



Driver License Division High Value Data Set October 2021

Transactions:

In Office-Completed Transactions:	<u>381,166</u>
Online-Completed Transactions:	<u>212,738</u>
Mail-Completed Transactions:	<u>4,733</u>
Phone-Completed Transactions:	<u>3,686</u>
Offender ID Card Transactions:	<u>577</u>
DL and ID Cards produced this month:	<u>588,290</u>
Non-CDL skills tests passed: ¹	<u>33,663</u>
Non-CDL skills tests failed: ¹	<u>7,627</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>62,783</u>
DL average hold time in minutes:	<u>0:27:53</u>
DL average handle time in minutes:	<u>0:05:27</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>28,453</u>
Occupational Licenses Issued:	<u>453</u>
Ignition Interlock Licenses Issued:	<u>1,011</u>
Enforcement Actions Processed:	<u>32,097</u>
Traffic Convictions Processed:	<u>116,100</u>
Customer Contacts:	<u>20,230</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>6,038</u>		
DPS Basic Control Skills Tests Booked:	<u>6,613</u>		
DPS Road Tests Booked:	<u>7,348</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>2,259</u>	<u>2,047</u>	
DPS Basic Control Skills Tests:	<u>2,095</u>	<u>904</u>	
DPS Road Tests:	<u>2,133</u>	<u>556</u>	
CDL TPST Providers:	<u>110</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,509</u>		<u>221</u>
CDL TPST Basic Control Skills Tests:	<u>1,449</u>		<u>395</u>
CDL TPST Road Tests:	<u>1,427</u>		<u>267</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>17,797</u>
Impact Texas Youth Driver Completions:	<u>41,540</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,313,044</u>
Class C TPST Providers: ¹	<u>17,568</u>
Customer Contacts:	<u>10,669</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.