



# Driver License Division High Value Data Set

## March 2022

### Transactions:

In Office-Completed Transactions:	<u>415,966</u>
Online-Completed Transactions:	<u>266,286</u>
Mail-Completed Transactions:	<u>5,632</u>
Phone-Completed Transactions:	<u>4,834</u>
Offender ID Card Transactions:	<u>949</u>
DL and ID Cards produced this month:	<u>717,315</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>37,651</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>8,210</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>68,761</u>
DL average hold time in minutes:	<u>00:26:29</u>
DL average handle time in minutes:	<u>00:05:16</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>34,544</u>
Occupational Licenses Issued:	<u>936</u>
Ignition Interlock Licenses Issued:	<u>561</u>
Enforcement Actions Processed:	<u>36,842</u>
Traffic Convictions Processed:	<u>136,538</u>
Customer Contacts:	<u>21,060</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>7,626</u>		
DPS Basic Control Skills Tests Booked:	<u>4,374</u>		
DPS Road Tests Booked:	<u>3,786</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>2,587</u>	<u>1,379</u>	
DPS Basic Control Skills Tests:	<u>2,387</u>	<u>983</u>	
DPS Road Tests:	<u>2,526</u>	<u>619</u>	
CDL TPST Providers:	<u>110</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,875</u>	<u>322</u>	
CDL TPST Basic Control Skills Tests:	<u>1,790</u>	<u>483</u>	
CDL TPST Road Tests:	<u>1,775</u>	<u>290</u>	

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>20,607</u>
Impact Texas Youth Driver Completions:	<u>49,387</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,464,160</u>
Class C TPST Providers: <sup>1</sup>	<u>16,043</u>
Customer Contacts:	<u>12,793</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.