



# Division of Motor Vehicles

# TLRC Update

August 16, 2024

Electra Bustle, DMV Senior Director



# Agenda



**COLORADO**  
Department of Revenue  
Division of Motor Vehicles

- DMV Overview
- FY 2023-24 Review
- Road Ahead
- DRIVES Upgrade Update
- Legislation Update
- Questions



# DMV Overview

---

Driven to Serve!



**COLORADO**  
Department of Revenue  
Division of Motor Vehicles

# Mission, Vision & Guiding Principles



**COLORADO**  
Department of Revenue  
Division of Motor Vehicles

## Mission

Promoting public safety, trust, and confidence for all Coloradans by delivering customer-centric driver license and motor vehicle services.

## Vision

To Improve the quality of life for all Coloradans through exemplary DMV services.

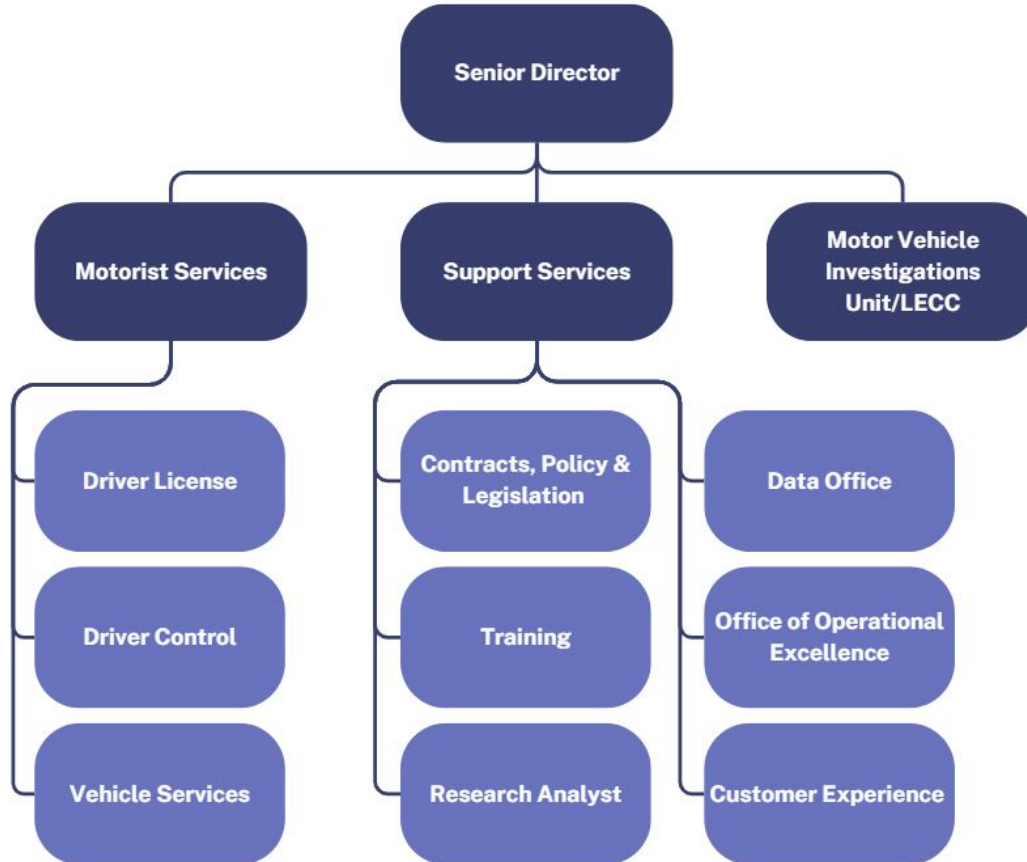
## Guiding Principles:

