



Driver License Division High Value Data Set

September 2019

Transactions:

In Office-Completed Transactions:	<u>483,133</u>
Online-Completed Transactions:	<u>193,570</u>
Mail-Completed Transactions:	<u>4,794</u>
Phone-Completed Transactions:	<u>8,531</u>
Offender ID Card Transactions:	<u>1,462</u>
DL and ID Cards produced this month:	<u>728,310</u>
Non-CDL skills tests passed: ¹	<u>31,432</u>
Non-CDL skills tests failed: ¹	<u>7,067</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>63,569</u>
DL customers assisted by IVR:	<u>115</u>
DL average hold time in minutes:	<u>22:59</u>
DL average handle time in minutes:	<u>5:42</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>39,244</u>
Occupational Licenses Issued:	<u>1,055</u>
Ignition Interlock Licenses Issued:	<u>407</u>
Enforcement Actions Processed:	<u>48,471</u>
Traffic Convictions Processed:	<u>203,222</u>
DRP Cases Suspended:	<u>N/A</u>
Customer Contacts:	<u>21,796</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,901</u>		
DPS Basic Control Skills Tests Booked:	<u>6,006</u>		
DPS Road Tests Booked:	<u>6,496</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,759</u>	<u>1,759</u>	<u>2,142</u>
DPS Basic Control Skills Tests:	<u>1,670</u>	<u>1,670</u>	<u>437</u>
DPS Road Tests:	<u>1,700</u>	<u>1,700</u>	<u>415</u>
CDL TPST Providers:	<u>91</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,280</u>	<u>1,280</u>	<u>240</u>
CDL TPST Basic Control Skills Tests:	<u>1,246</u>	<u>1,246</u>	<u>304</u>
CDL TPST Road Tests:	<u>1,232</u>	<u>1,232</u>	<u>292</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>16,965</u>
Impact Texas Youth Driver Completions:	<u>39,964</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,293,005</u>
Class C TPST Providers: ¹	<u>300</u>
Customer Contacts:	<u>6,833</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.