**Driver License Division High Value Data Set**

**January 2018**

### Transactions:
- **In Office-Completed Transactions:** 468,666
- **Online-Completed Transactions:** 156,031
- **Mail-Completed Transactions:** 7,587
- **Phone-Completed Transactions:** 6,238
- **Offender ID Card Transactions:** 1,042
- **DL and ID Cards produced this month:** 555,727
- **Non-CDL skills tests passed:** 33,895
- **Non-CDL skills tests failed:** 8,668

### CDL Program:
- **DPS Vehicle Inspection Tests Booked:** 4,980
- **DPS Basic Control Skills Tests Booked:** 4,926
- **DPS Road Tests Booked:** 5,238
- **DPS Vehicle Inspection Tests:** 1,817
- **DPS Basic Control Skills Tests:** 1,655
- **DPS Road Tests:** 1,638

### Customer Service Center (CSC):
- **DL customers assisted by phone:** 66,333
- **DL customers assisted by IVR:** 37,109
- **DL average hold time in minutes:** 15:30
- **DL average handle time in minutes:** 6:41

### Enforcement & Compliance Services (ECS):
- **Compliance Processed:** 35,014
- **Occupational Licenses Issued:** 1,463
- **Ignition Interlock Licenses Issued:** 655
- **Enforcement Actions Processed:** 44,547
- **Traffic Convictions Processed:** 196,457
- **DRP Cases Suspended:** 119,607

### License & Records Services (LRS):
- **Driver Records Requests:** 1,359,888
- **Class C TPST Providers:** 180
- **Customer Contacts:** 5,312

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