

Colorado Department of Revenue Division of Motor Vehicles Update

Transportation Legislation Review Committee

August 5, 2014



COLORADO
Department of Revenue

DMV Vision & Mission

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.

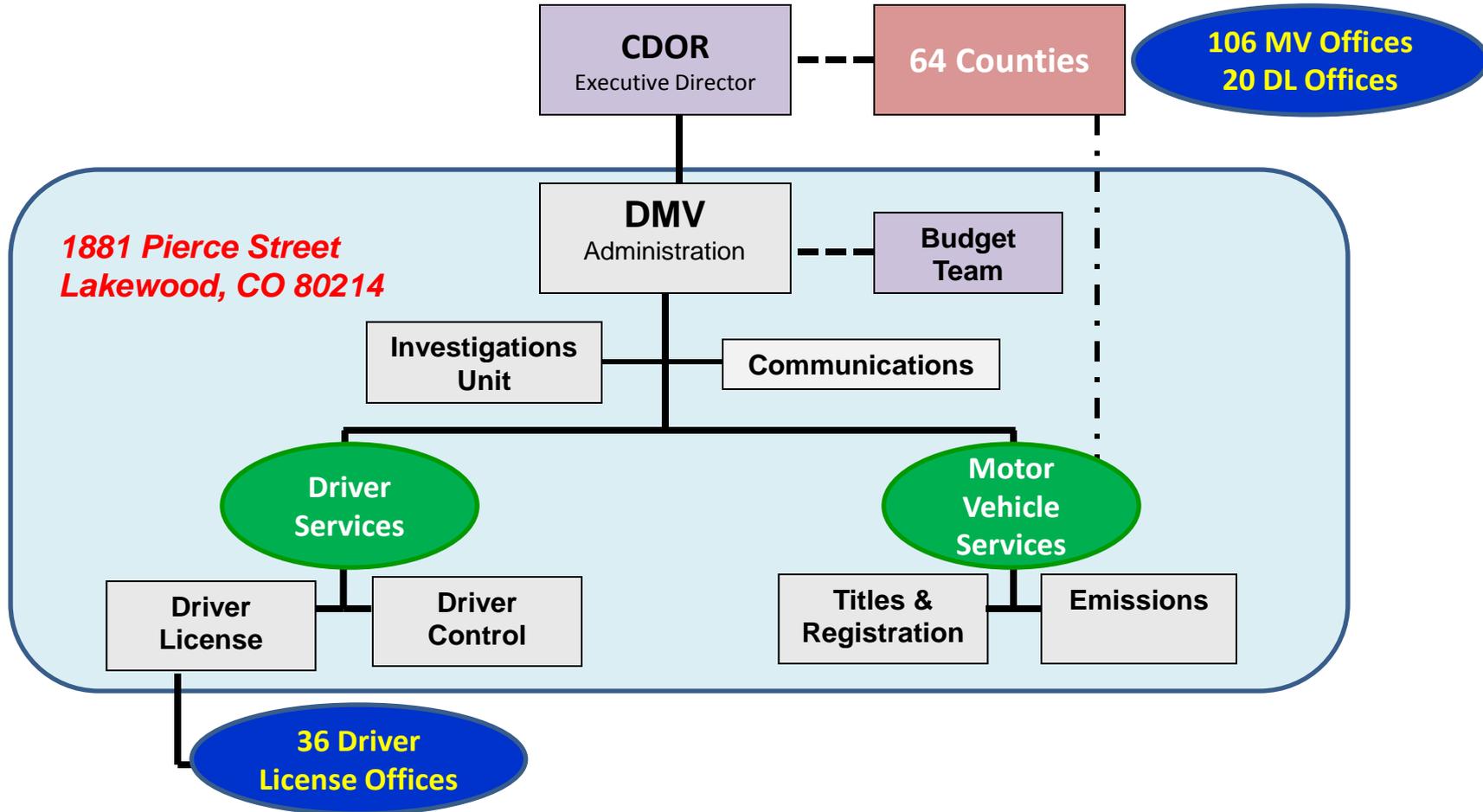
Mission

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
Department of Revenue

DMV Organization



COLORADO
Department of Revenue

DMV Strategy - Goal & Objective

- Goal – Improve Customer Satisfaction and Customer Experience
- Objective – 15 Minute Average Wait Time
- Current Performance –
 - 75% of customers served within 60 minutes
 - 10% Improvement over previous year
 - 95% of customers with appointments seen within 15 minutes



COLORADO
Department of Revenue

DMV Strategy – FY 14 Initiatives

- ✓ Credit Cards in 35 Driver License Offices
- ✓ Expansion of Wait Less Office Management System
 - Grand Junction
 - Pueblo
- ✓ Specialized License Plates Print on Demand
- ✓ Lean Visual Signs Established in all Sections
- ✓ Over 65 Online ID Card Renewals (SB13-004)



COLORADO
Department of Revenue

DMV Strategy – FY15 to FY18

- Customer Service Enhancements
 - Increase Staffing at DL Offices and Add Trainers (HB14-1336)
 - Online Renewals 2 Consecutive Periods (SB14-194)
 - Continuous Process Improvements (Lean)
- Technology Improvements (HB14-1336)
 - DLS & CSTARTS Replacement -- Colorado DRIVES
 - Expansion of Wait Less System
- Fully Funded (HB14-1336 & SB14-194)



COLORADO
Department of Revenue

Additional FY 15 Initiatives

- New CDOR Website October 1, 2014
- Colorado Automated Testing System deployment (Written Regular DL & CDL Testing)
- Credit cards accepted at Lakewood Office
- Customer Service enhancements at Envirotest Testing Stations
 - Credit cards
 - 8 additional All Wheel Drive Dynamometers
 - Motorist Queue-Time Measurement (MQM) system



COLORADO
Department of Revenue

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
- Joint CDOR/GOIT Project
 - Executive Management Steering Committee
 - Business & Technical Committee
 - County DRIVES Committee
- Request for Proposal Process Ongoing
- Multi-Year Capital Development Appropriation



COLORADO
Department of Revenue

Electronic Lien and Titling

HB13-1289

- Allows the Department to establish a system to allow the electronic transmission of lien and titling information for motor vehicles
- Department leading a working group comprised of county & industry representatives
- Would allow financial institutions and dealerships to utilize and view titles electronically
- To be funded with gifts, grants and donations (42-3-113.5 C.R.S)



COLORADO
Department of Revenue

ID Cards for Offenders

- Establish 2 Driver License Offices
 - Denver Reception & Diagnostic Center
 - Colorado Territorial Correctional Facility in Canon City
- Dedicated Exceptions Processing Support
- Continue to Offer Free ID Card to Department of Corrections Referrals (42-2-306 C.R.S.)



COLORADO
Department of Revenue

DL/ID Vendor Project

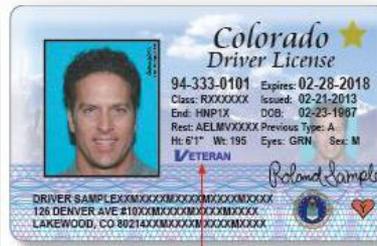
- New System in Place for DL/ID Card Credentialing Vendor – OCT 2015
- New Card
 - Enhanced Security Features
 - Improved Durability
- Reduce Customer Wait Time
- Establish a Model Office



COLORADO
Department of Revenue

Veteran Services

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



- ✓ Eliminated Fee for Military Identifier (HB13-1011)
- ✓ Registration Late Fee Exemption
- ✓ 29 Military License Plates



COLORADO
Department of Revenue

Questions or Comments?



COLORADO
Department of Revenue