Driver License Division High Value Data Set
February 2018

Transactions:

In Office-Completed Transactions:	**418,623**
Online-Completed Transactions:	**115,583**
Mail-Completed Transactions:	**5,290**
Phone-Completed Transactions:	**4,897**
Offender ID Card Transactions:	**1,387**
DL and ID Cards produced this month:	**537,845**
Non-CDL skills tests passed:[1]	**30,949**
Non-CDL skills tests failed:[1]	**8,153**

Customer Service Center (CSC):

DL customers assisted by phone:	**67,925**
DL customers assisted by IVR:	**33,205**
DL average hold time in minutes:	**15:05**
DL average handle time in minutes:	**6:42**

Enforcement & Compliance Services (ECS):

Compliance Processed:	**33,823**
Occupational Licenses Issued:	**1,179**
Ignition Interlock Licenses Issued:	**545**
Enforcement Actions Processed:	**41,010**
Traffic Convictions Processed:	**154,969**
DRP Cases Suspended:	**115,100**
Customer Contacts:	**25,152**

CDL Program:

DPS Vehicle Inspection Tests Booked:	**4,793**
DPS Basic Control Skills Tests Booked:	**4,798**
DPS Road Tests Booked:	**5,153**

	Passed	Failed
DPS Vehicle Inspection Tests:	**1,767**	**1,701**
DPS Basic Control Skills Tests:	**1,631**	**435**
DPS Road Tests:	**1,649**	**331**
CDL TPST Providers:	**35**	

	Passed	Failed
CDL TPST Vehicle Inspection Tests:	**665**	**123**
CDL TPST Basic Control Skills Tests:	**624**	**255**
CDL TPST Road Tests:	**609**	**192**

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	**13,376**
Impact Texas Youth Driver Completions:	**28,308**

License & Records Services (LRS):

Driver Records Requests:	**1,306,465**
Class C TPST Providers:[1]	**184**
Customer Contacts:	**8,317**

Notes

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