



October 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
- Policy
- Accomplishments

Compiled by Marc Siegfried
Data as of 11/8/2021



Licensee Support & Education

Liquor Unit

- 1357 educational contacts
- 170 hours given
- 1811 people received education

Cannabis Unit

- 238 educational contacts
- 70 hours given
- 427 people received education

Tobacco/Vapor Unit

- 158 educational contacts
- 31 hours given
- 224 people received education

Total for October

- 1,753 educational contacts
- 271 hours given
- 2,462 people received education



Education

Top Ten Educational Topics

Subject	Number of educational events
Regulatory	526
Covid-19	449
Youth access to Liquor	208
Public Safety - Over service	132
Public Safety	81
Tobacco Education	58
Licensing/Permits	53
Advertising	33
New licensee support	32
Youth Access to Tobacco	31

- 56% of education given was related to public safety topics



Enforcement: Complaints

October 2021

Summary

- There were 442 complaints logged with enforcement in the month of October
- There were 23 complaints against the cannabis industry, 390 in liquor and 29 in tobacco/vapor
- 77% of complaints were COVID-19 related

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

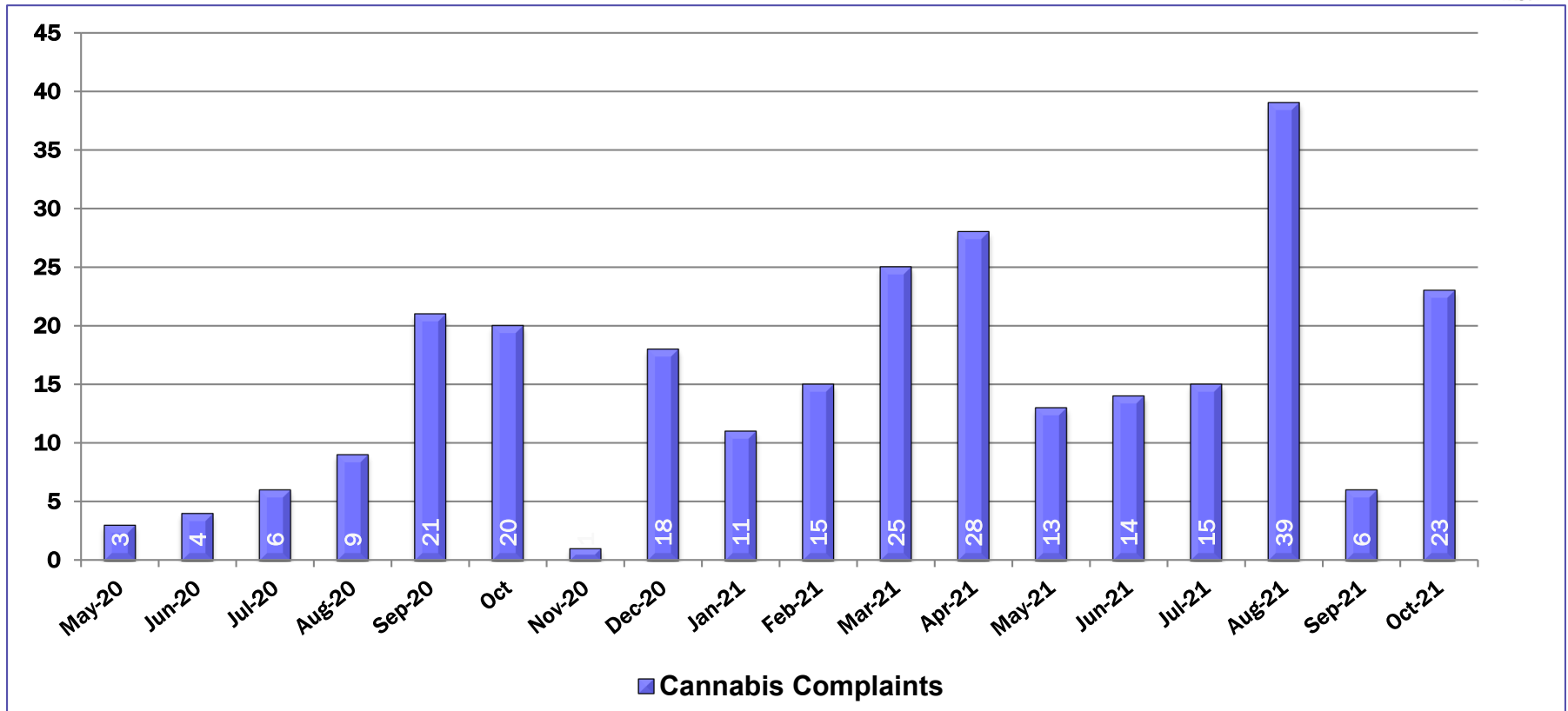
Days	Closed
1-10	70%
11-30	22%
31-60	6%
60+	2%

