County Touchpoint Meeting (2024-01-09 10:02 GMT-7) - Transcript

Attendees

+1 303-***-**73, +1 720-***-**30, +1 720-***-**49, +1 970-***-**20, +1 970-***-**89, Adams County, Alejandra, Andrew Raiford, Ang, Antoinette Martinez, Berta (Fremont), Bonnie Shirley, Brenda Corbett, Carina Liebanos, Cindy Quintana, Clare Drummond, Crystal Cordova, Crystal Solano, Daniel McEachern - DOR, David Klippert, Dimitri Seman, Dylan Ikenouye - DOR, Elijah Shockney, Emily Wrenn - Douglas County MV, Evan Scrutchins - DOR, Heather, Heather Cobler - DOR, Jace Bakke - Arapahoe County, Janell Williams, Jason Salazar, Jenny Adler - DOR, Jessica Dickey - DOR, Jessie Hartman, Jillian Miecielica, Jim Gilchrist - DOR, Joseph Self, Kara Dehart, Karissa Sanders, Karl F Herrmann, Katy Klabon, Kay Robinson, Kelly Lindgren, Kevin Kihn - DOR, Kevin Wyatt, Leah Stout, Lisa M Kime, Loucie Paskiewicz - CCR, M Wills, Marla Lunsford - CCR, Meredith Jordan, Mindy Dutro, Nicolette Faubion - DOR, Noelle Meade - DOR She Her, Pam Nielsen, Payton Quistorff, Rich Martinez Denver DMV, Rose Gaucin, Sara Reasoner - Adams, Sarah Richardson, Shannon Casillas, Shannon Streif - DOR, Stephanie Smith - DOR, Tammie Barnes, Tessa Borklund, Tina Huesca - DOR, Tina Huesca - DOR's Presentation, Traci Rodriguez, Virginie Plett

Transcript

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Kevin Kihn - DOR: I thank you for transcribing. Tina looks like a couple more people are. jumping in

Kevin Kihn - DOR: give it just one more minute here. Just

Kevin Kihn - DOR: all Looks like we got 55 people. I'm pretty good turnout. apologize if I have a coughing fit here came down with the crud. As it has been going around. I think everyone is aware. So hopefully you're all taking care of yourselves. And your friends and family. All right jumping right in today's January 9th. 2024 Which I'll have to get used to saying on the agenda. Just a reminder about the feet changes. for the material fees on license plate products. This has been sent out a couple of times. And we have seen where there are counties. That still weren't aware of the fee change and we're modifying the material fees. So

Kevin Kihn - DOR: please make sure your staff knows that It's just the increase of the cost of the material. Nothing has passed along to the consumer. So as we know everything's going up. And CCI has had to increase the price of the materials.

Kevin Kihn - DOR: The decarbonization V expiration we sent out the announcement on that. Excuse me on January 3rd. The road safety surcharge reduction in it on December 31st. Road Safety surcharge temporary fee reduction extended by house bill 221351 Did end on the 31st As of 2024 the temporary fee reduction has expired and have reverted to reduction rates. We did put a link in there it was a standalone Drive alert that came out on the third. If you need to reference what those fees were.

Kevin Kihn - DOR: that also had the correction In God We Trust license plate for the fee of $50 and Again, it had the fee changes for the license plate material fee increases.

Kevin Kihn - DOR: Any questions or comments? thus far

Kevin Kihn - DOR: Stephanie

Stephanie Smith - DOR: I just wanted to let everyone know that the website has been updated with those Road Safety surcharge fees.

Kevin Kihn - DOR: Thank you.

Kevin Kihn - DOR: All right POA rejections for dealer signing both buyer and seller and we talked about this briefly last time. This is still with the attorney general. I believe the main question here was on the 20. 842 the supplemental whether they can be signing. For that customer as the one in the same. So that question is still pending. We had a couple other things come up that push that on the back burner so that will continue to hang out here as a action item.

Kevin Kihn - DOR: Next to the agenda tax certificates of purchase. so there is a couple questions that came across. This isn't a new process. However, it is in one that occurs frequently. So we met with tax. To draft policy. We haven't finalized this policy. We will definitely make sure this goes out so you guys are wearing and push down to the front line staff. Tina are you able to click that link and bring it up so we can take a look?

00:05:00

Kevin Kihn - DOR: All right. So this is when taxation seizes of vehicle to satisfy delinquent unpaid taxes. And are typically sold at an auction an issued a certificate of purchase. I can't remember for his Larimer weld. Had one of these come through. And there are some questions on how to process that so we reached out to tax. Like I said, it's not a very frequent process and drafted this policy.

