**Driver License Division High Value Data Set**  
**March 2021**

### Transactions:
- **In Office-Completed Transactions**: 440,034
- **Online-Completed Transactions**: 285,936
- **Mail-Completed Transactions**: 4,039
- **Phone-Completed Transactions**: 6,276
- **Offender ID Card Transactions**: 1,161
- **DL and ID Cards produced this month**: 688,793
- **Non-CDL skills tests passed**: 34,496
- **Non-CDL skills tests failed**: 7,489

### Customer Service Center (CSC):
- **DL customers assisted by phone**: 44,413
- **DL average hold time in minutes**: 40:01
- **DL average handle time in minutes**: 5:52

### Enforcement & Compliance Services (ECS):
- **Compliance Processed**: 32,144
- **Occupational Licenses Issued**: 396
- **Ignition Interlock Licenses Issued**: 848
- **Enforcement Actions Processed**: 33,830
- **Traffic Convictions Processed**: 123,766
- **Customer Contacts**: 21,122

### CDL Program:
- **DPS Vehicle Inspection Tests Booked**: 5,873
- **DPS Basic Control Skills Tests Booked**: 6,264
- **DPS Road Tests Booked**: 6,873
- **Passed**: 1,161
- **Failed**: 231

### Impact Texas Driver (ITD) Programs:
- **Impact Texas Teen Driver Completions**: 20,231
- **Impact Texas Youth Driver Completions**: 43,113

### License & Records Services (LRS):
- **Driver Records Requests**: 1,652,265
- **Class C TPST Providers**: 0
- **Customer Contacts**: 13,836

### 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.