### Driver License Division High Value Data Set

**June 2020**

#### Transactions:
- In Office-Completed Transactions: **180,705**
- Online-Completed Transactions: **274,431**
- Mail-Completed Transactions: **16,955**
- Phone-Completed Transactions: **8,987**
- Offender ID Card Transactions: **657**
- DL and ID Cards produced this month: **461,145**
- Non-CDL skills tests passed: **25,333**
- Non-CDL skills tests failed: **4,452**

#### Customer Service Center (CSC):
- DL customers assisted by phone: **48,225**
- DL average hold time in minutes: **6:09**
- DL average handle time in minutes: **18:06**

#### Enforcement & Compliance Services (ECS):
- Compliance Processed: **35,443**
- Occupational Licenses Issued: **788**
- Ignition Interlock Licenses Issued: **550**
- Enforcement Actions Processed: **39,463**
- Traffic Convictions Processed: **105,653**
- DRP Cases Suspended: **N/A**
- Customer Contacts: **20,058**

#### CDL Program:
- DPS Vehicle Inspection Tests Booked: **3,294**
- DPS Basic Control Skills Tests Booked: **3,576**
- DPS Road Tests Booked: **3,970**
- DPS Vehicle Inspection Tests: **1,037** **Passed**
- DPS Basic Control Skills Tests: **987** **Passed**
- DPS Road Tests: **1,025** **Passed**
- CDL TPST Providers: **101**

#### Impact Texas Driver (ITD) Programs:
- Impact Texas Teen Driver Completions: **27,775**
- Impact Texas Youth Driver Completions: **34,409**

#### License & Records Services (LRS):
- Driver Records Requests: **1,140,234**
- Class C TPST Providers: **5,542**
- 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.