

Colorado Department of Revenue
Division of Motor Vehicles
Update

Transportation
Legislation Review Committee

July 7, 2015



7/6/2015

COLORADO
Department of Revenue

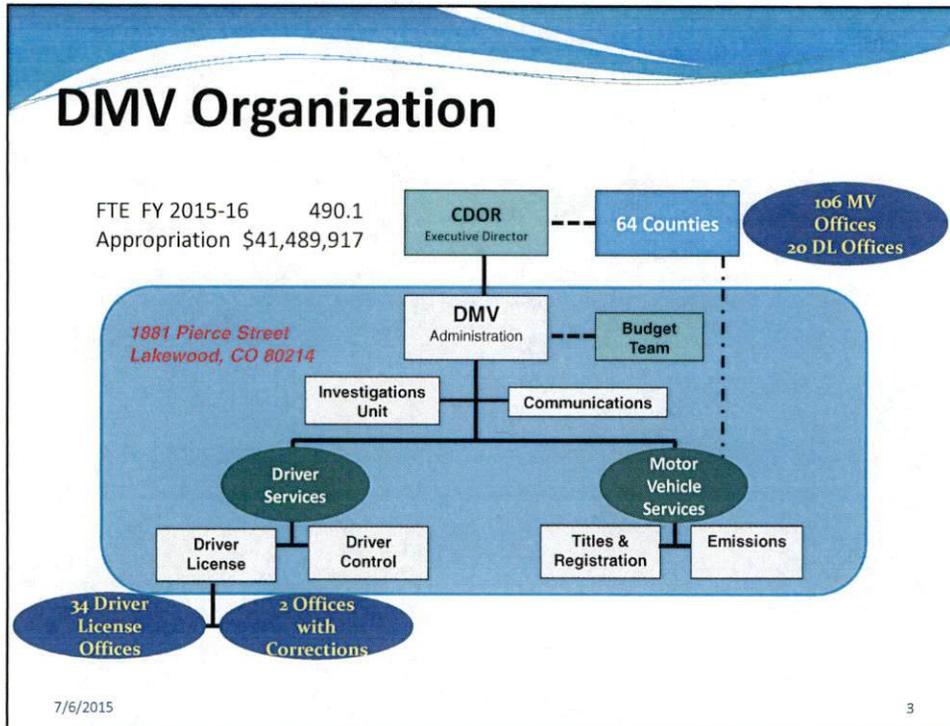
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DMV Vision & Mission

<p>Colorado Department of Revenue</p> <p>Vision</p> <p>To become a premier Department of Revenue known for its outstanding customer service, innovation, and dedicated employees.</p> <p>Mission</p> <p>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.</p>	<p>Vision</p> <p>A high performing team with dedicated employees driving forward to excellence in customer service, identity security, and public safety.</p>
	<p>Mission</p> <p>Our mission is to provide excellent identification, driver, and motor vehicle services to help make Colorado a safe place to live, work, and play.</p>

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DMV Strategy - Goal & Objectives

- Goal – Improve Customer Satisfaction and Customer Experience
- Objective – 15 Minute Average Wait Time
 - FY 2015 – DL customers are seen within an average of 60 minutes 65% of the time by the end of FY 15 in Wait Less deployed offices
 - FY 2016 – DL customers are seen within an average of 15 minutes 50% of the time by the end of FY 16
 - FY 2017 – DL customers are seen within an average of 15 minutes 65% of the time by the end of FY 17
 - FY 2018 – DL customers are seen within an average of 15 minutes 80% of the time by the end of FY 18
- Objective – Customer Convenience Options
 - An average of 90% of customers with appointments served within 15 minutes
 - Increase annual on-line renewals by 5% over the previous year

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Performance Metrics – FY 15

- DL customers have been seen within an average of 60 minutes 67.39% of the time in Wait Less deployed offices
 - 13 offices are exceeding the objective – an average of 65% of customers are seen within 60 minutes
 - 2 offices are not yet meeting the minimum standard
- An average of 87% of customers with appointments have been served within 15 minutes
- 135,451 customers have renewed their DL or ID card online