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

*Data based on last 90 days



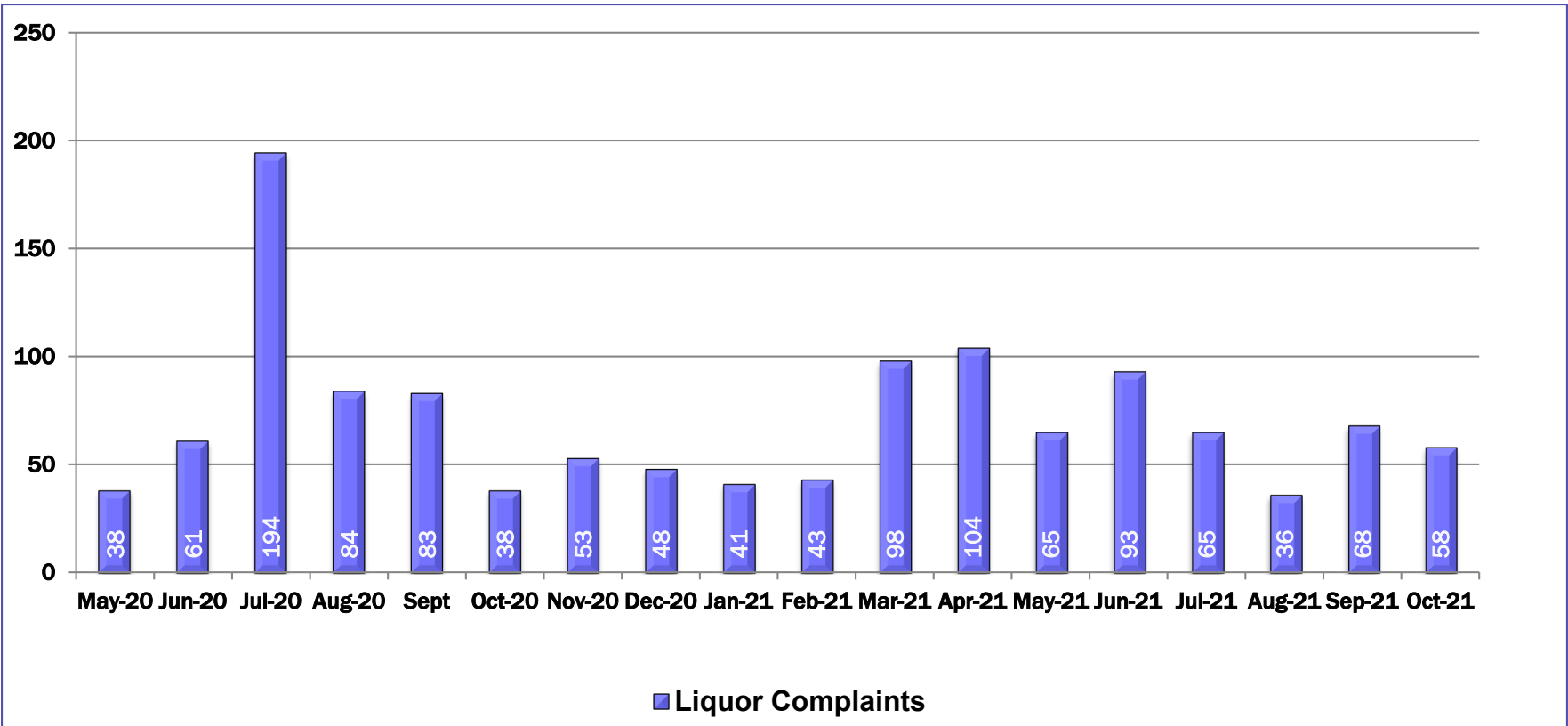
Cannabis Complaints



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



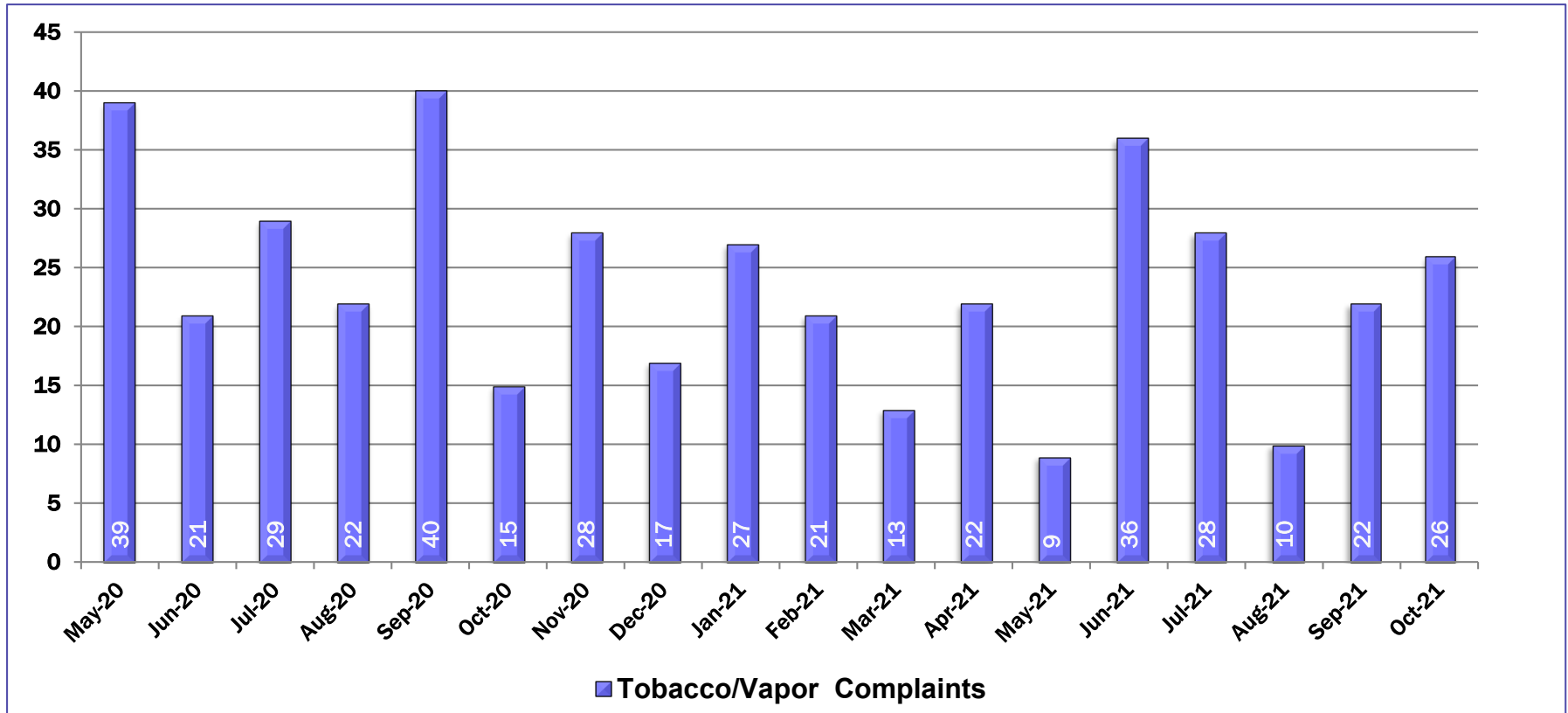
Liquor Complaints



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



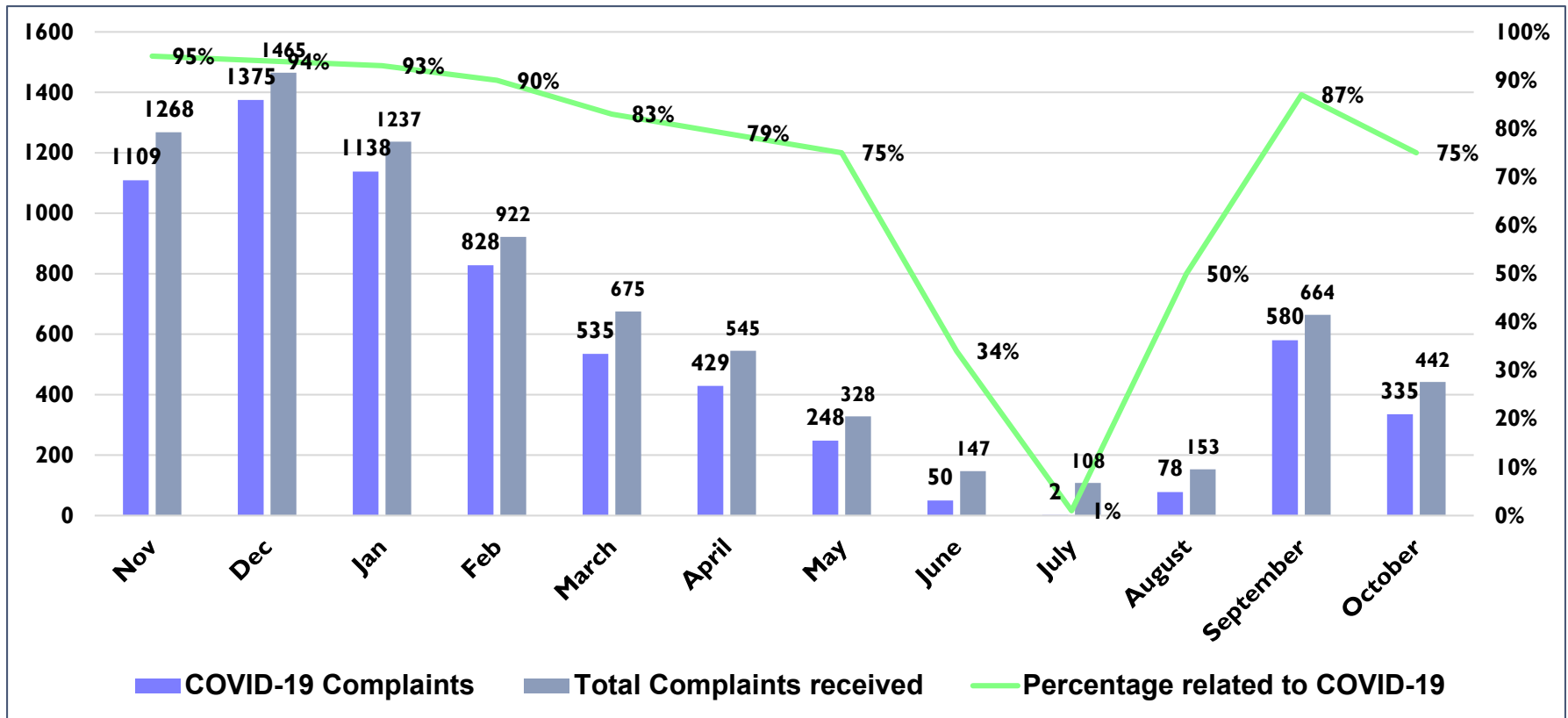
