



AUGUST 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

- 1617 educational contacts
- 221 hours given
- 2243 people received education

Cannabis Unit

- 365 educational contacts
- 112 hours given
- 642 people received education

Tobacco/Vapor Unit

- 58 educational contacts
- 11 hours given
- 72 people received education

Total for August

- 2040 educational contacts
- 344 hours given
- 29571 people received education



EDUCATION

Top Ten Educational Topics

Subject	Number of educational events
Regulatory	670
Youth access to Liquor	436
Public Safety - Over service	258
Covid-19	175
Licensing/Permits	73
Public Safety	65
Youth Access to Cannabis	53
Tobacco Education	51
New licensee support	47
MAST	44

- 59% of education given was related to public safety topics

ENFORCEMENT: COMPLAINTS



August 2021

- There were 153 complaints logged with enforcement in the month of August
- There were 39 complaints against the cannabis industry, 36 in liquor, and 10 in tobacco/vapor.
- 50% of complaints were COVID-19 related

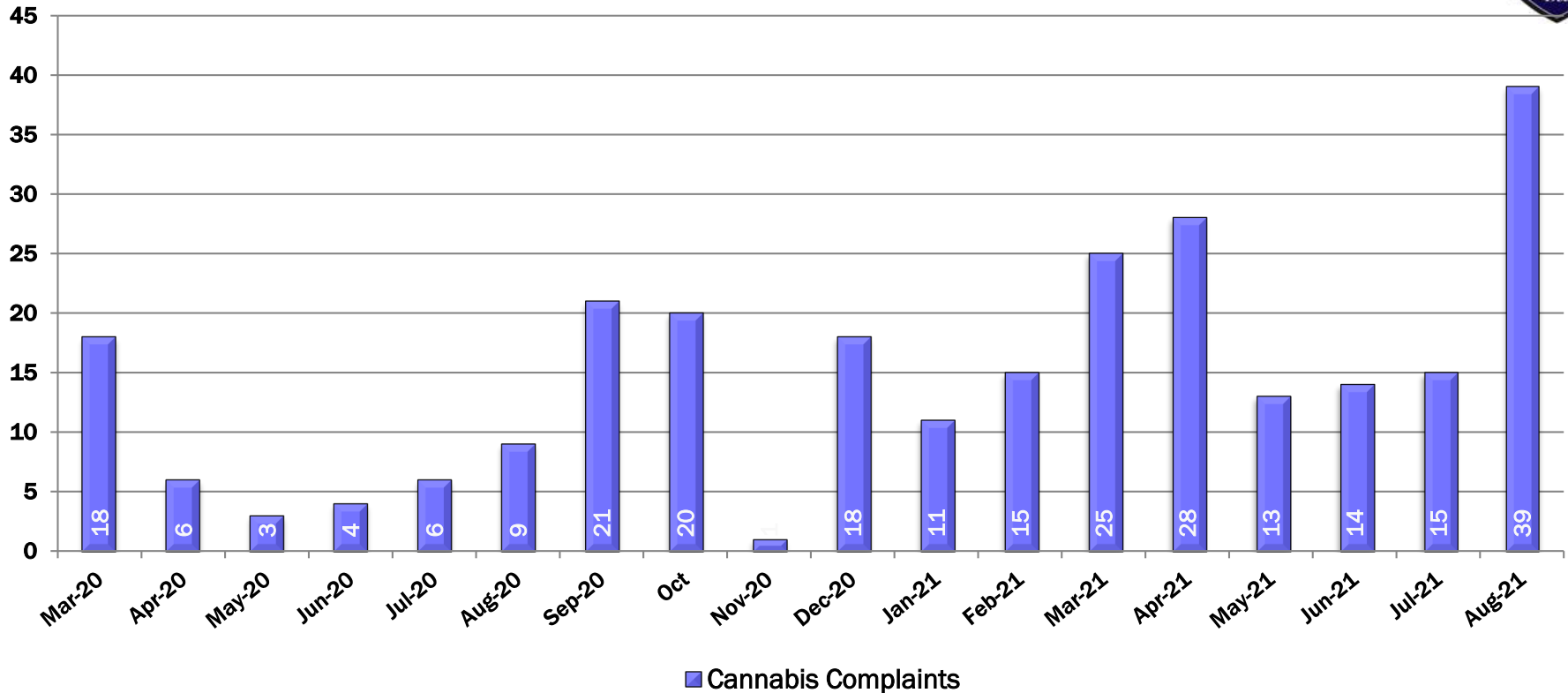
Summary

- COVID-19 complaints have reemerged as the number one complaint
- Met goal of 95% of complaints closed out within 60 days

