



December 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 1/10/2022



Licensee Support & Education

Liquor Unit

- 1,022 educational contacts
- 132 hours given
- 1,587 people received education

Cannabis Unit

- 530 educational contacts
- 142 hours given
- 1,175 people received education

Tobacco/Vapor Unit

- 131 educational contacts
- 20 hours given
- 154 people received education

Total for December

- 1,683 educational contacts
- 294 hours given
- 2,916 people received education

CY2021 Total			
	Educational Contacts	Number of attendees	Number of hours
Liquor Unit	18,505	25,668	2,455
Cannabis Unit	5,301	10,490	1,775
Tobacco/Vape Unit	1,782	1,772	340
Total	25,588	37,930	4,570



Education

Top Ten Educational Topics

Subject	Number of educational events	Year end total
Covid-19	283	8,034
Regulatory	617	7,268
Youth access to Liquor	139	2,443
Public Safety - Over service	84	1,554
Public Safety	95	971
Licensing/Permits	43	802
Youth Access to Cannabis	73	669
Advertising	52	594
Tobacco Education	40	590
Failure to utilize traceability.	115	300



Enforcement: Complaints

December 2021

Summary

- There were 351 complaints logged with enforcement in the month of December
- There were 18 complaints against the cannabis industry, 313 in liquor and 20 in tobacco/vapor
- 74% of complaints were COVID-19 related

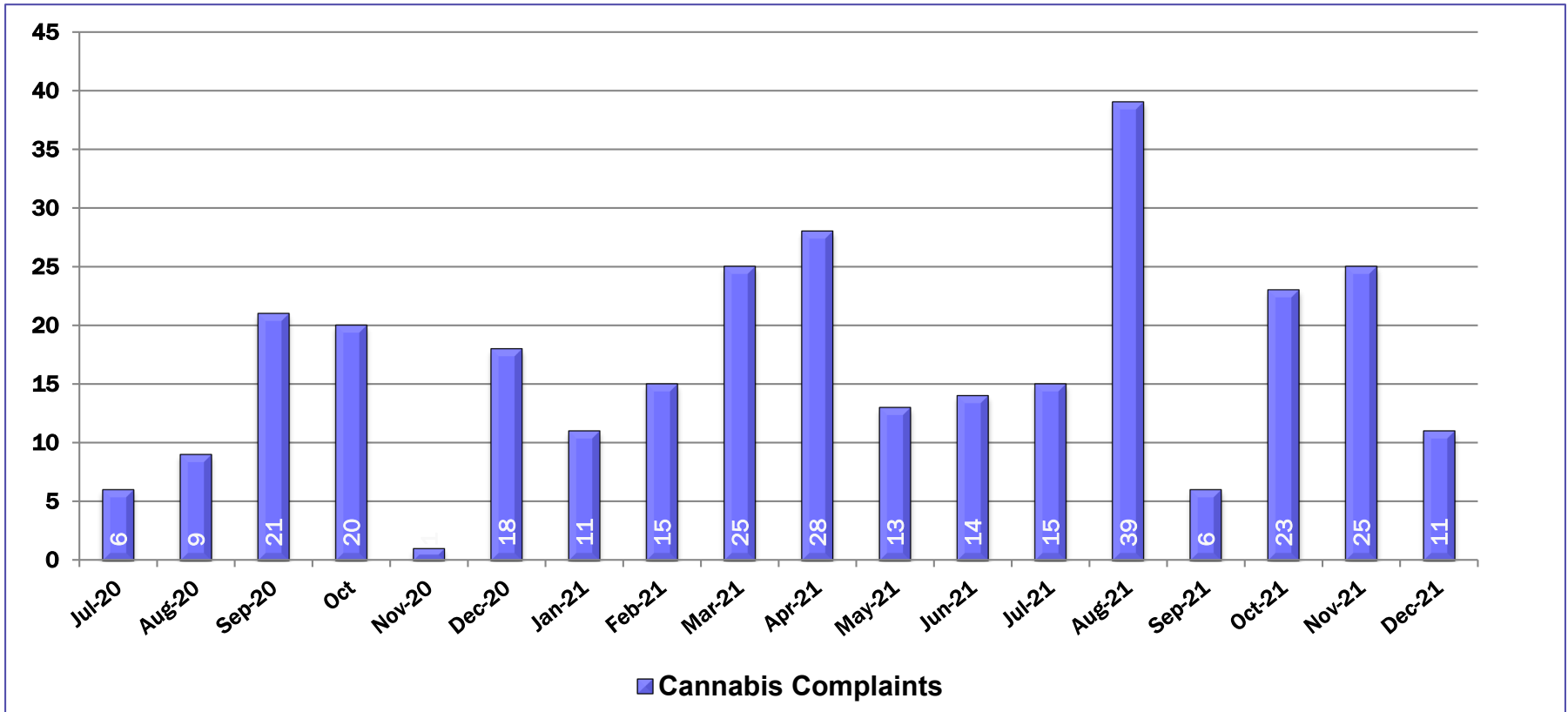
- COVID-19 complaints have over the last quarter been the number one complaint received.
- Met goal of 95% of complaints closed out within 60 days*

Days	Closed
1-10	53%
11-30	32%
31-60	11%
60+	2%

CY2021 Total			
	Liquor	Cannabis	Tobacco/Vape
Non-COVID-19 complaints	532	205	266
COIVD-19 complaints	4603	112	168
Total number of complaints	5135	317	434



