



Driver License Division High Value Data Set

June 2020

Transactions:

In Office-Completed Transactions:	<u>180,705</u>
Online-Completed Transactions:	<u>274,431</u>
Mail-Completed Transactions:	<u>16,955</u>
Phone-Completed Transactions:	<u>8,987</u>
Offender ID Card Transactions:	<u>657</u>
DL and ID Cards produced this month:	<u>461,145</u>
Non-CDL skills tests passed: ¹	<u>25,333</u>
Non-CDL skills tests failed: ¹	<u>4,452</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>48,225</u>
DL average hold time in minutes:	<u>6:09</u>
DL average handle time in minutes:	<u>18:06</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>35,443</u>
Occupational Licenses Issued:	<u>788</u>
Ignition Interlock Licenses Issued:	<u>550</u>
Enforcement Actions Processed:	<u>39,463</u>
Traffic Convictions Processed:	<u>105,653</u>
DRP Cases Suspended:	<u>N/A</u>
Customer Contacts:	<u>20,058</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,294</u>		
DPS Basic Control Skills Tests Booked:	<u>3,576</u>		
DPS Road Tests Booked:	<u>3,970</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,037</u>	<u>1,198</u>	
DPS Basic Control Skills Tests:	<u>987</u>	<u>407</u>	
DPS Road Tests:	<u>1,025</u>	<u>304</u>	
CDL TPST Providers:	<u>101</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>742</u>	<u>128</u>	
CDL TPST Basic Control Skills Tests:	<u>743</u>	<u>200</u>	
CDL TPST Road Tests:	<u>729</u>	<u>117</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>27,775</u>
Impact Texas Youth Driver Completions:	<u>34,409</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,140,234</u>
Class C TPST Providers: ¹	<u>5,542</u>
Customer Contacts:	<u>0</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.