

Denver Motor Vehicle Update

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June 9, 2026

Agenda

Current State

Workplan & Opportunities

Discussion



DMV Overview

Denver Motor Vehicles is part of the Treasury team within the Department of Finance.

The Denver DMV is an authorized agent of the State of Colorado to register and title vehicles and to collect and deposit the taxes and fees for vehicles owned or operated by residents and business owners in Denver.

County Vs. State Motor Vehicle Services



County DMVs perform transactions related to vehicles:

- car registration
- license plates
- vehicle titles
- disability placards



The State of Colorado performs services related to driver's licenses:

- new licenses and renewals
- driver's permits
- commercial licenses
- motorcycle endorsements
- ID cards

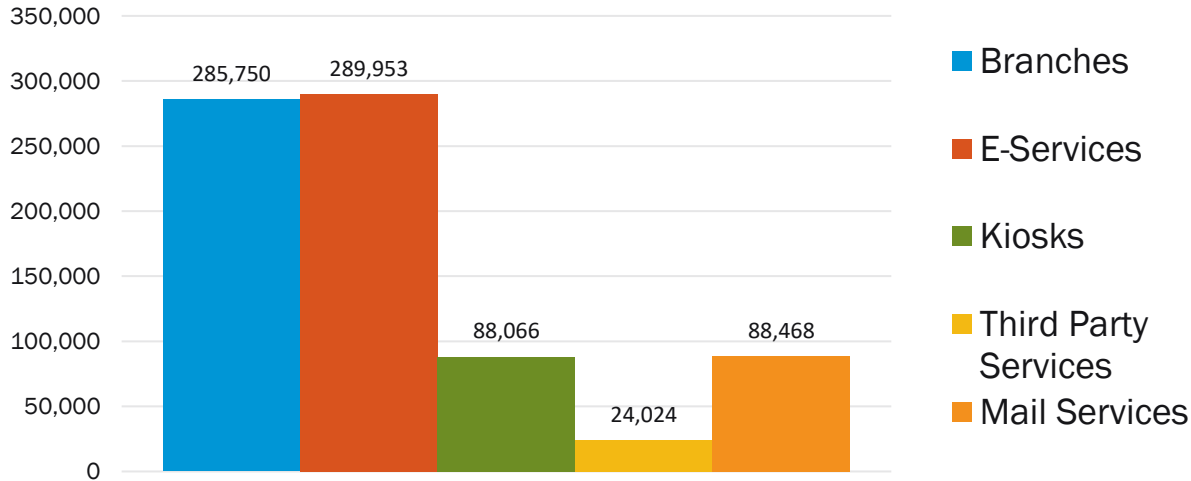
State Audits – 27 out of 27

“What stood out most was the tone set by staff. Customers experiencing long waits or frustration were met with patience, courtesy, and calm communication.”

“Employees consistently remained positive, explained available options, and kept the environment moving forward without allowing difficult interactions to disrupt service. Those moments often reveal more about an operation than any inventory count.”



Transaction Volume



Average Per Month	Average Per Day
64,688	3,106

Wait Times

Before being served, the DMV door desk checks to see what service the customer needs and confirms they have the correct paperwork, then assigns the customer a ticket. Wait time is measured once the customer receives a ticket until their transaction is complete.

Branch	NE	NW	SE	SW	Tremont	YTD Avg
	94 min	90 min	110 min	89 min	113 min	91 min

Internal Challenges

Turnover & Staff Leave

- Higher turnover than rest of city: 17% increase over last year
- High number of leave cases and long training times = effective staffing strength in 2026 of only **~55%**

System

- Staying current with system and state legislation changes requires ongoing training
- Rolling closures are challenging for customers and staff
- Managing wait times

High Volumes

- Maintaining excellent customer service in a high-volume environment

2026 Workplan & Opportunities

DMV's Goal:

To improve service while supporting staff.

2026 Workplan

Improving Service While Supporting Staff

<p>1 Ensure the Public Know What Service Options to Use</p>	<p>2 Eliminate Rolling Closures</p>	<p>3 Position Tremont as a Center for Commercial Customers</p>	<p>4 Evaluate Technology Solutions</p>
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Ensure the Public Know What Service Options To Use



- Reframe DMV webpages to improve guidance when an online or kiosk service is available vs. when a branch visit is needed
- Improve in-branch signage and guidance for customers before they wait in line (*reduce information fatigue*)

