



Driver License Division High Value Data Set

October 2017

Transactions:

In Office-Completed Transactions:	<u>456,930</u>
Online-Completed Transactions:	<u>122,493</u>
Mail-Completed Transactions:	<u>5,481</u>
Phone-Completed Transactions:	<u>5,586</u>
Offender ID Card Transactions:	<u>1,062</u>
DL and ID Cards produced this month:	<u>610,140</u>
Non-CDL skills tests passed: ¹	<u>35,684</u>
Non-CDL skills tests failed: ¹	<u>9,447</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>81,672</u>
DL customers assisted by IVR:	<u>35,895</u>
DL average hold time in minutes:	<u>10:21</u>
DL average handle time in minutes:	<u>5:50</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>41,356</u>
Occupational Licenses Issued:	<u>5,147</u>
Ignition Interlock Licenses Issued:	<u>642</u>
Enforcement Actions Processed:	<u>46,974</u>
Traffic Convictions Processed:	<u>173,867</u>
DRP Cases Suspended:	<u>133,041</u>
Customer Contacts:	<u>29,399</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,360</u>		
DPS Basic Control Skills Tests Booked:	<u>5,348</u>		
DPS Road Tests Booked:	<u>5,643</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>2,109</u>	<u>1,741</u>	
DPS Basic Control Skills Tests:	<u>1,959</u>	<u>485</u>	
DPS Road Tests:	<u>1,919</u>	<u>347</u>	
CDL TPST Providers:	<u>19</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>599</u>	<u>119</u>	
CDL TPST Basic Control Skills Tests:	<u>559</u>	<u>175</u>	
CDL TPST Road Tests:	<u>537</u>	<u>134</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>15,032</u>
Impact Texas Young Driver Completions:	<u>8,232</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,389,245</u>
Class C TPST Providers: ¹	<u>170</u>
Customer Contacts:	<u>7,996</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.