

County Touchpoint Meeting (2024-03-05 10:00 GMT-7) - Transcript

Attendees

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Transcript

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Kevin Kihn - DOR: Minutes as we let people jump on from their last meeting.

Kevin Kihn - DOR: All right, 10:02. Good morning, everyone. March 5th County touchpoint meeting. Thank you all for joining. Here we will have others pop on momentarily. First up on the agenda is Jessica for the drives user support poll. I don't see Jessica on Jessica. Are you on yet?

Kevin Kihn - DOR: All right, let's move that down the agenda. Jenny I believe you are on to go over The Late few new web page for us.

Jenny Adler - DOR: I am very serious.

Jenny Adler - DOR: Can everybody say that? Yes, I see head nodding perfect. awesome thumbs up. So I just wanted to go over a bit for late fees looking at our refund request and resources.

Jenny Adler - DOR: So this graph can kind of give you an idea of what has happened to our lady friend requests since House Bill 22 1254. So the orange bars are the dr2468 that we're getting in from customers for refund requests each month. The red lines are our rejected, right and the blue line is our approval rate. So you can see some implementation of 1254. Our refund requests have been skyrocketing because mostly the exemption of allowing the exemption went away for being able to assess late fees on temporary tags. So we've seen a significant number of increases on the late fee refund request as you can also tell by that red line the majority Are rejected.

Jenny Adler - DOR: And with the rejections comes an increase in hearings for us. So at the bottom of the page, you can see fiscal year 24, we've had 43 hearing requests 74% of those have been late fees last year

in fiscal year 23 we had seven which was 14 percent and if you had fiscal year 21 to fiscal year 23, we did a total of 16 hearing across and we're already at 43 for this year. So it's getting a little bit crazy.

Jenny Adler - DOR: are we doing to combat this? Yep, so we created an expiring temporary tag web page for staff on our website. So we created it to explain House Bill 22 1254. And the reason behind the change. We also linked to it on that what to do if your temp tag is expiring that expired temp tags equal late fees how to avoid late fees. And we did this to try to mitigate the number of late fee refund requests and the subsequent hearings. We're doing because hearings takes a lot of our time and not a lot of the ages time. So this live on Valentine's February 14th where you can find it is on the state's website in the vehicle find additional vehicle services below header. We've alphabetized all those options. So it would be under the expiring temporary tags.

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Jenny Adler - DOR: And let me see it's not pulling that up right now. So let me share the page and try to share that again with you. Let's try doing it by one now.

Jenny Adler - DOR: Okay, So this is our new expiring temporary tags web page. So as you can see we can link to the house bill we talk about the statute that you have to have your vehicle registered within 60 days. We explain late fees \$25 per month. you have expired temp tag, you're at the risk of tickets are finds at the discretion of law enforcement agencies. We explain what you can do to avoid late fees register your vehicle on time. If you're able to go to my DMV, we also talk about if you want credit from a previous plate that I cannot be done online. We also advise that if you have not received your title complete notice you can get another temp tag at a dealership or at the county. We also explain how you can check a title status on my DMV or to kiosk.

Jenny Adler - DOR: We explain that some counties may not be open on Fridays or maybe appointment only and advise them to check their counties. For more information. We explain what if the dealership delays that really you're still could be assessed late fees because you're required to have your vehicle registered within 60 days and to get attempted and then You give out email phone number and then the link to the county offices location webpage on this. Again, this is out there. This is to direct customers to our page. So hopefully that can help. It's a good resource.

Jenny Adler - DOR: So we also updated our taxes and fees web page and we updated it to explain the statutorily allowable reasons and their definitions for late fee refunds as defined for rule. and we put the forms that are used to submit late fee refund requests in common refund request reasons that are not allowable again, you go to the vehicle services tab, it's in the alphabetize list and it would be title and registration fees and then in the late fees tab in the middle of the page. It will take you there. So here's the taxes and fees. It also does explain registration Keep Colorado wild but when we go down here, it breaks down all the taxes and fees and if you click on late fees again, it talks about the late fee statute and that it's \$25 each month their portion of the month and then it breaks down the statutory allowable exemptions for late fees and it gives their definition as listed in rule.

