



# Washington State Liquor and Cannabis Board

## Enforcement and Education Data

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MARCH 2022

# Licenses

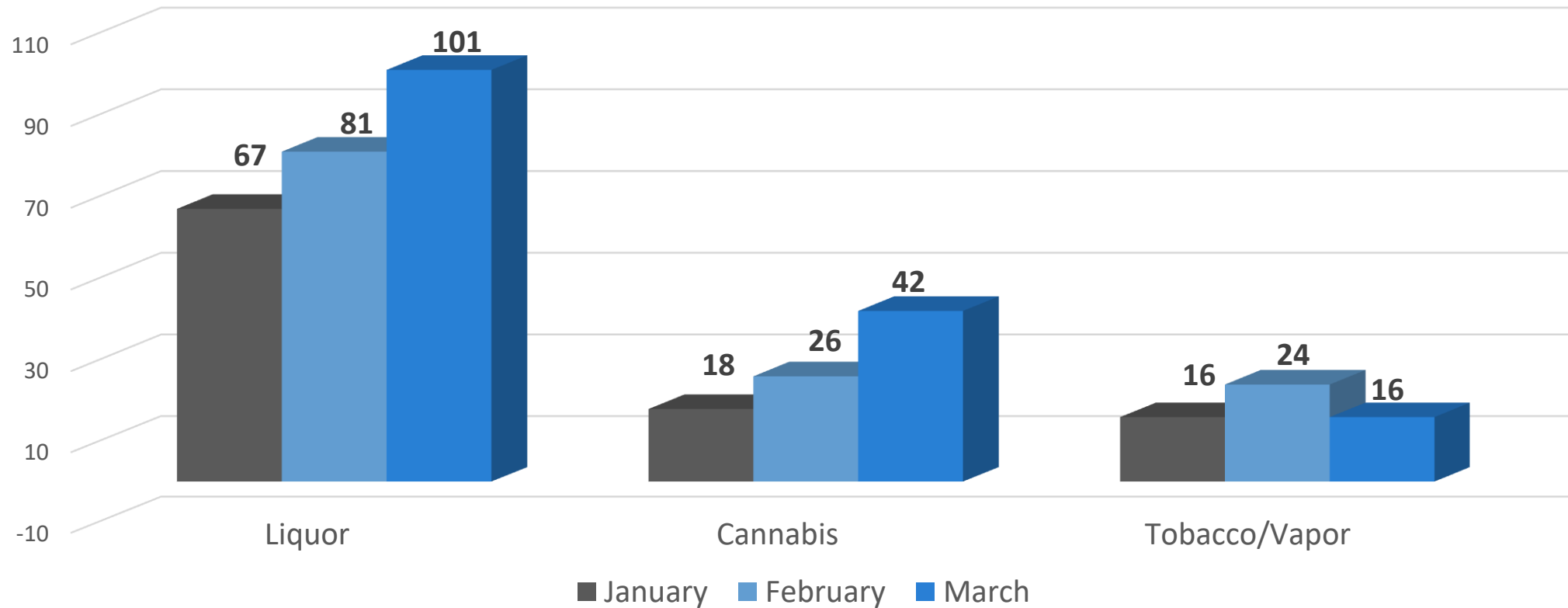
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Industry	No. of Licenses
Liquor	18,482
Cannabis	1,809
Tobacco	5,867
Vapor	3,897
<b>Total</b>	<b>30,055</b>

