



JULY 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
- Accomplishments

Compiled by Marc Siegfried





LICENSEE SUPPORT & EDUCATION

Liquor Unit

- 1509 educational contacts
- 207 hours given
- 2180 people received education

Cannabis Unit

- 637 educational contacts
- 124 hours given
- 696 people received education

Tobacco/Vapor Unit

- 67 educational contacts
- 15 hours given
- 75 people received education

Total for July

- 2213 educational contacts
- 346 hours given
- 2951 people received education



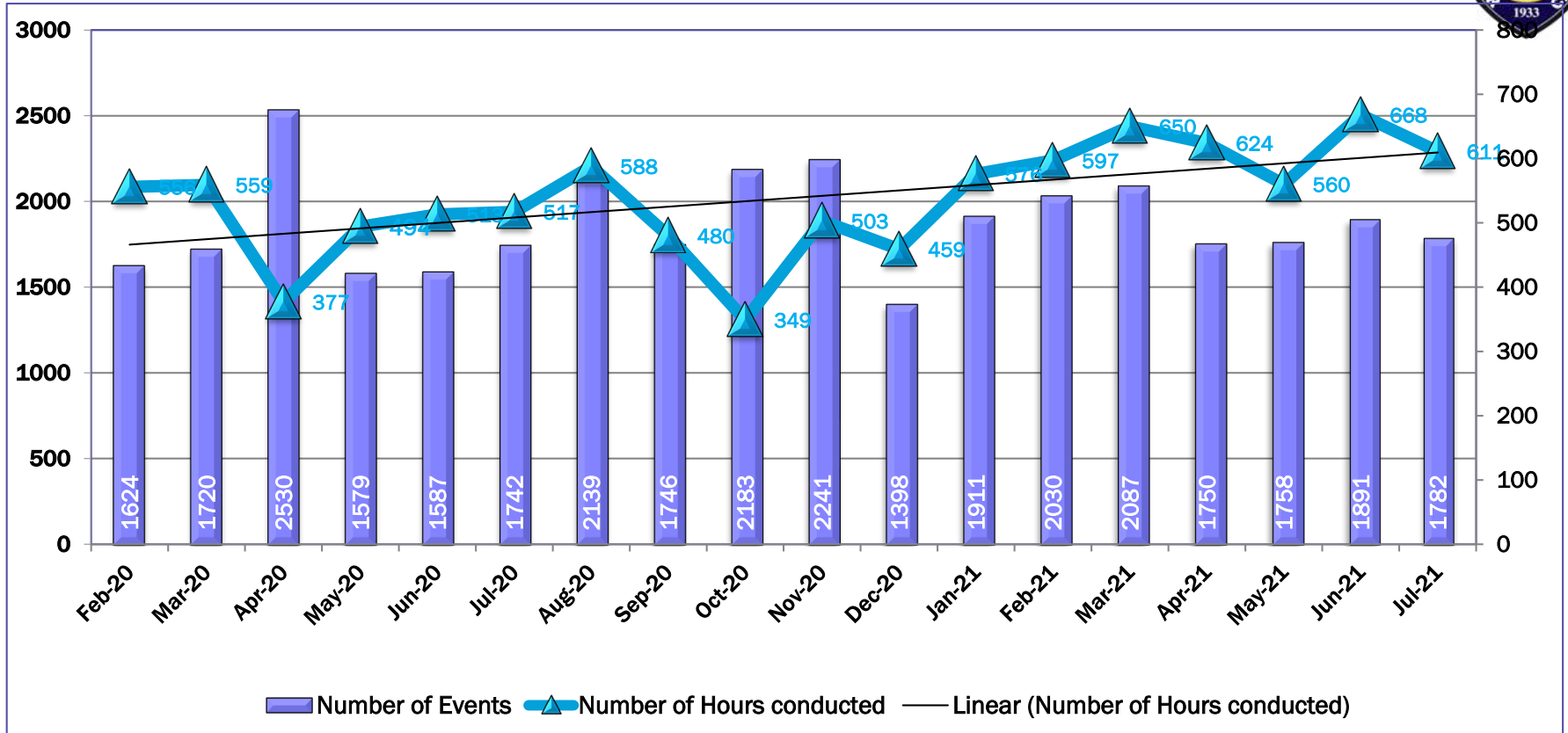
EDUCATION

Top Ten Educational Topics

Subject	Number of educational events
Regulatory	743
Youth access to liquor	414
Public safety - over service	176
Youth access to cannabis	83
Licensing/Permits	75
Public Safety	74
Covid-19	70
Tobacco education	64
New licensee support	50
Advertising	48

- 68% of education given was related to public safety topics

LICENSEE SUPPORT AND EDUCATION





ENFORCEMENT: COMPLAINTS

July 2021

- There were 108 complaints logged with enforcement in the month of July
- There were 15 complaints against the cannabis industry, 65 in liquor, and 28 in tobacco.
- 1% of complaints were COVID-19 related

Summary

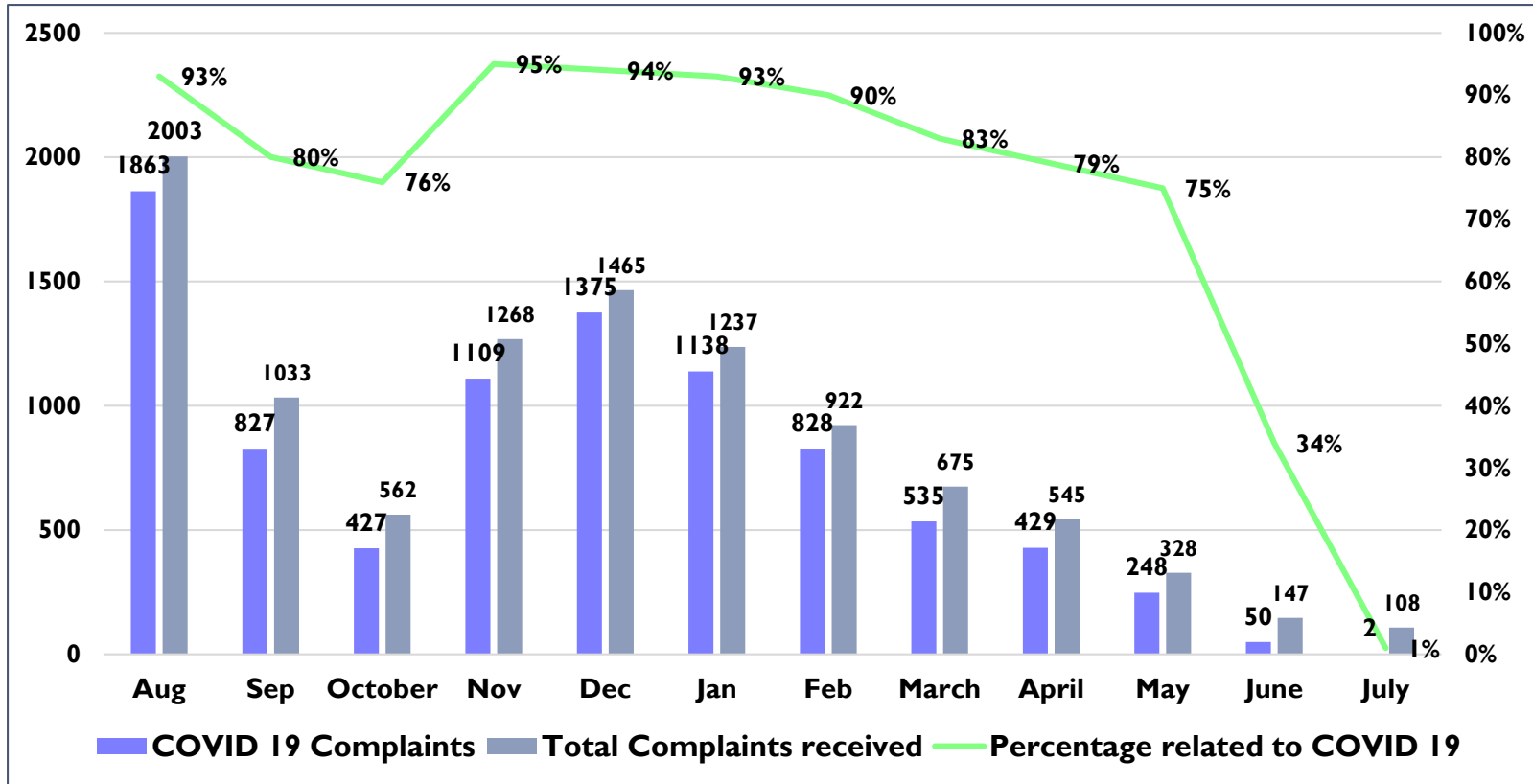
- Lowest number of complaints in the last 24 months
- Met goal of 95% of complaints closed out within 60 days

