



Driver License Division High Value Data Set

November 2022

Transactions:

In Office-Completed Transactions:	<u>328,619</u>
Online-Completed Transactions:	<u>228,448</u>
Mail-Completed Transactions:	<u>4,328</u>
Phone-Completed Transactions:	<u>4,276</u>
Offender ID Card Transactions:	<u>724</u>
DL and ID Cards produced this month:	<u>579,562</u>
Non-CDL skills tests passed: ¹	<u>27,924</u>
Non-CDL skills tests failed: ¹	<u>6,464</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>48,942</u>
DL average hold time in minutes:	<u>0:28:03</u>
DL average handle time in minutes:	<u>0:05:27</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>27,218</u>
Occupational Licenses Issued:	<u>679</u>
Ignition Interlock Licenses Issued:	<u>322</u>
Enforcement Actions Processed:	<u>24,744</u>
Customer Contacts:	<u>12,587</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>4,066</u>		
DPS Basic Control Skills Tests Booked:	<u>4,640</u>		
DPS Road Tests Booked:	<u>5,386</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,647</u>	<u>1,117</u>	
DPS Basic Control Skills Tests:	<u>1,552</u>	<u>608</u>	
DPS Road Tests:	<u>1,641</u>	<u>455</u>	
CDL TPST Providers:	<u>135</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,792</u>	<u>392</u>	
CDL TPST Basic Control Skills Tests:	<u>1,761</u>	<u>398</u>	
CDL TPST Road Tests:	<u>1,745</u>	<u>310</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>17,017</u>
Impact Texas Youth Driver Completions:	<u>37,728</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,311,302</u>
Class C TPST Providers: ¹	<u>388</u>
Customer Contacts:	<u>8,508</u>
Traffic Convictions Processed:	<u>107,171</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.