Kevin Kihn - DOR: so give it you guys a few minutes here to take a gander.

Kevin Kihn - DOR: And really what the certificate looks like is just a letter from taxation. They face some of the same challenges we do with. Changing letters and modifying letters and gents very similar to the drive system. So it's a pretty generic looking letter.

Kevin Kihn - DOR: And your thoughts comments or suggestions on this certificate of purchase procedure? And you can send those into us as well David. What do you got?

Kevin Kihn - DOR: You might be a meeting David.

+1 970-*-**20:** Probably I was on Thank you. So on though Domina disclosure area would they be required to supply a 2173 to disclose that or would we just accept the lotto if the disclosure We've seen about the secure paperwork and everything.

Kevin Kihn - DOR: We will note that and take a look.

Kevin Kihn - DOR: Jason

Jason Salazar: Hey Kevin if they're gonna use a secure form to establish

Kevin Kihn - DOR: that's a great question when we're speaking with taxation about it. and we did assume that their taxation's employee would sign that and then the director of Taxation was a little concerned as that employee wouldn't really know the history of the vehicle. so we can take that and work with tax on what that looks like if we just want to go that let's start odometer route.

Kevin Kihn - DOR: Good feedback. I said chat.

Kevin Kihn - DOR: In the ownership drop down it does the list tax certificate of purchase.

Kevin Kihn - DOR: yes, that would definitely be more appropriate Jillian. Thank you. I don't think that Jenny and I are. Super fluent in what those dropdowns are so we can make changes to that as well. Thank you.

Kevin Kihn - DOR: Any other thoughts on this? procedure

Kevin Kihn - DOR: All take some time think about it if you have any other additional comments. You can shoot those over to myself Jenny.

Kevin Kihn - DOR: All right, there's some discussion this past month around the three-day refund for personalized plates. So I wanted to throw that out there for discussion. Apparently, it's causing some angst.

Kevin Kihn - DOR: Yeah, Tessa few. We'll just set it for anyone with the link and then you should be able to get into it.

Kevin Kihn - DOR: All right, you should be able to get in now.

00:10:00

Kevin Kihn - DOR: three day refund for personalized plates Karissa

Karissa Sanders: This might have been me I had read the training update. man looking back in my email. It's been a couple of training updates ago and it talked about how there is no three day refund for personalized plates. So on and so forth. So I sent him an email back and I said hey then can we please get? some of these wordings removed about when they can cancel and stuff in the communication that we're sending back out. So I had forwarded that I sent that back to Raphael. This was the beginning of December. So I'm trying to remind myself what we were talking about. so yeah, it was just a question because I know in some of the letters that we send out it does tell people that they can cancel their Replacements or their new order within three days.

Karissa Sanders: I love not refunding things. So the more often we can not do this the happier. I am for sure, but I want to make sure that before we move forward with any sort of. Send out to our staff or any sort of Buy it and be happy that all of the letters and any communication they may be receiving are all in alignment.

Karissa Sanders: So that's where I think this came from so.

Kevin Kihn - DOR: Thanks, Karissa. Looks like Meredith of your hand up and then Stephanie.

Kevin Kihn - DOR: I'm marinath here a mute, I think.

Kevin Kihn - DOR: man, if you want to type something in the chat Meredith will capture it that way. Stephanie what do you got?

Stephanie Smith - DOR: I wish Chris was on the line, but he's having internet issues today. So he's working out of a hot spot the actual three-day. we've run into this before and reliably from Chris. We understand the three-day refund the three day period is for check clearance once a personalized plate has actually been ordered. It can't be refunded or canceled and it's actually a limitation with the programming in the system. And so

Stephanie Smith - DOR: that messaging is Chris doesn't even understand that where the background is from East Services where that came out. but it would require an sqr and we can certainly look into that and he may have already done but it's not a real true dough. I changed my mind. I don't want this plate anymore. it is definitely not anything that fluid the three day was definitely just for check clearance.

Kevin Kihn - DOR: Thanks, Stephanie. looks like Meredith put in the chat that there is an sqr log for that 23 393 just to get rid of that language as it's causing confusion. Evan and then Crystal

Evan Scrutchins - DOR: I was just gonna piggy back and maybe get shed some more light on this because the eServices working group has looked into this and when you're doing a replacement or a place plate activity online or first-time registration, it says that you have up to three days to cancel or change your mind regardless of whether it's personalized or not. It's actually any plate that you order. So the issue is customers will go in they'll see that they have three days. to change their mind then the next day they're going into the office and saying I need to change my plate because it's not going to get here in time. things like that. So because of this whole you have three days. To change your mind. I'm not sure of the verbiage but it says

Evan Scrutchins - DOR: regardless of personalization or not

Kevin Kihn - DOR: All right. Thanks Evan Crystal.

