

# County Touchpoint Meeting - 2025/09/04 09:47 MDT - Transcript

## Attendees

+1 303-\*\*\*-\*\*73, Aimee Wilder - DOR, Ashley Unruh - CCR, Ashlie Borzillo, berta newell, Bonnie Shirley, Brenda Noss, Carina Liebanos, Crystal Cordova, David Klippert, Deborah Olson-Loper - DOR, Delisa Vanevenhoven - DPA, Dylan Ikenouye - DOR, Elijah Shockney, Heather Cobler - DOR, Isabel Serna, Jenny Adler - DOR, Jessica Dickey - DOR, Joni Lambrose, Julia Boese - DOR She Her, Kara Dehart- Jeffco, Karissa Sanders - Douglas County, Kathleen Wear - DOR, Katy Klabon, Kay Robinson, Kevin Kihn - DOR, Leilani Shattuck - DOR, Lisa Kime, M Wills, Madison Acevedo - DOR, Megan Grimm, Meredith Jordan, Michael Gerber - DOR, Michael Krugly - DOR, Michelle Martinez - DOR, Nicolas Hermann, Noelle Meade - DOR She Her, Pam Reid - CCR, Rafael Zapata - DOR, Ryan Parker - DOR, Sara Reasoner - Adams, Sarah Farizel, Shannon Casillas, Tammie Barnes, Tammy White - DOR, Tamsin Totays - DOR, Theresa Lane - DOR, Tina Huesca - DOR, Tina Huesca - DOR's Presentation, Yvonne Nastick - DOR She Her

## Transcript

**Kevin Kihn - DOR:** Good morning. We will give a minute or so for people to transition. I know that a lot of you were just on the EBTR county touchpoint call.

**Kevin Kihn - DOR:** All right, good morning. We do not have a packed agenda today. but we do have a few items of old business to get to. Tina is presenting the agenda for us. Thank you. been recording the call so it can be referenced later on the drives internet. First order of business is the revised common nicknames form. this was brought up by Tracy Rodriguez. we were not sure where that form originated from. I think it was a county drafted specific form.

**Kevin Kihn - DOR:** so we are going with following the guidance in the TNR manual. So if there are suggestions for any of those common nicknames that need to be updated for the manual, please fill out that request and Michael will add that to our TR manual monthly review meeting that we do internally.

**Kevin Kihn - DOR:** Easy peasy. second order of business, Crystal Cordova brought up evening title updates and counties don't have the ability to correct and I believe Mr. Gilchrist is going to speak to that or he may still be at an appointment. Let me see if he's on. I know he had a eye appointment or something this morning and he is not. Crystal, can you give us a recap? Are you on today of what that issue was? Hi, Heather.

**Kevin Kihn - DOR:** I think Crystal's on,...

**Heather Cobler - DOR:** Hi. ...

**Kevin Kihn - DOR:** but I don't Maybe she's having mic issues, but go ahead.

**Heather Cobler - DOR:** so not my show, but I think what we were talking about is the ELT updates in drives. when those are happening, it makes it impossible to reverse either the update or anything prior to it because we usually reverse in a Heart crystal. and so I know that, I've reached out to our BA team to at

least go, hey, what are the options here? What can we do? and I know we're still brainstorming on that. I don't know what updates Jim might have had from his side, but I know that is something we're still kind of talking about internally.

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**Kevin Kihn - DOR:** Okay, so we're talking ELT up title up.

**Heather Cobler - DOR:** Yeah, it's not evening.

**Kevin Kihn - DOR:** It's not evening. I was like evening title update.

**Heather Cobler - DOR:** Yeah, autocorrect.

**Kevin Kihn - DOR:** All right. it looks like someone raised their hand. go ahead and I'm not sure...

**Kevin Kihn - DOR:** who it was. Meredith

**Meredith Jordan:** Yeah, sorry.

**Meredith Jordan:** It was up and then down and up again. is this and Crystal maybe you can drop it in the chat if this is the case, but is this the ELT lean update work item that you're talking about?

**Meredith Jordan:** I'm thinking there if that is the case. No. Okay, that's not what she's talking about. So, never mind. I guess I'm not understanding what the problem is with the ELT updates.

**Kevin Kihn - DOR:** Heather, I believe you and...

**Kevin Kihn - DOR:** I were discussing this yesterday afternoon. So, yeah, if you want to give them a recap of what we're seeing

**Heather Cobler - DOR:** Yeah, exactly right.

**Heather Cobler - DOR:** So, sometimes the ELT providers seem to be releasing leans that have errors on them instead of actually getting the error corrected or using work item to report the error. So, for example, let's go worst case scenario. Somebody does it on the wrong VIN or I'm sorry, no, let's say it's the wrong lean holder. They mistype the ELT number and it gets sent to the wrong ELT That ELT provider goes, that's not my car. And they just hit the release button.

