



Driver License Division High Value Data Set

September 2022

Transactions:

In Office-Completed Transactions:	<u>347,930</u>
Online-Completed Transactions:	<u>243,880</u>
Mail-Completed Transactions:	<u>5,559</u>
Phone-Completed Transactions:	<u>4,921</u>
Offender ID Card Transactions:	<u>792</u>
DL and ID Cards produced this month:	<u>695,408</u>
Non-CDL skills tests passed: ¹	<u>32,514</u>
Non-CDL skills tests failed: ¹	<u>7,719</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>56,351</u>
DL average hold time in minutes:	<u>0:28:34</u>
DL average handle time in minutes:	<u>0:05:13</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>23,053</u>
Occupational Licenses Issued:	<u>727</u>
Ignition Interlock Licenses Issued:	<u>429</u>
Enforcement Actions Processed:	<u>27,005</u>
Traffic Convictions Processed:	<u>121,643</u>
Customer Contacts:	<u>18,738</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>4,990</u>		
DPS Basic Control Skills Tests Booked:	<u>5,640</u>		
DPS Road Tests Booked:	<u>6,643</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,930</u>	<u>1,454</u>	
DPS Basic Control Skills Tests:	<u>1,826</u>	<u>761</u>	
DPS Road Tests:	<u>1,974</u>	<u>614</u>	
CDL TPST Providers:	<u>131</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,923</u>	<u>403</u>	
CDL TPST Basic Control Skills Tests:	<u>1,898</u>	<u>450</u>	
CDL TPST Road Tests:	<u>1,879</u>	<u>356</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>17,902</u>
Impact Texas Youth Driver Completions:	<u>42,105</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,342,396</u>
Class C TPST Providers: ¹	<u>377</u>
Customer Contacts:	<u>3,510</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.