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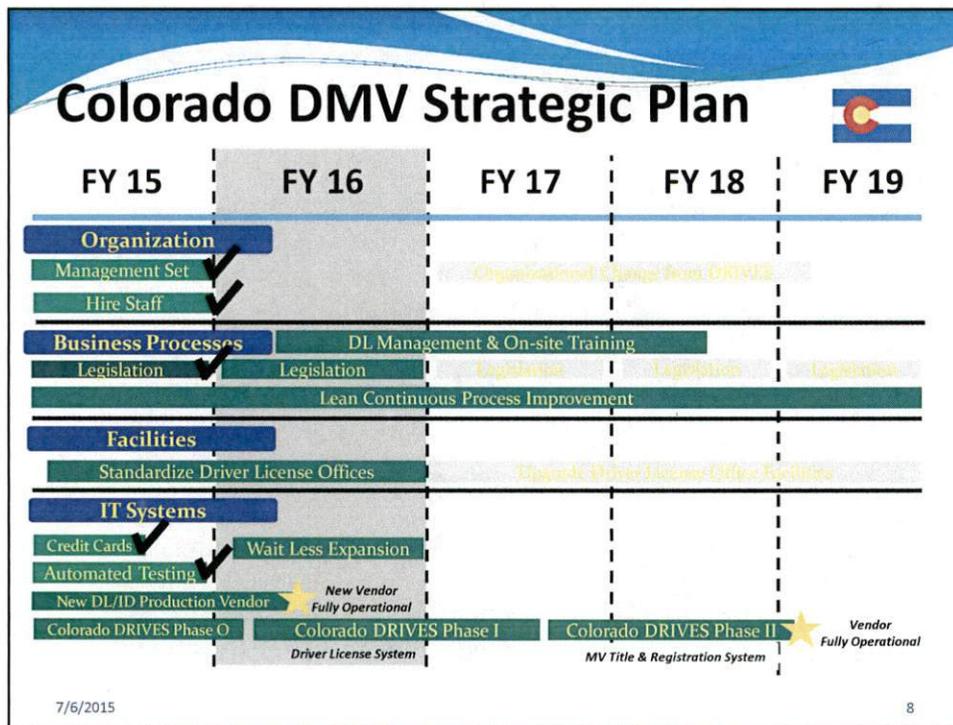
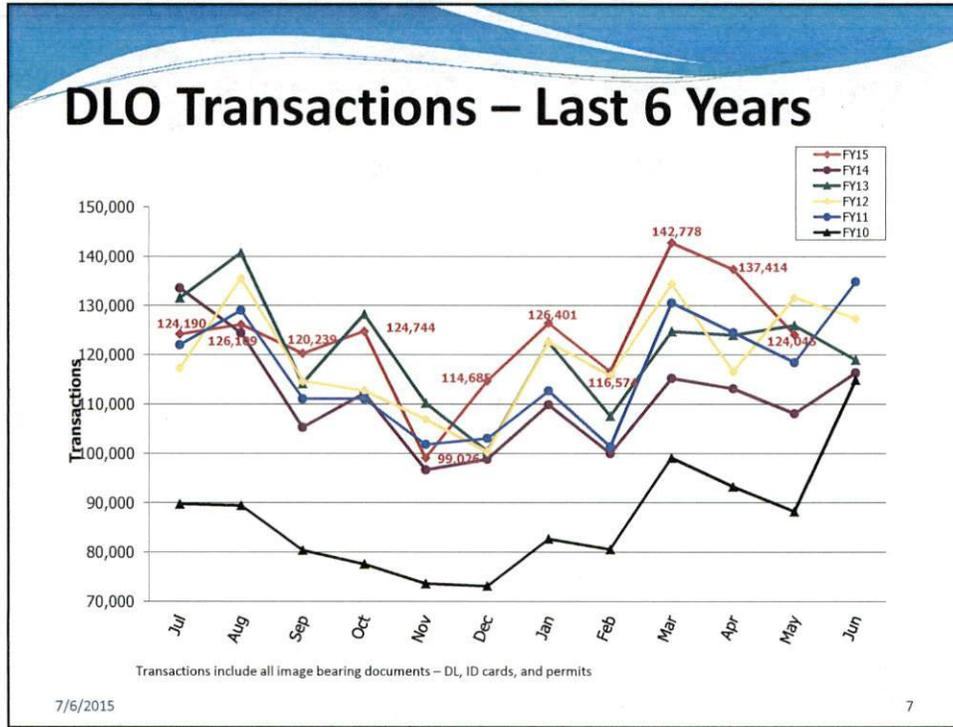
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Current Situation DL Offices

