



Driver License Division High Value Data Set

August 2021

Transactions:

In Office-Completed Transactions:	<u>419,787</u>
Online-Completed Transactions:	<u>239,513</u>
Mail-Completed Transactions:	<u>4,623</u>
Phone-Completed Transactions:	<u>3,764</u>
Offender ID Card Transactions:	<u>566</u>
DL and ID Cards produced this month:	<u>693,284</u>
Non-CDL skills tests passed: ¹	<u>39,060</u>
Non-CDL skills tests failed: ¹	<u>8,341</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>57,209</u>
DL average hold time in minutes:	<u>31:51</u>
DL average handle time in minutes:	<u>5:33</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>33,046</u>
Occupational Licenses Issued:	<u>498</u>
Ignition Interlock Licenses Issued:	<u>955</u>
Enforcement Actions Processed:	<u>28,974</u>
Traffic Convictions Processed:	<u>123,422</u>
Customer Contacts:	<u>21,671</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>6,050</u>		
DPS Basic Control Skills Tests Booked:	<u>6,442</u>		
DPS Road Tests Booked:	<u>7,127</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>2,124</u>	<u>2,120</u>	
DPS Basic Control Skills Tests:	<u>1,953</u>	<u>805</u>	
DPS Road Tests:	<u>2,038</u>	<u>521</u>	
CDL TPST Providers:	<u>110</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,474</u>	<u>257</u>	
CDL TPST Basic Control Skills Tests:	<u>1,427</u>	<u>362</u>	
CDL TPST Road Tests:	<u>1,394</u>	<u>263</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>23,129</u>
Impact Texas Youth Driver Completions:	<u>48,865</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,308,236</u>
Class C TPST Providers: ¹	<u>383</u>
Customer Contacts:	<u>13,206</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.