



COLORADO
Department of Revenue

Division of Motor Vehicles

Physical Address:
1881 Pierce Street
Lakewood, CO 80214

Mailing Address:
P.O. Box 173350
Denver, CO 80217-3350

Report 1: October 1, 2015

To: Members of the Joint Technology and Joint Budget Committees

Senator Tim Neville, Chair, Joint Technology Committee
Senator Linda Newell, Joint Technology Committee
Senator Beth Martinez Humenik, Joint Technology Committee
Representative Max Tyler, Vice Chair, Joint Technology Committee
Representative Jonathan Singer, Joint Technology Committee
Representative Jack Tate, Joint Technology Committee
Senator Kent Lambert, Chair, Joint Budget Committee
Senator Kevin Grantham, Joint Budget Committee
Senator Pat Steadman, Joint Budget Committee
Representative Millie Hamner, Vice Chair, Joint Budget Committee
Representative Dave Young, Joint Budget Committee
Representative Bob Rankin, Joint Budget Committee

In accordance with your request for information in the 2015-16 JBC Appropriations Report listed below, the Colorado Department of Revenue, Division of Motor Vehicles is providing this report for your consideration.

“The Department is requested to submit to the Joint Technology Committee and Joint Budget Committee, beginning October 1, 2015, quarterly reports about the progress of installation of the Wait Less technology the Department is implementing in 31 of its offices.”

Program overview

The purpose of the Wait Less expansion project is to implement the portion of HB14-1336 Long Bill which provided funding for the Department to expand its Wait Less (Kiosk) capability to 16 additional Driver License Offices and replace all hardware at 15 existing Wait Less equipped offices, including kiosks, monitors, speakers, and media players. This project was delayed due to an extended procurement process. It is part of a comprehensive strategy to reduce customer wait times in driver's license offices.

Requested information

The Department has partnered with the Governor's Office of Information Technology, Colorado Interactive (CI) and their subcontractor ACF Technologies to implement this project. As of September 2015, the project was 37 percent complete.

The primary goals of the Wait Less expansion include:

- Expanding the Wait Less system to 16 additional offices - This will allow customers to schedule online appointments at these offices, provide for in-office queuing capability, and to help measure operational effectiveness
- Replace current hardware in the current 15 Wait Less offices
- Improve awareness of current wait times at 31 total offices
- Increase total number of appointments that can be scheduled online
- Improve reliability and sustainability of the entire Wait Less system
- Ensure accurate data to effectively analyze operational efficiency

In the second quarter of 2015, DynaTouch was selected as the hardware vendor and contract negotiations are ongoing at the time of this report's preparation. As part of the contract, DynaTouch will provide kiosks and other hardware to 31 offices which will be distributed by customer volume. The contract with DynaTouch is scheduled to be signed during late September. The Department is also working with CI to improve the existing queue management software and is currently in the process of finalizing task orders to upgrade this software and manage the data.

Offices with current Wait Less systems (15) will receive the first upgrade. This involves the installation of kiosks, media players, speakers and other ancillary hardware and includes:

Denver Central	Ft. Collins	Longmont
Aurora	Golden	Northglenn
Boulder	Grand Junction	Parker
Colorado Springs	Greeley	Pueblo
Denver Northeast	Littleton	Lakewood

Wait Less systems will then be expanded to the following 16 offices and will also include the installation of kiosks, media players, speakers and other ancillary hardware:

Alamosa	Canon City	Lamar
LaJunta	Montrose	Gunnison
Loveland	Steamboat Springs	Cortez
Durango	Frisco	Trinidad
Glenwood Springs	Fort Morgan	Craig
	Sterling	

If you have any questions regarding this report, you may contact the DMV's Driver License Section Operations Director David Lindsay at 303-205-5919.

Respectfully,

A handwritten signature in blue ink, reading "Barbara J. Brohl", is written over a horizontal line.

Barbara J. Brohl
Executive Director

CC:

Scott Thompson, staff, Joint Budget Committee, Colorado General Assembly

Henry Sobanet, Director, Governor's Office of State Planning and Budgeting

Erick Scheminske, Deputy Director, Governor's Office of State Planning and Budgeting

Alice Wheet, staff, Governor's Office of State Planning and Budgeting



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Report 1: May 26, 2015

Members of the Joint Budget Committee:

In accordance with the footnote contained in the 2015-16 Long Appropriations Bill (SB15-234) listed below, the Colorado Department of Revenue, Division of Motor Vehicles is providing this report for your consideration.