Jenny Adler - DOR: It gives the forms and then it also says that USPS delay non receipt of a renewal card is not a statutory reason and then it again goes back to 1254. Said that's been updated to try to help customers.

Jenny Adler - DOR: And then we also update our inoperable vehicle web page. So this was originally created to explain how spill 20 1388 in the requirement for inoperable vehicles that explains the form

needed and where you would put the decal. So this originally live in March of 2023, but it was recently updated this month to include stored vehicles. And the reason we did that is they're both common excuses that we see on the drt-468 for not registering your vehicles. Again, it's on the vehicle services Tab and it's inoperable vehicles that I have asked comes to update it to say inoperable and stored vehicle. So I'm just waiting for them to go through and do that.

Jenny Adler - DOR: So stored Vehicles talks about forms and some frequently asked questions that we usually see on those.

Jenny Adler - DOR: And then some other current state late fee projects we have so I'm working on a hearing's web page to explain the process and the requirements. I'm not sure customers or maybe staff even know all to a hearing and the most important thing is that hearings are about Statute in a role and not empathy and emotion. It's based on who is following statute. So when we go into hearing the Department's going to show how we're following Statute in the late fees or assessed appropriately.

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Jenny Adler - DOR: Burden of proof really falls on the customer to explain how they statutorily should be allowed to late fee exemption hearings can also take several hours. We've had one go as far as three and a half hours on a late fee. The decisions are not immediate. They're usually sent a month after it and hearings for late fees are probably scheduled two to three months out. Once we are working on updating the 2468 to include the definitions that we just saw that are listed in rules. So people really understand what office closures or furloughs or information technology failure actually means and it's not just their interpretation and we also want to update it to explain the burden of proof is on the customer to show how they meet the statutory allowable exemption. Both of these projects are currently with It or their input.

Jenny Adler - DOR: So how counties can help us with this direct customers to these State weight web pages that explain statute and what's allowable let's not if you want to use any of these web pages to explain statute enroll. It's there for your staff. One other thing is that if the title work was not completed within the 60-day requirement to register the statute. We feel that the county should be able to wait that first 25 because the customer don't have the ability to get their vehicle registered within 60 days. Yes, they could have gotten another temporary tag, but we haven't been really good about explaining that to customers and we also think hearings may not go and it would be hard to defend. A customer meeting to meet those 60 days if it wasn't possible.

Jenny Adler - DOR: And also advise please to not tell them to fill out a DRT for six eight if they don't need a statutorily allowable reason because that creates false. Hope I would just explain statute or Rule and the reason why yes, Jason

Jenny Adler - DOR: Jason if you're talking you're on you. Yes.

Jason Salazar: My gosh, can you hear me? Thanks Jenny. I'm just wanted some clarity around the title work not being completed. Is that Gonna be included in rule or is that just kind of like a best practice? How are we?

Jenny Adler - DOR: there is something enroll that states if the department makes an overarching decision? I think it's like 2.8 or something.

Jason Salazar: Mm-hmm, and we can just include this statement in that.

Jenny Adler - DOR: This would be able to fall under it. But to me if the person doesn't have the ability to register in 60 days that's gonna be pretty hard to defend. So waving just that first 25 if everything in the title is not being completed in this 60 days would be acceptable for the county to do anything after that. I would say no and if you want to reach out to me to discuss it, I'd be fine to do that.

Jason Salazar: No, I mean I'm all about it. I mean, I just want to make sure we're gonna do something appropriate and ...

Jenny Adler - DOR: right

Jason Salazar: this is kind of a blanket decision if I'm being honest, but I'm okay with that. I'm not mad about it. I'm just making sure I'm understanding it.

Jenny Adler - DOR: So if the paperwork was not done in the 60 days and it would have been impossible for them to title it in those 60 days. It would be pretty hard to defend in my hearing.

Jenny Adler - DOR: Yeah, Crystal.

Crystal Cordova: Yeah, thank you y. This is great. I'm glad you brought this up for conversation. I just wanted to bring awareness to a couple things the statement that the county can waive the first \$25 oftentimes if let's say the late fee is \$75 and we're just trying to waive the first \$25. There is a late fee calculator that we can use but it's not always accurate in getting to the amount that we need. So a lot of times it would be difficult for us to wave just the first 25 dollars if they were later more later than one month.

