



Driver License Division High Value Data Set

September 2020

Transactions:

In Office-Completed Transactions:	<u>367,527</u>
Online-Completed Transactions:	<u>272,937</u>
Mail-Completed Transactions:	<u>12,544</u>
Phone-Completed Transactions:	<u>8,344</u>
Offender ID Card Transactions:	<u>650</u>
DL and ID Cards produced this month:	<u>590,082</u>
Non-CDL skills tests passed: ¹	<u>29,771</u>
Non-CDL skills tests failed: ¹	<u>6,176</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>39,487</u>
DL average hold time in minutes:	<u>24:51</u>
DL average handle time in minutes:	<u>6:18</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>24,083</u>
Occupational Licenses Issued:	<u>818</u>
Ignition Interlock Licenses Issued:	<u>308</u>
Enforcement Actions Processed:	<u>24,903</u>
Traffic Convictions Processed:	<u>104,363</u>
DRP Cases Suspended:	<u>N/A</u>
Customer Contacts:	<u>19,732</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,847</u>		
DPS Basic Control Skills Tests Booked:	<u>4,085</u>		
DPS Road Tests Booked:	<u>4,462</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,272</u>	<u>1,376</u>	
DPS Basic Control Skills Tests:	<u>1,198</u>	<u>469</u>	
DPS Road Tests:	<u>1,282</u>	<u>346</u>	
CDL TPST Providers:	<u>101</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,026</u>	<u>161</u>	
CDL TPST Basic Control Skills Tests:	<u>1,012</u>	<u>243</u>	
CDL TPST Road Tests:	<u>1,003</u>	<u>160</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>17,057</u>
Impact Texas Youth Driver Completions:	<u>30,931</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,184,342</u>
Class C TPST Providers: ¹	<u>14,483</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.