### Driver License Division High Value Data Set
March 2018

#### Transactions:
- In Office-Completed Transactions: **484,895**
- Online-Completed Transactions: **156,052**
- Mail-Completed Transactions: **5,429**
- Phone-Completed Transactions: **6,235**
- Offender ID Card Transactions: **1,277**
- DL and ID Cards produced this month: **661,611**
- Non-CDL skills tests passed: **36,096**
- Non-CDL skills tests failed: **7,133**

#### Customer Service Center (CSC):
- DL customers assisted by phone: **70,715**
- DL customers assisted by IVR: **39,057**
- DL average hold time in minutes: **17:30**
- DL average handle time in minutes: **6:38**

#### Enforcement & Compliance Services (ECS):
- Compliance Processed: **32,184**
- Occupational Licenses Issued: **1,438**
- Ignition Interlock Licenses Issued: **610**
- Enforcement Actions Processed: **50,872**
- Traffic Convictions Processed: **208,871**
- DRP Cases Suspended: **108,277**
- Customer Contacts: **29,522**

#### CDL Program:
- DPS Vehicle Inspection Tests Booked: **5,653**
- DPS Basic Control Skills Tests Booked: **5,655**
- DPS Road Tests Booked: **6,009**
- DPS Vehicle Inspection Tests: **2,067**
- DPS Basic Control Skills Tests: **1,905**
- DPS Road Tests: **1,878**
- CDL TPST Providers: **38**
- CDL TPST Vehicle Inspection Tests: **818**
- CDL TPST Basic Control Skills Tests: **811**
- CDL TPST Road Tests: **794**

#### Impact Texas Driver (ITD) Programs:
- Impact Texas Teen Driver Completions: **16,854**
- Impact Texas Youth Driver Completions: **34,920**

#### License & Records Services (LRS):
- Driver Records Requests: **1,381,980**
- Class C TPST Providers: **187**
- Customer Contacts: **6,234**

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