Days	Closed
1-10	53 %
11-30	29%
31-60	17%
60+	1%

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



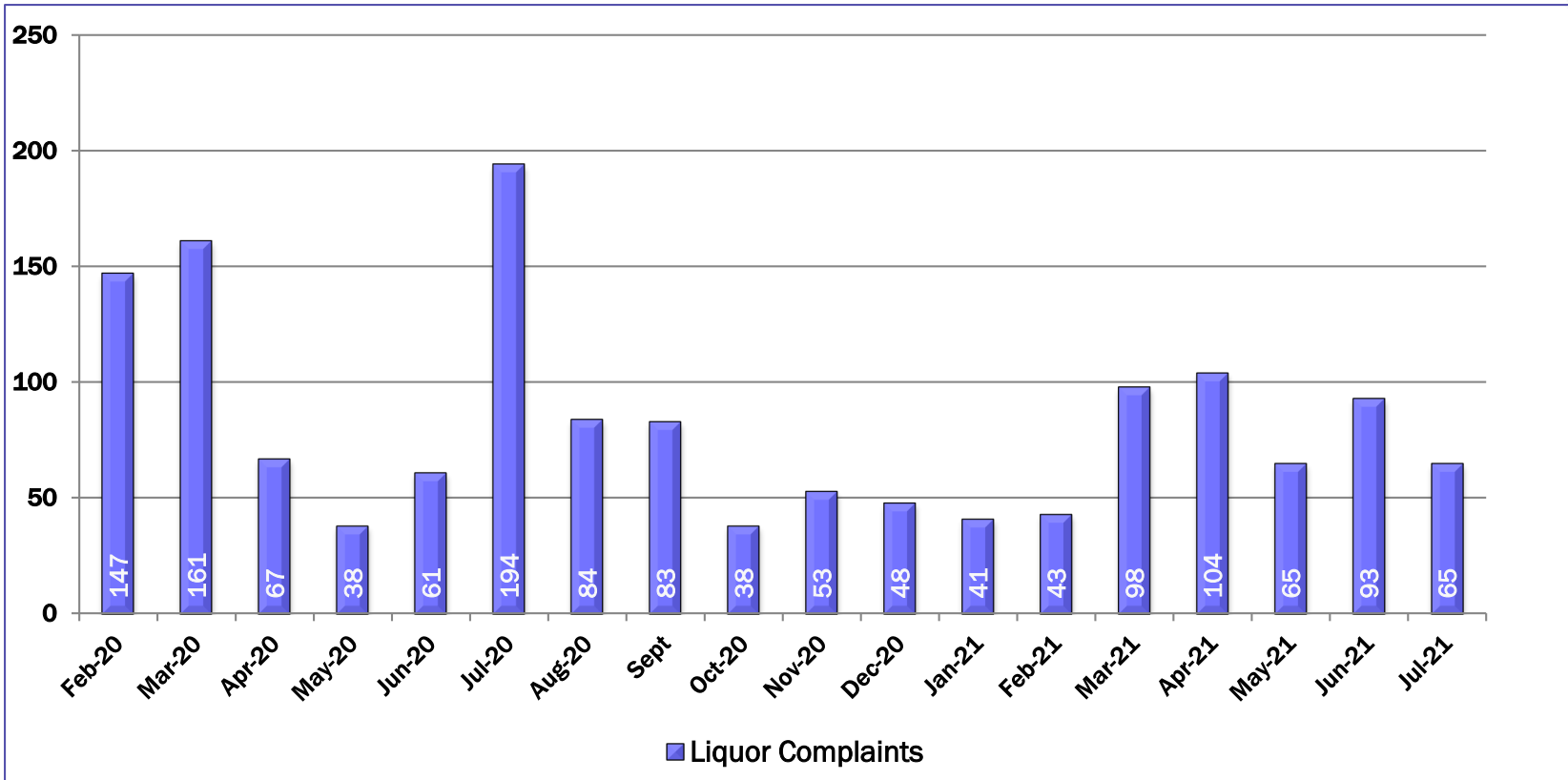
COVID-19 COMPLAINTS



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

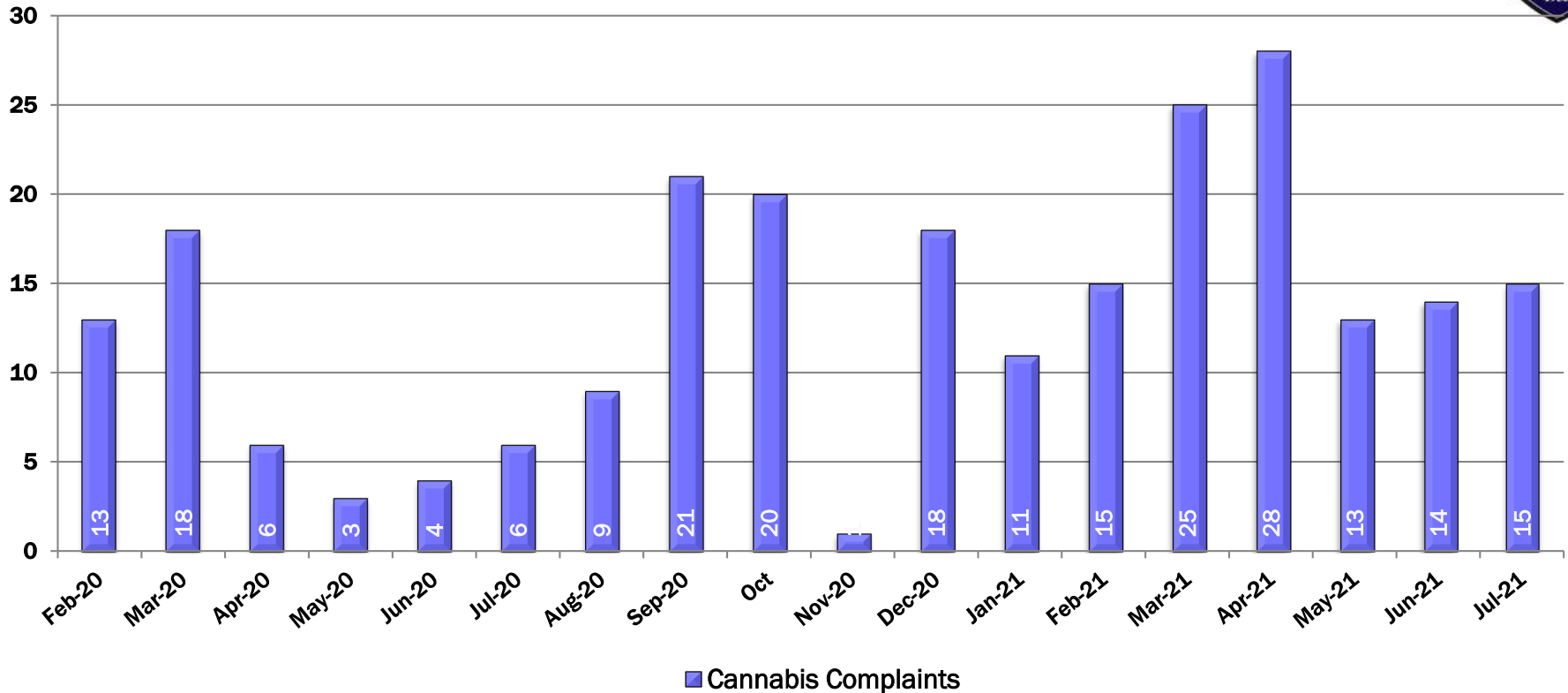


LIQUOR COMPLAINTS



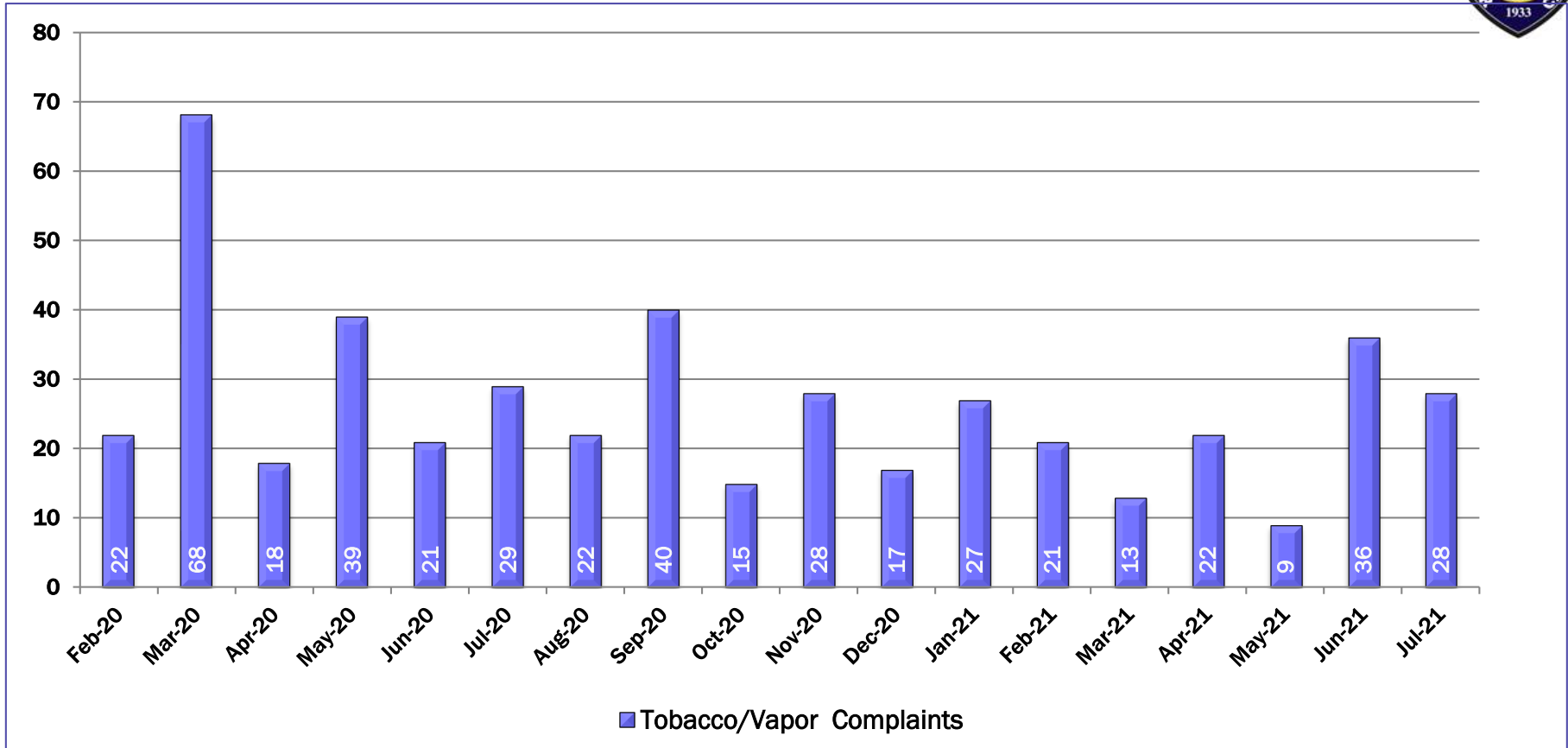
