



Driver License Division High Value Data Set

July 2023

Transactions:

In Office-Completed Transactions:	<u>383,657</u>
Online-Completed Transactions:	<u>250,253</u>
Mail-Completed Transactions:	<u>6,913</u>
Phone-Completed Transactions:	<u>6,664</u>
Offender ID Card Transactions:	<u>909</u>
DL and ID Cards produced this month:	<u>923,596</u>
Non-CDL skills tests passed: ¹	<u>32,146</u>
Non-CDL skills tests failed: ¹	<u>7,036</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>42,716</u>
DL average hold time in minutes:	<u>0:35:01</u>
DL average handle time in minutes:	<u>0:05:39</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>20,036</u>
Occupational Licenses Issued:	<u>508</u>
Ignition Interlock Licenses Issued:	<u>346</u>
Enforcement Actions Processed:	<u>39,766</u>
Customer Contacts:	<u>11,690</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,505</u>		
DPS Basic Control Skills Tests Booked:	<u>3,899</u>		
DPS Road Tests Booked:	<u>4,626</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,466</u>	<u>975</u>	
DPS Basic Control Skills Tests:	<u>1,361</u>	<u>552</u>	
DPS Road Tests:	<u>1,497</u>	<u>416</u>	
CDL TPST Providers:	<u>141</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>2,137</u>	<u>429</u>	
CDL TPST Basic Control Skills Tests:	<u>2,078</u>	<u>457</u>	
CDL TPST Road Tests:	<u>2,053</u>	<u>303</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>26,506</u>
Impact Texas Youth Driver Completions:	<u>53,486</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,409,068</u>
Class C TPST Providers: ¹	<u>395</u>
Customer Contacts:	<u>4,990</u>
Traffic Convictions Processed:	<u>160,692</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.