Jenny Adler - DOR: And then if they're later than one month, then I would just You can let it yeah,...

Crystal Cordova: first people

Jenny Adler - DOR: but yeah, this would be more in a case of they clearly did what they were supposed to once it was able to a couple days later. So they only have that \$25 assessment you could go ahead and wave that if they did not have the ability to get it done in the 60 days, but they did it as soon as it was possible for them. this

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Crystal Cordova: Okay, That makes sense. the other thing that I wanted to bring awareness to is oftentimes the customer requests a refund of the late fee after the fact so they've already gone online and done their registration and if we fix that at the county level we're reversing redoing the transaction which causes us to waste inventory because it issues a new year tab. So that may be one of the reasons why they're sent your way with the form.

Jenny Adler - DOR: For some of it I've definitely seen that they processed it with the county. So I was more talking about the customers in front of you. And you can see that it's in your processing the transaction.

Jenny Adler - DOR: So that makes sense.

Crystal Cordova: Yeah. yeah, absolutely. I just wanted to bring awareness to that that may be a reason...

Jenny Adler - DOR: Yeah.

Crystal Cordova: why you guys get the forms sent your way.

Jenny Adler - DOR: We're getting a lot that absolutely do not meet any of this, too. They don't need any statutory allowable reason.

Crystal Cordova: Okay, great.

Jenny Adler - DOR: They're nowhere near everything was completed on time.

Crystal Cordova: Would it be possible to get maybe a little business cards or something with the link to this website? So when customers are complaining we can hand them a link to go read up on this website

Jenny Adler - DOR: I don't know about printing business cards. You could definitely print out pieces of paper At your location if you want us to get a template of something that you could print out on regular paper to hand them. That's fine. Also, just to let you know a lot of times on the 2 for six eights when they submit the refunds we are including these websites on those as well. But preemptively if you want something that you could print together we could come up with a template for that, but I don't know if we could provide actual business cards for you.

Crystal Cordova: I think a template would be acceptable too. I just think it would great to have some kind of resource to give out. because I think in all honesty that's why sometimes the form is handed out because the customers just absolutely irate and we don't feel like we're empowered at the county to make those decisions unless it's something that's on our responsibility

Jenny Adler - DOR: Right, and that's why we're trying to spell it out for people because just trying to say I fell on financial hardship or I have an Arizona temp tag in their 90 days like none of that is allowable first statue.

Jenny Adler - DOR: Yeah. Any other questions for move on?

Jenny Adler - DOR: So if you have questions or suggestions, I'm always here. If you're seeing something if you think we have a web page, that could be helpful to people. I'm definitely open. I'm working on several of them. Just from what I see from customers and what I see during hearings if you think of something, please feel free to email me. Otherwise, thank All you rock.

Kevin Kihn - DOR: Thanks, Jenny any further comments or questions on that?

Kevin Kihn - DOR: Perfect, Jessica did join us. To discuss the drives user support poll. So Jessica take it away.

Jessica Dickey - DOR: Hi, so my internet has been a little. sketchy I'm gonna stay off camera, but the

Jessica Dickey - DOR: If you want to just scroll down just a little.

Jessica Dickey - DOR: I think what we are looking to do is see if we would benefit from getting users feedback. We are looking into adding a survey and I know we used to have surveys after your ticket

closed. How satisfied were you and you were able to leave comments? So we're just kind of Dipping our toes in the water and seeing if that is something that we want to go forward with.

Jessica Dickey - DOR: Kind of just a naive idea from the users.

Jessica Dickey - DOR: Emily

Emily Wrenn - Douglas County MV: Me, is it something that you guys garnered useful feedback from and then implemented or are we just asking to ask I guess?

Jessica Dickey - DOR: Yes, so we would get in the old ticketing system because we don't have it with service Hub right now. I'm in the old ticketing system. We would get The previous months comments satisfaction surveys and then we would go over them with the team and anything that needed follow-up for dissatisfaction for any reason. We had the team called the users back so It was helpful it. doesn't necessarily seem as helpful as I'm talking about it right now because it's a month behind and so we're hoping that we can change the parameters on this poll, but we just wanted to get an idea.

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Emily Wrenn - Douglas County MV: Yeah, I mean we solicit feedback as well. So I understand from the customer service standpoint how useful it can be so I'm in support.