- COVID-19 safety/health complaints are not included in the data
- Complaints were higher in July 2020 - numbers due to locations opening up after the COVID-19 restrictions were lifted

CANNABIS COMPLAINTS



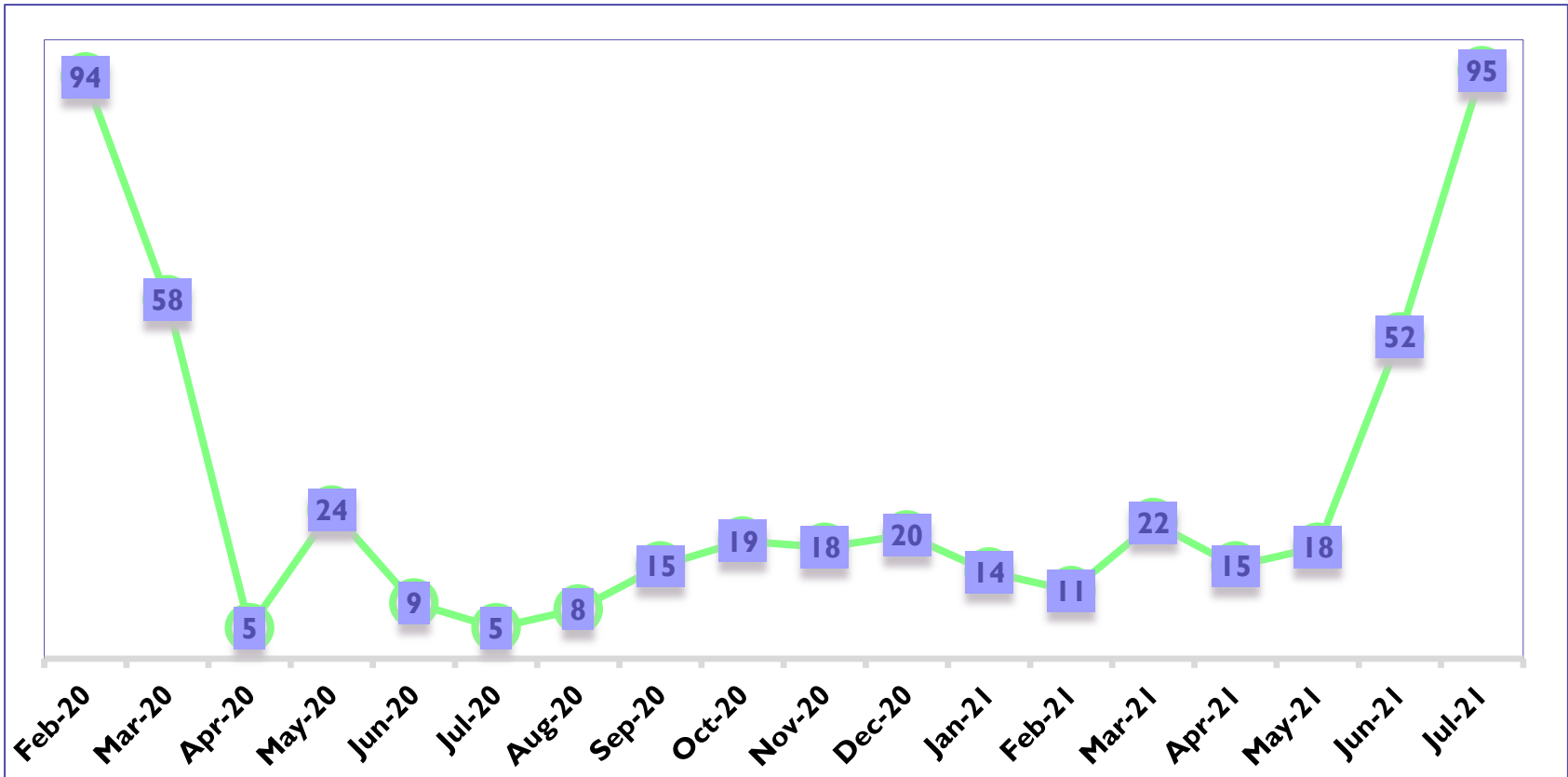
- COVID-19 safety/health complaints are not included in the data