Crystal Cordova: Yeah, thanks Evan that kind of ties into what I'm going to share too. Because I think I have some of the background on where the three day window came into play. So for print on demand plates the County's have always been under the understanding that the Pod plate order does not begin to get created until the three-day window and you can actually go into drives and there's a print on demand tab that you can look at when the order was placed when the order was created and when it was mailed so we have always been under the understanding not for personalized but for other pod plates that as long as the customer changes their mind within that three day window and that plates not actually been created. So no materials are wasted that we can change that plate type and the system used to if you were within that three-day window for a print on demand plate refund out the material fees for the original plate order that hasn't been started yet and then charge the new material fees for

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Crystal Cordova: Over the new plate type is and Evan's. Absolutely. Correct. We get a lot of customers that go online. Maybe have a bottle of wine or something decide to pick them out a fancy, personalized black plates and then they, come to their senses or wife doesn't like the selection or whatever the choices come in the next day and want to switch out to the regular green and white plates. So I think the three day window came from that although that same print on Dem Have doesn't update for personalized plates like that, but I'm kind of thinking that's where the three-day mindset came from.

Kevin Kihn - DOR: Thanks, Crystal. Karissa

Karissa Sanders: I was just curious about something that Stephanie had to say, how are we verifying that these checks are clearing within three days because I know sometimes I go into the Colorado interactive. I think they recently changed their mind or their name and sometimes these are coming back weeks later. So I'm just curious. How we're verifying that within three days if that is the reason for the three day threshold because I would love to know how we could hold titles or prevent nsfs because that's also something that gives me a lot of heartburn right up there with refunds. So if you have the Silver Bullet for that, I would love to hear it as well.

Stephanie Smith - DOR: Yeah, I reached out to Chris. but because like I said, I've got them on text actually and I think it's almost like Chris says it's three days waiting for the check to clear. But that's like State verbiage right? I don't know that I mean some banks can take eight weeks for a check to clear or bounce right? And so I think it's just that kind of

Stephanie Smith - DOR: Kind of a standard three-day window. I don't know that it's an actual within three days that Clear or not, but it's like how when it was programmed at launch, that was the guidance that we were given at the time and said it was never designed to be canceled. you can change the address. but there are very very rare exceptions. And I think it's an actual programming issue. It's not something that can be. you wake up in the cold light a day after your glass of wine and it's kind of like it's

Stephanie Smith - DOR: it's done.

Kevin Kihn - DOR: Jason

Jason Salazar: Stephanie are you implying that we deny these refunds and Move forward with the plate. Is that what you're saying? Because I guess what it's intention versus our reality like to make sure that those are not two misaligned I mean Crystal's example really did happen. So I mean it's funny as it is. I mean, we are in a position to tell these people yes or no, and if you're telling us that the program's not intended to do that is that mean that we should be telling them? No.

Stephanie Smith - DOR: I don't know how to answer that in the sense that I'm on the side of how it is, the messaging ice I think that from your county you would need to decide how that is, but as we said it's a holdover from sea stars that three day part and for that kind of quote unquote check to clear but it's kind of in progress when it's downloaded by CCI. It's all done, in an automatic process and the plate starts to get produced.

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Stephanie Smith - DOR: so on my end, that's what we see.

Jason Salazar: I think it's important because our response can result in a phone call to the Department. And the Department's going to speak on it. So you kind of need to tell us what you're gonna say and so we can make sure we're in alignment when we communicate to our customers. I mean, we're making business decisions here, and I understand the limitations of the system. But if that's the standard response, it's kind of like late fee refunds right I mean it's either yes or no and even recently those being pitched over to me to say the county can do something if they want and it's like they should submit a refund request of the Department review if it complies so yes or no. And so I put that in the same vein

here. It's like we're just using the system which the way it's designed but if the system is intended to say that we cannot

Stephanie Smith - DOR: I get that.

Kevin Kihn - DOR: Thanks, Jason.

Stephanie Smith - DOR: We will discuss that internally and help you out with that audience.

Kevin Kihn - DOR: Crystal go ahead.

Crystal Cordova: That was actually kind of my question too was how are all the County's handling that I think we've got a couple different issues. We've got people coming in that just change their mind, right the system doesn't really allow us to do anything on that until that personalized plate case has been worked and so is the answer in that case that You can't do anything until you receive that plate and then you can bring in that plate and switch it out and pay for a different play type of you prefer. or so that's the one situation as they just didn't like their selection. How do we handle that? The other one is they don't have a plate. They ordered it online thinking that I don't know maybe a stork was gonna drop it off at their door the next morning. They realize they're not going to get it until the mail delivers it a week or two later and now they're in the office because they have nothing to drive on. So the second answer we need is how do we handle that situation?

