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

- I617 educational contacts
- 221 hours given
- 2243 people received education

Cannabis Unit

- 365 educational contacts
- II2 hours given
- 642 people received education

Tobacco/Vapor Unit

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

Total for August

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



Summary

 There were 153 complaints logged with enforcement in the month of August

August 2021

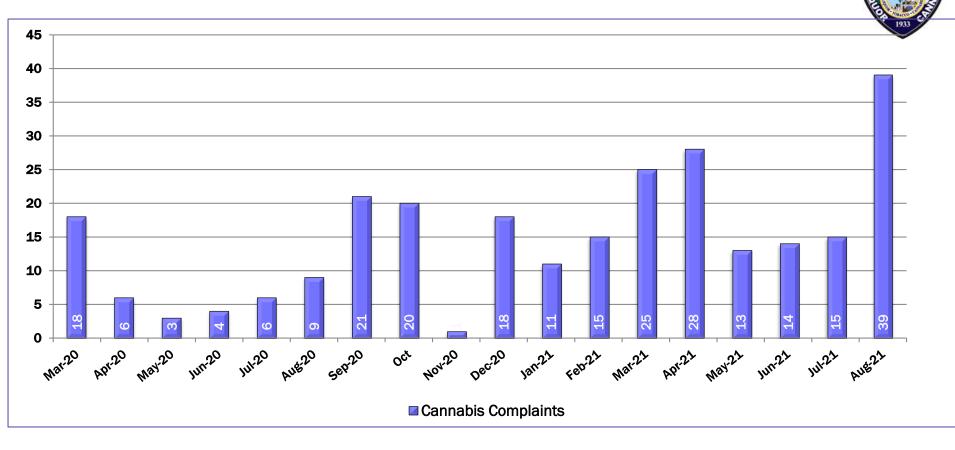
- There were 39 complaints against the cannabis industry, 36 in liquor, and 10 in tobacco/vapor.
- 50% of complaints were COVID-19 related

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

Days	Closed
1-10	45 %
11-30	١5%
31-60	36%
60+	4%

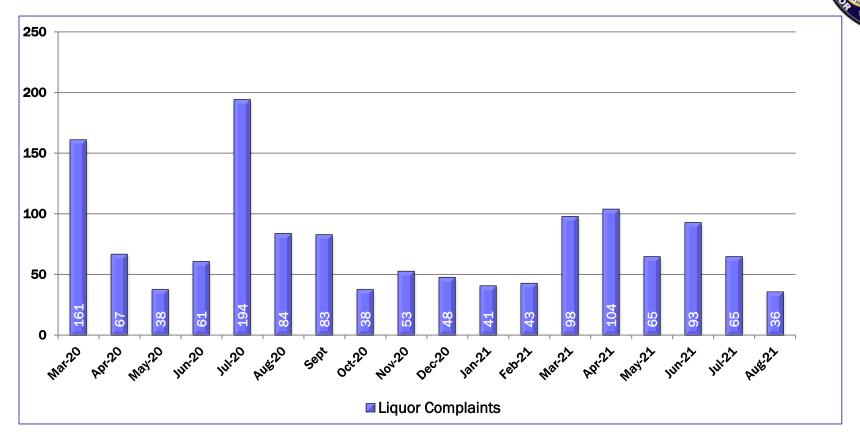
Division goal is to close out 95% of complaints within 60 days

