This document has been created to provide our customers with general information on driver records and compliance processing. If you do not find the information you need, please contact our Customer Service Center (CSC) at (512) 424-2600 for further assistance. Thank you.

Driver Record Requests
The majority of drivers can request their driver record online at www.texas.gov and immediately print. If you are unable to request your driver record online or if you prefer to request your record by mail, then submit a request in writing to the address below. Your driver license audit number is required to request a driver record. Allow 15 to 21 business days to process.

Mailing Address: Texas Department of Public Safety
License and Record Service
PO Box 149008
Austin, Texas 78714-9008

Online Driver Test Scheduling
Some driver license offices now offer online scheduling for driver tests so customers can skip the wait and schedule online. To schedule a driving test online, visit http://www.dps.texas.gov/administration/driver_licensing_control/Rolodex/scheduleDriveTest.htm and check your city for availability.

License Eligibility
Customers can view their license status, enforcement actions, compliance instructions, and pay certain fees online at www.texas.gov/LicenseEligibility. Your driver license audit number is NOT required to use this application.

Any documents or fees required to correct your eligibility status may be mailed to the address below. Include your full name, date of birth, and DL/ID number on all correspondence so your record can be properly identified. Please allow 21 business days for processing. Make your check, money order, or cashier’s check payable to Texas DPS. Do NOT send cash.

Mailing Address: Texas Department of Public Safety
Central Cash Receiving
PO Box 15999
Austin, Texas 78761-5999

Driver Responsibility Surcharges
The Driver Responsibility Program establishes a point system that requires drivers to pay an administrative fee, known as a surcharge, who have accumulated 6 or more points on their driver record within a 36-month period or who have been convicted of certain offenses. You can pay your surcharges online at www.txsurchargeonline.com or by calling (800) 688-6882. To learn more about additional payment options, including ACE Cash Express, Money Gram or Western Union, visit the Frequently Asked Questions section on the surcharges website or call the number provided. For more information on surcharges, or other enforcement action fees, visit our website at www.texas.gov/LicenseEligibility.

Hearing Requests
If you received a letter notifying you that your driver license will be suspended, revoked, or disqualified unless you request a hearing within 20 days from the date on the notice, visit our secure website at www.dps.texas.gov/DriverLicense/customer_service to request a hearing.

Click on: Contact Customer Service
My driver license was suspended, revoked, cancelled, or denied
Administrative hearing request for DPS departmental administrative suspensions
CONTINUE >>
Administrative Hearing Requests (complete form)
Submit Form

Hearing Requests continued on back
If your request is approved, you will receive a letter with the date, time, and location of your hearing. It can take up to 120 days for a hearing to be scheduled. Any time during this period, if your request is denied, you will receive a denial letter.

If you prefer, you can request a hearing by mail or fax (see information below). Include your name, current address, date of birth, and driver license number. If you have an attorney, also provide the attorney's name, phone number, and complete address.

**Mailing Address:** Texas Department of Public Safety  
Enforcement and Compliance Service  
PO Box 4087  
Austin, Texas 78773-0320

**Fax:** (512) 424-2501

**Compliance Processing**

There are no driver license offices that offer walk-in service (including Austin) that will accept compliance documents. For compliance documents that REQUIRE PAYMENT, mail a personal check, money order, or cashier's check to the address below. Make check or money order payable to Texas DPS. Do NOT send cash. Write your full name, date of birth, and DL/ID number on all documents submitted so your record can be properly identified. Please allow 21 business days for processing.

**Mailing Address:** Texas Department of Public Safety  
Central Cash Receiving  
PO Box 15999  
Austin, Texas 78761-5999

**Fax:** (512) 424-2848

Compliance documents that DO NOT REQUIRE PAYMENT can be faxed, mailed; or scan documents as a PDF file and send them by email. All documents submitted must include your full name, date of birth, and DL/ID number so your record can be properly identified. Please allow 21 business days for processing.

**Mailing Address:** Texas Department of Public Safety  
Enforcement and Compliance Service  
PO Box 4087  
Austin, Texas 78773-0320

**Email:** driver.improvement@dps.texas.gov

**Fax:** (512) 424-2848

**Failure to Appear/Failure to Pay**

For information on outstanding tickets, please visit our website. You can enter either [http://www.txfta.com](http://www.txfta.com) or [www.texasfailuretoappear.com](http://www.texasfailuretoappear.com). If you prefer, you can call (800) 686-0570 and use the automated system 24/7.

**Drug and/or Alcohol Education Courses**

Contact the Texas Department of State Health Services at (800) 832-9623 for a complete list of approved courses. Once you’ve taken the course, mail the certificate of completion to:

**Mailing Address:** Texas Department of Public Safety  
Enforcement and Compliance Service  
PO Box 4087  
Austin, Texas 78773-0320

**Texas Vision and Limb Waiver Applications**

Mail completed Vision and Limb Waiver applications and all supporting documents within 45 days of the physical examination date to:

Texas Department of Public Safety  
License and Record Service  
P.O. Box 4087  
Austin TX 78773-0001

If the application is incomplete or not returned within 45 days of the physical examination date, your request for a waiver will be denied.

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**Information on Enforcement Action**

For more information on these and other enforcement actions, visit our website at [www.dps.texas.gov/DriverLicense](http://www.dps.texas.gov/DriverLicense), and click on the “Surcharges, Suspensions & Reinstatement” tab.

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**Faster, Easier, Friendlier Service**