

**Colorado Department of Revenue  
Division of Motor Vehicles  
Update**

**Transportation  
Legislation Review Committee**

August 5, 2014



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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.

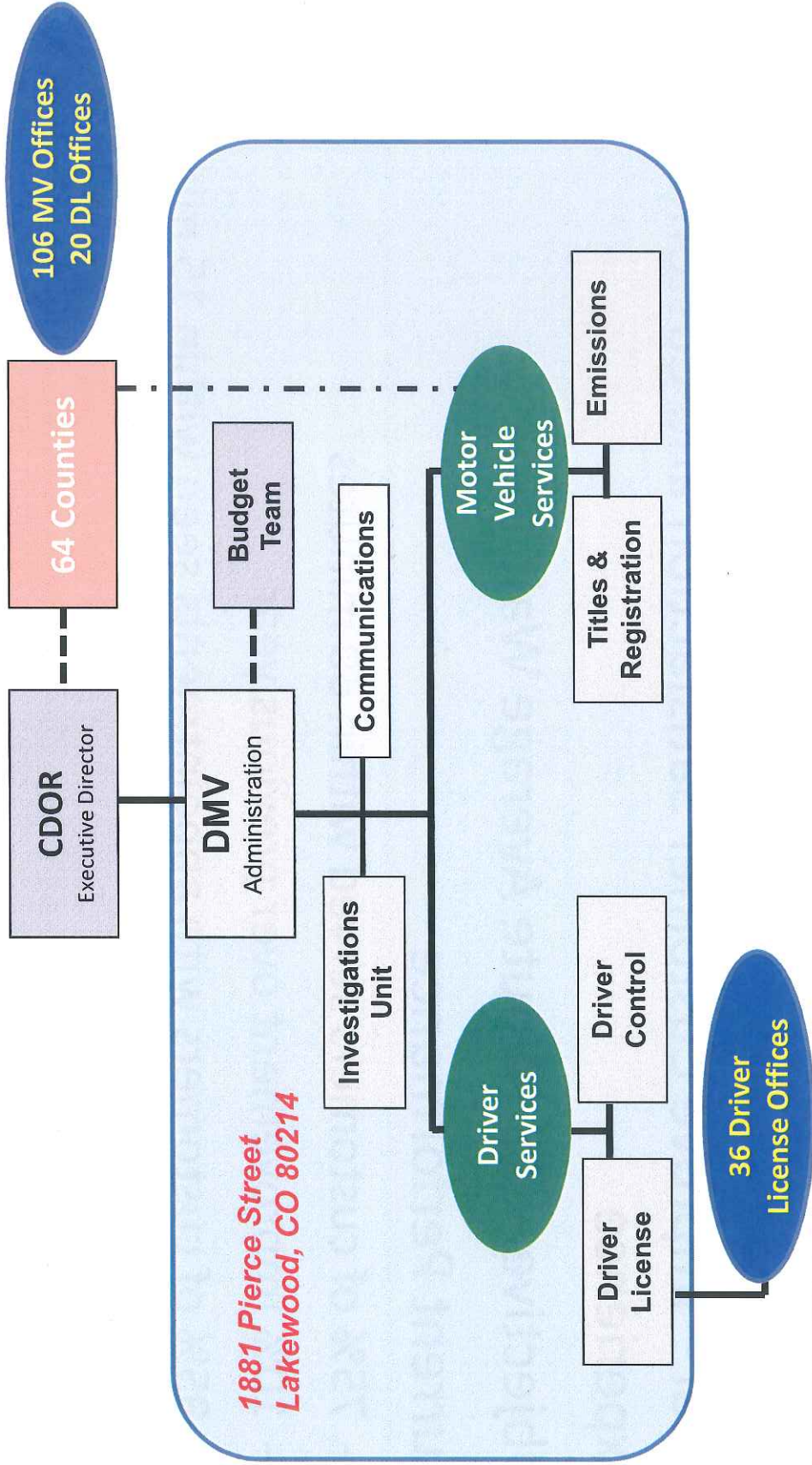
## Mission

Our mission is to provide excellent identification, driver, and motor vehicle services to help make Colorado a safe place to live, work, and play.



