



# Driver License Division High Value Data Set

## September 2018

### Transactions:

In Office-Completed Transactions:	<u>412,549</u>
Online-Completed Transactions:	<u>145,582</u>
Mail-Completed Transactions:	<u>5,001</u>
Phone-Completed Transactions:	<u>5,475</u>
Offender ID Card Transactions:	<u>1,592</u>
DL and ID Cards produced this month:	<u>553,605</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>27,921</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>5,427</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>65,251</u>
DL customers assisted by IVR:	<u>32,176</u>
DL average hold time in minutes:	<u>21:45</u>
DL average handle time in minutes:	<u>6:00</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>27,610</u>
Occupational Licenses Issued:	<u>1,198</u>
Ignition Interlock Licenses Issued:	<u>493</u>
Enforcement Actions Processed:	<u>44,306</u>
Traffic Convictions Processed:	<u>165,879</u>
DRP Cases Suspended:	<u>119,808</u>
Customer Contacts:	<u>25,099</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,216</u>		
DPS Basic Control Skills Tests Booked:	<u>5,321</u>		
DPS Road Tests Booked:	<u>5,664</u>		
		<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,759</u>	<u>1,805</u>	
DPS Basic Control Skills Tests:	<u>1,583</u>	<u>459</u>	
DPS Road Tests:	<u>1,605</u>	<u>322</u>	
CDL TPST Providers:	<u>65</u>		
		<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>1,073</u>	<u>212</u>	
CDL TPST Basic Control Skills Tests:	<u>1,012</u>	<u>366</u>	
CDL TPST Road Tests:	<u>975</u>	<u>232</u>	

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>21,527</u>
Impact Texas Youth Driver Completions:	<u>36,454</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,229,330</u>
Class C TPST Providers: <sup>1</sup>	<u>224</u>
Customer Contacts:	<u>10,651</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.