



# Driver License Division High Value Data Set

## October 2024

### Transactions:

In Office-Completed Transactions:	<u>492,585</u>
Online-Completed Transactions:	<u>243,318</u>
Mail-Completed Transactions:	<u>7,119</u>
Phone-Completed Transactions:	<u>7,399</u>
Offender ID Card Transactions:	<u>1,352</u>
DL and ID Cards produced this month:	<u>730,916</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>37,215</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>9,752</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>48,994</u>
DL average hold time in minutes:	<u>0:21</u>
DL average handle time in minutes:	<u>0:05</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>26,892</u>
Occupational Licenses Issued:	<u>574</u>
Ignition Interlock Licenses Issued:	<u>360</u>
Enforcement Actions Processed:	<u>39,272</u>
Customer Contacts:	<u>20,996</u>
Traffic Convictions Processed:	<u>137,486</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,635</u>	
DPS Basic Control Skills Tests Booked:	<u>4,284</u>	
DPS Road Tests Booked:	<u>5,027</u>	
	<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,763</u>	<u>894</u>
DPS Basic Control Skills Tests:	<u>1,647</u>	<u>770</u>
DPS Road Tests:	<u>1,741</u>	<u>490</u>
CDL TPST Providers:	<u>168</u>	
	<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>2,324</u>	<u>320</u>
CDL TPST Basic Control Skills Tests:	<u>2,220</u>	<u>555</u>
CDL TPST Road Tests:	<u>2,236</u>	<u>307</u>

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>18,777</u>
Impact Texas Youth Driver Completions:	<u>58,179</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>1,593,998</u>
Class C TPST Providers: <sup>1</sup>	<u>344</u>
Customer Contacts:	<u>12,897</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.