



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

2016 Annual Report – Department of Revenue – Division of Motor Vehicles: Exceptions Processing, § 42-1-229, C.R.S.

Report 2: July 1, 2016

To: Members of the Transportation Legislation Review Committee

Senator Randy Baumgardner, Chair, Senate Transportation Committee
Senator Ray Scott, Vice-Chair, Senate Transportation Committee
Senator John Cooke, Senate Transportation Committee
Senator Leroy Garcia, Senate Transportation Committee
Senator Nancy Todd, Senate Transportation Committee
Representative Max Tyler, Chair, House Transportation and Energy Committee
Representative Diane Mitsch Bush, Vice-Chair, House Transportation and Energy Committee
Representative Jon Becker, House Transportation and Energy Committee
Representative Perry Buck, House Transportation and Energy Committee
Representative Terri Carver, House Transportation and Energy Committee
Representative Don Coram, House Transportation and Energy Committee
Representative Daneya Esgar, House Transportation and Energy Committee
Representative Tracy Kraft-Tharp, House Transportation and Energy Committee
Representative Susan Lontine, House Transportation and Energy Committee
Representative Jovan Melton, House Transportation and Energy Committee
Representative Patrick Neville, House Transportation and Energy Committee
Representative Dan Nordberg, House Transportation and Energy Committee
Representative Faith Winter, House Transportation and Energy 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, Fort Collins, and Grand Junction. In addition, the DMV continues to offer remote (not in-person) EP services at 30 DMV offices throughout Colorado. In these offices, documents from applicants are scanned and forwarded to a central 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

In January 2015, the Department updated the Driver License System (DLS) so that the requested information could be captured per the requirements of SB14-087. 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 (a) (b)					
Information contained in table: (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.					
	(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
Jun 2015 – May 2016					
TOTAL	1,003,590	27,350	27,350	28.4	10,259

Table 2

DENVER CENTRAL (d) (e)								
Information contained in table: (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.								
Month	Total # Docs Issued	# EP Apps	# EP Approved	# EP Denied	# EP Pending	% EP Approved	% EP Denied	% EP Pending
Jun-15	9,065	282	160	122	0	57%	43%	0%
Jul-15	8,705	289	177	112	0	61%	39%	0%
Aug-15	8,701	264	157	107	0	59%	41%	0%
Sep-15	7,530	243	159	84	0	65%	35%	0%
Oct-15	8,243	256	170	85	1	66%	33%	0.4%
Nov-15	6,911	210	143	67	0	68%	32%	0%
Dec-15	6,860	200	126	74	0	63%	37%	0%
Jan-16	7,019	219	151	67	1	69%	31%	0.5%
Feb-16	7,416	200	155	42	3	78%	21%	1.5%
Mar-16	8,867	142	109	32	1	77%	23%	0.7%
Apr-16	7,807	175	113	62	0	65%	35%	0%
May-16	8,053	211	142	69	0	67%	33%	0%
Total	95,177	2,691	1,762	923	6	65.5%	34.3%	0.2%

Table 3

COLORADO SPRINGS (d) (e)								
Information contained in table: (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.								
Month	Total # Docs Issued	# EP Apps	# EP Approved	# EP Denied	# EP Pending	% EP Approved	% EP Denied	% EP Pending
Jun-15	6,669	0	0	0	0	0%	0%	0%
Jul-15	6,571	27	25	2	0	93%	7%	0%
Aug-15	5,737	27	25	2	0	93%	7%	0%
Sep-15	5,118	33	30	3	0	91%	9%	0%
Oct-15	5,382	54	48	6	0	89%	11%	0%
Nov-15	4,201	38	35	3	0	92%	8%	0%
Dec-15	5,233	41	39	1	1	95%	2%	2%
Jan-16	4,655	48	42	5	1	88%	10%	2%
Feb-16	4,478	50	44	3	3	88%	6%	6%
Mar-16	6,096	56	53	3	0	95%	5%	0%
Apr-16	5,607	59	51	6	2	86%	10%	4%
May-16	5,753	59	51	6	2	86%	10%	4%
Total	65,500	492	443	40	9	90%	8%	2%

