

HELPFUL INFORMATION FOR COMMON DRIVER LICENSE PROBLEMS

Common driver license suspension reasons

Your driver license status may be “Not Eligible” (suspended) for a number of reasons including:

- DPS suspension for driving while license invalid (DWLI), etc.
- DPS suspension for breath/blood test failure or refusal (ALR suspension)
- Conviction suspension for driving while intoxicated (DWI) and other crimes
- SR-22 requirement
- Cancellation for interlock requirement
- Unpaid citations (including out of state citations)
- Unpaid surcharges from DPS Driver Responsibility Program
- Failure to complete an alcohol/drug education class
- Unpaid reinstatement fees due to current or previous suspensions

DPS Driver Eligibility Website

You can view your suspension reasons and information on unpaid citations, surcharges and reinstatement fees by visiting the Official Texas DPS Driver Eligibility System website at txapps.texas.gov/txapp/txdps/dleligibility/. You can also pay reinstatement fees on this website.

Some license problems can be cleared by actions from you such as SR-22 requirement, cancellation for an interlock requirement, completion of an alcohol/drug education class, or unpaid surcharges/citations. Other suspensions with set beginning and end dates require an occupational driver license to allow you to drive legally before the suspension ends.

Driver Responsibility Program Surcharges

You may owe surcharges due to convictions for DWI, DWLI, no driver license, and no insurance or points on your license. If you have delinquent surcharges, you are not eligible to drive. To view your surcharge account or make an online payment, go to txsurchargeonline.com. To set up a payment plan or get help, call Municipal Services Bureau at **800-688-6882** or email msb@txdps.state.tx.us. You may also apply for a surcharge reduction under the Indigency/Incentive Program. For more information, visit txsurchargeonline.com or call **866-223-3583**.

Unpaid citations

You may have outstanding citations under the Failure to Appear/Failure to Pay Program (includes out of state citations). You can get information on your unpaid citations at texasfailuretoappear.com or by calling the Omnibase Services of Texas automated line at **800-686-0570**.

SR-22

You may be required to obtain an SR-22 due to a DWI conviction, no insurance conviction, crash or judgment. SR-22 is a certificate issued by your insurance provider and filed with DPS to certify that you have the minimum insurance required by law. For more information on SR-22, visit the Texas DPS website.

Interlock cancellation

DPS will cancel your license 30 days after notice of an interlock order is received from a court, unless you apply for a restricted interlock license. A restricted interlock license is a normal driver license, but it has a restriction code for interlock. It will only be issued by DPS if your license is otherwise clear. If you have an “interlock required” cancellation, you can obtain an interlock removal order from the court or apply to DPS for a restricted interlock license. This type of license cannot be obtained at a local DPS location. The application has to be mailed to DPS. Please ask the court for a restricted interlock license form.

Reinstatement fees

You may owe reinstatement fees due to current or previous license suspensions. You can view and pay these fees online through the Official Texas DPS Driver Eligibility System website.

DPS Contact

You can contact DPS Compliance at **512-424-2600** or **email a question to DPS through the Texas DPS website Customer Service Center**. Compliance items that do not require a payment can be submitted to DPS at driver.improvement@dps.texas.gov.