



COLORADO
Department of Revenue

Division of Motor Vehicles

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2018 Annual Report – Department of Revenue – Division of Motor Vehicles: Exceptions Processing, 42-1-229, C.R.S.

Report 4: October 15, 2018

To: Members of the Transportation Legislation Review Committee

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Senator Ray Scott, Transportation Legislation Review Committee
Senator Nancy Todd, Transportation Legislation Review Committee
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42-1-229, C.R.S. was repealed as of July 2, 2018, therefore, this report will be the final one submitted. 42-1-229, C.R.S., requires the Department of Revenue to annually report on the effectiveness of the Exceptions Processing Program, 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, Lakewood, Fort Collins, and Grand Junction. In addition, the DMV continues to offer remote (not in-person) EP services at 31 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. The DRIVES system was implemented in February 2017, which provides the same data. Each column header is labeled with a letter in parentheses to correspond with the requirements outlined in § 42-1-229, C.R.S. Reporting for June 2017 is included in this report, as it was excluded from the previous annual report.

Table 1

Notice of Incomplete Application Summary (a) (b) (c)					
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 1 st Visit	(a) Advised to Provide More Documents	(b) Average Length of Time Between 1 st Visit & Approval (Days)	(c) Failed to Return
Jun 2017 – Jun 2018					
TOTAL	1,695,849	74,028	74,028	18.3	18,155

Table 2

LAKEWOOD (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-17	7,907	73	73	0	0	100.0%	0.0%	0.0%
Jul-17	7,507	73	72	1	0	98.6%	1.4%	0.0%
Aug-17	8,163	84	79	5	0	94.0%	6.0%	0.0%
Sep-17	7,279	112	96	16	0	85.7%	14.3%	0.0%
Oct-17	7,317	91	79	12	0	86.8%	13.2%	0.0%
Nov-17	6,958	95	86	9	0	90.5%	9.5%	0.0%
Dec-17	6,533	68	58	10	0	85.3%	14.7%	0.0%
Jan-18	7,189	78	71	7	0	91.0%	9.0%	0.0%
Feb-18	6,423	94	87	7	0	92.6%	7.4%	0.0%
Mar-18	7,667	100	91	9	0	91.0%	9.0%	0.0%
Apr-18	6,856	76	71	5	0	93.4%	6.6%	0.0%
May-18	7,365	88	80	8	0	90.9%	9.1%	0.0%
Jun-18	7,187	86	80	6	0	93.0%	7.0%	0.0%
Total	94,352	1,118	1,023	95	0	91.5%	8.5%	0.0%

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-17	7,090	44	44	0	0	100.0%	0.0%	0.0%
Jul-17	6,590	39	39	0	0	100.0%	0.0%	0.0%
Aug-17	7,516	46	46	0	0	100.0%	0.0%	0.0%
Sep-17	5,867	44	44	0	0	100.0%	0.0%	0.0%
Oct-17	6,372	42	38	4	0	90.5%	9.5%	0.0%
Nov-17	5,854	39	39	0	0	100.0%	0.0%	0.0%
Dec-17	5,733	38	38	0	0	100.0%	0.0%	0.0%
Jan-18	5,988	51	51	0	0	100.0%	0.0%	0.0%
Feb-18	5,571	52	52	0	0	100.0%	0.0%	0.0%
Mar-18	7,004	66	66	0	0	100.0%	0.0%	0.0%
Apr-18	6,212	61	52	9	0	85.2%	14.8%	0.0%
May-18	6,709	57	46	11	0	80.7%	19.3%	0.0%
Jun-18	7,010	51	41	10	0	80.4%	19.6%	0.0%
Total	83,518	630	596	34	0	94.6%	5.4%	0.0%

