



Driver License Division High Value Data Set

August 2024

Transactions:

In Office-Completed Transactions:	<u>477,529</u>
Online-Completed Transactions:	<u>261,767</u>
Mail-Completed Transactions:	<u>7,807</u>
Phone-Completed Transactions:	<u>6,860</u>
Offender ID Card Transactions:	<u>1,584</u>
DL and ID Cards produced this month:	<u>733,883</u>
Non-CDL skills tests passed: ¹	<u>37,409</u>
Non-CDL skills tests failed: ¹	<u>9,356</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>42,213</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>25,077</u>
Occupational Licenses Issued:	<u>677</u>
Ignition Interlock Licenses Issued:	<u>365</u>
Enforcement Actions Processed:	<u>36,095</u>
Customer Contacts:	<u>19,842</u>
Traffic Convictions Processed:	<u>113,120</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,548</u>	
DPS Basic Control Skills Tests Booked:	<u>4,184</u>	
DPS Road Tests Booked:	<u>4,896</u>	
	Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,679</u>	<u>890</u>
DPS Basic Control Skills Tests:	<u>1,596</u>	<u>691</u>
DPS Road Tests:	<u>1,728</u>	<u>452</u>
CDL TPST Providers:	<u>168</u>	
	Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>2,370</u>	<u>333</u>
CDL TPST Basic Control Skills Tests:	<u>2,284</u>	<u>497</u>
CDL TPST Road Tests:	<u>2,316</u>	<u>324</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>24,533</u>
Impact Texas Youth Driver Completions:	<u>59,301</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,492,734</u>
Class C TPST Providers: ¹	<u>343</u>
Customer Contacts:	<u>5,644</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.