



Driver License Division High Value Data Set

November 2021

Transactions:

In Office-Completed Transactions:	<u>333,900</u>
Online-Completed Transactions:	<u>200,043</u>
Mail-Completed Transactions:	<u>3,499</u>
Phone-Completed Transactions:	<u>3,252</u>
Offender ID Card Transactions:	<u>630</u>
DL and ID Cards produced this month:	<u>559,796</u>
Non-CDL skills tests passed: ¹	<u>29,849</u>
Non-CDL skills tests failed: ¹	<u>6,856</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>57,669</u>
DL average hold time in minutes:	<u>00:25:59</u>
DL average handle time in minutes:	<u>00:05:19</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>20,040</u>
Occupational Licenses Issued:	<u>299</u>
Ignition Interlock Licenses Issued:	<u>664</u>
Enforcement Actions Processed:	<u>28,944</u>
Traffic Convictions Processed:	<u>141,157</u>
Customer Contacts:	<u>16,417</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>6,033</u>		
DPS Basic Control Skills Tests Booked:	<u>6,524</u>		
DPS Road Tests Booked:	<u>7,303</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>2,222</u>	<u>2,107</u>	
DPS Basic Control Skills Tests:	<u>2,059</u>	<u>914</u>	
DPS Road Tests:	<u>2,145</u>	<u>642</u>	
CDL TPST Providers:	<u>110</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,550</u>	<u>281</u>	
CDL TPST Basic Control Skills Tests:	<u>1,487</u>	<u>400</u>	
CDL TPST Road Tests:	<u>1,438</u>	<u>288</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>17,246</u>
Impact Texas Youth Driver Completions:	<u>36,835</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,166,727</u>
Class C TPST Providers: ¹	<u>17,752</u>
Customer Contacts:	<u>10,779</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.