Value-driven

Proactive

Strategic-thinking

# Organization



## Key Stats

- Total FTE: 619
- Appropriation: \$78.5 M

# DMV by the Numbers FY24



**COLORADO**  
Department of Revenue  
Division of Motor Vehicles

**1.4M** CREDENTIALS ISSUED

4.9M CREDENTIALS IN FORCE

**66%** of customers registered as organ & tissue donors



946,269 Calls Answered by DMV Call Centers

**43%** of transactions completed through online services

**3:52** Average Call Center Wait Time

**6.4M** **7,376,384 VEHICLES REGISTERED**

**103,417** Crash Reports Processed

**223,679** Driver License Sanctions Issued

**34,269** Avg. Ignition Interlock Devices in Use

# FY 2023-24 Review

---

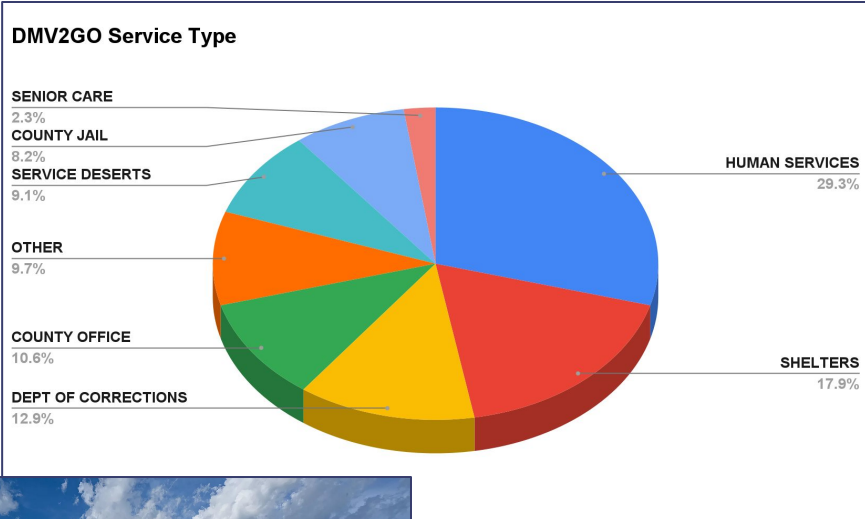


COLORADO  
Department of Revenue  
Division of Motor Vehicles

# Thriving and Growing



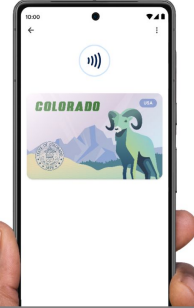
- 649 Events
- 8,000 Customers Served



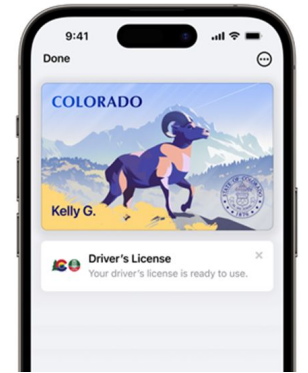
## mDL

Add your ID to your phone with **Google Wallet**.

Securely store and show your ID with Google Wallet



Colorado ID on iPhone and Apple Watch





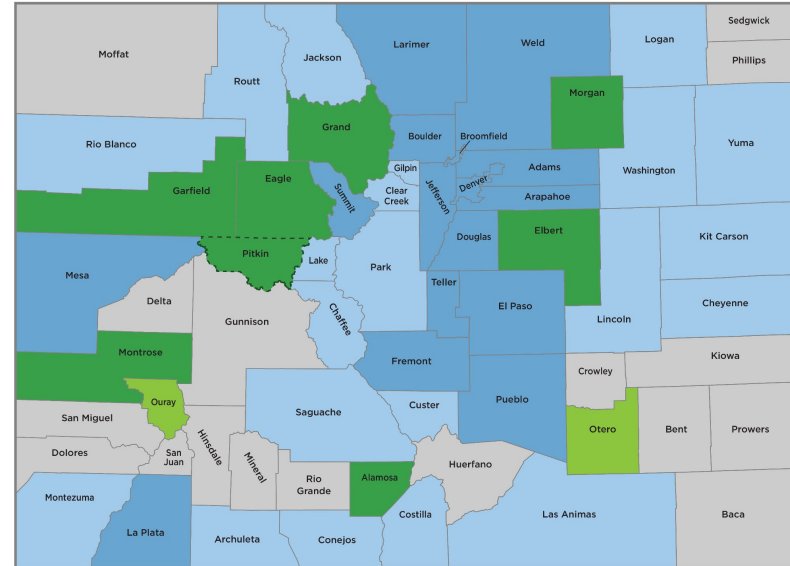
# Thriving and Growing



**COLORADO**  
Department of Revenue  
Division of Motor Vehicles



- **3 NEW Kiosks**
- **1 NEW Kiosk County (Teller)**
- **11 NEW participating counties**
- **547,500 transactions**



