# 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

### **C**annabis 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

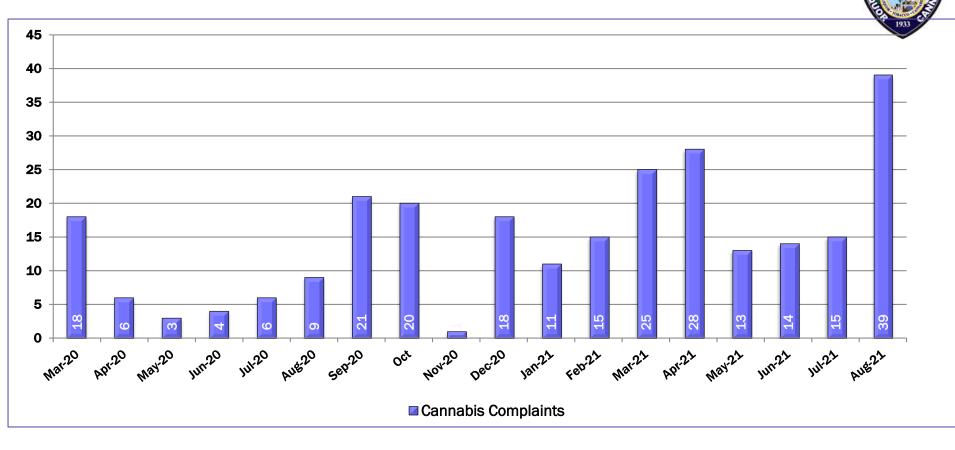
- There were 39 complaints against the cannabis industry, 36 in liquor, and 10 in tobacco/vapor.
- 50% of complaints were COVID-19 related

- 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%

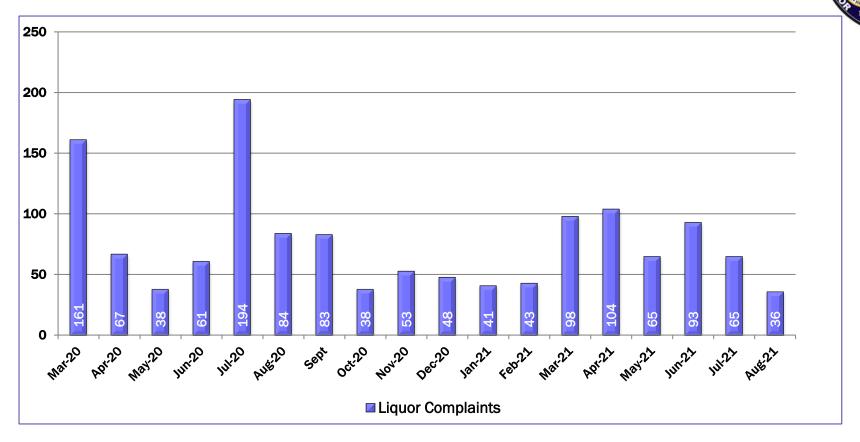
Division goal is to close out 95% of complaints within 60 days

## **CANNABIS COMPLAINTS**



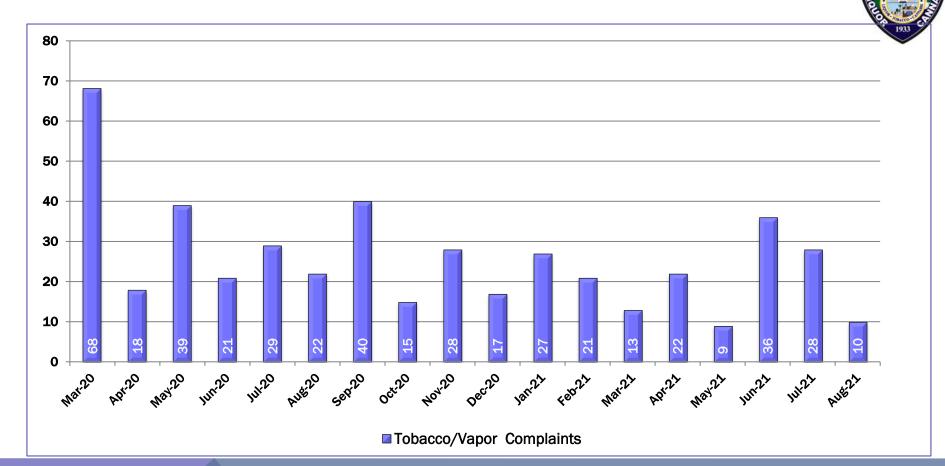
COVID-19 safety/health complaints are not included in the data

