



## **COLORADO**

### **Department of Revenue**

Division of Motor Vehicles

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**2017 Annual Report – Department of Revenue – Division of Motor Vehicles: Exceptions Processing, § 42-1-229, C.R.S.**

**Report 3: July 3, 2017**

**To: Members of the Transportation Legislation Review Committee**

**Senator Randy L. Baumgardner, Vice Chair, Transportation Legislation Review Committee**  
**Senator John Cooke, Transportation Legislation Review Committee**  
**Senator Ray Scott, Transportation Legislation Review Committee**  
**Senator Nancy Todd, Transportation Legislation Review Committee**  
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**Representative Barbara McLachlan, Transportation Legislation Review Committee**  
**Representative Dan Nordberg, 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/Lakewood (EP moved to Lakewood as of April 2017), 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. We implemented the DRIVES system in February 2017, which provides the same data.

**Table 1**

| <b>Notice of Incomplete Application Summary (a) (b)</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. |                                |   |  |  |                             |
|   | <b>(a) Total # Docs Issued</b> | <b>(a) Denied on 1<sup>st</sup> Visit</b> | <b>(a) Advised to Provide More Documents</b> | <b>(b) Average Length of Time Between 1<sup>st</sup> Visit &amp; Approval (Days)</b> | <b>(c) Failed to Return</b> |
| <b>Jun 2016 – May 2017</b>  |                                |   |  |  |                             |
| <b>TOTAL</b>  | <b>1,465,204</b>               | <b>28,587</b>                             | <b>28,575</b>                                | <b>17</b>  | <b>7,655</b>                |

Table 2

| <b>DENVER CENTRAL/LAKEWOOD (d) (e)</b>   |                     |              |               |             |              |               |             |              |
|--|---------------------|--------------|---------------|-------------|--------------|---------------|-------------|--------------|
| 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-16   | 8,948               | 160          | 160           | 0           | 0            | 100.0         | 0.0         | 0.0          |
| Jul-16   | 8,349               | 169          | 129           | 40          | 0            | 76.3          | 23.7        | 0.0          |
| Aug-16   | 9,747               | 183          | 160           | 23          | 0            | 87.4          | 12.6        | 0.0          |
| Sep-16   | 7,988               | 165          | 142           | 23          | 0            | 86.1          | 13.9        | 0.0          |
| Oct-16   | 8,474               | 176          | 152           | 24          | 0            | 86.4          | 13.6        | 0.0          |
| Nov-16   | 7,166               | 159          | 135           | 24          | 0            | 84.9          | 15.1        | 0.0          |
| Dec-16   | 7,169               | 164          | 134           | 30          | 0            | 81.7          | 18.3        | 0.0          |
| Jan-17   | 7,645               | 159          | 115           | 44          | 0            | 72.3          | 27.7        | 0.0          |
| Feb-17   | 7,489               | 131          | 81            | 50          | 0            | 61.8          | 38.2        | 0.0          |
| Mar-17   | 9,580               | 149          | 128           | 21          | 0            | 85.9          | 14.1        | 0.0          |
| Apr-17   | 5,803               | 100          | 90            | 10          | 0            | 90.0          | 10.0        | 0.0          |
| May-17   | 5,406               | 78           | 70            | 8           | 0            | 89.7          | 10.3        | 0.0          |
| <b>Total</b>   | <b>93,764</b>       | <b>1,793</b> | <b>1,496</b>  | <b>297</b>  | <b>0</b>     | <b>83.4</b>   | <b>16.6</b> | <b>0.0</b>   |

