

| Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: July 2014 | 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 06 -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 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|----------------------------------------------|-----------------------------|-------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V01) (402) Togus, ME                                                                                                                                                | 24,728                         | 24,500                     | 99.08%                                       | 228                         | 0.92%                                     |                        |                       | 666                    | 175                    | 44                      | 5                        | 4                                  | 1.55                        | 3                           | 1.56                        |
| (V01) (402) Togus                                                                                                                                                    | 14,933                         | 14,800                     | 99.11%                                       | 133                         | 0.89%                                     |                        |                       | 409                    | 93                     | 38                      | 0                        | 2                                  | 1.29                        | 2.68                        | 1.8                         |
| (V01) (402GA) Aroostook County (Caribou)                                                                                                                             | 655                            | 645                        | 98.47%                                       | 10                          | 1.53%                                     |                        |                       | 23                     | 8                      | 0                       | 0                        | 2                                  | 2.96                        | 0                           | 1.97                        |
| (V01) (402GB) Calais                                                                                                                                                 | 296                            | 296                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 4                      | 0                      | 0                       | 0                        | 0                                  | 0.59                        | 0                           | 1.05                        |
| (V01) (402GC) Rumford                                                                                                                                                | 506                            | 504                        | 99.60%                                       | 2                           | 0.40%                                     |                        |                       | 7                      | 2                      | 0                       | 0                        | 0                                  | 1.74                        | 0                           | 2.03                        |
| (V01) (402GD) Saco                                                                                                                                                   | 1,374                          | 1,364                      | 99.27%                                       | 10                          | 0.73%                                     |                        |                       | 42                     | 10                     | 0                       | 0                        | 0                                  | 1.68                        | 2.18                        | 4.54                        |
| (V01) (402GE) Lewiston Auburn                                                                                                                                        | 1,145                          | 1,144                      | 99.91%                                       | 1                           | 0.09%                                     |                        |                       | 21                     | 1                      | 0                       | 0                        | 0                                  | 1.92                        | 0.64                        | 0.5                         |
| (V01) (402HB) Bangor                                                                                                                                                 | 4,236                          | 4,172                      | 98.49%                                       | 64                          | 1.51%                                     |                        |                       | 131                    | 57                     | 3                       | 4                        | 0                                  | 1.05                        | 4.96                        | 0.65                        |
| (V01) (402HC) Portland Outreach Clinic-CDRP Satellite South                                                                                                          | 1,489                          | 1,483                      | 99.60%                                       | 6                           | 0.40%                                     |                        |                       | 25                     | 4                      | 2                       | 0                        | 0                                  | 2                           | 1.32                        | 1.36                        |
| (V01) (402HL) R&C Healthcare MOC                                                                                                                                     | 94                             | 92                         | 97.87%                                       | 2                           | 2.13%                                     |                        |                       | 4                      | 0                      | 1                       | 1                        | 0                                  | 4.12                        |                             |                             |
| (V01) (405) White River Junction, VT                                                                                                                                 | 18,202                         | 18,028                     | 99.04%                                       | 174                         | 0.96%                                     |                        |                       | 466                    | 131                    | 20                      | 22                       | 1                                  | 1.25                        | 3.01                        | 0.65                        |
| (V01) (405) White River Jct                                                                                                                                          | 13,758                         | 13,603                     | 98.87%                                       | 155                         | 1.13%                                     |                        |                       | 399                    | 113                    | 20                      | 21                       | 1                                  | 1.52                        | 3.19                        | 0.47                        |
| (V01) (405GA) Bennington                                                                                                                                             | 731                            | 731                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 9                      | 0                      | 0                       | 0                        | 0                                  | 0.29                        | 0                           | 3.39                        |
| (V01) (405GC) Brattleboro                                                                                                                                            | 369                            | 369                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.72                        | 0.01                        | 0.9                         |
| (V01) (405HA) Burlington Lakeside                                                                                                                                    | 2,080                          | 2,068                      | 99.42%                                       | 12                          | 0.58%                                     |                        |                       | 37                     | 12                     | 0                       | 0                        | 0                                  | 1.35                        | 2.05                        | 0.04                        |
| (V01) (405HC) VICC - St. Johnsbury - Littleton                                                                                                                       | 591                            | 586                        | 99.15%                                       | 5                           | 0.85%                                     |                        |                       | 17                     | 5                      | 0                       | 0                        | 0                                  | 1.39                        | 0                           | 0                           |
| (V01) (405HE) KEENE (ORC)                                                                                                                                            | 129                            | 129                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 1                           | 0                           | 0                           |
| (V01) (405HF) Rutland                                                                                                                                                | 544                            | 542                        | 99.63%                                       | 2                           | 0.37%                                     |                        |                       | 2                      | 1                      | 0                       | 1                        | 0                                  | 0.29                        | 4.67                        | 0                           |
| (V01) (518) Bedford, MA                                                                                                                                              | 12,614                         | 12,486                     | 98.99%                                       | 128                         | 1.01%                                     |                        |                       | 446                    | 109                    | 14                      | 5                        | 0                                  | 0.8                         | 5.28                        | 2.47                        |
| (V01) (518) Bedford                                                                                                                                                  | 10,413                         | 10,291                     | 98.83%                                       | 122                         | 1.17%                                     |                        |                       | 416                    | 103                    | 14                      | 5                        | 0                                  | 1.02                        | 5.3                         | 2.11                        |
| (V01) (518GA) Lynns/North Shore                                                                                                                                      | 493                            | 487                        | 98.78%                                       | 6                           | 1.22%                                     |                        |                       | 26                     | 6                      | 0                       | 0                        | 0                                  | 0.52                        | 0.67                        | 12.32                       |
| (V01) (518GB) Haverhill                                                                                                                                              | 552                            | 552                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 4                      | 0                      | 0                       | 0                        | 0                                  | 0.36                        | 5.57                        | 2.78                        |
| (V01) (518GD) Lowell                                                                                                                                                 | 872                            | 872                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V01) (518GE) Gloucester                                                                                                                                             | 284                            | 284                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.49                        |                             | 3                           |
| (V01) (523) VA Boston HCS, MA                                                                                                                                        | 46,819                         | 46,420                     | 99.15%                                       | 399                         | 0.85%                                     |                        |                       | 1,261                  | 333                    | 38                      | 17                       | 11                                 | 0.94                        | 3.02                        | 2.28                        |
| (V01) (523) VA Boston HCS- Boston Div.                                                                                                                               | 21,270                         | 21,051                     | 98.97%                                       | 219                         | 1.03%                                     |                        |                       | 782                    | 187                    | 18                      | 7                        | 7                                  | 0.71                        | 3.31                        | 2.58                        |
| (V01) (523A4) VA Boston HCS-West Roxbury Div.                                                                                                                        | 7,099                          | 7,048                      | 99.28%                                       | 51                          | 0.72%                                     |                        |                       | 131                    | 38                     | 8                       | 2                        | 3                                  | 0.49                        | 1.98                        | 1.08                        |
| (V01) (523A5) Brockton VAMC                                                                                                                                          | 11,222                         | 11,126                     | 99.14%                                       | 96                          | 0.86%                                     |                        |                       | 275                    | 89                     | 4                       | 2                        | 1                                  | 1.56                        | 3.01                        | 2.11                        |
| (V01) (523BY) Lowell                                                                                                                                                 | 1,697                          | 1,676                      | 98.76%                                       | 21                          | 1.24%                                     |                        |                       | 30                     | 10                     | 5                       | 6                        | 0                                  | 1.08                        | 3.19                        | 4.49                        |
| (V01) (523BZ) Causeway Clinic (Boston)                                                                                                                               | 4,636                          | 4,627                      | 99.81%                                       | 9                           | 0.19%                                     |                        |                       | 35                     | 8                      | 1                       | 0                        | 0                                  | 0.56                        | 0.89                        | 1.73                        |
| (V01) (523GA) Framingham VA Primary Care Unit                                                                                                                        | 435                            | 435                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.08                        |                             | 0                           |
| (V01) (523GC) Quincy                                                                                                                                                 | 226                            | 225                        | 99.56%                                       | 1                           | 0.44%                                     |                        |                       | 1                      | 1                      | 0                       | 0                        | 0                                  | 0.36                        |                             |                             |
| (V01) (523GD) Plymouth                                                                                                                                               | 198                            | 196                        | 98.99%                                       | 2                           | 1.01%                                     |                        |                       | 7                      | 0                      | 2                       | 0                        | 0                                  | 2.42                        | 3.39                        |                             |
| (V01) (523MA) IDES Hanscom AFB                                                                                                                                       | 36                             | 36                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V01) (608) Manchester, NH                                                                                                                                           | 17,309                         | 16,963                     | 98.00%                                       | 346                         | 2.00%                                     |                        |                       | 656                    | 300                    | 42                      | 4                        | 0                                  | 1.93                        | 4.26                        | 3.35                        |
| (V01) (608) Manchester                                                                                                                                               | 15,652                         | 15,357                     | 98.12%                                       | 295                         | 1.88%                                     |                        |                       | 583                    | 251                    | 40                      | 4                        | 0                                  | 1.62                        | 4.23                        | 2.33                        |
| (V01) (608GA) Portsmouth                                                                                                                                             | 324                            | 301                        | 92.90%                                       | 23                          | 7.10%                                     |                        |                       | 16                     | 23                     | 0                       | 0                        | 0                                  | 5.09                        | 14.71                       | 6.31                        |
| (V01) (608GC) Somersworth                                                                                                                                            | 720                            | 701                        | 97.36%                                       | 19                          | 2.64%                                     |                        |                       | 25                     | 19                     | 0                       | 0                        | 0                                  | 2.06                        | 5.39                        | 7.36                        |
| (V01) (608GD) Conway                                                                                                                                                 | 181                            | 179                        | 98.90%                                       | 2                           | 1.10%                                     |                        |                       | 17                     | 2                      | 0                       | 0                        | 0                                  | 2.33                        | 0                           | 7                           |
| (V01) (608HA) Tilton                                                                                                                                                 | 429                            | 422                        | 98.37%                                       | 7                           | 1.63%                                     |                        |                       | 15                     | 5                      | 2                       | 0                        | 0                                  | 1.98                        | 2.86                        | 10.46                       |
| (V01) (608MA) IDES Manchester VAMC                                                                                                                                   | 3                              | 3                          | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V01) (631) VA Central Western Massachusetts HCS                                                                                                                     | 18,297                         | 17,481                     | 95.54%                                       | 816                         | 4.46%                                     |                        |                       | 878                    | 547                    | 182                     | 79                       | 8                                  | 6.87                        | 7.01                        | 2.7                         |
| (V01) (631) VA Central Western Massachusetts HCS                                                                                                                     | 8,621                          | 8,236                      | 95.53%                                       | 385                         | 4.47%                                     |                        |                       | 496                    | 280                    | 92                      | 12                       | 1                                  | 6.66                        | 6.5                         | 3.57                        |
| (V01) (631BY) Springfield                                                                                                                                            | 3,851                          | 3,738                      | 97.07%                                       | 113                         | 2.93%                                     |                        |                       | 112                    | 93                     | 14                      | 6                        | 0                                  | 6.41                        | 1.95                        | 2.77                        |
| (V01) (631GC) Pittsfield                                                                                                                                             | 713                            | 693                        | 97.19%                                       | 20                          | 2.81%                                     |                        |                       | 25                     | 17                     | 3                       | 0                        | 0                                  | 5.73                        | 0.32                        | 2.56                        |
| (V01) (631GD) Greenfield (Franklin County)                                                                                                                           | 672                            | 669                        | 99.55%                                       | 3                           | 0.45%                                     |                        |                       | 24                     | 3                      | 0                       | 0                        | 0                                  | 2.45                        | 5                           | 1.79                        |
| (V01) (631GE) Worcester                                                                                                                                              | 3,745                          | 3,469                      | 92.63%                                       | 276                         | 7.37%                                     |                        |                       | 183                    | 135                    | 73                      | 61                       | 7                                  | 8.96                        | 12.27                       | 1.59                        |
| (V01) (631GF) Fitchburg                                                                                                                                              | 687                            | 668                        | 97.23%                                       | 19                          | 2.77%                                     |                        |                       | 38                     | 19                     | 0                       | 0                        | 0                                  | 5.97                        | 11.9                        | 2.32                        |
| (V01) (631MA) IDES Keller Army Community Hospital                                                                                                                    | 7                              | 7                          | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V01) (631PA) 631PA                                                                                                                                                  | 1                              | 1                          | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |

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| (V01) (650) Providence, RI                                                                                                                                           | 27,712                         | 27,320                     | 98.59%                                       | 392                         | 1.41%                                     |                        |                       | 804                    | 328                    | 50                      | 13                       | 1                                  | 2.08                        | 3.32                        | 4.09                        |
| (V01) (650) Providence                                                                                                                                               | 24,883                         | 24,554                     | 98.68%                                       | 329                         | 1.32%                                     |                        |                       | 726                    | 269                    | 46                      | 13                       | 1                                  | 2.24                        | 3.33                        | 4.07                        |
| (V01) (650GA) New Bedford Primary Care Ctr.                                                                                                                          | 1,118                          | 1,106                      | 98.93%                                       | 12                          | 1.07%                                     |                        |                       | 32                     | 11                     | 1                       | 0                        | 0                                  | 1.66                        | 4.08                        | 2.25                        |
| (V01) (650GB) Hyannis Primary Care Center                                                                                                                            | 1,023                          | 985                        | 96.29%                                       | 38                          | 3.71%                                     |                        |                       | 31                     | 37                     | 1                       | 0                        | 0                                  | 2.07                        | 1.22                        | 8.06                        |
| (V01) (650GD) Middletown                                                                                                                                             | 688                            | 675                        | 98.11%                                       | 13                          | 1.89%                                     |                        |                       | 15                     | 11                     | 2                       | 0                        | 0                                  | 1.4                         | 2.13                        | 2.95                        |
| (V01) (689) VA Connecticut HCS, CT                                                                                                                                   | 49,227                         | 48,769                     | 99.07%                                       | 458                         | 0.93%                                     |                        |                       | 1,736                  | 379                    | 59                      | 15                       | 5                                  | 1.36                        | 3.14                        | 2.87                        |
| (V01) (689) West Haven                                                                                                                                               | 30,410                         | 30,173                     | 99.22%                                       | 237                         | 0.78%                                     |                        |                       | 1,101                  | 205                    | 24                      | 6                        | 2                                  | 1.43                        | 3.18                        | 2.86                        |
| (V01) (689A4) Newington Campus                                                                                                                                       | 15,375                         | 15,170                     | 98.67%                                       | 205                         | 1.33%                                     |                        |                       | 570                    | 166                    | 28                      | 8                        | 3                                  | 1.44                        | 3.06                        | 3.05                        |
| (V01) (689GA) Waterbury VA Primary Care Center                                                                                                                       | 467                            | 464                        | 99.36%                                       | 3                           | 0.64%                                     |                        |                       | 14                     | 3                      | 0                       | 0                        | 0                                  | 1.84                        | 15                          | 2.15                        |
| (V01) (689GB) Stamford VA Primary Care Center                                                                                                                        | 266                            | 266                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 0.57                        |                             | 1                           |
| (V01) (689GC) Willimantic CBOC                                                                                                                                       | 629                            | 629                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 8                      | 0                      | 0                       | 0                        | 0                                  | 1.08                        | 2                           | 0.79                        |
| (V01) (689GD) Winsted VA Primary Care                                                                                                                                | 433                            | 432                        | 99.77%                                       | 1                           | 0.23%                                     |                        |                       | 9                      | 0                      | 0                       | 1                        | 0                                  | 0.59                        | 0                           | 3.92                        |
| (V01) (689GE) Danbury                                                                                                                                                | 466                            | 465                        | 99.79%                                       | 1                           | 0.21%                                     |                        |                       | 12                     | 1                      | 0                       | 0                        | 0                                  | 0.89                        | 1                           | 4.69                        |
| (V01) (689HA) WILLIAMATIC, CT (ORC)                                                                                                                                  | 2                              | 2                          | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V01) (689HC) New London VA Primary Care Center                                                                                                                      | 1,178                          | 1,167                      | 99.07%                                       | 11                          | 0.93%                                     |                        |                       | 21                     | 4                      | 7                       | 0                        | 0                                  | 1.38                        | 0                           | 2.83                        |
| (V01) (689PB) West Haven CWTTR                                                                                                                                       | 1                              | 1                          | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V02) (528) Albany, NY                                                                                                                                               | 25,726                         | 25,464                     | 98.98%                                       | 262                         | 1.02%                                     |                        |                       | 548                    | 153                    | 68                      | 34                       | 7                                  | 1.09                        | 1.8                         | 1.77                        |
| (V02) (528A8) Albany                                                                                                                                                 | 21,596                         | 21,343                     | 98.83%                                       | 253                         | 1.17%                                     |                        |                       | 489                    | 145                    | 68                      | 34                       | 6                                  | 0.97                        | 1.8                         | 2.07                        |
| (V02) (528G1) Malone                                                                                                                                                 | 149                            | 148                        | 99.33%                                       | 1                           | 0.67%                                     |                        |                       | 0                      | 1                      | 0                       | 0                        | 0                                  | 0.43                        |                             |                             |
| (V02) (528G2) Westport                                                                                                                                               | 273                            | 273                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.77                        | 0                           | 0                           |
| (V02) (528G3) Bainbridge                                                                                                                                             | 347                            | 347                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 8                      | 0                      | 0                       | 0                        | 0                                  | 1.32                        | 0                           | 0.21                        |
| (V02) (528G6) Fonda                                                                                                                                                  | 281                            | 279                        | 99.29%                                       | 2                           | 0.71%                                     |                        |                       | 10                     | 2                      | 0                       | 0                        | 0                                  | 0.25                        | 7.08                        | 0                           |
| (V02) (528G7) Catskill                                                                                                                                               | 311                            | 309                        | 99.36%                                       | 2                           | 0.64%                                     |                        |                       | 13                     | 2                      | 0                       | 0                        | 0                                  | 2.13                        | 0                           | 5.07                        |
| (V02) (528GT) Glens Falls                                                                                                                                            | 681                            | 681                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 4                      | 0                      | 0                       | 0                        | 0                                  | 1.15                        | 0                           | 0.39                        |
| (V02) (528GV) Plattsburgh                                                                                                                                            | 592                            | 590                        | 99.66%                                       | 2                           | 0.34%                                     |                        |                       | 15                     | 2                      | 0                       | 0                        | 0                                  | 2.39                        | 0                           | 0.32                        |
| (V02) (528GW) Schenectady                                                                                                                                            | 401                            | 400                        | 99.75%                                       | 1                           | 0.25%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 1                                  | 0.96                        |                             | 0.38                        |
| (V02) (528GX) Troy                                                                                                                                                   | 322                            | 322                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 0.58                        |                             | 0.95                        |
| (V02) (528GY) Clifton Park                                                                                                                                           | 300                            | 299                        | 99.67%                                       | 1                           | 0.33%                                     |                        |                       | 8                      | 1                      | 0                       | 0                        | 0                                  | 1.99                        | 1.4                         | 0.7                         |
| (V02) (528GZ) Kingston                                                                                                                                               | 473                            | 473                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.33                        | 0                           | 0.04                        |
| (V02) (528) Bath, NY                                                                                                                                                 | 13,206                         | 12,914                     | 97.79%                                       | 292                         | 2.21%                                     |                        |                       | 259                    | 200                    | 68                      | 24                       | 0                                  | 1.92                        | 6.71                        | 0.14                        |
| (V02) (528A6) Bath                                                                                                                                                   | 11,785                         | 11,531                     | 97.84%                                       | 254                         | 2.16%                                     |                        |                       | 226                    | 196                    | 47                      | 11                       | 0                                  | 1.93                        | 5.83                        | 0.1                         |
| (V02) (528G4) Elmira                                                                                                                                                 | 893                            | 866                        | 96.98%                                       | 27                          | 3.02%                                     |                        |                       | 24                     | 3                      | 21                      | 3                        | 0                                  | 2.57                        | 25.54                       | 0.42                        |
| (V02) (528G8) Wellsville                                                                                                                                             | 528                            | 517                        | 97.92%                                       | 11                          | 2.08%                                     |                        |                       | 9                      | 1                      | 0                       | 10                       | 0                                  | 0.96                        | 39.23                       | 0                           |
| (V02) (528) Western New York, NY                                                                                                                                     | 37,871                         | 37,146                     | 98.09%                                       | 725                         | 1.91%                                     |                        |                       | 1,415                  | 646                    | 60                      | 17                       | 2                                  | 2.63                        | 3.06                        | 3.65                        |
| (V02) (528) Upstate New York HCS, Buffalo NY                                                                                                                         | 30,206                         | 29,512                     | 97.70%                                       | 694                         | 2.30%                                     |                        |                       | 1,244                  | 616                    | 60                      | 16                       | 2                                  | 3.93                        | 3.27                        | 4.21                        |
| (V02) (528A4) Upstate New York HCS-Batavia                                                                                                                           | 3,727                          | 3,705                      | 99.41%                                       | 22                          | 0.59%                                     |                        |                       | 129                    | 22                     | 0                       | 0                        | 0                                  | 3.53                        | 1.1                         | 3.49                        |
| (V02) (528GB) Jamestown                                                                                                                                              | 837                            | 833                        | 99.52%                                       | 4                           | 0.48%                                     |                        |                       | 5                      | 3                      | 0                       | 1                        | 0                                  | 0.12                        | 2.39                        | 1.86                        |
| (V02) (528GC) Dunkirk                                                                                                                                                | 558                            | 555                        | 99.46%                                       | 3                           | 0.54%                                     |                        |                       | 6                      | 3                      | 0                       | 0                        | 0                                  | 1                           | 19                          | 3                           |
| (V02) (528GD) Niagara Falls                                                                                                                                          | 576                            | 576                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.44                        | 0                           | 1.89                        |
| (V02) (528GK) Lockport                                                                                                                                               | 411                            | 411                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 8                      | 0                      | 0                       | 0                        | 0                                  | 2.74                        |                             | 4.43                        |
| (V02) (528GQ) Lackawanna                                                                                                                                             | 753                            | 753                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 10                     | 0                      | 0                       | 0                        | 0                                  | 0.34                        |                             | 1.04                        |
| (V02) (528GR) Olean                                                                                                                                                  | 803                            | 801                        | 99.75%                                       | 2                           | 0.25%                                     |                        |                       | 13                     | 2                      | 0                       | 0                        | 0                                  | 1.15                        | 0.98                        | 2.94                        |
| (V02) (528) Canandaigua, NY                                                                                                                                          | 14,650                         | 14,483                     | 98.86%                                       | 167                         | 1.14%                                     |                        |                       | 569                    | 139                    | 23                      | 3                        | 2                                  | 3.01                        | 2.97                        | 1.3                         |
| (V02) (528A5) Canandaigua                                                                                                                                            | 6,466                          | 6,369                      | 98.50%                                       | 97                          | 1.50%                                     |                        |                       | 231                    | 80                     | 16                      | 0                        | 1                                  | 3.36                        | 3.54                        | 0.6                         |
| (V02) (528GE) Rochester                                                                                                                                              | 8,184                          | 8,114                      | 99.14%                                       | 70                          | 0.86%                                     |                        |                       | 338                    | 59                     | 7                       | 3                        | 1                                  | 2.84                        | 2.56                        | 1.92                        |
| (V02) (528) Syracuse, NY                                                                                                                                             | 32,498                         | 31,615                     | 97.28%                                       | 883                         | 2.72%                                     |                        |                       | 1,284                  | 642                    | 144                     | 89                       | 8                                  | 2.05                        | 6.23                        | 1.73                        |
| (V02) (528A7) Syracuse                                                                                                                                               | 21,863                         | 21,122                     | 96.61%                                       | 741                         | 3.39%                                     |                        |                       | 962                    | 515                    | 135                     | 85                       | 6                                  | 2.04                        | 6.44                        | 1.93                        |
| (V02) (528G5) Auburn                                                                                                                                                 | 497                            | 495                        | 99.60%                                       | 2                           | 0.40%                                     |                        |                       | 4                      | 0                      | 0                       | 0                        | 2                                  | 3.08                        | 0.11                        | 0.42                        |
| (V02) (528G9) Cortland                                                                                                                                               | 878                            | 877                        | 99.89%                                       | 1                           | 0.11%                                     |                        |                       | 11                     | 0                      | 0                       | 1                        | 0                                  | 0.91                        | 0.83                        | 0                           |
| (V02) (528GL) Massena                                                                                                                                                | 1,052                          | 1,043                      | 99.14%                                       | 9                           | 0.86%                                     |                        |                       | 12                     | 8                      | 0                       | 1                        | 0                                  | 1.36                        | 4.1                         | 0.56                        |
| (V02) (528GM) Rome                                                                                                                                                   | 3,678                          | 3,653                      | 99.32%                                       | 25                          | 0.68%                                     |                        |                       | 67                     | 24                     | 0                       | 1                        | 0                                  | 1.39                        | 2.41                        | 3.21                        |
| (V02) (528GN) Binghamton                                                                                                                                             | 1,963                          | 1,907                      | 97.15%                                       | 56                          | 2.85%                                     |                        |                       | 90                     | 50                     | 5                       | 1                        | 0                                  | 2.97                        | 9.94                        | 0.37                        |

| Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: July 2014 | 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 06 -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 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|----------------------------------------------|-----------------------------|-------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V02) (528GO) Carthage                                                                                                                                               | 1,958                          | 1,911                      | 97.60%                                       | 47                          | 2.40%                                     |                        |                       | 130                    | 45                     | 2                       | 0                        | 0                                  | 3.29                        | 7.73                        | 2.19                        |
| (V02) (528GP) Oswego                                                                                                                                                 | 545                            | 543                        | 99.63%                                       | 2                           | 0.37%                                     |                        |                       | 8                      | 0                      | 2                       | 0                        | 0                                  | 1.17                        | 5.47                        | 1.64                        |
| (V02) (528MA) Watertown DES                                                                                                                                          | 64                             | 64                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V03) (526) Bronx, NY                                                                                                                                                | 25,903                         | 25,794                     | 99.58%                                       | 109                         | 0.42%                                     |                        |                       | 592                    | 97                     | 10                      | 2                        | 0                                  | 1.41                        | 1.95                        | 1.18                        |
| (V03) (526) Bronx                                                                                                                                                    | 25,007                         | 24,902                     | 99.58%                                       | 105                         | 0.42%                                     |                        |                       | 555                    | 93                     | 10                      | 2                        | 0                                  | 1.67                        | 1.92                        | 1.07                        |
| (V03) (526GA) White Plains                                                                                                                                           | 428                            | 428                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 8                      | 0                      | 0                       | 0                        | 0                                  | 0.54                        | 0                           | 1.39                        |
| (V03) (526GB) Yonkers                                                                                                                                                | 333                            | 333                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 21                     | 0                      | 0                       | 0                        | 0                                  | 0.47                        | 0                           | 4.94                        |
| (V03) (526GD) Queens                                                                                                                                                 | 135                            | 131                        | 97.04%                                       | 4                           | 2.96%                                     |                        |                       | 8                      | 4                      | 0                       | 0                        | 0                                  | 0.1                         | 9.78                        | 9.5                         |
| (V03) (561) New Jersey HCS, NJ                                                                                                                                       | 44,959                         | 44,098                     | 98.08%                                       | 861                         | 1.92%                                     |                        |                       | 1,836                  | 791                    | 56                      | 13                       | 1                                  | 1.22                        | 4.55                        | 2.01                        |
| (V03) (561) New Jersey HCS-East Orange Campus                                                                                                                        | 24,202                         | 23,622                     | 97.60%                                       | 580                         | 2.40%                                     |                        |                       | 1,172                  | 533                    | 38                      | 8                        | 1                                  | 0.64                        | 4.87                        | 3.43                        |
| (V03) (561A4) New Jersey HCS, NJ - Lyons Campus                                                                                                                      | 8,996                          | 8,817                      | 98.01%                                       | 179                         | 1.99%                                     |                        |                       | 476                    | 176                    | 2                       | 1                        | 0                                  | 3.68                        | 4.65                        | 1.88                        |
| (V03) (561BU) Lyons DCHV                                                                                                                                             | 165                            | 165                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V03) (561BZ) Brick                                                                                                                                                  | 5,380                          | 5,288                      | 98.29%                                       | 92                          | 1.71%                                     |                        |                       | 133                    | 76                     | 13                      | 3                        | 0                                  | 1.91                        | 3.06                        | 0.94                        |
| (V03) (561GA) Hamilton                                                                                                                                               | 519                            | 519                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 5                      | 0                      | 0                       | 0                        | 0                                  | 0.09                        | 0                           | 1.49                        |
| (V03) (561GB) Elizabeth                                                                                                                                              | 340                            | 340                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 0.36                        | 0.38                        | 0.79                        |
| (V03) (561GD) Hackensack/Bergen County                                                                                                                               | 2,407                          | 2,403                      | 99.83%                                       | 4                           | 0.17%                                     |                        |                       | 14                     | 2                      | 1                       | 1                        | 0                                  | 0.22                        | 1.11                        | 0.19                        |
| (V03) (561GE) Jersey City                                                                                                                                            | 382                            | 380                        | 99.48%                                       | 2                           | 0.52%                                     |                        |                       | 6                      | 2                      | 0                       | 0                        | 0                                  | 0.1                         | 7.6                         | 3.19                        |
| (V03) (561GF) Piscataway                                                                                                                                             | 697                            | 697                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 10                     | 0                      | 0                       | 0                        | 0                                  | 0.46                        | 0                           | 2.57                        |
| (V03) (561GH) Morristown                                                                                                                                             | 607                            | 607                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 0.09                        | 0.29                        | 1                           |
| (V03) (561GI) Tinton Falls                                                                                                                                           | 821                            | 818                        | 99.63%                                       | 3                           | 0.37%                                     |                        |                       | 13                     | 1                      | 2                       | 0                        | 0                                  | 0.38                        | 2.37                        | 1.27                        |
| (V03) (561GJ) Paterson                                                                                                                                               | 443                            | 442                        | 99.77%                                       | 1                           | 0.23%                                     |                        |                       | 5                      | 1                      | 0                       | 0                        | 0                                  | 0.39                        | 0                           | 2.42                        |
| (V03) (620) VA Hudson Valley HCS, NY                                                                                                                                 | 27,451                         | 27,211                     | 99.13%                                       | 240                         | 0.87%                                     |                        |                       | 706                    | 227                    | 9                       | 2                        | 2                                  | 2.07                        | 2.69                        | 1.17                        |
| (V03) (620) VA Hudson Valley HCS-Montrose Campus                                                                                                                     | 9,274                          | 9,220                      | 99.42%                                       | 54                          | 0.58%                                     |                        |                       | 160                    | 49                     | 4                       | 0                        | 1                                  | 2.43                        | 2.67                        | 0.7                         |
| (V03) (620A4) VA Hudson Valley HCS-Castle Point Div                                                                                                                  | 11,098                         | 10,953                     | 98.69%                                       | 145                         | 1.31%                                     |                        |                       | 387                    | 137                    | 5                       | 2                        | 1                                  | 2.77                        | 2.75                        | 1.18                        |
| (V03) (620BU) VADOM Montrose                                                                                                                                         | 1,472                          | 1,472                      | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V03) (620GA) New City (Rockland County)                                                                                                                             | 1,433                          | 1,428                      | 99.65%                                       | 5                           | 0.35%                                     |                        |                       | 22                     | 5                      | 0                       | 0                        | 0                                  | 1.44                        | 1.97                        | 2.43                        |
| (V03) (620GB) Carmel (Putnam County)                                                                                                                                 | 666                            | 664                        | 99.70%                                       | 2                           | 0.30%                                     |                        |                       | 13                     | 2                      | 0                       | 0                        | 0                                  | 0.22                        | 2.95                        | 0.51                        |
| (V03) (620GD) Goshen                                                                                                                                                 | 1,214                          | 1,188                      | 97.86%                                       | 26                          | 2.14%                                     |                        |                       | 69                     | 26                     | 0                       | 0                        | 0                                  | 2.87                        | 5.63                        | 2.98                        |
| (V03) (620GE) Port Jervis                                                                                                                                            | 1,024                          | 1,021                      | 99.71%                                       | 3                           | 0.29%                                     |                        |                       | 16                     | 3                      | 0                       | 0                        | 0                                  | 0.54                        | 0.85                        | 0                           |
| (V03) (620GF) Harris (Monticello)                                                                                                                                    | 556                            | 553                        | 99.46%                                       | 3                           | 0.54%                                     |                        |                       | 14                     | 3                      | 0                       | 0                        | 0                                  | 0.74                        | 2.23                        | 5.52                        |
| (V03) (620GG) Poughkeepsie                                                                                                                                           | 513                            | 513                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 15                     | 0                      | 0                       | 0                        | 0                                  | 1.72                        | 1.84                        | 0                           |
| (V03) (620GH) Eastern Dutchess                                                                                                                                       | 186                            | 184                        | 98.92%                                       | 2                           | 1.08%                                     |                        |                       | 8                      | 2                      | 0                       | 0                        | 0                                  | 3.35                        | 1.27                        | 0                           |
| (V03) (620MA) IDES West Point                                                                                                                                        | 15                             | 15                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V03) (630) New York Harbor HCS, NY                                                                                                                                  | 49,993                         | 49,787                     | 99.59%                                       | 206                         | 0.41%                                     |                        |                       | 668                    | 196                    | 7                       | 2                        | 1                                  | 0.62                        | 1.45                        | 1.05                        |
| (V03) (630) New York Harbor HCS-New York Campus                                                                                                                      | 22,710                         | 22,569                     | 99.38%                                       | 141                         | 0.62%                                     |                        |                       | 378                    | 135                    | 5                       | 1                        | 0                                  | 0.31                        | 1.8                         | 1.47                        |
| (V03) (630A4) New York Harbor HCS-Brooklyn Campus                                                                                                                    | 22,851                         | 22,796                     | 99.76%                                       | 55                          | 0.24%                                     |                        |                       | 261                    | 52                     | 1                       | 1                        | 1                                  | 1.05                        | 1.17                        | 0.45                        |
| (V03) (630A5) New York Harbor HCS-St. Albans Campus                                                                                                                  | 3,313                          | 3,308                      | 99.85%                                       | 5                           | 0.15%                                     |                        |                       | 17                     | 5                      | 0                       | 0                        | 0                                  | 0.45                        | 0.87                        | 0.46                        |
| (V03) (630GA) Harlem CBOC                                                                                                                                            | 87                             | 86                         | 98.85%                                       | 1                           | 1.15%                                     |                        |                       | 1                      | 0                      | 1                       | 0                        | 0                                  | 1.92                        | 0                           | 0                           |
| (V03) (630GB) Staten Island CBOC                                                                                                                                     | 866                            | 862                        | 99.54%                                       | 4                           | 0.46%                                     |                        |                       | 10                     | 4                      | 0                       | 0                        | 0                                  | 0.39                        | 1.39                        | 2.37                        |
| (V03) (630GC) Chapel St CBOC                                                                                                                                         | 166                            | 166                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 0.49                        | 0                           | 1.34                        |
| (V03) (632) Northport, NY                                                                                                                                            | 31,784                         | 31,519                     | 99.17%                                       | 265                         | 0.83%                                     |                        |                       | 1,050                  | 232                    | 21                      | 8                        | 4                                  | 2.29                        | 3.19                        | 0.62                        |
| (V03) (632) Northport                                                                                                                                                | 28,013                         | 27,782                     | 99.18%                                       | 231                         | 0.82%                                     |                        |                       | 948                    | 200                    | 19                      | 8                        | 4                                  | 1.92                        | 3.15                        | 0.55                        |
| (V03) (632BU) Northport VADOM                                                                                                                                        | 313                            | 313                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V03) (632GA) East Meadow                                                                                                                                            | 1,405                          | 1,403                      | 99.86%                                       | 2                           | 0.14%                                     |                        |                       | 44                     | 2                      | 0                       | 0                        | 0                                  | 2.41                        | 6.93                        | 1.87                        |
| (V03) (632HA) Valley Stream                                                                                                                                          | 270                            | 270                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.23                        |                             | 0.83                        |
| (V03) (632HB) Riverhead                                                                                                                                              | 707                            | 704                        | 99.58%                                       | 3                           | 0.42%                                     |                        |                       | 28                     | 2                      | 1                       | 0                        | 0                                  | 3.21                        | 4.22                        | 0.4                         |
| (V03) (632HC) Bay Shore                                                                                                                                              | 392                            | 392                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.75                        |                             | 0.03                        |
| (V03) (632HD) Patchogue                                                                                                                                              | 684                            | 655                        | 95.76%                                       | 29                          | 4.24%                                     |                        |                       | 30                     | 28                     | 1                       | 0                        | 0                                  | 5.29                        | 5.29                        | 0.28                        |
| (V04) (460) Wilmington, DE                                                                                                                                           | 16,724                         | 16,237                     | 97.09%                                       | 487                         | 2.91%                                     |                        |                       | 723                    | 446                    | 37                      | 3                        | 1                                  | 3.32                        | 4.06                        | 1.86                        |

