



Driver License Division High Value Data Set

August 2022

Transactions:

In Office-Completed Transactions:	<u>436,891</u>
Online-Completed Transactions:	<u>260,942</u>
Mail-Completed Transactions:	<u>6,267</u>
Phone-Completed Transactions:	<u>5,324</u>
Offender ID Card Transactions:	<u>731</u>
DL and ID Cards produced this month:	<u>780,869</u>
Non-CDL skills tests passed: ¹	<u>38,936</u>
Non-CDL skills tests failed: ¹	<u>9,000</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>56,351</u>
DL average hold time in minutes:	<u>0:28:34</u>
DL average handle time in minutes:	<u>0:05:13</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>28,432</u>
Occupational Licenses Issued:	<u>703</u>
Ignition Interlock Licenses Issued:	<u>400</u>
Enforcement Actions Processed:	<u>40,727</u>
Traffic Convictions Processed:	<u>117,404</u>
Customer Contacts:	<u>19,195</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,690</u>		
DPS Basic Control Skills Tests Booked:	<u>6,388</u>		
DPS Road Tests Booked:	<u>7,459</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>2,220</u>	<u>1,651</u>	
DPS Basic Control Skills Tests:	<u>2,044</u>	<u>840</u>	
DPS Road Tests:	<u>2,178</u>	<u>653</u>	
CDL TPST Providers:	<u>129</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>2,217</u>	<u>388</u>	
CDL TPST Basic Control Skills Tests:	<u>2,152</u>	<u>518</u>	
CDL TPST Road Tests:	<u>2,134</u>	<u>392</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>24,592</u>
Impact Texas Youth Driver Completions:	<u>50,013</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,523,758</u>
Class C TPST Providers: ¹	<u>375</u>
Customer Contacts:	<u>3,522</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.