Jessica Dickey - DOR: wonderful

Jessica Dickey - DOR: Anybody else?

Jessica Dickey - DOR: Yes, I believe oit currently with service Hub and some. Type of ticket that they produce you either get a happy face or a not happy face and we're looking a little bit for more of an in-depth explanation as to why just so we can understand where you're coming from and we can try to get down to the root of how your question didn't get answered or the situation didn't get a result. So I hope it's not just a face for sure.

Kevin Kihn - DOR: so Jessica, is this gonna be on every ticket that they log or is this poll going out as a separate monthly survey. How are you looking at using it?

Jessica Dickey - DOR: We are hoping to design it for us with oit currently. we do not have anything and we are looking at resolution for that survey to go out to say hey did we do what was expected? Is there something else you were looking for? is there another layer to this issue? That wasn't discussed Etc. so

Kevin Kihn - DOR: Okay.

Kevin Kihn - DOR: Thanks any further discussion on the user support feedback?

Jessica Dickey - DOR: Thank you.

Kevin Kihn - DOR: Thanks for joining Jim Arizona Title Update.

Jim Gilchrist - DOR: Yeah, so thanks our friends in Arizona Apparently they have just recently updated the back of their title. That they now have a box on the back. that talks about does it have a lien? So much like our friends in, Kansas. They have a very similar box on the back of their title now.

Jim Gilchrist - DOR: I think that we're going to see this happen more often with more jurisdictions. When we reached out to Arizona the reason they put the Box on the back of the title was to help them with electronic titles. And going through that so that they know if there's a lien on the vehicle or not. When we reached out to Arizona and talked to them as well. They will not reject for it in Arizona. And so we don't want to reject it in Colorado as well because they're not doing it in Arizona. It's there for informational purposes. And we had don't even know which county it was but one of the counties got one of the Arizona titles that was new with the Box on the back and it wasn't checked and they rejected it. It kind of made its way up to the line. Should we be doing this or not? And so that's the reason we reached out to Arizona to say hey.

Jim Gilchrist - DOR: What are you doing with this box right now? Are you rejecting for it if it's not? Check marked yes or no. And they said know that they are not at the moment that there was no change in statute a rule for them. That it's information. So the manual will be updated for Arizona to mention this. But wanted to get it out. We just learned about this in the last week. So just wanted to make sure that everybody was aware. That's on the call. that it's there, but it is not the same thing as

Jim Gilchrist - DOR: Kansas Statute in Arizona doesn't say that they have to have the title at the dealership in hand. Order to do that so it makes it more difficult and those types of circumstances and that's why we wanted to know. If they were rejecting for it, and if they're not going to we shouldn't be either.

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Jim Gilchrist - DOR: with all that muddiness anybody have any questions about the new Arizona Title

Jim Gilchrist - DOR: silence is golden, Kevin.

Kevin Kihn - DOR: Thanks, Let's try to get something out in the drives update with that when we're missing the Won't be able to get it out tomorrow, but let's put something in the next one and then update the manual with that information, please.

Jim Gilchrist - DOR: Yep.

Kevin Kihn - DOR: All right, Stephanie form revision dates.

Stephanie Smith - DOR: Yep, I mentioned at the quarterly form update meeting last week that we've been informed by Graphics forms and Graphics that we will not be able to going forward put our publication date. how we were planning on publishing every quarter on the 15th of the month following a quarterly form update meeting. So this quarter would be March 15th that they told us that we wouldn't be able to state that date on the form and that they were going to be going back to how it had been where the date on the top left Corners when they finalize edits and

Stephanie Smith - DOR: we're still working through some of the logistics of that were in discussion with forms and graphics and things like that, but it was noted that we are the ones that kind of requested that change and that was a deviation from their standard operating procedures as far as best practice for dating and it revisions and so forth they have

Stephanie Smith - DOR: I asked them if there were any other options and I wanted to show you and get kind of some of your thoughts about. A way of indicating also on the form like an effective date that would be different from that. Revision date IE our publication date if you will and I just kind of wanted to

read the temperature in the room as a way of gauging some of your interests all present. They're kind of crude copies. So bear with me. These are just kind of mocked up almost photoshopped editions. The first is what they do with some of the forms for tax. Let me see if I can make this bigger.