TOBACCO COMPLAINTS



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

AVNS ISSUED

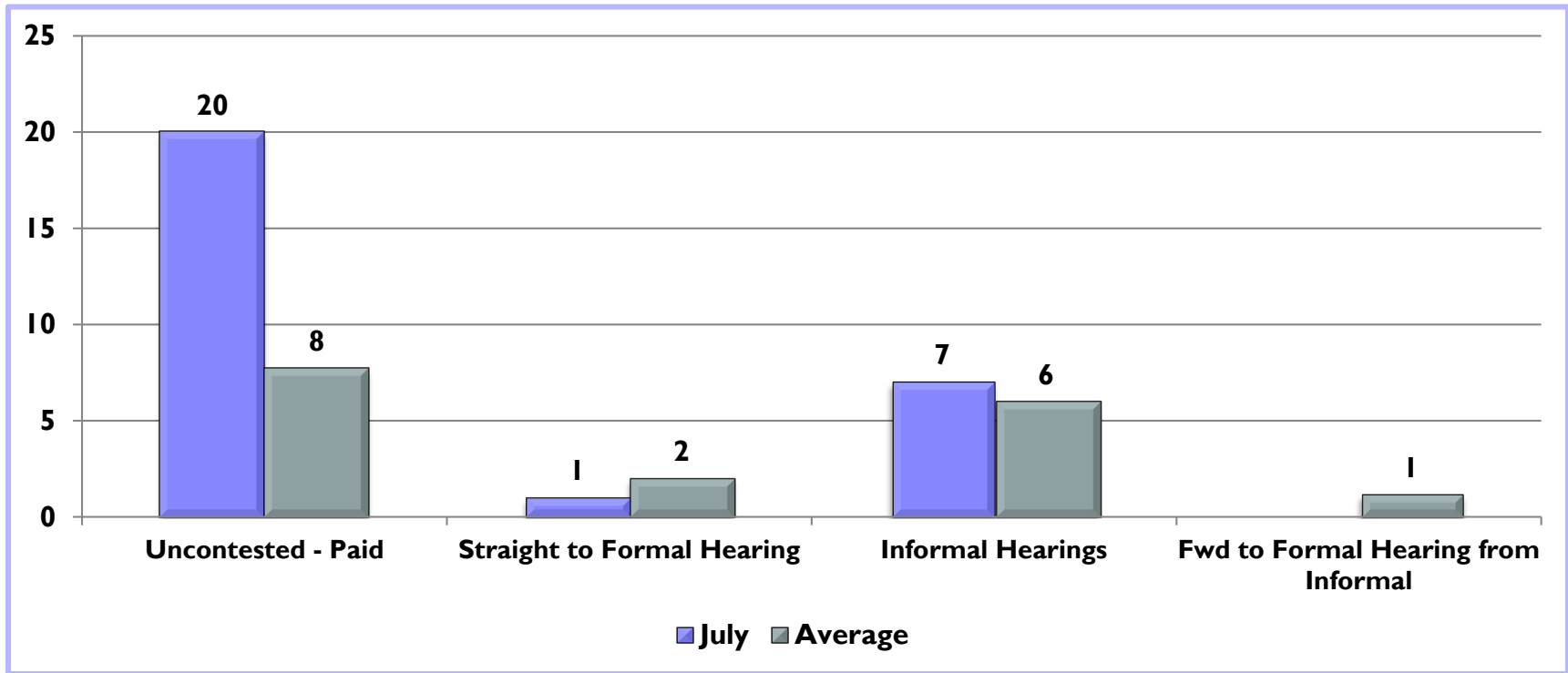


11% of businesses had a repeat violation in the last 12 months. Due in part to businesses getting multiple COVID-19 violations.

Division goal is 5%

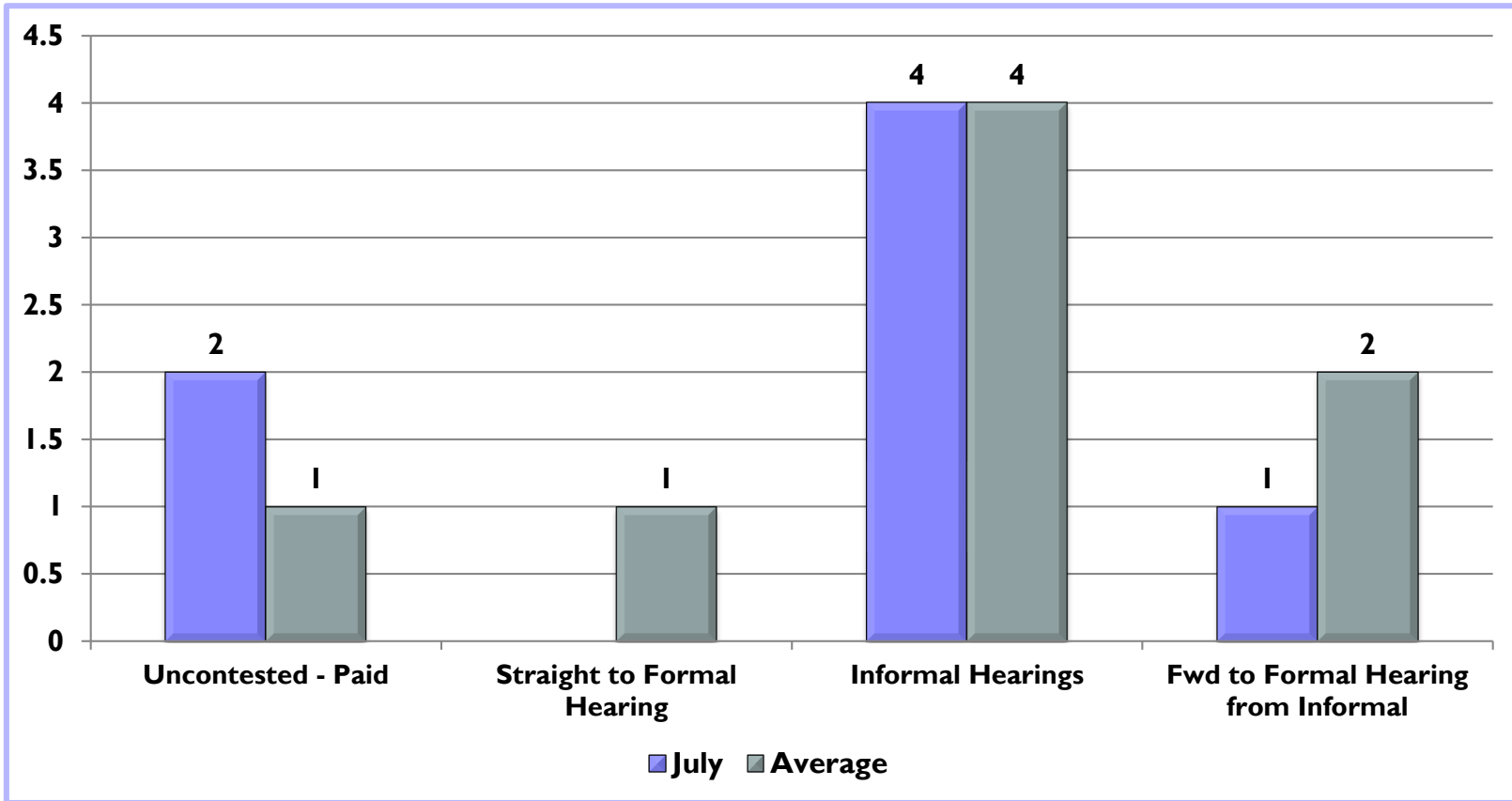
July	AVNs
Liquor	62
Tobacco/Vapor	23
Cannabis	4

