

Service Summary

Removed customers are not included.

Service	Customer transactions					Transaction time			Waiting time				
	Arrived	Served	%	No Shows	%	Workload	Average	Max	< SL	> SL	%	Average	Max
Agency Special Services	182	161	88.4%	11	6%	14:41:30	00:05:28	00:57:40	142	30	16.4%	00:08:07	03:33:59
Agency Supervisor	449	411	91.5%	20	4.4%	30:14:22	00:04:24	00:40:55	386	45	10%	00:08:45	02:38:06
Driver License	3,034	2,541	83.7%	91	2.9%	483:35:58	00:11:29	01:37:30	1,298	1,338	44.1%	00:29:54	05:00:00
Driver License Express	941	878	93.3%	24	2.5%	164:34:17	00:11:15	01:01:30	365	538	57.1%	00:30:07	03:40:18
Dropoff	152	144	94.7%	0	0%	22:51:54	00:09:39	01:58:37	134	10	6.5%	00:02:19	01:08:20
DTC Special Services	502	422	84%	11	2.1%	38:45:58	00:05:32	00:48:45	354	79	15.7%	00:08:45	02:22:50
!ex License	93	89	95.6%	0	0%	03:22:12	00:02:16	00:10:36	15	74	79.5%	00:14:42	01:42:56
!EX License Express	694	691	99.5%	1	0.1%	09:24:03	00:00:49	00:23:15	269	423	60.9%	00:18:02	01:34:01
!EX License Express (N ..	36	36	100%	0	0%	00:12:06	00:00:20	00:01:33	36	0	0%	00:00:07	00:02:34
!ex License RTO	185	121	65.4%	0	0%	14:34:09	00:07:13	00:18:09	37	84	45.4%	00:37:15	02:17:21
!EX License Standard	915	911	99.5%	3	0.3%	42:31:00	00:02:48	00:56:14	439	475	51.9%	00:24:51	02:15:21
!EX License Standard (N..	14	14	100%	0	0%	01:56:04	00:08:17	00:16:35	9	5	35.7%	00:09:43	00:42:00
!ex NO PHONE License	211	204	96.6%	1	0.4%	06:30:18	00:01:54	00:20:19	27	178	84.3%	00:19:10	01:18:47
!ex NO PHONE License ..	64	64	100%	0	0%	03:40:16	00:03:26	00:16:49	10	54	84.3%	00:32:33	01:06:45
!ex NO PHONE Regional	1	1	100%	0	0%	00:00:10	00:00:10	00:00:10	1	0	0%	00:00:00	00:00:00
!EX Real ID	599	554	92.4%	8	1.3%	35:59:34	00:03:54	01:31:23	321	241	40.2%	00:09:36	01:25:44
!EX Real ID (No Phone)	31	30	96.7%	1	3.2%	05:27:40	00:11:17	00:39:24	7	24	77.4%	00:17:21	01:00:40
!Ex Regional	599	600	100.1%	9	1.5%	114:43:24	00:11:32	01:38:34	196	414	69.1%	00:16:34	02:07:38
!ex Registration	43	42	97.6%	0	0%	00:37:14	00:00:53	00:09:08	41	1	2.3%	00:00:28	00:19:44



