



Driver License Division High Value Data Set

February 2026

Transactions:

In Office-Completed Transactions:	<u>458,453</u>
Online-Completed Transactions:	<u>210,568</u>
Mail-Completed Transactions:	<u>3,686</u>
Phone-Completed Transactions:	<u>3,616</u>
Offender ID Card Transactions:	<u>1,825</u>
DL and ID Cards produced this month:	<u>477,203</u>
Non-CDL skills tests passed: ¹	<u>32,310</u>
Non-CDL skills tests failed: ¹	<u>7,821</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>19,840</u>
DL average hold time in minutes:	<u>6:16</u>
DL average handle time in minutes:	<u>0:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>30,806</u>
Occupational Licenses Issued:	<u>665</u>
Ignition Interlock Licenses Issued:	<u>528</u>
Enforcement Actions Processed:	<u>35,420</u>
Customer Contacts:	<u>20,395</u>
Traffic Convictions Processed:	<u>156,878</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>2,301</u>		
DPS Basic Control Skills Tests Booked:	<u>2,649</u>		
DPS Road Tests Booked:	<u>3,086</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,152</u>	<u>580</u>	
DPS Basic Control Skills Tests:	<u>1,067</u>	<u>424</u>	
DPS Road Tests:	<u>1,144</u>	<u>269</u>	
CDL TPST Providers:	<u>209</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>2,144</u>	<u>239</u>	
CDL TPST Basic Control Skills Tests:	<u>2,083</u>	<u>441</u>	
CDL TPST Road Tests:	<u>2,084</u>	<u>291</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>18,207</u>
Impact Texas Youth Driver Completions:	<u>49,883</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,464,772</u>
Class C TPST Providers: ¹	<u>371</u>
Customer Contacts:	<u>3,190</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.