

Notes from 6/11/26 Meeting with Eric Myers, Director of Operations, CDOR

The following items were addressed:

Eric Myers's observations:

- The number of DR0104 forms filed for 2025 was flat vs. 2024, despite a historical increase being anticipated.
- The number of income tax refunds issued increased, but the amount of the refunds decreased substantially.
- The number of incoming phone calls increased sharply to more than 250,000 in 2025.
- Working very hard every day to be responsive to Colorado taxpayers' needs.

CDOR Department projects reviewed:

- [Tax.Colorado.Gov](https://tax.colorado.gov) is being redesigned. Watch for a rollout this fall
- Coordination between the multiple channels through which taxpayers communicate is a focus this summer.
- Use of artificial intelligence to be more responsive to taxpayer concerns and to answer phones.

CDOR Enhancements expected this fall 2026:

- Where's my refund online lookup too.
- Pay by phone

Practitioner concerns raised:

- Revenue Online enhancements, among other things, allow a POA to access a Colorado taxpayer's online account more efficiently.
 - Recognized by Eric, and a follow-up by CDOR is expected.
- Account Transcript Issuance - Timeframe for when the department will produce Colorado taxpayer transcripts, similar to the IRS, if ever.
 - Recognized by Eric, and with no immediate follow-up by CDOR expected.
 - This is a budgetary issue that appears to require legislative influence and budgetary appropriation

- 2025Q4 estimated payments that were rendered and not properly posted, prompting inappropriately issued taxpayer notices and other assessments.
 - **Recognized by Eric and confirmed that a fix is in process.**

3rd Quarter meeting date set - Oct 29th 2026 at 1:30 pm via video link. If you would like to participate, please contact John Dundon, president@cosea.org directly.

Also, if you have concerns or challenges to help the good people working inside the CDOR to learn and grow, please share them with John Dundon as he is compiling a list for the next meeting.