

## ISSUES SUBMITTAL FORM

Date: 08/12/2019

<b>ISSUE:</b>	<b>Should the annual license year in W-00 #002.D be updated to address dual license year concerns?</b>
<b>DISCUSSION (FACTS AND FIGURES, EXPLANATION OF ISSUE):</b>	
<p><u>Current language:</u> "All annual resident and nonresident licenses authorized in 33-4-102 (1.4), C.R.S., including fishing, senior fishing, small game hunting, furbearer, combination fishing and small game hunting, and the Colorado wildlife habitat stamp, shall be valid and otherwise in effect from April 1 to March 31st of the following year."</p>	
<p><u>Issue:</u> Currently, annual licenses are valid April 1-March 31. Depending on the license, it goes on sale between March 1 and April 1 annually. This is called the "dual license year" and causes multiple issues for customers, staff, and the system.</p> <p>For example, from March 1-31, both the previous year and the current year's versions of "qualifying" licenses are available to customers. Customers routinely purchase the previous year's product when they intend to purchase the current year's product. To try and change this behavior, the agency has added multiple notifications and wording to these products, but the incorrect license is still being purchased. This results in increased work for staff fielding the refund requests, customer complaints, and customer inconvenience, as once annual licenses are sold and printed, they are technically non-refundable.</p> <p>At this time, the dual license year is a necessity as big game applications are accepted starting March 1, but qualifying licenses for that draw are not valid until April 1, so both years of annual licenses must be available at the same time.</p>	
<p><u>Proposed update:</u> Making all annual licenses valid for 13 months, rather than 12, would eliminate the dual license year, thereby eliminating the possibility of customers purchasing the wrong license; reducing the amount of administrative time fielding refund requests and complaints; removing the need for expensive change requests in IPAWS; and allow for customers to have uninterrupted access to hunt and fish.</p> <p>The primary proposal is to make licenses valid March 1-March 31 the following year. There would be one month where two different license years would be valid, but only the current license year's license would be available for sale.</p> <p>The Habitat Stamp would still go on sale in January along with the Spring Turkey applications and would still apply to the license year for which they were purchased. For example, a 2020 Habitat Stamp would be valid for products drawn in the Spring Turkey draw and anything valid for the 2020 license year.</p> <p>Annual licenses are defined as: fishing, extra rod stamp, small game, Colorado Waterfowl, Apprentice Hunter Certificate, SWA permit, and all variations/combos. These proposals do not affect hunt code products.</p>	
<p><u>Example:</u> A 2020 license purchased March 1, 2020, would be valid until March 31, 2021. 2020 annual licenses would cease being for sale February 28, 2021. 2021 annual licenses would go on sale March 1, 2021.</p>	

This change would need to be effective January 1, 2020, making 2019 licenses valid for an extra month.	
<b>STATE LAW REQUIRES CPW TO SOLICIT INPUT FROM STAKEHOLDERS THAT MAY BE AFFECTED POSITIVELY OR NEGATIVELY BY THE PROPOSED RULES. THE FOLLOWING STAKEHOLDERS HAVE BEEN ADVISED OF AND INVITED TO PROVIDE INPUT ON THE REGULATORY CHANGES PROPOSED IN THIS ISSUE PAPER:</b>	
<b>*IT IS ASSUMED THAT ALL NECESSARY INTERNAL PARTIES HAVE BEEN NOTIFIED*.</b>	
All customers who purchase wildlife licenses, Terrestrial section, and Big Game Planning Team. Customers have been communicating frustration with the dual license year since its inception. The 2019 license year, with the qualifying licenses, resulted in increased interaction and frustration with the dual license year and increased refund requests.	
<b>ALTERNATIVES: (POSSIBLE OUTCOMES or POSSIBLE REGULATIONS):</b>	
<p>1. <b>*Preferred Alternative*:</b> All annual resident and nonresident licenses authorized in 33-4-102 (1.4), C.R.S., including fishing, senior fishing, small game hunting, furbearer, and combination fishing and small game hunting, as well as any related permits, shall be valid and otherwise in effect from March 1st to March 31st of the following year. Habitat Stamps shall be valid only for the specific license year for which they are sold.</p> <p>2. Status Quo</p>	
<b>Issue Raised by:</b>	<b>Cory Chick</b>
<b>Author of the issue paper (if different than person raising the issue):</b>	<b>Devon Adams</b>
<b>CC:</b>	<b>Matt Eckert</b>
<b>APPROVED FOR FURTHER CONSIDERATION BY:</b>	<b>Cory Chick/Danielle Isenhart</b>
<b>REQUIRES NEW SPACE IN THE BROCHURE?</b>	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
<b>ARE ADEQUATE STAFF AND FUNDING RESOURCES AVAILABLE TO IMPLEMENT?</b>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>REGION, BRANCH, OR SECTION LEADING IMPLEMENTATION</b>	<b>License and Pass Admin</b>
<b>RECOMMENDED FOR CONSENT AGENDA?</b>	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

