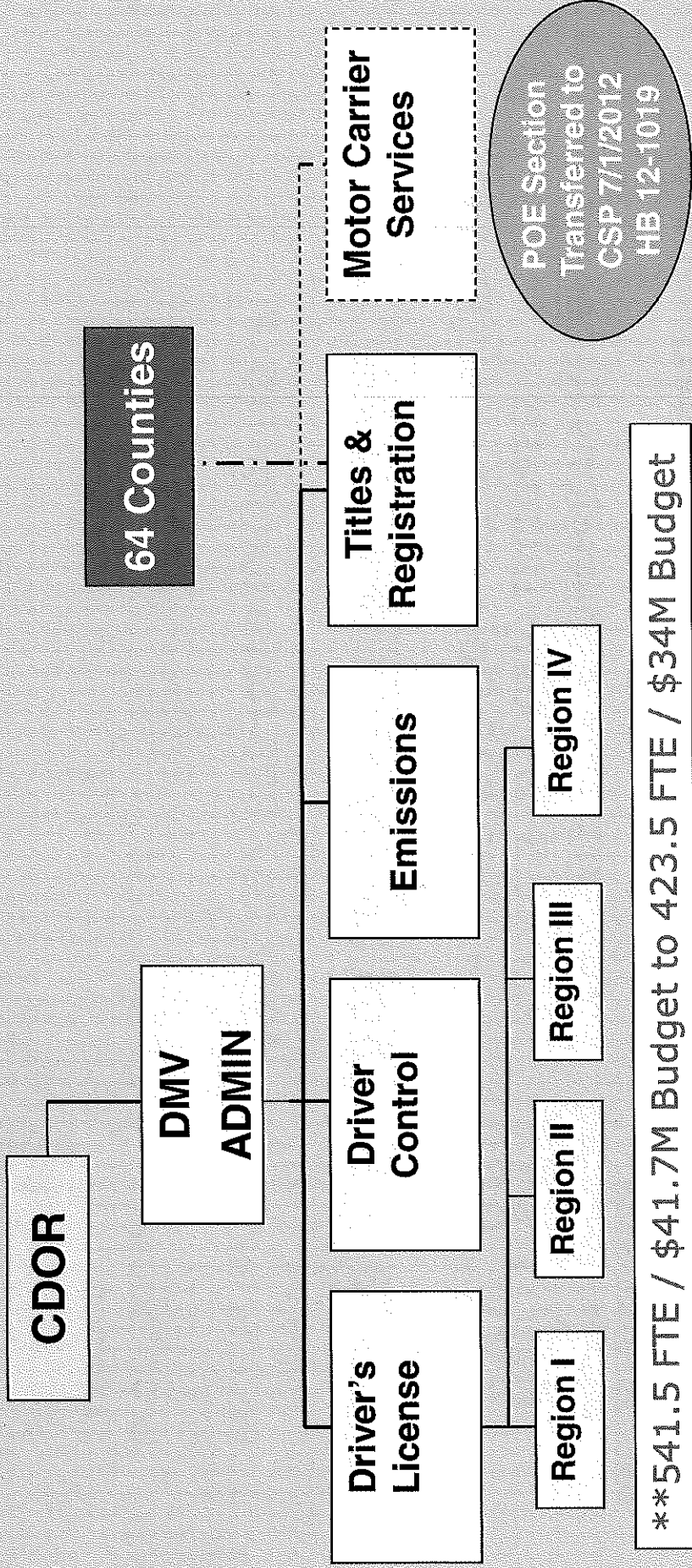


**Colorado Department of Revenue
Division of Motor Vehicles
Update for the
Transportation Legislation
Review Committee**

July 20, 2012

COLORADO

DMV Organizational Changes



POE Section
Transferred to
CSP 7/1/2012
HB 12-1019

**541.5 FTE / \$41.7M Budget to 423.5 FTE / \$34M Budget

CDOR Cost of Administration as % of Collections: 1.13% FY11

Titles and Registrations



Currently 5.3 Million Registered Vehicles

- 1,492,693 Title Applications Received
- 1.5 % Titling Increase
 - 363,826 Online Renewal (FY 11)

