



# Driver License Division High Value Data Set

## November 2017

### Transactions:

In Office-Completed Transactions:	<u>411,488</u>
Online-Completed Transactions:	<u>117,100</u>
Mail-Completed Transactions:	<u>5,555</u>
Phone-Completed Transactions:	<u>4,970</u>
Offender ID Card Transactions:	<u>933</u>
DL and ID Cards produced this month:	<u>555,246</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>32,161</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>6,756</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>78,677</u>
DL customers assisted by IVR:	<u>30,208</u>
DL average hold time in minutes:	<u>7:14</u>
DL average handle time in minutes:	<u>6:15</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>23,291</u>
Occupational Licenses Issued:	<u>1,246</u>
Ignition Interlock Licenses Issued:	<u>598</u>
Enforcement Actions Processed:	<u>41,215</u>
Traffic Convictions Processed:	<u>168,281</u>
DRP Cases Suspended:	<u>239,825</u>
Customer Contacts:	<u>25,311</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>4,750</u>		
DPS Basic Control Skills Tests Booked:	<u>4,710</u>		
DPS Road Tests Booked:	<u>5,089</u>		
		<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,916</u>	<u>1,698</u>	
DPS Basic Control Skills Tests:	<u>1,787</u>	<u>452</u>	
DPS Road Tests:	<u>1,753</u>	<u>412</u>	
CDL TPST Providers:	<u>25</u>		
		<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>629</u>	<u>151</u>	
CDL TPST Basic Control Skills Tests:	<u>599</u>	<u>214</u>	
CDL TPST Road Tests:	<u>586</u>	<u>179</u>	

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>14,035</u>
Impact Texas Youth Driver Completions:	<u>29,260</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,169,314</u>
Class C TPST Providers: <sup>1</sup>	<u>160</u>
Customer Contacts:	<u>6,729</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.