## Driver License Regional Monthly Review

### Customer Volume and Average Waits

<table>
<thead>
<tr>
<th>OfficeName</th>
<th>2012 Customer Volume</th>
<th>2013 Customer Volume</th>
<th>Avg. Wait Time in Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bryan</td>
<td>11,300</td>
<td>5,204</td>
<td>54</td>
</tr>
<tr>
<td>Houston - Gessner</td>
<td>35,928</td>
<td>21,508</td>
<td>68</td>
</tr>
<tr>
<td>Houston - Grant</td>
<td>18,281</td>
<td>8,027</td>
<td>52</td>
</tr>
<tr>
<td>Houston - Townh</td>
<td>21,952</td>
<td>14,334</td>
<td>76</td>
</tr>
<tr>
<td>Houston - Vantage</td>
<td>14,403</td>
<td>7,482</td>
<td>40</td>
</tr>
<tr>
<td>Houston Dacoma</td>
<td>26,800</td>
<td>7,974</td>
<td>35</td>
</tr>
</tbody>
</table>

### Performance by Transaction Type

#### OfficeName
- Bryan
- Houston - Gessner
- Houston - Grant
- Houston - Townh
- Houston - Vantage
- Houston Dacoma

#### Avg. Wait Time in Minutes
- Replace & Renew
- Originals
- Other Types

### Regional Map

- Offices with Queuing Solution
- Other Offices

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