Driver License Regional Monthly Review

Average Waits and Customer Volume

Year | 2012 | 2013
--- | --- | ---
Bryan | 45 | 45
Houston - Dacoma | 30 | 30
Houston - Gessner | 40 | 40
Houston - Grant Road | 50 | 50
Houston - Townhurst | 60 | 60
Houston - Vantage | 70 | 70

Customer Volume

Year | 2012 | 2013
--- | --- | ---
Bryan | 10,000 | 10,000
Houston - Dacoma | 15,000 | 15,000
Houston - Gessner | 20,000 | 20,000
Houston - Grant Road | 25,000 | 25,000
Houston - Townhurst | 30,000 | 30,000
Houston - Vantage | 35,000 | 35,000

Performance by Transaction Type

<table>
<thead>
<tr>
<th>Office Name</th>
<th>Replace &amp; Renew</th>
<th>Originals</th>
<th>Other Types</th>
<th>Avg. Wait Time in Minutes</th>
<th>Replace &amp; Renew</th>
<th>Originals</th>
<th>Other Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bryan</td>
<td>2,512</td>
<td>527</td>
<td>1,373</td>
<td>31</td>
<td>32</td>
<td>25</td>
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</tr>
<tr>
<td>Houston - Dacoma</td>
<td>6,646</td>
<td>1,304</td>
<td>1,984</td>
<td>25</td>
<td>31</td>
<td>14</td>
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</tr>
<tr>
<td>Houston - Grant Road</td>
<td>3,662</td>
<td>1,354</td>
<td>1,740</td>
<td>33</td>
<td>55</td>
<td>14</td>
<td></td>
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<tr>
<td>Houston - Townhurst</td>
<td>3,494</td>
<td>1,633</td>
<td>5,113</td>
<td>31</td>
<td>53</td>
<td>40</td>
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</tr>
<tr>
<td>Houston - Vantage</td>
<td>2,504</td>
<td>1,079</td>
<td>2,000</td>
<td>20</td>
<td>28</td>
<td>10</td>
<td></td>
</tr>
</tbody>
</table>

Regional Map

Offices with Queuing Solution

Other Offices