Driver License Regional Weekly Review

Customer Volume and Average Waits

<table>
<thead>
<tr>
<th>Region</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arlington</td>
<td>45</td>
<td>30</td>
</tr>
<tr>
<td>Denton</td>
<td>30</td>
<td>15</td>
</tr>
<tr>
<td>Fort Worth</td>
<td>15</td>
<td>0</td>
</tr>
<tr>
<td>Hurst</td>
<td>0</td>
<td>3000</td>
</tr>
<tr>
<td>Lake Worth</td>
<td>2000</td>
<td>5</td>
</tr>
<tr>
<td>Lewisville</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>McKinney</td>
<td>0</td>
<td>3000</td>
</tr>
<tr>
<td>Plano</td>
<td>3000</td>
<td>5</td>
</tr>
<tr>
<td>Waxahachie</td>
<td>5</td>
<td>0</td>
</tr>
</tbody>
</table>

Target Wait

Performance by Transaction Type

<table>
<thead>
<tr>
<th>Office Name</th>
<th>Replace &amp; Renew</th>
<th>Originals</th>
<th>Other Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arlington</td>
<td>883</td>
<td>430</td>
<td>228</td>
</tr>
<tr>
<td>Denton</td>
<td>495</td>
<td>175</td>
<td>262</td>
</tr>
<tr>
<td>Fort Worth</td>
<td>838</td>
<td>435</td>
<td>201</td>
</tr>
<tr>
<td>Hurst</td>
<td>1,066</td>
<td>414</td>
<td>426</td>
</tr>
<tr>
<td>Lake Worth</td>
<td>603</td>
<td>263</td>
<td>170</td>
</tr>
<tr>
<td>Lewisville</td>
<td>606</td>
<td>229</td>
<td>204</td>
</tr>
<tr>
<td>McKinney</td>
<td>673</td>
<td>466</td>
<td>140</td>
</tr>
<tr>
<td>Plano</td>
<td>1,207</td>
<td>581</td>
<td>673</td>
</tr>
<tr>
<td>Waxahachie</td>
<td>338</td>
<td>161</td>
<td>240</td>
</tr>
</tbody>
</table>

Avg. Wait Time in Minutes

<table>
<thead>
<tr>
<th>Office Name</th>
<th>Replace &amp; Renew</th>
<th>Originals</th>
<th>Other Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arlington</td>
<td>25</td>
<td>35</td>
<td>21</td>
</tr>
<tr>
<td>Denton</td>
<td>15</td>
<td>21</td>
<td>13</td>
</tr>
<tr>
<td>Fort Worth</td>
<td>15</td>
<td>23</td>
<td>23</td>
</tr>
<tr>
<td>Hurst</td>
<td>22</td>
<td>20</td>
<td>11</td>
</tr>
<tr>
<td>Lake Worth</td>
<td>13</td>
<td>22</td>
<td>17</td>
</tr>
<tr>
<td>Lewisville</td>
<td>19</td>
<td>23</td>
<td>22</td>
</tr>
<tr>
<td>McKinney</td>
<td>18</td>
<td>20</td>
<td>13</td>
</tr>
<tr>
<td>Plano</td>
<td>12</td>
<td>25</td>
<td>18</td>
</tr>
<tr>
<td>Waxahachie</td>
<td>14</td>
<td>21</td>
<td>12</td>
</tr>
</tbody>
</table>

Regional Map

Offices with Queuing Solution

Other Offices