Driver License Division High Value Data Set

September 2026

Transactions:

In Office-Completed Transactions:	**380,846**
Online-Completed Transactions:	**183,600**
Mail-Completed Transactions:	**2,835**
Phone-Completed Transactions:	**1,344**
Offender ID Card Transactions:	**343**
DL and ID Cards produced this month:	**552,114**
Non-CDL skills tests passed:[1]	**34,125**
Non-CDL skills tests failed:[1]	**8,256**

Customer Service Center (CSC):

DL customers assisted by phone:	**76,858**
DL average hold time in minutes:	**0:03**
DL average handle time in minutes:	**0:05**

Enforcement & Compliance Services (ECS):

Compliance Processed:	**33,824**
Occupational Licenses Issued:	**759**
Ignition Interlock Licenses Issued:	**628**
Enforcement Actions Processed:	**45,974**
Customer Contacts:	**20,063**
Traffic Convictions Processed:	**235,639**

CDL Program:

DPS Vehicle Inspection Tests Booked:	**2,381**	
DPS Basic Control Skills Tests Booked:	**2,732**	
DPS Road Tests Booked:	**3,126**	
	Passed	**Failed**
DPS Vehicle Inspection Tests:	**1,212**	**569**
DPS Basic Control Skills Tests:	**1,116**	**441**
DPS Road Tests:	**1,138**	**272**
CDL TPST Providers:	**253**	
	Passed	**Failed**
CDL TPST Vehicle Inspection Tests:	**2,345**	**315**
CDL TPST Basic Control Skills Tests:	**2,282**	**537**
CDL TPST Road Tests:	**2,295**	**364**

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	**19,126**
Impact Texas Youth Driver Completions:	**48,233**

License & Records Services (LRS):

Driver Records Requests:	**1,652,751**
Class C TPST Providers:[1]	**394**
Customer Contacts:	**5,848**

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.