



Driver License Division High Value Data Set September 2021

Transactions:

In Office-Completed Transactions:	<u>379,525</u>
Online-Completed Transactions:	<u>214,644</u>
Mail-Completed Transactions:	<u>4,620</u>
Phone-Completed Transactions:	<u>3,926</u>
Offender ID Card Transactions:	<u>531</u>
DL and ID Cards produced this month:	<u>611,763</u>
Non-CDL skills tests passed: ¹	<u>34,155</u>
Non-CDL skills tests failed: ¹	<u>7,824</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>61,415</u>
DL average hold time in minutes:	<u>29:24</u>
DL average handle time in minutes:	<u>5:29</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>33,856</u>
Occupational Licenses Issued:	<u>510</u>
Ignition Interlock Licenses Issued:	<u>898</u>
Enforcement Actions Processed:	<u>49,099</u>
Traffic Convictions Processed:	<u>133,457</u>
Customer Contacts:	<u>23,510</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>6,082</u>		
DPS Basic Control Skills Tests Booked:	<u>6,448</u>		
DPS Road Tests Booked:	<u>7,117</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>2,163</u>	<u>2,095</u>	
DPS Basic Control Skills Tests:	<u>1,947</u>	<u>880</u>	
DPS Road Tests:	<u>2,009</u>	<u>579</u>	
CDL TPST Providers:	<u>110</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,405</u>	<u>266</u>	
CDL TPST Basic Control Skills Tests:	<u>1,377</u>	<u>348</u>	
CDL TPST Road Tests:	<u>1,347</u>	<u>283</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>17,130</u>
Impact Texas Youth Driver Completions:	<u>41,326</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,266,275</u>
Class C TPST Providers: ¹	<u>383</u>
Customer Contacts:	<u>15,048</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.