



Division of Motor Vehicles TLRC Update

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Agenda



- DMV Overview
- Building on Success
- The Road Ahead
- Legislation Update
- Questions



Mission, Vision & Guiding Principles



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Division of Motor Vehicles

Mission

Provide motor vehicle, driver and identity services that promote public safety, trust and confidence

Vision

National leader in innovative, customer-focused service

Guiding Principles: Value-driven Proactive Strategic-thinking

We continuously drive excellence and improvement by:

- Living our Core Values
- Being One DMV
- Making our employees' work environment the best it can be
- Leveraging technology and finding innovative ways to serve all customers
- Strengthening public safety education and consumer protection
- Enhancing our relationships with our partners and stakeholders
- Measuring what matters

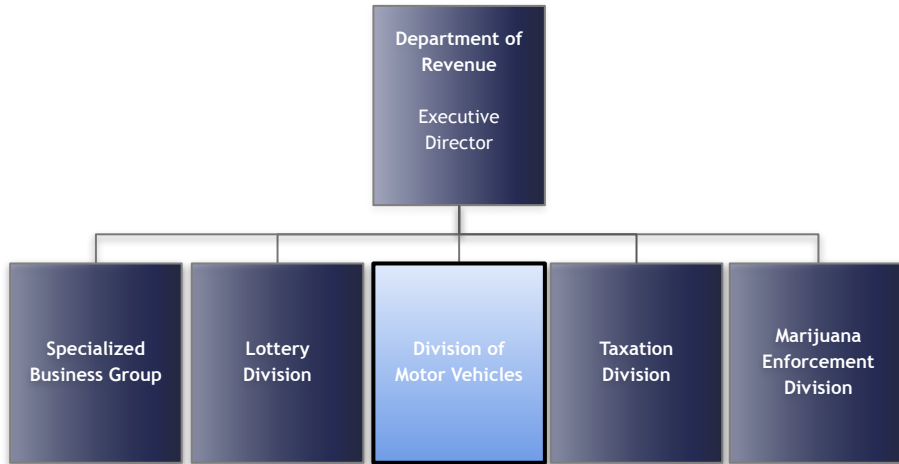
DMV Overview

Driven to Serve!



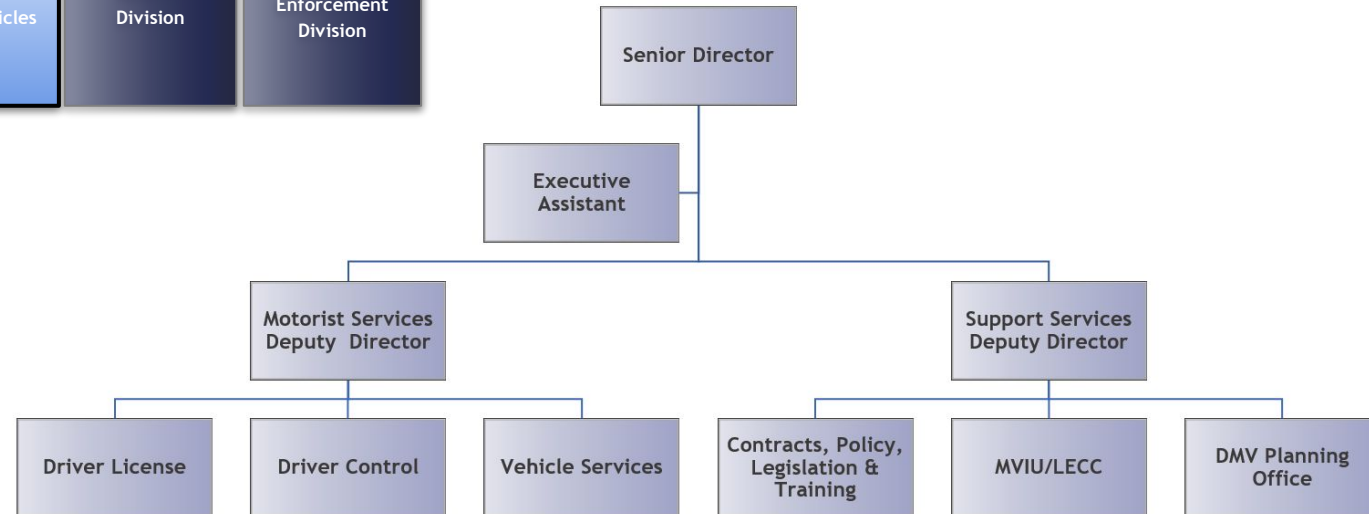
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Organization



Key Stats

- Long Bill FTE: 540
- Long Bill Appropriation: \$68.6M
- Revenue to the State: \$687M



