



Driver License Division High Value Data Set

April 2019

Transactions:

In Office-Completed Transactions:	<u>480,740</u>
Online-Completed Transactions:	<u>147,091</u>
Mail-Completed Transactions:	<u>3,813</u>
Phone-Completed Transactions:	<u>5,249</u>
Offender ID Card Transactions:	<u>1,440</u>
DL and ID Cards produced this month:	<u>625,540</u>
Non-CDL skills tests passed: ¹	<u>32,200</u>
Non-CDL skills tests failed: ¹	<u>6,306</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>65,832</u>
DL customers assisted by IVR:	<u>16,007</u>
DL average hold time in minutes:	<u>19:22</u>
DL average handle time in minutes:	<u>6:17</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>36,774</u>
Occupational Licenses Issued:	<u>1,779</u>
Ignition Interlock Licenses Issued:	<u>591</u>
Enforcement Actions Processed:	<u>46,190</u>
Traffic Convictions Processed:	<u>196,407</u>
DRP Cases Suspended:	<u>117,166</u>
Customer Contacts:	<u>27,735</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,789</u>		
DPS Basic Control Skills Tests Booked:	<u>5,935</u>		
DPS Road Tests Booked:	<u>6,448</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,901</u>	<u>1,901</u>	<u>2,194</u>
DPS Basic Control Skills Tests:	<u>1,675</u>	<u>1,675</u>	<u>531</u>
DPS Road Tests:	<u>1,675</u>	<u>1,675</u>	<u>455</u>
CDL TPST Providers:	<u>80</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,316</u>	<u>1,316</u>	<u>295</u>
CDL TPST Basic Control Skills Tests:	<u>1,258</u>	<u>1,258</u>	<u>496</u>
CDL TPST Road Tests:	<u>1,214</u>	<u>1,214</u>	<u>279</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>17,485</u>
Impact Texas Youth Driver Completions:	<u>35,967</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,398,540</u>
Class C TPST Providers: ¹	<u>263</u>
Customer Contacts:	<u>10,364</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.