“The Department is requested to submit to the Joint Budget Committee by the first of every month, beginning May 1, 2015, a report about the progress made on meeting the demand for services offered under S.B. 13-251, which was estimated at 66,000 individuals. For individuals served who are not lawfully present, the report should include the number of appointments made available, the number of “no shows” for appointments, the number of appointments that resulted in no document issuance, the number of documents issued, and a justification based in data for why there is a continued need to offer services for individuals who cannot demonstrate a lawful presence in the United States at more than one location.”

Program overview

The Colorado Road and Community Safety Act (SB 13-251), authorizes the issuance of a Colorado driver license, instruction permit or identification card to qualified individuals who either cannot demonstrate lawful presence in the United States or can demonstrate temporary lawful presence in the United States. This program was implemented by the Colorado Department of Revenue’s Division of Motor Vehicles on August 1, 2014.

For individuals unable to demonstrate lawful presence in the United States, the program is offered by appointment only at the Denver Central Driver License Office. There are 31 appointments available each business day. The program will expand to the Colorado Springs and Grand Junction Driver License offices on June 1, 2015, allowing for an additional 62 appointments each day.

Individuals who are able to demonstrate temporary lawful presence in the United States may apply at any state driver license office. An appointment is only required for the driving test.

More information on this program is available at www.colorado.gov/dmv.

Requested information

The Department has served 17,064 individuals who are unable to demonstrate lawful presence in the United States from the start of the program on August 1, 2014 through March 31, 2015. There were 3,433 individuals who did not keep their appointments out of the 20,497 available. Of appointments that were kept, there were 11,935 documents issued: 8,748 driver licenses, 1,485 instruction permits and 1,702 identification cards. There were 5,129 appointments that did not result in a document issuance[†]. See Table 1 below:

Table 1

Available appointments	Individuals served	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
20,497	17,064	3,433	11,935	8,748	1,485	1,702	5,129

From March 1-31, 2015 the Department served 629 individuals who are unable to demonstrate lawful presence in the United States. There were 682 total appointments available during this period and 53 individuals did not keep their appointment. Of those who kept their appointment, there were 547 total documents issued: 492 driver licenses, 30 instruction permits and 25 identification cards. There were 82 appointments that did not result in a document issuance[†]. See Table 2 below:

Table 2

Available appointments	Individuals served	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
682	629	53	547	492	30	25	82

There is continued demand for this service as evidenced by the fact that all available appointments for this program are full. When available, the Department releases new appointments that are out 90 business days. These new appointments are released in equal amounts throughout the day at 8 a.m., noon, 4 p.m. and 8 p.m. Currently, 31 appointments take place each day.

There have not been any new appointments available since the reduction in services from five offices to one office. This necessitated the rescheduling of those appointments to the Denver Central Office.

^{*} This reflects the total number of final documents issued at an appointment. The total number of documents will be greater than this number as most individuals who receive a driver license also receive an instruction permit

[†] This is due to a variety of reasons such as not being able to prove identity, not having an Individual Taxpayer Identification Number, not being able to prove residency, not being able to prove tax filing, providing inconsistent information, or failing either the written or drive test.

There will be continued demand for this service in the future due to fact that cards issued under the Colorado Road and Community Safety Act are only valid for three years. The Department can anticipate beginning to see renewals for these cards on August 1, 2017.

If you have any questions regarding this report, you may contact the DMV's Driver License Section Operations Director David Lindsay at 303-205-5919.

Respectfully,



Barbara J. Brohl



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Report 2: June 1, 2015

Members of the Joint Budget Committee:

In accordance with the footnote contained in the 2015-16 Long Appropriations Bill (SB15-234) listed below, the Colorado Department of Revenue, Division of Motor Vehicles is providing this report for your consideration.

“The Department is requested to submit to the Joint Budget Committee by the first of every month, beginning May 1, 2015, a report about the progress made on meeting the demand for services offered under S.B. 13-251, which was estimated at 66,000 individuals. For individuals served who are not lawfully present, the report should include the number of appointments made available, the number of “no shows” for appointments, the number of appointments that resulted in no document issuance, the number of documents issued, and a justification based in data for why there is a continued need to offer services for individuals who cannot demonstrate a lawful presence in the United States at more than one location.”