Days	Closed
1-10	45 %
11-30	15%
31-60	36%
60+	4%

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

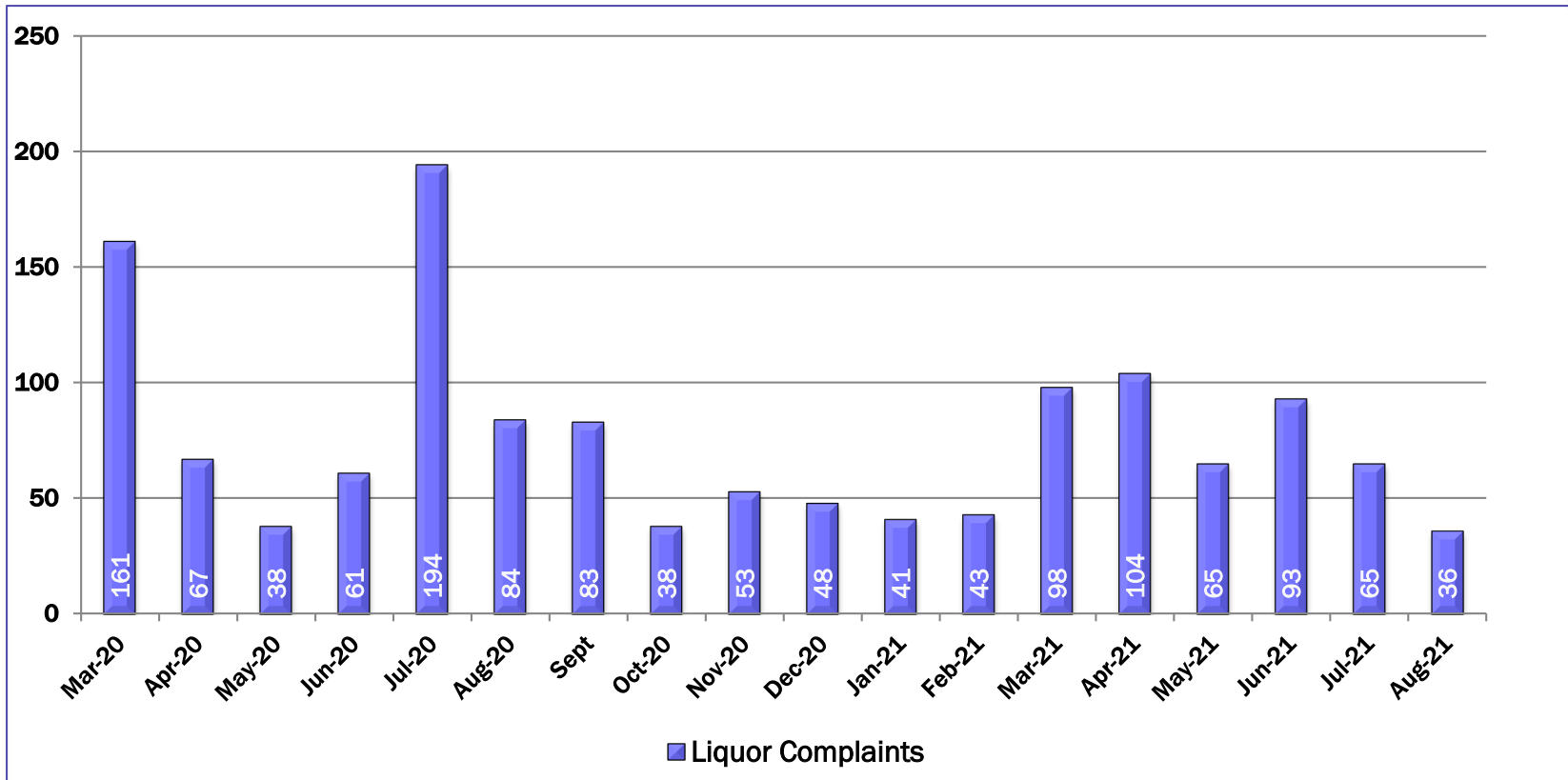
CANNABIS COMPLAINTS



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

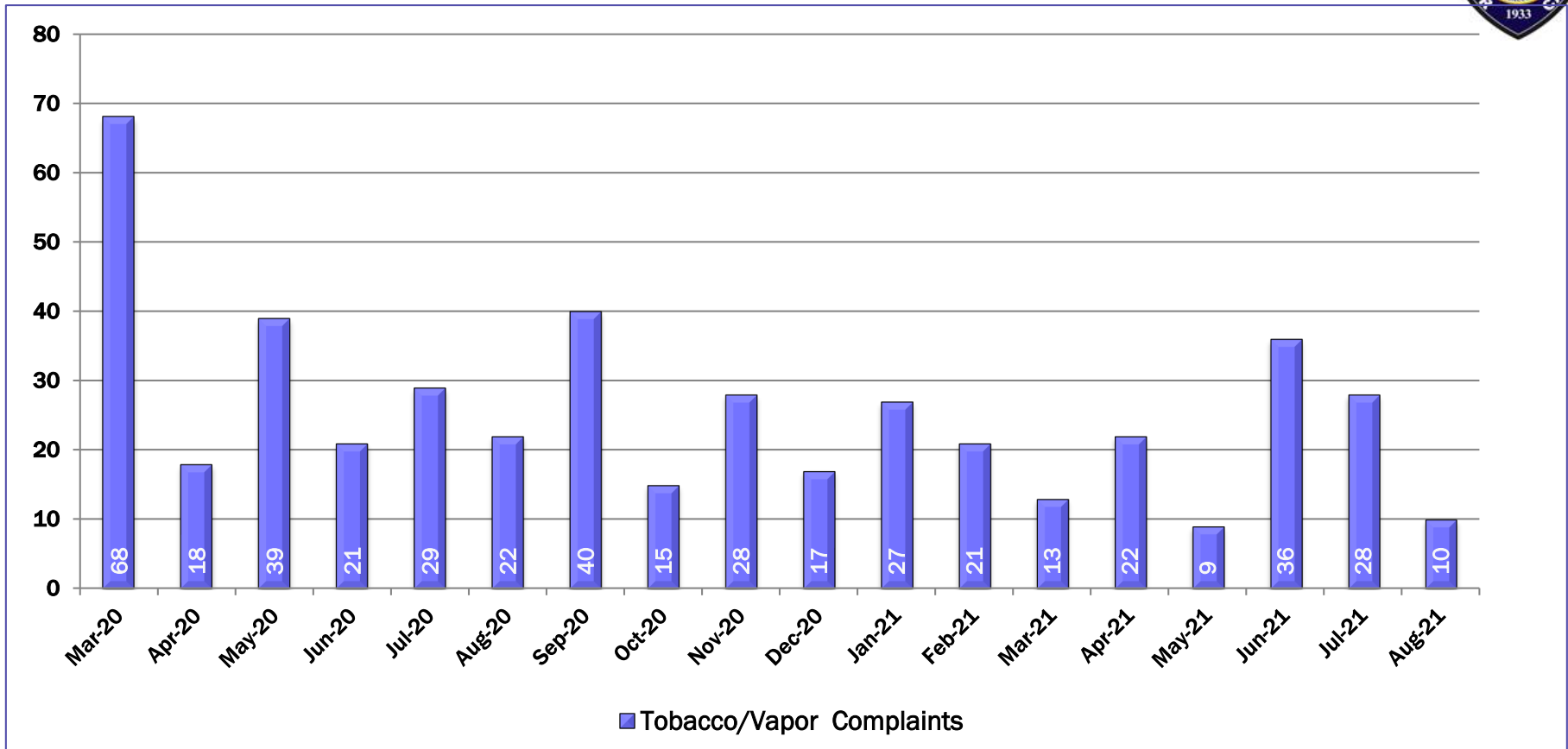


LIQUOR COMPLAINTS



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

