



Driver License Division High Value Data Set

June 2019

Transactions:

In Office-Completed Transactions:	<u>493,879</u>
Online-Completed Transactions:	<u>172,925</u>
Mail-Completed Transactions:	<u>5,313</u>
Phone-Completed Transactions:	<u>6,866</u>
Offender ID Card Transactions:	<u>1,513</u>
DL and ID Cards produced this month:	<u>614,653</u>
Non-CDL skills tests passed: ¹	<u>29,768</u>
Non-CDL skills tests failed: ¹	<u>5,697</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>63,724</u>
DL customers assisted by IVR:	<u>1,155</u>
DL average hold time in minutes:	<u>11:28</u>
DL average handle time in minutes:	<u>6:10</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>39,250</u>
Occupational Licenses Issued:	<u>1,482</u>
Ignition Interlock Licenses Issued:	<u>514</u>
Enforcement Actions Processed:	<u>43,128</u>
Traffic Convictions Processed:	<u>169,827</u>
DRP Cases Suspended:	<u>70,446</u>
Customer Contacts:	<u>17,049</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,321</u>		
DPS Basic Control Skills Tests Booked:	<u>5,456</u>		
DPS Road Tests Booked:	<u>6,000</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,662</u>	<u>1,915</u>	
DPS Basic Control Skills Tests:	<u>1,493</u>	<u>499</u>	
DPS Road Tests:	<u>1,555</u>	<u>446</u>	
CDL TPST Providers:	<u>89</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,185</u>	<u>219</u>	
CDL TPST Basic Control Skills Tests:	<u>1,175</u>	<u>332</u>	
CDL TPST Road Tests:	<u>1,175</u>	<u>227</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>23,118</u>
Impact Texas Youth Driver Completions:	<u>37,397</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,319,290</u>
Class C TPST Providers: ¹	<u>282</u>
Customer Contacts:	<u>7,692</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.