COLORADO
Department of Revenue
Division of Motor Vehicles

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FY 2019 Annual Report – Department of Revenue – Division of Motor Vehicles: Exceptions Processing

October 2019

The Department of Revenue annually reports 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. 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) Average Length of Time Between 1st	

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.					
Jul 2018 – Jun 2019	**(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	**1,445,913**	**46,426**	**46,426**	**21.6**	**7,294**

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	**# of Docs Produced**	**# EP Apps Submitted**	**# EP Apps Approved**	**# EP Apps Denied**	**#Pending**	**% EP Apps**	**% EP Apps Approved**	**% EP Apps Denied**	**% EP Apps Pending**
Jul-18	7,291	70	66	4	0	0.96%	94.3%	5.7%	0.0%
Aug-18	6,770	108	102	6	0	1.60%	94.4%	5.6%	0.0%
Sep-18	6,104	75	61	14	0	1.23%	81.3%	18.7%	0.0%
Oct-18	7,044	97	78	19	0	1.38%	80.4%	19.6%	0.0%
Nov-18	6,019	80	68	12	0	1.33%	85.0%	15.0%	0.0%
Dec-18	5,467	71	62	9	0	1.30%	87.3%	12.7%	0.0%
Jan-19	6,088	94	82	12	0	1.54%	87.2%	12.8%	0.0%
Feb-19	5,814	83	79	4	0	1.43%	95.2%	4.8%	0.0%
Mar-19	6,477	89	81	8	0	1.37%	91.0%	9.0%	0.0%
Apr-19	6,466	72	70	2	0	1.11%	97.2%	2.8%	0.0%
May-19	6,461	65	59	6	0	1.01%	90.8%	9.2%	0.0%
Jun-19	6,203	54	48	0	6	0.87%	88.9%	0.0%	11.1%
Total	**76,204**	**958**	**856**	**96**	**6**	**1.26%**	**89.4%**	**10.0%**	**0.6%**

Table 3

<table>
<tr><td colspan="10">COLORADO SPRINGS (d) (e)</td></tr>
<tr><td colspan="10">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.</td></tr>
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<th>% EP Apps Denied</th>
<th>% EP Apps Pending</th>
</tr>
<tr><td>Jul-18</td><td>7,129</td><td>50</td><td>36</td><td>14</td><td>0</td><td>0.70%</td><td>72.0%</td><td>28.0%</td><td>0.0%</td></tr>
<tr><td>Aug-18</td><td>6,911</td><td>48</td><td>31</td><td>17</td><td>0</td><td>0.69%</td><td>64.6%</td><td>35.4%</td><td>0.0%</td></tr>
<tr><td>Sep-18</td><td>5,154</td><td>47</td><td>34</td><td>13</td><td>0</td><td>0.91%</td><td>72.3%</td><td>27.7%</td><td>0.0%</td></tr>
<tr><td>Oct-18</td><td>6,837</td><td>86</td><td>52</td><td>34</td><td>0</td><td>1.26%</td><td>60.5%</td><td>39.5%</td><td>0.0%</td></tr>
<tr><td>Nov-18</td><td>5,646</td><td>74</td><td>53</td><td>21</td><td>0</td><td>1.31%</td><td>71.6%</td><td>28.4%</td><td>0.0%</td></tr>
<tr><td>Dec-18</td><td>5,186</td><td>44</td><td>34</td><td>10</td><td>0</td><td>0.85%</td><td>77.3%</td><td>22.7%</td><td>0.0%</td></tr>
<tr><td>Jan-19</td><td>5,836</td><td>60</td><td>56</td><td>4</td><td>0</td><td>1.03%</td><td>93.3%</td><td>6.7%</td><td>0.0%</td></tr>
<tr><td>Feb-19</td><td>5,888</td><td>68</td><td>64</td><td>4</td><td>0</td><td>1.15%</td><td>94.1%</td><td>5.9%</td><td>0.0%</td></tr>
<tr><td>Mar-19</td><td>6,617</td><td>55</td><td>49</td><td>6</td><td>0</td><td>0.83%</td><td>89.1%</td><td>10.9%</td><td>0.0%</td></tr>
<tr><td>Apr-19</td><td>6,997</td><td>63</td><td>60</td><td>3</td><td>0</td><td>0.90%</td><td>95.2%</td><td>4.8%</td><td>0.0%</td></tr>
<tr><td>May-19</td><td>6,799</td><td>52</td><td>46</td><td>6</td><td>0</td><td>0.76%</td><td>88.5%</td><td>11.5%</td><td>0.0%</td></tr>
<tr><td>Jun-19</td><td>6,914</td><td>62</td><td>57</td><td>0</td><td>5</td><td>0.90%</td><td>91.9%</td><td>0.0%</td><td>8.1%</td></tr>
<tr><td>Total</td><td>75,914</td><td>709</td><td>572</td><td>132</td><td>5</td><td>0.93%</td><td>80.7%</td><td>18.6%</td><td>0.7%</td></tr>
</table>