Program overview

The Colorado Road and Community Safety Act (SB 13-251), authorizes the issuance of a Colorado driver license, instruction permit or identification card to qualified individuals who either cannot demonstrate lawful presence in the United States or can demonstrate temporary lawful presence in the United States. This program was implemented by the Colorado Department of Revenue’s Division of Motor Vehicles on August 1, 2014.

For individuals unable to demonstrate lawful presence in the United States, the program is offered by appointment only at the Denver Central Driver License Office. There are 31 appointments available each business day. The program will expand to the Colorado Springs and Grand Junction Driver License offices on June 1, 2015, allowing for an additional 62 appointments each day.

Individuals who are able to demonstrate temporary lawful presence in the United States may apply at any state driver license office. An appointment is only required for the driving test.

More information on this program is available at www.colorado.gov/dmv.

Requested information

The Department has served 17,665 individuals who are unable to demonstrate lawful presence in the United States from the start of the program on August 1, 2014 through April 30, 2015. There were 3,514 individuals who did not keep their appointments out of the 21,179 available. Of appointments that were kept, there were 12,427 documents issued^{*}: 9,190 driver licenses, 1,503 instruction permits and 1,734 identification cards. There were 5,238 appointments that did not result in a document issuance[†]. See Table 1 below:

Table 1

Available appointments	Individuals served	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
21,179	17,665	3,514	12,427	9,190	1,503	1,734	5,238

From April 1-30, 2015 the Department served 601 individuals who are unable to demonstrate lawful presence in the United States. There were 682 total appointments available during this period and 81 individuals did not keep their appointment. Of those who kept their appointment, there were 492 total documents issued^{*}: 442 driver licenses, 18 instruction permits and 32 identification cards. There were 109 appointments that did not result in a document issuance[†]. See Table 2 below:

Table 2

Available appointments	Individuals served	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
682	601	81	492	442	18	32	109

There is continued demand for this service as evidenced by the fact that all available appointments for this program are full. When available, the Department releases new appointments that are out 90 business days. These new appointments are released in equal amounts throughout the day at 8 a.m., noon, 4 p.m. and 8 p.m. Currently, 31 appointments take place each day.

There have not been any new appointments available since the reduction in services from five offices to one office. This necessitated the rescheduling of those appointments to the Denver Central Office.

^{*} This reflects the total number of final documents issued at an appointment. The total number of documents will be greater than this number as most individuals who receive a driver license also receive an instruction permit

[†] This is due to a variety of reasons such as not being able to prove identity, not having an Individual Taxpayer Identification Number, not being able to prove residency, not being able to prove tax filing, providing inconsistent information, or failing either the written or drive test.

There will be continued demand for this service in the future due to fact that cards issued under the Colorado Road and Community Safety Act are only valid for three years. The Department can anticipate beginning to see renewals for these cards on August 1, 2017.

If you have any questions regarding this report, you may contact the DMV's Driver License Section Operations Director David Lindsay at 303-205-5919.

Respectfully,



Barbara J. Brohl



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Report 3: July 1, 2015

Members of the Joint Budget Committee:

In accordance with the footnote contained in the 2015-16 Long Appropriations Bill (SB15-234) listed below (Footnote 74, pages 240 and 241), the Colorado Department of Revenue, Division of Motor Vehicles is providing this report for your consideration.

“The Department is requested to submit to the Joint Budget Committee by the first of every month, beginning May 1, 2015, a report about the progress made on meeting the demand for services offered under S.B. 13-251, which was estimated at 66,000 individuals. For individuals served who are not lawfully present, the report should include the number of appointments made available, the number of “no shows” for appointments, the number of appointments that resulted in no document issuance, the number of documents issued, and a justification based in data for why there is a continued need to offer services for individuals who cannot demonstrate a lawful presence in the United States at more than one location.”

Program overview

The Colorado Road and Community Safety Act (SB 13-251), authorizes the issuance of a Colorado driver license, instruction permit or identification card to qualified individuals who either cannot demonstrate lawful presence in the United States or can demonstrate temporary lawful presence in the United States. This program was implemented by the Colorado Department of Revenue’s Division of Motor Vehicles on August 1, 2014.