105 County and 1 State Office

Positive Results with HB11- Legislation changes

\$937,167,806 Revenue for HUTF

Colorado Department of Revenue - Division of Motor Vehicles

Motor Vehicle Emissions

- 1.1 Million Initial Vehicle Emissions Inspections
- 20% Increase due to addition of Larimer and Weld counties (SB 09-003)
 - 88% Permanent Facilities (Envirotest)
 - 22% Clean Screen (Rapid Screen)

Oversight of 83 Testing Stations (18 Envirotest)

648 Licenses and Renewals with \$331,578 collected

\$208,825 in Penalty Assessments

\$ 7.9 Million Revenue HUTF Air Account

FY 13 Program Enhancements

Scheduled audit frequencies aligned with federal regulations and increases ability to perform more effective risk-based audits (Senate Bill 12-012)

Driver's License



3.6 Million Valid Documents (DL/ID/Permits)

1,332,547 Documents Issued in FY 12

- 15 % Increase
- 12 % Issued via Internet Renewal

56 Offices – 20 County Operated

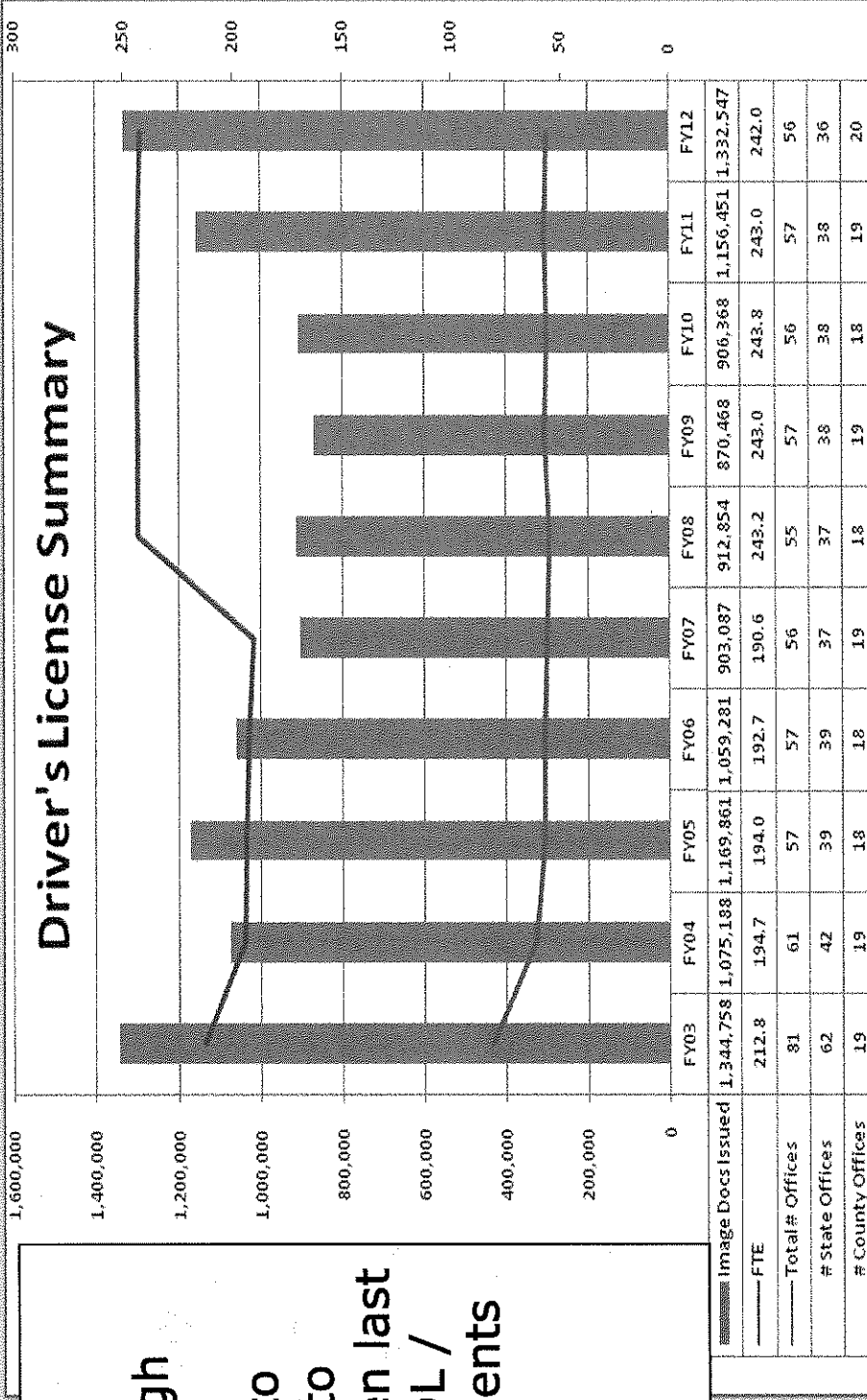
\$23,810,406 Revenue to Licensing Services
Cash Fund

