



COLORADO

Parks and Wildlife

Department of Natural Resources

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TO: Members of the Colorado Parks and Wildlife Commission
FROM: Krista Heiner, Regulations Manager; Danielle Isenhardt, License, Pass and Reservation Manager
RE: Summary of Staff's Recommendations and Challenges with the Timing of Release for Returned Licenses and the Creation of a Preview List
DATE: August 21, 2020

Timing of Release:

The agency recommendation is to keep a random release (status quo) policy for returned licenses that are not manually reissued (those hunt codes that took five or more resident preference points to draw are manually reissued). This means that returned licenses could be released for sale anytime between Tuesday and Friday weekly, between 9:00 AM - 4:00 PM off of the Leftover License List. The agency supports this recommendation for the following reasons:

- Prior to 2016, when returned licenses were released at a set time every day, our offices and visitor centers experienced mini-leftover day lines of customers each day at this time. Certain offices experienced higher volumes than others did.
 - Preview lists were also not an option to let customers know what licenses to expect on sale, due to the short turnaround each day.
 - We also experienced customer service complaints when licenses were not released exactly at 9:00 AM each day or when releases failed completely. Sometimes this occurred unavoidably because of system errors or processing delays, resulting in licenses showing up a few minutes to a few hours late. This would be prone to happen, particularly when there was a large volume of licenses to be turned on/added to the list.
- The reissue release process is administratively complex on the backend, involving communication and coordination between three different sections of the agency (Licensing, Terrestrial and OIT) and three completely separate database systems (CORIS, IPAWS and the Reissue database).
- The only way to ensure a 9:00 AM release (precisely, or any other set time) is to shut down all sales, exchanges, etc. for that species by product in order to allow for the triggering and IPAWS processing to occur, before manually setting the product to start sales again at that static release time. This freeze in services would be a disservice to customers.
- Databases can be reprogrammed fairly easily to release once per day at a chosen time, but there are other administrative processes and practices on the backend that make



it more difficult to accommodate daily releases. There are several steps involved to release each license, which could become very time consuming if they needed to be completed on a daily basis.

- In summary, CPW staff feels that releasing at a set time every day would be administratively difficult and would not necessarily provide a greater customer service benefit due to not being able to have a preview list and not being able to ensure with 100% certainty that licenses would go on sale exactly at 9:00 AM without other system changes/drawbacks.
- Allowing an hour window would be more realistic if a set-time release is the preference of the Commission (from 9:00-10:00 AM for example). Licenses would still be set to release at the scheduled set time, but the window would allow some system flexibility to account for volume delays or other technology challenges and establish a more accurate/realistic customer service expectation. A one-hour window on a set day each week would be another potential alternative that would still allow for a weekly preview list and system flexibility.

Preview Lists:

- CPW recognizes the customer benefit of generating a preview list so that customers know when returned licenses may become available for purchase. If a random weekly release or even a once-a-week release option is selected/approved, we would like to offer this service to our customers on a once-a-week basis.
- If a set time every day (i.e. daily) release is selected, a preview list will not be easily achievable. To generate a preview list, each individual license has to be verified in two separate systems to look for errors and ensure appropriate quota is available. The two systems must also be synced up to make sure they match. Lastly, the reissue database must be used to trigger the release of that particular license. This process takes roughly 10 minutes per license, and more time if errors are encountered. Therefore the more licenses that need to be reissued, the longer this preview list process takes.