



Driver License Division High Value Data Set

November 2020

Transactions:

In Office-Completed Transactions:	<u>304,498</u>
Online-Completed Transactions:	<u>182,466</u>
Mail-Completed Transactions:	<u>3,813</u>
Phone-Completed Transactions:	<u>3,847</u>
Offender ID Card Transactions:	<u>840</u>
DL and ID Cards produced this month:	<u>632,711</u>
Non-CDL skills tests passed: ¹	<u>23,661</u>
Non-CDL skills tests failed: ¹	<u>5,461</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>42,092</u>
DL average hold time in minutes:	<u>26:52</u>
DL average handle time in minutes:	<u>5:39</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>22,171</u>
Occupational Licenses Issued:	<u>588</u>
Ignition Interlock Licenses Issued:	<u>213</u>
Enforcement Actions Processed:	<u>20,160</u>
Traffic Convictions Processed:	<u>105,459</u>
Customer Contacts:	<u>16,654</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,698</u>		
DPS Basic Control Skills Tests Booked:	<u>3,971</u>		
DPS Road Tests Booked:	<u>4,356</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,172</u>	<u>1,172</u>	<u>1,258</u>
DPS Basic Control Skills Tests:	<u>1,095</u>	<u>1,095</u>	<u>472</u>
DPS Road Tests:	<u>1,128</u>	<u>1,128</u>	<u>317</u>
CDL TPST Providers:	<u>98</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,000</u>	<u>1,000</u>	<u>169</u>
CDL TPST Basic Control Skills Tests:	<u>986</u>	<u>986</u>	<u>233</u>
CDL TPST Road Tests:	<u>972</u>	<u>972</u>	<u>183</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>12,777</u>
Impact Texas Youth Driver Completions:	<u>31,051</u>

License & Records Services (LRS):

Driver Records Requests:	<u>989,276</u>
Class C TPST Providers: ¹	<u>341</u>
Customer Contacts:	<u>8,571</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.
2. As of January 2020, DL customers assisted by IVR is no longer counted due to changes in the IVR system.