

**ISSUES SUBMITTAL FORM**

Date: 07/03/2024

<b>ISSUE:</b>	Should the Harmsen Ranch house be removed from the Guest House Program at Golden Gate Canyon State Park?
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**DISCUSSION (FACTS AND FIGURES, EXPLANATION OF ISSUE):**

The Harmsen Ranch at Golden Gate Canyon State Park is currently listed as a “premium four-bedroom cabin” under regulation #708-7.d. This opportunity is unique and it requires the park to provide linen and housekeeping services for the four bedroom, two bathroom home. Operating expenses have been increasing including costs for laundry and housekeeping services as well as increased utility expenses.

This facility is in an isolated area of the park outside of any designated campground area making it logistically difficult for maintenance, check-in/out procedures as well as snow removal. The water system is on a single well and users often treat it like a hotel with unlimited resources which results in running out of water.

Data analyzed since 2020 shows a loss of revenue over the last two years (-\$4300 and -\$3875 respectively in 2022 and 2023). Because this facility has cost operating dollars without generating revenue over the last two years and with current employee housing needs, this is a good opportunity to transition one of our facilities into employee housing in an area where it is desperately needed. While this would remove a “luxury cabin” opportunity from the public, it would provide housing for one of our 9 FTE (7 of which currently rent) or seasonal employee housing. In addition, the park will still maintain five cabins and two yurts, which are available for the public year round.

**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\*.**

**[List stakeholder groups and briefly summarize comments received]**

The following statement was added to the Harmsen Ranch reservation page to solicit public comments.

*“CPW is considering removing the Harmsen Ranch from the guest house facility program. If approved by the Parks and Wildlife Commission this change would go into effect November 1, 2024. For more information or to find out how to comment on this proposed change please contact the park manager at 303-582-3707 ext. 5 or email todd.farrow@state.co.us.”*

**ALTERNATIVES: (POSSIBLE OUTCOMES or POSSIBLE REGULATIONS):**

- \*Preferred Alternative\*: Remove the Harmsen Ranch from Chapter P-7 regulation #708.7.d and no longer offer it for public reservations.**
- Status Quo

<b>Issue Raised by:</b>	Todd Farrow
<b>Author of the issue paper (if different than person raising the issue):</b>	
<b>CC:</b>	
<b>APPROVED FOR FURTHER CONSIDERATION BY:</b>	Mark Leslie
<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>	NE Region
<b>RECOMMENDED FOR CONSENT AGENDA?</b>	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

**ISSUES SUBMITTAL FORM**

Date: 07/03/2024

<b>ISSUE:</b>	Should Aspen Leaf Lifetime pass holders be issued an Annual Transferable Pass in lieu of an affixed Aspen Leaf pass?
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**DISCUSSION (FACTS AND FIGURES, EXPLANATION OF ISSUE):**

**Aspen Leaf Lifetime Pass History:**

The Aspen Leaf Lifetime pass was approved by the General Assembly in 2010 (Senate Bill 10-071) as a three-year pilot program. The details of the Aspen Leaf Lifetime pass are currently defined in C.R.S. 33-12-103, and associated CPW regulations. The Aspen Leaf Lifetime pass could be purchased one time by Colorado residents who were 64 or over, and would be redeemed for one Aspen Leaf Annual pass each year for one vehicle. The card was issued to the individual and is valid for their lifetime.

The statute specifies that the sale of the Aspen Leaf Lifetime pass would expire on March 1, 2014.

Current Aspen Leaf Lifetime pass holders are issued an affixed Aspen Leaf Lifetime Annual pass (P-7, #705.3) at no charge. All eligible Aspen Leaf Lifetime pass holders now have an Aspen Leaf Lifetime Authorization on their customer accounts. The Aspen Leaf Lifetime Authorization allows customers who previously purchased the Aspen Leaf Lifetime card, when the product was available, to obtain a free Aspen Leaf Lifetime Annual Parks Pass as long as the customer is a Colorado resident and their vehicle is registered in Colorado.