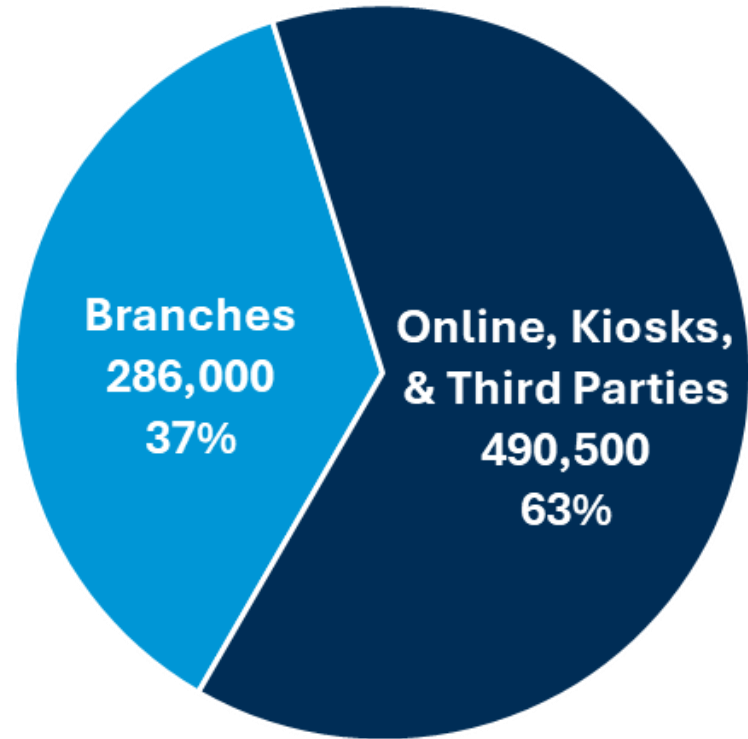


Most DMV Transactions Are Completed Online, at Kiosks, by Mail



68% of DMV transactions in Q1 2026 occurred outside of a branch, up from 63% in 2025

Where Customers Are Served, 2025



The Number of Services Available Online Continues to Expand

Create an account at
mydmv.colorado.gov →

Vehicle Services

- › Renew a vehicle registration
- › Submit a first-time vehicle registration (account required)
- › Replace license plates (account required)
- › Add/change a vehicle address (account required)
- › Manage installment plan (account required)
- › Replace year tabs

- › Request a duplicate title
- › Apply for an emissions waiver

- › Apply for an out-of-state emissions extension

- › Update commercial carrier ID
- › Report Release of Liability
- › Check a title status
- › Replace EV decal (account required)
- › Request a duplicate registration card
- › Estimate registration fees

In-Branch Services

These are the only services that require a branch visit

- Renewals more than 13 months expired
- Title transfers
- Commercial and fleet services
- Inoperable vehicles
- Bonds
- Special Mobile Machinery (SMM) sticker
- DRIVES record issues
- Kiosk payment processing issues



Eliminate Rolling Closures

Regularly operate the Northwest, Northeast, Southwest, and Southeast branches. This will help reduce customer confusion and create more predictable workplace settings for employees.



