



Driver License Division High Value Data Set

March 2023

Transactions:

In Office-Completed Transactions:	<u>446,674</u>
Online-Completed Transactions:	<u>245,636</u>
Mail-Completed Transactions:	<u>13,050</u>
Phone-Completed Transactions:	<u>7,401</u>
Offender ID Card Transactions:	<u>997</u>
DL and ID Cards produced this month:	<u>469,575</u>
Non-CDL skills tests passed: ¹	<u>36,629</u>
Non-CDL skills tests failed: ¹	<u>8,280</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>46,801</u>
DL average hold time in minutes:	<u>0:34:11</u>
DL average handle time in minutes:	<u>0:05:31</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>30,536</u>
Occupational Licenses Issued:	<u>960</u>
Ignition Interlock Licenses Issued:	<u>357</u>
Enforcement Actions Processed:	<u>42,922</u>
Customer Contacts:	<u>21,922</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>4,328</u>		
DPS Basic Control Skills Tests Booked:	<u>4,986</u>		
DPS Road Tests Booked:	<u>5,888</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,887</u>	<u>1,203</u>	
DPS Basic Control Skills Tests:	<u>1,767</u>	<u>696</u>	
DPS Road Tests:	<u>1,904</u>	<u>539</u>	
CDL TPST Providers:	<u>0</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,903</u>	<u>345</u>	
CDL TPST Basic Control Skills Tests:	<u>1,873</u>	<u>377</u>	
CDL TPST Road Tests:	<u>1,828</u>	<u>317</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>21,169</u>
Impact Texas Youth Driver Completions:	<u>51,823</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,583,979</u>
Class C TPST Providers: ¹	<u>392</u>
Customer Contacts:	<u>13,117</u>
Traffic Convictions Processed:	<u>167,709</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.