CANNABIS COMPLAINTS



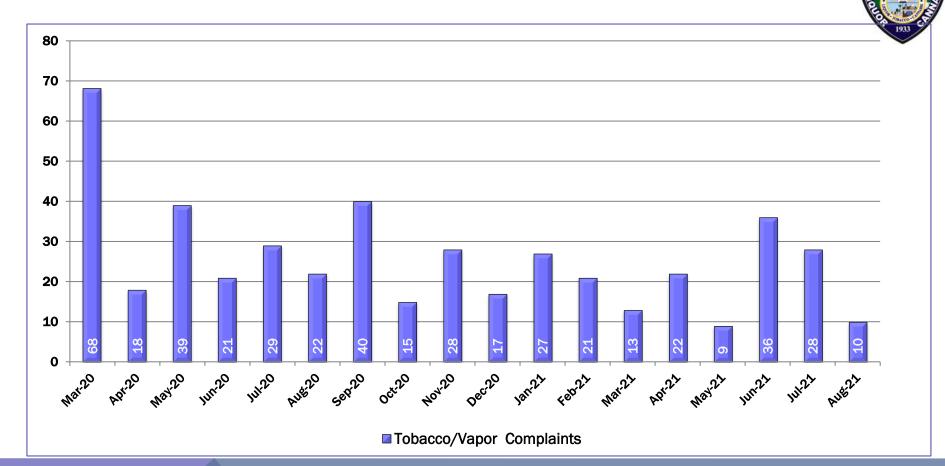
COVID-19 safety/health complaints are not included in the data

LIQUOR COMPLAINTS



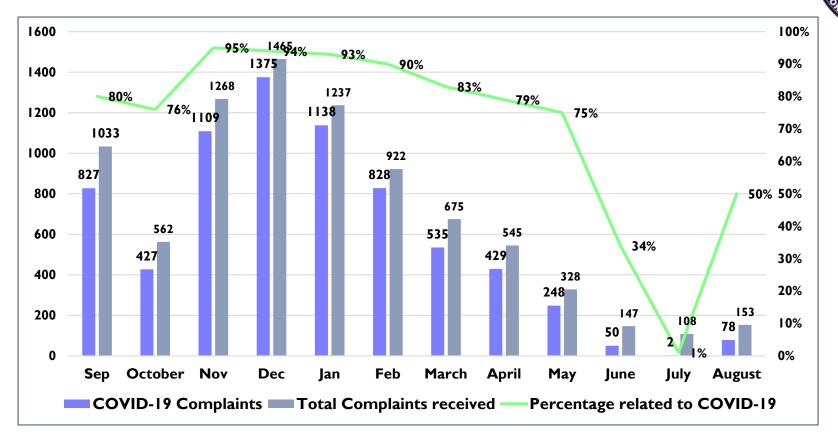
COVID-19 safety/health complaints are not included in the data

TOBACCO COMPLAINTS



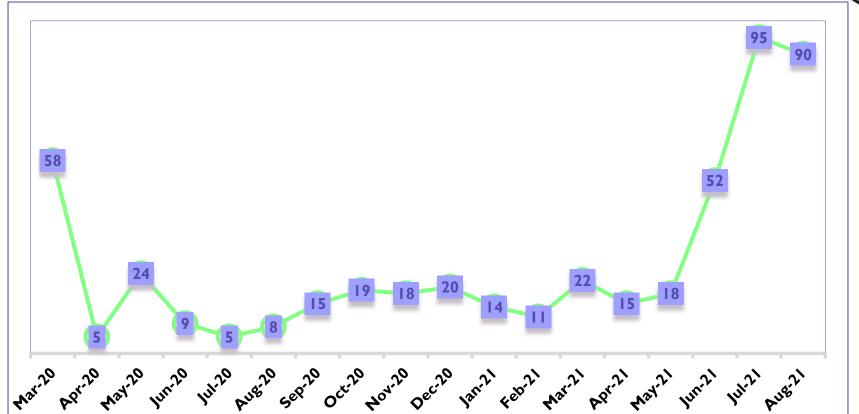
COVID-19 safety/health complaints are not included in the data