# Complaints

*Does not include COVID-19 complaints*

Number of Complaints by Industry



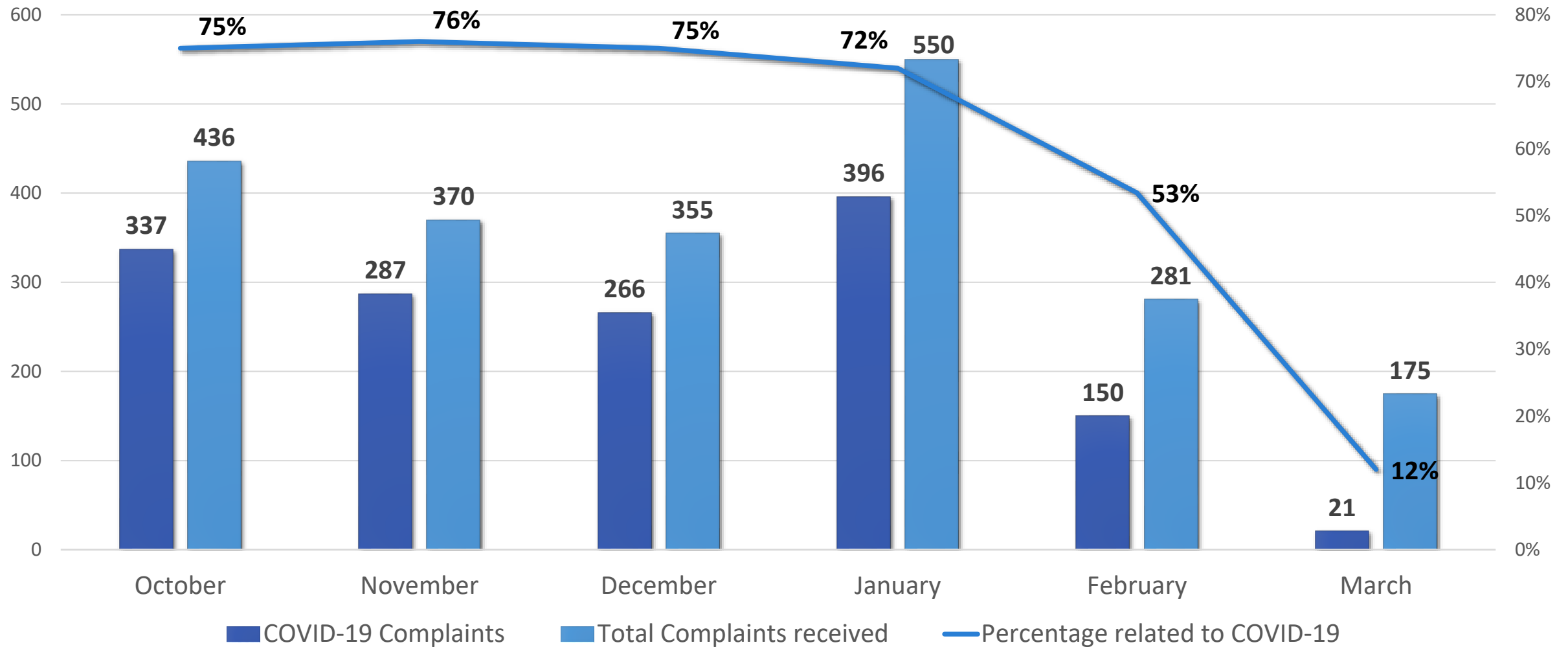
# 1<sup>st</sup> Quarter Complaints

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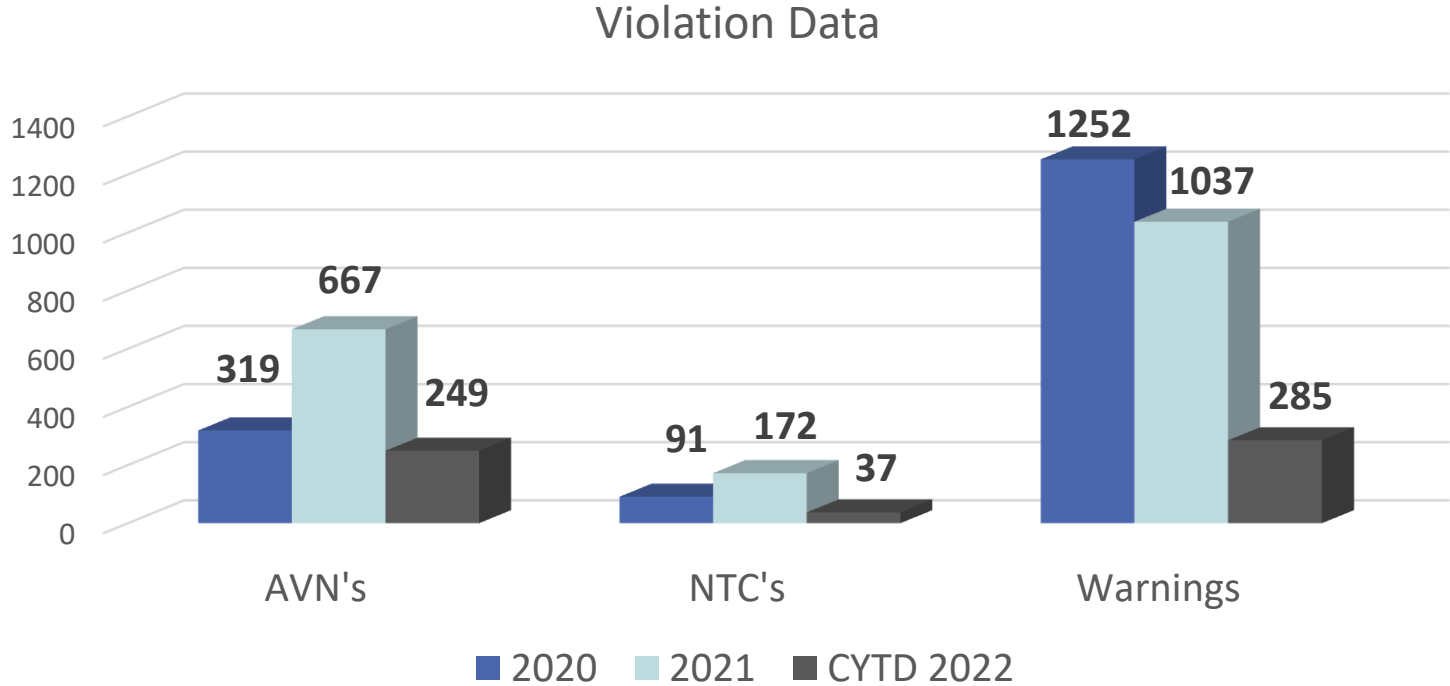
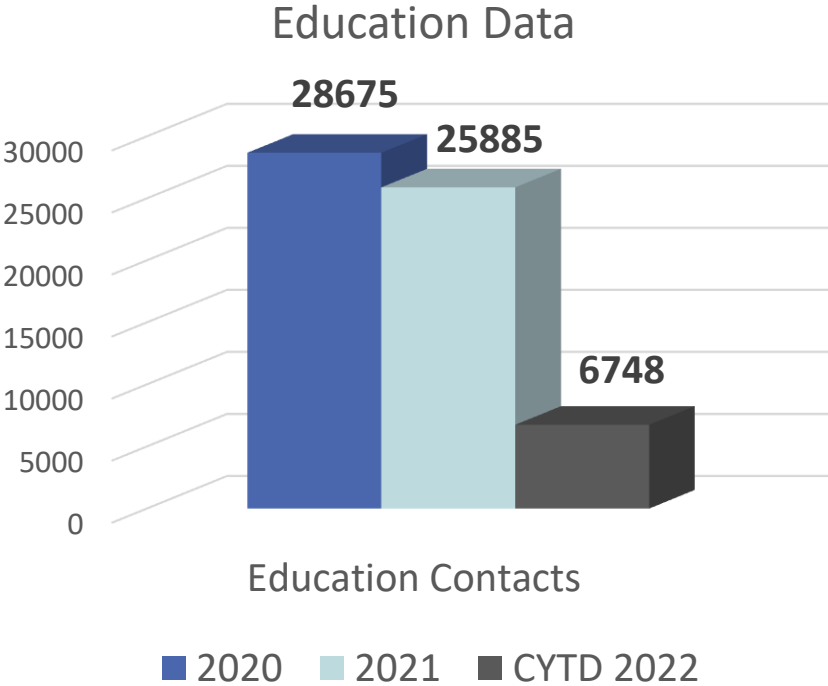
Industry	No. of Complaints	COVID-19 Related
Liquor	787	68%
Cannabis	104	16%
Tobacco/Vapor	114	2%
<b>Total</b>	1005	65%