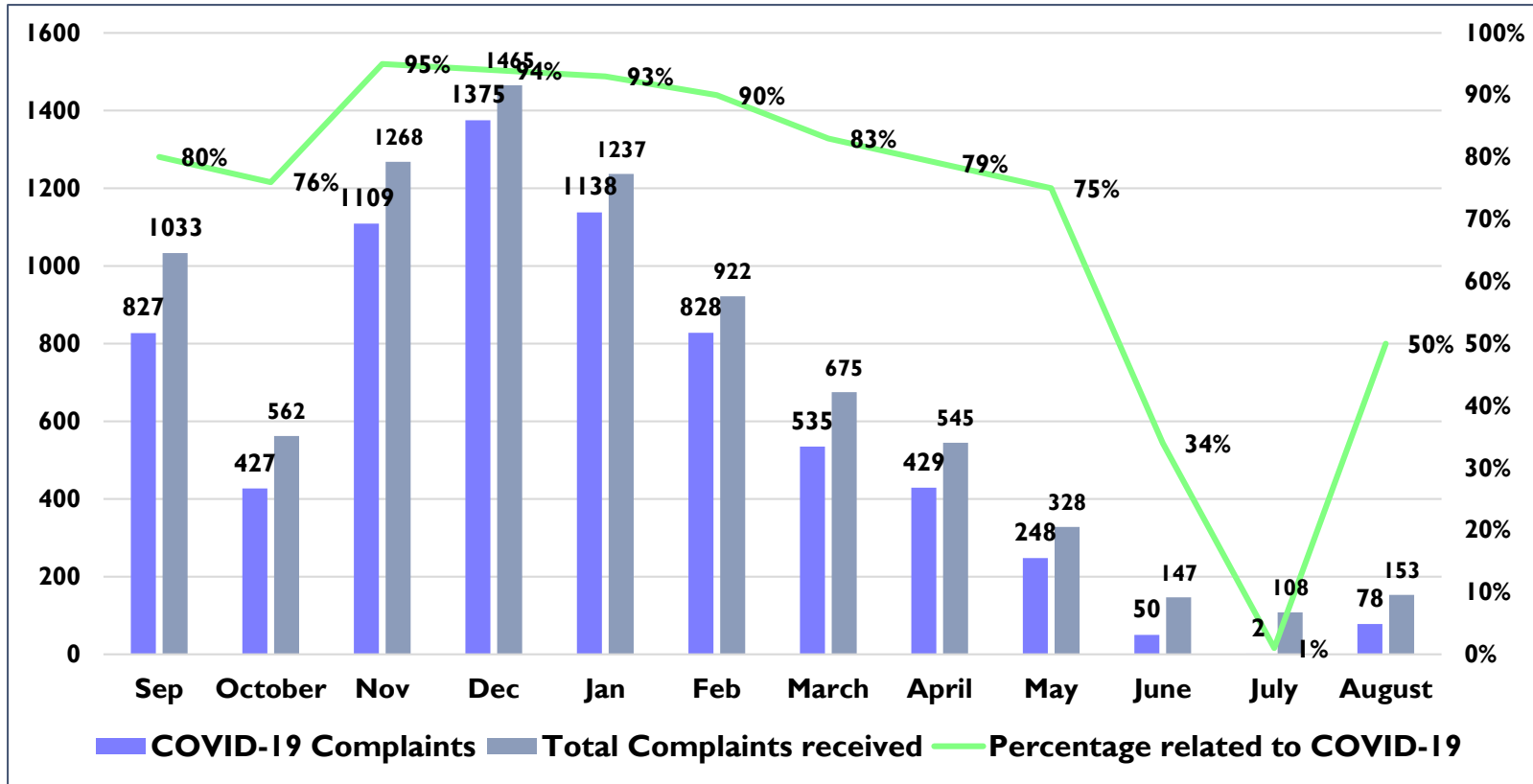
TOBACCO COMPLAINTS



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

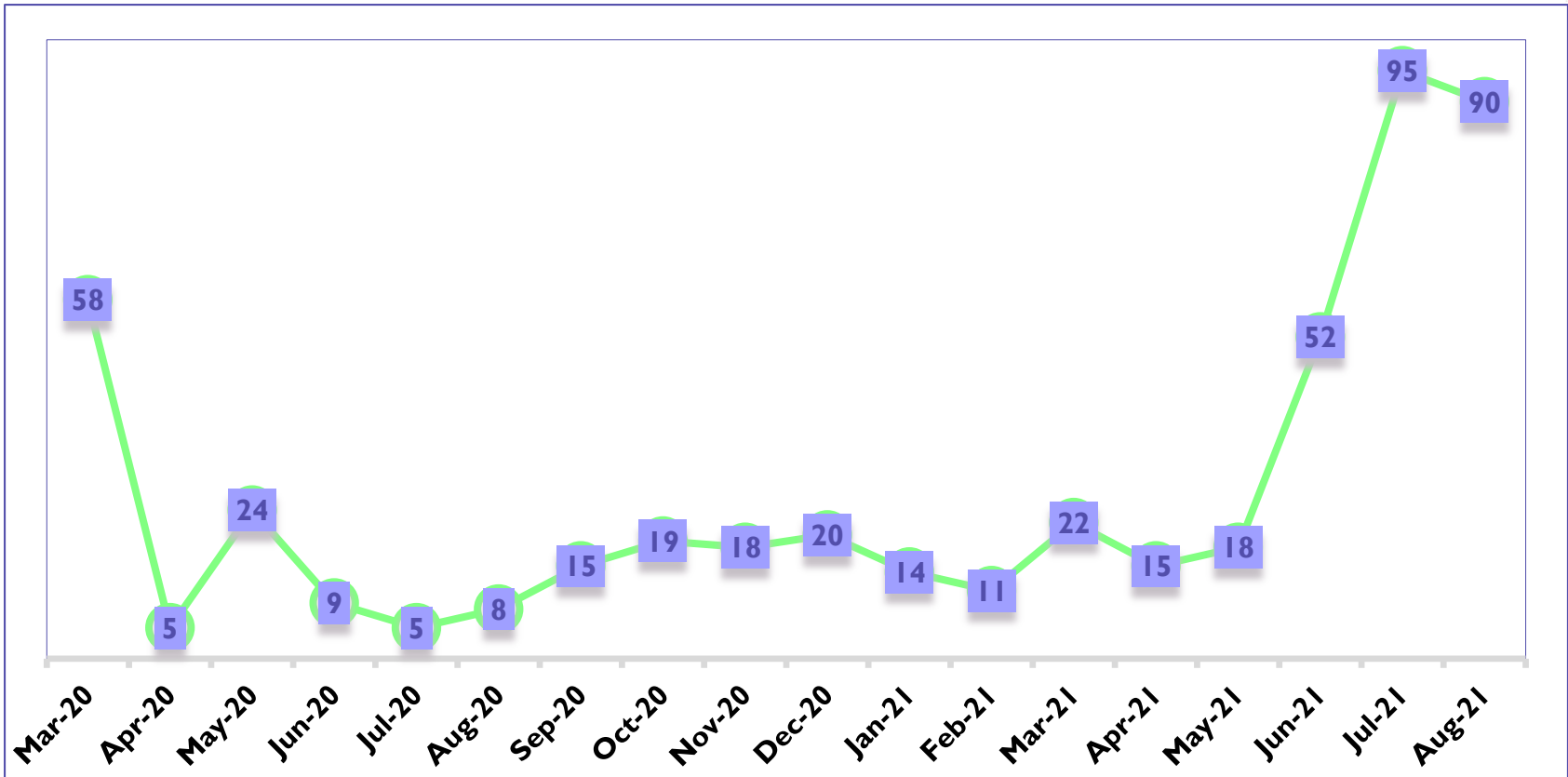


COVID-19 COMPLAINTS



- COVID -19 safety/health complaints have been on a steady decline since a high in December 2020, but have increased after the latest mandate.

