



Driver License Division High Value Data Set

January 2018

Transactions:

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|---|----------------|
| In Office-Completed Transactions: | <u>468,666</u> |
| Online-Completed Transactions: | <u>156,031</u> |
| Mail-Completed Transactions: | <u>7,587</u> |
| Phone-Completed Transactions: | <u>6,238</u> |
| Offender ID Card Transactions: | <u>1,042</u> |
| DL and ID Cards produced this month: | <u>555,727</u> |
| Non-CDL skills tests passed: ¹ | <u>33,895</u> |
| Non-CDL skills tests failed: ¹ | <u>8,668</u> |

Customer Service Center (CSC):

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|------------------------------------|---------------|
| DL customers assisted by phone: | <u>66,333</u> |
| DL customers assisted by IVR: | <u>37,109</u> |
| DL average hold time in minutes: | <u>15:30</u> |
| DL average handle time in minutes: | <u>6:41</u> |

Enforcement & Compliance Services (ECS):

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|-------------------------------------|----------------|
| Compliance Processed: | <u>35,014</u> |
| Occupational Licenses Issued: | <u>1,463</u> |
| Ignition Interlock Licenses Issued: | <u>655</u> |
| Enforcement Actions Processed: | <u>44,547</u> |
| Traffic Convictions Processed: | <u>196,457</u> |
| DRP Cases Suspended: | <u>119,607</u> |
| Customer Contacts: | <u>25,345</u> |

CDL Program:

| | | | |
|--|--------------|---------------|---------------|
| DPS Vehicle Inspection Tests Booked: | <u>4,980</u> | | |
| DPS Basic Control Skills Tests Booked: | <u>4,926</u> | | |
| DPS Road Tests Booked: | <u>5,238</u> | | |
| | | Passed | Failed |
| DPS Vehicle Inspection Tests: | <u>1,817</u> | <u>1,759</u> | |
| DPS Basic Control Skills Tests: | <u>1,655</u> | <u>450</u> | |
| DPS Road Tests: | <u>1,638</u> | <u>318</u> | |
| CDL TPST Providers: | <u>28</u> | | |
| | | Passed | Failed |
| CDL TPST Vehicle Inspection Tests: | <u>527</u> | <u>125</u> | |
| CDL TPST Basic Control Skills Tests: | <u>496</u> | <u>206</u> | |
| CDL TPST Road Tests: | <u>496</u> | <u>133</u> | |

Impact Texas Driver (ITD) Programs:

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|--|---------------|
| Impact Texas Teen Driver Completions: | <u>18,018</u> |
| Impact Texas Youth Driver Completions: | <u>31,224</u> |

License & Records Services (LRS):

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|--------------------------------------|------------------|
| Driver Records Requests: | <u>1,359,888</u> |
| Class C TPST Providers: ¹ | <u>180</u> |
| Customer Contacts: | <u>5,312</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.