Customer Volume and Average Waits

Region 6A: San Antonio
Week 26 2013: June 24 - June 28

Customer Volume and Average Waits

Year  
2012 2013

San Antonio - Pat Booker  
Target Wait: 30 Wait Time in Minutes: 30

San Antonio - General McMullen  
Wait Time in Minutes: 15

San Antonio - Southeast  
Wait Time in Minutes: 20

San Antonio - Babcock  
Wait Time in Minutes: 25

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></td>
<td>Replace &amp; Renew</td>
<td>Originals</td>
</tr>
<tr>
<td>San Antonio - Pat Booker</td>
<td>1,001.0</td>
<td>591.0</td>
</tr>
<tr>
<td>San Antonio - General McMullen</td>
<td>853.0</td>
<td>478.0</td>
</tr>
<tr>
<td>San Antonio - Southeast</td>
<td>690.0</td>
<td>341.0</td>
</tr>
<tr>
<td>San Antonio - Babcock</td>
<td>730.0</td>
<td>294.0</td>
</tr>
</tbody>
</table>

Regional Map

Offices with Queuing Solution
Other Offices