Driver License Division High Value Data Set
May 2021

Transactions:
- In Office-Completed Transactions: 377,059
- Online-Completed Transactions: 209,665
- Mail-Completed Transactions: 2,737
- Phone-Completed Transactions: 3,132
- Offender ID Card Transactions: 960
- DL and ID Cards produced this month: 601,554
- Non-CDL skills tests passed: 33,362
- Non-CDL skills tests failed: 7,109

CDL Program:
- DPS Vehicle Inspection Tests Booked: 5,145
- DPS Basic Control Skills Tests Booked: 5,532
- DPS Road Tests Booked: 6,207

Passed  Failed
- DPS Vehicle Inspection Tests: 1,874  1,733
- DPS Basic Control Skills Tests: 1,738  698
- DPS Road Tests: 1,831  504
- CDL TPST Providers: 110

Passed  Failed
- CDL TPST Vehicle Inspection Tests: 1,175  244
- CDL TPST Basic Control Skills Tests: 1,146  311
- CDL TPST Road Tests: 1,129  264

Customer Service Center (CSC):
- DL customers assisted by phone: 37,663
- DL average hold time in minutes: 26:47
- DL average handle time in minutes: 05:58

Impact Texas Driver (ITD) Programs:
- Impact Texas Teen Driver Completions: 20,162
- Impact Texas Youth Driver Completions: 44,789

Enforcement & Compliance Services (ECS):
- Compliance Processed: 30,278
- Occupational Licenses Issued: 353
- Ignition Interlock Licenses Issued: 820
- Enforcement Actions Processed: 35,660
- Traffic Convictions Processed: 120,475
- Customer Contacts: 23,705

License & Records Services (LRS):
- Driver Records Requests: 1,191,999
- Class C TPST Providers: 351
- Customer Contacts: 14,638

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.