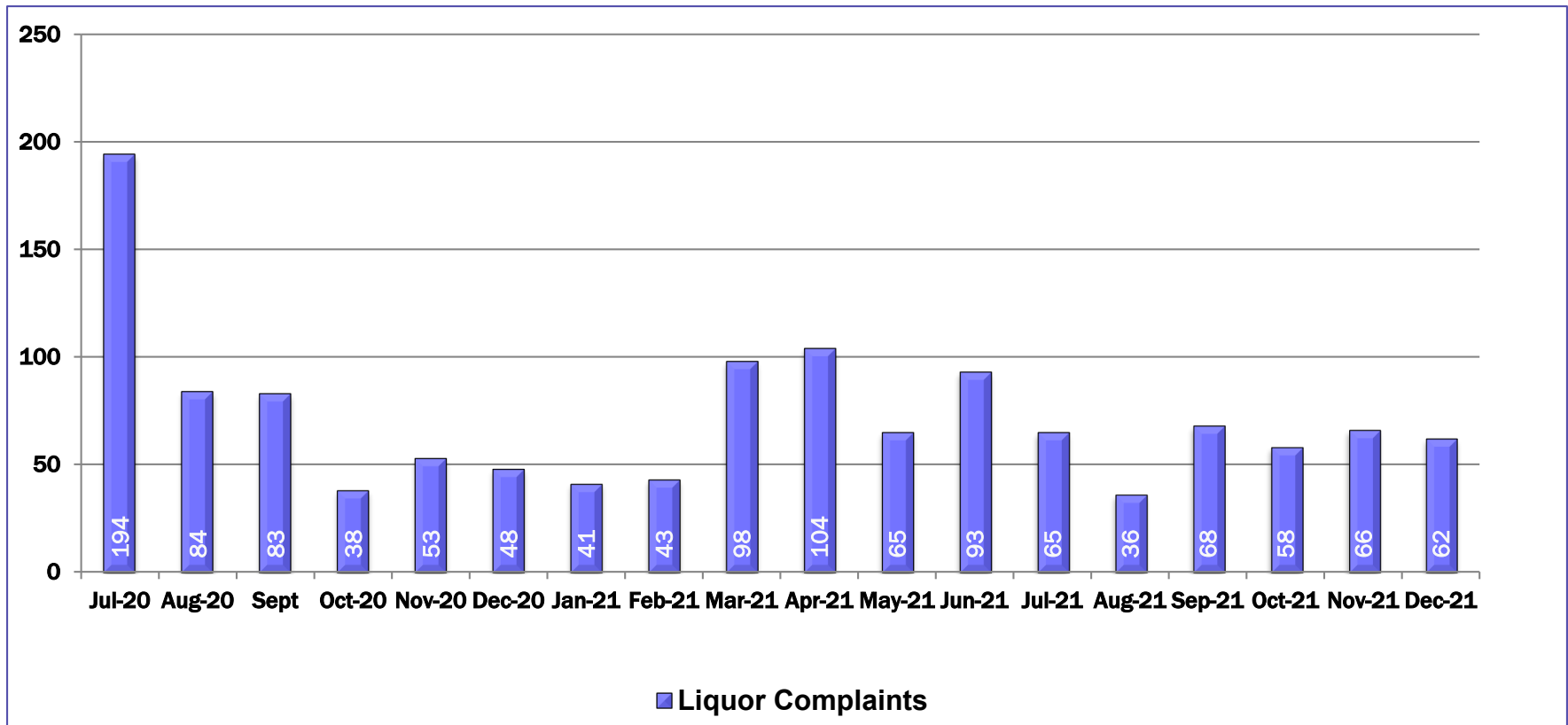
Cannabis Complaints



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



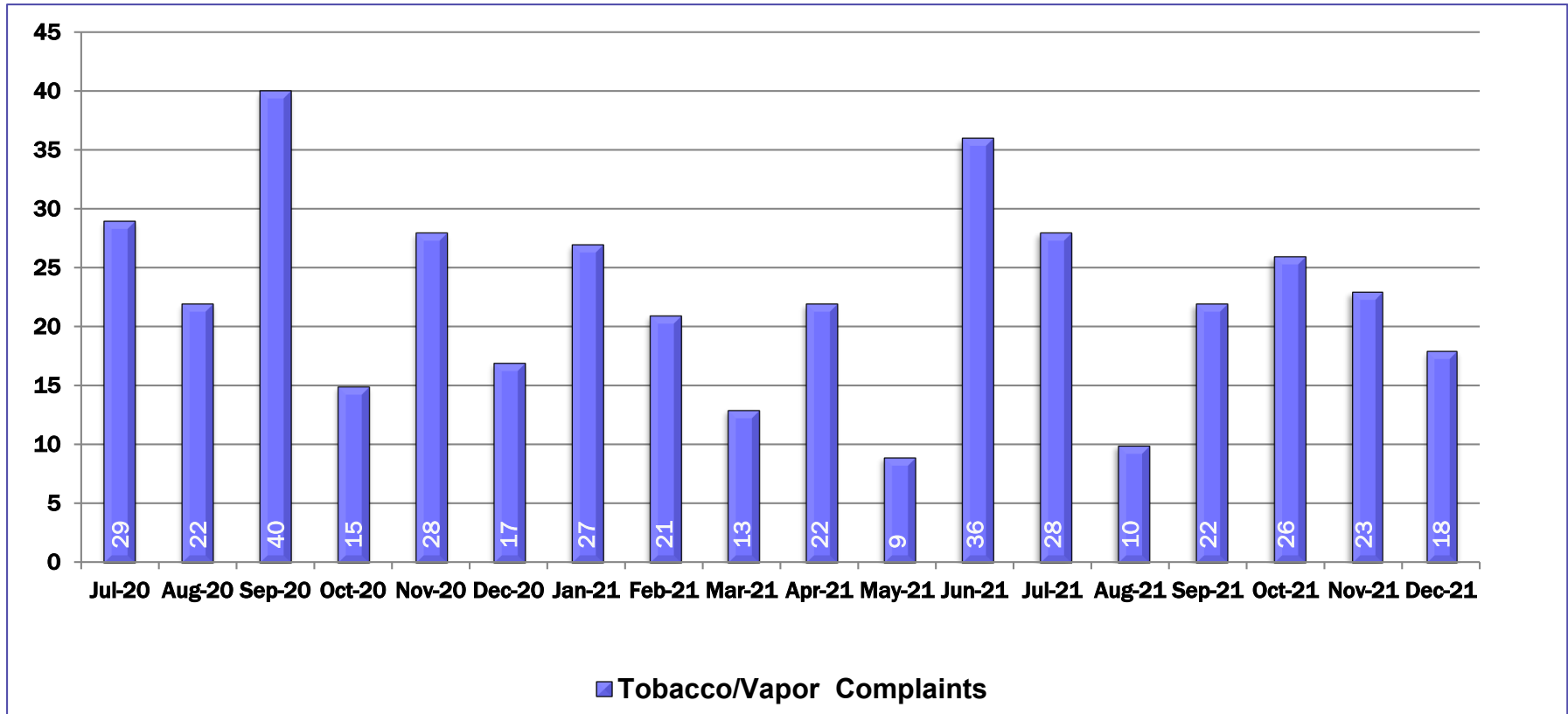
Liquor Complaints



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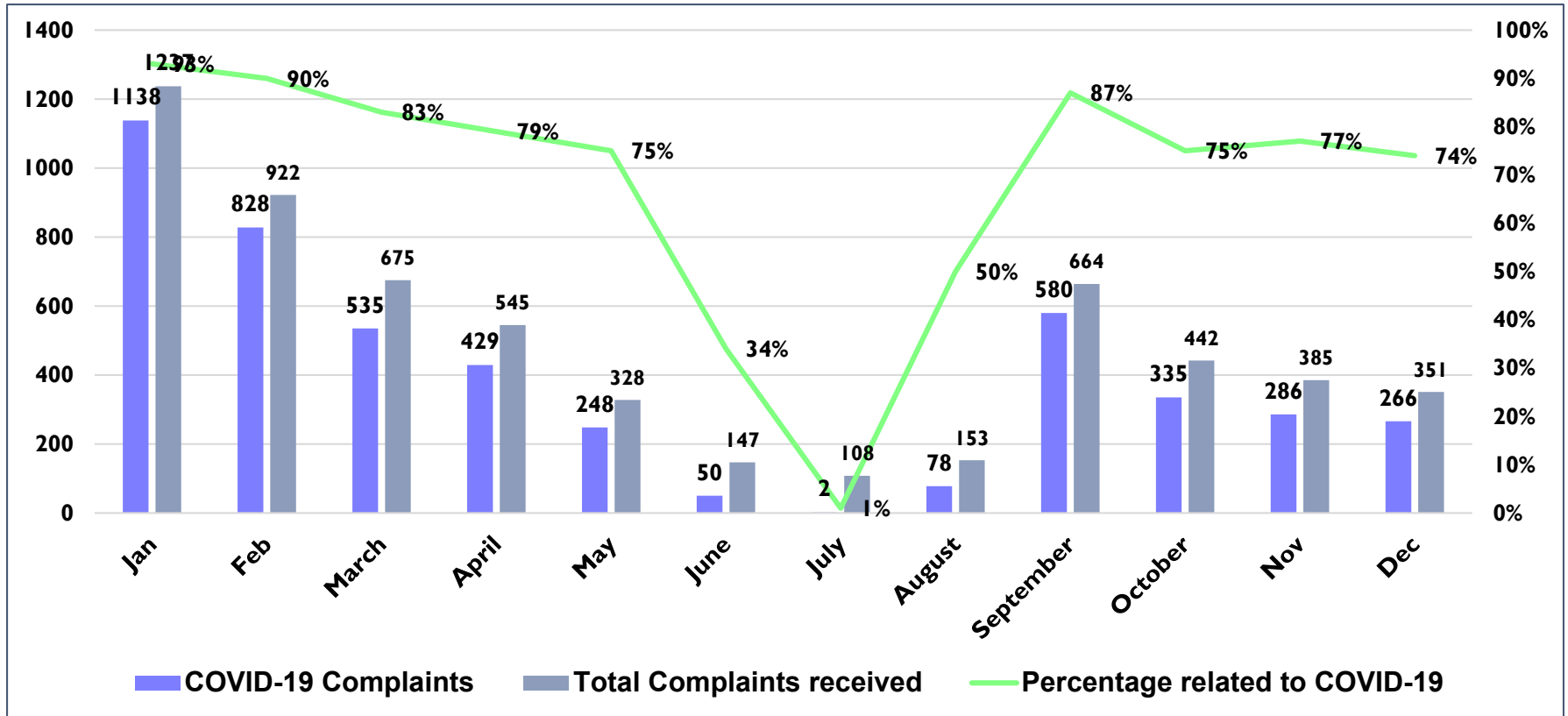
Tobacco Complaints



