



Driver License Division High Value Data Set

February 2021

Transactions:

In Office-Completed Transactions:	<u>251,120</u>
Online-Completed Transactions:	<u>183,297</u>
Mail-Completed Transactions:	<u>2,773</u>
Phone-Completed Transactions:	<u>3,621</u>
Offender ID Card Transactions:	<u>688</u>
DL and ID Cards produced this month:	<u>492,735</u>
Non-CDL skills tests passed: ¹	<u>21,610</u>
Non-CDL skills tests failed: ¹	<u>4,792</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>39,965</u>
DL average hold time in minutes:	<u>30:41</u>
DL average handle time in minutes:	<u>5:41</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>22,790</u>
Occupational Licenses Issued:	<u>623</u>
Ignition Interlock Licenses Issued:	<u>296</u>
Enforcement Actions Processed:	<u>21,578</u>
Traffic Convictions Processed:	<u>90,896</u>
Customer Contacts:	<u>15,721</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,806</u>		
DPS Basic Control Skills Tests Booked:	<u>4,009</u>		
DPS Road Tests Booked:	<u>4,431</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,119</u>	<u>1,186</u>	
DPS Basic Control Skills Tests:	<u>1,008</u>	<u>406</u>	
DPS Road Tests:	<u>1,037</u>	<u>328</u>	
CDL TPST Providers:	<u>97</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>846</u>	<u>140</u>	
CDL TPST Basic Control Skills Tests:	<u>825</u>	<u>190</u>	
CDL TPST Road Tests:	<u>828</u>	<u>138</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>13,804</u>
Impact Texas Youth Driver Completions:	<u>27,602</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,015,659</u>
Class C TPST Providers: ¹	<u>344</u>
Customer Contacts:	<u>6,571</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.