abilene, TX	2,079	2,040	98.12%	39	1.88%	1,797	105	138	34	2	1	2	5.64	1.76	2.89
(4V17) (519HF) San Angelo, TX	937	931	99.36%	6	0.64%	828	49	54	4	2	0	0	3.48	2.37	3.29
(4V17) (756) El Paso, TX HCS	23,139	22,542	97.42%	597	2.58%	20,198	1,275	1,069	404	108	37	48	4.04	3.96	4.46
(4V17) (756) El Paso, TX	18,481	17,977	97.27%	504	2.73%	16,262	901	814	339	90	33	42	4.54	3.88	4.21
(4V17) (756GA) Las Cruces, NM	2,121	2,108	99.39%	13	0.61%	1,894	121	93	10	0	1	2	2.33	1.80	2.45
(4V17) (756GB) El Paso Eastside, TX	1,969	1,899	96.44%	70	3.56%	1,651	126	122	45	18	3	4	3.76	4.06	8.14
(4V17) (756MA) IDES Fort Bliss	324	324	100.00%	0	0.00%	187	116	21	0	0	0	0		8.47	4.99
(4V17) (756QB) El Paso Central, TX	244	234	95.90%	10	4.10%	204	11	19	10	0	0	0		4.50	
(4V17) (740) Texas Valley Coastal Bend HCS	23,958	23,090	96.38%	868	3.62%	21,359	912	819	444	233	81	110	4.06	8.98	1.25
(4V17) (740) Harlingen, TX	4,771	4,529	94.93%	242	5.07%	4,009	263	257	133	63	17	29		11.01	1.33
(4V17) (740GA) Harlingen Treasure Hills, TX	4,260	4,157	97.58%	103	2.42%	3,985	96	76	54	26	17	6	2.80	3.26	0.45
(4V17) (740GB) McAllen, TX	6,395	6,329	98.97%	66	1.03%	5,999	207	123	42	14	5	5	2.03	5.38	1.12
(4V17) (740GC) Corpus Christi, TX	3,158	3,012	95.38%	146	4.62%	2,812	105	95	72	44	11	19	7.11	0.03	0.24
(4V17) (740GD) Laredo, TX	1,772	1,688	95.26%	84	4.74%	1,602	44	42	29	21	9	25	7.24	10.95	1.29
(4V17) (740GH) South Enterprize, TX	3,578	3,351	93.66%	227	6.34%	2,928	197	226	114	65	22	26	0.06	10.26	2.13
(4V17) (740GI) Old Brownsville, TX	24	24	100.00%	0	0.00%	24	0	0	0	0	0	0			0.00
(4V19) (623) Muskogee, OK HCS	29,235	27,823	95.17%	1,412	4.83%	24,527	1,561	1,735	1,091	253	40	28	3.32	7.92	5.88
(4V19) (623) Muskogee, OK (Jack C. Montgomery)	13,227	12,524	94.69%	703	5.31%	11,062	643	819	533	127	29	14	2.06	8.26	5.32
(4V19) (623BY) Tulsa, OK (Ernest Childers)	9,420	8,937	94.87%	483	5.13%	7,618	659	660	384	89	6	4	4.67	8.65	2.45

Complete Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019		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) (623GA) McAlester, OK		941	931	98.94%	10	1.06%	889	17	25	7	2	0	1	0.99	0.00	4.08
(4V19) (623GB) Vinita, OK		913	907	99.34%	6	0.66%	888	11	8	3	3	0	0	0.58	1.74	0.78
(4V19) (623GC) McCurtain County, OK		444	442	99.55%	2	0.45%	428	10	4	2	0	0	0	1.46		1.74
(4V19) (623QA) Muskogee East, OK		668	640	95.81%	28	4.19%	577	30	33	24	2	1	1			4.76
(4V19) (623QB) Tulsa Eleventh Street, OK		2,907	2,740	94.26%	167	5.74%	2,436	148	156	127	28	4	8		12.18	7.57
(4V19) (623QC) Yale Avenue, OK		715	702	98.18%	13	1.82%	629	43	30	11	2	0	0		3.03	
(4V19) (635) Oklahoma City, OK HCS		48,313	46,633	96.52%	1,680	3.48%	42,333	2,043	2,257	1,078	367	142	93	2.51	7.24	3.60
(4V19) (635) Oklahoma City, OK		35,405	33,838	95.57%	1,567	4.43%	30,371	1,521	1,946	987	357	139	84	4.55	7.52	3.88
(4V19) (635GA) Lawton, OK		4,539	4,476	98.61%	63	1.39%	4,109	223	144	53	3	2	5	2.14	5.80	1.66
(4V19) (635GB) Wichita Falls, TX		1,231	1,218	98.94%	13	1.06%	1,161	26	31	10	2	0	1	0.45	2.58	4.37
(4V19) (635GC) Blackwell, OK		166	166	100.00%	0	0.00%	159	6	1	0	0	0	0	0.58		4.63
(4V19) (635GD) Ada, OK		402	402	100.00%	0	0.00%	398	3	1	0	0	0	0	0.06	3.57	1.03
(4V19) (635GE) Stillwater, OK		593	591	99.66%	2	0.34%	573	12	6	2	0	0	0	0.60	3.55	2.13
(4V19) (635GF) Altus, OK		284	280	98.59%	4	1.41%	250	16	14	3	1	0	0	1.99	4.27	5.08
(4V19) (635GG) Enid, OK		266	263	98.87%	3	1.13%	256	5	2	1	1	1	0	0.42	0.20	8.79
(4V19) (635HB) Ardmore, OK		463	461	99.57%	2	0.43%	427	24	10	2	0	0	0	2.23	3.82	1.26
(4V19) (635QA) North May, OK		1,320	1,308	99.09%	12	0.91%	1,152	118	38	9	2	0	1	3.37	0.50	3.60
(4V19) (635QB) South Oklahoma City, OK		3,168	3,154	99.56%	14	0.44%	3,005	86	63	11	1	0	2	1.17	0.77	3.89
(4V19) (635QC) Fourteenth Street, OK		476	476	100.00%	0	0.00%	472	3	1	0	0	0	0	0.30		
(4V19) (436) Montana HCS		21,136	19,298	91.30%	1,838	8.70%	16,567	1,327	1,404	1,003	490	171	174	9.75	12.84	3.47
(4V19) (436) Fort Harrison, MT		7,325	6,631	90.53%	694	9.47%	5,601	499	531	341	213	57	83	14.31	16.02	4.74
(4V19) (436A4) Miles City, MT		272	239	87.87%	33	12.13%	194	13	32	28	4	1	0	7.45	11.85	0.44
(4V19) (436GA) Anaconda, MT		596	583	97.82%	13	2.18%	564	9	10	11	1	0	1	1.99	33.40	1.67
(4V19) (436GB) Great Falls, MT		1,666	1,536	92.20%	130	7.80%	1,353	72	111	84	32	9	5	6.83	7.18	2.54
(4V19) (436GC) Missoula, MT (David J. Thatcher)		2,240	2,045	91.29%	195	8.71%	1,807	89	149	122	49	13	11	9.14	9.99	1.58
(4V19) (436GD) Bozeman, MT		1,223	1,140	93.21%	83	6.79%	990	61	89	64	14	2	3	9.73	8.61	1.69
(4V19) (436GF) Kalispell, MT		1,786	1,672	93.62%	114	6.38%	1,497	97	78	60	24	13	17	6.76	9.73	2.96
(4V19) (436GH) Billings Majestic Lane, MT (Benjamin Charles Steele)		3,228	3,007	93.15%	221	6.85%	2,456	344	207	124	47	25	25	0.00	8.96	7.45
(4V19) (436GI) Glasgow, MT		101	99	98.02%	2	1.98%	89	6	4	1	1	0	0	3.13	4.00	1.13
(4V19) (436GK) Glendive, MT		60	50	83.33%	10	16.67%	38	5	7	5	3	2	0	19.68	3.00	6.71
(4V19) (436GL) Cut Bank, MT		139	123	88.49%	16	11.51%	116	6	1	9	6	1	0	7.97		0.00
(4V19) (436GM) Lewistown, MT		165	155	93.94%	10	6.06%	131	13	11	3	1	6	0	3.23	48.27	3.30
(4V19) (436GN) Billings Spring Creek Lane, MT (Dr. Joseph Medicine Crow)		1,446	1,217	84.16%	229	15.84%	1,051	55	111	104	76	34	15	15.18	8.67	
(4V19) (436HC) Havre, MT (Merril Lundman)		182	174	95.60%	8	4.40%	156	6	12	4	2	2	0	8.88	11.00	1.00
(4V19) (436MA) IDES Malmstrom AFB		5	5	100.00%	0	0.00%	5	0	0	0	0	0	0		0.00	
