



JUNE 2021 STATUS REPORT

- Education: Licensee Support and Education Hours
- Enforcement: Complaints
- Administrative Violation Notices
- Alternative Dispute Resolution
- Compliance Checks & Premises Checks
- Administrative Time/Field Time
- Leadership Work

Compiled by Marc Siegfried





LICENSE SUPPORT AND EDUCATION

Liquor Unit

- 1603 educational contacts
- 219 hours given
- 1596 people received the education

Cannabis Unit

- 618 educational contacts
- 195 hours given
- 1516 people received the education

Tobacco/Vapor Unit

- 139 educational contacts
- 24 hours given
- 139 people received the education

Total for June

- 2260 educational contacts
- 438 hours given
- 3251 people received the education

Data is for the month of June



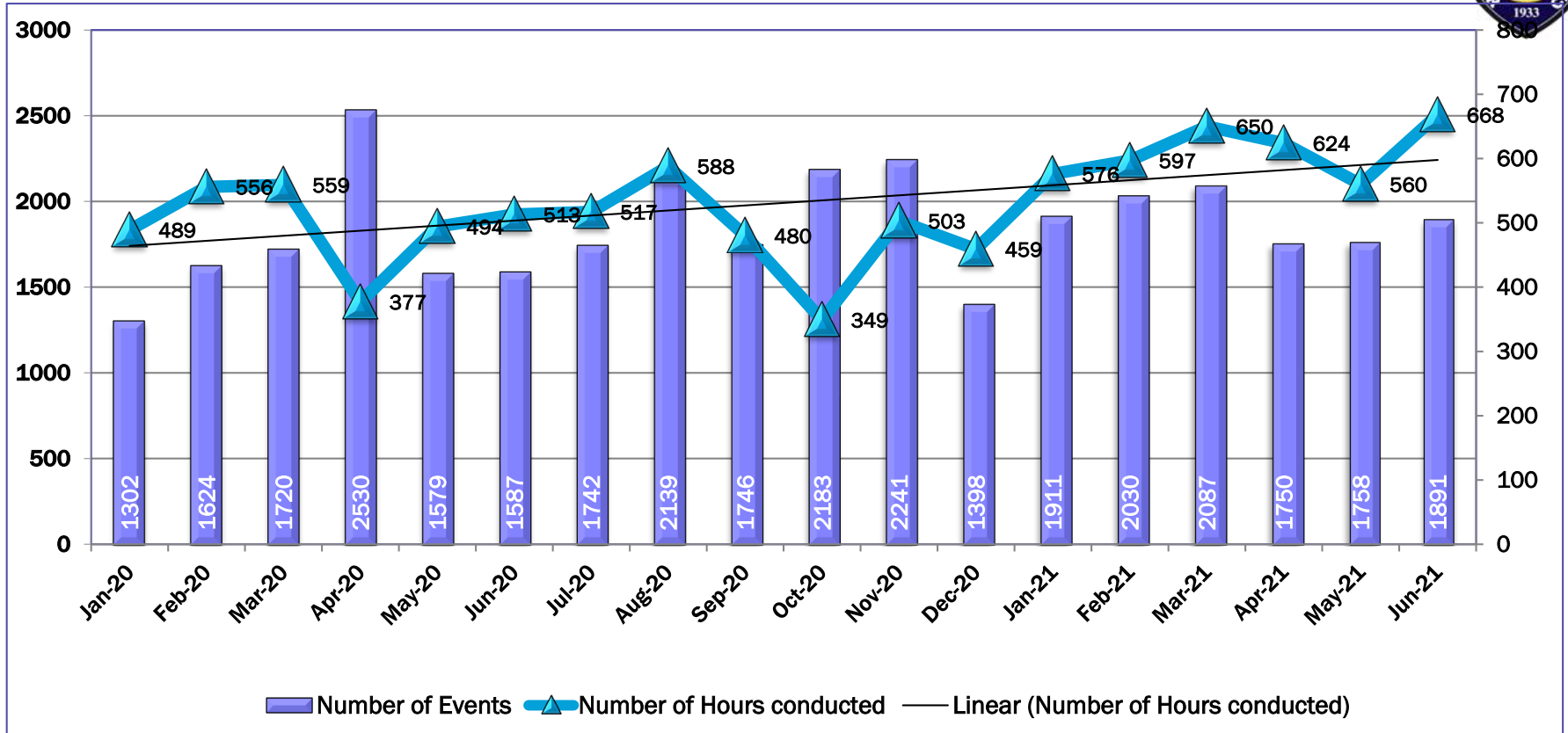
EDUCATION

June - Top Ten Educational Topics

Subject	Number of educational events
Regulatory	615
Youth access to Liquor	388
Covid-19	332
Youth Access to Cannabis	226
Public Safety - Over service	127
Public Safety	126
Licensing/Permits	92
Education Vapor Un-licensed premises	61
Advertising	55
New licensee support	45

59% of education given was related to public safety topics

LICENSEE SUPPORT AND EDUCATION



ENFORCEMENT: COMPLAINTS



June 2021

Summary

- There were 147 complaints logged with enforcement in the month of June
- There were 14 complaints against the cannabis industry, 36 for tobacco, and 93 for liquor.
- 34% of complaints were COVID-19 related

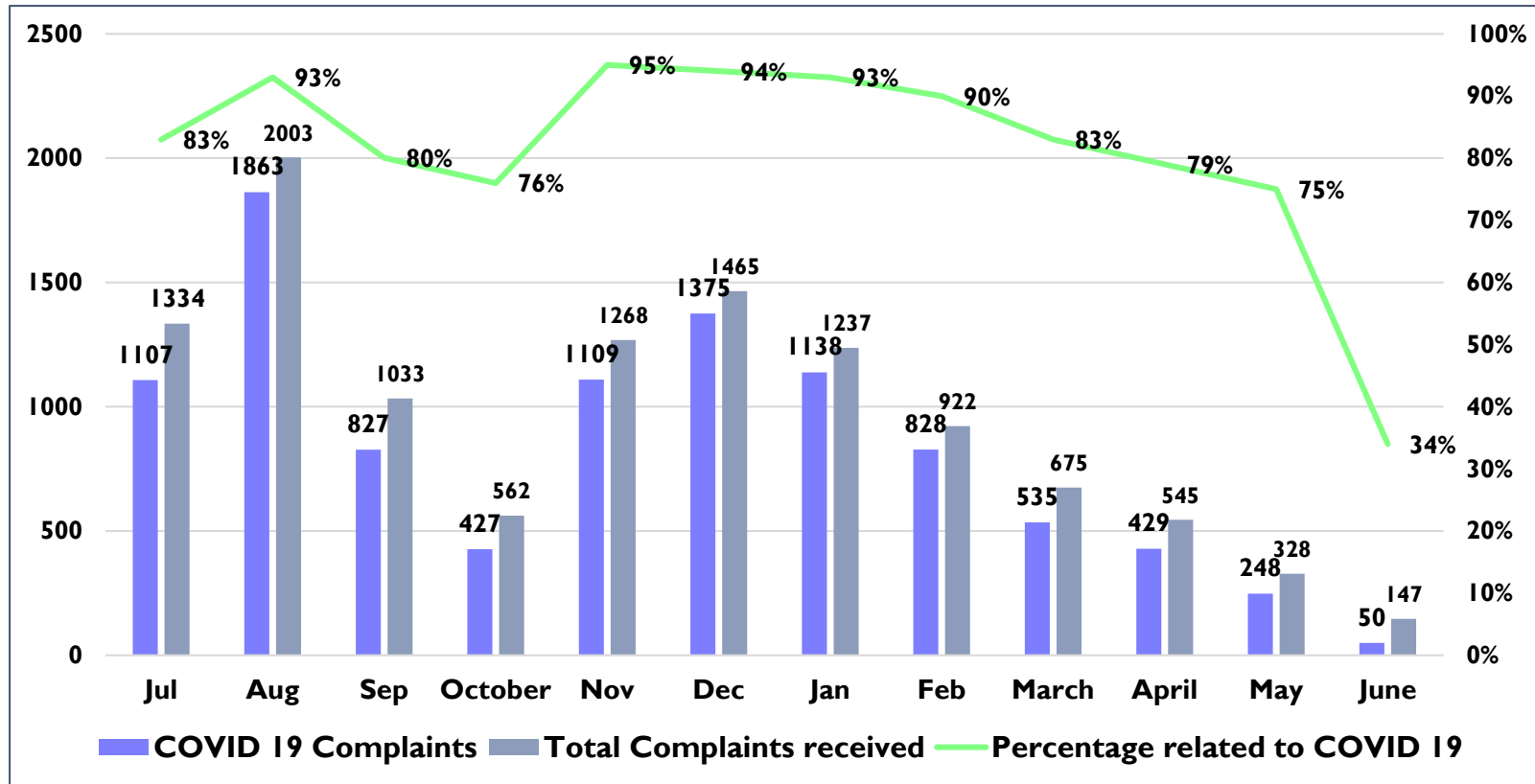
- First month there have been less than 100 COVID19 complaints
- Met goal of 95% of complaints closed out within 60 days