Tobacco Complaints



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



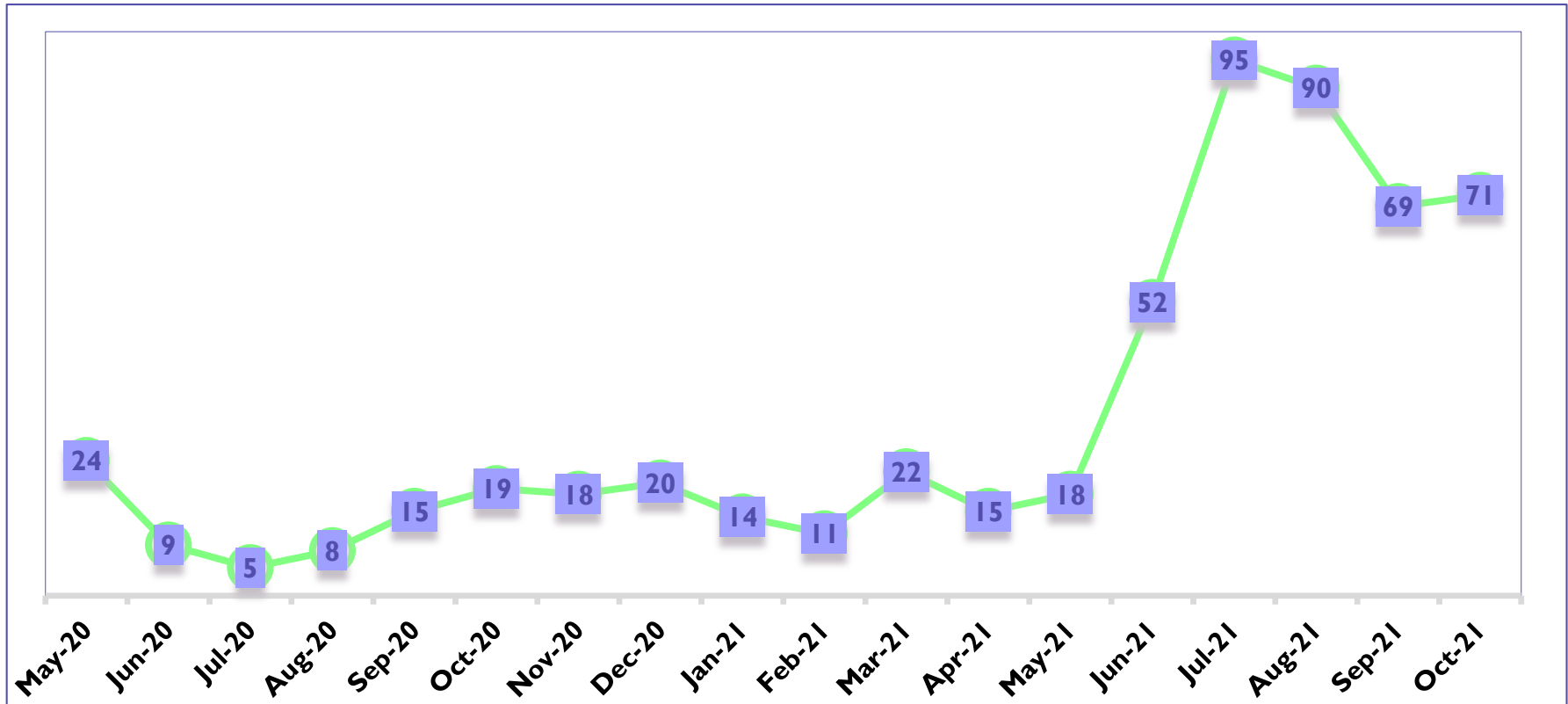
COVID-19 Complaints



- 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



9% of businesses had a repeat violation in the last 12 months (due in part to businesses getting multiple COVID-19 violations)

