# 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: 30,949
- Non-CDL skills tests failed: 8,153

**CDL Program:**
- DPS Vehicle Inspection Tests Booked: 4,793
- DPS Basic Control Skills Tests Booked: 4,798
- DPS Road Tests Booked: 5,153
- DPS Vehicle Inspection Tests: 1,767, Passed: 1,701
- DPS Basic Control Skills Tests: 1,631, Passed: 1,435
- DPS Road Tests: 1,649, Passed: 331
- CDL TPST Providers: 35
- CDL TPST Vehicle Inspection Tests: 665, Passed: 123
- CDL TPST Basic Control Skills Tests: 624, Passed: 255
- CDL TPST Road Tests: 609, Passed: 192

**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

**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: 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.