(4V19) (436QA) Hamilton, MT		365	325	89.04%	40	10.96%	275	26	24	21	9	2	8	11.22	12.92	2.59
(4V19) (436QB) Plentywood, MT		25	25	100.00%	0	0.00%	23	2	0	0	0	0	0	0.70	10.50	0.00
(4V19) (436QC) Helena, MT		312	272	87.18%	40	12.82%	221	24	27	22	8	4	6			
(4V19) (442) Cheyenne, WY HCS		14,661	13,923	94.97%	738	5.03%	11,852	943	1,128	579	109	35	15	4.01	6.62	5.13
(4V19) (442) Cheyenne, WY		8,367	7,979	95.36%	388	4.64%	6,826	497	656	298	59	22	9	4.62	5.45	4.15
(4V19) (442GB) Sidney, NE		201	188	93.53%	13	6.47%	157	9	22	11	1	0	1	3.87	16.59	3.75
(4V19) (442GC) Fort Collins, CO		1,970	1,896	96.24%	74	3.76%	1,595	148	153	70	4	0	0	3.28	6.79	5.85

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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) (442GD) Loveland, CO	3,537	3,280	92.73%	257	7.27%	2,742	271	267	195	44	13	5	5.11	9.17	6.67
(4V19) (442HK) Wheatland, WY - Mobile	76	76	100.00%	0	0.00%	67	3	6	0	0	0	0	2.00		9.20
(4V19) (442QA) Rawlins, WY	247	246	99.60%	1	0.40%	238	4	4	1	0	0	0	0.50	4.67	3.47
(4V19) (442QB) Torrington, WY - Mobile	81	80	98.77%	1	1.23%	76	2	2	1	0	0	0	1.30		3.92
(4V19) (442QD) Laramie, WY - Mobile	94	93	98.94%	1	1.06%	83	3	7	0	1	0	0	2.62		4.00
(4V19) (442QE) Sterling, CO	88	85	96.59%	3	3.41%	68	6	11	3	0	0	0	5.00		6.89
(4V19) (554) Aurora, CO HCS	57,112	52,010	91.07%	5,102	8.93%	43,657	3,734	4,619	3,099	1,209	420	374	6.69	11.45	5.77
(4V19) (554) Aurora, CO (Rocky Mountain Regional)	28,816	25,900	89.88%	2,916	10.12%	21,774	1,752	2,374	1,714	703	234	265	8.29	10.72	5.69
(4V19) (554A5) Denver, CO	8	8	100.00%	0	0.00%	8	0	0	0	0	0	0			0.00
(4V19) (554GB) Aurora, CO	1,664	1,564	93.99%	100	6.01%	1,269	140	155	91	5	2	2	6.69	7.35	6.85
(4V19) (554GC) Golden, CO	5,154	4,816	93.44%	338	6.56%	4,076	374	366	248	81	7	2	5.23	11.51	5.37
(4V19) (554GD) Pueblo, CO (PFC James Dunn)	4,637	4,188	90.32%	449	9.68%	3,517	321	350	282	110	22	35	8.93	15.95	5.44
(4V19) (554GE) Colorado Springs, CO (PFC Floyd K. Lindstrom)	13,037	11,861	90.98%	1,176	9.02%	10,051	806	1,004	654	301	153	68	7.25	12.83	6.32
(4V19) (554GF) Alamosa, CO	464	460	99.14%	4	0.86%	392	29	39	4	0	0	0	3.67	5.82	2.44
(4V19) (554GG) La Junta, CO	386	381	98.70%	5	1.30%	343	16	22	4	0	0	1	1.58	24.86	5.30
(4V19) (554GH) Lamar, CO	184	178	96.74%	6	3.26%	163	9	6	4	0	2	0	2.14	4.20	9.00
(4V19) (554GI) Burlington, CO	104	104	100.00%	0	0.00%	95	8	1	0	0	0	0	1.48	0.00	4.56
(4V19) (554GJ) Denver East 9th Avenue, CO	1,103	1,102	99.91%	1	0.09%	860	134	108	1	0	0	0	3.84		0.00
(4V19) (554MA) IDES Fort Carson	149	149	100.00%	0	0.00%	115	14	20	0	0	0	0		5.95	1.49
(4V19) (554QA) York Street, CO	12	12	100.00%	0	0.00%	12	0	0	0	0	0	0			
(4V19) (554QB) Jewell, CO	1,270	1,167	91.89%	103	8.11%	881	123	163	93	9	0	1		19.37	
(4V19) (554QC) Salida, CO	124	120	96.77%	4	3.23%	101	8	11	4	0	0	0	3.30	18.14	1.39
(4V19) (575) Grand Junction, CO HCS	11,087	10,706	96.56%	381	3.44%	9,192	750	764	304	51	13	13	3.70	7.61	1.57
(4V19) (575) Grand Junction, CO	9,794	9,457	96.56%	337	3.44%	8,131	644	682	277	42	6	12	3.91	7.50	1.49
(4V19) (575GA) Montrose, CO	746	717	96.11%	29	3.89%	588	68	61	19	4	5	1	3.49	8.53	3.47
(4V19) (575GB) Craig, CO (Major William Edward Adams)	170	167	98.24%	3	1.76%	152	12	3	1	2	0	0	1.63	9.27	2.10
(4V19) (575QA) Glenwood Springs, CO	261	255	97.70%	6	2.30%	227	17	11	4	1	1	0	2.09	9.09	1.88
(4V19) (575QB) Moab, UT	116	110	94.83%	6	5.17%	94	9	7	3	2	1	0	5.90	6.63	0.93
(4V19) (660) Salt Lake City, UT HCS	33,993	31,610	92.99%	2,383	7.01%	26,490	2,288	2,832	1,625	442	171	145	5.00	10.24	3.63
(4V19) (660) Salt Lake City, UT (George E. Wahlen)	24,866	22,795	91.67%	2,071	8.33%	18,589	1,803	2,403	1,419	370	157	125	5.99	10.67	2.48
(4V19) (660GA) Pocatello, ID	1,644	1,609	97.87%	35	2.13%	1,384	110	115	29	5	0	1	3.99	4.77	5.72
(4V19) (660GB) Ogden, UT	1,747	1,718	98.34%	29	1.66%	1,531	101	86	16	8	4	1	5.48	6.32	3.18
(4V19) (660GD) Roosevelt, UT	187	182	97.33%	5	2.67%	174	4	4	5	0	0	0	1.14	3.50	4.83
(4V19) (660GE) Orem, UT	1,167	1,129	96.74%	38	3.26%	1,070	39	20	26	9	0	3	2.51	13.58	3.58
(4V19) (660GG) St. George, UT	1,601	1,532	95.69%	69	4.31%	1,422	51	59	50	18	1	0	3.58	6.35	7.10
(4V19) (660GJ) Western Salt Lake, UT	1,410	1,370	97.16%	40	2.84%	1,217	93	60	27	11	1	1	2.56	4.24	4.11
(4V19) (660GK) Elko, NV	69	50	72.46%	19	27.54%	41	2	7	15	3	1	0	23.15	3.50	3.45
(4V19) (660MA) IDES Hill AFB	5	5	100.00%	0	0.00%	5	0	0	0	0	0	0		0.00	
(4V19) (660QA) Idaho Falls, ID	797	774	97.11%	23	2.89%	704	32	38	13	3	0	7	6.49	4.55	11.76
(4V19) (660QB) Price, UT	121	96	79.34%	25	20.66%	64	13	19	13	8	3	1	18.87	6.20	0.00
(4V19) (660QC) Weber County, UT	379	350	92.35%	29	7.65%	289	40	21	12	7	4	6			10.24

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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) (666) Sheridan, WY HCS	6,047	5,801	95.93%	246	4.07%	5,101	372	328	158	34	25	29	10.19	5.14	3.54
(4V19) (666) Sheridan, WY	3,349	3,262	97.40%	87	2.60%	2,920	203	139	62	11	10	4	7.58	5.70	2.81
(4V19) (666GB) Casper, WY	860	842	97.91%	18	2.09%	742	52	48	12	6	0	0	4.19	1.86	3.44
(4V19) (666GC) Riverton, WY	541	503	92.98%	38	7.02%	470	19	14	12	2	3	21	20.96	1.53	4.44
(4V19) (666GD) Cody, WY	255	239	93.73%	16	6.27%	190	18	31	12	0	1	3	12.62	0.00	4.74
(4V19) (666GE) Gillette, WY	260	246	94.62%	14	5.38%	211	13	22	11	0	2	1	6.93	2.50	10.02
(4V19) (666GF) Rock Springs, WY	512	454	88.67%	58	11.33%	345	48	61	42	12	4	0	15.47	5.40	3.07
(4V19) (666QA) Afton, WY	139	139	100.00%	0	0.00%	125	11	3	0	0	0	0	1.71		0.90