Data runs from Jan-March 2022

# COVID-19 Complaints

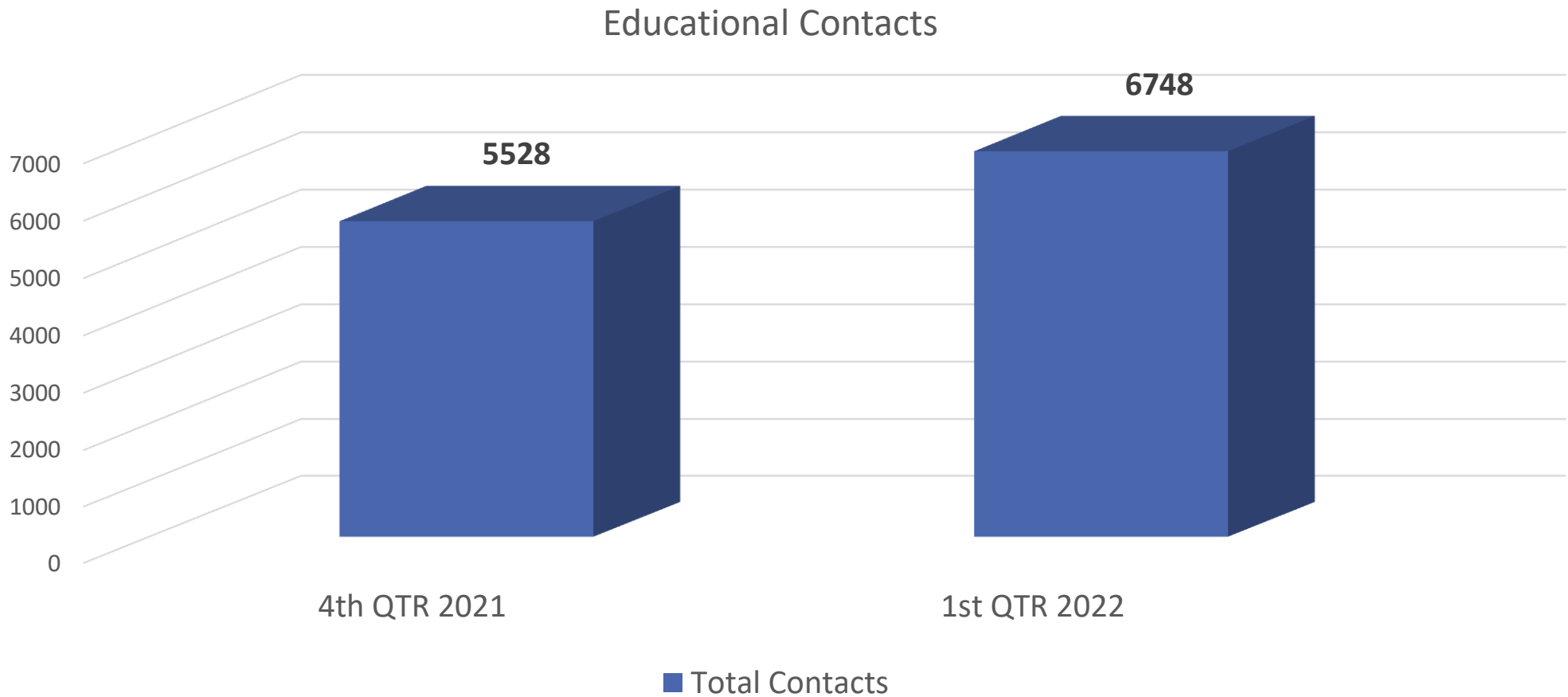


# Education and Violations

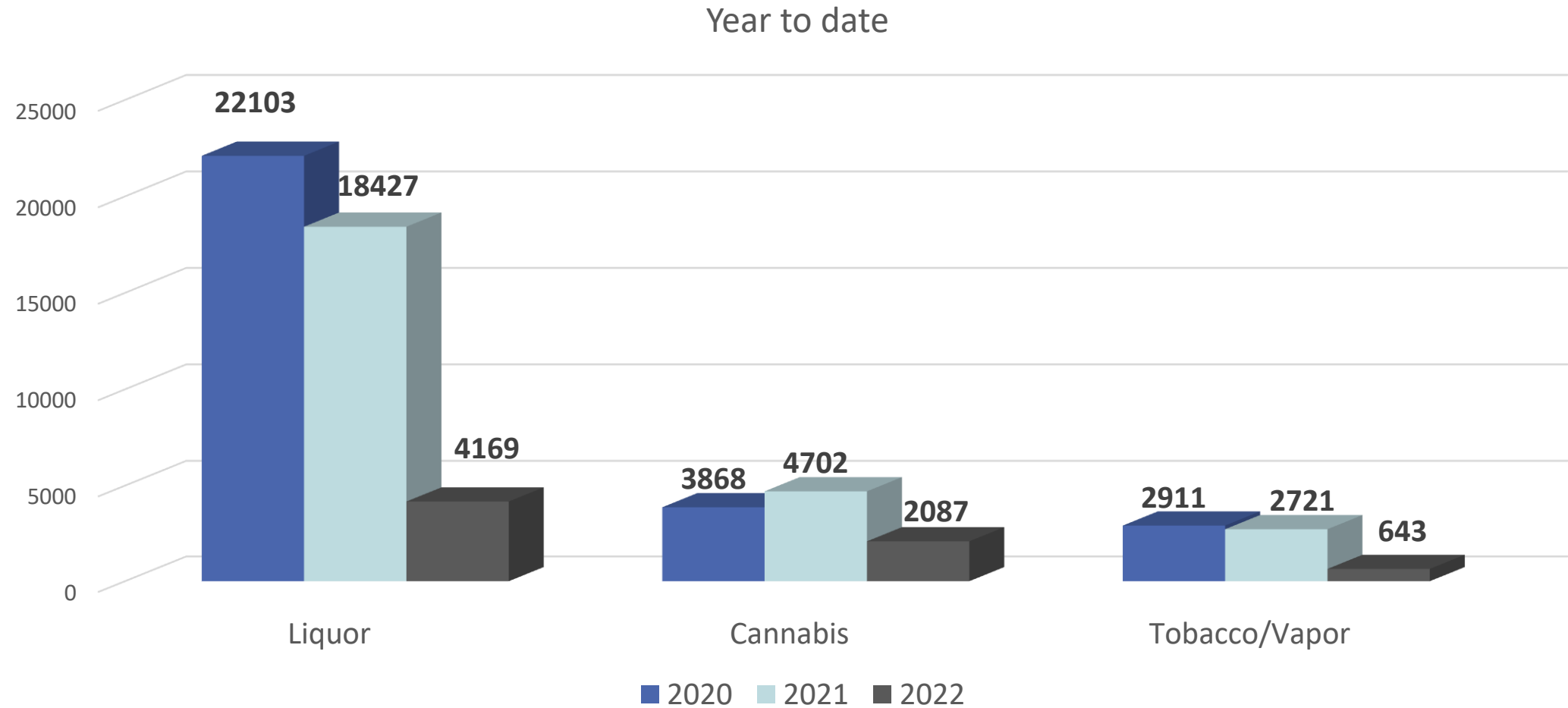


# Licensee Education

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# Education Contact Breakdown

