### Transactions:
- **In Office-Completed Transactions:** 494,942
- **Online-Completed Transactions:** 156,354
- **Mail-Completed Transactions:** 4,239
- **Phone-Completed Transactions:** 5,601
- **Offender ID Card Transactions:** 5,753
- **Passed:** 1,253
- **Failed:** 1,779
- **2062:**
- **Non-CDL skills tests passed:** 30,691
- **Non-CDL skills tests failed:** 6,038

### CDL Program:
- **DPS Vehicle Inspection Tests Booked:** 5,601
- **DPS Basic Control Skills Tests Booked:** 5,753
- **DPS Road Tests Booked:** 6,247
- **Passed:** 1,229
- **Failed:** 274
- **1,201:**
- **1,182:**
- **1,452,987:**
- **45,274:**
- **28,157:**

### Customer Service Center (CSC):
- **DL customers assisted by phone:** 65,040
- **DL customers assisted by IVR:** 34,282
- **DL average hold time in minutes:** 24:17
- **DL average handle time in minutes:** 5:51

### Enforcement & Compliance Services (ECS):
- **Compliance Processed:** 33,199
- **Occupational Licenses Issued:** 1,413
- **Ignition Interlock Licenses Issued:** 520
- **Enforcement Actions Processed:** 45,274
- **Traffic Convictions Processed:** 172,691
- **DRP Cases Suspended:** 106,550
- **Customer Contacts:** 28,157

### License & Records Services (LRS):
- **Driver Records Requests:** 1,452,987
- **Class C TPST Providers:** 260
- **Customer Contacts:** 9,469

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