Days	Closed
1-10	60 %
11-30	30%
31-60	6%
60+	4%

Division goal is to close out 95% of complaints within 60 days



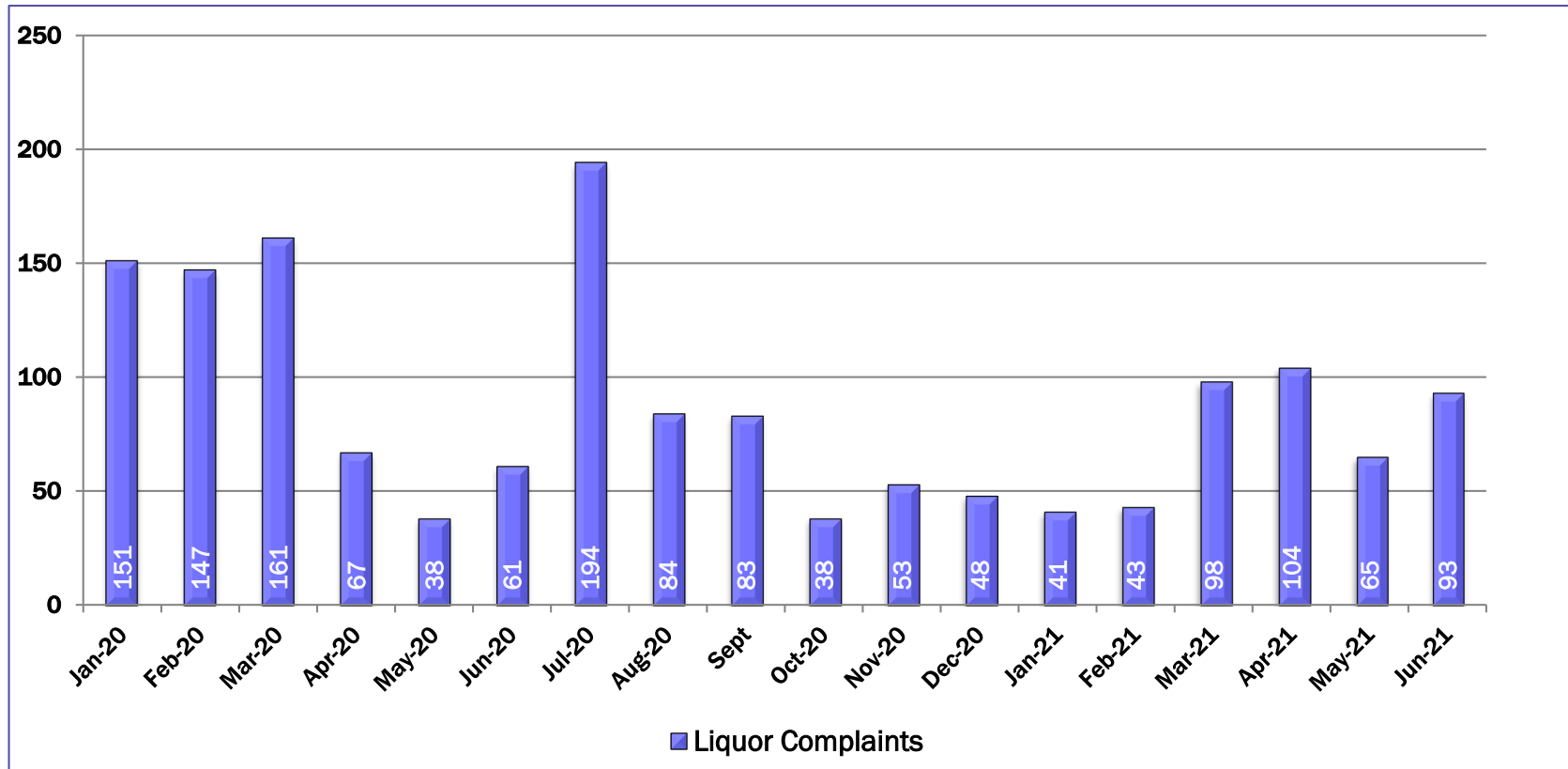
COVID-19 COMPLAINTS



COVID-19 safety/health complaints have been on a steady decline since a high in December 2020.