ALTERNATIVE DISPUTE RESOLUTION (ADR) LIQUOR

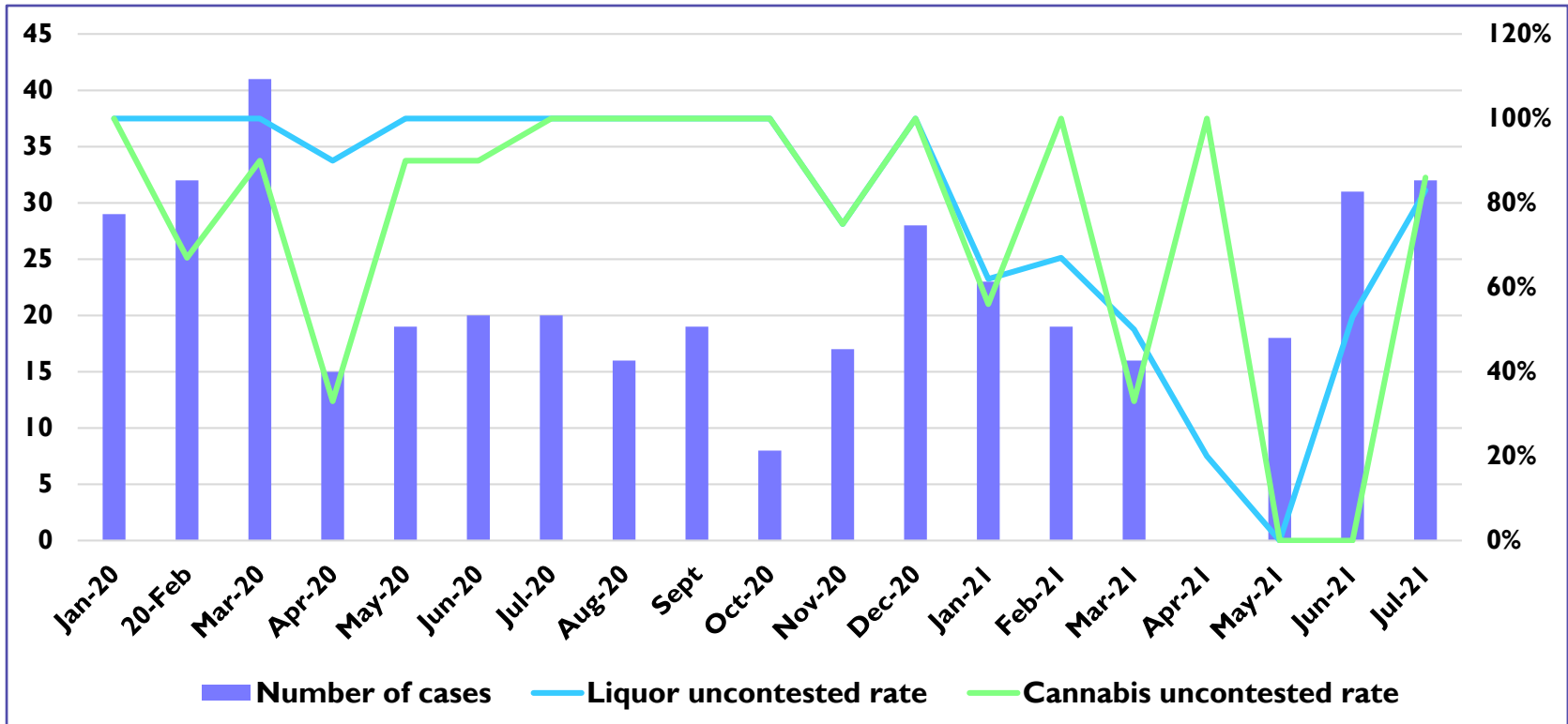


- Hearings scheduled 2 weeks out

ALTERNATIVE DISPUTE RESOLUTION (ADR) CANNABIS



ALTERNATIVE DISPUTE RESOLUTION (ADR) LIQUOR/CANNABIS

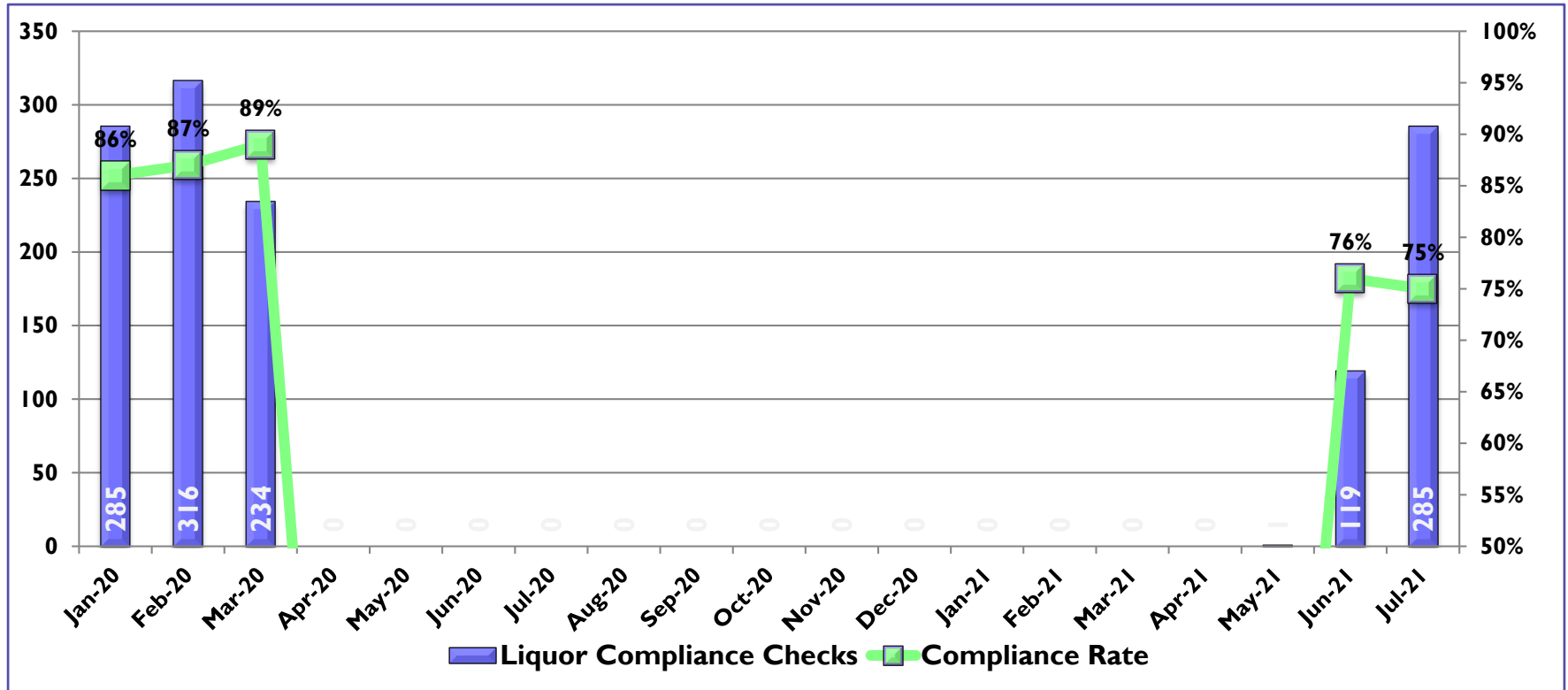


- Division goal is 85% uncontest per quarter

	Uncontest Rate
Liquor	97%
Cannabis	100%



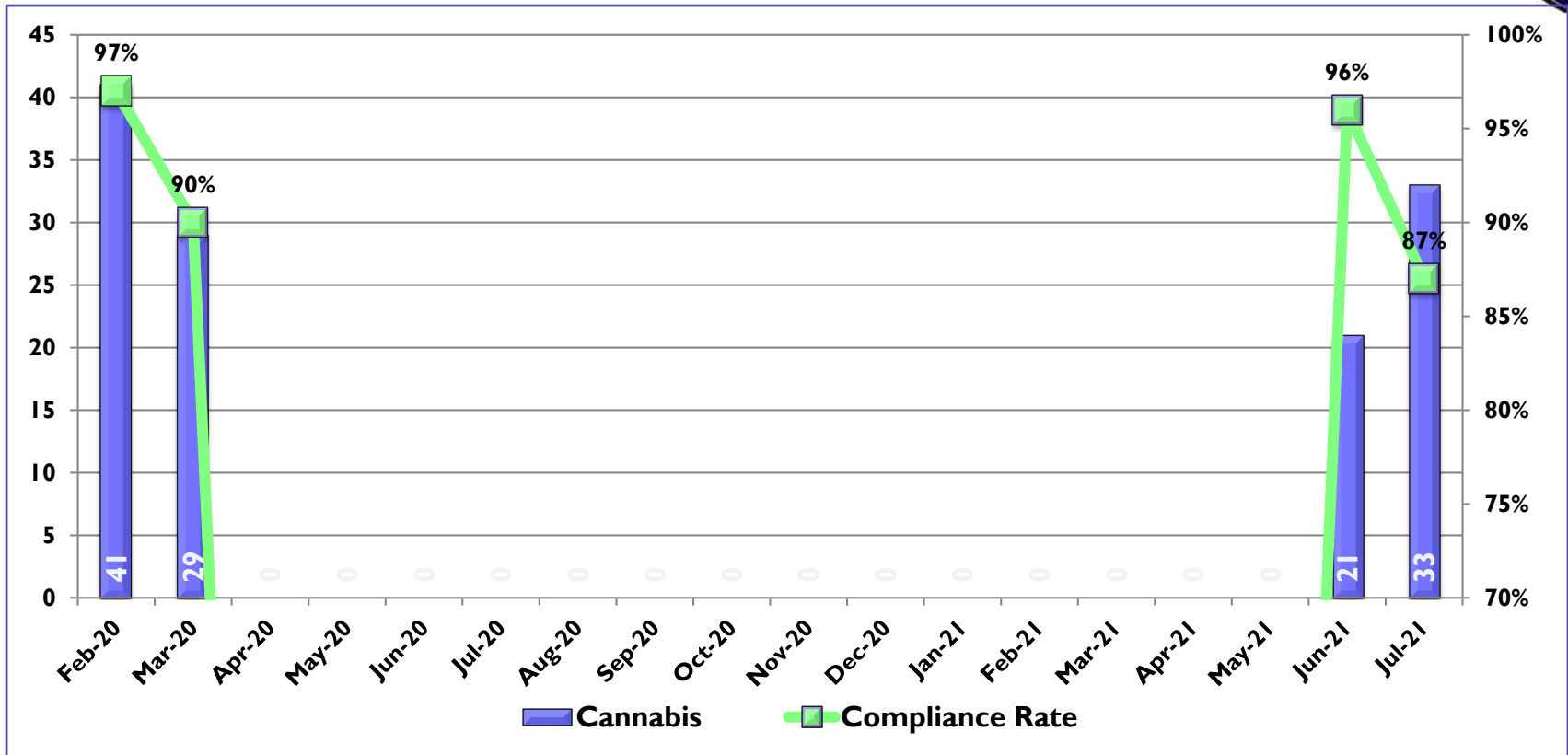
LIQUOR COMPLIANCE CHECKS



- Compliance checks restarted in July 2021 due to reduction in COVID -19 restrictions