Stephanie Smith - DOR: so for tax for new revisions, they put the date right here in the middle. Would be an effective date and then they suggested another option that might be useful for us is just stating right on here effective. So if for example we published on this would say effective March 15th 2024, but then still up in the corner here. It would have their final revision.

Stephanie Smith - DOR: Date and I know that in the past. This has been a little problematic when they had multiple dates on forms, which is why we wanted to gauge your interest in some of the options failing that we could just go with what they had been doing in the past and just having that final edit date. That's usually really close to when we publish anyway because that's when we finalize those edits and then of course, we accept the old version of forms or the previous version, which is the one that was just prior to the change on our web page for 90 days from the date in that top left corner.

Stephanie Smith - DOR: So those were some of the options that they gave us and I'm just wondering what some feedback is on that.

Stephanie Smith - DOR: Karissa

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Stephanie Smith - DOR: Right and in which case I think that would also be a little problematic because on that would give the illusion that you couldn't use that form until that day. best practice would be that you pull the latest form off the web page and...

Karissa Sanders: that's about

Stephanie Smith - DOR: if it happens to be March 16th, and your person is pulling a page off the web page, that would be the best practice is that they're always going to our web page and using the latest form. it's kind of A convenience courtesy if they end up coming across an older version or we've got handout versions that are a previous Edition best practices to always go to the web page and get that latest document.

Karissa Sanders: Absolutely. I'm just thinking about our folks at our processing the mail that's coming in just sometimes sitting back there this form updated March 15th today is that I mean, usually 90 days since it hard to calculate so that's why I was just in my mind for those folks that are looking at those dates.

Stephanie Smith - DOR:

Karissa Sanders: They know that that's the hard stop date like, June 15th. this is the only I should see going forward.

Stephanie Smith - DOR: Yeah.

Karissa Sanders: So it's just thinking more from a processing standpoint not a going and getting the form standpoint was where my perspective was a little bit more I guess.

Stephanie Smith - DOR: right and to My opinion for best practice for this would be not to have two dates on a form. I do think that is confusing.

Karissa Sanders: Absolutely.

Stephanie Smith - DOR: So I think if people were to look at that date your processors or your customers or dealers look at that date in the top left corner 90 days roughly three months, Look at that date. This is still it, within 90 days. It's an old form, but I can still use it great. it's kind of more cut and dry no matter what that date is, right if they end up saying we can't forward. Eight those and it just has the date of March 12th on it and we publish it on the 15th. you still have 90 days and so 90 days from the date on the top of the corner. And so in reality it might be 87 days, but that's three days. As long as you're still using that top left corner consistently. That's the best practice I think.

Karissa Sanders: All right.

Stephanie Smith - DOR: We see Crystal there used to be a list of forms. We shouldn't really need a list in reality if we have the form. And it has a date in the top corner. If it's within 90 days, it should be good. And if it's outside of 90 days then a new form has been updated. and that's the date from today when you pull it off.

Stephanie Smith - DOR: and so hopefully Jason

Jason Salazar: yeah, I understand the logic in that but I think we're dismissing the mental gymnastics. We're going to ask our front counter staff to do versus just reference of list. I mean these folks are learning their job. They're also turning and burning customers at high ratios and just have them sit there and start to look at the form number start doing backwards math. I don't know. It sounds great in theory, but I just think in practical application. It can be confusing and I think that if we're trying to get to a place where everyone's this very clear. I don't know if this is the path that's going to get us there.

Kevin Kihn - DOR: Looks like crystal said I agree with the other Crystal. There were times. We had a reference a document when someone come into processed old paperwork.

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Kevin Kihn - DOR: anyone else

Stephanie Smith - DOR: I'll take this back as I talk with Ben and Kevin and as we kind of because this is a big issue and troubleshooting back and forth, will have the

Kevin Kihn - DOR: Payton far away

Payton Quistorff: Yeah, hi there Payton from Boulder. Just wondering if we've looped in any Frontline staff in this conversation. And if they may have ideas or Solutions of what would work best for them at the volume that they're processing paperwork?

Kevin Kihn - DOR: we haven't specifically reached out to the front line. We're relying on the feedback. You guys are presenting in this meeting, but I think we've heard that it is a little bit more difficult for them when they're navigating multiple forms. So we'll take that back with us Payton a good point.

