



Driver License Division High Value Data Set

April 2025

Transactions:

In Office-Completed Transactions:	<u>493,701</u>
Online-Completed Transactions:	<u>261,462</u>
Mail-Completed Transactions:	<u>8,421</u>
Phone-Completed Transactions:	<u>7,546</u>
Offender ID Card Transactions:	<u>962</u>
DL and ID Cards produced this month:	<u>752,978</u>
Non-CDL skills tests passed: ¹	<u>35,441</u>
Non-CDL skills tests failed: ¹	<u>8,873</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>34,666</u>
DL average hold time in minutes:	<u>0:18</u>
DL average handle time in minutes:	<u>0:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>33,550</u>
Occupational Licenses Issued:	<u>647</u>
Ignition Interlock Licenses Issued:	<u>395</u>
Enforcement Actions Processed:	<u>39,814</u>
Customer Contacts:	<u>20,634</u>
Traffic Convictions Processed:	<u>162,957</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,253</u>	
DPS Basic Control Skills Tests Booked:	<u>3,840</u>	
DPS Road Tests Booked:	<u>4,598</u>	
	Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,672</u>	<u>751</u>
DPS Basic Control Skills Tests:	<u>1,544</u>	<u>681</u>
DPS Road Tests:	<u>1,627</u>	<u>497</u>
CDL TPST Providers:	<u>176</u>	
	Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>2,502</u>	<u>283</u>
CDL TPST Basic Control Skills Tests:	<u>2,450</u>	<u>494</u>
CDL TPST Road Tests:	<u>2,549</u>	<u>331</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>19,930</u>
Impact Texas Youth Driver Completions:	<u>59,174</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,536,748</u>
Class C TPST Providers: ¹	<u>354</u>
Customer Contacts:	<u>5,129</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.