# Driver License Division High Value Data Set
## July 2020

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

### Customer Service Center (CSC):
- **DL customers assisted by phone:** 39,494
- **DL average hold time in minutes:** 29:55
- **DL average handle time in minutes:** 6:57

### Enforcement & Compliance Services (ECS):
- **Compliance Processed:** 30,999
- **Occupational Licenses Issued:** 888
- **Ignition Interlock Licenses Issued:** 416
- **Enforcement Actions Processed:** 30,287
- **Traffic Convictions Processed:** 102,072
- **DRP Cases Suspended:** N/A
- **Driver License Division High Value Data Set**

### CDL Program:
- **DPS Vehicle Inspection Tests Booked:** 3,617
- **DPS Basic Control Skills Tests Booked:** 3,852
- **DPS Road Tests Booked:** 4,268

### Impact Texas Driver (ITD) Programs:
- **Impact Texas Teen Driver Completions:** 25,649
- **Impact Texas Youth Driver Completions:** 32,372

### License & Records Services (LRS):
- **Driver Records Requests:** 1,179,233
- **Class C TPST Providers:** 6,693
- **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.