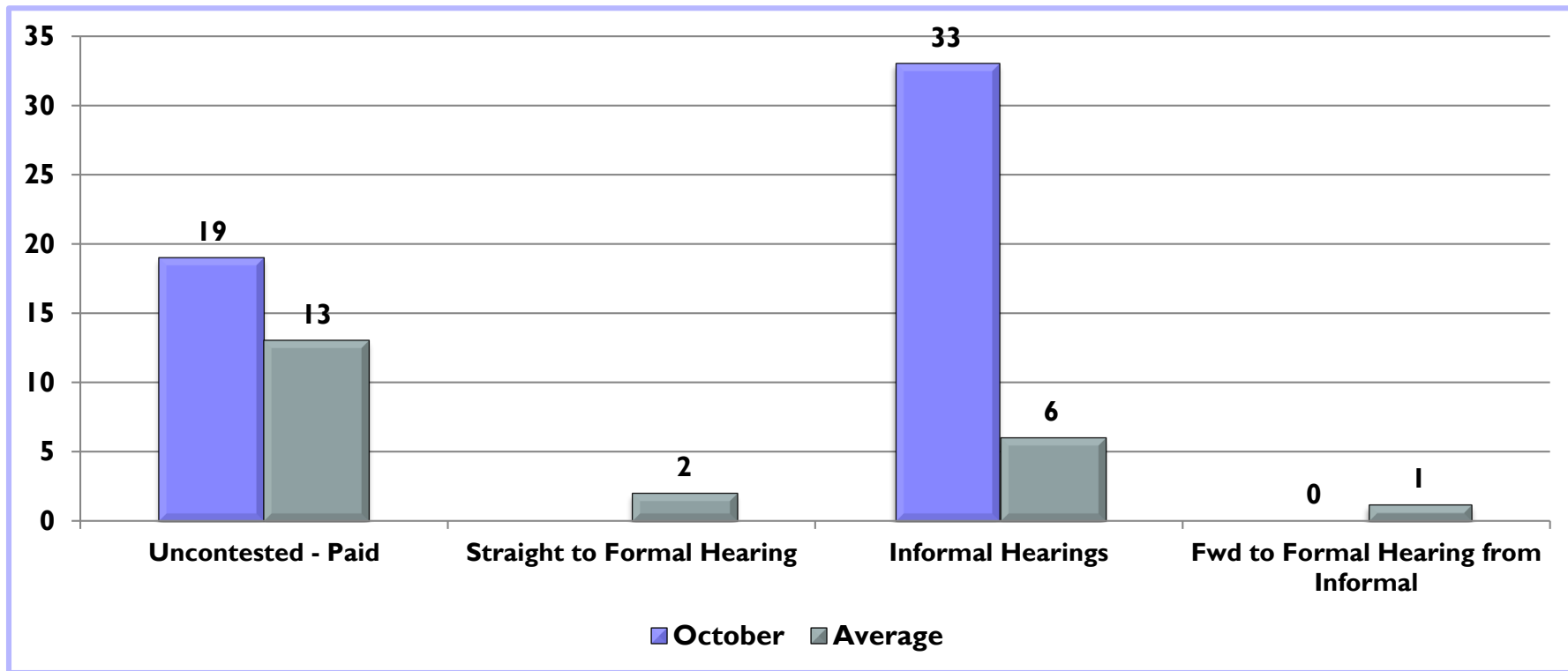
Division goal is 5%

October	AVNs
Liquor	49
Tobacco/Vapor	17
Cannabis	5

Alternative Dispute Resolution

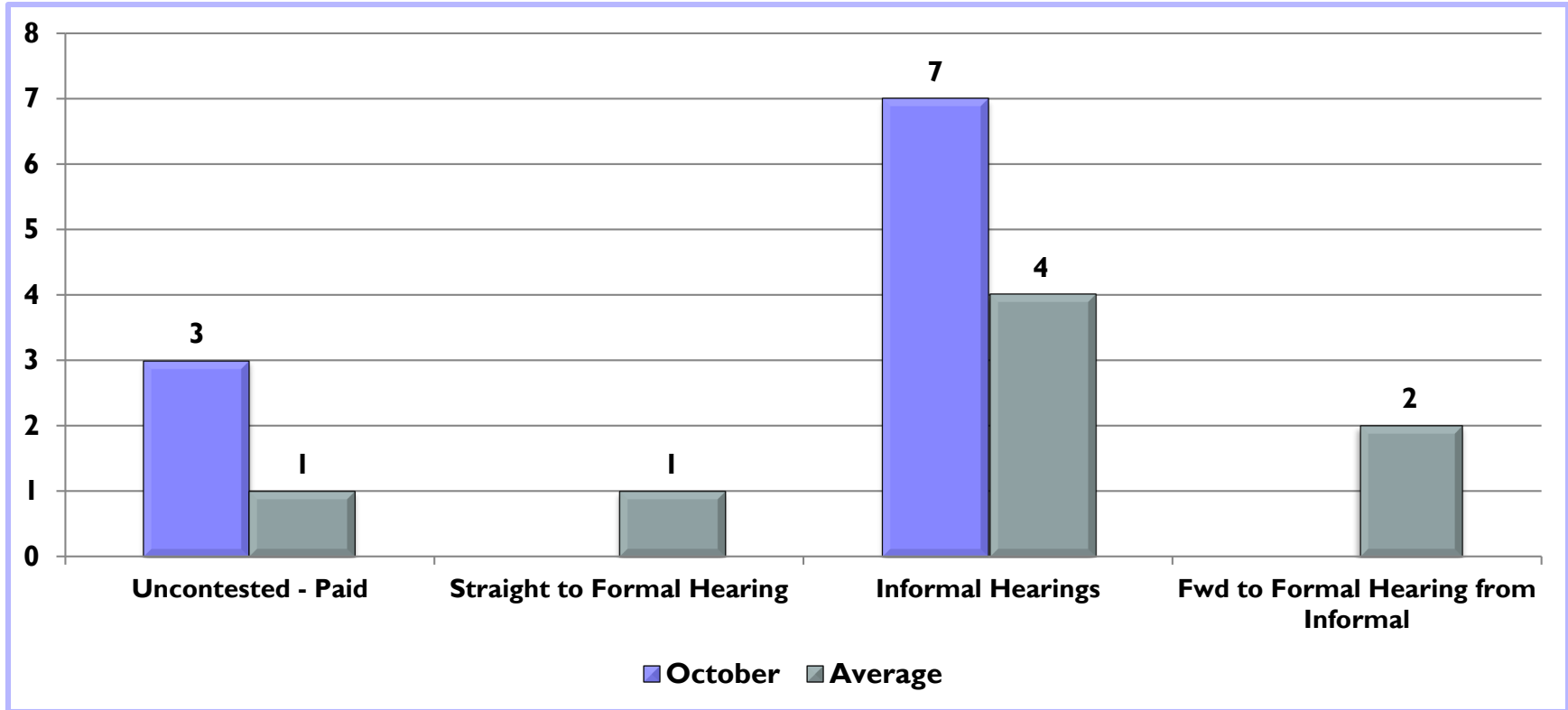


Liquor

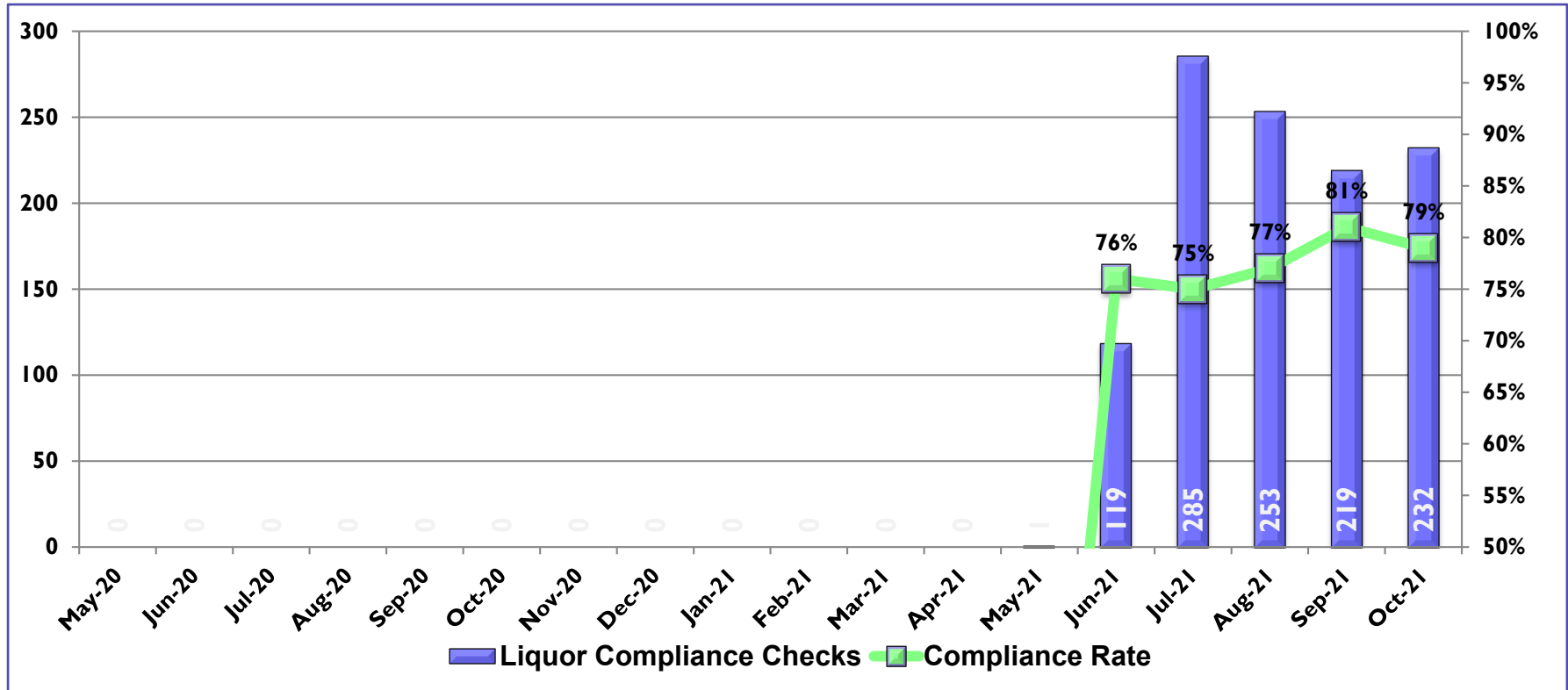