AVNS ISSUED



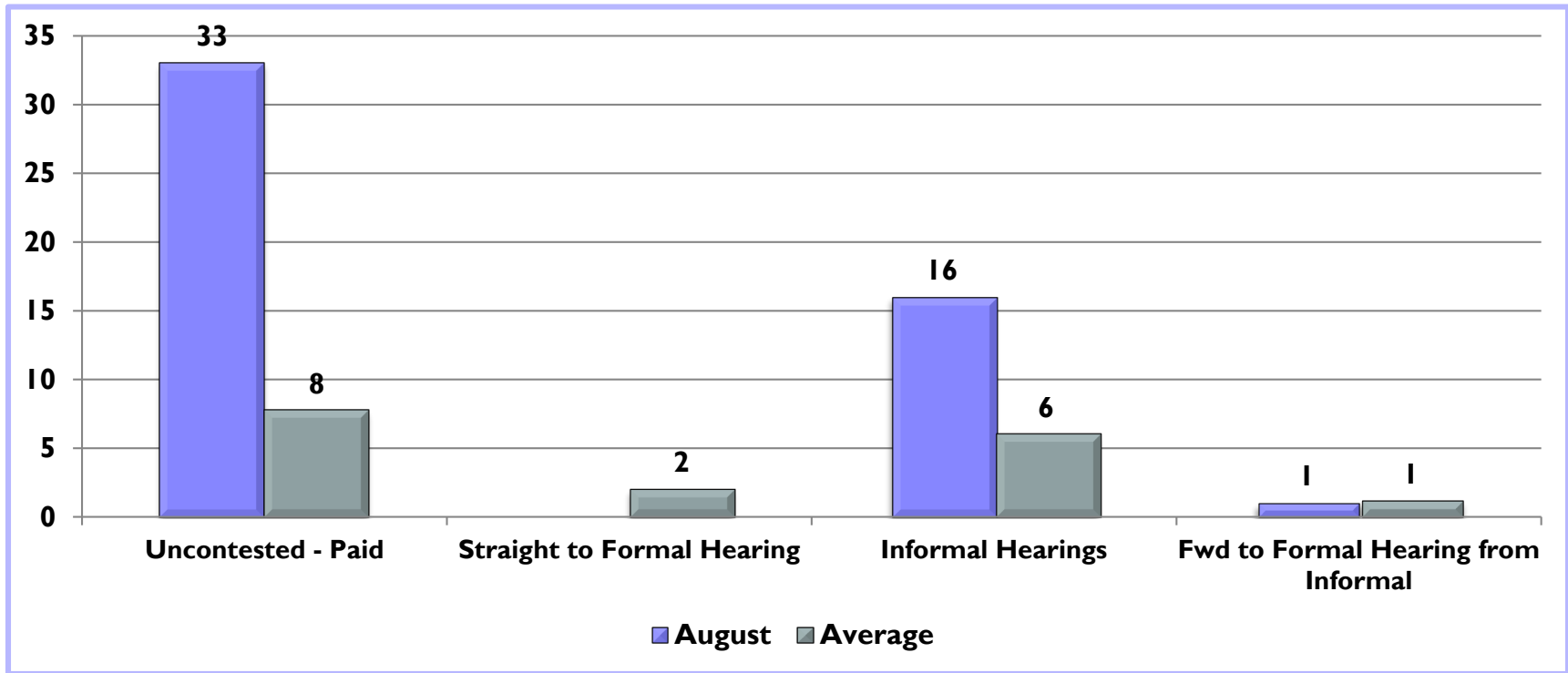
13% of businesses had a repeat violation in the last 12 months (due in part to businesses getting multiple COVID-19 violations)

