



# Driver License Division High Value Data Set

## February 2019

### Transactions:

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

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>57,923</u>
DL customers assisted by IVR:	<u>30,195</u>
DL average hold time in minutes:	<u>25:06</u>
DL average handle time in minutes:	<u>6:04</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>23,944</u>
Occupational Licenses Issued:	<u>1,165</u>
Ignition Interlock Licenses Issued:	<u>454</u>
Enforcement Actions Processed:	<u>42,355</u>
Traffic Convictions Processed:	<u>146,135</u>
DRP Cases Suspended:	<u>111,793</u>
Customer Contacts:	<u>22,102</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,186</u>		
DPS Basic Control Skills Tests Booked:	<u>5,310</u>		
DPS Road Tests Booked:	<u>5,766</u>		
		<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,677</u>	<u>1,976</u>	
DPS Basic Control Skills Tests:	<u>1,537</u>	<u>456</u>	
DPS Road Tests:	<u>1,549</u>	<u>381</u>	
CDL TPST Providers:	<u>75</u>		
		<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>1,147</u>	<u>259</u>	
CDL TPST Basic Control Skills Tests:	<u>1,091</u>	<u>302</u>	
CDL TPST Road Tests:	<u>1,078</u>	<u>200</u>	

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>14,215</u>
Impact Texas Youth Driver Completions:	<u>26,721</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,314,447</u>
Class C TPST Providers: <sup>1</sup>	<u>246</u>
Customer Contacts:	<u>10,567</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.