● Kiosk County ● Participating County ● Upcoming Participating County ● Upcoming Kiosk County

COLORADO VEHICLE REGISTRATION										Boulder	L0012345678
Vehicle Type		Vehicle ID		Plate	Tab	Expire					
Passenger		4TDKURJN3JDS1234		ABC12	ABC23	10/31/2024					
Year	Make	Model		Fuel Type	Body Style						
2023	Toyota	Highlander		Gas	UP						
Color	Empty Weight	GVW	GVWR	GVW HIGH	Bus Type	Title Number					
Navy	4400					123456789					
Purchase Date	Fleet Number	Unit Number	HVUT	Carrier	Miles	Emission Expire					
9/1/2022						10/31/2026					
Registered Owner/Address										Dual Registration Type	
										Dual ID	Dual Expire
Boulder	10-Oct-2024										

187363452810

# EVTR



- Electronic Vehicle Title and Registration system
  - Online since November 2022
  - Titling and registration services at point-of-sale
- HB24-1089 Lease Functions (March 2026 & Jan 2027)



Total EVTR Transactions  
(Approved and Rejected)

123,602

Average EVTR Accuracy

95.43%

LIVE EVTR Vendors

3

Number of Intermediaries  
Individual To-Date

316

# of Customers Helped  
(Approved Transactions)

117,948

# of Counties Helped

64

# Customer Feedback



## Sentiment Distribution Per Topic ^

Topics	Negative	Volume	👎	👎	😊	😊
> DMV General		50.23% (322)	2.17%	24.53%	63.35%	11.18%
> Customer Service		40.72% (261)	2.30%	9.58%	80.84%	15.33%
> DMV Locations		19.03% (122)	0.82%	22.95%	68.03%	3.28%

### Additional Feedback Comment

👍 Facility was clean. 👍 People were friendly. 👍 Staff was knowledgeable. 👍 Totally a very good experience!!!

### Describe Experience with DSO Technician

Very professional and quick. 👍 Very good experience... [less](#)

August 2, 2024 at 12:08 PM

### Additional Feedback Comment

Yolanda at window #1, 8:30am appointment, CDL tests.

### Describe Experience with DSO Technician

She was very nice and very helpful! 👍 It was a very pleasant experience! [less](#)

August 2, 2024 at 12:00 PM

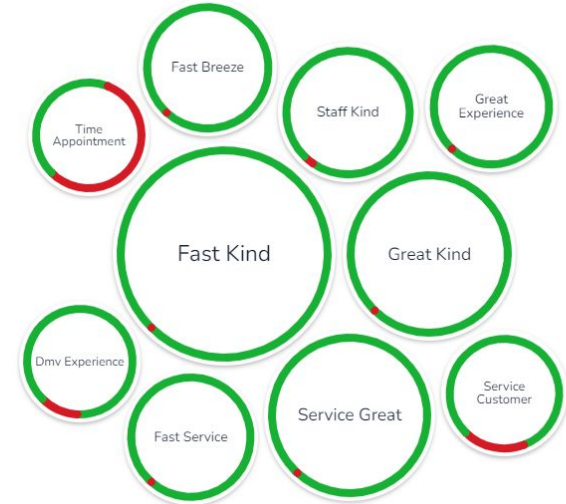
### Additional Feedback Comment

👍 One of the first appointments in line went pretty quick

### Describe Experience with DSO Technician

Experience was great technician was very professional [less](#)

August 2, 2024 at 11:55 AM



# Road Ahead

---



**COLORADO**  
Department of Revenue  
Division of Motor Vehicles

# Strategic Priorities 2024-2027



<https://dmv.colorado.gov/about-us>

**Customer-Centric Solutions:**

Deliver a seamless, integrated, and exemplary customer experience

**A Living Culture of Success:**

Create a positive work environment and culture that promotes employee retention, satisfaction, and innovation

**Stronger Strategic Partnerships:**

Enhance partnership relationships to improve service delivery

**Optimize Technology:**

Integrate planning, operations, design and use of technology

1. Create omnichannel and accessible experiences for customers
2. Increase customer outreach and awareness
3. Capture and act on voices of customer insights
4. Prevent fraud and protect customer privacy consistent with industry standards
5. Create a single source of truth for DMV information

