Colorado Department of Revenue
Division of Motor Vehicles
Update to the Transportation Legislation Review Committee

October 29, 2013

Attachment A

Division of Motor Vehicles

Colorado Department of Revenue

Vision

To become a premier Department of Revenue known for its outstanding customer service, innovation, and dedicated employees.

Mission

The Department of Revenue will provide quality service to our customers in fulfillment of our fiduciary and statutory responsibilities while instilling public confidence through professional and responsive employees.

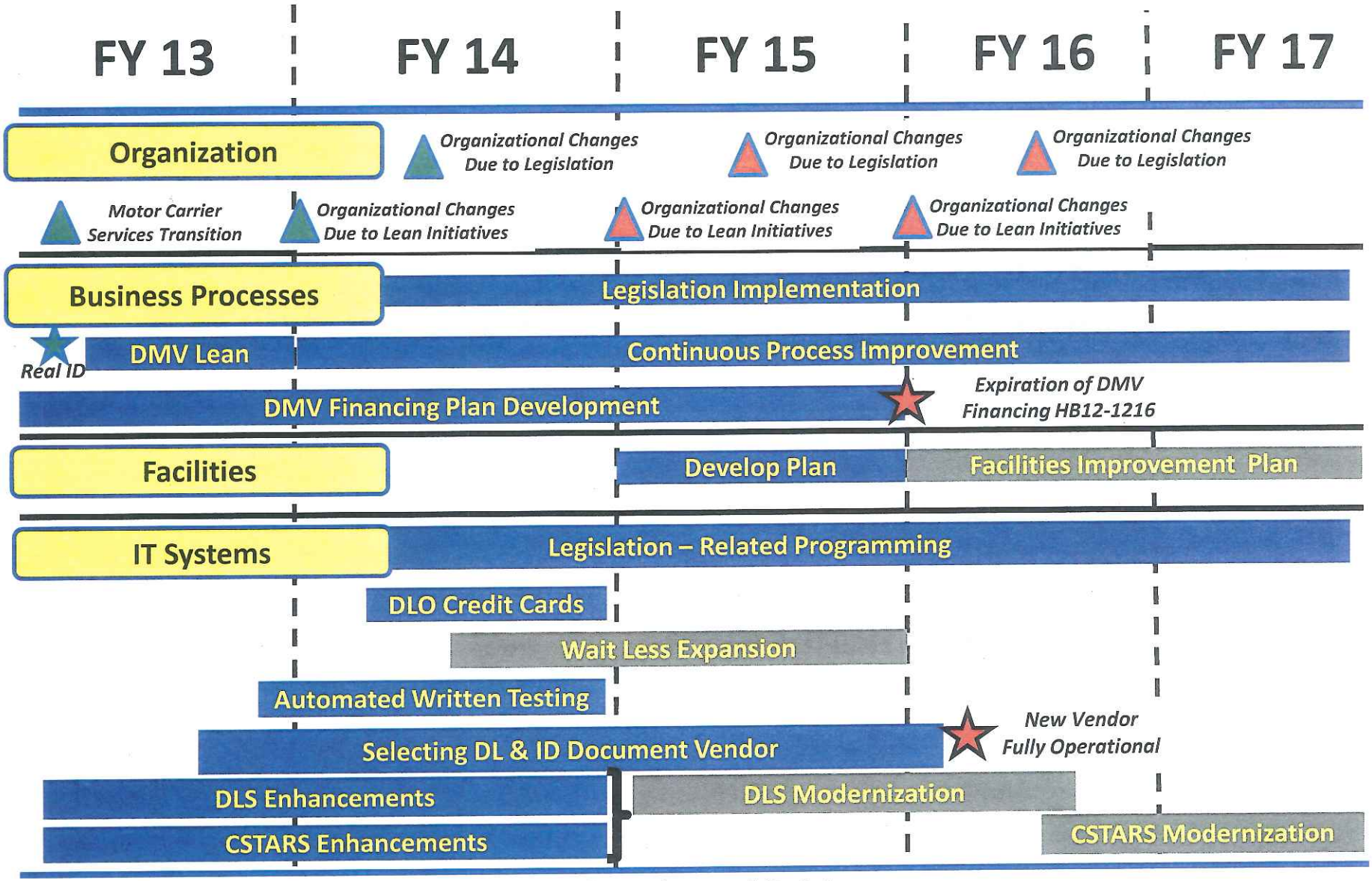
Vision

A high performing team with dedicated employees driving forward to excellence in customer service, identity security, and public safety.

Mission

Our mission is to provide excellent identification, driver, and motor vehicle services
to help make Colorado a safe place to live, work, and play.