Jason Salazar: I just want to comment on Heather's feet that thought the problem is it still then requires them to what go into their email go look for this information. Each transaction. I mean, I think a reference document that they can keep close is probably the fastest way to get it done. I mean our clerks are. rated on their average service time and so they're trying to find the fastest ways to get their answers and that want to it also be mindful of these entry level positions and people's technical skills around email searching and things like that. We're working through all those things as well as we try to develop those skills within our own staff.

Payton Quistorff: So Jason questioned for you, does that mean that every packet of paperwork that comes either in the mail or over the counter? You want your team to review each from that list of form dates

Jason Salazar: No, no what's happens is there's awareness brought that there's a form update, And so as they're navigating that through the next several months of the transition, they generally are Being forgetful around. When was that day? What was that? and to kind of like what crystal is saying and atoms, there are so sometimes presenting really old title applications that they've had. so some of them don't require it for every single transaction. It's just when these transitions are going that's when we seem to really where these issues bubble up where the staff is not having the awareness they need to have and not finding their answers in it from their perspective and that in a quick enough manner.

Kevin Kihn - DOR: Heather go ahead

Heather Cobler - DOR: I'm just trying to understand the resource that you're not asking necessarily for the 90-day cutoff resource. You're just saying is their list of what the most recent dates are on all of the forms. Is that what you're looking for?

Jason Salazar: No, Heather.

Heather Cobler - DOR: So they can quickly look at it and go. Yes. This is the most recent one.

Jason Salazar: Now the department used to produce spreadsheet that identified the most current version date the last date you can accept the form real quick reference guide to that. So you just find the form and understand that information and then move forward with the application. So it was just a reference that they used to provide that I think has kind of went to the Wayside. And so now we're trying to find a different way of doing this and I really appreciate all the suggestions and the attempts that state is trying to make this easier on the team, sometimes I think it's easier to use the kiss method right keeping it simple because the more we try to complicated I think that's where it becomes challenging right? Sometimes it doesn't have to be so hard.

Kevin Kihn - DOR: All right, good conversation. We'll take that back. And sounds like we're leaning towards. reference For the clerks we will. Take that forward for next month's meeting and let you know where that falls.

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Kevin Kihn - DOR: Certified Vin inspections old business. I believe milk section required for processing Jim.

Jim Gilchrist - DOR: Yeah, absolutely. So at ccca when cure for pastori and I were up in front of everybody. It was asked if he could send out just a reminder. To all of his guys. He was very specific about

That it is a part of the training. but we had heard from folks said that they had individuals who said that they were never taught that way. And it would tend to argue with that but nevertheless. I was asked if he could send out a reminder to everybody. to do that and he has sent out a reminder an email. Am I asking to forward me that email? I don't have it yet. I just wanted to verify that it was indeed done. And what he sent made sense, so when I get it I can share it with folks.

Jim Gilchrist - DOR: Or make sure that that part of it is accomplished. He also told me That he has an annual meeting. with all the post-certified folks in the Metro County's tomorrow morning And so he's going to set that as a reminder for them and talk about it. Just doesn't remind her in that meeting as well. So as soon as I get the physical email. I'll let everybody know but an email has gone out to everybody so they should all be aware that they need to have something. stronger than in the notes section of the

Jim Gilchrist - DOR: certified bin inspection form questions

Kevin Kihn - DOR: Thanks, Jim and he access additional staff. This is old business as well. I did reach out to Kimberly the director ACP. And she is fine with allowing this on an exception basis. There is a waiver example attached here. We will need to do a bit of modification. I think this is for cdhs and once that mock-up is completed. We will get that out and made available to counties who feel they need more than that two person representation to help ACP participants in those offices which are

Kevin Kihn - DOR: Typically, the larger ones where you may have both of those staff out someone on vacation and then someone calls in and then you're stuck with that assistance for that ECP participants. So more to come on that. as we roll into open discussion There was a manual update that occurred back in April for incomplete Vehicles. Essentially the cab in chassis. the information was changed from needing a 2698 regular been inspection that was changed to requiring a certified then. And we want to throw it out there for conversation. There's a lot of information.