Kevin Kihn - DOR: Yeah, good point Crystal. I think Marissa had her hand up.

M Wills: Yeah, I did I understand that this needs to be discussed kind of behind the curtain by the state but this is happening real time and has been so, if we could get any kind of bone thrown our way in the meantime, that would be fantastic because This is people's money. And also are they legally out, to Crystal's point. I appreciate there's nuances with. the system and that it could be a snag or it's an sqr that's 20 years from being produced. But in the meantime, this happens a lot. And it'd be great if we could just get something to say some dialogue other than just we'll get back to you on that if that's possible.

Kevin Kihn - DOR: We'll get back to you on that Marissa.

M Wills: Kevin Lovett love where your heads at. I love that. I love the focus. I love it.

Kevin Kihn - DOR: What?

M Wills: I'll see you at CCA, buddy.

Kevin Kihn - DOR: We'll take this back. Look at the history of why that three day languages and I think what we need to do is get that and then when that sqr that's log goes into refinement. we'll be able to set up some parameters. Karissa

Karissa Sanders: I love that that's exactly where my head was at Kevin when it came to I just need this sqr and our message to align, so I appreciate that. My back to this NSF thing guys. There's two things in this world that I would love to solve as refunds and it's NSS The Returned items here. I am Stephanie if we put a hold on account. So we get a return check or return credit card within 24 hours if we put a hold on the account. Does that stop production on the plate? Because you're saying we're giving it three days to it doesn't clear. How does that even stop the plate being mailed?

Stephanie Smith - DOR: I'm gonna have to check on that one Chris. I actually don't know the answer to that one. right, …

Karissa Sanders: I appreciate it. Thank you.

Stephanie Smith - DOR: if I can get an answer while we're on the call and pop it in the

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Karissa Sanders: Thank you.

Kevin Kihn - DOR: Crystal

Crystal Cordova: Sorry for the multiple hand raise. I just want to share a little bit of information since we have multiple counties on the call. I found this out the other day and I thought it was good So you guys know we get personalized plate rejects customer goes online order something offensive or inappropriate and it's rejected and the credits put on the account the black historical plates that are very popular. There's a $25 disability fund fee that they pay that is non-refundable. So I just want to share that in case you guys have any customer inquiries about why they paid, 90 bucks and they're only getting 60 bucks back.

Kevin Kihn - DOR: Thank you, Andrew.

Andrew Raiford: if we go the direction of The general policy being that we don't refund it. Could we then update the form letter to say that it can't be refunded or anything online that requires them to acknowledge that and then that way it's all communicated and it's in writing and what we do here is when we print that out, especially if it's a custom personalized plate is we have customers initial that and then we scan it up onto the account. And then that makes the conversation easier if they do end up not wanting the plate and they've basically acknowledged it initialed it signed off on that form. And if it says that there's no refund. Then I feel like that's an easier conversation to have

Kevin Kihn - DOR: Thanks for that Andrew. anyone else

Kevin Kihn - DOR: All right good conversation will we'll take on that feedback and circle the wagons and get back to you The bonding and National searches with the new rule. We're still working on that. Procedure and our updates to the forms. The forms will be reviewed at the quarterly forms. Review meeting if you guys haven't been attending those you're more than welcome to.

Kevin Kihn - DOR: Stephanie can you dig out the next? Forms meeting date you have that Handy by chance.

Stephanie Smith - DOR: I do is the 28th of Feb the details are on the internet calendar. I've asked Sam to produce the agenda for the drives update the addition prior to the 28th, and then it will also be attached to that and I've also asked her to have the kind of a produced by forms and Graphics what they will look like so that when we look at them, we're seeing them not for what they are, but what they will actually look like so that's a positive change and we are looking at the forms with bonding and National.

Stephanie Smith - DOR: Searches we're looking at things like I got a remember some of the lew of bonding forms I just got the numbers written down but we talked about them yesterday with TSU and the back office cashiering to make sure that we capture the forms that require those National search. Tick

boxes results type information including the two four eight nine a and a couple of the other ones. I think there's four forms. And so we're going to be prioritizing those over anything that requires any other changes. so

Kevin Kihn - DOR: little Tammie

Tammie Barnes: So I have a bond reject For the national search. Botan Colorado wouldn't have required an out-of-state search at this point. How do I instruct my citizen to go about getting those National searches?

