



Driver License Division High Value Data Set

April 2026

Transactions:

In Office-Completed Transactions:	<u>465,061</u>
Online-Completed Transactions:	<u>191,206</u>
Mail-Completed Transactions:	<u>2,371</u>
Phone-Completed Transactions:	<u>1,681</u>
Offender ID Card Transactions:	<u>1,925</u>
DL and ID Cards produced this month:	<u>635,348</u>
Non-CDL skills tests passed: ¹	<u>34,472</u>
Non-CDL skills tests failed: ¹	<u>8,116</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>35,911</u>
DL average hold time in minutes:	<u>0:10</u>
DL average handle time in minutes:	<u>0:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>36,356</u>
Occupational Licenses Issued:	<u>862</u>
Ignition Interlock Licenses Issued:	<u>1,022</u>
Enforcement Actions Processed:	<u>43,838</u>
Customer Contacts:	<u>24,175</u>
Traffic Convictions Processed:	<u>191,222</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>2,504</u>		
DPS Basic Control Skills Tests Booked:	<u>2,908</u>		
DPS Road Tests Booked:	<u>3,388</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,290</u>	<u>636</u>	
DPS Basic Control Skills Tests:	<u>1,227</u>	<u>459</u>	
DPS Road Tests:	<u>1,280</u>	<u>343</u>	
CDL TPST Providers:	<u>249</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>2,513</u>	<u>337</u>	
CDL TPST Basic Control Skills Tests:	<u>2,462</u>	<u>508</u>	
CDL TPST Road Tests:	<u>2,458</u>	<u>362</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>20,493</u>
Impact Texas Youth Driver Completions:	<u>55,839</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,673,605</u>
Class C TPST Providers: ¹	<u>375</u>
Customer Contacts:	<u>4,003</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.