**Average Virginia wait times during Fiscal Year 2014**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **District Name** | **CSC Name** | **FY 2014** | **Average Wait Time** | **Average Transaction Time** | **Customers** |
| **Bristol District** | Abingdon | FY 2014 | 0:05:53 | 0:08:48 |        29,912 |
| **Bristol District** | Bristol | FY 2014 | 0:06:52 | 0:10:17 |        26,285 |
| **Bristol District** | Clintwood | FY 2014 | 0:04:50 | 0:09:55 |        14,639 |
| **Bristol District** | Galax | FY 2014 | 0:09:23 | 0:07:55 |        37,158 |
| **Bristol District** | Gate City | FY 2014 | 0:07:52 | 0:10:19 |        23,846 |
| **Bristol District** | Jonesville | FY 2014 | 0:09:23 | 0:10:41 |        14,762 |
| **Bristol District** | Lebanon | FY 2014 | 0:05:11 | 0:09:34 |        13,815 |
| **Bristol District** | Marion | FY 2014 | 0:06:02 | 0:08:11 |        24,873 |
| **Bristol District** | Norton | FY 2014 | 0:13:44 | 0:09:38 |        30,361 |
| **Bristol District** | Pulaski | FY 2014 | 0:03:11 | 0:06:47 |        29,806 |
| **Bristol District** | Tazewell | FY 2014 | 0:05:54 | 0:07:31 |        33,757 |
| **Bristol District** | Vansant | FY 2014 | 0:15:36 | 0:09:33 |        23,023 |
| **Bristol District** | Wytheville | FY 2014 | 0:02:08 | 0:07:21 |        31,895 |
| **Bristol District** | **Bristol District** | FY 2014 | **0:07:22** | **0:08:43** | **334,132** |
| **Roanoke District** | Altavista | FY 2014 | 0:09:17 | 0:10:47 |        23,650 |
| **Roanoke District** | Bedford | FY 2014 | 0:07:52 | 0:10:08 |        36,550 |
| **Roanoke District** | Christiansburg | FY 2014 | 0:20:58 | 0:09:01 |        61,819 |
| **Roanoke District** | Covington | FY 2014 | 0:03:53 | 0:08:34 |        24,124 |
| **Roanoke District** | Danville | FY 2014 | 0:18:12 | 0:08:44 |        52,461 |
| **Roanoke District** | Lynchburg | FY 2014 | 0:12:10 | 0:09:18 |        87,572 |
| **Roanoke District** | Martinsville | FY 2014 | 0:12:48 | 0:08:18 |        54,000 |
| **Roanoke District** | Roanoke | FY 2014 | 0:26:25 | 0:10:53 |      149,276 |
| **Roanoke District** | Rocky Mount | FY 2014 | 0:16:10 | 0:09:22 |        38,894 |
| **Roanoke District** | South Boston | FY 2014 | 0:07:26 | 0:07:15 |        34,653 |
| **Roanoke District** | **Roanoke District** | FY 2014 | **0:16:46** | **0:09:30** | **562,999** |
| **Staunton District** | Charlottesville | FY 2014 | 0:20:38 | 0:10:26 |        90,178 |
| **Staunton District** | Culpeper | FY 2014 | 0:12:17 | 0:07:34 |        47,704 |
| **Staunton District** | Front Royal | FY 2014 | 0:11:53 | 0:07:28 |        38,010 |
| **Staunton District** | Harrisonburg | FY 2014 | 0:22:39 | 0:10:06 |           74,051 |
| **Staunton District** | Lexington | FY 2014 | 0:06:20 | 0:08:30 |        24,705 |
| **Staunton District** | Staunton | FY 2014 | 0:17:35 | 0:10:15 |        43,106 |
| **Staunton District** | Warrenton | FY 2014 | 0:23:31 | 0:09:38 |        47,117 |
| **Staunton District** | Waynesboro | FY 2014 | 0:19:43 | 0:08:39 |        38,317 |
| **Staunton District** | Winchester | FY 2014 | 0:24:51 | 0:09:21 |        56,552 |
| **Staunton District** | Woodstock | FY 2014 | 0:03:38 | 0:05:08 |        30,408 |
| **Staunton District** | **Staunton District** | FY 2014 | **0:18:09** | **0:09:05** | **490,148** |
| **Fairfax North District** | Arlington | FY 2014 | 0:45:21 | 0:10:10 |      151,875 |
| **Fairfax North District** | Fair Oaks Mall | FY 2014 | 0:26:42 | 0:10:06 |      107,374 |
| **Fairfax North District** | Fairfax Westfields | FY 2014 | 0:26:19 | 0:09:17 |        99,643 |
| **Fairfax North District** | Leesburg | FY 2014 | 0:27:55 | 0:09:51 |        79,724 |
| **Fairfax North District** | Sterling | FY 2014 | 0:34:49 | 0:09:54 |        80,442 |