Division goal is 5%

August	AVNs
Liquor	69
Tobacco/Vapor	17
Cannabis	4

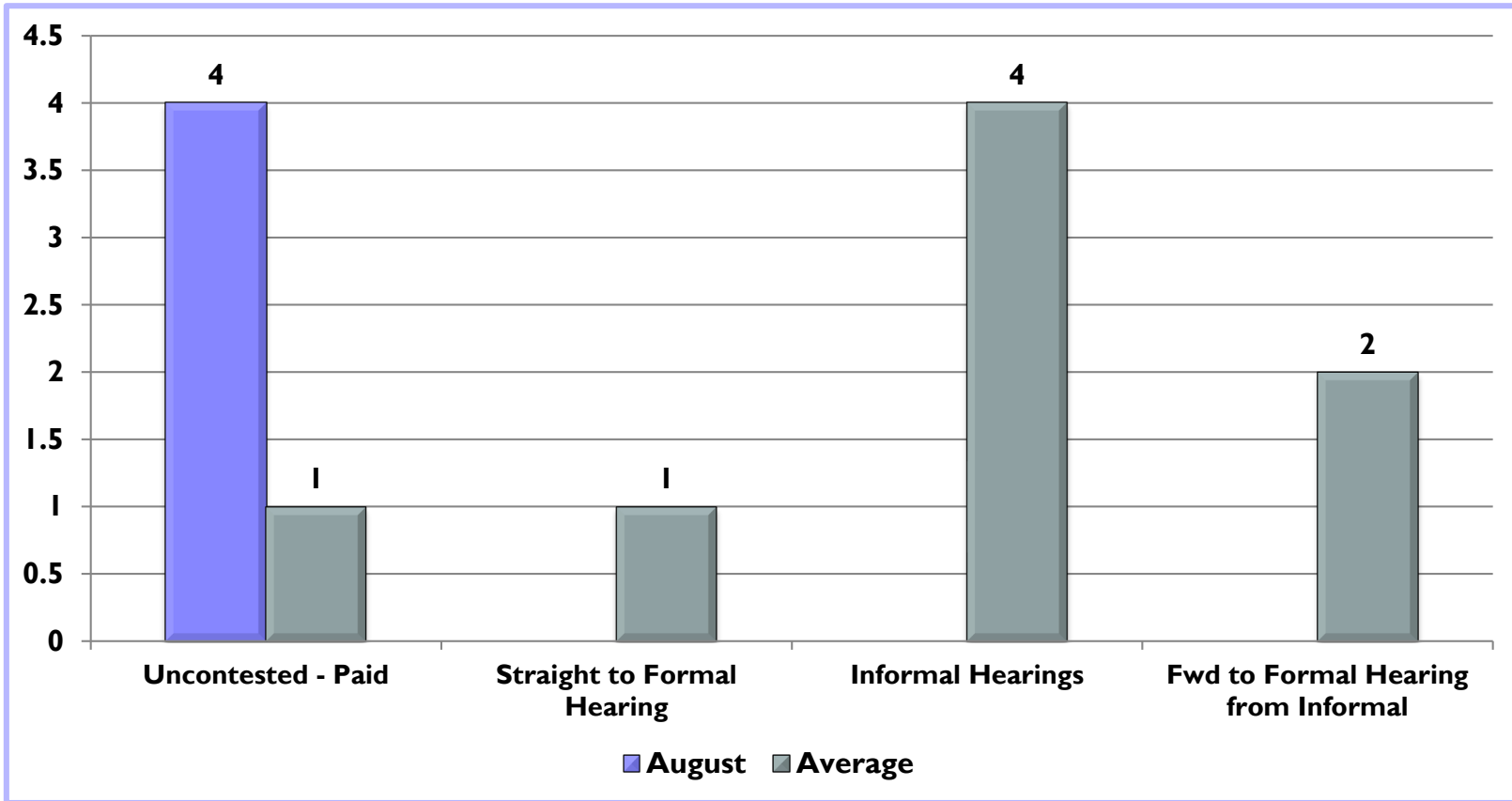


ALTERNATIVE DISPUTE RESOLUTION (ADR) LIQUOR



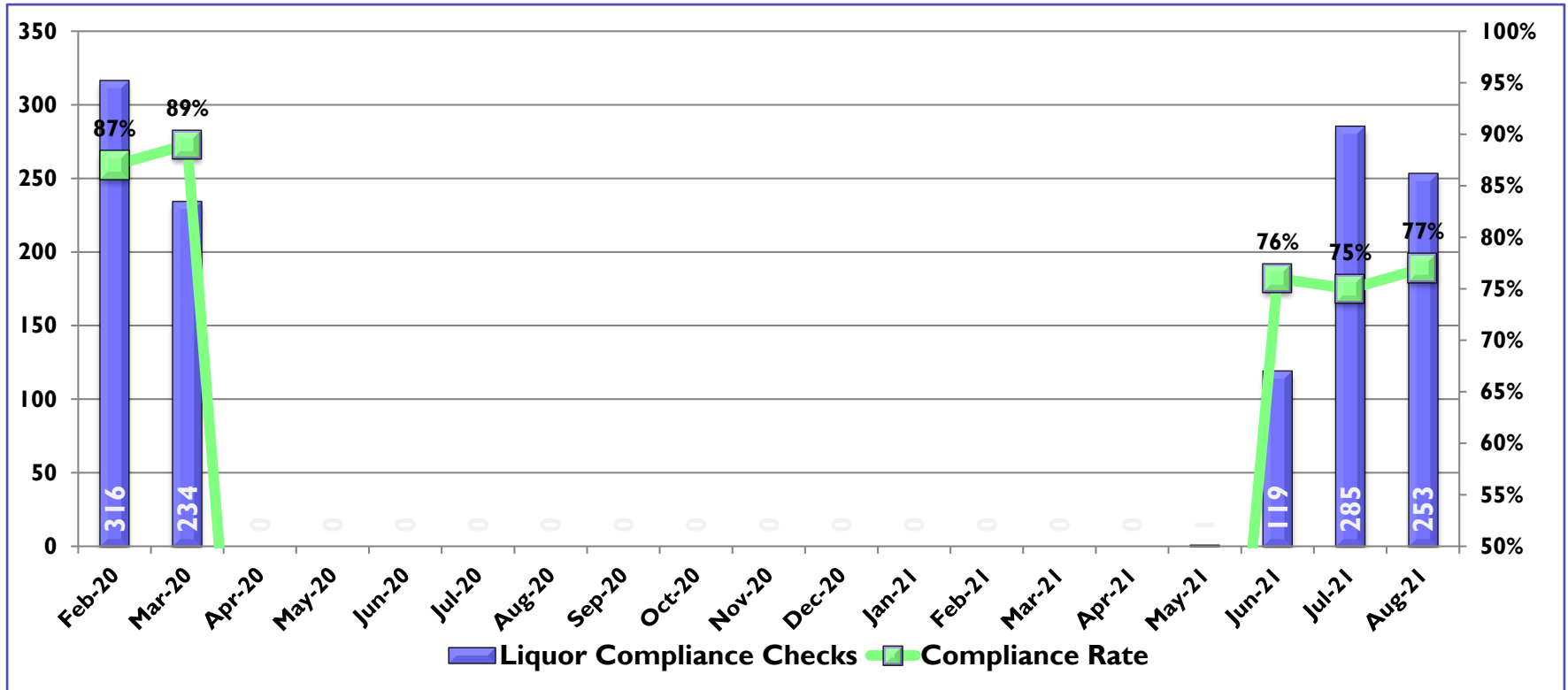
- Hearings scheduled two weeks out

ALTERNATIVE DISPUTE RESOLUTION (ADR) CANNABIS





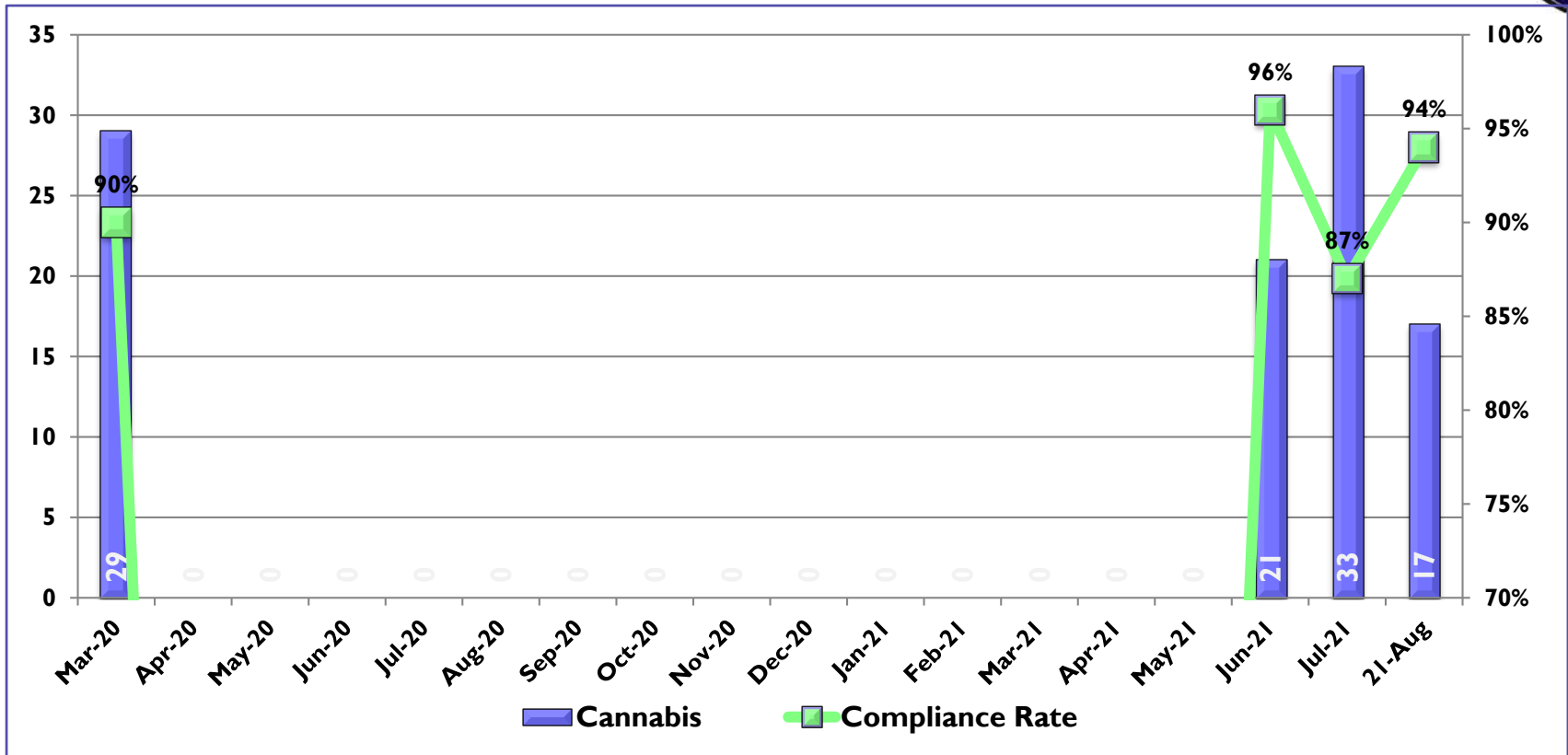
