



Driver License Division High Value Data Set

October 2025

Transactions:

In Office-Completed Transactions:	<u>498,755</u>
Online-Completed Transactions:	<u>210,972</u>
Mail-Completed Transactions:	<u>8,431</u>
Phone-Completed Transactions:	<u>6,452</u>
Offender ID Card Transactions:	<u>2,076</u>
DL and ID Cards produced this month:	<u>707,954</u>
Non-CDL skills tests passed: ¹	<u>36,660</u>
Non-CDL skills tests failed: ¹	<u>9,347</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>20,230</u>
DL average hold time in minutes:	<u>0:13</u>
DL average handle time in minutes:	<u>0:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>38,655</u>
Occupational Licenses Issued:	<u>1,086</u>
Ignition Interlock Licenses Issued:	<u>990</u>
Enforcement Actions Processed:	<u>36,881</u>
Customer Contacts:	<u>27,235</u>
Traffic Convictions Processed:	<u>204,226</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>2,944</u>	
DPS Basic Control Skills Tests Booked:	<u>3,453</u>	
DPS Road Tests Booked:	<u>4,046</u>	
	Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,434</u>	<u>670</u>
DPS Basic Control Skills Tests:	<u>1,351</u>	<u>573</u>
DPS Road Tests:	<u>1,398</u>	<u>437</u>
CDL TPST Providers:	<u>0</u>	
	Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>2,437</u>	<u>300</u>
CDL TPST Basic Control Skills Tests:	<u>2,423</u>	<u>428</u>
CDL TPST Road Tests:	<u>2,436</u>	<u>328</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>19,576</u>
Impact Texas Youth Driver Completions:	<u>54,079</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,707,130</u>
Class C TPST Providers: ¹	<u>368</u>
Customer Contacts:	<u>4,341</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.