Driver License Division High Value Data Set
July 2019

Transactions:
In Office-Completed Transactions: 533,777
Online-Completed Transactions: 192,094
Mail-Completed Transactions: 4,758
Phone-Completed Transactions: 7,834
Offender ID Card Transactions: 1,573
DL and ID Cards produced this month: 698,780
Non-CDL skills tests passed: 35,880
Non-CDL skills tests failed: 7,730

Customer Service Center (CSC):
DL customers assisted by phone: 78,409
DL customers assisted by IVR: 1,211
DL average hold time in minutes: 10:16
DL average handle time in minutes: 5:49

Enforcement & Compliance Services (ECS):
Compliance Processed: 49,022
Occupational Licenses Issued: 1,477
Ignition Interlock Licenses Issued: 636
Enforcement Actions Processed: 47,453
Traffic Convictions Processed: 193,099
DRP Cases Suspended: 137,149
Customer Contacts: 18,701

CDL Program:
DPS Vehicle Inspection Tests Booked: 5,883
DPS Basic Control Skills Tests Booked: 6,050
DPS Road Tests Booked: 6,615
DPS Vehicle Inspection Tests: 1,846 2,098
DPS Basic Control Skills Tests: 1,778 469
DPS Road Tests: 1,800 471
CDL TPST Providers: 90
CDL TPST Vehicle Inspection Tests: 1,417 258
CDL TPST Basic Control Skills Tests: 1,366 391
CDL TPST Road Tests: 1,335 282

Impact Texas Driver (ITD) Programs:
Impact Texas Teen Driver Completions: 25,652
Impact Texas Youth Driver Completions: 41,315

License & Records Services (LRS):
Driver Records Requests: 1,423,514
Class C TPST Providers: 288
Customer Contacts: 10,117

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