



Driver License Division High Value Data Set

February 2020

Transactions:

In Office-Completed Transactions:	<u>479,218</u>
Online-Completed Transactions:	<u>235,932</u>
Mail-Completed Transactions:	<u>18,218</u>
Phone-Completed Transactions:	<u>9,994</u>
Offender ID Card Transactions:	<u>1,147</u>
DL and ID Cards produced this month:	<u>801,316</u>
Non-CDL skills tests passed: ¹	<u>31,069</u>
Non-CDL skills tests failed: ¹	<u>7,173</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>48,570</u>
DL average hold time in minutes:	<u>16:52</u>
DL average handle time in minutes:	<u>5:40</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>40,591</u>
Occupational Licenses Issued:	<u>1,319</u>
Ignition Interlock Licenses Issued:	<u>507</u>
Enforcement Actions Processed:	<u>52,799</u>
Traffic Convictions Processed:	<u>192,788</u>
DRP Cases Suspended:	<u>N/A</u>
Customer Contacts:	<u>23,780</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,586</u>		
DPS Basic Control Skills Tests Booked:	<u>5,734</u>		
DPS Road Tests Booked:	<u>6,324</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,667</u>	<u>2,130</u>	
DPS Basic Control Skills Tests:	<u>1,501</u>	<u>563</u>	
DPS Road Tests:	<u>1,534</u>	<u>448</u>	
CDL TPST Providers:	<u>99</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,046</u>	<u>214</u>	
CDL TPST Basic Control Skills Tests:	<u>997</u>	<u>240</u>	
CDL TPST Road Tests:	<u>999</u>	<u>211</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>16,776</u>
Impact Texas Youth Driver Completions:	<u>37,877</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,267,887</u>
Class C TPST Providers: ¹	<u>348</u>
Customer Contacts:	<u>8,948</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.