

Please pass this bill to make move motor vehicle kiosks from pilot t permanent status.

In 2019 Douglas County processed 21,685 kiosk transactions.

This saved my customers 3,600 hours of wait time.

As these transactions by and large occurred at the end of the month this equated to having 8 additional staff during peak volume weeks, saving the county roughly \$100,000.

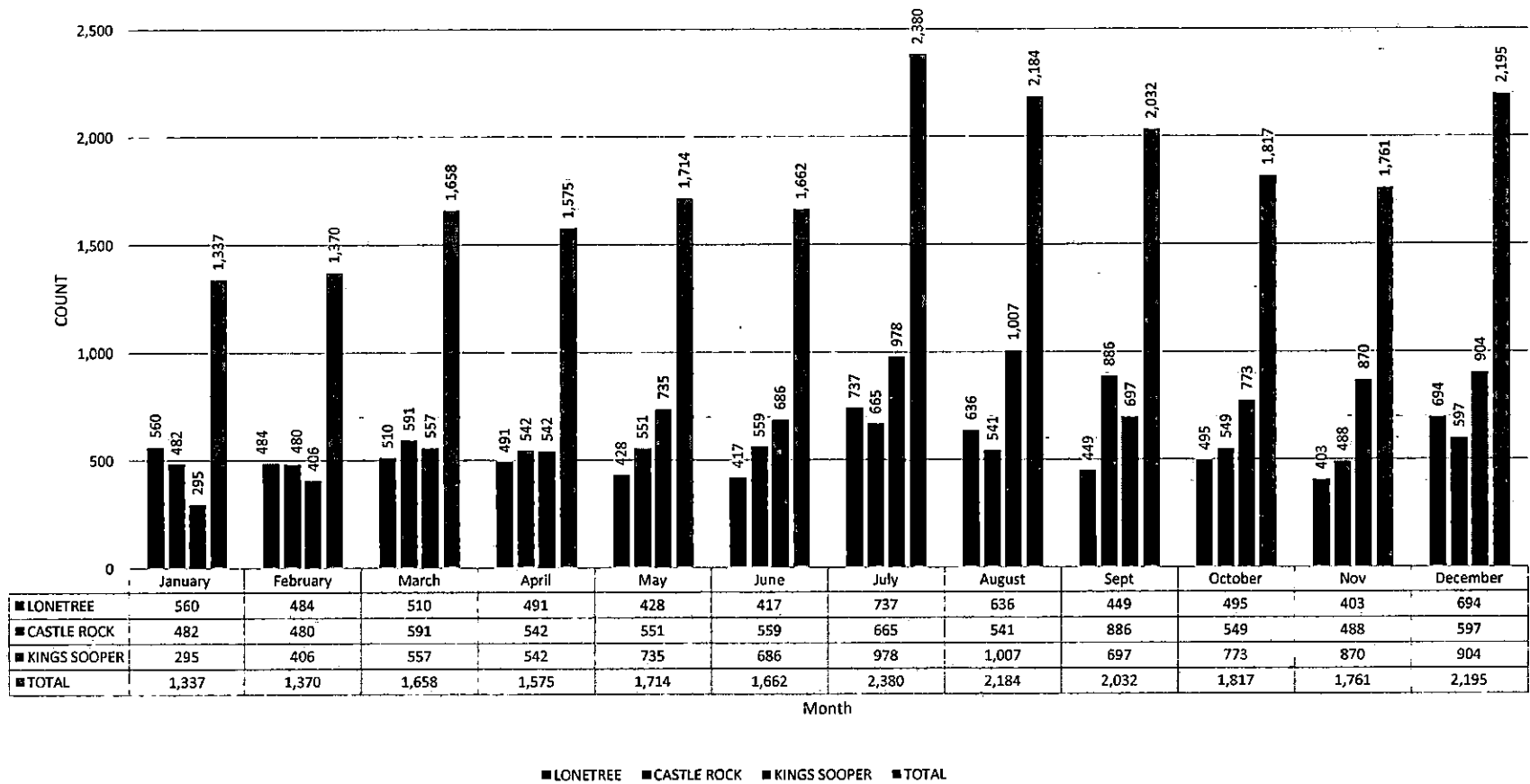
Use of the kiosk continues to grow as once a customer uses it they naturally return to it for future transactions.

Merlin Klotz, Douglas County Clerk

Douglas County Clerk's office does a perpetual survey on our performance. Below is a sample of customer feedback on the renewal kiosks.

- How quick and easy it was! – *referring to the Machine*
- Actually used a Kiosk - didn't go to an office - kiosk easy to use and nice to have around!
- It was very easy because Kim at the customer service desk knew what buttons to push on the kiosk. Very nice to have humans there who know there jobs. Thanks.
- Loved using the kiosk (so quick & efficient)!!!
- Used the kiosk in the entranceway to renew plates. Easy and painless. Merlin Klotz assisted me.
- Nothing. Happily experienced kiosk for tag renewal.
- Thumbs up to the efficient and time saving use of the kiosk. Took 4-5 minutes to renew my tags. Insurance & Emission info was already uploaded! It does cost \$3 but it saved me waiting for 16 people ahead of me to complete their transactions.
- Once I walked through using the kiosk to renew license plate, it was slick. Merlin was extremely helpful and patience
- There was an hour wait to renew my tags. I noticed the self serve kiosk and what a absolutely wonderful discovery! Saved me an HOUR and cost \$3! Worth every penny! I got my tags and was in and out in five minutes!! SO Awesome!
- Love the new kiosk to renew registration. Saved me a couple of hours today!
- I tried out the MV Kiosk at CR and it was so amazingly fast and easy. I have never completed a MV transaction so quickly. Thanks for giving citizens the opportunity to take care of quick and easy MV transactions in person, this easily.
- I was able to complete my transaction using the kiosk. It was very easy to use!
- The kiosk worked very well and was fast, despite being unnecessary for what could have been an online transaction.
- Loved the Kiosk, Should consider placing them at town halls if population warrants or CO license bureaus. Will definitely use again.
- I used the new machine to renew tabs on two vehicles and LOVED IT!

**DOUGLAS COUNTY MOTOR VEHICLE
2019 KIOSK BY LOCATION COUNT**



2019 Customer Count

	January	February	March	April	May	June	July	August	Sept	October	Nov	December	Total
LONETREE	560	484	510	491	428	417	737	636	449	495	403	694	6,304
CASTLE ROCK	482	480	591	542	551	559	665	541	886	549	488	597	6,931
KINGS SOOPER	295	406	557	542	735	686	978	1,007	697	773	870	904	8,450
TOTAL	1,337	1,370	1,658	1,575	1,714	1,662	2,380	2,184	2,032	1,817	1,761	2,195	<u>21,685</u>