



Driver License Division High Value Data Set

December 2017

Transactions:

In Office-Completed Transactions:	<u>379,908</u>
Online-Completed Transactions:	<u>116,299</u>
Mail-Completed Transactions:	<u>4,873</u>
Phone-Completed Transactions:	<u>4,402</u>
Offender ID Card Transactions:	<u>743</u>
DL and ID Cards produced this month:	<u>503,218</u>
Non-CDL skills tests passed: ¹	<u>28,465</u>
Non-CDL skills tests failed: ¹	<u>7,560</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>64,046</u>
DL customers assisted by IVR:	<u>26,034</u>
DL average hold time in minutes:	<u>7:26</u>
DL average handle time in minutes:	<u>6:12</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>32,872</u>
Occupational Licenses Issued:	<u>1,039</u>
Ignition Interlock Licenses Issued:	<u>520</u>
Enforcement Actions Processed:	<u>29,009</u>
Traffic Convictions Processed:	<u>125,019</u>
DRP Cases Suspended:	<u>122,062</u>
Customer Contacts:	<u>21,703</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>4,099</u>		
DPS Basic Control Skills Tests Booked:	<u>4,034</u>		
DPS Road Tests Booked:	<u>4,346</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,559</u>	<u>1,464</u>	
DPS Basic Control Skills Tests:	<u>1,463</u>	<u>362</u>	
DPS Road Tests:	<u>1,472</u>	<u>308</u>	
CDL TPST Providers:	<u>28</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>563</u>	<u>127</u>	
CDL TPST Basic Control Skills Tests:	<u>539</u>	<u>207</u>	
CDL TPST Road Tests:	<u>541</u>	<u>163</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>14,297</u>
Impact Texas Youth Driver Completions:	<u>23,972</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,048,940</u>
Class C TPST Providers: ¹	<u>177</u>
Customer Contacts:	<u>5,490</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.