



Driver License Division High Value Data Set

September 2024

Transactions:

In Office-Completed Transactions:	<u>438,216</u>
Online-Completed Transactions:	<u>238,549</u>
Mail-Completed Transactions:	<u>4,773</u>
Phone-Completed Transactions:	<u>7,258</u>
Offender ID Card Transactions:	<u>1,382</u>
DL and ID Cards produced this month:	<u>670,566</u>
Non-CDL skills tests passed: ¹	<u>33,096</u>
Non-CDL skills tests failed: ¹	<u>8,273</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>44,721</u>
DL average hold time in minutes:	<u>0:19</u>
DL average handle time in minutes:	<u>0:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>24,663</u>
Occupational Licenses Issued:	<u>314</u>
Ignition Interlock Licenses Issued:	<u>238</u>
Enforcement Actions Processed:	<u>32,534</u>
Customer Contacts:	<u>22,424</u>
Traffic Convictions Processed:	<u>120,137</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,296</u>	
DPS Basic Control Skills Tests Booked:	<u>3,880</u>	
DPS Road Tests Booked:	<u>4,529</u>	
	Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,567</u>	<u>851</u>
DPS Basic Control Skills Tests:	<u>1,463</u>	<u>673</u>
DPS Road Tests:	<u>1,524</u>	<u>462</u>
CDL TPST Providers:	<u>167</u>	
	Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,965</u>	<u>257</u>
CDL TPST Basic Control Skills Tests:	<u>1,914</u>	<u>448</u>
CDL TPST Road Tests:	<u>1,917</u>	<u>250</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>23,118</u>
Impact Texas Youth Driver Completions:	<u>37,397</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,602,944</u>
Class C TPST Providers: ¹	<u>344</u>
Customer Contacts:	<u>6,058</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.