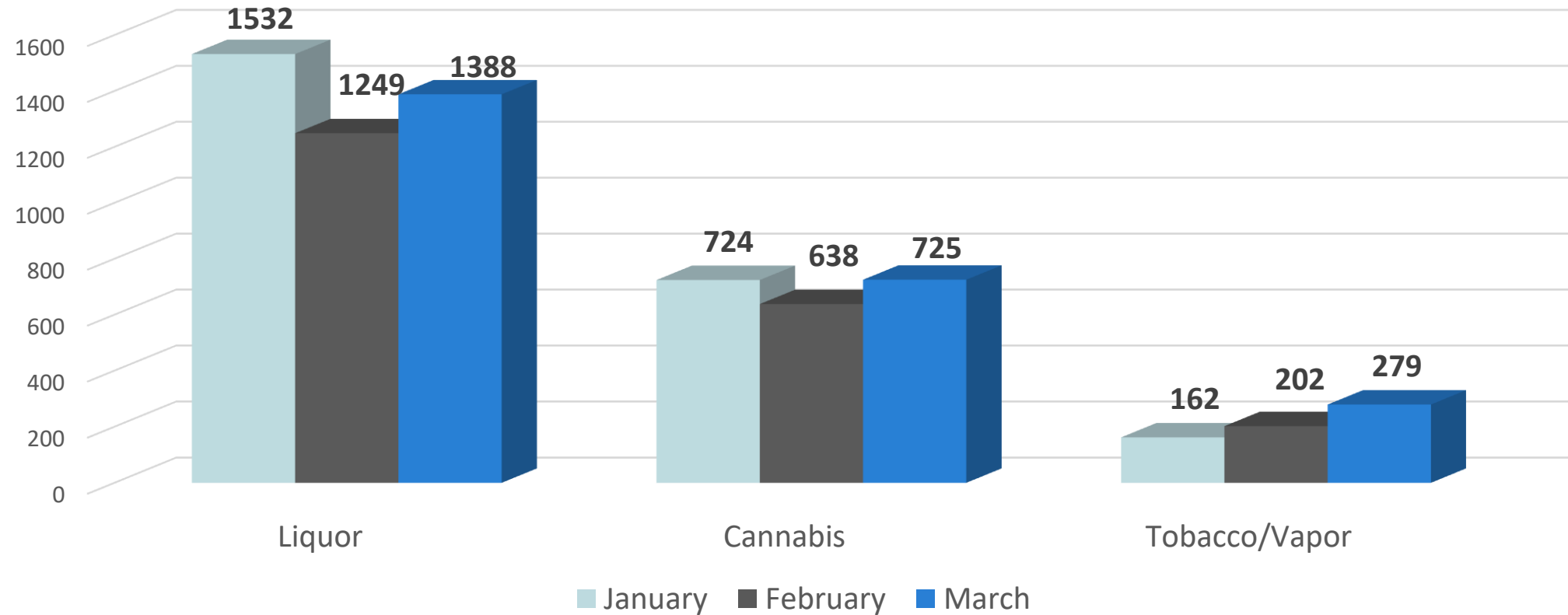




# Licensee Education

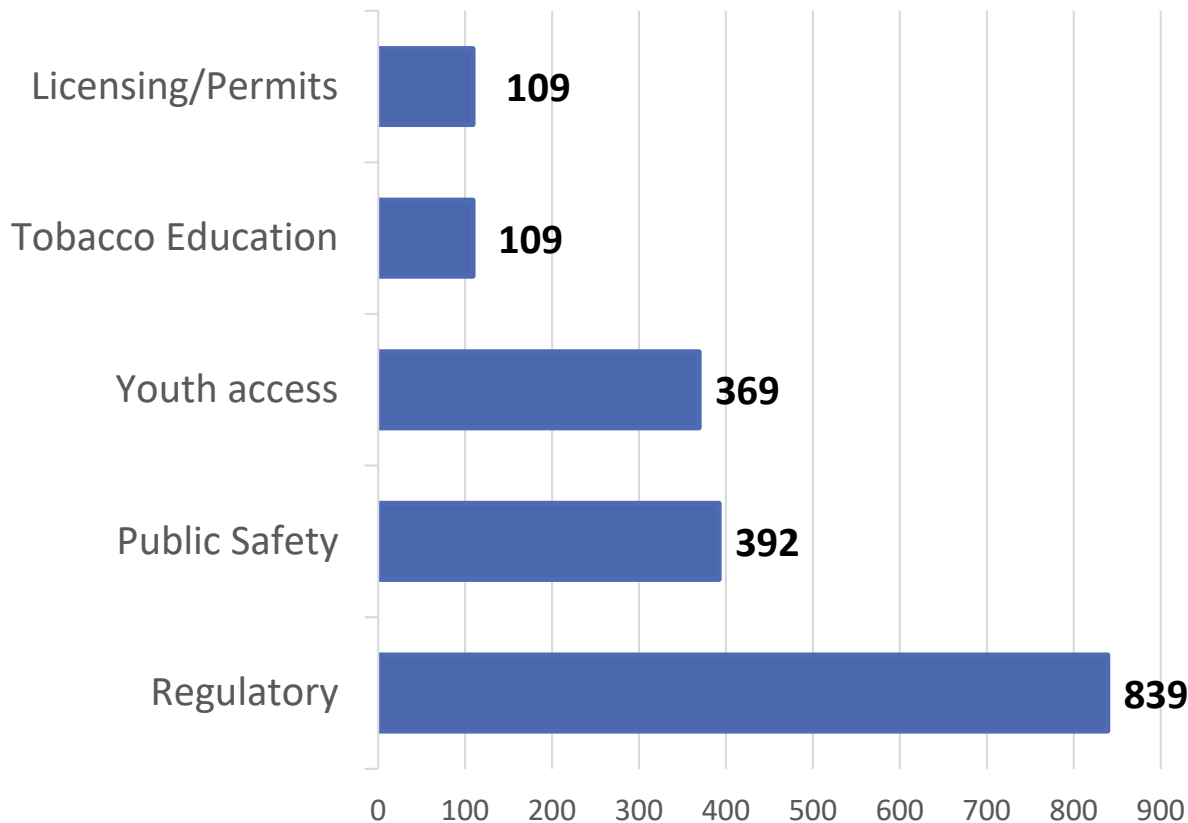
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Educational Contacts