- Hearings scheduled two weeks out

Alternative Dispute Resolution Cannabis



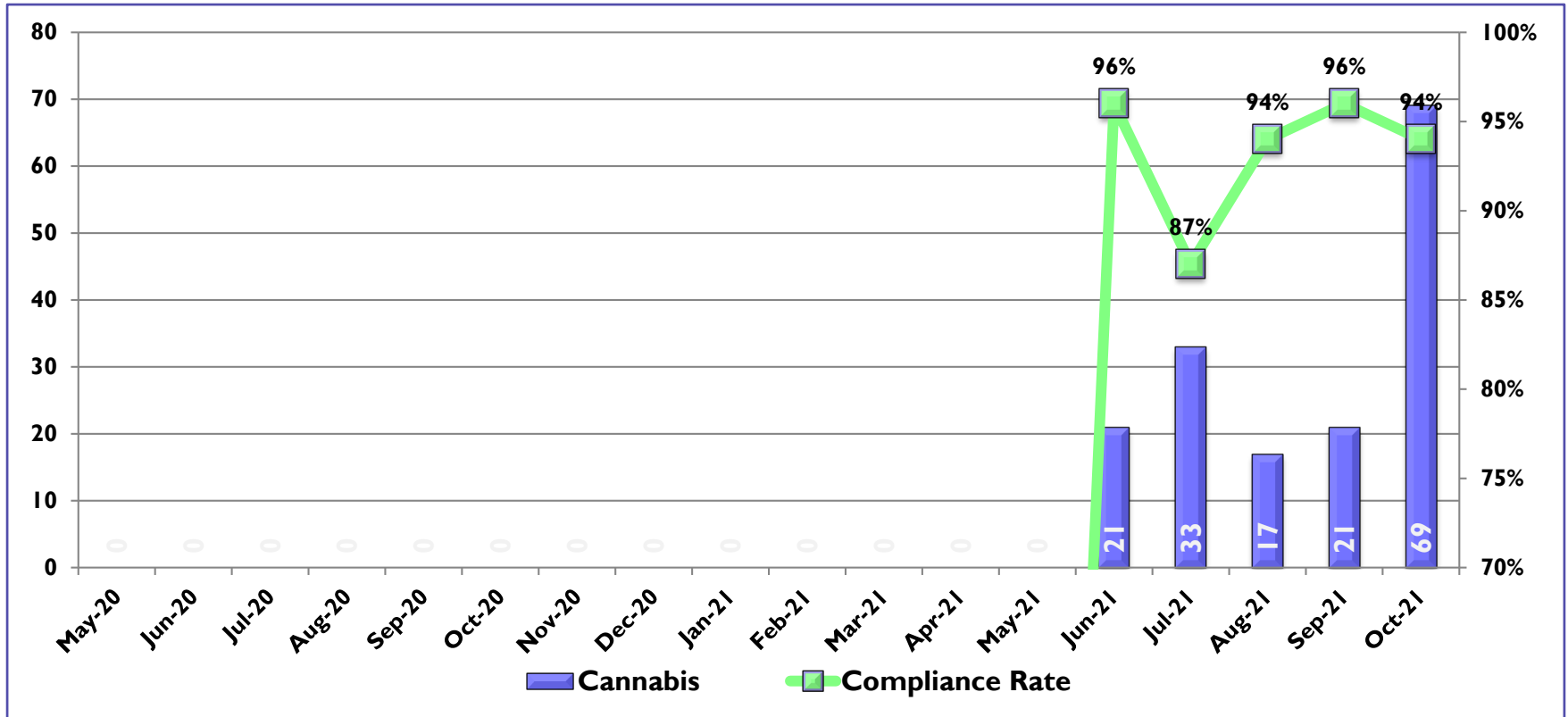
Liquor Compliance Checks



- PREVENT YOUTH ACCESS: Compliance checks restarted in May 2021
- Compliance rate for CY2019 85%. (PreCOVID-19)

