



## Driver License Division High Value Data Set

### May 2025

#### Transactions:

In Office-Completed Transactions:	<u>474,850</u>
Online-Completed Transactions:	<u>246,100</u>
Mail-Completed Transactions:	<u>7,156</u>
Phone-Completed Transactions:	<u>6,810</u>
Offender ID Card Transactions:	<u>431</u>
DL and ID Cards produced this month:	<u>717,820</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>33,663</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>7,951</u>

#### Customer Service Center (CSC):

DL customers assisted by phone:	<u>21,731</u>
DL average hold time in minutes:	<u>0:30</u>
DL average handle time in minutes:	<u>0:05</u>

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

Compliance Processed:	<u>29,173</u>
Occupational Licenses Issued:	<u>404</u>
Ignition Interlock Licenses Issued:	<u>676</u>
Enforcement Actions Processed:	<u>41,812</u>
Customer Contacts:	<u>21,455</u>
Traffic Convictions Processed:	<u>131,148</u>

#### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,095</u>	
DPS Basic Control Skills Tests Booked:	<u>3,643</u>	
DPS Road Tests Booked:	<u>4,380</u>	
	<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,530</u>	<u>760</u>
DPS Basic Control Skills Tests:	<u>1,491</u>	<u>557</u>
DPS Road Tests:	<u>1,603</u>	<u>481</u>
CDL TPST Providers:	<u>176</u>	
	<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>2,432</u>	<u>304</u>
CDL TPST Basic Control Skills Tests:	<u>2,352</u>	<u>531</u>
CDL TPST Road Tests:	<u>2,332</u>	<u>338</u>

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

Impact Texas Teen Driver Completions:	<u>21,775</u>
Impact Texas Youth Driver Completions:	<u>56,491</u>

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

Driver Records Requests:	<u>1,498,357</u>
Class C TPST Providers: <sup>1</sup>	<u>356</u>
Customer Contacts:	<u>4,751</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.