For individuals unable to demonstrate lawful presence in the United States, the program is offered by appointment only at the Denver Central, Colorado Springs and Grand Junction Driver License Offices. There are 93 potential customers with appointments each business day.

Individuals who are able to demonstrate temporary lawful presence in the United States may apply at any state driver license office. They may choose to make an appointment online at one of 15 equipped offices, but an appointment is not required for services other than the driving test.

More information on this program is available at www.colorado.gov/dmv.

Requested information

The Department has served 18,138 individuals who are unable to demonstrate lawful presence in the United States from the start of the program on August 1, 2014 through May 31, 2015. There were 3,661 individuals who did not keep their appointments out of the 21,799 available. Of appointments that were kept, there were 12,893 documents issued^{*}: 9,611 driver licenses, 1,524 instruction permits and 1,758 identification cards. There were 5,345 appointments that did not result in a document issuance[†]. See Table 1 below:

Table 1

Available appointments	Individuals served	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
21,799	18,138	3,661	12,893	9,611	1,524	1,758	5,345

From May 1-31, 2015[‡] the Department served 473 individuals who are unable to demonstrate lawful presence in the United States. There were 620 total appointments available during this period and 147 individuals did not keep their appointment. Of those who kept their appointment, there were 366 total documents issued^{*}: 321 driver licenses, 21 instruction permits and 24 identification cards. There were 107 appointments that did not result in a document issuance[†]. See Table 2 below:

Table 2

Available appointments	Individuals served	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
620	473	147	366	321	21	24	107

There is continued demand for this service as evidenced by the fact that all available appointments for this program are full. The Department releases new appointments that are out 90 business days. These new appointments are released in equal amounts throughout the day at 8 a.m., noon, 4 p.m. and 8 p.m. The number of new appointments available each day varies due to rescheduling when the number of available offices changed.

^{*} This reflects the total number of final documents issued at an appointment. The total number of documents will be greater than this number as most individuals who receive a driver license also receive an instruction permit

[†] This is due to a variety of reasons such as not being able to prove identity, not having an Individual Taxpayer Identification Number, not being able to prove residency, not being able to prove tax filing, providing inconsistent information, or failing either the written or drive test.

[‡] During this period, appointments were only being accepted at the Denver Central Driver License Office. There were 31 available appointments each day.

There will be continued demand for this service in the future due to fact that cards issued under the Colorado Road and Community Safety Act are only valid for three years. The Department can anticipate beginning to see renewals for these cards on August 1, 2017.

If you have any questions regarding this report, you may contact the DMV's Driver License Section Operations Director David Lindsay at 303-205-5919.

Respectfully,

A handwritten signature in black ink, reading "Barbara J. Brohl". The signature is written in a cursive style with a horizontal line underneath it.

Barbara J. Brohl
Executive Director



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Report 4: August 1, 2015

Members of the Joint Budget Committee:

In accordance with the footnote contained in the 2015-16 Long Appropriations Bill (SB15-234) listed below (Footnote 74, pages 240 and 241), the Colorado Department of Revenue, Division of Motor Vehicles is providing this report for your consideration.

“The Department is requested to submit to the Joint Budget Committee by the first of every month, beginning May 1, 2015, a report about the progress made on meeting the demand for services offered under S.B. 13-251, which was estimated at 66,000 individuals. For individuals served who are not lawfully present, the report should include the number of appointments made available, the number of “no shows” for appointments, the number of appointments that resulted in no document issuance, the number of documents issued, and a justification based in data for why there is a continued need to offer services for individuals who cannot demonstrate a lawful presence in the United States at more than one location.”

Program overview

The Colorado Road and Community Safety Act (SB 13-251), authorizes the issuance of a Colorado driver license, instruction permit or identification card to qualified individuals who either cannot demonstrate lawful presence in the United States or can demonstrate temporary lawful presence in the United States. This program was implemented by the Colorado Department of Revenue’s Division of Motor Vehicles on August 1, 2014.

For individuals unable to demonstrate lawful presence in the United States, the program is offered by appointment only at the Denver Central, Colorado Springs and Grand Junction Driver License Offices. There are 93 potential customers with appointments each business day.

