



Motor Vehicle Update

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El Paso County Clerk and Recorder**

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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 great customer service.



New services with DRIVES

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
 - New registration
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- Instant emissions uploads from AirCare Colorado
 - Better county-to-county integration
 - Faster transaction processing
 - Faster new hire training



El Paso County contribution to DRIVES

- Member of the DRIVES Futures Initiative group
 - Bulk Renewals
 - POS document scanning
- 11 team members as Subject Matter Experts
 - Five team members worked side-by-side with programmers to create the new application
 - Six additional teams are training to be Power Users
- One Accounting team member on the Financial Initiative team

DRIVES Training

- All team members have completed CBTs (computer based training)
- Extensive DRIVES training-Began yesterday, May 21
- Extended wait times in some county motor vehicle offices may occur this summer as employees prepare for and adjust to the new system.
- The Colorado Division of Motor Vehicles and our Office requests your patience during this implementation process. As always, we encourage the use of online services, allowing Colorado residents to skip the trip to the DMV entirely.



Resources

- Additional Staffing
 - Motor Vehicle
 - Recording
 - Additional phone bank staff
- Other
 - Driving back office processing to zero backlog

DRIVES Transition

- Motor vehicle registration renewal, vehicle titling, International Registration Plan (IRP) and ownership transfers will not be available August 1-5, 2018 due to the conversion from the old to the new system.
- Colorado driver license services, both in-office and online, will be unavailable August 2-5, 2018. State driver license offices will be closed.
- Our branch offices will still be open to the public to answer questions during the cutover, to review title documents, Driver's License extensions. Our staff will practice transactions and conduct Customer Service training. Recording and Election services will be available as usual.



DRIVES Transition (continued)

kiosk Services

- Kiosk processing and online vehicle registration renewal will be available throughout the transition. Individuals needing to renew an eligible vehicle are encouraged to use online or phone services.
- **Gov2Go Smart phone App** -Car tags expiring? Gov2Go sends you timely reminders so you'll never miss a deadline. Renew through the app.

DRIVES Outreach

- Dealers-ADESA hosted a meeting to discuss DRIVES and dealer desk process changes and improvements~ 30 title clerks from various dealers in El Paso County in attendance
 - Working with Phill Emmert (CSADA) and Anne Patterson (BML)
 - State of Colorado mailed out DRIVES overview yesterday to Colorado Auto Dealers Association, Colorado Independent Auto Dealers Association
 - Follow-up with dealers
- Law Enforcement
 - Citizens are now able to receive a temporary credential when renewing that is accepted by law enforcement in addition to a “real” time system.

Media campaign

Use of online services

Phone

Mail



Questions ?