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# DMV Organization



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# 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



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# 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)



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# 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 & CSTARS Replacement -- Colorado DRIVES
  - Expansion of Wait Less System
- Fully Funded (HB14-1336 & SB14-194)



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# 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 Envirotech Testing Stations
  - Credit cards
  - 8 additional All Wheel Drive Dynamometers
  - Motorist Queue-Time Measurement (MQM) system



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# 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*



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# 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)



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# **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.)**



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# 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



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# Veteran Services

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

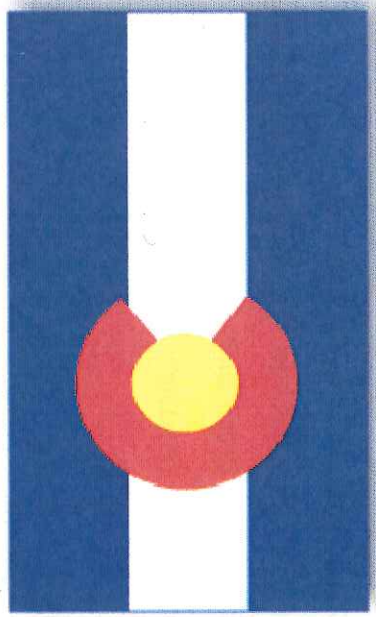


- ✓ Eliminated Fee for Military Identifier (HB13-1011)
- ✓ Registration Late Fee Exemption
- ✓ 29 Military License Plates





# Questions or Comments?



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**Colorado Road and Community Safety Act (CO-RCSA SB251)**  
C.R.S 42-2-501-510

*Driver's License and Identification Cards for residents who cannot demonstrate lawful presence in the U.S. and individuals who can demonstrate lawful presence in the U.S. or can only demonstrate temporary lawful presence in the U.S.*

**General Information**

- The Act was signed into law in June 2013.
- The law authorizes the issuance of a Colorado driver's license, instruction permit, or identification card to those individuals who either cannot demonstrate lawful presence in the U.S. or can only demonstrate temporary lawful presence in the U.S.

**Requirements of the Law**

- **For Applicants that can demonstrate temporary lawful presence:**
  - Must provide documents that demonstrate temporary lawful presence.
  - Must have temporary lawful presence verified through the Systematic Alien Verification for Entitlements (SAVE).
  - Must prove Name, Age, Identity and Colorado Residency.

- **For Applicants that cannot demonstrate lawful presence:**
  - Must sign an affidavit that the applicant is currently a resident of Colorado AND provide proof of a Colorado Tax Return Filing for the immediately preceding year AND present evidence of the immediately preceding year AND present evidence of residency in Colorado.
  - OR
  - Must sign an affidavit that the applicant has been continuously a resident of Colorado for the immediately preceding twenty four months AND present evidence of residency in Colorado for the immediately preceding twenty-four months.
  - Must provide an Individual Taxpayer Identification Number (ITIN) that is issued by the United States Internal Revenue Service (IRS).
  - Must sign an affidavit that the applicant has applied or will apply as soon as the applicant is eligible for lawful presence within the U.S.

- Must show, from their country of origin, a valid:
  - Passport or
  - Consular identification card or
  - Military identification document.
- All documents must have the applicant's:
  - Full name
  - Date of birth
  - Date of issuance
  - Country of issuance
  - Applicant's photograph
- All documents presented must be in English or translated into English at the cost of the applicant.
- The translation must be done by a translator who has an unexpired driver's license or identification card and affirms their translation

**Offices & Appointments**

**For those unable to demonstrate lawful presence:**

Applications will be accepted by appointment only. Appointments can be made on-line or through the call center (303-205-2335). Appointments will only be available at the following offices:

- **Denver Central:** 1865 W. Mississippi Ave., #C, Denver, CO 80223
- **Aurora:** 14391 E. 4<sup>th</sup> Ave., Aurora, CO 80011
- **Colorado Springs:** 2446 N. Union Blvd., Colorado Springs: CO 80909
- **Ft. Collins:** 3030 South College, Ste.100, Fort Collins, CO 80525
- **Grand Junction:** 222 S. 6<sup>th</sup> St., #111, Grand Junction, CO 81501

**For those able to demonstrate temporary lawful presence:**

Applications will be accepted at any of the state driver's license offices. No appointment is necessary for a renewal, written test, application and review of documents or instruction permit. However, you will need to make an appointment for a driving test. You can make an appointment (use blue boxes) via our appointment scheduling at the offices that have scheduling capabilities or call 303-205-5901 to schedule a driving test.

