Driver License Regional Monthly Review

Average Waits and Customer Volume

<table>
<thead>
<tr>
<th>Region 3: South Texas</th>
<th>September 2013</th>
</tr>
</thead>
</table>

### Brownsville
- **Target Wait:** 30 minutes
- **Customer Volume:**
  - Replace: 2,696
  - Renew: 960
  - Originals: 2,025
  - Other: 2,025
- **Avg. Wait Time in Minutes:**
  - Replace: 21
  - Renew: 18
  - Originals: 18

### Corpus Christi
- **Customer Volume:**
  - Replace: 3,414
  - Renew: 1,361
  - Originals: 3,283
  - Other: 3,283
- **Avg. Wait Time in Minutes:**
  - Replace: 15
  - Renew: 17
  - Originals: 29

### Laredo
- **Customer Volume:**
  - Replace: 2,851
  - Renew: 1,030
  - Originals: 3,343
  - Other: 3,343
- **Avg. Wait Time in Minutes:**
  - Replace: 16
  - Renew: 17
  - Originals: 22

### Weslaco
- **Customer Volume:**
  - Replace: 2,355
  - Renew: 1,181
  - Originals: 2,215
  - Other: 2,215
- **Avg. Wait Time in Minutes:**
  - Replace: 20
  - Renew: 24
  - Originals: 26

Performance by Transaction Type

<table>
<thead>
<tr>
<th>Office Name</th>
<th>Customer Volume</th>
<th>Avg. Wait Time in Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brownsville</td>
<td>Replace &amp; Renew 2,696 960</td>
<td>21 Replace &amp; Renew 2,025</td>
</tr>
<tr>
<td></td>
<td>Originals 2,025</td>
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Regional Map

Offices with Queuing Solution

Other Offices