



Driver License Division High Value Data Set

March 2024

Transactions:

In Office-Completed Transactions:	<u>425,783</u>
Online-Completed Transactions:	<u>274,215</u>
Mail-Completed Transactions:	<u>3,924</u>
Phone-Completed Transactions:	<u>5,572</u>
Offender ID Card Transactions:	<u>1,503</u>
DL and ID Cards produced this month:	<u>663,973</u>
Non-CDL skills tests passed: ¹	<u>33,858</u>
Non-CDL skills tests failed: ¹	<u>8,291</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>40,864</u>
DL average hold time in minutes:	<u>0:35</u>
DL average handle time in minutes:	<u>0:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>33,928</u>
Occupational Licenses Issued:	<u>601</u>
Ignition Interlock Licenses Issued:	<u>349</u>
Enforcement Actions Processed:	<u>42,789</u>
Customer Contacts:	<u>23,444</u>
Traffic Convictions Processed:	<u>160,880</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,095</u>	
DPS Basic Control Skills Tests Booked:	<u>3,476</u>	
DPS Road Tests Booked:	<u>4,085</u>	
	Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,409</u>	<u>866</u>
DPS Basic Control Skills Tests:	<u>1,314</u>	<u>470</u>
DPS Road Tests:	<u>1,366</u>	<u>378</u>
CDL TPST Providers:	<u>164</u>	
	Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,926</u>	<u>342</u>
CDL TPST Basic Control Skills Tests:	<u>1,876</u>	<u>349</u>
CDL TPST Road Tests:	<u>1,878</u>	<u>326</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>21,372</u>
Impact Texas Youth Driver Completions:	<u>60,866</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,422,476</u>
Class C TPST Providers: ¹	<u>416</u>
Customer Contacts:	<u>485</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.