LIQUOR COMPLIANCE CHECKS



- PREVENT YOUTH ACCESS: Compliance checks restarted in May 2021



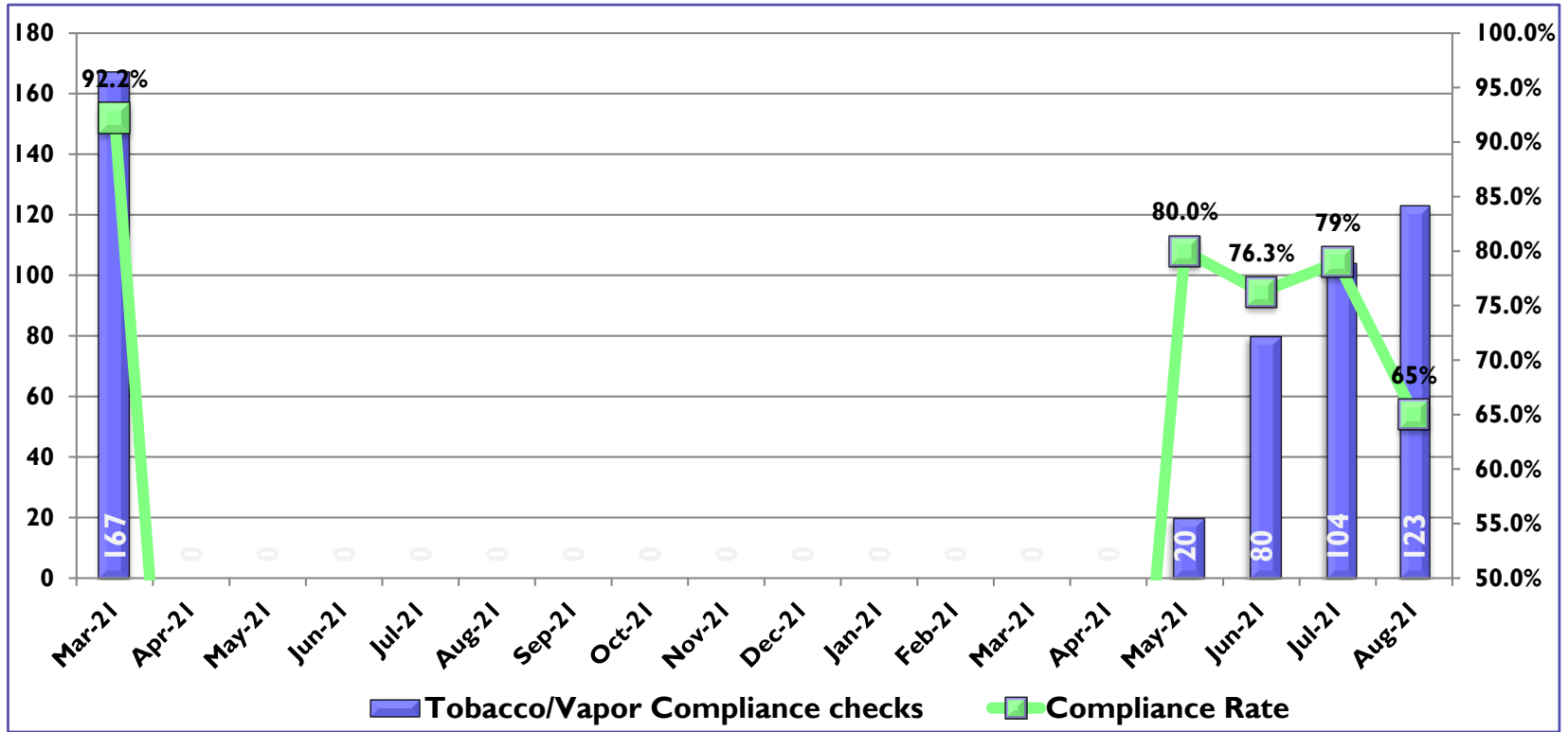
CANNABIS COMPLIANCE CHECKS



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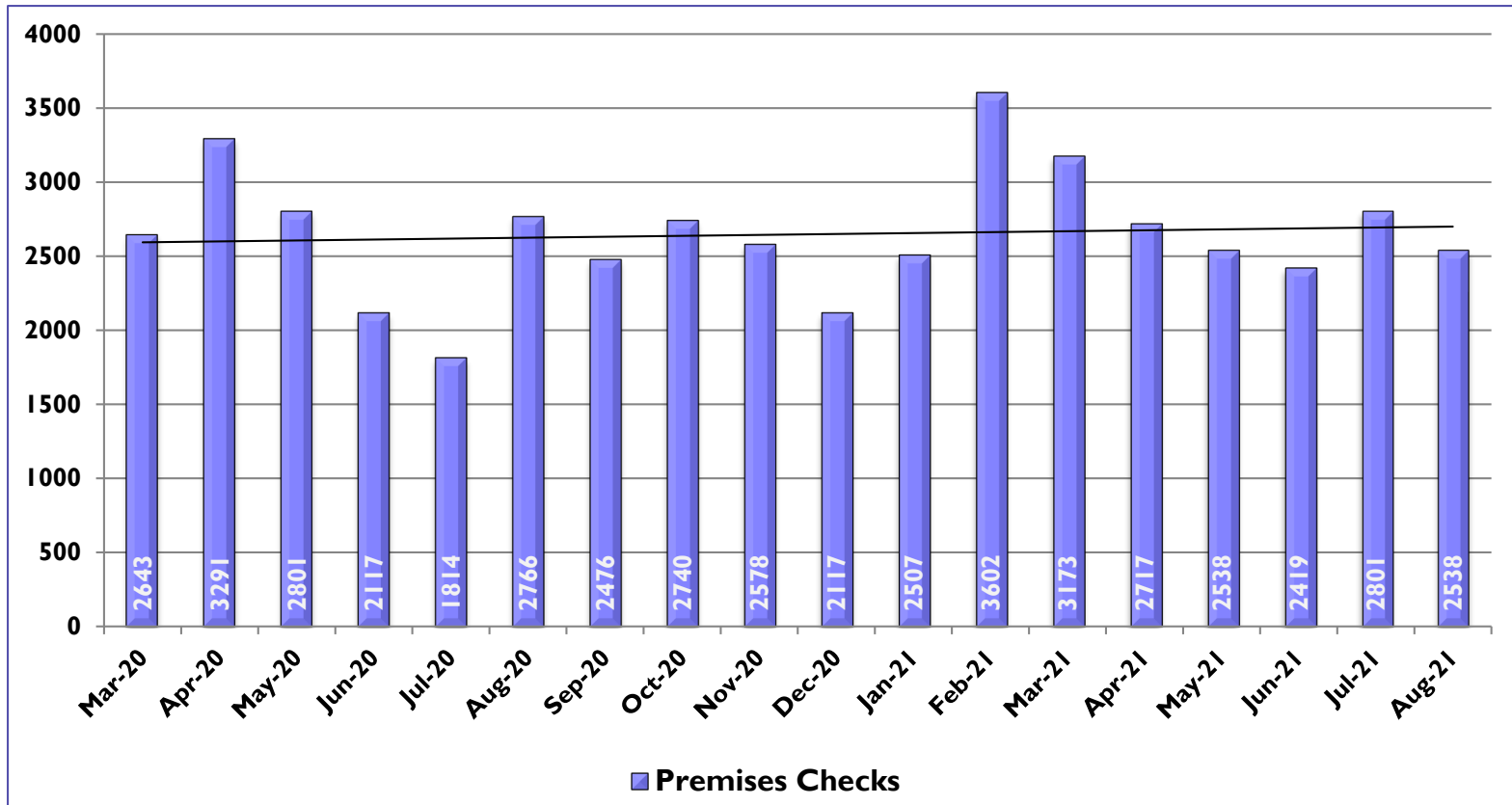
TOBACCO AND VAPOR COMPLIANCE CHECKS