Colorado DMV Strategic Plan



Driving Forward to Excellence in Service, Security, and Safety

Major Initiatives

Organization

- ✓ International Registration Plan Program to Titles & Registration Section (HB12-1019)
- ✓ Commercial Drivers License Testing Unit to Driver's License Section (HB12-1019)
- ✓ Enhanced Hiring Process
  - Operations Directors Driver's License and Titles & Registration Sections
  - General Professionals
  - Regional Managers
  - Communications Specialist
- ✓ Project Management Office

Major Initiatives

Business Processes

- ✓ Legislation Implementation on Track – 14 Bills
- ✓ Strategic Plan / Established Performance Metrics
  - 65 % of DL customer served within an average of 60 minutes at 13 Front Range "Wait Less" equipped offices.
  - 90 % of DL customers with appointments called to the counter within 15 minutes of their scheduled appointment.
- ✓ Initiated DMV Lean Program
  - Streamlined Procedures & Continuous Process Improvement
  - Successful Implementation of Quick Wins
  - Monitoring Performance with Automated and Manual Tracking Systems
  - "Model Driver's License Office Design"
- ✓ Project Management Process
  - Wait Less Project Successful First PMO Managed Initiative
  - All Projects Managed by PMO

Major Initiatives

IT Systems

- ✓ Driver's License Office Equipment Upgrade - JUN 2012
- ✓ Driver's License Network Equipment Upgrade - OCT 2012
- ✓ Wait Less Project (13 DLOs) - DEC 2012
- ▪ Credit Cards in 36 Driver's License Offices – MAR 2014
- ▪ Alumni, Military, and Special License Plates Print on Demand – MAR 2014
- ▪ Automated Written Regular DL & CDL Testing – MAY 2014
- ▪ New Contract in Place for DL/ID Card Credentialing Vendor – OCT 2015
- ▪ Expansion of Wait Less Office Management System
- ▪ *Modernization of Driver's License System (DLS) and Colorado State Title & Registration System (CSTARS)*

SB13-251 Implementation

"Colorado Road & Community Safety Act"

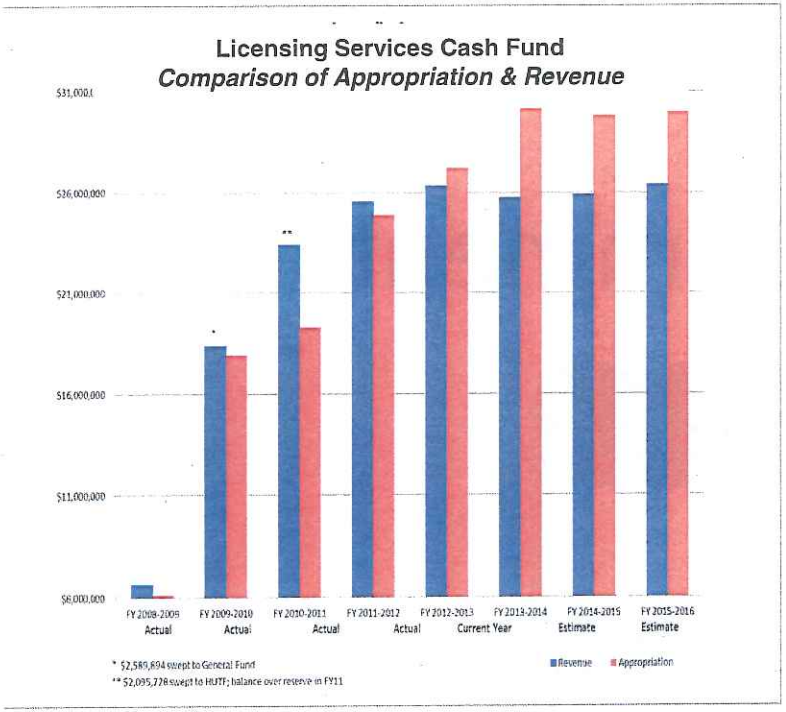
- Added Part 5 to Title 42, Article 2
- Authorizes a non-citizen to qualify for a 3 year ID Card or DL
- Colorado Resident for 24 Months
- Signed affidavit applied to be lawfully present or when eligible
- Presents one of the following from country of origin:
  - Passport
  - Consular Identification Card
  - Military Identification Document
- For DL, Individual must meet all written & drive testing
- New card design - "Not Valid for Federal Identification, Voting, or Public Benefit Purposes"
- Additional fees authorized to cover direct and indirect Departmental costs

HB13-1289 Update

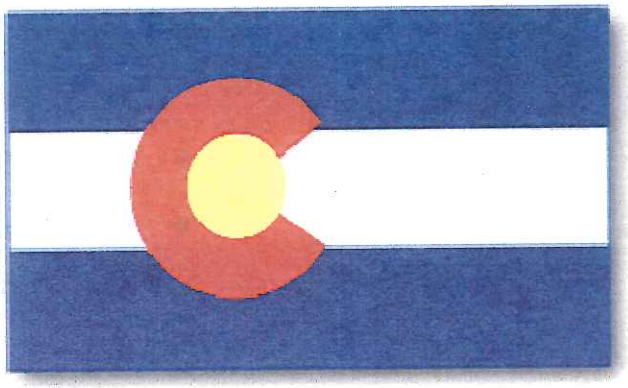
"Electronic Lien and Title"

- Allows the Department to establish a system to allow the electronic transmission of registration, lien and titling information for motor vehicles
- Department leading a working group comprised of County & Industry representatives
- Funded with Gifts, Grants, and Donations

Financial Challenges



- Persistent Structural Deficit
- Appropriation exceeds Revenue
- Appropriation increases
  - Personnel
  - IT-Related Costs
- Revenue projected to remain relatively flat
- Fees last changed in 2007
- No fee setting authority in state statutes

- Only option is to align spending with revenue impacting ability to provide customer service and spend down fund balance
- Current financing structure expires June 30, 2015

Questions or Comments?