



Driver License Division High Value Data Set

July 2021

Transactions:

In Office-Completed Transactions:	<u>427,881</u>
Online-Completed Transactions:	<u>236,221</u>
Mail-Completed Transactions:	<u>3,866</u>
Phone-Completed Transactions:	<u>3,643</u>
Offender ID Card Transactions:	<u>401</u>
DL and ID Cards produced this month:	<u>694,029</u>
Non-CDL skills tests passed: ¹	<u>39,744</u>
Non-CDL skills tests failed: ¹	<u>8,291</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>62,002</u>
DL average hold time in minutes:	<u>29:04</u>
DL average handle time in minutes:	<u>5:31</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>41,013</u>
Occupational Licenses Issued:	<u>457</u>
Ignition Interlock Licenses Issued:	<u>982</u>
Enforcement Actions Processed:	<u>32,170</u>
Traffic Convictions Processed:	<u>129,672</u>
Customer Contacts:	<u>26,707</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,628</u>		
DPS Basic Control Skills Tests Booked:	<u>6,083</u>		
DPS Road Tests Booked:	<u>6,809</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,969</u>	<u>1,919</u>	
DPS Basic Control Skills Tests:	<u>1,852</u>	<u>777</u>	
DPS Road Tests:	<u>1,950</u>	<u>553</u>	
CDL TPST Providers:	<u>110</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,459</u>	<u>244</u>	
CDL TPST Basic Control Skills Tests:	<u>1,402</u>	<u>355</u>	
CDL TPST Road Tests:	<u>1,392</u>	<u>215</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>24,085</u>
Impact Texas Youth Driver Completions:	<u>48,249</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,220,439</u>
Class C TPST Providers: ¹	<u>359</u>
Customer Contacts:	<u>11,972</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.