



Driver License Division High Value Data Set

July 2024

Transactions:

In Office-Completed Transactions:	<u>422,535</u>
Online-Completed Transactions:	<u>238,242</u>
Mail-Completed Transactions:	<u>5,502</u>
Phone-Completed Transactions:	<u>5,625</u>
Offender ID Card Transactions:	<u>1,189</u>
DL and ID Cards produced this month:	<u>654,259</u>
Non-CDL skills tests passed: ¹	<u>33,070</u>
Non-CDL skills tests failed: ¹	<u>7,987</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>45,630</u>
DL average hold time in minutes:	<u>0:32</u>
DL average handle time in minutes:	<u>0:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>24,220</u>
Occupational Licenses Issued:	<u>480</u>
Ignition Interlock Licenses Issued:	<u>233</u>
Enforcement Actions Processed:	<u>33,972</u>
Customer Contacts:	<u>161,642</u>
Traffic Convictions Processed:	<u>24,927</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,150</u>	
DPS Basic Control Skills Tests Booked:	<u>3,677</u>	
DPS Road Tests Booked:	<u>4,134</u>	
	Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,373</u>	<u>768</u>
DPS Basic Control Skills Tests:	<u>1,231</u>	<u>627</u>
DPS Road Tests:	<u>1,229</u>	<u>375</u>
CDL TPST Providers:	<u>168</u>	
	Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>2,181</u>	<u>378</u>
CDL TPST Basic Control Skills Tests:	<u>2,147</u>	<u>440</u>
CDL TPST Road Tests:	<u>2,147</u>	<u>319</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>26,718</u>
Impact Texas Youth Driver Completions:	<u>55,987</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,489,046</u>
Class C TPST Providers: ¹	<u>340</u>
Customer Contacts:	<u>4,682</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.