



# Driver License Division High Value Data Set

## June 2024

### Transactions:

In Office-Completed Transactions:	<u>443,927</u>
Online-Completed Transactions:	<u>236,955</u>
Mail-Completed Transactions:	<u>7,265</u>
Phone-Completed Transactions:	<u>6,759</u>
Offender ID Card Transactions:	<u>1,465</u>
DL and ID Cards produced this month:	<u>677,215</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>34,047</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>8,056</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>41,250</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>22,250</u>
Occupational Licenses Issued:	<u>513</u>
Ignition Interlock Licenses Issued:	<u>294</u>
Enforcement Actions Processed:	<u>30,563</u>
Customer Contacts:	<u>22,578</u>
Traffic Convictions Processed:	<u>109,641</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>2,334</u>	
DPS Basic Control Skills Tests Booked:	<u>3,411</u>	
DPS Road Tests Booked:	<u>3,942</u>	
	<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,286</u>	<u>778</u>
DPS Basic Control Skills Tests:	<u>1,198</u>	<u>573</u>
DPS Road Tests:	<u>1,305</u>	<u>334</u>
CDL TPST Providers:	<u>168</u>	
	<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>1,989</u>	<u>328</u>
CDL TPST Basic Control Skills Tests:	<u>1,950</u>	<u>386</u>
CDL TPST Road Tests:	<u>1,968</u>	<u>284</u>

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>24,462</u>
Impact Texas Youth Driver Completions:	<u>57,594</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,441,550</u>
Class C TPST Providers: <sup>1</sup>	<u>336</u>
Customer Contacts:	<u>1,407</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.