## Driver License Division High Value Data Set
### April 2021

### Transactions:
- In Office-Completed Transactions: 432,087
- Online-Completed Transactions: 246,103
- Mail-Completed Transactions: 3,150
- Phone-Completed Transactions: 4,765
- Offender ID Card Transactions: 823
- DL and ID Cards produced this month: 628,689
- Non-CDL skills tests passed: 1
- Non-CDL skills tests failed: 1

### Customer Service Center (CSC):
- DL customers assisted by phone: 31,449
- DL average hold time in minutes: 41.09
- DL average handle time in minutes: 6.03

### Enforcement & Compliance Services (ECS):
- Compliance Processed: 38,931
- Occupational Licenses Issued: 420
- Ignition Interlock Licenses Issued: 913
- Enforcement Actions Processed: 33,094
- Traffic Convictions Processed: 145,357
- Customer Contacts: 22,144

### CDL Program:
- DPS Vehicle Inspection Tests Booked: 5,502
- DPS Basic Control Skills Tests Booked: 5,916
- DPS Road Tests Booked: 6,621
- DPS Vehicle Inspection Tests: 1,983
- DPS Basic Control Skills Tests: 1,863
- DPS Road Tests: 1,947
- CDL TPST Providers: 110
- CDL TPST Vehicle Inspection Tests: 1,357
- CDL TPST Basic Control Skills Tests: 1,312
- CDL TPST Road Tests: 1,289

### Impact Texas Driver (ITD) Programs:
- Impact Texas Teen Driver Completions: 19,192
- Impact Texas Youth Driver Completions: 44,209

### License & Records Services (LRS):
- Driver Records Requests: 1,272,640
- Class C TPST Providers: 1
- Customer Contacts: 14,486

### 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.