Driver License Division High Value Data Set
July 2025

Transactions:

In Office-Completed Transactions:	**502,475**
Online-Completed Transactions:	**240,925**
Mail-Completed Transactions:	**6,445**
Phone-Completed Transactions:	**7,426**
Offender ID Card Transactions:	**1,944**
DL and ID Cards produced this month:	**739,527**
Non-CDL skills tests passed:[1]	**36,498**
Non-CDL skills tests failed:[1]	**9,016**

Customer Service Center (CSC):

DL customers assisted by phone:	**18,351**
DL average hold time in minutes:	**15:10**
DL average handle time in minutes:	**6:18**

Enforcement & Compliance Services (ECS):

Compliance Processed:	**28,842**
Occupational Licenses Issued:	**659**
Ignition Interlock Licenses Issued:	**551**
Enforcement Actions Processed:	**43,473**
Customer Contacts:	**23,457**
Traffic Convictions Processed:	**131,919**

CDL Program:

	Passed	Failed
DPS Vehicle Inspection Tests Booked:	**3,039**	
DPS Basic Control Skills Tests Booked:	**3,593**	
DPS Road Tests Booked:	**4,345**	
DPS Vehicle Inspection Tests:	**1,546**	**715**
DPS Basic Control Skills Tests:	**1,457**	**609**
DPS Road Tests:	**1,549**	**486**
CDL TPST Providers:	**187**	
CDL TPST Vehicle Inspection Tests:	**2,829**	**1358**
CDL TPST Basic Control Skills Tests:	**2,757**	**579**
CDL TPST Road Tests:	**2,751**	**298**

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	**28,021**
Impact Texas Youth Driver Completions:	**59,930**

License & Records Services (LRS):

Driver Records Requests:	**1,609,601**
Class C TPST Providers:[1]	**358**
Customer Contacts:	**4,262**

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.