



**COLORADO**  
Department of Revenue

Division of Motor Vehicles

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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 that reads "Barbara J. Brohl". The signature is written in a cursive style and is positioned above a solid 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