



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 24: April 1, 2017

To: Members of the Joint Budget Committee

Senator Kent Lambert, Chair, Joint Budget Committee
Senator Dominick Moreno, Joint Budget Committee
Senator Kevin Lundberg, 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 (S.B. 15-234) listed below (Footnote 74, pages 240 and 241), the Colorado Department of Revenue, Division of Motor Vehicles (DMV) 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."

The footnote further states, "The initial fiscal note estimated a total of 66,000 individuals would request an appointment for a SB13-251 document. Continued operations for this program at more than one office are premised on the need to handle the up-front surge of applicants. It is the intent of the General Assembly that once the annual appointments made available for individuals who are not lawfully present in the United States fall below 5,000 per year or the total appointments served reaches 60,000 the Division will reduce the offices that provide service to one location."

Based on the current availability of 93 appointments per day and the current rate of individuals not keeping their appointments of 25.1 percent, it is estimated that total appointments served under this program will reach 60,000 in December 2017, if no changes are made.

Program overview

The Colorado Road and Community Safety Act (CO-RCSA S.B. 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 (31 at each office).

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 31 equipped offices, but an appointment is not required for services other than the driving test.

On June 15, 2016, the DMV began implementation of H.B. 16-1415. This bill allows individuals who received an instruction permit during their CO-RCSA appointment taking place after May 4, 2016, but who did not receive a driver license due to failing the driving test, to re-take the driving test at a third-party school within 60 days of failing the test at the driver license office. Once they pass the test at a third party school, individuals then have 180 days to return to one of the three offices that offer CO-RCSA services on a space-available basis. They will need to present their passing drive test certificate from the third-party school, the identification documentation used to obtain their permit, their valid instruction permit and proof of their current Colorado residence and pay a \$15 retest fee as well as the driver license fee to obtain their driver license.

More information on the CO-RCSA S.B. 13-251 program is available at www.colorado.gov/dmv.

Requested information

The Department has served 46,700 individuals through appointments who are unable to demonstrate lawful presence in the United States from the start of the program on August 1, 2014 through February 28, 2017. There were 15,640 individuals who did not keep their appointments out of the 62,340 available. There were 37,600 documents issued^{*}: 29,365 driver licenses[†], 4,507 instruction permits and 3,728 identification cards. There were 9,931 appointments that did not result in a document issuance[‡]. See Table 1 below:

^{*} This reflects the total number of final documents issued at an appointment. The 25,922 individuals who received both an instruction permit and a driver license during the same appointment since the beginning of the program (715 in February) are not included in the instruction permit numbers above.

[†] This includes the 808 driver licenses issued through the H.B. 16-1415 process (77 in February).

[‡] 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.

Table 1 (08/01/2014 - 02/28/2017)

Available appointments	Individuals served through appointments	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
62,340	46,700	15,640	37,600	29,365	4,507	3,728	9,931

From February 1-28, 2017, the Department served 1,088 individuals through appointments who are unable to demonstrate lawful presence in the United States. There were 1,767 total appointments available during this period and 679 individuals did not keep their appointment. There were 971 total documents issued: 774 driver licenses[†], 120 instruction permits and 77 identification cards. There were 217 appointments that did not result in a document issuance. See Table 2 below:

Table 2 (02/01/2017 - 02/28/2017)

Available appointments	Individuals served through appointments	Did not keep appointment	Documents issued	DL issued	Permit issued	ID issued	No document issued
1,767	1,088	679	971	774	120	77	217

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.

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 Rosalie Johnson at 303-205-5667.

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