



# Driver License Division High Value Data Set

## February 2024

### Transactions:

In Office-Completed Transactions:	<u>412,153</u>
Online-Completed Transactions:	<u>228,703</u>
Mail-Completed Transactions:	<u>3,397</u>
Phone-Completed Transactions:	<u>5,303</u>
Offender ID Card Transactions:	<u>1,439</u>
DL and ID Cards produced this month:	<u>682,487</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>32,933</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>7,838</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>37,699</u>
DL average hold time in minutes:	<u>0:36</u>
DL average handle time in minutes:	<u>0:05</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>23,187</u>
Occupational Licenses Issued:	<u>492</u>
Ignition Interlock Licenses Issued:	<u>287</u>
Enforcement Actions Processed:	<u>35,072</u>
Customer Contacts:	<u>25,475</u>
Traffic Convictions Processed:	<u>134,060</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,206</u>		
DPS Basic Control Skills Tests Booked:	<u>3,631</u>		
DPS Road Tests Booked:	<u>4,222</u>		
		<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,458</u>	<u>902</u>	
DPS Basic Control Skills Tests:	<u>1,367</u>	<u>525</u>	
DPS Road Tests:	<u>1,465</u>	<u>268</u>	
CDL TPST Providers:	<u>162</u>		
		<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>1,946</u>	<u>302</u>	
CDL TPST Basic Control Skills Tests:	<u>1,915</u>	<u>336</u>	
CDL TPST Road Tests:	<u>1,883</u>	<u>310</u>	

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>18,676</u>
Impact Texas Youth Driver Completions:	<u>42,588</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,462,081</u>
Class C TPST Providers: <sup>1</sup>	<u>416</u>
Customer Contacts:	<u>542</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.