(4V19) (666QB) Evanston, WY	63	49	77.78%	14	22.22%	40	4	5	6	3	5	0	28.24	2.80	5.85
(4V19) (666QC) Worland, WY	68	67	98.53%	1	1.47%	58	4	5	1	0	0	0	3.63	7.50	4.57
(5V20) (463) Anchorage, AK HCS	10,308	10,073	97.72%	235	2.28%	9,143	518	412	161	48	14	12	3.36	3.67	3.68
(5V20) (463) Anchorage, AK	6,270	6,137	97.88%	133	2.12%	5,588	310	239	90	29	6	8	2.64	3.32	2.74
(5V20) (463BU) Anchorage, AK - VADOM	812	812	100.00%	0	0.00%	807	4	1	0	0	0	0			2.18
(5V20) (463GA) Fairbanks, AK	985	944	95.84%	41	4.16%	755	88	101	34	6	1	0	6.82	5.73	5.09
(5V20) (463GB) Kenai, AK	729	705	96.71%	24	3.29%	638	34	33	14	4	4	2	2.87	11.29	5.89
(5V20) (463GC) Mat-Su, AK	1,104	1,076	97.46%	28	2.54%	967	75	34	18	7	2	1	3.59	10.18	5.30
(5V20) (463GD) Homer, AK	90	88	97.78%	2	2.22%	86	2	0	2	0	0	0	2.33		3.33
(5V20) (463GE) Juneau, AK	318	311	97.80%	7	2.20%	302	5	4	3	2	1	1	0.85	6.00	4.87
(5V20) (531) Boise, ID HCS	22,491	21,319	94.79%	1,172	5.21%	18,778	1,040	1,501	833	218	66	55	5.19	13.42	1.52
(5V20) (531) Boise, ID	19,243	18,182	94.49%	1,061	5.51%	15,981	911	1,290	755	200	57	49	5.11	13.74	1.41
(5V20) (531GE) Twin Falls, ID	1,024	1,010	98.63%	14	1.37%	906	35	69	12	1	1	0	4.01	2.48	1.24
(5V20) (531GG) Caldwell, ID	1,641	1,556	94.82%	85	5.18%	1,356	79	121	54	17	8	6	7.80	8.59	2.81
(5V20) (531GH) Burns, OR	98	92	93.88%	6	6.12%	84	4	4	6	0	0	0	4.69		4.50
(5V20) (531GI) Mountain Home, ID	299	296	99.00%	3	1.00%	283	1	12	3	0	0	0	1.95	0.00	0.00
(5V20) (531GJ) Salmon, ID	185	182	98.38%	3	1.62%	167	10	5	3	0	0	0	3.09	0.00	0.06
(5V20) (531MB) IDES Idaho ANG	1	1	100.00%	0	0.00%	1	0	0	0	0	0	0		0.00	
(5V20) (648) Portland, OR HCS	53,001	48,992	92.44%	4,009	7.56%	41,102	3,371	4,519	2,638	857	313	201	6.22	13.55	1.91
(5V20) (648) Portland, OR	26,479	24,119	91.09%	2,360	8.91%	20,198	1,511	2,410	1,531	482	216	131	6.84	12.69	1.42
(5V20) (648A4) Portland Vancouver, WA	9,516	8,838	92.88%	678	7.12%	7,299	693	846	411	204	46	17	6.06	14.71	2.49
(5V20) (648BU) Vancouver, WA - VADOM	149	149	100.00%	0	0.00%	149	0	0	0	0	0	0			
(5V20) (648GA) Bend, OR	3,142	2,921	92.97%	221	7.03%	2,373	207	341	167	21	7	26	4.45	24.21	2.04
(5V20) (648GB) Salem, OR	3,813	3,440	90.22%	373	9.78%	2,939	250	251	231	103	27	12	4.70	15.53	4.03
(5V20) (648GD) North Coast, OR	495	477	96.36%	18	3.64%	404	61	12	4	4	3	7	11.44	0.00	1.51
(5V20) (648GE) Fairview, OR	2,709	2,650	97.82%	59	2.18%	2,406	126	118	50	4	5	0	4.55	12.08	0.78
(5V20) (648GF) Hillsboro, OR	3,774	3,585	94.99%	189	5.01%	2,912	311	362	166	14	4	5	9.53	7.26	2.04
(5V20) (648GG) West Linn, OR	1,840	1,787	97.12%	53	2.88%	1,564	141	82	33	15	3	2	4.95	10.20	0.76
(5V20) (648GH) Newport, OR	317	307	96.85%	10	3.15%	267	8	32	5	3	1	1	9.27		2.21
(5V20) (648GI) Portland 1st Avenue, OR	222	206	92.79%	16	7.21%	181	12	13	14	1	1	0	7.16	0.00	
(5V20) (648GJ) The Dalles, OR (Loren R. Kaufman)	545	513	94.13%	32	5.87%	410	51	52	26	6	0	0	7.93		1.23
(5V20) (653) Roseburg, OR HCS	20,004	19,141	95.69%	863	4.31%	16,429	1,346	1,366	693	116	38	16	4.73	7.71	2.82
(5V20) (653) Roseburg, OR	8,776	8,324	94.85%	452	5.15%	7,099	635	590	368	60	18	6	7.22	7.36	4.07
(5V20) (653BV) Roseburg, OR - VADOM	91	91	100.00%	0	0.00%	91	0	0	0	0	0	0			

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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
(5V20) (653BY) Eugene, OR	8,485	8,159	96.16%	326	3.84%	6,946	595	618	257	52	12	5	2.34	8.14	2.01
(5V20) (653GA) North Bend, OR	1,019	972	95.39%	47	4.61%	833	39	100	36	1	5	5	11.14	5.25	2.40
(5V20) (653GB) Brookings, OR	746	725	97.18%	21	2.82%	636	47	42	15	3	3	0	5.37	1.00	2.08
(5V20) (653QA) Downtown Eugene, OR	887	870	98.08%	17	1.92%	824	30	16	17	0	0	0			2.16
(5V20) (663) Puget Sound, WA HCS	61,218	56,909	92.96%	4,309	7.04%	49,074	3,624	4,211	3,001	847	288	173	6.47	12.17	3.10
(5V20) (663) Seattle, WA	28,842	26,662	92.44%	2,180	7.56%	22,857	1,622	2,183	1,445	450	189	96	7.05	13.22	4.60
(5V20) (663A4) American Lake, WA	23,933	22,205	92.78%	1,728	7.22%	19,575	1,284	1,346	1,208	372	93	55	4.73	11.52	2.02
(5V20) (663GA) Bellevue, WA	1,682	1,431	85.08%	251	14.92%	1,107	79	245	237	8	2	4	12.95	9.77	1.57
(5V20) (663GB) Bremerton, WA	1,376	1,343	97.60%	33	2.40%	1,115	149	79	22	7	0	4	6.45	1.52	2.33
(5V20) (663GC) Mount Vernon, WA	3,054	2,999	98.20%	55	1.80%	2,432	363	204	43	4	2	6	6.16	5.88	1.61
(5V20) (663GD) South Sound, WA	1,309	1,276	97.48%	33	2.52%	1,154	52	70	23	3	1	6	3.31	17.71	3.29
(5V20) (663GE) North Olympic Peninsula, WA	884	861	97.40%	23	2.60%	704	75	82	18	2	1	2	6.36	7.68	0.00
(5V20) (663HK) Puget Sound, WA - Mobile	138	132	95.65%	6	4.35%	130	0	2	5	1	0	0	2.41		
(5V20) (668) Spokane, WA HCS	21,784	20,458	93.91%	1,326	6.09%	17,556	1,350	1,552	990	279	50	7	5.98	7.95	1.88
(5V20) (668) Spokane, WA (Mann-Grandstaff)	17,563	16,431	93.55%	1,132	6.45%	14,061	1,132	1,238	838	247	41	6	6.33	7.98	2.04
(5V20) (668GA) Wenatchee, WA	1,144	1,069	93.44%	75	6.56%	917	68	84	50	20	5	0	6.48	8.67	1.23
(5V20) (668GB) Coeur d Alene, ID	2,550	2,439	95.65%	111	4.35%	2,097	136	206	94	12	4	1	6.47	7.14	1.12
(5V20) (668HK) Spokane, WA - Mobile	53	51	96.23%	2	3.77%	38	0	13	2	0	0	0	14.68		
(5V20) (668QB) Libby, MT	149	143	95.97%	6	4.03%	136	4	3	6	0	0	0	2.30		46.00
(5V20) (668QD) Sandpoint, ID	293	293	100.00%	0	0.00%	277	8	8	0	0	0	0	1.14		0.00
(5V20) (668QE) Spokane 2nd Avenue, WA	32	32	100.00%	0	0.00%	30	2	0	0	0	0	0			
(5V20) (687) Walla Walla, WA HCS	8,362	7,818	93.49%	544	6.51%	6,963	405	450	295	116	42	91	6.88	16.31	3.57