| **Fairfax North District** | Tyson's Corner | FY 2014 | 0:30:53 | 0:09:37 |      157,482 |
| **Fairfax North District** | **Fairfax North District** | FY 2014 | **0:32:59** | **0:09:49** | **676,540** |
| **Fairfax South District** | Alexandria | FY 2014 | 0:41:14 | 0:09:05 |      123,592 |
| **Fairfax South District** | Franconia | FY 2014 | 0:25:24 | 0:09:41 |      123,080 |
| **Fairfax South District** | Fredericksburg | FY 2014 | 0:18:00 | 0:08:59 |      125,348 |
| **Fairfax South District** | Lorton | FY 2014 | 0:32:28 | 0:09:13 |        89,734 |
| **Fairfax South District** | Manassas | FY 2014 | 0:39:39 | 0:08:41 |      116,967 |
| **Fairfax South District** | Stafford | FY 2014 | 0:16:10 | 0:09:52 |        78,628 |
| **Fairfax South District** | Woodbridge | FY 2014 | 0:29:10 | 0:07:49 |      137,343 |
| **Fairfax South District** | **Fairfax South District** | FY 2014 | **0:29:26** | **0:08:58** | **794,692** |
| **Richmond District** | Chester | FY 2014 | 0:15:52 | 0:07:47 |        96,778 |
| **Richmond District** | Chesterfield | FY 2014 | 0:25:25 | 0:10:11 |      115,496 |
| **Portsmouth District** | Courtland | FY 2014 | 0:05:56 | 0:07:51 |        22,679 |
| **Richmond District** | East Henrico | FY 2014 | 0:18:23 | 0:09:21 |        94,322 |
| **Richmond District** | Emporia | FY 2014 | 0:02:25 | 0:08:48 |        24,646 |
| **Richmond District** | Farmville | FY 2014 | 0:08:29 | 0:09:11 |        34,739 |
| **Richmond District** | Fort Lee | FY 2014 | 0:01:42 | 0:09:55 |          8,858 |
| **Richmond District** | Hopewell | FY 2014 | 0:06:54 | 0:08:37 |        58,263 |
| **Richmond District** | North Henrico | FY 2014 | 0:15:37 | 0:07:36 |      109,922 |
| **Richmond District** | Petersburg | FY 2014 | 0:11:57 | 0:07:49 |        64,987 |
| **Richmond District** | Richmond | FY 2014 | 0:24:45 | 0:09:33 |      112,990 |
| **Richmond District** | South Hill | FY 2014 | 0:10:14 | 0:08:25 |        28,712 |
| **Richmond District** | West Henrico | FY 2014 | 0:19:50 | 0:08:51 |        93,567 |
| **Richmond District** | **Richmond District** | FY 2014 | **0:16:50** | **0:08:47** | **865,959** |
| **Portsmouth District** | Chesapeake | FY 2014 | 0:19:10 | 0:08:44 |        96,072 |
| **Portsmouth District** | Norfolk Military Circle | FY 2014 | 0:22:44 | 0:08:22 |        92,173 |
| **Portsmouth District** | Norfolk Widgeon Rd | FY 2014 | 0:22:16 | 0:07:57 |        98,569 |
| **Portsmouth District** | Onancock | FY 2014 | 0:11:58 | 0:09:21 |        26,600 |
| **Portsmouth District** | Portsmouth | FY 2014 | 0:19:57 | 0:07:23 |        83,839 |
| **Portsmouth District** | Suffolk | FY 2014 | 0:21:29 | 0:07:56 |        48,615 |
| **Portsmouth District** | Virginia Beach Buckner | FY 2014 | 0:21:48 | 0:08:26 |      106,188 |
| **Portsmouth District** | Virginia Beach Hilltop | FY 2014 | 0:21:44 | 0:10:02 |        85,902 |
| **Portsmouth District** | **Portsmouth District** | FY 2014 | **0:20:55** | **0:08:28** | **637,958** |
| **Hampton District** | Gloucester | FY 2014 | 0:11:48 | 0:08:44 |        36,572 |
| **Hampton District** | Hampton | FY 2014 | 0:24:38 | 0:09:24 |      103,320 |
| **Hampton District** | Kilmarnock | FY 2014 | 0:03:49 | 0:07:34 |        19,298 |
| **Hampton District** | Newport News | FY 2014 | 0:28:39 | 0:09:43 |        74,465 |
| **Hampton District** | Smithfield | FY 2014 | 0:16:38 | 0:09:54 |           27,558 |
| **Hampton District** | Tappahannock | FY 2014 | 0:02:31 | 0:06:40 |        38,906 |
| **Hampton District** | Williamsburg | FY 2014 | 0:17:29 | 0:09:32 |        42,459 |
| **Hampton District** | **Hampton District** | FY 2014 | **0:19:03** | **0:09:02** | **342,578** |
| **STATEWIDE** | **STATEWIDE** | FY 2014 | **0:21:31** | **0:09:03** | **4,705,006** |