



# Driver License Division High Value Data Set

## September 2017

### Transactions:

|   |                |
|---|----------------|
| In Office-Completed Transactions:         | <u>430,580</u> |
| Online-Completed Transactions:            | <u>129,222</u> |
| Mail-Completed Transactions:              | <u>7,059</u>   |
| Phone-Completed Transactions:             | <u>5,953</u>   |
| Offender ID Card Transactions:            | <u>916</u>     |
| DL and ID Cards produced this month:      | <u>547,013</u> |
| Non-CDL skills tests passed: <sup>1</sup> | <u>33,169</u>  |
| Non-CDL skills tests failed: <sup>1</sup> | <u>8,489</u>   |

### Customer Service Center (CSC):

|                                    |               |
|------------------------------------|---------------|
| DL customers assisted by phone:    | <u>78,142</u> |
| DL customers assisted by IVR:      | <u>36,056</u> |
| DL average hold time in minutes:   | <u>11:57</u>  |
| DL average handle time in minutes: | <u>5:48</u>   |

### Enforcement & Compliance Services (ECS):

|                                     |                |
|-------------------------------------|----------------|
| Compliance Processed:               | <u>31,085</u>  |
| Occupational Licenses Issued:       | <u>5,199</u>   |
| Ignition Interlock Licenses Issued: | <u>569</u>     |
| Enforcement Actions Processed:      | <u>65,605</u>  |
| Traffic Convictions Processed:      | <u>210,641</u> |
| DRP Cases Suspended:                | <u>80,617</u>  |
| Customer Contacts:                  | <u>28,252</u>  |

### CDL Program:

|  |              |               |               |
|--|--------------|---------------|---------------|
| DPS Vehicle Inspection Tests Booked:   | <u>5,232</u> |               |               |
| DPS Basic Control Skills Tests Booked: | <u>5,283</u> |               |               |
| DPS Road Tests Booked:                 | <u>5,623</u> |               |               |
|  |              | <b>Passed</b> | <b>Failed</b> |
| DPS Vehicle Inspection Tests:          | <u>2,018</u> | <u>1,578</u>  |               |
| DPS Basic Control Skills Tests:        | <u>1,874</u> | <u>431</u>    |               |
| DPS Road Tests:                        | <u>1,883</u> | <u>304</u>    |               |
| CDL TPST Providers:                    | <u>15</u>    |               |               |
|  |              | <b>Passed</b> | <b>Failed</b> |
| CDL TPST Vehicle Inspection Tests:     | <u>471</u>   | <u>67</u>     |               |
| CDL TPST Basic Control Skills Tests:   | <u>448</u>   | <u>111</u>    |               |
| CDL TPST Road Tests:                   | <u>451</u>   | <u>110</u>    |               |

### Impact Texas Driver (ITD) Programs:

|  |               |
|--|---------------|
| Impact Texas Teen Driver Completions:  | <u>13,515</u> |
| Impact Texas Young Driver Completions: | <u>7,861</u>  |

### License & Records Services (LRS):

|                                      |                  |
|--------------------------------------|------------------|
| Driver Records Requests:             | <u>1,191,806</u> |
| Class C TPST Providers: <sup>1</sup> | <u>175</u>       |
| Customer Contacts:                   | <u>6,522</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.