

ISSUES SUBMITTAL FORM

Date: 7/8/2022

ISSUE:	Should new annual park pass refund regulations be adopted to provide better customer service after the implementation of the Keep Colorado Wild park pass?				
DISCUSSION (FACTS AND FIGURES, EXPLANATION OF ISSUE):					
<p>Beginning January 1, 2023 the new Keep Colorado Wild (KCW) Pass becomes available to purchase as a part of the Colorado Department of Revenue’s vehicle registration process. Because vehicle registrations happen throughout the year there will be situations where current CPW annual park pass customers will have overlapping annual passes (i.e. annual affixed pass expires end of June and vehicle registration is renewed in February causing a 5 month overlap). Other customers may be looking for ways to cover the gap between when their current annual pass expires and when their vehicle registration is due, (i.e. annual affixed vehicle expires at the end of August 2023 but vehicle registration is not due until December 2023 causing a 3-4 month gap). In both of these situations, customers could benefit from annual park pass refund regulations.</p> <p>To consider all of the potential dual pass refund situations and formulate staff recommendations on how to handle each, a staff-working group was formed with representatives from across the agency and across the state. The following recommendations and alternatives summarize the discussions from that internal working group.</p> <p>The group consensus was that refunds should only be offered on annual park passes, including affixed annuals, family annuals, aspen leaf annuals, and multiples of all three. Refunds should not be offered on daily passes, non-vehicle passes or bulk pass orders. Daily passes will not be necessary for someone who has already opted-in for the KCW pass, thus a refund for daily passes should not be offered. State park visitors will instead be informed that their KCW pass allows them to visit state parks without purchasing a new daily pass to help prevent accidental purchases. Non-vehicle passes will still be necessary after the implementation of KCW, therefore refunds for non-vehicle passes will not be necessary for someone who opts-in for KCW. Refunds can also not be offered on bulk park pass purchases, as fiscal rules require all refunds to go back to the original purchaser, which is not tracked on bulk pass orders.</p> <p>Qualifying military plates will receive the KCW pass free of charge during the registration process. All currently free and reduced price CPW passes (Blue Spruce, Independence, Columbine, and Centennial) will continue to be available to customers through application and authorization from CPW. Those qualified customers who do not have military plates or still want one of these hang tag passes that can be transferred between vehicles should opt-out of KCW. This information will be shared with all customer’s currently enrolled in these programs (on multiple occasions throughout 2022) to ensure they are well educated on which pass to select based on their circumstances.</p> <p>For annual passes, the refunded amount would be based on a flat pro-rated refund structure. The pro-rated amount would be based on the price of the original pass divided by 12 months and rounded up to the nearest dollar. The pro-rated amount per month would range between \$3.00-\$10.00, depending on the originally purchased pass type for that vehicle (see chart below).</p>					
Refunds for Dual Park Passes					
Type of Pass	Annual Park Passes	Aspen Leaf Pass	Multiple Annual	Multiple Aspen Leaf	Family Pass
Original Cost	\$80.00	\$70.00	\$40.00	\$35.00	\$120.00
Refund per Unused Month*	\$7.00	\$6.00	\$4.00	\$3.00	\$10.00
*Pro-rated amount based on divided original pass price by 12 (months) and rounding up to nearest dollar.					
Passes that have been used for 9 or more months would be non-refundable.					

The refund amount would be based on the number of remaining months with no refund for passes that had been used for 9 months or more. The refund would be calculated from the date their refund request was submitted. When requesting a refund for a family annual, the hang tag pass would need to be surrendered in addition to the refund request for the request to be marked submitted. For the example above with the 5 month overlap, the proposed refund would be \$35 for the annual affixed pass (\$7 pro-rated amount * 5 month overlap = \$35).

Annual pass refunds would be requested on an online platform managed by CPW and would be refunded to the card on file for online or phone purchases. All other IPAWS pass refunds would be paid in the form of a CPW Shop gift certificate or a warrant check if purchased at a park, office, or agent, based on the customer's preference. Warrants could take up to 90 days for customers to receive so a CPW Shop gift certificate may be a more desirable option for some customers, which would also keep the money with CPW. This change will require system and process flow development and testing once regulations are approved.

These refunds programs would only be available the first two calendar years after KCW implementation (2023 and 2024). This time period should cover all of the gaps and overlaps that could potentially exist before all non-commercial Colorado plated vehicles have the option to purchase the KCW pass.

Refunds for the KCW pass will be handled through the same online system, but with separate regulatory requirements. Only one refund would be allowed annually per vehicle (KCW or CPW annual), whatever refund is submitted and processed first.

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:

***IT IS ASSUMED THAT ALL NECESSARY INTERNAL PARTIES HAVE BEEN NOTIFIED*.**

No stakeholders have been consulted in the forming of these recommendations. However extensive public outreach is being done starting in July 2022 to educate the public about the benefits and opportunities of the Keep Colorado Wild Pass.

Customers have already started asking questions about overlapping pass refunds, anecdotally indicating support for CPW offering a refund program.

ALTERNATIVES: (POSSIBLE OUTCOMES or POSSIBLE REGULATIONS):

1. ***Preferred Alternative*: Straight pro-rated refund (capped at 9 months) based on number of unused months at the time of refund request and amount originally paid for the pass (see chart above).**
2. **Maintain status quo: no refunds issued for overlapping passes.**

Issue Raised by:	Danielle Isenhart, Michael Lloyd and KCW Refunds Committee
Author of the issue paper (if different than person raising the issue):	
CC:	

APPROVED FOR FURTHER CONSIDERATION BY:	Lauren Truitt
REQUIRES NEW SPACE IN THE BROCHURE?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
ARE ADEQUATE STAFF AND FUNDING RESOURCES AVAILABLE TO IMPLEMENT?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
REGION, BRANCH, OR SECTION LEADING IMPLEMENTATION	LRCO
RECOMMENDED FOR CONSENT AGENDA?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO