



Driver License Division High Value Data Set

April 2021

Transactions:

In Office-Completed Transactions:	<u>432,087</u>
Online-Completed Transactions:	<u>246,103</u>
Mail-Completed Transactions:	<u>3,150</u>
Phone-Completed Transactions:	<u>4,765</u>
Offender ID Card Transactions:	<u>823</u>
DL and ID Cards produced this month:	<u>628,689</u>
Non-CDL skills tests passed: ¹	<u>34,685</u>
Non-CDL skills tests failed: ¹	<u>7,279</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>31,449</u>
DL average hold time in minutes:	<u>41:09</u>
DL average handle time in minutes:	<u>6:03</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>38,931</u>
Occupational Licenses Issued:	<u>420</u>
Ignition Interlock Licenses Issued:	<u>913</u>
Enforcement Actions Processed:	<u>33,094</u>
Traffic Convictions Processed:	<u>145,357</u>
Customer Contacts:	<u>22,144</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,502</u>		
DPS Basic Control Skills Tests Booked:	<u>5,916</u>		
DPS Road Tests Booked:	<u>6,621</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,983</u>	<u>1,811</u>	<u>1,811</u>
DPS Basic Control Skills Tests:	<u>1,863</u>	<u>722</u>	<u>722</u>
DPS Road Tests:	<u>1,947</u>	<u>530</u>	<u>530</u>
CDL TPST Providers:	<u>110</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,357</u>	<u>240</u>	<u>240</u>
CDL TPST Basic Control Skills Tests:	<u>1,312</u>	<u>316</u>	<u>316</u>
CDL TPST Road Tests:	<u>1,289</u>	<u>283</u>	<u>283</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>19,192</u>
Impact Texas Youth Driver Completions:	<u>44,209</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,272,640</u>
Class C TPST Providers: ¹	<u>0</u>
Customer Contacts:	<u>14,486</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.