



Driver License Division High Value Data Set

February 2023

Transactions:

In Office-Completed Transactions:	<u>343,333</u>
Online-Completed Transactions:	<u>227,895</u>
Mail-Completed Transactions:	<u>4,396</u>
Phone-Completed Transactions:	<u>5,586</u>
Offender ID Card Transactions:	<u>716</u>
DL and ID Cards produced this month:	<u>545,420</u>
Non-CDL skills tests passed: ¹	<u>27,996</u>
Non-CDL skills tests failed: ¹	<u>6,406</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>43,179</u>
DL average hold time in minutes:	<u>0:31:33</u>
DL average handle time in minutes:	<u>0:05:24</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>29,795</u>
Occupational Licenses Issued:	<u>776</u>
Ignition Interlock Licenses Issued:	<u>338</u>
Enforcement Actions Processed:	<u>33,842</u>
Customer Contacts:	<u>15,973</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,412</u>		
DPS Basic Control Skills Tests Booked:	<u>3,842</u>		
DPS Road Tests Booked:	<u>4,537</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,446</u>	<u>1,446</u>	<u>973</u>
DPS Basic Control Skills Tests:	<u>1,348</u>	<u>1,348</u>	<u>488</u>
DPS Road Tests:	<u>1,449</u>	<u>1,449</u>	<u>417</u>
CDL TPST Providers:	<u>137</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,591</u>	<u>1,591</u>	<u>315</u>
CDL TPST Basic Control Skills Tests:	<u>1,527</u>	<u>1,527</u>	<u>339</u>
CDL TPST Road Tests:	<u>1,489</u>	<u>1,489</u>	<u>262</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>17,368</u>
Impact Texas Youth Driver Completions:	<u>40,619</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,358,680</u>
Class C TPST Providers: ¹	<u>393</u>
Customer Contacts:	<u>7,634</u>
Traffic Convictions Processed:	<u>96,669</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.