Driver License Division High Value Data Set
April 2020

Transactions:
- In Office-Completed Transactions: 2,391
- Online-Completed Transactions: 212,675
- Mail-Completed Transactions: 10,526
- Phone-Completed Transactions: 7,881
- Offender ID Card Transactions: 1,280
- DL and ID Cards produced this month: 326,167
- Non-CDL skills tests passed: 1
- Non-CDL skills tests failed: 2

Customer Service Center (CSC):
- DL customers assisted by phone: 61,250
- DL average hold time in minutes: 1:34
- DL average handle time in minutes: 4:40

Enforcement & Compliance Services (ECS):
- Compliance Processed: 26,778
- Ignition Interlock Licenses Issued: 628
- Enforcement Actions Processed: 32,685
- Traffic Convictions Processed: 150,211
- DRP Cases Suspended: N/A
- Customer Contacts: 16,995

CDL Program:
- DPS Vehicle Inspection Tests Booked: 2,867
- DPS Basic Control Skills Tests Booked: 3,122
- DPS Road Tests Booked: 3,438

Impact Texas Driver (ITD) Programs:
- Impact Texas Teen Driver Completions: 2,608
- Impact Texas Youth Driver Completions: 4,104

License & Records Services (LRS):
- Driver Records Requests: 1,294,766
- Class C TPST Providers: 1,248
- Customer Contacts: 0

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.