Driver License Regional Monthly Review

Customer Volume and Average Waits

<table>
<thead>
<tr>
<th>Office</th>
<th>2012</th>
<th>2013</th>
<th>Average Wait Time in Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carrollton</td>
<td>4,331</td>
<td>2,453</td>
<td>Replace: 9, Cedar Hill: 29</td>
</tr>
<tr>
<td>Cedar Hill</td>
<td>2,488</td>
<td>1,507</td>
<td>Replace: 8, Dallas-East: 15</td>
</tr>
<tr>
<td>Dallas - East</td>
<td>4,383</td>
<td>2,454</td>
<td>Replace: 16, Dallas-East: 39</td>
</tr>
<tr>
<td>Dallas - Southwest</td>
<td>3,074</td>
<td>2,155</td>
<td>Replace: 28, Dallas-East: 32</td>
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<tr>
<td>Garland</td>
<td>3,147</td>
<td>1,331</td>
<td>Replace: 17, Dallas-East: 21</td>
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<td>Grand Prairie</td>
<td>2,497</td>
<td>1,623</td>
<td>Replace: 10, Dallas-East: 29</td>
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<tr>
<td>Irving</td>
<td>2,702</td>
<td>1,810</td>
<td>Replace: 9, Dallas-East: 22</td>
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<tr>
<td>Longview</td>
<td>1,784</td>
<td>774</td>
<td>Replace: 6, Dallas-East: 5</td>
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<tr>
<td>Tyler</td>
<td>2,028</td>
<td>969</td>
<td>Replace: 12, Dallas-East: 17</td>
</tr>
</tbody>
</table>

Performance by Transaction Type

Regional Map