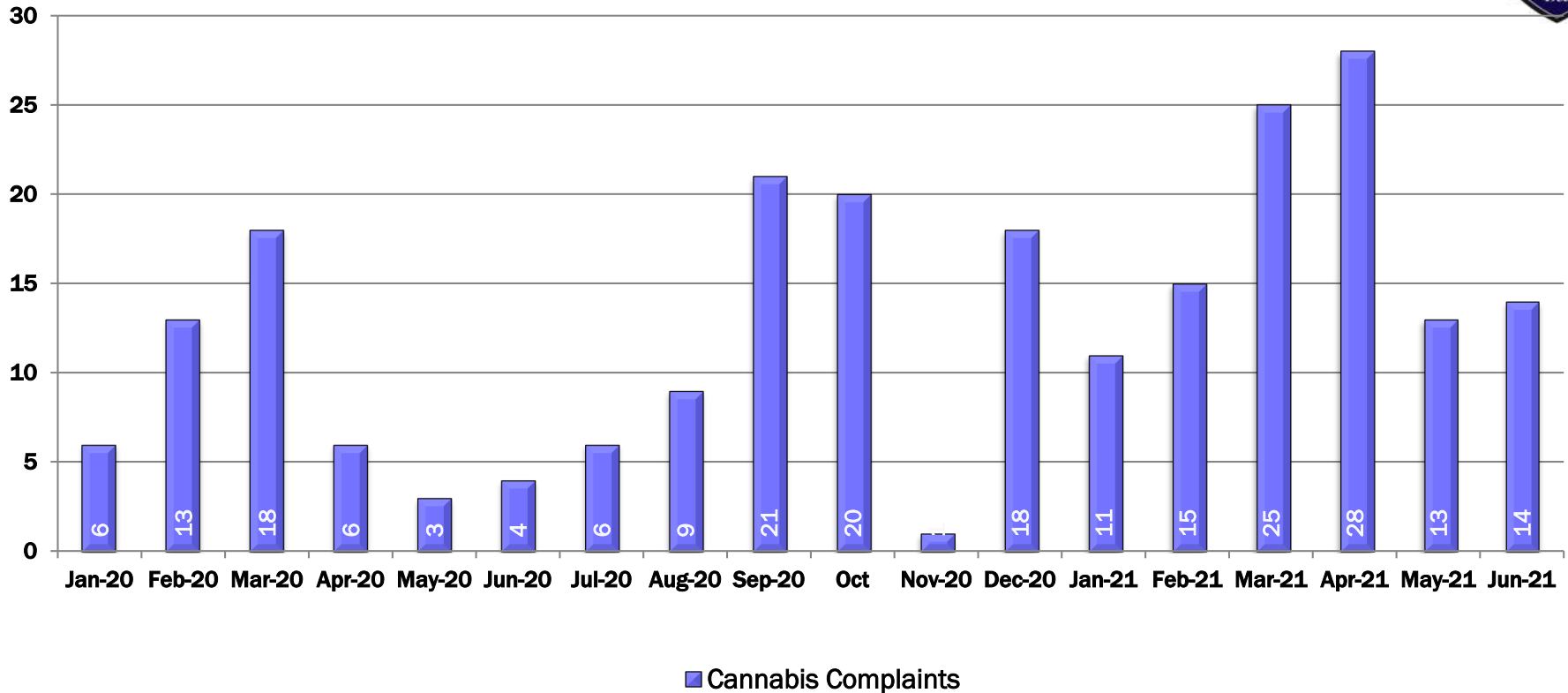


LIQUOR COMPLAINTS



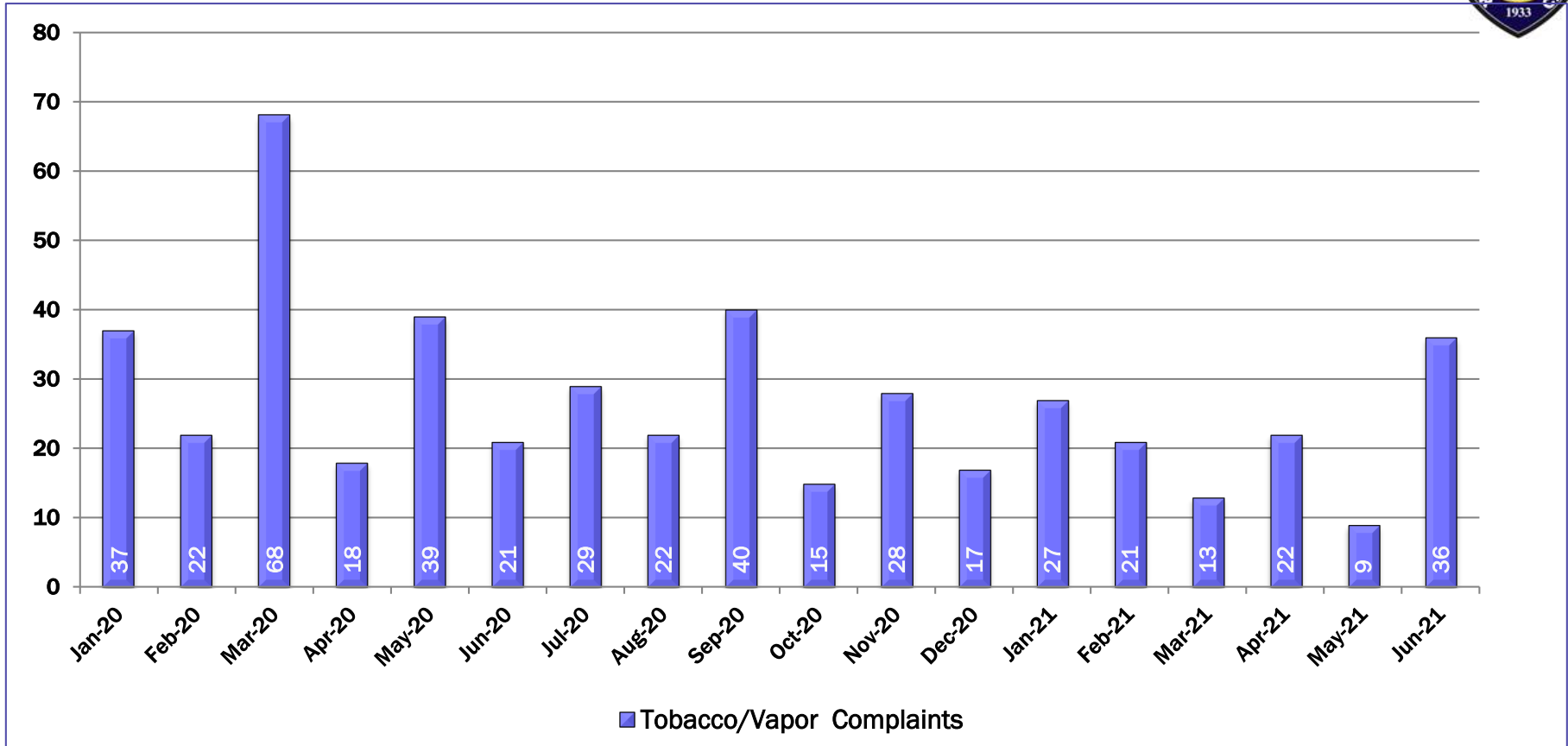
COVID-19 safety/health complaints are not included in the data. Complaints are higher than the June 2020 numbers due to locations opening up after the COVID-19 restrictions were lifted.

CANNABIS COMPLAINTS



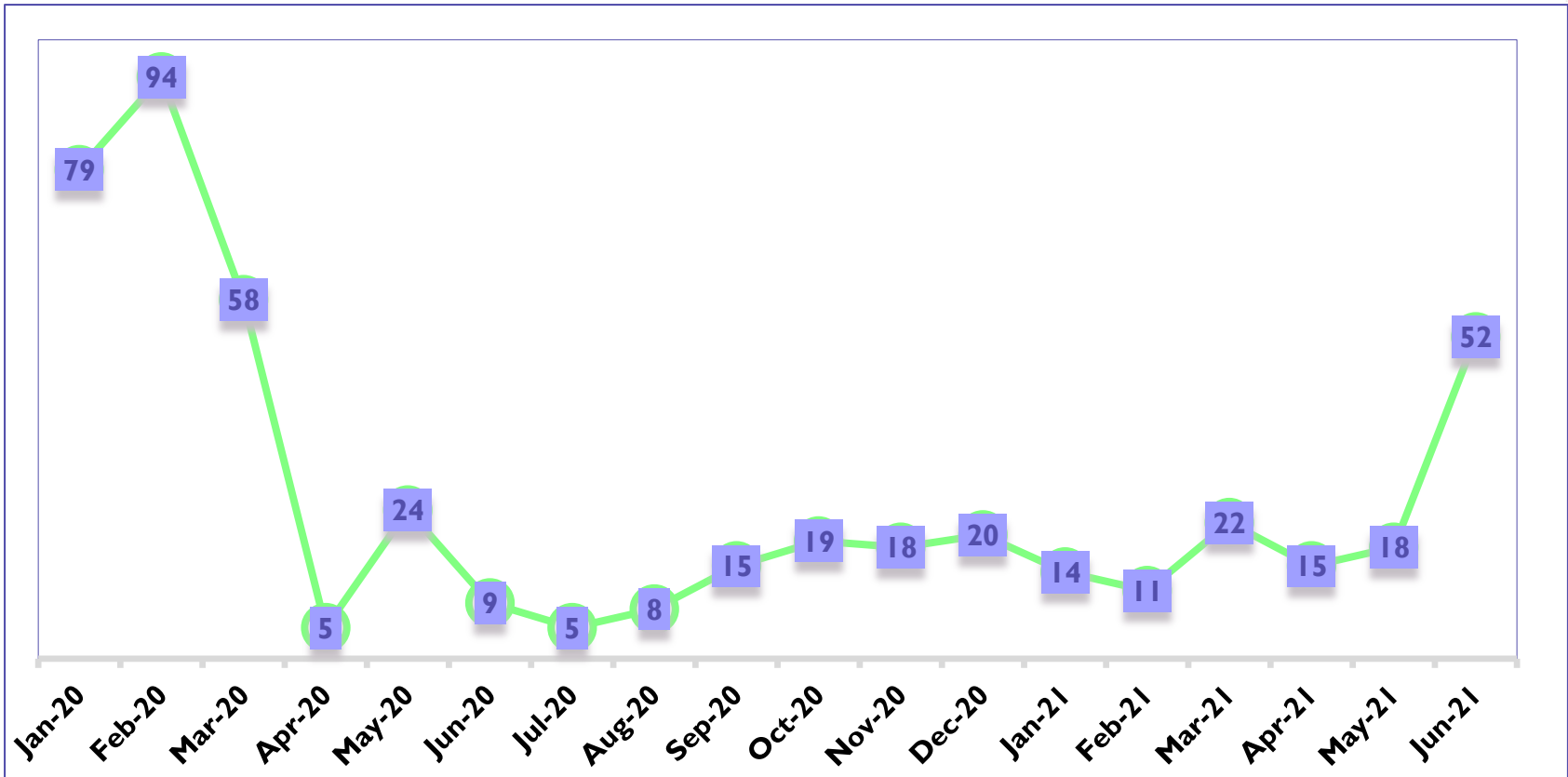
COVID-19 safety/health complaints are not included in the data