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

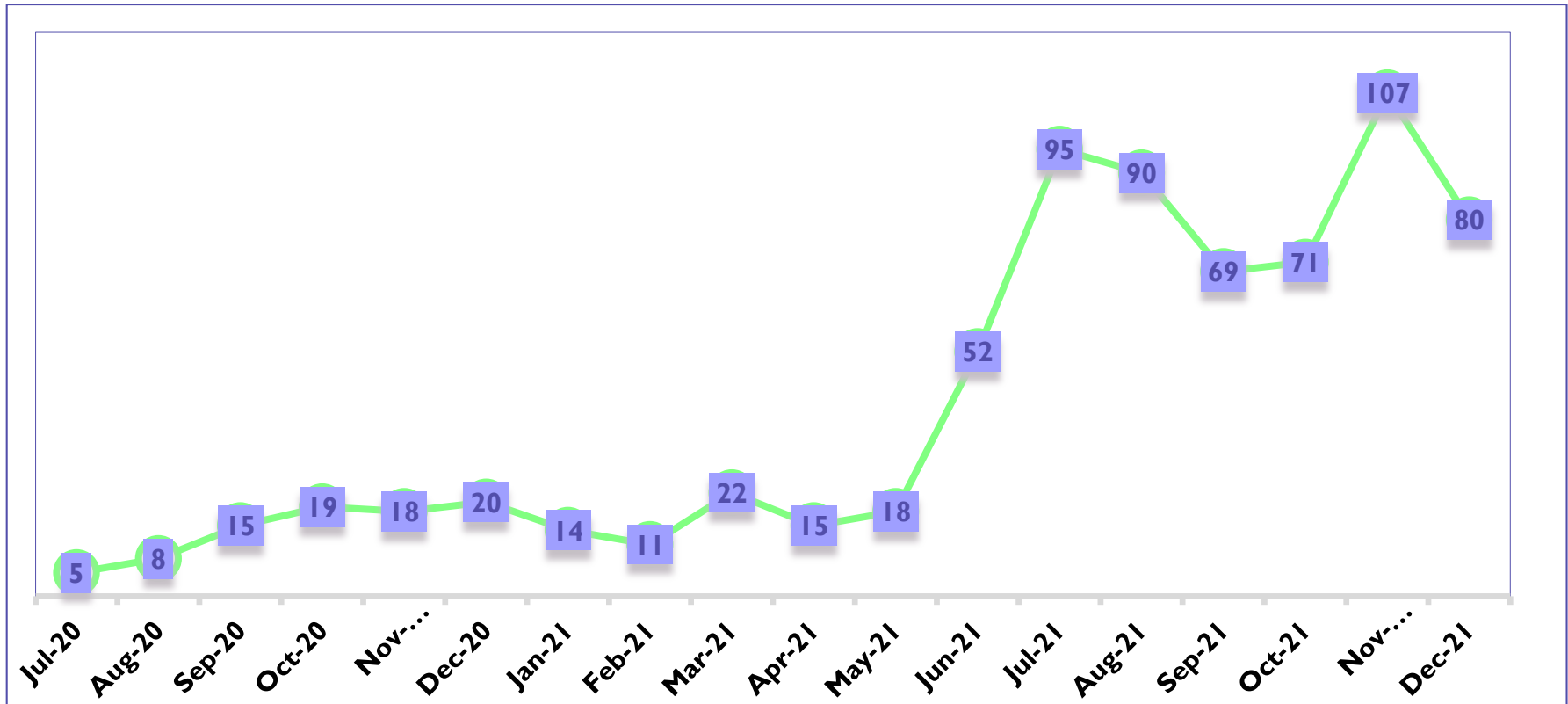


COVID-19 Complaints





AVNS Issued



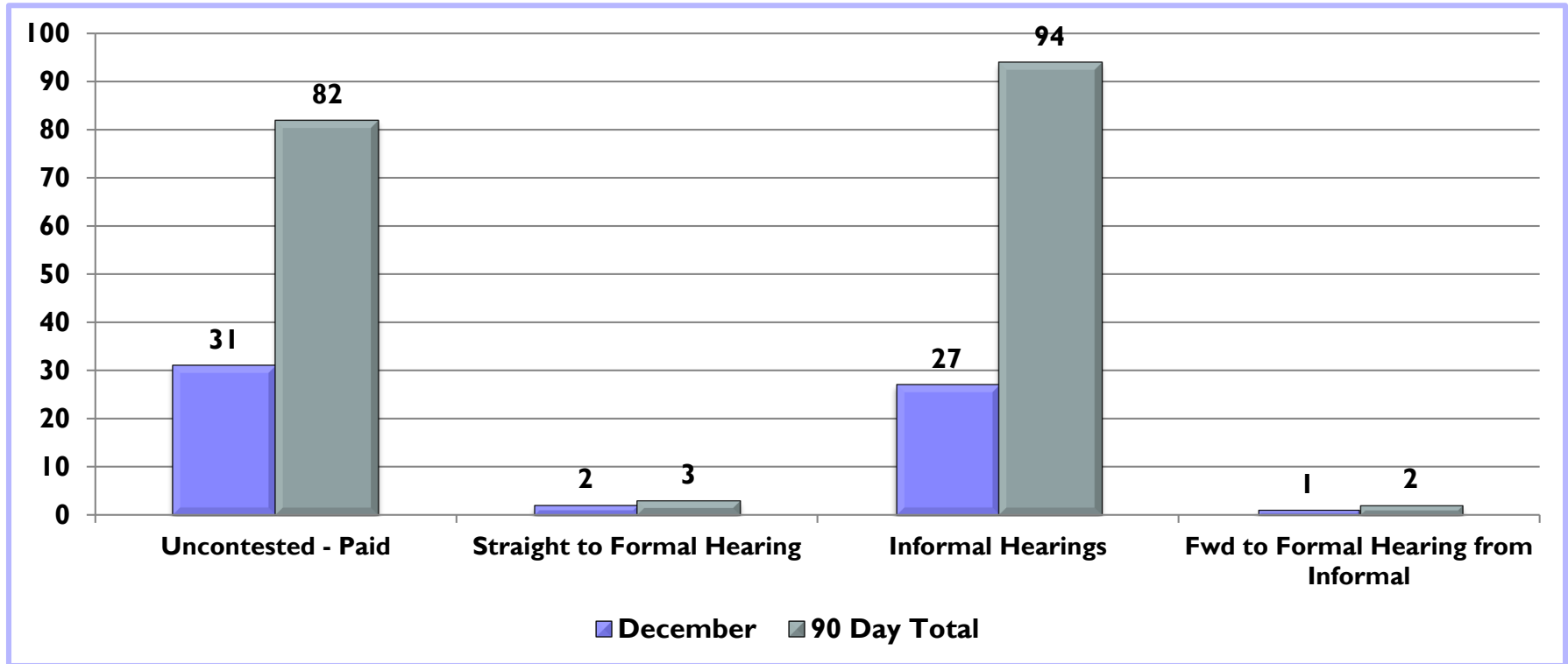
9% of businesses had a repeat violation in the last 12 months (due in part to businesses getting multiple COVID-19 violations)

