



Driver License Division High Value Data Set

June 2018

Transactions:

In Office-Completed Transactions:	<u>501,948</u>
Online-Completed Transactions:	<u>130,572</u>
Mail-Completed Transactions:	<u>4,864</u>
Phone-Completed Transactions:	<u>4,986</u>
Offender ID Card Transactions:	<u>1,977</u>
DL and ID Cards produced this month:	<u>622,080</u>
Non-CDL skills tests passed: ¹	<u>33,421</u>
Non-CDL skills tests failed: ¹	<u>6,560</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>65,422</u>
DL customers assisted by IVR:	<u>33,929</u>
DL average hold time in minutes:	<u>17:41</u>
DL average handle time in minutes:	<u>6:51</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>39,326</u>
Occupational Licenses Issued:	<u>1,656</u>
Ignition Interlock Licenses Issued:	<u>745</u>
Enforcement Actions Processed:	<u>42,571</u>
Traffic Convictions Processed:	<u>166,146</u>
DRP Cases Suspended:	<u>113,042</u>
Customer Contacts:	<u>25,249</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,778</u>		
DPS Basic Control Skills Tests Booked:	<u>5,967</u>		
DPS Road Tests Booked:	<u>6,489</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,833</u>	<u>2,040</u>	
DPS Basic Control Skills Tests:	<u>1,703</u>	<u>516</u>	
DPS Road Tests:	<u>1,747</u>	<u>425</u>	
CDL TPST Providers:	<u>52</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>897</u>	<u>183</u>	
CDL TPST Basic Control Skills Tests:	<u>857</u>	<u>319</u>	
CDL TPST Road Tests:	<u>846</u>	<u>214</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>19,671</u>
Impact Texas Youth Driver Completions:	<u>32,504</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,278,549</u>
Class C TPST Providers: ¹	<u>188</u>
Customer Contacts:	<u>9,056</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.