Individuals who are able to demonstrate temporary lawful presence in the United States may apply at any state driver license office. They may choose to make an appointment online at one of 15 equipped offices, but an appointment is not required for services other than the driving test.

More information on this program is available at www.colorado.gov/dmv.

Requested information

The Department has served 19,890 individuals who are unable to demonstrate lawful presence in the United States from the start of the program on August 1, 2014 through June 30, 2015. There were 3,955 individuals who did not keep their appointments out of the 23,845 available. Of the appointments that were kept, there were 14,370 documents issued^{*}: 10,697 driver licenses, 1,796 instruction permits and 1,877 identification cards. There were 5,620 appointments that did not result in a document issuance[†]. See Table 1 below:

Table 1

Available appointments	Individuals served	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
23,845	19,890	3,955	14,370	10,697	1,796	1,877	5,620

From June 1-30, 2015, the Department served 1,752 individuals who are unable to demonstrate lawful presence in the United States. There were 2,046 total appointments available during this period and 294 individuals did not keep their appointment. Of those who kept their appointment, there were 1,477 total documents issued^{*}: 1,086 driver licenses, 272 instruction permits and 119 identification cards. There were 275 appointments that did not result in a document issuance[†]. See Table 2 below:

Table 2

Available appointments	Individuals served	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
2,046	1,752	294	1,477	1,086	272	119	275

There is continued demand for this service as evidenced by the fact that all available appointments for this program are full. The Department releases new appointments that are out 90 business days. These new appointments are released in equal amounts throughout the day at 8 a.m., noon, 4 p.m. and 8 p.m. The number of new appointments available each day varies due to rescheduling when the number of available offices changed.

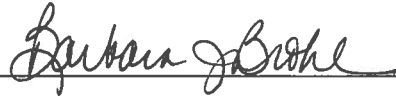
There will be continued demand for this service in the future due to the fact that cards issued under the Colorado Road and Community Safety Act are only valid for three years. The Department can anticipate beginning to see renewals for these cards on August 1, 2017.

^{*} This reflects the total number of final documents issued at an appointment. The total number of documents will be greater than this number as many individuals who receive a driver license also receive an instruction permit

[†] This is due to a variety of reasons such as not being able to prove identity, not having an Individual Taxpayer Identification Number, not being able to prove residency, not being able to prove tax filing, providing inconsistent information, or failing either the written or drive test.

If you have any questions regarding this report, you may contact the DMV's Driver License Section Operations Director David Lindsay at 303-205-5919.

Respectfully,

A handwritten signature in cursive script, reading "Barbara J. Brohl", is written over a horizontal line.

Barbara J. Brohl
Executive Director



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Report 5: September 1, 2015

Members of the Joint Budget Committee:

In accordance with the footnote contained in the 2015-16 Long Appropriations Bill (SB15-234) listed below (Footnote 74, pages 240 and 241), the Colorado Department of Revenue, Division of Motor Vehicles is providing this report for your consideration.

“The Department is requested to submit to the Joint Budget Committee by the first of every month, beginning May 1, 2015, a report about the progress made on meeting the demand for services offered under S.B. 13-251, which was estimated at 66,000 individuals. For individuals served who are not lawfully present, the report should include the number of appointments made available, the number of “no shows” for appointments, the number of appointments that resulted in no document issuance, the number of documents issued, and a justification based in data for why there is a continued need to offer services for individuals who cannot demonstrate a lawful presence in the United States at more than one location.”

Program overview

The Colorado Road and Community Safety Act (SB 13-251), authorizes the issuance of a Colorado driver license, instruction permit or identification card to qualified individuals who either cannot demonstrate lawful presence in the United States or can demonstrate temporary lawful presence in the United States. This program was implemented by the Colorado Department of Revenue’s Division of Motor Vehicles on August 1, 2014.

For individuals unable to demonstrate lawful presence in the United States, the program is offered by appointment only at the Denver Central, Colorado Springs and Grand Junction Driver License Offices. There are 93 potential customers with appointments each business day.

Individuals who are able to demonstrate temporary lawful presence in the United States may apply at any state driver license office. They may choose to make an appointment online at one of 15 equipped offices, but an appointment is not required for services other than the driving test.

More information on this program is available at www.colorado.gov/dmv.