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-17	4,943	20	17	3	0	85.0%	15.0%	0.0%
Jul-17	4,620	12	9	3	0	75.0%	25.0%	0.0%
Aug-17	5,404	14	6	8	0	42.9%	57.1%	0.0%
Sep-17	4,498	18	7	11	0	38.9%	61.1%	0.0%
Oct-17	4,750	20	13	7	0	65.0%	35.0%	0.0%
Nov-17	4,250	17	12	5	0	70.6%	29.4%	0.0%
Dec-17	3,948	23	17	6	0	73.9%	26.1%	0.0%
Jan-18	4,393	14	9	5	0	64.3%	35.7%	0.0%
Feb-18	4,015	25	18	7	0	72.0%	28.0%	0.0%
Mar-18	4,897	17	15	2	0	88.2%	11.8%	0.0%
Apr-18	4,343	23	18	5	0	78.3%	21.7%	0.0%
May-18	4,695	25	13	12	0	52.0%	48.0%	0.0%
Jun-18	4,799	35	30	5	0	85.7%	14.3%	0.0%
Total	59,557	263	184	79	0	70.0%	30.0%	0.0%

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	# Apps	# EP Approved	# EP Denied	# EP Pending	% EP Approved	% EP Denied	% EP Pending
Jun-17	3,865	8	8	0	0	100.0%	0.0%	0.0%
Jul-17	3,781	11	9	2	0	81.8%	18.2%	0.0%
Aug-17	4,198	16	14	2	0	87.5%	12.5%	0.0%
Sep-17	3,518	14	14	0	0	100.0%	0.0%	0.0%
Oct-17	3,663	16	15	1	0	93.8%	6.3%	0.0%
Nov-17	3,345	19	16	3	0	84.2%	15.8%	0.0%
Dec-17	3,248	10	9	1	0	90.0%	10.0%	0.0%
Jan-18	3,569	11	11	0	0	100.0%	0.0%	0.0%
Feb-18	3,332	14	13	1	0	92.9%	7.1%	0.0%
Mar-18	3,806	22	20	2	0	90.9%	9.1%	0.0%
Apr-18	3,490	16	12	4	0	75.0%	25.0%	0.0%
May-18	3,606	10	6	4	0	60.0%	40.0%	0.0%
Jun-18	3,527	14	9	5	0	64.3%	35.7%	0.0%
Total	46,948	181	156	25	0	86.2%	13.8%	0.0%

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	# Apps	# EP Approved	# EP Denied	# EP Pending	% EP Approved	% EP Denied	% EP Pending
Jun-17	114,142	156	80	76	0	51.3%	48.7%	0.0%
Jul-17	111,477	156	75	81	0	48.1%	51.9%	0.0%
Aug-17	120,857	203	108	95	0	53.2%	46.8%	0.0%
Sep-17	102,035	184	88	96	0	47.8%	52.2%	0.0%
Oct-17	107,893	179	92	87	0	51.4%	48.6%	0.0%
Nov-17	100,204	181	110	71	0	60.8%	39.2%	0.0%
Dec-17	93,186	147	90	57	0	61.2%	38.8%	0.0%
Jan-18	111,085	185	120	65	0	64.9%	35.1%	0.0%
Feb-18	99,479	205	134	71	0	65.4%	34.6%	0.0%
Mar-18	119,181	218	136	82	0	62.4%	37.6%	0.0%
Apr-18	107,397	185	114	71	0	61.6%	38.4%	0.0%
May-18	112,014	203	115	88	0	56.7%	43.3%	0.0%
Jun-18	112,413	194	114	80	0	58.8%	41.2%	0.0%
Total	1,411,363	2,396	1,376	1,020	0	57.4%	42.6%	0.0%

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

In response to section (f), 47 hearings were requested after notice of denial; 30 cases were sustained (i.e., upheld EP decision), 13 cases were rescinded (i.e., reversed EP decision), in two cases the customers were able to obtain a driver license/identification card prior to the hearing, and two cases resulted in a referral back to EP.

Exceptions Processing Denial Reasons (g)				
Information contained in table: (g) A summary of the main reasons for denial under exceptions processing.				
	Identity	Lawful Presence	Age	Name
Total	13.8%	33.5%	27.5%	25.2%

Respectfully Submitted,

Michael S. Hartman
 Executive Director
 Colorado Department of Revenue

CC:

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