DMV by the Numbers FY23



1.5M 
CREDENTIALS ISSUED
4.9M CREDENTIALS IN FORCE


1,069,845
STATE PARKS PASSES SOLD



42%
OF TRANSACTIONS DONE THROUGH CONVENIENCE SERVICE

181,490
DRIVER LICENSE SANCTIONS ISSUED

7,246,067
VEHICLE REGISTRATIONS IN FORCE



979,391 CALLS ANSWERED BY DMV CALL CENTERS



82,954
CRASH REPORTS PROCESSED

3,426,662
TOTAL CREDENTIALS WITH ORGAN DONOR DESIGNATION



1,020,267

TOTAL ORGAN DONOR DESIGNATIONS



66% OF CUSTOMERS REGISTER AS ORGAN DONORS

 INTERLOCK DRIVING PREVENTIONS: **50,976**

 AVERAGE NUMBER OF IGNITION INTERLOCKS: **33,500**



Driver's License



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34 DL Offices,
3 DMV2GO Vehicles,
and **5** Mobile Units

6,766

Appointments per day!

Appointment Wait Time: < 7 business days

Customer Duration Time: 19 minutes

Avg. Customer Satisfaction Score: 3.7 out of 4.0

Staffing Concerns

Driver Control (Driving Records)



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Administrative Services

- Cashiering/Mail Services

Traffic Safety

- Process crashes, citations, revocations & reinstatements
- Ignition Interlock Program

Operates DMV Main Call Center

- 400,000 calls/year
- Call Wait Time: 4 minutes

2,319,131

pieces of mail sorted



1,896,005

records digitized

77,780 citations processed



\$4,263,309

in cashiering deposits



Titles and Registration

- Operational support to county motor vehicle offices
- Audit title paperwork & customer call center
- Supplies license plates, tabs, persons with disabilities placards

Additional Programs

- Manages International Registration Plan (IRP) for interstate trucking
- Special Mobile Machinery and Electronic Vehicle Title and Registration Programs
- Licenses and audits vehicle emission-testing facilities

County Partnership



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- **CRS 42-1-210 (1) (a) (I):** County Officials serve as authorized agents for the registration of, titling of, or filing of liens on motor vehicles, wheeled trailers, semi trailers, trailer coaches, special mobile machinery, and off-highway vehicles.
- Provide Titling and Registration Services in 111 Offices in all 64 Counties
 - Completed 5.96M Motor Vehicle Transactions in FY23
- Provide Driver License Services in 13 Counties
 - Completed 95,195 Driver License Transactions in FY 23



Motor Vehicle Investigations Unit



Motor Vehicle Investigations Unit (MVIU)

- Investigates alleged fraud related to motor vehicle systems/records
- 10 FTE with 6 criminal investigators

Law Enforcement Communications Center (LECC)

- Point of contact for law enforcement/government agencies
- 12 FTE operate 24/7/365

Workload

- 15 % increase over last four years
- 352 law enforcement referrals & 14k calls received last year

Year	Total Cases
FY23	776
FY22	641
FY21	669
FY20	691
FY19	699

Building on Success



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License Plate Highlights

150th Anniversary License Plates

- Two winning designs
 - 4,710 Under 13 sold
 - 2,413 Over 13 sold
- On sale now until July 2027



Over 13 winner



Under 13 winner

Historical License Plates

- Explosive sales of Historical Black License Plate
- 101,266 sold since January 2023
- Already the 2nd most popular in the state
- Benefits Colorado Disability Funding Committee



1945 Historical Black LP

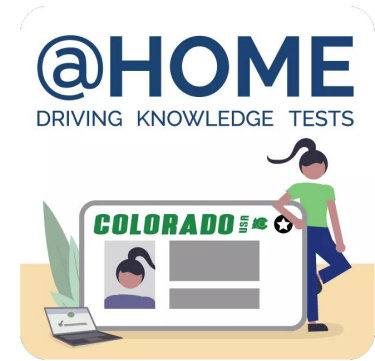
Increasing Accessibility



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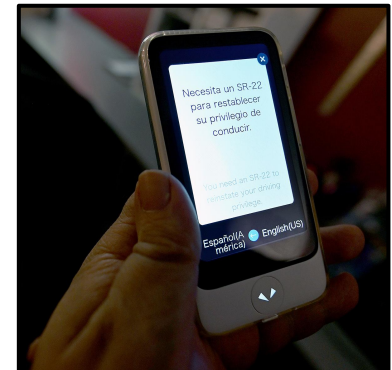
@HomeTesting

