



Driver License Division High Value Data Set

January 2026

Transactions:

In Office-Completed Transactions:	<u>427,673</u>
Online-Completed Transactions:	<u>220,549</u>
Mail-Completed Transactions:	<u>4,484</u>
Phone-Completed Transactions:	<u>5,044</u>
Offender ID Card Transactions:	<u>1,502</u>
DL and ID Cards produced this month:	<u>631,610</u>
Non-CDL skills tests passed: ¹	<u>28,818</u>
Non-CDL skills tests failed: ¹	<u>6,720</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>21,831</u>
DL average hold time in minutes:	<u>0:16</u>
DL average handle time in minutes:	<u>0:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>27,260</u>
Occupational Licenses Issued:	<u>716</u>
Ignition Interlock Licenses Issued:	<u>614</u>
Enforcement Actions Processed:	<u>37,197</u>
Customer Contacts:	<u>19,636</u>
Traffic Convictions Processed:	<u>136,804</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>1,931</u>	
DPS Basic Control Skills Tests Booked:	<u>2,288</u>	
DPS Road Tests Booked:	<u>2,652</u>	
	Passed	Failed
DPS Vehicle Inspection Tests:	<u>897</u>	<u>471</u>
DPS Basic Control Skills Tests:	<u>880</u>	<u>360</u>
DPS Road Tests:	<u>909</u>	<u>237</u>
CDL TPST Providers:	<u>209</u>	
	Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,742</u>	<u>203</u>
CDL TPST Basic Control Skills Tests:	<u>1,703</u>	<u>345</u>
CDL TPST Road Tests:	<u>1,717</u>	<u>228</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>21,789</u>
Impact Texas Youth Driver Completions:	<u>51,206</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,476,793</u>
Class C TPST Providers: ¹	<u>371</u>
Customer Contacts:	<u>3,577</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.