Kevin Kihn - DOR: that rule hasn't been signed off Stephanie by the video or

Stephanie Smith - DOR: It has rule 19 was effective on 1230 at this time. National searches are conducted by the state and when we were looking at this rule, we purposefully kind of because we don't know really the extent to the potential for crazy increase in numbers for these we've left it at the state for now and then if it's a little ended so that if they material like a thousand percent, right, there might need to be other avenues for National searches, but at the moment National searches are conducted by the state and so

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Stephanie Smith - DOR: that search should be conducted, through the State national search process.

Stephanie Smith - DOR: and that would be the procedure on that.

Kevin Kihn - DOR: Bonnie

Kevin Kihn - DOR: you can see your chat their websites that are available at coincide with an eminus. That are available at a cost to the customer to do those National searches. Yeah, we are looking at one of their Avenues are available versus our office because we only use Lexus Nexus and Lexus Nexus. Doesn't collect every single jurisdictions information. So there are sometimes that those things get missed. and Kara asked how do they request that?

Kevin Kihn - DOR: Through the tea TNR customer service box if you're going to go through State, I would think at this point since we don't have solid footing on our Direction. Is that if they want to do a national search through one of those vendors?

Kevin Kihn - DOR: That would provide that information then that would be acceptable to submit with their application. thoughts on that

Kevin Kihn - DOR: Bonnie

Kevin Kihn - DOR: I mean

Kevin Kihn - DOR: No, that's okay bunny. Meredith it would make the most sense for the state to automatically conducted Drive search. And an embeda search as part of the bond process seems most efficient.

Kevin Kihn - DOR: and would provide the most protection to the state

Kevin Kihn - DOR: Yeah, I like that Meredith. I think when we're doing our dmvidus. It tells you the state. It was last titled in. where you're not getting the owner or lien holder information to make contact with them the only catch there.

Kevin Kihn - DOR: But again, I'm working progress here. other thoughts good conversation

Kevin Kihn - DOR: Pam said also discussed in our cni regarding tow bill searches. That are returned after the initial search is done by the tow companies.

Kevin Kihn - DOR: Tammie

Tammie Barnes: Yeah, so I think that we like going back to mind that's rejected. First of all, we gave this information to the citizen as to what they needed to do. He did everything I think his last document was December 21st. We submitted on January 4th with the holidays. I don't feel that this one should be rejected. so I don't know if we can get that reviewed, but we don't even have a process for them to even do this. So, I'm not sure…

Kevin Kihn - DOR: I agree.

Tammie Barnes: how we can be rejecting these.

Jim Gilchrist - DOR: Tammie if you'll send it to me all I'll take a look at it.

Kevin Kihn - DOR: I agree Tammie. Yeah.

Jim Gilchrist - DOR: Can you forward it to me, please?

Tammie Barnes: Yes, I can. Thank you.

Kevin Kihn - DOR: good point Tammie

Kevin Kihn - DOR: Any other thoughts? Good feedback. This is what we have these meetings.

Kevin Kihn - DOR: Marissa

M Wills: Kevin for open discussion. I had a question. Is there any way we can access or get updates regarding legislation once it's presented that? Is potentially impactful. I mean not just the drives update after the fact but kind of real time is that still a Dylan question or

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Kevin Kihn - DOR: That would be more of a Pam Nielsen question. We have the motor vehicle technical committee meetings.

M Wills: yeah.

Kevin Kihn - DOR: Where we discuss all that and how that would impact the County's and I'm trying to look at my calendar. Pam do you know when the next one is?

Pam Nielsen: We're scheduled for a monthly on the 16th.

M Wills: Is that documented anywhere? Do you have to attend?

Pam Nielsen: Is that we have it on the ccca website as far as our meeting times. I'll make sure it's updated to her current but I can also add you to the invite.

M Wills: That would be great. I appreciate it Pam.

Pam Nielsen: Community know me your email address Awesome.

M Wills: I will do that right now. Thanks.

Pam Nielsen: We'll get you on the list.

Kevin Kihn - DOR: And Brandon he has been also. Tracks the ledge for the Department here. So if you want to reach out to Brandon. He can set you up with what he is sending out as well.

Pam Nielsen: He sends out daily updates. So he really keeps us all. In tune with what's happening.

Kevin Kihn - DOR: Yeah.

M Wills: Kevin can you give me a spelling on that last name just

Kevin Kihn - DOR: Hold on a second. I'll just put his email in the chat.

M Wills: Thank you.

Kevin Kihn - DOR: There you go.

