



Driver License Division High Value Data Set December 2019

Transactions:

In Office-Completed Transactions:	<u>406,169</u>
Online-Completed Transactions:	<u>186,795</u>
Mail-Completed Transactions:	<u>16,044</u>
Phone-Completed Transactions:	<u>7,215</u>
Offender ID Card Transactions:	<u>1,315</u>
DL and ID Cards produced this month:	<u>655,633</u>
Non-CDL skills tests passed: ¹	<u>24,977</u>
Non-CDL skills tests failed: ¹	<u>5,727</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>47,488</u>
DL customers assisted by IVR:	<u>0</u>
DL average hold time in minutes:	<u>13:06</u>
DL average handle time in minutes:	<u>5:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>27,592</u>
Occupational Licenses Issued:	<u>881</u>
Ignition Interlock Licenses Issued:	<u>333</u>
Enforcement Actions Processed:	<u>43,352</u>
Traffic Convictions Processed:	<u>141,699</u>
DRP Cases Suspended:	<u>N/A</u>
Customer Contacts:	<u>13,737</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>4,940</u>		
DPS Basic Control Skills Tests Booked:	<u>5,043</u>		
DPS Road Tests Booked:	<u>5,508</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,426</u>	<u>1,877</u>	
DPS Basic Control Skills Tests:	<u>1,337</u>	<u>393</u>	
DPS Road Tests:	<u>1,351</u>	<u>386</u>	
CDL TPST Providers:	<u>97</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>976</u>	<u>180</u>	
CDL TPST Basic Control Skills Tests:	<u>966</u>	<u>223</u>	
CDL TPST Road Tests:	<u>969</u>	<u>182</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>17,432</u>
Impact Texas Youth Driver Completions:	<u>30,548</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,236,691</u>
Class C TPST Providers: ¹	<u>303</u>
Customer Contacts:	<u>3,660</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.