**Meredith Jordan:** Yeah, that's a problem.

**Heather Cobler - DOR:** That is causing a problem for us because we can't reverse that. maybe, but we also can't reverse the one that generated the incorrect lean holder name because we can't go back past that ELT update in drives. Crystal, I'm like, is that what we're talking about from your perspective?

**Heather Cobler - DOR:** This is my view. Yes, you're there.

**Crystal Cordova:** Can you guys hear me?

**Crystal Cordova:** Okay, I switched to my other computer. We're having some technical difficulty today. It's always how it goes when I'm on the agenda, So, yes, Heather, absolutely. That's what we're talking about.

in general, I think I have three now records that I need to make corrections on for different reasons. the VIN is incorrect and so we need to go all the way back to the original title to redo everything. and if there's an lean title update, we don't have the ability to reverse it and we're just kind of stuck. we've also had this happen with credit transfers that are done incorrectly. So, I think we first brought it up in one of the fog meetings and I was just hoping that to reverse those or there was some kind of solution

**Kevin Kihn - DOR:** Yeah, thanks Crystal. I did have Heather, she's going to be working with Amy and I don't know if she touched base with her yet because we just discussed this last night. but we'll be logging in SQR to put on the poll list right for after the upgrade to figure out a way to make that more convenient to correct,...

**Crystal Cordova:** Okay, perfect. Thank you.

**Kevin Kihn - DOR:** of course. and Heather, thank you for jumping in on the evening title updates. All right. Salvage and inoperable vehicles waving late feesman temporary needs to go to CSP to be declared  
Meredith

**Meredith Jordan:** Yeah, this question came from somebody on our team and essentially with the implementation of an inoperable vehicle registration. our thought process had changed where if a customer had a salvaged vehicle that had been unregistered for quite some time,...

**Kevin Kihn - DOR:** What?

**Meredith Jordan:** they have an appointment with DSP or for whatever reason that the vehicle is either now roadworthy being reregistered or needs a temporary permit to take it to CSP for the inspection. and how we're handling any late fees that have occurred. previously we would have been a little more lenient with waving a late fee if a vehicle was not able to be rebuilt or if it was in, whatever. With the inoperable vehicle, my thought process changed because they do have an option to register it. However, what I have since learned is that drives does not allow an inoperable vehicle registration to be issued to a salvage vehicle.

**Meredith Jordan:** And so now we're kind of back to square one on how do we handle late fees that have accrued when a vehicle is in a current salvage state and...

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**Meredith Jordan:** on its way to be rebuilt from salvage with registration and why can't we issue an inoperable vehicle registration to a salvage vehicle? It seems like that is the perfect reason to have that type of registration.

**Kevin Kihn - DOR:** Yeah, I agree with you.

**Kevin Kihn - DOR:** The system should allow us to do that. So, I'm sure Amy will make a note of that and we'll also add that to our list of future development needs. because technically in statute, right, it's required that even though it's inoperable, that they're getting that inoperable vehicle decal.

**Kevin Kihn - DOR:** So hard to get it though when you issue one. So ...

**Meredith Jordan:** So, in the meantime, should counties be charging the late fee or should we be waving it or using some other date as to when a late fee would be in effect for a salvage vehicle like that?

**Kevin Kihn - DOR:** great question. And I think we're going to take that one back and give you more clear guidance on...

**Kevin Kihn - DOR:** what you should be doing.

**Kevin Kihn - DOR:** One of the things we don't want to get into, right, is that if we have a bunch of salvage vehicles, really should they be paying that SOT? I mean, they're not on the road, but we'll have to go back and look at that bill. I just don't want to throw out an answer that would go against our statute.

**Meredith Jordan:** Okay, Perfect.

**Meredith Jordan:** Thank you. Appreciate

**Kevin Kihn - DOR:** All we banged through the agenda items. How about some open discussion? What else are we seeing out there? Or anyone have anything they need? Bonnie, go ahead.

**Bonnie Shirley:** Hey Kevin, I know we kind of talked about it in our emails. so with auctions, we are running into an issue where auctions are not getting power of attorneys or anything from the previous seller. We had two auctions in May that lost I want to say eight titles alone for our county. And out of those eight titles, it's taken them up until now, I still have one customer waiting on a title to get all of these resolved. They had to go back to the previous owners to get titles to resell to the new customers resulting in late fees and everything. is there a rule that's not allowing them to get power of attorneys or something?

**Bonnie Shirley:** I think I didn't clearly put that in my email when I was discussing that with you.

**Kevin Kihn - DOR:** Yeah, there's nothing that's stopping them from getting a power of attorney if the seller right is the auction house is delaying the paperwork, for the customer. I would wave the late fees on those. I mean, it's not the fault of the customer that the seller has not provided that documentation to them.

**Bonnie Shirley:** Okay. ...

**Kevin Kihn - DOR:** What is it a particular auction house you're having an issue with? right?

**Bonnie Shirley:** I believe it's auction team and Claypool Auctions. Those are the two that we had in May. And of course, we have another auction coming up. Not this weekend, but the next.

