



Report Highlights

Division of Motor Vehicles, Driver License Services

Department of Revenue • Performance Audit • August 2022 • 2172P

OFFICE OF THE STATE AUDITOR

C O L O R A D O

Key Concern

The Department of Revenue (Department) and its Division of Motor Vehicles (Division) need to improve how they measure the timeliness of driver license services provided by the state-run driver license offices, and measure the Division’s performance in implementing online self-services. Inaccuracies in these areas have resulted in the Department under reporting the timeliness of its driver license services, and over reporting customers’ use of online services.

Key Findings

- In 2021, the Division met its internal goal for its 35 state-run driver license offices to complete 75 percent of customer transactions within 30 minutes. Yet, a system error caused the Division to miscalculate the time that about 4 percent of customers waited for services. On average, the wait time was overstated by 23 minutes. The Division needs to calculate timeliness accurately because the information is used to allocate resources to state driver license offices.
- For the period July to December 2021, the Department over-reported the Division’s progress on its goal to increase customers’ use of online services by 2.5 percent. Progress toward the 2.5 percent goal was overstated by 1 percent. The Department lacks a precise method to measure and report its performance for this goal. When performance is measured in small increments in this manner, accurate measurement and reporting are key because they can affect the Division’s budget and appropriations, and legislative perception of its performance.

Background

- The Division provides driver and identification services, such as Colorado driver licenses and identification (ID) cards. In Calendar Year 2021, 1.49 million of these types of services were provided in Colorado.
- Most services are provided by 35 state-run driver license offices that are overseen by the Division. Some counties help provide services through 17 county-run driver license offices that are overseen by elected county officials.
- Customers can access all driver and identification services in-person at an office, and can access some services—such as ID renewals, non-commercial driver licenses, and commercial driver licenses—online through a website and the State’s myColorado mobile phone app.
- The SMART Act requires departments to submit annual performance plans to the General Assembly, which include performance goals and progress updates. The Department has a performance goal to increase customers’ use of online driver license services by 2.5 percent. The Department reports its goal performance to the public, the General Assembly, and the Governor.

Audit Recommendations Made

3

Department Responses

Agree: **3**

Partially Agree: **0**

Disagree: **0**