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

### Transactions:
- In Office-Completed Transactions: 418,055
- Online-Completed Transactions: 245,244
- Mail-Completed Transactions: 6,879
- Phone-Completed Transactions: 6,247
- Offender ID Card Transactions: 1,090
- DL and ID Cards produced this month: 698,167
- Non-CDL skills tests passed: 29,411
- Non-CDL skills tests failed: 6,428
- Passed: 41,204
- Failed: 1,191
- Average hold time in minutes: 26:00
- Average handle time in minutes: 5:57

### CDL Program:
- DPS Vehicle Inspection Tests Booked: 4,002
- DPS Basic Control Skills Tests Booked: 4,274
- DPS Road Tests Booked: 4,677
- Passed: 1,281
- Failed: 1,176
- DPS Vehicle Inspection Tests: 1,281
- DPS Basic Control Skills Tests: 1,176
- DPS Road Tests: 1,197
- CDL TPST Providers: 100
- Passed: 1,191
- Failed: 188

### Customer Service Center (CSC):
- DL customers assisted by phone: 41,204
- Average hold time in minutes: 26:00
- Average handle time in minutes: 5:57
- DL and ID Cards produced this month: 698,167

### Enforcement & Compliance Services (ECS):
- Compliance Processed: 28,800
- Ignition Interlock Licenses Issued: 286
- Enforcement Actions Processed: 20,402
- Traffic Convictions Processed: 119,543
- Customer Contacts: 20,174

### Impact Texas Driver (ITD) Programs:
- Impact Texas Teen Driver Completions: 14,430
- Impact Texas Youth Driver Completions: 34,689

### License & Records Services (LRS):
- Driver Records Requests: 1,137,985
- Class C TPST Providers: 352
- Customer Contacts: 6,064

### 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.