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|-----------------------------------------------|-----------------------------|--------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V04) (460) Wilmington                                                                                                                                               | 12,760                         | 12,333                     | 96.65%                                        | 427                         | 3.35%                                      |                        |                       | 667                    | 396                    | 28                      | 3                        | 0                                  | 5.16                        | 4.21                        | 2.03                        |
| (V04) (460GA) Sussex County                                                                                                                                          | 991                            | 983                        | 99.19%                                        | 8                           | 0.81%                                      |                        |                       | 15                     | 7                      | 1                       | 0                        | 0                                  | 1.04                        | 0.81                        | 1.27                        |
| (V04) (460GC) Kent County                                                                                                                                            | 1,026                          | 1,010                      | 98.44%                                        | 16                          | 1.56%                                      |                        |                       | 24                     | 11                     | 5                       | 0                        | 0                                  | 3.44                        | 1.63                        | 2.41                        |
| (V04) (460GD) Cape May USCG                                                                                                                                          | 417                            | 414                        | 99.28%                                        | 3                           | 0.72%                                      |                        |                       | 4                      | 1                      | 1                       | 0                        | 1                                  | 0.7                         | 0.75                        | 2.19                        |
| (V04) (460HE) Atlantic County                                                                                                                                        | 724                            | 722                        | 99.72%                                        | 2                           | 0.28%                                      |                        |                       | 1                      | 2                      | 0                       | 0                        | 0                                  | 0.4                         | 0.11                        | 0.2                         |
| (V04) (460HG) Cumberland County                                                                                                                                      | 727                            | 697                        | 95.87%                                        | 30                          | 4.13%                                      |                        |                       | 5                      | 28                     | 2                       | 0                        | 0                                  | 2.7                         | 5.77                        | 1.29                        |
| (V04) (460HK) MOC Wilmington                                                                                                                                         | 49                             | 48                         | 97.96%                                        | 1                           | 2.04%                                      |                        |                       | 0                      | 1                      | 0                       | 0                        | 0                                  | 1.14                        |                             |                             |
| (V04) (460MA) IDES Dover AFB                                                                                                                                         | 30                             | 30                         | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 7                      | 0                      | 0                       | 0                        | 0                                  | 8                           | 10.76                       | 17.25                       |
| (V04) (503) Altoona, PA                                                                                                                                              | 15,198                         | 15,013                     | 98.78%                                        | 185                         | 1.22%                                      |                        |                       | 397                    | 146                    | 35                      | 2                        | 2                                  | 2.95                        | 3.83                        | 1.91                        |
| (V04) (503) James E. Van Zandt VA(Altoona)                                                                                                                           | 10,536                         | 10,439                     | 99.08%                                        | 97                          | 0.92%                                      |                        |                       | 254                    | 89                     | 8                       | 0                        | 0                                  | 2.61                        | 3.24                        | 1.86                        |
| (V04) (503GA) Johnstown                                                                                                                                              | 1,950                          | 1,911                      | 98.00%                                        | 39                          | 2.00%                                      |                        |                       | 64                     | 20                     | 18                      | 0                        | 1                                  | 3.42                        | 5.62                        | 3.5                         |
| (V04) (503GB) DuBois (Clearfield)                                                                                                                                    | 1,439                          | 1,419                      | 98.61%                                        | 20                          | 1.39%                                      |                        |                       | 41                     | 17                     | 1                       | 2                        | 0                                  | 3.05                        | 4.86                        | 0.2                         |
| (V04) (503GC) State College (Centre County)                                                                                                                          | 1,273                          | 1,244                      | 97.72%                                        | 29                          | 2.28%                                      |                        |                       | 38                     | 20                     | 8                       | 0                        | 1                                  | 3.24                        | 8.29                        | 0.7                         |
| (V04) (529) Butler, PA                                                                                                                                               | 9,511                          | 9,504                      | 99.93%                                        | 7                           | 0.07%                                      |                        |                       | 50                     | 6                      | 1                       | 0                        | 0                                  | 0.23                        | 0.54                        | 0.55                        |
| (V04) (529) Butler                                                                                                                                                   | 7,302                          | 7,299                      | 99.96%                                        | 3                           | 0.04%                                      |                        |                       | 39                     | 2                      | 1                       | 0                        | 0                                  | 0.2                         | 0.51                        | 0.46                        |
| (V04) (529GA) Mercer County                                                                                                                                          | 907                            | 905                        | 99.78%                                        | 2                           | 0.22%                                      |                        |                       | 1                      | 2                      | 0                       | 0                        | 0                                  | 0.21                        | 0.73                        | 0.29                        |
| (V04) (529GB) Lawrence County                                                                                                                                        | 398                            | 397                        | 99.75%                                        | 1                           | 0.25%                                      |                        |                       | 0                      | 1                      | 0                       | 0                        | 0                                  | 0.1                         | 0.95                        | 0                           |
| (V04) (529GC) Armstrong County (Kittanning)                                                                                                                          | 293                            | 292                        | 99.66%                                        | 1                           | 0.34%                                      |                        |                       | 4                      | 1                      | 0                       | 0                        | 0                                  | 0.45                        | 0                           | 5.75                        |
| (V04) (529GD) Clarion County                                                                                                                                         | 200                            | 200                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 0.32                        | 0                           | 0.05                        |
| (V04) (529GF) Cranberry Township                                                                                                                                     | 411                            | 411                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 4                      | 0                      | 0                       | 0                        | 0                                  | 0.25                        | 1.88                        | 0                           |
| (V04) (540) Clarksburg, WV                                                                                                                                           | 16,701                         | 16,228                     | 97.17%                                        | 473                         | 2.83%                                      |                        |                       | 828                    | 378                    | 65                      | 14                       | 16                                 | 4.06                        | 4.71                        | 2.46                        |
| (V04) (540) Clarksburg                                                                                                                                               | 13,631                         | 13,189                     | 96.76%                                        | 442                         | 3.24%                                      |                        |                       | 722                    | 349                    | 63                      | 14                       | 16                                 | 4.78                        | 4.71                        | 3.07                        |
| (V04) (540GA) Tucker County                                                                                                                                          | 211                            | 207                        | 98.10%                                        | 4                           | 1.90%                                      |                        |                       | 5                      | 4                      | 0                       | 0                        | 0                                  | 3.44                        |                             | 0                           |
| (V04) (540GB) Wood County Veterans Center                                                                                                                            | 1,243                          | 1,235                      | 99.36%                                        | 8                           | 0.64%                                      |                        |                       | 42                     | 8                      | 0                       | 0                        | 0                                  | 2.61                        | 10.57                       | 2.04                        |
| (V04) (540GC) Braxton                                                                                                                                                | 710                            | 705                        | 99.30%                                        | 5                           | 0.70%                                      |                        |                       | 43                     | 5                      | 0                       | 0                        | 0                                  | 3.65                        |                             | 0.78                        |
| (V04) (540GD) Monongalia                                                                                                                                             | 864                            | 850                        | 98.38%                                        | 14                          | 1.62%                                      |                        |                       | 14                     | 12                     | 2                       | 0                        | 0                                  | 2.74                        | 0                           | 1.21                        |
| (V04) (540HK) RMU                                                                                                                                                    | 42                             | 42                         | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 1.98                        |                             |                             |
| (V04) (542) Coatesville, PA                                                                                                                                          | 15,171                         | 15,144                     | 99.82%                                        | 27                          | 0.18%                                      |                        |                       | 167                    | 20                     | 2                       | 4                        | 1                                  | 2.1                         | 1.2                         | 0.78                        |
| (V04) (542) Coatesville                                                                                                                                              | 13,574                         | 13,552                     | 99.84%                                        | 22                          | 0.16%                                      |                        |                       | 135                    | 16                     | 2                       | 3                        | 1                                  | 1.91                        | 1.2                         | 0.68                        |
| (V04) (542GA) Springfield                                                                                                                                            | 987                            | 984                        | 99.70%                                        | 3                           | 0.30%                                      |                        |                       | 15                     | 3                      | 0                       | 0                        | 0                                  | 2.47                        | 0                           | 1.02                        |
| (V04) (542GE) Spring City                                                                                                                                            | 610                            | 608                        | 99.67%                                        | 2                           | 0.33%                                      |                        |                       | 17                     | 1                      | 0                       | 1                        | 0                                  | 2.3                         | 6.75                        | 1.56                        |
| (V04) (562) Erie, PA                                                                                                                                                 | 14,891                         | 14,792                     | 99.34%                                        | 99                          | 0.66%                                      |                        |                       | 290                    | 76                     | 10                      | 12                       | 1                                  | 1.06                        | 2.49                        | 0.37                        |
| (V04) (562) Erie                                                                                                                                                     | 11,331                         | 11,242                     | 99.21%                                        | 89                          | 0.79%                                      |                        |                       | 274                    | 68                     | 9                       | 11                       | 1                                  | 1.58                        | 2.54                        | 0.32                        |
| (V04) (562GA) Crawford County Primary Care Clinic                                                                                                                    | 863                            | 863                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 0.62                        | 0.47                        | 0.42                        |
| (V04) (562GB) Ashtabula County Primary Care Clinic                                                                                                                   | 763                            | 762                        | 99.87%                                        | 1                           | 0.13%                                      |                        |                       | 9                      | 1                      | 0                       | 0                        | 0                                  | 0.68                        | 0                           | 0.31                        |
| (V04) (562GC) McKean County Primary Care Clinic                                                                                                                      | 254                            | 254                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.35                        |                             | 0.32                        |
| (V04) (562GD) Venango                                                                                                                                                | 1,054                          | 1,053                      | 99.91%                                        | 1                           | 0.09%                                      |                        |                       | 5                      | 0                      | 0                       | 1                        | 0                                  | 0.34                        | 0.2                         | 1.12                        |
| (V04) (562GE) Warren                                                                                                                                                 | 626                            | 618                        | 98.72%                                        | 8                           | 1.28%                                      |                        |                       | 0                      | 7                      | 1                       | 0                        | 0                                  | 1.02                        | 0.25                        | 0.24                        |
| (V04) (595) Lebanon, PA                                                                                                                                              | 27,299                         | 26,968                     | 98.79%                                        | 331                         | 1.21%                                      |                        |                       | 670                    | 230                    | 75                      | 23                       | 3                                  | 1.81                        | 2.67                        | 1.29                        |
| (V04) (595) Lebanon                                                                                                                                                  | 18,767                         | 18,515                     | 98.66%                                        | 252                         | 1.34%                                      |                        |                       | 495                    | 178                    | 56                      | 17                       | 1                                  | 2.03                        | 2.67                        | 1.14                        |
| (V04) (595GA) Camp Hill Outpatient Clinic                                                                                                                            | 3,340                          | 3,305                      | 98.95%                                        | 35                          | 1.05%                                      |                        |                       | 39                     | 21                     | 7                       | 5                        | 2                                  | 1.14                        | 4.17                        | 0.76                        |
| (V04) (595GC) Lancaster                                                                                                                                              | 1,232                          | 1,224                      | 99.35%                                        | 8                           | 0.65%                                      |                        |                       | 41                     | 8                      | 0                       | 0                        | 0                                  | 2                           | 5.12                        | 1.2                         |
| (V04) (595GD) Reading                                                                                                                                                | 1,060                          | 1,050                      | 99.06%                                        | 10                          | 0.94%                                      |                        |                       | 28                     | 4                      | 5                       | 1                        | 0                                  | 1.7                         | 8.31                        | 2.18                        |
| (V04) (595GE) York County                                                                                                                                            | 2,455                          | 2,431                      | 99.02%                                        | 24                          | 0.98%                                      |                        |                       | 56                     | 17                     | 7                       | 0                        | 0                                  | 2.08                        | 1.19                        | 2.22                        |
| (V04) (595GF) Pottsville/Fracksville                                                                                                                                 | 445                            | 443                        | 99.55%                                        | 2                           | 0.45%                                      |                        |                       | 11                     | 2                      | 0                       | 0                        | 0                                  | 2.22                        |                             | 3.24                        |
| (V04) (642) Philadelphia, PA                                                                                                                                         | 39,015                         | 38,075                     | 97.59%                                        | 940                         | 2.41%                                      |                        |                       | 1,840                  | 562                    | 241                     | 129                      | 8                                  | 2.96                        | 4.49                        | 3.35                        |
| (V04) (642) Philadelphia                                                                                                                                             | 32,551                         | 31,704                     | 97.40%                                        | 847                         | 2.60%                                      |                        |                       | 1,568                  | 495                    | 218                     | 126                      | 8                                  | 3.03                        | 4.44                        | 3.43                        |
| (V04) (642GA) Outpatient Clinic at Marshall Hall                                                                                                                     | 2,141                          | 2,127                      | 99.35%                                        | 14                          | 0.65%                                      |                        |                       | 105                    | 13                     | 0                       | 1                        | 0                                  | 3.07                        | 3.56                        | 3.02                        |
| (V04) (642GC) Willow Grove PA                                                                                                                                        | 1,973                          | 1,937                      | 98.18%                                        | 36                          | 1.82%                                      |                        |                       | 129                    | 29                     | 7                       | 0                        | 0                                  | 3.31                        | 8.05                        | 5.65                        |
| (V04) (642GD) Gloucester                                                                                                                                             | 2,350                          | 2,307                      | 98.17%                                        | 43                          | 1.83%                                      |                        |                       | 38                     | 25                     | 16                      | 2                        | 0                                  | 2.16                        | 3.49                        | 1.32                        |
| (V04) (646) Pittsburgh, PA                                                                                                                                           | 36,946                         | 36,343                     | 98.37%                                        | 603                         | 1.63%                                      |                        |                       | 1,040                  | 507                    | 75                      | 16                       | 5                                  | 1.8                         | 3.18                        | 0.83                        |
| (V04) (646) Pittsburgh HCS-Univ Dr                                                                                                                                   | 23,075                         | 22,632                     | 98.08%                                        | 443                         | 1.92%                                      |                        |                       | 749                    | 370                    | 60                      | 12                       | 1                                  | 1.91                        | 3.45                        | 0.61                        |



| Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: July 2014 | 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 06 -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 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|----------------------------------------------|-----------------------------|-------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V04) (646A4) Heinz Division HCS                                                                                                                                     | 7,543                          | 7,422                      | 98.40%                                       | 121                         | 1.60%                                     |                        |                       | 216                    | 110                    | 7                       | 1                        | 3                                  | 2.54                        | 3.12                        | 1.95                        |
| (V04) (646GA) Belmont                                                                                                                                                | 1,165                          | 1,165                      | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 6                      | 0                      | 0                       | 0                        | 0                                  | 0.91                        | 0.99                        | 0.35                        |
| (V04) (646GB) Westmoreland                                                                                                                                           | 1,501                          | 1,491                      | 99.33%                                       | 10                          | 0.67%                                     |                        |                       | 20                     | 6                      | 1                       | 3                        | 0                                  | 1.71                        | 0.23                        | 0.05                        |
| (V04) (646GC) Beaver CBOC                                                                                                                                            | 1,064                          | 1,059                      | 99.53%                                       | 5                           | 0.47%                                     |                        |                       | 9                      | 5                      | 0                       | 0                        | 0                                  | 0.56                        | 1.3                         | 0.89                        |
| (V04) (646GD) Washington County                                                                                                                                      | 1,391                          | 1,378                      | 99.07%                                       | 13                          | 0.93%                                     |                        |                       | 6                      | 7                      | 6                       | 0                        | 0                                  | 1.31                        | 0.2                         | 0.9                         |
| (V04) (646GE) Fayette County                                                                                                                                         | 1,207                          | 1,196                      | 99.09%                                       | 11                          | 0.91%                                     |                        |                       | 34                     | 9                      | 1                       | 0                        | 1                                  | 1.92                        | 2.79                        | 0.56                        |
| (V04) (693) Wilkes-Barre, PA                                                                                                                                         | 26,308                         | 26,240                     | 99.74%                                       | 68                          | 0.26%                                     |                        |                       | 260                    | 58                     | 10                      | 0                        | 0                                  | 1.02                        | 0.87                        | 0.39                        |
| (V04) (693) Wilkes Barre                                                                                                                                             | 18,067                         | 18,041                     | 99.86%                                       | 26                          | 0.14%                                     |                        |                       | 185                    | 23                     | 3                       | 0                        | 0                                  | 0.87                        | 0.87                        | 0.21                        |
| (V04) (693B4) Allentown                                                                                                                                              | 5,185                          | 5,161                      | 99.54%                                       | 24                          | 0.46%                                     |                        |                       | 38                     | 22                     | 2                       | 0                        | 0                                  | 1.43                        | 1.07                        | 0.34                        |
| (V04) (693GA) Sayre                                                                                                                                                  | 1,257                          | 1,248                      | 99.28%                                       | 9                           | 0.72%                                     |                        |                       | 3                      | 4                      | 5                       | 0                        | 0                                  | 0.14                        | 0.45                        | 0.81                        |
| (V04) (693GB) Williamsport                                                                                                                                           | 1,032                          | 1,024                      | 99.22%                                       | 8                           | 0.78%                                     |                        |                       | 6                      | 8                      | 0                       | 0                        | 0                                  | 0.55                        | 0.52                        | 1.59                        |
| (V04) (693GC) Tobyhanna                                                                                                                                              | 124                            | 124                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 5                      | 0                      | 0                       | 0                        | 0                                  | 1.48                        | 4.43                        | 0                           |
| (V04) (693GF) Berwick (Columbia Co.)                                                                                                                                 | 328                            | 328                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 0.47                        |                             | 0.1                         |
| (V04) (693GG) Northampton County                                                                                                                                     | 315                            | 314                        | 99.68%                                       | 1                           | 0.32%                                     |                        |                       | 21                     | 1                      | 0                       | 0                        | 0                                  | 3.99                        | 0                           | 0                           |
| (V05) (512) Baltimore HCS, MD                                                                                                                                        | 46,741                         | 45,972                     | 98.35%                                       | 769                         | 1.65%                                     |                        |                       | 1,364                  | 598                    | 127                     | 41                       | 3                                  | 4.33                        | 3.34                        | 1.67                        |
| (V05) (512) Baltimore                                                                                                                                                | 28,479                         | 28,085                     | 98.62%                                       | 394                         | 1.38%                                     |                        |                       | 831                    | 337                    | 34                      | 22                       | 1                                  | 3.04                        | 3.58                        | 0.56                        |
| (V05) (512A5) Perry Point                                                                                                                                            | 7,737                          | 7,680                      | 99.26%                                       | 57                          | 0.74%                                     |                        |                       | 93                     | 24                     | 25                      | 7                        | 1                                  | 5.59                        | 1.87                        | 1.29                        |
| (V05) (512GA) Cambridge                                                                                                                                              | 2,771                          | 2,708                      | 97.73%                                       | 63                          | 2.27%                                     |                        |                       | 87                     | 36                     | 20                      | 6                        | 1                                  | 3                           | 5.48                        | 6.55                        |
| (V05) (512GC) Glen Burnie                                                                                                                                            | 2,006                          | 1,907                      | 95.06%                                       | 99                          | 4.94%                                     |                        |                       | 139                    | 77                     | 22                      | 0                        | 0                                  | 6.4                         | 7.95                        | 2.31                        |
| (V05) (512GD) Loch Raven                                                                                                                                             | 3,308                          | 3,240                      | 97.94%                                       | 68                          | 2.06%                                     |                        |                       | 86                     | 48                     | 17                      | 3                        | 0                                  | 5.06                        | 1.85                        | 1.53                        |
| (V05) (512GE) Pocomoke City                                                                                                                                          | 522                            | 512                        | 98.08%                                       | 10                          | 1.92%                                     |                        |                       | 20                     | 9                      | 1                       | 0                        | 0                                  | 2.56                        | 0.7                         | 9.93                        |
| (V05) (512GF) Fort Howard                                                                                                                                            | 776                            | 740                        | 95.36%                                       | 36                          | 4.64%                                     |                        |                       | 54                     | 33                     | 0                       | 3                        | 0                                  | 7.11                        | 10.9                        | 4.5                         |
| (V05) (512GG) Fort Meade                                                                                                                                             | 1,142                          | 1,100                      | 96.32%                                       | 42                          | 3.68%                                     |                        |                       | 54                     | 34                     | 8                       | 0                        | 0                                  | 8.62                        | 0.66                        | 6.14                        |
| (V05) (613) Martinsburg, WV                                                                                                                                          | 37,661                         | 37,287                     | 99.01%                                       | 374                         | 0.99%                                     |                        |                       | 1,057                  | 258                    | 85                      | 28                       | 3                                  | 3.06                        | 3.25                        | 1.32                        |
| (V05) (613) Martinsburg                                                                                                                                              | 26,794                         | 26,507                     | 98.93%                                       | 287                         | 1.07%                                     |                        |                       | 804                    | 188                    | 72                      | 24                       | 3                                  | 3.93                        | 3.32                        | 0.81                        |
| (V05) (613BU) VADOM Martinsburg                                                                                                                                      | 2,125                          | 2,124                      | 99.95%                                       | 1                           | 0.05%                                     |                        |                       | 13                     | 1                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V05) (613GA) Cumberland                                                                                                                                             | 1,529                          | 1,515                      | 99.08%                                       | 14                          | 0.92%                                     |                        |                       | 50                     | 12                     | 1                       | 1                        | 0                                  | 3.55                        | 2.45                        | 1.67                        |
| (V05) (613GB) Hagerstown                                                                                                                                             | 1,519                          | 1,511                      | 99.47%                                       | 8                           | 0.53%                                     |                        |                       | 12                     | 5                      | 3                       | 0                        | 0                                  | 1.28                        | 3.93                        | 2.97                        |
| (V05) (613GC) Stephens City                                                                                                                                          | 1,649                          | 1,610                      | 97.63%                                       | 39                          | 2.37%                                     |                        |                       | 68                     | 34                     | 2                       | 3                        | 0                                  | 4.54                        | 1.92                        | 2.41                        |
| (V05) (613GD) Franklin                                                                                                                                               | 86                             | 85                         | 98.84%                                       | 1                           | 1.16%                                     |                        |                       | 0                      | 1                      | 0                       | 0                        | 0                                  | 0.73                        |                             | 0                           |
| (V05) (613GE) Petersburg                                                                                                                                             | 466                            | 465                        | 99.79%                                       | 1                           | 0.21%                                     |                        |                       | 3                      | 1                      | 0                       | 0                        | 0                                  | 1.2                         |                             | 0.03                        |
| (V05) (613GF) Harrisonburg                                                                                                                                           | 1,337                          | 1,336                      | 99.93%                                       | 1                           | 0.07%                                     |                        |                       | 8                      | 0                      | 1                       | 0                        | 0                                  | 1.97                        | 0.13                        | 2.41                        |
| (V05) (613GG) Fort Detrick                                                                                                                                           | 2,156                          | 2,134                      | 98.98%                                       | 22                          | 1.02%                                     |                        |                       | 99                     | 16                     | 6                       | 0                        | 0                                  | 2.35                        | 3.5                         | 1.96                        |
| (V05) (688) Washington, DC                                                                                                                                           | 49,138                         | 48,424                     | 98.55%                                       | 714                         | 1.45%                                     |                        |                       | 2,448                  | 662                    | 50                      | 2                        | 0                                  | 4.01                        | 3.14                        | 3.42                        |
| (V05) (688) Washington                                                                                                                                               | 42,846                         | 42,225                     | 98.55%                                       | 621                         | 1.45%                                     |                        |                       | 2,178                  | 572                    | 47                      | 2                        | 0                                  | 4.84                        | 3.18                        | 3.23                        |
| (V05) (688GA) Fort Belvoir                                                                                                                                           | 2,823                          | 2,780                      | 98.48%                                       | 43                          | 1.52%                                     |                        |                       | 143                    | 41                     | 2                       | 0                        | 0                                  | 2.72                        | 1.89                        | 4.82                        |
| (V05) (688GB) Southeast Washington                                                                                                                                   | 286                            | 284                        | 99.30%                                       | 2                           | 0.70%                                     |                        |                       | 11                     | 2                      | 0                       | 0                        | 0                                  | 1.54                        | 8.8                         | 1.88                        |
| (V05) (688GC) Landover/Greenbelt (Prince Georges County)                                                                                                             | 508                            | 506                        | 99.61%                                       | 2                           | 0.39%                                     |                        |                       | 16                     | 2                      | 0                       | 0                        | 0                                  | 0.89                        | 5.29                        | 1.06                        |
| (V05) (688GD) Charlotte Hall                                                                                                                                         | 1,283                          | 1,271                      | 99.06%                                       | 12                          | 0.94%                                     |                        |                       | 48                     | 11                     | 1                       | 0                        | 0                                  | 2.76                        | 4.19                        | 5.57                        |
| (V05) (688GE) Southern Prince Georges County                                                                                                                         | 1,392                          | 1,358                      | 97.56%                                       | 34                          | 2.44%                                     |                        |                       | 52                     | 34                     | 0                       | 0                        | 0                                  | 4.08                        | 1.88                        | 2.22                        |
| (V06) (517) Beckley, WV                                                                                                                                              | 11,787                         | 11,625                     | 98.63%                                       | 162                         | 1.37%                                     |                        |                       | 544                    | 140                    | 19                      | 3                        | 0                                  | 2.01                        | 5.03                        | 2.17                        |
| (V06) (517) Beckley                                                                                                                                                  | 11,130                         | 10,969                     | 98.55%                                       | 161                         | 1.45%                                     |                        |                       | 542                    | 139                    | 19                      | 3                        | 0                                  | 2.15                        | 5.03                        | 2.35                        |
| (V06) (517GB) Greenbrier County                                                                                                                                      | 559                            | 559                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 0.6                         |                             | 0.76                        |
| (V06) (517HK) Beckley MOC                                                                                                                                            | 98                             | 97                         | 98.98%                                       | 1                           | 1.02%                                     |                        |                       | 1                      | 1                      | 0                       | 0                        | 0                                  | 1.41                        |                             |                             |
| (V06) (558) Durham, NC                                                                                                                                               | 43,497                         | 41,884                     | 96.29%                                       | 1,613                       | 3.71%                                     |                        |                       | 1,986                  | 1,233                  | 336                     | 37                       | 7                                  | 5.1                         | 4.78                        | 1.92                        |
| (V06) (558) Durham                                                                                                                                                   | 31,920                         | 30,844                     | 96.63%                                       | 1,076                       | 3.37%                                     |                        |                       | 1,397                  | 800                    | 247                     | 24                       | 5                                  | 3.25                        | 4.8                         | 0.85                        |
| (V06) (558GA) Greenville                                                                                                                                             | 4,797                          | 4,355                      | 90.79%                                       | 442                         | 9.21%                                     |                        |                       | 340                    | 343                    | 84                      | 13                       | 2                                  | 10.92                       | 4.89                        | 5.51                        |
| (V06) (558GB) Raleigh                                                                                                                                                | 4,937                          | 4,868                      | 98.60%                                       | 69                          | 1.40%                                     |                        |                       | 187                    | 64                     | 5                       | 0                        | 0                                  | 3.82                        | 2.96                        | 0.47                        |
| (V06) (558GC) Morehead City                                                                                                                                          | 1,843                          | 1,817                      | 98.59%                                       | 26                          | 1.41%                                     |                        |                       | 62                     | 26                     | 0                       | 0                        | 0                                  | 2.55                        | 4.06                        | 1.83                        |
| (V06) (565) Fayetteville, NC                                                                                                                                         | 35,525                         | 32,615                     | 91.81%                                       | 2,910                       | 8.19%                                     |                        |                       | 1,974                  | 1,714                  | 988                     | 175                      | 33                                 | 16.49                       | 7.19                        | 3.18                        |
| (V06) (565) Fayetteville NC                                                                                                                                          | 25,846                         | 23,990                     | 92.82%                                       | 1,856                       | 7.18%                                     |                        |                       | 1,315                  | 1,201                  | 611                     | 41                       | 3                                  | 15.55                       | 6.61                        | 1.26                        |
| (V06) (565GA) Jacksonville                                                                                                                                           | 2,203                          | 1,892                      | 85.88%                                       | 311                         | 14.12%                                    |                        |                       | 142                    | 103                    | 128                     | 79                       | 1                                  | 21.73                       | 2.62                        | 9.62                        |

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|-----------------------------------------------|-----------------------------|--------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V06) (565GC) New Hanover County ( Wilmington)                                                                                                                       | 4,526                          | 3,968                      | 87.67%                                        | 558                         | 12.33%                                     |                        |                       | 341                    | 308                    | 170                     | 53                       | 27                                 | 21.8                        | 12.02                       | 5.51                        |
| (V06) (565GD) Hamlet                                                                                                                                                 | 686                            | 642                        | 93.59%                                        | 44                          | 6.41%                                      |                        |                       | 38                     | 25                     | 18                      | 1                        | 0                                  | 9.94                        |                             | 2.31                        |
| (V06) (565GE) Robeson County                                                                                                                                         | 951                            | 870                        | 91.48%                                        | 81                          | 8.52%                                      |                        |                       | 43                     | 38                     | 43                      | 0                        | 0                                  | 13.35                       | 1.67                        | 2.54                        |
| (V06) (565GF) Goldsboro                                                                                                                                              | 1,035                          | 975                        | 94.20%                                        | 60                          | 5.80%                                      |                        |                       | 87                     | 39                     | 18                      | 1                        | 2                                  | 9.63                        | 7.26                        | 4.74                        |
| (V06) (565MB) IDES Fort Bragg                                                                                                                                        | 191                            | 191                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 8                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V06) (565MD) IDES Camp Lejeune                                                                                                                                      | 87                             | 87                         | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V06) (590) Hampton, VA                                                                                                                                              | 30,082                         | 28,373                     | 94.32%                                        | 1,709                       | 5.68%                                      |                        |                       | 2,369                  | 1,509                  | 187                     | 10                       | 3                                  | 11.19                       | 6.25                        | 3.95                        |
| (V06) (590) Hampton                                                                                                                                                  | 26,979                         | 25,423                     | 94.23%                                        | 1,556                       | 5.77%                                      |                        |                       | 2,186                  | 1,356                  | 187                     | 10                       | 3                                  | 12.31                       | 6.31                        | 3.94                        |
| (V06) (590GB) Norfolk/Virginia Beach CBOC                                                                                                                            | 2,061                          | 1,984                      | 96.26%                                        | 77                          | 3.74%                                      |                        |                       | 125                    | 77                     | 0                       | 0                        | 0                                  | 4.59                        | 6.52                        | 4.56                        |
| (V06) (590GC) Albemarle CBOC                                                                                                                                         | 836                            | 760                        | 90.91%                                        | 76                          | 9.09%                                      |                        |                       | 52                     | 76                     | 0                       | 0                        | 0                                  | 9.42                        | 0                           | 3.42                        |
| (V06) (590MA) IDES Portsmouth                                                                                                                                        | 86                             | 86                         | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V06) (590MB) IDES Langley                                                                                                                                           | 40                             | 40                         | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V06) (590MC) IDES Fort Eustis                                                                                                                                       | 80                             | 80                         | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 5                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V06) (637) Asheville, NC                                                                                                                                            | 27,720                         | 27,266                     | 98.36%                                        | 454                         | 1.64%                                      |                        |                       | 1,131                  | 357                    | 61                      | 27                       | 9                                  | 3.95                        | 3.38                        | 2.4                         |
| (V06) (637) Asheville-Oteen                                                                                                                                          | 25,105                         | 24,725                     | 98.49%                                        | 380                         | 1.51%                                      |                        |                       | 995                    | 314                    | 50                      | 14                       | 2                                  | 3.27                        | 3.36                        | 1.92                        |
| (V06) (637GA) Franklin NC CBOC                                                                                                                                       | 1,193                          | 1,141                      | 95.64%                                        | 52                          | 4.36%                                      |                        |                       | 109                    | 26                     | 9                       | 13                       | 4                                  | 10.19                       | 4.62                        | 6.55                        |
| (V06) (637GB) Rutherfordton CBOC                                                                                                                                     | 1,422                          | 1,400                      | 98.45%                                        | 22                          | 1.55%                                      |                        |                       | 27                     | 17                     | 2                       | 0                        | 3                                  | 2.98                        | 3.08                        | 2.57                        |
| (V06) (652) Richmond, VA                                                                                                                                             | 41,149                         | 40,345                     | 98.05%                                        | 804                         | 1.95%                                      |                        |                       | 1,345                  | 559                    | 190                     | 48                       | 7                                  | 4.14                        | 3.06                        | 2.97                        |
| (V06) (652) Richmond                                                                                                                                                 | 37,414                         | 36,693                     | 98.07%                                        | 721                         | 1.93%                                      |                        |                       | 1,191                  | 494                    | 178                     | 42                       | 7                                  | 4.03                        | 3.07                        | 2.79                        |
| (V06) (652GA) Stafford/Fredericksburg                                                                                                                                | 1,836                          | 1,784                      | 97.17%                                        | 52                          | 2.83%                                      |                        |                       | 106                    | 45                     | 6                       | 1                        | 0                                  | 4.87                        | 0.65                        | 4.85                        |
| (V06) (652GE) Charlottesville CBOC, VA                                                                                                                               | 1,237                          | 1,230                      | 99.43%                                        | 7                           | 0.57%                                      |                        |                       | 18                     | 6                      | 1                       | 0                        | 0                                  | 2.17                        | 1.64                        | 1.33                        |
| (V06) (652GF) Emporia, VA                                                                                                                                            | 662                            | 638                        | 96.37%                                        | 24                          | 3.63%                                      |                        |                       | 30                     | 14                     | 5                       | 5                        | 0                                  | 7.7                         | 1                           | 4.25                        |
| (V06) (658) Salem, VA                                                                                                                                                | 32,180                         | 31,654                     | 98.37%                                        | 526                         | 1.63%                                      |                        |                       | 796                    | 350                    | 141                     | 32                       | 3                                  | 2.36                        | 3.94                        | 0.51                        |
| (V06) (658) Salem                                                                                                                                                    | 25,953                         | 25,499                     | 98.25%                                        | 454                         | 1.75%                                      |                        |                       | 718                    | 290                    | 129                     | 32                       | 3                                  | 2.24                        | 3.97                        | 0.55                        |
| (V06) (658GA) Tazewell                                                                                                                                               | 231                            | 231                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0                           |                             | 0.58                        |
| (V06) (658GB) Danville                                                                                                                                               | 1,691                          | 1,685                      | 99.65%                                        | 6                           | 0.35%                                      |                        |                       | 22                     | 6                      | 0                       | 0                        | 0                                  | 1.77                        | 0.27                        | 0.92                        |
| (V06) (658GC) Lynchburg                                                                                                                                              | 1,791                          | 1,784                      | 99.61%                                        | 7                           | 0.39%                                      |                        |                       | 11                     | 7                      | 0                       | 0                        | 0                                  | 0.67                        | 0                           | 0.4                         |
| (V06) (658GD) Staunton                                                                                                                                               | 737                            | 714                        | 96.88%                                        | 23                          | 3.12%                                      |                        |                       | 13                     | 12                     | 11                      | 0                        | 0                                  | 6.31                        | 0.88                        | 0.05                        |
| (V06) (658GE) Wytheville                                                                                                                                             | 1,777                          | 1,741                      | 97.97%                                        | 36                          | 2.03%                                      |                        |                       | 32                     | 35                     | 1                       | 0                        | 0                                  | 4.82                        | 0                           | 0.13                        |
| (V06) (659) Salisbury, NC                                                                                                                                            | 54,883                         | 53,248                     | 97.02%                                        | 1,635                       | 2.98%                                      |                        |                       | 2,416                  | 1,327                  | 220                     | 77                       | 11                                 | 3.42                        | 4.1                         | 4.5                         |
| (V06) (659) W.G. (Bill) Hefner Salisbury VAMC                                                                                                                        | 28,677                         | 27,572                     | 96.15%                                        | 1,105                       | 3.85%                                      |                        |                       | 1,347                  | 854                    | 173                     | 67                       | 11                                 | 3.43                        | 4.59                        | 7.08                        |
| (V06) (659BY) Winston-Salem                                                                                                                                          | 10,181                         | 9,998                      | 98.20%                                        | 183                         | 1.80%                                      |                        |                       | 465                    | 157                    | 21                      | 5                        | 0                                  | 4.41                        | 1.98                        | 3.48                        |
| (V06) (659GA) Charlotte                                                                                                                                              | 12,594                         | 12,326                     | 97.87%                                        | 268                         | 2.13%                                      |                        |                       | 458                    | 240                    | 23                      | 5                        | 0                                  | 2.72                        | 4.06                        | 2.61                        |
| (V06) (659GB) Hickory                                                                                                                                                | 3,431                          | 3,352                      | 97.70%                                        | 79                          | 2.30%                                      |                        |                       | 146                    | 76                     | 3                       | 0                        | 0                                  | 2.84                        | 3.81                        | 3.1                         |
| (V07) (508) Atlanta, GA                                                                                                                                              | 72,132                         | 70,088                     | 97.17%                                        | 2,044                       | 2.83%                                      |                        |                       | 2,450                  | 1,617                  | 382                     | 34                       | 11                                 | 5.62                        | 4.18                        | 1.48                        |
| (V07) (508) Atlanta                                                                                                                                                  | 51,437                         | 49,920                     | 97.05%                                        | 1,517                       | 2.95%                                      |                        |                       | 1,714                  | 1,176                  | 299                     | 31                       | 11                                 | 6.6                         | 4.2                         | 1.56                        |
| (V07) (508GA) Fort McPherson                                                                                                                                         | 5,547                          | 5,353                      | 96.50%                                        | 194                         | 3.50%                                      |                        |                       | 165                    | 157                    | 37                      | 0                        | 0                                  | 7.33                        | 2.03                        | 0.66                        |
| (V07) (508GE) NE Georgia/Oakwood                                                                                                                                     | 2,770                          | 2,671                      | 96.43%                                        | 99                          | 3.57%                                      |                        |                       | 153                    | 86                     | 13                      | 0                        | 0                                  | 5.54                        | 3.55                        | 1.41                        |
| (V07) (508GF) Austell                                                                                                                                                | 1,915                          | 1,884                      | 98.38%                                        | 31                          | 1.62%                                      |                        |                       | 57                     | 23                     | 8                       | 0                        | 0                                  | 2.62                        | 0                           | 3.22                        |
| (V07) (508GG) Stockbridge                                                                                                                                            | 2,776                          | 2,757                      | 99.32%                                        | 19                          | 0.68%                                      |                        |                       | 49                     | 16                     | 3                       | 0                        | 0                                  | 2.83                        | 0.84                        | 0.88                        |
| (V07) (508GH) Lawrenceville (Gwinnett County)                                                                                                                        | 3,064                          | 2,998                      | 97.85%                                        | 66                          | 2.15%                                      |                        |                       | 129                    | 59                     | 7                       | 0                        | 0                                  | 4.65                        | 5.76                        | 0.69                        |
| (V07) (508GI) Newnan                                                                                                                                                 | 1,482                          | 1,438                      | 97.03%                                        | 44                          | 2.97%                                      |                        |                       | 73                     | 41                     | 1                       | 2                        | 0                                  | 4.94                        | 2.4                         | 2.59                        |
| (V07) (508GJ) Blairsville                                                                                                                                            | 894                            | 893                        | 99.89%                                        | 1                           | 0.11%                                      |                        |                       | 11                     | 1                      | 0                       | 0                        | 0                                  | 3.36                        | 7                           | 1.82                        |
| (V07) (508GK) Trinka Davis Veterans Village CBOC                                                                                                                     | 2,247                          | 2,174                      | 96.75%                                        | 73                          | 3.25%                                      |                        |                       | 99                     | 58                     | 14                      | 1                        | 0                                  | 4.1                         | 4.44                        | 2.42                        |
| (V07) (509) Augusta, GA                                                                                                                                              | 25,240                         | 24,870                     | 98.53%                                        | 370                         | 1.47%                                      |                        |                       | 1,061                  | 313                    | 38                      | 12                       | 7                                  | 2.93                        | 3.95                        | 1.19                        |
| (V07) (509) Augusta                                                                                                                                                  | 12,682                         | 12,430                     | 98.01%                                        | 252                         | 1.99%                                      |                        |                       | 707                    | 195                    | 38                      | 12                       | 7                                  | 1.2                         | 4.34                        | 6.04                        |
| (V07) (509A0) Lenwood (Uptown)                                                                                                                                       | 9,467                          | 9,358                      | 98.85%                                        | 109                         | 1.15%                                      |                        |                       | 299                    | 109                    | 0                       | 0                        | 0                                  | 3.39                        | 2.07                        | 0.91                        |
| (V07) (509GA) Athens, GA CBOC                                                                                                                                        | 1,657                          | 1,656                      | 99.94%                                        | 1                           | 0.06%                                      |                        |                       | 47                     | 1                      | 0                       | 0                        | 0                                  | 2.91                        | 4.82                        | 0.84                        |
| (V07) (509GB) Aiken CBOC                                                                                                                                             | 1,434                          | 1,426                      | 99.44%                                        | 8                           | 0.56%                                      |                        |                       | 8                      | 8                      | 0                       | 0                        | 0                                  | 0.83                        | 0                           | 1.17                        |
| (V07) (521) Birmingham, AL                                                                                                                                           | 50,253                         | 49,884                     | 99.27%                                        | 369                         | 0.73%                                      |                        |                       | 1,245                  | 296                    | 52                      | 17                       | 4                                  | 1.43                        | 2.81                        | 1.29                        |
| (V07) (521) Birmingham                                                                                                                                               | 36,157                         | 35,829                     | 99.09%                                        | 328                         | 0.91%                                      |                        |                       | 1,062                  | 269                    | 39                      | 16                       | 4                                  | 2.15                        | 2.93                        | 1.16                        |
| (V07) (521GA) Huntsville AL                                                                                                                                          | 2,931                          | 2,903                      | 99.04%                                        | 28                          | 0.96%                                      |                        |                       | 65                     | 19                     | 9                       | 0                        | 0                                  | 1.64                        | 4.06                        | 2.18                        |
| (V07) (521GB) Decatur AL/Madison                                                                                                                                     | 1,698                          | 1,695                      | 99.82%                                        | 3                           | 0.18%                                      |                        |                       | 57                     | 2                      | 1                       | 0                        | 0                                  | 1.73                        | 1.86                        | 2                           |

| Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: July 2014 | 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 06 -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 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|----------------------------------------------|-----------------------------|-------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V07) (521GC) Florence AL (Shoals Area)                                                                                                                              | 1,540                          | 1,539                      | 99.94%                                       | 1                           | 0.06%                                     |                        |                       | 11                     | 1                      | 0                       | 0                        | 0                                  | 0.36                        | 0.02                        | 0.54                        |
| (V07) (521GD) Rainbow City                                                                                                                                           | 1,630                          | 1,630                      | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 8                      | 0                      | 0                       | 0                        | 0                                  | 0.2                         | 1.04                        | 1.26                        |
| (V07) (521GE) Anniston/Oxford AL                                                                                                                                     | 1,757                          | 1,755                      | 99.89%                                       | 2                           | 0.11%                                     |                        |                       | 18                     | 0                      | 1                       | 1                        | 0                                  | 1.45                        | 0.21                        | 2.35                        |
| (V07) (521GF) Jasper AL                                                                                                                                              | 964                            | 963                        | 99.90%                                       | 1                           | 0.10%                                     |                        |                       | 2                      | 0                      | 1                       | 0                        | 0                                  | 0.33                        | 0.16                        | 0.39                        |
| (V07) (521GG) Bessemer CBOC                                                                                                                                          | 1,505                          | 1,504                      | 99.93%                                       | 1                           | 0.07%                                     |                        |                       | 6                      | 0                      | 1                       | 0                        | 0                                  | 0.14                        | 0.23                        | 0.32                        |
| (V07) (521GH) Childersburg CBOC                                                                                                                                      | 1,084                          | 1,080                      | 99.63%                                       | 4                           | 0.37%                                     |                        |                       | 11                     | 4                      | 0                       | 0                        | 0                                  | 0.53                        | 2.91                        | 0.92                        |
| (V07) (521GI) Guntersville                                                                                                                                           | 987                            | 986                        | 99.90%                                       | 1                           | 0.10%                                     |                        |                       | 5                      | 1                      | 0                       | 0                        | 0                                  | 1.13                        | 0                           | 2.12                        |
| (V07) (534) Charleston, SC                                                                                                                                           | 50,764                         | 50,010                     | 98.51%                                       | 754                         | 1.49%                                     |                        |                       | 1,058                  | 665                    | 76                      | 10                       | 3                                  | 2.24                        | 3.37                        | 1.96                        |
| (V07) (534) Charleston                                                                                                                                               | 31,261                         | 30,829                     | 98.62%                                       | 432                         | 1.38%                                     |                        |                       | 599                    | 389                    | 33                      | 7                        | 3                                  | 2.59                        | 2.76                        | 1.93                        |
| (V07) (534BY) Savannah                                                                                                                                               | 5,994                          | 5,932                      | 98.97%                                       | 62                          | 1.03%                                     |                        |                       | 159                    | 44                     | 18                      | 0                        | 0                                  | 2.5                         | 3.65                        | 1.42                        |
| (V07) (534GB) Myrtle Beach                                                                                                                                           | 5,328                          | 5,204                      | 97.67%                                       | 124                         | 2.33%                                     |                        |                       | 157                    | 98                     | 23                      | 3                        | 0                                  | 3.46                        | 10.25                       | 2.22                        |
| (V07) (534GC) Beaufort                                                                                                                                               | 1,685                          | 1,678                      | 99.58%                                       | 7                           | 0.42%                                     |                        |                       | 15                     | 7                      | 0                       | 0                        | 0                                  | 0.79                        | 0                           | 1.34                        |
| (V07) (534GD) Goose Creek, SC                                                                                                                                        | 4,879                          | 4,752                      | 97.40%                                       | 127                         | 2.60%                                     |                        |                       | 121                    | 125                    | 2                       | 0                        | 0                                  | 1.64                        | 7.77                        | 3.85                        |
| (V07) (534GE) Hinesville                                                                                                                                             | 1,617                          | 1,615                      | 99.88%                                       | 2                           | 0.12%                                     |                        |                       | 7                      | 2                      | 0                       | 0                        | 0                                  | 0.56                        | 0.1                         | 0.31                        |
| (V07) (544) Columbia, SC                                                                                                                                             | 51,807                         | 49,663                     | 95.86%                                       | 2,144                       | 4.14%                                     |                        |                       | 2,715                  | 1,225                  | 744                     | 167                      | 8                                  | 5.66                        | 8.09                        | 3.85                        |
| (V07) (544) Columbia SC                                                                                                                                              | 35,780                         | 33,922                     | 94.81%                                       | 1,858                       | 5.19%                                     |                        |                       | 2,227                  | 1,027                  | 668                     | 156                      | 7                                  | 13.63                       | 8.5                         | 3.64                        |
| (V07) (544BZ) Greenville SC                                                                                                                                          | 5,689                          | 5,508                      | 96.82%                                       | 181                         | 3.18%                                     |                        |                       | 221                    | 121                    | 55                      | 4                        | 1                                  | 1.14                        | 4.62                        | 8.08                        |
| (V07) (544GB) Florence SC                                                                                                                                            | 2,163                          | 2,155                      | 99.63%                                       | 8                           | 0.37%                                     |                        |                       | 79                     | 7                      | 1                       | 0                        | 0                                  | 2.57                        | 0                           | 1.29                        |
| (V07) (544GC) Rock Hill                                                                                                                                              | 2,748                          | 2,735                      | 99.53%                                       | 13                          | 0.47%                                     |                        |                       | 35                     | 9                      | 3                       | 1                        | 0                                  | 1.8                         | 0                           | 2.77                        |
| (V07) (544GD) Anderson County                                                                                                                                        | 1,363                          | 1,344                      | 98.61%                                       | 19                          | 1.39%                                     |                        |                       | 23                     | 8                      | 10                      | 1                        | 0                                  | 0.67                        | 1.14                        | 6.77                        |
| (V07) (544GE) Orangeburg County                                                                                                                                      | 907                            | 902                        | 99.45%                                       | 5                           | 0.55%                                     |                        |                       | 29                     | 5                      | 0                       | 0                        | 0                                  | 2.5                         |                             | 1.48                        |
| (V07) (544GF) Sumter County                                                                                                                                          | 1,551                          | 1,523                      | 98.19%                                       | 28                          | 1.81%                                     |                        |                       | 55                     | 25                     | 3                       | 0                        | 0                                  | 4.69                        | 0                           | 2.29                        |
| (V07) (544GG) Spartanburg,SC CBOC                                                                                                                                    | 1,596                          | 1,573                      | 98.56%                                       | 23                          | 1.44%                                     |                        |                       | 46                     | 21                     | 2                       | 0                        | 0                                  | 2.13                        |                             | 2.97                        |
| (V07) (544MB) IDES Ft Jackson                                                                                                                                        | 10                             | 1                          | 10.00%                                       | 9                           | 90.00%                                    |                        |                       | 0                      | 2                      | 2                       | 5                        | 0                                  |                             |                             |                             |
| (V07) (557) Dublin, GA                                                                                                                                               | 18,850                         | 18,096                     | 96.00%                                       | 754                         | 4.00%                                     |                        |                       | 1,040                  | 625                    | 103                     | 24                       | 2                                  | 6.11                        | 5.43                        | 3.42                        |
| (V07) (557) Dublin                                                                                                                                                   | 13,028                         | 12,449                     | 95.56%                                       | 579                         | 4.44%                                     |                        |                       | 678                    | 480                    | 79                      | 18                       | 2                                  | 7.56                        | 5.51                        | 2                           |
| (V07) (557GA) Macon GA                                                                                                                                               | 1,525                          | 1,474                      | 96.66%                                       | 51                          | 3.34%                                     |                        |                       | 166                    | 51                     | 0                       | 0                        | 0                                  | 5.43                        | 3.49                        | 8.45                        |
| (V07) (557GB) Albany GA                                                                                                                                              | 1,212                          | 1,202                      | 99.17%                                       | 10                          | 0.83%                                     |                        |                       | 4                      | 6                      | 0                       | 4                        | 0                                  | 0.68                        | 0.15                        | 1.58                        |
| (V07) (557GC) Baldwin County                                                                                                                                         | 569                            | 568                        | 99.82%                                       | 1                           | 0.18%                                     |                        |                       | 13                     | 1                      | 0                       | 0                        | 0                                  | 4.52                        | 0                           | 2.24                        |
| (V07) (557GE) Brunswick                                                                                                                                              | 1,589                          | 1,555                      | 97.86%                                       | 34                          | 2.14%                                     |                        |                       | 105                    | 33                     | 1                       | 0                        | 0                                  | 3.96                        | 6.26                        | 4.19                        |
| (V07) (557HA) Perry                                                                                                                                                  | 927                            | 848                        | 91.48%                                       | 79                          | 8.52%                                     |                        |                       | 74                     | 54                     | 23                      | 2                        | 0                                  | 10.86                       | 4.98                        | 8.53                        |
| (V07) (619) Central Alabama Veterans HCS, AL                                                                                                                         | 29,100                         | 27,663                     | 95.06%                                       | 1,437                       | 4.94%                                     |                        |                       | 2,113                  | 1,186                  | 157                     | 82                       | 12                                 | 5.04                        | 6.67                        | 7.34                        |
| (V07) (619) Montgomery                                                                                                                                               | 11,818                         | 11,395                     | 96.42%                                       | 423                         | 3.58%                                     |                        |                       | 896                    | 411                    | 6                       | 1                        | 5                                  | 1.59                        | 6.01                        | 6.19                        |
| (V07) (619A4) Tuskegee                                                                                                                                               | 9,719                          | 9,127                      | 93.91%                                       | 592                         | 6.09%                                     |                        |                       | 645                    | 461                    | 90                      | 35                       | 6                                  | 15.78                       | 6.1                         | 6.6                         |
| (V07) (619GA) Columbus                                                                                                                                               | 3,414                          | 3,219                      | 94.29%                                       | 195                         | 5.71%                                     |                        |                       | 246                    | 120                    | 39                      | 35                       | 1                                  | 3.95                        | 1.01                        | 17.17                       |
| (V07) (619GB) Dothan                                                                                                                                                 | 1,674                          | 1,667                      | 99.58%                                       | 7                           | 0.42%                                     |                        |                       | 129                    | 7                      | 0                       | 0                        | 0                                  | 4.47                        |                             | 0.41                        |
| (V07) (619GD) Wiregrass                                                                                                                                              | 2,094                          | 1,874                      | 89.49%                                       | 220                         | 10.51%                                    |                        |                       | 197                    | 187                    | 22                      | 11                       | 0                                  | 7.55                        | 20.08                       | 4.57                        |
| (V07) (619GE) Monroe County                                                                                                                                          | 375                            | 375                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.34                        |                             | 0.03                        |
| (V07) (619PA) Montgomery PR RTP                                                                                                                                      | 6                              | 6                          | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V07) (679) Tuscaloosa, AL                                                                                                                                           | 10,435                         | 10,407                     | 99.73%                                       | 28                          | 0.27%                                     |                        |                       | 86                     | 22                     | 4                       | 1                        | 1                                  | 1.33                        | 0.34                        | 0.86                        |
| (V07) (679) Tuscaloosa                                                                                                                                               | 10,329                         | 10,301                     | 99.73%                                       | 28                          | 0.27%                                     |                        |                       | 86                     | 22                     | 4                       | 1                        | 1                                  | 1.32                        | 0.34                        | 0.86                        |
| (V07) (679HK) Mobile Clinic Tuscaloosa                                                                                                                               | 102                            | 102                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 1.49                        |                             |                             |
| (V07) (679MA) IDES Columbus                                                                                                                                          | 4                              | 4                          | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V08) (516) Bay Pines, FL                                                                                                                                            | 80,524                         | 78,965                     | 98.06%                                       | 1,559                       | 1.94%                                     |                        |                       | 2,552                  | 1,257                  | 241                     | 38                       | 23                                 | 2.88                        | 3.93                        | 2.68                        |
| (V08) (516) C.W. Bill Young VAMC                                                                                                                                     | 45,909                         | 45,012                     | 98.05%                                       | 897                         | 1.95%                                     |                        |                       | 1,563                  | 752                    | 100                     | 29                       | 16                                 | 3.57                        | 3.85                        | 3.16                        |
| (V08) (516BZ) Lee County                                                                                                                                             | 17,059                         | 16,548                     | 97.00%                                       | 511                         | 3.00%                                     |                        |                       | 556                    | 365                    | 132                     | 9                        | 5                                  | 3.51                        | 4.94                        | 3.14                        |
| (V08) (516GA) Sarasota                                                                                                                                               | 3,946                          | 3,911                      | 99.11%                                       | 35                          | 0.89%                                     |                        |                       | 108                    | 34                     | 1                       | 0                        | 0                                  | 2.27                        | 2.71                        | 1.8                         |
| (V08) (516GB) St. Petersburg                                                                                                                                         | 598                            | 597                        | 99.83%                                       | 1                           | 0.17%                                     |                        |                       | 2                      | 1                      | 0                       | 0                        | 0                                  | 0.61                        | 0                           | 0.38                        |
| (V08) (516GC) Palm Harbor                                                                                                                                            | 2,697                          | 2,685                      | 99.56%                                       | 12                          | 0.44%                                     |                        |                       | 55                     | 11                     | 0                       | 0                        | 1                                  | 2.37                        | 0.44                        | 0.77                        |
| (V08) (516GD) Bradenton                                                                                                                                              | 3,917                          | 3,885                      | 99.18%                                       | 32                          | 0.82%                                     |                        |                       | 135                    | 30                     | 1                       | 0                        | 1                                  | 2.37                        | 3.25                        | 1.72                        |
| (V08) (516GE) Port Charlotte/Charlotte County                                                                                                                        | 2,856                          | 2,799                      | 98.00%                                       | 57                          | 2.00%                                     |                        |                       | 88                     | 54                     | 3                       | 0                        | 0                                  | 2.81                        | 1.08                        | 3.15                        |
| (V08) (516GF) Naples                                                                                                                                                 | 2,194                          | 2,181                      | 99.41%                                       | 13                          | 0.59%                                     |                        |                       | 33                     | 10                     | 3                       | 0                        | 0                                  | 1.22                        | 1.97                        | 2.87                        |
| (V08) (516GH) Sebring                                                                                                                                                | 1,348                          | 1,347                      | 99.93%                                       | 1                           | 0.07%                                     |                        |                       | 12                     | 0                      | 1                       | 0                        | 0                                  | 0.53                        | 3.48                        | 1.19                        |

| Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: July 2014 | 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 06 -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 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|-----------------------------------------------|-----------------------------|--------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V08) (546) Miami, FL                                                                                                                                                | 55,385                         | 54,576                     | 98.54%                                        | 809                         | 1.46%                                      |                        |                       | 1,257                  | 586                    | 166                     | 52                       | 5                                  | 2.42                        | 3.31                        | 0.5                         |
| (V08) (546) Miami                                                                                                                                                    | 34,232                         | 33,793                     | 98.72%                                        | 439                         | 1.28%                                      |                        |                       | 788                    | 338                    | 82                      | 15                       | 4                                  | 2.91                        | 2.44                        | 0.29                        |
| (V08) (546BZ) Broward County                                                                                                                                         | 13,777                         | 13,453                     | 97.65%                                        | 324                         | 2.35%                                      |                        |                       | 404                    | 215                    | 74                      | 34                       | 1                                  | 2.8                         | 6                           | 0.43                        |
| (V08) (546GA) Miami                                                                                                                                                  | 1,345                          | 1,345                      | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V08) (546GB) Key West                                                                                                                                               | 1,081                          | 1,068                      | 98.80%                                        | 13                          | 1.20%                                      |                        |                       | 22                     | 13                     | 0                       | 0                        | 0                                  | 0.92                        | 1.95                        | 4.07                        |
| (V08) (546GC) Homestead                                                                                                                                              | 1,537                          | 1,529                      | 99.48%                                        | 8                           | 0.52%                                      |                        |                       | 11                     | 7                      | 1                       | 0                        | 0                                  | 1.07                        | 0.23                        | 1                           |
| (V08) (546GD) Pembroke Pines                                                                                                                                         | 890                            | 886                        | 99.55%                                        | 4                           | 0.45%                                      |                        |                       | 5                      | 1                      | 3                       | 0                        | 0                                  | 0.25                        | 2.54                        | 0.14                        |
| (V08) (546GE) Key Largo                                                                                                                                              | 381                            | 381                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 5                      | 0                      | 0                       | 0                        | 0                                  | 1.29                        | 0.35                        | 2.49                        |
| (V08) (546GF) Hollywood (Southeast Broward Co.)                                                                                                                      | 1,616                          | 1,598                      | 98.89%                                        | 18                          | 1.11%                                      |                        |                       | 17                     | 9                      | 6                       | 3                        | 0                                  | 0.68                        | 4.81                        | 0.64                        |
| (V08) (546GH) Deerfield Beach                                                                                                                                        | 526                            | 523                        | 99.43%                                        | 3                           | 0.57%                                      |                        |                       | 4                      | 3                      | 0                       | 0                        | 0                                  | 0.93                        | 6                           | 1.13                        |
| (V08) (548) West Palm Beach, FL                                                                                                                                      | 54,557                         | 54,227                     | 99.40%                                        | 330                         | 0.60%                                      |                        |                       | 874                    | 256                    | 50                      | 18                       | 6                                  | 0.47                        | 2.03                        | 0.6                         |
| (V08) (548) W Palm Beach                                                                                                                                             | 42,805                         | 42,504                     | 99.30%                                        | 301                         | 0.70%                                      |                        |                       | 812                    | 228                    | 49                      | 18                       | 6                                  | 0.64                        | 2.13                        | 0.57                        |
| (V08) (548GA) Ft Pierce                                                                                                                                              | 2,031                          | 2,028                      | 99.85%                                        | 3                           | 0.15%                                      |                        |                       | 8                      | 3                      | 0                       | 0                        | 0                                  | 0.12                        | 0.02                        | 0.01                        |
| (V08) (548GB) Delray Beach                                                                                                                                           | 2,596                          | 2,588                      | 99.69%                                        | 8                           | 0.31%                                      |                        |                       | 10                     | 8                      | 0                       | 0                        | 0                                  | 0.38                        | 0.5                         | 1.16                        |
| (V08) (548GC) Stuart                                                                                                                                                 | 2,368                          | 2,364                      | 99.83%                                        | 4                           | 0.17%                                      |                        |                       | 14                     | 4                      | 0                       | 0                        | 0                                  | 0.32                        | 0.29                        | 0.64                        |
| (V08) (548GD) Boca Raton                                                                                                                                             | 2,022                          | 2,018                      | 99.80%                                        | 4                           | 0.20%                                      |                        |                       | 11                     | 3                      | 1                       | 0                        | 0                                  | 0.04                        | 0.45                        | 1.44                        |
| (V08) (548GE) Vero Beach                                                                                                                                             | 1,690                          | 1,683                      | 99.59%                                        | 7                           | 0.41%                                      |                        |                       | 12                     | 7                      | 0                       | 0                        | 0                                  | 0.31                        | 0.3                         | 0.84                        |
| (V08) (548GF) Okeechobee                                                                                                                                             | 1,045                          | 1,042                      | 99.71%                                        | 3                           | 0.29%                                      |                        |                       | 7                      | 3                      | 0                       | 0                        | 0                                  | 0.09                        | 0.13                        | 0.05                        |
| (V08) (573) Gainesville, FL                                                                                                                                          | 91,015                         | 85,369                     | 93.80%                                        | 5,646                       | 6.20%                                      |                        |                       | 4,345                  | 3,564                  | 1,705                   | 272                      | 105                                | 5.86                        | 9                           | 1.7                         |
| (V08) (573) North Florida/South Georgia HCS- Gainesville                                                                                                             | 34,419                         | 33,010                     | 95.91%                                        | 1,409                       | 4.09%                                      |                        |                       | 1,782                  | 963                    | 348                     | 70                       | 28                                 | 4.69                        | 6.04                        | 1.39                        |
| (V08) (573A4) North Florida/South Georgia HCS- Lake City                                                                                                             | 13,590                         | 13,333                     | 98.11%                                        | 257                         | 1.89%                                      |                        |                       | 258                    | 178                    | 51                      | 20                       | 8                                  | 2.56                        | 3.05                        | 1.21                        |
| (V08) (573BU) Gainesville DCHV                                                                                                                                       | 1                              | 1                          | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V08) (573BY) Jacksonville                                                                                                                                           | 17,613                         | 15,104                     | 85.75%                                        | 2,509                       | 14.25%                                     |                        |                       | 1,364                  | 1,439                  | 879                     | 144                      | 47                                 | 7.93                        | 18.58                       | 2.3                         |
| (V08) (573GA) Valdosta                                                                                                                                               | 1,381                          | 1,364                      | 98.77%                                        | 17                          | 1.23%                                      |                        |                       | 13                     | 15                     | 2                       | 0                        | 0                                  | 0.58                        | 2.37                        | 0.14                        |
| (V08) (573GD) Ocala                                                                                                                                                  | 3,378                          | 3,218                      | 95.26%                                        | 160                         | 4.74%                                      |                        |                       | 57                     | 58                     | 81                      | 21                       | 0                                  | 2.54                        | 9.9                         | 2.1                         |
| (V08) (573GE) St. Augustine                                                                                                                                          | 2,165                          | 2,090                      | 96.54%                                        | 75                          | 3.46%                                      |                        |                       | 42                     | 36                     | 17                      | 3                        | 19                                 | 8.79                        | 2.49                        | 0.89                        |
| (V08) (573GF) Tallahassee                                                                                                                                            | 7,256                          | 6,265                      | 86.34%                                        | 991                         | 13.66%                                     |                        |                       | 445                    | 697                    | 287                     | 7                        | 0                                  | 14.15                       | 16.87                       | 2.44                        |
| (V08) (573GG) Lecanto                                                                                                                                                | 1,995                          | 1,927                      | 96.59%                                        | 68                          | 3.41%                                      |                        |                       | 86                     | 55                     | 11                      | 2                        | 0                                  | 6.23                        | 0.27                        | 0.75                        |
| (V08) (573GI) The Villages                                                                                                                                           | 6,518                          | 6,408                      | 98.31%                                        | 110                         | 1.69%                                      |                        |                       | 180                    | 83                     | 24                      | 2                        | 1                                  | 3.86                        | 3.55                        | 1.77                        |
| (V08) (573GJ) Saint Marys                                                                                                                                            | 980                            | 965                        | 98.47%                                        | 15                          | 1.53%                                      |                        |                       | 27                     | 13                     | 2                       | 0                        | 0                                  | 2.84                        | 8.36                        | 2.47                        |
| (V08) (573GK) Jackson County                                                                                                                                         | 902                            | 884                        | 98.00%                                        | 18                          | 2.00%                                      |                        |                       | 61                     | 16                     | 1                       | 1                        | 0                                  | 4.2                         | 1.52                        | 4.09                        |
| (V08) (573GL) Palatka                                                                                                                                                | 803                            | 786                        | 97.88%                                        | 17                          | 2.12%                                      |                        |                       | 22                     | 11                     | 2                       | 2                        | 2                                  | 2.61                        | 7.46                        | 0.62                        |
| (V08) (573MA) IDES Naval Hospital Jacksonville                                                                                                                       | 14                             | 14                         | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 8                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V08) (672) San Juan, PR                                                                                                                                             | 72,757                         | 72,037                     | 99.01%                                        | 720                         | 0.99%                                      |                        |                       | 723                    | 595                    | 71                      | 46                       | 8                                  | 1.27                        | 1.76                        | 1.28                        |
| (V08) (672) San Juan                                                                                                                                                 | 49,984                         | 49,393                     | 98.82%                                        | 591                         | 1.18%                                      |                        |                       | 533                    | 502                    | 52                      | 34                       | 3                                  | 1.55                        | 2.05                        | 1.36                        |
| (V08) (672B0) Ponce                                                                                                                                                  | 9,437                          | 9,415                      | 99.77%                                        | 22                          | 0.23%                                      |                        |                       | 46                     | 20                     | 2                       | 0                        | 0                                  | 0.97                        | 0.24                        | 0.69                        |
| (V08) (672BZ) Mayaguez                                                                                                                                               | 7,460                          | 7,393                      | 99.10%                                        | 67                          | 0.90%                                      |                        |                       | 63                     | 47                     | 10                      | 6                        | 4                                  | 0.93                        | 0.92                        | 1.28                        |
| (V08) (672GA) St Croix                                                                                                                                               | 249                            | 249                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 0.11                        | 1.76                        | 5.31                        |
| (V08) (672GB) St Thomas                                                                                                                                              | 271                            | 268                        | 98.89%                                        | 3                           | 1.11%                                      |                        |                       | 4                      | 1                      | 0                       | 2                        | 0                                  | 1.12                        | 7.71                        | 0.91                        |
| (V08) (672GC) Arecibo                                                                                                                                                | 2,649                          | 2,631                      | 99.32%                                        | 18                          | 0.68%                                      |                        |                       | 38                     | 14                     | 1                       | 3                        | 0                                  | 0.26                        | 0.55                        | 3.49                        |
| (V08) (672GD) Ceiba                                                                                                                                                  | 1,889                          | 1,871                      | 99.05%                                        | 18                          | 0.95%                                      |                        |                       | 19                     | 11                     | 6                       | 1                        | 0                                  | 1.7                         |                             | 0.12                        |
| (V08) (672GE) Guayama                                                                                                                                                | 818                            | 817                        | 99.88%                                        | 1                           | 0.12%                                      |                        |                       | 18                     | 0                      | 0                       | 0                        | 1                                  | 1.52                        | 0                           | 0.32                        |
| (V08) (673) Tampa, FL                                                                                                                                                | 70,425                         | 68,531                     | 97.31%                                        | 1,894                       | 2.69%                                      |                        |                       | 2,030                  | 1,335                  | 439                     | 109                      | 11                                 | 2.37                        | 4                           | 2.28                        |
| (V08) (673) Tampa                                                                                                                                                    | 54,793                         | 53,510                     | 97.66%                                        | 1,283                       | 2.34%                                      |                        |                       | 1,302                  | 864                    | 315                     | 94                       | 10                                 | 1.63                        | 3.48                        | 1.59                        |
| (V08) (673BZ) New Port Richey                                                                                                                                        | 8,875                          | 8,404                      | 94.69%                                        | 471                         | 5.31%                                      |                        |                       | 341                    | 362                    | 101                     | 7                        | 1                                  | 2.16                        | 7.77                        | 3.55                        |
| (V08) (673GB) Lakeland                                                                                                                                               | 3,057                          | 2,926                      | 95.71%                                        | 131                         | 4.29%                                      |                        |                       | 319                    | 101                    | 22                      | 8                        | 0                                  | 6.11                        | 8.03                        | 5.48                        |
| (V08) (673GC) Brooksville                                                                                                                                            | 2,691                          | 2,687                      | 99.85%                                        | 4                           | 0.15%                                      |                        |                       | 34                     | 4                      | 0                       | 0                        | 0                                  | 2.65                        | 2.22                        | 2.25                        |
| (V08) (673GF) Zephyrhills                                                                                                                                            | 1,009                          | 1,004                      | 99.50%                                        | 5                           | 0.50%                                      |                        |                       | 34                     | 4                      | 1                       | 0                        | 0                                  | 3                           | 0.29                        | 3.26                        |
| (V08) (675) Orlando, FL                                                                                                                                              | 71,427                         | 70,268                     | 98.38%                                        | 1,159                       | 1.62%                                      |                        |                       | 1,371                  | 863                    | 241                     | 51                       | 4                                  | 0.93                        | 3.15                        | 0.72                        |
| (V08) (675BU) Orlando Domiciliary                                                                                                                                    | 31                             | 31                         | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V08) (675GA) Viera Outpatient Clinic                                                                                                                                | 15,230                         | 15,130                     | 99.34%                                        | 100                         | 0.66%                                      |                        |                       | 130                    | 78                     | 14                      | 7                        | 1                                  | 0.43                        | 1.37                        | 0.42                        |
| (V08) (675GB) Daytona Beach Outpatient Clinic                                                                                                                        | 12,498                         | 12,394                     | 99.17%                                        | 104                         | 0.83%                                      |                        |                       | 164                    | 73                     | 26                      | 5                        | 0                                  | 1.14                        | 1.68                        | 0.21                        |



| Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: July 2014 | Total Completed Appointments 1 | Completed within 30 Days 2 | Percent Apts Completed in 30 Days or Less 3 | Completed in Over 30 Days 4 | Percent Apts Completed in Over 30 Days 5 | Completed 06 -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 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|---------------------------------------------|-----------------------------|------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V08) (675GC) Kissimee CBOC                                                                                                                                          | 1,592                          | 1,588                      | 99.75%                                      | 4                           | 0.25%                                    |                        |                       | 4                      | 4                      | 0                       | 0                        | 0                                  | 0.28                        | 0.81                        | 0.32                        |
| (V08) (675GD) Orange City                                                                                                                                            | 1,615                          | 1,608                      | 99.57%                                      | 7                           | 0.43%                                    |                        |                       | 25                     | 7                      | 0                       | 0                        | 0                                  | 1.24                        | 2.54                        | 0.86                        |
| (V08) (675GE) Leesburg CBOC                                                                                                                                          | 1,474                          | 1,471                      | 99.80%                                      | 3                           | 0.20%                                    |                        |                       | 11                     | 3                      | 0                       | 0                        | 0                                  | 0.45                        | 0.82                        | 0.27                        |
| (V08) (675GF) Clermont CBOC                                                                                                                                          | 934                            | 931                        | 99.68%                                      | 3                           | 0.32%                                    |                        |                       | 6                      | 3                      | 0                       | 0                        | 0                                  | 0.88                        | 1.5                         | 1.6                         |
| (V08) (675GG) Lake Baldwin CBOC                                                                                                                                      | 38,053                         | 37,115                     | 97.54%                                      | 938                         | 2.46%                                    |                        |                       | 1,031                  | 695                    | 201                     | 39                       | 3                                  | 1.31                        | 4.04                        | 1.13                        |
| (V09) (581) Huntington, WV                                                                                                                                           | 25,271                         | 24,515                     | 97.01%                                      | 756                         | 2.99%                                    |                        |                       | 643                    | 587                    | 158                     | 11                       | 0                                  | 3.31                        | 4.1                         | 1.08                        |
| (V09) (581) Huntington                                                                                                                                               | 21,162                         | 20,485                     | 96.80%                                      | 677                         | 3.20%                                    |                        |                       | 556                    | 510                    | 156                     | 11                       | 0                                  | 3.88                        | 4.15                        | 1.01                        |
| (V09) (581GA) Prestonsburg                                                                                                                                           | 1,325                          | 1,271                      | 95.92%                                      | 54                          | 4.08%                                    |                        |                       | 45                     | 52                     | 2                       | 0                        | 0                                  | 3.73                        | 9.72                        | 1.3                         |
| (V09) (581GB) Charleston                                                                                                                                             | 2,784                          | 2,759                      | 99.10%                                      | 25                          | 0.90%                                    |                        |                       | 42                     | 25                     | 0                       | 0                        | 0                                  | 1.63                        | 1.17                        | 1.17                        |
| (V09) (596) Lexington, KY                                                                                                                                            | 27,861                         | 27,550                     | 98.88%                                      | 311                         | 1.12%                                    |                        |                       | 2,309                  | 236                    | 59                      | 15                       | 1                                  | 3.39                        | 5.11                        | 2.61                        |
| (V09) (596) Lexington-Leestown                                                                                                                                       | 11,275                         | 11,213                     | 99.45%                                      | 62                          | 0.55%                                    |                        |                       | 638                    | 51                     | 7                       | 4                        | 0                                  | 2.92                        | 3.75                        | 2.31                        |
| (V09) (596A4) Lexington-Cooper Dr                                                                                                                                    | 13,422                         | 13,226                     | 98.54%                                      | 196                         | 1.46%                                    |                        |                       | 1,423                  | 148                    | 36                      | 11                       | 1                                  |                             |                             |                             |
| (V09) (596BU) Lexington Domiciliary                                                                                                                                  | 35                             | 35                         | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V09) (596GA) Somerset                                                                                                                                               | 1,450                          | 1,407                      | 97.03%                                      | 43                          | 2.97%                                    |                        |                       | 104                    | 34                     | 9                       | 0                        | 0                                  | 4.25                        | 2.57                        | 5.47                        |
| (V09) (596GB) Morehead                                                                                                                                               | 620                            | 614                        | 99.03%                                      | 6                           | 0.97%                                    |                        |                       | 73                     | 2                      | 4                       | 0                        | 0                                  | 5.66                        | 5.22                        | 0.02                        |
| (V09) (596GC) Hazard                                                                                                                                                 | 338                            | 337                        | 99.70%                                      | 1                           | 0.30%                                    |                        |                       | 39                     | 1                      | 0                       | 0                        | 0                                  | 4.9                         | 2.2                         | 5.29                        |
| (V09) (596GD) Berea                                                                                                                                                  | 721                            | 718                        | 99.58%                                      | 3                           | 0.42%                                    |                        |                       | 32                     | 0                      | 3                       | 0                        | 0                                  | 2                           | 0.63                        | 0.63                        |
| (V09) (603) Louisville, KY                                                                                                                                           | 38,208                         | 37,835                     | 99.02%                                      | 373                         | 0.98%                                    |                        |                       | 862                    | 275                    | 71                      | 23                       | 4                                  | 2.38                        | 3.11                        | 1.99                        |
| (V09) (603) Louisville                                                                                                                                               | 18,151                         | 17,878                     | 98.50%                                      | 273                         | 1.50%                                    |                        |                       | 494                    | 183                    | 65                      | 21                       | 4                                  | 3.05                        | 3.32                        | 2.87                        |
| (V09) (603GA) Fort Knox                                                                                                                                              | 1,589                          | 1,568                      | 98.68%                                      | 21                          | 1.32%                                    |                        |                       | 70                     | 19                     | 2                       | 0                        | 0                                  | 3.53                        | 6.51                        | 1.57                        |
| (V09) (603GB) New Albany IN (Southern Indiana)                                                                                                                       | 3,736                          | 3,705                      | 99.17%                                      | 31                          | 0.83%                                    |                        |                       | 69                     | 28                     | 2                       | 1                        | 0                                  | 2.34                        | 0.97                        | 5.34                        |
| (V09) (603GC) Shively (Louisville-Jefferson County)                                                                                                                  | 3,531                          | 3,511                      | 99.43%                                      | 20                          | 0.57%                                    |                        |                       | 75                     | 20                     | 0                       | 0                        | 0                                  | 2.58                        | 2.01                        | 2.19                        |
| (V09) (603GD) Dupont                                                                                                                                                 | 2,446                          | 2,442                      | 99.84%                                      | 4                           | 0.16%                                    |                        |                       | 45                     | 3                      | 1                       | 0                        | 0                                  | 2.81                        | 0                           | 1.17                        |
| (V09) (603GE) Newburg CBOC KY                                                                                                                                        | 3,656                          | 3,654                      | 99.95%                                      | 2                           | 0.05%                                    |                        |                       | 45                     | 0                      | 1                       | 1                        | 0                                  | 1.71                        | 0.75                        | 1.08                        |
| (V09) (603GF) Grayson County                                                                                                                                         | 2,719                          | 2,709                      | 99.63%                                      | 10                          | 0.37%                                    |                        |                       | 34                     | 10                     | 0                       | 0                        | 0                                  | 1.2                         | 0.46                        | 2.08                        |
| (V09) (603GG) Scott County                                                                                                                                           | 1,586                          | 1,575                      | 99.31%                                      | 11                          | 0.69%                                    |                        |                       | 21                     | 11                     | 0                       | 0                        | 0                                  | 3.27                        | 1.98                        | 0.87                        |
| (V09) (603GH) Carroll County                                                                                                                                         | 682                            | 681                        | 99.85%                                      | 1                           | 0.15%                                    |                        |                       | 9                      | 1                      | 0                       | 0                        | 0                                  | 1                           | 0.13                        | 2.63                        |
| (V09) (603MA) IDES Fort Knox                                                                                                                                         | 102                            | 102                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V09) (603PB) Louisville (SARRTP)                                                                                                                                    | 10                             | 10                         | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V09) (614) Memphis, TN                                                                                                                                              | 47,266                         | 46,820                     | 99.06%                                      | 446                         | 0.94%                                    |                        |                       | 891                    | 362                    | 80                      | 2                        | 2                                  | 0.97                        | 2.31                        | 0.96                        |
| (V09) (614) Memphis                                                                                                                                                  | 35,337                         | 34,942                     | 98.88%                                      | 395                         | 1.12%                                    |                        |                       | 805                    | 325                    | 67                      | 2                        | 1                                  | 1.03                        | 2.32                        | 1.05                        |
| (V09) (614GA) Tupelo                                                                                                                                                 | 1,733                          | 1,727                      | 99.65%                                      | 6                           | 0.35%                                    |                        |                       | 8                      | 4                      | 2                       | 0                        | 0                                  | 0.29                        | 0                           | 0.25                        |
| (V09) (614GB) Jonesboro                                                                                                                                              | 1,148                          | 1,145                      | 99.74%                                      | 3                           | 0.26%                                    |                        |                       | 2                      | 1                      | 1                       | 0                        | 1                                  | 1.64                        | 0.46                        | 1.23                        |
| (V09) (614GC) Marshall County                                                                                                                                        | 455                            | 455                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 3.21                        |                             |                             |
| (V09) (614GD) Savannah (Hardin County)                                                                                                                               | 682                            | 680                        | 99.71%                                      | 2                           | 0.29%                                    |                        |                       | 3                      | 2                      | 0                       | 0                        | 0                                  | 0.21                        | 0                           | 0                           |
| (V09) (614GE) Covington                                                                                                                                              | 1,995                          | 1,978                      | 99.15%                                      | 17                          | 0.85%                                    |                        |                       | 21                     | 14                     | 3                       | 0                        | 0                                  | 1.04                        | 6.45                        | 0.59                        |
| (V09) (614GF) Memphis-South Clinic                                                                                                                                   | 2,591                          | 2,585                      | 99.77%                                      | 6                           | 0.23%                                    |                        |                       | 6                      | 3                      | 3                       | 0                        | 0                                  | 0.57                        | 1.85                        | 0.12                        |
| (V09) (614GG) Jackson TN                                                                                                                                             | 2,088                          | 2,071                      | 99.19%                                      | 17                          | 0.81%                                    |                        |                       | 27                     | 13                     | 4                       | 0                        | 0                                  | 0.53                        | 2.17                        | 0.79                        |
| (V09) (614GI) Dyersburg                                                                                                                                              | 824                            | 824                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 8                      | 0                      | 0                       | 0                        | 0                                  | 2.08                        | 0.71                        | 1.28                        |
| (V09) (614GN) Helena, AR                                                                                                                                             | 413                            | 413                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 9                      | 0                      | 0                       | 0                        | 0                                  | 1.63                        | 0                           | 4.74                        |
| (V09) (621) Mountain Home, TN                                                                                                                                        | 36,861                         | 36,240                     | 98.32%                                      | 621                         | 1.68%                                    |                        |                       | 939                    | 422                    | 168                     | 29                       | 2                                  | 3.6                         | 2.2                         | 2.17                        |
| (V09) (621) James H Quillen VAMC                                                                                                                                     | 26,359                         | 26,111                     | 99.06%                                      | 248                         | 0.94%                                    |                        |                       | 519                    | 195                    | 48                      | 4                        | 1                                  | 2.04                        | 2.16                        | 1.02                        |
| (V09) (621BU) VADOM Mountain Home                                                                                                                                    | 129                            | 129                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0                           |                             |                             |
| (V09) (621BY) Knoxville CBOC                                                                                                                                         | 5,963                          | 5,729                      | 96.08%                                      | 234                         | 3.92%                                    |                        |                       | 298                    | 170                    | 61                      | 2                        | 1                                  | 5.59                        | 2.52                        | 3.95                        |
| (V09) (621GA) Rogersville                                                                                                                                            | 307                            | 305                        | 99.35%                                      | 2                           | 0.65%                                    |                        |                       | 3                      | 1                      | 1                       | 0                        | 0                                  | 1.43                        | 0.2                         | 4.69                        |
| (V09) (621GC) Norton                                                                                                                                                 | 1,237                          | 1,234                      | 99.76%                                      | 3                           | 0.24%                                    |                        |                       | 24                     | 2                      | 1                       | 0                        | 0                                  | 1.91                        | 0.07                        | 2                           |
| (V09) (621GG) Morristown CBOC TN                                                                                                                                     | 843                            | 827                        | 98.10%                                      | 16                          | 1.90%                                    |                        |                       | 38                     | 15                     | 1                       | 0                        | 0                                  | 3.04                        | 17.67                       | 5.72                        |
| (V09) (621GI) Sevierville                                                                                                                                            | 637                            | 535                        | 83.99%                                      | 102                         | 16.01%                                   |                        |                       | 22                     | 28                     | 51                      | 23                       | 0                                  | 18.06                       | 4.54                        | 4.53                        |
| (V09) (621GJ) Bristol                                                                                                                                                | 1,265                          | 1,249                      | 98.74%                                      | 16                          | 1.26%                                    |                        |                       | 33                     | 11                     | 5                       | 0                        | 0                                  | 2.89                        | 0                           | 0.97                        |
| (V09) (621GK) Campbell County                                                                                                                                        | 121                            | 121                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 1.45                        |                             |                             |
| (V09) (626) Middle Tennessee HCS, TN                                                                                                                                 | 61,931                         | 61,011                     | 98.51%                                      | 920                         | 1.49%                                    |                        |                       | 1,437                  | 595                    | 235                     | 68                       | 22                                 | 2.62                        | 2.39                        | 2.54                        |
| (V09) (626) Middle Tennessee HCS                                                                                                                                     | 30,281                         | 29,824                     | 98.49%                                      | 457                         | 1.51%                                    |                        |                       | 712                    | 292                    | 117                     | 30                       | 18                                 | 3.23                        | 2.46                        | 1.77                        |

| Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: July 2014 | 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 06 -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 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|----------------------------------------------|-----------------------------|-------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V09) (626A4) Middle Tennessee HCS-Alvin C. York Division                                                                                                            | 15,897                         | 15,772                     | 99.21%                                       | 125                         | 0.79%                                     |                        |                       | 240                    | 57                     | 31                      | 33                       | 4                                  | 0.87                        | 2.13                        | 1.43                        |
| (V09) (626GA) Dover                                                                                                                                                  | 182                            | 180                        | 98.90%                                       | 2                           | 1.10%                                     |                        |                       | 9                      | 2                      | 0                       | 0                        | 0                                  | 2.24                        |                             | 0                           |
| (V09) (626GC) Bowling Green                                                                                                                                          | 550                            | 542                        | 98.55%                                       | 8                           | 1.45%                                     |                        |                       | 16                     | 4                      | 4                       | 0                        | 0                                  | 5.54                        | 0.29                        | 2.85                        |
| (V09) (626GD) Ft. Campbell                                                                                                                                           | 4                              | 4                          | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V09) (626GE) Clarksville                                                                                                                                            | 3,401                          | 3,307                      | 97.24%                                       | 94                          | 2.76%                                     |                        |                       | 111                    | 79                     | 14                      | 1                        | 0                                  | 1.33                        | 3.73                        | 6.09                        |
| (V09) (626GF) Chattanooga                                                                                                                                            | 6,942                          | 6,832                      | 98.42%                                       | 110                         | 1.58%                                     |                        |                       | 160                    | 68                     | 39                      | 3                        | 0                                  | 2.56                        | 1.75                        | 2.44                        |
| (V09) (626GG) Tullahoma                                                                                                                                              | 396                            | 396                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 3                      | 0                      | 0                       | 0                        | 0                                  | 0.38                        | 6.12                        | 4.65                        |
| (V09) (626GH) Cookeville                                                                                                                                             | 1,046                          | 1,029                      | 98.37%                                       | 17                          | 1.63%                                     |                        |                       | 66                     | 16                     | 1                       | 0                        | 0                                  | 3.51                        | 0                           | 4.05                        |
| (V09) (626GJ) Hopkinsville                                                                                                                                           | 979                            | 941                        | 96.12%                                       | 38                          | 3.88%                                     |                        |                       | 20                     | 23                     | 15                      | 0                        | 0                                  | 3.34                        | 0.33                        | 2.91                        |
| (V09) (626GK) McMinnville                                                                                                                                            | 788                            | 782                        | 99.24%                                       | 6                           | 0.76%                                     |                        |                       | 23                     | 6                      | 0                       | 0                        | 0                                  | 1.63                        | 0                           | 2.15                        |
| (V09) (626GL) Harriman (Roane County)                                                                                                                                | 189                            | 169                        | 89.42%                                       | 20                          | 10.58%                                    |                        |                       | 33                     | 20                     | 0                       | 0                        | 0                                  | 10.24                       |                             | 12.63                       |
| (V09) (626GM) Maury County CBOC                                                                                                                                      | 701                            | 659                        | 94.01%                                       | 42                          | 5.99%                                     |                        |                       | 38                     | 28                     | 14                      | 0                        | 0                                  | 8.1                         | 3.39                        | 2.23                        |
| (V09) (626GN) McMinn County Outreach Clinic                                                                                                                          | 193                            | 192                        | 99.48%                                       | 1                           | 0.52%                                     |                        |                       | 1                      | 0                      | 0                       | 1                        | 0                                  | 0.75                        |                             |                             |
| (V09) (626MA) IDES Fort Campbell                                                                                                                                     | 382                            | 382                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 5                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V10) (538) Chillicothe, OH                                                                                                                                          | 16,359                         | 15,952                     | 97.51%                                       | 407                         | 2.49%                                     |                        |                       | 842                    | 356                    | 44                      | 6                        | 1                                  | 3.71                        | 5.22                        | 2.29                        |
| (V10) (538) Chillicothe                                                                                                                                              | 11,211                         | 10,939                     | 97.57%                                       | 272                         | 2.43%                                     |                        |                       | 511                    | 244                    | 26                      | 1                        | 1                                  | 4.72                        | 4.74                        | 0.8                         |
| (V10) (538GA) Athens                                                                                                                                                 | 1,168                          | 1,143                      | 97.86%                                       | 25                          | 2.14%                                     |                        |                       | 70                     | 25                     | 0                       | 0                        | 0                                  | 2.08                        | 6.78                        | 4.28                        |
| (V10) (538GB) Portsmouth                                                                                                                                             | 1,139                          | 1,080                      | 94.82%                                       | 59                          | 5.18%                                     |                        |                       | 72                     | 46                     | 9                       | 4                        | 0                                  | 2.58                        | 17.43                       | 5.68                        |
| (V10) (538GC) Marietta                                                                                                                                               | 651                            | 636                        | 97.70%                                       | 15                          | 2.30%                                     |                        |                       | 25                     | 13                     | 2                       | 0                        | 0                                  | 1.27                        | 2.22                        | 8.88                        |
| (V10) (538GD) Lancaster                                                                                                                                              | 1,438                          | 1,417                      | 98.54%                                       | 21                          | 1.46%                                     |                        |                       | 112                    | 16                     | 5                       | 0                        | 0                                  | 3.51                        | 5.28                        | 2.61                        |
| (V10) (538GE) Cambridge                                                                                                                                              | 752                            | 737                        | 98.01%                                       | 15                          | 1.99%                                     |                        |                       | 52                     | 12                     | 2                       | 1                        | 0                                  | 5.36                        | 3.88                        | 2.51                        |
| (V10) (539) Cincinnati, OH                                                                                                                                           | 39,143                         | 38,688                     | 98.84%                                       | 455                         | 1.16%                                     |                        |                       | 731                    | 377                    | 67                      | 11                       | 0                                  | 1.34                        | 3.1                         | 0.65                        |
| (V10) (539) Cincinnati                                                                                                                                               | 26,813                         | 26,385                     | 98.40%                                       | 428                         | 1.60%                                     |                        |                       | 643                    | 355                    | 63                      | 10                       | 0                                  | 1.23                        | 3.68                        | 0.63                        |
| (V10) (539A4) CINCINNATI,FT.THOMAS                                                                                                                                   | 1,009                          | 1,008                      | 99.90%                                       | 1                           | 0.10%                                     |                        |                       | 1                      | 1                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V10) (539BV) Fort Thomas PR RTP                                                                                                                                     | 10                             | 10                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V10) (539GA) Bellevue                                                                                                                                               | 1,683                          | 1,675                      | 99.52%                                       | 8                           | 0.48%                                     |                        |                       | 14                     | 7                      | 1                       | 0                        | 0                                  | 2.3                         | 0.94                        | 1.21                        |
| (V10) (539GB) Cincinnati (Clermont County)                                                                                                                           | 3,383                          | 3,378                      | 99.85%                                       | 5                           | 0.15%                                     |                        |                       | 21                     | 4                      | 1                       | 0                        | 0                                  | 1.12                        | 0.99                        | 0.67                        |
| (V10) (539GC) Lawrenceburg (Dearborn County)                                                                                                                         | 1,804                          | 1,803                      | 99.94%                                       | 1                           | 0.06%                                     |                        |                       | 18                     | 1                      | 0                       | 0                        | 0                                  | 1.3                         | 1.29                        | 1.26                        |
| (V10) (539GD) Florence                                                                                                                                               | 2,032                          | 2,025                      | 99.66%                                       | 7                           | 0.34%                                     |                        |                       | 14                     | 4                      | 2                       | 1                        | 0                                  | 1.27                        | 1.73                        | 1.29                        |
| (V10) (539GE) Fairfield Hamilton                                                                                                                                     | 1,912                          | 1,910                      | 99.90%                                       | 2                           | 0.10%                                     |                        |                       | 11                     | 2                      | 0                       | 0                        | 0                                  | 1.12                        | 0.38                        | 0.14                        |
| (V10) (539GF) Georgetown                                                                                                                                             | 497                            | 494                        | 99.40%                                       | 3                           | 0.60%                                     |                        |                       | 9                      | 3                      | 0                       | 0                        | 0                                  | 1.96                        | 0.6                         | 0.35                        |
| (V10) (541) Cleveland, OH                                                                                                                                            | 80,885                         | 79,264                     | 98.00%                                       | 1,621                       | 2.00%                                     |                        |                       | 2,658                  | 1,557                  | 61                      | 3                        | 0                                  | 2.53                        | 3.12                        | 1.76                        |
| (V10) (541) Cleveland-Wade Park                                                                                                                                      | 34,869                         | 34,322                     | 98.43%                                       | 547                         | 1.57%                                     |                        |                       | 974                    | 528                    | 18                      | 1                        | 0                                  | 1.98                        | 2.75                        | 0.8                         |
| (V10) (541BY) Canton                                                                                                                                                 | 5,023                          | 4,541                      | 90.40%                                       | 482                         | 9.60%                                     |                        |                       | 349                    | 457                    | 25                      | 0                        | 0                                  | 9.76                        | 12.38                       | 0.21                        |
| (V10) (541BZ) Youngstown                                                                                                                                             | 5,631                          | 5,525                      | 98.12%                                       | 106                         | 1.88%                                     |                        |                       | 197                    | 101                    | 5                       | 0                        | 0                                  | 1.38                        | 3.03                        | 7.63                        |
| (V10) (541GB) Lorain                                                                                                                                                 | 3,379                          | 3,354                      | 99.26%                                       | 25                          | 0.74%                                     |                        |                       | 92                     | 25                     | 0                       | 0                        | 0                                  | 2.28                        | 0.77                        | 0.88                        |
| (V10) (541GC) Sandusky                                                                                                                                               | 1,863                          | 1,846                      | 99.09%                                       | 17                          | 0.91%                                     |                        |                       | 71                     | 17                     | 0                       | 0                        | 0                                  | 1.6                         | 2.86                        | 1.86                        |
| (V10) (541GD) Mansfield                                                                                                                                              | 4,259                          | 4,189                      | 98.36%                                       | 70                          | 1.64%                                     |                        |                       | 60                     | 66                     | 3                       | 1                        | 0                                  | 1.27                        | 2.46                        | 0.12                        |
| (V10) (541GE) McCafferty                                                                                                                                             | 501                            | 489                        | 97.60%                                       | 12                          | 2.40%                                     |                        |                       | 11                     | 12                     | 0                       | 0                        | 0                                  | 2.45                        | 1.33                        | 2.66                        |
| (V10) (541GF) Painesville                                                                                                                                            | 2,969                          | 2,954                      | 99.49%                                       | 15                          | 0.51%                                     |                        |                       | 31                     | 15                     | 0                       | 0                        | 0                                  | 0.7                         | 2.08                        | 1.37                        |
| (V10) (541GG) Akron                                                                                                                                                  | 7,185                          | 7,093                      | 98.72%                                       | 92                          | 1.28%                                     |                        |                       | 424                    | 86                     | 6                       | 0                        | 0                                  | 2.64                        | 2.89                        | 3.9                         |
| (V10) (541GH) East Liverpool                                                                                                                                         | 1,602                          | 1,590                      | 99.25%                                       | 12                          | 0.75%                                     |                        |                       | 61                     | 12                     | 0                       | 0                        | 0                                  | 1.9                         | 3.36                        | 2.3                         |
| (V10) (541GI) Warren                                                                                                                                                 | 1,990                          | 1,987                      | 99.85%                                       | 3                           | 0.15%                                     |                        |                       | 16                     | 2                      | 1                       | 0                        | 0                                  | 1.39                        | 1.67                        | 1.91                        |
| (V10) (541GJ) New Philadelphia                                                                                                                                       | 1,561                          | 1,494                      | 95.71%                                       | 67                          | 4.29%                                     |                        |                       | 48                     | 66                     | 1                       | 0                        | 0                                  | 2.34                        | 8.58                        | 0.94                        |
| (V10) (541GK) Ravenna                                                                                                                                                | 1,660                          | 1,657                      | 99.82%                                       | 3                           | 0.18%                                     |                        |                       | 13                     | 2                      | 0                       | 1                        | 0                                  | 0.42                        | 1.28                        | 1.35                        |
| (V10) (541GL) Parma                                                                                                                                                  | 8,393                          | 8,223                      | 97.97%                                       | 170                         | 2.03%                                     |                        |                       | 311                    | 168                    | 2                       | 0                        | 0                                  | 2.49                        | 2.98                        | 1.19                        |
| (V10) (552) Dayton, OH                                                                                                                                               | 28,292                         | 28,033                     | 99.08%                                       | 259                         | 0.92%                                     |                        |                       | 753                    | 204                    | 52                      | 3                        | 0                                  | 0.84                        | 3                           | 1.1                         |
| (V10) (552) Dayton                                                                                                                                                   | 21,175                         | 20,972                     | 99.04%                                       | 203                         | 0.96%                                     |                        |                       | 669                    | 157                    | 44                      | 2                        | 0                                  | 1.01                        | 3.03                        | 0.8                         |
| (V10) (552GA) Middletown                                                                                                                                             | 1,643                          | 1,632                      | 99.33%                                       | 11                          | 0.67%                                     |                        |                       | 33                     | 11                     | 0                       | 0                        | 0                                  | 0.81                        | 2.87                        | 2.16                        |
| (V10) (552GB) Lima                                                                                                                                                   | 2,059                          | 2,049                      | 99.51%                                       | 10                          | 0.49%                                     |                        |                       | 14                     | 4                      | 6                       | 0                        | 0                                  | 0.33                        | 2.07                        | 1.74                        |
| (V10) (552GC) Richmond                                                                                                                                               | 1,587                          | 1,555                      | 97.98%                                       | 32                          | 2.02%                                     |                        |                       | 14                     | 30                     | 1                       | 1                        | 0                                  | 1.42                        | 4.65                        | 1.99                        |
| (V10) (552GD) Springfield                                                                                                                                            | 1,828                          | 1,825                      | 99.84%                                       | 3                           | 0.16%                                     |                        |                       | 23                     | 2                      | 1                       | 0                        | 0                                  | 0.22                        | 1.89                        | 1.05                        |

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|----------------------------------------------|-----------------------------|-------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V10) (757) Columbus, OH                                                                                                                                             | 30,918                         | 29,550                     | 95.58%                                       | 1,368                       | 4.42%                                     |                        |                       | 1,698                  | 1,205                  | 121                     | 40                       | 2                                  | 5.41                        | 5.33                        | 1.54                        |
| (V10) (757) Columbus                                                                                                                                                 | 25,879                         | 24,702                     | 95.45%                                       | 1,177                       | 4.55%                                     |                        |                       | 1,290                  | 1,017                  | 118                     | 40                       | 2                                  | 4.71                        | 5.33                        | 0.81                        |
| (V10) (757GA) Zanesville                                                                                                                                             | 1,390                          | 1,373                      | 98.78%                                       | 17                          | 1.22%                                     |                        |                       | 73                     | 17                     | 0                       | 0                        | 0                                  | 4.31                        | 4.05                        | 1.28                        |
| (V10) (757GB) Grove City (Franklin County)                                                                                                                           | 1,016                          | 973                        | 95.77%                                       | 43                          | 4.23%                                     |                        |                       | 70                     | 43                     | 0                       | 0                        | 0                                  | 7.23                        | 1.33                        | 2.88                        |
| (V10) (757GC) Marion                                                                                                                                                 | 1,054                          | 1,008                      | 95.64%                                       | 46                          | 4.36%                                     |                        |                       | 105                    | 46                     | 0                       | 0                        | 0                                  | 3.95                        | 15.06                       | 6.03                        |
| (V10) (757GD) Newark                                                                                                                                                 | 1,579                          | 1,494                      | 94.62%                                       | 85                          | 5.38%                                     |                        |                       | 160                    | 82                     | 3                       | 0                        | 0                                  | 11.24                       | 4.33                        | 3.22                        |
| (V11) (506) Ann Arbor, MI                                                                                                                                            | 39,248                         | 38,164                     | 97.24%                                       | 1,084                       | 2.76%                                     |                        |                       | 1,381                  | 706                    | 271                     | 84                       | 23                                 | 2.5                         | 3.9                         | 1.73                        |
| (V11) (506) Ann Arbor HCS                                                                                                                                            | 29,044                         | 28,162                     | 96.96%                                       | 882                         | 3.04%                                     |                        |                       | 1,000                  | 586                    | 223                     | 52                       | 21                                 | 3.23                        | 3.84                        | 0.25                        |
| (V11) (506GA) Toledo                                                                                                                                                 | 7,796                          | 7,632                      | 97.90%                                       | 164                         | 2.10%                                     |                        |                       | 229                    | 82                     | 48                      | 32                       | 2                                  | 1.03                        | 4.31                        | 4.7                         |
| (V11) (506GB) Flint (Genessee Co.)                                                                                                                                   | 1,117                          | 1,082                      | 96.87%                                       | 35                          | 3.13%                                     |                        |                       | 48                     | 35                     | 0                       | 0                        | 0                                  | 5.49                        | 0.96                        | 2.95                        |
| (V11) (506GC) Jackson                                                                                                                                                | 1,291                          | 1,288                      | 99.77%                                       | 3                           | 0.23%                                     |                        |                       | 104                    | 3                      | 0                       | 0                        | 0                                  | 3.01                        | 1.45                        | 6                           |
| (V11) (515) Battle Creek, MI                                                                                                                                         | 25,698                         | 25,178                     | 97.98%                                       | 520                         | 2.02%                                     |                        |                       | 825                    | 473                    | 46                      | 1                        | 0                                  | 1.17                        | 3.94                        | 1.21                        |
| (V11) (515) Battle Creek                                                                                                                                             | 13,327                         | 13,171                     | 98.83%                                       | 156                         | 1.17%                                     |                        |                       | 377                    | 151                    | 4                       | 1                        | 0                                  | 0.81                        | 2.34                        | 0.48                        |
| (V11) (515BY) Grand Rapids                                                                                                                                           | 8,684                          | 8,327                      | 95.89%                                       | 357                         | 4.11%                                     |                        |                       | 398                    | 316                    | 41                      | 0                        | 0                                  | 1.73                        | 6.18                        | 2.42                        |
| (V11) (515GA) Muskegon                                                                                                                                               | 1,435                          | 1,434                      | 99.93%                                       | 1                           | 0.07%                                     |                        |                       | 12                     | 1                      | 0                       | 0                        | 0                                  | 0.53                        | 0.98                        | 1.12                        |
| (V11) (515GB) Lansing                                                                                                                                                | 1,305                          | 1,299                      | 99.54%                                       | 6                           | 0.46%                                     |                        |                       | 23                     | 5                      | 1                       | 0                        | 0                                  | 1.2                         | 1.84                        | 1.34                        |
| (V11) (515GC) Benton Harbor                                                                                                                                          | 947                            | 947                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 15                     | 0                      | 0                       | 0                        | 0                                  | 0.68                        | 0.78                        | 1.45                        |
| (V11) (550) Danville, IL                                                                                                                                             | 21,124                         | 20,942                     | 99.14%                                       | 182                         | 0.86%                                     |                        |                       | 469                    | 174                    | 3                       | 1                        | 4                                  | 1.58                        | 1.73                        | 1.36                        |
| (V11) (550) Illiana HCS (Danville)                                                                                                                                   | 11,033                         | 10,992                     | 99.63%                                       | 41                          | 0.37%                                     |                        |                       | 201                    | 41                     | 0                       | 0                        | 0                                  | 0.54                        | 1.73                        | 0.26                        |
| (V11) (550BY) Peoria                                                                                                                                                 | 5,074                          | 5,066                      | 99.84%                                       | 8                           | 0.16%                                     |                        |                       | 87                     | 8                      | 0                       | 0                        | 0                                  | 0.79                        | 0.5                         | 0.74                        |
| (V11) (550GA) Decatur                                                                                                                                                | 1,624                          | 1,552                      | 95.57%                                       | 72                          | 4.43%                                     |                        |                       | 40                     | 70                     | 2                       | 0                        | 0                                  | 1.45                        | 8.5                         | 3.66                        |
| (V11) (550GC) Lafayette                                                                                                                                              | 1,116                          | 1,094                      | 98.03%                                       | 22                          | 1.97%                                     |                        |                       | 77                     | 22                     | 0                       | 0                        | 0                                  | 4.59                        | 1.71                        | 2.53                        |
| (V11) (550GD) Springfield                                                                                                                                            | 1,572                          | 1,534                      | 97.58%                                       | 38                          | 2.42%                                     |                        |                       | 64                     | 32                     | 1                       | 1                        | 4                                  | 4.44                        | 1.49                        | 3.5                         |
| (V11) (550GF) Mattoon, IL                                                                                                                                            | 705                            | 704                        | 99.86%                                       | 1                           | 0.14%                                     |                        |                       | 0                      | 1                      | 0                       | 0                        | 0                                  | 0.16                        | 0.4                         | 0.68                        |
| (V11) (553) Detroit, MI                                                                                                                                              | 31,171                         | 31,019                     | 99.51%                                       | 152                         | 0.49%                                     |                        |                       | 252                    | 117                    | 21                      | 14                       | 0                                  | 0.72                        | 1.03                        | 0.34                        |
| (V11) (553) Detroit (John D. Dingell)                                                                                                                                | 29,170                         | 29,018                     | 99.48%                                       | 152                         | 0.52%                                     |                        |                       | 243                    | 117                    | 21                      | 14                       | 0                                  | 0.74                        | 1.04                        | 0.32                        |
| (V11) (553GA) Yale                                                                                                                                                   | 886                            | 886                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 0.32                        |                             | 0                           |
| (V11) (553GB) Pontiac                                                                                                                                                | 1,115                          | 1,115                      | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 8                      | 0                      | 0                       | 0                        | 0                                  | 1.12                        | 0.6                         | 1.31                        |
| (V11) (583) Indianapolis, IN                                                                                                                                         | 46,082                         | 45,261                     | 98.22%                                       | 821                         | 1.78%                                     |                        |                       | 2,096                  | 730                    | 78                      | 11                       | 2                                  | 1.8                         | 3.2                         | 2.75                        |
| (V11) (583) Indianapolis                                                                                                                                             | 42,620                         | 41,801                     | 98.08%                                       | 819                         | 1.92%                                     |                        |                       | 2,075                  | 729                    | 78                      | 10                       | 2                                  | 2.15                        | 3.22                        | 3.32                        |
| (V11) (583GA) Terre Haute                                                                                                                                            | 1,454                          | 1,453                      | 99.93%                                       | 1                           | 0.07%                                     |                        |                       | 5                      | 1                      | 0                       | 0                        | 0                                  | 0.14                        | 1.4                         | 0.1                         |
| (V11) (583GB) Bloomington                                                                                                                                            | 1,506                          | 1,505                      | 99.93%                                       | 1                           | 0.07%                                     |                        |                       | 16                     | 0                      | 0                       | 1                        | 0                                  | 0.99                        | 1.96                        | 1.32                        |
| (V11) (583GC) Martinsville                                                                                                                                           | 502                            | 502                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.52                        | 0.34                        | 0.03                        |
| (V11) (610) Northern Indiana HCS, IN                                                                                                                                 | 29,316                         | 28,747                     | 98.06%                                       | 569                         | 1.94%                                     |                        |                       | 1,113                  | 506                    | 59                      | 4                        | 0                                  | 2.94                        | 4.49                        | 1.62                        |
| (V11) (610) N. Indiana HCS-Marion                                                                                                                                    | 8,577                          | 8,323                      | 97.04%                                       | 254                         | 2.96%                                     |                        |                       | 310                    | 225                    | 26                      | 3                        | 0                                  | 5.1                         | 4.65                        | 1.21                        |
| (V11) (610A4) N. Indiana HCS-Ft. Wayne                                                                                                                               | 14,634                         | 14,413                     | 98.49%                                       | 221                         | 1.51%                                     |                        |                       | 609                    | 194                    | 27                      | 0                        | 0                                  | 1.95                        | 4.63                        | 1.64                        |
| (V11) (610BU) Marion VADOM                                                                                                                                           | 60                             | 60                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V11) (610GA) South Bend                                                                                                                                             | 2,603                          | 2,589                      | 99.46%                                       | 14                          | 0.54%                                     |                        |                       | 65                     | 12                     | 1                       | 1                        | 0                                  | 2.04                        | 0.4                         | 1.74                        |
| (V11) (610GB) Muncie                                                                                                                                                 | 1,513                          | 1,473                      | 97.36%                                       | 40                          | 2.64%                                     |                        |                       | 80                     | 39                     | 1                       | 0                        | 0                                  | 4.6                         | 0.85                        | 2.78                        |
| (V11) (610GC) Goshen, IN CBOC                                                                                                                                        | 1,046                          | 1,044                      | 99.81%                                       | 2                           | 0.19%                                     |                        |                       | 11                     | 2                      | 0                       | 0                        | 0                                  | 0.49                        | 0.47                        | 2.04                        |
| (V11) (610GD) Peru                                                                                                                                                   | 883                            | 845                        | 95.70%                                       | 38                          | 4.30%                                     |                        |                       | 38                     | 34                     | 4                       | 0                        | 0                                  | 6.27                        | 0.32                        | 0.08                        |
| (V11) (655) Saginaw, MI                                                                                                                                              | 23,434                         | 23,142                     | 98.75%                                       | 292                         | 1.25%                                     |                        |                       | 733                    | 270                    | 20                      | 2                        | 0                                  | 0.67                        | 2.73                        | 1.31                        |
| (V11) (655) Saginaw                                                                                                                                                  | 15,447                         | 15,264                     | 98.82%                                       | 183                         | 1.18%                                     |                        |                       | 530                    | 180                    | 1                       | 2                        | 0                                  | 0.61                        | 2.76                        | 1.38                        |
| (V11) (655GA) Gaylord                                                                                                                                                | 1,203                          | 1,201                      | 99.83%                                       | 2                           | 0.17%                                     |                        |                       | 36                     | 2                      | 0                       | 0                        | 0                                  | 0.69                        | 1.75                        | 0.47                        |
| (V11) (655GB) Traverse City                                                                                                                                          | 1,609                          | 1,602                      | 99.56%                                       | 7                           | 0.44%                                     |                        |                       | 22                     | 5                      | 2                       | 0                        | 0                                  | 0.39                        | 1.2                         | 0.47                        |
| (V11) (655GC) Oscoda                                                                                                                                                 | 625                            | 597                        | 95.52%                                       | 28                          | 4.48%                                     |                        |                       | 21                     | 26                     | 2                       | 0                        | 0                                  | 0.14                        | 8.37                        | 5.41                        |
| (V11) (655GD) Alpena                                                                                                                                                 | 784                            | 784                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 10                     | 0                      | 0                       | 0                        | 0                                  | 0.84                        | 1.6                         | 2.23                        |
| (V11) (655GE) Clare County                                                                                                                                           | 1,388                          | 1,344                      | 96.83%                                       | 44                          | 3.17%                                     |                        |                       | 46                     | 38                     | 6                       | 0                        | 0                                  | 0.28                        | 2.63                        | 2.13                        |
| (V11) (655GF) Bad Axe                                                                                                                                                | 593                            | 593                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 27                     | 0                      | 0                       | 0                        | 0                                  | 3.65                        | 0.61                        | 1.47                        |
| (V11) (655GG) Cadillac                                                                                                                                               | 896                            | 894                        | 99.78%                                       | 2                           | 0.22%                                     |                        |                       | 19                     | 2                      | 0                       | 0                        | 0                                  | 0.31                        | 2.1                         | 0.5                         |
| (V11) (655GH) Cheboygan                                                                                                                                              | 520                            | 518                        | 99.62%                                       | 2                           | 0.38%                                     |                        |                       | 2                      | 2                      | 0                       | 0                        | 0                                  | 0.18                        | 0                           | 0.71                        |
| (V11) (655GI) Grayling                                                                                                                                               | 369                            | 345                        | 93.50%                                       | 24                          | 6.50%                                     |                        |                       | 20                     | 15                     | 9                       | 0                        | 0                                  | 1.91                        | 13.3                        | 1.93                        |
| (V12) (537) Jesse Brown VAMC (Chicago), IL                                                                                                                           | 40,246                         | 40,040                     | 99.49%                                       | 206                         | 0.51%                                     |                        |                       | 1,070                  | 194                    | 8                       | 4                        | 0                                  | 2.95                        | 1.66                        | 1.14                        |

| Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: July 2014 | Total Completed Appointments 1 | Completed within 30 Days 2 | Percent Apts Complete d in 30 Days or Less 3 | Completed in Over 30 Days 4 | Percent Apts Complete d in Over 30 Days 5 | Completed 06 -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 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|----------------------------------------------|-----------------------------|-------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V12) (537) Jesse Brown VAMC - Chicago HCS                                                                                                                           | 31,232                         | 31,120                     | 99.64%                                       | 112                         | 0.36%                                     |                        |                       | 623                    | 110                    | 1                       | 1                        | 0                                  | 2.65                        | 1.42                        | 0.61                        |
| (V12) (537BY) Adam Benjamin Jr. (Crown Point IN)                                                                                                                     | 6,640                          | 6,567                      | 98.90%                                       | 73                          | 1.10%                                     |                        |                       | 341                    | 63                     | 7                       | 3                        | 0                                  | 3.67                        | 3.9                         | 2.21                        |
| (V12) (537GA) Chicago Heights                                                                                                                                        | 614                            | 613                        | 99.84%                                       | 1                           | 0.16%                                     |                        |                       | 14                     | 1                      | 0                       | 0                        | 0                                  | 1.22                        | 0                           | 0.67                        |
| (V12) (537GD) Lakeside                                                                                                                                               | 1,325                          | 1,305                      | 98.49%                                       | 20                          | 1.51%                                     |                        |                       | 82                     | 20                     | 0                       | 0                        | 0                                  | 3.56                        | 0                           | 0                           |
| (V12) (537HA) Auburn Gresham                                                                                                                                         | 435                            | 435                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 10                     | 0                      | 0                       | 0                        | 0                                  | 1.36                        | 0                           | 0.73                        |
| (V12) (556) Captain James A Lovell FHCC                                                                                                                              | 31,968                         | 31,864                     | 99.67%                                       | 104                         | 0.33%                                     |                        |                       | 730                    | 101                    | 1                       | 0                        | 2                                  | 1.64                        | 2.36                        | 1.51                        |
| (V12) (556) Captain James A Lovell FHCC                                                                                                                              | 28,244                         | 28,147                     | 99.66%                                       | 97                          | 0.34%                                     |                        |                       | 696                    | 95                     | 0                       | 0                        | 2                                  | 2                           | 2.32                        | 1.56                        |
| (V12) (556GA) Evanston                                                                                                                                               | 620                            | 618                        | 99.68%                                       | 2                           | 0.32%                                     |                        |                       | 5                      | 2                      | 0                       | 0                        | 0                                  | 1.09                        | 6.26                        | 1.32                        |
| (V12) (556GC) McHenry                                                                                                                                                | 1,791                          | 1,786                      | 99.72%                                       | 5                           | 0.28%                                     |                        |                       | 18                     | 4                      | 1                       | 0                        | 0                                  | 0.52                        | 8.43                        | 1.16                        |
| (V12) (556GD) Kenosha County                                                                                                                                         | 1,313                          | 1,313                      | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 11                     | 0                      | 0                       | 0                        | 0                                  | 1.49                        | 3.34                        | 1.55                        |
| (V12) (578) Hines, IL                                                                                                                                                | 44,989                         | 43,413                     | 96.50%                                       | 1,576                       | 3.50%                                     |                        |                       | 1,893                  | 1,380                  | 192                     | 4                        | 0                                  | 4                           | 3.59                        | 5.14                        |
| (V12) (578) Hines                                                                                                                                                    | 36,619                         | 35,248                     | 96.26%                                       | 1,371                       | 3.74%                                     |                        |                       | 1,488                  | 1,189                  | 178                     | 4                        | 0                                  | 5.35                        | 3.62                        | 6.07                        |
| (V12) (578GA) Joliet                                                                                                                                                 | 2,288                          | 2,185                      | 95.50%                                       | 103                         | 4.50%                                     |                        |                       | 187                    | 100                    | 3                       | 0                        | 0                                  | 5.67                        | 3.48                        | 5.4                         |
| (V12) (578GC) Kankakee County                                                                                                                                        | 1,043                          | 1,033                      | 99.04%                                       | 10                          | 0.96%                                     |                        |                       | 12                     | 9                      | 1                       | 0                        | 0                                  | 0.84                        | 2.35                        | 1.4                         |
| (V12) (578GD) Aurora IL                                                                                                                                              | 1,373                          | 1,350                      | 98.32%                                       | 23                          | 1.68%                                     |                        |                       | 71                     | 23                     | 0                       | 0                        | 0                                  | 2.62                        | 3.84                        | 2.98                        |
| (V12) (578GE) Elgin                                                                                                                                                  | 992                            | 962                        | 96.98%                                       | 30                          | 3.02%                                     |                        |                       | 62                     | 27                     | 3                       | 0                        | 0                                  | 3.31                        | 3.73                        | 6.33                        |
| (V12) (578GF) Lasalle                                                                                                                                                | 1,155                          | 1,142                      | 98.87%                                       | 13                          | 1.13%                                     |                        |                       | 53                     | 11                     | 2                       | 0                        | 0                                  | 2.6                         | 1.81                        | 2.1                         |
| (V12) (578GG) Oak Lawn                                                                                                                                               | 1,519                          | 1,493                      | 98.29%                                       | 26                          | 1.71%                                     |                        |                       | 20                     | 21                     | 5                       | 0                        | 0                                  | 1.05                        | 5.48                        | 2.32                        |
| (V12) (585) Iron Mountain, MI                                                                                                                                        | 11,296                         | 11,104                     | 98.30%                                       | 192                         | 1.70%                                     |                        |                       | 553                    | 158                    | 30                      | 2                        | 2                                  | 3.63                        | 3.53                        | 1.63                        |
| (V12) (585) Iron Mountain MI                                                                                                                                         | 7,489                          | 7,352                      | 98.17%                                       | 137                         | 1.83%                                     |                        |                       | 422                    | 109                    | 24                      | 2                        | 2                                  | 5.11                        | 3.66                        | 1.62                        |
| (V12) (585GA) Hancock                                                                                                                                                | 539                            | 538                        | 99.81%                                       | 1                           | 0.19%                                     |                        |                       | 5                      | 0                      | 1                       | 0                        | 0                                  | 0.55                        | 0                           | 1.28                        |
| (V12) (585GB) Rhinelander                                                                                                                                            | 825                            | 824                        | 99.88%                                       | 1                           | 0.12%                                     |                        |                       | 4                      | 1                      | 0                       | 0                        | 0                                  | 1.38                        | 1.24                        | 0.46                        |
| (V12) (585GC) Menominee MI                                                                                                                                           | 581                            | 579                        | 99.66%                                       | 2                           | 0.34%                                     |                        |                       | 8                      | 2                      | 0                       | 0                        | 0                                  | 1.04                        | 1.07                        | 0.63                        |
| (V12) (585GD) Ironwood                                                                                                                                               | 342                            | 341                        | 99.71%                                       | 1                           | 0.29%                                     |                        |                       | 0                      | 0                      | 1                       | 0                        | 0                                  | 0.69                        | 0                           | 1.27                        |
| (V12) (585HA) Marquette MI                                                                                                                                           | 1,120                          | 1,071                      | 95.62%                                       | 49                          | 4.38%                                     |                        |                       | 112                    | 45                     | 4                       | 0                        | 0                                  | 7.18                        | 2.08                        | 3.67                        |
| (V12) (585HB) Sault Ste. Marie                                                                                                                                       | 400                            | 399                        | 99.75%                                       | 1                           | 0.25%                                     |                        |                       | 2                      | 1                      | 0                       | 0                        | 0                                  | 0.18                        | 1.07                        | 0.59                        |
| (V12) (607) Madison, WI                                                                                                                                              | 25,969                         | 25,671                     | 98.85%                                       | 298                         | 1.15%                                     |                        |                       | 829                    | 270                    | 18                      | 4                        | 6                                  | 2.41                        | 2.03                        | 1.65                        |
| (V12) (607) Madison WI                                                                                                                                               | 20,191                         | 19,912                     | 98.62%                                       | 279                         | 1.38%                                     |                        |                       | 692                    | 251                    | 18                      | 4                        | 6                                  | 3.62                        | 2.12                        | 1.74                        |
| (V12) (607GC) Janesville                                                                                                                                             | 983                            | 977                        | 99.39%                                       | 6                           | 0.61%                                     |                        |                       | 57                     | 6                      | 0                       | 0                        | 0                                  | 2.66                        | 0.8                         | 1.35                        |
| (V12) (607GD) Baraboo                                                                                                                                                | 414                            | 413                        | 99.76%                                       | 1                           | 0.24%                                     |                        |                       | 1                      | 1                      | 0                       | 0                        | 0                                  | 0.77                        | 0                           | 0                           |
| (V12) (607GE) Beaver Dam                                                                                                                                             | 628                            | 624                        | 99.36%                                       | 4                           | 0.64%                                     |                        |                       | 11                     | 4                      | 0                       | 0                        | 0                                  | 1.83                        | 0                           | 0.67                        |
| (V12) (607GF) Freeport                                                                                                                                               | 514                            | 513                        | 99.81%                                       | 1                           | 0.19%                                     |                        |                       | 7                      | 1                      | 0                       | 0                        | 0                                  | 0.98                        | 2.69                        | 2.53                        |
| (V12) (607HA) Rockford                                                                                                                                               | 3,239                          | 3,232                      | 99.78%                                       | 7                           | 0.22%                                     |                        |                       | 61                     | 7                      | 0                       | 0                        | 0                                  | 1.34                        | 0.89                        | 1.5                         |
| (V12) (676) Tomah, WI                                                                                                                                                | 17,262                         | 17,087                     | 98.99%                                       | 175                         | 1.01%                                     |                        |                       | 293                    | 150                    | 23                      | 2                        | 0                                  | 0.67                        | 2.69                        | 1.76                        |
| (V12) (676) Tomah                                                                                                                                                    | 11,828                         | 11,723                     | 99.11%                                       | 105                         | 0.89%                                     |                        |                       | 238                    | 96                     | 7                       | 2                        | 0                                  | 0.8                         | 2.5                         | 1.83                        |
| (V12) (676BU) Tomah VADOM                                                                                                                                            | 7                              | 7                          | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V12) (676GA) Wausau                                                                                                                                                 | 1,503                          | 1,499                      | 99.73%                                       | 4                           | 0.27%                                     |                        |                       | 10                     | 2                      | 2                       | 0                        | 0                                  | 0.57                        | 0.08                        | 1.18                        |
| (V12) (676GC) La Crosse                                                                                                                                              | 1,813                          | 1,798                      | 99.17%                                       | 15                          | 0.83%                                     |                        |                       | 13                     | 15                     | 0                       | 0                        | 0                                  | 0.52                        | 0.16                        | 1.67                        |
| (V12) (676GD) Wisconsin Rapids                                                                                                                                       | 1,870                          | 1,819                      | 97.27%                                       | 51                          | 2.73%                                     |                        |                       | 30                     | 37                     | 14                      | 0                        | 0                                  | 0.56                        | 4.13                        | 3.46                        |
| (V12) (676GE) Clark County                                                                                                                                           | 241                            | 241                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 0.76                        | 0                           | 0.54                        |
| (V12) (695) Milwaukee, WI                                                                                                                                            | 56,654                         | 55,379                     | 97.75%                                       | 1,275                       | 2.25%                                     |                        |                       | 1,381                  | 989                    | 247                     | 37                       | 2                                  | 0.93                        | 4.17                        | 1.06                        |
| (V12) (695) Milwaukee WI                                                                                                                                             | 40,517                         | 39,284                     | 96.96%                                       | 1,233                       | 3.04%                                     |                        |                       | 1,268                  | 951                    | 243                     | 37                       | 2                                  | 1.46                        | 5.12                        | 0.69                        |
| (V12) (695BU) VADOM Milwaukee                                                                                                                                        | 78                             | 78                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V12) (695BY) Appleton                                                                                                                                               | 6,513                          | 6,500                      | 99.80%                                       | 13                          | 0.20%                                     |                        |                       | 23                     | 11                     | 2                       | 0                        | 0                                  | 0.19                        | 0.1                         | 1.71                        |
| (V12) (695GA) Union Grove WI                                                                                                                                         | 1,171                          | 1,167                      | 99.66%                                       | 4                           | 0.34%                                     |                        |                       | 20                     | 2                      | 2                       | 0                        | 0                                  | 1.1                         | 0.67                        | 1.13                        |
| (V12) (695GC) Cleveland                                                                                                                                              | 1,315                          | 1,312                      | 99.77%                                       | 3                           | 0.23%                                     |                        |                       | 5                      | 3                      | 0                       | 0                        | 0                                  | 0.37                        | 0.27                        | 0.86                        |
| (V12) (695GD) Milo C Huempfner                                                                                                                                       | 7,060                          | 7,038                      | 99.69%                                       | 22                          | 0.31%                                     |                        |                       | 65                     | 22                     | 0                       | 0                        | 0                                  | 0.28                        | 0.59                        | 2.47                        |
| (V15) (589) Columbia, MO                                                                                                                                             | 23,781                         | 23,396                     | 98.38%                                       | 385                         | 1.62%                                     |                        |                       | 587                    | 304                    | 24                      | 33                       | 24                                 | 1.45                        | 3.96                        | 1.27                        |
| (V15) (589A4) Columbia MO                                                                                                                                            | 18,353                         | 18,046                     | 98.33%                                       | 307                         | 1.67%                                     |                        |                       | 484                    | 228                    | 23                      | 32                       | 24                                 | 1.82                        | 3.53                        | 1.13                        |
| (V15) (589G8) Jefferson City, MO                                                                                                                                     | 1,169                          | 1,123                      | 96.07%                                       | 46                          | 3.93%                                     |                        |                       | 32                     | 46                     | 0                       | 0                        | 0                                  | 1                           | 13.15                       | 0.24                        |
| (V15) (589GE) Kirksville                                                                                                                                             | 620                            | 620                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 1.01                        | 0                           | 1.91                        |
| (V15) (589GF) Ft Leonard Wood MO                                                                                                                                     | 1,203                          | 1,179                      | 98.00%                                       | 24                          | 2.00%                                     |                        |                       | 59                     | 24                     | 0                       | 0                        | 0                                  | 0.79                        | 9.07                        | 2.68                        |
| (V15) (589GH) Lake of the Ozarks/Camdenton                                                                                                                           | 616                            | 614                        | 99.68%                                       | 2                           | 0.32%                                     |                        |                       | 3                      | 2                      | 0                       | 0                        | 0                                  | 1.4                         | 0                           | 1.71                        |



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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|-----------------------------------------------|-----------------------------|--------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V15) (589GX) Mexico                                                                                                                                                 | 490                            | 490                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 3                      | 0                      | 0                       | 0                        | 0                                  | 2.14                        |                             | 0.21                        |
| (V15) (589GY) St. James                                                                                                                                              | 508                            | 503                        | 99.02%                                        | 5                           | 0.98%                                      |                        |                       | 0                      | 3                      | 1                       | 1                        | 0                                  | 1.26                        |                             | 2.24                        |
| (V15) (589JA) Sedalia                                                                                                                                                | 595                            | 595                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 3                      | 0                      | 0                       | 0                        | 0                                  | 0.58                        |                             | 0.3                         |
| (V15) (589JD) Marshfield                                                                                                                                             | 225                            | 224                        | 99.56%                                        | 1                           | 0.44%                                      |                        |                       | 3                      | 1                      | 0                       | 0                        | 0                                  | 1                           |                             |                             |
| (V15) (589ME) IDES Fort Leonard Wood                                                                                                                                 | 2                              | 2                          | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V15) (589) Kansas City, MO                                                                                                                                          | 29,862                         | 29,199                     | 97.78%                                        | 663                         | 2.22%                                      |                        |                       | 962                    | 540                    | 105                     | 14                       | 4                                  | 0.84                        | 4.09                        | 2.04                        |
| (V15) (589) Kansas City                                                                                                                                              | 27,089                         | 26,428                     | 97.56%                                        | 661                         | 2.44%                                      |                        |                       | 944                    | 538                    | 105                     | 14                       | 4                                  | 0.93                        | 4.1                         | 2.27                        |
| (V15) (589G1) Warrensburg                                                                                                                                            | 540                            | 540                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 0.67                        |                             | 1.08                        |
| (V15) (589GB) Belton                                                                                                                                                 | 361                            | 361                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 0.67                        |                             | 0                           |
| (V15) (589GC) Louisburg-Paola                                                                                                                                        | 416                            | 416                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 3                      | 0                      | 0                       | 0                        | 0                                  | 0.54                        |                             | 0.04                        |
| (V15) (589GD) Nevada                                                                                                                                                 | 579                            | 579                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 0.51                        |                             | 0.2                         |
| (V15) (589GZ) Cameron                                                                                                                                                | 165                            | 165                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 0.16                        |                             | 1.12                        |
| (V15) (589HK) MOC Kansas City Mobile Medical Unit                                                                                                                    | 124                            | 123                        | 99.19%                                        | 1                           | 0.81%                                      |                        |                       | 5                      | 1                      | 0                       | 0                        | 0                                  | 2.08                        |                             | 0                           |
| (V15) (589JB) Excelsior Springs                                                                                                                                      | 565                            | 565                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 0.68                        | 3.04                        | 0.51                        |
| (V15) (589MC) IDES Whiteman AFB                                                                                                                                      | 23                             | 22                         | 95.65%                                        | 1                           | 4.35%                                      |                        |                       | 3                      | 1                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V15) (589) Eastern KS HCS, KS                                                                                                                                       | 32,419                         | 32,090                     | 98.99%                                        | 329                         | 1.01%                                      |                        |                       | 552                    | 283                    | 41                      | 4                        | 1                                  | 1.31                        | 2.58                        | 0.64                        |
| (V15) (589A5) Eastern KS HCS Topeka Div                                                                                                                              | 14,828                         | 14,598                     | 98.45%                                        | 230                         | 1.55%                                      |                        |                       | 339                    | 186                    | 39                      | 4                        | 1                                  | 1.48                        | 3.19                        | 0.56                        |
| (V15) (589A6) Eastern KS HCS Leavenworth Div                                                                                                                         | 11,558                         | 11,472                     | 99.26%                                        | 86                          | 0.74%                                      |                        |                       | 153                    | 85                     | 1                       | 0                        | 0                                  | 1.22                        | 1.9                         | 0.32                        |
| (V15) (589BU) Leavenworth DCHV                                                                                                                                       | 3,328                          | 3,325                      | 99.91%                                        | 3                           | 0.09%                                      |                        |                       | 14                     | 3                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V15) (589G9) Ft. Riley, KS                                                                                                                                          | 33                             | 33                         | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V15) (589GI) St. Joseph                                                                                                                                             | 918                            | 917                        | 99.89%                                        | 1                           | 0.11%                                      |                        |                       | 9                      | 1                      | 0                       | 0                        | 0                                  | 1.06                        | 1                           | 0.81                        |
| (V15) (589GJ) Wyandotte Co                                                                                                                                           | 412                            | 412                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 1.14                        | 0                           | 2.15                        |
| (V15) (589GM) Chanute                                                                                                                                                | 84                             | 83                         | 98.81%                                        | 1                           | 1.19%                                      |                        |                       | 5                      | 1                      | 0                       | 0                        | 0                                  | 3.31                        |                             | 3.25                        |
| (V15) (589GN) Emporia                                                                                                                                                | 61                             | 59                         | 96.72%                                        | 2                           | 3.28%                                      |                        |                       | 6                      | 1                      | 1                       | 0                        | 0                                  | 4.2                         |                             | 8.35                        |
| (V15) (589GP) Garnett                                                                                                                                                | 47                             | 47                         | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 8                      | 0                      | 0                       | 0                        | 0                                  | 2.63                        |                             | 10.64                       |
| (V15) (589GR) Junction City                                                                                                                                          | 527                            | 526                        | 99.81%                                        | 1                           | 0.19%                                      |                        |                       | 10                     | 1                      | 0                       | 0                        | 0                                  | 0.46                        | 0                           | 1.34                        |
| (V15) (589GT) Seneca                                                                                                                                                 | 9                              | 7                          | 77.78%                                        | 2                           | 22.22%                                     |                        |                       | 0                      | 2                      | 0                       | 0                        | 0                                  | 9.11                        |                             |                             |
| (V15) (589GU) Lawrence                                                                                                                                               | 251                            | 251                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.38                        |                             | 0.21                        |
| (V15) (589GV) Ft. Scott (Bourbon Co.)                                                                                                                                | 218                            | 215                        | 98.62%                                        | 3                           | 1.38%                                      |                        |                       | 6                      | 3                      | 0                       | 0                        | 0                                  | 1.31                        |                             | 4.54                        |
| (V15) (589MA) Ft. Riley DES Clinic                                                                                                                                   | 101                            | 101                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V15) (589MD) IDES Fort Leavenworth                                                                                                                                  | 44                             | 44                         | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V15) (589) Wichita, KS                                                                                                                                              | 19,716                         | 19,347                     | 98.13%                                        | 369                         | 1.87%                                      |                        |                       | 516                    | 287                    | 65                      | 17                       | 0                                  | 1.04                        | 4.74                        | 2.36                        |
| (V15) (589A7) Robert J. Dole VAM&ROC (Wichita)                                                                                                                       | 16,896                         | 16,532                     | 97.85%                                        | 364                         | 2.15%                                      |                        |                       | 497                    | 283                    | 64                      | 17                       | 0                                  | 1.05                        | 4.93                        | 2.74                        |
| (V15) (589G2) Dodge City                                                                                                                                             | 297                            | 297                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.32                        | 0                           | 0                           |
| (V15) (589G3) Liberal                                                                                                                                                | 75                             | 75                         | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.3                         | 0                           | 0                           |
| (V15) (589G4) Hays                                                                                                                                                   | 658                            | 654                        | 99.39%                                        | 4                           | 0.61%                                      |                        |                       | 5                      | 4                      | 0                       | 0                        | 0                                  | 1.54                        | 0.41                        | 0.57                        |
| (V15) (589G5) Parsons                                                                                                                                                | 495                            | 495                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.67                        | 0.42                        | 0.12                        |
| (V15) (589G7) Hutchinson                                                                                                                                             | 558                            | 557                        | 99.82%                                        | 1                           | 0.18%                                      |                        |                       | 2                      | 0                      | 1                       | 0                        | 0                                  | 1.04                        | 0.02                        | 0.65                        |
| (V15) (589GW) Salina                                                                                                                                                 | 730                            | 730                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 12                     | 0                      | 0                       | 0                        | 0                                  | 1.18                        | 0.31                        | 2.74                        |
| (V15) (589MB) IDES McConnel AFB                                                                                                                                      | 7                              | 7                          | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V15) (657) Marion, IL                                                                                                                                               | 24,874                         | 24,525                     | 98.60%                                        | 349                         | 1.40%                                      |                        |                       | 1,041                  | 289                    | 41                      | 17                       | 2                                  | 2.33                        | 3.39                        | 2.47                        |
| (V15) (657A5) Marion IL                                                                                                                                              | 11,847                         | 11,680                     | 98.59%                                        | 167                         | 1.41%                                      |                        |                       | 503                    | 144                    | 20                      | 3                        | 0                                  | 1.23                        | 3.55                        | 1.43                        |
| (V15) (657GJ) Evansville                                                                                                                                             | 6,710                          | 6,612                      | 98.54%                                        | 98                          | 1.46%                                      |                        |                       | 312                    | 72                     | 14                      | 11                       | 1                                  | 2.18                        | 3.22                        | 2.37                        |
| (V15) (657GK) Mt. Vernon                                                                                                                                             | 821                            | 803                        | 97.81%                                        | 18                          | 2.19%                                      |                        |                       | 66                     | 18                     | 0                       | 0                        | 0                                  | 4.67                        | 1.66                        | 3.85                        |
| (V15) (657GL) Paducah                                                                                                                                                | 1,598                          | 1,555                      | 97.31%                                        | 43                          | 2.69%                                      |                        |                       | 79                     | 33                     | 7                       | 2                        | 1                                  | 3.47                        | 0.81                        | 6.36                        |
| (V15) (657GM) Effingham                                                                                                                                              | 766                            | 765                        | 99.87%                                        | 1                           | 0.13%                                      |                        |                       | 7                      | 1                      | 0                       | 0                        | 0                                  | 1.47                        | 1.59                        | 0.96                        |
| (V15) (657GO) Hanson (Hopkins County), KY                                                                                                                            | 189                            | 189                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 16                     | 0                      | 0                       | 0                        | 0                                  | 3.56                        | 0                           |                             |
| (V15) (657GP) Owensboro                                                                                                                                              | 968                            | 968                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 4                      | 0                      | 0                       | 0                        | 0                                  | 1.72                        | 1.58                        | 1.01                        |
| (V15) (657GQ) Vincennes                                                                                                                                              | 456                            | 455                        | 99.78%                                        | 1                           | 0.22%                                      |                        |                       | 3                      | 1                      | 0                       | 0                        | 0                                  | 1.26                        | 0                           | 2.21                        |
| (V15) (657GR) Mayfield, KY CBOC                                                                                                                                      | 701                            | 689                        | 98.29%                                        | 12                          | 1.71%                                      |                        |                       | 32                     | 11                     | 0                       | 1                        | 0                                  | 4.21                        | 0.53                        | 2.58                        |
| (V15) (657GT) Carbondale                                                                                                                                             | 464                            | 464                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 0.67                        | 0                           | 2.07                        |
| (V15) (657GU) Harrisburg                                                                                                                                             | 354                            | 345                        | 97.46%                                        | 9                           | 2.54%                                      |                        |                       | 18                     | 9                      | 0                       | 0                        | 0                                  | 4.51                        | 6.58                        | 0.78                        |

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|----------------------------------------------|-----------------------------|-------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V15) (657) Poplar Bluff, MO                                                                                                                                         | 13,254                         | 12,917                     | 97.46%                                       | 337                         | 2.54%                                     |                        |                       | 427                    | 299                    | 38                      | 0                        | 0                                  | 1.85                        | 8.38                        | 1.13                        |
| (V15) (657A4) Poplar Bluff                                                                                                                                           | 8,642                          | 8,329                      | 96.38%                                       | 313                         | 3.62%                                     |                        |                       | 351                    | 276                    | 37                      | 0                        | 0                                  | 3.42                        | 8.79                        | 0.74                        |
| (V15) (657GF) West Plains                                                                                                                                            | 998                            | 991                        | 99.30%                                       | 7                           | 0.70%                                     |                        |                       | 17                     | 7                      | 0                       | 0                        | 0                                  | 1.15                        | 2.44                        | 0.44                        |
| (V15) (657GG) Paragould                                                                                                                                              | 723                            | 716                        | 99.03%                                       | 7                           | 0.97%                                     |                        |                       | 16                     | 7                      | 0                       | 0                        | 0                                  | 2.27                        |                             | 1.68                        |
| (V15) (657GH) Cape Girardeau                                                                                                                                         | 1,231                          | 1,226                      | 99.59%                                       | 5                           | 0.41%                                     |                        |                       | 10                     | 5                      | 0                       | 0                        | 0                                  | 0.23                        | 1.89                        | 1.14                        |
| (V15) (657GI) Farmington                                                                                                                                             | 975                            | 972                        | 99.69%                                       | 3                           | 0.31%                                     |                        |                       | 19                     | 3                      | 0                       | 0                        | 0                                  | 0.47                        | 5.69                        | 2.07                        |
| (V15) (657GN) Salem, MO CBOC                                                                                                                                         | 26                             | 26                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 1.42                        |                             |                             |
| (V15) (657GV) Sikeston                                                                                                                                               | 659                            | 657                        | 99.70%                                       | 2                           | 0.30%                                     |                        |                       | 12                     | 1                      | 1                       | 0                        | 0                                  | 0.5                         | 1.46                        | 2.81                        |
| (V15) (657) St. Louis, MO                                                                                                                                            | 39,220                         | 38,578                     | 98.36%                                       | 642                         | 1.64%                                     |                        |                       | 1,325                  | 425                    | 133                     | 80                       | 4                                  | 1.57                        | 3.81                        | 3.31                        |
| (V15) (657) St Louis-John Cochran                                                                                                                                    | 24,699                         | 24,348                     | 98.58%                                       | 351                         | 1.42%                                     |                        |                       | 717                    | 232                    | 80                      | 36                       | 3                                  | 1.22                        | 3.23                        | 2.55                        |
| (V15) (657A0) St Louis-Jeff Bks.                                                                                                                                     | 11,642                         | 11,351                     | 97.50%                                       | 291                         | 2.50%                                     |                        |                       | 531                    | 193                    | 53                      | 44                       | 1                                  | 2.12                        | 6.53                        | 3.69                        |
| (V15) (657GA) Belleville                                                                                                                                             | 815                            | 815                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 41                     | 0                      | 0                       | 0                        | 0                                  | 1.72                        | 0                           | 1.24                        |
| (V15) (657GB) St. Louis CBOC                                                                                                                                         | 763                            | 763                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 23                     | 0                      | 0                       | 0                        | 0                                  | 2.98                        | 0.67                        | 1.56                        |
| (V15) (657GD) St. Charles County                                                                                                                                     | 890                            | 890                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 5                      | 0                      | 0                       | 0                        | 0                                  | 0.4                         | 0.03                        | 3.47                        |
| (V15) (657GS) Washington                                                                                                                                             | 398                            | 398                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 1.64                        | 0                           | 0.32                        |
| (V15) (657MA) IDES Scott AFB                                                                                                                                         | 13                             | 13                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 6                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V16) (502) Alexandria, LA                                                                                                                                           | 21,053                         | 20,334                     | 96.58%                                       | 719                         | 3.42%                                     |                        |                       | 974                    | 421                    | 268                     | 26                       | 4                                  | 2.28                        | 7.73                        | 2.63                        |
| (V16) (502) Alexandria                                                                                                                                               | 15,348                         | 14,736                     | 96.01%                                       | 612                         | 3.99%                                     |                        |                       | 750                    | 326                    | 257                     | 25                       | 4                                  | 3.11                        | 7.96                        | 0.75                        |
| (V16) (502GA) Jennings                                                                                                                                               | 1,450                          | 1,447                      | 99.79%                                       | 3                           | 0.21%                                     |                        |                       | 79                     | 3                      | 0                       | 0                        | 0                                  | 2.09                        | 0.61                        | 3.89                        |
| (V16) (502GB) Lafayette Parish                                                                                                                                       | 2,580                          | 2,495                      | 96.71%                                       | 85                          | 3.29%                                     |                        |                       | 71                     | 73                     | 11                      | 1                        | 0                                  | 0.42                        | 5.81                        | 6.22                        |
| (V16) (502GF) Fort Polk                                                                                                                                              | 890                            | 872                        | 97.98%                                       | 18                          | 2.02%                                     |                        |                       | 71                     | 18                     | 0                       | 0                        | 0                                  | 5.56                        | 0.96                        | 2.94                        |
| (V16) (502GG) Natchitoches                                                                                                                                           | 775                            | 774                        | 99.87%                                       | 1                           | 0.13%                                     |                        |                       | 3                      | 1                      | 0                       | 0                        | 0                                  | 0.12                        | 0                           | 1.28                        |
| (V16) (502MA) IDES Fort Polk                                                                                                                                         | 10                             | 10                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V16) (520) Gulf Coast HCS, MS                                                                                                                                       | 51,220                         | 49,484                     | 96.61%                                       | 1,736                       | 3.39%                                     |                        |                       | 2,545                  | 1,401                  | 306                     | 28                       | 1                                  | 4.4                         | 5.93                        | 3.34                        |
| (V16) (520) Biloxi                                                                                                                                                   | 23,776                         | 22,958                     | 96.56%                                       | 818                         | 3.44%                                     |                        |                       | 977                    | 704                    | 112                     | 2                        | 0                                  | 6.43                        | 5.75                        | 3.16                        |
| (V16) (520BZ) Pensacola                                                                                                                                              | 15,684                         | 14,952                     | 95.33%                                       | 732                         | 4.67%                                     |                        |                       | 1,202                  | 529                    | 176                     | 26                       | 1                                  | 4.45                        | 6.98                        | 5.6                         |
| (V16) (520GA) Mobile                                                                                                                                                 | 6,007                          | 5,947                      | 99.00%                                       | 60                          | 1.00%                                     |                        |                       | 233                    | 49                     | 11                      | 0                        | 0                                  | 2.53                        | 4.23                        | 1.75                        |
| (V16) (520GB) Panama City                                                                                                                                            | 2,701                          | 2,593                      | 96.00%                                       | 108                         | 4.00%                                     |                        |                       | 92                     | 102                    | 6                       | 0                        | 0                                  | 6.49                        | 0.65                        | 2.72                        |
| (V16) (520GC) Eglin AFB                                                                                                                                              | 3,052                          | 3,034                      | 99.41%                                       | 18                          | 0.59%                                     |                        |                       | 41                     | 17                     | 1                       | 0                        | 0                                  | 1.22                        | 1.71                        | 0.89                        |
| (V16) (564) Fayetteville, AR                                                                                                                                         | 31,605                         | 30,978                     | 98.02%                                       | 627                         | 1.98%                                     |                        |                       | 1,338                  | 480                    | 119                     | 23                       | 5                                  | 1.93                        | 4.24                        | 2.69                        |
| (V16) (564) Fayetteville AR                                                                                                                                          | 17,990                         | 17,585                     | 97.75%                                       | 405                         | 2.25%                                     |                        |                       | 964                    | 312                    | 71                      | 18                       | 4                                  | 2.17                        | 4.61                        | 3.41                        |
| (V16) (564BY) Gene Taylor                                                                                                                                            | 6,828                          | 6,689                      | 97.96%                                       | 139                         | 2.04%                                     |                        |                       | 182                    | 99                     | 35                      | 4                        | 1                                  | 2.07                        | 4.51                        | 0.51                        |
| (V16) (564GA) Harrison                                                                                                                                               | 398                            | 398                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 1.44                        | 0                           | 1.22                        |
| (V16) (564GB) Ft. Smith                                                                                                                                              | 2,972                          | 2,930                      | 98.59%                                       | 42                          | 1.41%                                     |                        |                       | 96                     | 36                     | 6                       | 0                        | 0                                  | 1.03                        | 2.9                         | 5.1                         |
| (V16) (564GC) Branson                                                                                                                                                | 2,422                          | 2,386                      | 98.51%                                       | 36                          | 1.49%                                     |                        |                       | 54                     | 28                     | 7                       | 1                        | 0                                  | 2.8                         | 0.95                        | 2.04                        |
| (V16) (564GD) Ozark                                                                                                                                                  | 395                            | 394                        | 99.75%                                       | 1                           | 0.25%                                     |                        |                       | 17                     | 1                      | 0                       | 0                        | 0                                  | 1.84                        | 2.43                        | 2.23                        |
| (V16) (564GE) Jay                                                                                                                                                    | 600                            | 596                        | 99.33%                                       | 4                           | 0.67%                                     |                        |                       | 24                     | 4                      | 0                       | 0                        | 0                                  | 1.25                        | 0.11                        | 4.19                        |
| (V16) (580) Houston, TX                                                                                                                                              | 74,364                         | 73,630                     | 99.01%                                       | 734                         | 0.99%                                     |                        |                       | 1,710                  | 637                    | 77                      | 12                       | 8                                  | 2.45                        | 1.28                        | 0.93                        |
| (V16) (580) Houston                                                                                                                                                  | 52,789                         | 52,269                     | 99.01%                                       | 520                         | 0.99%                                     |                        |                       | 1,216                  | 453                    | 54                      | 7                        | 6                                  | 3.85                        | 1.06                        | 0.6                         |
| (V16) (580BY) Beaumont                                                                                                                                               | 4,205                          | 4,185                      | 99.52%                                       | 20                          | 0.48%                                     |                        |                       | 81                     | 17                     | 2                       | 0                        | 1                                  | 0.82                        | 2.37                        | 1.24                        |
| (V16) (580BZ) Charles Wilson VA OPC                                                                                                                                  | 2,686                          | 2,672                      | 99.48%                                       | 14                          | 0.52%                                     |                        |                       | 45                     | 13                     | 1                       | 0                        | 0                                  | 0.71                        | 2.26                        | 1.46                        |
| (V16) (580GC) Galveston County                                                                                                                                       | 3,294                          | 3,267                      | 99.18%                                       | 27                          | 0.82%                                     |                        |                       | 62                     | 24                     | 3                       | 0                        | 0                                  | 0.65                        | 4.8                         | 0.1                         |
| (V16) (580GD) Conroe CBOC TX                                                                                                                                         | 2,753                          | 2,732                      | 99.24%                                       | 21                          | 0.76%                                     |                        |                       | 65                     | 20                     | 0                       | 0                        | 1                                  | 1.56                        | 1.97                        | 0.98                        |
| (V16) (580GE) Katy                                                                                                                                                   | 3,028                          | 2,956                      | 97.62%                                       | 72                          | 2.38%                                     |                        |                       | 105                    | 60                     | 9                       | 3                        | 0                                  | 2.97                        | 3.26                        | 2.33                        |
| (V16) (580GF) Lake Jackson                                                                                                                                           | 1,114                          | 1,111                      | 99.73%                                       | 3                           | 0.27%                                     |                        |                       | 77                     | 3                      | 0                       | 0                        | 0                                  | 4.3                         | 0                           | 3.56                        |
| (V16) (580GG) Richmond                                                                                                                                               | 1,675                          | 1,632                      | 97.43%                                       | 43                          | 2.57%                                     |                        |                       | 34                     | 42                     | 0                       | 1                        | 0                                  | 0.76                        | 11.85                       | 1.39                        |
| (V16) (580GH) Tomball                                                                                                                                                | 2,820                          | 2,806                      | 99.50%                                       | 14                          | 0.50%                                     |                        |                       | 25                     | 5                      | 8                       | 1                        | 0                                  | 1.29                        | 0.93                        | 0.81                        |
| (V16) (586) Jackson, MS                                                                                                                                              | 30,915                         | 30,244                     | 97.83%                                       | 671                         | 2.17%                                     |                        |                       | 1,152                  | 590                    | 69                      | 7                        | 5                                  | 2.78                        | 3.86                        | 0.83                        |
| (V16) (586) G. V. (Sonny) Montgomery VAMC                                                                                                                            | 25,802                         | 25,165                     | 97.53%                                       | 637                         | 2.47%                                     |                        |                       | 1,033                  | 559                    | 66                      | 7                        | 5                                  | 3.26                        | 3.86                        | 1.03                        |
| (V16) (586GA) Durant (Kosciusko)                                                                                                                                     | 411                            | 411                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 13                     | 0                      | 0                       | 0                        | 0                                  | 2.75                        |                             | 0                           |
| (V16) (586GB) Meridian                                                                                                                                               | 1,091                          | 1,091                      | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 10                     | 0                      | 0                       | 0                        | 0                                  | 0.55                        | 0                           | 0                           |
| (V16) (586GC) Greenville                                                                                                                                             | 397                            | 393                        | 98.99%                                       | 4                           | 1.01%                                     |                        |                       | 25                     | 4                      | 0                       | 0                        | 0                                  | 5.4                         | 0                           | 0.37                        |
| (V16) (586GD) Hattiesburg                                                                                                                                            | 1,380                          | 1,367                      | 99.06%                                       | 13                          | 0.94%                                     |                        |                       | 34                     | 11                     | 2                       | 0                        | 0                                  | 2.08                        | 0                           | 0.11                        |

