# Driver License Division High Value Data Set

**January 2021**

## Transactions:

<table>
<thead>
<tr>
<th>Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Office-Completed Transactions</td>
<td>320,369</td>
</tr>
<tr>
<td>Online-Completed Transactions</td>
<td>265,325</td>
</tr>
<tr>
<td>Mail-Completed Transactions</td>
<td>3,915</td>
</tr>
<tr>
<td>Phone-Completed Transactions</td>
<td>5,092</td>
</tr>
<tr>
<td>Offender ID Card Transactions</td>
<td>873</td>
</tr>
<tr>
<td>DL and ID Cards produced this month</td>
<td>611,478</td>
</tr>
<tr>
<td>Non-CDL skills tests passed: ¹</td>
<td>26,584</td>
</tr>
<tr>
<td>Non-CDL skills tests failed: ²</td>
<td>6,099</td>
</tr>
</tbody>
</table>

## Customer Service Center (CSC):

- DL customers assisted by phone: 47,642
- DL average hold time in minutes: 33.36
- DL average handle time in minutes: 5.47

## Enforcement & Compliance Services (ECS):

- Compliance Processed: 23,380
- Occupational Licenses Issued: 316
- Ignition Interlock Licenses Issued: 674
- Enforcement Actions Processed: 28,981
- Traffic Convictions Processed: 133,248
- Customer Contacts: 18,381

## CDL Program:

- DPS Vehicle Inspection Tests Booked: 4,293
- DPS Basic Control Skills Tests Booked: 4,523
- DPS Road Tests Booked: 5,010
- CDL TPST Vehicle Inspection Tests: 862
- CDL TPST Basic Control Skills Tests: 824
- CDL TPST Road Tests: 818

## Impact Texas Driver (ITD) Programs:

- Impact Texas Teen Driver Completions: 17,710
- Impact Texas Youth Driver Completions: 36,599

## License & Records Services (LRS):

- Driver Records Requests: 1,183
- Class C TPST Providers: ³ 340
- Customer Contacts: 9,019

---

**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.