Kevin Kihn - DOR: Jason

Jason Salazar: Yeah, two things Brandon used to send them out last year as well. Right? So if you were on that list, will you remain on that list, or do we need to reach out to him again? When Dylan stopped I think Brandon started doing it.

Kevin Kihn - DOR: Yeah, go ahead and reach out to him again, please.

Jason Salazar: just make sure okay and then my question for open discussion is I recently was contacted by Department to discuss the customer escalation related to a late fee refund and it was my understanding that department had identified. There was no statutory cause for the refund and then we were contacted.

Jason Salazar: And what fleshed out was this customer was very angry, talking to all of the leadership and it was posed to us. that if we want to we can to issue that refund and I just really confused as to I reached out to actually ask why is this happening this way and I haven't gotten a response. I was about a close to a month ago, but I'm trying to understand is it normal for counties to be contacted? I mean my understanding especially considering the Department's position on the exceptions and the process of refunds being owned by the department in terms of that. Is it normal for us to be contacted in those circumstances? I wasn't asked any specific questions related to

Jason Salazar: Our process in terms of why we would do that. And so we just ended up of course supporting the Department's request but it's like, I would like to understand that process a little bit better.

what does the department want us to do? They want us to issue and make these decisions or do they want to and what are your thoughts on that?

Jim Gilchrist - DOR: Jason the Kevin I can answer that that's an email that you sent me Jason and that specific circumstance Was outside of vehicle services and it won't happen again. And that it went from to Marissa Was not In the person that did that and it will not happen again. My answer was that individual did and should not receive a credit back and I wasn't part of that discussion. With Scott and Marissa, so I don't know what happened with that. I can certainly have that conversation with Marissa as well, but it shouldn't have happened and it won't happen again.

Jason Salazar: And I think what would have been helpful as you're replying to that communication because I'm trying to level set with Marissa in terms of the proper processes and protocols and that's instance did seem weird because we were being contacted then by a second party again. Asking us to do this and putting pressure on us basically saying, it's call at one o'clock. We have to make this decision and it felt very uncomfortable. It put Morris in a really weird, space and it's like that, I already reviewed it and said, there's no cause for refund I mean, I understand they're upset, but that's the escalation job of both us and the state to address that and so, if you had a reply to that I think I would have had a better understanding so I appreciate you letting me know now.

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Jim Gilchrist - DOR: Absolutely and Jenny and I have had a conversation about it as well. With the individual that went offline and it won't happen again in my apologies.

Kevin Kihn - DOR: I'm gonna jump to Jenny real quick. She may have something to add to this conversation.

Jenny Adler - DOR: Yeah, Jason, just to let you know, it was pretty upset when I heard what had transpired to it was somebody coming from another section and the DMV which was really quick frankly out of their Lane and they shouldn't have been done So sorry to put you guys in that situation. Generally if it's something about a late fee. I do reach out a lot of times on late fees just because I deal with all the customers and so a lot of times if there's a question on a late fee or I'm going to a lot of hearing son late fees right now. So I do reach out to the County's just because I want to see what happened on your end because I have to defend something but we stay by Statute and we definitely stay by Statute…

+1 970-*-**20:** just

Jenny Adler - DOR: because I have to continually defend it in hearings. So we don't like to jump ship on that but this was definitely a one-off situation with somebody who is just out of their life, so,

Jason Salazar: But I do appreciate that Jenny, and I'm happy to hear that. We were on the same page in terms of the information of the refund.

Jenny Adler - DOR: Yeah.

Jason Salazar: Yeah, and in the event that ever occurs again, I'll make sure to reach out.

Jenny Adler - DOR: Yeah, you can definitely reach out to me on late fees and stuff. Especially if it's gonna get contentious or they're getting upset about it. It's probably going to come to hearing anyway, and then I'm gonna be involved and I'm gonna want all the information for exhibits anyway, so yeah.

Kevin Kihn - DOR: All right. Looks like Emily was next.

Emily Wrenn - Douglas County MV: Good morning. I have a question in regards to the sot issues that were occurring due to the personalized plates has State identified the scope of the refunds owed and who's going to be owning the refunds because I know the last sot issue that happened a couple years ago state issued those ones.

Kevin Kihn - DOR: Yeah, we're still working on that Emily. It is a high priority. So we have the team. Digging out the details and what that scope is and then determining what the next step is for us. So he has more to come on that.

Evan Scrutchins - DOR: Kevin De Peggy back on that the wound has been sealed.

Emily Wrenn - Douglas County MV: Okay.

Evan Scrutchins - DOR: So there are more accounts that are going to be affected by that aspect. So now it's just the cleanup portion of it which discussion are happening this week on development side of what would need to take place and things like that. So there are no more accounts that this is going to be happening to so we're just going back to clean up and see how we want to approach that.

