



**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 3: April 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 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 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

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