TOBACCO COMPLAINTS



COVID-19 safety/health complaints are not included in the data

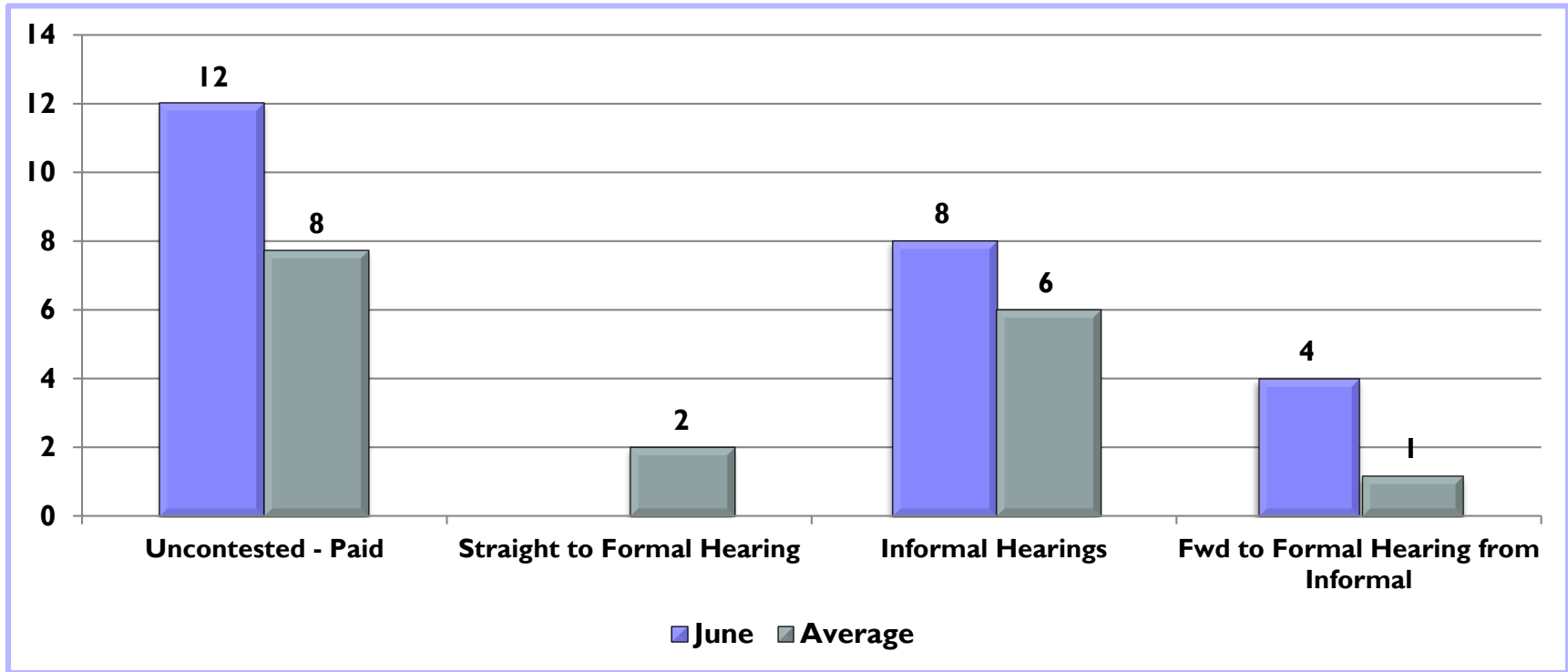
AVNS ISSUED



15% of businesses had a repeat violation in the last 12 months. This is due in part to businesses getting multiple COVID-19 violations. Division goal is 5%

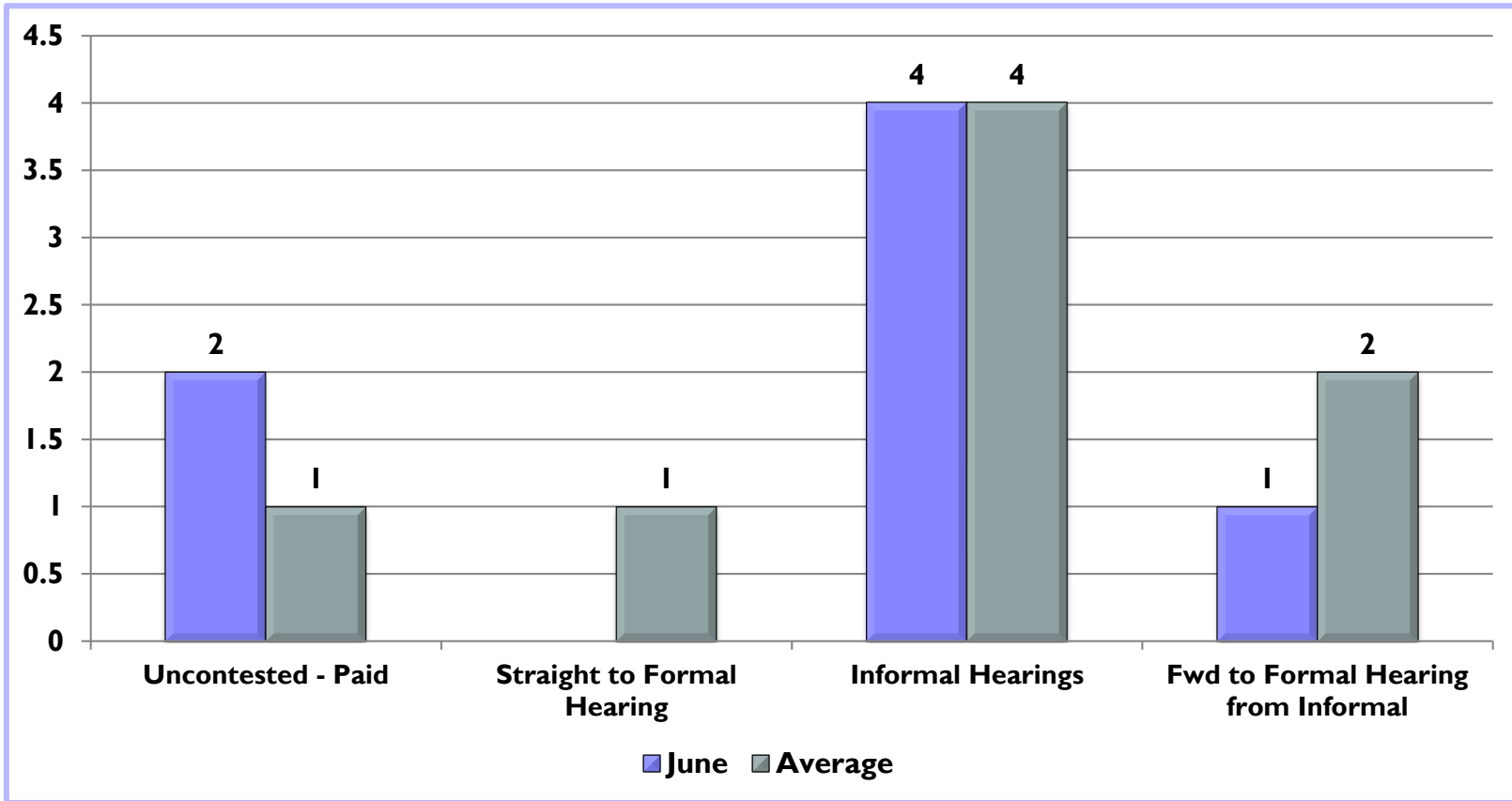
June	AVNs
Liquor	32
Tobacco/Vapor	18
Cannabis	2

