COLORADO
Department of Revenue
Division of Motor Vehicles
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Report 15: July 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 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 (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 15 equipped offices, but an appointment is not required for services other than the driving test.

More information on this program is available at www.colorado.gov/dmv.

Requested information

The Department has served 35,694 individuals who are unable to demonstrate lawful presence in the United States from the start of the program on August 1, 2014 through May 31, 2016. There were 9,339 individuals who did not keep their appointments out of the 45,033 available. Of appointments that were kept, there were 27,553 documents issued*: 21,122 driver licenses, 3,443 instruction permits and 2,988 identification cards. There were 8,141 appointments that did not result in a document issuance†. See Table 1 below:

Table 1

Available appointments	Individuals served	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
45,033	35,694	9,339	27,553	21,122	3,443	2,988	8,141

From May 1-31, 2016, the Department served 1,004 individuals who are unable to demonstrate lawful presence in the United States. There were 1,768 total appointments available during this period and 764 individuals did not keep their appointment. Of those who kept their appointment, there were 851 total documents issued*: 678 driver licenses, 102 instruction permits and 71 identification cards. There were 153 appointments that did not result in a document issuance†. See Table 2 below:

Table 2

Available appointments	Individuals served	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
1,953	1,406	547	1,178	922	155	101	228

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

* This reflects the total number of final documents issued at an appointment. The 18,842 individuals who received both an instruction permit and a driver license during the same appointment since the beginning of the program (769 in May) are not included in the instruction permit numbers above.
† 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.

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