- 34 State and 20 County Driver License Offices
 - Document issuance: State 86.8% / County 13.2%
 - 269 State employees (78.6%) / 73 County employees (21.4%)
 - 88 DL technicians in training status (less than 6 months) (31.9%)
 - 21 DL technician vacancies (11% turnover since July)
 - Customer feedback since January is 64% positive (9% increase)
- 2 new offices supporting Department of Corrections
- 4 offices offering Exceptions Processing services
- 3 offices serving CO-RCSA customers who are unable to demonstrate lawful presence
- All State offices have automated testing systems & accept credit cards
- 15 State offices are equipped with the Wait Less system

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Selected Legislation Implemented FY 15

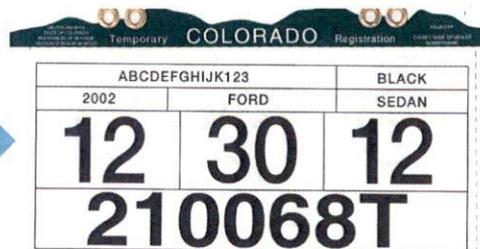
- ✓ Colorado Road & Community Safety Act (CO-RCSA) (SB13-251) - AUG 2014
- ✓ 2x On-Line Renewal (SB14-194) - AUG 2014
- ✓ County Fee Change (HB14-1066) - AUG 2014
- ✓ DL Technician Series Transition (HB14-1336) - SEP 2014
- ✓ Exceptions Processing Expansion (SB14-194) - SEP 2014
- ✓ Dept of Corrections DL Offices (HB14-1336) - DEC 2014
- ✓ Hired 52 FTE customer enhancement staff (HB14-1336) - FEB 2015
- ✓ Electronic Lien & Title (HB13-1289) - MAY 2015

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Selected Legislation to be Implemented

- New Diesel Motor Vehicles Emissions Testing
 - extends the heavy duty vehicle diesel emissions testing from 4 to 6 years for 2014 or newer vehicles (HB15-1134)
- New Temporary Permit
 - replaces the current temporary permit and requires mounting in license plate bracket. Multi-agency project. To be funded with a donation. (SB15-090)



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Wait Less Expansion Project

- Expand Wait Less system to 16 additional offices
 - Appointment Scheduling
 - Customer Queuing
 - Office management tools
 - Measure customer wait times
- Replace unreliable kiosks in 15 Wait Less equipped offices
- Upgrade version of software and obtain additional licenses
- Multiple Vendors – CI, ACF, and DynaTouch
- General Assembly approved \$1,492,103 (SB15-234)
- Estimated completion date is June 30, 2016

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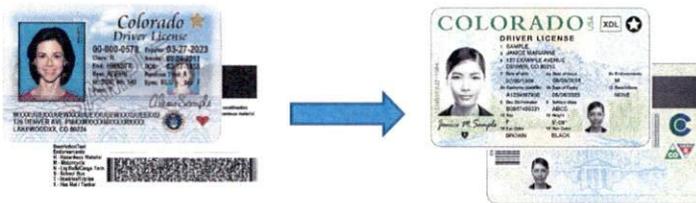
DL / ID Card Vendor Project (1 of 2)