## LIQUOR COMPLAINTS



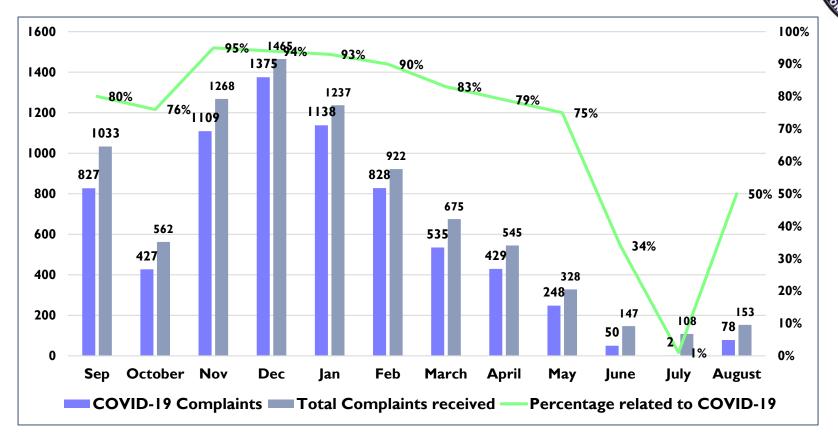
COVID-19 safety/health complaints are not included in the data

## **TOBACCO COMPLAINTS**



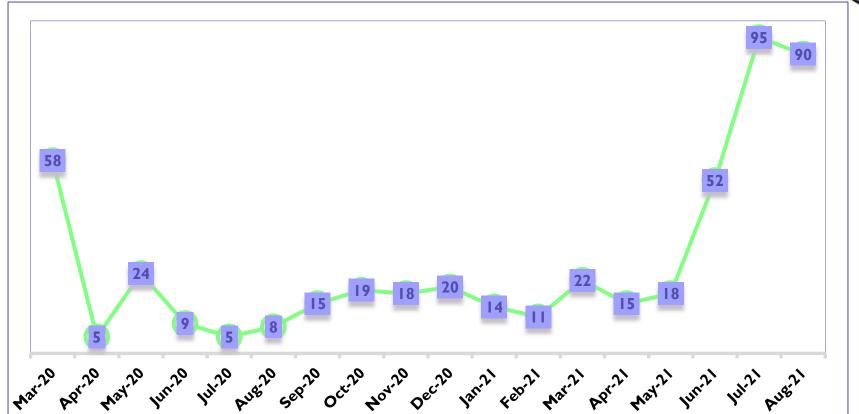
COVID-19 safety/health complaints are not included in the data

## **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**



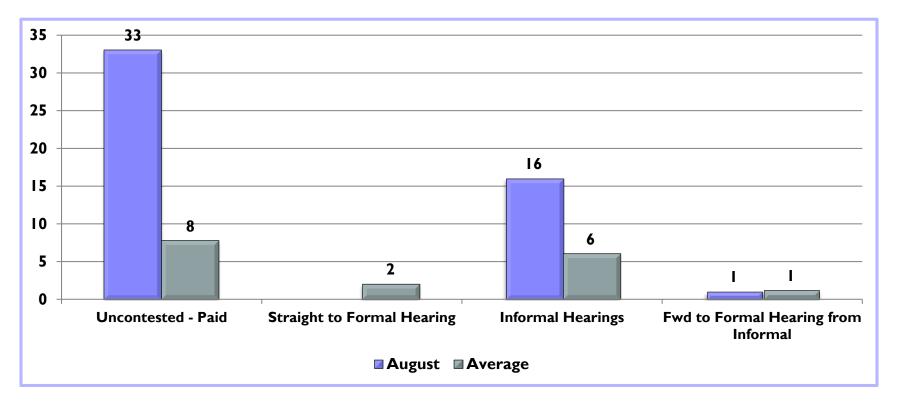
13% of businesses had a repeat violation in the last12 months (due in part to businesses getting multiple COVID-19 violations)

