



Driver License Division High Value Data Set

April 2022

Transactions:

In Office-Completed Transactions:	<u>372,465</u>
Online-Completed Transactions:	<u>249,771</u>
Mail-Completed Transactions:	<u>4,728</u>
Phone-Completed Transactions:	<u>4,449</u>
Offender ID Card Transactions:	<u>950</u>
DL and ID Cards produced this month:	<u>711,921</u>
Non-CDL skills tests passed: ¹	<u>33,598</u>
Non-CDL skills tests failed: ¹	<u>7,681</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>62,414</u>
DL average hold time in minutes:	<u>0:26:35</u>
DL average handle time in minutes:	<u>0:05:09</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>32,472</u>
Occupational Licenses Issued:	<u>832</u>
Ignition Interlock Licenses Issued:	<u>554</u>
Enforcement Actions Processed:	<u>29,716</u>
Traffic Convictions Processed:	<u>118,934</u>
Customer Contacts:	<u>18,741</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>6,449</u>		
DPS Basic Control Skills Tests Booked:	<u>7,119</u>		
DPS Road Tests Booked:	<u>8,034</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>2,348</u>	<u>1,988</u>	
DPS Basic Control Skills Tests:	<u>2,198</u>	<u>903</u>	
DPS Road Tests:	<u>2,269</u>	<u>657</u>	
CDL TPST Providers:	<u>110</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,855</u>	<u>296</u>	
CDL TPST Basic Control Skills Tests:	<u>1,785</u>	<u>437</u>	
CDL TPST Road Tests:	<u>1,739</u>	<u>334</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>18,627</u>
Impact Texas Youth Driver Completions:	<u>43,813</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,464,160</u>
Class C TPST Providers: ¹	<u>373</u>
Customer Contacts:	<u>12,793</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.