COLORADO

Department of Revenue
FY 26 Annual Performance Report (November 2026)

Wildly Important Goals

The Department of Revenue (DOR) identified several wildly important goals (WIGs) for FY 2025-26 and beyond. For this annual performance report, DOR updated progress on DOR's WIGs and goals identified in its FY 2025-26 Performance Plan and reflects the overall direction as identified by DOR leadership.

Additional detail for these WIGs is available in the **Department's Performance Plan**. For a visual representation of the Department's WIG progress please visit the **Governor's Dashboard**. The FY26 plan outlined the work completed by DOR and its Divisions including the Division of Motor Vehicles (DMV) and Taxation Division (TAX).

WIG #1 The DMV will answer 80% of calls to the DMV contact center within 9 minutes on average by June 30, 2026.

Summary:

Although DOR missed both the overall WIG goal and the lead measure goal, it successfully achieved both key project milestones for this WIG.

Strategies:

- **DMV Customer Satisfaction System (CSAT) Implementation:** Instrument CSAT in the contact center by June 30, 2026.
- **DMV Web Overhaul:** Implement 36 targeted high priority website improvements based on ongoing customer feedback by June 30, 2026.
- **DMV Customer Portal Created:** Improve self-service functionality via the creation of a customer portal as part of the DRIVE upgrade.

DMV Call Center Improvements

Measure	FY25 Actual	Q1 FY26	Q2 FY26	Q3 FY26	Q4 FY26	Totals	FY26 Goal
DMV Call Center Improvements	50%	64%	66%	46%	51%	51%	80%
DMV Web Overhaul	Not Applicable	3	8	10	9	30	36
Customer Satisfaction System Implementation	Not Applicable	50%	100%	100%	100%	100%	100%
Customer Portal Created	Not Applicable	50%	100%	100%	100%	100%	100%

WIG #2 DOR will reduce the average speed to answer (ASA) tax-payers calls at the TAX services contact centers by 50% from 41.36 minutes in 2025 to 20.68 minutes by June 30, 2027.

Summary:

DOR did not achieve the overall WIG goal. The TAX division has scheduled several technology and efficiency initiatives for completion in FY27 rather than FY26, which remain on track to be fulfilled by June 30, 2027.

Strategies:

- **TAX DOR Tax System API Integration:** DOR will securely connect customer service channels to DOR tax information to decrease call times and increase self-service capabilities by March 31, 2027.*
- **TAX Improving Employee Productivity:** Improve employee productivity to reduce ASA by implementing AI call summarization and call sentiment analysis by February 28th, 2026.
- **TAX Upgrade AI Powered Virtual Agent:** Complete upgrade of AI powered virtual agent by August 31st, 2026 to reduce wait times, provide faster problem resolution, and increase trust and transparency.
- **TAX Reduction In Average Handle Time:** DOR will reduce the average handle time in the Tax Contact Center by 23%, from 592 seconds to 457 seconds, by June 30th, 2026.

* This tax strategy is scheduled for implementation in November 2026; consequently, no progress is included in the current annual report.

TAX Call Center Improvements

Measure	FY25 Actual	Q1 FY26	Q2 FY26	Q3 FY26	Q4 FY26	Totals	FY26 Goal
TAX Call Center Improvements (minutes)	42	15	35	46	48	48	35
Improving Employee Productivity	Not Applicable	0%	50%	50%	50%	50%	50%
Upgrade AI Powered Virtual Agent	Not Applicable	0%	0%	0%	50%	50%	50%
Reduction In Average Handle Time	10 minutes	11 minutes	11 minutes	12 minutes	12 minutes	12 minutes	8 minutes

WIG #3 Increase the percentage of vehicle registration renewals that opt-into the Keep Colorado Wild (KCW) pass from 27% to 29% by June 30, 2026.

Summary:

DOR did not meet the overall WIG goal, yet met or exceeded both lead measure goals and met one of the two key project milestones and partially met the other. DOR will continue to pursue strategies to increase the percentage of vehicle registration renewals that opt-into the Keep Colorado Wild pass in FY26-27.

Strategies:

- **DMV Promote KCW Online Registration:** Promote online registration via targeted communications through 12 social media posts, by June 30, 2026.
- **DMV Improve website accessibility and usability:** Redesign website to improve accessibility and usability to increase online vehicle registrations and opt-ins to KCW by June 30, 2026.
- **DMV KCW banners at kiosks:** Install KCW banners and advertising at all DMV kiosks by June 30, 2026.

- **DMV Increase In-Person Opt-in to the Keep Colorado Wild Pass:** By June 30, 2026, DMV and DNR will collaborate to identify new opportunities to increase KCW opt-in rate in the in-person sales channel, specifically targeting improvements for low-performing counties with high proximity to State Parks, by conducting a survey of county DMV staff and promoting identified pass sales best practices at regular meetings with county DMV staff.

Keep Colorado Wild Pass Opt-in Rate

Measure	FY25 Actual	Q1 FY26	Q2 FY26	Q3 FY26	Q4 FY26	Totals	FY26 Goal
KCW Pass Opt-In Rate	27%	26%	27%	27%	27%	27%	29%
Promote KCW Online Registrations	0	3	4	22	16	45	12
Improve Website Accessibility and Usability	Not Applicable	0%	50%	100%	100%	100%	100%
KCW Banners At All DMV kiosks	0	0	70	72	72	72	72
Increase In-Person Opt-in to the Keep Colorado Wild Pass	Not Applicable	50%	50%	50%	50%	50%	100%