



Driver License Division High Value Data Set

February 2022

Transactions:

In Office-Completed Transactions:	<u>299,532</u>
Online-Completed Transactions:	<u>226,488</u>
Mail-Completed Transactions:	<u>3,144</u>
Phone-Completed Transactions:	<u>3,721</u>
Offender ID Card Transactions:	<u>646</u>
DL and ID Cards produced this month:	<u>452,628</u>
Non-CDL skills tests passed: ¹	<u>26,203</u>
Non-CDL skills tests failed: ¹	<u>5,806</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>56,910</u>
DL average hold time in minutes:	<u>27:23</u>
DL average handle time in minutes:	<u>5:21</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>22,085</u>
Occupational Licenses Issued:	<u>482</u>
Ignition Interlock Licenses Issued:	<u>224</u>
Enforcement Actions Processed:	<u>27,261</u>
Traffic Convictions Processed:	<u>102,005</u>
Customer Contacts:	<u>16,563</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>6,110</u>		
DPS Basic Control Skills Tests Booked:	<u>6,571</u>		
DPS Road Tests Booked:	<u>7,269</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,983</u>	<u>1,994</u>	
DPS Basic Control Skills Tests:	<u>1,798</u>	<u>703</u>	
DPS Road Tests:	<u>1,831</u>	<u>451</u>	
CDL TPST Providers:	<u>110</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,488</u>	<u>231</u>	
CDL TPST Basic Control Skills Tests:	<u>1,427</u>	<u>376</u>	
CDL TPST Road Tests:	<u>1,395</u>	<u>238</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>16,458</u>
Impact Texas Youth Driver Completions:	<u>35,911</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,207,315</u>
Class C TPST Providers: ¹	<u>378</u>
Customer Contacts:	<u>9,512</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.