



**COLORADO**  
**Department of Revenue**

Division of Motor Vehicles

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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](http://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.

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\* 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 fluid and cursive, with the first name "Barbara" and last name "Brohl" clearly distinguishable. Below the signature is a horizontal line.

Barbara J. Brohl  
Executive Director