



Driver License Division High Value Data Set

June 2022

Transactions:

In Office-Completed Transactions:	<u>405,512</u>
Online-Completed Transactions:	<u>246,445</u>
Mail-Completed Transactions:	<u>6,010</u>
Phone-Completed Transactions:	<u>4,648</u>
Offender ID Card Transactions:	<u>824</u>
DL and ID Cards produced this month:	<u>751,128</u>
Non-CDL skills tests passed: ¹	<u>35,638</u>
Non-CDL skills tests failed: ¹	<u>8,050</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>67,403</u>
DL average hold time in minutes:	<u>25:26</u>
DL average handle time in minutes:	<u>5:12</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>32,991</u>
Occupational Licenses Issued:	<u>875</u>
Ignition Interlock Licenses Issued:	<u>519</u>
Enforcement Actions Processed:	<u>25,250</u>
Traffic Convictions Processed:	<u>124,472</u>
Customer Contacts:	<u>18,568</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>6,269</u>		
DPS Basic Control Skills Tests Booked:	<u>6,975</u>		
DPS Road Tests Booked:	<u>8,035</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>2,317</u>	<u>1,919</u>	
DPS Basic Control Skills Tests:	<u>2,191</u>	<u>891</u>	
DPS Road Tests:	<u>2,287</u>	<u>683</u>	
CDL TPST Providers:	<u>110</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,845</u>	<u>336</u>	
CDL TPST Basic Control Skills Tests:	<u>1,776</u>	<u>477</u>	
CDL TPST Road Tests:	<u>1,755</u>	<u>364</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>24,669</u>
Impact Texas Youth Driver Completions:	<u>46,618</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,333,181</u>
Class C TPST Providers: ¹	<u>373</u>
Customer Contacts:	<u>3,830</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.