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

### Transactions:
- In Office-Completed Transactions: 483,133
- Online-Completed Transactions: 193,570
- Mail-Completed Transactions: 4,794
- Phone-Completed Transactions: 8,331
- Offender ID Card Transactions: 1,462
- DL and ID Cards produced this month: 728,310
- Non-CDL skills tests passed: 31,432
- Non-CDL skills tests failed: 7,067

### CDL Program:
- DPS Vehicle Inspection Tests Booked: 5,901
- DPS Basic Control Skills Tests Booked: 6,006
- DPS Road Tests Booked: 6,496
- Passed DPS Vehicle Inspection Tests: 1,759
- Failed DPS Vehicle Inspection Tests: 2,142
- Passed DPS Basic Control Skills Tests: 1,670
- Failed DPS Basic Control Skills Tests: 437
- Passed DPS Road Tests: 1,700
- Failed DPS Road Tests: 415
- CDL TPST Providers: 91
- CDL TPST Vehicle Inspection Tests: 1,280
- Failed CDL TPST Vehicle Inspection Tests: 240
- CDL TPST Basic Control Skills Tests: 1,246
- Failed CDL TPST Basic Control Skills Tests: 304
- CDL TPST Road Tests: 1,232
- Failed CDL TPST Road Tests: 292

### Customer Service Center (CSC):
- DL customers assisted by phone: 63,569
- DL customers assisted by IVR: 115
- DL average hold time in minutes: 22:59
- DL average handle time in minutes: 5:42

### Enforcement & Compliance Services (ECS):
- Compliance Processed: 39,244
- Occupational Licenses Issued: 1,055
- Ignition Interlock Licenses Issued: 407
- Enforcement Actions Processed: 48,471
- Traffic Convictions Processed: 203,222
- DRP Cases Suspended: N/A
- Customer Suspensions: 21,796

### License & Records Services (LRS):
- Driver Records Requests: 1,293,005
- Class C TPST Providers: 300
- Customer Contacts: 6,833

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