



# Driver License Division High Value Data Set

## August 2020

### Transactions:

In Office-Completed Transactions:	<u>337,486</u>
Online-Completed Transactions:	<u>267,616</u>
Mail-Completed Transactions:	<u>19,579</u>
Phone-Completed Transactions:	<u>7,877</u>
Offender ID Card Transactions:	<u>477</u>
DL and ID Cards produced this month:	<u>655,734</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>30,561</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>6,504</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>37,202</u>
DL average hold time in minutes:	<u>35:27</u>
DL average handle time in minutes:	<u>6:33</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>27,209</u>
Occupational Licenses Issued:	<u>793</u>
Ignition Interlock Licenses Issued:	<u>436</u>
Enforcement Actions Processed:	<u>25,714</u>
Traffic Convictions Processed:	<u>130,399</u>
DRP Cases Suspended:	<u>N/A</u>
Customer Contacts:	<u>19,268</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,657</u>		
DPS Basic Control Skills Tests Booked:	<u>3,898</u>		
DPS Road Tests Booked:	<u>4,234</u>		
		<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,195</u>	<u>1,338</u>	
DPS Basic Control Skills Tests:	<u>1,117</u>	<u>468</u>	
DPS Road Tests:	<u>1,146</u>	<u>360</u>	
CDL TPST Providers:	<u>102</u>		
		<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>996</u>	<u>131</u>	
CDL TPST Basic Control Skills Tests:	<u>983</u>	<u>224</u>	
CDL TPST Road Tests:	<u>387</u>	<u>166</u>	

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>22,971</u>
Impact Texas Youth Driver Completions:	<u>32,082</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,184,984</u>
Class C TPST Providers: <sup>1</sup>	<u>8,692</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.