### Driver License Division High Value Data Set
**August 2019**

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

#### CDL Program:
- DPS Vehicle Inspection Tests Booked: 6,298 (Passed) 2,094 (Failed)
- DPS Basic Control Skills Tests Booked: 6,469 (Passed) 1,966 (Failed)
- DPS Road Tests Booked: 7,047 (Passed) 2,024 (Failed)
- DPS Vehicle Inspection Tests: 2,094 (Passed) 2,286 (Failed)
- DPS Basic Control Skills Tests: 1,966 (Passed) 501 (Failed)
- DPS Road Tests: 2,024 (Passed) 475 (Failed)
- CDL TPST Providers: 91

#### Customer Service Center (CSC):
- DL customers assisted by phone: 75,999
- DL customers assisted by IVR: 1,304
- DL average hold time in minutes: 10:54
- DL average handle time in minutes: 5:37

#### Enforcement & Compliance Services (ECS):
- Compliance Processed: 43,358
- Occupational Licenses Issued: 1,512
- Ignition Interlock Licenses Issued: 561
- Enforcement Actions Processed: 45,646
- Traffic Convictions Processed: 174,872
- DRP Cases Suspended: N/A
- Customer Suspended: 20,063

#### Impact Texas Driver (ITD) Programs:
- Impact Texas Teen Driver Completions: 24,049
- Impact Texas Youth Driver Completions: 41,755

#### License & Records Services (LRS):
- Driver Records Requests: 1,359,983
- Class C TPST Providers: 293
- Customer Contacts: 8,830

### Notes
1. Non-CDL skills tests passed and failed includes tests conducted by DPS and by Class C Third Party Skills Test (TPST) Providers.