- PREVENT YOUTH ACCESS: Compliance checks restarted in May 2021



LIQUOR PREMISES CHECKS

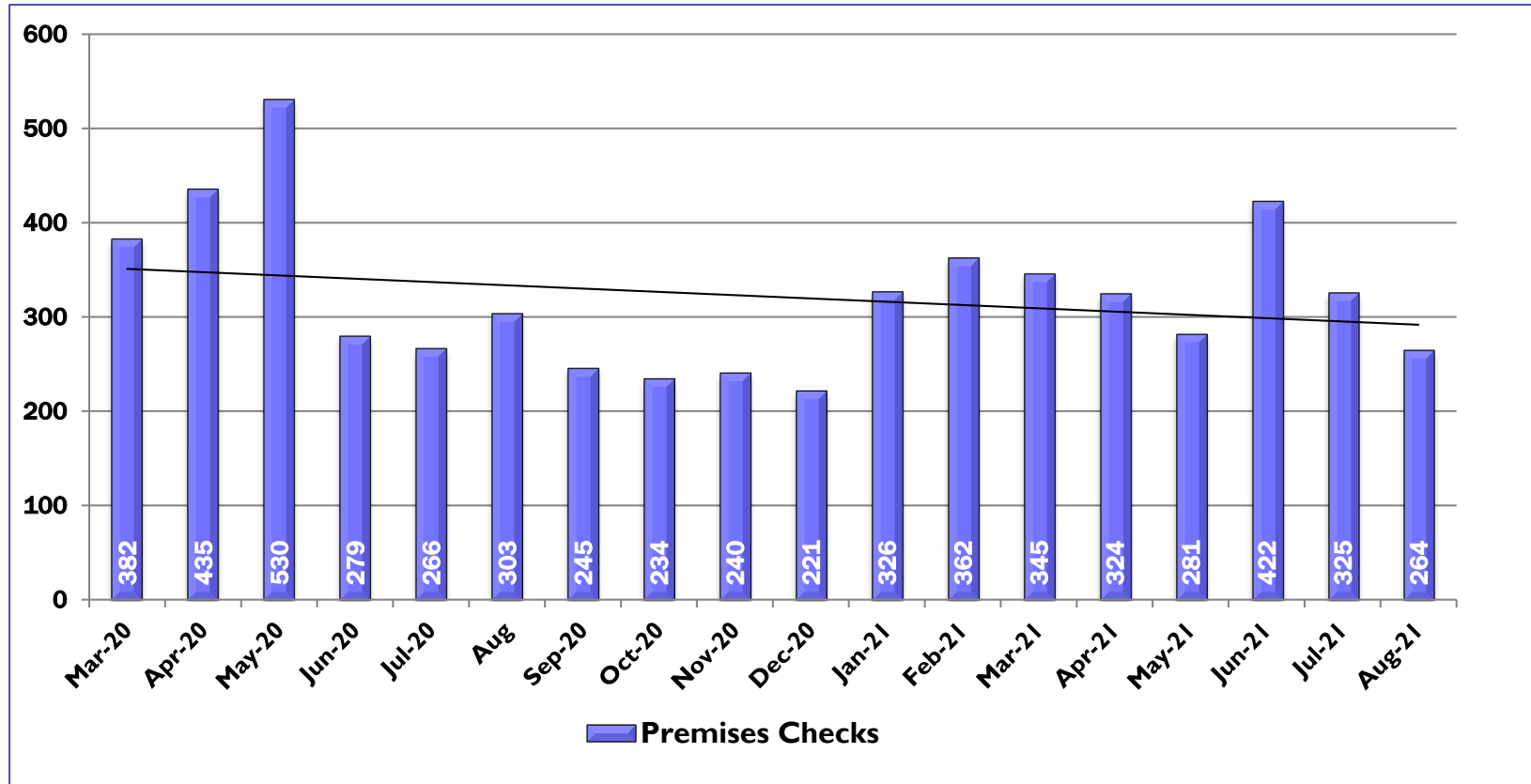


- Division goal is 100% of licensees visited within two years.
Retail and MIW: 18,184 locations