December	AVNs	Year end totals
Liquor	63	481
Tobacco/Vapor	12	145
Cannabis	5	55

Alternative Dispute Resolution

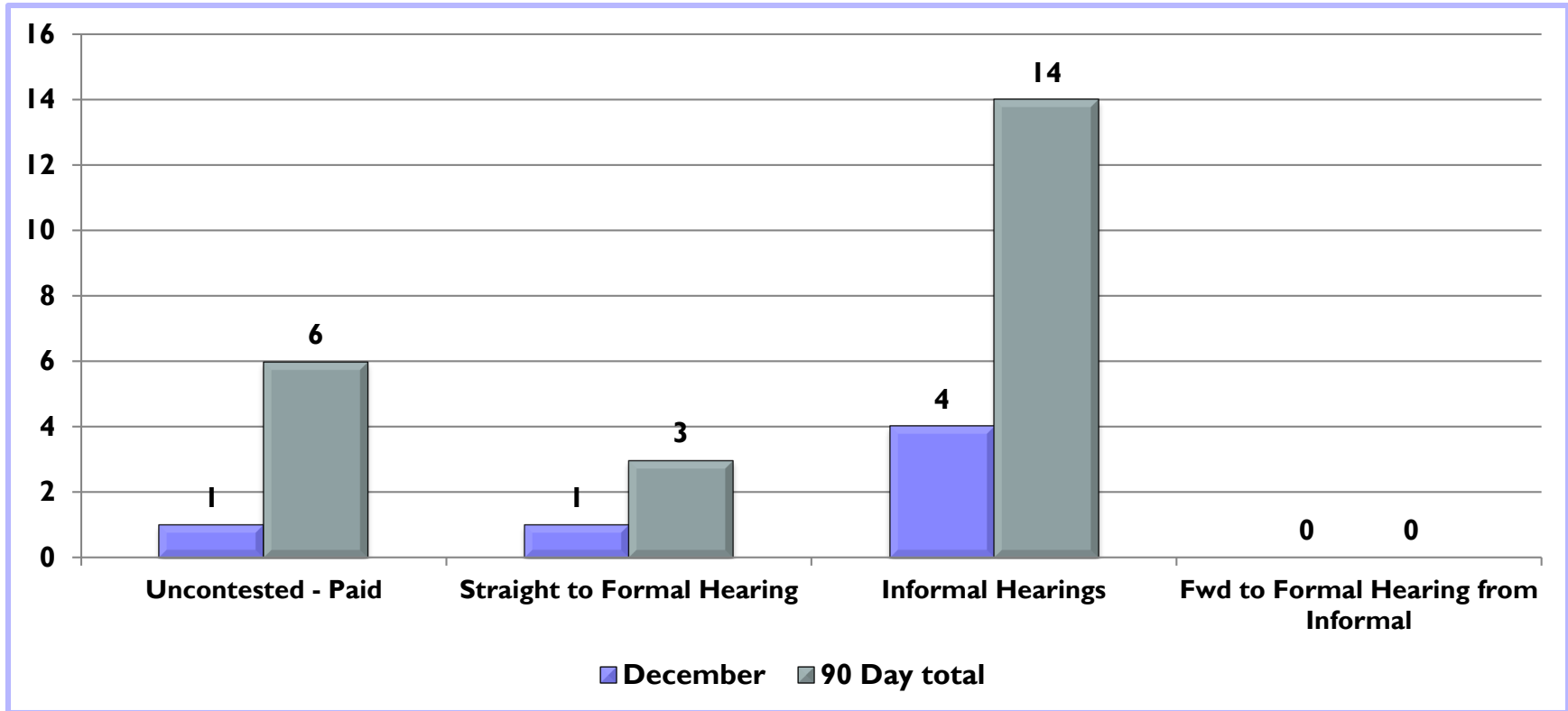


Liquor

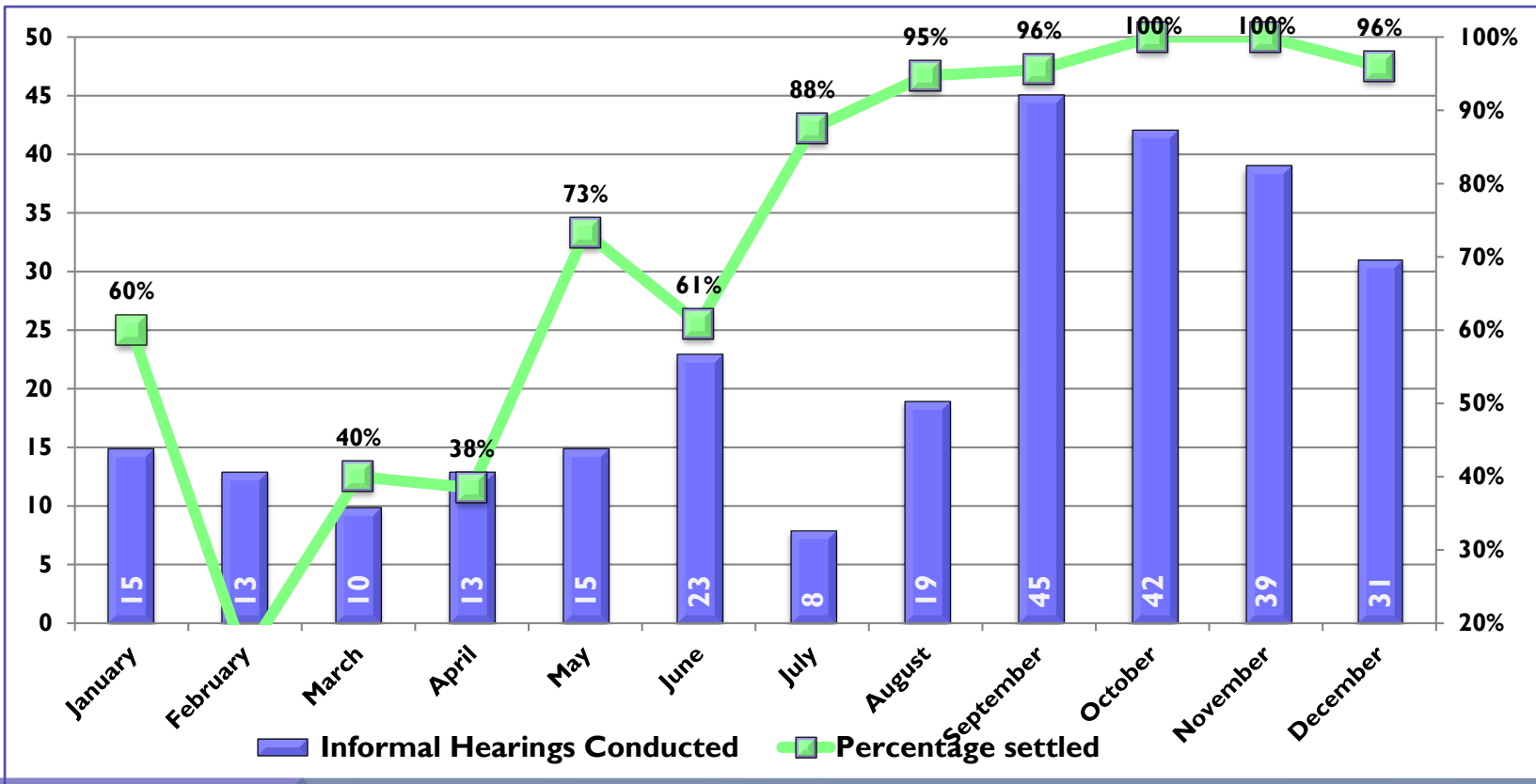


- Hearings scheduled three weeks out

Alternative Dispute Resolution Cannabis



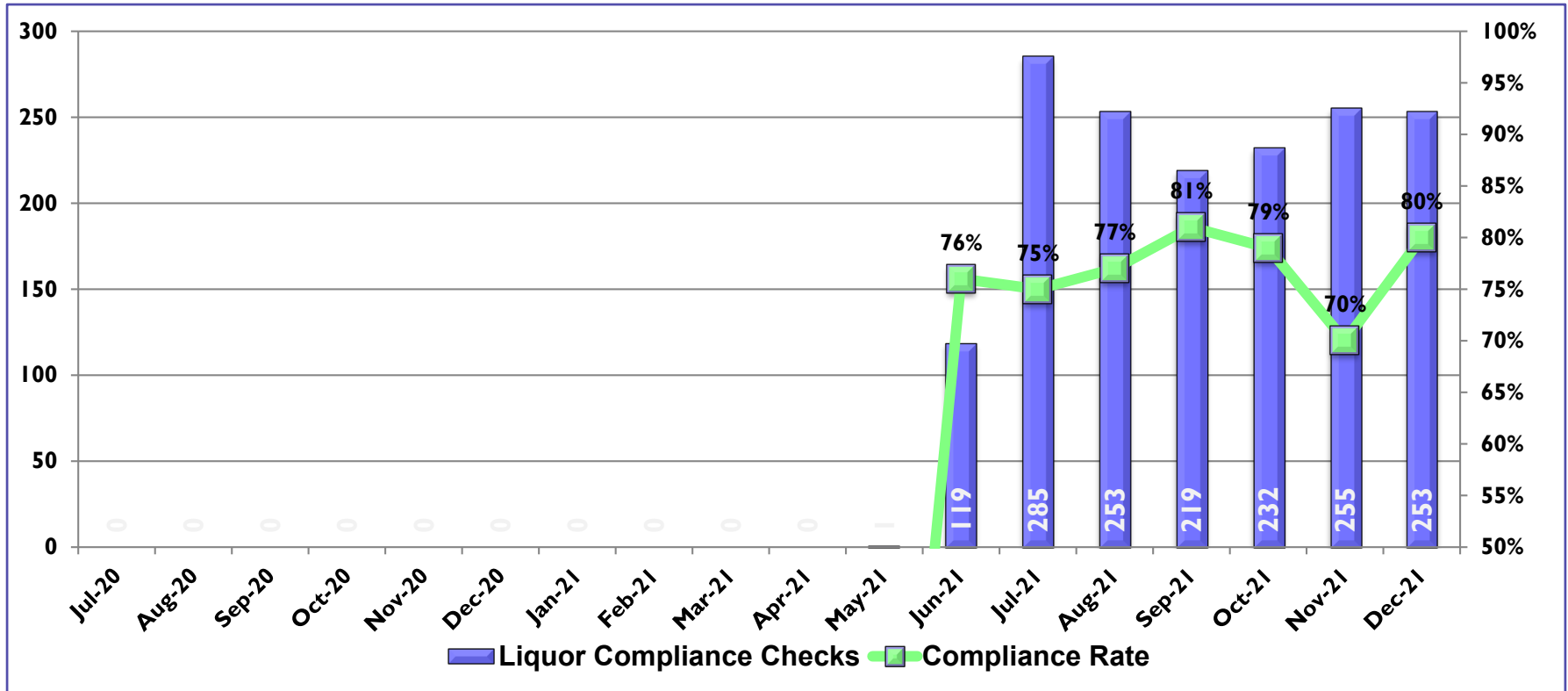
Alternative Dispute Resolution



- Hearings scheduled three weeks out
