

DMV Customer Wait Times by District				
DMV District	October 2009		October 2008	
	Average Wait Time (hours, minutes, seconds)	Percent of Customers Waiting 20 Minutes or Less	Average Wait Time (hours, minutes, seconds)	Percent of Customers Waiting 20 Minutes or Less
Bristol	0:05:32	94%	0:05:32	94%
Roanoke	0:12:16	79%	0:08:26	89%
Staunton	0:16:20	69%	0:11:54	79%
Fairfax North	0:22:04	55%	0:22:34	55%
Fairfax South	0:22:32	55%	0:16:12	68%
Richmond	0:21:34	58%	0:17:12	66%
Portsmouth	0:18:14	61%	0:17:40	65%
Statewide	0:18:22	64%	0:15:32	70%

Monthly Average Wait Time at DMV Customer Service Centers			
DMV District	Customer Service Center	Average Wait Time (hours, minutes, seconds)	
		October 2009	October 2008
Bristol District	Abingdon	0:04:08	0:06:06
	Bristol	0:04:58	0:05:22
	Clintwood	0:05:04	0:05:44
	Galax	0:05:20	0:04:08
	Gate City	0:02:34	0:04:52
	Jonesville	0:03:22	0:05:14
	Lebanon	0:05:38	0:12:48
	Marion	0:04:02	0:04:32
	Norton	0:11:34	0:08:10
	Pulaski	0:04:36	0:03:42
	Tazewell	0:08:58	0:03:58
	Vansant	0:03:20	0:04:44
Wytheville	0:04:00	0:02:56	
District-wide Average		0:05:32	0:05:32
Roanoke District	Altavista	0:13:20	0:05:36
	Bedford	0:19:18	0:13:06
	Christiansburg	0:06:46	0:09:56
	Covington	0:02:06	0:02:54
	Danville	0:21:34	0:08:46
	Lynchburg	0:12:00	0:06:00
	Martinsville	0:11:36	0:08:22
	Roanoke	0:13:14	0:10:52
	Rocky Mount	0:08:36	0:05:56
South Boston	0:06:58	0:06:26	
District-wide Average		0:12:16	0:08:26

**Monthly Average Wait Time at
DMV Customer Service Centers**

DMV District	Customer Service Center	Average Wait Time (hours, minutes, seconds)	
		October 2009	October 2008
Staunton District	Charlottesville	0:18:12	0:16:42
	Culpeper	0:12:28	0:06:44
	Front Royal	0:14:02	0:08:08
	Harrisonburg	0:15:32	0:13:24
	Lexington	0:12:00	0:05:12
	Staunton	0:18:26	0:10:44
	Warrenton	0:27:44	0:13:12
	Waynesboro	0:17:40	0:14:22
	Winchester	0:13:30	0:12:22
	Woodstock	0:06:24	0:06:12
District-wide Average		0:16:20	0:11:54
Fairfax North District	Arlington	0:22:10	0:21:12
	Fair Oaks Mall	0:24:42	0:22:06
	Fairfax Westfields	0:25:34	0:18:46
	Leesburg	0:14:08	0:15:12
	Sterling	0:27:46	0:27:20
	Tyson's Corner	0:18:38	0:27:40
District-wide Average		0:22:04	0:22:34
Fairfax South District	Alexandria	0:21:46	0:16:34
	Franconia	0:24:42	0:13:02
	Fredericksburg	0:24:54	0:25:32
	Manassas	0:21:56	0:12:12
	Springfield Mall	0:22:36	0:13:24
	Stafford	0:16:02	0:12:28
	Woodbridge	0:23:50	0:18:48
District-wide Average		0:22:32	0:16:12
Richmond District	Chester	0:15:30	0:10:14
	Chesterfield	0:30:08	0:23:38
	East Henrico	0:23:44	0:12:50
	Emporia	0:03:24	0:01:48
	Farmville	0:06:56	0:04:02
	Hopewell	0:16:02	0:21:12
	Kilmarnock	0:02:16	0:01:32
	North Henrico	0:36:46	0:25:00
	Petersburg	0:13:30	0:17:44
	Richmond	0:27:02	0:22:44
	South Hill	0:08:50	0:07:36
	Tappahannock	0:04:42	0:02:52
	West Henrico	0:25:14	0:21:24
District-wide Average		0:21:34	0:17:12

**Monthly Average Wait Time at
DMV Customer Service Centers**

DMV District	Customer Service Center	Average Wait Time (hours, minutes, seconds)	
		October 2009	October 2008
Portsmouth District	Chesapeake	0:14:56	0:14:58
	Courtland	0:05:08	0:05:12
	Gloucester	0:18:14	0:10:58
	Hampton	0:26:12	0:21:52
	Newport News	0:18:10	0:25:20
	Norfolk Military	0:19:08	0:14:58
	Norfolk Widgeon	0:13:02	0:11:30
	Onancock	0:08:00	0:06:28
	Portsmouth	0:14:26	0:27:58
	Smithfield	0:18:48	0:14:12
	Suffolk	0:12:18	0:13:38
	VA Beach Buckner	0:22:02	0:13:54
	VA Beach Hilltop	0:23:12	0:19:40
Williamsburg	0:19:42	0:29:12	
District-wide Average		0:18:14	0:17:40
STATEWIDE AVERAGE		0:18:22	0:15:32