



Driver License Division High Value Data Set

December 2018

Transactions:

In Office-Completed Transactions:	<u>358,751</u>
Online-Completed Transactions:	<u>124,948</u>
Mail-Completed Transactions:	<u>4,806</u>
Phone-Completed Transactions:	<u>5,229</u>
Offender ID Card Transactions:	<u>1,469</u>
DL and ID Cards produced this month:	<u>458,099</u>
Non-CDL skills tests passed: ¹	<u>21,987</u>
Non-CDL skills tests failed: ¹	<u>4,612</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>38,930</u>
DL customers assisted by IVR:	<u>25,031</u>
DL average hold time in minutes:	<u>22:05</u>
DL average handle time in minutes:	<u>6:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>21,321</u>
Occupational Licenses Issued:	<u>1,228</u>
Ignition Interlock Licenses Issued:	<u>436</u>
Enforcement Actions Processed:	<u>50,457</u>
Traffic Convictions Processed:	<u>177,394</u>
DRP Cases Suspended:	<u>125,921</u>
Customer Contacts:	<u>18,050</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>4,214</u>		
DPS Basic Control Skills Tests Booked:	<u>4,284</u>		
DPS Road Tests Booked:	<u>4,644</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,297</u>	<u>1,577</u>	
DPS Basic Control Skills Tests:	<u>1,230</u>	<u>325</u>	
DPS Road Tests:	<u>1,270</u>	<u>300</u>	
CDL TPST Providers:	<u>69</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>916</u>	<u>222</u>	
CDL TPST Basic Control Skills Tests:	<u>911</u>	<u>256</u>	
CDL TPST Road Tests:	<u>940</u>	<u>148</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>14,122</u>
Impact Texas Youth Driver Completions:	<u>21,367</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,113,983</u>
Class C TPST Providers: ¹	<u>232</u>
Customer Contacts:	<u>4,495</u>

Notes

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