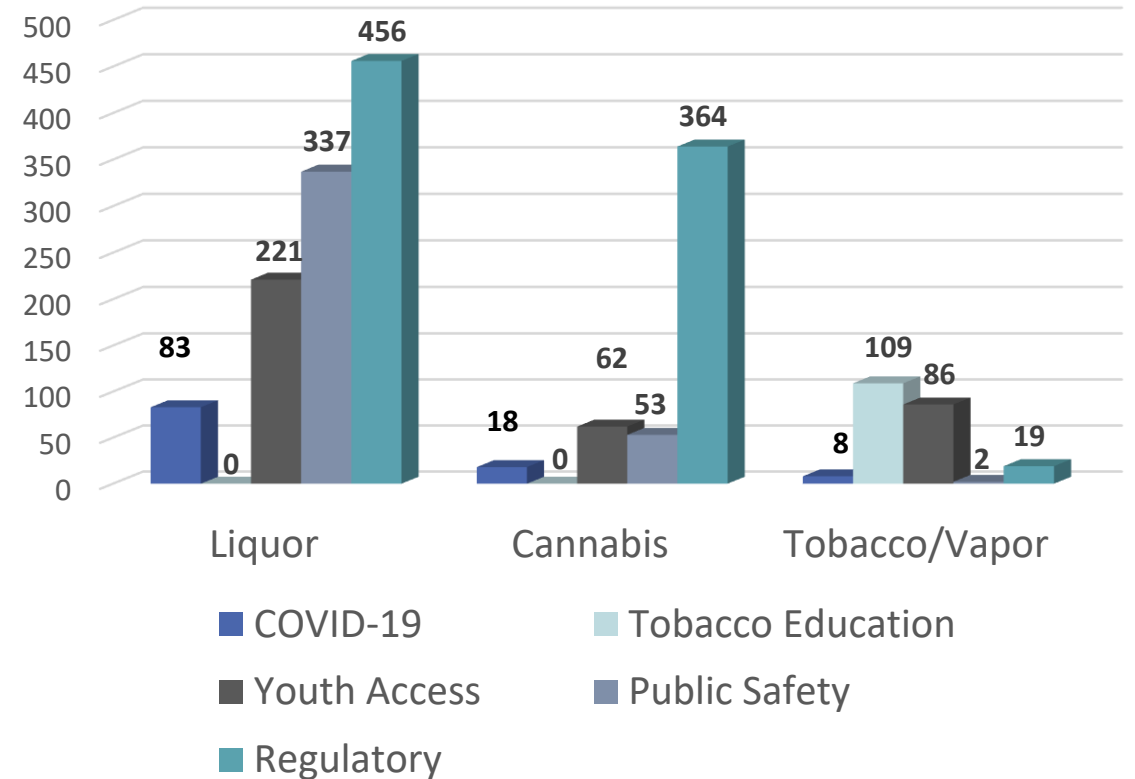


# March Education Topics

