



## Driver License Division High Value Data Set

### December 2025

#### Transactions:

In Office-Completed Transactions:	<u>413,457</u>
Online-Completed Transactions:	<u>197,103</u>
Mail-Completed Transactions:	<u>3,988</u>
Phone-Completed Transactions:	<u>4,897</u>
Offender ID Card Transactions:	<u>1,478</u>
DL and ID Cards produced this month:	<u>605,985</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>29,122</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>6,976</u>

#### Customer Service Center (CSC):

DL customers assisted by phone:	<u>19,988</u>
DL average hold time in minutes:	<u>0:16</u>
DL average handle time in minutes:	<u>0:06</u>

#### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>23,645</u>
Occupational Licenses Issued:	<u>549</u>
Ignition Interlock Licenses Issued:	<u>485</u>
Enforcement Actions Processed:	<u>36,250</u>
Customer Contacts:	<u>16,353</u>
Traffic Convictions Processed:	<u>118,171</u>

#### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>2,182</u>	
DPS Basic Control Skills Tests Booked:	<u>2,564</u>	
DPS Road Tests Booked:	<u>3,010</u>	
	<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,111</u>	<u>525</u>
DPS Basic Control Skills Tests:	<u>1,032</u>	<u>440</u>
DPS Road Tests:	<u>1,138</u>	<u>249</u>
CDL TPST Providers:	<u>202</u>	
	<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>1,978</u>	<u>278</u>
CDL TPST Basic Control Skills Tests:	<u>1,948</u>	<u>397</u>
CDL TPST Road Tests:	<u>1,957</u>	<u>294</u>

#### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>18,821</u>
Impact Texas Youth Driver Completions:	<u>44,036</u>

#### License & Records Services (LRS):

Driver Records Requests:	<u>1,417,257</u>
Class C TPST Providers: <sup>1</sup>	<u>367</u>
Customer Contacts:	<u>4,072</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.