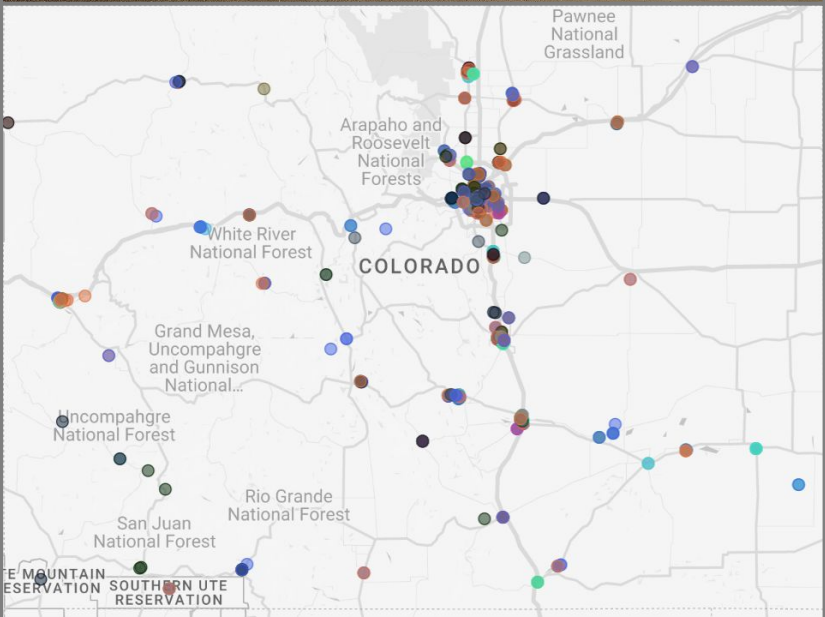
- Offering Accessible Service to Customers
- 20% of total written test taken with @HomeTesting
- 56% tests during non-business hours



PockeTalk

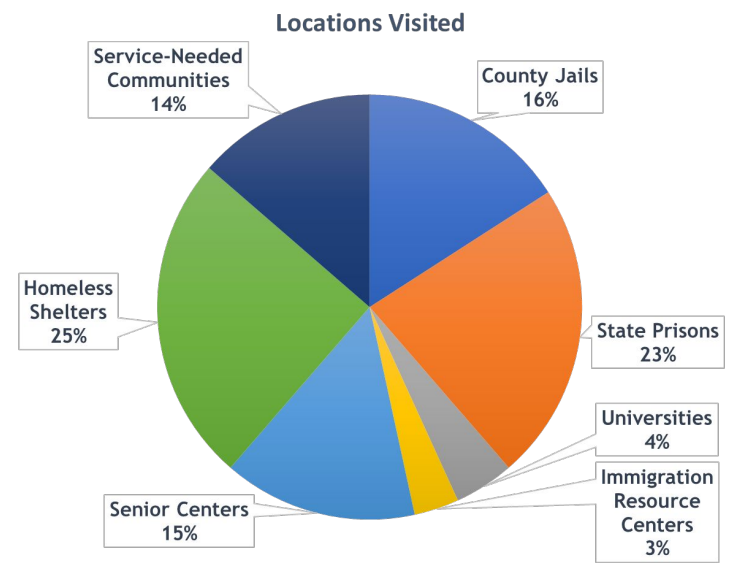
- 82 Languages
- Remove Language Barrier
- Available in all State Driver License Offices





FY23

- Traveled 70,387 miles
- Attended 579 events
- Received 118 requests for assistance
- Issued 6,199 documents



The Road Ahead

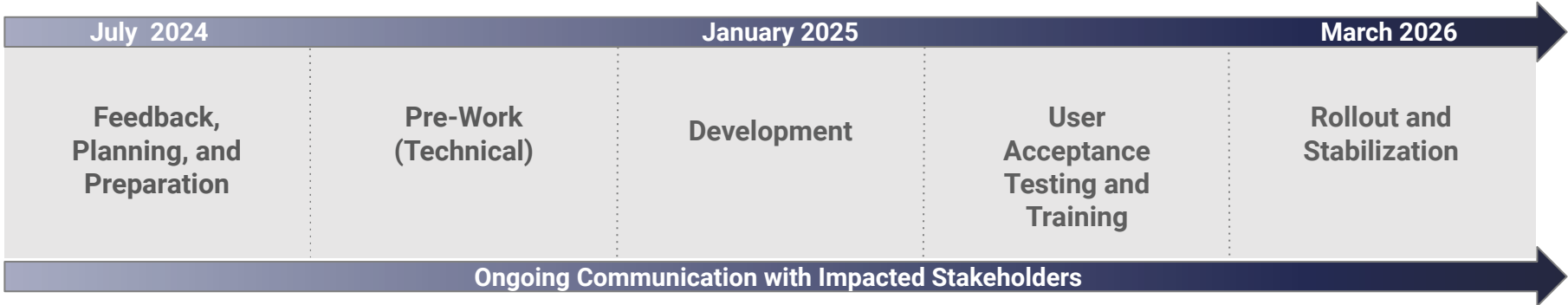


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Modernizing Systems



DRIVES Upgrade



Customer Feedback Tools

- New software to collect and analyze feedback from all service points
- Enhancing DMV's ability to identify issues and make appropriate changes

