DL Office	Average Transaction Time		Renewals and Originals		Customers Queuing	
	Average Transaction Time Originals	Average Transaction Time Renewal & Replacement	% Renewals within 30 minutes	% Originals within 45 minutes	Originals	Renewals
Abilene	0:55:58	0:50:53	29.17%	35.13%	14,457	22,325
Amarillo	0:43:57	0:44:13	43.11%	62.15%	22,704	37,469
Austin North	1:32:53	1:19:11	18.78%	23.46%	36,644	49,097
Austin Northwest	1:14:11	1:03:42	24.65%	33.38%	25,188	36,160
Austin South	2:02:19	1:58:51	11.88%	19.82%	37,246	52,669
Baytown	1:06:24	0:45:01	33.30%	33.80%	28,739	37,459
Beaumont	1:19:11	1:14:20	13.15%	21.77%	20,141	33,770
Boerne	1:16:21	1:09:22	23.06%	32.32%	6,342	12,740
Brownsville	1:02:09	0:41:25	38.57%	46.02%	18,567	37,316
Bryan	1:24:40	1:12:58	23.53%	29.77%	25,188	31,048
Carrollton Mega Center	2:17:42	1:47:51	15.82%	17.63%	60,025	83,765
Clearlake	1:16:31	1:20:03	18.69%	29.71%	11,927	26,785
Cleburne	1:10:23	0:46:34	31.30%	31.45%	14,289	20,385
Conroe	0:51:21	0:52:39	30.66%	50.12%	19,862	28,727
Corpus Christi Mega Center	1:03:21	0:59:11	29.32%	33.19%	29,081	39,832
Dallas South Mega Center	2:18:37	1:31:44	14.49%	15.75%	83,785	95,461
Denton	1:26:22	1:15:55	9.44%	17.57%	17,324	23,950
Eagle Pass	0:21:18	0:20:16	77.21%	89.99%	11,463	10,141
Edinburg Mega Center	0:39:36	0:29:33	62.55%	66.31%	16,754	22,193
El Paso Gateway	0:38:44	0:36:09	45.54%	65.12%	27,417	47,092
El Paso Hondo Pass	0:48:42	0:45:02	37.65%	51.52%	22,547	23,163
El Paso Northwest	0:41:35	0:37:42	45.07%	63.14%	16,897	21,068
El Paso Scott Simpson	0:58:34	0:55:31	20.44%	32.72%	28,030	42,592
Flower Mound	NA	NA	NA	NA	NA	NA
Fort Worth Mega Center	2:33:26	1:51:11	12.71%	19.68%	52,949	78,664
Fort Worth South	1:24:43	1:00:43	20.66%	22.36%	35,023	50,067
Garland	1:21:30	0:59:46	26.61%	33.16%	27,717	44,752
Garland Mega Center	2:34:05	1:48:31	16.31%	20.32%	70,600	111,157
Georgetown	1:14:29	1:10:48	17.26%	29.56%	15,185	21,536
Grand Prairie	2:29:29	2:25:20	9.33%	19.16%	25,161	33,907
Harlingen	0:37:59	0:28:42	63.59%	72.07%	12,647	27,968
Houston Dacoma	1:47:17	1:34:45	15.48%	15.46%	44,303	61,171
Houston Gessner Mega Center	2:00:17	1:52:37	19.48%	26.59%	66,150	91,657
Houston North Mega Center	1:13:28	1:05:36	37.35%	49.26%	62,643	93,799
Houston SE Mega Center	1:54:06	1:25:30	25.93%	32.01%	23,355	37,180
Houston Winkler	1:30:11	1:20:11	11.49%	20.80%	16,504	27,922
Humble	0:55:06	0:46:13	29.13%	38.81%	32,382	43,606
Hurst	1:48:13	1:45:37	13.70%	20.46%	29,214	49,671
Jacksonville	0:48:58	0:47:56	46.18%	57.39%	4,710	6,686
Killeen	2:25:26	2:06:47	12.74%	19.39%	29,468	27,190
Kingsville	0:27:18	0:23:54	68.06%	81.71%	5,575	7,191
Lake Worth	2:01:10	1:29:16	10.90%	13.57%	37,118	54,422
Laredo	1:01:32	0:49:32	34.36%	50.66%	26,240	37,956
Leon Valley Mega Center	1:27:49	0:56:18	35.69%	32.68%	74,267	114,765
Lewisville	0:59:39	0:53:28	22.48%	37.15%	21,042	40,740
Livingston	0:35:35	0:35:02	50.61%	73.31%	5,917	8,260
Longview	0:49:19	0:42:48	37.46%	49.85%	15,008	21,140
Lubbock	0:54:07	0:46:50	40.80%	54.80%	17,100	34,377
Marble Falls	0:43:21	0:41:17	45.07%	61.66%	9,346	13,631
McAllen	0:48:57	0:39:55	47.46%	56.09%	28,670	42,246
McKinney	1:13:03	0:49:00	23.89%	30.02%	19,058	34,470
Midland Mega Center	1:40:13	1:19:13	22.94%	29.57%	38,372	49,446
Mission/Palmview	0:32:27	0:38:09	47.46%	73.70%	399	28,644
New Braunfels	0:51:18	0:45:05	43.55%	53.76%	16,408	22,038
Paris	0:20:40	0:17:48	86.71%	93.16%	6,191	10,410
Pasadena	1:15:48	1:19:26	16.30%	37.72%	10,470	18,803

Pflugerville Mega Center	1:07:55	0:48:24	46.10%	46.87%	38,893	59,751
Plano	2:26:42	1:55:19	9.88%	18.15%	21,465	44,870
Rockwall	1:17:33	1:11:18	28.21%	35.90%	16,213	24,181
Rosenberg Mega Center	1:43:48	1:18:11	27.29%	32.38%	83,346	121,868
San Angelo	0:55:11	0:50:46	33.19%	46.86%	14,245	20,984
San Antonio Gen McMullen	0:57:23	0:55:34	21.87%	36.06%	36,009	52,248
San Antonio Pat Booker	0:58:03	0:51:32	24.93%	37.11%	47,471	59,148
San Antonio Southeast	0:49:26	0:40:39	35.37%	49.59%	31,417	44,602
San Marcos	0:49:36	0:44:36	35.78%	50.37%	13,786	20,784
Spring Mega Center	1:24:54	1:07:28	37.14%	41.58%	53,475	93,234
Temple	1:27:16	1:22:24	16.95%	28.04%	16,832	22,239
Terrell	1:10:34	1:08:55	21.94%	34.70%	13,602	19,263
Texas City	0:37:52	0:32:58	48.68%	68.94%	23,246	36,819
Tyler	0:56:54	0:57:18	24.07%	42.89%	18,441	27,627
Victoria	0:52:13	0:48:48	26.50%	42.42%	1,181	1,777
Waco	0:55:38	0:49:36	27.48%	41.52%	20,809	34,012
Waxahachie	1:10:22	0:58:39	28.61%	32.51%	22,053	31,156
Weslaco	0:31:51	0:30:06	62.05%	75.95%	26,202	36,528
Wichita Falls	0:29:13	0:26:14	67.22%	82.80%	11,605	19,804