



Driver License Division High Value Data Set

June 2021

Transactions:

In Office-Completed Transactions:	<u>433,546</u>
Online-Completed Transactions:	<u>225,664</u>
Mail-Completed Transactions:	<u>3,460</u>
Phone-Completed Transactions:	<u>3,612</u>
Offender ID Card Transactions:	<u>954</u>
DL and ID Cards produced this month:	<u>724,903</u>
Non-CDL skills tests passed: ¹	<u>39,576</u>
Non-CDL skills tests failed: ¹	<u>8,123</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>48,552</u>
DL average hold time in minutes:	<u>29:45</u>
DL average handle time in minutes:	<u>5:51</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>39,998</u>
Occupational Licenses Issued:	<u>464</u>
Ignition Interlock Licenses Issued:	<u>1,019</u>
Enforcement Actions Processed:	<u>31,881</u>
Traffic Convictions Processed:	<u>130,545</u>
Customer Contacts:	<u>23,986</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,684</u>		
DPS Basic Control Skills Tests Booked:	<u>6,123</u>		
DPS Road Tests Booked:	<u>6,801</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,950</u>	<u>1,863</u>	
DPS Basic Control Skills Tests:	<u>1,826</u>	<u>752</u>	
DPS Road Tests:	<u>1,922</u>	<u>508</u>	
CDL TPST Providers:	<u>110</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,285</u>	<u>249</u>	
CDL TPST Basic Control Skills Tests:	<u>1,247</u>	<u>301</u>	
CDL TPST Road Tests:	<u>1,238</u>	<u>246</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>23,514</u>
Impact Texas Youth Driver Completions:	<u>48,120</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,311,356</u>
Class C TPST Providers: ¹	<u>354</u>
Customer Contacts:	<u>12,986</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.