Due to certain life events, Aspen Leaf Lifetime pass holders may no longer be able to operate or even own a vehicle, but they still wish to visit Colorado State Parks. If an Aspen Leaf Lifetime pass holder no longer owns a vehicle due to being unable to drive, the individual would rely on someone to drive them. The customer is unable to utilize the Aspen Leaf Lifetime pass with another vehicle as the pass is issued to them annually as an affixed vehicle pass which is non-transferable.

By switching to a transferable pass for our Aspen Leaf Lifetime pass holders we are providing these long-term customers with an opportunity to continue visiting our great Colorado State Parks, even if they do not drive themselves. The customer would still need to be present in the vehicle to be allowed entry, but the pass would no longer be specific to a motor vehicle that they own.

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

**[List stakeholder groups and briefly summarize comments received]**

Aspen Leaf Lifetime Pass holders. Currently there are 6,267 active customers with an active Aspen Leaf Lifetime authorization on their account. This would be an added benefit to these customers.

**ALTERNATIVES: (POSSIBLE OUTCOMES or POSSIBLE REGULATIONS):**

1. **\*Preferred Alternative\*:** Amend Chapter P-7 regulation #705.3 to allow Aspen leaf Lifetime pass holder to obtain a free Annual Transferable pass, which can be used for any vehicle except passenger vans and buses operated by a commercial business. State parks annual transferable passes are issued to individuals, not vehicles. Only one vehicle at a time can use an annual transferable pass. As long as the individual remains a Colorado resident. Additional passes may be purchased pursuant to regulation #708(1)(d)(1).

#705 - ASPEN LEAF ANNUAL PASSHOLDERS

1. A resident of this state who is sixty-four years of age or older may obtain an Aspen Leaf annual pass. The fee for an Aspen Leaf annual pass is identified in regulation #708.
2. The Aspen Leaf annual pass holder must own in whole or in part any vehicle with a Colorado vehicle registration to which the Aspen Leaf annual pass is affixed and used to enter a state recreation area or state park area. Additional passes may be purchased pursuant to regulation #708(1)(d)(1).
3. Current Aspen Leaf Lifetime pass holders may obtain a no-charge Annual Transferable pass, as long as the individual remains a Colorado resident, which can be used for any vehicle except passenger vans and buses operated by a commercial business. The Annual Transferable Pass is transferable from motor vehicle to motor vehicle as long as the pass holder is present in the vehicle. State parks annual transferable passes are issued to individuals, not vehicles. Only one vehicle at a time can use an annual transferable pass. ~~an annual Aspen Leaf Lifetime free pass for a single vehicle the holder owns in whole or in part for the lifetime of the pass holder and provided the pass holder is a resident of Colorado. The annual Aspen Leaf Lifetime Free Pass shall be affixed to such vehicle owned by the pass holder.~~ A state parks annual transferable pass must be hung from the rear-view mirror so that the pass may be observed and identified. Any vehicle whereby a pass cannot be secured inside the passenger compartment or hung from a rear-view mirror shall be treated as a special case, but evidence of a pass shall be required on the person or in the vehicle. Additional passes may be purchased pursuant to regulation #708(1)(d)(1).

2. Status Quo

<b>Issue Raised by:</b>	<b>Bradley Gabrielski, Danielle Isenhart</b>	
<b>Author of the issue paper (if different than person raising the issue):</b>		
<b>CC:</b>		
<b>APPROVED FOR FURTHER CONSIDERATION BY:</b>	<b>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>	License, Reservations, and Customer Operations	
<b>RECOMMENDED FOR CONSENT AGENDA?</b>	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	

