



# Driver License Division High Value Data Set

## October 2018

### Transactions:

In Office-Completed Transactions:	<u>473,457</u>
Online-Completed Transactions:	<u>146,165</u>
Mail-Completed Transactions:	<u>5,440</u>
Phone-Completed Transactions:	<u>5,669</u>
Offender ID Card Transactions:	<u>1,825</u>
DL and ID Cards produced this month:	<u>712,832</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>32,457</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>6,762</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>77,490</u>
DL customers assisted by IVR:	<u>35,545</u>
DL average hold time in minutes:	<u>19:56</u>
DL average handle time in minutes:	<u>5:53</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>32,724</u>
Occupational Licenses Issued:	<u>1,202</u>
Ignition Interlock Licenses Issued:	<u>473</u>
Enforcement Actions Processed:	<u>47,494</u>
Traffic Convictions Processed:	<u>180,054</u>
DRP Cases Suspended:	<u>124,976</u>
Customer Contacts:	<u>32,729</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>6,168</u>		
DPS Basic Control Skills Tests Booked:	<u>6,330</u>		
DPS Road Tests Booked:	<u>6,762</u>		
		<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>2,005</u>	<u>2,206</u>	
DPS Basic Control Skills Tests:	<u>1,844</u>	<u>510</u>	
DPS Road Tests:	<u>1,836</u>	<u>408</u>	
CDL TPST Providers:	<u>67</u>		
		<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>1,200</u>	<u>262</u>	
CDL TPST Basic Control Skills Tests:	<u>1,179</u>	<u>404</u>	
CDL TPST Road Tests:	<u>1,172</u>	<u>260</u>	

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>14,648</u>
Impact Texas Youth Driver Completions:	<u>29,260</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,413,188</u>
Class C TPST Providers: <sup>1</sup>	<u>230</u>
Customer Contacts:	<u>12,312</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.