



# Driver License Division High Value Data Set

## July 2019

### Transactions:

In Office-Completed Transactions:	<u>533,777</u>
Online-Completed Transactions:	<u>192,094</u>
Mail-Completed Transactions:	<u>4,758</u>
Phone-Completed Transactions:	<u>7,834</u>
Offender ID Card Transactions:	<u>1,573</u>
DL and ID Cards produced this month:	<u>698,780</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>35,880</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>7,730</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>78,409</u>
DL customers assisted by IVR:	<u>1,211</u>
DL average hold time in minutes:	<u>10:16</u>
DL average handle time in minutes:	<u>5:49</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>49,022</u>
Occupational Licenses Issued:	<u>1,477</u>
Ignition Interlock Licenses Issued:	<u>636</u>
Enforcement Actions Processed:	<u>47,453</u>
Traffic Convictions Processed:	<u>193,099</u>
DRP Cases Suspended:	<u>137,149</u>
Customer Contacts:	<u>18,701</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,883</u>		
DPS Basic Control Skills Tests Booked:	<u>6,050</u>		
DPS Road Tests Booked:	<u>6,615</u>		
		<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,846</u>	<u>2,098</u>	
DPS Basic Control Skills Tests:	<u>1,778</u>	<u>469</u>	
DPS Road Tests:	<u>1,800</u>	<u>471</u>	
CDL TPST Providers:	<u>90</u>		
		<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>1,417</u>	<u>258</u>	
CDL TPST Basic Control Skills Tests:	<u>1,366</u>	<u>391</u>	
CDL TPST Road Tests:	<u>1,335</u>	<u>282</u>	

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>25,652</u>
Impact Texas Youth Driver Completions:	<u>41,315</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,423,514</u>
Class C TPST Providers: <sup>1</sup>	<u>288</u>
Customer Contacts:	<u>10,117</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.