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

### Transactions:
- **In Office-Completed Transactions:** 480,740
- **Online-Completed Transactions:** 147,091
- **Mail-Completed Transactions:** 3,813
- **Phone-Completed Transactions:** 5,249
- **Offender ID Card Transactions:** 1,440
- **DL and ID Cards produced this month:** 625,540
- **Non-CDL skills tests passed:** 32,200
- **Non-CDL skills tests failed:** 6,306

### Customer Service Center (CSC):
- **DL customers assisted by phone:** 65,832
- **DL customers assisted by IVR:** 16,007
- **DL average hold time in minutes:** 19.22
- **DL average handle time in minutes:** 6.17

### Enforcement & Compliance Services (ECS):
- **Compliance Processed:** 36,774
- **Occupational Licenses Issued:** 1,779
- **Traffic Convictions Processed:** 196,407
- **DRP Cases Suspended:** 117,166
- **Customer Contacts:** 27,735

### CDL Program:
- **DPS Vehicle Inspection Tests Booked:** 5,789
- **DPS Basic Control Skills Tests Booked:** 5,935
- **DPS Road Tests Booked:** 6,448

### Impact Texas Driver (ITD) Programs:
- **Impact Texas Teen Driver Completions:** 17,485
- **Impact Texas Driver Completions:** 35,967

### License & Records Services (LRS):
- **Driver Records Requests:** 1,398,540
- **Class C TPST Providers:** 263
- **Customer Contacts:** 10,364

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