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

### Transactions:
- In Office-Completed Transactions: 419,787
- Online-Completed Transactions: 239,513
- Mail-Completed Transactions: 4,623
- Phone-Completed Transactions: 3,764
- Offender ID Card Transactions: 566
- DL and ID Cards produced this month: 693,284
- Non-CDL skills tests passed: 39,060
- Non-CDL skills tests failed: 8,341

### Customer Service Center (CSC):
- DL customers assisted by phone: 57,209
- DL average hold time in minutes: 31:51
- DL average handle time in minutes: 5:33

### Enforcement & Compliance Services (ECS):
- Compliance Processed: 33,046
- Ignition Interlock Licenses Issued: 955
- Enforcement Actions Processed: 28,974
- Traffic Convictions Processed: 123,422
- Customer Contacts: 21,671

### CDL Program:
- DPS Vehicle Inspection Tests Booked: 6,050
- DPS Basic Control Skills Tests Booked: 6,442
- DPS Road Tests Booked: 7,127
- DPS Vehicle Inspection Tests: 2,124
- DPS Basic Control Skills Tests: 1,953
- DPS Road Tests: 2,038
- CDL TPST Providers: 110
- CDL TPST Vehicle Inspection Tests: 1,474
- CDL TPST Basic Control Skills Tests: 1,427
- CDL TPST Road Tests: 1,394

### Customer Contacts:
- Enforcement & Compliance Services (ECS):
  - Compliance Processed: 33,046
  - Ignition Interlock Licenses Issued: 955
  - Enforcement Actions Processed: 28,974
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  - Customer Contacts: 21,671

### License & Records Services (LRS):
- Driver Records Requests: 1,308,236
- Class C TPST Providers: 383
- Customer Contacts: 13,206

### 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.