Driver License Division High Value Data Sets Definitions

Completed transaction: A process logged by the DLS system that results in the production of a physical card. Counts are gathered when the process is marked as 'Complete', which reflects the moment a customer no longer has to interact with DPS. It is not a count of cards issued or mailed to customers.

In-Office transactions - Completed transactions that occur in a Driver License Office started by a customer walking through the doors.

Online transactions - Completed transactions that are started by a customer interacting with the dps.texas.gov website, the web interface allows renewal, replacement, and address changes.

Mail transactions - Completed transactions that are started by a customer mailing in a completed form and payment to TX DPS for processing

Phone transactions - Transactions that are started by a customer calling the Texas.gov phone system.

Offender ID Card (OIDC) transactions - Transactions started by customer within the Texas Department of Criminal Justice system who are near release and require an ID document

DL and ID Cards produced this month – This measure describes the number of physical cards

Non-CDL skills tests passed – Any Class C drive test performed at Driver License Offices statewide that resulted in a passing grade

Non-CDL skills tests failed - Any Class C skills exam that resulted in a failing grade. This number reflects the number of tests failed, not the number of applicants.

Driver License customers assisted by phone - The total calls handled by the Customer Service Center

Driver License customers assisted by IVR (Interactive Voice Response) – The total number of customers that selected "Helpful" out of the IVR options.

Driver License average hold time in minutes - This is the average time a customer waits to speak to a Customer Service Representative.

Driver License average handle time in minutes - This is amount of time it takes for each individual DL call once it reaches a Customer Service Representative.

Compliance processed - This is the total number of compliance items applied to driver's records such as court ordered releases, receipts of payment, certificates.

Occupational licenses issued - This is the total number Occupational Licenses issued.

Ignition interlock licenses issued – This is the number of licenses issued that require the driver to have an Ignition Interlock device on their vehicle.

Enforcement actions processed - This is the number of enforcements applied to records by entire service. (Many different enforcements such as Judgements, Lawful Presence, Sex Offender, Administrative License Revocation, Enforcement Actions, Administrative Hearings Enforcement Actions, and Conviction Reporting Enforcement Actions.)

Traffic convictions processed - This is the total of traffic convictions placed on driver's records.

DRP (Driver Responsibility Program) cases suspended - This is the number of cases for previous month that went into suspension. This includes new cases, re-suspensions, year 2 and year 3 suspensions.

ECS (Enforcement and Compliance Service) customer contacts - This is the number of calls and email handled by ECS employees.

CDL (Commercial Driver License) skills test appointments booked - Any scheduled appointment for a CDL vehicle inspection or skills test.

DPS vehicle inspection tests booked: This is the number of CDL vehicle inspections tests booked at a DPS facility

DPS basic control skills tests booked: This is the number of CDL basic control skills tests booked at a DPS facility

DPS road tests booked: This is the number of CDL road tests booked at a DPS facility

DPS vehicle inspection tests: These numbers show the number of CDL vehicle inspection tests administered which resulted in either a pass or fail.

DPS basic control skills tests: These numbers show the number of CDL basic control skills tests administered which resulted in either a pass or fail.

DPS road tests: These numbers show the number of CDL road tests administered which resulted in either a pass or fail.

CDL skills tests passed - Any vehicle inspection or skills exam that resulted in a passing grade. Each applicant must pass three separate tests to qualify for a CDL. This number reflects the number of tests passed, not the number of applicants.

CDL skills tests failed - Any vehicle inspection or skills exam for a CDL that resulted in a failing grade. This number reflects the number of tests failed, not the number of applicants.

CDL TPST (Third-Party Skills Test) providers - Companies that have been approved to provide CDL skills testing.

CDL TPST tests - Number of test performed by the Third-Party Skills Test providers.

IMPACT Texas Teen Drivers (ITTD) completions - This measure reflects the total number of completed ITTD courses.

IMPACT Texas Youth Drivers (ITYD) completions - This measure reflects the total number of completed ITYD courses.

Driver records issued - Total number of driver record transaction completed manually and online.

Class C TPST providers – Reflects the total number of companies approved to provide Non-CDL skills testing.

Class C TPST tests – Reflects the total number of Non-CDL skills tests administered by TSPT providers.

License and Record Services (LRS) customer contacts - This is the number of calls and email handled by LRS employees.