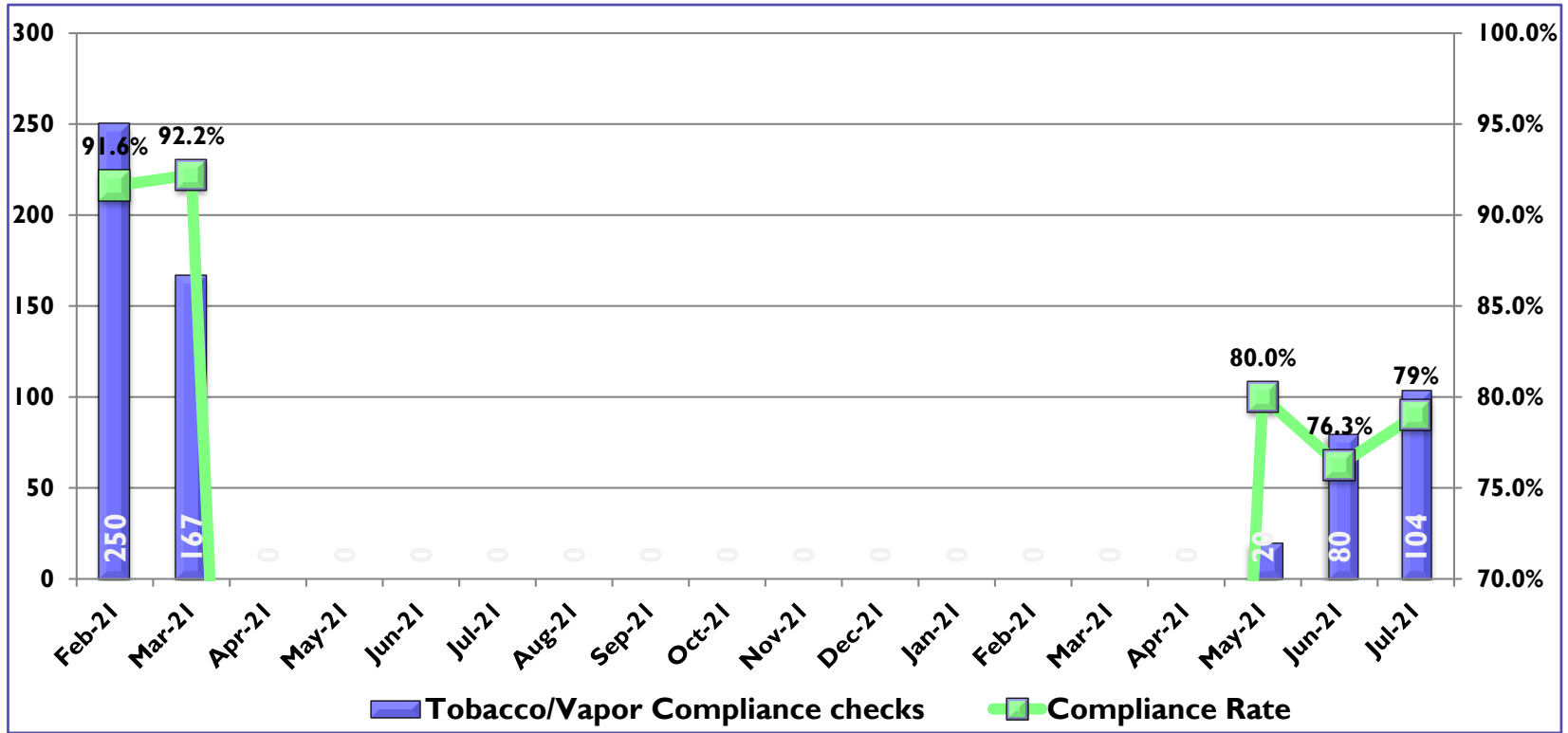
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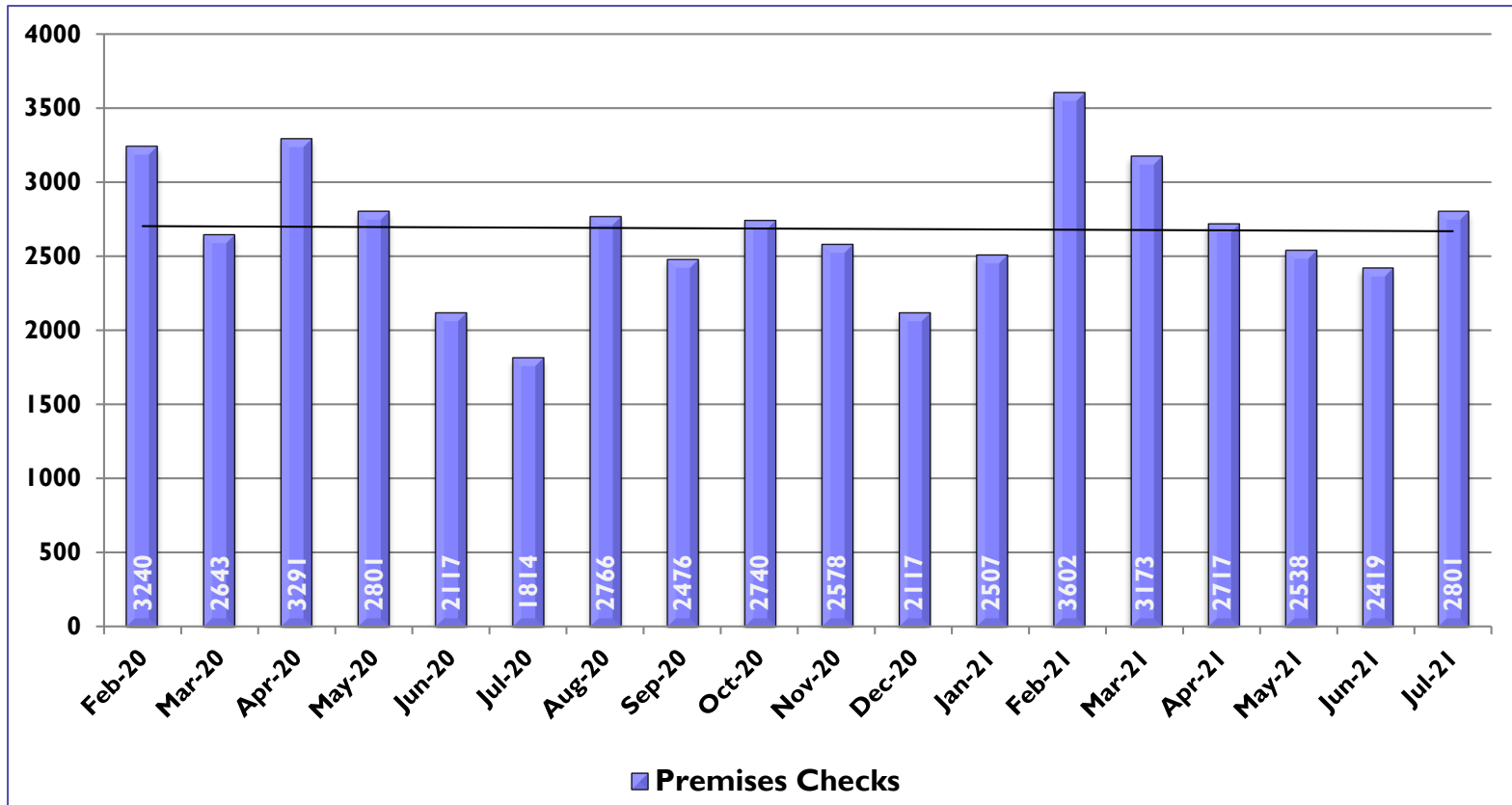
TOBACCO AND VAPOR COMPLIANCE CHECKS



- Compliance checks restarted in July 2021 due to reduction in COVID -19 restrictions



