



ARAPAHOE COUNTY
COLORADO'S FIRST

Arapahoe County Clerk and Recorder's Office
Matt Crane, Clerk and Recorder
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News Release

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Outgoing Clerk and Recorder introduces final DMV kiosk at Aurora King Soopers where he held childhood job

Matt Crane ushers in one last self-service kiosk in community where he grew up

LITTLETON, CO – Outgoing Arapahoe County Clerk and Recorder Matt Crane will leave one final tribute to the community before ending his term Jan. 7. A [Colorado MVExpress kiosk](#) is now available at the [King Soopers store](#) at 15250 E. Mississippi Avenue in Aurora—the grocery store where Crane worked in high school in the 1990s.

The self-service machine, which looks like a blue and yellow ATM, is now connected and functional. Citizens can use the kiosk to renew their license plates any day of the week during store hours, 5 a.m. until midnight, and skip a trip to the DMV. It is the *only* kiosk located near northern or central Aurora that is available after-hours and on weekends. It's fast and easy, and you'll walk away with your tabs in minutes. You can even renew at a kiosk after your registration grace period has expired.

This kiosk is the final ribbon on Crane's legacy of innovation as Clerk and Recorder. Crane led the charge to bring these self-service motor vehicle kiosks to Colorado, because he saw them as a critical tool to reduce wait times and increase efficiencies in county motor vehicle offices. He lobbied for statewide legislation that ushered in this technology in 2016, giving citizens a more convenient option to renew license plates. He also spearheaded conversations to bring the machines into Kroger grocery stores.

Today, 28 [Colorado MVExpress](#) machines are available across Colorado, including eight grocery stores. Residents of Arapahoe County can use any kiosk in the state.

Crane says that the placement of a kiosk in the neighborhood where he grew up has special meaning.

"It is especially stirring and bittersweet that one of my last actions as Clerk is to introduce our final renewal kiosk at the King Soopers store in my old hometown, where I worked as a teen. My parents still shop at this grocery store, and I'm so excited to know that this technology will be available on evenings and weekends as a life-changing convenience for citizens."

Arapahoe County has the busiest Motor Vehicle Division in the state, serving more than 663,000 registered vehicles and 1.5 million transactions every year. The kiosks have created a positive impact to reduce the counter workload. In 2017, 19,915 vehicles were renewed at a kiosk, and number more than doubled to 43,327 renewals in 2018. That translates to 5,270 counter hours saved at Motor Vehicle offices, and thousands more hours saved in wait time for citizens who did *not* have to wait to renew at a DMV.

Crane will end his term Jan. 7 after losing his bid for re-election last November. His legacy of innovation reached across the Motor Vehicle, Recording and Elections Divisions.

For example, Crane introduced a new queuing system at his offices and posted wait times online, so citizens could plan a trip to the DMV. He also launched appointments for driver's license services and disability placards, so citizens could skip a wait at County offices. He debuted an online calculator to allow citizens to estimate their vehicle registration fees. He also led Arapahoe County through the conversion to the new DRIVES statewide computer system for motor vehicle and driver's license services. As a result of these efforts, wait times at the DMV dropped 75 percent between 2015 and 2018, even as transaction volume increased by 45 percent.

Crane also ushered in a new recording system for land records and marriage licenses, and secured funding to preserve and digitize the County's oldest land record books from the 1800's.

In Elections, he introduced the first-ever Ballot Track program for voters, added new voting locations, and installed 20 new 24-hour ballot boxes for voters' convenience. He piloted Colorado's new risk-limiting election audits and led Arapahoe County to purchase a new, more secure voting system. He also steered the creation of a best-in-class elections website at www.arapahoevotes.com, complete with interactive tools and data for voters and stakeholders.

After Crane's departure, future efforts regarding the Colorado MVExpress kiosks will be in the hands of the kiosk vendor ITI Technologies and the Colorado Department of Revenue.

Find your nearest kiosk at www.comvexpress.com. To use a kiosk, simply type your license plate number on the touch-screen, or scan your renewal postcard. Pay taxes and fees by check, credit or debit card. (Cash is not accepted at kiosks in King Soopers stores, but is accepted at select other locations.) You'll receive your tabs and registration on the spot. The transaction is fast and easy. Instructions and voice prompts are available in Spanish and English.

There is a \$3.95 service fee per vehicle renewed at a kiosk inside King Soopers. The service fee is \$3 at all other kiosk locations. This fee directly pays for the kiosk technology, and is not retained by any county.

In addition, customers will pay 50 cents if they pay by personal check, or a 2.17 percent convenience fee if they pay by debit or credit card— which is a lower fee than customers would pay over-the-counter at motor vehicle offices under a statewide contract.

To learn more about Motor Vehicle services in Arapahoe County, please call 303-795-4500 or visit www.arapahoe.gov/DMV.

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