### Driver License Division High Value Data Set

**April 2018**

#### Transactions:
- **In Office-Completed Transactions:** 422,793
- **Online-Completed Transactions:** 122,202
- **Mail-Completed Transactions:** 3,996
- **Phone-Completed Transactions:** 4,581
- **Offender ID Card Transactions:** 1,048

#### Non-CDL skills tests:
- **Passed:** 34,543
- **Failed:** 6,914

#### DL and ID Cards produced this month:
- 578,487

#### CDL Program:
- **DPS Vehicle Inspection Tests Booked:** 5,497
- **DPS Basic Control Skills Tests Booked:** 5,460
- **DPS Road Tests Booked:** 5,817

#### Customer Service Center (CSC):
- **DL customers assisted by phone:** 100,206
- **DL customers assisted by IVR:** 34,260
- **DL average hold time in minutes:** 18.23
- **DL average handle time in minutes:** 6.46

#### Enforcement & Compliance Services (ECS):
- **Compliance Processed:** 47,420
- **Occupational Licenses Issued:** 1,168
- **Ignition Interlock Licenses Issued:** 601
- **Enforcement Actions Processed:** 44,384
- **Traffic Convictions Processed:** 228,083
- **DRP Cases Suspended:** 111,536
- **Customer Contacts:** 28,955

#### Impact Texas Driver (ITD) Programs:
- **Impact Texas Teen Driver Completions:** 15,363
- **Impact Texas Youth Driver Completions:** 24,893

#### Enforcement Actions Processed:
- **Passed:** 6,912
- **Failed:** 2,027

#### License & Records Services (LRS):
- **Driver Records Requests:** 1,325,382
- **Class C TPST Providers:** 186
- **Customer Contacts:** 6,911

### Notes
1. Non-CDL skills tests passed and failed includes tests conducted by DPS and by Class C Third Party Skills Test (TPST) Providers.