1. Improve employee engagement and well-being
2. Increase recruitment success and retention rates at the DMV
3. Implement an organizational structure that is aligned with providing exemplary customer service and culture of success
4. Enhance employee development opportunities

1. Increase road safety and consumer protection education
2. Create desirable motor vehicle training programs for partners
3. Increase electronic data sharing opportunities
4. Improve alignment and standardization of information with DMV partners

1. Modernization of DMV systems
2. Leverage data to create meaningful performance measures



# Improve Customer Experience



**COLORADO**  
Department of Revenue  
Division of Motor Vehicles

## First Trip Success to a Driver License Office

- **How To Videos**
  - New Credential Identification Checklist
- **Virtual Assistant 2.0**
  - Colorado Springs Pilot (FY 24)
  - Leverage appointment system
  - Virtual Calls with Customers



# Increase Customer Outreach & Awareness



COLORADO  
Department of Revenue  
Division of Motor Vehicles

## Website, Website, Website:

- Conduct a comprehensive review of [dmv.colorado.gov](http://dmv.colorado.gov) for clarity and efficiency of information, format, navigation and overall effectiveness of the information, including public-facing dashboards.



## Intentional and Strategic Communications:

- Annual public outreach and education plans
- Will cover critical issues like impaired/distracted driving, fraud prevention, and vulnerable road users
- Enhanced coordination with law enforcement and traffic safety partners for road safety

# Automating Processes



## Streamlining Interactions

Review and identify opportunities in each section for the digital delivery of electronic documents, digital upload of documents and accepting digital signatures.



## E-Citations

**01** Digitize

Transition from manual paper-based citation processing to electronic transmission.

**02** Enhance data quality

Improve the timeliness, accuracy, uniformity, integration and accessibility of state citation data.

**03** Streamline data exchange

Enhance efficiency and effectiveness in exchanging data between all involved partners.

**04** Prioritize safety programs

Identify priorities for national, state, local highway and traffic safety programs through improved data analysis.



# Fraud Prevention



## Online

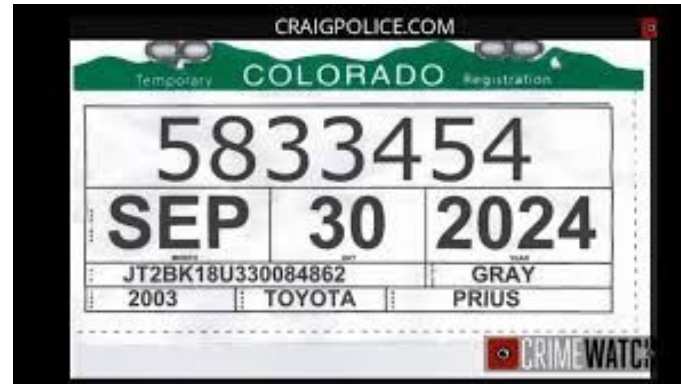
- Enhanced identity verification

## In-Office

- Fraudulent Documents

## Secure Official DMV Products

- Temporary Tags



# DRIVES Upgrade Update


---



**COLORADO**  
Department of Revenue  
Division of Motor Vehicles

# DRIVES System Upgrade



July 2023 - July 2024	July 2024 - Nov 2024	Nov 2024 - Dec 2025	Oct 2025 - Dec 2025	Jan 2026 - May 2026
<b>Planning and Preparation</b> <ul style="list-style-type: none"><li>• Project Planning</li><li>• Feedback Gathering</li><li>• Decision-making on Optional Features</li><li>• Requirements Gathering</li><li>• Allocating Resources and Staff</li></ul>	<b>Pre-Work (Technical)</b> <ul style="list-style-type: none"><li>• Solution Analysis</li><li>• Demos</li><li>• C# Code Conversion</li></ul>	<b>Development</b> <ul style="list-style-type: none"><li>• Like for Like V11 - Core21 Conversion</li><li>• Colorado-Specific Functionality</li><li>• UAT as development occurs</li><li>• Development rework based on UAT</li></ul>	<b>User Acceptance Regression Testing</b> <ul style="list-style-type: none"><li>• Testing along the way and End-to End Testing Required</li></ul>	<b>Training, Rollout and Stabilization</b> <ul style="list-style-type: none"><li>• Training for Updated and New functionality</li><li>• Rollout requires extended, multi-day outage window</li><li>• Go-live February 2026</li><li>• Identify and fix any post-rollout issues</li></ul>
<b>Ongoing Communication with Impacted Stakeholders</b> 				