Division goal is 5%

August	AVNs
Liquor	69
Tobacco/Vapor	17
Cannabis	4

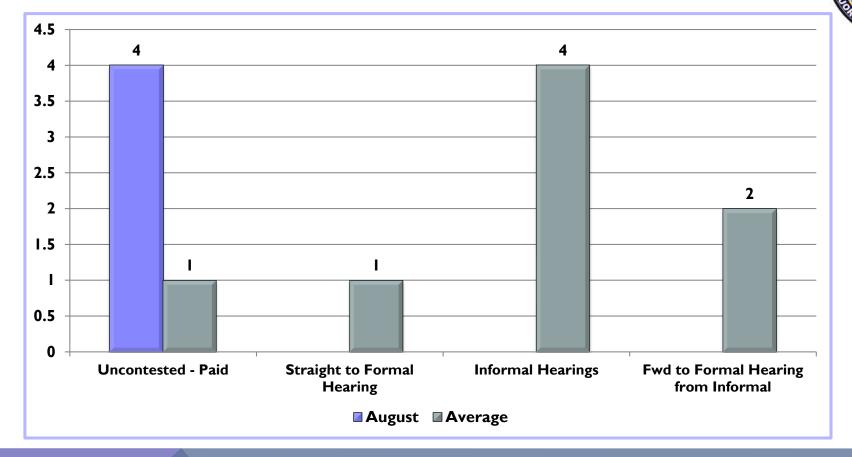


# ALTERNATIVE DISPUTE RESOLUTION (ADR) LIQUOR



Hearings scheduled two weeks out

## ALTERNATIVE DISPUTE RESOLUTION (ADR) CANNABIS



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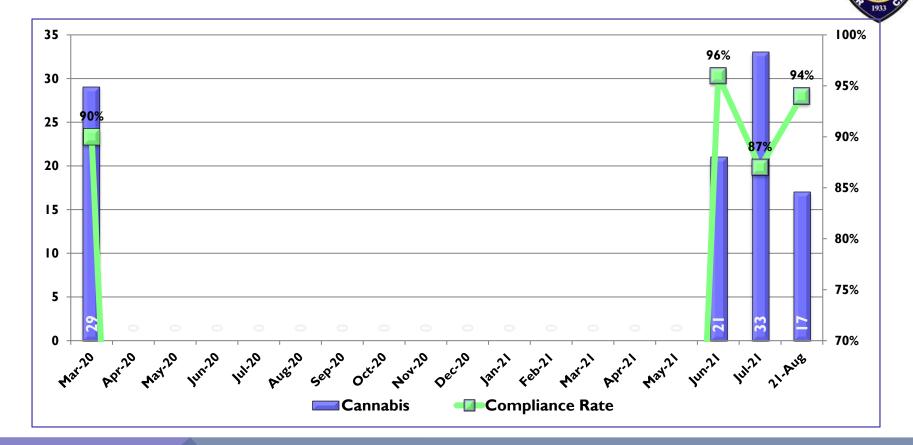
## LIQUOR COMPLIANCE CHECKS