Emily Wrenn - Douglas County MV: Thanks Evan.

Kevin Kihn - DOR: Jillian

Jillian Miecielica: Thank you, I have a question about how spill 23 1272 the decarbonization policy. We had a pickup truck fully electric Hummer under 10,000 pounds and drives is asking for GVW. Is this something we'll expect to see on any light truck if it's electric. Or would that be a certain weight category?

Kevin Kihn - DOR: Evan looks like he gave a thumbs up to that and

Evan Scrutchins - DOR: Yeah. Yeah, it's kind of gone hand in hand with another Senate Bill about trying to capture information. But basically once it's at that if it's a light truck and it is electric GVW GVWR does need to be recorded because that determines whether taxable value is established at one rate or another so there are reasons why it's asking for that sometimes it seems silly for the information to be recorded but it is trying to calculate what is the appropriate path forward?

Jillian Miecielica: Thank you Evan. GVWR and GVW both required.

Jillian Miecielica: Okay, okay. Thank you.

Kevin Kihn - DOR: Thank you guys Meredith.

+1 970-*-**89:** Yes, hear me Great. I have a couple items one is a transaction rejection review that I had submitted and…

Kevin Kihn - DOR: Yeah.

00:45:00

+1 970-*-**89:** it escalated and was asked to bring it to this meeting and this is regarding a requirement for a certified bin inspection to have a common. It states that is required in the audit guide but not the title and registration manual. So I believe that there's going to be an update on that. However, my question is

+1 970-*-**89:** in situations where it's just a straightforward bondage check mark, there's really no other information to add is it reasonable to require a comment and second the particular event inspection that I was disputing has entered in the comment field and it was still rejected stating that it needs a comment and I'm questioning if is not in fact a comment.

Jim Gilchrist - DOR: Kevin I can take that. so Meredith,…

Kevin Kihn - DOR: Okay.

Jim Gilchrist - DOR: I went out to CSP and delivered the last Evan's had this conversation with Trooper Pastore.

Jim Gilchrist - DOR: in the past the comments. Do s*** some light on it and na is not what he changed. His folks is in it is not an acceptable comment. And that they need to put it something in there because sometimes that's all we really have to rely on the circumstances in your circumstance specific.

Jim Gilchrist - DOR: If it wasn't absolutely necessary. Maybe not but as in general it is. And it is a requirement and Ed was going to have that discussion with his folks because it's something that they're supposed to be doing. And going through that but he did not want to change it to make it applicable. That na is an acceptable comment. And that it does have to have comments on that full.

+1 970-*-**89:** Okay, that's great so follow up to that what I have requested in other times when certified vet inspections have been rejected for maybe a small clerical error. Maybe they forgot to check mark the fuel type or they selected in Lisa's Bond instead of bond and we're getting these rejection. And what I've requested is that they handle violation letters to tow companies because it's two-fold we have customers who are being inconvenience because it's something that was Lately out of their control and we have it. Typically Colorado State Patrol. That is so far backed up with with these small rejections for clerical errors. Isn't that just bogging down the system even more so could this be handled directly through Trooper pastori to follow up and have training opportunities for his staff.

Jim Gilchrist - DOR: He is always welcome to. Have the information to get it out to a staff and to go through that. so Yes, can I create a letter that's going to go out in reference to that? Not necessarily. But he is more than happy whether it's coming from me or coming from you. To have examples of what he needs to be telling us folks. to get them dialed in and making sure that they're filling it out properly. And going through that process.

+1 970-*-**89:** Is there a way we could do this without inconveniencing customers to have to return to State Patrol reach out to them again. I mean we know how busy these officers are these Troopers are and again just The impact to the customer they've already gone through all these hoop. They've already done all that's work. And if it's a small clerical error can there be parameters around that on what the state will reject for and what they want.

Jim Gilchrist - DOR: I'll have that conversation with Ed and see how he would like to handle that. And I can get back to this group.

+1 970-*-**89:** Okay, that was part one dear the first one. Can I bring up the second one as well, or I'm happy to let someone else go if they have other open discussion.

Kevin Kihn - DOR: Nope, you're good. Talk fast.

+1 970-*-**89:** Okay. We had a customer reach out to us.

Kevin Kihn - DOR: We're running out of time.

+1 970-*-**89:** And unfortunately this has happened to cut a couple times with her. She's an act participant and as I understand it only to hcp Specialists are allowed per location. And so we wanted to bring that up again. The customer has run into a couple times where she's come in. one of our HTTP Specialists had planned time off. The other one happened to be out thick it's happened to this customer a couple times. So she has said she reached out to ACP directly and stated that the county offices should be allowed to have more specialist for location and indicated that ACP is supportive of that. So I went into bring the subject up open a conversation to request that we are allowed three act special at her location.

