



Driver License Division High Value Data Set

January 2024

Transactions:

In Office-Completed Transactions:	<u>412,907</u>
Online-Completed Transactions:	<u>237,627</u>
Mail-Completed Transactions:	<u>3,155</u>
Phone-Completed Transactions:	<u>4,512</u>
Offender ID Card Transactions:	<u>569</u>
DL and ID Cards produced this month:	<u>618,863</u>
Non-CDL skills tests passed: ¹	<u>31,917</u>
Non-CDL skills tests failed: ¹	<u>7,192</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>41,829</u>
DL average hold time in minutes:	<u>0:36</u>
DL average handle time in minutes:	<u>0:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>21,103</u>
Occupational Licenses Issued:	<u>570</u>
Ignition Interlock Licenses Issued:	<u>355</u>
Enforcement Actions Processed:	<u>34,832</u>
Customer Contacts:	<u>15,995</u>
Traffic Convictions Processed:	<u>176,282</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,168</u>		
DPS Basic Control Skills Tests Booked:	<u>3,574</u>		
DPS Road Tests Booked:	<u>4,065</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,262</u>	<u>861</u>	
DPS Basic Control Skills Tests:	<u>1,175</u>	<u>473</u>	
DPS Road Tests:	<u>1,250</u>	<u>293</u>	
CDL TPST Providers:	<u>160</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,509</u>	<u>239</u>	
CDL TPST Basic Control Skills Tests:	<u>1,488</u>	<u>318</u>	
CDL TPST Road Tests:	<u>1,506</u>	<u>222</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>21,336</u>
Impact Texas Youth Driver Completions:	<u>54,053</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,456,260</u>
Class C TPST Providers: ¹	<u>410</u>
Customer Contacts:	<u>3,023</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.