



Driver License Division High Value Data Set

October 2023

Transactions:

In Office-Completed Transactions:	<u>655,694</u>
Online-Completed Transactions:	<u>209,852</u>
Mail-Completed Transactions:	<u>6,159</u>
Phone-Completed Transactions:	<u>1,419</u>
Offender ID Card Transactions:	<u>1,290</u>
DL and ID Cards produced this month:	<u>700,090</u>
Non-CDL skills tests passed: ¹	<u>34,096</u>
Non-CDL skills tests failed: ¹	<u>7,951</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>46,025</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>25,248</u>
Occupational Licenses Issued:	<u>319</u>
Ignition Interlock Licenses Issued:	<u>599</u>
Enforcement Actions Processed:	<u>40,333</u>
Customer Contacts:	<u>16,176</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,814</u>		
DPS Basic Control Skills Tests Booked:	<u>4,267</u>		
DPS Road Tests Booked:	<u>5,017</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,594</u>	<u>1,120</u>	
DPS Basic Control Skills Tests:	<u>1,537</u>	<u>499</u>	
DPS Road Tests:	<u>1,657</u>	<u>465</u>	
CDL TPST Providers:	<u>152</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>2,089</u>	<u>361</u>	
CDL TPST Basic Control Skills Tests:	<u>2,023</u>	<u>453</u>	
CDL TPST Road Tests:	<u>2,024</u>	<u>336</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>18,791</u>
Impact Texas Youth Driver Completions:	<u>51,904</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,469,189</u>
Class C TPST Providers: ¹	<u>397</u>
Customer Contacts:	<u>7,518</u>
Traffic Convictions Processed:	<u>159,214</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.