

## Customer Service Improvements Fiscal Year 2017-18 (FY18)

- Continued reduction in driver services customer service times.
  - The average service time for driver license (DL) customers visiting offices was reduced from 0:33:19 in FY17 to 0:29:04 in FY18.
  - Improved by 4 minutes, 15 seconds.
  - Performance metrics available on the Governor's Dashboard.
- Streamlined procedures.
  - Eliminated proof of address requirement for DL/identification card (ID) renewal.
  - County offices offering DL services granted ability to issue free replacements.
- DL office facility improvements.
  - Westminster - new office - reduces pressure on busy Northglenn office.
  - Colorado Springs - office expansion - expanded customer area.
  - Fort Morgan - office relocation - larger office with more parking.
  - Aurora - office expansion - expanded customer area and added work stations.

## Customer Service Improvements FY18

15 New Online Services

34 Total Online Services

New Services	Existing Services
Request a Personalized Plate	Renew a Driver License or ID (if eligible)
Registration Fee Estimator	Renew Registration
Request a Title Status	Request a Driver Record
Get a Transaction Receipt	Change Driver License or ID Address
Add/Change a Vehicle Address	Pay Citation (Traffic ticket)
Request a Duplicate Title	View/Submit a Medical Certificate (DOT)
First-time Registration	Begin Application for a New Driver License or ID
Request Duplicate Registration Card	Pay a Reinstatement Fee
Apply for an Emissions Waiver	Upload Reinstatement Documents
Apply for an Out-of-State Emissions Extension	Schedule an Appointment
Replace Tabs	Manage International Registration Plan
Become a Third Party IRP Agent	Where's My Driver License/ID
First Time Application Disability Placards	Add/Change Renewal Reminders
Manage your Placards	Update Emergency Contacts
Request a Title/Registration History Report	Check Eligibility to Renew by Mail
	Exchange Driver License or Permit for an ID
	Extend an Expiration Date, if Eligible
	Submit a Subpoena
	Reschedule a Hearing

**Skip the Trip! Renew Online!**



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## Colorado DRIVES - Implemented!

- DRIVES: Driver License, Record, Identification, and Vehicle Enterprise Solution second phase live as planned on August 6, 2018.
- Last part of comprehensive, multi-year strategic plan to improve customers service.
- DRIVES replaces the 1990s Driver License System and the 1980s Colorado State Titling & Registration System (CSTARS).
- Commercial Off the Shelf (COTS) solution best met State and county operational, business, and technical objectives.
- Effective cooperation between the State and counties.
- State and county employees jointly configured system.
- 1,621 state and county staff trained in advance of recent roll out.
- Vehicle titling and registration transactions successfully being completed since implementation.



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## Colorado DRIVES - Challenges

- Printer and scanner performance not optimal after implementation.
- County locator processes more accurate requiring updates.
- Title backlog due to the National Motor Vehicle Title Information System (NMTIS) not being integrated with CSTARs.
- Staff turnover for the State and some counties.
- Initial user experience level increased service times.
- County financial reporting, reconciliation, & distribution challenges.
- International Registration Plan (IRP) users difficulties with website.



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## HB18-1018: Human Trafficking Commercial Driver's License

- Requires commercial driver's license testing schools to provide education to prevent human trafficking as part of curriculum.
- The Department must publish information about human trafficking for commercial driver's license holders and trainees.
- Implemented on August 8, 2018.



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## HB18-1042: Private Interstate Commercial Vehicle Registration

- Authorizes third party to provide services to register interstate commercial vehicles.
- On track to be implemented on January 1, 2019.



## New Group Special License Plates

- HB17-1012: Pueblo Chile Vehicle License Plate
- Implemented on August 6, 2018.



- HB17-1212: Colorado Aviation Special License Plate
- Implemented on August 6, 2018.

## Upcoming Group Special License Plates



- HB18-1255: Childhood Cancer Awareness Special License Plate
- On track to be implemented on January 1, 2019.

- HB18-1244: Honor the Service of Submarine Veterans
- On track to be implemented on January 1, 2019.



## SB18-028: Motor Vehicle License Plate Mounting Requirements

- Allows alternative placement of license plate.
- Implemented on March 29, 2018.



## HB18-1275: Repeal Craig Hospital License Plate Donation

- Eliminated donation requirement for issuance of the Craig Hospital group special license plate.
- Implemented on August 8, 2018.



