



**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 4: July 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 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:

<b>Date</b>	<b>Location</b>
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.

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