



# Driver License Division High Value Data Set

## March 2026

### Transactions:

In Office-Completed Transactions:	<u>501,178</u>
Online-Completed Transactions:	<u>217,597</u>
Mail-Completed Transactions:	<u>2,808</u>
Phone-Completed Transactions:	<u>2,555</u>
Offender ID Card Transactions:	<u>1,818</u>
DL and ID Cards produced this month:	<u>708,032</u>
Non-CDL skills tests passed: <sup>1</sup>	<u>35,369</u>
Non-CDL skills tests failed: <sup>1</sup>	<u>8,392</u>

### Customer Service Center (CSC):

DL customers assisted by phone:	<u>23,020</u>
DL average hold time in minutes:	<u>0:17</u>
DL average handle time in minutes:	<u>0:05</u>

### Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>30,696</u>
Occupational Licenses Issued:	<u>770</u>
Ignition Interlock Licenses Issued:	<u>646</u>
Enforcement Actions Processed:	<u>44,832</u>
Customer Contacts:	<u>23,941</u>
Traffic Convictions Processed:	<u>202,706</u>

### CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>2,468</u>		
DPS Basic Control Skills Tests Booked:	<u>2,852</u>		
DPS Road Tests Booked:	<u>3,279</u>		
		<b>Passed</b>	<b>Failed</b>
DPS Vehicle Inspection Tests:	<u>1,308</u>	<u>595</u>	
DPS Basic Control Skills Tests:	<u>1,230</u>	<u>495</u>	
DPS Road Tests:	<u>1,293</u>	<u>300</u>	
CDL TPST Providers:	<u>244</u>		
		<b>Passed</b>	<b>Failed</b>
CDL TPST Vehicle Inspection Tests:	<u>2,364</u>	<u>256</u>	
CDL TPST Basic Control Skills Tests:	<u>2,327</u>	<u>466</u>	
CDL TPST Road Tests:	<u>2,320</u>	<u>368</u>	

### Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>23,043</u>
Impact Texas Youth Driver Completions:	<u>59,968</u>

### License & Records Services (LRS):

Driver Records Requests:	<u>5,131</u>
Class C TPST Providers: <sup>1</sup>	<u>637</u>
Customer Contacts:	<u>2,088</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.