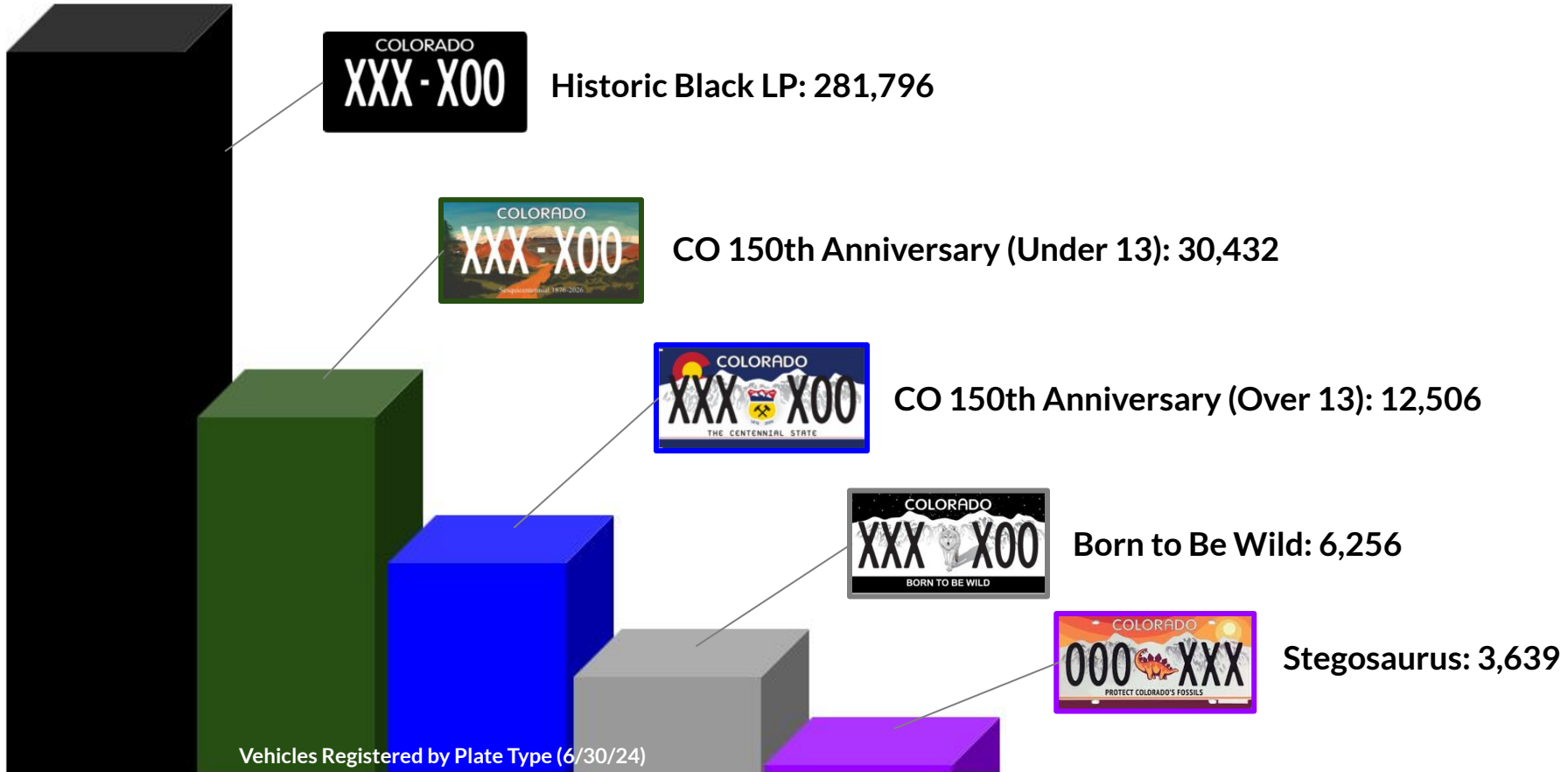
# Legislation Update

---



**COLORADO**  
Department of Revenue  
Division of Motor Vehicles

# New License Plate Updates



# 2024 Legislation Update



- 16 bills impact DMV

- 15 bills require DRIVES programming

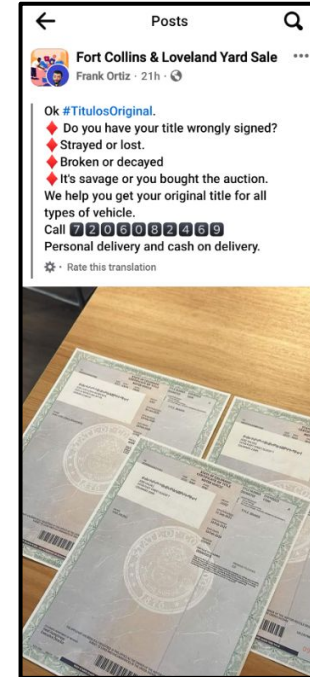
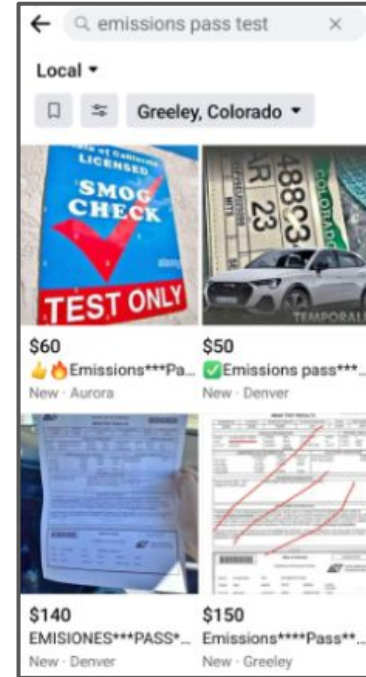
Pre-Upgrade Development	Double Development Required	Post Upgrade Rollout
✓ HB24-1135 Offenses Operating MV	☐ SB24-210 Mod. of Election Laws	☐ HB24-1089 EVTR Part II
✓ HB24-1319 Firefighter LP Expiration	☐ SB24-182 Immigrant ID Issuance	☐ HB24-1360 Disability Opportunity Office
✓ SB24-065 Mobile Electronic Devices	☐ HB24-1269 Mod. of Recording Fees	☐ SB24-192 Motor Vehicle Lemon Law
✓ SB24-100 Comm. Vehicle Highway Safety	☐ HB20-1026 Create 23rd Judicial District	☐ HB24-1250 Driver Course DL Points
☐ SB24-019 Remuneration-Exempt Placards		☐ HB24-1021 Minor Drivers Education
☐ HB24-1105 Chicano License Plate		
☐ HB24-1369 CO Agriculture License Plate		

# 2025 DMV Proposed Legislation



## Fraud Prevention and Mitigation

- **Protecting DMV Official Products/Documents**
  - Prohibiting the reproduction of DMV work products without express written consent from the issuing motor vehicle agency or if expressly authorized by law and adding civil penalties.
- **Strengthen DMV Powers of Attorney**
  - DMV produces two different POA forms for motor vehicle transactions