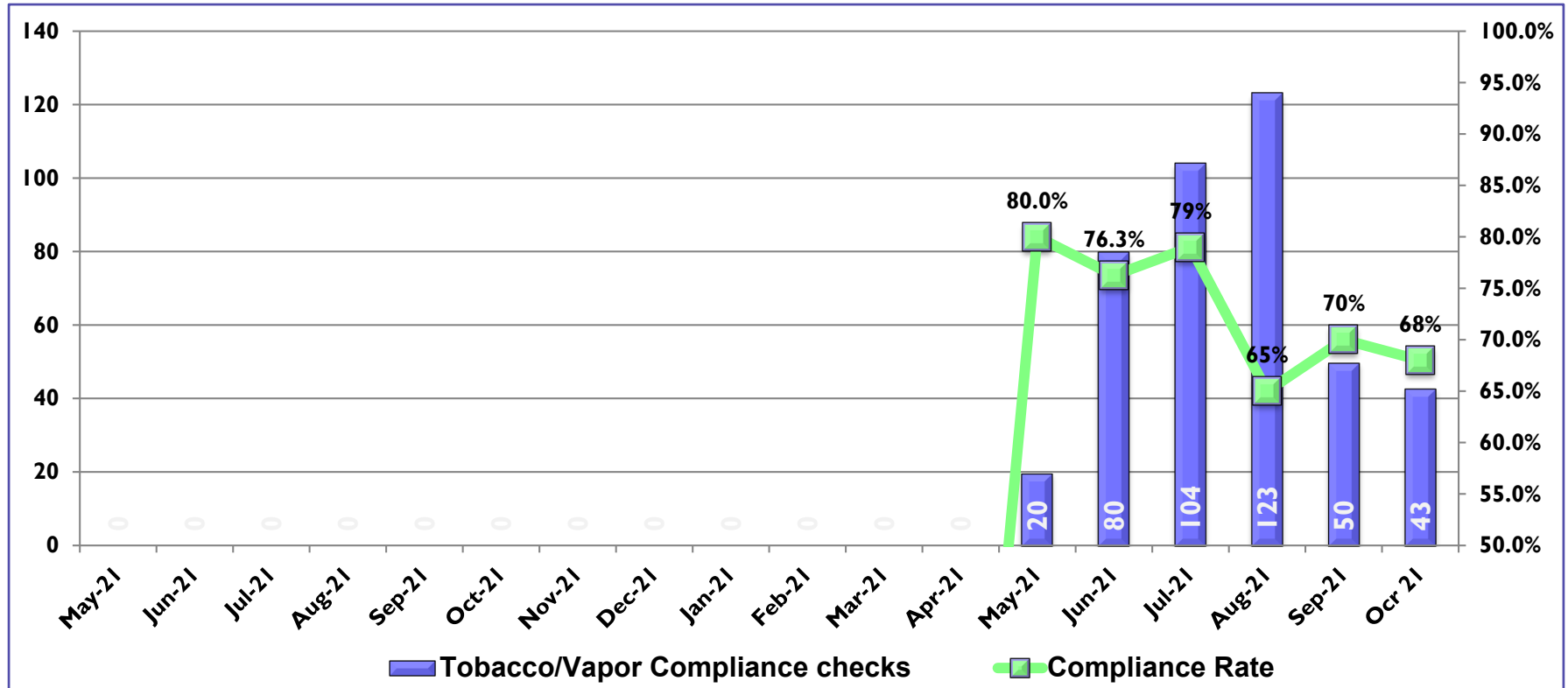
*Delivery compliance checks conducted: 16 checks with 8 sales, resulting in a 50% compliance rate. (data not part of the chart)

Cannabis Compliance Checks



- PREVENT YOUTH ACCESS: Compliance checks restarted in May 2021
- Compliance rate for CY2019 96%. (PreCOVID-19)

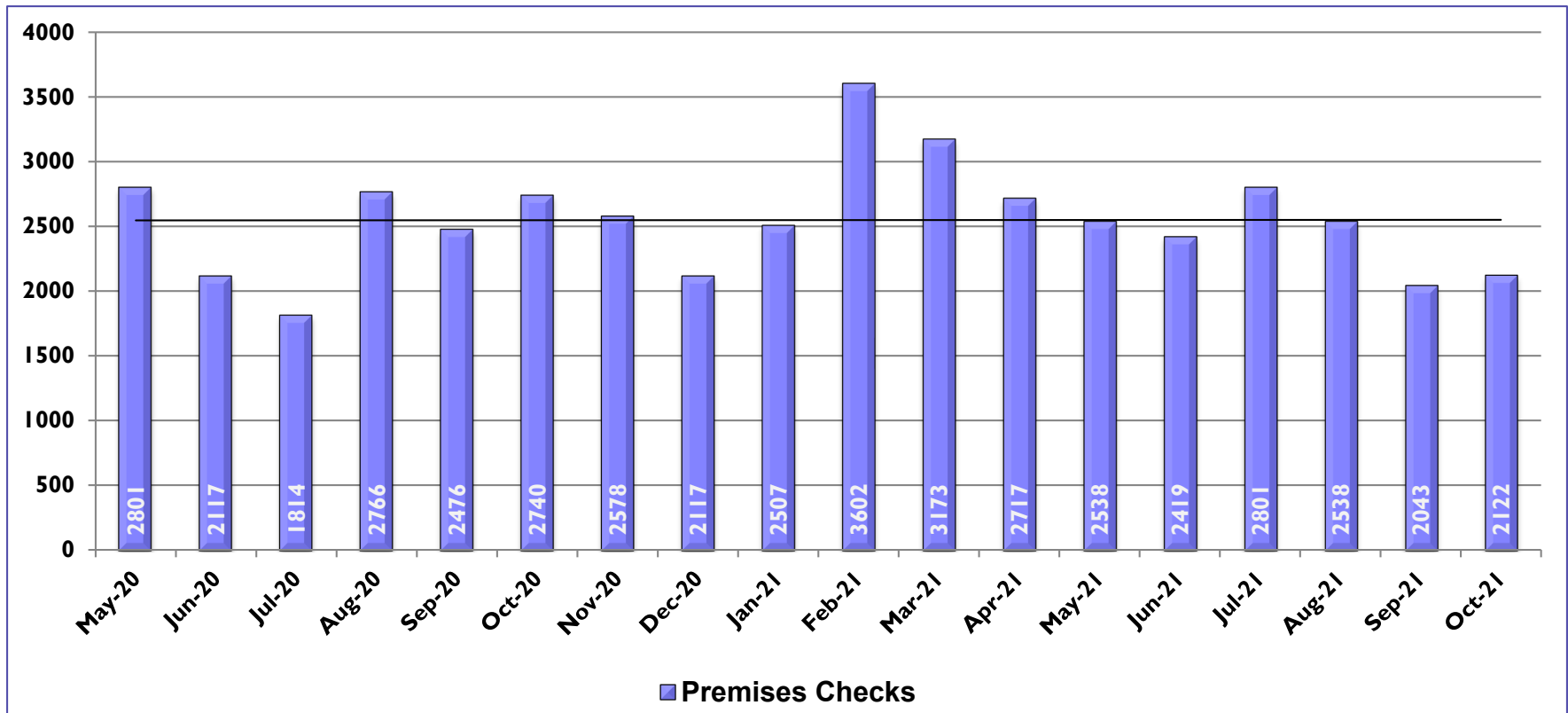
Tobacco and Vapor Compliance Checks



- PREVENT YOUTH ACCESS: Compliance checks restarted in May 2021
- Compliance rate for CY2019 91% (PreCOVID-19)