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



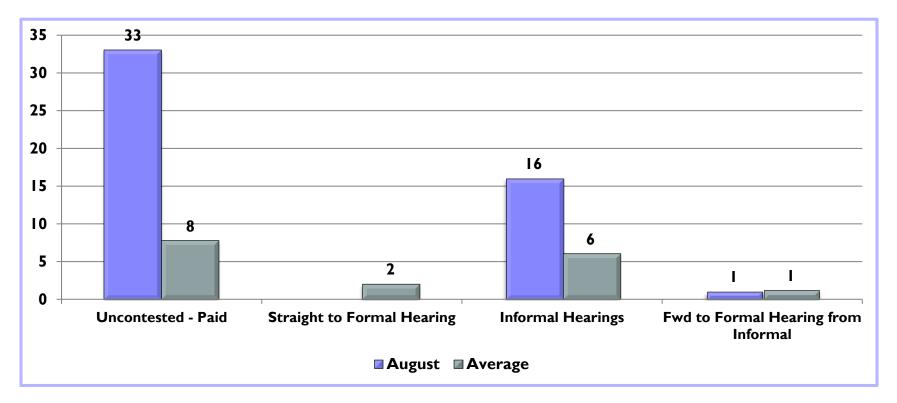
13% of businesses had a repeat violation in the last12 months (due in part to businesses getting multiple COVID-19 violations)

Division goal is 5%

August	AVNs
Liquor	69
Tobacco/Vapor	17
Cannabis	4

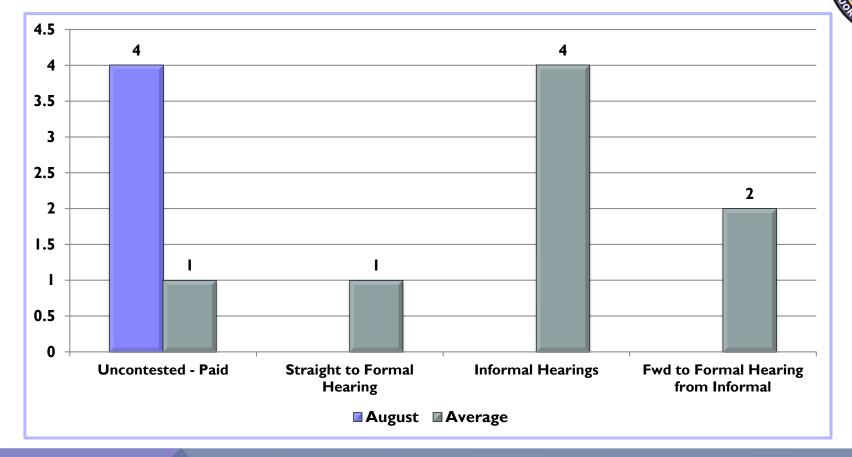


ALTERNATIVE DISPUTE RESOLUTION (ADR) LIQUOR



Hearings scheduled two weeks out

ALTERNATIVE DISPUTE RESOLUTION (ADR) CANNABIS



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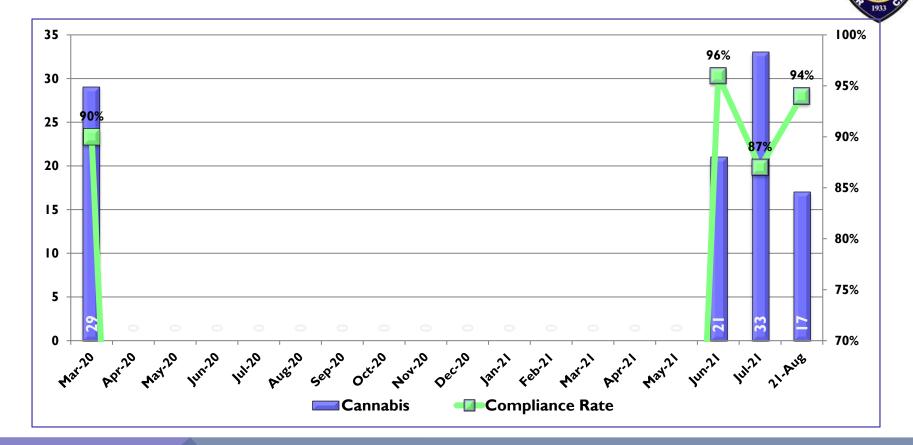
LIQUOR COMPLIANCE CHECKS





