



# Driver License Division High Value Data Set

## September 2023

### Transactions:

In Office-Completed Transactions:	<u>359,088</u>
Online-Completed Transactions:	<u>189,924</u>
Mail-Completed Transactions:	<u>6,328</u>
Phone-Completed Transactions:	<u>2,617</u>
Offender ID Card Transactions:	<u>760</u>
DL and ID Cards produced this month:	<u>425,533</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>28,938</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>6,437</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>41,247</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>24,786</u>
Occupational Licenses Issued:	<u>603</u>
Ignition Interlock Licenses Issued:	<u>346</u>
Enforcement Actions Processed:	<u>36,679</u>
Customer Contacts:	<u>12,176</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,344</u>		
DPS Basic Control Skills Tests Booked:	<u>3,726</u>		
DPS Road Tests Booked:	<u>4,357</u>		
		<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,365</u>	<u>914</u>	
DPS Basic Control Skills Tests:	<u>1,275</u>	<u>508</u>	
DPS Road Tests:	<u>1,367</u>	<u>405</u>	
CDL TPST Providers:	<u>146</u>		
		<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>1,899</u>	<u>353</u>	
CDL TPST Basic Control Skills Tests:	<u>1,864</u>	<u>372</u>	
CDL TPST Road Tests:	<u>1,855</u>	<u>314</u>	

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>17,896</u>
Impact Texas Youth Driver Completions:	<u>49,417</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,270,517</u>
Class C TPST Providers: <sup>1</sup>	<u>393</u>
Customer Contacts:	<u>8,176</u>
Traffic Convictions Processed:	<u>167,885</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.