**Bonnie Shirley:** And I mean, I think we just have a little bit of PTSD losing eight titles for just our county. I don't even know what other counties had purchased from these two auctions. but I had I want to say two or three titles that were signed off incorrectly and then there was I believe six that were lost in the mail with certified mail, everything just lost in the mail. And so, I was just like,...

**Bonnie Shirley:** what can we do to help the customers and the auction houses be able to make sure things don't happen like this again?

**Kevin Kihn - DOR:** Yeah, it's unfortunate...

**Kevin Kihn - DOR:** if they're losing those titles. I mean, I would recommend that they send them FedEx versus certified mail. I'd be happy to reach out to the auction houses and discuss the titling process with them. If you just want to email me over the two companies, I'll be happy to contact them,...

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**Bonnie Shirley:** Okay. Thank you.

**Kevin Kihn - DOR:** of course. Anyone else? all right. on next month's meeting, we are going to give a little update or on late fees. we've gotten several requests come through about requesting registration fees on the 2468.

**Kevin Kihn - DOR:** we cannot refund registration fees. and that form is specifically used to address late fees. so please do not give that to customers who are requesting refunds for their reg fees, but we'll have more information at our next meeting. As far as the POA guidance goes, rejections for dealers signing for buyer and sellers. the information here we have added the second sub bullet guidance for the county's POA act impact will hit inboxes this week and that will go to clerks and administrators or motor vehicle directors. So that should be coming this week.

**Kevin Kihn - DOR:** And then dealer reassignments posted in drives update on April 3rd, believe it or not, 2024. We have come to a conclusion, thank goodness, because this is getting really old on the agenda. so that will be in the DMV update on 9:17. will continue operations as they currently exist. If the chain of custody is proper, the acknowledgements are done correctly, etc., you are to accept and process. If the title case has some suspected fraud, please follow the MVIU process for requesting an investigation. So, that will be posted on the 17th update.

**Kevin Kihn - DOR:** So dealer reassignments current process the out of state dealers will be able to use that reassignment area as they have been as common practice now and we met with a aid and the AG's office multiple times and that's where we're landing on this issue questions. Crystal. Yeah.

**Crystal Cordova:** Yeah, thank you, Since this has been on the agenda since April of 24, can you just remind me what this topic was about exactly?

**Kevin Kihn - DOR:** So back in 24, I believe it was Jeffco brought up where and these out ofstate dealers were taking title and then they were using the dealer reassignment to assign to a private party with the out ofstate dealer say being in New York City. and then the customer had no recourse when there was title work error to go back and try to get resolution from because say you know that out of state dealer just hired someone here in Colorado off of Facebook or whatnot and they met the customer in the parking lot and then transfer so those are kind of the one-off cases that had come through.

**Kevin Kihn - DOR:** There were a couple smaller out ofstate dealerships that were doing that and causing some grief for consumers. however, with the industry standards just like California uses the regge 262 to essentially do the same thing as far as transfers. if we were to propose that only Colorado dealers could use that dealer reassignment section, we would be causing, pretty much jurisdictional confusion and an obstacle for transferring vehicles for the industry. Does that make sense?

**Crystal Cordova:** Yes, thank you. So, the decision is that we will continue to let out ofstate dealers use the dealer reassignment section.

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**Kevin Kihn - DOR:** Correct. All right.

**Crystal Cordova:** Okay. Thank you.

**Kevin Kihn - DOR:** SV birth certificates. We are working with CDPHE and their data record units to acquire training materials to distribute to the counties. Once that is compiled and we're able to get that out we will be updating I believe maybe it's 2482 the ID guide and then we will also have to instate that drop down in drives it won't just be birth certificates it'll be birth certificates and a supplemental I believe so more to come on

**Kevin Kihn - DOR:** All right, we went through really quickly. anything pop into anyone's head if they would like to discuss besides Heather.

**Kevin Kihn - DOR:** Just kidding.

**Heather Cobler - DOR:** I just wanted to thank everybody.

**Heather Cobler - DOR:** I think a couple meetings ago we were talking about what counties use to update their locator addresses when a request comes in and so it was recommended in this group that we send out a survey to all counties which we did and a lot of you filled out. So thank you for doing that. We're still reviewing the results of that survey and it's going to help us create more of a standardized process for requesting locator updates...

**Heather Cobler - DOR:** if that has to happen from our EBTR program. But just wanted to say thanks for filling that out and that we are looking at it. It didn't go nowhere. it's just taking us some time with all the upgrade stuff also happening.

**Kevin Kihn - DOR:** Thanks, Heather.

**Kevin Kihn - DOR:** And thank you to all the counties that have people doing UAT for the upgrade. it's super important that we get that completed so when we roll out next President's Day weekend, we're in the best shape we can possibly be. All right. I won't take any more time and give you a little bit of time back. And Heather, if you could send that survey to Bonnie.

**Kevin Kihn - DOR:** All Thanks for joining everyone. Yes, I can ask them that, Marissa. Okay. Have a great day.

Meeting ended after 00:23:07 🙌

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