



Driver License Division High Value Data Set

June 2023

Transactions:

In Office-Completed Transactions:	<u>425,450</u>
Online-Completed Transactions:	<u>230,786</u>
Mail-Completed Transactions:	<u>7,540</u>
Phone-Completed Transactions:	<u>6,636</u>
Offender ID Card Transactions:	<u>1,166</u>
DL and ID Cards produced this month:	<u>766,135</u>
Non-CDL skills tests passed: ¹	<u>35,712</u>
Non-CDL skills tests failed: ¹	<u>7,734</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>46,426</u>
DL average hold time in minutes:	<u>33:35</u>
DL average handle time in minutes:	<u>5:36</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>27,273</u>
Occupational Licenses Issued:	<u>968</u>
Ignition Interlock Licenses Issued:	<u>470</u>
Enforcement Actions Processed:	<u>41,531</u>
Customer Contacts:	<u>15,018</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,987</u>		
DPS Basic Control Skills Tests Booked:	<u>4,466</u>		
DPS Road Tests Booked:	<u>5,373</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,736</u>	<u>1,102</u>	
DPS Basic Control Skills Tests:	<u>1,658</u>	<u>593</u>	
DPS Road Tests:	<u>1,820</u>	<u>544</u>	
CDL TPST Providers:	<u>140</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,936</u>	<u>354</u>	
CDL TPST Basic Control Skills Tests:	<u>1,852</u>	<u>408</u>	
CDL TPST Road Tests:	<u>1,851</u>	<u>306</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>24,849</u>
Impact Texas Youth Driver Completions:	<u>51,922</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,482,049</u>
Class C TPST Providers: ¹	<u>392</u>
Customer Contacts:	<u>9,163</u>
Traffic Convictions Processed:	<u>155,913</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.