LIQUOR PREMISES CHECKS

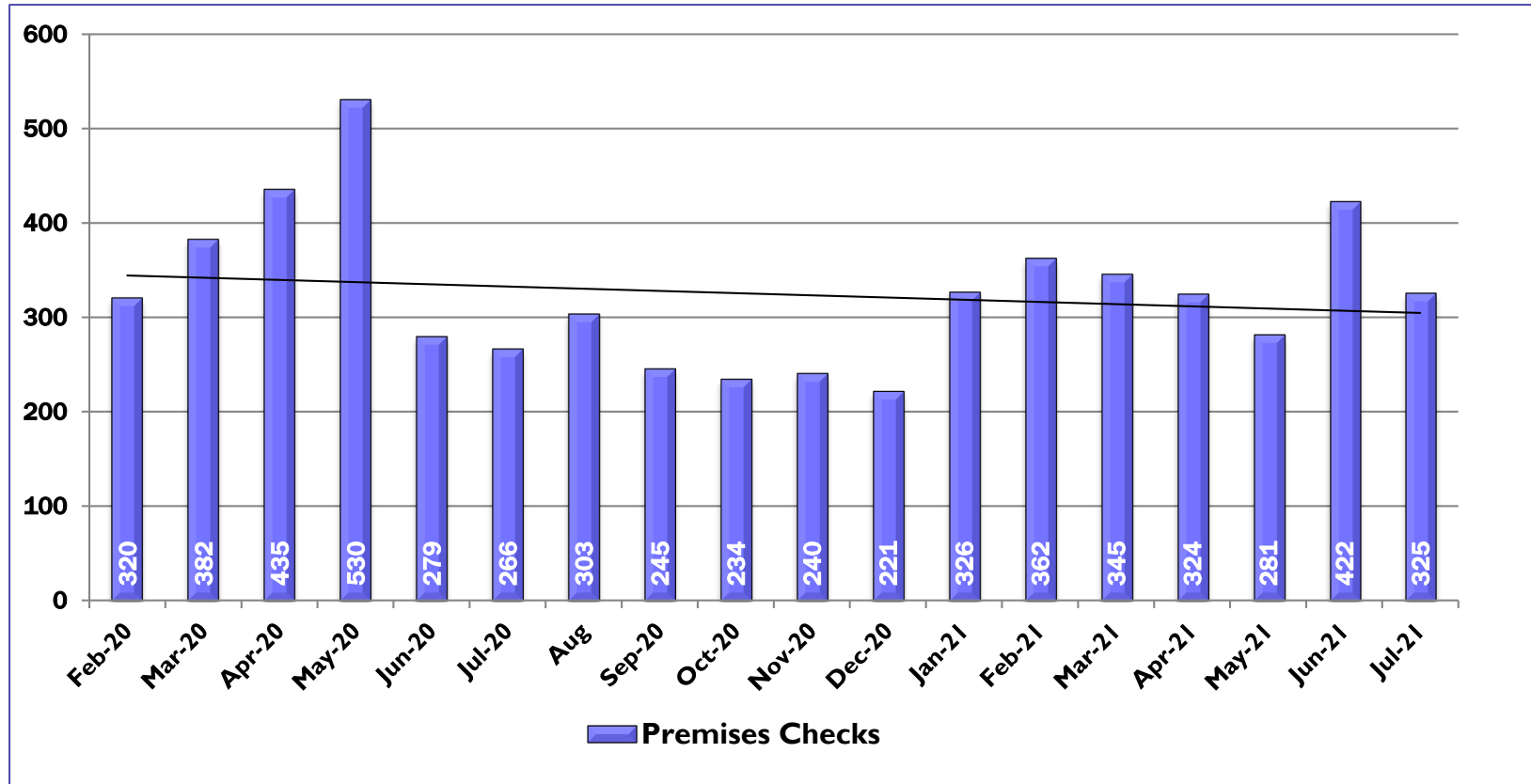


- Division goal is 100% of licensees visited within 2 years

	1 Year	2 Years
Liquor	60%	85%



CANNABIS PREMISES CHECKS

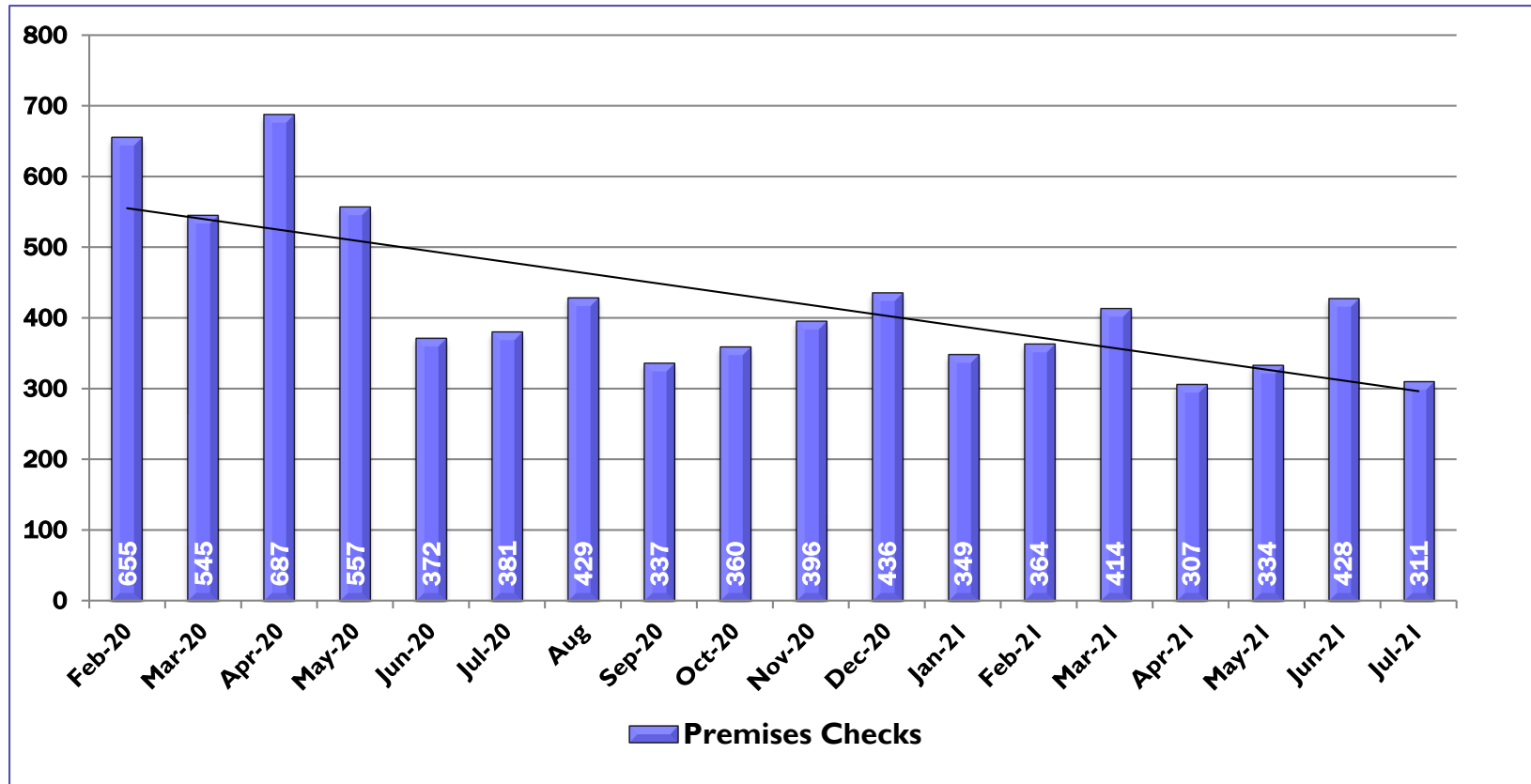


- Division goal is 100% of licensees visited within 2 years

	1 Year	2 Years
Cannabis	75%	99%

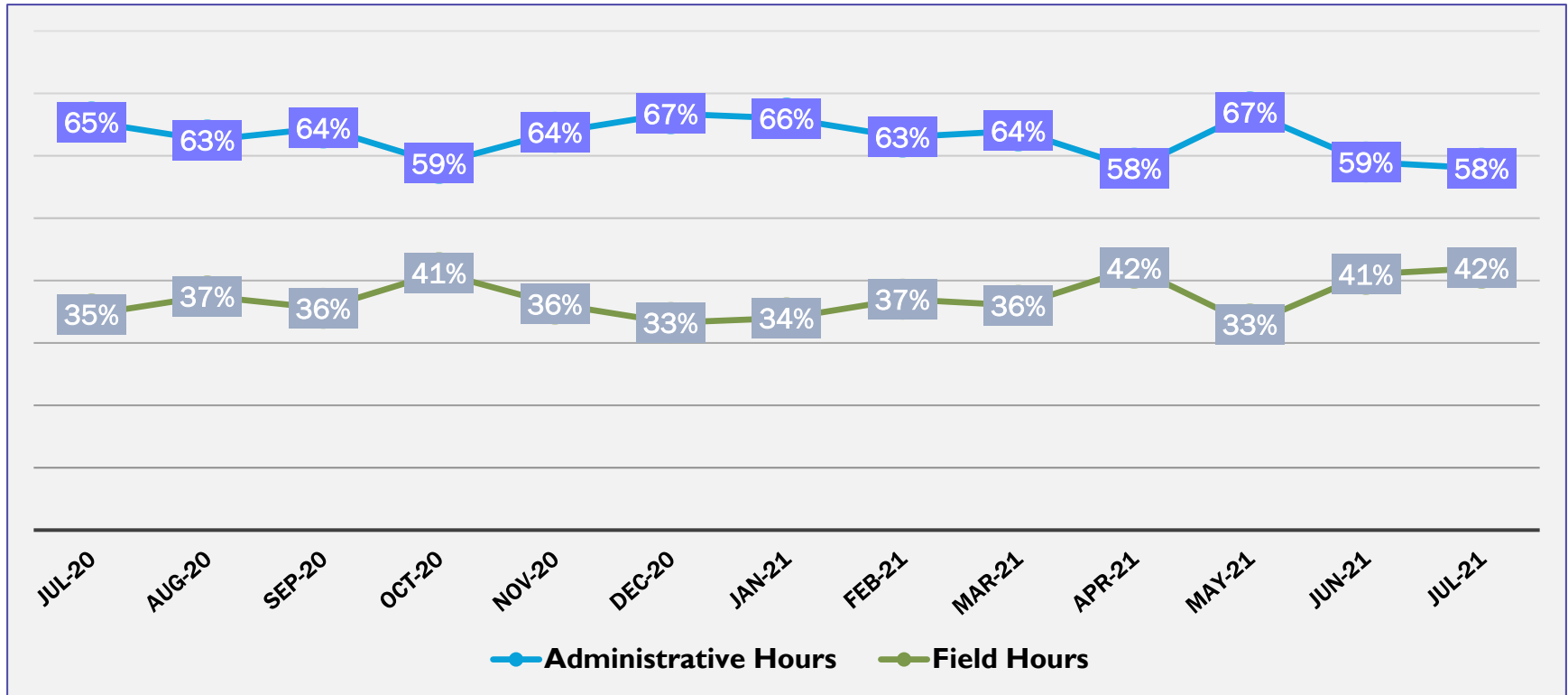


TOBACCO/VAPOR PREMISES CHECKS





ADMIN/FIELD HOURS





ACCOMPLISHMENTS

- Partnership: *Working closely with other Divisions to ensure the best outcomes for the Agency and our industries. Director's lunch and team rules.*
- Promotions: *Testing and interviews for E&E LTs. 2 CPT promotions CPT Josh Bolender, CPT Paul Magerl*
- Vacation: *Successful E&E team*
- Compliance Checks Re-Start: *Great work from E&E.*
- Vacancies: *Partnered with HR and finance to propose an HRC3 position in HR to work with E&E to fill vacancies.*
- Examiners Transition: *Brainstorming and one-on-one meetings, draft scope, draft project charter. Goal of successful transition for both E&E and Examiners.*
- Contest: *Rule repeal contest. Winner: CPT Dixon. Purpose, to promote a culture of being responsive the changes in our industries.*
- Leadership Work: *3 regional leadership workshops. Development of team rules. Communication exercises*
- Law Enforcement Legislation: *Working closely with our Unions to implement.*



Washington State
Liquor and Cannabis Board

Strategic Planning

CHANDRA BRADY, DIRECTOR OF ENFORCEMENT AND EDUCATION

Our Board's Vision & Mission

Vision

Safe communities for Washington State

Mission

Promote public safety and trust through fair administration and enforcement of liquor, cannabis, tobacco, and vapor laws.

Our Board's Goals & Values

Goals

- Ensure the highest level of public safety by continually improving and enforcing laws, regulations, and policies that reflect today's dynamic environment
