



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

2015 Annual Report - Department of Revenue - Division of Motor Vehicles: Exceptions Processing, § 42-1-229, C.R.S.

Report 1: July 1, 2015

Members of the Transportation Legislation Review Committee:

§ 42-1-229, C.R.S., requires the Department of Revenue to annually report on the effectiveness of the Exceptions Processing Program. § 42-1-229, C.R.S., states:

On or before July 1, 2015, and every year thereafter, the Department shall submit to the Transportation Legislation Review Committee a report concerning the effectiveness of exceptions processing (EP), including:

- (a) The number of individuals issued or denied an identification card or driver's license on his or her first visit to an office and the number of individuals advised to provide more documents;
- (b) The average length of time between an unsuccessful first visit and ultimate approval;
- (c) The number of individuals who fail to return;
- (d) The breakdown by each office of approval and denial rates;
- (e) The number of individuals who request exceptions processing each month and the outcomes of those requests by each office;
- (f) The number of hearings requested after notice of denial and the outcomes of the hearings; and
- (g) A summary of the main reasons for denial under exceptions processing.

Program Overview

The implementation of SB14-194 expanded in-person Exceptions Processing (EP) services from one office to four. Beginning in September 2014, the Division of Motor Vehicles (DMV) provided in office EP services at the following offices: Colorado Springs, Denver Central (Athmar), Fort Collins, and Grand Junction. In addition, the DMV continues to offer remote (not in-person) EP services at 32 DMV offices throughout Colorado. In these offices, documents from applicants are scanned and forwarded to the Lakewood Office for review.

Colorado's EP program was implemented under the guidelines of the federal REAL ID Act of 2005 (Act) and established in 2007 to assist individuals who, for reasons beyond their control, are unable to present all the necessary documents to establish identity, date of birth and/or

lawful presence to obtain state-issued identification. The Act establishes minimum security standards for driver license, instruction permit and ID card issuance and prohibits the acceptance of certain documents that do not meet the Act's minimum standards.

Requested information

The new reporting requirements are contained in § 42-1-229, C.R.S. As part of the implementation of SB14-087, the Department completed programming of the Driver's License System (DLS) so that the requested data for the new annual report could be captured. The programming was completed in January 2015. The information presented in Tables 1 through 6 below represents the period January through May 2015. Each column header is labeled with a letter in parentheses to correspond with the requirements outlined in § 42-1-229, C.R.S.

Table 1

Notice of Incomplete Application Summary					
Jan-May 2015	(a) Total # Docs Issued	(a) Denied on 1st Visit	(a) Advised to Provide More Documents	(b) Average Length of Time Between 1st Visit & Approval (Days)	(c) Failed to Return
TOTAL	502,157	5,562	5,562	46.50	1,351

Table 2

ATHMAR (d & e)								
Month	Total # Docs Issued	# EP Applications	# EP Approved	# EP Denied	# EP Pending	% EP Approved	% EP Denied	% EP Pending
Jan-15	7,831	151	111	40	0	74%	26%	0%
Feb-15	7,493	184	130	53	1	71%	29%	1%
Mar-15	8,998	201	161	37	3	80%	18%	1%
Apr-15	8,512	177	123	52	2	69%	29%	1%
May-15	7,641	170	122	47	1	72%	28%	1%
Grand Total	40,475	883	647	229	7	73%	26%	1%

Table 3

COLORADO SPRINGS (d & e)								
Month	Total # Docs Issued	# EP Applications	# EP Approved	# EP Denied	# EP Pending	% EP Approved	% EP Denied	% EP Pending
Jan-15	5,781	60	58	2	0	97%	3%	0%
Feb-15	4,986	62	60	2	0	97%	3%	0%
Mar-15	6,093	52	52	0	0	100%	0%	0%
Apr-15	6,042	66	63	3	0	95%	5%	0%
May-15	5,285	52	51	1	0	98%	2%	0%
Grand Total	28,187	292	284	8	0	97%	3%	0%

Table 4

FT COLLINS (d & e)								
Month	Total # Docs Issued	# EP Applications	# EP Approved	# EP Denied	# EP Pending	% EP Approved	% EP Denied	% EP Pending
Jan-15	4,770	24	14	10	0	58%	42%	0%
Feb-15	4,007	27	14	12	1	52%	44%	4%
Mar-15	4,882	33	18	15	0	55%	45%	0%
Apr-15	4,511	24	12	12	0	50%	50%	0%
May-15	4,148	23	8	15	0	35%	65%	0%
Grand Total	22,318	131	66	64	1	50%	49%	1%

Table 5

GRAND JUNCTION (d & e)								
Month	Total # Docs Issued	# EP Applications	# EP Approved	# EP Denied	# EP Pending	% EP Approved	% EP Denied	% EP Pending
Jan-15	3,429	11	9	2	0	82%	18%	0%
Feb-15	2,848	17	9	7	1	53%	41%	6%
Mar-15	3,486	9	4	5	0	44%	56%	0%
Apr-15	3,269	15	13	2	0	87%	13%	0%
May-15	2,970	13	12	1	0	92%	8%	0%
Grand Total	16,002	65	47	17	1	72%	26%	2%

Table 6

REMOTE OFFICES (d & e)								
Month	Total # Docs Issued	# EP Applications	# EP Approved	# EP Denied	# EP Pending	% EP Approved	% EP Denied	% EP Pending
Jan-15	74,205	120	61	57	2	51%	48%	2%
Feb-15	72,428	118	57	57	4	48%	48%	3%
Mar-15	86,938	109	51	56	2	47%	51%	2%
Apr-15	84,836	112	34	76	2	30%	68%	2%
May-15	76,768	135	57	76	2	42%	56%	1%
Grand Total	395,175	594	260	322	12	44%	54%	2%

Note: Total # Documents Issued - includes all driver's licenses (both regular and commercial), instruction permits and identification cards.

In response to section (f), there were no hearings requested after notice of denial from January through May 2015.

In response to section (g), the primary reasons for denials under EP include: insufficient documents to support identity, insufficient documentation of the applicant's full legal name, and insufficient documentation to establish lawful presence. Specifically:

1. Insufficient usable documents to support identity (approximately 85%). Examples of missing documents include:
 - a. Insufficient number of documents to develop identity
 - b. Photocopied, e-mailed, internet printout or fax copies of documents instead of the original
 - c. Non-verifiable documents that don't show the source of the document
2. Insufficient documentation of the applicant's full legal name (approximately 10%). Examples include:
 - a. Supporting document reflects a nickname instead of a proper name ("Bob" instead of "Robert")
 - b. Only one of the two last names is displayed
 - c. The two last names are transposed
 - d. Different names appearing on supporting documents without legal name change documents to verify the new name
3. Insufficient documentation to establish lawful presence. Examples include:
 - a. Unable to present a birth certificate
 - b. Unable to present valid immigration documents

Respectfully Submitted,



Barbara J. Brohl
Executive Director
Colorado Department of Revenue