



ARAPAHOE COUNTY
COLORADO'S FIRST

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News Release

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Arapahoe County looks to future with kiosks for motor vehicle services

New law makes Colorado 8th state to allow self-service technology to renew plates

Littleton, CO – Arapahoe County residents will soon be able to renew their vehicle registration at a self-service kiosk, thanks to a new pilot program passed into law today.

Governor John Hickenlooper signed [Senate Bill 16-138](#), which permits counties to partner with private technology vendors to offer self-service kiosks for motor vehicle services. Arapahoe County Clerk and Recorder Matt Crane plans to partner with the Colorado Department of Revenue to implement the pilot program and bring kiosks to Arapahoe County buildings by 2017.

The touch-screen terminals would allow a citizen to walk up, scan the barcode on their vehicle renewal notice, pay fees by cash, check, credit or debit card, and receive their printed registration and license plate tabs on the spot, without waiting at a county office.

“Colorado counties actively pursued this legislation, and we are so thankful to the bill’s sponsors, Senator Ray Scott and Representative Kevin Priola, and to Governor Hickenlooper for recognizing the potential of kiosk technology to improve government services,” said Arapahoe County Clerk and Recorder Matt Crane. “Statewide, our motor vehicle offices are stretched thin by a booming economy and growing population. Self-service kiosks will help us to reduce wait times by diverting customers from our offices, and provide a convenient, efficient alternative to our citizens.”

Nationally, seven states already offer self-service kiosks, including California, Georgia, Indiana, Ohio, New York, Nevada and South Dakota. The [California Department of Motor Vehicles reported](#) last year that its 50 terminals have processed four million transactions since they were installed in 2010.

Arapahoe County’s Motor Vehicle Division is the busiest in Colorado, with a workload that grew by more than 21 percent last year and surpassed one million transactions. More than 226,000 transactions were license plate renewals that were completed in-person at a County office. This represents nearly one-fifth of all office transactions, but it is a service that citizens can easily do from the convenience of home.

In an effort to reduce wait times, the Clerk and Recorder’s Office encourages citizens to ‘skip the trip’ and renew their license plates by mail, online at www.colorado.gov/renewplates, or to a drop-box at any County branch office. These alternatives save you time and fuel, and help to conserve taxpayer resources.

For more information about Arapahoe County Motor Vehicle services, please call 303-795-4500 or visit www.arapahoegov.com/dmv.

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