



Driver License Division High Value Data Set October 2022

Transactions:

In Office-Completed Transactions:	<u>376,232</u>
Online-Completed Transactions:	<u>249,573</u>
Mail-Completed Transactions:	<u>5,778</u>
Phone-Completed Transactions:	<u>4,957</u>
Offender ID Card Transactions:	<u>998</u>
DL and ID Cards produced this month:	<u>641,293</u>
Non-CDL skills tests passed: ¹	<u>32,005</u>
Non-CDL skills tests failed: ¹	<u>7,644</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>54,473</u>
DL average hold time in minutes:	<u>0:29:14</u>
DL average handle time in minutes:	<u>0:05:29</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>37,394</u>
Occupational Licenses Issued:	<u>912</u>
Ignition Interlock Licenses Issued:	<u>449</u>
Enforcement Actions Processed:	<u>25,914</u>
Customer Contacts:	<u>13,624</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>4,635</u>		
DPS Basic Control Skills Tests Booked:	<u>5,234</u>		
DPS Road Tests Booked:	<u>6,158</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,877</u>	<u>1,320</u>	
DPS Basic Control Skills Tests:	<u>1,784</u>	<u>695</u>	
DPS Road Tests:	<u>1,898</u>	<u>573</u>	
CDL TPST Providers:	<u>132</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,964</u>	<u>397</u>	
CDL TPST Basic Control Skills Tests:	<u>1,903</u>	<u>493</u>	
CDL TPST Road Tests:	<u>1,887</u>	<u>363</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>18,368</u>
Impact Texas Youth Driver Completions:	<u>43,350</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,365,237</u>
Class C TPST Providers: ¹	<u>380</u>
Customer Contacts:	<u>7,789</u>
Traffic Convictions Processed:	<u>134,518</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.