



Driver License Division High Value Data Set

March 2020

Transactions:

In Office-Completed Transactions:	<u>307,970</u>
Online-Completed Transactions:	<u>258,911</u>
Mail-Completed Transactions:	<u>12,851</u>
Phone-Completed Transactions:	<u>10,167</u>
Offender ID Card Transactions:	<u>1,280</u>
DL and ID Cards produced this month:	<u>769,511</u>
Non-CDL skills tests passed: ¹	<u>21,729</u>
Non-CDL skills tests failed: ¹	<u>4,688</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>59,936</u>
DL average hold time in minutes:	<u>9:34</u>
DL average handle time in minutes:	<u>5:12</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>32,972</u>
Occupational Licenses Issued:	<u>1,103</u>
Ignition Interlock Licenses Issued:	<u>627</u>
Enforcement Actions Processed:	<u>53,934</u>
Traffic Convictions Processed:	<u>164,211</u>
DRP Cases Suspended:	<u>N/A</u>
Customer Contacts:	<u>19,063</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,419</u>		
DPS Basic Control Skills Tests Booked:	<u>5,694</u>		
DPS Road Tests Booked:	<u>6,228</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,463</u>	<u>1,864</u>	
DPS Basic Control Skills Tests:	<u>1,365</u>	<u>601</u>	
DPS Road Tests:	<u>1,421</u>	<u>370</u>	
CDL TPST Providers:	<u>98</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>905</u>	<u>167</u>	
CDL TPST Basic Control Skills Tests:	<u>884</u>	<u>260</u>	
CDL TPST Road Tests:	<u>879</u>	<u>176</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>14,594</u>
Impact Texas Youth Driver Completions:	<u>29,775</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,250,953</u>
Class C TPST Providers: ¹	<u>338</u>
Customer Contacts:	<u>5,334</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.