(5V20) (687) Walla Walla, WA (Jonathan M. Wainwright)	4,496	4,105	91.30%	391	8.70%	3,640	224	241	208	75	33	75	6.36	16.85	2.15
(5V20) (687GA) Richland, WA	1,506	1,484	98.54%	22	1.46%	1,335	63	86	15	5	1	1	3.89	5.66	3.42
(5V20) (687GB) Lewiston, ID	757	712	94.06%	45	5.94%	574	69	69	25	13	4	3	8.06	0.00	8.89
(5V20) (687GC) La Grande, OR	271	260	95.94%	11	4.06%	243	12	5	7	3	1	0	4.58	0.00	1.26
(5V20) (687HA) Yakima, WA	1,245	1,170	93.98%	75	6.02%	1,094	32	44	40	20	3	12	11.20	3.74	3.19
(5V20) (687QB) Morrow County, OR	57	57	100.00%	0	0.00%	53	2	2	0	0	0	0	1.53	1.00	
(5V20) (687QC) Wallowa County, OR	30	30	100.00%	0	0.00%	24	3	3	0	0	0	0	5.85		0.00
(5V20) (692) White City, OR HCS	9,353	8,941	95.59%	412	4.41%	7,692	593	656	318	63	17	14	6.00	6.60	4.38
(5V20) (692) White City, OR	8,066	7,708	95.56%	358	4.44%	6,619	515	574	289	48	15	6	6.85	6.73	3.10
(5V20) (692GA) Klamath Falls, OR	707	672	95.05%	35	4.95%	592	34	46	17	10	2	6	3.94	0.31	16.92
(5V20) (692GB) Grants Pass, OR	580	561	96.72%	19	3.28%	481	44	36	12	5	0	2	5.78	4.56	4.38
(5V21) (358) Manila, PI HCS	1,743	1,485	85.20%	258	14.80%	1,220	115	150	97	55	27	79	15.26	26.66	22.39
(5V21) (358) Manila, PH	1,743	1,485	85.20%	258	14.80%	1,220	115	150	97	55	27	79	15.26	26.66	22.39
(5V21) (459) Honolulu, HI HCS	19,988	18,135	90.73%	1,853	9.27%	15,772	1,019	1,344	1,175	348	187	143	10.36	14.92	2.65
(5V21) (459) Honolulu, HI (Spark M. Matsunaga)	12,695	11,274	88.81%	1,421	11.19%	9,777	602	895	898	269	141	113	16.70	14.34	1.17
(5V21) (459GA) Maui, HI	1,093	1,018	93.14%	75	6.86%	891	47	80	43	11	12	9	5.07	32.54	6.28
(5V21) (459GB) Hilo, HI	1,183	1,112	94.00%	71	6.00%	1,000	52	60	51	13	5	2	3.86	13.82	4.03
(5V21) (459GC) Kailua-Kona, HI	940	861	91.60%	79	8.40%	750	55	56	42	17	11	9	7.13	32.16	3.91
(5V21) (459GD) Lihue, HI	826	761	92.13%	65	7.87%	668	46	47	48	10	1	6	5.78	18.36	3.48
(5V21) (459GE) Guam, GU	1,062	1,021	96.14%	41	3.86%	893	67	61	23	10	6	2	4.26	11.43	1.64

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019		Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Complete d in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Complete d in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
(5V21) (459GF) American Samoa, AS (Faleomavaega Eni Faauaa Hunkin)		889	849	95.50%	40	4.50%	745	59	45	27	10	2	1	1.95	12.50	2.02
(5V21) (459GG) Leeward Oahu, HI		1,109	1,058	95.40%	51	4.60%	876	85	97	38	8	5	0	7.13	21.20	6.43
(5V21) (459GH) Saipan, MP		132	123	93.18%	9	6.82%	120	2	1	4	0	4	1	0.00	16.12	1.10
(5V21) (459QB) Molokai, HI		59	58	98.31%	1	1.69%	52	4	2	1	0	0	0	2.00	9.33	5.67
(5V21) (570) Fresno, CA HCS		25,358	24,265	95.69%	1,093	4.31%	20,481	1,845	1,939	741	249	73	30	3.19	7.38	4.88
(5V21) (570) Fresno, CA		21,740	20,733	95.37%	1,007	4.63%	17,240	1,694	1,799	701	220	63	23	3.88	7.53	4.03
(5V21) (570GA) Merced, CA		1,278	1,235	96.64%	43	3.36%	1,158	32	45	19	15	6	3	1.68	5.93	12.06
(5V21) (570GB) Tulare, CA		1,764	1,745	98.92%	19	1.08%	1,588	88	69	10	6	0	3	1.86	1.50	9.37
(5V21) (570GC) Oakhurst, CA		576	552	95.83%	24	4.17%	495	31	26	11	8	4	1	3.60	8.44	6.53
(5V21) (612A4) N. California HCS		69,241	65,423	94.49%	3,818	5.51%	57,991	3,221	4,211	2,667	774	237	140	3.72	8.27	2.32
(5V21) (612A4) Sacramento, CA		26,130	24,236	92.75%	1,894	7.25%	21,562	1,056	1,618	1,299	422	123	50	5.27	8.84	4.50
(5V21) (612B4) Redding, CA		4,979	4,753	95.46%	226	4.54%	4,277	203	273	164	36	16	10	2.89	8.35	4.06
(5V21) (612BY) Oakland, CA		2,966	2,776	93.59%	190	6.41%	2,480	136	160	162	19	8	1	3.46	10.23	0.50
(5V21) (612GD) Fairfield, CA		2,445	2,368	96.85%	77	3.15%	2,015	182	171	48	9	18	2	2.59	14.48	1.96
(5V21) (612GE) Mare Island, CA		2,160	2,060	95.37%	100	4.63%	1,939	69	52	58	26	10	6	1.37	5.63	2.31
(5V21) (612GF) Martinez, CA		13,248	12,406	93.64%	842	6.36%	10,570	833	1,003	599	178	35	30	4.56	10.16	0.14
(5V21) (612GG) Chico, CA		1,921	1,890	98.39%	31	1.61%	1,787	44	59	24	5	2	0	1.85	3.31	1.20
(5V21) (612GH) McClellan Park, CA		9,166	8,924	97.36%	242	2.64%	8,056	376	492	209	26	6	1	2.95	4.01	1.01
(5V21) (612GI) Yuba City, CA		1,211	1,187	98.02%	24	1.98%	1,130	22	35	16	6	1	1	1.84	9.00	1.18
(5V21) (612GJ) Yreka, CA		274	261	95.26%	13	4.74%	226	17	18	5	4	1	3	7.13	7.73	7.44
(5V21) (612MA) IDES McClellan OPC		7	7	100.00%	0	0.00%	7	0	0	0	0	0	0		0.00	
(5V21) (612QA) Cohasset, CA		670	636	94.93%	34	5.07%	586	25	25	15	7	2	10		7.87	2.49
(5V21) (612QB) Twenty First Street, CA		1,924	1,922	99.90%	2	0.10%	1,898	12	12	1	1	0	0			0.62
(5V21) (612QC) Cypress Avenue, CA		1,735	1,592	91.76%	143	8.24%	1,053	246	293	67	35	15	26		12.00	
(5V21) (612QD) Howe Road, CA		405	405	100.00%	0	0.00%	405	0	0	0	0	0	0			
(5V21) (640) Palo Alto, CA HCS		43,231	39,247	90.78%	3,984	9.22%	32,058	3,158	4,031	2,384	815	311	474	15.85	12.14	7.67
(5V21) (640) Palo Alto, CA		17,564	16,097	91.65%	1,467	8.35%	13,435	1,157	1,505	975	260	101	131	16.61	9.51	5.01
(5V21) (640A0) Menlo Park, CA		1,884	1,755	93.15%	129	6.85%	1,539	81	135	97	15	8	9		9.50	7.47
(5V21) (640A4) Livermore, CA		6,363	5,637	88.59%	726	11.41%	4,453	507	677	408	130	67	121	12.98	19.11	7.04
(5V21) (640BY) San Jose, CA		4,466	4,039	90.44%	427	9.56%	3,262	392	385	231	99	33	64	16.92	12.54	6.53
(5V21) (640GA) Capitola, CA		138	116	84.06%	22	15.94%	67	12	37	11	6	2	3	19.44		0.00
(5V21) (640GB) Sonora, CA		1,052	923	87.74%	129	12.26%	706	99	118	75	38	8	8	18.18	4.42	9.36
(5V21) (640GC) Fremont, CA		839	763	90.94%	76	9.06%	624	60	79	37	17	3	19	13.09	9.94	9.39