ALTERNATIVE DISPUTE RESOLUTION (ADR) LIQUOR



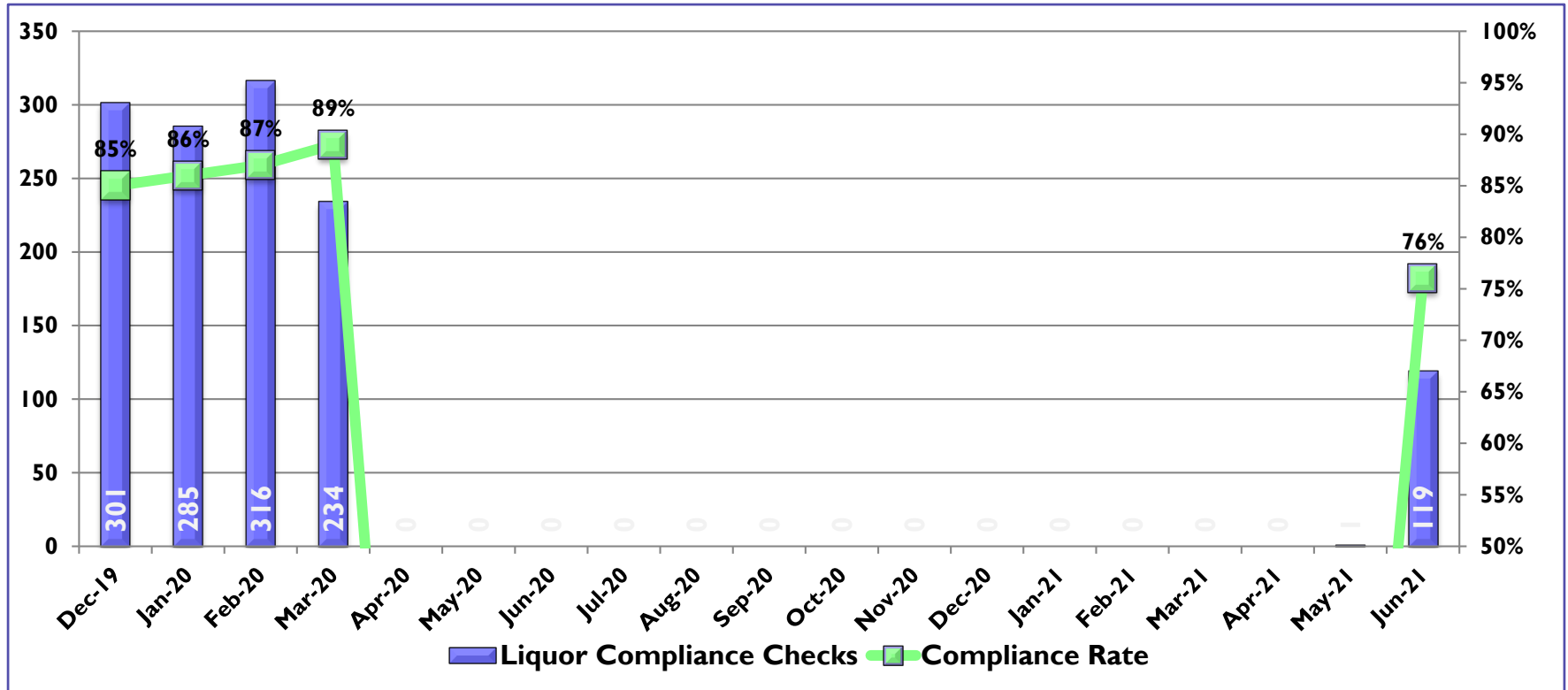
Hearings scheduled 2 weeks out

ALTERNATIVE DISPUTE RESOLUTION (ADR) CANNABIS





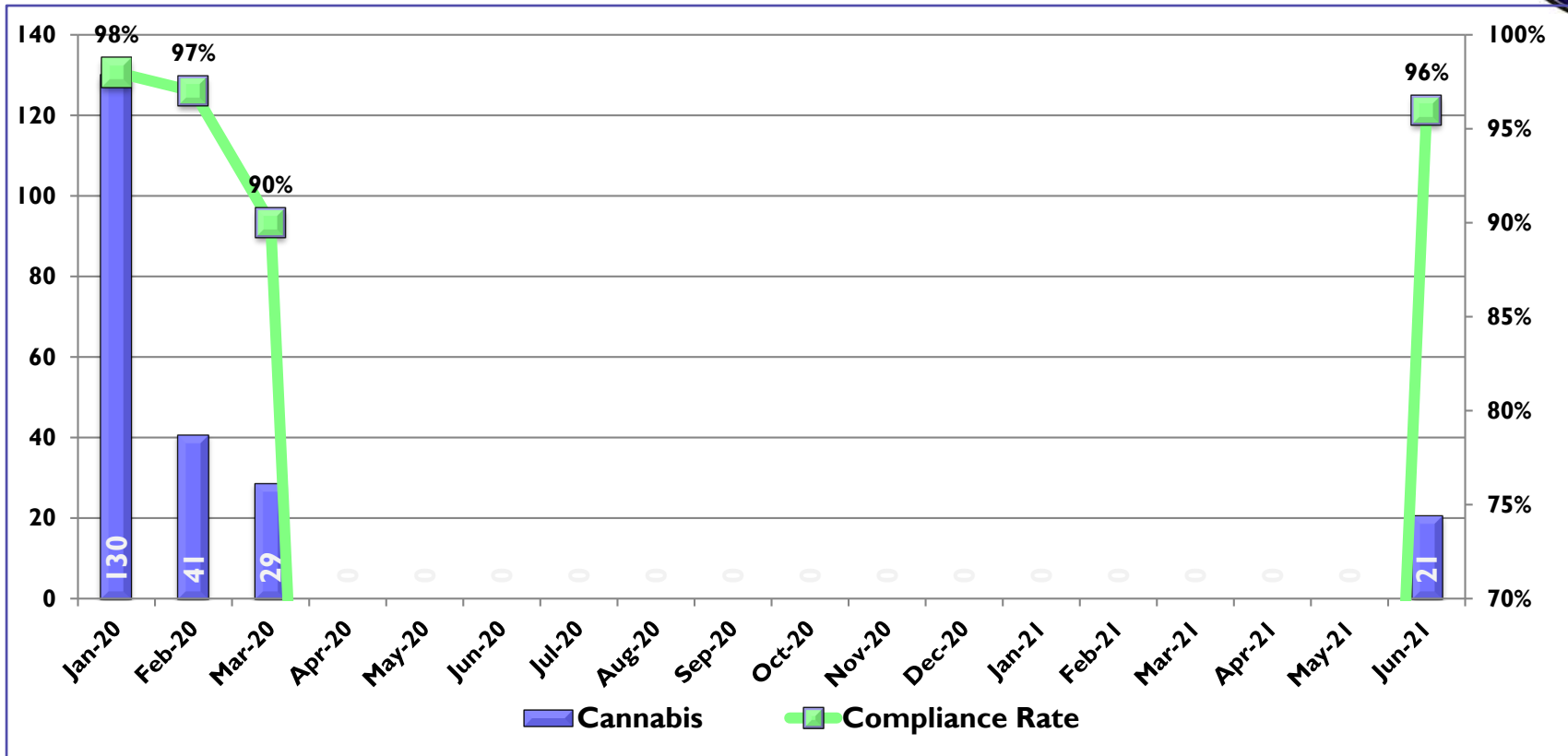
LIQUOR COMPLIANCE CHECKS



Compliance Checks restarted in June 2021 due to reduction in COVID-19 restrictions



