



Driver License Division High Value Data Set

June 2026

Transactions:

In Office-Completed Transactions:	<u>447,764</u>
Online-Completed Transactions:	<u>182,583</u>
Mail-Completed Transactions:	<u>2,518</u>
Phone-Completed Transactions:	<u>1,534</u>
Offender ID Card Transactions:	<u>2,562</u>
DL and ID Cards produced this month:	<u>618,921</u>
Non-CDL skills tests passed: ¹	<u>35,926</u>
Non-CDL skills tests failed: ¹	<u>8,615</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>66,640</u>
DL average hold time in minutes:	<u>0:03</u>
DL average handle time in minutes:	<u>0:04</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>32,620</u>
Occupational Licenses Issued:	<u>837</u>
Ignition Interlock Licenses Issued:	<u>772</u>
Enforcement Actions Processed:	<u>42,793</u>
Customer Contacts:	<u>25,914</u>
Traffic Convictions Processed:	<u>133,571</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>2,458</u>	
DPS Basic Control Skills Tests Booked:	<u>2,898</u>	
DPS Road Tests Booked:	<u>3,374</u>	
	Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,250</u>	<u>597</u>
DPS Basic Control Skills Tests:	<u>1,194</u>	<u>461</u>
DPS Road Tests:	<u>1,263</u>	<u>324</u>
CDL TPST Providers:	<u>251</u>	
	Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>2,474</u>	<u>296</u>
CDL TPST Basic Control Skills Tests:	<u>2,445</u>	<u>507</u>
CDL TPST Road Tests:	<u>2,478</u>	<u>307</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>25,337</u>
Impact Texas Youth Driver Completions:	<u>53,997</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,664,345</u>
Class C TPST Providers: ¹	<u>380</u>
Customer Contacts:	<u>4,302</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.