## HB18-1320: Deregulation of Large-Market Taxicab Service

- Requires “large market taxicab service” to register their taxicabs with the taxicab license plate.
- Implemented on August 8, 2018.



## HB18-1361: Eligibility for Veteran Vietnam War License Plate



- Expands by 28 months the eligibility for a veteran of the Vietnam Veteran military license plate.
  - New dates: August 7, 1964, to May 7, 1975.
- Implemented on August 8, 2018.

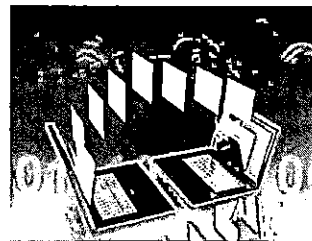


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## HB18-1299: Electronic Filing Title Registration Motor Vehicle

- Department may authorize 3<sup>rd</sup> party providers to electronically process registration and titling work.
- Allows the Department to accept electronic documents and signatures for titling vehicles.
- Implementation of 3<sup>rd</sup> party services dependent upon the Department receiving funding through gifts, grants, or donations.
- If sufficient funds are received, to be implemented on July 1, 2019.

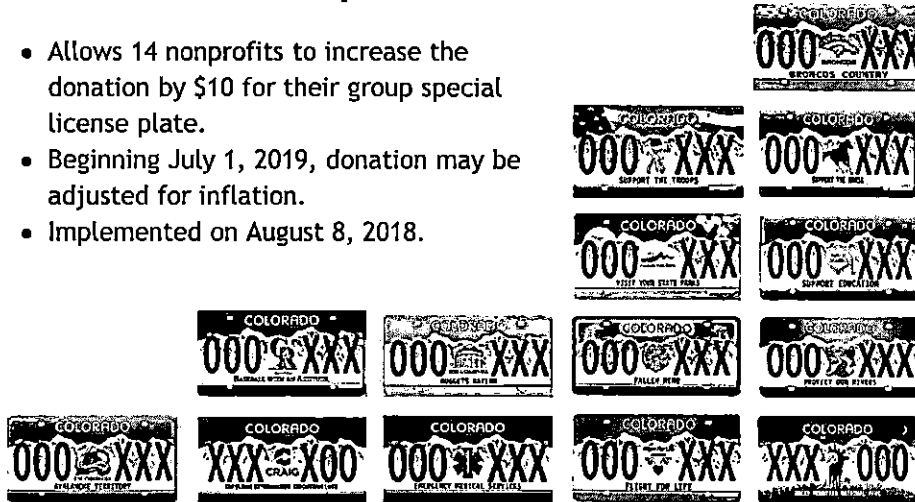


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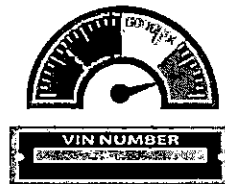
## SB18-046: Special License Plate Nonprofit Donation

- Allows 14 nonprofits to increase the donation by \$10 for their group special license plate.
- Beginning July 1, 2019, donation may be adjusted for inflation.
- Implemented on August 8, 2018.



## SB18-102: Odometer Reading Physical Vehicle Identification Number (VIN) Verification

- Removes the requirement of an odometer reading for a VIN inspection.
- Implemented on August 8, 2018.



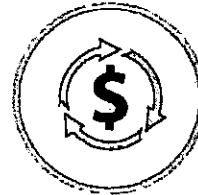
## SB18-183: Agent of Insurer Motor Vehicle Title Records



- Authorizes agents of insurers to access the electronic system that insurers access for owners and lienholder information of a motor vehicle.
- Implemented on April 12, 2018.

## SB18-253: CSTARs Account Transfer to DRIVES Account

- Delays the effective date to transition the CSTARs account to the DRIVES Vehicle Services account to July 1, 2019.
- Implemented on May, 29, 2018.



## SB18-255: Electronic Documents & Signatures Vehicle Titles

- Allows the use of electronic formats in the issuance of certificates of titles for motor vehicles.
- Implemented on August 8, 2018.



## HB18-1285: Remuneration-Exempt Disability Parking Placard

- Creates a remuneration-exempt identifying placard that exempts an individual with a disability from paying for parking for specific limitations.
- On track to be implemented on January 1, 2019.



## SB18-073: Report Transfer Ownership Motor Vehicle

- Requires the Department to implement a program for a vehicle owner to notify the Department when their vehicle is sold.
- On track to be implemented on January 1, 2019.