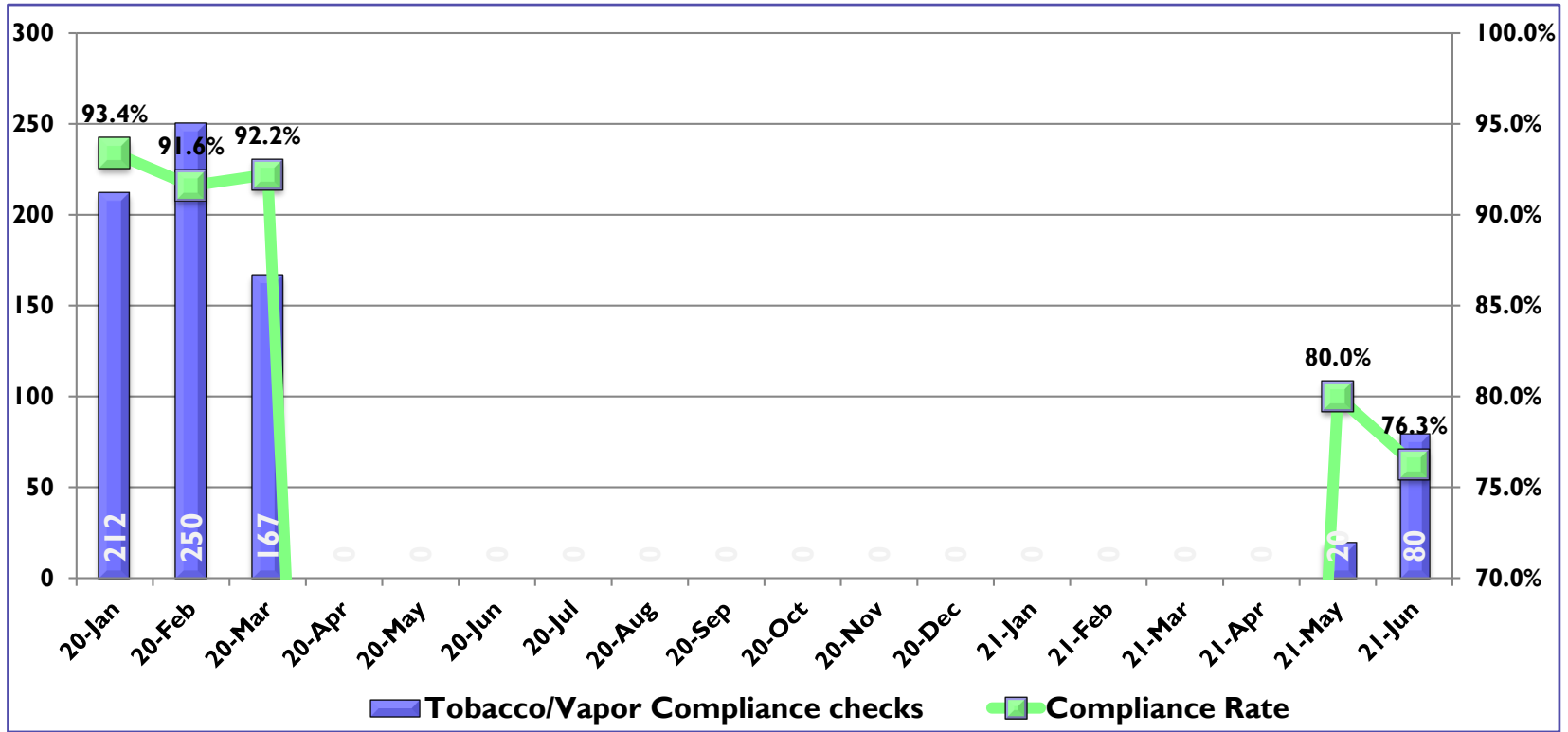
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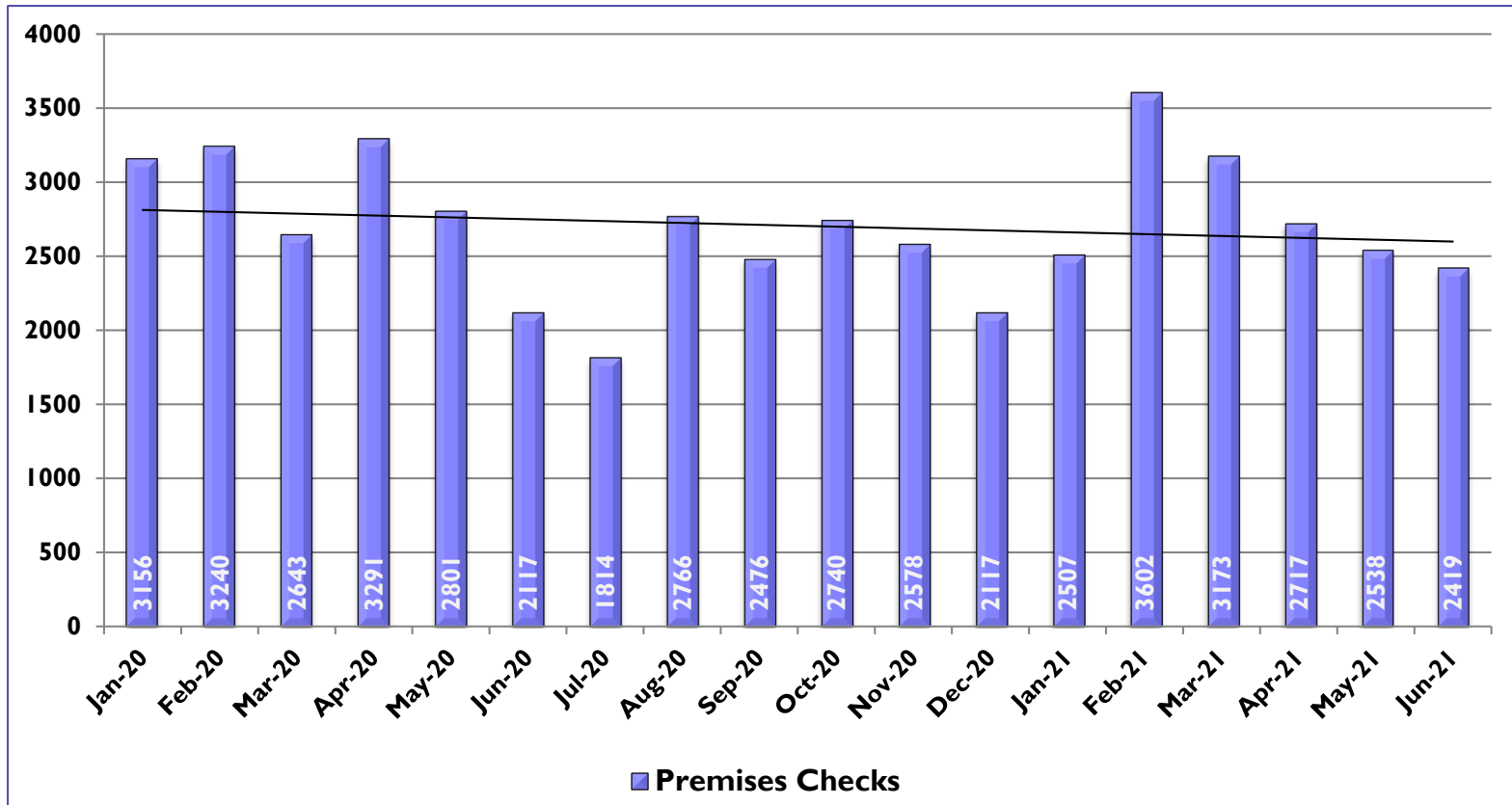
TOBACCO AND VAPOR COMPLIANCE CHECKS



Compliance Checks restarted in June 2021 due to reduction in COVID-19 restrictions



