



Driver License Division High Value Data Set

April 2020

Transactions:

In Office-Completed Transactions:	<u>2,391</u>
Online-Completed Transactions:	<u>212,675</u>
Mail-Completed Transactions:	<u>10,526</u>
Phone-Completed Transactions:	<u>7,881</u>
Offender ID Card Transactions:	<u>1,280</u>
DL and ID Cards produced this month:	<u>326,167</u>
Non-CDL skills tests passed: ¹	<u>17</u>
Non-CDL skills tests failed: ¹	<u>2</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>61,250</u>
DL average hold time in minutes:	<u>1:34</u>
DL average handle time in minutes:	<u>4:40</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>26,778</u>
Occupational Licenses Issued:	<u>977</u>
Ignition Interlock Licenses Issued:	<u>628</u>
Enforcement Actions Processed:	<u>32,685</u>
Traffic Convictions Processed:	<u>150,211</u>
DRP Cases Suspended:	<u>N/A</u>
Customer Contacts:	<u>16,955</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>2,867</u>		
DPS Basic Control Skills Tests Booked:	<u>3,122</u>		
DPS Road Tests Booked:	<u>3,438</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>740</u>	<u>926</u>	
DPS Basic Control Skills Tests:	<u>702</u>	<u>312</u>	
DPS Road Tests:	<u>747</u>	<u>201</u>	
CDL TPST Providers:	<u>98</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>521</u>	<u>79</u>	
CDL TPST Basic Control Skills Tests:	<u>530</u>	<u>113</u>	
CDL TPST Road Tests:	<u>524</u>	<u>80</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>2,608</u>
Impact Texas Youth Driver Completions:	<u>4,104</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,294,766</u>
Class C TPST Providers: ¹	<u>1,248</u>
Customer Contacts:	<u>0</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.