- Goal is to settle 80% of cases

	Number of informal hearings conducted
CY2021 Total	273

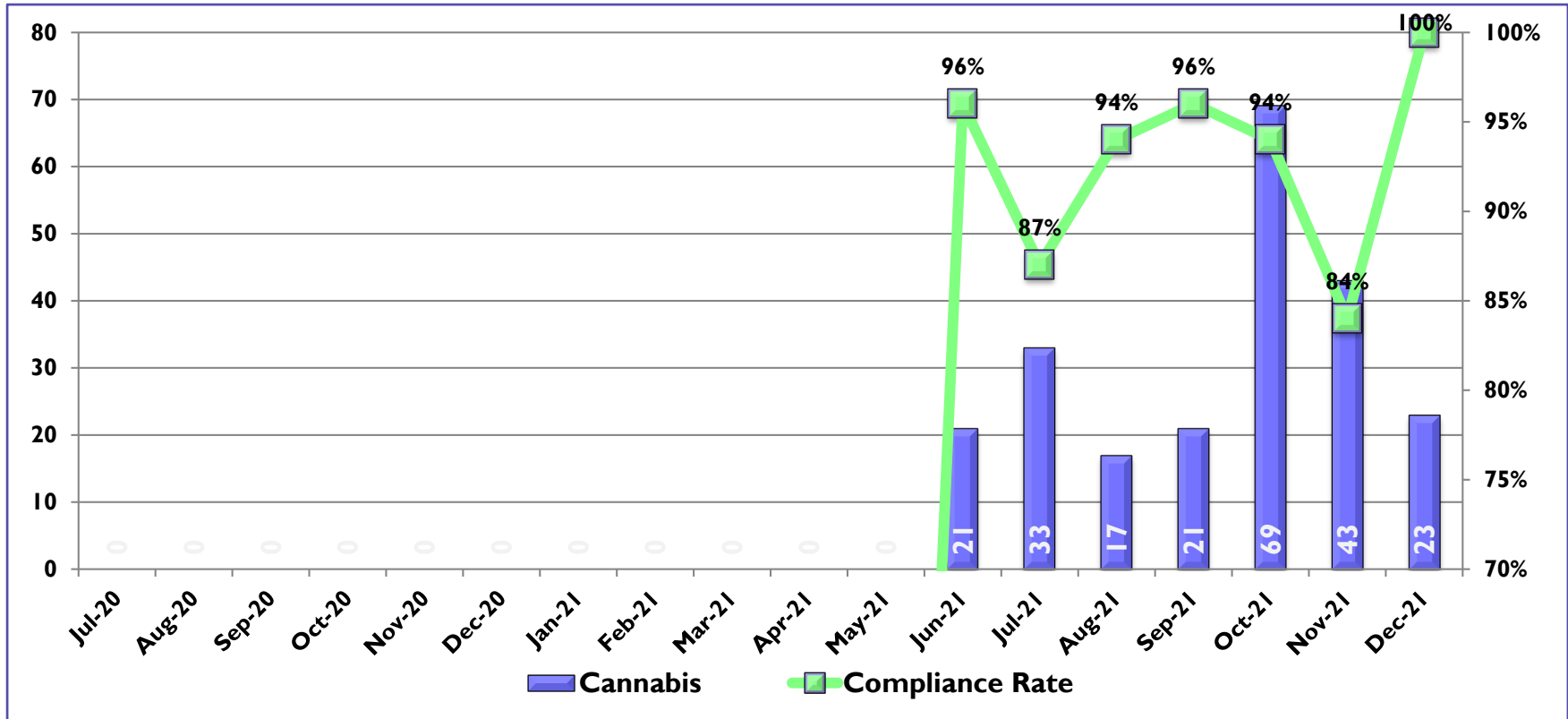
Liquor Compliance Checks



- PREVENT YOUTH ACCESS: Compliance checks restarted in May 2021
- Compliance rate for CY2019 (PreCOVID-19): 85%
- Delivery compliance checks conducted: 21 checks with 8 sales, resulting in a 68% compliance rate. (data not part of the chart)

