



**COLORADO**  
Department of Revenue

Division of Motor Vehicles

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Report 19: November 1, 2016

To: Members of the Joint Budget Committee

Senator Kent Lambert, Chair, Joint Budget Committee  
Senator Kevin Grantham, Joint Budget Committee  
Senator Pat Steadman, Joint Budget Committee  
Representative Millie Hamner, Vice Chair, Joint Budget Committee  
Representative Dave Young, Joint Budget Committee  
Representative Bob Rankin, Joint Budget Committee

In accordance with the footnote contained in the 2015-16 Long Appropriations Bill (S.B. 15-234) listed below (Footnote 74, pages 240 and 241), the Colorado Department of Revenue, Division of Motor Vehicles (DMV) is providing this report for your consideration.

“The Department is requested to submit to the Joint Budget Committee by the first of every month, beginning May 1, 2015, a report about the progress made on meeting the demand for services offered under S.B. 13-251, which was estimated at 66,000 individuals. For individuals served who are not lawfully present, the report should include the number of appointments made available, the number of “no shows” for appointments, the number of appointments that resulted in no document issuance, the number of documents issued, and a justification based in data for why there is a continued need to offer services for individuals who cannot demonstrate a lawful presence in the United States at more than one location.”

**Program overview**

The Colorado Road and Community Safety Act (CO-RCSA S.B. 13-251), authorizes the issuance of a Colorado driver license, instruction permit or identification card to qualified individuals who either cannot demonstrate lawful presence in the United States or can demonstrate temporary lawful presence in the United States. This program was implemented by the Colorado Department of Revenue’s Division of Motor Vehicles on August 1, 2014.

For individuals unable to demonstrate lawful presence in the United States, the program is offered by appointment only at the Denver Central, Colorado Springs and Grand Junction Driver License Offices. There are 93 potential customers with appointments each business day.

Individuals who are able to demonstrate temporary lawful presence in the United States may apply at any state driver license office. They may choose to make an appointment online at one of 31 equipped offices, but an appointment is not required for services other than the driving test.

On June 15, 2016, the DMV began implementation of H.B. 16-1415. This bill allows individuals who received an instruction permit during their CO-RCSA appointment taking place after May 4, 2016, but who did not receive a driver license due to failing the driving test, to re-take the driving test at a third-party school within 60 days of failing the test at the driver license office. Once they pass the test at a third party school, individuals then have 180 days to return to one of the three offices that offer CO-RCSA services on a space-available basis. They will need to present their passing drive test certificate from the third-party school, the identification documentation used to obtain their permit, their valid instruction permit and proof of their current Colorado residence and pay a \$15 retest fee as well as the driver license fee to obtain their driver license. A total of 157 driver licenses were issued through this process in September.

More information on the CO-RCSA S.B. 13-251 program is available at [www.colorado.gov/dmv](http://www.colorado.gov/dmv).

**Requested information**

The Department has served 41,187 individuals through appointments who are unable to demonstrate lawful presence in the United States from the start of the program on August 1, 2014 through September 30, 2016. There were 11,751 individuals who did not keep their appointments out of the 52,938 available. There were 32,372 documents issued: 25,164 driver licenses<sup>†</sup>, 3,893 instruction permits and 3,315 identification cards. There were 8,970 appointments that did not result in a document issuance<sup>‡</sup>. See Table 1 below:

**Table 1<sup>§</sup>**

Available appointments	Individuals served through appointments	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
52,938	41,187	11,751	32,372	25,164	3,893	3,315	8,970

<sup>\*</sup> This reflects the total number of final documents issued at an appointment. The 22,314 individuals who received both an instruction permit and a driver license during the same appointment since the beginning of the program (822 in September) are not included in the instruction permit numbers above.

<sup>†</sup> This includes the 380 driver licenses issued through the H.B. 16-1415 process (157 in September).

<sup>‡</sup> This is due to a variety of reasons such as not being able to prove identity, not having an Individual Taxpayer Identification Number, not being able to prove residency, not being able to prove tax filing, providing inconsistent information, or failing either the written or drive test.

From September 1-30, 2016, the Department served 1,171 individuals through appointments who are unable to demonstrate lawful presence in the United States. There were 1,953 total appointments available during this period and 782 individuals did not keep their appointment. There were 1,199 total documents issued: 984 driver licenses<sup>†</sup>, 147 instruction permits and 68 identification cards. There were 129 appointments that did not result in a document issuance±. See Table 2 below:

Table 2<sup>5</sup>

Available appointments	Individuals served through appointments	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
1,953	1,171	782	1,199	984	147	68	129

There is continued demand for this service as evidenced by the fact that all available appointments for this program are full. The Department releases new appointments that are out 90 business days. These new appointments are released in equal amounts throughout the day at 8 a.m., noon, 4 p.m. and 8 p.m. The number of new appointments available each day varies due to rescheduling when the number of available offices changed.

There will be continued demand for this service in the future due to fact that cards issued under the Colorado Road and Community Safety Act are only valid for three years. The Department can anticipate beginning to see renewals for these cards on August 1, 2017.

If you have any questions regarding this report, you may contact the DMV's Driver License Section Operations Director David Lindsay at 303-205-5919.

Respectfully,



Barbara J. Brohl  
Executive Director

Cc:

Scott Thompson, staff, Joint Budget Committee, Colorado General Assembly  
Henry Sobanet, Director, Governor's Office of State Planning and Budgeting  
Erick Scheminske, Deputy Director, Governor's Office of State Planning and Budgeting  
Alice Wheet, staff, Governor's Office of State Planning and Budgeting