**ISSUES SUBMITTAL FORM**

Date: 07/03/2024	
<b>ISSUE:</b>	<b>Should Keep Colorado Wild (KCW) pass refunds be maintained for accidental purchases beyond the scheduled 2024 sunset?</b>
<b>DISCUSSION (FACTS AND FIGURES, EXPLANATION OF ISSUE):</b>	
<p>Regulation #P-700.11.c states “Refunds involving Keep Colorado Wild passes will only be offered for the first two calendar years after the Keep Colorado Wild pass implementation. Refund applications involving Keep Colorado Wild passes purchased after December 31, 2024 will not be eligible for a refund.”</p> <p>Because many customers still accidentally opt-in to the Keep Colorado Wild (KCW) pass during their vehicle registration process, to maintain the current level of customer service, staff propose allowing the sunset of prorated overlapping annual pass refunds, but maintaining the current refund process for the \$29 KCW Pass purchased by customers accidentally.</p> <p>Currently Regulation #P-700.11.c (1) states, “A refund application for a Keep Colorado Wild pass submitted to the division within 60 days of purchase will be granted. A refund application for a Keep Colorado Wild pass submitted to the division after 60 days of purchase will be denied.” This regulation has proven effective, with relatively low rates of customer dissatisfaction.</p> <p>Newly added functionality to CPWShop.com and the administrative interface of IPAWS has streamlined the refund request process. Keeping these refunds in place stands as a corrective remedy for both customer and Department of Motor Vehicle agent errors when customers are accidentally opted-in, and pay the \$29 fee for the KCW pass.</p> <p>After two-full years of KCW pass implementation, all existing resident annual CPW pass holders have had the opportunity to opt-in for the reduced KCW pass and there are few remaining situations where an overlapping annual refund would still be necessary. Therefore, those overlapping refund requests should expire as planned at the end of 2024.</p>	
<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>	
<p>Annual Parks Pass Holders KCW Pass Holders</p> <p>No public outreach has occurred related to this proposed regulatory change. It has been the case, and it is anticipated to continue, that as awareness and experience with the KCW program grows, fewer and fewer customers will be negatively impacted by accidentally opting into the program, and fewer and fewer customers will purchase more expensive annual passes in the first place. Customers who erroneously opt in (or are opted in at the DMV) will still have the ability to request a refund.</p>	
<b>ALTERNATIVES: (POSSIBLE OUTCOMES or POSSIBLE REGULATIONS):</b>	
<p><b>1. *Preferred Alternative*: Staff Preferred - Modify Regulation #P-700.11.c to maintain the current process of refunds for the \$29 Keep Colorado Wild Pass with no sunset, but allow the sunset of prorated annual pass refunds.</b></p>	

c Refunds ~~involving for the~~ Keep Colorado Wild passes purchased in error will be eligible for a refund through the division. Refunds for prorated overlapping annual passes will only be offered for the first two calendar years after the Keep Colorado Wild pass implementation. Refund applications involving ~~Keep Colorado Wild overlapping~~ passes purchased after December 31, 2024 will not be eligible for a refund.

- (1) A refund application for a Keep Colorado Wild pass submitted to the division within 60 days of purchase will be granted. A refund application for a Keep Colorado Wild pass submitted to the division after 60 days of purchase will be denied.
- (2) When an affixed annual, aspen leaf annual, or annual multiple pass overlaps with a Keep Colorado Wild pass for the same vehicle, the CPW annual pass will be eligible for a prorated refund. When a family annual pass overlaps with a Keep Colorado Wild pass, the family annual pass will be eligible for a prorated refund.
  - a. If the annual pass has been used for 9 or more months it is non-refundable.
  - b. Bulk annual park passes are non-refundable.
  - c. For the family annual pass, the refund amount will be calculated from the date the refund application and the physical pass are received by the division. For all other annual passes, the refund amount will be calculated based on the date the refund application is submitted to the division.
- (3) Only one refund is allowed annually per vehicle, either the Keep Colorado Wild pass or the annual pass, whichever is submitted and processed first.

2. Status quo, no change.

<b>Issue Raised by:</b>	Angie Hargot and LRCO Section	
<b>Author of the issue paper (if different than person raising the issue):</b>	Angie Hargot	
<b>CC:</b>		
<b>APPROVED FOR FURTHER CONSIDERATION BY:</b>	Danielle Isenhardt	
<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>	License, Reservations, and Customer Operations	
<b>RECOMMENDED FOR CONSENT AGENDA?</b>	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	