



Driver License Division High Value Data Set

March 2018

Transactions:

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

Customer Service Center (CSC):

DL customers assisted by phone:	<u>70,715</u>
DL customers assisted by IVR:	<u>39,057</u>
DL average hold time in minutes:	<u>17:30</u>
DL average handle time in minutes:	<u>6:38</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>32,184</u>
Occupational Licenses Issued:	<u>1,438</u>
Ignition Interlock Licenses Issued:	<u>610</u>
Enforcement Actions Processed:	<u>50,872</u>
Traffic Convictions Processed:	<u>208,871</u>
DRP Cases Suspended:	<u>108,277</u>
Customer Contacts:	<u>29,522</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,653</u>		
DPS Basic Control Skills Tests Booked:	<u>5,655</u>		
DPS Road Tests Booked:	<u>6,009</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>2,067</u>	<u>2,061</u>	
DPS Basic Control Skills Tests:	<u>1,905</u>	<u>552</u>	
DPS Road Tests:	<u>1,878</u>	<u>387</u>	
CDL TPST Providers:	<u>38</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>818</u>	<u>130</u>	
CDL TPST Basic Control Skills Tests:	<u>811</u>	<u>226</u>	
CDL TPST Road Tests:	<u>794</u>	<u>183</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>16,854</u>
Impact Texas Youth Driver Completions:	<u>34,920</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,381,980</u>
Class C TPST Providers: ¹	<u>187</u>
Customer Contacts:	<u>8,234</u>

Notes

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