Table 3

| <b>COLORADO SPRINGS (d) (e)</b>  |                     |            |               |             |              |               |             |              |
|--|---------------------|------------|---------------|-------------|--------------|---------------|-------------|--------------|
| 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-16   | 68,624              | 43         | 40            | 3           | 0            | 93.0          | 7.0         | 0.0          |
| Jul-16   | 5,707               | 39         | 35            | 4           | 0            | 89.7          | 10.3        | 0.0          |
| Aug-16   | 6,184               | 61         | 58            | 3           | 0            | 95.1          | 4.9         | 0.0          |
| Sep-16   | 5,482               | 77         | 63            | 14          | 0            | 81.8          | 18.2        | 0.0          |
| Oct-16   | 5,590               | 73         | 55            | 18          | 0            | 75.3          | 24.7        | 0.0          |
| Nov-16   | 5,021               | 71         | 64            | 7           | 0            | 90.1          | 9.9         | 0.0          |
| Dec-16   | 4,986               | 62         | 56            | 6           | 0            | 90.3          | 9.7         | 0.0          |
| Jan-17   | 5,147               | 60         | 46            | 14          | 0            | 76.7          | 23.3        | 0.0          |
| Feb-17   | 4,999               | 67         | 56            | 11          | 0            | 83.6          | 16.4        | 0.0          |
| Mar-17   | 6,665               | 46         | 43            | 3           | 0            | 93.5          | 6.5         | 0.0          |
| Apr-17   | 6,020               | 46         | 45            | 1           | 0            | 97.8          | 2.2         | 0.0          |
| May-17   | 6,605               | 43         | 43            | 0           | 0            | 100.0         | 0.0         | 0.0          |
| <b>Total</b>   | <b>62,406</b>       | <b>688</b> | <b>604</b>    | <b>84</b>   | <b>0</b>     | <b>87.8</b>   | <b>12.2</b> | <b>0.0</b>   |

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-16   | 4,287               | 59         | 23            | 36          | 0            | 39.0          | 61.0        | 0.0          |
| Jul-16   | 4,419               | 44         | 30            | 14          | 0            | 68.2          | 31.8        | 0.0          |
| Aug-16   | 5,308               | 41         | 24            | 17          | 0            | 58.5          | 41.5        | 0.0          |
| Sep-16   | 4,462               | 67         | 35            | 32          | 0            | 52.2          | 47.8        | 0.0          |
| Oct-16   | 4,492               | 56         | 26            | 30          | 0            | 46.4          | 53.6        | 0.0          |
| Nov-16   | 3,597               | 45         | 24            | 21          | 0            | 53.3          | 46.7        | 0.0          |
| Dec-16   | 3,680               | 56         | 23            | 33          | 0            | 41.1          | 58.9        | 0.0          |
| Jan-17   | 4,092               | 52         | 18            | 34          | 0            | 34.6          | 65.4        | 0.0          |
| Feb-17   | 3,769               | 30         | 13            | 17          | 0            | 43.3          | 56.7        | 0.0          |
| Mar-17   | 5,058               | 27         | 21            | 6           | 0            | 77.8          | 22.2        | 0.0          |
| Apr-17   | 4,325               | 23         | 20            | 3           | 0            | 87.0          | 13.0        | 0.0          |
| May-17   | 4,519               | 12         | 8             | 4           | 0            | 66.7          | 33.3        | 0.0          |
| <b>Total</b>   | <b>52,008</b>       | <b>512</b> | <b>265</b>    | <b>247</b>  | <b>0</b>     | <b>51.8</b>   | <b>48.2</b> | <b>0.0</b>   |

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-16   | 3,501               | 37         | 20            | 17          | 0            | 54.1          | 45.9        | 0.0          |
| Jul-16   | 3,535               | 32         | 28            | 4           | 0            | 87.5          | 12.5        | 0.0          |
| Aug-16   | 3,866               | 33         | 26            | 7           | 0            | 78.8          | 21.2        | 0.0          |
| Sep-16   | 3,435               | 38         | 34            | 4           | 0            | 89.5          | 10.5        | 0.0          |
| Oct-16   | 3,274               | 45         | 36            | 9           | 0            | 80.0          | 20.0        | 0.0          |
| Nov-16   | 2,850               | 47         | 38            | 9           | 0            | 80.9          | 19.1        | 0.0          |
| Dec-16   | 2,903               | 21         | 17            | 4           | 0            | 81.0          | 19.0        | 0.0          |
| Jan-17   | 3,180               | 23         | 19            | 4           | 0            | 82.6          | 17.4        | 0.0          |
| Feb-17   | 3,189               | 26         | 21            | 5           | 0            | 80.8          | 19.2        | 0.0          |
| Mar-17   | 4,175               | 12         | 12            | 0           | 0            | 100.0         | 0.0         | 0.0          |
| Apr-17   | 3,594               | 10         | 7             | 3           | 0            | 70.0          | 30.0        | 0.0          |
| May-17   | 3,978               | 20         | 18            | 2           | 0            | 90.0          | 10.0        | 0.0          |
| <b>Total</b>   | <b>41,480</b>       | <b>344</b> | <b>276</b>    | <b>68</b>   | <b>0</b>     | <b>80.2</b>   | <b>19.8</b> | <b>0.0</b>   |

