



Driver License Division High Value Data Set

May 2023

Transactions:

In Office-Completed Transactions:	<u>411,704</u>
Online-Completed Transactions:	<u>230,833</u>
Mail-Completed Transactions:	<u>7,385</u>
Phone-Completed Transactions:	<u>6,925</u>
Offender ID Card Transactions:	<u>1,192</u>
DL and ID Cards produced this month:	<u>643,330</u>
Non-CDL skills tests passed: ¹	<u>34,654</u>
Non-CDL skills tests failed: ¹	<u>7,587</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>50,625</u>
DL average hold time in minutes:	<u>0:31:12</u>
DL average handle time in minutes:	<u>0:05:34</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>28,268</u>
Occupational Licenses Issued:	<u>835</u>
Ignition Interlock Licenses Issued:	<u>323</u>
Enforcement Actions Processed:	<u>42,900</u>
Customer Contacts:	<u>17,030</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>4,012</u>		
DPS Basic Control Skills Tests Booked:	<u>4,506</u>		
DPS Road Tests Booked:	<u>5,286</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,825</u>	<u>1,085</u>	
DPS Basic Control Skills Tests:	<u>1,726</u>	<u>634</u>	
DPS Road Tests:	<u>1,818</u>	<u>522</u>	
CDL TPST Providers:	<u>138</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,890</u>	<u>332</u>	
CDL TPST Basic Control Skills Tests:	<u>1,853</u>	<u>395</u>	
CDL TPST Road Tests:	<u>1,842</u>	<u>348</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>21,365</u>
Impact Texas Youth Driver Completions:	<u>51,877</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,421,236</u>
Class C TPST Providers: ¹	<u>391</u>
Customer Contacts:	<u>7,618</u>
Traffic Convictions Processed:	<u>3,159</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.