Requested information

The Department has served 21,573 individuals who are unable to demonstrate lawful presence in the United States from the start of the program on August 1, 2014 through July 31, 2015. There were 4,318 individuals who did not keep their appointments out of the 25,891 available. Of appointments that were kept, there were 15,663 documents issued*: 11,765 driver licenses, 1,918 instruction permits and 1,980 identification cards. There were 5,910 appointments that did not result in a document issuance†. See Table 1 below:

Table 1

Available appointments	Individuals served	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
25,891	21,573	4,318	15,663	11,765	1,918	1,980	5,910

From July 1-31, 2015, the Department served 1,683 individuals who are unable to demonstrate lawful presence in the United States. There were 2,046 total appointments available during this period and 363 individuals did not keep their appointment. Of those who kept their appointment, there were 1,393 total documents issued*: 1,168 driver licenses, 122 instruction permits and 103 identification cards. There were 290 appointments that did not result in a document issuance†. See Table 2 below:

Table 2

Available appointments	Individuals served	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
2,046	1,683	363	1,393	1,168	122	103	290

There is continued demand for this service as evidenced by the fact that all available appointments for this program are full. The Department releases new appointments that are out 90 business days. These new appointments are released in equal amounts throughout the day at 8 a.m., noon, 4 p.m. and 8 p.m. The number of new appointments available each day varies due to rescheduling when the number of available offices changed.

There will be continued demand for this service in the future due to fact that cards issued under the Colorado Road and Community Safety Act are only valid for three years. The Department can anticipate beginning to see renewals for these cards on August 1, 2017.

* This reflects the total number of final documents issued at an appointment. The total number of documents will be greater than this number as many individuals who receive a driver license also receive an instruction permit

† This is due to a variety of reasons such as not being able to prove identity, not having an Individual Taxpayer Identification Number, not being able to prove residency, not being able to prove tax filing, providing inconsistent information, or failing either the written or drive test.

If you have any questions regarding this report, you may contact the DMV's Driver License Section Operations Director David Lindsay at 303-205-5919.

Respectfully,



Barbara J. Brohl
Executive Director



COLORADO
Department of Revenue

Division of Motor Vehicles

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Report 6: October 1, 2015

To: Members of the Joint Budget Committee

Senator Kent Lambert, Chair, Joint Budget Committee
Senator Kevin Grantham, Joint Budget Committee
Senator Pat Steadman, Joint Budget Committee
Representative Millie Hamner, Vice Chair, Joint Budget Committee
Representative Dave Young, Joint Budget Committee
Representative Bob Rankin, Joint Budget Committee

In accordance with the footnote contained in the 2015-16 Long Appropriations Bill (SB15-234) listed below (Footnote 74, pages 240 and 241), the Colorado Department of Revenue, Division of Motor Vehicles is providing this report for your consideration.

“The Department is requested to submit to the Joint Budget Committee by the first of every month, beginning May 1, 2015, a report about the progress made on meeting the demand for services offered under S.B. 13-251, which was estimated at 66,000 individuals. For individuals served who are not lawfully present, the report should include the number of appointments made available, the number of “no shows” for appointments, the number of appointments that resulted in no document issuance, the number of documents issued, and a justification based in data for why there is a continued need to offer services for individuals who cannot demonstrate a lawful presence in the United States at more than one location.”

Program overview

The Colorado Road and Community Safety Act (SB 13-251), authorizes the issuance of a Colorado driver license, instruction permit or identification card to qualified individuals who either cannot demonstrate lawful presence in the United States or can demonstrate temporary lawful presence in the United States. This program was implemented by the Colorado Department of Revenue’s Division of Motor Vehicles on August 1, 2014.

For individuals unable to demonstrate lawful presence in the United States, the program is offered by appointment only at the Denver Central, Colorado Springs and Grand Junction

Driver License Offices. There are 93 potential customers with appointments each business day.

Individuals who are able to demonstrate temporary lawful presence in the United States may apply at any state driver license office. They may choose to make an appointment online at one of 15 equipped offices, but an appointment is not required for services other than the driving test.

More information on this program is available at www.colorado.gov/dmv.

