



Driver License Division High Value Data Set

July 2022

Transactions:

In Office-Completed Transactions:	<u>375,452</u>
Online-Completed Transactions:	<u>256,695</u>
Mail-Completed Transactions:	<u>5,671</u>
Phone-Completed Transactions:	<u>4,435</u>
Offender ID Card Transactions:	<u>691</u>
DL and ID Cards produced this month:	<u>640,591</u>
Non-CDL skills tests passed: ¹	<u>33,379</u>
Non-CDL skills tests failed: ¹	<u>7,543</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>57,929</u>
DL average hold time in minutes:	<u>0:25:54</u>
DL average handle time in minutes:	<u>0:05:09</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>25,631</u>
Occupational Licenses Issued:	<u>569</u>
Ignition Interlock Licenses Issued:	<u>459</u>
Enforcement Actions Processed:	<u>23,743</u>
Traffic Convictions Processed:	<u>102,639</u>
Customer Contacts:	<u>17,552</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,283</u>		
DPS Basic Control Skills Tests Booked:	<u>5,896</u>		
DPS Road Tests Booked:	<u>6,823</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,980</u>	<u>1,492</u>	
DPS Basic Control Skills Tests:	<u>1,855</u>	<u>767</u>	
DPS Road Tests:	<u>1,928</u>	<u>610</u>	
CDL TPST Providers:	<u>110</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,796</u>	<u>306</u>	
CDL TPST Basic Control Skills Tests:	<u>1,757</u>	<u>406</u>	
CDL TPST Road Tests:	<u>1,719</u>	<u>295</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>25,379</u>
Impact Texas Youth Driver Completions:	<u>45,613</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,333,854</u>
Class C TPST Providers: ¹	<u>373</u>
Customer Contacts:	<u>3,704</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.