Kevin Kihn - DOR: on this in CFR title 49 part 568 which with what is required for incomplete a lot of mention of an incomplete vehicle document that has other information required. by 568.4

Kevin Kihn - DOR: that should be included on essentially with the MSO. So wanted to put that on everyone's radar. I know throwing the CFR out there is not very helpful for a discussion at this point. I did discuss it a little bit with the Meredith and team in Larimer. Did a little research on it, and essentially it's why we would require certified then on a cabin chassis. versus

Kevin Kihn - DOR: other incomplete Vehicles And I'm just totally drawing a blank what are the big rigs when you add the motor and transmission? Cutaways,...

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Pam Nielsen: but ton anyway, yes.

Kevin Kihn - DOR: Thanks Yeah, so for the cutaways we are not requiring a certified bin So essentially, and when should we not be? Is the question so I would like to Cable this conversation until next month's meeting. And give you guys a chance to look at the federal requirements. And again, it's 49 part 568.

Kevin Kihn - DOR: And thanks Pam put in there. what is required in those situations for that cabin chassis, which I know is not. something that comes up. Maybe every day but is still frequent enough for we need to provide some sort of guidance on what we should be accepting for these vehicles. questions or comments on Kevin chassis

Kevin Kihn - DOR: Crystal

Crystal Cordova: I kind of have a sidebar question, but I've noticed that drives allows you to register a cabin chassis. Which it's an incomplete vehicle, you really shouldn't be able to register it. Can we do something to put a stop to that?

Kevin Kihn - DOR: that's kind of what we're determining right? I know there are cabin chassis out there that are essentially roadworthy and you should be able to register them the question becomes how do we determine that because if they're just coming in on a single MSO with the conforming 17 digit Vin? And I don't know I haven't seen any of those come through personally, but is it stated on there that the model or whatever is cabin chassis. So how do you even know that? That's not a complete vehicle unless the customer discloses that Jason far away

Jason Salazar: Yeah, I see her challenge. I mean, I don't think I would necessarily take issue with the certified being required in certain circumstances because to what Pam's chatting, we don't have the ability to verify if there's a certification label being a fixed, and then there's also the safety if we're gonna talk about registering some of these units that we definitely should talk about letting someone assess the safety of the unit. So I can see why that might be necessary.

Kevin Kihn - DOR: Yeah, so an old issue But for some reason it has sprung up for discussion and Some guidance. I think that we owe to the county Pam, go ahead.

Pam Nielsen: We actually just had one our Loveland office last week. I came in as an out of state title marked as a cabin chassis, that would be a single title. So with that require the certified bin or a regular bin, that was our question since it's an out of state. We don't know what the original documentation looked like.

Kevin Kihn - DOR: And that's a great question mean with what we've provided thus far in the manual We're saying that it does need a certified bin. but we don't know what was surrender to the other jurisdiction. So did they have other documentation that essentially made that vehicle complete and that's just their jurisdictional policy to go ahead and title it.

Kevin Kihn - DOR: So yeah, a lot of nuances come up when we're talking about these so Again, wanted to throw it out there for discussion. I hope everyone gets a chance to take a look use, your previous experience to assist the department. On determining what? Needs to be done. So

Kevin Kihn - DOR: more to come on that. And then we do still have some pinning action items. The POA is still with the AG and we're still looking at In the National search requirements. So again, when the forms are updated we will give a heads up to the County's win that will be required for the bonding process.

00:50:00

Kevin Kihn - DOR: All right.

Kevin Kihn - DOR: Any closing comments or questions?

Kevin Kihn - DOR: Heather that's for you

Pam Nielsen: Okay.

Kevin Kihn - DOR: Hopefully Heather's still on multiple errors and TPT transactions. Is there a way to make sure that our TPT partners are pulling in the correct info?

Heather Cobler - DOR: Okay, so that is a very good question. Two things. Yes. We are noticing that they are the majority of the time we have to reject stuff. It's owner details or vehicle details. So we're discussing that with the vendors and most of the time this is Purely a data entry problem on behalf of the user. So their actual title clerk is just going through the transaction too fast, if any of you attended ccca. Last January they talked about the same exact thing for some of the county errors. So we're trying to get that. The second thing is though fast has been awesome enough to fix one of their system maintenance as QRS.

