



Driver License Division High Value Data Set

January 2022

Transactions:

In Office-Completed Transactions:	<u>327,615</u>
Online-Completed Transactions:	<u>262,505</u>
Mail-Completed Transactions:	<u>3,610</u>
Phone-Completed Transactions:	<u>3,807</u>
Offender ID Card Transactions:	<u>402</u>
DL and ID Cards produced this month:	<u>594,977</u>
Non-CDL skills tests passed: ¹	<u>27,282</u>
Non-CDL skills tests failed: ¹	<u>6,021</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>57,913</u>
DL average hold time in minutes:	<u>0:28:00</u>
DL average handle time in minutes:	<u>0:05:24</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>21,235</u>
Occupational Licenses Issued:	<u>728</u>
Ignition Interlock Licenses Issued:	<u>339</u>
Enforcement Actions Processed:	<u>32,921</u>
Traffic Convictions Processed:	<u>127,695</u>
Customer Contacts:	<u>18,218</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>7,364</u>		
DPS Basic Control Skills Tests Booked:	<u>6,620</u>		
DPS Road Tests Booked:	<u>7,364</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,938</u>	<u>2,127</u>	
DPS Basic Control Skills Tests:	<u>1,750</u>	<u>766</u>	
DPS Road Tests:	<u>1,803</u>	<u>492</u>	
CDL TPST Providers:	<u>110</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,265</u>	<u>237</u>	
CDL TPST Basic Control Skills Tests:	<u>1,248</u>	<u>326</u>	
CDL TPST Road Tests:	<u>1,250</u>	<u>207</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>19,869</u>
Impact Texas Youth Driver Completions:	<u>40,082</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,407,574</u>
Class C TPST Providers: ¹	<u>382</u>
Customer Contacts:	<u>10,639</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.