Leveraging Technology

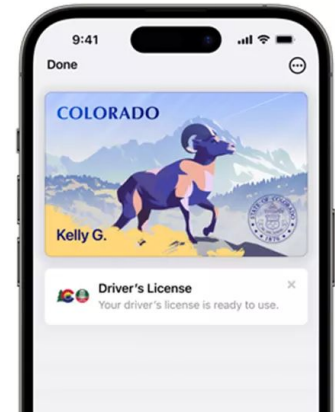
Electronic Vehicle Title & Registration

- Allows dealers to title and register vehicles at point of sale through an authorized software vendor
- 3 approved software vendors, 118 dealers/businesses
- 6,637 transactions completed in 58 counties to date



Mobile Driver License (mDL)

- Secure, electronic credential accepted by the TSA
- Active on Apple now, Google in the near future
- Over 140,000 current enrollees

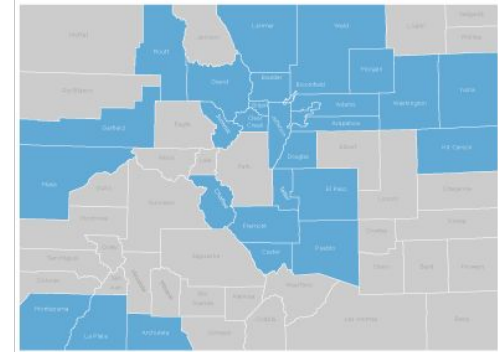


Leveraging Technology



Kiosk Program

- Motor Vehicle Transactions
 - Renew registration, duplicate reg/tabs, check title status
- Current
 - 57 kiosks
 - 12 Hosting Counties
 - 34 Participating Counties
 - Found in County Clerk & other Gov't offices, King Soopers
- Future
 - Adding 5 Kiosks in New Host Counties
 - Adding 12 New Kiosk Participating Counties



Residents in the above counties may use any kiosk in the state



Advancing Transportation Safety Program

- Unified approach to transportation safety
- Safe driving

Pump the Brakes on Fraud - <https://dmv.colorado.gov/fraud>

- Building awareness of identity theft/motor vehicle fraud
- Website offers best practices, reporting guides, and more...



Legislation Update



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2022 Legislation



- SB21-249 Keep Colorado Wild Annual Pass
- HB22-1004 Driver License Fee Reduction
- HB22-1043 Motorcycle/Autocycle Definitions
- HB22-1088 Peace Officer Status for Certain DOR Employees
- HB22-1150 Eliminate Signature Requirements for Certain Citations
- HB22-1254 Vehicle Taxes and Fees Late Registration
- HB22-1351 Temporarily Reduce Road User Charges
- HB22-1388 Vehicle Registration & Certificate of Title
- SB22-009 Recertification & Theft of Catalytic Converters
- SB22-055 Alcohol Monitoring for Impaired Driving Offenders
- SB22-108 Altered Truck Weight Documents
- SB22-139 Juneteenth New State Holiday
- SB22-204 Repeal Fed Gov Confirm Status for ID
- SB22-217 Programs that Benefit Persons with Disabilities
- HB22-1014 Epilepsy Awareness LP
- HB22-1103 Delta Sigma Theta LP
- HB22-1154 Colorado Rotary LP
- HB22-1241 Court Appointed Special Advocates LP
- SB22-107 Pikes Peak International Hill Climb LP
- SB22-190 US Space Force LP

- Completed
- On Track

2023 Legislation



- ✓ HB23-1014 Yield to Larger Vehicles in Roundabouts
- ✓ HB23-1102 Alcohol & Drug Impaired Enforcement
- ✓ HB23-1123 Move Over or Slow Down Stationary Vehicle
- ✓ SB23-028 Penalty for Commercial Vehicle Offenses
- ✓ SB23-097 Motor Vehicle Theft/Unauthorized Use
- ✓ SB23-251 Revoke DL Appeal Attorney General
- ✓ HB23-1022 Registration of Vehicles in Fleets
- ✓ HB23-1267 Double Fines Speeding Trucks on Steep Grades
- ✓ HB23-1272 Tax Policy that Advances Decarbonization
- ✓ SB23-012 Commercial Motor Carrier Enforcement Safety Laws
- ✓ SB23-049 SMM Registration Exemption
- ✓ SB23-276 Modifications to Laws Regarding Elections
- ✓ HB23-1265 Born to Be Wild LP
- ✓ SB23-025 In God We Trust LP
- ✓ SB23-145 Stegosaurus LP
- ✓ SB23-212 US Navy Seabees LP

Questions?

Please Visit the DMV Website:

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

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