Table 4

FT. COLLINS (d) (e)								
Information contained in table: (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.								
Month	Total # Docs Issued	# EP Apps	# EP Approved	# EP Denied	# EP Pending	% EP Approved	% EP Denied	% EP Pending
Jun-15	4,775	19	13	6	0	68%	32%	0%
Jul-15	4,666	26	16	10	0	62%	38%	0%
Aug-15	4,721	31	13	18	0	42%	58%	0%
Sep-15	4,012	29	22	7	0	76%	24%	0%
Oct-15	4,125	45	24	21	0	53%	47%	0%
Nov-15	3,406	35	18	17	0	51%	49%	0%
Dec-15	3,497	30	21	9	0	70%	30%	0%
Jan-16	3,516	20	7	13	0	35%	65%	0%
Feb-16	3,679	30	14	16	0	47%	53%	0%
Mar-16	4,382	12	5	7	0	42%	58%	0%
Apr-16	4,154	11	7	4	0	64%	36%	0%
May-16	4,077	30	16	14	0	53%	47%	0%
Total	49,010	318	176	142	0	55%	45%	0%

Table 5

GRAND JUNCTION (d) (e)								
Information contained in table: (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.								
Month	Total # Docs Issued	# EP Apps	# EP Approved	# EP Denied	# EP Pending	% EP Approved	% EP Denied	% EP Pending
Jun-15	3,956	38	21	1	16	55%	3%	42%
Jul-15	3,828	13	10	3	0	77%	23%	0%
Aug-15	3,521	17	12	4	1	71%	24%	6%
Sep-15	3,219	21	12	9	0	57%	43%	0%
Oct-15	3,405	15	10	5	0	67%	33%	0%
Nov-15	2,881	12	4	8	0	33%	67%	0%
Dec-15	3,175	22	10	0	12	45%	0%	55%
Jan-16	2,907	27	14	2	11	52%	7%	41%
Feb-16	3,254	31	5	12	14	16%	39%	45%
Mar-16	3,670	32	13	11	8	41%	34%	25%
Apr-16	3,322	37	12	9	16	32%	24%	43%
May-16	3,291	37	11	12	14	30%	32%	38%
Total	40,429	302	134	76	92	44%	25%	30%

Table 6

REMOTE OFFICES (d) (e)								
Information contained in table: (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.								
Month	Total # Docs Issued	# EP Apps	# EP Approved	# EP Denied	# EP Pending	% EP Approved	% EP Denied	% EP Pending
Jun-15	74,231	15	5	10	0	33%	67%	0%
Jul-15	70,904	30	20	10	0	67%	33%	0%
Aug-15	66,975	47	31	16	0	66%	34%	0%
Sep-15	60,215	38	26	12	0	31%	62%	8%
Oct-15	62,108	28	17	11	0	61%	39%	0%
Nov-15	52,303	19	11	8	0	58%	42%	0%
Dec-15	57,279	32	17	6	9	53%	19%	28%
Jan-16	56,410	64	27	7	30	42%	11%	47%
Feb-16	58,576	49	12	11	26	24%	22%	53%
Mar-16	68,255	76	15	7	54	20%	9%	71%
Apr-16	61,620	76	33	11	32	43%	14%	42%
May-16	64,598	37	10	4	23	27%	11%	62%
Total	753,474	511	224	113	174	44%	22%	34%

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

In response to section (f), there were no hearings requested after notice of denial during this reporting period.

Exceptions Processing Denial Reasons (g)				
Information contained in table: (g) A summary of the main reasons for denial under exceptions processing.				
Month	Identity	Lawful Presence	Age	Name
Jun-15	13.9%	31.5%	28.6%	26.0%
Jul-15	6.4%	34.5%	31.1%	27.9%
Aug-15	7.9%	32.4%	30.5%	29.2%
Sep-15	9.2%	32.8%	30.9%	27.1%
Oct-15	11.7%	31.6%	30.7%	25.9%
Nov-15	12.7%	32.0%	29.6%	25.7%
Dec-15	15.3%	32.6%	26.4%	25.7%
Jan-16	16.6%	31.1%	26.9%	25.4%
Feb-16	22.2%	27.2%	25.5%	25.0%
Mar-16	19.8%	29.3%	26.5%	24.5%
Apr-16	16.8%	31.0%	27.9%	24.3%
May-16	13.3%	33.9%	28.3%	24.5%
Total	14.9%	31.7%	28.1%	25.3%

Respectfully Submitted,



Barbara J. Brohl
Executive Director
Colorado Department of Revenue

CC:

Kelli Kelty, Staff, Transportation Legislation Review Committee, Colorado General Assembly
Erin Vanderberg, Staff, Transportation Legislation Review Committee, Colorado General Assembly
Jon Senft, Staff, Transportation Legislation Review Committee, Colorado General Assembly
Kerry White, Staff, Transportation Legislation Review Committee, Colorado General Assembly
Henry Sobanet, Director, Governor's Office of State Planning and Budgeting
Eric Scheminske, Deputy Director, Governor's Office of State Planning and Budgeting
Alice Wheat, Staff, Governor's Office of State Planning and Budgeting