LIQUOR PREMISES CHECKS

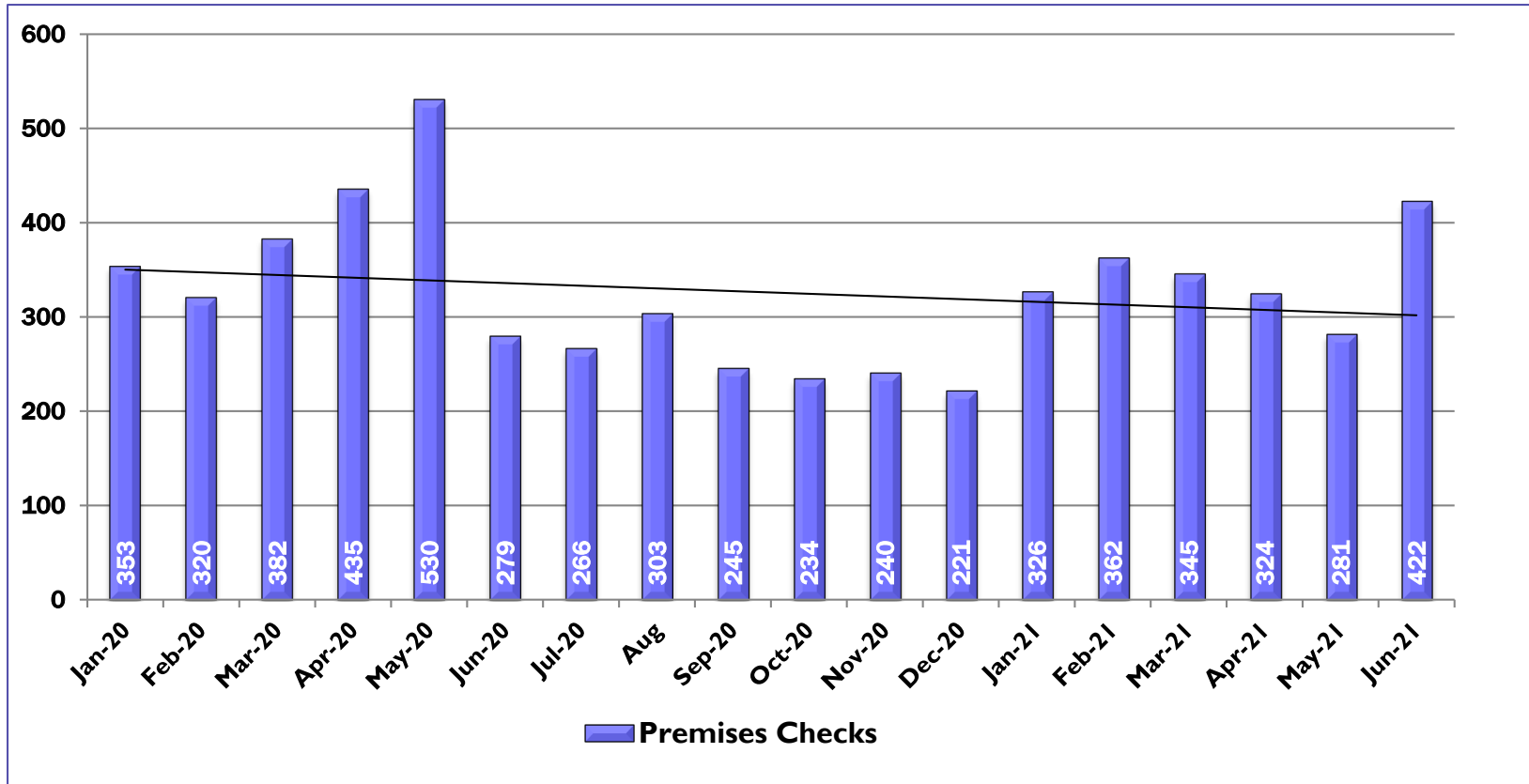


Division goal is 100% of licensees visited within 2 years

	1 Year	2 Years
Liquor	66%	86%



CANNABIS PREMISES CHECKS

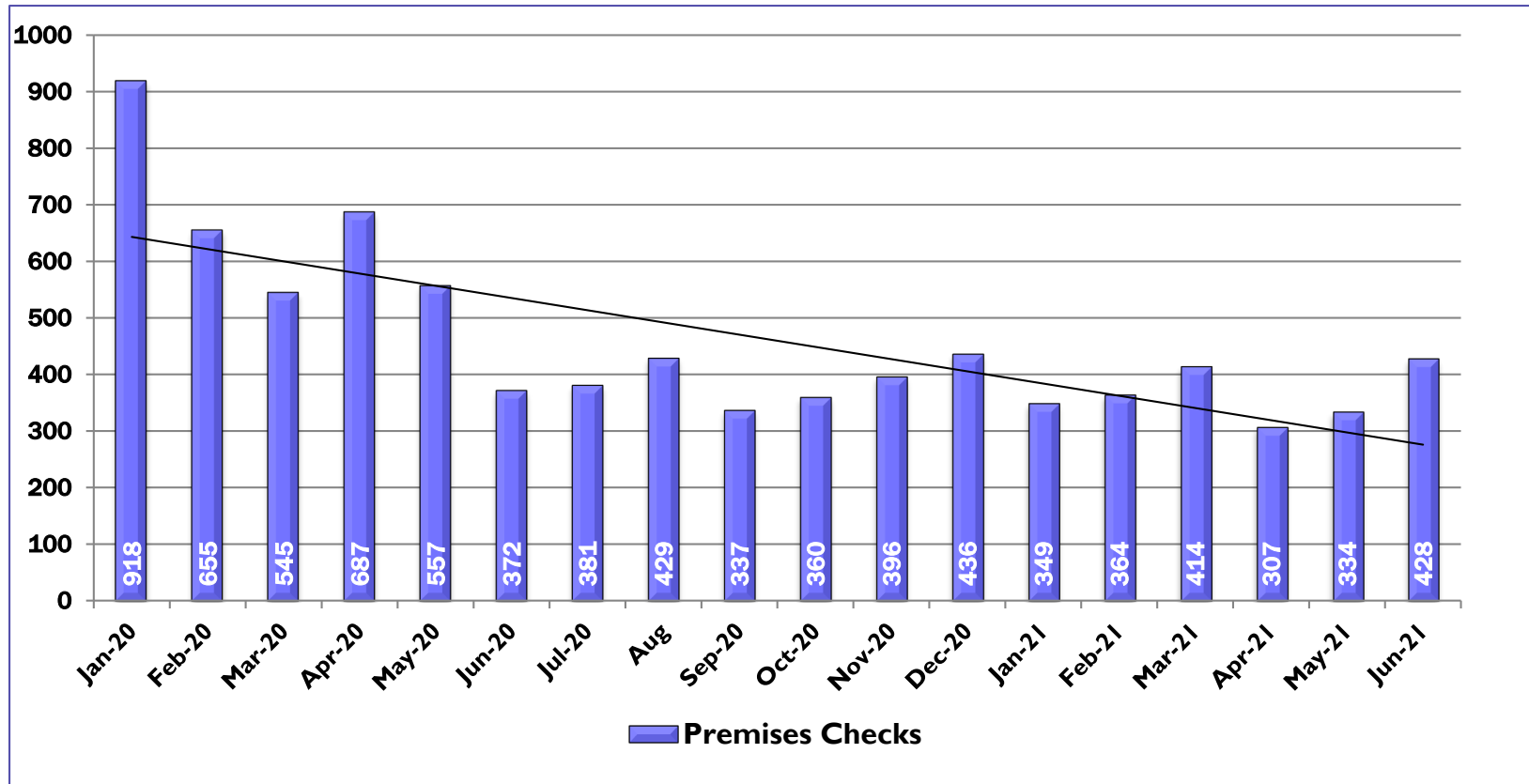


Division goal is 100% of licensees visited within 2 years

	1 Year	2 Years
Cannabis	73%	99%

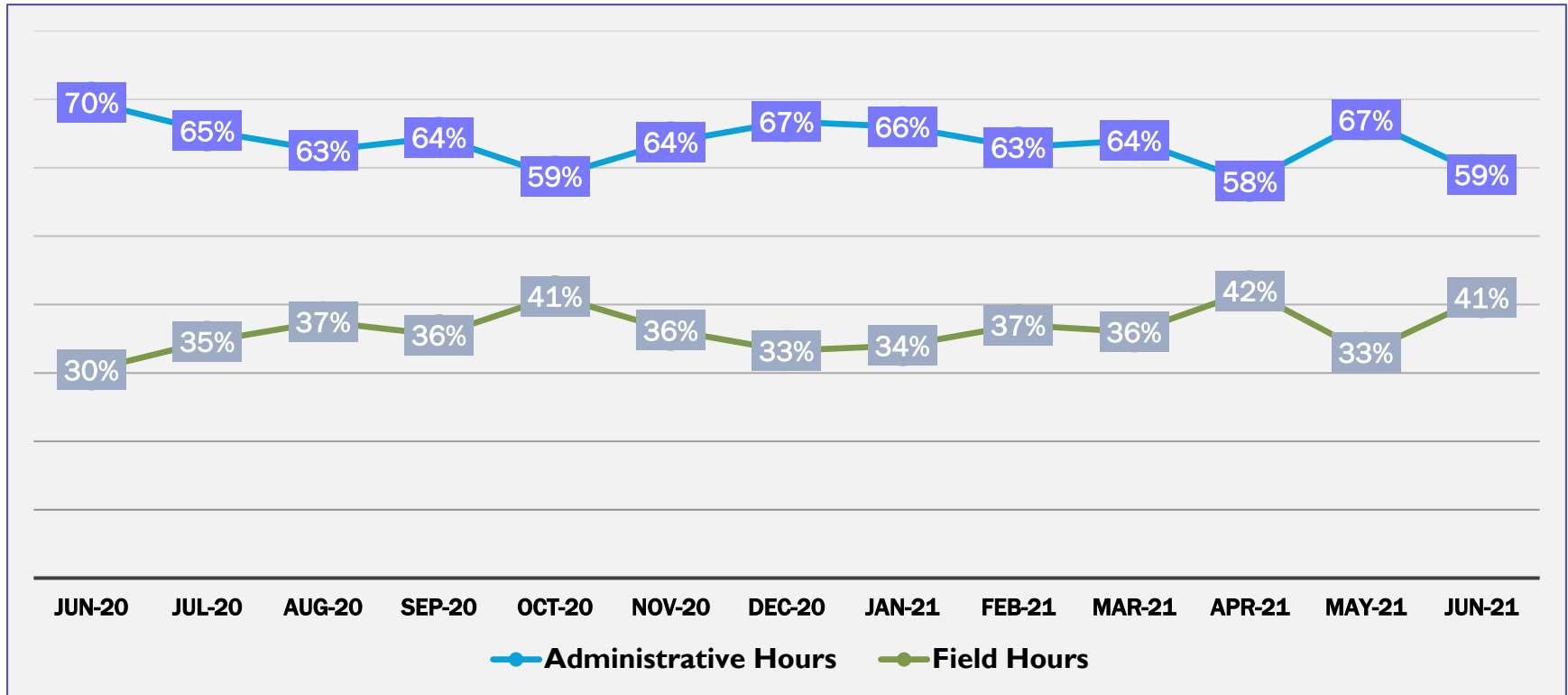


TOBACCO/VAPOR PREMISES CHECKS





ADMIN/FIELD HOURS





2022 – 2027 STRATEGIC PLAN

- ❖ Board and Stakeholder Relations
- ❖ Leadership and Management Services
- ❖ Operations Services
- ❖ Administrative Services
- ❖ Partner Services
- ❖ Education and Industry Relationships

STRATEGIC PLAN
WASHINGTON STATE LIQUOR
AND CANNABIS BOARD
ENFORCEMENT AND
