



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 2: January 1, 2016

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 license offices.

Requested information

The Department has partnered with the Governor's Office of Information Technology (OIT), Colorado Interactive (CI) and their subcontractor ACF Technologies to implement this project. As of December 2015, the project was 47 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 fourth quarter of 2015, the contract with the kiosk vendor and hardware supplier, DynaTouch, was finalized and has been signed by all parties. In addition, the task orders with the State Internet Portal Authority (SIPA), as well as underpinning contract agreement between CI and their subcontractor ACF, were also finalized and have been signed by all parties. As a result of the signing of the contract and task orders, the Department officially began work on the project with CI, SIPA, ACF, OIT and DynaTouch.

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,



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 3: April 1, 2016

To: Members of the Joint Technology and Joint Budget Committees:

Senator Tim Neville, Chair, Joint Technology Committee
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“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 WaitLess technology the Department is implementing in 31 of its offices.”

Program overview

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Requested information

The Department has partnered with the Governor's Office of Information Technology, Colorado Interactive (CI) and their subcontractor ACF Technologies, Dynatouch and Engility to implement this project. As of March 4, 2016, the project was 61 percent complete.

The primary goals of the WaitLess expansion include:

- Expanding the WaitLess 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 WaitLess 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 WaitLess system
- Ensure accurate data to effectively analyze operational efficiency

In the first quarter of 2016, major milestones in the project were completed on time.

- The software provider, ACF Technologies, had an on-site visit with the DMV and Driver License section in mid-January to review the customer interfaces (kiosk check-in and appointment scheduler) and several other portions, including queuing management and reporting.
- Changes were developed and are currently in the final stages of testing. DynaTouch, the kiosk and hardware supplier, conducted on-site visits at all of the offices included in the WaitLess Expansion. During their visits, locations for the kiosks, monitors, speakers, hardware and advisor stations were designated.
- The equipment count for all offices has been finalized and the order has been placed.
- The DMV is putting together a marketing plan directed at encouraging individuals to use the appointment feature for all offices. Effective February 29, appointments for the expanded WaitLess offices can be made through the DMV appointment call center.
- An implementation and rollout schedule for all of the offices will be finalized by early April.
- Pilot is scheduled to begin in mid-April and statewide deployment is scheduled to start in early May.

These offices (15) currently have the WaitLess system and will receive new kiosks, media players, speakers and other ancillary hardware.

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

These offices (16) will have the WaitLess system expanded to them as a part of the project. The expansion will include new kiosks, media players, speakers and other ancillary hardware.

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

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

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Report 4: July 1, 2016

To: Members of the Joint Technology and Joint Budget Committees:

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“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 WaitLess technology the Department is implementing in 31 of its offices.”

Program overview

The purpose of the WaitLess expansion project is to implement the portion of HB14-1336 Long Bill which provided funding for the Department to expand its WaitLess (kiosk) capability to 16 additional Driver License Offices and replace all hardware at 15 existing WaitLess 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 license offices.

Requested information

The Department has partnered with the Governor's Office of Information Technology, Colorado Interactive (CI) and their subcontractor ACF Technologies, DynaTouch and their partners Engility and Kiosk Inc., to implement this project. As of June 3, 2016, the project was 95 percent complete.

The primary goals of the WaitLess expansion include:

- Expanding the WaitLess 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 WaitLess 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 WaitLess system
- Ensure accurate data to effectively analyze operational efficiency

In the second quarter of 2016, major milestones in the project were completed on time.

- A pilot program was successfully implemented at the Aurora office (an office that currently has WaitLess) on April 18 and at the Frisco office (an office that did not previously have WaitLess) on April 20. The pilot program was successfully completed on schedule on April 28.
- On May 2, the statewide deployment commenced and was completed on June 8 with new equipment (which included kiosks, media players, speakers, and monitors) and software successfully installed at 31 driver license offices.
- The following was the deployment schedule:

Date	Location
18-Apr	Aurora (Current Office) – Pilot
20-Apr	Frisco (New Office) – Pilot
2-May	Denver Northeast (Current Office), Parker (Current Office)
3-May	Denver Central (Current Office)
4-May	Golden (Current Office), Littleton (Current Office)
5-May	Boulder (Current Office), Longmont (Current Office)
6-May	Lakewood (Current Office)
9-May	Northglenn (Current Office)
10-May	Loveland (New Office), Ft. Collins (Current Office)
11-May	Ft. Morgan (New Office), Greeley (Current Office)
12-May	Sterling (New Office)
16-May	Steamboat Springs (New Office)
17-May	Craig (New Office), Glenwood Springs (New Office)
18-May	Montrose (New Office), Grand Junction (Current Office)

19-May	Gunnison (New Office)
24-May	Colorado Springs (Current Office)
25-May	Canon City (New Office), Pueblo (Current Office)
26-May	Trinidad (New Office)
31-May	Lamar (New Office)
1-Jun	La Junta (New Office)
2-Jun	Alamosa (New Office)
8-Jun	Cortez (New Office), Durango (New Office)

- Colorado Interactive and its subcontractor (ACF), created a hosting environment in Microsoft Azure to host QFlow (the queuing software) and updated and enhanced the software to include queuing management and reporting.
- Updated and enhanced on-line calendaring for the existing 15 offices and the 16 new offices went live on June 8 and is linked with the DMV website.
- A communications plan is being implemented which includes on-line scheduling, a campaign with RTD, search-engine optimization, and traffic sponsorship with 9NEWS.
- \$1,492,103 was allocated for this project. The project was completed at a cost of \$1,191,882 for a cost savings of \$300,221.
- With minor system performance enhancements being finished by June 30, the Waitless project is complete.

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.

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