



# Driver License Division High Value Data Set

## May 2019

### Transactions:

|   |                |
|---|----------------|
| In Office-Completed Transactions:         | <u>498,943</u> |
| Online-Completed Transactions:            | <u>162,210</u> |
| Mail-Completed Transactions:              | <u>5,353</u>   |
| Phone-Completed Transactions:             | <u>6,359</u>   |
| Offender ID Card Transactions:            | <u>1,313</u>   |
| DL and ID Cards produced this month:      | <u>653,249</u> |
| Non-CDL skills tests passed: <sup>1</sup> | <u>31,356</u>  |
| Non-CDL skills tests failed: <sup>1</sup> | <u>6,096</u>   |

### Customer Service Center (CSC):

|                                    |               |
|------------------------------------|---------------|
| DL customers assisted by phone:    | <u>72,158</u> |
| DL customers assisted by IVR:      | <u>1,165</u>  |
| DL average hold time in minutes:   | <u>11:52</u>  |
| DL average handle time in minutes: | <u>6:27</u>   |

### Enforcement & Compliance Services (ECS):

|                                     |                |
|-------------------------------------|----------------|
| Compliance Processed:               | <u>42,884</u>  |
| Occupational Licenses Issued:       | <u>1,787</u>   |
| Ignition Interlock Licenses Issued: | <u>614</u>     |
| Enforcement Actions Processed:      | <u>48,522</u>  |
| Traffic Convictions Processed:      | <u>199,537</u> |
| DRP Cases Suspended:                | <u>121,428</u> |
| Customer Contacts:                  | <u>22,481</u>  |

### CDL Program:

|  |              |               |               |
|--|--------------|---------------|---------------|
| DPS Vehicle Inspection Tests Booked:   | <u>5,802</u> |               |               |
| DPS Basic Control Skills Tests Booked: | <u>5,997</u> |               |               |
| DPS Road Tests Booked:                 | <u>6,501</u> |               |               |
|  |              | <b>Passed</b> | <b>Failed</b> |
| DPS Vehicle Inspection Tests:          | <u>1,929</u> | <u>2,106</u>  |               |
| DPS Basic Control Skills Tests:        | <u>1,806</u> | <u>516</u>    |               |
| DPS Road Tests:                        | <u>1,814</u> | <u>456</u>    |               |
| CDL TPST Providers:                    | <u>83</u>    |               |               |
|  |              | <b>Passed</b> | <b>Failed</b> |
| CDL TPST Vehicle Inspection Tests:     | <u>1,311</u> | <u>306</u>    |               |
| CDL TPST Basic Control Skills Tests:   | <u>1,273</u> | <u>425</u>    |               |
| CDL TPST Road Tests:                   | <u>1,266</u> | <u>336</u>    |               |

### Impact Texas Driver (ITD) Programs:

|  |               |
|--|---------------|
| Impact Texas Teen Driver Completions:  | <u>19,229</u> |
| Impact Texas Youth Driver Completions: | <u>36,362</u> |

### License & Records Services (LRS):

|                                      |                  |
|--------------------------------------|------------------|
| Driver Records Requests:             | <u>1,369,331</u> |
| Class C TPST Providers: <sup>1</sup> | <u>273</u>       |
| Customer Contacts:                   | <u>9,481</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.