	Compliance checks	Compliance rate
CY2021 Total	1622	77%

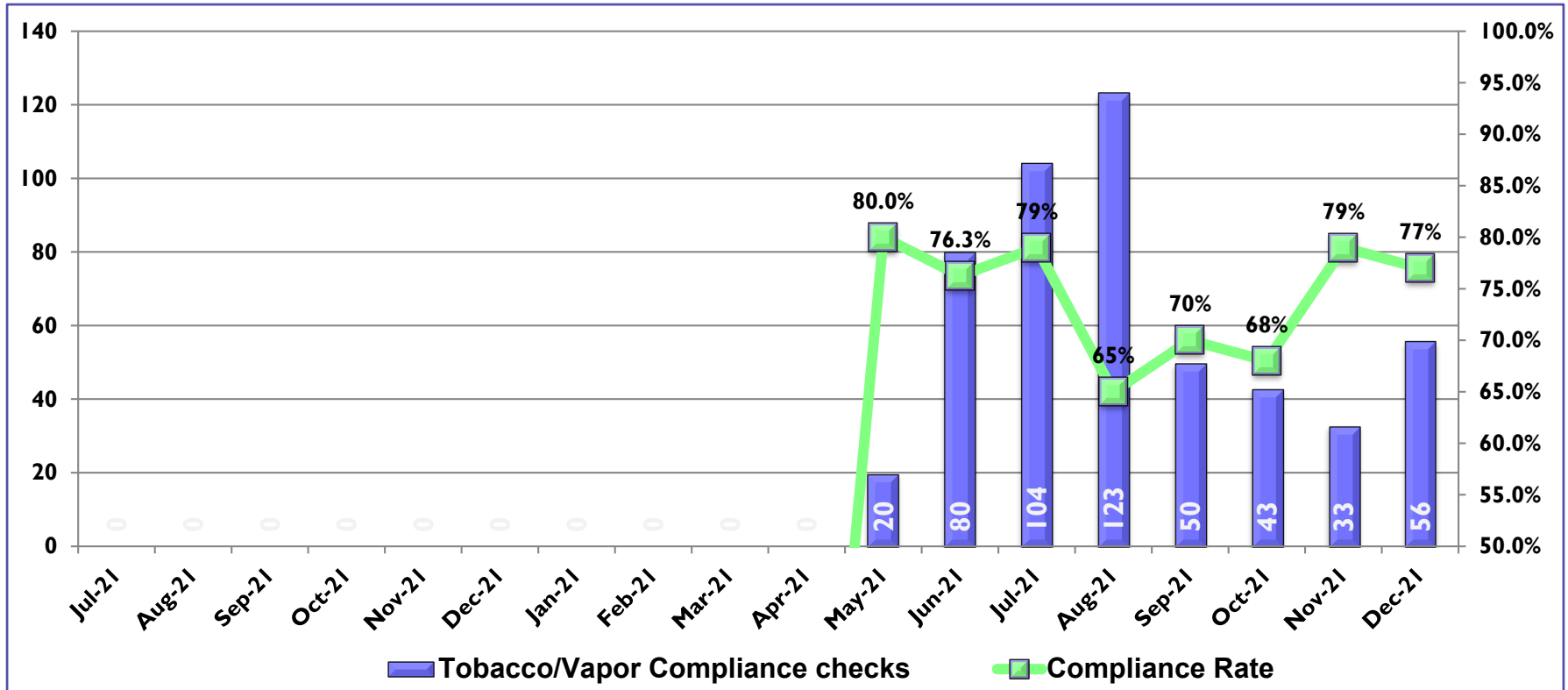
Cannabis Compliance Checks



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

	Compliance checks	Compliance rate
CY2021 Total	234	93%

Tobacco and Vapor Compliance Checks

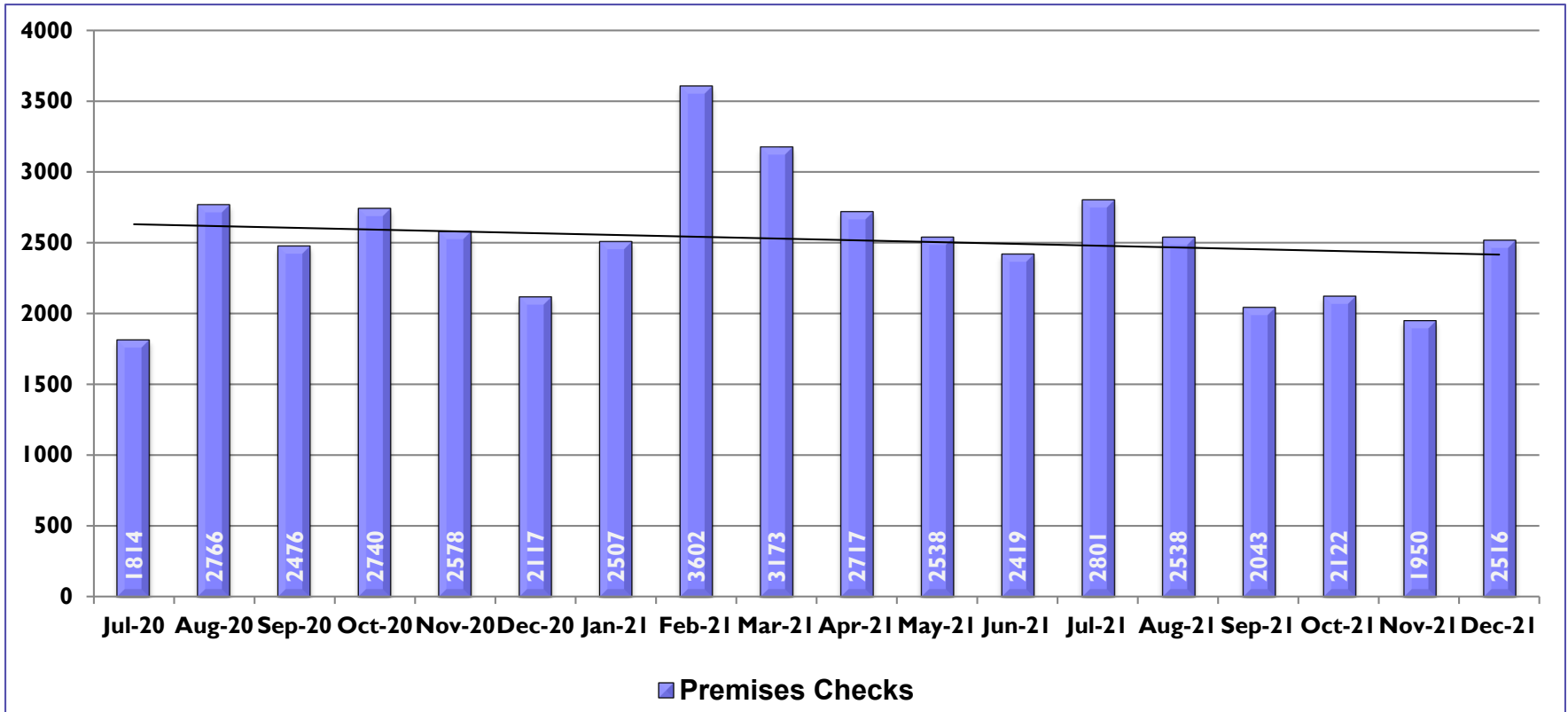


- PREVENT YOUTH ACCESS: Compliance checks restarted in May 2021
- Compliance rate for CY2019 (PreCOVID-19): 91%

