



Driver License Division High Value Data Set

June 2025

Transactions:

In Office-Completed Transactions:	<u>485,286</u>
Online-Completed Transactions:	<u>232,982</u>
Mail-Completed Transactions:	<u>7,394</u>
Phone-Completed Transactions:	<u>6,993</u>
Offender ID Card Transactions:	<u>676</u>
DL and ID Cards produced this month:	<u>715,095</u>
Non-CDL skills tests passed: ¹	<u>34,146</u>
Non-CDL skills tests failed: ¹	<u>8,087</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>22,199</u>
DL average hold time in minutes:	<u>0:20</u>
DL average handle time in minutes:	<u>0:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>28,515</u>
Occupational Licenses Issued:	<u>688</u>
Ignition Interlock Licenses Issued:	<u>524</u>
Enforcement Actions Processed:	<u>34,802</u>
Customer Contacts:	<u>16,953</u>
Traffic Convictions Processed:	<u>133,092</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>2,923</u>	
DPS Basic Control Skills Tests Booked:	<u>3,451</u>	
DPS Road Tests Booked:	<u>4,701</u>	
	Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,414</u>	<u>703</u>
DPS Basic Control Skills Tests:	<u>1,342</u>	<u>582</u>
DPS Road Tests:	<u>1,410</u>	<u>423</u>
CDL TPST Providers:	<u>186</u>	
	Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>2,395</u>	<u>329</u>
CDL TPST Basic Control Skills Tests:	<u>2,352</u>	<u>503</u>
CDL TPST Road Tests:	<u>2,351</u>	<u>363</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>24,728</u>
Impact Texas Youth Driver Completions:	<u>59,725</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,492,504</u>
Class C TPST Providers: ¹	<u>356</u>
Customer Contacts:	<u>4,182</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.