



# Driver License Division High Value Data Set

## October 2019

### Transactions:

In Office-Completed Transactions:	<u>520,002</u>
Online-Completed Transactions:	<u>199,833</u>
Mail-Completed Transactions:	<u>5,787</u>
Phone-Completed Transactions:	<u>7,631</u>
Offender ID Card Transactions:	<u>1,726</u>
DL and ID Cards produced this month:	<u>753,421</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>36,551</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>7,794</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>52,225</u>
DL customers assisted by IVR:	<u>0</u>
DL average hold time in minutes:	<u>18:32</u>
DL average handle time in minutes:	<u>5:23</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>34,445</u>
Occupational Licenses Issued:	<u>1,370</u>
Ignition Interlock Licenses Issued:	<u>493</u>
Enforcement Actions Processed:	<u>50,490</u>
Traffic Convictions Processed:	<u>174,539</u>
DRP Cases Suspended:	<u>N/A</u>
Customer Contacts:	<u>22,604</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>6,845</u>		
DPS Basic Control Skills Tests Booked:	<u>6,962</u>		
DPS Road Tests Booked:	<u>7,592</u>		
		<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>2,130</u>	<u>2,572</u>	
DPS Basic Control Skills Tests:	<u>2,015</u>	<u>515</u>	
DPS Road Tests:	<u>2,056</u>	<u>519</u>	
CDL TPST Providers:	<u>96</u>		
		<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>1,424</u>	<u>285</u>	
CDL TPST Basic Control Skills Tests:	<u>1,398</u>	<u>299</u>	
CDL TPST Road Tests:	<u>1,365</u>	<u>297</u>	

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>15,388</u>
Impact Texas Youth Driver Completions:	<u>39,328</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,358,752</u>
Class C TPST Providers: <sup>1</sup>	<u>302</u>
Customer Contacts:	<u>11,733</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.