Number of documents not seen since 2004

Colorado Department of Revenue – Division of Motor Vehicles

Driver's License Production Trends

Expect high customer volumes to continue to 2015 when last 10 year DL / ID documents expire.



2010 Census for Colorado 5,029,196 – 16.92% Increase from 2000

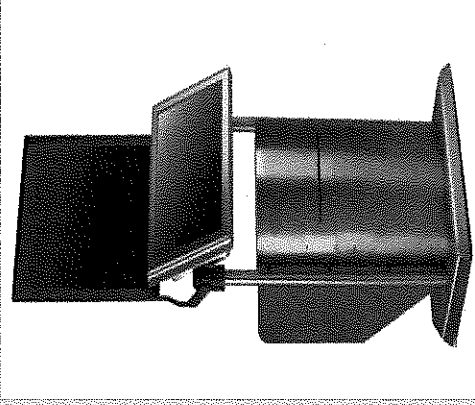
Colorado Department of Revenue – Division of Motor Vehicles

Strategy to Improve

- **Online Renewals - Increase Participation**
- **Improve Internal Management Processes - Continuous**
- **Upgrade Driver's License Network Equipment - Complete October 2012**
- **Upgrade Driver's License Office Equipment - Completed June 2012**
- **Waitless Project - Complete December 2012**
- **Cost Accounting / Feasibility Study - Complete March 2013**
- **DMV LEAN Project - Initiate August 2012**
- **Upgrade Obsolete Systems – Initiate August 2012**
- **Replacement for DLS (& CSTARS) – Initiate FY 16**

Colorado Department of Revenue – Division of Motor Vehicles

Waitless Project



- ✓ Installed improved queuing system (Q-Flow) in 2 offices
- ✓ On-line appointment scheduling at the 2 offices
- ✓ Q-Flow collects vital data regarding wait times and transaction times
- ✓ Provides statistical information used by management to improve office procedures
- ✓ 11 more offices will receive Q-Flow by December 31, 2012

FUTURE ENHANCEMENTS


- Text Capability
- Dynamic Wait Times
- Expand to More Offices

Other Significant Accomplishments

- ✓ Upgrade Driver's License Office Equipment - *Completed June 2012*
- ✓ National Motor Vehicle Title Information System (NMVTIS) – *Completed June 2012*
- ✓ Commercial Driver's License Information System Modernization – *Completed July 2012*
- ✓ Joint Offender ID LEAN Project with Department of Corrections -
- ✓ Guy VROOM Media Campaign Awards (Donor Alliance & Colorado Interactive) – *Initiated August 2011*
- ✓ Joint Investigations with DHS/FBI protecting public from fraudulent testers at two Commercial Driving Schools – *Summer / Fall 2011*