(5V21) (640HA) Stockton, CA		2,618	2,277	86.97%	341	13.03%	1,821	184	272	202	82	23	34	16.82	13.29	15.41
(5V21) (640HB) Modesto, CA		2,905	2,622	90.26%	283	9.74%	2,094	270	258	137	73	43	30	18.11	7.66	6.13
(5V21) (640HC) Monterey, CA (Major General William H. Gourley)		5,351	4,967	92.82%	384	7.18%	4,006	396	565	211	95	23	55	12.64	12.86	4.09
(5V21) (640QA) Palo Alto 1, CA - Mobile		46	46	100.00%	0	0.00%	46	0	0	0	0	0	0		0.00	
(5V21) (640QB) Palo Alto 2, CA - Mobile		5	5	100.00%	0	0.00%	5	0	0	0	0	0	0		0.00	
(5V21) (654) Reno, NV HCS		26,963	25,354	94.03%	1,609	5.97%	22,154	1,340	1,860	1,097	271	122	119	8.02	8.84	7.82
(5V21) (654) Reno, NV (Ioannis A. Lougaris)		19,117	18,087	94.61%	1,030	5.39%	15,825	951	1,311	723	159	72	76	8.12	8.06	7.94
(5V21) (654GA) Sierra Foothills, CA		1,008	974	96.63%	34	3.37%	890	35	49	26	7	0	1	3.78	4.40	4.60
(5V21) (654GB) Carson Valley, NV		909	864	95.05%	45	4.95%	774	50	40	29	8	3	5	5.89	4.92	15.77

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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) (654GC) Lahontan Valley, NV	731	676	92.48%	55	7.52%	583	36	57	46	2	7	0	6.55	8.82	7.38
(5V21) (654GD) Diamond View, CA	318	281	88.36%	37	11.64%	258	12	11	23	7	5	2	8.42	34.44	10.70
(5V21) (654GE) Reno East, NV	2,507	2,334	93.10%	173	6.90%	2,091	110	133	95	28	26	24	11.56	10.63	6.27
(5V21) (654QA) Kietzke, NV	1,252	1,082	86.42%	170	13.58%	813	73	196	112	49	6	3		14.89	
(5V21) (654QB) Capitol Hill, NV	8	8	100.00%	0	0.00%	8	0	0	0	0	0	0			
(5V21) (654QC) Winnemucca, NV	104	96	92.31%	8	7.69%	74	17	5	5	1	1	1	6.87	24.25	18.25
(5V21) (654QD) Virginia Street, NV	1,009	952	94.35%	57	5.65%	838	56	58	38	10	2	7		6.42	
(5V21) (662) San Francisco, CA HCS	34,347	31,342	91.25%	3,005	8.75%	26,999	1,961	2,382	1,924	627	180	274	8.47	12.67	4.47
(5V21) (662) San Francisco, CA	24,099	22,009	91.33%	2,090	8.67%	19,310	1,129	1,570	1,379	409	126	176	6.69	12.51	2.56
(5V21) (662GA) Santa Rosa, CA	4,402	3,782	85.92%	620	14.08%	3,115	317	350	339	156	43	82	17.24	16.15	10.32
(5V21) (662GC) Eureka, CA	1,846	1,737	94.10%	109	5.90%	1,419	177	141	62	34	4	9	7.53	9.89	5.15
(5V21) (662GD) Ukiah, CA	1,071	1,007	94.02%	64	5.98%	823	82	102	54	8	2	0	5.65	7.91	8.64
(5V21) (662GE) San Bruno, CA	1,034	960	92.84%	74	7.16%	787	83	90	55	15	1	3	8.76	10.22	7.52
(5V21) (662GF) San Francisco Downtown, CA	792	787	99.37%	5	0.63%	663	78	46	5	0	0	0	1.62	10.22	6.69
(5V21) (662GG) Clearlake, CA	1,103	1,060	96.10%	43	3.90%	882	95	83	30	5	4	4	5.98	4.24	5.83
(5V21) (593) Las Vegas, NV HCS	52,773	47,989	90.93%	4,784	9.07%	40,725	3,187	4,077	2,956	1,073	470	285	5.05	13.84	3.89
(5V21) (593) Las Vegas, NV (North Las Vegas)	35,464	31,302	88.26%	4,162	11.74%	25,790	2,401	3,111	2,519	951	435	257	8.94	14.04	3.97
(5V21) (593GC) Pahrump, NV	1,027	1,007	98.05%	20	1.95%	958	22	27	17	2	1	0	0.94	7.54	3.04
(5V21) (593GD) Northwest Las Vegas, NV	4,129	3,956	95.81%	173	4.19%	3,501	191	264	120	42	6	5	5.10	4.28	4.04
(5V21) (593GE) Southeast Las Vegas, NV	3,703	3,571	96.44%	132	3.56%	3,199	179	193	89	30	9	4	4.85	5.39	3.43
(5V21) (593GF) Southwest Las Vegas, NV	4,420	4,269	96.58%	151	3.42%	3,699	264	306	93	33	15	10	4.97	2.93	4.91
(5V21) (593GG) Northeast Las Vegas, NV	3,371	3,259	96.68%	112	3.32%	3,003	103	153	96	10	2	4	3.65	5.70	2.88
(5V21) (593GH) Laughlin, NV (Master Chief Petty Officer Jesse Dean)	481	447	92.93%	34	7.07%	402	24	21	22	5	2	5	5.28	15.37	4.58
(5V21) (593QC) West Cheyenne, NV	178	178	100.00%	0	0.00%	173	3	2	0	0	0	0			1.38
(5V22) (501) New Mexico HCS	36,450	33,517	91.95%	2,933	8.05%	28,975	2,187	2,355	1,565	704	292	372	8.31	11.95	8.16
(5V22) (501) Albuquerque, NM (Raymond G. Murphy)	29,459	26,936	91.44%	2,523	8.56%	23,399	1,631	1,906	1,359	619	243	302	9.31	11.94	6.44
(5V22) (501G2) Las Vegas, NM	244	224	91.80%	20	8.20%	210	9	5	12	2	2	4	4.74		27.35
(5V22) (501GA) Artesia, NM	509	483	94.89%	26	5.11%	402	33	48	9	5	5	7	8.59	7.00	9.64
(5V22) (501GB) Farmington, NM	949	892	93.99%	57	6.01%	695	80	117	35	13	1	8	8.69	11.67	12.25
(5V22) (501GC) Silver City, NM	397	383	96.47%	14	3.53%	319	43	21	11	0	3	0	4.98	0.00	5.17
(5V22) (501GD) Gallup, NM	384	359	93.49%	25	6.51%	313	31	15	14	4	3	4	6.40	0.00	21.81
(5V22) (501GE) Espanola, NM	264	245	92.80%	19	7.20%	186	22	37	10	5	0	4	8.54	1.00	35.92
(5V22) (501GH) Truth or Consequences, NM	486	479	98.56%	7	1.44%	474	3	2	4	2	0	1	1.88	9.50	0.53
(5V22) (501GI) Alamogordo, NM	469	421	89.77%	48	10.23%	354	41	26	21	14	4	9	11.07	9.00	29.12
(5V22) (501GJ) Durango, CO	430	427	99.30%	3	0.70%	398	16	13	3	0	0	0	1.88	0.67	2.69
(5V22) (501GK) Santa Fe, NM	801	758	94.63%	43	5.37%	693	42	23	21	8	4	10	8.96	0.00	8.27
(5V22) (501GM) Northwest Metro, NM	1,535	1,437	93.62%	98	6.38%	1,081	228	128	48	23	8	19	9.30	14.82	14.80
(5V22) (501GN) Taos, NM	261	220	84.29%	41	15.71%	208	5	7	12	8	17	4	14.11	0.00	52.29
(5V22) (501HB) Raton, NM	257	248	96.50%	9	3.50%	238	3	7	6	1	2	0	1.53	0.00	20.59
(5V22) (501MA) IDES Kirtland AFB	5	5	100.00%	0	0.00%	5	0	0	0	0	0	0		0.00	0.00
(5V22) (644) Phoenix, AZ HCS	64,753	61,000	94.20%	3,753	5.80%	51,973	3,891	5,136	2,535	836	194	188	4.35	8.78	4.62

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019		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) (644) Phoenix, AZ (Carl T. Hayden)		39,180	36,303	92.66%	2,877	7.34%	30,471	2,429	3,403	1,925	664	148	140	5.74	8.98	2.95
(5V22) (644BY) Southeast Gilbert, AZ		10,094	9,692	96.02%	402	3.98%	8,332	578	782	254	93	28	27	4.64	9.49	7.10
