



# Motor Vehicle Update

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El Paso County Clerk and Recorder**

February 12, 2019

# DRIVES

- The State of Colorado is replacing the 35-year old Colorado State Titling and Registration System (CSTARS), with a new system, Colorado DRIVES, which will allow for faster transaction processing, additional online services and better county-to-county integration.
- The DRIVES system was successfully implemented for driver services on February 21, 2017.
- After an 18-month project, on August 6, 2018, all Colorado title and registration services will be available via the new DRIVES system.
- It is a modern, user-friendly system for driver and vehicle services which will allow us to provide citizens with even better customer service.



# New services with DRIVES

- Instant emissions uploads from AirCare Colorado
- Better county-to-county integration
- Faster new hire training

Increased online services including:

- Improved online vehicle registration renewal
- Out-of-state emissions extension
- Emissions waiver application
- Generate prior receipts
- Duplicate registration receipt request
- 2% rental upload spreadsheet fee estimator
- Document uploading
- Personalized plate request
- Change of address



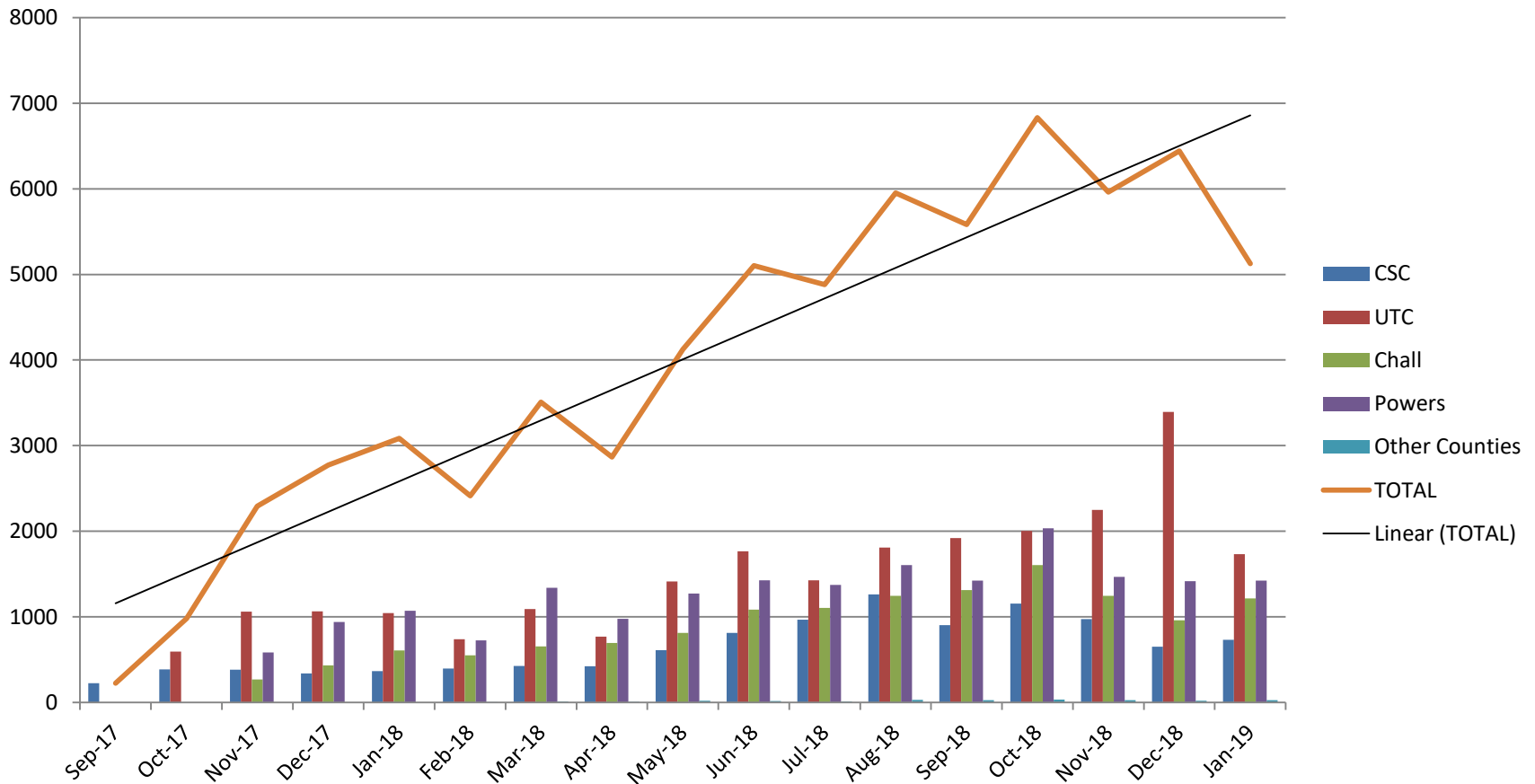
# El Paso County contribution to DRIVES

- 11 team members as Subject Matter Experts
  - Five team members worked side-by-side with programmers to create the new application
  - Six additional team members trained to be Power Users
  - Chairman of the DRIVES Governance Committee
  - One Accounting team member on the Financial Initiative team

