



Driver License Division High Value Data Set

October 2020

Transactions:

In Office-Completed Transactions:	<u>418,055</u>
Online-Completed Transactions:	<u>245,244</u>
Mail-Completed Transactions:	<u>6,879</u>
Phone-Completed Transactions:	<u>6,247</u>
Offender ID Card Transactions:	<u>1,090</u>
DL and ID Cards produced this month:	<u>698,167</u>
Non-CDL skills tests passed: ¹	<u>29,411</u>
Non-CDL skills tests failed: ¹	<u>6,428</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>41,204</u>
DL average hold time in minutes:	<u>26:00</u>
DL average handle time in minutes:	<u>5:57</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>28,800</u>
Occupational Licenses Issued:	<u>806</u>
Ignition Interlock Licenses Issued:	<u>286</u>
Enforcement Actions Processed:	<u>20,402</u>
Traffic Convictions Processed:	<u>119,543</u>
Customer Contacts:	<u>20,174</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>4,002</u>		
DPS Basic Control Skills Tests Booked:	<u>4,274</u>		
DPS Road Tests Booked:	<u>4,677</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,281</u>	<u>1,453</u>	
DPS Basic Control Skills Tests:	<u>1,176</u>	<u>521</u>	
DPS Road Tests:	<u>1,197</u>	<u>365</u>	
CDL TPST Providers:	<u>100</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,191</u>	<u>188</u>	
CDL TPST Basic Control Skills Tests:	<u>1,155</u>	<u>318</u>	
CDL TPST Road Tests:	<u>1,139</u>	<u>210</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>14,430</u>
Impact Texas Youth Driver Completions:	<u>34,689</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,137,985</u>
Class C TPST Providers: ¹	<u>352</u>
Customer Contacts:	<u>6,064</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.