	1 Year	2 Years
Liquor	62%	86%



CANNABIS PREMISES CHECKS

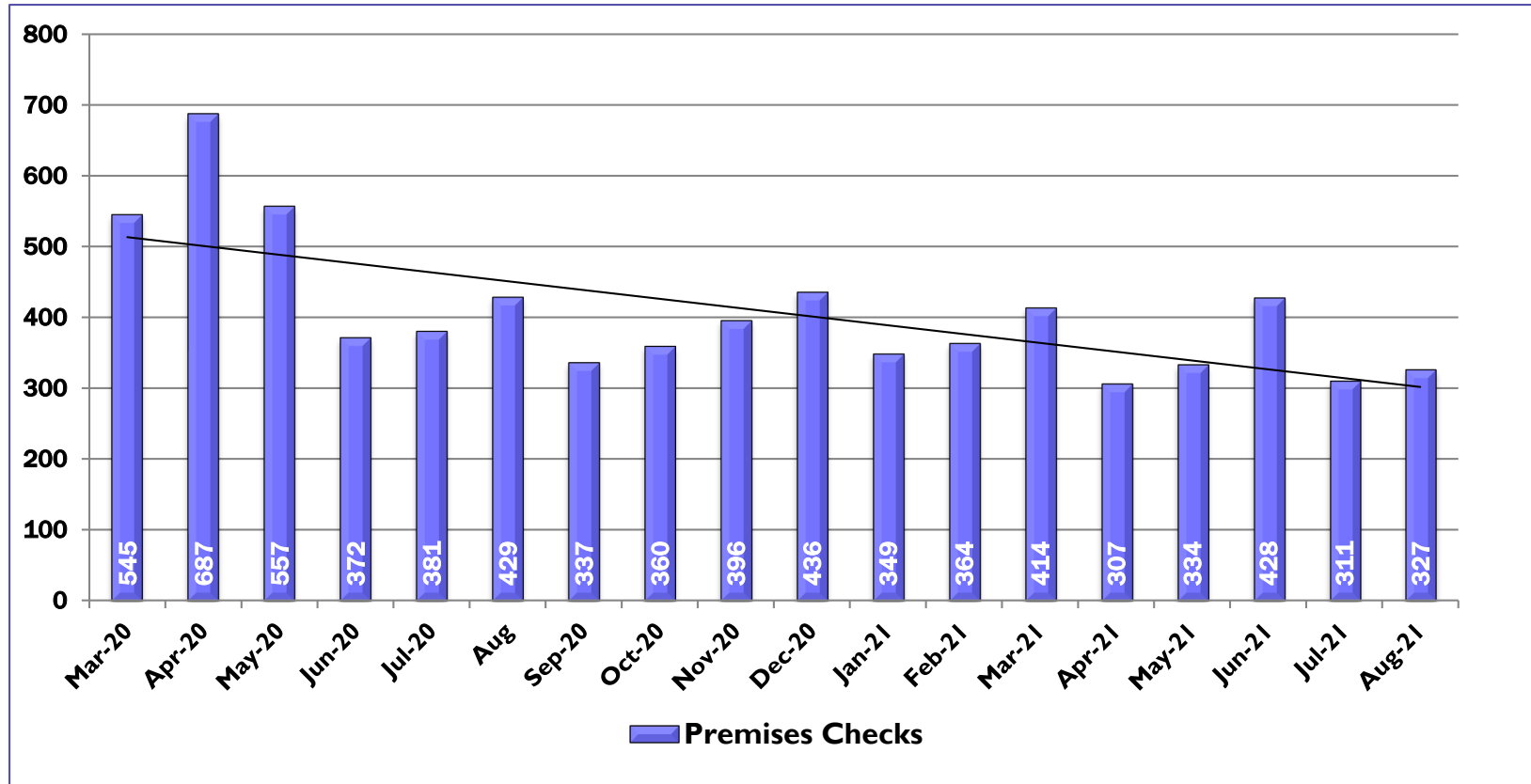


- Division goal is 100% of licensees visited within two years

	1 Year	2 Years
Cannabis	75%	99%

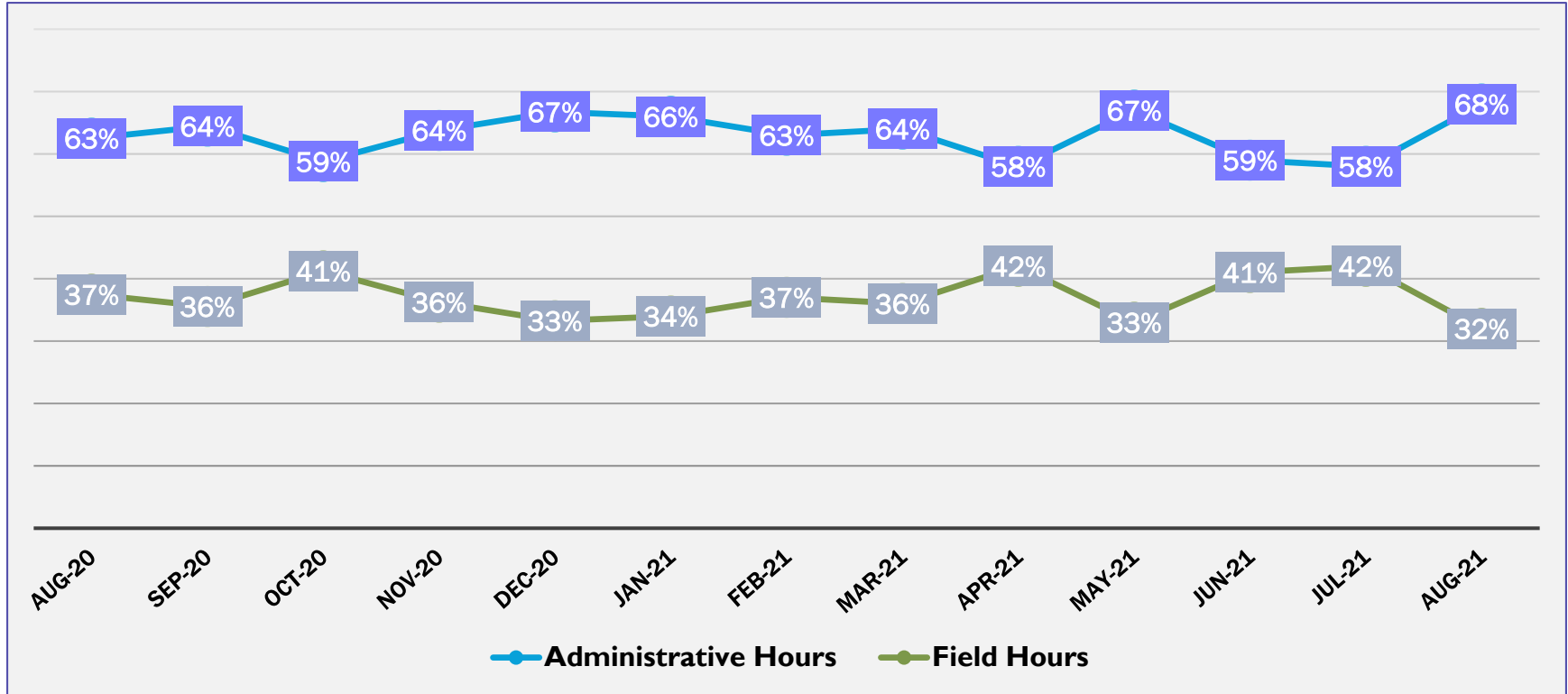


TOBACCO/VAPOR PREMISES CHECKS





ADMIN/FIELD HOURS





ACCOMPLISHMENTS

- Partnership: *Working closely with other Divisions to ensure the best outcomes for the Agency and our industries. Director's lunch. Partnership examples: CCRS transition and planning, licensing division meeting, Joint Quarterly Marijuana Licensing and Enforcement, Federal Draft Bill Discussion*
- Promotions: *2 LT promotions for Larissa Sigman and EP Hackenberg*
- Vacancies: *Partnered with HR and finance to fill an HRC3 position in HR to work with E&E to fill vacancies.*
- Examiners Transition: *Detailed planning meetings, final project charter in process of implementation.*
- Law Enforcement Legislation: *Fully implemented at WSLCB E&E.*
- Communication: *Delta 8 Enforcement Bulletin (to mirror Delta 9)*

- Other: *End of Watch Ride Event, Spokane Field Visit, New field visit schedule*