PREVENTYOUTH ACCESS: Compliance checks restarted in May 2021

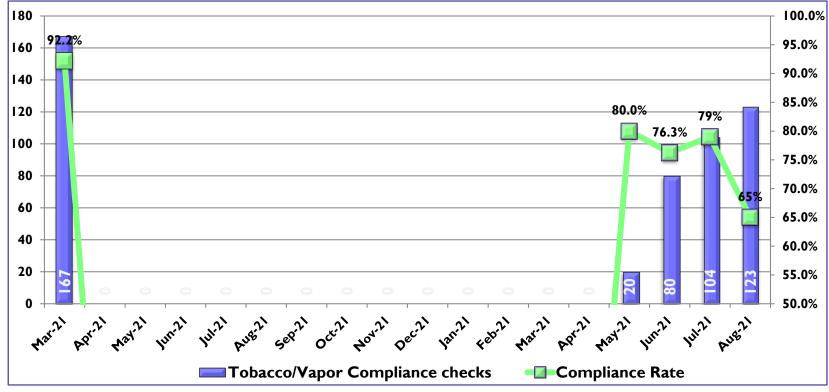
## **CANNABIS COMPLIANCE CHECKS**



PREVENT YOUTH ACCESS: Compliance checks restarted in May 2021

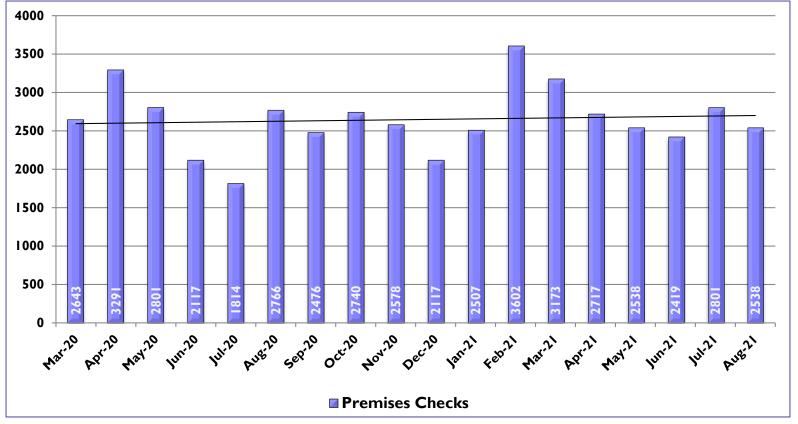


## **TOBACCO AND VAPOR COMPLIANCE CHECKS**



PREVENTYOUTH ACCESS: Compliance checks restarted in May 2021

## LIQUOR PREMISES CHECKS

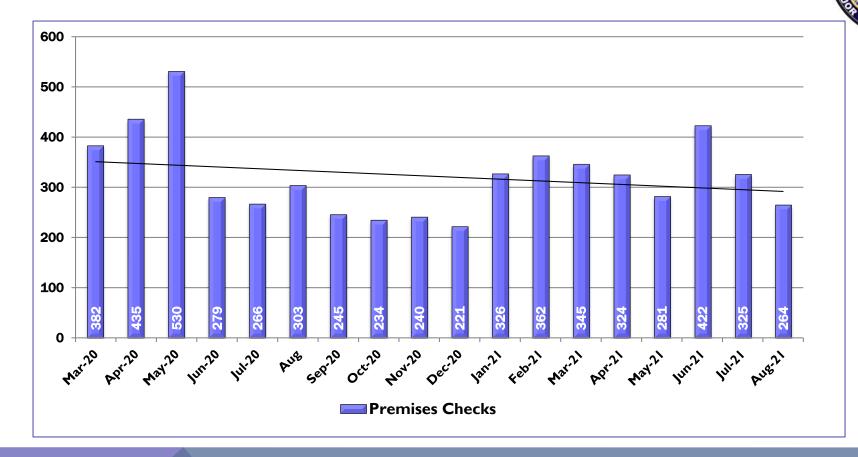


Division goal is 100% of licensees visited within two years.
Retail and MIVV: 18,184 locations

	l Year	2 Years
Liquor	62%	86%



## **CANNABIS PREMISES CHECKS**

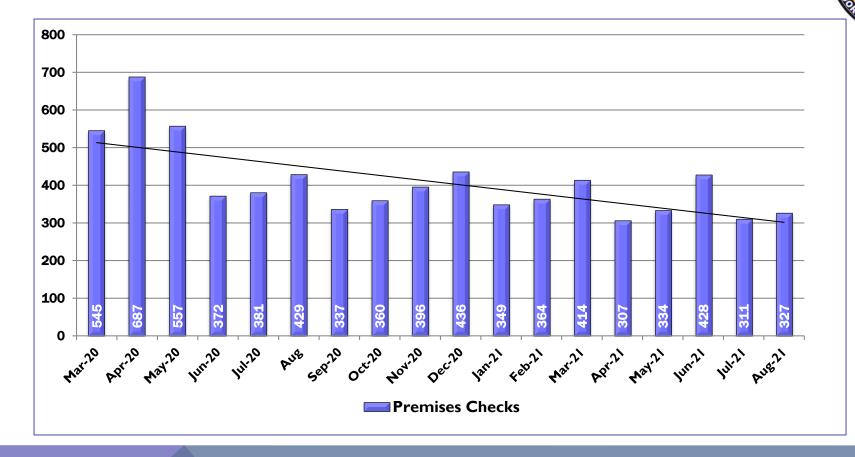


Division goal is 100% of licensees visited within two years

	l Year	2 Years
Cannabis	75%	99%

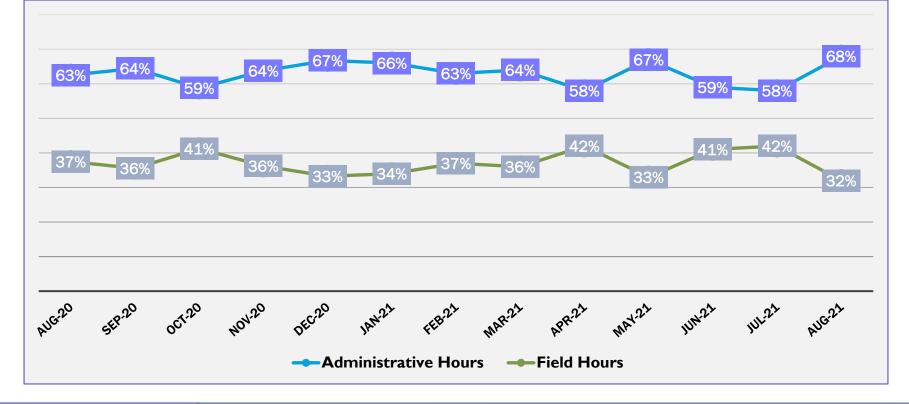
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## **TOBACCO/VAPOR PREMISES CHECKS**



## **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

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