Heather Cobler - DOR: With an initiative that was discussed at the evtr lien event that would actually provide the vendors with a lot more details about what we see and drive so they're actually going to be able to mine those vehicle details out of drives. And use them to populate their transactions just the same way that we do on our side. So hopefully that will assist in some of those errors that you're seeing and also should be able to help them throw up those soft stops. When it's a currently least vehicle so they can throw up a soft stop saying this is a currently at least vehicle or you sure this is not a lease buyout because I know that's another one that the vendors have been getting wrong frequently. So hopefully with some development and also some training on the vendor side. We just have to teach him to slow down.

Jim Gilchrist - DOR: I think Kevin had to step away from the second for a second Tessa. Go ahead.

Stephanie Smith - DOR: I think Tessa typed in there. We had a bond rejected the other day for not having a statement saying it was a customer's choice to use a Kelley Blue Book on a bond. Why is it only the Kelley Blue Book that has to have the statement and not any of the other books?

Jim Gilchrist - DOR: Yes, I'd like to see that one. If you can send it to me, that would be great. We can use trusted sources that they're choosing not to use a dealer for an assessment, they're going to use the Kelly Blue Book or whatever they're using that shouldn't be the only one that we're allowing them to use.

Jim Gilchrist - DOR: And so if you could send that to me, I'll take a look at it. I'd like to see what the rejection actually says. And then we can have a conversation about that. Tina if you want to put it on the agenda for a follow-up next meeting then we make sure that everybody's on the same page.

Jim Gilchrist - DOR: Jenny

Jenny Adler - DOR: I just want to address Dimitri's chat in the comment. And so Dimitri I actually wasn't at ccca. So I don't know what this is, but I'm gonna assume it's because Zona has 90 day temp tags that we've seen in some it doesn't matter what another Juris just dictions temp tag is in Colorado. You have 60 days from the date of purchase to register your vehicle. I'm actually going to hearing on this one right now, but Colorado law says yes 60 days and there's nothing in statute that says unless you have a temp tag that's not expired from another jurisdiction. So it's 60 days doesn't matter what that they're jurisdictions sometimes.

Jenny Adler - DOR: I hope that made sense and that was actually what you're asking.

00:55:00

Jenny Adler - DOR: I wasn't at ccca again, so I have no form of reference of what went on there. So I don't know who was speaking to that and I have never heard of waving late fees for another jurisdictions temp tag, because we would be eating our statute.

Stephanie Smith - DOR: The way Sarah and...

Jim Gilchrist - DOR: Stephanie

Stephanie Smith - DOR: I always look at those as it depends on if someone is a resident of Colorado if you're a resident of Colorado, it goes by your residency requirements. Not the out of state temp tag, it goes by your residency.

Jenny Adler - DOR: right, so maybe that's where the confusion is because if So let's say I'm a resident and I go to Arizona right now and I buy any vehicle there because a lot of people are doing that. So they'll say 90 day temp tag doesn't matter. I'm a Colorado resident. I have 60 days to register my new purchase, but then let's say I'm moving to Colorado from Arizona. So from the point, I become a Colorado resident. I then have 90 days to register my vehicle. So I don't have that sort of getting crossed. But we need to be following, Colorado River statute.

Jenny Adler - DOR: All of our statutes listed on our registration requirements page in our late fee tabs on our taxes and fees website. There's also information on the expiring temp tag web page. Like I said, I'm trying to create a hearings web page. And then after the request today, I'm trying to create a document that you can give out that County's could give out to customers that you can print an office as well. Once I get that done. I guess I would probably bring it back here feel like to see everybody review it and feel like if you think I'm missing anything

Jenny Adler - DOR: if that works for everybody.

Jenny Adler - DOR: I am actually putting that on the document. I don't remember exactly but it is by Colorado statute. So we have to always remember that we go by Colorado statute.

Jenny Adler - DOR: I can't also list every single excuse people want to use because we have a lot, Sarah and Stephanie see a lot of reasons that come through. So to list every single thing that people try to push through what also be cumbersome as well.

Jim Gilchrist - DOR: thanks, Jenny.

Jim Gilchrist - DOR: So let's Kevin's back. Got another two minutes is anybody else have anything that they'd like to bring up now?

Jim Gilchrist - DOR: All in the words of Kevin Kane. do

Meeting ended after 00:58:55 🙌