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

### Transactions:
- **In Office-Completed Transactions:** 399,566
- **Online-Completed Transactions:** 190,038
- **Mail-Completed Transactions:** 7,790
- **Phone-Completed Transactions:** 6,801
- **Offender ID Card Transactions:** 1,050
- **DL and ID Cards produced this month:** 614,546
- **Non-CDL skills tests passed:** 25,339
- **Non-CDL skills tests failed:** 5,951

### Customer Service Center (CSC):
- **DL customers assisted by phone:** 45,899
- **DL average hold time in minutes:** 13:12
- **DL average handle time in minutes:** 4:57

### Enforcement & Compliance Services (ECS):
- **Compliance Processed:** 27,592
- **Ignition Interlock Licenses Issued:** 372
- **Enforcement Actions Processed:** 36,833
- **DRP Cases Suspended:** N/A
- **Customer Suspended:** 11,235

### CDL Program:
- **DPS Vehicle Inspection Tests Booked:** 5,216
- **DPS Basic Control Skills Tests Booked:** 5,310
- **DPS Road Tests Booked:** 5,730
- **DPS Vehicle Inspection Tests:** 1,526
- **DPS Basic Control Skills Tests:** 1,408
- **DPS Road Tests:** 1,440
- **CDL TPST Providers:** 71
- **CDL TPST Vehicle Inspection Tests:** 1,169
- **CDL TPST Basic Control Skills Tests:** 1,147
- **CDL TPST Road Tests:** 1,147

### Impact Texas Driver (ITD) Programs:
- **Impact Texas Teen Driver Completions:** 14,359
- **Impact Texas Youth Driver Completions:** 30,953

### License & Records Services (LRS):
- **Driver Records Requests:** 1,103,728
- **Class C TPST Providers:** 303
- **Customer Contacts:** 3,618

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