



# Driver License Division High Value Data Set

## January 2023

### Transactions:

In Office-Completed Transactions:	<u><b>388,603</b></u>
Online-Completed Transactions:	<u><b>263,372</b></u>
Mail-Completed Transactions:	<u><b>7,257</b></u>
Phone-Completed Transactions:	<u><b>5,934</b></u>
Offender ID Card Transactions:	<u><b>648</b></u>
DL and ID Cards produced this month:	<u><b>704,769</b></u>
Non-CDL skills tests passed: <sup>1</sup>	<u><b>31,103</b></u>
Non-CDL skills tests failed: <sup>1</sup>	<u><b>7,162</b></u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u><b>50,797</b></u>
DL average hold time in minutes:	<u><b>29:30</b></u>
DL average handle time in minutes:	<u><b>5:20</b></u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u><b>23,343</b></u>
Occupational Licenses Issued:	<u><b>928</b></u>
Ignition Interlock Licenses Issued:	<u><b>373</b></u>
Enforcement Actions Processed:	<u><b>34,615</b></u>
Customer Contacts:	<u><b>15,069</b></u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u><b>3,994</b></u>		
DPS Basic Control Skills Tests Booked:	<u><b>4,584</b></u>		
DPS Road Tests Booked:	<u><b>5,314</b></u>		
		<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u><b>1,489</b></u>	<u><b>1,489</b></u>	<u><b>1,091</b></u>
DPS Basic Control Skills Tests:	<u><b>1,434</b></u>	<u><b>1,434</b></u>	<u><b>556</b></u>
DPS Road Tests:	<u><b>1,534</b></u>	<u><b>1,534</b></u>	<u><b>455</b></u>
CDL TPST Providers:	<u><b>137</b></u>		
		<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u><b>1,488</b></u>	<u><b>1,488</b></u>	<u><b>334</b></u>
CDL TPST Basic Control Skills Tests:	<u><b>1,448</b></u>	<u><b>1,448</b></u>	<u><b>351</b></u>
CDL TPST Road Tests:	<u><b>1,443</b></u>	<u><b>1,443</b></u>	<u><b>243</b></u>

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u><b>21,138</b></u>
Impact Texas Youth Driver Completions:	<u><b>47,298</b></u>

### License & Records Services (LRS):

Driver Records Requests:	<u><b>1,515,923</b></u>
Class C TPST Providers: <sup>1</sup>	<u><b>392</b></u>
Customer Contacts:	<u><b>14,060</b></u>
Traffic Convictions Processed:	<u><b>109,537</b></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.