

Soft reopen beginning May 4th – starting with 4 hours of appointment only see below for further details.

Change in operations –

Hour changes - limit the number of hours we are open to the public at the beginning and build up as the weeks go on. Example: week one/two open for 4 hours daily to the public, week two/three for open 5 hours daily to the public, week three/four open 6 hours daily to the public, week four/five open 8 hours daily to the public. The four hours we would request first is 10-3, five hours 10-4, six hours 9-4, 8 hours 8-5 for all offices including Greeley. Hours for seniors or high-risk people will be one hour before we open for the above appointments – for example, four hours (10-3) have the one hour before then be open for the seniors/high-risk/First Responders (9-10). For this group, we will not require the tiers as mentioned above. Lunch will be from 12-1 each day for everyone in Motor Vehicle. Updated Phone message and website with this information.

Appointment only for a soft open. Tier 1 to start, then build up to Tier 2, Tier 3, and finally Tier 4 along with the hours (see above). At max, 50% of frontline desks in Motor Vehicle in each building should have customers being served at once, this is to maintain the 6-foot distancing and allow for crowd control. Example – 50% of the desks every 30 minutes have an appointment.

What service is available –

Motor Vehicle:

Tier Appointment Priority for a soft opening of MV Business

Tier 1- *priority* (customers that need to be seen) through **Tier 4-*lowest priority***

Tier 1 - *Must come into the office:*

1. **Private Sale Title work** - right now we can have the customer email all documents to be checked along with their Colorado proof of insurance and driver's license, so the permit can be issued (customer can obtain emissions test or have other documents signed as needed). After this is complete and the title work is checked, all documents and a letter with instructions are emailed back to the customer. The customer then mails in the original documents to have the title processed. A title complete notice is generated and the customer can now go to Tier 4- title complete notice; online order plates. (of course, if the customer has issues we can help them over the phone and accept the credit card payment as we have been doing).
2. **Assigned VIN**
3. **Manufactured Home** (a)new or (b)private transfer of ownership; provided they have the tax authentication form, declaration document complete, bill of sale, and have two checks - one for recording and one for motor vehicle)
4. **Marriage License-** provided they have all documents needed and have the OM # after they have completed the online marriage application. (Sub-offices only)
5. **Government Vehicles-** new or renewal transactions
6. **IRP title work (TVW)**
7. **TVW and GVW** title work and plates

Weld County Motor Vehicle

Tier 2-

1. **BOND** - Step 1- email all documents to the clerk and check them off with the checklist. Submit to the state as usual. Step 2 -Then, the customer: makes an appointment; Comes into the office with their original documents after they have received their *approval letter* from the state.
2. **SMM appointments**. (in the beginning, limit number of transactions and time to 30 min or less)
3. **Dealer Titles**- limit to 30 minutes in the beginning, or 5 title transactions max if they can be completed in 30 minutes time slot.
4. **Dealer Courtesy**- Title and Plate transactions (again, a 30-minute time slot)
5. **Business** - any type of business such as oil field, trucking, farming, etc. (allow a 30-minute time slot), as they have a variety of transactions.
6. **Persons with Disability** – (either new or renewal if they need assistance), and have them come into the office early or on certain days only.
7. **Homemade Trailers** - start the process, by sending the customer the packets after discussing criteria with them.
8. **Mail Hold** - based on priority

Tier 3-

1. **Mortgage Mail** - dealers can send via FedEx, UPS, USPS, POB to individual office, or drop off box. (this has been working well and mail is processed in a timely manner). I don't think dealers need to take up time sitting at a clerks desk to handle the mortgage mail. Exceptions to this, of course, if; a dealer has not gotten the title paperwork to us within 45 days and the customer is nearing the 60-day mark.
2. **Expired Permits** - take on an individual basis and evaluate

Tier 4-

1. **Renewal** - if the customer has trouble with the mydmv.colorado.gov transaction, we can help them over the phone and take credit card payment.
2. **Title complete notification card**- if the customer has trouble with the mydmv.colorado.gov transaction, we can help them over the phone and take credit card payment. All online services available at mydmv.colorado.gov

- Limit the people in the office to only the person who needs a transaction completed, just like we have done for the marriage licenses. This will be set-up with an employee at a table – they will verify
- Reduce the limit of how many titles can be completed during one sitting, normal policy is 5 total, concern reducing to two.
- Encourage drop off, online, and we can call when completed continue with the dealer and business drop-offs only.
- Continue to complete over the phone transaction, start to charge for the mailing of plates (\$5.00) to cover the postage as we transition to being fully open (June).