



# Driver License Division High Value Data Set

## April 2024

### Transactions:

In Office-Completed Transactions:	<u>467,129</u>
Online-Completed Transactions:	<u>257,592</u>
Mail-Completed Transactions:	<u>4,528</u>
Phone-Completed Transactions:	<u>6,486</u>
Offender ID Card Transactions:	<u>1,508</u>
DL and ID Cards produced this month:	<u>775,434</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>36,890</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>8,729</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>48,830</u>
DL average hold time in minutes:	<u>0:33</u>
DL average handle time in minutes:	<u>0:05</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>34,321</u>
Occupational Licenses Issued:	<u>697</u>
Ignition Interlock Licenses Issued:	<u>379</u>
Enforcement Actions Processed:	<u>27,909</u>
Customer Contacts:	<u>25,908</u>
Traffic Convictions Processed:	<u>126,642</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,192</u>	
DPS Basic Control Skills Tests Booked:	<u>3,684</u>	
DPS Road Tests Booked:	<u>4,381</u>	
	<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,406</u>	<u>960</u>
DPS Basic Control Skills Tests:	<u>1,332</u>	<u>523</u>
DPS Road Tests:	<u>1,421</u>	<u>416</u>
CDL TPST Providers:	<u>166</u>	
	<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>2,278</u>	<u>452</u>
CDL TPST Basic Control Skills Tests:	<u>2,212</u>	<u>436</u>
CDL TPST Road Tests:	<u>2,182</u>	<u>370</u>

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>19,800</u>
Impact Texas Youth Driver Completions:	<u>59,674</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,421,189</u>
Class C TPST Providers: <sup>1</sup>	<u>333</u>
Customer Contacts:	<u>646</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.