

Appendix A

| Month  | Total vets received | Total vets released | Average processing times for requests processed outside SLA (in working days) | Volume of requests released outside of SLA | % of vets outside SLA |
|--------|---------------------|---------------------|---|--|-----------------------|
| Jul-15 | 37816               | 46211               | 45  | 30,593                                     | 66.2                  |
| Aug-15 | 40364               | 45193               | 41  | 28,806                                     | 63.7                  |
| Sep-15 | 39518               | 48320               | 36  | 31,184                                     | 64.5                  |
| Oct-15 | 35790               | 45792               | 28  | 19,404                                     | 42.4                  |
| Nov-15 | 41669               | 44334               | 28  | 5,170                                      | 11.7                  |
| Dec-15 | 33131               | 35719               | 38  | 1,401                                      | 3.9                   |
| Jan-16 | 29098               | 33978               | 26  | 5,226                                      | 15.4                  |
| Feb-16 | 48252               | 33357               | 66  | 488  | 1.5                   |
| Mar-16 | 54130               | 35418               | 45  | 1,326                                      | 3.7                   |
| Apr-16 | 41640               | 45566               | 24  | 31,419                                     | 69                    |
| May-16 | 48874               | 46299               | 24  | 9,850                                      | 21.3                  |
| Jun-16 | 45258               | 39505               | 24  | 15,478                                     | 39.2                  |
| Jul-16 | 41582               | 40560               | 24  | 31,373                                     | 77.3                  |
| Aug-16 | 47634               | 47659               | 25  | 35,580                                     | 74.7                  |