PREVENTYOUTH ACCESS: Compliance checks restarted in May 2021

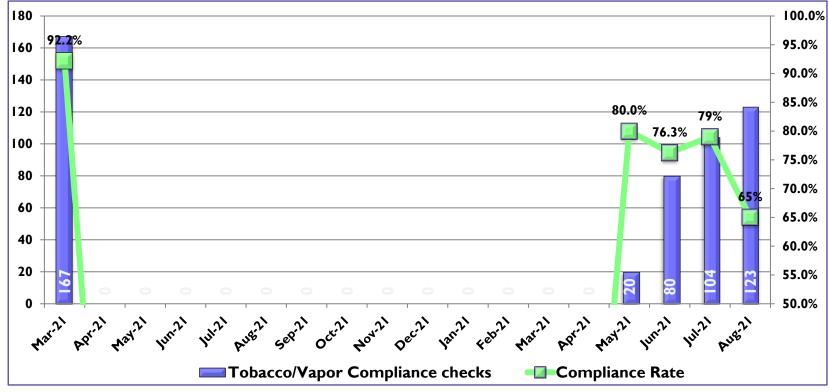
CANNABIS COMPLIANCE CHECKS



PREVENT YOUTH ACCESS: Compliance checks restarted in May 2021

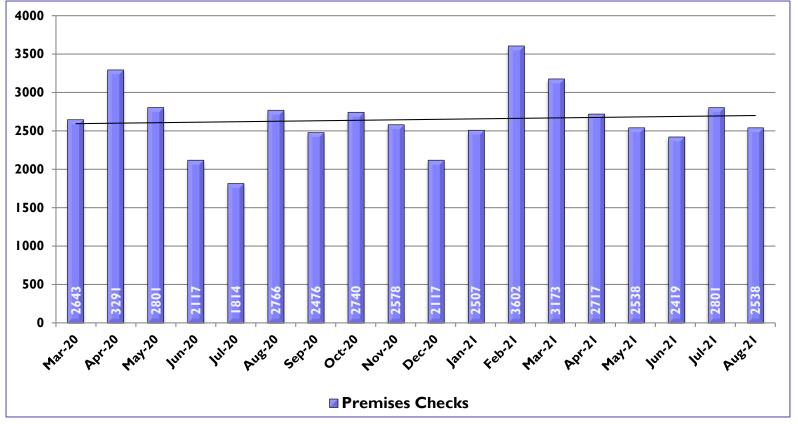


TOBACCO AND VAPOR COMPLIANCE CHECKS



PREVENTYOUTH ACCESS: Compliance checks restarted in May 2021

LIQUOR PREMISES CHECKS

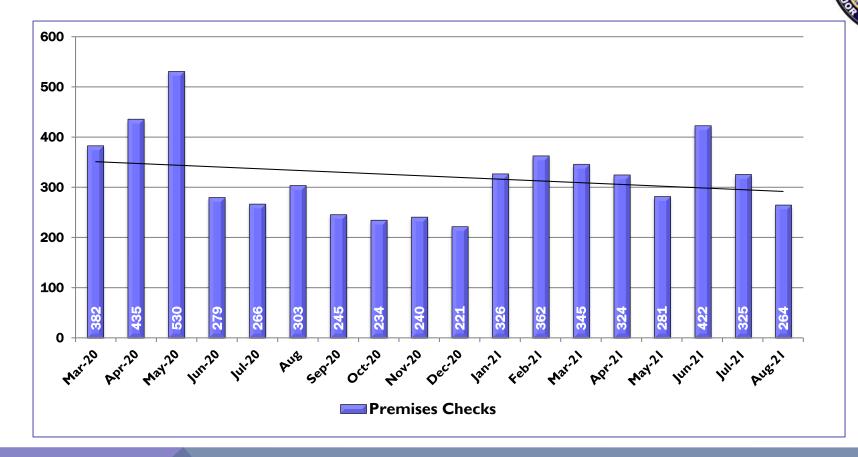


Division goal is 100% of licensees visited within two years.
Retail and MIVV: 18,184 locations

