



Driver License Division High Value Data Set

May 2022

Transactions:

In Office-Completed Transactions:	<u>377,915</u>
Online-Completed Transactions:	<u>239,314</u>
Mail-Completed Transactions:	<u>5,473</u>
Phone-Completed Transactions:	<u>4,332</u>
Offender ID Card Transactions:	<u>860</u>
DL and ID Cards produced this month:	<u>608,209</u>
Non-CDL skills tests passed: ¹	<u>33,357</u>
Non-CDL skills tests failed: ¹	<u>7,548</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>65,636</u>
DL average hold time in minutes:	<u>0:26:26</u>
DL average handle time in minutes:	<u>0:05:11</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>28,329</u>
Occupational Licenses Issued:	<u>754</u>
Ignition Interlock Licenses Issued:	<u>383</u>
Enforcement Actions Processed:	<u>24,034</u>
Traffic Convictions Processed:	<u>114,559</u>
Customer Contacts:	<u>17,653</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>6,427</u>		
DPS Basic Control Skills Tests Booked:	<u>7,108</u>		
DPS Road Tests Booked:	<u>8,174</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>2,264</u>	<u>1,990</u>	
DPS Basic Control Skills Tests:	<u>2,127</u>	<u>869</u>	
DPS Road Tests:	<u>2,261</u>	<u>671</u>	
CDL TPST Providers:	<u>110</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,781</u>	<u>316</u>	
CDL TPST Basic Control Skills Tests:	<u>1,756</u>	<u>416</u>	
CDL TPST Road Tests:	<u>1,731</u>	<u>362</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>21,693</u>
Impact Texas Youth Driver Completions:	<u>47,649</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,366,554</u>
Class C TPST Providers: ¹	<u>373</u>
Customer Contacts:	<u>13,350</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.