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Date: 08/12/2019

<b>ISSUE:</b>	<b>Should e-licenses be added to the definition of a “license” in regulation?</b>	
<b>DISCUSSION (FACTS AND FIGURES, EXPLANATION OF ISSUE):</b>		
The Parks and Wildlife Commission has instructed staff to examine utilizing electronic licenses (e-licenses) through an app or other mechanism. In order to allow for this, the definition of a license in regulation would need to be updated to refer to licenses and/or e-license. As new e-license types are developed, further, more specific regulatory changes would also need to be made.		
<b>STATE LAW REQUIRES CPW TO SOLICIT INPUT FROM STAKEHOLDERS THAT MAY BE AFFECTED POSITIVELY OR NEGATIVELY BY THE PROPOSED RULES. THE FOLLOWING STAKEHOLDERS HAVE BEEN ADVISED OF AND INVITED TO PROVIDE INPUT ON THE REGULATORY CHANGES PROPOSED IN THIS ISSUE PAPER:</b>		
<b>*IT IS ASSUMED THAT ALL NECESSARY INTERNAL PARTIES HAVE BEEN NOTIFIED*.</b>		
CPW license-holders. Customers have been requesting an e-license for at least five years through the call center, ask CPW, social media, and to License & Pass Admin staff.		
<b>ALTERNATIVES: (POSSIBLE OUTCOMES or POSSIBLE REGULATIONS):</b>		
<ol style="list-style-type: none"> <li>1. <b>*Preferred Alternative*:</b> Update the definition of license in Chapter W-0 to refer to a license and/or e-license. Further regulatory changes could be necessary as specific e-licenses are developed.</li>   <li>2. Status quo</li> </ol>		
<b>Issue Raised by:</b>	<b>Parks and Wildlife Commission</b>	
<b>Author of the issue paper (if different than person raising the issue):</b>	<b>Devon Adams</b>	
<b>CC:</b>		
<b>APPROVED FOR FURTHER CONSIDERATION BY:</b>	<b>Cory Chick/Danielle Isenhart</b>	
<b>REQUIRES NEW SPACE IN THE BROCHURE?</b>	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
<b>ARE ADEQUATE STAFF AND FUNDING RESOURCES AVAILABLE TO IMPLEMENT?</b>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
<b>REGION, BRANCH, OR SECTION LEADING IMPLEMENTATION</b>	<b>License and Pass Admin</b>	
<b>RECOMMENDED FOR CONSENT AGENDA?</b>	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	

## ISSUES SUBMITTAL FORM

Date: 08/12/2019

<b>ISSUE:</b>	<b>Should CPW update parks regulations to allow for e-passes?</b>
<b>DISCUSSION (FACTS AND FIGURES, EXPLANATION OF ISSUE):</b>	
The Parks and Wildlife Commission has instructed staff to examine utilizing electronic passes (e-passes) through an app or other mechanism. In order to allow for this, regulations need to be updated to refer to both passes and/or e-passes as well differentiate display or possession requirements, as determined by pass type. As new e-pass types are developed, further, more specific regulatory changes would also need to be made.	
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<b>*IT IS ASSUMED THAT ALL NECESSARY INTERNAL PARTIES HAVE BEEN NOTIFIED*.</b>	
CPW pass-holders. Customers have been requesting an e-pass since go-live through the call center, ask CPW, social media, and to License & Pass Admin staff.	
<b>ALTERNATIVES: (POSSIBLE OUTCOMES or POSSIBLE REGULATIONS):</b>	
<ol style="list-style-type: none"> <li>1. <b>*Preferred Alternative*</b>: update language in regulation to refer to pass and/or e-pass and to define an e-pass as an electronic pass issued by CPW. Further regulatory changes could be necessary as specific e-licenses are developed.</li>   <li>2. Status quo</li> </ol>	
<b>Issue Raised by:</b>	<b>Parks and Wildlife Commission</b>
<b>Author of the issue paper (if different than person raising the issue):</b>	<b>Devon Adams</b>
<b>CC:</b>	
<b>APPROVED FOR FURTHER CONSIDERATION BY:</b>	<b>Cory Chick/Danielle Isenhart</b>
<b>REQUIRES NEW SPACE IN THE BROCHURE?</b>	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
<b>ARE ADEQUATE STAFF AND FUNDING RESOURCES AVAILABLE TO IMPLEMENT?</b>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>REGION, BRANCH, OR SECTION LEADING IMPLEMENTATION</b>	<b>License and Pass Admin</b>
<b>RECOMMENDED FOR CONSENT AGENDA?</b>	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO