



Driver License Division High Value Data Set

August 2023

Transactions:

In Office-Completed Transactions:	<u>445,490</u>
Online-Completed Transactions:	<u>238,134</u>
Mail-Completed Transactions:	<u>7,906</u>
Phone-Completed Transactions:	<u>6,303</u>
Offender ID Card Transactions:	<u>1,048</u>
DL and ID Cards produced this month:	<u>1,497,043</u>
Non-CDL skills tests passed: ¹	<u>38,972</u>
Non-CDL skills tests failed: ¹	<u>8,874</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>51,077</u>
DL average hold time in minutes:	<u>0:34:36</u>
DL average handle time in minutes:	<u>0:05:39</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>27,611</u>
Occupational Licenses Issued:	<u>768</u>
Ignition Interlock Licenses Issued:	<u>486</u>
Enforcement Actions Processed:	<u>51,732</u>
Customer Contacts:	<u>10,901</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,986</u>	
DPS Basic Control Skills Tests Booked:	<u>4,458</u>	
DPS Road Tests Booked:	<u>5,153</u>	
	Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,731</u>	<u>1,192</u>
DPS Basic Control Skills Tests:	<u>1,626</u>	<u>626</u>
DPS Road Tests:	<u>1,745</u>	<u>448</u>
CDL TPST Providers:	<u>0</u>	
	Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>2,233</u>	<u>377</u>
CDL TPST Basic Control Skills Tests:	<u>2,177</u>	<u>470</u>
CDL TPST Road Tests:	<u>2,163</u>	<u>364</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>24,591</u>
Impact Texas Youth Driver Completions:	<u>56,603</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,481,360</u>
Class C TPST Providers: ¹	<u>395</u>
Customer Contacts:	<u>12,047</u>
Traffic Convictions Processed:	<u>167,933</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.