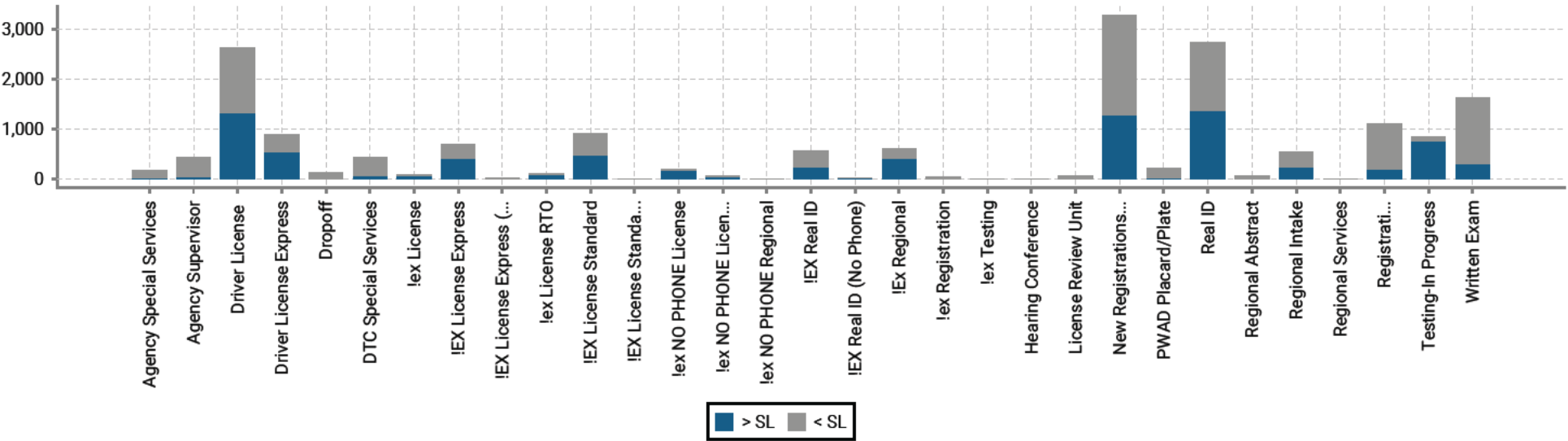
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Service	Arrived	Served	%	No Shows	%	Workload	Average	Max	< SL	> SL	%	Average	Max
Ilex Testing	3	1	33.3%	0	0%	00:00:19	00:00:19	00:00:19	1	0	0%	00:02:24	00:02:24
Hearing Conference	8	8	100%	0	0%	04:03:28	00:30:26	01:14:53	7	1	12.5%	00:26:40	01:55:12
License Review Unit	100	77	77%	2	2%	20:15:08	00:16:25	01:44:18	64	15	15%	00:35:30	05:45:49
New Registrations & Title	3,333	3,210	96.3%	74	2.2%	495:40:31	00:09:20	01:27:59	2,007	1,282	38.4%	00:14:45	06:23:16
PWAD Placard/Plate	241	208	86.3%	9	3.7%	25:18:01	00:07:20	00:46:01	199	19	7.8%	00:06:48	08:03:47
Real ID	3,046	2,684	88.1%	49	1.6%	561:58:36	00:12:37	01:31:18	1,372	1,364	44.7%	00:21:40	06:03:29
Regional Abstract	63	61	96.8%	2	3.1%	07:42:17	00:07:34	00:29:06	59	4	6.3%	00:05:07	00:33:29
Regional Intake	625	532	85.1%	10	1.6%	100:25:20	00:11:22	01:42:22	300	242	38.7%	00:29:38	06:06:05
Regional Services	9	7	77.7%	0	0%	00:44:44	00:07:27	00:54:13	6	1	11.1%	00:12:24	01:13:36
Registration Renewal/D ..	1,123	1,065	94.8%	41	3.6%	79:23:20	00:04:29	01:16:46	906	201	17.8%	00:07:46	05:32:19
Testing-In Progress	862	854	99%	1	0.1%	03:25:00	00:00:14	00:16:46	91	764	88.6%	00:39:00	02:59:49
Written Exam	1,662	1,618	97.3%	14	0.8%	61:29:54	00:02:17	01:29:31	1,324	308	18.5%	00:09:25	02:12:03
Totals	19,820	18,239	92%	382	1.9%	2354:08:47			10,423	8,214	41.4%		
Averages	639.3	588.3		12.3		75:56:24	00:07:46		336.2	264.9		00:18:24	
Max	3,333	3,210		91		561:58:36	00:30:26	01:58:37	2,007	1,364		00:39:00	08:03:47

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Report settings

Selected date intervals		Time Period
2025-03-18 - 2025-03-18		8:00 - 22:00
Branch:	All Selected	
Service:	All Selected	
Queue:	All Selected	
Service Point:	All Selected	
Staff:	All Selected	