	Compliance checks	Compliance rate
CY2021 Total	483	72%



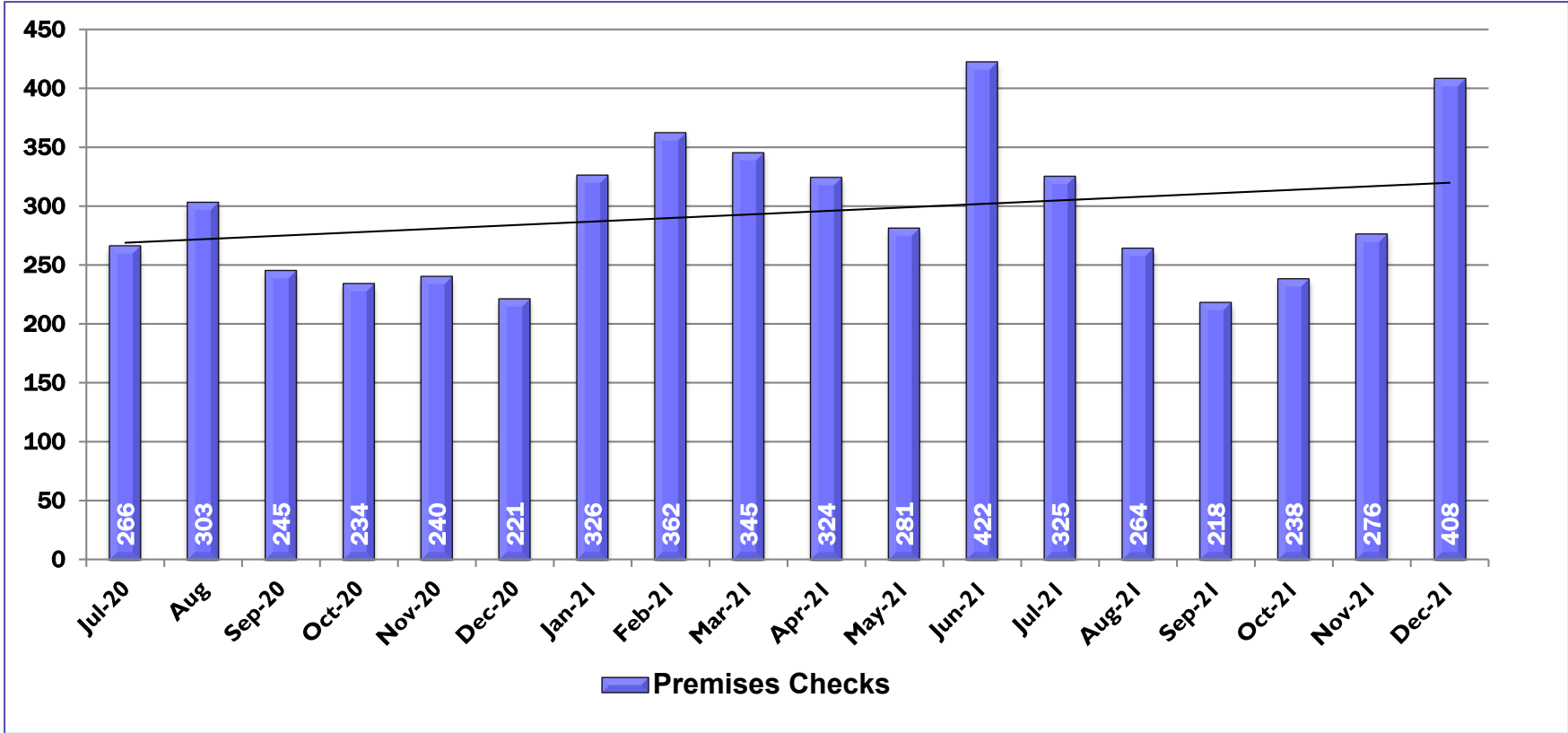
Liquor Premises Checks



- Retail and MIW: 18,184 locations

	Premises checks
CY2021 Total	30,962

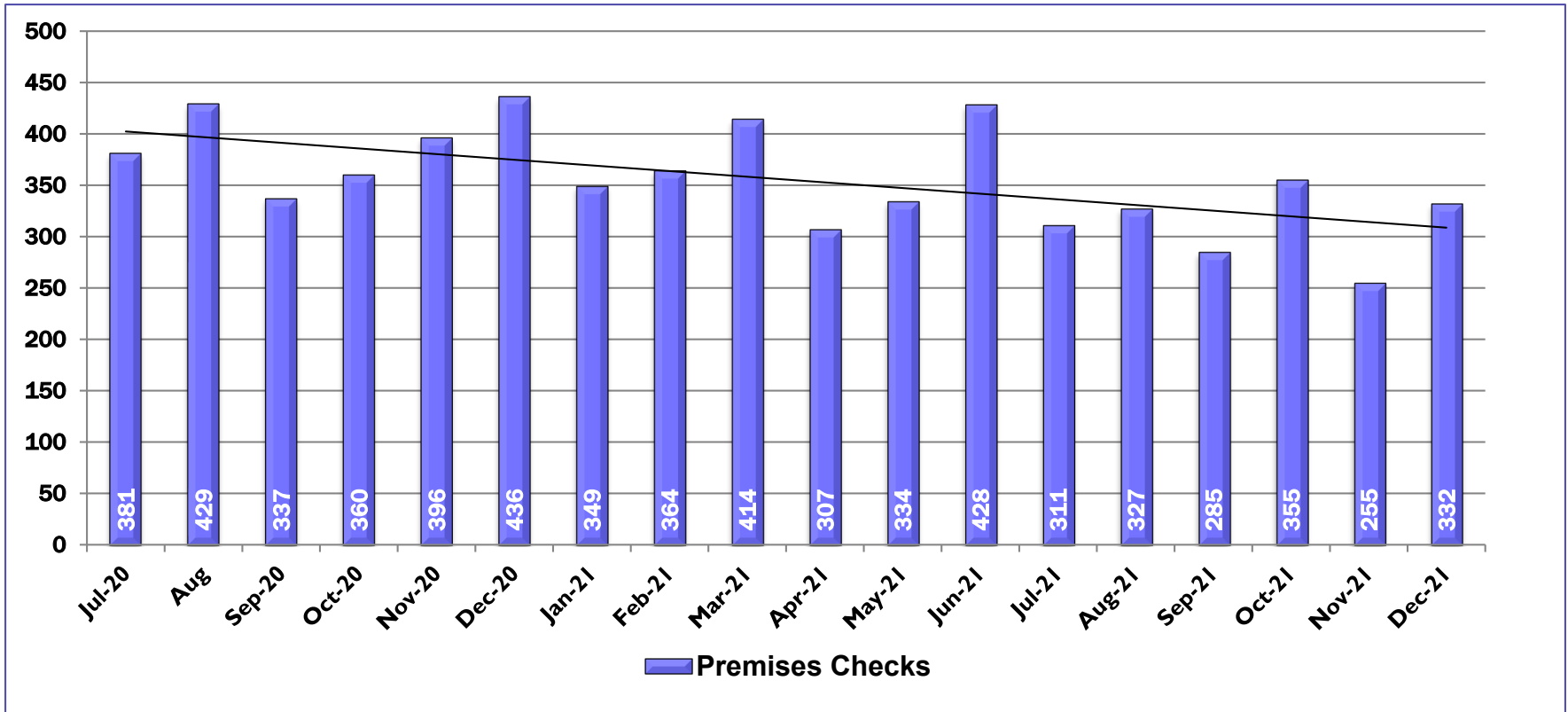
Cannabis Premises Checks



- Retail and Producer/Processors 1,825 locations

	Premises checks
CY2021 Total	3,904

Tobacco/Vapor Premises Checks

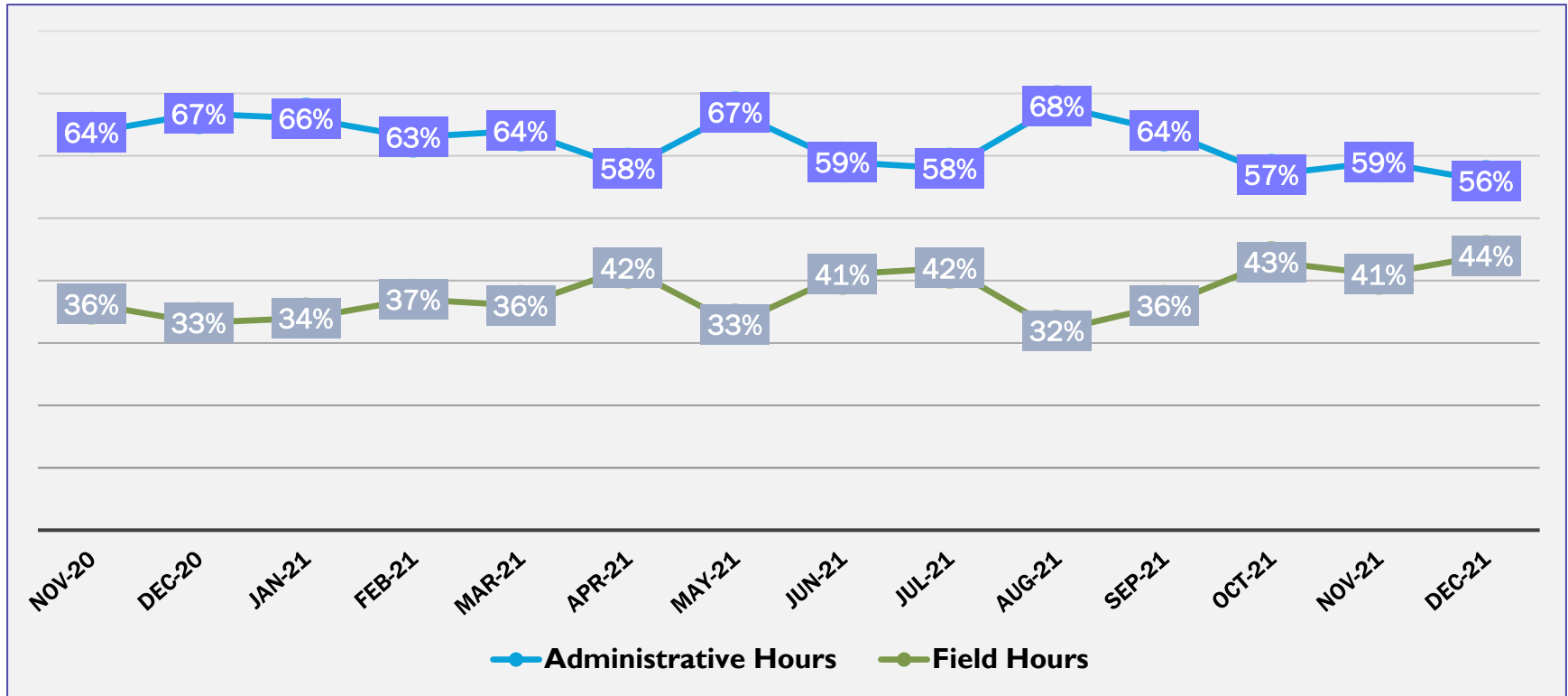


- Number of licensed locations: 6,352

	Premises checks
CY2021 Total	4,435



ADMIN/FIELD HOURS



	Officer Hours	Field Percentage
CY2021 Total	129,190	40%

Year in Review: 2021



Enforcement and Education Division Accomplishments

January

- Recruit and hire new Division Director

February

- Welcome Director Chandra Brady
- Decentralized decision making authorities

March

- Updated hiring process for commissioned staff

April

- Director began regular visits to regional branches
- Creation and hire of project manager position
- Deputy Chief promotion
- Results group leadership workshops began
- Contract with Public Safety Testing (PST) for background investigation portion of pre-hire screening

May

- Policy decision on alcohol/cannabis for vaccination
- Two Captain promotions
- Began utilizing PST for LEO pre-hire process
- Resumed compliance checks
- Management Team established Division mission statement
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June

- Attended PST virtual career fair
