



# Driver License Division High Value Data Set

## April 2023

### Transactions:

In Office-Completed Transactions:	<u>371,177</u>
Online-Completed Transactions:	<u>226,875</u>
Mail-Completed Transactions:	<u>6,544</u>
Phone-Completed Transactions:	<u>6,330</u>
Offender ID Card Transactions:	<u>903</u>
DL and ID Cards produced this month:	<u>551,824</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>30,570</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>6,748</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>39,430</u>
DL average hold time in minutes:	<u>0:34:52</u>
DL average handle time in minutes:	<u>0:05:42</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>24,401</u>
Occupational Licenses Issued:	<u>796</u>
Ignition Interlock Licenses Issued:	<u>209</u>
Enforcement Actions Processed:	<u>42,924</u>
Customer Contacts:	<u>14,995</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,570</u>		
DPS Basic Control Skills Tests Booked:	<u>4,068</u>		
DPS Road Tests Booked:	<u>4,873</u>		
		<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,538</u>	<u>974</u>	
DPS Basic Control Skills Tests:	<u>1,489</u>	<u>517</u>	
DPS Road Tests:	<u>1,597</u>	<u>504</u>	
CDL TPST Providers:	<u>141</u>		
		<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>1,623</u>	<u>300</u>	
CDL TPST Basic Control Skills Tests:	<u>1,674</u>	<u>367</u>	
CDL TPST Road Tests:	<u>1,623</u>	<u>338</u>	

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>19,172</u>
Impact Texas Youth Driver Completions:	<u>46,509</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,353,531</u>
Class C TPST Providers: <sup>1</sup>	<u>391</u>
Customer Contacts:	<u>9,353</u>
Traffic Convictions Processed:	<u>192,713</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.