



Driver License Division High Value Data Set

October 2025

Transactions:

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

Customer Service Center (CSC):

DL customers assisted by phone: **20,230**
DL average hold time in minutes: **0:13**
DL average handle time in minutes: **0:05**

Enforcement & Compliance Services (ECS):

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

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>	

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.