Driver License Division High Value Data Set
October 2017

Transactions:
- In Office-Completed Transactions: 456,930
- Online-Completed Transactions: 122,493
- Mail-Completed Transactions: 5,481
- Phone-Completed Transactions: 5,586
- Offender ID Card Transactions: 1,062
- DL and ID Cards produced this month: 610,140
- Non-CDL skills tests passed: 35,684
- Non-CDL skills tests failed: 9,447

CDL Program:
- DPS Vehicle Inspection Tests Booked: 5,360
- DPS Basic Control Skills Tests Booked: 5,348
- DPS Road Tests Booked: 5,643
- DPS Vehicle Inspection Tests: 2,109
- DPS Basic Control Skills Tests: 1,959
- DPS Road Tests: 1,919
- CDL TPST Providers: 19

Customer Service Center (CSC):
- DL customers assisted by phone: 81,672
- DL customers assisted by IVR: 35,895
- DL average hold time in minutes: 10:21
- DL average handle time in minutes: 5:50

Enforcement & Compliance Services (ECS):
- Compliance Processed: 41,356
- Occupational Licenses Issued: 5,147
- Ignition Interlock Licenses Issued: 642
- Enforcement Actions Processed: 46,974
- Traffic Convictions Processed: 173,867
- DRP Cases Suspended: 133,041
- Customer Contacts: 29,399

Impact Texas Driver (ITD) Programs:
- Impact Texas Teen Driver Completions: 15,032
- Impact Texas Young Driver Completions: 8,232

License & Records Services (LRS):
- Driver Records Requests: 1,389,245
- Class C TPST Providers: 170
- Customer Contacts: 7,996

Notes
1. Non-CDL skills tests passed and failed includes tests conducted by DPS and by Class C Third Party Skills Test (TPST) Providers.