Driver License Division High Value Data Set  
May 2018

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

Customer Service Center (CSC):
- DL customers assisted by phone: 100,848
- DL customers assisted by IVR: 34,311
- DL average hold time in minutes: 19:13
- DL average handle time in minutes: 5:09

Enforcement & Compliance Services (ECS):
- Compliance Processed: 47,088
- Occupational Licenses Issued: 1,463
- Ignition Interlock Licenses Issued: 671
- Enforcement Actions Processed: 45,866
- Traffic Convictions Processed: 201,414
- DRP Cases Suspended: 123,156
- Customer Contacts: 27,361

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

Impact Texas Driver (ITD) Programs:
- Impact Texas Teen Driver Completions: 16,091
- Impact Texas Youth Driver Completions: 33,064

License & Records Services (LRS):
- Driver Records Requests: 1,325,567
- Class C TPST Providers: 186
- Customer Contacts: 7,116

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