(5V22) (644GA) Northwest Surprise, AZ		5,498	5,388	98.00%	110	2.00%	4,806	261	321	95	15	0	0	2.31	5.68	3.73
(5V22) (644GB) Show Low, AZ		1,101	1,032	93.73%	69	6.27%	863	66	103	62	3	4	0	4.02	10.01	12.15
(5V22) (644GC) Southwest Phoenix, AZ		1,652	1,585	95.94%	67	4.06%	1,382	96	107	47	13	5	2	5.60	4.46	7.08
(5V22) (644GD) Payson, AZ		297	294	98.99%	3	1.01%	281	9	4	3	0	0	0	1.15		6.25
(5V22) (644GE) Thunderbird, AZ		1,816	1,728	95.15%	88	4.85%	1,543	102	83	71	14	0	3	5.31	6.17	4.56
(5V22) (644GF) Globe, AZ		283	277	97.88%	6	2.12%	231	35	11	2	2	0	2	2.77	3.82	12.14
(5V22) (644GG) Northeast Phoenix, AZ		929	874	94.08%	55	5.92%	783	50	41	19	22	5	9	2.43	5.34	16.59
(5V22) (644GH) Phoenix Midtown, AZ		3,836	3,760	98.02%	76	1.98%	3,214	265	281	57	10	4	5	4.92	5.61	1.66
(5V22) (644QA) Phoenix East Thomas Road, AZ		67	67	100.00%	0	0.00%	67	0	0	0	0	0	0			
(5V22) (649) Northern Arizona HCS		14,800	14,217	96.06%	583	3.94%	12,482	893	842	350	140	38	55	5.06	9.03	4.81
(5V22) (649) Prescott, AZ (Bob Stump)		10,350	9,901	95.66%	449	4.34%	8,681	627	593	260	122	25	42	5.56	9.44	3.40
(5V22) (649GA) Kingman, AZ		1,193	1,164	97.57%	29	2.43%	1,027	74	63	21	4	0	4	4.50	3.62	4.47
(5V22) (649GB) Flagstaff, AZ		543	523	96.32%	20	3.68%	451	41	31	11	4	3	2	4.91	0.95	13.59
(5V22) (649GC) Lake Havasu City, AZ		1,209	1,171	96.86%	38	3.14%	1,058	46	67	30	3	3	2	3.77	6.71	10.17
(5V22) (649GD) Anthem, AZ		642	637	99.22%	5	0.78%	586	32	19	5	0	0	0	2.56	6.33	3.17
(5V22) (649GE) Cottonwood, AZ		609	577	94.75%	32	5.25%	489	52	36	16	6	7	3	6.35	0.00	14.93
(5V22) (649QA) Chinle, AZ		69	63	91.30%	6	8.70%	52	2	9	3	1	0	2	8.73		19.93
(5V22) (649QB) Holbrook, AZ		66	63	95.45%	3	4.55%	31	11	21	3	0	0	0	11.73		11.14
(5V22) (649QD) Page, AZ		48	48	100.00%	0	0.00%	39	7	2	0	0	0	0	3.65		6.88
(5V22) (649QF) Tuba City, AZ		26	26	100.00%	0	0.00%	26	0	0	0	0	0	0	0.00		3.00
(5V22) (649QG) Polacca, AZ		9	8	88.89%	1	11.11%	8	0	0	1	0	0	0	0.00		20.50
(5V22) (649QH) Kayenta, AZ		36	36	100.00%	0	0.00%	34	1	1	0	0	0	0	0.00		7.50
(5V22) (678) Southern Arizona HCS		43,269	40,955	94.65%	2,314	5.35%	36,136	2,266	2,553	1,671	348	166	129	2.97	8.69	10.49
(5V22) (678) Tucson, AZ		33,090	30,880	93.32%	2,210	6.68%	26,957	1,737	2,186	1,590	331	162	127	3.69	9.67	14.53
(5V22) (678GA) Sierra Vista, AZ		2,022	1,993	98.57%	29	1.43%	1,830	93	70	20	6	2	1	1.47	3.55	4.36
(5V22) (678GB) Yuma, AZ		2,044	2,041	99.85%	3	0.15%	1,925	75	41	3	0	0	0	1.29	1.57	1.45
(5V22) (678GC) Casa Grande, AZ		1,850	1,812	97.95%	38	2.05%	1,611	110	91	33	5	0	0	2.19	5.17	3.50
(5V22) (678GD) Safford, AZ		356	352	98.88%	4	1.12%	326	14	12	1	2	1	0	2.24	2.00	5.25
(5V22) (678GE) Green Valley, AZ		198	195	98.48%	3	1.52%	170	16	9	3	0	0	0	8.30	4.67	0.61
(5V22) (678GF) Northwest Tucson, AZ		2,095	2,076	99.09%	19	0.91%	1,835	141	100	13	4	1	1	3.54	2.68	2.41
(5V22) (678GG) Southeast Tucson, AZ		1,569	1,561	99.49%	8	0.51%	1,437	80	44	8	0	0	0	2.53	3.38	1.41
(5V22) (678MA) IDES Davis-Monthan AFB		7	7	100.00%	0	0.00%	7	0	0	0	0	0	0		0.00	0.00
(5V22) (678MB) IDES Fort Huachuca		33	33	100.00%	0	0.00%	33	0	0	0	0	0	0		0.00	0.00
(5V22) (678QB) Pinal County, AZ		5	5	100.00%	0	0.00%	5	0	0	0	0	0	0			
(5V22) (600) Long Beach, CA HCS		59,001	56,054	95.01%	2,947	4.99%	49,821	2,873	3,360	2,014	496	215	222	5.29	7.95	4.14
(5V22) (600) Long Beach, CA (Tibor Rubin)		50,665	47,941	94.62%	2,724	5.38%	42,548	2,424	2,969	1,865	450	198	211	5.58	7.91	3.97
(5V22) (600GA) Anaheim, CA		1,051	1,011	96.19%	40	3.81%	871	60	80	25	10	3	2	3.78	8.25	10.17
(5V22) (600GB) Santa Ana, CA		3,091	2,979	96.38%	112	3.62%	2,611	185	183	64	28	13	7	4.64	9.19	4.44
(5V22) (600GC) Cabrillo, CA		1,526	1,526	100.00%	0	0.00%	1,515	8	3	0	0	0	0	2.54		0.32

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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) (600GD) Santa Fe Springs, CA	1,248	1,243	99.60%	5	0.40%	1,132	75	36	5	0	0	0	3.06	10.69	1.49
(5V22) (600GE) Laguna Hills, CA	1,420	1,354	95.35%	66	4.65%	1,144	121	89	55	8	1	2	6.78	5.87	5.62
(5V22) (605) Loma Linda, CA HCS	55,180	51,988	94.22%	3,192	5.78%	45,022	3,216	3,750	2,264	573	205	150	2.89	9.02	5.59
(5V22) (605) Loma Linda, CA (Jerry L. Pettis)	24,704	22,858	92.53%	1,846	7.47%	19,170	1,724	1,964	1,263	331	141	111	4.35	9.27	5.42
(5V22) (605BZ) Loma Linda Redlands, CA	21,418	20,236	94.48%	1,182	5.52%	17,685	1,133	1,418	880	218	53	31	3.84	9.10	5.55
(5V22) (605GA) Victorville, CA	1,701	1,666	97.94%	35	2.06%	1,522	74	70	26	6	2	1	1.68	3.45	5.58
(5V22) (605GB) Murrieta, CA	2,126	2,071	97.41%	55	2.59%	1,898	93	80	36	10	8	1	2.85	4.87	5.95
(5V22) (605GC) Palm Desert, CA	2,172	2,164	99.63%	8	0.37%	2,045	62	57	8	0	0	0	0.19	2.18	2.76
(5V22) (605GD) Corona, CA	983	972	98.88%	11	1.12%	895	43	34	8	1	0	2	1.06	0.00	5.77
(5V22) (605GE) Rancho Cucamonga, CA	2,037	1,982	97.30%	55	2.70%	1,769	87	126	43	7	1	4	2.08	2.77	7.68
(5V22) (605QA) Blythe, CA	39	39	100.00%	0	0.00%	38	0	1	0	0	0	0	0.63	0.00	0.70
(5V22) (664) San Diego, CA HCS	58,891	56,537	96.00%	2,354	4.00%	50,913	2,408	3,216	1,727	416	104	107	3.94	6.74	3.09
(5V22) (664) San Diego, CA	35,344	33,734	95.44%	1,610	4.56%	30,821	1,305	1,608	1,135	321	86	68	3.95	6.70	1.62
(5V22) (664BU) San Diego, CA - VADOM	170	170	100.00%	0	0.00%	170	0	0	0	0	0	0			
(5V22) (664BY) Mission Valley, CA	11,085	10,756	97.03%	329	2.97%	9,190	514	1,052	248	47	10	24	4.94	8.58	5.46
(5V22) (664GA) Imperial Valley, CA	639	628	98.28%	11	1.72%	562	43	23	10	0	1	0	2.66	14.79	0.29
