



Driver License Division High Value Data Set

November 2024

Transactions:

In Office-Completed Transactions:	<u>365,971</u>
Online-Completed Transactions:	<u>202,109</u>
Mail-Completed Transactions:	<u>6,942</u>
Phone-Completed Transactions:	<u>5,748</u>
Offender ID Card Transactions:	<u>557</u>
DL and ID Cards produced this month:	<u>564,675</u>
Non-CDL skills tests passed: ¹	<u>27,675</u>
Non-CDL skills tests failed: ¹	<u>7,213</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>39,888</u>
DL average hold time in minutes:	<u>0:24</u>
DL average handle time in minutes:	<u>0:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>20,867</u>
Occupational Licenses Issued:	<u>463</u>
Ignition Interlock Licenses Issued:	<u>286</u>
Enforcement Actions Processed:	<u>35,389</u>
Customer Contacts:	<u>18,914</u>
Traffic Convictions Processed:	<u>118,746</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>2,709</u>	
DPS Basic Control Skills Tests Booked:	<u>3,170</u>	
DPS Road Tests Booked:	<u>3,691</u>	
	Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,307</u>	<u>658</u>
DPS Basic Control Skills Tests:	<u>1,207</u>	<u>558</u>
DPS Road Tests:	<u>1,314</u>	<u>359</u>
CDL TPST Providers:	<u>166</u>	
	Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>2,193</u>	<u>284</u>
CDL TPST Basic Control Skills Tests:	<u>2,126</u>	<u>524</u>
CDL TPST Road Tests:	<u>2,100</u>	<u>327</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>16,766</u>
Impact Texas Youth Driver Completions:	<u>49,400</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,372,731</u>
Class C TPST Providers: ¹	<u>348</u>
Customer Contacts:	<u>6,967</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.