Liquor Premises Checks

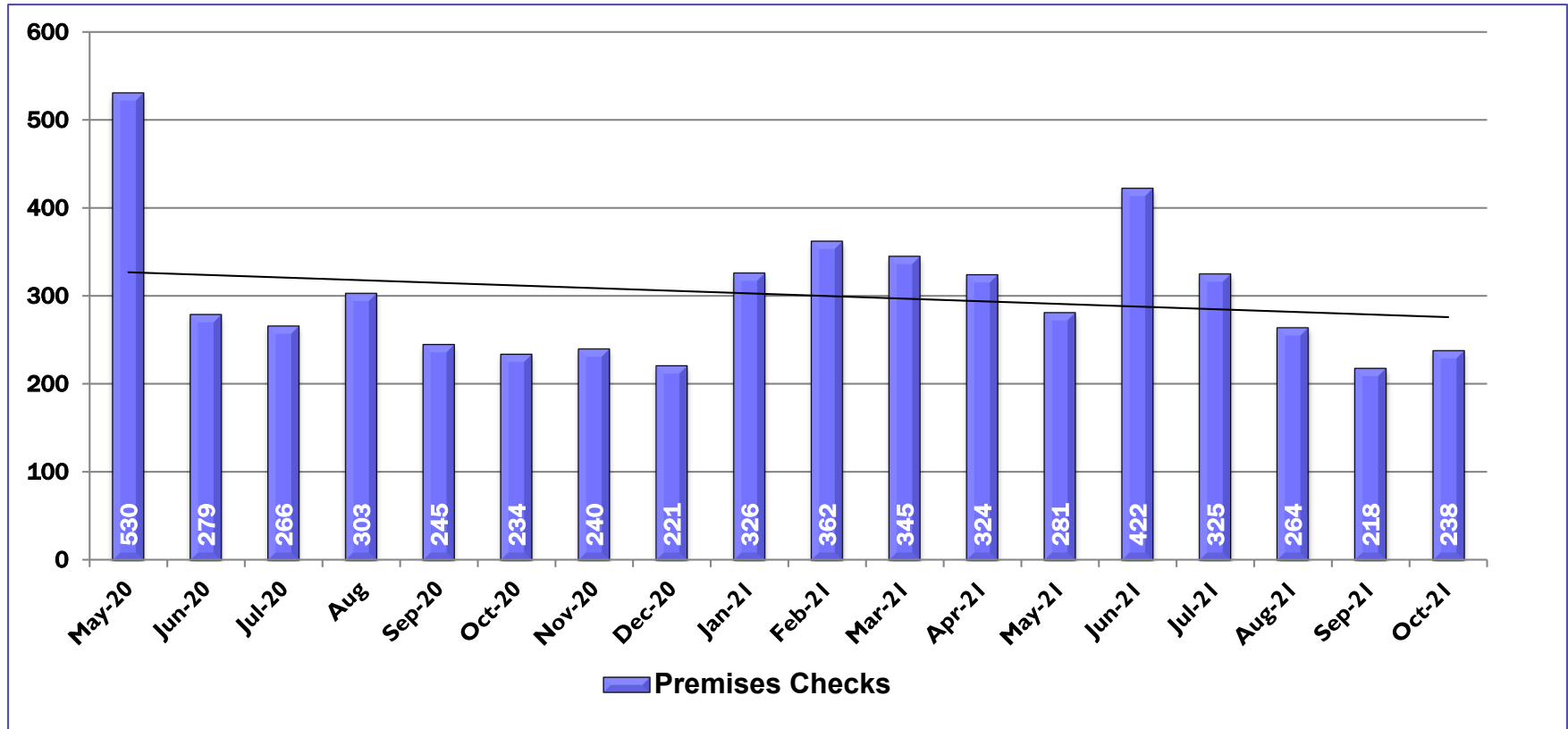


- Division goal is 100% of licensees visited within two years.
- Retail and MIW: 18,184 locations

	1 Year	2 Years
Liquor	53%	75%



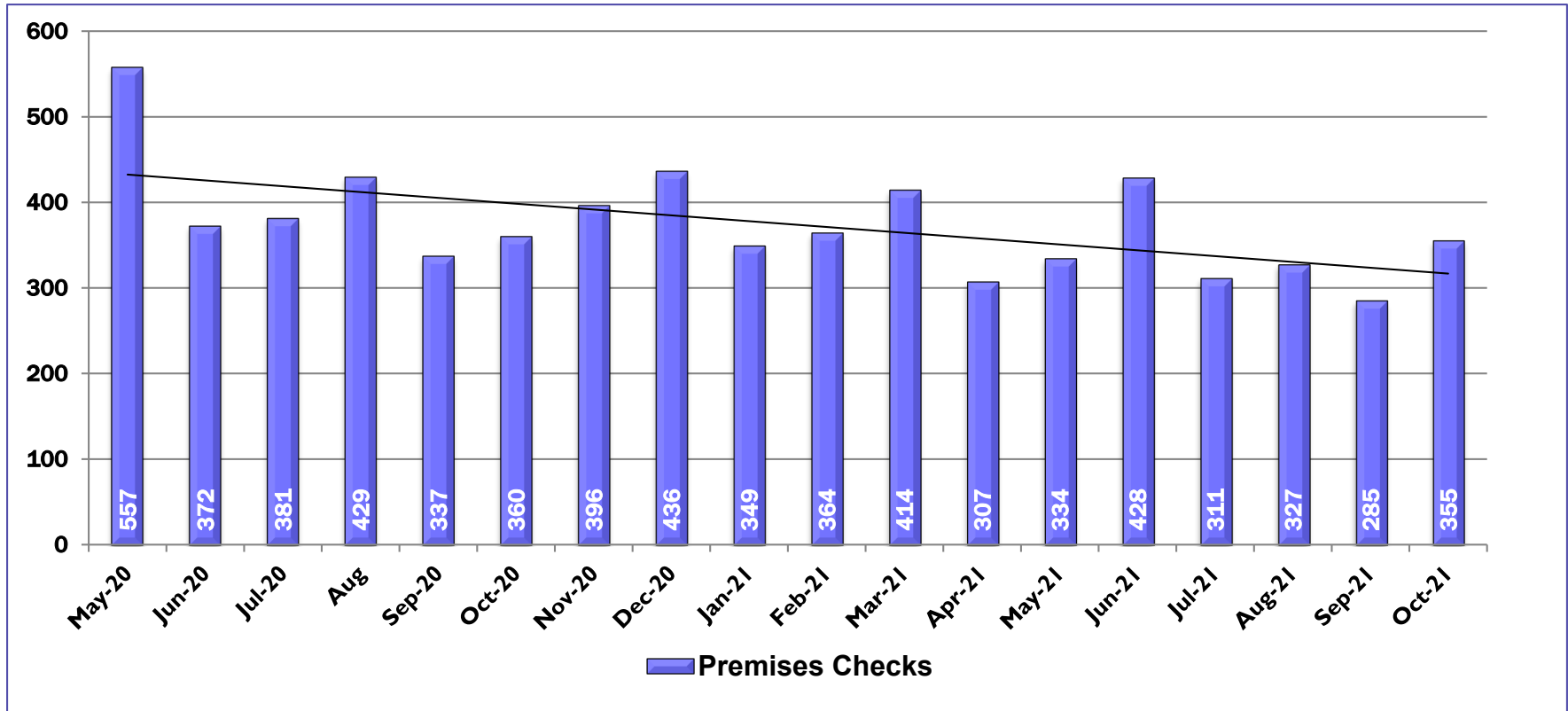
Cannabis Premises Checks



- Division goal is 100% of licensees visited within two years
- Retail and Producer/Processors 1,825 locations

