



Driver License Division High Value Data Set

July 2018

Transactions:

In Office-Completed Transactions:	<u>490,118</u>
Online-Completed Transactions:	<u>142,234</u>
Mail-Completed Transactions:	<u>5,176</u>
Phone-Completed Transactions:	<u>5,649</u>
Offender ID Card Transactions:	<u>1,581</u>
DL and ID Cards produced this month:	<u>648,877</u>
Non-CDL skills tests passed: ¹	<u>33,737</u>
Non-CDL skills tests failed: ¹	<u>6,337</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>66,552</u>
DL customers assisted by IVR:	<u>36,185</u>
DL average hold time in minutes:	<u>18:10</u>
DL average handle time in minutes:	<u>6:37</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>29,114</u>
Occupational Licenses Issued:	<u>1,247</u>
Ignition Interlock Licenses Issued:	<u>642</u>
Enforcement Actions Processed:	<u>43,155</u>
Traffic Convictions Processed:	<u>202,513</u>
DRP Cases Suspended:	<u>140,732</u>
Customer Contacts:	<u>26,043</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,666</u>		
DPS Basic Control Skills Tests Booked:	<u>5,854</u>		
DPS Road Tests Booked:	<u>6,302</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,901</u>	<u>1,974</u>	
DPS Basic Control Skills Tests:	<u>1,787</u>	<u>475</u>	
DPS Road Tests:	<u>1,780</u>	<u>413</u>	
CDL TPST Providers:	<u>53</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>871</u>	<u>190</u>	
CDL TPST Basic Control Skills Tests:	<u>833</u>	<u>335</u>	
CDL TPST Road Tests:	<u>832</u>	<u>230</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>21,018</u>
Impact Texas Youth Driver Completions:	<u>34,083</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,333,198</u>
Class C TPST Providers: ¹	<u>189</u>
Customer Contacts:	<u>7,781</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.