# DRIVES preparation

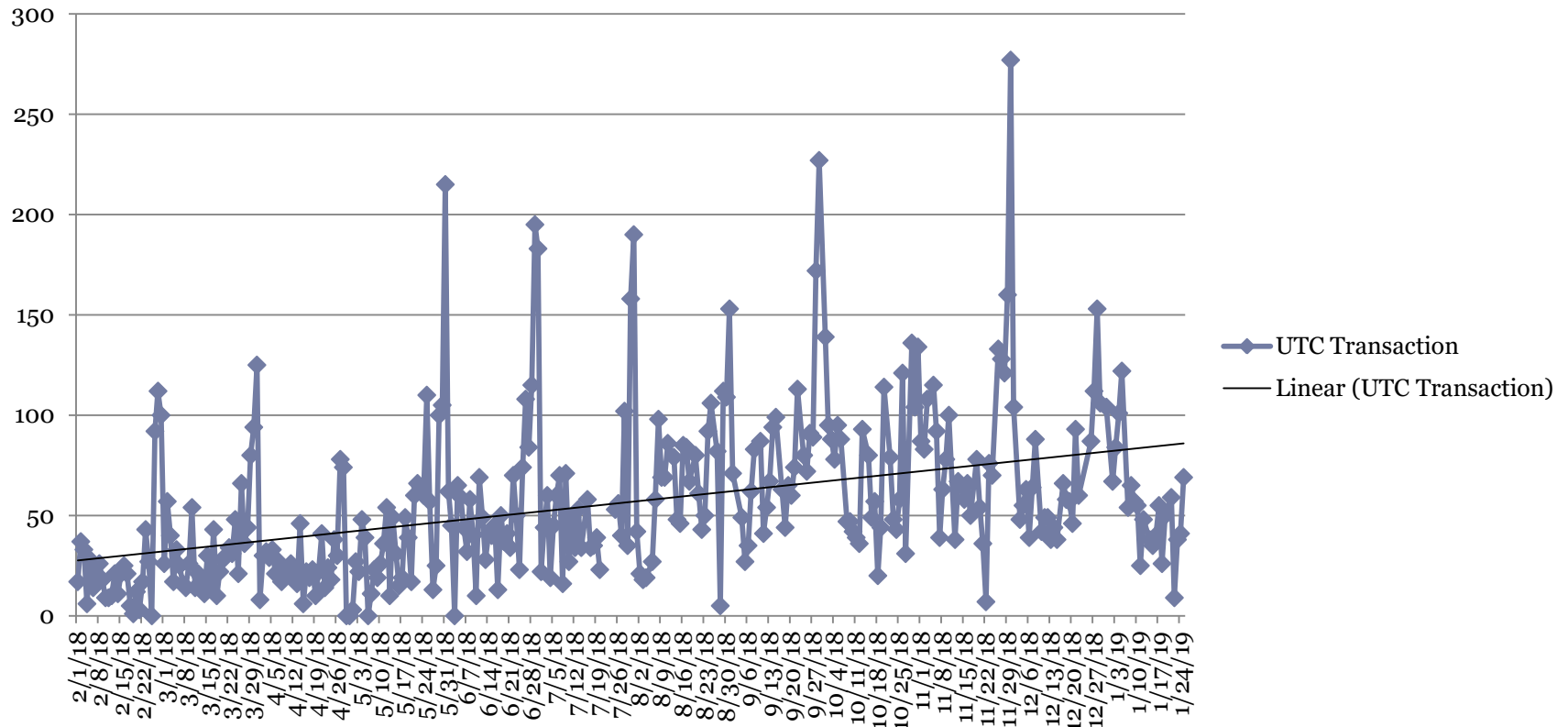
- Hired 27 part-time employees
  - Training, counter line augmentation
- Kiosks
  - Nearly 52K transactions
- **Gov2Go Smart phone App**
  - Gov2Go sends you timely reminders so you'll never miss a deadline. Renew through the app.
  - 7600 signed up in County-1441 utilized the service