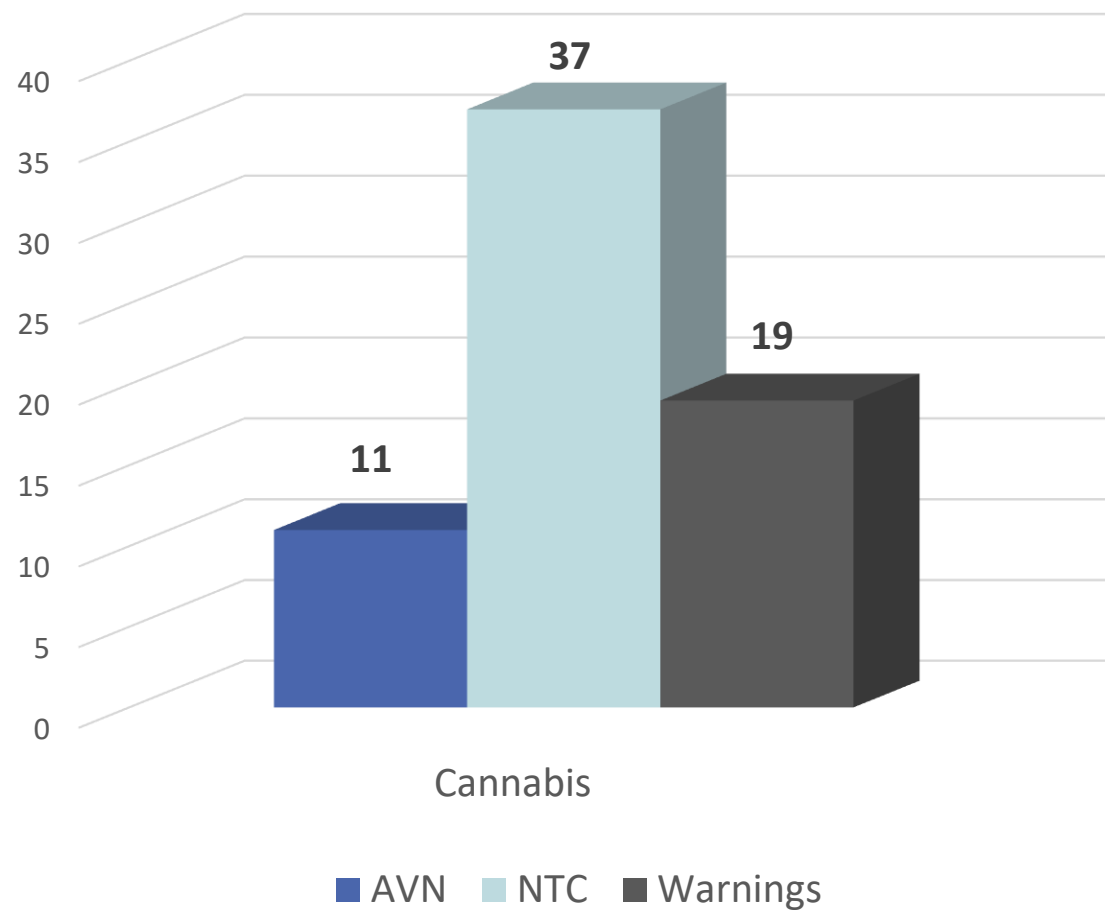
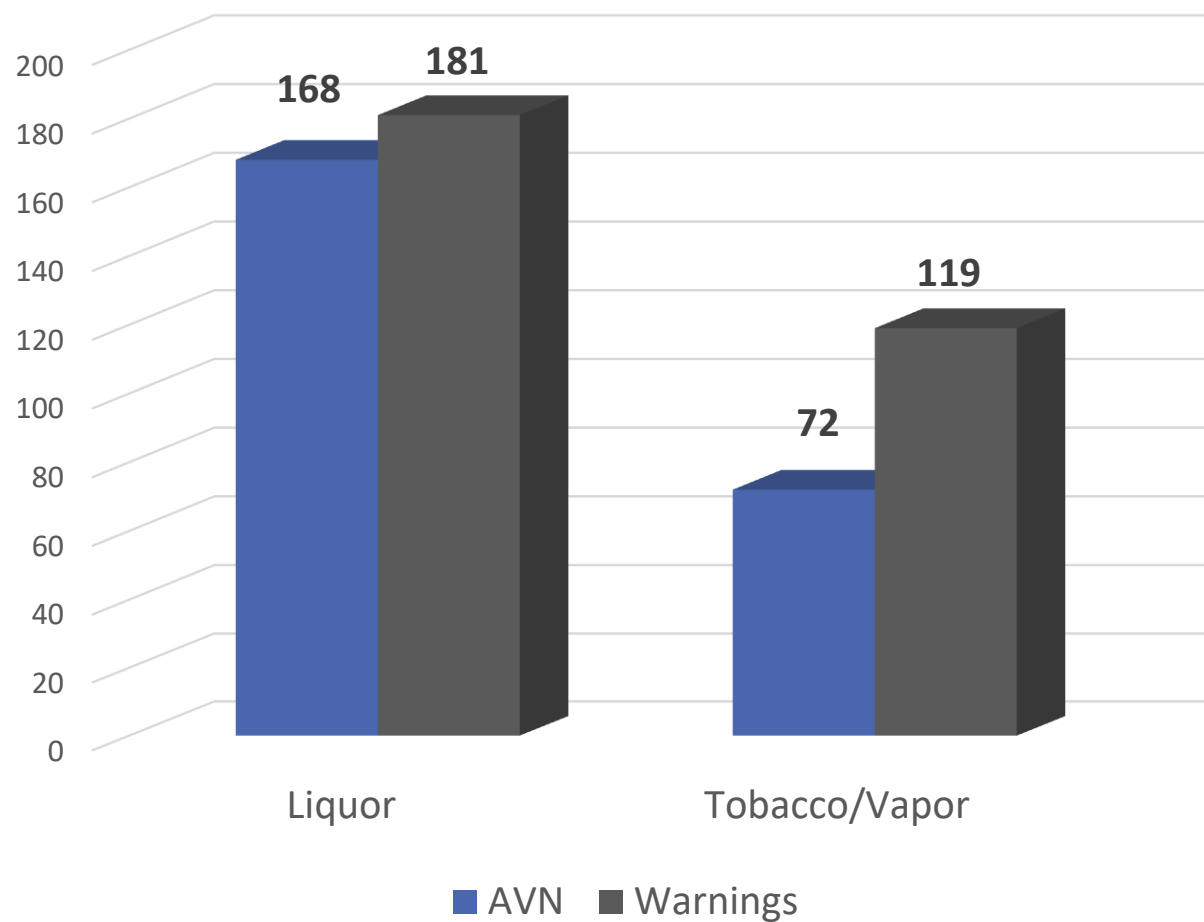
## Top 5 Topics