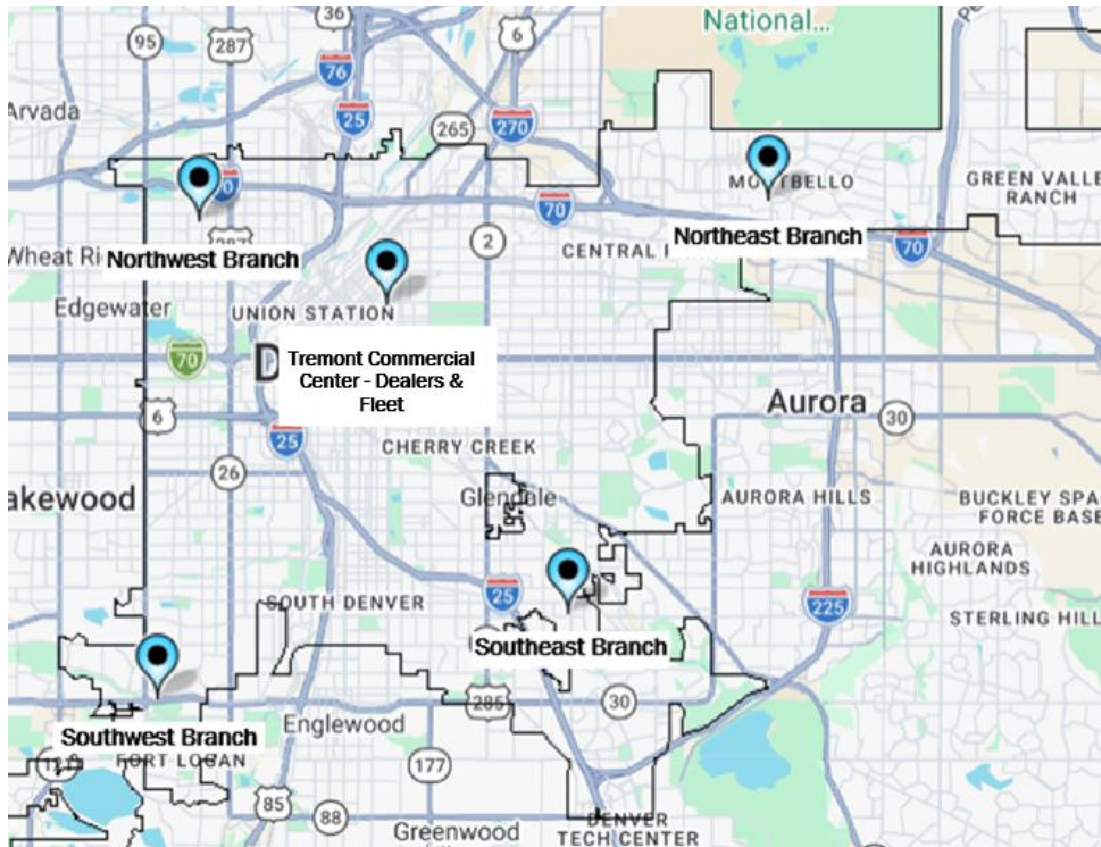
All Regional Branches Open



Four Residential Denver DMV Branches



One Commercial-only Center



Position Tremont as a Center for Commercial Customers



- Improve service consistency at all DMVs by refocusing the Tremont DMV branch to serve only commercial, fleet, and dealer customers – **Analysis Underway**
- Commercial customers have longer transaction times and often do multiple transactions at once

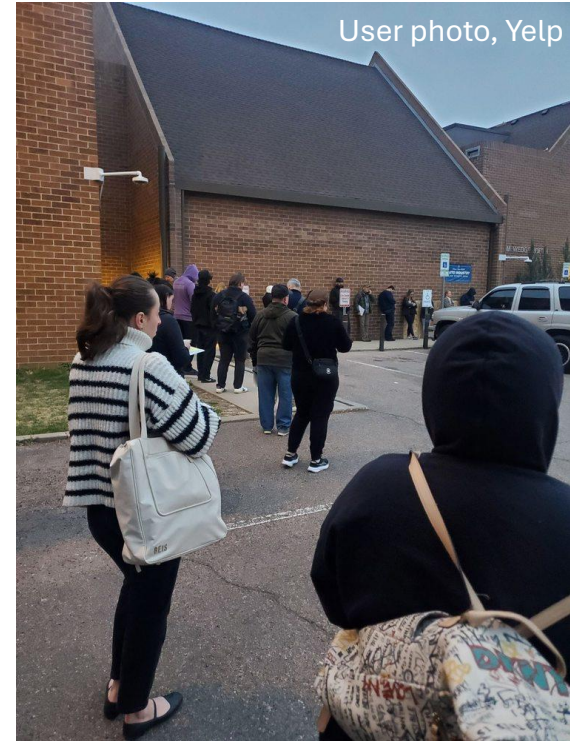
Tremont DMV – Current

2855 Tremont Place, Denver, 80205

Currently operates 3 Denver DMV departments:

- 1 public transaction branch
 - *Would redeploy to eliminate rolling closures of other branches*
- 1 team who processes mail-in transactions
- 1 team who processes vehicle dealers and fleet customers

Location has limited parking; limited internal space for customers compared to other branches



Evaluate Technology Solutions

- Potential for appointments, pay-by-phone, peer county successes
- Would likely aim to pilot new solutions at Tremont for commercial customers first
- Review successes for future opportunities



Goal Implementation Outcomes

Consistent, reliable work locations and assignments will help improve morale and turnover

Predictable branch availability improves customer trust

Tech advancements help us serve customers more efficiently and help customers avoid long lines

Process Improvement Plan

Q2 2026

- Finalize Website Upgrades
- Hiring and Training New Staff
- DRIVES Updates Complete

Q3 2026

- Position Tremont for Commercial Customers Only
- Eliminate Rolling Closures
- All Trainees in Branch Operations
- More Counters Available to Serve Customers

Long-term Goal

Curate a DMV system where customers can complete most services online, quickly and confidently. Where Branch offices are focused, efficient and consistently open. Staff are supported, stable and able to serve the community effectively.



Additional Resources

Sunny is Here to Help

Sunny


Where do I get a driver's license? I am from out of state.

Delivered 03:06 PM

Driver's licenses are issued by the State of Colorado by appointment only. To schedule an appointment, you can call [303-205-5600](tel:303-205-5600) or make an appointment online.

Received 03:06 PM

We hope this helped. If

Type a message... 

Powered by **CITIBOT**

Sunny

Thank you for the feedback. It helps make Sunny smarter.


Received 03:08 PM

What is the DMV's rolling closures schedule?

Delivered 03:10 PM

You can find the DMV's rolling closures schedule by visiting this link: [Denver Motor Vehicle Office Closure Schedule](#).

Received 03:10 PM

Type a message... 

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Sunny

Received 03:14 PM


Can I apply for an emissions test extension online?

Delivered 03:16 PM

Yes, you can apply for an emissions test extension online. You can do so by visiting the [Emissions Extension page](#).

Received 03:16 PM

We hope this helped. If this answer did NOT meet your needs, please say

Type a message... 

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State Support Resources

- Colorado's myDMV Online Services Help Center:
<https://dmv.colorado.gov/mydmv-online-services-help-center>
- Help to create a myDMV portal account:
<https://www.youtube.com/watch?v=jjAK6yb9lCo&t=1s>
- Colorado Division of Motor Vehicles
Number: (303) 205-5600



Denver Support Resources

- Denver DMV information:
 - www.denvergov.org/DMV
- Call 3-1-1 or 720-865-4600 between
 - 7 a.m. and 3 p.m. Monday – Friday for DMV Support





Discussion