(5V22) (664GB) Oceanside, CA	7,941	7,626	96.03%	315	3.97%	6,781	443	402	259	38	6	12	3.30	5.73	3.23
(5V22) (664GC) Chula Vista, CA	2,123	2,038	96.00%	85	4.00%	1,875	71	92	71	10	1	3	3.91	4.12	6.62
(5V22) (664GD) Escondido, CA	1,243	1,239	99.68%	4	0.32%	1,168	32	39	4	0	0	0	1.33	3.88	1.54
(5V22) (664QA) Rio, CA	346	346	100.00%	0	0.00%	346	0	0	0	0	0	0			0.00
(5V22) (691) Greater Los Angeles, CA HCS	64,606	60,008	92.88%	4,598	7.12%	52,415	3,221	4,372	3,046	1,134	276	142	4.83	9.45	5.05
(5V22) (691) West Los Angeles, CA	28,840	26,736	92.70%	2,104	7.30%	23,367	1,453	1,916	1,386	548	121	49	3.82	8.95	4.82
(5V22) (691A4) Sepulveda, CA	15,403	13,951	90.57%	1,452	9.43%	11,857	898	1,196	858	408	115	71	4.38	12.36	4.35
(5V22) (691GB) Santa Barbara, CA	782	779	99.62%	3	0.38%	743	19	17	3	0	0	0	1.16	0.13	1.69
(5V22) (691GC) Gardena, CA	808	807	99.88%	1	0.12%	804	2	1	1	0	0	0	0.20	0.03	0.09
(5V22) (691GD) Bakersfield, CA	3,318	3,251	97.98%	67	2.02%	2,710	191	350	46	8	12	1	5.70	3.00	6.13
(5V22) (691GE) Los Angeles, CA	7,857	7,471	95.09%	386	4.91%	6,797	270	404	314	51	12	9	5.25	5.88	7.64
(5V22) (691GF) East Los Angeles, CA	1,032	1,021	98.93%	11	1.07%	995	8	18	7	4	0	0	0.79	5.85	2.35
(5V22) (691GG) Antelope Valley, CA	824	707	85.80%	117	14.20%	642	20	45	81	27	3	6	15.52	9.69	0.08
(5V22) (691GK) San Luis Obispo, CA	1,033	1,016	98.35%	17	1.65%	948	47	21	7	4	3	3	2.16	2.45	5.21
(5V22) (691GL) Santa Maria, CA	2,681	2,364	88.18%	317	11.82%	1,943	178	243	250	55	10	2	7.80	14.26	11.15
(5V22) (691GM) Oxnard, CA	1,886	1,767	93.69%	119	6.31%	1,500	114	153	89	29	0	1	9.64	7.77	4.36
(5V22) (691GO) San Gabriel, CA (Pasadena)	142	138	97.18%	4	2.82%	109	21	8	4	0	0	0	4.44		5.19
(3V23) (437) Fargo, ND HCS	19,364	18,844	97.31%	520	2.69%	17,447	661	736	409	82	17	12	1.81	5.22	2.30
(3V23) (437) Fargo, ND	12,438	11,976	96.29%	462	3.71%	10,910	485	581	362	72	16	12	3.09	5.27	2.41
(3V23) (437GA) Grafton, ND	226	225	99.56%	1	0.44%	215	6	4	1	0	0	0	1.25	4.15	1.65
(3V23) (437GB) Bismarck, ND	1,619	1,587	98.02%	32	1.98%	1,519	22	46	22	9	1	0	0.80	6.91	1.92
(3V23) (437GC) Fergus Falls, MN	540	539	99.81%	1	0.19%	518	15	6	1	0	0	0	0.91	0.85	1.48
(3V23) (437GD) Minot, ND	1,035	1,026	99.13%	9	0.87%	973	24	29	9	0	0	0	1.94	4.65	1.45
(3V23) (437GE) Bemidji, MN	1,187	1,182	99.58%	5	0.42%	1,118	45	19	5	0	0	0	1.39	2.71	2.65
(3V23) (437GF) Williston, ND	537	535	99.63%	2	0.37%	515	12	8	2	0	0	0	1.36	1.23	1.15
(3V23) (437GI) Grand Forks, ND	983	978	99.49%	5	0.51%	922	28	28	5	0	0	0	0.64	2.90	3.91

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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) (437GJ) Dickinson, ND	316	316	100.00%	0	0.00%	304	7	5	0	0	0	0	0.44	4.83	2.41
(3V23) (437GK) Jamestown, ND	290	287	98.97%	3	1.03%	263	16	8	2	1	0	0	2.79	1.05	3.25
(3V23) (437GL) Devils Lake, ND	193	193	100.00%	0	0.00%	190	1	2	0	0	0	0	0.33	1.63	0.43
(3V23) (438) Sioux Falls, SD HCS	18,886	18,091	95.79%	795	4.21%	15,962	1,017	1,112	572	162	47	14	3.76	6.69	2.54
(3V23) (438) Sioux Falls, SD (Royal C. Johnson)	14,684	13,967	95.12%	717	4.88%	12,169	852	946	506	153	44	14	4.99	6.83	2.46
(3V23) (438GA) Spirit Lake, IA	827	806	97.46%	21	2.54%	707	41	58	18	3	0	0	4.28	5.88	4.41
(3V23) (438GC) Sioux City, SD	1,557	1,536	98.65%	21	1.35%	1,441	54	41	17	3	1	0	1.37	5.31	4.01
(3V23) (438GD) Aberdeen, SD	756	736	97.35%	20	2.65%	684	20	32	19	0	1	0	2.96	7.14	1.51
(3V23) (438GE) Wagner, SD	198	190	95.96%	8	4.04%	160	15	15	7	0	1	0	4.89	22.69	2.62
(3V23) (438GF) Watertown, SD	864	856	99.07%	8	0.93%	801	35	20	5	3	0	0	1.91	2.43	0.55
(3V23) (568) Black Hills, SD HCS	11,884	11,199	94.24%	685	5.76%	9,652	667	880	497	121	49	18	5.16	9.60	2.50
(3V23) (568) Fort Meade, SD	5,859	5,453	93.07%	406	6.93%	4,640	338	475	281	80	32	13	3.75	10.35	1.54
(3V23) (568A4) Hot Springs, SD	3,215	3,105	96.58%	110	3.42%	2,729	185	191	91	10	7	2	6.61	6.70	2.34
(3V23) (568GA) Rapid City, SD	2,073	1,921	92.67%	152	7.33%	1,634	117	170	110	31	8	3	7.45	12.46	3.49
(3V23) (568GB) Pierre, SD	158	156	98.73%	2	1.27%	152	3	1	2	0	0	0	1.23	0.00	3.11
(3V23) (568HA) Newcastle, WY	9	8	88.89%	1	11.11%	7	0	1	0	0	1	0	16.00		0.00
(3V23) (568HB) Gordon, NE	27	27	100.00%	0	0.00%	21	4	2	0	0	0	0	5.45		0.00
(3V23) (568HF) Pine Ridge, SD	16	15	93.75%	1	6.25%	13	0	2	1	0	0	0	8.27		0.00
(3V23) (568HH) Scottsbluff, NE	395	384	97.22%	11	2.78%	335	16	33	11	0	0	0	4.96	23.67	1.27
(3V23) (568HJ) Mission, SD	23	23	100.00%	0	0.00%	23	0	0	0	0	0	0	0.00		
(3V23) (568HP) Winner, SD	99	98	98.99%	1	1.01%	94	3	1	0	0	1	0	1.96	0.00	
(3V23) (568MA) IDES Ellsworth AFB	10	9	90.00%	1	10.00%	4	1	4	1	0	0	0		7.57	23.33
(3V23) (618) Minneapolis, MN HCS	62,453	59,201	94.79%	3,252	5.21%	50,583	3,754	4,864	2,347	596	155	154	6.87	8.37	2.29
(3V23) (618) Minneapolis, MN	45,213	42,924	94.94%	2,289	5.06%	36,342	2,768	3,814	1,805	315	86	83	5.72	8.35	1.94
(3V23) (618BY) Twin Ports, WI	3,293	3,053	92.71%	240	7.29%	2,689	170	194	120	56	17	47	4.23	14.77	5.07
(3V23) (618GA) St. James, MN	236	234	99.15%	2	0.85%	216	11	7	2	0	0	0	2.05	2.64	0.00
(3V23) (618GB) Hibbing, MN	914	890	97.37%	24	2.63%	717	76	97	22	2	0	0	6.03	5.44	4.46
(3V23) (618GD) Maplewood, MN	2,063	2,011	97.48%	52	2.52%	1,684	120	207	49	3	0	0	4.65	6.28	0.74
(3V23) (618GE) Chippewa Valley, WI	1,505	1,353	89.90%	152	10.10%	1,191	69	93	71	62	16	3	16.59	7.14	1.64
(3V23) (618GG) Rochester, MN	1,136	1,031	90.76%	105	9.24%	920	67	44	31	51	8	15	14.83	8.23	3.34