## Education Topics by Industry



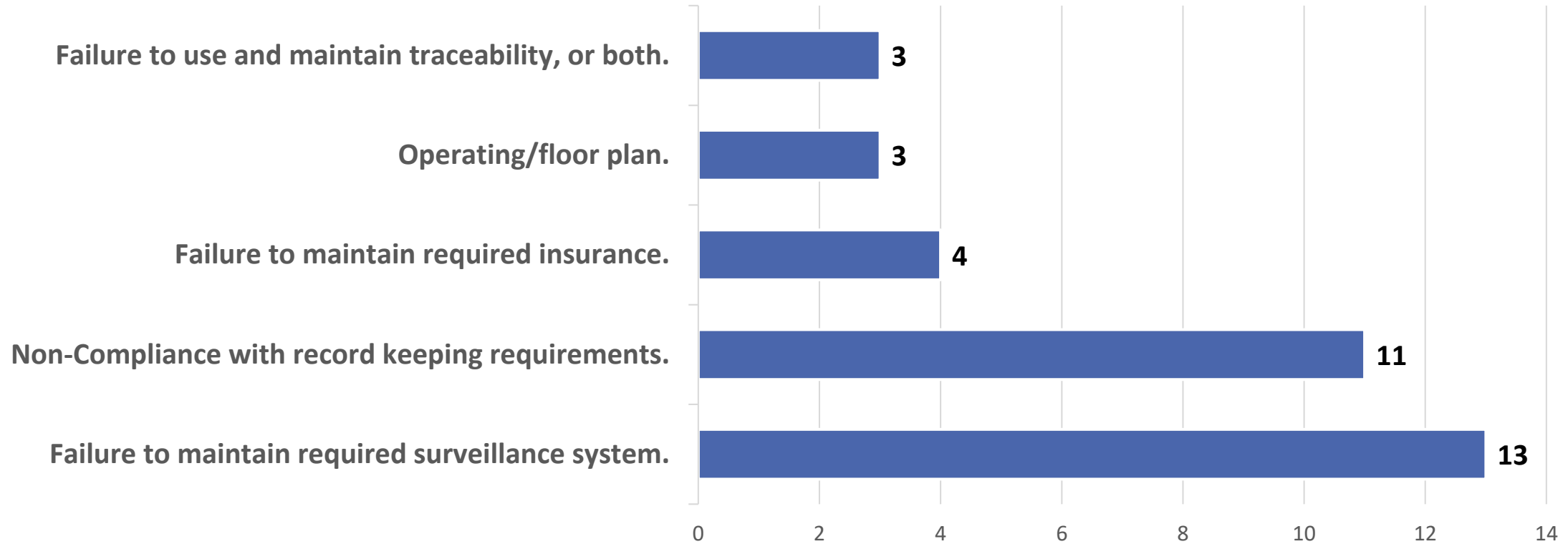
# Violations Breakdown CYTD 2022



# NTC March 2022

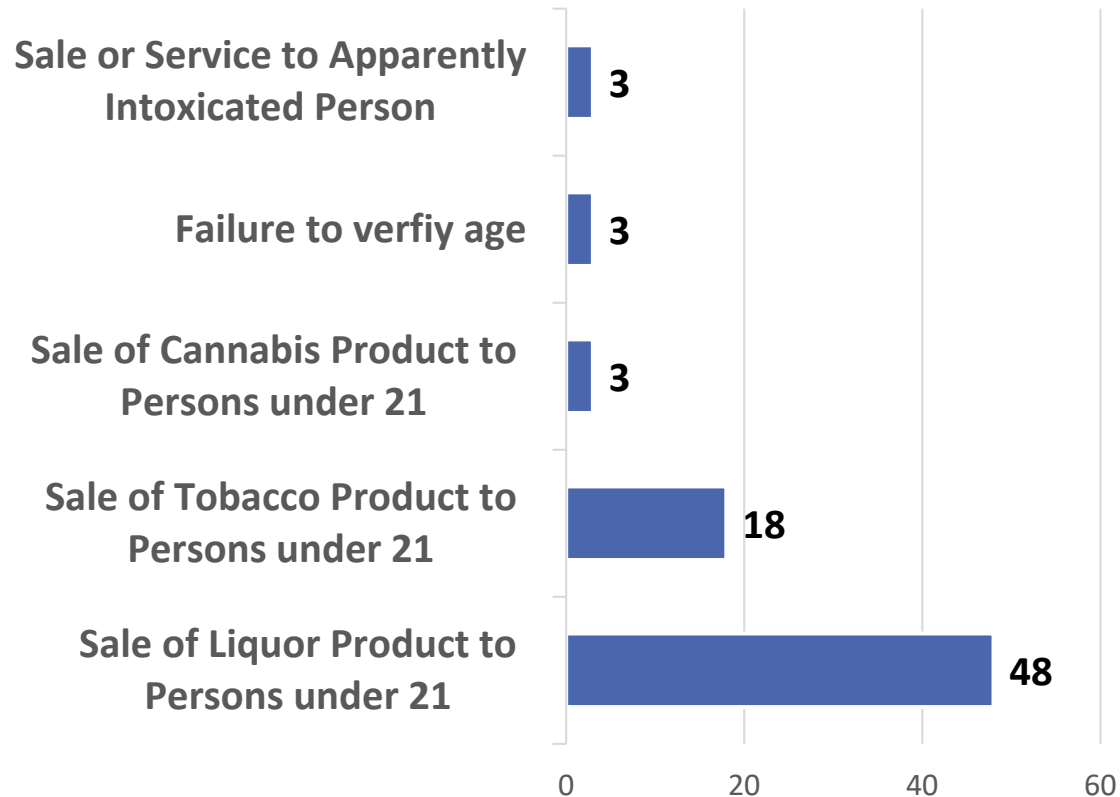
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Top 5 Topics

