



**COLORADO**  
**Department of Revenue**  
Specialized Business Group—  
Liquor & Tobacco

Physical Address:  
1707 Cole Boulevard, Suite 300  
Lakewood, CO 80401

Mailing Address:  
P.O. Box 17087  
Denver, Colorado 80217-087  
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Date: June 16, 2022

Colorado Municipal League  
1144 Sherman Street  
Denver, CO 80203

**REFERENCE: Licensing Concerns and Solutions**

Dear Local Licensing Clerks and Local Licensing Authority Partners,

Our office has recently gone through some significant personnel changes. We would like to introduce you to the Licensing Office Manager II, Zohra Ray. Zoe started approximately six months ago. The division has hired two new Office Manager I's and 5.7 new licensing technicians. We are diligently working towards hiring more staff; however, like many other businesses and industries in today's job market, we are experiencing staffing shortages Department-wide. Our staff is doing an outstanding job learning the liquor and tobacco regulatory licensing arena, answering 400 plus emails a week, responding to telephone calls, and issuing licenses and permits. We ask for your courtesy and patience as we work to meet the needs of our 19,000 licensees, 350 municipal and county clerks in our state, attorneys, consultants, and the general public. "The ability for a group of people to do remarkable things hinges on how well those people can pull together as a team." Simon Sinek.

Recently the Division has received inquiries from the Colorado Municipal League and local licensing authorities regarding renewal processing timelines, concurrent application reviews, festival permits, and temporary modifications of licensed premises. Currently, the Division is renewing June licensing renewals. The Division has approximately 480 renewals that cannot be issued until we receive local licensing authority approval, the \$50.00 renewal fee, or both. Notification letters have been sent to these licensees and local licensing authorities.

Our office would ask our local and county clerk partners to please send us your concurrent review liquor applications within 7 days of receipt, so we can perform a joint review of the application, request any missing information, and timely issuance of the liquor license.

Our office has received some transfer applications once the second temporary permit is close to expiration, which means it has been at the local licensing authority office for 180+ days. In these instances, our office has quickly reviewed the application so a liquor license could be issued and business



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interruptions would not occur. We would request that these applications be sent to our office within the first 90 days of the temporary permit so that we can review prior to time running out on temporary license permits. We will not issue the license until we receive local approval, all required documentation and fees are paid, and a thorough review has been completed.

We have seen an influx of Festival permits as we enter the spring and summer seasons. We have received several inquiries from issuing a festival permit(s) without our office receiving the application at least 10 days prior to the event, per 44-3-404 (1)(a)(c), C.R.S. The local licensing authority has received the application in some instances, but the state licensing authority has not. We cannot issue the permit without timely filing from the applicant or local licensing authority communication and sharing of the application.

Our office has been receiving mail to our Post Office Box without the “Attn: Liquor Enforcement Division”, which causes delayed delivery to our division or no delivery at all. Our post office box goes to a centralized mailroom shared by all divisions within the Department of Revenue. We kindly request direct attention to our Division to alleviate delays.

Our office has set up centralized email boxes for specific business matters so that our customers and constituents can get timely responses, even when our staff members are out of the office or leave employment with us. We would request utilizing the centralized email box rather than emailing individual employees. We would also ask you to please send only one email to one email box listed below, rather than multiple emails to all the email boxes, as this causes confusion and extra work for our staff.

Here is the list of centralized email boxes and their purpose-

[dor\\_liqlicensing@state.co.us](mailto:dor_liqlicensing@state.co.us) - This is dedicated to addressing licensing documents and simplified licensing questions, such as: what form do I use to submit a renewal or a special event permit? What is the fee for a hotel and restaurant application? What is the status of my application? Etc.

[dor\\_led@state.co.us](mailto:dor_led@state.co.us) -This is dedicated to complex questions such as interpretations of law, rules, or new business concepts and reporting violations of the liquor or tobacco code or regulations.

[dor\\_led\\_renewals@state.co.us](mailto:dor_led_renewals@state.co.us) - This is dedicated to receiving liquor renewal paperwork, information such as local approvals, or questions surrounding renewals.

[dor\\_ledtobacco@state.co.us](mailto:dor_ledtobacco@state.co.us) - This is dedicated to tobacco applications, renewals, and questions.



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Our new file-sharing system, MOVEit, was implemented in June 2022 and has received rave reviews. If you are not signed up for this document-sharing system, please contact [dor\\_liqlicensing@state.co.us](mailto:dor_liqlicensing@state.co.us), and we will get you signed up!

Additionally, we have struggled to receive all requested information from applicants and local licensing partners for timely processing from our Notification Letters. Please ensure that required documents are submitted timely to hinder the delay in processing.

Thank you for your inquiries. We hope this clears up any confusion, answers any questions, and maintains our continued collaboration and partnership as we work together to serve Colorado's liquor and tobacco retailers. Amy Poehler stated, "Find a group of people who challenge and inspire you, spend a lot of time with them, and it will change your life."

We look forward to meeting you in the near future when our team holds various licensing training throughout the state. Our next Licensing Training will be held in Pueblo on August 5th, at 9:00 a.m., 200 S. Main St, Pueblo, CO 81003; PD Community Room. We look forward to seeing many of you there.

Thank you,

*Michelle Stone-Principato*  
*Director*  
*Colorado Liquor Enforcement Division*