**Renewal Period**

- Must be renewed every three (3) years.

**Implementation Date**

- Pilot Preparation program began July 1, 2014 with full implementation August 1, 2014.

**Questions**

- Please call 303-205-2335.





## Ley de Seguridad en las Carreteras y Comunidades de Colorado (CO-RCSA SB251) Estatutos Revisados de Colorado (C.R.S., por sus siglas en inglés) 42-2-501-510

Licencias de conducir y tarjetas de identificación para residentes que no puedan demostrar su presencia legal en los Estados Unidos y personas que puedan demostrar su presencia legal temporal en los Estados Unidos.

### Información general

- La Ley se refrendó en junio de 2013.
- La ley autoriza la emisión de licencias de conducir, permisos de aprendizaje o tarjetas de identificación de Colorado a aquellas personas que bien no puedan demostrar su presencia legal en los Estados Unidos o, bien, solo puedan demostrar su presencia legal temporal.

### Requisitos de la Ley

#### Para los solicitantes que puedan demostrar su presencia legal temporal:

- Deben proporcionar documentos probatorios de la presencia legal temporal.
- La presencia legal temporal debe haber sido confirmada mediante el programa de Verificación Sistemática de Derechos de los Extranjeros (SAVE, por sus siglas en inglés).
- Deben comprobar su Nombre, Edad, Identificación y Residencia en Colorado.

#### Para los solicitantes que no puedan demostrar su presencia legal:

- Deben firmar una declaración jurada en la que indiquen que residen actualmente en Colorado, y presentar prueba de la Declaración de Impuestos en Colorado para el año inmediato anterior, y presentar una prueba de residencia en Colorado anterior, y presentar una prueba de residencia en Colorado.
- Deben firmar una declaración jurada en la que indiquen que han residido continuamente en Colorado durante los veinticuatro meses inmediatos anteriores, y presentar una prueba de residencia en Colorado durante los veinticuatro meses inmediatos anteriores.
- Deben proporcionar un Número de Identificación Personal de Contribuyente (ITIN, por sus siglas en inglés) emitido por el Servicio de Impuestos Internos de los Estados Unidos (IRS, por sus siglas en inglés).
- Deben firmar una declaración jurada en la que indiquen que han solicitado la presencia legal en los Estados Unidos o que lo harán tan pronto como sean elegibles para ello.

### Oficinas y citas

#### Para aquellas personas que no puedan demostrar su presencia legal:

Las citas solo estarán disponibles en las siguientes oficinas: Las citas pueden pedirse vía Internet o a través del centro de llamadas (303-205-2335).

- Denver Central: 1865 W. Mississippi Ave., #C, Denver, CO 80223
- Aurora: 14391 E. 4th Ave., Aurora, CO 80011
- Colorado Springs: 2446 N. Union Blvd., Colorado Springs: CO 80909
- Ft. Collins: 3030 South College, Ste. 100, Fort Collins, CO 80525
- Grand Junction: 222 S. 6th St., #111, Grand Junction, CO 81501

#### Para aquellas personas que puedan demostrar su presencia legal temporal:

Las solicitudes se aceptarán en cualquiera de las oficinas de emisión de licencias de conducir. No hay necesidad de hacer cita para renovaciones, pruebas escritas, solicitudes y revisiones de documentos o permisos de enseñanza. No obstante, será necesario hacer una cita para la prueba de manejo. Puede hacer una cita (utilice las cajas azules) a través de nuestra programación de citas en las oficinas que tienen capacidades de programación o puede llamar al 303-205-5901 para programar una prueba de manejo.

### Periodo de renovación

- Debe renovarse cada tres (3) años.

### Fecha de implementación

- El programa de Preparación Piloto comenzó el 1º de julio de 2014, y la implementación total iniciará el 1º de agosto de 2014.

### Si tiene preguntas

- Sirvase llamar al número 303-205-2335.

