



Driver License Division High Value Data Set

March 2019

Transactions:

In Office-Completed Transactions:	<u>494,942</u>
Online-Completed Transactions:	<u>156,354</u>
Mail-Completed Transactions:	<u>4,239</u>
Phone-Completed Transactions:	<u>5,800</u>
Offender ID Card Transactions:	<u>1,253</u>
DL and ID Cards produced this month:	<u>641,965</u>
Non-CDL skills tests passed: ¹	<u>30,691</u>
Non-CDL skills tests failed: ¹	<u>6,038</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>65,040</u>
DL customers assisted by IVR:	<u>34,282</u>
DL average hold time in minutes:	<u>24:17</u>
DL average handle time in minutes:	<u>5:51</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>33,199</u>
Occupational Licenses Issued:	<u>1,413</u>
Ignition Interlock Licenses Issued:	<u>520</u>
Enforcement Actions Processed:	<u>45,274</u>
Traffic Convictions Processed:	<u>172,691</u>
DRP Cases Suspended:	<u>106,550</u>
Customer Contacts:	<u>28,157</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,601</u>		
DPS Basic Control Skills Tests Booked:	<u>5,753</u>		
DPS Road Tests Booked:	<u>6,247</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,779</u>	<u>1,779</u>	<u>2,062</u>
DPS Basic Control Skills Tests:	<u>1,634</u>	<u>1,634</u>	<u>472</u>
DPS Road Tests:	<u>1,658</u>	<u>1,658</u>	<u>402</u>
CDL TPST Providers:	<u>78</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,229</u>	<u>1,229</u>	<u>274</u>
CDL TPST Basic Control Skills Tests:	<u>1,201</u>	<u>1,201</u>	<u>396</u>
CDL TPST Road Tests:	<u>1,182</u>	<u>1,182</u>	<u>243</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>17,345</u>
Impact Texas Youth Driver Completions:	<u>32,942</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,452,987</u>
Class C TPST Providers: ¹	<u>260</u>
Customer Contacts:	<u>9,469</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.