## Transactions:
- **In Office-Completed Transactions:** 501,948
- **Online-Completed Transactions:** 130,572
- **Mail-Completed Transactions:** 4,864
- **Phone-Completed Transactions:** 4,986
- **Offender ID Card Transactions:** 1,977

### CDL Program:
- **DPS Vehicle Inspection Tests Booked:** 5,778
- **DPS Basic Control Skills Tests Booked:** 5,967
- **DPS Road Tests Booked:** 6,489
- **DPS Vehicle Inspection Tests:**
  - Passed: 1,833
  - Failed: 2,040
- **DPS Basic Control Skills Tests:**
  - Passed: 1,703
  - Failed: 516
- **DPS Road Tests:**
  - Passed: 1,747
  - Failed: 425

### Customer Service Center (CSC):
- **DL customers assisted by phone:** 65,422
- **DL customers assisted by IVR:** 33,929
- **DL average hold time in minutes:** 17:41
- **DL average handle time in minutes:** 6:51

### Enforcement & Compliance Services (ECS):
- **Compliance Processed:** 39,326
- **Occupational Licenses Issued:** 1,656
- **Ignition Interlock Licenses Issued:** 745
- **Enforcement Actions Processed:** 42,571
- **Traffic Convictions Processed:** 166,146
- **DRP Cases Suspended:** 113,042
- **Customer Contacts:** 25,249

### Impact Texas Driver (ITD) Programs:
- **Impact Texas Teen Driver Completions:** 19,671
- **Impact Texas Youth Driver Completions:** 32,504

### License & Records Services (LRS):
- **Driver Records Requests:** 1,278,549
- **Class C TPST Providers:** 188
- **Customer Contacts:** 9,056

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