# Kiosk transactions

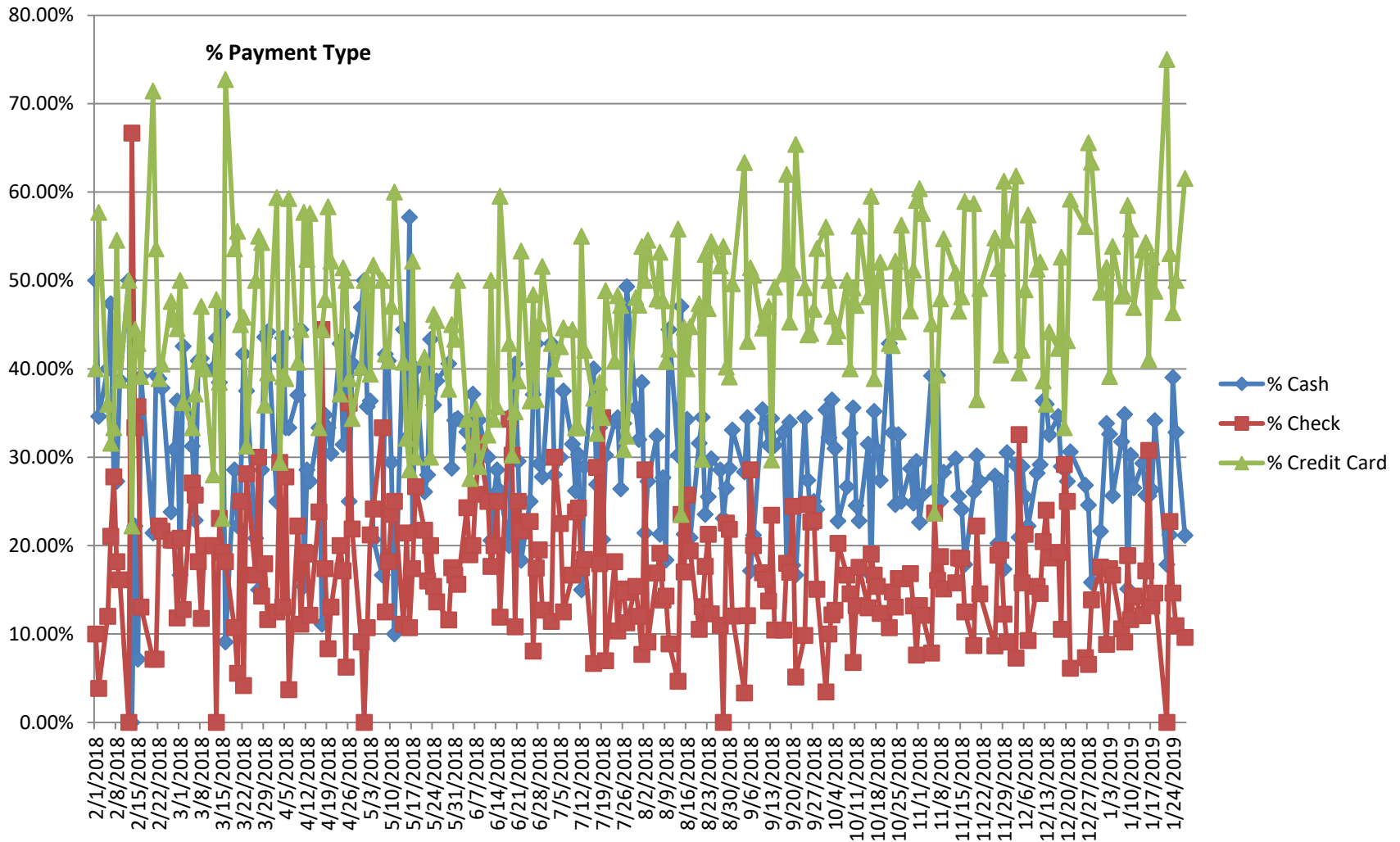


# Union Town Center Kiosk

## UTC Transaction



# Method of Payment

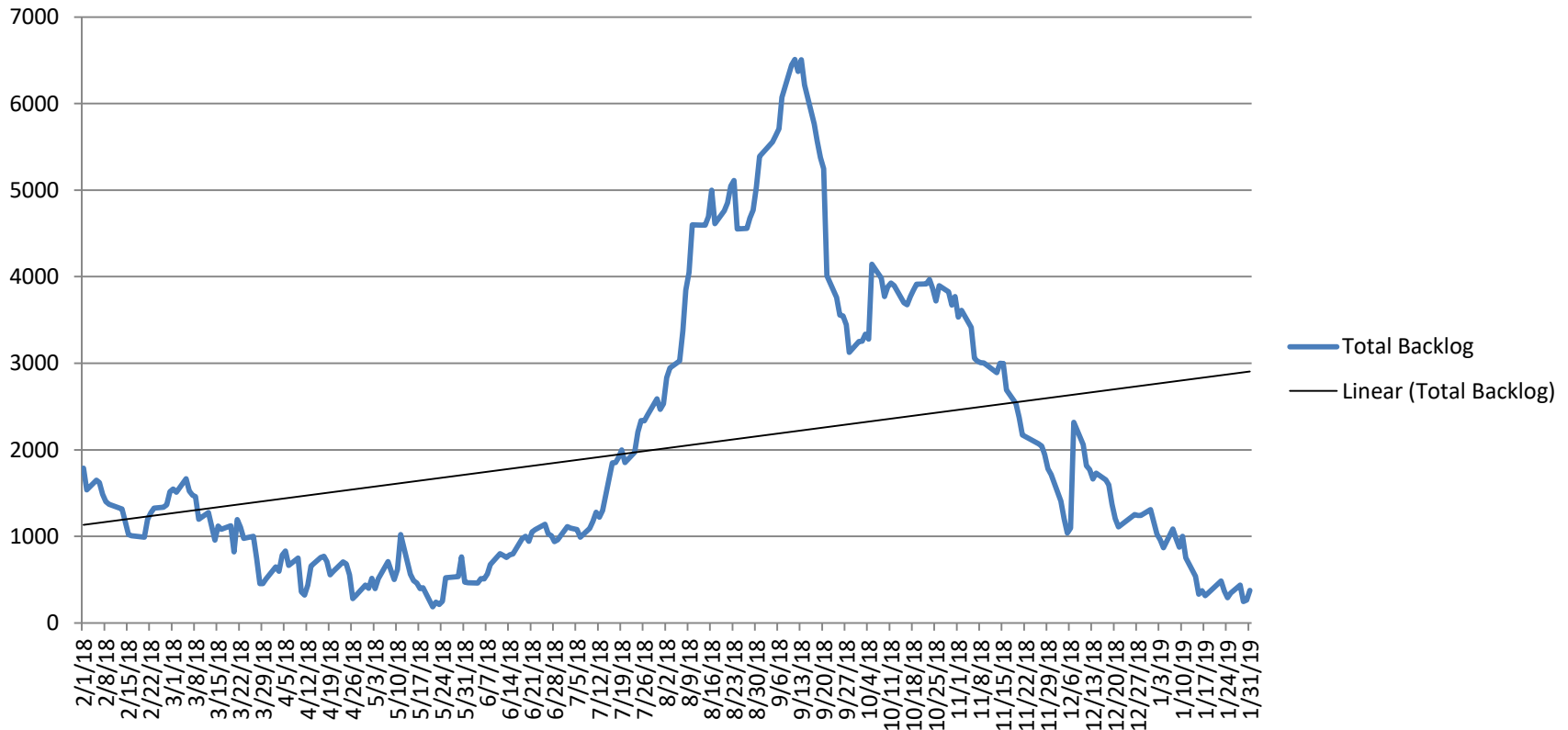




# Title Backlog

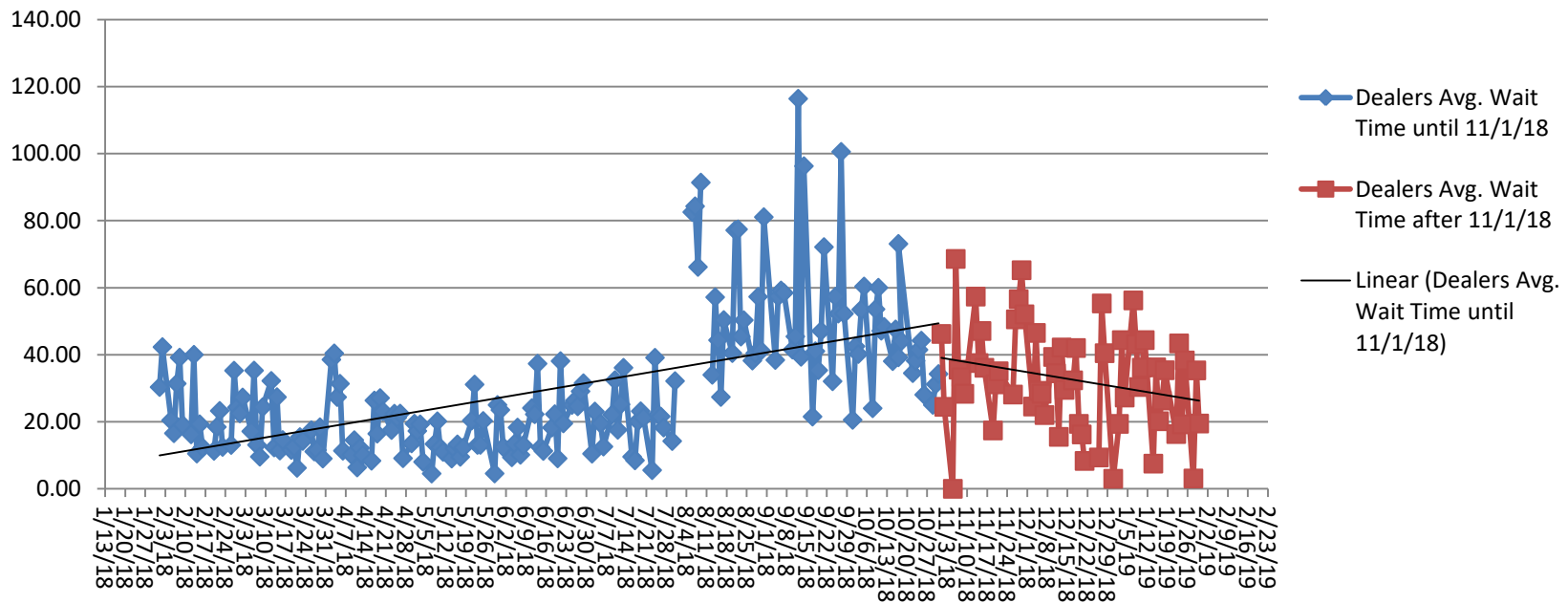
Two hailstorms-DRIVES implementation

