



Driver License Division High Value Data Set

May 2026

Transactions:

In Office-Completed Transactions:	<u>404,779</u>
Online-Completed Transactions:	<u>182,138</u>
Mail-Completed Transactions:	<u>2,283</u>
Phone-Completed Transactions:	<u>1,411</u>
Offender ID Card Transactions:	<u>1,731</u>
DL and ID Cards produced this month:	<u>575,812</u>
Non-CDL skills tests passed: ¹	<u>32,315</u>
Non-CDL skills tests failed: ¹	<u>7,676</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>47,505</u>
DL average hold time in minutes:	<u>0:07</u>
DL average handle time in minutes:	<u>0:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>31,047</u>
Occupational Licenses Issued:	<u>759</u>
Ignition Interlock Licenses Issued:	<u>971</u>
Enforcement Actions Processed:	<u>35,989</u>
Customer Contacts:	<u>20,079</u>
Traffic Convictions Processed:	<u>164,430</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>2,380</u>		
DPS Basic Control Skills Tests Booked:	<u>2,796</u>		
DPS Road Tests Booked:	<u>3,326</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,282</u>	<u>532</u>	
DPS Basic Control Skills Tests:	<u>1,245</u>	<u>420</u>	
DPS Road Tests:	<u>1,345</u>	<u>344</u>	
CDL TPST Providers:	<u>216</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>2,482</u>	<u>317</u>	
CDL TPST Basic Control Skills Tests:	<u>2,398</u>	<u>516</u>	
CDL TPST Road Tests:	<u>2,389</u>	<u>356</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>22,029</u>
Impact Texas Youth Driver Completions:	<u>50,723</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,833,194</u>
Class C TPST Providers: ¹	<u>379</u>
Customer Contacts:	<u>4,126</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.