- Inform and engage licensees, the public and stakeholders in addressing issues related to our mission.
- Promote a culture that inspires and values a highly-motivated, competent and diverse workforce that establishes the WSLCB as the employer of choice.
- Ensure operational excellence.

Values

Respect and courtesy

Professionalism

Open communication

Accountability and integrity

Continuous improvement and meaningful results

Customer focus

Mission: Required Components

A true “Mission” (the reason this organization exists) must contain clear statements about:

- ✔ Our **PRODUCT**
- ✔ Our **SERVICE**
- ✔ Our **CUSTOMER & CLIENTS**
- ✔ The **GEOGRAPHIC SCOPE** within which we operate, and
- ✔ **HOW WE WANT TO BE PERCEIVED BY OTHERS**— both inside and outside this agency.

Enforcement & Education Mission Statement

The mission of everyone associated with the Washington State Liquor and Cannabis Board Enforcement and Education Division is to consistently contribute to our State's international reputation as a safe place to live, work, conduct business, play, learn, and visit.

We accomplish our mission through providing the highest quality education, enforcement, and support services as is possible within the resources provided to us.

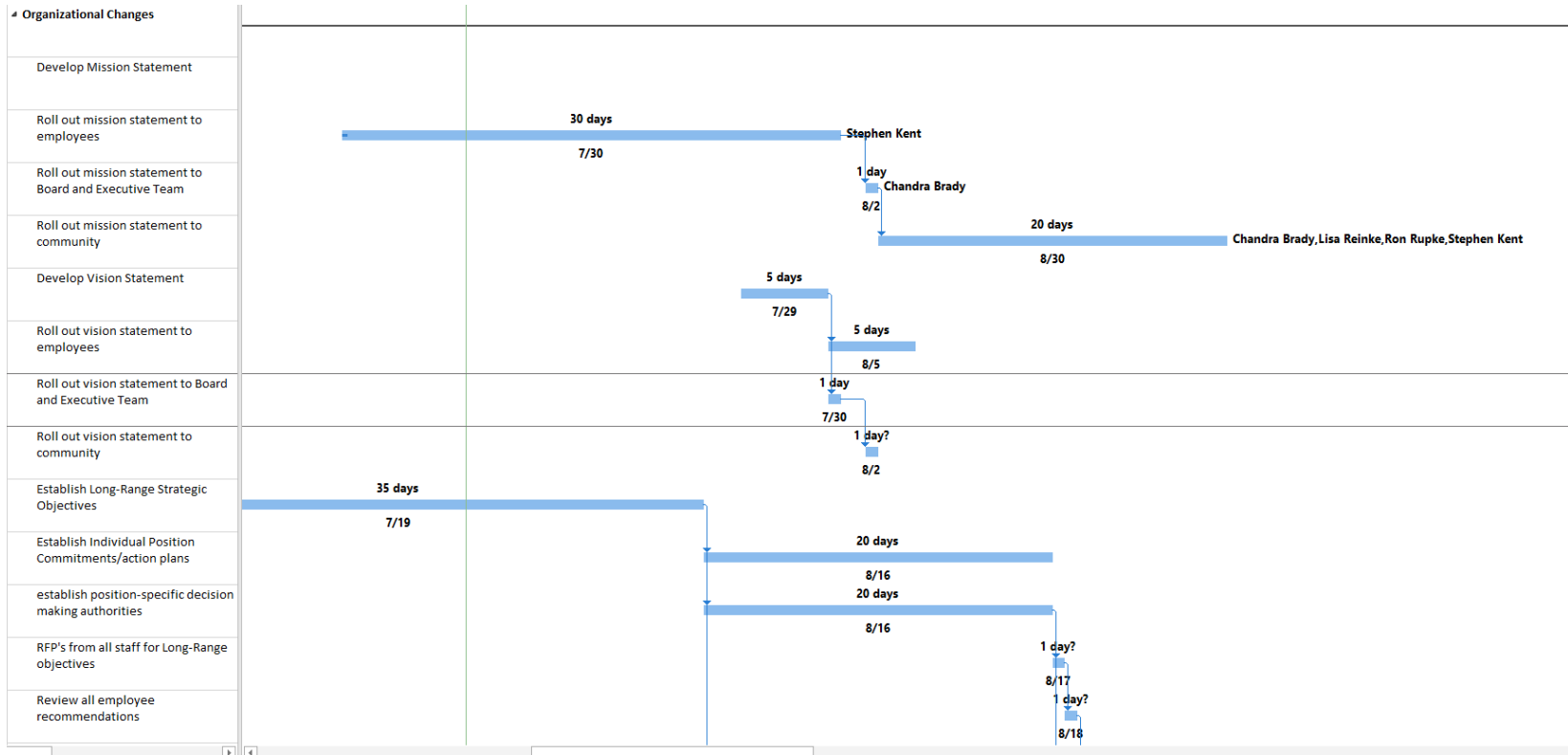
We are recognized as a go-to resource throughout the State, as professional, compassionate, responsive, fostering community partnerships, and as adding value in return for the funds with which we are entrusted.

2022 – 2027 Strategic Plan

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



Planning In Progress



Next Steps

- ❖ **Finalize Timeline**
- ❖ **Finalize Long-range Strategic Objectives**
- ❖ **work with staff on action plans**



Washington State Liquor and Cannabis Board

Questions?
