



Driver License Division High Value Data Set

May 2018

Transactions:

In Office-Completed Transactions:	<u>466,817</u>
Online-Completed Transactions:	<u>120,922</u>
Mail-Completed Transactions:	<u>4,010</u>
Phone-Completed Transactions:	<u>4,586</u>
Offender ID Card Transactions:	<u>1,293</u>
DL and ID Cards produced this month:	<u>609,211</u>
Non-CDL skills tests passed: ¹	<u>35,149</u>
Non-CDL skills tests failed: ¹	<u>7,154</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>100,848</u>
DL customers assisted by IVR:	<u>34,311</u>
DL average hold time in minutes:	<u>19:13</u>
DL average handle time in minutes:	<u>5:09</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>47,088</u>
Occupational Licenses Issued:	<u>1,463</u>
Ignition Interlock Licenses Issued:	<u>671</u>
Enforcement Actions Processed:	<u>45,866</u>
Traffic Convictions Processed:	<u>201,414</u>
DRP Cases Suspended:	<u>123,156</u>
Customer Contacts:	<u>27,361</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>6,032</u>		
DPS Basic Control Skills Tests Booked:	<u>6,179</u>		
DPS Road Tests Booked:	<u>6,650</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,973</u>	<u>2,143</u>	
DPS Basic Control Skills Tests:	<u>1,837</u>	<u>581</u>	
DPS Road Tests:	<u>1,809</u>	<u>484</u>	
CDL TPST Providers:	<u>50</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>870</u>	<u>162</u>	
CDL TPST Basic Control Skills Tests:	<u>825</u>	<u>296</u>	
CDL TPST Road Tests:	<u>802</u>	<u>219</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>16,091</u>
Impact Texas Youth Driver Completions:	<u>33,064</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,325,567</u>
Class C TPST Providers: ¹	<u>186</u>
Customer Contacts:	<u>7,116</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.