



Driver License Division High Value Data Set

July 2020

Transactions:

In Office-Completed Transactions:	<u>299,549</u>
Online-Completed Transactions:	<u>288,251</u>
Mail-Completed Transactions:	<u>25,674</u>
Phone-Completed Transactions:	<u>9,542</u>
Offender ID Card Transactions:	<u>760</u>
DL and ID Cards produced this month:	<u>561,959</u>
Non-CDL skills tests passed: ¹	<u>30,280</u>
Non-CDL skills tests failed: ¹	<u>5,758</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>39,494</u>
DL average hold time in minutes:	<u>29:55</u>
DL average handle time in minutes:	<u>6:57</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>30,999</u>
Occupational Licenses Issued:	<u>888</u>
Ignition Interlock Licenses Issued:	<u>416</u>
Enforcement Actions Processed:	<u>30,287</u>
Traffic Convictions Processed:	<u>102,072</u>
DRP Cases Suspended:	<u>N/A</u>
Customer Contacts:	<u>20,678</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,617</u>		
DPS Basic Control Skills Tests Booked:	<u>3,852</u>		
DPS Road Tests Booked:	<u>4,268</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,101</u>	<u>1,331</u>	
DPS Basic Control Skills Tests:	<u>1,039</u>	<u>411</u>	
DPS Road Tests:	<u>1,121</u>	<u>273</u>	
CDL TPST Providers:	<u>101</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>931</u>	<u>126</u>	
CDL TPST Basic Control Skills Tests:	<u>916</u>	<u>189</u>	
CDL TPST Road Tests:	<u>923</u>	<u>145</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>25,649</u>
Impact Texas Youth Driver Completions:	<u>32,372</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,179,233</u>
Class C TPST Providers: ¹	<u>6,693</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.