- Colorado uses central issuance process in which a vendor produces and mails cards to customers
- Vendor provides work stations, document scanners, cameras, finger print capture, and other associate office IT equipment
- Previous vendor in place since 1999
- New vendor, Marquis ID System (MIDS) selected and contract signed on October 15, 2014
- More secure and durable card with a new design
- MIDS system will integrate into Colorado DRIVES
- Implementation date is November 18, 2015

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DL / ID Card Vendor Project (2 of 2)



Current

New

- 100% polycarbonate card body (layers will not separate)
- Durable – 10+ year life
- Secure – Laser engraving with enhanced security features
- Consistent Quality – Variation due to printing eliminated

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Colorado DRIVES Project

“Driver License, Record, Identification, and Vehicle Enterprise Solution”

- Replacement of Driver’s License System (DLS), Colorado State Title & Registration System (CSTARS), and supporting systems
- Motor Vehicle Infrastructure Analysis and Feasibility Study
- Lean Process Improvements
- Awarded to Fast Enterprises
- Contract negotiation in progress
- Joint CDOR/GOIT Project
 - Executive Management Steering Committee
 - Business & Technical Committee
 - County DRIVES Committee
- Multi-Year Capital Development Appropriation
- 3 Year project in 2 phases

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Driver License Fee Change

- Fees will change effective July 15, 2015
- SB 14-194 authorized the department to raise or lower fees effective July 1, 2015
- Fees may be raised no more than 20% before July 1, 2016
- Cannot raise fees more than 5% per year after July 1, 2016
- The department completed rules and submitted report to the Joint Budget Committee
 - New fees are listed on fee change handout
- Last fee increase approved by Legislature in 2007
- General Fund subsidy will still be required to fully fund DMV

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Veteran Services

- ✓ Vets 2 Trucks Program
- ✓ Veteran Designation on DL & ID Cards (HB13-1119)



- ✓ No Fee for Military Identifier (HB13-1011)
- ✓ Registration Late Fee Exemption
- ✓ 38 Military License Plates
- ✓ Counties now have ability to issue first time free military plates

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Questions or Comments?



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Fees for Colorado driver licenses, instruction permits, identification cards and related services

U.S. Citizens and individuals who are permanently or temporarily lawfully present in the U.S.

Activity	Fee Beginning July 15	Current Fee
Driver License Issuance/Renewal	\$ 25.00	\$ 21.00
Instruction Permit	\$ 16.80	\$ 14.00
Identification Card Issuance/Renewal	\$ 11.50	\$ 10.50
Duplicate License or Permit	\$ 9.00	\$ 7.50
Additional Duplicate License or Permit	\$ 16.00	\$ 14.00
Driver License Extension	\$ 3.60	\$ 3.00
Commercial Driver License	\$ 15.50	\$ 35.00
Commercial Driver Permit	\$ 16.80	\$ 14.00
CDL Drive Test	\$ 120.00	\$ 100.00
CDL Testing Unit License (Initial)	\$ 360.00	\$ 300.00
CDL Testing Unit License (Renewal)	\$ 120.00	\$ 100.00
CDL Tester License (Initial)	\$ 120.00	\$ 100.00
CDL Tester License (Renewal)	\$ 60.00	\$ 50.00

Individuals unable to demonstrate lawful presence in the U.S.

Activity	Fee Beginning July 15	Current Fee
CO-RCSA SB251 Driver License	\$79.58	\$50.50
CO-RCSA SB251 Instruction Permit	\$48.19	\$14.00
CO-RCSA SB251 Identification Card	\$26.68	\$14.00

Fees for all individuals

Activity	Fee Beginning July 15	Current Fee
Knowledge Test - Retest	\$ 11.15	\$ -
Skills Test – Retest	\$ 15.00	\$ -
Return of Driver License	\$ 6.00	\$ 5.00
Surrendered License Replacement	\$ 6.00	\$ 5.00
Identification Card Reissuance	\$ 20.00	\$ 20.00
Driving Record	\$ 2.60	\$ 2.20
Certified Driving Record	\$ 3.20	\$ 2.70