

SB 20-035 – Vehicle Licensing Kiosk Program

The Colorado kiosk pilot program began in 2017 in collaboration with the DOR at the request of Clerks & Recorders who desired to improve customer convenience and reduce wait times by utilizing “kiosks” for renewal of vehicle license plates.

- This type of technology has been used extensively in other states very successfully.
- These units dispense the renewal tag for vehicles and the updated registration upon payment, much like kiosks used at post offices dispense postage in real time.
- The public/private collaboration of this project has meant that the cost of creating this convenience is born by the user in the way of a convenience fee of \$3 per transaction.
- Thus far, an average of nearly 222,000 transactions are conducted on these units statewide annually, and their use if ever growing.
 - Currently, 13 counties are participating in the program with actual kiosk units located in their counties – with a total of 41 units deployed across the state (and more planned).
 - Additionally, 27 counties total are participating in the program by allowing for cross-county transactions (meaning you can be in Larimer County at a kiosk and renew your Adams County vehicle, for example).

Location of these kiosks in grocery stores creates true convenience for citizens and has been very successful.

This bill:

- Moves kiosks out of pilot program status.
- Allows for additional transaction types to be accomplished on the kiosks.
- Allows for flexible fees that may be needed to accommodate certain locations (i.e., grocery stores).
- Encourages participation in the cross-county transaction option.

For Counties/Customers:

- The opportunity to accommodate population growth without additional infrastructure.
- Transaction fees remain intact as needed to support vehicle licensing operations at the county level overall.
- True convenience for customers who no longer have to make a special trip to the Vehicle Licensing Office to conduct renewal and/or other business – they walk away with the tabs and/or other items they need (based on the transaction type).

Customer response to the convenience of this technology has been overwhelmingly positive. It is a win/win for government efficiency and quality customer service!