



## Driver License Division High Value Data Set

### March 2025

#### Transactions:

In Office-Completed Transactions:	<u>482,446</u>
Online-Completed Transactions:	<u>266,891</u>
Mail-Completed Transactions:	<u>6,030</u>
Phone-Completed Transactions:	<u>8,187</u>
Offender ID Card Transactions:	<u>1,299</u>
DL and ID Cards produced this month:	<u>745,679</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>34,641</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>8,665</u>

#### Customer Service Center (CSC):

DL customers assisted by phone:	<u>40,899</u>
DL average hold time in minutes:	<u>0:23</u>
DL average handle time in minutes:	<u>0:05</u>

#### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>31,058</u>
Occupational Licenses Issued:	<u>525</u>
Ignition Interlock Licenses Issued:	<u>342</u>
Enforcement Actions Processed:	<u>48,693</u>
Customer Contacts:	<u>16,375</u>
Traffic Convictions Processed:	<u>163,993</u>

#### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,105</u>	
DPS Basic Control Skills Tests Booked:	<u>3,745</u>	
DPS Road Tests Booked:	<u>4,440</u>	
	<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,508</u>	<u>769</u>
DPS Basic Control Skills Tests:	<u>1,471</u>	<u>628</u>
DPS Road Tests:	<u>1,551</u>	<u>473</u>
CDL TPST Providers:	<u>171</u>	
	<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>2,366</u>	<u>301</u>
CDL TPST Basic Control Skills Tests:	<u>2,305</u>	<u>494</u>
CDL TPST Road Tests:	<u>2,298</u>	<u>353</u>

#### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>22,457</u>
Impact Texas Youth Driver Completions:	<u>66,269</u>

#### License & Records Services (LRS):

Driver Records Requests:	<u>1,593,400</u>
Class C TPST Providers: <sup>1</sup>	<u>353</u>
Customer Contacts:	<u>5,936</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.