



Driver License Division High Value Data Set

December 2022

Transactions:

In Office-Completed Transactions:	<u>334,060</u>
Online-Completed Transactions:	<u>219,394</u>
Mail-Completed Transactions:	<u>4,700</u>
Phone-Completed Transactions:	<u>4,382</u>
Offender ID Card Transactions:	<u>602</u>
DL and ID Cards produced this month:	<u>628,859</u>
Non-CDL skills tests passed: ¹	<u>27,945</u>
Non-CDL skills tests failed: ¹	<u>6,225</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>53,662</u>
DL average hold time in minutes:	<u>0:22:45</u>
DL average handle time in minutes:	<u>0:05:17</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>24,428</u>
Occupational Licenses Issued:	<u>807</u>
Ignition Interlock Licenses Issued:	<u>342</u>
Enforcement Actions Processed:	<u>51,873</u>
Customer Contacts:	<u>12,117</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>4,049</u>		
DPS Basic Control Skills Tests Booked:	<u>4,668</u>		
DPS Road Tests Booked:	<u>5,344</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,648</u>	<u>1,648</u>	<u>1,085</u>
DPS Basic Control Skills Tests:	<u>1,533</u>	<u>1,533</u>	<u>653</u>
DPS Road Tests:	<u>1,601</u>	<u>1,601</u>	<u>416</u>
CDL TPST Providers:	<u>135</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,708</u>	<u>1,708</u>	<u>326</u>
CDL TPST Basic Control Skills Tests:	<u>1,635</u>	<u>1,635</u>	<u>395</u>
CDL TPST Road Tests:	<u>1,598</u>	<u>1,598</u>	<u>285</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>18,390</u>
Impact Texas Youth Driver Completions:	<u>36,697</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,292,256</u>
Class C TPST Providers: ¹	<u>390</u>
Customer Contacts:	<u>6,363</u>
Traffic Convictions Processed:	<u>110,182</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.