



ARAPAHOE COUNTY
COLORADO'S FIRST

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News Release

For Release: March 21, 2017

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Arapahoe County unveils kiosks for license plate renewals

Clerk and Recorder's Office is first in Colorado to launch self-service technology

Littleton, CO – Arapahoe County residents can now renew their vehicle registration at a self-service kiosk and skip a wait at the DMV.

Arapahoe is the first county in the state to launch Colorado MVExpress kiosks under a pilot program. Fifteen other counties will add the kiosks later this year. The machines are expected to reduce wait times at motor vehicle offices helping consumers renew their license plates and freeing up staff to assist with more complex title and registration transactions.

"We are proud to be leading the state in innovation to improve the customer experience for motor vehicle services," said Clerk and Recorder Matt Crane. "Our citizens use touch-screen kiosks in their daily lives at the grocery store, airport, bank and even for movie rentals. Now they'll enjoy that same convenience to renew their license plates using Colorado MVExpress."

The iconic blue and yellow machines look similar to an ATM machine, and are [available at four locations](#), including Arapahoe County's Clerk and Recorder branch offices in Aurora, Centennial and Littleton during office hours, 7 a.m. – 4 p.m. Monday-Friday, as well as the AAA Southglenn Office, open 8:30 a.m. – 5:30 p.m. Monday-Friday and 9 a.m. – 1 p.m., Saturday.

To use the kiosk, a citizen can simply scan the barcode on their registration renewal postcard or type their license plate number on the touch screen, and pay taxes and fees via cash, check, credit or debit card. (Note: the AAA location does not accept cash.) The kiosk will provide your printed receipt, registration and license plate tabs on the spot.

If your vehicle requires an emissions test, you should complete it at least two business days before using a kiosk. If you have changed or updated your auto insurance, you should wait 2-4 business days before using a kiosk to renew.

Nationally, seven states already offer motor vehicle self-service kiosks, including California, Georgia, Indiana, Ohio, New York, Nevada and South Dakota. Clerk and Recorder Crane and the Colorado County Clerks Association actively pursued [Senate Bill 16-138](#) to bring this technology to our state. The machines are provided by Intellectual Technology, Inc. The technology is funded by a \$3 fee per transaction paid by the customer.

“Colorado MV Express will be a boon to our motor vehicle offices, which are stretched thin by a thriving economy and a growing population,” said Crane. “By diverting renewals from our counters, we can expand staff training, improve efficiency on complex transactions, and reduce overtime pay.”

Arapahoe County’s Motor Vehicle Division is the busiest in Colorado, with a workload that surpassed one million transactions in 2016. Of those, one quarter were over-the-counter renewals at a County office.

Citizens who prefer to skip a trip to the DMV can renew their license plates by mail or online at www.colorado.gov/renewplates. For more information about motor vehicle services in Arapahoe County, please call 303-795-4500 or visit www.arapahoegov.com/dmv.

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Download photos of the ColoradoMVExpress kiosks:

<ftp://ftp.arapahoegov.com/Pub/Communication%20Services/Photos/RenewalKiosks/>



EasytoRenew.jpg: Karen Maccumber of Centennial and her grandson (age 2) saved time by renewing on a new self-service kiosk at the Arapahoe County Administration Building.



CitizenRenewal.jpg: An Arapahoe County resident uses the new Colorado MVExpress kiosk to renew his license plates on Feb. 23 at the Arapahoe County Administration Building.



RenewalKiosk.jpg: Self-service kiosks are now available in four locations in Arapahoe County where citizens can renew their license plates.



ColoradoMVExpress.png: Colorado MVExpress kiosks are now serving Arapahoe County residents and will be available in 15 other counties in 2017.