



Driver License Division High Value Data Set

November 2025

Transactions:

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

Customer Service Center (CSC):

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

Enforcement & Compliance Services (ECS):

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

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>	
	Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,088</u>	<u>477</u>
DPS Basic Control Skills Tests:	<u>1,044</u>	<u>423</u>
DPS Road Tests:	<u>1,086</u>	<u>314</u>
CDL TPST Providers:	<u>202</u>	
	Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>2,044</u>	<u>947</u>
CDL TPST Basic Control Skills Tests:	<u>2,993</u>	<u>386</u>
CDL TPST Road Tests:	<u>3,337</u>	<u>310</u>

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.