Driver License Division High Value Data Set
August 2018

Transactions:

In Office-Completed Transactions:	**523,156**
Online-Completed Transactions:	**148,606**
Mail-Completed Transactions:	**6,962**
Phone-Completed Transactions:	**6,268**
Offender ID Card Transactions:	**1,786**
DL and ID Cards produced this month:	**704,612**
Non-CDL skills tests passed:[1]	**38,302**
Non-CDL skills tests failed:[1]	**7,426**

Customer Service Center (CSC):

DL customers assisted by phone:	**69,216**
DL customers assisted by IVR:	**40,204**
DL average hold time in minutes:	**20:01**
DL average handle time in minutes:	**4:40**

Enforcement & Compliance Services (ECS):

Compliance Processed:	**26,664**
Occupational Licenses Issued:	**1,220**
Ignition Interlock Licenses Issued:	**578**
Enforcement Actions Processed:	**54,530**
Traffic Convictions Processed:	**206,056**
DRP Cases Suspended:	**130,031**
Customer Contacts:	**30,569**

CDL Program:

DPS Vehicle Inspection Tests Booked:	**6,284**
DPS Basic Control Skills Tests Booked:	**6,372**
DPS Road Tests Booked:	**6,895**

	Passed	Failed
DPS Vehicle Inspection Tests:	**2,080**	**2,276**
DPS Basic Control Skills Tests:	**1,903**	**508**
DPS Road Tests:	**1,918**	**446**
CDL TPST Providers:	**59**	

	Passed	Failed
CDL TPST Vehicle Inspection Tests:	**1,118**	**220**
CDL TPST Basic Control Skills Tests:	**1,080**	**323**
CDL TPST Road Tests:	**1,068**	**219**

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	**20,729**
Impact Texas Youth Driver Completions:	**35,791**

License & Records Services (LRS):

Driver Records Requests:[2]	___
Class C TPST Providers:[1]	**220**
Customer Contacts:	**10,946**

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. The August Driver Records Requests data has not yet been reported by tx.gov as they are attempting to resolve a reporting issue.