



Driver License Division High Value Data Set

January 2020

Transactions:

In Office-Completed Transactions:	<u>587,753</u>
Online-Completed Transactions:	<u>283,566</u>
Mail-Completed Transactions:	<u>26,353</u>
Phone-Completed Transactions:	<u>12,385</u>
Offender ID Card Transactions:	<u>1,188</u>
DL and ID Cards produced this month:	<u>745,006</u>
Non-CDL skills tests passed: ¹	<u>34,843</u>
Non-CDL skills tests failed: ¹	<u>7,676</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>54,597</u>
DL average hold time in minutes:	<u>16:37</u>
DL average handle time in minutes:	<u>05:26</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>37,177</u>
Occupational Licenses Issued:	<u>1,318</u>
Ignition Interlock Licenses Issued:	<u>513</u>
Enforcement Actions Processed:	<u>61,676</u>
Traffic Convictions Processed:	<u>190,541</u>
DRP Cases Suspended:	<u>N/A</u>
Customer Contacts:	<u>20,972</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,975</u>		
DPS Basic Control Skills Tests Booked:	<u>6,165</u>		
DPS Road Tests Booked:	<u>6,762</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,772</u>	<u>1,772</u>	<u>2,309</u>
DPS Basic Control Skills Tests:	<u>1,646</u>	<u>1,646</u>	<u>557</u>
DPS Road Tests:	<u>1,712</u>	<u>1,712</u>	<u>470</u>
CDL TPST Providers:	<u>98</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>918</u>		<u>173</u>
CDL TPST Basic Control Skills Tests:	<u>893</u>		<u>169</u>
CDL TPST Road Tests:	<u>867</u>		<u>190</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>21,208</u>
Impact Texas Youth Driver Completions:	<u>41,964</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,410,303</u>
Class C TPST Providers: ¹	<u>314</u>
Customer Contacts:	<u>11,807</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.
2. As of January 2020, DL customers assisted by IVR is no longer counted due to changes in the IVR system.