



# Driver License Division High Value Data Set

## January 2021

### Transactions:

In Office-Completed Transactions:	<u>320,369</u>
Online-Completed Transactions:	<u>265,325</u>
Mail-Completed Transactions:	<u>3,915</u>
Phone-Completed Transactions:	<u>5,092</u>
Offender ID Card Transactions:	<u>873</u>
DL and ID Cards produced this month:	<u>611,478</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>26,584</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>6,099</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>47,642</u>
DL average hold time in minutes:	<u>33:36</u>
DL average handle time in minutes:	<u>5:47</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>23,380</u>
Occupational Licenses Issued:	<u>316</u>
Ignition Interlock Licenses Issued:	<u>674</u>
Enforcement Actions Processed:	<u>28,981</u>
Traffic Convictions Processed:	<u>133,248</u>
Customer Contacts:	<u>18,381</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>4,293</u>		
DPS Basic Control Skills Tests Booked:	<u>4,523</u>		
DPS Road Tests Booked:	<u>5,010</u>		
		<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,331</u>	<u>1,415</u>	
DPS Basic Control Skills Tests:	<u>1,234</u>	<u>469</u>	
DPS Road Tests:	<u>1,272</u>	<u>369</u>	
CDL TPST Providers:	<u>98</u>		
		<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>862</u>	<u>155</u>	
CDL TPST Basic Control Skills Tests:	<u>824</u>	<u>221</u>	
CDL TPST Road Tests:	<u>818</u>	<u>156</u>	

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>17,710</u>
Impact Texas Youth Driver Completions:	<u>36,599</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,183,535</u>
Class C TPST Providers: <sup>1</sup>	<u>340</u>
Customer Contacts:	<u>9,019</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.