## Driver License Division High Value Data Set
### February 2019

### Transactions:
- In Office-Completed Transactions: 434,897
- Online-Completed Transactions: 140,468
- Mail-Completed Transactions: 4,423
- Phone-Completed Transactions: 5,364
- Offender ID Card Transactions: 1,450
- DL and ID Cards produced this month: 574,419
- Non-CDL skills tests passed: 27,494
- Non-CDL skills tests failed: 5,541

### Customer Service Center (CSC):
- DL customers assisted by phone: 57,923
- DL customers assisted by IVR: 30,195
- DL average hold time in minutes: 25.06
- DL average handle time in minutes: 6.04

### Enforcement & Compliance Services (ECS):
- Compliance Processed: 23,944
- Occupational Licenses Issued: 1,165
- Ignition Interlock Licenses Issued: 454
- Enforcement Actions Processed: 42,355
- Traffic Convictions Processed: 146,135
- DRP Cases Suspended: 111,793
- Customer Contacts: 22,102

### CDL Program:
- DPS Vehicle Inspection Tests Booked: 5,186
- DPS Basic Control Skills Tests Booked: 5,310
- DPS Road Tests Booked: 5,766
- DPS Vehicle Inspection Tests: 1,677
- DPS Basic Control Skills Tests: 1,537
- DPS Road Tests: 1,549
- CDL TPST Providers: 75
- CDL TPST Vehicle Inspection Tests: 1,147
- CDL TPST Basic Control Skills Tests: 1,091
- CDL TPST Road Tests: 1,078

### Impact Texas Driver (ITD) Programs:
- Impact Texas Teen Driver Completions: 14,215
- Impact Texas Youth Driver Completions: 26,721

### License & Records Services (LRS):
- Driver Records Requests: 1,314,447
- Class C TPST Providers: 246
- Customer Contacts: 10,567

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