Total Backlog



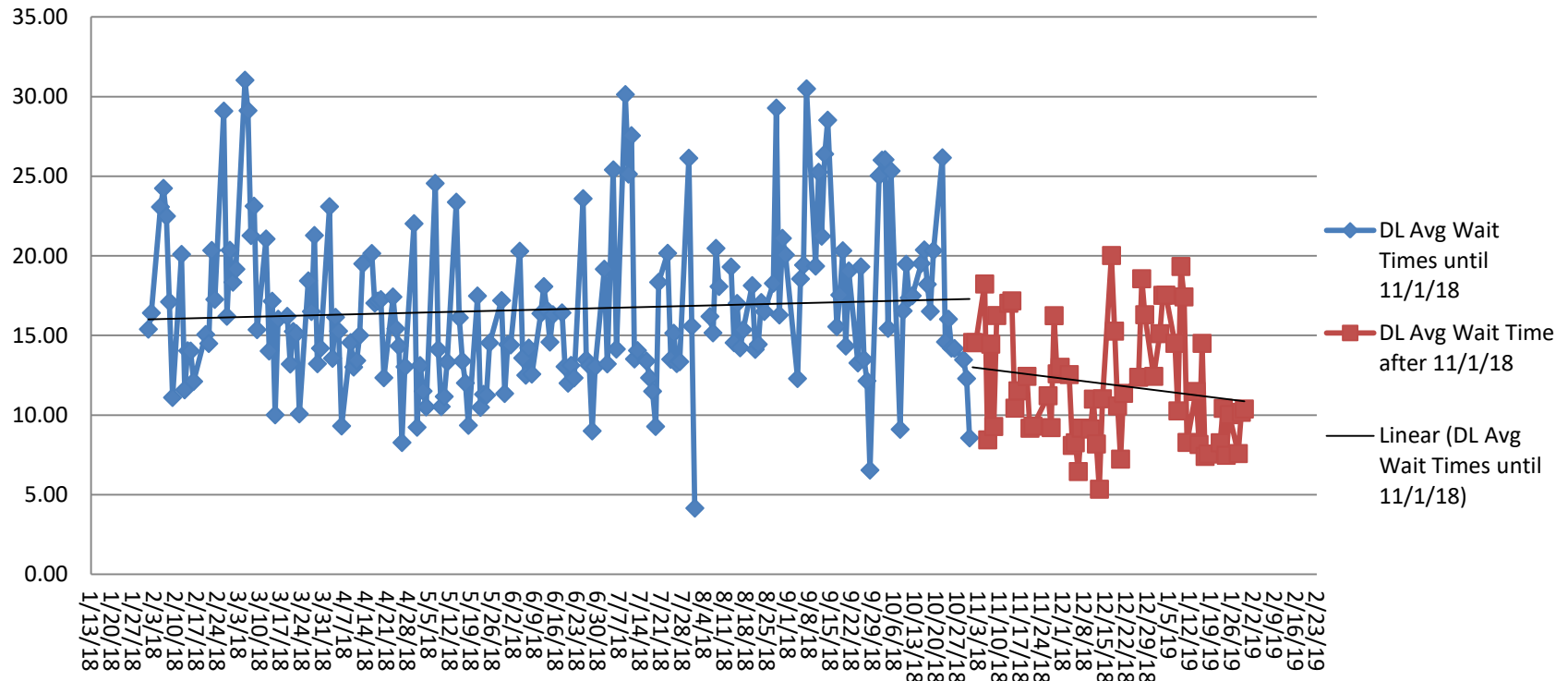
# Dealer Desk wait times

## Dealers Avg Wait Time



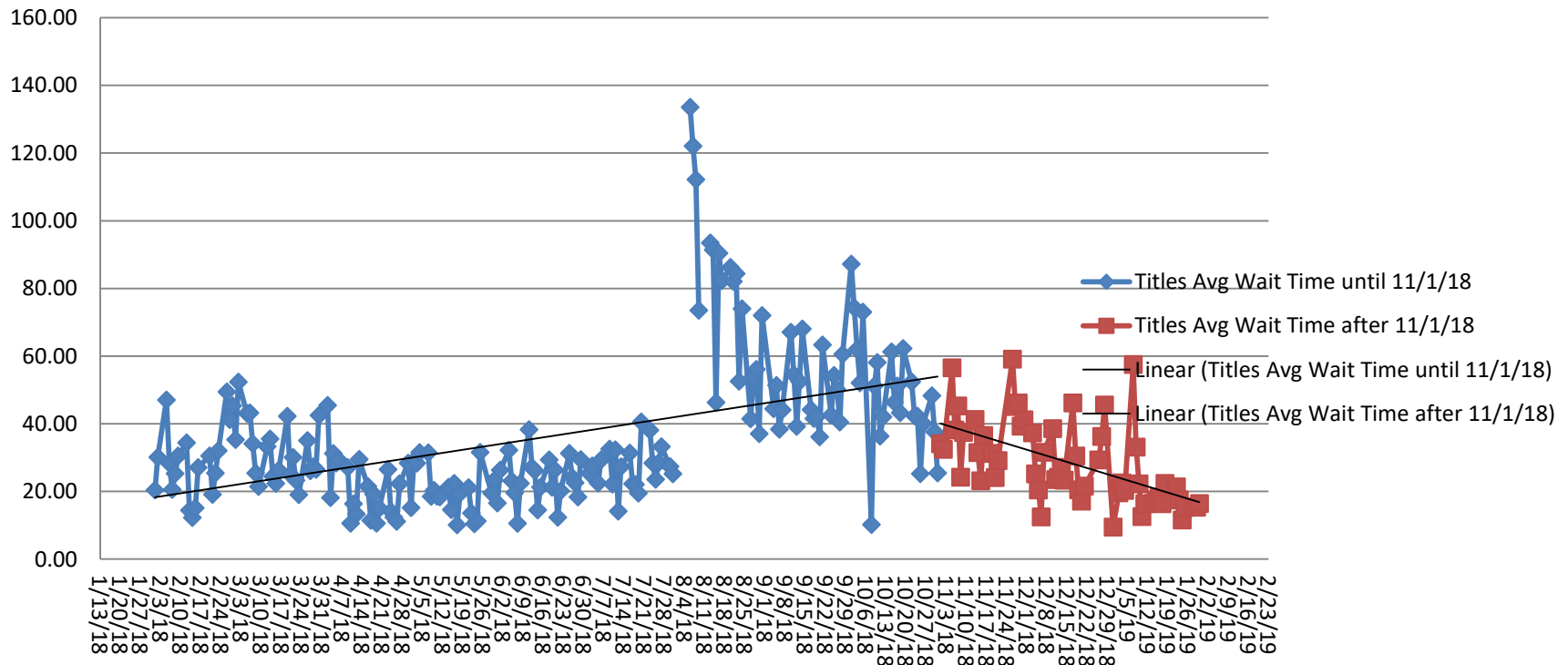
# Driver's License wait times

## DL Avg Wait Times



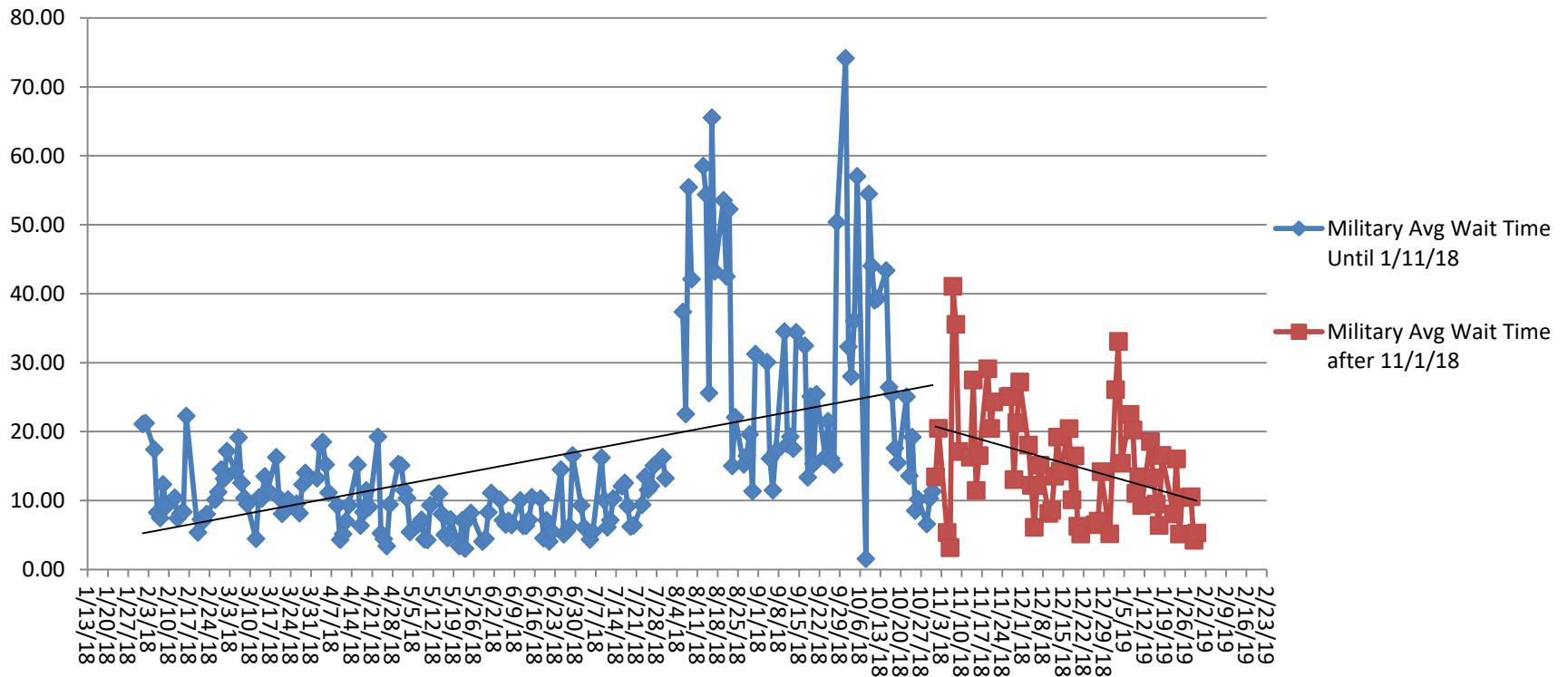
