



# Driver License Division High Value Data Set

## April 2018

### Transactions:

In Office-Completed Transactions:	<u>422,793</u>
Online-Completed Transactions:	<u>122,202</u>
Mail-Completed Transactions:	<u>3,996</u>
Phone-Completed Transactions:	<u>4,581</u>
Offender ID Card Transactions:	<u>1,048</u>
DL and ID Cards produced this month:	<u>578,487</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>34,543</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>6,914</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>100,206</u>
DL customers assisted by IVR:	<u>34,260</u>
DL average hold time in minutes:	<u>18:23</u>
DL average handle time in minutes:	<u>6:46</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>47,420</u>
Occupational Licenses Issued:	<u>1,168</u>
Ignition Interlock Licenses Issued:	<u>601</u>
Enforcement Actions Processed:	<u>44,384</u>
Traffic Convictions Processed:	<u>228,083</u>
DRP Cases Suspended:	<u>111,536</u>
Customer Contacts:	<u>28,955</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,497</u>		
DPS Basic Control Skills Tests Booked:	<u>5,460</u>		
DPS Road Tests Booked:	<u>5,817</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,912</u>	<u>2,027</u>	
DPS Basic Control Skills Tests:	<u>1,781</u>	<u>484</u>	
DPS Road Tests:	<u>1,788</u>	<u>391</u>	
CDL TPST Providers:	<u>43</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>722</u>	<u>172</u>	
CDL TPST Basic Control Skills Tests:	<u>679</u>	<u>260</u>	
CDL TPST Road Tests:	<u>673</u>	<u>171</u>	

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>15,363</u>
Impact Texas Youth Driver Completions:	<u>24,893</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,325,382</u>
Class C TPST Providers: <sup>1</sup>	<u>186</u>
Customer Contacts:	<u>6,911</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.