Driver License Division High Value Data Set
July 2018

Transactions:
- In Office-Completed Transactions: 490,118
- Online-Completed Transactions: 142,234
- Mail-Completed Transactions: 5,176
- Phone-Completed Transactions: 5,649
- Offender ID Card Transactions: 1,581
- DL and ID Cards produced this month: 648,877
- Non-CDL skills tests passed: 33,737
- Non-CDL skills tests failed: 6,337

CDL Program:
- DPS Vehicle Inspection Tests Booked: 5,666
- DPS Basic Control Skills Tests Booked: 5,854
- DPS Road Tests Booked: 6,302
- DPS Vehicle Inspection Tests: 1,901
- DPS Basic Control Skills Tests: 1,787
- DPS Road Tests: 1,780

Customer Service Center (CSC):
- DL customers assisted by phone: 66,552
- DL customers assisted by IVR: 36,185
- DL average hold time in minutes: 18:10
- DL average handle time in minutes: 6:37

Enforcement & Compliance Services (ECS):
- Compliance Processed: 29,114
- Occupational Licenses Issued: 1,247
- Ignition Interlock Licenses Issued: 642
- Enforcement Actions Processed: 43,155
- Traffic Convictions Processed: 202,513
- DRP Cases Suspended: 140,732

License & Records Services (LRS):
- Driver Records Requests: 1,333,198
- Class C TPST Providers: 189
- Customer Contacts: 7,781

Impact Texas Driver (ITD) Programs:
- Impact Texas Teen Driver Completions: 21,018
- Impact Texas Youth Driver Completions: 34,083

Impact Texas Youth Driver Completions:
- CDL TPST Vehicle Inspection Tests: 871
- CDL TPST Basic Control Skills Tests: 833
- CDL TPST Road Tests: 832

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