(3V23) (618GH) Hayward, WI	316	315	99.68%	1	0.32%	286	23	6	1	0	0	0	2.53	0.00	0.12
(3V23) (618GI) Northwest Metro, MN	3,495	3,284	93.96%	211	6.04%	2,780	245	259	168	35	7	1	7.57	6.49	2.80
(3V23) (618GJ) Shakopee, MN	867	834	96.19%	33	3.81%	780	35	19	19	9	2	3	4.17	12.97	1.41
(3V23) (618GK) Albert Lea, MN	543	536	98.71%	7	1.29%	473	43	20	4	2	1	0	3.15	6.88	2.20
(3V23) (618GL) Minneapolis Harmon Place, MN	741	741	100.00%	0	0.00%	734	3	4	0	0	0	0	2.33		
(3V23) (618GM) Rice Lake, WI	709	623	87.87%	86	12.13%	547	42	34	15	54	16	1	17.78	3.14	3.57
(3V23) (618GN) Mankato, MN (Lyle C. Pearson)	1,081	1,032	95.47%	49	4.53%	902	73	57	39	7	2	1	7.48	7.44	0.85
(3V23) (618QA) Fort Snelling, MN	244	243	99.59%	1	0.41%	239	1	3	1	0	0	0		0.67	
(3V23) (618QB) Ely, MN	97	97	100.00%	0	0.00%	83	8	6	0	0	0	0	1.69	14.00	7.07
(3V23) (636A6) Central Iowa HCS	24,921	23,467	94.17%	1,454	5.83%	20,553	1,296	1,618	934	300	134	86	9.78	7.95	6.15
(3V23) (636A6) Des Moines, IA	17,865	16,671	93.32%	1,194	6.68%	14,282	1,044	1,345	793	245	107	49	8.62	7.53	7.77
(3V23) (636BU) Des Moines, IA - VADOM	1,716	1,715	99.94%	1	0.06%	1,713	2	0	0	0	0	1		0.36	
(3V23) (636GC) Mason City, IA	1,571	1,399	89.05%	172	10.95%	1,209	96	94	83	43	22	24	18.95	9.17	6.66

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: August 2019	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) (636GD) Marshalltown, IA	603	586	97.18%	17	2.82%	492	44	50	8	3	1	5	25.12	35.18	5.00
(3V23) (636GK) Fort Dodge, IA	938	909	96.91%	29	3.09%	837	33	39	23	1	0	5	5.29	3.02	
(3V23) (636GM) Carroll, IA	587	574	97.79%	13	2.21%	507	36	31	9	3	1	0	5.11	3.01	1.52
(3V23) (636GR) Knoxville, IA	1,108	1,080	97.47%	28	2.53%	995	32	53	18	5	3	2	4.45	5.13	1.91
(3V23) (636GX) Fort Dodge North, IA	221	221	100.00%	0	0.00%	210	6	5	0	0	0	0			1.00
(3V23) (636QB) Des Moines Center Street, IA	312	312	100.00%	0	0.00%	308	3	1	0	0	0	0			
(3V23) (636A8) Iowa City, IA HCS	28,986	27,109	93.52%	1,877	6.48%	22,818	1,947	2,344	1,267	379	152	79	6.53	9.26	4.03
(3V23) (636A8) Iowa City, IA	12,588	11,548	91.74%	1,040	8.26%	9,474	844	1,230	745	207	65	23	4.39	9.80	5.81
(3V23) (636GF) Quad Cities, IA	3,037	2,821	92.89%	216	7.11%	2,388	218	215	122	43	27	24	8.90	9.81	3.38
(3V23) (636GG) Quincy, IL	1,078	947	87.85%	131	12.15%	751	84	112	93	24	4	10	12.84	3.09	16.13
(3V23) (636GH) Waterloo, IA	1,273	1,125	88.37%	148	11.63%	911	103	111	111	26	6	5	13.71	5.30	8.36
(3V23) (636GI) Galesburg, IL (Lane A. Evans)	1,482	1,444	97.44%	38	2.56%	1,251	95	98	25	6	4	3	3.21	6.46	5.85
(3V23) (636GJ) Dubuque, IA	812	799	98.40%	13	1.60%	656	88	55	8	2	3	0	5.42	0.28	5.95
(3V23) (636GN) Cedar Rapids, IA	1,756	1,711	97.44%	45	2.56%	1,530	78	103	31	8	3	3	3.96	2.33	3.89
(3V23) (636GS) Ottumwa, IA	674	667	98.96%	7	1.04%	604	46	17	5	2	0	0	3.38	2.35	1.75
(3V23) (636GT) Sterling, IL	842	824	97.86%	18	2.14%	761	36	27	10	3	4	1	2.83	2.68	3.63
(3V23) (636GU) Decorah, IA	505	498	98.61%	7	1.39%	448	34	16	3	3	1	0	3.00	3.27	1.72
(3V23) (636GW) Coralville, IA	2,357	2,338	99.19%	19	0.81%	2,239	59	40	13	6	0	0	2.38	0.75	1.32
(3V23) (636QC) Linn County, IA	61	59	96.72%	2	3.28%	53	2	4	2	0	0	0			5.44
(3V23) (636QG) Iowa City, IA - Mobile	95	36	37.89%	59	62.11%	20	5	11	10	31	17	1		52.58	
(3V23) (636QI) Davenport, IA	363	363	100.00%	0	0.00%	322	32	9	0	0	0	0			3.38
(3V23) (636QJ) Iowa City South Clinton Street, IA	2,063	1,929	93.50%	134	6.50%	1,410	223	296	89	18	18	9		10.24	9.14
(3V23) (636) Nebraska-W Iowa HCS	44,559	43,059	96.63%	1,500	3.37%	38,246	2,406	2,407	1,020	354	71	55	3.75	6.56	3.85
(3V23) (636) Omaha, NE	22,213	21,243	95.63%	970	4.37%	18,642	1,283	1,318	600	282	56	32	2.50	7.69	5.17
(3V23) (636A4) Grand Island, NE	7,086	7,005	98.86%	81	1.14%	6,358	345	302	59	12	3	7	3.29	3.40	1.45
(3V23) (636A5) Lincoln, NE	8,624	8,292	96.15%	332	3.85%	7,347	455	490	262	46	10	14	7.08	5.79	3.32
(3V23) (636BW) Grand Island, NE - VADOM	572	572	100.00%	0	0.00%	572	0	0	0	0	0	0			0.00
(3V23) (636BX) Omaha, NE - VADOM	660	659	99.85%	1	0.15%	653	5	1	1	0	0	0			
(3V23) (636GA) Norfolk, NE	987	960	97.26%	27	2.74%	839	62	59	23	2	1	1	2.67	5.69	5.94
(3V23) (636GB) North Platte, NE	886	857	96.73%	29	3.27%	742	41	74	26	3	0	0	2.50	10.49	1.69
(3V23) (636GL) Bellevue, NE	1,403	1,385	98.72%	18	1.28%	1,174	127	84	12	4	1	1	4.01	4.45	2.20
(3V23) (636GP) Shenandoah, IA	573	543	94.76%	30	5.24%	437	55	51	26	4	0	0	5.39	10.17	3.58
(3V23) (636GQ) Holdrege, NE	489	478	97.75%	11	2.25%	418	32	28	10	1	0	0	2.71	5.66	5.29
(3V23) (636GV) O'Neill, NE (O'Neill)	26	26	100.00%	0	0.00%	26	0	0	0	0	0	0	0.00		
(3V23) (636QA) Omaha Dorcas Street, NE	1,040	1,039	99.90%	1	0.10%	1,038	1	0	1	0	0	0			
(3V23) (656) St. Cloud, MN HCS	36,239	34,504	95.21%	1,735	4.79%	30,534	1,924	2,046	1,306	352	55	22	5.81	8.73	6.84
(3V23) (656) St. Cloud, MN	31,705	30,340	95.69%	1,365	4.31%	27,166	1,551	1,623	1,016	289	44	16	4.70	8.21	6.91
(3V23) (656GA) Brainerd, MN	2,680	2,402	89.63%	278	10.37%	1,874	248	280	216	49	9	4	10.28	12.86	7.66
(3V23) (656GB) Montevideo, MN	816	755	92.52%	61	7.48%	604	70	81	43	14	2	2	8.49	27.35	3.73
(3V23) (656GC) Alexandria, MN (Max J. Beilke)	1,038	1,007	97.01%	31	2.99%	890	55	62	31	0	0	0	2.53	14.66	6.79

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: 8/2019	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
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

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: 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.