EDUCATION DIVISION

 Washington State
Liquor and Cannabis Board

Inclusive Dates: 2021 - 2027

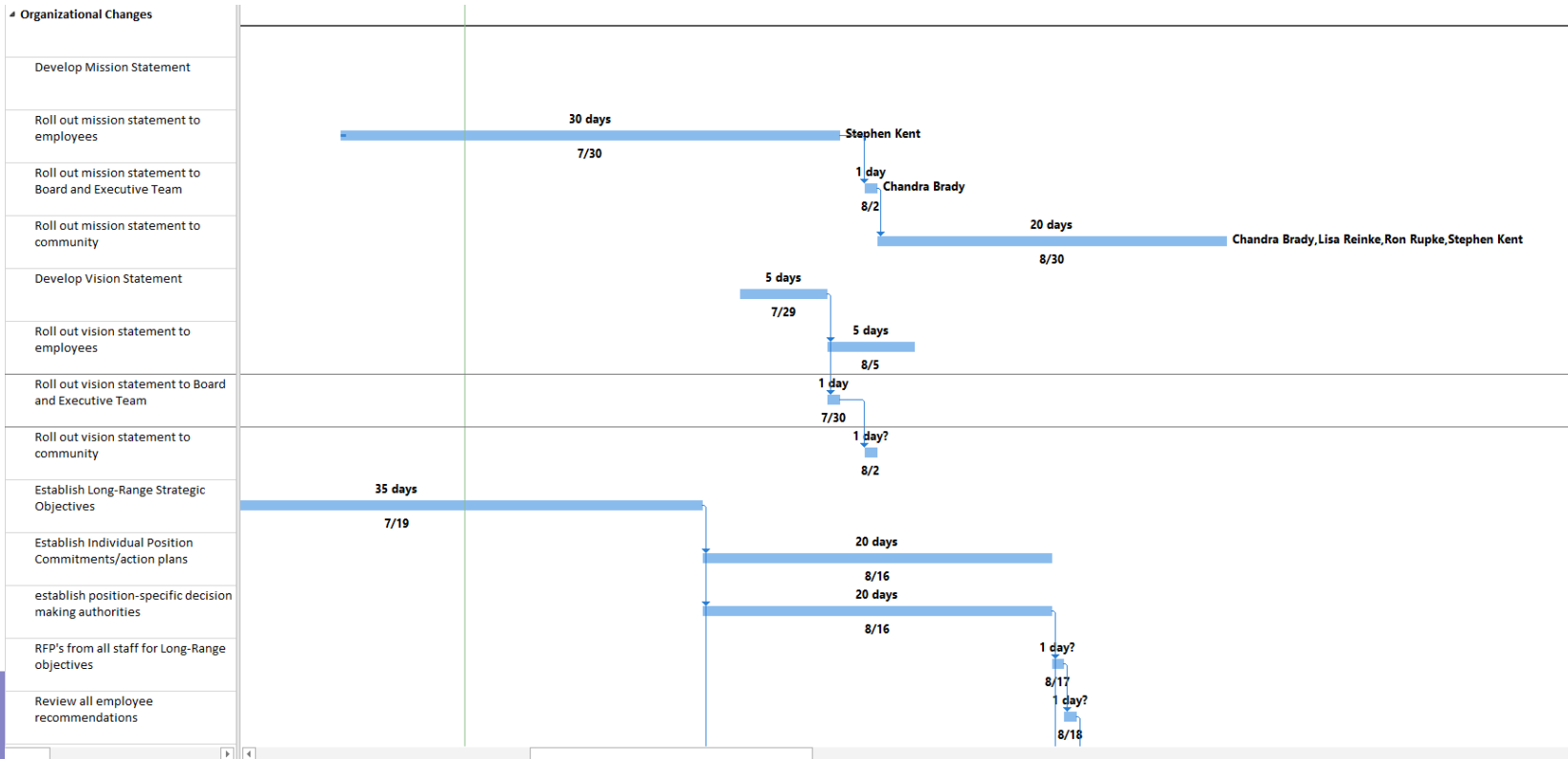
ABSTRACT
The Strategic Plan of the Washington State Liquor and Cannabis Board Enforcement and Education Division is intended to serve as a guide for our role in regulating and supporting a safe and vibrant marketplace in the State of Washington. This plan outlines the objectives, priorities, and strategies for 2022 – 202027: One Future.

Chandra Brady, Director

July 1, 2021



Planning In Progress





NEXT STEPS

- ❖ **Finalize and Share Mission Statement**
- ❖ **Finalize Timeline**
- ❖ **Finalize Long-range Strategic Objectives**
- ❖ **Work with staff on action plans**