



Driver License Division High Value Data Set

August 2025

Transactions:

In Office-Completed Transactions:	<u>468,550</u>
Online-Completed Transactions:	<u>237,247</u>
Mail-Completed Transactions:	<u>6,801</u>
Phone-Completed Transactions:	<u>7,534</u>
Offender ID Card Transactions:	<u>2,086</u>
DL and ID Cards produced this month:	<u>703,121</u>
Non-CDL skills tests passed: ¹	<u>34,434</u>
Non-CDL skills tests failed: ¹	<u>8,570</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>18,783</u>
DL average hold time in minutes:	<u>0:11</u>
DL average handle time in minutes:	<u>0:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>25,700</u>
Occupational Licenses Issued:	<u>360</u>
Ignition Interlock Licenses Issued:	<u>300</u>
Enforcement Actions Processed:	<u>44,318</u>
Customer Contacts:	<u>21,863</u>
Traffic Convictions Processed:	<u>132,347</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>2,976</u>	
DPS Basic Control Skills Tests Booked:	<u>3,451</u>	
DPS Road Tests Booked:	<u>4,023</u>	
	Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,439</u>	<u>691</u>
DPS Basic Control Skills Tests:	<u>1,353</u>	<u>524</u>
DPS Road Tests:	<u>1,423</u>	<u>387</u>
CDL TPST Providers:	<u>187</u>	
	Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>2,567</u>	<u>334</u>
CDL TPST Basic Control Skills Tests:	<u>2,511</u>	<u>503</u>
CDL TPST Road Tests:	<u>2,531</u>	<u>370</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>24,194</u>
Impact Texas Youth Driver Completions:	<u>57,755</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,636,070</u>
Class C TPST Providers: ¹	<u>359</u>
Customer Contacts:	<u>4,017</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.