



Driver License Division High Value Data Set

August 2019

Transactions:

In Office-Completed Transactions:	<u>546,289</u>
Online-Completed Transactions:	<u>218,604</u>
Mail-Completed Transactions:	<u>5,772</u>
Phone-Completed Transactions:	<u>9,448</u>
Offender ID Card Transactions:	<u>1,406</u>
DL and ID Cards produced this month:	<u>792,000</u>
Non-CDL skills tests passed: ¹	<u>38,378</u>
Non-CDL skills tests failed: ¹	<u>7,890</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>75,999</u>
DL customers assisted by IVR:	<u>1,304</u>
DL average hold time in minutes:	<u>10:54</u>
DL average handle time in minutes:	<u>5:37</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>43,358</u>
Occupational Licenses Issued:	<u>1,512</u>
Ignition Interlock Licenses Issued:	<u>561</u>
Enforcement Actions Processed:	<u>45,646</u>
Traffic Convictions Processed:	<u>174,872</u>
DRP Cases Suspended:	<u>N/A</u>
Customer Contacts:	<u>20,063</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>6,298</u>		
DPS Basic Control Skills Tests Booked:	<u>6,469</u>		
DPS Road Tests Booked:	<u>7,047</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>2,094</u>	<u>2,286</u>	
DPS Basic Control Skills Tests:	<u>1,966</u>	<u>501</u>	
DPS Road Tests:	<u>2,024</u>	<u>475</u>	
CDL TPST Providers:	<u>91</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,535</u>	<u>276</u>	
CDL TPST Basic Control Skills Tests:	<u>1,479</u>	<u>399</u>	
CDL TPST Road Tests:	<u>1,462</u>	<u>334</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>24,049</u>
Impact Texas Youth Driver Completions:	<u>41,755</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,359,983</u>
Class C TPST Providers: ¹	<u>293</u>
Customer Contacts:	<u>8,830</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.