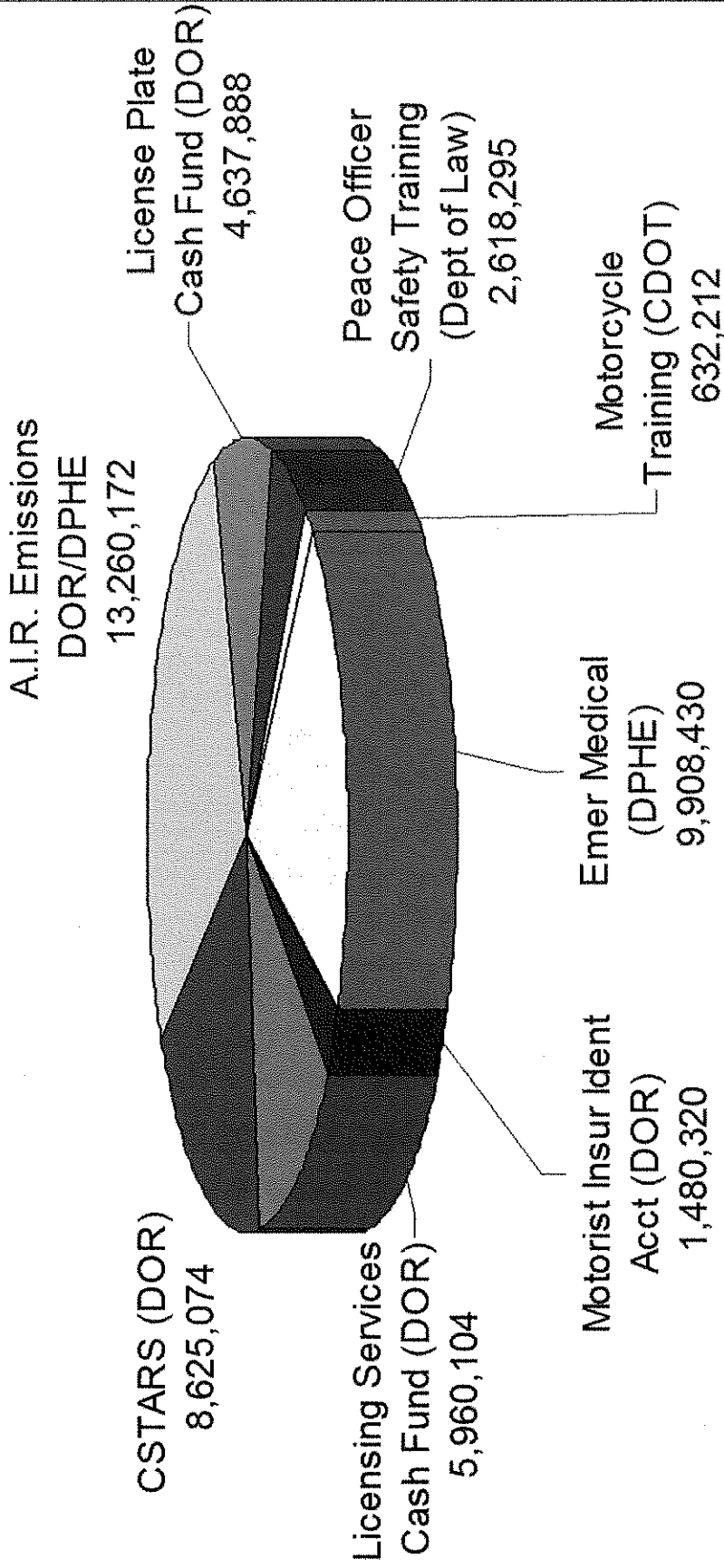


Colorado Department of Revenue – Division of Motor Vehicles



Questions?

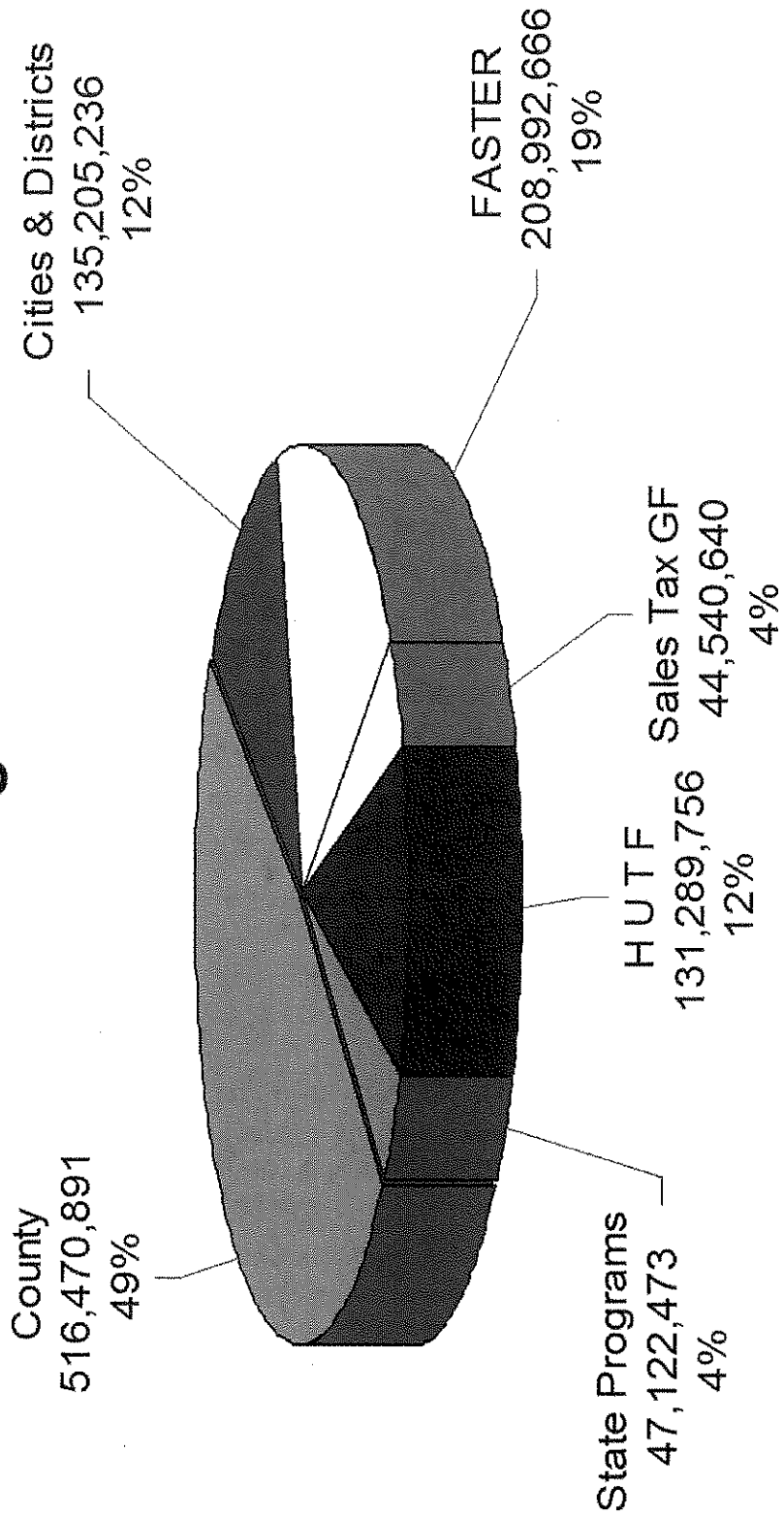
Calendar 2011 Revenue Distribution to State Programs



Colo Dept of Revenue Vehicle Registration Fees \$47,122,473

Colorado Department of Revenue - Division of Motor Vehicles

State of Colorado Calendar 2011 Vehicle Registration Fees



Total \$1,083,621,659

