



Driver License Division High Value Data Set

March 2021

Transactions:

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

Customer Service Center (CSC):

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|------------------------------------|---------------|
| DL customers assisted by phone: | <u>44,413</u> |
| DL average hold time in minutes: | <u>40:01</u> |
| DL average handle time in minutes: | <u>5:52</u> |

Enforcement & Compliance Services (ECS):

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|-------------------------------------|----------------|
| Compliance Processed: | <u>32,144</u> |
| Occupational Licenses Issued: | <u>396</u> |
| Ignition Interlock Licenses Issued: | <u>848</u> |
| Enforcement Actions Processed: | <u>33,830</u> |
| Traffic Convictions Processed: | <u>123,766</u> |
| Customer Contacts: | <u>21,122</u> |

CDL Program:

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|--|--------------|----------------|---------------|
| DPS Vehicle Inspection Tests Booked: | <u>5,873</u> | | |
| DPS Basic Control Skills Tests Booked: | <u>6,264</u> | | |
| DPS Road Tests Booked: | <u>6,873</u> | | |
| | | Passed | Failed |
| DPS Vehicle Inspection Tests: | <u>2,036</u> | <u>1,927</u> | |
| DPS Basic Control Skills Tests: | <u>1,905</u> | <u>719</u> | |
| DPS Road Tests: | <u>1,926</u> | <u>328,493</u> | |
| CDL TPST Providers: | <u>98</u> | | |
| | | Passed | Failed |
| CDL TPST Vehicle Inspection Tests: | <u>1,253</u> | <u>231</u> | |
| CDL TPST Basic Control Skills Tests: | <u>1,202</u> | <u>315</u> | |
| CDL TPST Road Tests: | <u>1,167</u> | <u>266</u> | |

Impact Texas Driver (ITD) Programs:

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|--|---------------|
| Impact Texas Teen Driver Completions: | <u>20,231</u> |
| Impact Texas Youth Driver Completions: | <u>43,113</u> |

License & Records Services (LRS):

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|--------------------------------------|------------------|
| Driver Records Requests: | <u>1,652,265</u> |
| Class C TPST Providers: ¹ | <u>0</u> |
| Customer Contacts: | <u>13,836</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.