



DRIVER LICENSE DIVISION

General Information Document and Fee Processing

This document has been created to provide customers with general information on driver records, online appointment scheduling, and compliance processing. If you do not find the information you need, please visit <https://www.dps.texas.gov/section/driver-license> for additional information.

Driver Record Requests

The majority of drivers can request and print their driver record online at <https://www.dps.texas.gov/section/driver-license/how-order-driver-record>. Your driver license audit number is required to request a driver record online. 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. The form is available at <https://www.dps.texas.gov/internetforms/getForm.ashx?id=DR-1.pdf>. 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 you are having difficulty scheduling an appointment, most DL offices make a limited number of same-day appointments available online at the start of business each day. These appointments fill up quickly.

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>. You will need your DL/ID number, date of birth and last 4 digits of your social security number to access your information. 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

Compliance documents are not accepted in person at any driver license office, including Austin.

For compliance documents that REQUIRE PAYMENT, pay online at <https://txapps.texas.gov/txapp/txdps/dleligibility/login.do> or 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 email scanned documents as a PDF file. 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: driver.improvement@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 website at https://www.dps.texas.gov/apps/DriverLicense/customer_service/HEARINGREQUESTS.aspx, complete the hearing request form and then Submit. If a request for hearing is made outside the allowable 20 days, the request will be denied and you will be notified by mail.

If you prefer, you can request a hearing by mail or fax (see information below). Include your name, current address, date of birth, and DL/ID number. If you have an attorney, also provide the attorney's name, phone number and complete address. Hearings are conducted in a municipal or justice of the peace court in the county where you live.

Mailing Address: Texas Department of Public Safety **Fax:** (512) 424-2501
Enforcement and Compliance Service
PO Box 4087
Austin, Texas 78773-0320

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.

For **Administrative License Revocation (ALR)** Hearings, visit our website at <https://www.dps.texas.gov/section/driver-license/administrative-license-revocation-alr-program>, complete the hearing request form and then Submit. If an ALR hearing request is made outside the required 15 days, the request will be denied and you will be notified by mail.

If you prefer, you can request an ALR hearing by mail, fax or phone (see information below). Include your name, date of birth, DL/ID number, current mailing address, home and daytime telephone numbers, date and county of arrest, arresting agency, arresting officer, and whether the test was failed, refused, or not requested (minor under 21 only). If you have an attorney, also provide the attorney's name, phone number and complete address. Hearings are conducted by the State Office of Administrative Hearings (SOAH).

Mailing Address: Texas Department of Public Safety **Phone:** (800) 394-9913
Enforcement and Compliance Service **Fax:** (512) 424-2650
PO Box 4040
Austin, Texas 78765-4040

If your request is approved, you will receive a letter with the date, time, and location of your hearing. It can take up to 60 days for a hearing to be scheduled.

Failure to Appear/Failure to Pay

For information on outstanding tickets, visit our website at <https://www.dps.texas.gov/section/driver-license/failure-appearfailure-pay-program>. 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 at www.tdlr.texas.gov for a complete list of approved courses. Once you have taken the course, mail, email or fax the certificate of completion to:

Mailing Address: Texas Department of Public Safety **Email:** driver.improvement@dps.texas.gov
Enforcement and Compliance Service **Fax:** (512) 424-2848
PO Box 4087
Austin, Texas 78773-0320

Texas Limb Waiver Applications

For information on CDL Waivers, Exceptions and Exemptions, visit our website at <https://www.dps.texas.gov/section/driver-license/how-do-i-apply-commercial-driver-license>.

Mail completed 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
PO 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.

Information on Enforcement Actions

For more information on these and other enforcement actions, visit our website at <https://www.dps.texas.gov/section/driver-license/suspensions-reinstatements>.