Requested information

The Department has served 23,172 individuals who are unable to demonstrate lawful presence in the United States from the start of the program on August 1, 2014 through August 31, 2015. There were 4,672 individuals who did not keep their appointments out of the 27,844 available. Of appointments that were kept, there were 17,119 documents issued^{*}: 12,966 driver licenses, 2,041 instruction permits and 2,112 identification cards. There were 6,153 appointments that did not result in a document issuance[†]. See Table 1 below:

Table 1

Available appointments	Individuals served	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
27,844	23,172	4,672	17,119	12,966	2,041	2,112	6,153

From August 1-31, 2015, the Department served 1,599 individuals who are unable to demonstrate lawful presence in the United States. There were 1,953 total appointments available during this period and 354 individuals did not keep their appointment. Of those who kept their appointment, there were 1,356 total documents issued^{*}: 1,101 driver licenses, 123 instruction permits and 132 identification cards. There were 243 appointments that did not result in a document issuance[†]. See Table 2 below:

Table 2

Available appointments	Individuals served	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
1,953	1,599	354	1,356	1,101	123	132	243

There is continued demand for this service as evidenced by the fact that all available appointments for this program are full. The Department releases new appointments that are

^{*} This reflects the total number of final documents issued at an appointment. The total number of documents will be greater than this number as many individuals who receive a driver license also receive an instruction permit

[†] This is due to a variety of reasons such as not being able to prove identity, not having an Individual Taxpayer Identification Number, not being able to prove residency, not being able to prove tax filing, providing inconsistent information, or failing either the written or drive test.

out 90 business days. These new appointments are released in equal amounts throughout the day at 8 a.m., noon, 4 p.m. and 8 p.m. The number of new appointments available each day varies due to rescheduling when the number of available offices changed.

There will be continued demand for this service in the future due to fact that cards issued under the Colorado Road and Community Safety Act are only valid for three years. The Department can anticipate beginning to see renewals for these cards on August 1, 2017.

If you have any questions regarding this report, you may contact the DMV's Driver License Section Operations Director David Lindsay at 303-205-5919.

Respectfully,



Barbara J. Brohl
Executive Director

Cc:

Scott Thompson, staff, Joint Budget Committee, Colorado General Assembly
Henry Sobanet, Director, Governor's Office of State Planning and Budgeting
Erick Scheminske, Deputy Director, Governor's Office of State Planning and Budgeting
Alice Wheet, staff, Governor's Office of State Planning and Budgeting



COLORADO
Department of Revenue

Executive Director's Office

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October 1, 2015

The Honorable Kent Lambert
Chair, Joint Budget Committee
Colorado General Assembly
200 E. 14th Avenue, Third Floor
Legislative Services Building
Denver, CO 80223

Subject: All Departments RFI #6

Dear Senator Lambert:

The following text provides a response to the All Departments RFI #6, which reads as follows:

6. All Departments - All Departments that own or have administrative custody of or administrative responsibility for State-owned buildings or structures are requested to provide by October 1, 2015, to the Joint Budget Committee an inventory list of all such department buildings or other department structures that are 50 years or older; each building's or structure's general condition and use status; and the estimated cost to address controlled maintenance needs or to provide for demolition.

RESPONSE:

The table below reflects the condition of the buildings which the Department of Revenue has administrative custody or administrative responsibility. The table excludes demolition costs, as there are no plans to demolish any of these buildings.

Building Name	Occupancy Type	Non GF Gross Sq Ft	Current Div. of R.M. Value	Date Built	Existing Building Condition (100% = good)	Building Condition (Target)	Controlled Maintenance Needs
Central City Office	Office type contents	8,600	\$ 316,330	1896	30%	85%	\$ 500,000

Sincerely,



Barbara J. Brohl
Executive Director
Colorado Department of Revenue

Cc: Senator Kevin Grantham, Joint Budget Committee
Senator Pat Steadman, Joint Budget Committee
Representative Millie Hamner, Vice Chair, Joint Budget Committee
Representative Dave Young, Joint Budget Committee
Representative Bob Rankin, Joint Budget Committee
Scott Thompson, staff, Joint Budget Committee, Colorado General Assembly
Henry Sobanet, Director, Governor's Office of State Planning and Budgeting
Erick Scheminske, Deputy Director, Governor's Office of State Planning and Budgeting
Alice Wheet, staff, Governor's Office of State Planning and Budgeting