**Table 6**

| <b>REMOTE OFFICES (d) (e)</b>  |                            |                  |                      |                    |                     |                      |                    |                     |
|--|----------------------------|------------------|----------------------|--------------------|---------------------|----------------------|--------------------|---------------------|
| 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. |                            |                  |                      |                    |                     |                      |                    |                     |
| <b>Month</b>   | <b>Total # Docs Issued</b> | <b># EP Apps</b> | <b># EP Approved</b> | <b># EP Denied</b> | <b># EP Pending</b> | <b>% EP Approved</b> | <b>% EP Denied</b> | <b>% EP Pending</b> |
| Jun-16   | 101,786                    | 87               | 80                   | 7                  | 0                   | 92.0                 | 8.0                | 0.0                 |
| Jul-16   | 99,408                     | 91               | 80                   | 11                 | 0                   | 87.9                 | 12.1               | 0.0                 |
| Aug-16   | 112,421                    | 48               | 39                   | 9                  | 0                   | 81.3                 | 18.7               | 0.0                 |
| Sep-16   | 98,521                     | 46               | 27                   | 19                 | 0                   | 58.7                 | 41.3               | 0.0                 |
| Oct-16   | 99,704                     | 62               | 41                   | 21                 | 0                   | 66.1                 | 33.9               | 0.0                 |
| Nov-16   | 85,634                     | 54               | 37                   | 17                 | 0                   | 68.5                 | 31.5               | 0.0                 |
| Dec-16   | 84,811                     | 52               | 33                   | 19                 | 0                   | 63.5                 | 36.5               | 0.0                 |
| Jan-17   | 96,650                     | 34               | 20                   | 14                 | 0                   | 58.8                 | 41.2               | 0.0                 |
| Feb-17   | 95,071                     | 50               | 39                   | 11                 | 0                   | 78.0                 | 22.0               | 0.0                 |
| Mar-17   | 118,739                    | 158              | 112                  | 46                 | 0                   | 70.9                 | 29.1               | 0.0                 |
| Apr-17   | 105,347                    | 150              | 116                  | 34                 | 0                   | 77.3                 | 22.7               | 0.0                 |
| May-17   | 111,236                    | 139              | 59                   | 80                 | 0                   | 42.4                 | 57.6               | 0.0                 |
| <b>Total</b>   | <b>1,209,328</b>           | <b>971</b>       | <b>683</b>           | <b>288</b>         | <b>0</b>            | <b>70.3</b>          | <b>29.7</b>        | <b>0.0</b>          |

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.

| <b>Exceptions Processing Denial Reasons (g)</b>   |                 |                        |              |              |
|---|-----------------|------------------------|--------------|--------------|
| Information contained in table: (g) A summary of the main reasons for denial under exceptions processing. |                 |                        |              |              |
| <b>Month</b>  | <b>Identity</b> | <b>Lawful Presence</b> | <b>Age</b>   | <b>Name</b>  |
| Jun-16  | 8.8%            | 32.8%                  | 30.8%        | 27.6%        |
| Jul-16  | 6.4%            | 34.5%                  | 31.1%        | 27.9%        |
| Aug-16  | 7.9%            | 32.4%                  | 30.5%        | 29.2%        |
| Sep-16  | 9.2%            | 32.8%                  | 30.9%        | 27.1%        |
| Oct-16  | 11.7%           | 31.6%                  | 30.7%        | 25.9%        |
| Nov-16  | 12.7%           | 32.0%                  | 29.6%        | 25.7%        |
| Dec-16  | 15.3%           | 32.6%                  | 26.4%        | 25.7%        |
| Jan-17  | 16.6%           | 31.1%                  | 26.9%        | 25.4%        |
| Feb-17  | 22.2%           | 27.2%                  | 25.5%        | 25.0%        |
| Mar-17  | 19.8%           | 29.3%                  | 26.5%        | 24.5%        |
| Apr-17  | 16.8%           | 31.0%                  | 27.9%        | 24.3%        |
| May-17  | 13.3%           | 33.9%                  | 28.3%        | 24.5%        |
| <b>Total</b>  | <b>14.6%</b>    | <b>31.8%</b>           | <b>28.2%</b> | <b>25.4%</b> |

Respectfully Submitted,



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Barbara J. Brohl  
Executive Director  
Colorado Department of Revenue

CC:

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