# Title wait times

## Titles Avg Wait Time



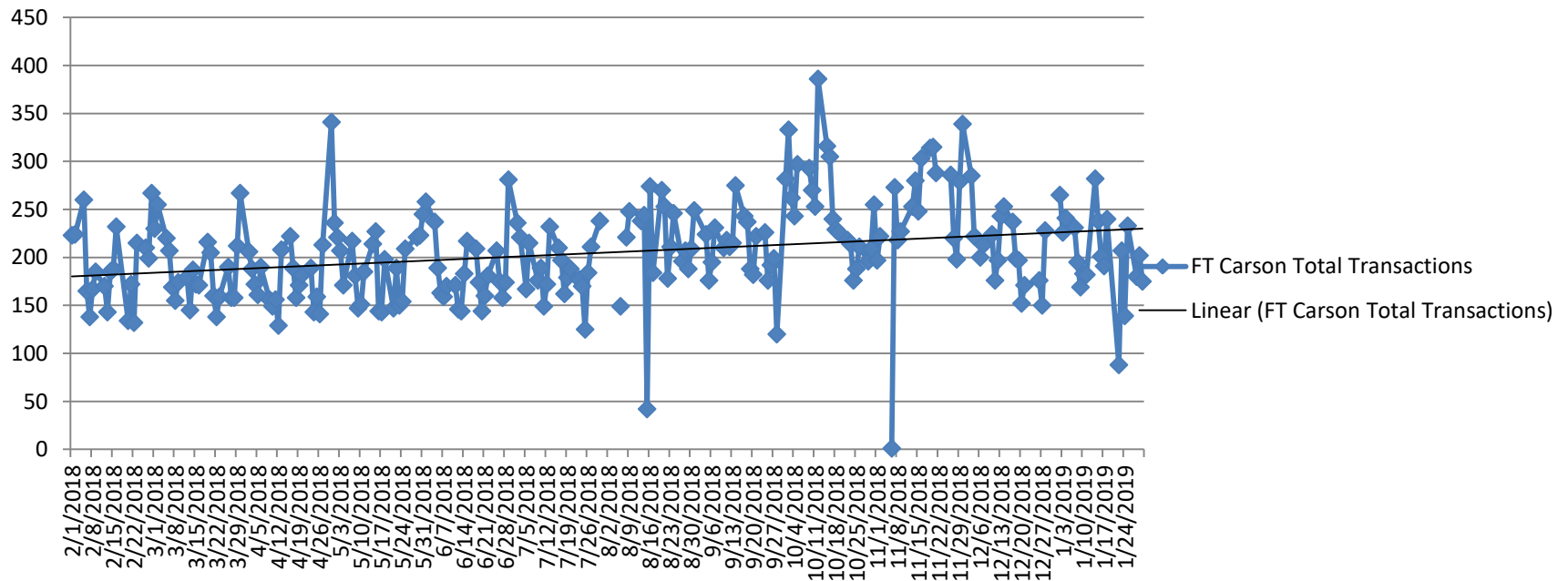
# Military wait times

## Military Avg Wait Time



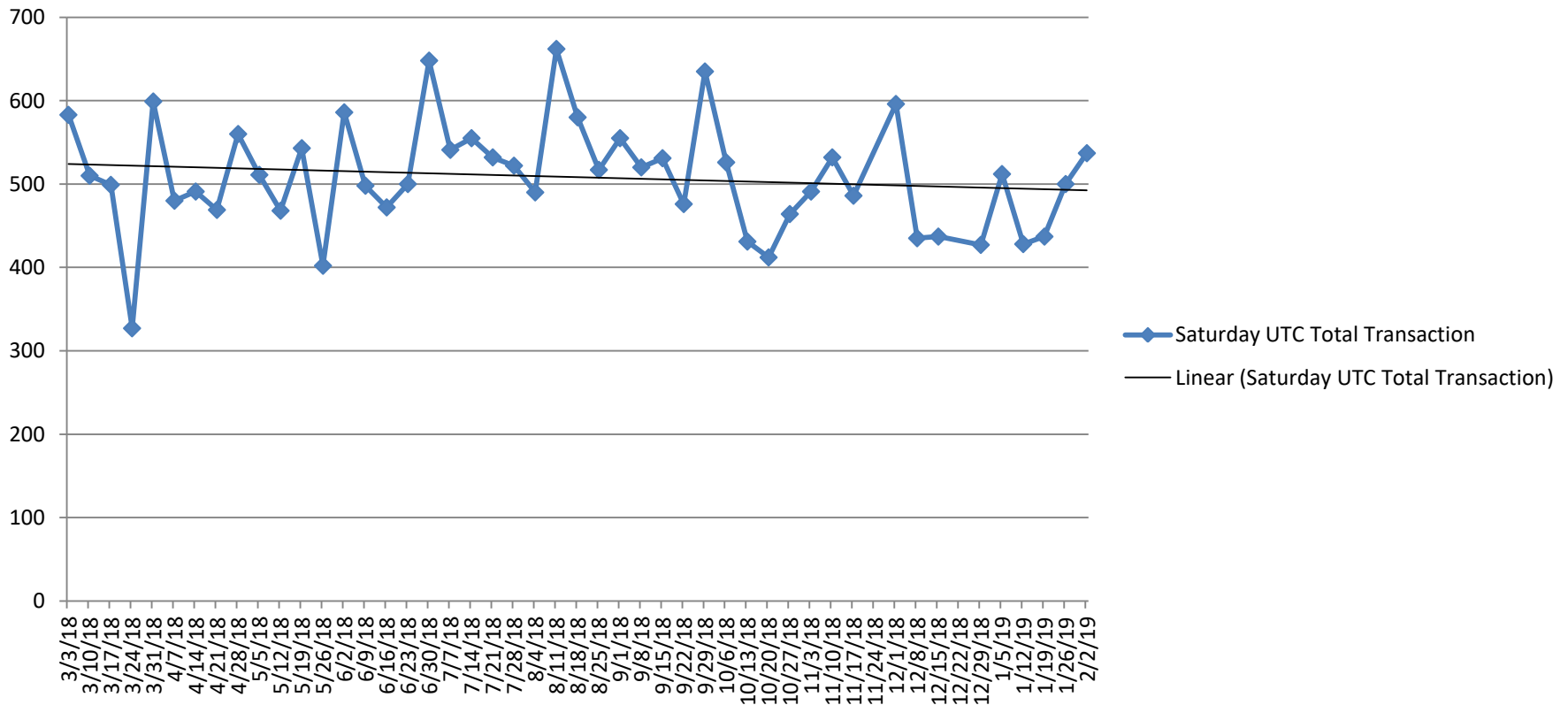
# Fort Carson Transactions

## FT Carson Total Transactions



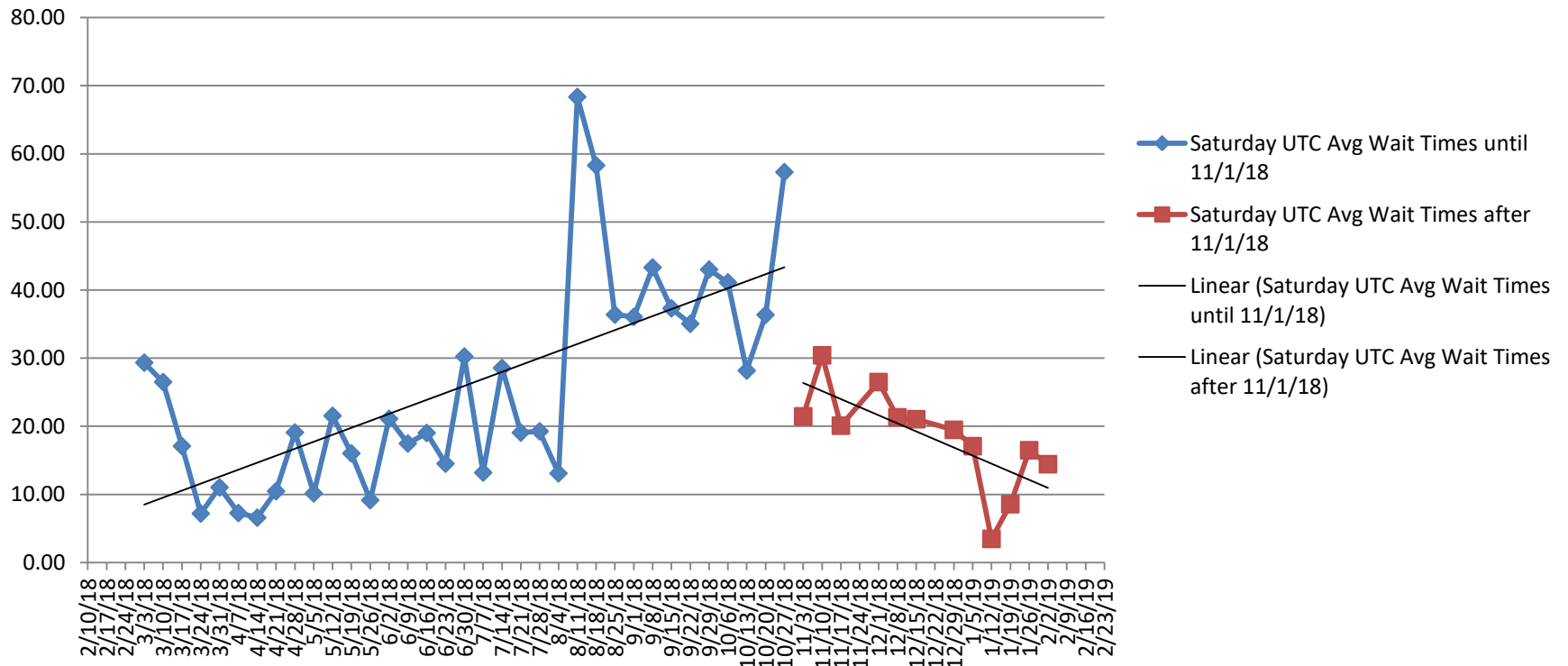
# Saturday office-Union Town Center

## Saturday UTC Total Transaction



# Saturday Wait times

## Saturday UTC Avg Wait Times





# Elections

- Assisting with Colorado Springs City Election
  - Tuesday, April 2, 2019
  - Voter Data Files
  - Sharing best practices
  - Last week of election-staff imbedded at the City
- Span of twelve months-Four Elections
  - 2019 Coordinated-November
  - 2020 Presidential Primary-March 2019
  - 2020 Primary- June
  - 2020 Presidential General Election-November

# Pending Election bills in the General Assembly

- Automatic Voter Registrations
- Expansion of Election day hours (6:00 a.m. to 8:00/9:00 p.m.)
- Paid return postage for ballots
- Increase in VSPC locations
- Sunday VSPC hours
- Bi-lingual ballots and TABOR notices

Questions ?