



Driver License Division High Value Data Set

May 2021

Transactions:

In Office-Completed Transactions:	<u>377,059</u>
Online-Completed Transactions:	<u>209,665</u>
Mail-Completed Transactions:	<u>2,737</u>
Phone-Completed Transactions:	<u>3,132</u>
Offender ID Card Transactions:	<u>960</u>
DL and ID Cards produced this month:	<u>601,554</u>
Non-CDL skills tests passed: ¹	<u>33,362</u>
Non-CDL skills tests failed: ¹	<u>7,109</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>37,663</u>
DL average hold time in minutes:	<u>26:47</u>
DL average handle time in minutes:	<u>05:58</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>30,278</u>
Occupational Licenses Issued:	<u>353</u>
Ignition Interlock Licenses Issued:	<u>820</u>
Enforcement Actions Processed:	<u>35,660</u>
Traffic Convictions Processed:	<u>120,475</u>
Customer Contacts:	<u>23,705</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,145</u>		
DPS Basic Control Skills Tests Booked:	<u>5,532</u>		
DPS Road Tests Booked:	<u>6,207</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,874</u>	<u>1,733</u>	<u>1,733</u>
DPS Basic Control Skills Tests:	<u>1,738</u>	<u>698</u>	<u>698</u>
DPS Road Tests:	<u>1,831</u>	<u>504</u>	<u>504</u>
CDL TPST Providers:	<u>110</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,175</u>	<u>244</u>	<u>244</u>
CDL TPST Basic Control Skills Tests:	<u>1,146</u>	<u>311</u>	<u>311</u>
CDL TPST Road Tests:	<u>1,129</u>	<u>264</u>	<u>264</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>20,162</u>
Impact Texas Youth Driver Completions:	<u>44,789</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,191,999</u>
Class C TPST Providers: ¹	<u>351</u>
Customer Contacts:	<u>14,638</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.
2. As of January 2020, DL customers assisted by IVR is no longer counted due to changes in the IVR system.