



Driver License Division High Value Data Set

November 2018

Transactions:

In Office-Completed Transactions:	<u>426,695</u>
Online-Completed Transactions:	<u>124,084</u>
Mail-Completed Transactions:	<u>4,658</u>
Phone-Completed Transactions:	<u>5,070</u>
Offender ID Card Transactions:	<u>1,160</u>
DL and ID Cards produced this month:	<u>566,182</u>
Non-CDL skills tests passed: ¹	<u>26,957</u>
Non-CDL skills tests failed: ¹	<u>5,487</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>60,172</u>
DL customers assisted by IVR:	<u>27,047</u>
DL average hold time in minutes:	<u>22:38</u>
DL average handle time in minutes:	<u>5:57</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>21,645</u>
Occupational Licenses Issued:	<u>1,369</u>
Ignition Interlock Licenses Issued:	<u>518</u>
Enforcement Actions Processed:	<u>41,015</u>
Traffic Convictions Processed:	<u>199,276</u>
DRP Cases Suspended:	<u>124,287</u>
Customer Contacts:	<u>24,276</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,181</u>		
DPS Basic Control Skills Tests Booked:	<u>5,271</u>		
DPS Road Tests Booked:	<u>5,662</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,581</u>	<u>2,030</u>	
DPS Basic Control Skills Tests:	<u>1,464</u>	<u>386</u>	
DPS Road Tests:	<u>1,474</u>	<u>332</u>	
CDL TPST Providers:	<u>68</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,152</u>	<u>287</u>	
CDL TPST Basic Control Skills Tests:	<u>1,130</u>	<u>338</u>	
CDL TPST Road Tests:	<u>1,120</u>	<u>240</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>13,525</u>
Impact Texas Youth Driver Completions:	<u>24,450</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,186,648</u>
Class C TPST Providers: ¹	<u>231</u>
Customer Contacts:	<u>8,612</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.