



Driver License Division High Value Data Set

September 2025

Transactions:

In Office-Completed Transactions:	<u>473,494</u>
Online-Completed Transactions:	<u>218,184</u>
Mail-Completed Transactions:	<u>6,870</u>
Phone-Completed Transactions:	<u>7,161</u>
Offender ID Card Transactions:	<u>1,926</u>
DL and ID Cards produced this month:	<u>458,512</u>
Non-CDL skills tests passed: ¹	<u>34,152</u>
Non-CDL skills tests failed: ¹	<u>8,328</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>23,557</u>
DL average hold time in minutes:	<u>0:10</u>
DL average handle time in minutes:	<u>0:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>33,438</u>
Occupational Licenses Issued:	<u>545</u>
Ignition Interlock Licenses Issued:	<u>464</u>
Enforcement Actions Processed:	<u>32,302</u>
Customer Contacts:	<u>24,697</u>
Traffic Convictions Processed:	<u>186,007</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>2,950</u>
DPS Basic Control Skills Tests Booked:	<u>3,391</u>
DPS Road Tests Booked:	<u>3,970</u>
	Passed
DPS Vehicle Inspection Tests:	<u>1,394</u>
DPS Basic Control Skills Tests:	<u>1,333</u>
DPS Road Tests:	<u>1,406</u>
CDL TPST Providers:	<u>194</u>
	Passed
CDL TPST Vehicle Inspection Tests:	<u>2,367</u>
CDL TPST Basic Control Skills Tests:	<u>2,295</u>
CDL TPST Road Tests:	<u>2,263</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>19,660</u>
Impact Texas Youth Driver Completions:	<u>54,987</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,451,248</u>
Class C TPST Providers: ¹	<u>365</u>
Customer Contacts:	<u>3,774</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.

Failed
760
482
359

Failed
354
656
380
