



# Driver License Division High Value Data Set

## December 2023

### Transactions:

In Office-Completed Transactions:	<u>335,508</u>
Online-Completed Transactions:	<u>186,267</u>
Mail-Completed Transactions:	<u>3,089</u>
Phone-Completed Transactions:	<u>3,145</u>
Offender ID Card Transactions:	<u>999</u>
DL and ID Cards produced this month:	<u>442,931</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>27,507</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>6,659</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>34,275</u>
DL average hold time in minutes:	<u>0:35</u>
DL average handle time in minutes:	<u>0:05</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>16,547</u>
Occupational Licenses Issued:	<u>316</u>
Ignition Interlock Licenses Issued:	<u>578</u>
Enforcement Actions Processed:	<u>29,626</u>
Customer Contacts:	<u>12,357</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>2,809</u>		
DPS Basic Control Skills Tests Booked:	<u>3,155</u>		
DPS Road Tests Booked:	<u>3,702</u>		
		<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,229</u>	<u>808</u>	
DPS Basic Control Skills Tests:	<u>1,158</u>	<u>437</u>	
DPS Road Tests:	<u>1,229</u>	<u>336</u>	
CDL TPST Providers:	<u>158</u>		
		<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>1,961</u>	<u>332</u>	
CDL TPST Basic Control Skills Tests:	<u>1,904</u>	<u>352</u>	
CDL TPST Road Tests:	<u>1,904</u>	<u>317</u>	

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>17,907</u>
Impact Texas Youth Driver Completions:	<u>42,719</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,243,420</u>
Class C TPST Providers: <sup>1</sup>	<u>410</u>
Customer Contacts:	<u>7,084</u>
Traffic Convictions Processed:	<u>118,243</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.