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|----------------------------------------------|-----------------------------|-------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V16) (586GE) Natchez (Adams County)                                                                                                                                 | 525                            | 524                        | 99.81%                                       | 1                           | 0.19%                                     |                        |                       | 1                      | 0                      | 1                       | 0                        | 0                                  | 1.15                        | 0                           | 0.93                        |
| (V16) (586GF) Columbus                                                                                                                                               | 687                            | 672                        | 97.82%                                       | 15                          | 2.18%                                     |                        |                       | 8                      | 15                     | 0                       | 0                        | 0                                  | 2.68                        | 0                           | 0.15                        |
| (V16) (586GG) McComb                                                                                                                                                 | 622                            | 621                        | 99.84%                                       | 1                           | 0.16%                                     |                        |                       | 28                     | 1                      | 0                       | 0                        | 0                                  | 3.94                        |                             | 0.08                        |
| (V16) (598) Little Rock, AR                                                                                                                                          | 44,897                         | 44,036                     | 98.08%                                       | 861                         | 1.92%                                     |                        |                       | 1,378                  | 698                    | 118                     | 30                       | 15                                 | 2.78                        | 2.87                        | 4.24                        |
| (V16) (598) Central AR. Veterans HCS LR                                                                                                                              | 17,069                         | 16,714                     | 97.92%                                       | 355                         | 2.08%                                     |                        |                       | 552                    | 254                    | 68                      | 21                       | 12                                 | 0.31                        | 3.44                        | 0                           |
| (V16) (598A0) Central AR. Veterans HCS NLR                                                                                                                           | 20,067                         | 19,613                     | 97.74%                                       | 454                         | 2.26%                                     |                        |                       | 591                    | 407                    | 41                      | 5                        | 1                                  | 3.87                        | 1.94                        | 4.67                        |
| (V16) (598GA) Mountain Home                                                                                                                                          | 838                            | 836                        | 99.76%                                       | 2                           | 0.24%                                     |                        |                       | 28                     | 2                      | 0                       | 0                        | 0                                  | 1.48                        | 1.12                        | 7.03                        |
| (V16) (598GB) Eldorado                                                                                                                                               | 482                            | 474                        | 98.34%                                       | 8                           | 1.66%                                     |                        |                       | 14                     | 5                      | 2                       | 1                        | 0                                  | 3.02                        | 0                           | 1.68                        |
| (V16) (598GC) Hot Springs                                                                                                                                            | 1,490                          | 1,487                      | 99.80%                                       | 3                           | 0.20%                                     |                        |                       | 20                     | 3                      | 0                       | 0                        | 0                                  | 0.74                        | 0                           | 0.9                         |
| (V16) (598GD) Mena                                                                                                                                                   | 595                            | 593                        | 99.66%                                       | 2                           | 0.34%                                     |                        |                       | 6                      | 2                      | 0                       | 0                        | 0                                  | 0.92                        | 0                           | 4.22                        |
| (V16) (598GE) Pine Bluff CBOC                                                                                                                                        | 816                            | 798                        | 97.79%                                       | 18                          | 2.21%                                     |                        |                       | 34                     | 12                     | 1                       | 3                        | 2                                  | 4.2                         | 0                           | 5.93                        |
| (V16) (598GF) Searcy                                                                                                                                                 | 1,147                          | 1,140                      | 99.39%                                       | 7                           | 0.61%                                     |                        |                       | 18                     | 1                      | 6                       | 0                        | 0                                  | 2.96                        | 0                           | 0.09                        |
| (V16) (598GG) Conway                                                                                                                                                 | 1,812                          | 1,804                      | 99.56%                                       | 8                           | 0.44%                                     |                        |                       | 88                     | 8                      | 0                       | 0                        | 0                                  | 2.36                        | 3.04                        | 6.44                        |
| (V16) (598GH) Russellville                                                                                                                                           | 551                            | 547                        | 99.27%                                       | 4                           | 0.73%                                     |                        |                       | 27                     | 4                      | 0                       | 0                        | 0                                  | 1.55                        | 0                           | 4.7                         |
| (V16) (598PA) Little Rock PR RTP                                                                                                                                     | 30                             | 30                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0                           | 1.44                        |                             |
| (V16) (623) Muskogee, OK                                                                                                                                             | 25,053                         | 24,530                     | 97.91%                                       | 523                         | 2.09%                                     |                        |                       | 842                    | 480                    | 43                      | 0                        | 0                                  | 2.27                        | 3.45                        | 2.49                        |
| (V16) (623) Muskogee                                                                                                                                                 | 13,087                         | 13,014                     | 99.44%                                       | 73                          | 0.56%                                     |                        |                       | 214                    | 50                     | 23                      | 0                        | 0                                  | 1.08                        | 1.73                        | 0.5                         |
| (V16) (623BY) Tulsa                                                                                                                                                  | 10,451                         | 10,018                     | 95.86%                                       | 433                         | 4.14%                                     |                        |                       | 572                    | 419                    | 14                      | 0                        | 0                                  | 3.12                        | 5.76                        | 3.73                        |
| (V16) (623GA) Hartshorne                                                                                                                                             | 646                            | 646                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 8                      | 0                      | 0                       | 0                        | 0                                  | 1.51                        | 0.56                        | 2.73                        |
| (V16) (623GB) Vinita                                                                                                                                                 | 869                            | 852                        | 98.04%                                       | 17                          | 1.96%                                     |                        |                       | 48                     | 11                     | 6                       | 0                        | 0                                  | 3.37                        | 1.05                        | 7.35                        |
| (V16) (629) New Orleans, LA                                                                                                                                          | 37,053                         | 36,635                     | 98.87%                                       | 418                         | 1.13%                                     |                        |                       | 1,808                  | 367                    | 48                      | 3                        | 0                                  | 3.2                         | 3.82                        | 2.11                        |
| (V16) (629) New Orleans                                                                                                                                              | 23,011                         | 22,667                     | 98.51%                                       | 344                         | 1.49%                                     |                        |                       | 1,493                  | 302                    | 41                      | 1                        | 0                                  | 6.8                         | 4.2                         | 2.97                        |
| (V16) (629BY) Baton Rouge                                                                                                                                            | 6,805                          | 6,758                      | 99.31%                                       | 47                          | 0.69%                                     |                        |                       | 177                    | 44                     | 2                       | 1                        | 0                                  | 1.31                        | 2.19                        | 1.38                        |
| (V16) (629GA) Houma                                                                                                                                                  | 1,959                          | 1,957                      | 99.90%                                       | 2                           | 0.10%                                     |                        |                       | 21                     | 1                      | 0                       | 1                        | 0                                  | 1.66                        | 0.28                        | 0.88                        |
| (V16) (629GB) Hammond CBOC LA                                                                                                                                        | 1,589                          | 1,578                      | 99.31%                                       | 11                          | 0.69%                                     |                        |                       | 37                     | 9                      | 2                       | 0                        | 0                                  | 0.51                        | 4.19                        | 1.93                        |
| (V16) (629GC) Slidell CBOC LA                                                                                                                                        | 2,067                          | 2,059                      | 99.61%                                       | 8                           | 0.39%                                     |                        |                       | 38                     | 5                      | 3                       | 0                        | 0                                  | 1.54                        | 2.34                        | 0.69                        |
| (V16) (629GD) St. John CBOC LA                                                                                                                                       | 785                            | 783                        | 99.75%                                       | 2                           | 0.25%                                     |                        |                       | 24                     | 2                      | 0                       | 0                        | 0                                  | 2.52                        | 2.77                        | 2.21                        |
| (V16) (629GE) Franklin                                                                                                                                               | 366                            | 363                        | 99.18%                                       | 3                           | 0.82%                                     |                        |                       | 17                     | 3                      | 0                       | 0                        | 0                                  | 3.46                        | 0                           | 3.48                        |
| (V16) (629GF) Bogalusa                                                                                                                                               | 471                            | 470                        | 99.79%                                       | 1                           | 0.21%                                     |                        |                       | 1                      | 1                      | 0                       | 0                        | 0                                  | 0.29                        | 0                           | 0.45                        |
| (V16) (635) Oklahoma City, OK                                                                                                                                        | 40,003                         | 39,333                     | 98.33%                                       | 670                         | 1.67%                                     |                        |                       | 1,211                  | 529                    | 131                     | 6                        | 4                                  | 2.28                        | 3.64                        | 1.41                        |
| (V16) (635) Oklahoma City                                                                                                                                            | 34,136                         | 33,501                     | 98.14%                                       | 635                         | 1.86%                                     |                        |                       | 1,059                  | 498                    | 127                     | 6                        | 4                                  | 2.2                         | 3.72                        | 1.34                        |
| (V16) (635GA) Lawton                                                                                                                                                 | 3,080                          | 3,052                      | 99.09%                                       | 28                          | 0.91%                                     |                        |                       | 75                     | 27                     | 1                       | 0                        | 0                                  | 3.2                         | 0.93                        | 0.54                        |
| (V16) (635GB) Wichita Falls                                                                                                                                          | 945                            | 944                        | 99.89%                                       | 1                           | 0.11%                                     |                        |                       | 48                     | 1                      | 0                       | 0                        | 0                                  | 2.49                        |                             | 3.22                        |
| (V16) (635GC) Blackwell                                                                                                                                              | 169                            | 169                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 5                      | 0                      | 0                       | 0                        | 0                                  | 0.99                        |                             | 0                           |
| (V16) (635GD) Ada                                                                                                                                                    | 322                            | 322                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 4                      | 0                      | 0                       | 0                        | 0                                  | 2.14                        |                             | 3.23                        |
| (V16) (635GE) Stillwater                                                                                                                                             | 565                            | 565                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 5                      | 0                      | 0                       | 0                        | 0                                  | 1.13                        | 9.67                        | 1.14                        |
| (V16) (635GF) Altus                                                                                                                                                  | 170                            | 165                        | 97.06%                                       | 5                           | 2.94%                                     |                        |                       | 1                      | 2                      | 3                       | 0                        | 0                                  | 3.82                        |                             | 1.65                        |
| (V16) (635GG) Enid                                                                                                                                                   | 233                            | 232                        | 99.57%                                       | 1                           | 0.43%                                     |                        |                       | 2                      | 1                      | 0                       | 0                        | 0                                  | 0.37                        |                             | 0.69                        |
| (V16) (635HB) Ardmore                                                                                                                                                | 383                            | 383                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 12                     | 0                      | 0                       | 0                        | 0                                  | 1.9                         | 0                           | 3.74                        |
| (V16) (667) Shreveport, LA                                                                                                                                           | 25,034                         | 24,865                     | 99.32%                                       | 169                         | 0.68%                                     |                        |                       | 443                    | 116                    | 37                      | 14                       | 2                                  | 1.77                        | 1.83                        | 2.25                        |
| (V16) (667) Overton Brooks VAMC                                                                                                                                      | 20,193                         | 20,065                     | 99.37%                                       | 128                         | 0.63%                                     |                        |                       | 346                    | 91                     | 28                      | 8                        | 1                                  | 1.53                        | 1.9                         | 2.38                        |
| (V16) (667GA) Texarkana                                                                                                                                              | 1,476                          | 1,460                      | 98.92%                                       | 16                          | 1.08%                                     |                        |                       | 35                     | 10                     | 3                       | 3                        | 0                                  | 2.28                        | 1.39                        | 3.43                        |
| (V16) (667GB) Monroe                                                                                                                                                 | 1,768                          | 1,762                      | 99.66%                                       | 6                           | 0.34%                                     |                        |                       | 13                     | 3                      | 2                       | 1                        | 0                                  | 0.78                        | 0.1                         | 0.95                        |
| (V16) (667GC) Longview                                                                                                                                               | 1,586                          | 1,567                      | 98.80%                                       | 19                          | 1.20%                                     |                        |                       | 49                     | 12                     | 4                       | 2                        | 1                                  | 3.25                        | 1.63                        | 1.91                        |
| (V16) (667MA) IDES Barksdale AFB                                                                                                                                     | 11                             | 11                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V17) (549) Dallas, TX                                                                                                                                               | 81,185                         | 79,275                     | 97.65%                                       | 1,910                       | 2.35%                                     |                        |                       | 2,606                  | 1,431                  | 394                     | 77                       | 8                                  | 3.99                        | 3.42                        | 2.47                        |
| (V17) (549) Dallas VAMC                                                                                                                                              | 54,466                         | 53,511                     | 98.25%                                       | 955                         | 1.75%                                     |                        |                       | 1,606                  | 705                    | 197                     | 47                       | 6                                  | 3.08                        | 3.36                        | 1                           |
| (V17) (549A4) Bonham VAMC                                                                                                                                            | 7,096                          | 6,896                      | 97.18%                                       | 200                         | 2.82%                                     |                        |                       | 166                    | 189                    | 11                      | 0                        | 0                                  | 2.11                        | 4.04                        | 2.19                        |
| (V17) (549BV) VADOM Bonham                                                                                                                                           | 13                             | 13                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 1.85                        |                             |                             |
| (V17) (549BY) Fort Worth Satellite                                                                                                                                   | 14,768                         | 14,085                     | 95.38%                                       | 683                         | 4.62%                                     |                        |                       | 613                    | 477                    | 174                     | 30                       | 2                                  | 6.52                        | 3.45                        | 4.7                         |
| (V17) (549GA) Camp-Fannin                                                                                                                                            | 1,414                          | 1,400                      | 99.01%                                       | 14                          | 0.99%                                     |                        |                       | 29                     | 5                      | 9                       | 0                        | 0                                  | 2.21                        | 0.25                        | 5.16                        |
| (V17) (549GD) Denton Area Primary Care Network                                                                                                                       | 1,593                          | 1,556                      | 97.68%                                       | 37                          | 2.32%                                     |                        |                       | 120                    | 35                     | 2                       | 0                        | 0                                  | 4.28                        | 0                           | 6.14                        |
| (V17) (549GE) Decatur Area Primary Care Network                                                                                                                      | 348                            | 348                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 15                     | 0                      | 0                       | 0                        | 0                                  | 3.53                        | 0                           | 4.79                        |

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|---------------------------------------------|-----------------------------|------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V17) (549GF) Eastland Area Primary Care Network                                                                                                                     | 269                            | 268                        | 99.63%                                      | 1                           | 0.37%                                    |                        |                       | 6                      | 1                      | 0                       | 0                        | 0                                  | 0.98                        |                             |                             |
| (V17) (549GH) Greenville Area PCN                                                                                                                                    | 423                            | 420                        | 99.29%                                      | 3                           | 0.71%                                    |                        |                       | 29                     | 2                      | 1                       | 0                        | 0                                  | 5.62                        | 2.33                        | 4.15                        |
| (V17) (549GJ) Sherman                                                                                                                                                | 795                            | 778                        | 97.86%                                      | 17                          | 2.14%                                    |                        |                       | 22                     | 17                     | 0                       | 0                        | 0                                  | 3.39                        | 0                           | 1.3                         |
| (V17) (671) San Antonio, TX                                                                                                                                          | 58,428                         | 57,460                     | 98.34%                                      | 968                         | 1.66%                                    |                        |                       | 2,183                  | 877                    | 82                      | 8                        | 1                                  | 3.97                        | 2.17                        | 3.81                        |
| (V17) (671) San Antonio VAMC                                                                                                                                         | 39,574                         | 39,000                     | 98.55%                                      | 574                         | 1.45%                                    |                        |                       | 1,288                  | 531                    | 37                      | 6                        | 0                                  | 5.43                        | 2.02                        | 2.88                        |
| (V17) (671A4) Kerrville VAMC                                                                                                                                         | 3,516                          | 3,436                      | 97.72%                                      | 80                          | 2.28%                                    |                        |                       | 133                    | 73                     | 7                       | 0                        | 0                                  | 1.98                        | 4.62                        | 3.04                        |
| (V17) (671BU) San Antonio Domiciliary                                                                                                                                | 970                            | 970                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V17) (671BY) Frank M. Tejada Satellite                                                                                                                              | 7,945                          | 7,770                      | 97.80%                                      | 175                         | 2.20%                                    |                        |                       | 463                    | 150                    | 23                      | 1                        | 1                                  | 4.21                        | 1.05                        | 4.84                        |
| (V17) (671GB) Victoria                                                                                                                                               | 1,339                          | 1,268                      | 94.70%                                      | 71                          | 5.30%                                    |                        |                       | 99                     | 62                     | 9                       | 0                        | 0                                  | 5.29                        | 9.72                        | 0.78                        |
| (V17) (671GC) Del Rio                                                                                                                                                | 58                             | 58                         | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.02                        |                             |                             |
| (V17) (671GF) South Bexar Cnty                                                                                                                                       | 1,259                          | 1,229                      | 97.62%                                      | 30                          | 2.38%                                    |                        |                       | 60                     | 27                     | 3                       | 0                        | 0                                  | 2.16                        |                             | 5.71                        |
| (V17) (671GH) Beeville                                                                                                                                               | 110                            | 110                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.24                        |                             |                             |
| (V17) (671GK) San Antonio Area PCN                                                                                                                                   | 972                            | 971                        | 99.90%                                      | 1                           | 0.10%                                    |                        |                       | 41                     | 1                      | 0                       | 0                        | 0                                  | 2.56                        |                             |                             |
| (V17) (671GL) New Braunfels (Comal County)                                                                                                                           | 315                            | 310                        | 98.41%                                      | 5                           | 1.59%                                    |                        |                       | 8                      | 5                      | 0                       | 0                        | 0                                  | 1.38                        |                             |                             |
| (V17) (671GO) San Antonio, TX                                                                                                                                        | 2,370                          | 2,338                      | 98.65%                                      | 32                          | 1.35%                                    |                        |                       | 91                     | 28                     | 3                       | 1                        | 0                                  | 2.96                        | 4.1                         | 3.83                        |
| (V17) (674) Temple, TX                                                                                                                                               | 67,788                         | 64,729                     | 95.49%                                      | 3,059                       | 4.51%                                    |                        |                       | 3,347                  | 2,419                  | 518                     | 100                      | 22                                 | 6.52                        | 5.77                        | 3.67                        |
| (V17) (674) Temple VAMC                                                                                                                                              | 35,932                         | 34,853                     | 97.00%                                      | 1,079                       | 3.00%                                    |                        |                       | 1,625                  | 871                    | 179                     | 19                       | 10                                 | 5.21                        | 3.88                        | 6.13                        |
| (V17) (674A4) Waco VAMC                                                                                                                                              | 8,962                          | 8,665                      | 96.69%                                      | 297                         | 3.31%                                    |                        |                       | 488                    | 208                    | 88                      | 1                        | 0                                  | 4.72                        | 6.63                        | 2.27                        |
| (V17) (674BY) Austin Satellite                                                                                                                                       | 16,847                         | 15,279                     | 90.69%                                      | 1,568                       | 9.31%                                    |                        |                       | 981                    | 1,232                  | 247                     | 78                       | 11                                 | 12.02                       | 10.42                       | 2.63                        |
| (V17) (674GA) Palestine                                                                                                                                              | 1,011                          | 1,011                      | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 13                     | 0                      | 0                       | 0                        | 0                                  | 2.19                        | 0.7                         | 1.38                        |
| (V17) (674GB) Brownwood                                                                                                                                              | 1,336                          | 1,329                      | 99.48%                                      | 7                           | 0.52%                                    |                        |                       | 4                      | 1                      | 3                       | 2                        | 1                                  | 1.39                        | 0                           | 1.05                        |
| (V17) (674GC) College Station (Bryan)                                                                                                                                | 1,760                          | 1,664                      | 94.55%                                      | 96                          | 5.45%                                    |                        |                       | 129                    | 96                     | 0                       | 0                        | 0                                  | 6.71                        | 0.44                        | 2.5                         |
| (V17) (674GD) Cedar Park                                                                                                                                             | 1,721                          | 1,709                      | 99.30%                                      | 12                          | 0.70%                                    |                        |                       | 102                    | 11                     | 1                       | 0                        | 0                                  | 3.69                        | 6.63                        | 1.2                         |
| (V17) (674HB) La Grange                                                                                                                                              | 219                            | 219                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 5                      | 0                      | 0                       | 0                        | 0                                  | 3.27                        | 0.33                        | 1.38                        |
| (V17) (740) VA Texas Valley Coastal Bend HCS                                                                                                                         | 18,335                         | 17,784                     | 96.99%                                      | 551                         | 3.01%                                    |                        |                       | 652                    | 357                    | 67                      | 122                      | 5                                  | 4.65                        | 2.8                         | 2.34                        |
| (V17) (740) VA Texas Valley Coastal Bend HCC                                                                                                                         | 3,035                          | 2,979                      | 98.15%                                      | 56                          | 1.85%                                    |                        |                       | 156                    | 53                     | 1                       | 0                        | 2                                  | 5.62                        | 3.33                        | 0.2                         |
| (V17) (740GA) Harlingen                                                                                                                                              | 4,044                          | 3,736                      | 92.38%                                      | 308                         | 7.62%                                    |                        |                       | 209                    | 214                    | 45                      | 49                       | 0                                  | 7.95                        | 5.65                        | 4.85                        |
| (V17) (740GB) McAllen                                                                                                                                                | 4,646                          | 4,524                      | 97.37%                                      | 122                         | 2.63%                                    |                        |                       | 144                    | 33                     | 13                      | 73                       | 3                                  | 4.91                        | 0.01                        | 1.45                        |
| (V17) (740GC) Corpus Christi                                                                                                                                         | 5,038                          | 4,981                      | 98.87%                                      | 57                          | 1.13%                                    |                        |                       | 95                     | 54                     | 3                       | 0                        | 0                                  | 1.87                        | 0.31                        | 1.69                        |
| (V17) (740GD) Laredo                                                                                                                                                 | 1,572                          | 1,564                      | 99.49%                                      | 8                           | 0.51%                                    |                        |                       | 48                     | 3                      | 5                       | 0                        | 0                                  | 2.6                         | 2.92                        | 3.6                         |
| (V18) (501) New Mexico HCS                                                                                                                                           | 37,654                         | 36,148                     | 96.00%                                      | 1,506                       | 4.00%                                    |                        |                       | 2,145                  | 1,027                  | 351                     | 122                      | 6                                  | 5                           | 5.95                        | 4.98                        |
| (V18) (501) Albuquerque                                                                                                                                              | 29,763                         | 28,493                     | 95.73%                                      | 1,270                       | 4.27%                                    |                        |                       | 1,881                  | 861                    | 308                     | 96                       | 5                                  | 7.83                        | 5.7                         | 4.94                        |
| (V18) (501G2) Las Vegas                                                                                                                                              | 779                            | 771                        | 98.97%                                      | 8                           | 1.03%                                    |                        |                       | 18                     | 8                      | 0                       | 0                        | 0                                  | 2.27                        | 0                           | 2.55                        |
| (V18) (501GA) Artesia                                                                                                                                                | 730                            | 725                        | 99.32%                                      | 5                           | 0.68%                                    |                        |                       | 15                     | 5                      | 0                       | 0                        | 0                                  | 0.4                         | 0                           | 6.62                        |
| (V18) (501GB) Farmington                                                                                                                                             | 997                            | 952                        | 95.49%                                      | 45                          | 4.51%                                    |                        |                       | 39                     | 29                     | 16                      | 0                        | 0                                  | 3.64                        | 0                           | 9.48                        |
| (V18) (501GC) Silver City                                                                                                                                            | 650                            | 647                        | 99.54%                                      | 3                           | 0.46%                                    |                        |                       | 13                     | 3                      | 0                       | 0                        | 0                                  | 1.38                        | 0                           | 4.57                        |
| (V18) (501GD) Gallup NM                                                                                                                                              | 452                            | 448                        | 99.12%                                      | 4                           | 0.88%                                    |                        |                       | 6                      | 1                      | 2                       | 1                        | 0                                  | 0.84                        | 0                           | 2.39                        |
| (V18) (501GE) Espanola                                                                                                                                               | 378                            | 377                        | 99.74%                                      | 1                           | 0.26%                                    |                        |                       | 10                     | 1                      | 0                       | 0                        | 0                                  | 0.69                        | 0                           | 4.65                        |
| (V18) (501GH) Truth or Consequences                                                                                                                                  | 280                            | 280                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 0.17                        |                             | 0                           |
| (V18) (501GI) Alamogordo                                                                                                                                             | 511                            | 507                        | 99.22%                                      | 4                           | 0.78%                                    |                        |                       | 5                      | 4                      | 0                       | 0                        | 0                                  | 1.89                        | 3                           | 4                           |
| (V18) (501GJ) Durango                                                                                                                                                | 594                            | 585                        | 98.48%                                      | 9                           | 1.52%                                    |                        |                       | 9                      | 9                      | 0                       | 0                        | 0                                  | 0.45                        | 0                           | 3.97                        |
| (V18) (501GK) Santa Fe                                                                                                                                               | 642                            | 609                        | 94.86%                                      | 33                          | 5.14%                                    |                        |                       | 69                     | 33                     | 0                       | 0                        | 0                                  | 5.9                         | 0                           | 5.77                        |
| (V18) (501GM) Rio Rancho                                                                                                                                             | 1,432                          | 1,312                      | 91.62%                                      | 120                         | 8.38%                                    |                        |                       | 74                     | 69                     | 25                      | 25                       | 1                                  | 5.42                        | 19.17                       | 5.55                        |
| (V18) (501HB) Raton                                                                                                                                                  | 439                            | 435                        | 99.09%                                      | 4                           | 0.91%                                    |                        |                       | 5                      | 4                      | 0                       | 0                        | 0                                  | 1.23                        | 0                           | 5.04                        |
| (V18) (501MA) IDES Kirtland AFB                                                                                                                                      | 7                              | 7                          | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V18) (504) Amarillo, TX                                                                                                                                             | 16,936                         | 16,771                     | 99.03%                                      | 165                         | 0.97%                                    |                        |                       | 319                    | 151                    | 13                      | 0                        | 1                                  | 1.29                        | 2.51                        | 0.46                        |
| (V18) (504) Amarillo HCS                                                                                                                                             | 11,088                         | 11,035                     | 99.52%                                      | 53                          | 0.48%                                    |                        |                       | 142                    | 42                     | 10                      | 0                        | 1                                  | 0.8                         | 1.68                        | 0.25                        |
| (V18) (504BY) Lubbock TX                                                                                                                                             | 5,078                          | 4,968                      | 97.83%                                      | 110                         | 2.17%                                    |                        |                       | 169                    | 107                    | 3                       | 0                        | 0                                  | 1.96                        | 4.44                        | 0.54                        |
| (V18) (504BZ) Clovis                                                                                                                                                 | 654                            | 654                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 0.21                        | 0                           | 1.18                        |
| (V18) (504GA) Childress                                                                                                                                              | 84                             | 84                         | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.15                        |                             | 0                           |
| (V18) (504HB) Dalhart                                                                                                                                                | 32                             | 30                         | 93.75%                                      | 2                           | 6.25%                                    |                        |                       | 6                      | 2                      | 0                       | 0                        | 0                                  | 11.16                       | 0                           |                             |
| (V18) (519) Big Spring, TX                                                                                                                                           | 8,739                          | 8,423                      | 96.38%                                      | 316                         | 3.62%                                    |                        |                       | 453                    | 222                    | 87                      | 6                        | 1                                  | 5.38                        | 7.91                        | 4.71                        |
| (V18) (519) West Texas HCS                                                                                                                                           | 3,850                          | 3,685                      | 95.71%                                      | 165                         | 4.29%                                    |                        |                       | 123                    | 90                     | 69                      | 6                        | 0                                  | 2.8                         | 9.08                        | 3.1                         |



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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|---------------------------------------------|-----------------------------|------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V18) (519GA) Permian Basin CBOC                                                                                                                                     | 1,039                          | 994                        | 95.67%                                      | 45                          | 4.33%                                    |                        |                       | 115                    | 44                     | 1                       | 0                        | 0                                  | 8                           | 7.09                        | 8.57                        |
| (V18) (519GB) Hobbs                                                                                                                                                  | 477                            | 464                        | 97.27%                                      | 13                          | 2.73%                                    |                        |                       | 24                     | 6                      | 7                       | 0                        | 0                                  | 3.86                        | 0                           | 20.85                       |
| (V18) (519GD) Ft Stockton                                                                                                                                            | 1                              | 0                          | 0.00%                                       | 1                           | 100.00%                                  |                        |                       | 0                      | 1                      | 0                       | 0                        | 0                                  | 36                          |                             |                             |
| (V18) (519HC) Abilene TX                                                                                                                                             | 2,138                          | 2,115                      | 98.92%                                      | 23                          | 1.08%                                    |                        |                       | 51                     | 19                     | 4                       | 0                        | 0                                  | 1.59                        | 3.15                        | 1.98                        |
| (V18) (519HF) San Angelo                                                                                                                                             | 1,234                          | 1,165                      | 94.41%                                      | 69                          | 5.59%                                    |                        |                       | 140                    | 62                     | 6                       | 0                        | 1                                  | 13.21                       | 0                           | 4.93                        |
| (V18) (644) Phoenix, AZ                                                                                                                                              | 50,623                         | 47,656                     | 94.14%                                      | 2,967                       | 5.86%                                    |                        |                       | 4,414                  | 1,998                  | 803                     | 160                      | 6                                  | 6.49                        | 11.3                        | 5.34                        |
| (V18) (644) Phoenix                                                                                                                                                  | 38,537                         | 36,053                     | 93.55%                                      | 2,484                       | 6.45%                                    |                        |                       | 3,658                  | 1,576                  | 749                     | 154                      | 5                                  | 7.75                        | 11.62                       | 5.31                        |
| (V18) (644BY) Southeast                                                                                                                                              | 4,837                          | 4,655                      | 96.24%                                      | 182                         | 3.76%                                    |                        |                       | 363                    | 149                    | 32                      | 0                        | 1                                  | 5.45                        | 12.03                       | 5.01                        |
| (V18) (644GA) Sun City                                                                                                                                               | 4,144                          | 3,966                      | 95.70%                                      | 178                         | 4.30%                                    |                        |                       | 216                    | 159                    | 16                      | 3                        | 0                                  | 4.79                        | 7.3                         | 5.88                        |
| (V18) (644GB) Show Low                                                                                                                                               | 936                            | 880                        | 94.02%                                      | 56                          | 5.98%                                    |                        |                       | 58                     | 55                     | 1                       | 0                        | 0                                  | 8.41                        | 1.28                        | 2.35                        |
| (V18) (644GD) Payson (Gila County)                                                                                                                                   | 246                            | 233                        | 94.72%                                      | 13                          | 5.28%                                    |                        |                       | 15                     | 12                     | 1                       | 0                        | 0                                  | 2.9                         |                             | 21.16                       |
| (V18) (644GE) Thunderbird                                                                                                                                            | 1,660                          | 1,612                      | 97.11%                                      | 48                          | 2.89%                                    |                        |                       | 95                     | 41                     | 4                       | 3                        | 0                                  | 4.9                         | 7.91                        | 6.23                        |
| (V18) (644GF) Globe                                                                                                                                                  | 263                            | 257                        | 97.72%                                      | 6                           | 2.28%                                    |                        |                       | 9                      | 6                      | 0                       | 0                        | 0                                  | 2.4                         | 3.2                         | 11.63                       |
| (V18) (649) Northern Arizona HCS                                                                                                                                     | 15,586                         | 15,145                     | 97.17%                                      | 441                         | 2.83%                                    |                        |                       | 498                    | 403                    | 35                      | 2                        | 1                                  | 4.64                        | 4.45                        | 0.29                        |
| (V18) (649) Prescott                                                                                                                                                 | 11,691                         | 11,357                     | 97.14%                                      | 334                         | 2.86%                                    |                        |                       | 346                    | 303                    | 28                      | 2                        | 1                                  | 4.82                        | 4.5                         | 0.26                        |
| (V18) (649GA) Kingman                                                                                                                                                | 1,037                          | 953                        | 91.90%                                      | 84                          | 8.10%                                    |                        |                       | 91                     | 78                     | 6                       | 0                        | 0                                  | 12.2                        | 5.67                        | 1.02                        |
| (V18) (649GB) Flagstaff                                                                                                                                              | 523                            | 523                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 10                     | 0                      | 0                       | 0                        | 0                                  | 1                           | 1.87                        | 0.03                        |
| (V18) (649GC) Lake Havasu                                                                                                                                            | 1,342                          | 1,324                      | 98.66%                                      | 18                          | 1.34%                                    |                        |                       | 37                     | 17                     | 1                       | 0                        | 0                                  | 2.91                        | 0                           | 0                           |
| (V18) (649GD) Anthem                                                                                                                                                 | 354                            | 354                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 3                      | 0                      | 0                       | 0                        | 0                                  | 1.35                        | 0                           | 0                           |
| (V18) (649GE) Cottonwood (Yavapai County)                                                                                                                            | 639                            | 634                        | 99.22%                                      | 5                           | 0.78%                                    |                        |                       | 11                     | 5                      | 0                       | 0                        | 0                                  | 1.36                        |                             | 0                           |
| (V18) (678) Southern Arizona HCS                                                                                                                                     | 38,239                         | 37,972                     | 99.30%                                      | 267                         | 0.70%                                    |                        |                       | 632                    | 235                    | 27                      | 4                        | 1                                  | 1.5                         | 1.62                        | 1.31                        |
| (V18) (678) Tucson                                                                                                                                                   | 28,783                         | 28,606                     | 99.39%                                      | 177                         | 0.61%                                    |                        |                       | 437                    | 152                    | 22                      | 2                        | 1                                  | 0.94                        | 1.61                        | 1.59                        |
| (V18) (678GA) Sierra Vista                                                                                                                                           | 2,180                          | 2,167                      | 99.40%                                      | 13                          | 0.60%                                    |                        |                       | 17                     | 11                     | 0                       | 2                        | 0                                  | 0.82                        | 1.46                        | 0.31                        |
| (V18) (678GB) Yuma                                                                                                                                                   | 1,827                          | 1,821                      | 99.67%                                      | 6                           | 0.33%                                    |                        |                       | 18                     | 6                      | 0                       | 0                        | 0                                  | 0.99                        | 0.65                        | 0.45                        |
| (V18) (678GC) Casa Grande                                                                                                                                            | 1,463                          | 1,414                      | 96.65%                                      | 49                          | 3.35%                                    |                        |                       | 85                     | 49                     | 0                       | 0                        | 0                                  | 5.4                         | 5.08                        | 0.67                        |
| (V18) (678GD) Safford                                                                                                                                                | 309                            | 308                        | 99.68%                                      | 1                           | 0.32%                                    |                        |                       | 5                      | 1                      | 0                       | 0                        | 0                                  | 1.07                        | 0                           | 2.19                        |
| (V18) (678GE) Green Valley                                                                                                                                           | 509                            | 505                        | 99.21%                                      | 4                           | 0.79%                                    |                        |                       | 4                      | 3                      | 1                       | 0                        | 0                                  | 0.7                         | 2.33                        | 4.05                        |
| (V18) (678GF) Northwest CBOC                                                                                                                                         | 1,675                          | 1,667                      | 99.52%                                      | 8                           | 0.48%                                    |                        |                       | 34                     | 8                      | 0                       | 0                        | 0                                  | 1.37                        | 0.92                        | 0.06                        |
| (V18) (678GG) Southeast CBOC                                                                                                                                         | 1,443                          | 1,434                      | 99.38%                                      | 9                           | 0.62%                                    |                        |                       | 32                     | 5                      | 4                       | 0                        | 0                                  | 2.84                        | 1.01                        | 1.07                        |
| (V18) (678MA) IDES Davis-Monthan AFB                                                                                                                                 | 16                             | 16                         | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V18) (678MB) IDES Fort Huachuca                                                                                                                                     | 34                             | 34                         | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V18) (756) El Paso, TX                                                                                                                                              | 21,165                         | 20,299                     | 95.91%                                      | 866                         | 4.09%                                    |                        |                       | 1,319                  | 547                    | 257                     | 62                       | 0                                  | 3.18                        | 5.91                        | 7.31                        |
| (V18) (756) El Paso HCS                                                                                                                                              | 18,178                         | 17,401                     | 95.73%                                      | 777                         | 4.27%                                    |                        |                       | 1,193                  | 492                    | 227                     | 58                       | 0                                  | 4.01                        | 5.95                        | 7.08                        |
| (V18) (756GA) Las Cruces                                                                                                                                             | 1,411                          | 1,384                      | 98.09%                                      | 27                          | 1.91%                                    |                        |                       | 62                     | 21                     | 4                       | 2                        | 0                                  | 1.21                        | 0.79                        | 4.27                        |
| (V18) (756GB) El Paso Eastside CBOC                                                                                                                                  | 1,240                          | 1,178                      | 95.00%                                      | 62                          | 5.00%                                    |                        |                       | 51                     | 34                     | 26                      | 2                        | 0                                  | 1.88                        |                             | 14.79                       |
| (V18) (756MA) IDES Fort Bliss                                                                                                                                        | 336                            | 336                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 13                     | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V19) (436) Montana HCS                                                                                                                                              | 20,137                         | 19,691                     | 97.79%                                      | 446                         | 2.21%                                    |                        |                       | 842                    | 373                    | 55                      | 17                       | 1                                  | 4.73                        | 2.36                        | 2.9                         |
| (V19) (436) Fort Harrison, MT                                                                                                                                        | 7,660                          | 7,382                      | 96.37%                                      | 278                         | 3.63%                                    |                        |                       | 337                    | 217                    | 45                      | 15                       | 1                                  | 12.87                       | 2.59                        | 5.59                        |
| (V19) (436BU) VADOM Fort Harrison                                                                                                                                    | 1                              | 1                          | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V19) (436GA) Anaconda                                                                                                                                               | 190                            | 190                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 16                     | 0                      | 0                       | 0                        | 0                                  | 3.88                        | 0                           | 0.07                        |
| (V19) (436GB) Great Falls                                                                                                                                            | 1,720                          | 1,647                      | 95.76%                                      | 73                          | 4.24%                                    |                        |                       | 118                    | 73                     | 0                       | 0                        | 0                                  | 7.22                        | 1.03                        | 4.43                        |
| (V19) (436GC) Missoula                                                                                                                                               | 2,648                          | 2,607                      | 98.45%                                      | 41                          | 1.55%                                    |                        |                       | 59                     | 40                     | 1                       | 0                        | 0                                  | 2.42                        | 1.48                        | 2.72                        |
| (V19) (436GD) Bozeman                                                                                                                                                | 874                            | 864                        | 98.86%                                      | 10                          | 1.14%                                    |                        |                       | 72                     | 8                      | 2                       | 0                        | 0                                  | 4.74                        | 7.25                        | 2.57                        |
| (V19) (436GF) Kalispell                                                                                                                                              | 1,713                          | 1,695                      | 98.95%                                      | 18                          | 1.05%                                    |                        |                       | 21                     | 18                     | 0                       | 0                        | 0                                  | 1.45                        | 5.54                        | 0.23                        |
| (V19) (436GH) Billings                                                                                                                                               | 3,930                          | 3,910                      | 99.49%                                      | 20                          | 0.51%                                    |                        |                       | 192                    | 16                     | 2                       | 2                        | 0                                  | 3.32                        | 1.64                        | 1.2                         |
| (V19) (436GI) Glasgow                                                                                                                                                | 158                            | 158                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.35                        | 0                           | 0                           |
| (V19) (436GJ) Miles City, MT CBOC                                                                                                                                    | 382                            | 382                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 7                      | 0                      | 0                       | 0                        | 0                                  | 1.26                        | 0.06                        | 0                           |
| (V19) (436GK) Glendive, MT CBOC                                                                                                                                      | 215                            | 215                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 13                     | 0                      | 0                       | 0                        | 0                                  | 2.86                        | 0                           | 0.49                        |
| (V19) (436GL) Cut Bank                                                                                                                                               | 171                            | 171                        | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 1.66                        | 0                           | 0                           |
| (V19) (436GM) Lewistown CBOC                                                                                                                                         | 229                            | 228                        | 99.56%                                      | 1                           | 0.44%                                    |                        |                       | 5                      | 1                      | 0                       | 0                        | 0                                  | 1.62                        | 0.13                        | 0                           |
| (V19) (436HC) 436HC HAVRE,MT (ORC)                                                                                                                                   | 241                            | 236                        | 97.93%                                      | 5                           | 2.07%                                    |                        |                       | 2                      | 0                      | 5                       | 0                        | 0                                  | 3.98                        | 0.29                        | 0                           |
| (V19) (436MA) IDES Malmstrom AFB                                                                                                                                     | 5                              | 5                          | 100.00%                                     | 0                           | 0.00%                                    |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V19) (442) Cheyenne, WY                                                                                                                                             | 14,148                         | 13,977                     | 98.79%                                      | 171                         | 1.21%                                    |                        |                       | 462                    | 132                    | 39                      | 0                        | 0                                  | 1.34                        | 3.11                        | 2.84                        |