Table 4

<table>
<tr><td colspan="10">FT. COLLINS (d) (e)</td></tr>
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</tr>
<tr><td>Jul-18</td><td>4,941</td><td>16</td><td>11</td><td>5</td><td>0</td><td>0.32%</td><td>68.8%</td><td>31.3%</td><td>0.0%</td></tr>
<tr><td>Aug-18</td><td>5,316</td><td>28</td><td>18</td><td>10</td><td>0</td><td>0.53%</td><td>64.3%</td><td>35.7%</td><td>0.0%</td></tr>
<tr><td>Sep-18</td><td>4,153</td><td>20</td><td>15</td><td>5</td><td>0</td><td>0.48%</td><td>75.0%</td><td>25.0%</td><td>0.0%</td></tr>
<tr><td>Oct-18</td><td>4,853</td><td>29</td><td>26</td><td>3</td><td>0</td><td>0.60%</td><td>89.7%</td><td>10.3%</td><td>0.0%</td></tr>
<tr><td>Nov-18</td><td>4,015</td><td>19</td><td>14</td><td>5</td><td>0</td><td>0.47%</td><td>73.7%</td><td>26.3%</td><td>0.0%</td></tr>
<tr><td>Dec-18</td><td>3,555</td><td>15</td><td>12</td><td>3</td><td>0</td><td>0.42%</td><td>80.0%</td><td>20.0%</td><td>0.0%</td></tr>
<tr><td>Jan-19</td><td>4,078</td><td>20</td><td>16</td><td>4</td><td>0</td><td>0.49%</td><td>80.0%</td><td>20.0%</td><td>0.0%</td></tr>
<tr><td>Feb-19</td><td>3,686</td><td>13</td><td>12</td><td>1</td><td>0</td><td>0.35%</td><td>92.3%</td><td>7.7%</td><td>0.0%</td></tr>
<tr><td>Mar-19</td><td>4,201</td><td>16</td><td>15</td><td>1</td><td>0</td><td>0.38%</td><td>93.8%</td><td>6.3%</td><td>0.0%</td></tr>
<tr><td>Apr-19</td><td>4,352</td><td>11</td><td>10</td><td>1</td><td>0</td><td>0.25%</td><td>90.9%</td><td>9.1%</td><td>0.0%</td></tr>
<tr><td>May-19</td><td>4,466</td><td>10</td><td>10</td><td>0</td><td>0</td><td>0.22%</td><td>100.0%</td><td>0.0%</td><td>0.0%</td></tr>
<tr><td>Jun-19</td><td>4,133</td><td>8</td><td>6</td><td>0</td><td>2</td><td>0.19%</td><td>75.0%</td><td>0.0%</td><td>25.0%</td></tr>
<tr><td>Total</td><td>51,749</td><td>205</td><td>165</td><td>38</td><td>2</td><td>0.40%</td><td>80.5%</td><td>18.5%</td><td>1.0%</td></tr>
</table>

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	**# of Docs Produced**	**# EP Apps Submitted**	**# EP Apps Approved**	**# EP Apps Denied**	**#Pending**	**% EP Apps**	**% EP Apps Approved**	**% EP Apps Denied**	**% EP Apps Pending**
Jul-18	3,565	13	11	2	0	0.36%	84.6%	15.4%	0.0%
Aug-18	3,627	8	7	1	0	0.22%	87.5%	12.5%	0.0%
Sep-18	2,793	8	8	0	0	0.29%	100.0%	0.0%	0.0%
Oct-18	3,236	13	12	1	0	0.40%	92.3%	7.7%	0.0%
Nov-18	2,884	8	8	0	0	0.28%	100.0%	0.0%	0.0%
Dec-18	2,555	6	6	0	0	0.23%	100.0%	0.0%	0.0%
Jan-19	2,949	8	8	0	0	0.27%	100.0%	0.0%	0.0%
Feb-19	2,822	7	6	1	0	0.25%	85.7%	14.3%	0.0%
Mar-19	3,246	6	6	0	0	0.18%	100.0%	0.0%	0.0%
Apr-19	3,188	7	7	0	0	0.22%	100.0%	0.0%	0.0%
May-19	3,325	10	8	1	1	0.30%	80.0%	10.0%	10.0%
Jun-19	3,041	8	8	0	0	0.26%	100.0%	0.0%	0.0%
Total	**37,231**	**102**	**95**	**6**	**1**	**0.27%**	**93.1%**	**5.9%**	**1.0%**

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	**# of Docs Produced**	**# EP Apps Submitted**	**# EP Apps Approved**	**# EP Apps Denied**	**#Pending**	**% EP Apps**	**% EP Apps Approved**	**% EP Apps Denied**	**% EP Apps Pending**
Jul-18	114,739	203	123	80	0	0.18%	60.6%	39.4%	0.0%
Aug-18	112,802	211	132	79	0	0.19%	62.6%	37.4%	0.0%
Sep-18	93,521	195	109	86	0	0.21%	55.9%	44.1%	0.0%
Oct-18	108,653	189	120	69	0	0.17%	63.5%	36.5%	0.0%
Nov-18	91,926	180	129	51	0	0.20%	71.7%	28.3%	0.0%
Dec-18	82,746	109	71	38	0	0.13%	65.1%	34.9%	0.0%
Jan-19	97,239	159	115	44	0	0.16%	72.3%	27.7%	0.0%
Feb-19	91,252	173	145	28	0	0.19%	83.8%	16.2%	0.0%
Mar-19	102,597	173	156	17	0	0.17%	90.2%	9.8%	0.0%
Apr-19	105,485	184	157	27	0	0.17%	85.3%	14.7%	0.0%
May-19	102,635	175	139	17	19	0.17%	79.4%	9.7%	10.9%
Jun-19	101,220	145	106	0	39	0.14%	73.1%	0.0%	26.9%
Total	**1,204,815**	**2,096**	**1,502**	**536**	**58**	**0.17%**	**71.7%**	**25.6%**	**2.8%**

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