- Recruitment incentive announced

July

- Rule repeal contest for E&E Management Team
- HR project position proposal submitted and approved
- Administrative Deputy Chief position reclassified

August

- Hemp derived THC bulletin
- Two Lieutenant promotions

September

- In-person in-service training in Lake Chelan, WA
- Creation of ARA4 (Education and Outreach) position
- Hired additional HRC3, E&E recruiter
- Conducted the Division's first Delivery Compliance Checks

October

- Completed Cannabis Examiner Unit transition
- Finalized Enforcement and Education Strategic Plan Objectives and Outcomes
- Pre-hire psychological screening for Officer candidates decision
- Enforcement and Education staff began participating in Social Equity Cannabis Task Force meetings and planning
- Implementation of Vaccine Mandate

November

- Director Brady, Captain Dixon, and Kandace Jaeger participated in agency Strategic planning session 1
- Lt. Tinnerstet presented new recruiting flyer and details

December

- CCRS solution implemented
- Director Brady, Captain Dixon, and Kandace Jaeger participated in agency Strategic planning session 2
- Matt McCallum began work on developing the E&E Education and Outreach Program
- Division Managers began work on action plans to achieve strategic plan objectives
- The Division participated in Adopt-A-Family
- Captain Dzubay provided training on HBI480
- Captain Thompson retired from the Enforcement and Education Division