00:50:00

Kevin Kihn - DOR: We can Circle back around on that Meredith. But when I spoke to Kimberly the director from ACP. That is how that to her office was set. So, I don't know if they've had some staff changes. But it was their director that was concerned about the number of people who had access. so I can ping her and ask her but that's the information I have at this point.

+1 970-*-**89:** Okay, perfect. Yeah, if we can just open that conversation, that'd be great. Thank you.

Kevin Kihn - DOR: Of course.

Kevin Kihn - DOR: All right final thoughts.

Kevin Kihn - DOR: That I missed something in chat.

Kevin Kihn - DOR: Just cy. This was brought previously but for clarification sake security agreements. If the county receives pages one three and five and everything required to file is on those pages, do we accept these or do we reject and ask for pages one through five? We don't. Really deal with Lisa's so much except through our evtr. Looks like Meredith wants to chime in on this one.

+1 970-*-**89:** No, sorry, I just forgot to put my hand down.

Kevin Kihn - DOR: But you type requires all pages of the agreement if pages are indicated on the agreement.

Jim Gilchrist - DOR: So Kevin from the TSU standpoint? We'll look to make sure that there is an agreement. But it's been my understanding that it is on the county on whether they are. Requiring them to file the entire agreement or not. We look to make sure that there is one there. But we don't go through security agreement Page by Page to make sure that it's all there. So you and Jenny Can chime in on it as well? from the TSU auditing standpoint as long as it's there? We're okay on the county side.

Kevin Kihn - DOR: Yeah, I think because it is a essentially binding document I would Suggest that all the pages are there looks like we got some other people that want to chime in Jason.

Jason Salazar: Yeah, so you're correct. It's legally binding but it's the responsibility of the person submitting the documents to make sure they're recording the documents that will hold up their agreement. So, it is County discretion because the recording laws only dictate what needs to appear on the agreement in order for it to be accepted and then there's the language that it says when it Satisfied by the clerk and recorder to recording, entity so, dealers lenders their responsible for making sure those five things are appearing and the document in which they want recorded. So we don't get into the Weeds on all documents being submitted. It's those five things that are required by the law and it's their risk.

Kevin Kihn - DOR: Thanks, Jason Kara.

+1 303-*-**73:** I think we've had a lot of conversation about this in Jefferson County anybody explain to me because I think on the Loft County touchpoint meeting, this was kind of a subject. if you are requiring all pages of the security agreement instead of one two and five, why are you not requiring the full security agreement when you haven't done them?

Jason Salazar: Kara can I ask a clarifying question regarding your question? So you're asking just to make sure I'm understanding you're saying for the County's…

+1 303-*-**73:** Absolutely.

Jason Salazar: who elects to require all documents or all pages of the agreement to be filed. Why they don't require the addendum as well that is amazing that correctly.

+1 303-*-**73:** No, it's actually the opposite so USAA specifically, a lot of times they have that agenda where they're having but the vehicle information is finally listed on there because of the pre-approval process that they do. So I know that some counties were saying that they will accept just that addendum and…

00:55:00

Jason Salazar: Okay.

+1 303-*-**73:** not original security agreement. So I'm just trying to understand why is that the case it's your requiring every page of instead of because that's what it said the agenda always attending. The original agreement. Do you know anything feel like why are you guys not ring requiring the full security agreement if you have just an agenda. But you're going to require all the pages. if they're numbered.

Jason Salazar: That makes sense? Yeah, I can't speak to that because we would take whatever has the Five Points that we need. So

Karissa Sanders: Kara I would just say my standpoint on that is I want to complete document if the addendum is the complete document at that point. That's what I want. If it says it has I want 27 Pages, not 25. I want to complete document. And so that's where kind of our standpoint is on it.

+1 303-*-**73:** And perfect things to just having big discussion about this in Jefferson.

Kevin Kihn - DOR: Crystal agreed with Jason Kelly said the addendum has all the information To secure the lien and Tessa's she goes with the Five Points as well.

Kevin Kihn - DOR: All right, great conversation. Again. We appreciate you guys doing in the call. There's a couple action items that we have. And Kara, did you have something to add? Last minute did your hand go up? No. Okay. So everyone have a great day again? Thanks for joining. We'll talk to you soon, or see you at ccca. Bye-bye.

Andrew Raiford: Thank you.

Meeting ended after 00:57:09 👋