**STATE OF COLORADO**  
**CERTIFICATE OF TITLE**  
**FOR MOTOR VEHICLE**

VIN: 1G1ZE5E552N000000  
 MAKE: BUICK  
 MODEL: REGAL  
 YEAR: 2002

OWNER: LARWOOD LENA  
 ADDRESS: 18 BRONX BLVD, LAKEWOOD CO 80228-1827

**TEST DO NOT MAIL**

Pursuant to C.R.S. 42-6-104(1) a person transferring ownership of a vehicle may voluntarily notify the Department within five days of transfer of ownership. If properly notified the person transferring ownership is not held liable in or subject to any civil or criminal action brought against the transferring owner of vehicle pursuant to C.R.S. 42-6-104(7)(a).

BARCODE: 1G1ZE5E552N000000



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## SB18-233: Elections Clean Up

- New law makes technical modifications to the Uniform Election Code of 1992.
- Clarifies the information a prospective elector must provide when registering to vote at a driver's license examination facility. This section also makes changes to existing statutory provisions to facilitate the registration of electors at such facilities (Section 5).
- Requires the Department of State, no later than July 31, 2019, to regularly provide the Colorado Department of Revenue (CDOR) with current voter registration information. CDOR must use the information to determine whether an individual is registered to vote at the time they apply to obtain, renew, or update a driver's license or state identification card (Section 7).
- National Voter Registration Act (NVRA) working group: CDOR, Secretary of State, Colorado County Clerks Association (CCCA), and voter rights advocacy groups.
- Recognized successful motor voter program at national level.
- On track to be implemented on July 31, 2019.



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## HB18-1315: Manufactured Home Sales Tax Exemption

- Exempts sales and use tax for manufactured homes constructed in compliance with the Federal National Manufactured Housing Construction and Safety Standards Act of 1974.
- On track to be implemented on July 1, 2019.



## Self Service Kiosk Pilot Update

- Arapahoe County managed project (SB16-138).
- CDOR full partner from beginning.
- Self service kiosks installed in 12 counties.
- Vehicle registration renewals with stickers.
- Vendor has been flexible in providing different models for testing.
- Site locations being assessed to attain highest customer use.



## MyColorado Mobile App and Digital ID

- The Governor’s Office of Information Technology (OIT) is developing a mobile app that will serve as a one-stop shop for Colorado government services.
- DMV services planned in first phase include motor vehicle registration renewal and driver license renewal.
- Additional state services and other DMV online services will be added in future.
- Development of Digital ID to be part of the mobile app is ongoing.



## HomeAdvisor

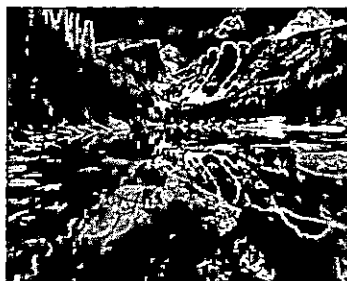
- DMV applied for and won HomeAdvisor grant.
- The project was an usability study of our website.
- The study was completed in July 2018 and results received in August 2018.
- Results were from expert interaction with 12 members of the public being used to improve DMV Website.
- Website areas to be improved:
  - Navigation
  - Homepage Design
  - Page Layout/Design
  - DMV Map
  - Page Content



## Colorado Road and Community Safety Act Program Changes

- Expanded Colorado Road and Community Act (SB13-251) services in Fall 2017.
  - The FY2018-19 Long Appropriation Act (Long Bill) increased appropriation for this program.
  - Appointments increased from 93 to 155 per day.
  - Additional services are now offered at Westgate and Aurora DL offices.
  - Colorado Springs and Grand Junction DL offices also offer services.
- Long Bill Footnote Requirement.
  - Per the General Assembly, CDOR must reduce services to one office when first time applicants served reaches 66,000.
- Drawdown concept for program.
  - Current estimate for reaching 66,000 served is February 2019.
  - CDOR will begin communications and cease appointments for February starting in November.
  - Consolidate to Westgate DL office in February 2019 (93 appointments per day).
  - On-line renewals available January 1, 2019 (SB18-108).

## Questions or Comments?



Skip the trip with online services!

[Colorado.gov/DMV](http://Colorado.gov/DMV)

- ★ Renew your driver license    ★ Renew your vehicle registration
- ★ Make an appointment    ★ Manage IRP

Enjoy Colorado's great outdoors  
and skip the trip to the DMV.