## Driver License Division High Value Data Set

**November 2021**

### Transactions:
- In Office-Completed Transactions: 333,900
- Online-Completed Transactions: 200,043
- Mail-Completed Transactions: 3,499
- Phone-Completed Transactions: 3,252
- Offender ID Card Transactions: 630
- DL and ID Cards produced this month: 559,796
- Non-CDL skills tests passed: 29,849
- Non-CDL skills tests failed: 6,856

### Customer Service Center (CSC):
- DL customers assisted by phone: 57,669
- DL average hold time in minutes: 00:25:59
- DL average handle time in minutes: 00:05:19

### Enforcement & Compliance Services (ECS):
- Compliance Processed: 20,040
- Occupational Licenses Issued: 299
- Ignition Interlock Licenses Issued: 664
- Enforcement Actions Processed: 28,944
- Traffic Convictions Processed: 141,157
- Customer Contacts: 16,417

### CDL Program:
- DPS Vehicle Inspection Tests Booked: 6,033
- DPS Basic Control Skills Tests Booked: 6,524
- DPS Road Tests Booked: 7,303
- DPS Vehicle Inspection Tests: 2,222 (Passed), 2,107 (Failed)
- DPS Basic Control Skills Tests: 2,059 (Passed), 914 (Failed)
- DPS Road Tests: 2,145 (Passed), 642 (Failed)
- CDL TPST Providers: 110

### Customer Contacts:
- Impact Texas Youth Driver Completions: 36,835
- Impact Texas Teen Driver Completions: 17,246
- Class C TPST Providers: 17,752
- Driver Records Requests: 1,166,727
- Customer Contacts: 10,779

### 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.