



## Driver License Division High Value Data Set December 2021

### Transactions:

In Office-Completed Transactions:	<u>326,252</u>
Online-Completed Transactions:	<u>204,318</u>
Mail-Completed Transactions:	<u>3,531</u>
Phone-Completed Transactions:	<u>3,055</u>
Offender ID Card Transactions:	<u>639</u>
DL and ID Cards produced this month:	<u>536,171</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>32,200</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>7,185</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>67,157</u>
DL average hold time in minutes:	<u>0:23:17</u>
DL average handle time in minutes:	<u>0:05:11</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>19,949</u>
Occupational Licenses Issued:	<u>807</u>
Ignition Interlock Licenses Issued:	<u>342</u>
Enforcement Actions Processed:	<u>46,147</u>
Traffic Convictions Processed:	<u>122,485</u>
Customer Contacts:	<u>18,370</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>6,973</u>		
DPS Basic Control Skills Tests Booked:	<u>7,568</u>		
DPS Road Tests Booked:	<u>8,458</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>2,379</u>	<u>2,305</u>	
DPS Basic Control Skills Tests:	<u>2,224</u>	<u>960</u>	
DPS Road Tests:	<u>2,304</u>	<u>660</u>	
CDL TPST Providers:	<u>110</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,510</u>	<u>259</u>	
CDL TPST Basic Control Skills Tests:	<u>1,465</u>	<u>367</u>	
CDL TPST Road Tests:	<u>1,466</u>	<u>274</u>	

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>19,062</u>
Impact Texas Youth Driver Completions:	<u>37,110</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,212,589</u>
Class C TPST Providers: <sup>1</sup>	<u>15,436</u>
Customer Contacts:	<u>10,115</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.