	l Year	2 Years
Liquor	62%	86%



CANNABIS PREMISES CHECKS

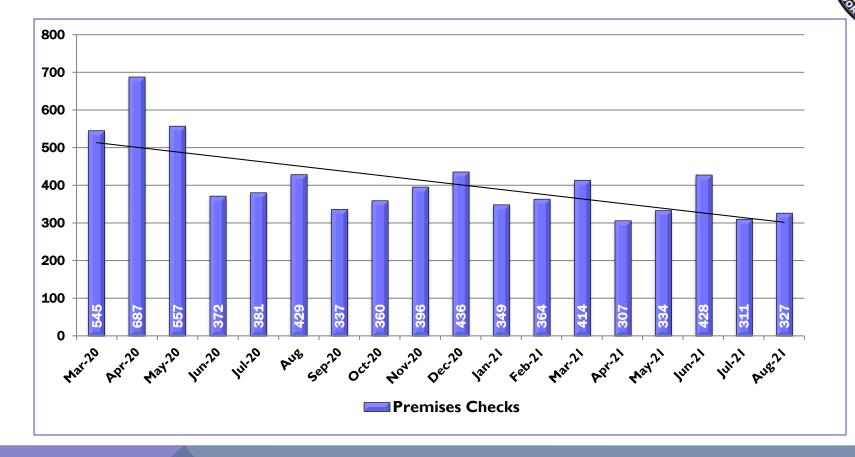


Division goal is 100% of licensees visited within two years

	l Year	2 Years
Cannabis	75%	99%

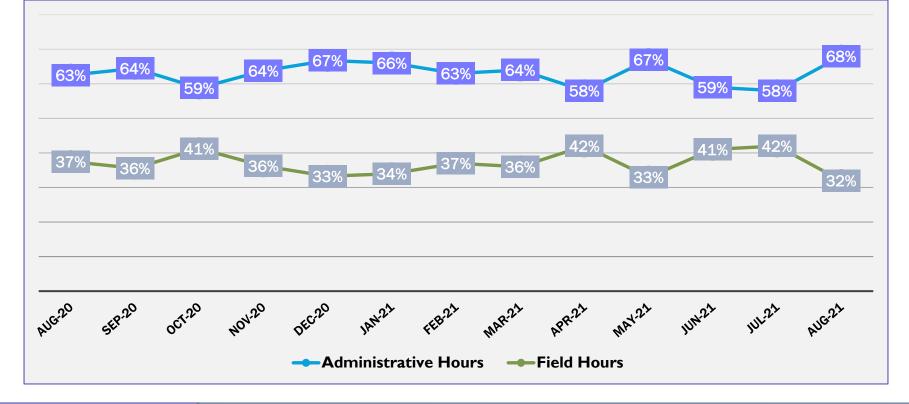
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TOBACCO/VAPOR PREMISES CHECKS



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

FIELD VISIT PLANNER ~ 2021-2022

EVENT	BI-YEAR	LY FIELD VI	SITS	Strike thru = Vacation	n or In-Service	
HOTEL NEEDED	ANY 2-4	DAY STAYS				
LOCATI	ои	VISIT	VISIT	LOCATION	VISIT	VISIT
FDA		Jan 2022	Aug 2022	MT VERNON	Nov 2021	May 2022
FEDERA	L WAY	Oct 2021	Feb 2022	PASCO	Oct 2021	Jun 2022
MNTLK	TERRACE	Sep 2021	Mar 2022	SPOKANE	Mar 2022	Aug 2022
OLYMPI	A HQ	Jan 2022	July 2022	VANCOUVER	Nov 2021	Jun 2022
TACOM	λ	Dec 2021	July 2022	WENATCHEE	Apr 2022	Sep 2022
SILVERD	ALE	Dec 2021	May 2022	YAKIMA	Apr 2022	Sep 2022

SE	PT	EMB	MBER OCTOBER												OVE	мв	ER				DECEMBER								ЛИ	AR	(FEBRUARY								
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