



Driver License Division High Value Data Set

May 2020

Transactions:

In Office-Completed Transactions:	<u>10,165</u>
Online-Completed Transactions:	<u>239,456</u>
Mail-Completed Transactions:	<u>13,317</u>
Phone-Completed Transactions:	<u>9,053</u>
Offender ID Card Transactions:	<u>643</u>
DL and ID Cards produced this month:	<u>283,126</u>
Non-CDL skills tests passed: ¹	<u>712</u>
Non-CDL skills tests failed: ¹	<u>109</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>64,698</u>
DL average hold time in minutes:	<u>7:39</u>
DL average handle time in minutes:	<u>4:47</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>30,465</u>
Occupational Licenses Issued:	<u>644</u>
Ignition Interlock Licenses Issued:	<u>378</u>
Enforcement Actions Processed:	<u>20,953</u>
Traffic Convictions Processed:	<u>73,384</u>
DRP Cases Suspended:	<u>N/A</u>
Customer Contacts:	<u>15,259</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>2,751</u>		
DPS Basic Control Skills Tests Booked:	<u>2,980</u>		
DPS Road Tests Booked:	<u>3,288</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>867</u>	<u>912</u>	
DPS Basic Control Skills Tests:	<u>825</u>	<u>361</u>	
DPS Road Tests:	<u>873</u>	<u>208</u>	
CDL TPST Providers:	<u>98</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>613</u>	<u>80</u>	
CDL TPST Basic Control Skills Tests:	<u>592</u>	<u>136</u>	
CDL TPST Road Tests:	<u>589</u>	<u>117</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>16,045</u>
Impact Texas Youth Driver Completions:	<u>12,289</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,106,984</u>
Class C TPST Providers: ¹	<u>3,889</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.