



Driver License Division High Value Data Set

November 2025

Transactions:

In Office-Completed Transactions: 358,459
Online-Completed Transactions: 188,515
Mail-Completed Transactions: 5,214
Phone-Completed Transactions: 4,590
Offender ID Card Transactions: 1,286
DL and ID Cards produced this month: 544,414
Non-CDL skills tests passed:¹ 26,050
Non-CDL skills tests failed:¹ 6,659

Customer Service Center (CSC):

DL customers assisted by phone: 18,821
DL average hold time in minutes: 0:14
DL average handle time in minutes: 0:05

Enforcement & Compliance Services (ECS):

Compliance Processed: 26,851
Occupational Licenses Issued: 481
Ignition Interlock Licenses Issued: 441
Enforcement Actions Processed: 33,825
Customer Contacts: 17,122
Traffic Convictions Processed: 164,996

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>2,099</u>	
DPS Basic Control Skills Tests Booked:	<u>2,498</u>	
DPS Road Tests Booked:	<u>2,935</u>	
DPS Vehicle Inspection Tests:	<u>1,088</u>	Passed
DPS Basic Control Skills Tests:	<u>1,044</u>	Passed
DPS Road Tests:	<u>1,086</u>	Passed
CDL TPST Providers:	<u>202</u>	Failed

CDL TPST Vehicle Inspection Tests:	<u>2,044</u>	Failed
CDL TPST Basic Control Skills Tests:	<u>2,993</u>	Failed
CDL TPST Road Tests:	<u>3,337</u>	Failed

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>17,929</u>
Impact Texas Youth Driver Completions:	<u>44,781</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,495,006</u>
Class C TPST Providers: ¹	<u>366</u>
Customer Contacts:	<u>4,041</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.