Driver License Division High Value Data Set  
November 2018

**Transactions:**

<table>
<thead>
<tr>
<th>Type of Transaction</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Office-Completed Transactions:</td>
<td>426,695</td>
</tr>
<tr>
<td>Online-Completed Transactions:</td>
<td>124,084</td>
</tr>
<tr>
<td>Mail-Completed Transactions:</td>
<td>4,658</td>
</tr>
<tr>
<td>Phone-Completed Transactions:</td>
<td>5,070</td>
</tr>
<tr>
<td>Offender ID Card Transactions:</td>
<td>1,160</td>
</tr>
<tr>
<td>DL and ID Cards produced this month:</td>
<td>566,182</td>
</tr>
<tr>
<td>Non-CDL skills tests passed:</td>
<td>26,957</td>
</tr>
<tr>
<td>Non-CDL skills tests failed:</td>
<td>5,487</td>
</tr>
</tbody>
</table>

**CDL Program:**

<table>
<thead>
<tr>
<th>Type of Test</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPS Vehicle Inspection Tests Booked:</td>
<td>5,181</td>
</tr>
<tr>
<td>DPS Basic Control Skills Tests Booked:</td>
<td>5,271</td>
</tr>
<tr>
<td>DPS Road Tests Booked:</td>
<td>5,662</td>
</tr>
<tr>
<td>DPS Vehicle Inspection Tests:</td>
<td>1,581</td>
</tr>
<tr>
<td>DPS Basic Control Skills Tests:</td>
<td>1,464</td>
</tr>
<tr>
<td>DPS Road Tests:</td>
<td>1,474</td>
</tr>
<tr>
<td>CDL TPST Providers:</td>
<td>68</td>
</tr>
</tbody>
</table>

**Customer Service Center (CSC):**

<table>
<thead>
<tr>
<th>Customer Service Center (CSC)</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>DL customers assisted by phone:</td>
<td>60,172</td>
</tr>
<tr>
<td>DL customers assisted by IVR:</td>
<td>27,047</td>
</tr>
<tr>
<td>DL average hold time in minutes:</td>
<td>22:38</td>
</tr>
<tr>
<td>DL average handle time in minutes:</td>
<td>5:57</td>
</tr>
</tbody>
</table>

**Enforcement & Compliance Services (ECS):**

<table>
<thead>
<tr>
<th>Enforcement &amp; Compliance Services (ECS)</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance Processed:</td>
<td>21,645</td>
</tr>
<tr>
<td>Occupational Licenses Issued:</td>
<td>1,369</td>
</tr>
<tr>
<td>Ignition Interlock Licenses Issued:</td>
<td>518</td>
</tr>
<tr>
<td>Enforcement Actions Processed:</td>
<td>41,015</td>
</tr>
<tr>
<td>Traffic Convictions Processed:</td>
<td>199,276</td>
</tr>
<tr>
<td>DRP Cases Suspended:</td>
<td>124,287</td>
</tr>
<tr>
<td>Customer Contacts:</td>
<td>24,276</td>
</tr>
</tbody>
</table>

**Impact Texas Driver (ITD) Programs:**

<table>
<thead>
<tr>
<th>Impact Texas Driver (ITD) Programs</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Impact Texas Teen Driver Completions:</td>
<td>13,525</td>
</tr>
<tr>
<td>Impact Texas Youth Driver Completions:</td>
<td>24,450</td>
</tr>
</tbody>
</table>

**License & Records Services (LRS):**

<table>
<thead>
<tr>
<th>License &amp; Records Services (LRS)</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driver Records Requests:</td>
<td>1,186,648</td>
</tr>
<tr>
<td>Class C TPST Providers:</td>
<td>231</td>
</tr>
<tr>
<td>Customer Contacts:</td>
<td>8,612</td>
</tr>
</tbody>
</table>

**Notes**

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