



# Driver License Division High Value Data Set

## May 2024

### Transactions:

|   |                |
|---|----------------|
| In Office-Completed Transactions:         | <u>467,239</u> |
| Online-Completed Transactions:            | <u>261,306</u> |
| Mail-Completed Transactions:              | <u>7,575</u>   |
| Phone-Completed Transactions:             | <u>8,192</u>   |
| Offender ID Card Transactions:            | <u>1,745</u>   |
| DL and ID Cards produced this month:      | <u>725,789</u> |
| Non-CDL skills tests passed: <sup>1</sup> | <u>36,582</u>  |
| Non-CDL skills tests failed: <sup>1</sup> | <u>8,447</u>   |

### Customer Service Center (CSC):

|                                    |               |
|------------------------------------|---------------|
| DL customers assisted by phone:    | <u>46,657</u> |
| DL average hold time in minutes:   | <u>0:33</u>   |
| DL average handle time in minutes: | <u>0:05</u>   |

### Enforcement & Compliance Services (ECS):

|                                     |                |
|-------------------------------------|----------------|
| Compliance Processed:               | <u>28,852</u>  |
| Occupational Licenses Issued:       | <u>676</u>     |
| Ignition Interlock Licenses Issued: | <u>334</u>     |
| Enforcement Actions Processed:      | <u>43,394</u>  |
| Customer Contacts:                  | <u>25,457</u>  |
| Traffic Convictions Processed:      | <u>139,985</u> |

### CDL Program:

|  |               |               |
|--|---------------|---------------|
| DPS Vehicle Inspection Tests Booked:   | <u>3,352</u>  |               |
| DPS Basic Control Skills Tests Booked: | <u>3,827</u>  |               |
| DPS Road Tests Booked:                 | <u>4,504</u>  |               |
|  | <b>Passed</b> | <b>Failed</b> |
| DPS Vehicle Inspection Tests:          | <u>1,574</u>  | <u>908</u>    |
| DPS Basic Control Skills Tests:        | <u>1,450</u>  | <u>579</u>    |
| DPS Road Tests:                        | <u>1,557</u>  | <u>388</u>    |
| CDL TPST Providers:                    | <u>166</u>    |               |
|  | <b>Passed</b> | <b>Failed</b> |
| CDL TPST Vehicle Inspection Tests:     | <u>2,278</u>  | <u>386</u>    |
| CDL TPST Basic Control Skills Tests:   | <u>2,231</u>  | <u>503</u>    |
| CDL TPST Road Tests:                   | <u>2,226</u>  | <u>380</u>    |

### Impact Texas Driver (ITD) Programs:

|  |               |
|--|---------------|
| Impact Texas Teen Driver Completions:  | <u>21,213</u> |
| Impact Texas Youth Driver Completions: | <u>57,920</u> |

### License & Records Services (LRS):

|                                      |                  |
|--------------------------------------|------------------|
| Driver Records Requests:             | <u>1,461,917</u> |
| Class C TPST Providers: <sup>1</sup> | <u>333</u>       |
| Customer Contacts:                   | <u>669</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.