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|----------------------------------------------|-----------------------------|-------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V19) (442) Cheyenne                                                                                                                                                 | 9,576                          | 9,462                      | 98.81%                                       | 114                         | 1.19%                                     |                        |                       | 338                    | 108                    | 6                       | 0                        | 0                                  | 1.49                        | 2.73                        | 3.19                        |
| (V19) (442GB) Sidney                                                                                                                                                 | 137                            | 137                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.53                        |                             |                             |
| (V19) (442GC) Fort Collins                                                                                                                                           | 2,190                          | 2,154                      | 98.36%                                       | 36                          | 1.64%                                     |                        |                       | 83                     | 17                     | 19                      | 0                        | 0                                  | 1.21                        | 5.16                        | 3.27                        |
| (V19) (442GD) Greeley                                                                                                                                                | 2,027                          | 2,006                      | 98.96%                                       | 21                          | 1.04%                                     |                        |                       | 40                     | 7                      | 14                      | 0                        | 0                                  | 1.4                         | 4.69                        | 1.81                        |
| (V19) (442HK) R&C Healthcare MOC WY                                                                                                                                  | 218                            | 218                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 0.87                        |                             |                             |
| (V19) (554) Denver, CO                                                                                                                                               | 50,595                         | 48,311                     | 95.49%                                       | 2,284                       | 4.51%                                     |                        |                       | 2,757                  | 1,796                  | 354                     | 110                      | 24                                 | 5.04                        | 5.54                        | 5.38                        |
| (V19) (554) Eastern Colorado HCS                                                                                                                                     | 29,250                         | 28,211                     | 96.45%                                       | 1,039                       | 3.55%                                     |                        |                       | 1,251                  | 824                    | 177                     | 26                       | 12                                 | 2.96                        | 5.01                        | 3.6                         |
| (V19) (554GB) Aurora                                                                                                                                                 | 1,961                          | 1,872                      | 95.46%                                       | 89                          | 4.54%                                     |                        |                       | 78                     | 88                     | 1                       | 0                        | 0                                  | 3.57                        | 6.79                        | 0.26                        |
| (V19) (554GC) Golden Clinic                                                                                                                                          | 3,579                          | 3,360                      | 93.88%                                       | 219                         | 6.12%                                     |                        |                       | 294                    | 180                    | 14                      | 15                       | 10                                 | 7.54                        | 8.46                        | 3.14                        |
| (V19) (554GD) Pueblo                                                                                                                                                 | 4,579                          | 4,431                      | 96.77%                                       | 148                         | 3.23%                                     |                        |                       | 258                    | 109                    | 29                      | 10                       | 0                                  | 6.78                        | 4.02                        | 4.97                        |
| (V19) (554GE) Colorado Springs                                                                                                                                       | 9,774                          | 9,027                      | 92.36%                                       | 747                         | 7.64%                                     |                        |                       | 700                    | 558                    | 131                     | 56                       | 2                                  | 7.04                        | 7.93                        | 8.45                        |
| (V19) (554GF) Alamosa                                                                                                                                                | 573                            | 542                        | 94.59%                                       | 31                          | 5.41%                                     |                        |                       | 39                     | 26                     | 2                       | 3                        | 0                                  | 6.33                        | 0.8                         | 10.18                       |
| (V19) (554GG) La Junta                                                                                                                                               | 362                            | 362                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 4                      | 0                      | 0                       | 0                        | 0                                  | 0.38                        | 0.9                         | 2.15                        |
| (V19) (554GH) Lamar                                                                                                                                                  | 57                             | 46                         | 80.70%                                       | 11                          | 19.30%                                    |                        |                       | 3                      | 11                     | 0                       | 0                        | 0                                  | 10.39                       |                             | 8                           |
| (V19) (554GI) Burlington CBOC                                                                                                                                        | 131                            | 131                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 5                      | 0                      | 0                       | 0                        | 0                                  | 2.69                        | 0                           | 1.52                        |
| (V19) (554MA) IDES Fort Carson                                                                                                                                       | 329                            | 329                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 125                    | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V19) (575) Grand Junction, CO                                                                                                                                       | 10,679                         | 10,515                     | 98.46%                                       | 164                         | 1.54%                                     |                        |                       | 262                    | 133                    | 19                      | 2                        | 10                                 | 3.08                        | 2.17                        | 2.56                        |
| (V19) (575) Grand Junction                                                                                                                                           | 9,937                          | 9,779                      | 98.41%                                       | 158                         | 1.59%                                     |                        |                       | 252                    | 131                    | 19                      | 1                        | 7                                  | 3.45                        | 1.97                        | 2.58                        |
| (V19) (575GA) Montrose                                                                                                                                               | 611                            | 606                        | 99.18%                                       | 5                           | 0.82%                                     |                        |                       | 8                      | 2                      | 0                       | 1                        | 2                                  | 1.03                        | 11.78                       | 3.05                        |
| (V19) (575GB) Craig Telehealth Outreach Clinic                                                                                                                       | 131                            | 130                        | 99.24%                                       | 1                           | 0.76%                                     |                        |                       | 2                      | 0                      | 0                       | 0                        | 1                                  | 0.4                         | 4.88                        | 1.32                        |
| (V19) (660) Salt Lake City, UT                                                                                                                                       | 28,649                         | 27,369                     | 95.53%                                       | 1,280                       | 4.47%                                     |                        |                       | 1,726                  | 946                    | 242                     | 82                       | 10                                 | 6.51                        | 5.76                        | 2.01                        |
| (V19) (660) Salt Lake City HCS - George E. Wahlen VAMC                                                                                                               | 21,745                         | 20,583                     | 94.66%                                       | 1,162                       | 5.34%                                     |                        |                       | 1,444                  | 862                    | 217                     | 75                       | 8                                  | 10.18                       | 5.79                        | 2.01                        |
| (V19) (660GA) Pocatello                                                                                                                                              | 1,635                          | 1,617                      | 98.90%                                       | 18                          | 1.10%                                     |                        |                       | 25                     | 14                     | 1                       | 3                        | 0                                  | 2.14                        | 14.39                       | 0.78                        |
| (V19) (660GB) Ogden                                                                                                                                                  | 1,877                          | 1,848                      | 98.45%                                       | 29                          | 1.55%                                     |                        |                       | 46                     | 18                     | 10                      | 1                        | 0                                  | 3.28                        | 9.11                        | 3.28                        |
| (V19) (660GC) Ely                                                                                                                                                    | 96                             | 96                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0                           |                             |                             |
| (V19) (660GD) Roosevelt                                                                                                                                              | 156                            | 156                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.12                        | 7.5                         | 0                           |
| (V19) (660GE) Orem                                                                                                                                                   | 1,072                          | 1,064                      | 99.25%                                       | 8                           | 0.75%                                     |                        |                       | 45                     | 8                      | 0                       | 0                        | 0                                  | 3.8                         | 5.42                        | 2.19                        |
| (V19) (660GG) St. George                                                                                                                                             | 1,016                          | 997                        | 98.13%                                       | 19                          | 1.87%                                     |                        |                       | 42                     | 15                     | 4                       | 0                        | 0                                  | 4.63                        | 4.85                        | 0.29                        |
| (V19) (660GJ) West Valley City                                                                                                                                       | 920                            | 883                        | 95.98%                                       | 37                          | 4.02%                                     |                        |                       | 106                    | 25                     | 9                       | 3                        | 0                                  | 7.97                        | 2.85                        | 2.04                        |
| (V19) (660GK) Elko, NV                                                                                                                                               | 103                            | 96                         | 93.20%                                       | 7                           | 6.80%                                     |                        |                       | 18                     | 4                      | 1                       | 0                        | 2                                  | 25.88                       | 0.37                        | 2.15                        |
| (V19) (660MA) IDES Hill AFB                                                                                                                                          | 29                             | 29                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0                           | 0                           | 0                           |
| (V19) (666) Sheridan, WY                                                                                                                                             | 6,263                          | 6,223                      | 99.36%                                       | 40                          | 0.64%                                     |                        |                       | 219                    | 40                     | 0                       | 0                        | 0                                  | 2.94                        | 2.47                        | 1.56                        |
| (V19) (666) Sheridan                                                                                                                                                 | 3,410                          | 3,407                      | 99.91%                                       | 3                           | 0.09%                                     |                        |                       | 80                     | 3                      | 0                       | 0                        | 0                                  | 1.72                        | 1.93                        | 1.54                        |
| (V19) (666GB) Casper                                                                                                                                                 | 702                            | 679                        | 96.72%                                       | 23                          | 3.28%                                     |                        |                       | 57                     | 23                     | 0                       | 0                        | 0                                  | 4.58                        | 12.7                        | 3.22                        |
| (V19) (666GC) Riverton                                                                                                                                               | 733                            | 730                        | 99.59%                                       | 3                           | 0.41%                                     |                        |                       | 23                     | 3                      | 0                       | 0                        | 0                                  | 2.97                        | 0                           | 1.18                        |
| (V19) (666GD) Powell                                                                                                                                                 | 374                            | 373                        | 99.73%                                       | 1                           | 0.27%                                     |                        |                       | 2                      | 1                      | 0                       | 0                        | 0                                  | 0.47                        | 0                           | 1.18                        |
| (V19) (666GE) Gillette                                                                                                                                               | 442                            | 432                        | 97.74%                                       | 10                          | 2.26%                                     |                        |                       | 49                     | 10                     | 0                       | 0                        | 0                                  | 5.71                        | 4.96                        | 0                           |
| (V19) (666GF) Rock Springs                                                                                                                                           | 602                            | 602                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 8                      | 0                      | 0                       | 0                        | 0                                  | 2.59                        | 1.29                        | 0.59                        |
| (V20) (463) Anchorage, AK                                                                                                                                            | 8,928                          | 8,883                      | 99.50%                                       | 45                          | 0.50%                                     |                        |                       | 124                    | 38                     | 5                       | 1                        | 1                                  | 0.9                         | 1.82                        | 0.34                        |
| (V20) (463) Alaska VA Healthcare System                                                                                                                              | 6,509                          | 6,471                      | 99.42%                                       | 38                          | 0.58%                                     |                        |                       | 107                    | 33                     | 5                       | 0                        | 0                                  | 0.64                        | 1.87                        | 0.3                         |
| (V20) (463BU) Anchorage DCHV                                                                                                                                         | 522                            | 522                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V20) (463GA) Fairbanks                                                                                                                                              | 607                            | 607                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.45                        | 0.64                        | 0.05                        |
| (V20) (463GB) Kenai                                                                                                                                                  | 816                            | 815                        | 99.88%                                       | 1                           | 0.12%                                     |                        |                       | 7                      | 1                      | 0                       | 0                        | 0                                  | 1.04                        | 0.99                        | 0.87                        |
| (V20) (463GC) Mat-Su                                                                                                                                                 | 474                            | 468                        | 98.73%                                       | 6                           | 1.27%                                     |                        |                       | 10                     | 4                      | 0                       | 1                        | 1                                  | 2.56                        |                             | 0.08                        |
| (V20) (531) Boise, ID                                                                                                                                                | 20,358                         | 19,271                     | 94.66%                                       | 1,087                       | 5.34%                                     |                        |                       | 545                    | 637                    | 302                     | 96                       | 52                                 | 0.99                        | 8.52                        | 1.1                         |
| (V20) (531) Boise                                                                                                                                                    | 17,924                         | 16,859                     | 94.06%                                       | 1,065                       | 5.94%                                     |                        |                       | 508                    | 617                    | 301                     | 95                       | 52                                 | 0.76                        | 8.65                        | 1.22                        |
| (V20) (531GE) Twin Falls                                                                                                                                             | 948                            | 944                        | 99.58%                                       | 4                           | 0.42%                                     |                        |                       | 8                      | 4                      | 0                       | 0                        | 0                                  | 2.12                        | 0.05                        | 0.29                        |
| (V20) (531GG) Canyon County                                                                                                                                          | 1,476                          | 1,458                      | 98.78%                                       | 18                          | 1.22%                                     |                        |                       | 29                     | 16                     | 1                       | 1                        | 0                                  | 1.32                        | 3.99                        | 0.82                        |
| (V20) (531MA) IDES Mt Home AFB                                                                                                                                       | 6                              | 6                          | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V20) (531MB) IDES Idaho ANG                                                                                                                                         | 4                              | 4                          | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V20) (648) Portland, OR                                                                                                                                             | 50,785                         | 48,970                     | 96.43%                                       | 1,815                       | 3.57%                                     |                        |                       | 3,360                  | 1,514                  | 221                     | 66                       | 14                                 | 8.18                        | 5.17                        | 1.29                        |
| (V20) (648) Portland                                                                                                                                                 | 28,828                         | 27,940                     | 96.92%                                       | 888                         | 3.08%                                     |                        |                       | 1,531                  | 707                    | 119                     | 55                       | 7                                  | 5.81                        | 5.69                        | 0.74                        |

| Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: July 2014 | 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 06 -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 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|----------------------------------------------|-----------------------------|-------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V20) (648A4) Vancouver                                                                                                                                              | 8,151                          | 7,887                      | 96.76%                                       | 264                         | 3.24%                                     |                        |                       | 586                    | 253                    | 8                       | 3                        | 0                                  | 8.96                        | 3.79                        | 0.57                        |
| (V20) (648GA) Bend                                                                                                                                                   | 2,855                          | 2,781                      | 97.41%                                       | 74                          | 2.59%                                     |                        |                       | 121                    | 40                     | 34                      | 0                        | 0                                  | 3.02                        | 4.27                        | 1.89                        |
| (V20) (648GB) Salem                                                                                                                                                  | 2,840                          | 2,630                      | 92.61%                                       | 210                         | 7.39%                                     |                        |                       | 298                    | 196                    | 6                       | 3                        | 5                                  | 10.2                        | 3.1                         | 5.24                        |
| (V20) (648GD) North Coast                                                                                                                                            | 564                            | 556                        | 98.58%                                       | 8                           | 1.42%                                     |                        |                       | 22                     | 8                      | 0                       | 0                        | 0                                  | 4.21                        |                             | 2.89                        |
| (V20) (648GE) East Portland                                                                                                                                          | 2,526                          | 2,278                      | 90.18%                                       | 248                         | 9.82%                                     |                        |                       | 304                    | 207                    | 37                      | 2                        | 2                                  | 12.92                       |                             | 0.98                        |
| (V20) (648GF) Hillsboro                                                                                                                                              | 3,544                          | 3,439                      | 97.04%                                       | 105                         | 2.96%                                     |                        |                       | 396                    | 90                     | 13                      | 2                        | 0                                  | 8.93                        | 4.61                        | 3.7                         |
| (V20) (648GG) West Linn                                                                                                                                              | 1,477                          | 1,459                      | 98.78%                                       | 18                          | 1.22%                                     |                        |                       | 102                    | 13                     | 4                       | 1                        | 0                                  | 4.93                        |                             | 1.52                        |
| (V20) (653) Roseburg, OR                                                                                                                                             | 16,374                         | 15,681                     | 95.77%                                       | 693                         | 4.23%                                     |                        |                       | 636                    | 538                    | 109                     | 37                       | 9                                  | 3.78                        | 8                           | 1.35                        |
| (V20) (653) Roseburg HCS                                                                                                                                             | 11,309                         | 10,787                     | 95.38%                                       | 522                         | 4.62%                                     |                        |                       | 485                    | 405                    | 87                      | 21                       | 9                                  | 4.58                        | 7.45                        | 0.7                         |
| (V20) (653BY) Eugene                                                                                                                                                 | 3,834                          | 3,679                      | 95.96%                                       | 155                         | 4.04%                                     |                        |                       | 139                    | 121                    | 20                      | 14                       | 0                                  | 3.54                        | 13.11                       | 2.58                        |
| (V20) (653GA) North Bend                                                                                                                                             | 830                            | 814                        | 98.07%                                       | 16                          | 1.93%                                     |                        |                       | 11                     | 12                     | 2                       | 2                        | 0                                  | 2.09                        | 3.14                        | 0.5                         |
| (V20) (653GB) Brookings                                                                                                                                              | 401                            | 401                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 1.19                        | 1.5                         | 0                           |
| (V20) (663) VA Puget Sound, WA                                                                                                                                       | 64,545                         | 62,981                     | 97.58%                                       | 1,564                       | 2.42%                                     |                        |                       | 2,780                  | 1,356                  | 161                     | 43                       | 4                                  | 5                           | 4.4                         | 0.8                         |
| (V20) (663) Seattle                                                                                                                                                  | 31,433                         | 30,740                     | 97.80%                                       | 693                         | 2.20%                                     |                        |                       | 1,284                  | 588                    | 82                      | 22                       | 1                                  | 3.43                        | 4.6                         | 0.8                         |
| (V20) (663A4) American Lake                                                                                                                                          | 25,529                         | 24,795                     | 97.12%                                       | 734                         | 2.88%                                     |                        |                       | 1,231                  | 641                    | 70                      | 20                       | 3                                  | 7.96                        | 3.95                        | 0.5                         |
| (V20) (663GA) King County                                                                                                                                            | 1,838                          | 1,793                      | 97.55%                                       | 45                          | 2.45%                                     |                        |                       | 117                    | 45                     | 0                       | 0                        | 0                                  | 4.62                        |                             | 1.69                        |
| (V20) (663GB) Bremerton (Kipsap County)                                                                                                                              | 996                            | 994                        | 99.80%                                       | 2                           | 0.20%                                     |                        |                       | 4                      | 2                      | 0                       | 0                        | 0                                  | 1                           | 0.71                        | 0.57                        |
| (V20) (663GC) Bellingham Area (Whatcom County)/NW WA (Skagit County)                                                                                                 | 3,390                          | 3,324                      | 98.05%                                       | 66                          | 1.95%                                     |                        |                       | 115                    | 60                     | 5                       | 1                        | 0                                  | 2.81                        | 6.92                        | 0.8                         |
| (V20) (663GD) South Sound                                                                                                                                            | 1,137                          | 1,121                      | 98.59%                                       | 16                          | 1.41%                                     |                        |                       | 23                     | 15                     | 1                       | 0                        | 0                                  | 3.18                        |                             | 3.76                        |
| (V20) (663HK) PUGET SOUND MMU, WA                                                                                                                                    | 216                            | 208                        | 96.30%                                       | 8                           | 3.70%                                     |                        |                       | 6                      | 5                      | 3                       | 0                        | 0                                  | 2.82                        |                             |                             |
| (V20) (663MA) IDES Fort Lewis                                                                                                                                        | 6                              | 6                          | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V20) (668) Spokane, WA                                                                                                                                              | 20,052                         | 19,753                     | 98.51%                                       | 299                         | 1.49%                                     |                        |                       | 437                    | 217                    | 36                      | 14                       | 32                                 | 2.25                        | 3.01                        | 2.88                        |
| (V20) (668) Spokane                                                                                                                                                  | 17,519                         | 17,258                     | 98.51%                                       | 261                         | 1.49%                                     |                        |                       | 394                    | 181                    | 35                      | 13                       | 32                                 | 2.41                        | 3.02                        | 3.52                        |
| (V20) (668GA) Wenatchee CBOC                                                                                                                                         | 640                            | 639                        | 99.84%                                       | 1                           | 0.16%                                     |                        |                       | 6                      | 1                      | 0                       | 0                        | 0                                  | 0.56                        | 0                           | 0.36                        |
| (V20) (668GB) North Idaho                                                                                                                                            | 1,831                          | 1,794                      | 97.98%                                       | 37                          | 2.02%                                     |                        |                       | 35                     | 35                     | 1                       | 1                        | 0                                  | 2.22                        | 2.36                        | 0.34                        |
| (V20) (668HK) Spokane Mobile OPC                                                                                                                                     | 62                             | 62                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 1.29                        | 0                           |                             |
| (V20) (687) Walla Walla, WA                                                                                                                                          | 11,139                         | 11,004                     | 98.79%                                       | 135                         | 1.21%                                     |                        |                       | 317                    | 105                    | 25                      | 5                        | 0                                  | 3.49                        | 5.69                        | 1.22                        |
| (V20) (687) Walla Walla                                                                                                                                              | 4,987                          | 4,871                      | 97.67%                                       | 116                         | 2.33%                                     |                        |                       | 160                    | 87                     | 24                      | 5                        | 0                                  | 3.56                        | 5.8                         | 0.99                        |
| (V20) (687GA) Richland WA                                                                                                                                            | 1,970                          | 1,957                      | 99.34%                                       | 13                          | 0.66%                                     |                        |                       | 98                     | 12                     | 1                       | 0                        | 0                                  | 5.76                        | 9.27                        | 1.27                        |
| (V20) (687GB) Lewiston                                                                                                                                               | 1,531                          | 1,526                      | 99.67%                                       | 5                           | 0.33%                                     |                        |                       | 36                     | 5                      | 0                       | 0                        | 0                                  | 2.46                        | 3.93                        | 2.17                        |
| (V20) (687GC) La Grande                                                                                                                                              | 803                            | 803                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 10                     | 0                      | 0                       | 0                        | 0                                  | 2.34                        | 2.55                        | 1.32                        |
| (V20) (687HA) Yakima                                                                                                                                                 | 1,848                          | 1,847                      | 99.95%                                       | 1                           | 0.05%                                     |                        |                       | 13                     | 1                      | 0                       | 0                        | 0                                  | 2.28                        | 2.06                        | 1.19                        |
| (V20) (692) White City, OR                                                                                                                                           | 12,394                         | 12,117                     | 97.77%                                       | 277                         | 2.23%                                     |                        |                       | 285                    | 209                    | 53                      | 13                       | 2                                  | 1.77                        | 4.56                        | 1.04                        |
| (V20) (692) Southern Oregon Rehabilitation Ctr & Clinics                                                                                                             | 10,640                         | 10,379                     | 97.55%                                       | 261                         | 2.45%                                     |                        |                       | 269                    | 193                    | 53                      | 13                       | 2                                  | 2.37                        | 4.59                        | 1.14                        |
| (V20) (692GA) Klamath Falls                                                                                                                                          | 1,166                          | 1,156                      | 99.14%                                       | 10                          | 0.86%                                     |                        |                       | 6                      | 10                     | 0                       | 0                        | 0                                  | 0.7                         | 0.41                        | 0.44                        |
| (V20) (692GB) Grants Pass                                                                                                                                            | 588                            | 582                        | 98.98%                                       | 6                           | 1.02%                                     |                        |                       | 10                     | 6                      | 0                       | 0                        | 0                                  | 0.81                        |                             | 0.13                        |
| (V21) (358) Manila, PI                                                                                                                                               | 2,060                          | 2,023                      | 98.20%                                       | 37                          | 1.80%                                     |                        |                       | 88                     | 35                     | 2                       | 0                        | 0                                  | 4.97                        | 3.79                        | 5.51                        |
| (V21) (358) Manila                                                                                                                                                   | 2,060                          | 2,023                      | 98.20%                                       | 37                          | 1.80%                                     |                        |                       | 88                     | 35                     | 2                       | 0                        | 0                                  | 4.97                        | 3.79                        | 5.51                        |
| (V21) (459) Honolulu, HI                                                                                                                                             | 15,618                         | 15,459                     | 98.98%                                       | 159                         | 1.02%                                     |                        |                       | 361                    | 117                    | 29                      | 7                        | 6                                  | 3.22                        | 1.63                        | 1.31                        |
| (V21) (459) Pacific Islands HCS (Honolulu)                                                                                                                           | 9,688                          | 9,648                      | 99.59%                                       | 40                          | 0.41%                                     |                        |                       | 190                    | 20                     | 12                      | 4                        | 4                                  | 1.98                        | 1.64                        | 1.05                        |
| (V21) (459GA) Maui Clinic                                                                                                                                            | 978                            | 954                        | 97.55%                                       | 24                          | 2.45%                                     |                        |                       | 34                     | 23                     | 1                       | 0                        | 0                                  | 6.16                        | 0.19                        | 0.77                        |
| (V21) (459GB) Hilo Clinic                                                                                                                                            | 998                            | 976                        | 97.80%                                       | 22                          | 2.20%                                     |                        |                       | 46                     | 13                     | 7                       | 2                        | 0                                  | 4.82                        | 0.19                        | 2.61                        |
| (V21) (459GC) Kona Clinic                                                                                                                                            | 736                            | 729                        | 99.05%                                       | 7                           | 0.95%                                     |                        |                       | 9                      | 7                      | 0                       | 0                        | 0                                  | 2.44                        | 2.66                        | 1.75                        |
| (V21) (459GD) Kauai Clinic                                                                                                                                           | 741                            | 725                        | 97.84%                                       | 16                          | 2.16%                                     |                        |                       | 4                      | 12                     | 3                       | 0                        | 1                                  | 2.74                        | 2.3                         | 0.49                        |
| (V21) (459GE) Guam Clinic                                                                                                                                            | 867                            | 830                        | 95.73%                                       | 37                          | 4.27%                                     |                        |                       | 44                     | 33                     | 4                       | 0                        | 0                                  | 9.02                        | 2.14                        | 0.48                        |
| (V21) (459GF) American Samoa Clinic                                                                                                                                  | 509                            | 506                        | 99.41%                                       | 3                           | 0.59%                                     |                        |                       | 11                     | 3                      | 0                       | 0                        | 0                                  | 2.06                        | 1.79                        | 1.44                        |
| (V21) (459GG) Leeward Oahu                                                                                                                                           | 1,101                          | 1,091                      | 99.09%                                       | 10                          | 0.91%                                     |                        |                       | 23                     | 6                      | 2                       | 1                        | 1                                  | 3.27                        |                             | 3.04                        |
| (V21) (570) Fresno, CA                                                                                                                                               | 20,389                         | 19,652                     | 96.39%                                       | 737                         | 3.61%                                     |                        |                       | 431                    | 365                    | 310                     | 45                       | 17                                 | 0.32                        | 7.66                        | 0.94                        |
| (V21) (570) Fresno                                                                                                                                                   | 17,403                         | 16,699                     | 95.95%                                       | 704                         | 4.05%                                     |                        |                       | 375                    | 344                    | 299                     | 44                       | 17                                 | 0.13                        | 7.7                         | 0.91                        |
| (V21) (570GA) Merced                                                                                                                                                 | 1,169                          | 1,156                      | 98.89%                                       | 13                          | 1.11%                                     |                        |                       | 19                     | 7                      | 5                       | 1                        | 0                                  | 0.8                         | 11.22                       | 0.72                        |
| (V21) (570GB) Tulare                                                                                                                                                 | 1,282                          | 1,270                      | 99.06%                                       | 12                          | 0.94%                                     |                        |                       | 30                     | 8                      | 4                       | 0                        | 0                                  | 1.18                        | 4.14                        | 1.38                        |
| (V21) (570GC) Oakhurst                                                                                                                                               | 535                            | 527                        | 98.50%                                       | 8                           | 1.50%                                     |                        |                       | 7                      | 6                      | 2                       | 0                        | 0                                  | 0.26                        | 7.04                        | 0.75                        |

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|-----------------------------------------------|-----------------------------|--------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V21) (612) N. California, CA                                                                                                                                        | 63,930                         | 61,891                     | 96.81%                                        | 2,039                       | 3.19%                                      |                        |                       | 2,887                  | 1,633                  | 300                     | 98                       | 8                                  | 1.83                        | 6.03                        | 1.19                        |
| (V21) (612) N. California HCS-Martinez                                                                                                                               | 53                             | 53                         | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V21) (612A4) N. California HCS-Sacramento                                                                                                                           | 22,716                         | 21,384                     | 94.14%                                        | 1,332                       | 5.86%                                      |                        |                       | 1,291                  | 1,053                  | 203                     | 71                       | 5                                  | 1.35                        | 9                           | 3.54                        |
| (V21) (612B4) Redding                                                                                                                                                | 7,388                          | 7,205                      | 97.52%                                        | 183                         | 2.48%                                      |                        |                       | 320                    | 144                    | 28                      | 10                       | 1                                  | 2.26                        | 6.49                        | 0.11                        |
| (V21) (612BY) Oakland                                                                                                                                                | 6,235                          | 6,208                      | 99.57%                                        | 27                          | 0.43%                                      |                        |                       | 108                    | 21                     | 4                       | 2                        | 0                                  | 1.54                        | 1.78                        | 0.8                         |
| (V21) (612GD) Fairfield                                                                                                                                              | 1,683                          | 1,656                      | 98.40%                                        | 27                          | 1.60%                                      |                        |                       | 45                     | 19                     | 8                       | 0                        | 0                                  | 2.67                        | 2.63                        | 0                           |
| (V21) (612GE) Vallejo/Mare Island                                                                                                                                    | 1,609                          | 1,577                      | 98.01%                                        | 32                          | 1.99%                                      |                        |                       | 92                     | 19                     | 10                      | 3                        | 0                                  | 4.52                        | 3.12                        | 0                           |
| (V21) (612GF) Martinez                                                                                                                                               | 12,524                         | 12,269                     | 97.96%                                        | 255                         | 2.04%                                      |                        |                       | 506                    | 220                    | 31                      | 4                        | 0                                  | 2.26                        | 4.37                        | 0.1                         |
| (V21) (612GG) Chico                                                                                                                                                  | 3,304                          | 3,179                      | 96.22%                                        | 125                         | 3.78%                                      |                        |                       | 113                    | 109                    | 7                       | 8                        | 1                                  | 1.19                        | 8.64                        | 0.69                        |
| (V21) (612GH) McClellan                                                                                                                                              | 7,306                          | 7,262                      | 99.40%                                        | 44                          | 0.60%                                      |                        |                       | 372                    | 34                     | 9                       | 0                        | 1                                  | 0.99                        | 2.71                        | 0.69                        |
| (V21) (612GI) Yuba City                                                                                                                                              | 1,112                          | 1,098                      | 98.74%                                        | 14                          | 1.26%                                      |                        |                       | 40                     | 14                     | 0                       | 0                        | 0                                  | 5.23                        | 0                           | 0.41                        |
| (V21) (640) Palo Alto, CA                                                                                                                                            | 44,078                         | 42,993                     | 97.54%                                        | 1,085                       | 2.46%                                      |                        |                       | 1,935                  | 926                    | 139                     | 16                       | 4                                  | 3.19                        | 4.13                        | 1.89                        |
| (V21) (640) Palo Alto-Palo Alto                                                                                                                                      | 19,321                         | 18,946                     | 98.06%                                        | 375                         | 1.94%                                      |                        |                       | 930                    | 306                    | 55                      | 11                       | 3                                  | 2.38                        | 3.84                        | 1.4                         |
| (V21) (640A0) Palo Alto-Menlo Pk                                                                                                                                     | 2,708                          | 2,697                      | 99.59%                                        | 11                          | 0.41%                                      |                        |                       | 34                     | 11                     | 0                       | 0                        | 0                                  | 6.63                        | 1.9                         | 0.46                        |
| (V21) (640A4) Livermore                                                                                                                                              | 6,254                          | 6,000                      | 95.94%                                        | 254                         | 4.06%                                      |                        |                       | 285                    | 229                    | 23                      | 2                        | 0                                  | 4.86                        | 4.21                        | 1.01                        |
| (V21) (640BY) San Jose                                                                                                                                               | 4,788                          | 4,678                      | 97.70%                                        | 110                         | 2.30%                                      |                        |                       | 241                    | 96                     | 14                      | 0                        | 0                                  | 3.37                        | 5.48                        | 2.3                         |
| (V21) (640GA) Palo Alto HCS- Capitola                                                                                                                                | 149                            | 142                        | 95.30%                                        | 7                           | 4.70%                                      |                        |                       | 9                      | 6                      | 0                       | 1                        | 0                                  | 5.65                        |                             |                             |
| (V21) (640GB) Sonora (Tuolumne County)                                                                                                                               | 818                            | 818                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 46                     | 0                      | 0                       | 0                        | 0                                  | 3.85                        | 0                           | 0.9                         |
| (V21) (640GC) Fremont                                                                                                                                                | 852                            | 849                        | 99.65%                                        | 3                           | 0.35%                                      |                        |                       | 25                     | 3                      | 0                       | 0                        | 0                                  | 1.57                        | 3.3                         | 2.22                        |
| (V21) (640HA) Stockton                                                                                                                                               | 2,399                          | 2,318                      | 96.62%                                        | 81                          | 3.38%                                      |                        |                       | 146                    | 77                     | 4                       | 0                        | 0                                  | 4.48                        | 6.07                        | 4.19                        |
| (V21) (640HB) Modesto                                                                                                                                                | 2,322                          | 2,262                      | 97.42%                                        | 60                          | 2.58%                                      |                        |                       | 36                     | 60                     | 0                       | 0                        | 0                                  | 2.69                        | 0.94                        | 4.94                        |
| (V21) (640HC) Monterey                                                                                                                                               | 4,467                          | 4,283                      | 95.88%                                        | 184                         | 4.12%                                      |                        |                       | 183                    | 138                    | 43                      | 2                        | 1                                  | 2.85                        | 5.97                        | 1.05                        |
| (V21) (654) Reno, NV                                                                                                                                                 | 25,924                         | 24,870                     | 95.93%                                        | 1,054                       | 4.07%                                      |                        |                       | 1,189                  | 698                    | 220                     | 136                      | 0                                  | 5.48                        | 7.53                        | 3.04                        |
| (V21) (654) Sierra Nevada HCS                                                                                                                                        | 22,272                         | 21,291                     | 95.60%                                        | 981                         | 4.40%                                      |                        |                       | 1,104                  | 652                    | 197                     | 132                      | 0                                  | 6.57                        | 7.54                        | 3.14                        |
| (V21) (654GA) Sierra Foothills                                                                                                                                       | 1,256                          | 1,252                      | 99.68%                                        | 4                           | 0.32%                                      |                        |                       | 10                     | 1                      | 3                       | 0                        | 0                                  | 1.22                        | 6.57                        | 0.95                        |
| (V21) (654GB) Carson Valley                                                                                                                                          | 874                            | 825                        | 94.39%                                        | 49                          | 5.61%                                      |                        |                       | 42                     | 27                     | 18                      | 4                        | 0                                  | 9.05                        | 0                           | 6.15                        |
| (V21) (654GC) Lahontan Valley                                                                                                                                        | 1,167                          | 1,152                      | 98.71%                                        | 15                          | 1.29%                                      |                        |                       | 31                     | 13                     | 2                       | 0                        | 0                                  | 3.49                        | 3.14                        | 2.55                        |
| (V21) (654GD) Diamond View                                                                                                                                           | 355                            | 350                        | 98.59%                                        | 5                           | 1.41%                                      |                        |                       | 2                      | 5                      | 0                       | 0                        | 0                                  | 0.34                        | 0                           | 3.18                        |
| (V21) (662) San Francisco, CA                                                                                                                                        | 34,660                         | 34,347                     | 99.10%                                        | 313                         | 0.90%                                      |                        |                       | 779                    | 252                    | 46                      | 14                       | 1                                  | 1.32                        | 2.27                        | 1.24                        |
| (V21) (662) San Francisco                                                                                                                                            | 23,333                         | 23,127                     | 99.12%                                        | 206                         | 0.88%                                      |                        |                       | 432                    | 158                    | 43                      | 4                        | 1                                  | 0.36                        | 1.99                        | 1                           |
| (V21) (662GA) Santa Rosa                                                                                                                                             | 3,744                          | 3,714                      | 99.20%                                        | 30                          | 0.80%                                      |                        |                       | 147                    | 28                     | 0                       | 2                        | 0                                  | 2.22                        | 3.81                        | 0.52                        |
| (V21) (662GC) Eureka                                                                                                                                                 | 2,801                          | 2,787                      | 99.50%                                        | 14                          | 0.50%                                      |                        |                       | 64                     | 9                      | 1                       | 4                        | 0                                  | 0.74                        | 4                           | 1.87                        |
| (V21) (662GD) Ukiah                                                                                                                                                  | 1,753                          | 1,714                      | 97.78%                                        | 39                          | 2.22%                                      |                        |                       | 65                     | 34                     | 1                       | 4                        | 0                                  | 4.35                        | 2.06                        | 2.08                        |
| (V21) (662GE) Northern San Bruno CBOC                                                                                                                                | 994                            | 993                        | 99.90%                                        | 1                           | 0.10%                                      |                        |                       | 3                      | 0                      | 1                       | 0                        | 0                                  | 0.55                        | 0.63                        | 0.33                        |
| (V21) (662GF) San Francisco CBOC                                                                                                                                     | 754                            | 752                        | 99.73%                                        | 2                           | 0.27%                                      |                        |                       | 10                     | 2                      | 0                       | 0                        | 0                                  | 0.74                        | 6.5                         | 1.02                        |
| (V21) (662GG) Clearlake CBOC                                                                                                                                         | 1,230                          | 1,209                      | 98.29%                                        | 21                          | 1.71%                                      |                        |                       | 58                     | 21                     | 0                       | 0                        | 0                                  | 2.88                        | 1.93                        | 3.76                        |
| (V21) (662HA) Yountville (Orc)                                                                                                                                       | 51                             | 51                         | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V22) (593) Las Vegas, NV                                                                                                                                            | 43,434                         | 42,566                     | 98.00%                                        | 868                         | 2.00%                                      |                        |                       | 1,550                  | 726                    | 114                     | 25                       | 3                                  | 3.63                        | 2.51                        | 2.31                        |
| (V22) (593) Southern Nevada HCS                                                                                                                                      | 28,264                         | 27,797                     | 98.35%                                        | 467                         | 1.65%                                      |                        |                       | 859                    | 359                    | 83                      | 22                       | 3                                  | 2.92                        | 2.54                        | 1.16                        |
| (V22) (593GC) Pahrump                                                                                                                                                | 923                            | 916                        | 99.24%                                        | 7                           | 0.76%                                      |                        |                       | 8                      | 7                      | 0                       | 0                        | 0                                  | 0.29                        | 0.09                        | 1.7                         |
| (V22) (593GD) Northwest PCC                                                                                                                                          | 3,989                          | 3,829                      | 95.99%                                        | 160                         | 4.01%                                      |                        |                       | 303                    | 155                    | 5                       | 0                        | 0                                  | 5.39                        | 0.41                        | 3.94                        |
| (V22) (593GE) Southeast PCC                                                                                                                                          | 3,237                          | 3,122                      | 96.45%                                        | 115                         | 3.55%                                      |                        |                       | 171                    | 95                     | 20                      | 0                        | 0                                  | 3.91                        | 1.3                         | 5.33                        |
| (V22) (593GF) Southwest PCC                                                                                                                                          | 4,267                          | 4,186                      | 98.10%                                        | 81                          | 1.90%                                      |                        |                       | 122                    | 74                     | 5                       | 2                        | 0                                  | 3.44                        | 1.9                         | 1.14                        |
| (V22) (593GG) Northeast PCC                                                                                                                                          | 2,754                          | 2,716                      | 98.62%                                        | 38                          | 1.38%                                      |                        |                       | 87                     | 36                     | 1                       | 1                        | 0                                  | 2.51                        | 1.59                        | 0.81                        |
| (V22) (600) Long Beach, CA                                                                                                                                           | 49,695                         | 49,197                     | 99.00%                                        | 498                         | 1.00%                                      |                        |                       | 1,754                  | 447                    | 42                      | 5                        | 4                                  | 4.5                         | 2.29                        | 2.03                        |
| (V22) (600) Long Beach HCS                                                                                                                                           | 44,741                         | 44,287                     | 98.99%                                        | 454                         | 1.01%                                      |                        |                       | 1,413                  | 408                    | 37                      | 5                        | 4                                  | 4.87                        | 2.25                        | 1.6                         |
| (V22) (600GA) Anaheim                                                                                                                                                | 748                            | 729                        | 97.46%                                        | 19                          | 2.54%                                      |                        |                       | 17                     | 18                     | 1                       | 0                        | 0                                  | 3.07                        | 1.56                        | 1.77                        |
| (V22) (600GB) Santa Ana                                                                                                                                              | 2,024                          | 2,007                      | 99.16%                                        | 17                          | 0.84%                                      |                        |                       | 207                    | 15                     | 2                       | 0                        | 0                                  | 6.1                         | 3.55                        | 4.07                        |
| (V22) (600GC) Cabrillo (Long Beach)                                                                                                                                  | 633                            | 633                        | 100.00%                                       | 0                           | 0.00%                                      |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 0.21                        |                             | 1.51                        |
| (V22) (600GD) Santa Fe Springs/Whittier                                                                                                                              | 698                            | 697                        | 99.86%                                        | 1                           | 0.14%                                      |                        |                       | 34                     | 1                      | 0                       | 0                        | 0                                  | 2.12                        |                             | 2.89                        |
| (V22) (600GE) Laguna Hills                                                                                                                                           | 851                            | 844                        | 99.18%                                        | 7                           | 0.82%                                      |                        |                       | 82                     | 5                      | 2                       | 0                        | 0                                  | 4.99                        |                             | 5.08                        |
| (V22) (605) Loma Linda, CA                                                                                                                                           | 53,477                         | 52,283                     | 97.77%                                        | 1,194                       | 2.23%                                      |                        |                       | 1,891                  | 1,062                  | 119                     | 11                       | 2                                  | 2.57                        | 4.24                        | 2.5                         |
| (V22) (605) Loma Linda VAMC                                                                                                                                          | 45,917                         | 44,868                     | 97.72%                                        | 1,049                       | 2.28%                                      |                        |                       | 1,598                  | 923                    | 113                     | 11                       | 2                                  | 2.08                        | 4.19                        | 2.49                        |



| Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: July 2014 | 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 06 -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 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|----------------------------------------------|-----------------------------|-------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V22) (605GA) Victorville                                                                                                                                            | 1,492                          | 1,464                      | 98.12%                                       | 28                          | 1.88%                                     |                        |                       | 42                     | 28                     | 0                       | 0                        | 0                                  | 1.94                        |                             | 6.25                        |
| (V22) (605GB) Murrieta                                                                                                                                               | 1,812                          | 1,766                      | 97.46%                                       | 46                          | 2.54%                                     |                        |                       | 76                     | 45                     | 1                       | 0                        | 0                                  | 5.54                        | 1.17                        | 0.92                        |
| (V22) (605GC) Palm Desert                                                                                                                                            | 1,743                          | 1,706                      | 97.88%                                       | 37                          | 2.12%                                     |                        |                       | 25                     | 33                     | 4                       | 0                        | 0                                  | 0.62                        | 8.73                        | 1.17                        |
| (V22) (605GD) Corona (Riverside County) CA                                                                                                                           | 1,008                          | 980                        | 97.22%                                       | 28                          | 2.78%                                     |                        |                       | 141                    | 28                     | 0                       | 0                        | 0                                  | 9.5                         |                             | 0.06                        |
| (V22) (605GE) Rancho Cucamonga                                                                                                                                       | 1,505                          | 1,499                      | 99.60%                                       | 6                           | 0.40%                                     |                        |                       | 9                      | 5                      | 1                       | 0                        | 0                                  | 0.95                        | 0.15                        | 1.64                        |
| (V22) (664) San Diego, CA                                                                                                                                            | 62,096                         | 60,736                     | 97.81%                                       | 1,360                       | 2.19%                                     |                        |                       | 2,151                  | 1,067                  | 249                     | 39                       | 5                                  | 3.37                        | 3.67                        | 1.92                        |
| (V22) (664) San Diego HCS                                                                                                                                            | 37,720                         | 36,684                     | 97.25%                                       | 1,036                       | 2.75%                                     |                        |                       | 1,310                  | 846                    | 149                     | 38                       | 3                                  | 6.23                        | 3.55                        | 2.09                        |
| (V22) (664BU) San Diego Domiciliary                                                                                                                                  | 653                            | 653                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V22) (664BY) Mission Valley                                                                                                                                         | 11,547                         | 11,452                     | 99.18%                                       | 95                          | 0.82%                                     |                        |                       | 343                    | 86                     | 9                       | 0                        | 0                                  | 1.79                        | 3.15                        | 1.4                         |
| (V22) (664GA) Imperial Valley                                                                                                                                        | 488                            | 483                        | 98.98%                                       | 5                           | 1.02%                                     |                        |                       | 24                     | 5                      | 0                       | 0                        | 0                                  | 4.88                        | 0                           | 0.12                        |
| (V22) (664GB) Oceanside                                                                                                                                              | 7,651                          | 7,461                      | 97.52%                                       | 190                         | 2.48%                                     |                        |                       | 291                    | 98                     | 89                      | 1                        | 2                                  | 2.19                        | 4.53                        | 2.04                        |
| (V22) (664GC) Chula Vista                                                                                                                                            | 2,292                          | 2,268                      | 98.95%                                       | 24                          | 1.05%                                     |                        |                       | 121                    | 22                     | 2                       | 0                        | 0                                  | 1.12                        | 5.12                        | 1.46                        |
| (V22) (664GD) Escondido                                                                                                                                              | 1,745                          | 1,735                      | 99.43%                                       | 10                          | 0.57%                                     |                        |                       | 62                     | 10                     | 0                       | 0                        | 0                                  | 3.07                        | 0.08                        | 3.58                        |
| (V22) (691) Greater Los Angeles HCS                                                                                                                                  | 65,414                         | 62,958                     | 96.25%                                       | 2,456                       | 3.75%                                     |                        |                       | 3,429                  | 1,863                  | 480                     | 102                      | 11                                 | 4.57                        | 6.01                        | 2.86                        |
| (V22) (691) West Los Angeles, CA                                                                                                                                     | 27,788                         | 26,671                     | 95.98%                                       | 1,117                       | 4.02%                                     |                        |                       | 1,407                  | 816                    | 255                     | 42                       | 4                                  | 4.04                        | 5.57                        | 2.95                        |
| (V22) (691A4) Sepulveda                                                                                                                                              | 14,892                         | 14,288                     | 95.94%                                       | 604                         | 4.06%                                     |                        |                       | 864                    | 454                    | 116                     | 31                       | 3                                  | 5.9                         | 6.56                        | 2.38                        |
| (V22) (691GB) Santa Barbara                                                                                                                                          | 1,187                          | 1,179                      | 99.33%                                       | 8                           | 0.67%                                     |                        |                       | 10                     | 7                      | 0                       | 1                        | 0                                  | 0.68                        | 4.95                        | 0.2                         |
| (V22) (691GC) Gardena                                                                                                                                                | 614                            | 605                        | 98.53%                                       | 9                           | 1.47%                                     |                        |                       | 27                     | 9                      | 0                       | 0                        | 0                                  | 0.98                        | 3.54                        | 4.24                        |
| (V22) (691GD) Bakersfield                                                                                                                                            | 3,780                          | 3,760                      | 99.47%                                       | 20                          | 0.53%                                     |                        |                       | 33                     | 3                      | 4                       | 13                       | 0                                  | 0.63                        | 3.13                        | 0.18                        |
| (V22) (691GE) Los Angeles                                                                                                                                            | 9,763                          | 9,467                      | 96.97%                                       | 296                         | 3.03%                                     |                        |                       | 454                    | 283                    | 12                      | 0                        | 1                                  | 3.1                         | 6.73                        | 4.55                        |
| (V22) (691GF) EAST LOS ANGELES CLINIC                                                                                                                                | 1,085                          | 1,076                      | 99.17%                                       | 9                           | 0.83%                                     |                        |                       | 5                      | 1                      | 0                       | 8                        | 0                                  | 2.08                        | 0                           | 2.19                        |
| (V22) (691GG) Antelope Valley                                                                                                                                        | 799                            | 782                        | 97.87%                                       | 17                          | 2.13%                                     |                        |                       | 75                     | 13                     | 3                       | 0                        | 1                                  | 5.42                        | 4.97                        | 0.47                        |
| (V22) (691GK) San Luis Obispo                                                                                                                                        | 1,106                          | 1,059                      | 95.75%                                       | 47                          | 4.25%                                     |                        |                       | 84                     | 45                     | 0                       | 0                        | 2                                  | 8.28                        | 7.4                         | 2.07                        |
| (V22) (691GL) Santa Maria                                                                                                                                            | 2,808                          | 2,510                      | 89.39%                                       | 298                         | 10.61%                                    |                        |                       | 274                    | 201                    | 90                      | 7                        | 0                                  | 11.55                       | 9.64                        | 7.9                         |
| (V22) (691GM) Port Hueneme (Oxnard)                                                                                                                                  | 1,592                          | 1,561                      | 98.05%                                       | 31                          | 1.95%                                     |                        |                       | 196                    | 31                     | 0                       | 0                        | 0                                  | 6.78                        |                             | 3.29                        |
| (V23) (437) Fargo, ND                                                                                                                                                | 18,070                         | 17,813                     | 98.58%                                       | 257                         | 1.42%                                     |                        |                       | 442                    | 228                    | 23                      | 5                        | 1                                  | 1.37                        | 2.68                        | 1.26                        |
| (V23) (437) Fargo VA Health Care System                                                                                                                              | 13,506                         | 13,303                     | 98.50%                                       | 203                         | 1.50%                                     |                        |                       | 408                    | 175                    | 23                      | 4                        | 1                                  | 1.8                         | 2.54                        | 1.7                         |
| (V23) (437GA) Grafton                                                                                                                                                | 221                            | 221                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.19                        | 0                           | 0                           |
| (V23) (437GB) Bismarck ND                                                                                                                                            | 1,110                          | 1,082                      | 97.48%                                       | 28                          | 2.52%                                     |                        |                       | 4                      | 28                     | 0                       | 0                        | 0                                  | 0.19                        | 6.48                        | 0.12                        |
| (V23) (437GC) Fergus Falls                                                                                                                                           | 416                            | 403                        | 96.88%                                       | 13                          | 3.12%                                     |                        |                       | 15                     | 13                     | 0                       | 0                        | 0                                  | 5.2                         | 0                           | 0.89                        |
| (V23) (437GD) Minot                                                                                                                                                  | 475                            | 466                        | 98.11%                                       | 9                           | 1.89%                                     |                        |                       | 9                      | 9                      | 0                       | 0                        | 0                                  | 1.59                        | 9.85                        | 0.32                        |
| (V23) (437GE) Bemidji CBOC                                                                                                                                           | 1,301                          | 1,298                      | 99.77%                                       | 3                           | 0.23%                                     |                        |                       | 5                      | 2                      | 0                       | 1                        | 0                                  | 0.55                        | 1.61                        | 0.45                        |
| (V23) (437GF) Williston CBOC ND                                                                                                                                      | 298                            | 298                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.55                        | 0                           | 0                           |
| (V23) (437GI) Grand Forks                                                                                                                                            | 743                            | 742                        | 99.87%                                       | 1                           | 0.13%                                     |                        |                       | 1                      | 1                      | 0                       | 0                        | 0                                  | 0.26                        | 1.28                        | 0.36                        |
| (V23) (438) Sioux Falls, SD                                                                                                                                          | 19,154                         | 18,692                     | 97.59%                                       | 462                         | 2.41%                                     |                        |                       | 866                    | 337                    | 106                     | 19                       | 0                                  | 3.57                        | 5.15                        | 3.18                        |
| (V23) (438) Sioux Falls                                                                                                                                              | 14,250                         | 13,836                     | 97.09%                                       | 414                         | 2.91%                                     |                        |                       | 711                    | 294                    | 102                     | 18                       | 0                                  | 5.36                        | 5.13                        | 3.06                        |
| (V23) (438GA) Spirit Lake CBOC                                                                                                                                       | 1,009                          | 993                        | 98.41%                                       | 16                          | 1.59%                                     |                        |                       | 18                     | 12                     | 4                       | 0                        | 0                                  | 0.43                        | 6.08                        | 4.18                        |
| (V23) (438GC) Sioux City                                                                                                                                             | 1,434                          | 1,412                      | 98.47%                                       | 22                          | 1.53%                                     |                        |                       | 49                     | 22                     | 0                       | 0                        | 0                                  | 2.1                         | 5.51                        | 5.44                        |
| (V23) (438GD) Aberdeen (Brown County)                                                                                                                                | 1,118                          | 1,112                      | 99.46%                                       | 6                           | 0.54%                                     |                        |                       | 41                     | 5                      | 0                       | 1                        | 0                                  | 1.62                        | 7.69                        | 0.87                        |
| (V23) (438GE) Wagner                                                                                                                                                 | 219                            | 217                        | 99.09%                                       | 2                           | 0.91%                                     |                        |                       | 14                     | 2                      | 0                       | 0                        | 0                                  | 3.37                        | 0.08                        | 7.5                         |
| (V23) (438GF) Watertown                                                                                                                                              | 1,124                          | 1,122                      | 99.82%                                       | 2                           | 0.18%                                     |                        |                       | 33                     | 2                      | 0                       | 0                        | 0                                  | 2.03                        | 3.55                        | 0.74                        |
| (V23) (568) Black Hills HCS, SD                                                                                                                                      | 14,313                         | 13,960                     | 97.53%                                       | 353                         | 2.47%                                     |                        |                       | 580                    | 310                    | 28                      | 12                       | 3                                  | 2.63                        | 5.46                        | 2.29                        |
| (V23) (568) Fort Meade                                                                                                                                               | 6,598                          | 6,389                      | 96.83%                                       | 209                         | 3.17%                                     |                        |                       | 354                    | 197                    | 7                       | 4                        | 1                                  | 2.89                        | 5.1                         | 1.8                         |
| (V23) (568A4) Hot Springs                                                                                                                                            | 4,882                          | 4,824                      | 98.81%                                       | 58                          | 1.19%                                     |                        |                       | 97                     | 40                     | 12                      | 6                        | 0                                  | 3.12                        | 3.26                        | 2.17                        |
| (V23) (568GA) Rapid City SD                                                                                                                                          | 1,820                          | 1,739                      | 95.55%                                       | 81                          | 4.45%                                     |                        |                       | 108                    | 68                     | 9                       | 2                        | 2                                  | 3.52                        | 31.79                       | 2.87                        |
| (V23) (568GB) Pierre                                                                                                                                                 | 208                            | 208                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.04                        | 0.33                        | 1.65                        |
| (V23) (568HA) Newcastle                                                                                                                                              | 16                             | 16                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 1.54                        |                             | 10                          |
| (V23) (568HB) Gordon CBOC                                                                                                                                            | 39                             | 39                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0                           |                             | 0.44                        |
| (V23) (568HF) Pine Ridge                                                                                                                                             | 62                             | 59                         | 95.16%                                       | 3                           | 4.84%                                     |                        |                       | 3                      | 3                      | 0                       | 0                        | 0                                  | 11.67                       |                             | 8.11                        |
| (V23) (568HH) Gering SD                                                                                                                                              | 484                            | 484                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 8                      | 0                      | 0                       | 0                        | 0                                  | 1.22                        | 0                           | 0.64                        |
| (V23) (568HJ) Rosebud                                                                                                                                                | 27                             | 27                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0                           |                             |                             |
| (V23) (568HK) McLaughlin                                                                                                                                             | 7                              | 7                          | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V23) (568HM) Eagle Butte SD                                                                                                                                         | 54                             | 54                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 3                      | 0                      | 0                       | 0                        | 0                                  | 0                           |                             | 10.88                       |

| Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: July 2014 | 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 06 -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 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|----------------------------------------------|-----------------------------|-------------------------------------------|------------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V23) (568HP) Winner                                                                                                                                                 | 107                            | 107                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 3                      | 0                      | 0                       | 0                        | 0                                  | 0.24                        | 0                           | 3                           |
| (V23) (568MA) IDES Ellsworth AFB                                                                                                                                     | 9                              | 7                          | 77.78%                                       | 2                           | 22.22%                                    |                        |                       | 2                      | 2                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V23) (618) Minneapolis, MN                                                                                                                                          | 65,322                         | 64,607                     | 98.91%                                       | 715                         | 1.09%                                     |                        |                       | 1,366                  | 587                    | 119                     | 5                        | 4                                  | 2.37                        | 2.63                        | 0.59                        |
| (V23) (618) Minneapolis                                                                                                                                              | 49,572                         | 49,078                     | 99.00%                                       | 494                         | 1.00%                                     |                        |                       | 925                    | 420                    | 67                      | 3                        | 4                                  | 1.97                        | 2.42                        | 0.25                        |
| (V23) (618BY) Superior                                                                                                                                               | 4,017                          | 3,977                      | 99.00%                                       | 40                          | 1.00%                                     |                        |                       | 79                     | 24                     | 15                      | 1                        | 0                                  | 2.19                        | 2.13                        | 0.74                        |
| (V23) (618GA) Mankato MN                                                                                                                                             | 1,277                          | 1,264                      | 98.98%                                       | 13                          | 1.02%                                     |                        |                       | 21                     | 13                     | 0                       | 0                        | 0                                  | 2.43                        |                             | 0.7                         |
| (V23) (618GB) Hibbing                                                                                                                                                | 1,213                          | 1,212                      | 99.92%                                       | 1                           | 0.08%                                     |                        |                       | 32                     | 1                      | 0                       | 0                        | 0                                  | 2.97                        | 1.05                        | 1.58                        |
| (V23) (618GD) Maplewood (St. Paul)                                                                                                                                   | 1,424                          | 1,361                      | 95.58%                                       | 63                          | 4.42%                                     |                        |                       | 72                     | 60                     | 3                       | 0                        | 0                                  | 5.08                        | 7.58                        | 1.05                        |
| (V23) (618GE) Chippewa Valley                                                                                                                                        | 1,252                          | 1,241                      | 99.12%                                       | 11                          | 0.88%                                     |                        |                       | 26                     | 10                     | 1                       | 0                        | 0                                  | 3.1                         | 0                           | 0.08                        |
| (V23) (618GG) Rochester                                                                                                                                              | 1,323                          | 1,315                      | 99.40%                                       | 8                           | 0.60%                                     |                        |                       | 60                     | 7                      | 0                       | 1                        | 0                                  | 3.89                        | 0                           | 2.05                        |
| (V23) (618GH) Hayward/Rice Lake VA OPC                                                                                                                               | 1,196                          | 1,192                      | 99.67%                                       | 4                           | 0.33%                                     |                        |                       | 19                     | 4                      | 0                       | 0                        | 0                                  | 2.18                        | 0                           | 0.54                        |
| (V23) (618GI) Northwest Metro VA OPC                                                                                                                                 | 3,078                          | 2,997                      | 97.37%                                       | 81                          | 2.63%                                     |                        |                       | 125                    | 48                     | 33                      | 0                        | 0                                  | 1.84                        | 5.6                         | 2.3                         |
| (V23) (618GJ) Shakopee                                                                                                                                               | 537                            | 537                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 5                      | 0                      | 0                       | 0                        | 0                                  | 1.16                        | 0.48                        | 0.36                        |
| (V23) (618GK) Albert Lea                                                                                                                                             | 433                            | 433                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 2                      | 0                      | 0                       | 0                        | 0                                  | 1.58                        | 1.06                        | 1.9                         |
| (V23) (636) Central Iowa, IA                                                                                                                                         | 22,689                         | 22,186                     | 97.78%                                       | 503                         | 2.22%                                     |                        |                       | 1,147                  | 461                    | 35                      | 6                        | 1                                  | 4.54                        | 3.9                         | 3                           |
| (V23) (636A6) Des Moines                                                                                                                                             | 17,178                         | 16,741                     | 97.46%                                       | 437                         | 2.54%                                     |                        |                       | 854                    | 396                    | 34                      | 6                        | 1                                  | 4.95                        | 3.85                        | 3.8                         |
| (V23) (636BU) VADOM Des Moines IA                                                                                                                                    | 479                            | 479                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V23) (636GC) Mason City                                                                                                                                             | 1,430                          | 1,387                      | 96.99%                                       | 43                          | 3.01%                                     |                        |                       | 150                    | 43                     | 0                       | 0                        | 0                                  | 5.75                        | 7.62                        | 3.25                        |
| (V23) (636GD) Marshalltown                                                                                                                                           | 650                            | 650                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 10                     | 0                      | 0                       | 0                        | 0                                  | 1.39                        | 3.28                        | 0.54                        |
| (V23) (636GK) Fort Dodge                                                                                                                                             | 1,178                          | 1,170                      | 99.32%                                       | 8                           | 0.68%                                     |                        |                       | 43                     | 7                      | 1                       | 0                        | 0                                  | 4.4                         | 1.6                         | 1.61                        |
| (V23) (636GM) Carroll                                                                                                                                                | 590                            | 579                        | 98.14%                                       | 11                          | 1.86%                                     |                        |                       | 48                     | 11                     | 0                       | 0                        | 0                                  | 3.58                        | 5.3                         | 5.47                        |
| (V23) (636GR) Knoxville                                                                                                                                              | 1,184                          | 1,180                      | 99.66%                                       | 4                           | 0.34%                                     |                        |                       | 42                     | 4                      | 0                       | 0                        | 0                                  | 2.22                        | 3.87                        | 0.85                        |
| (V23) (636) Iowa City, IA                                                                                                                                            | 24,178                         | 23,690                     | 97.98%                                       | 488                         | 2.02%                                     |                        |                       | 943                    | 372                    | 70                      | 44                       | 2                                  | 3.13                        | 3.69                        | 1.8                         |
| (V23) (636A8) Iowa City                                                                                                                                              | 16,318                         | 15,897                     | 97.42%                                       | 421                         | 2.58%                                     |                        |                       | 661                    | 308                    | 67                      | 44                       | 2                                  | 2.65                        | 3.85                        | 1.01                        |
| (V23) (636GF) Bettendorf                                                                                                                                             | 1,666                          | 1,656                      | 99.40%                                       | 10                          | 0.60%                                     |                        |                       | 54                     | 9                      | 1                       | 0                        | 0                                  | 2.9                         | 2.02                        | 3.34                        |
| (V23) (636GG) Quincy                                                                                                                                                 | 590                            | 572                        | 96.95%                                       | 18                          | 3.05%                                     |                        |                       | 33                     | 18                     | 0                       | 0                        | 0                                  | 4.29                        | 0                           | 7.83                        |
| (V23) (636GH) Waterloo                                                                                                                                               | 1,176                          | 1,174                      | 99.83%                                       | 2                           | 0.17%                                     |                        |                       | 26                     | 1                      | 1                       | 0                        | 0                                  | 3.64                        | 1.42                        | 1.24                        |
| (V23) (636GI) Galesburg                                                                                                                                              | 1,164                          | 1,132                      | 97.25%                                       | 32                          | 2.75%                                     |                        |                       | 78                     | 31                     | 1                       | 0                        | 0                                  | 6.54                        | 0.58                        | 1.51                        |
| (V23) (636GJ) Dubuque                                                                                                                                                | 699                            | 699                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 5                      | 0                      | 0                       | 0                        | 0                                  | 0.37                        | 0                           | 0.45                        |
| (V23) (636GN) Cedar Rapids                                                                                                                                           | 1,117                          | 1,113                      | 99.64%                                       | 4                           | 0.36%                                     |                        |                       | 50                     | 4                      | 0                       | 0                        | 0                                  | 4.04                        | 2.11                        | 3.07                        |
| (V23) (636GS) Ottumwa                                                                                                                                                | 620                            | 619                        | 99.84%                                       | 1                           | 0.16%                                     |                        |                       | 24                     | 1                      | 0                       | 0                        | 0                                  | 2.22                        | 1.16                        | 5.97                        |
| (V23) (636GT) Sterling                                                                                                                                               | 501                            | 501                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 6                      | 0                      | 0                       | 0                        | 0                                  | 0.68                        | 3.92                        | 1.69                        |
| (V23) (636GU) Decorah                                                                                                                                                | 327                            | 327                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 6                      | 0                      | 0                       | 0                        | 0                                  | 2.36                        | 0                           | 1.1                         |
| (V23) (636) Nebraska-W Iowa, NE                                                                                                                                      | 45,813                         | 45,451                     | 99.21%                                       | 362                         | 0.79%                                     |                        |                       | 867                    | 299                    | 57                      | 5                        | 1                                  | 1.43                        | 2.64                        | 0.79                        |
| (V23) (636) Omaha                                                                                                                                                    | 24,379                         | 24,176                     | 99.17%                                       | 203                         | 0.83%                                     |                        |                       | 523                    | 177                    | 21                      | 5                        | 0                                  | 1.75                        | 2.41                        | 1.05                        |
| (V23) (636A4) Grand Island                                                                                                                                           | 8,293                          | 8,265                      | 99.66%                                       | 28                          | 0.34%                                     |                        |                       | 74                     | 26                     | 2                       | 0                        | 0                                  | 1.41                        | 1.16                        | 0.84                        |
| (V23) (636A5) Lincoln                                                                                                                                                | 8,978                          | 8,850                      | 98.57%                                       | 128                         | 1.43%                                     |                        |                       | 245                    | 93                     | 34                      | 0                        | 1                                  | 1.31                        | 4.85                        | 0.38                        |
| (V23) (636BW) Grand Island Domiciliary                                                                                                                               | 60                             | 60                         | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V23) (636BX) Omaha Domiciliary                                                                                                                                      | 898                            | 898                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  |                             |                             |                             |
| (V23) (636GA) Norfolk NE                                                                                                                                             | 894                            | 894                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 12                     | 0                      | 0                       | 0                        | 0                                  | 1.21                        | 0.87                        | 0.76                        |
| (V23) (636GB) North Platte                                                                                                                                           | 896                            | 893                        | 99.67%                                       | 3                           | 0.33%                                     |                        |                       | 3                      | 3                      | 0                       | 0                        | 0                                  | 0.78                        | 3.28                        | 0.42                        |
| (V23) (636GL) Bellevue                                                                                                                                               | 489                            | 489                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 1                      | 0                      | 0                       | 0                        | 0                                  | 1.08                        | 0                           | 0                           |
| (V23) (636GP) Shenandoah,IA CBOC                                                                                                                                     | 409                            | 409                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 0                      | 0                      | 0                       | 0                        | 0                                  | 0.54                        | 0.03                        | 0.3                         |
| (V23) (636GQ) Holdrege                                                                                                                                               | 517                            | 517                        | 100.00%                                      | 0                           | 0.00%                                     |                        |                       | 9                      | 0                      | 0                       | 0                        | 0                                  | 1.45                        | 1.06                        | 0.46                        |
| (V23) (656) St. Cloud, MN                                                                                                                                            | 34,079                         | 33,555                     | 98.46%                                       | 524                         | 1.54%                                     |                        |                       | 885                    | 410                    | 95                      | 15                       | 4                                  | 2.35                        | 4.28                        | 3.81                        |
| (V23) (656) St Cloud VA Health Care System                                                                                                                           | 29,482                         | 29,062                     | 98.58%                                       | 420                         | 1.42%                                     |                        |                       | 743                    | 308                    | 93                      | 15                       | 4                                  | 1.83                        | 4.31                        | 3.77                        |
| (V23) (656GA) Brainerd                                                                                                                                               | 2,565                          | 2,465                      | 96.10%                                       | 100                         | 3.90%                                     |                        |                       | 122                    | 98                     | 2                       | 0                        | 0                                  | 5.58                        | 3.67                        | 6.3                         |
| (V23) (656GB) Western Central Minnesota                                                                                                                              | 930                            | 928                        | 99.78%                                       | 2                           | 0.22%                                     |                        |                       | 7                      | 2                      | 0                       | 0                        | 0                                  | 0.65                        | 4.71                        | 0.03                        |
| (V23) (656GC) Max J. Beilke                                                                                                                                          | 1,102                          | 1,100                      | 99.82%                                       | 2                           | 0.18%                                     |                        |                       | 13                     | 2                      | 0                       | 0                        | 0                                  | 0.62                        | 2.48                        | 2.39                        |

| Retrospective/Completed Appointment Wait Times<br>National Summary. | Total<br>Completed<br>Appointments<br>1 | Completed within 30<br>Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days 6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60 Days<br>9 | Completed 61-90<br>Days 10 | Completed 91-120 Days<br>11 | Completed in more<br>than 120 Days 12 | PC Avg<br>Wait Time<br>in Days 13 | SC Avg<br>Wait Time<br>in Days 14 | MH Avg<br>Wait Time<br>in Days 15 |
|---------------------------------------------------------------------|-----------------------------------------|-------------------------------|--------------------------------------------------------------|--------------------------------|--------------------------------------------------------|----------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|---------------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| National: 1/2020                                                    | 5,165,479                               | 4,856,880                     | 94.03%                                                       | 308,599                        | 5.97%                                                  | 4,237,669            | 288,498                  | 330,713                   | 207,937                   | 59,175                     | 21,562                      | 19,925                                | 4.96                              | 9.21                              | 4.87                              |
| National: 12/2019                                                   | 4,601,422                               | 4,358,161                     | 94.71%                                                       | 243,261                        | 5.29%                                                  | 3,818,636            | 256,694                  | 282,831                   | 166,331                   | 46,358                     | 15,903                      | 14,669                                | 4.41                              | 8.35                              | 4.28                              |
| National: 11/2019                                                   | 4,578,348                               | 4,350,292                     | 95.02%                                                       | 228,056                        | 4.98%                                                  | 3,818,646            | 251,802                  | 279,844                   | 157,343                   | 41,543                     | 14,939                      | 14,231                                | 4.35                              | 8.13                              | 4.04                              |
| National: 10/2019                                                   | 5,476,901                               | 5,218,942                     | 95.29%                                                       | 257,959                        | 4.71%                                                  | 4,578,802            | 302,309                  | 337,831                   | 175,232                   | 48,131                     | 16,756                      | 17,840                                | 4.09                              | 8.04                              | 4.1                               |
| National: 9/2019                                                    | 4,903,146                               | 4,657,948                     | 95.00%                                                       | 245,198                        | 5.00%                                                  | 4,085,828            | 272,832                  | 299,288                   | 167,027                   | 43,875                     | 17,282                      | 17,014                                | 4.46                              | 8.32                              | 4.07                              |
| National: 8/2019                                                    | 5,142,001                               | 4,883,145                     | 94.97%                                                       | 258,856                        | 5.03%                                                  | 4,274,706            | 286,387                  | 322,052                   | 170,093                   | 52,187                     | 19,415                      | 17,161                                | 4.64                              | 8.42                              | 3.97                              |
| National: 7/2019                                                    | 5,071,250                               | 4,799,635                     | 94.64%                                                       | 271,615                        | 5.36%                                                  | 4,192,918            | 282,226                  | 324,491                   | 182,943                   | 53,061                     | 18,868                      | 16,743                                | 4.8                               | 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                                | 4.7                               | 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                              | 3.5                               |
| 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                              | 7.4                               | 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                                 | 4.2                               | 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                              | 2.5                               |
| 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                              | 2.6                               |
| 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                                 | 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                              | 6.6                               | 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                                 | 5.2                               | 6.9                               | 3.29                              |
| National: 12/2015                                                   | 4,672,667                               | 4,493,236                     | 96.16%                                                       | 179,431                        | 3.84%                                                  | 3,996,052            | 243,148                  | 254,036                   | 128,757                   | 37,495                     | 9,077                       | 4,102                                 | 4.87                              | 6.44                              | 3.03                              |
| National: 11/2015                                                   | 4,388,187                               | 4,228,217                     | 96.35%                                                       | 159,970                        | 3.65%                                                  | 3,767,085            | 223,891                  | 237,241                   | 117,739                   | 31,389                     | 7,526                       | 3,316                                 | 4.57                              | 6.28                              | 3.03                              |
| National: 10/2015                                                   | 4,966,790                               | 4,804,228                     | 96.73%                                                       | 162,562                        | 3.27%                                                  | 4,300,175            | 242,986                  | 261,067                   | 119,186                   | 32,079                     | 7,643                       | 3,654                                 | 4.01                              | 6.03                              | 3.02                              |
| National: 9/2015                                                    | 4,883,045                               | 4,721,707                     | 96.70%                                                       | 161,338                        | 3.30%                                                  | 4,221,358            | 247,570                  | 252,779                   | 119,391                   | 30,631                     | 7,996                       | 3,320                                 | 4.37                              | 5.81                              | 3.07                              |

| Retrospective/Completed Appointment Wait Times<br>National Summary. | Total<br>Completed<br>Appointments<br>1 | Completed within 30<br>Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days 6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60 Days<br>9 | Completed 61-90<br>Days 10 | Completed 91-120 Days<br>11 | Completed in more<br>than 120 Days 12 | PC Avg<br>Wait Time<br>in Days 13 | SC Avg<br>Wait Time<br>in Days 14 | MH Avg<br>Wait Time<br>in Days 15 |
|---------------------------------------------------------------------|-----------------------------------------|-------------------------------|--------------------------------------------------------------|--------------------------------|--------------------------------------------------------|----------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|---------------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| 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                                 | 4.5                               | 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                              | 5.4                               | 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                                   | 2.2                               | 3.2                               | 1.71                              |



FOOTNOTES

\*Preferred Date (PD):The date for the appointment that is deemed clinically appropriate by a VA health care provider, or if no such clinical 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 Scheduled: 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.**