	1 Year	2 Years
Cannabis	78%	99%

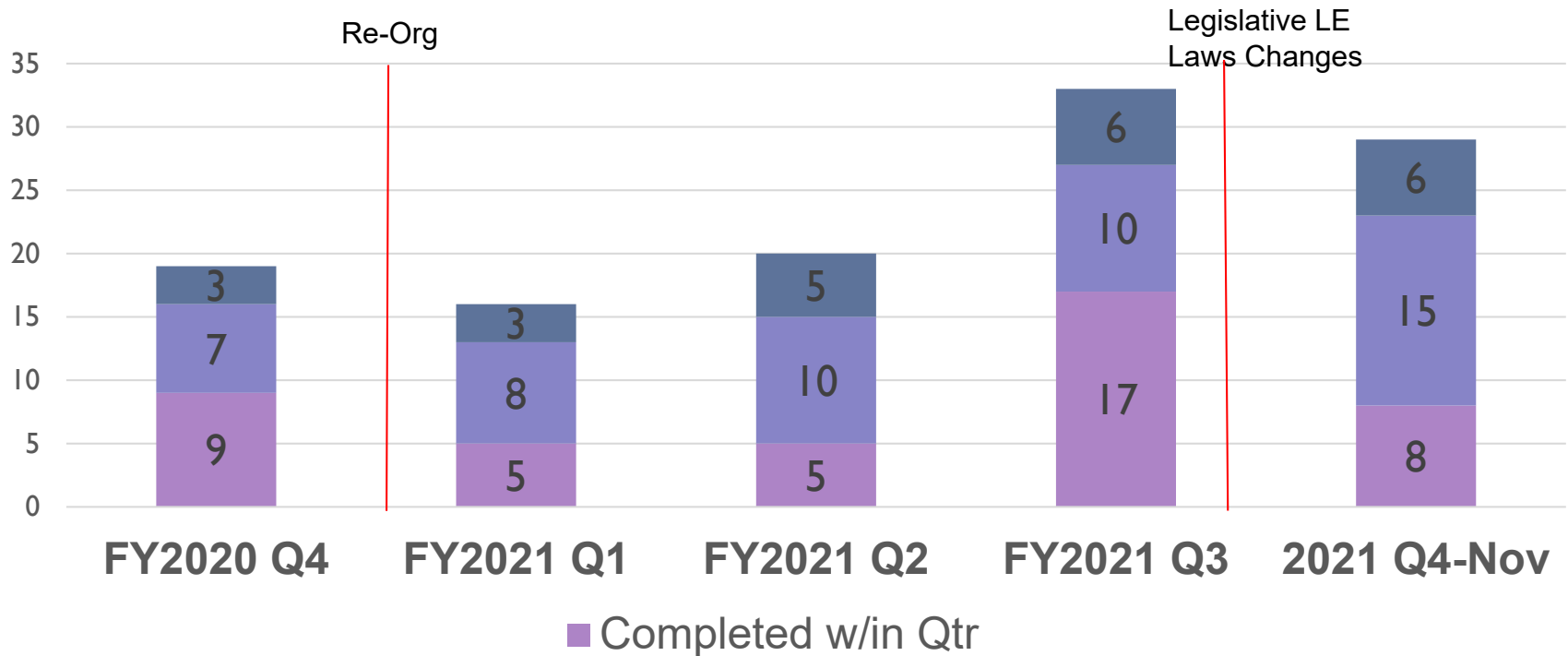
Tobacco/Vapor Premises Checks



- Number of licensed locations: 6,352



P/P Activity Review Trends 12 Months





P/P Completed within the Quarter	FY2020 Q4	FY2021 Q1	FY2021 1Q2	FY2021 Q3	FY2021 Q4
100 Law Enforcement Authority		C			
103 Policy Manual					C
103P Written Directive Sys. Procedure		C			C
202 Training Policy					C
300 Use of Force					C
302 Handcuffing and Restraints					C
302P Search Warrant Procedure			C		
303 Control Devices and Techniques					C
304P Cannabis License - Licensing Hold Procedure					C
306 Firearms			C	C	
308 Officer Request for Assistance		C			
309 Vehicle Pursuits					C
315P Processing an Administrative Violation- Responsible Vendor Prog.					C
316P Admin. Violation Report Proc.				C	
320 Standards of Conduct					C
343 Investigative Aides					C
346P Marijuana Expired License Proc.		C			
347 Premises Checks for Marijuana Producer and Processors					C
347P Dual Language Testing Proc.					C
350 Work Hours and Fuel Stops		C		C	
352 Evidence and Seized Property				C	
352P Evidence and Seized Property					C

P/P Completed within the Quarter	FY2020 Q4	FY2021 Q1	FY2021 Q2	FY2021 Q3	FY2021 1 Q4
400P Transportation of Prisoners Procedure			C		
409 Arrest or Detention of Foreign Nationals					C
410P Electronic Notebook Procedure		C			
411 Immigrations					C
600 Criminal Investigation and Prosecution					C
700 Division Equipment				C	
701 Clothing and Appearance		C			
702 Use of Uniform Apparel		C			C
705 Personal Protective Equipment					C
860P Certifying Marijuana Testing Labs					C
861P Renewing MJ Lab Certification Procedure					C
1002 Transfers					C
1005 Reporting of Arrests, Convictions, and Court Orders					C
1012 Body Armor			C		C
1027 Division Badges		C			
1032 Line-of-Duty Deaths		C			
Total P/P Completed w/in the Quarter	9	5	5	17	8
<i>"C" Denotes completed p/p.</i> Blue Font: 2021 Legislative LE Law Changes					

2021 Legislative Session: Major LE Policy Considerations



There were 13 House and Senate bills passed outlining significant changes requiring policy, legal, and other changes that impacted law enforcement organizations.

As a result, the E&E Division response is comprised of 12 policies or procedures revised or created and 5 under consideration.

Training was identified and released during July 2021 relevant to these changes, such as use of force, chokehold ban, and duty to intervene.

Hiring impacts were identified & reviewed with HR and Union partners.

Financial impacts were identified, such as the purchase of recorders for juvenile custodial interviews.



Accomplishments

- *PARTNERSHIPS: Finance team presented at our Cannabis Team meeting. Licensing and E&E worked together to address some gaps with delivery. E&E Communications/Marketing training with almost every other division in attendance. Met with OLCC Director of Enforcement.*
- *STRATEGIC PLANNING: Completed strategic objectives and outcomes – leadership team is working on action items and measurable*
- *COMMUNICATION & EDUCATION: Workshop 11/9/21. Partnership with Communications to create a webpage re: adjudications.*
- *FIELD VISITS: Pasco and Vancouver E&E Offices.*

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 – 2026 Strategic Plan



Areas of Focus:

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

2022 – 2027 Strategic Plan



Objective 1: Board and Stakeholder Relations

Be responsive to the Board and our stakeholders

To ensure that positive, mutually beneficial relationships are maintained with members of our Board and stakeholders that allow for effective response to industry and constituent expectations, Washington State laws, directives and policies.

Outcomes of Success

- **Our Agency Director's Office, Board Chair, and Board members report that they are informed and consulted on pending matters, proposed changes, and major commitments**
- **Industry Stakeholders report that they are informed and involved with pending matters, proposed changes, and major commitments**
- **Our Employees are informed about Board actions and decisions, and stakeholder interactions with the Agency**