



DRIVER LICENSE DIVISION

General Information Document and Fee Processing

This document has been created to provide our customers with general information on driver records, online appointment scheduling, 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 <https://www.texas.gov> and immediately print. Your driver license audit number is required to request a driver record online, or you may answer security questions to verify your identity. If you are unable to request your driver record online or if you prefer to request your record by mail, submit a DR-1 form (Application for Copy of Driver Record) with the required fee to the address below. Allow 15 to 21 business days to process by mail.

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

Driver License Services—Appointments

All driver license services are by scheduled appointment only. Customers may schedule an appointment online at <https://public.txdpsscheduler.com/>. If there are no appointments available at your local driver license office, you may check back at a later time to see if there has been a cancellation, or you may schedule your appointment at another location.

License Eligibility

Customers can view their license status, lawful presence status, medical certificate status, enforcement actions, compliance instructions, and pay certain fees online at <https://www.texas.gov/LicenseEligibility>. Your driver license audit number is NOT required to use this application.

Any documents or fees required to update 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

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

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: driverimprovement@dps.texas.gov
Fax: (512) 424-2848

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 https://www.dps.texas.gov/DriverLicense/customer_service, complete the hearing request form and then Submit Form.

If a request for hearing is made outside the allowable 20 days, the request will be denied and you will be notified by mail.

For Administrative License Revocation (ALR) Hearings, please request a hearing on the https://www.dps.texas.gov/DriverLicense/customer_service/alr webpage.

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. Hearings are conducted in a municipal or justice court in the county where you live.

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

Failure to Appear/Failure to Pay

For information on outstanding tickets, visit our website at <https://www.dps.texas.gov/DriverLicense/failureToAppear.htm>. 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 Licensing and Regulation \(TDLR\)](#) for a complete list of approved courses. Once you have 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

For information on CDL Waivers, Exceptions and Exemptions, visit our website at <https://www.dps.texas.gov/DriverLicense/CommercialLicense.htm>.

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

Mailing Address: Texas Department of Public Safety
Issuance Services
Attn: CDL
P.O. Box 4087
Austin TX 78773-0320

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

Driver Responsibility Surcharges

The Driver Responsibility Program (DRP) was repealed effective September 1, 2019 and all DRP surcharge suspensions have been lifted. Visit our DRP Repeal Frequently Asked Questions page at <https://www.dps.texas.gov/DriverLicense/FAQs/drplIndex.htm> for additional information.

Information on Enforcement Actions

For more information on these and other enforcement actions, visit our website at <https://www.dps.texas.gov/DriverLicense> and scroll down to the "Suspensions & Reinstatements" section.