

Colorado Revenue Department Officials Tell CACI that Taxpayer Outreach and IT System Modernization are Top Priorities

November 10--Improving outreach to taxpayers and modernizing its computer system are top objectives for the Colorado Department of Revenue (DOR), according to three top DOR officials who addressed the CACI Tax Council last Friday.

The three officials were Barbara Brohl, the newly appointed Executive Director; Heather Copp, Deputy Executive Director; and Mark Couch, Legislative Liaison.

Brohl and Copp discussed the DOR's efforts to improve outreach to taxpayers through media and other communications strategies. Some of those strategies include DOR webinars, a taxation blog and providing information that can be used by such organizations as CACI in its communications to CACI members.

Brohl also discussed updates to the DOR's Colorado Integrated Tax Architecture (CITA) system, which provides for an integrated tax system. The DOR is trying to improve the information included in tax notices and reduce the number of notices issued to taxpayers. Brohl also discussed the significant steps being made with the Revenue Online system, which allows more services to be provided through online forms such as:

- Tuition program contributions;
- Qualified reservation income;
- Abroad on due date;
- Military personnel; and
- Enterprise zone credits and other tax credits

The three DOR officials described other changes, including:

- Allowing taxpayers to attach information to a return electronically so that the DOR doesn't have to manually match the return with mailed information; and
- Providing online account management for taxpayers to check refund status and the filing of protests as well as providing the ability to combine sales tax remittances into one transaction.

Brohl also said that, although the DOR will advocate very little legislation during the 2012 legislative session, the Department will be primarily working on two issues: funding for the its Division of Motor Vehicles and a severance-tax budget proposal.

Brohl also updated the Council on the status of sales-and use-tax refunds. She said that there were six cases on hold that were pending the implementation of HB-1265 (Regarding Sales & Use Tax Refunds) and all those cases have received refunds except one thus far.

Finally, Brohl and Coop discussed Governor John Hickenlooper's statewide economic development plan, the *Colorado Blueprint* and how the DOR is involved in the implementation of the strategy.

Colorado Blueprint working group that have been established, based on the Blueprint's business plan. In creating the Blueprint, eight regional meetings with citizens were held across the state to advance economic development ideas.

In six of those meetings, the problem of tax collection and remittance among multiple jurisdictions was raised by participants. To address those concerns, the DOR is heading up a Blueprint Working Group to identify solutions to streamline tax collection and remittance in Colorado. CACI, the Colorado Municipal League, Colorado Counties, Inc., the Colorado Retail Council and other interest groups serve on the Working Group, which will meet several times this year and next to develop those solutions.

Council members in attendance included representatives from the following:

- CenturyLink
- Verizon
- PricewaterhouseCoopers, LLP
- KPMG
- Anadarko Petroleum Corporation
- Climax Molybdenum
- Fairfield & Woods, P.C.
- AT&T
- XTO Energy
- Keith Crichton, CPA
- Knight, Field, Fabry, LLP
- Liberty Media
- Xcel Energy
- The Poe Law Office
- Eide Bailly
- Hein & Associates
- Vail Resorts
- Grant Thornton, LLP
- Metro State University
- Colorado Auto Dealers Association
- Brownstein, Hyatt, Farber & Schreck
- Clifton Gunderson