  - DMV requests the Uniform Power of Attorney Act apply to these POAs



# 2025 DMV Proposed Legislation



## Customer Experience and Accessibility

- **Minor Driving Log**
  - Change eligibility to sign minor driving log to “any responsible adult” allowed to supervise minor driving
- **Nurse Practitioners and Medical Assessment Forms for Credential Issuance**
  - Aligns definition of “medical professional” with existing statute to simplify form completion in rural communities with less access to licensed physicians

## Statutory Clean-Up

- **Effective Date Consolidation of SB24-182 Immigrant ID Issuance**
  - Effective dates currently split between 2025 for modification of credential issuance requirements to non-lawfully present individuals and 2027 for expansion of “Exceptions Processing” program
  - After review, the DMV believes both can be accomplished by 2025
- **Strike Retired Optional License Plates and GSLPs from Statute**



# Questions?

Please Visit the DMV Website:

<https://dmv.colorado.gov/>

---

Electra Bustle, DMV Senior Director

[electra.bustle@state.co.us](mailto:electra.bustle@state.co.us)

Brandon Huseman, DMV Policy Advisor

[brandon.huseman@state.co.us](mailto:brandon.huseman@state.co.us)

Jimmy Reed, DOR Legislative Director

[jimmy.reed@state.co.us](mailto:jimmy.reed@state.co.us)



**COLORADO**  
Department of Revenue  
Division of Motor Vehicles