## Driver License Division High Value Data Set
### August 2018

### Transactions:
- In Office-Completed Transactions: 523,156
- Online-Completed Transactions: 148,606
- Mail-Completed Transactions: 6,962
- Phone-Completed Transactions: 6,268
- Offender ID Card Transactions: 1,786
- DL and ID Cards produced this month: 704,612
- Non-CDL skills tests passed: 38,302
- Non-CDL skills tests failed: 7,426

### CDL Program:
- DPS Vehicle Inspection Tests Booked: 6,284
- DPS Basic Control Skills Tests Booked: 6,372
- DPS Road Tests Booked: 6,895
- DPS Vehicle Inspection Tests: 2,080
- DPS Basic Control Skills Tests: 1,903
- DPS Road Tests: 1,918
- CDL TPST Providers: 59

### Customer Service Center (CSC):
- DL customers assisted by phone: 69,216
- DL customers assisted by IVR: 40,204
- DL average hold time in minutes: 20:01
- DL average handle time in minutes: 4:40

### Enforcement & Compliance Services (ECS):
- Compliance Processed: 26,664
- Occupational Licenses Issued: 1,220
- Ignition Interlock Licenses Issued: 578
- Enforcement Actions Processed: 54,530
- Traffic Convictions Processed: 206,056
- DRP Cases Suspended: 130,031
- Customer Contacts: 30,569

### Impact Texas Driver (ITD) Programs:
- Impact Texas Teen Driver Completions: 20,729
- Impact Texas Youth Driver Completions: 35,791

### License & Records Services (LRS):
- Driver Records Requests: 1
- Class C TPST Providers: 220
- Customer Contacts: 10,946

### Notes
1. Non-CDL skills tests passed and failed includes tests conducted by DPS and by Class C Third Party Skills Test (TPST) Providers.
2. The August Driver Records Requests data has not yet been reported by tx.gov as they are attempting to resolve a reporting issue.