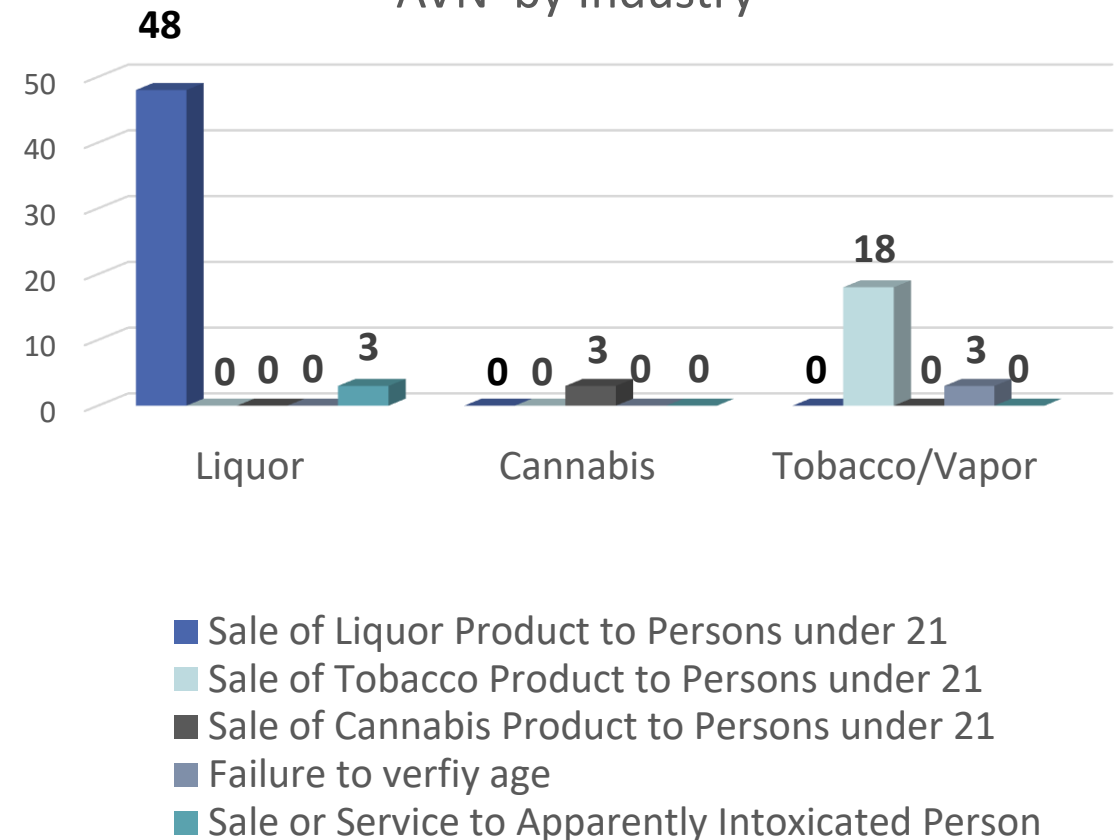


# AVN March 2022

Top 5 Violations



AVN by Industry

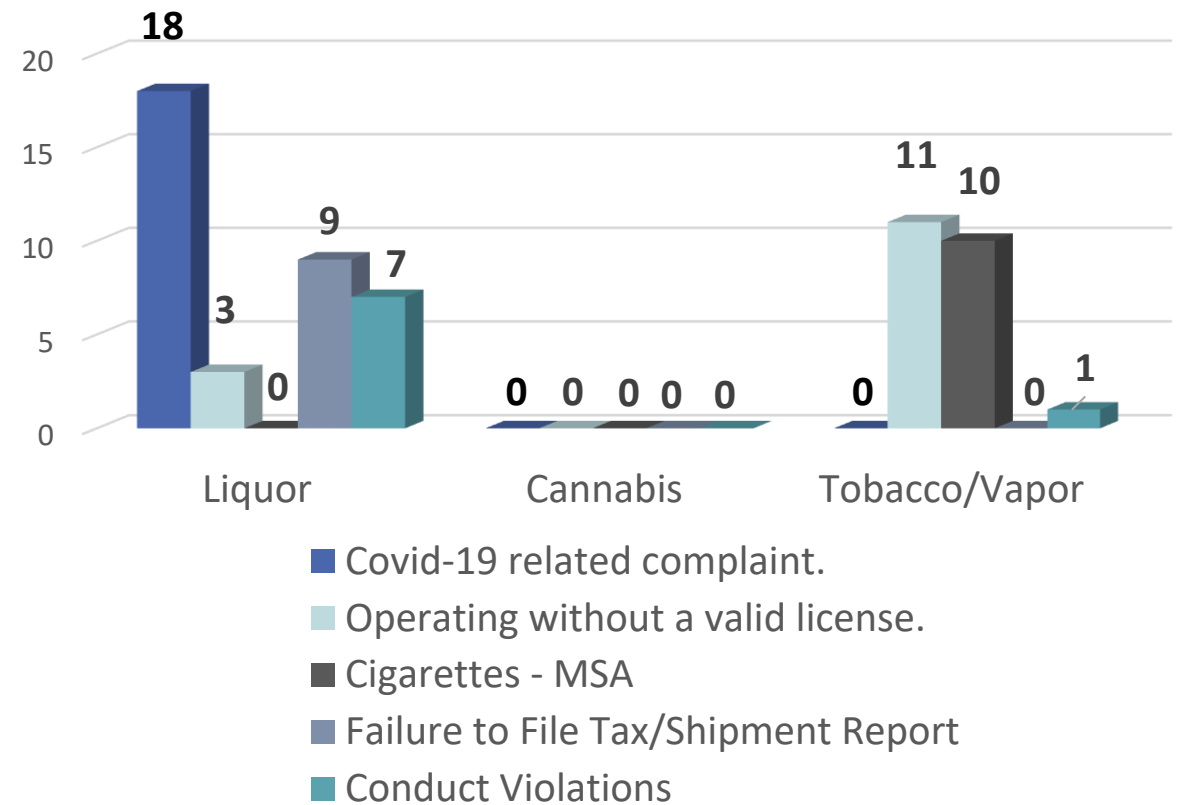


# Warning Topics March 2022

Top 5 Topics

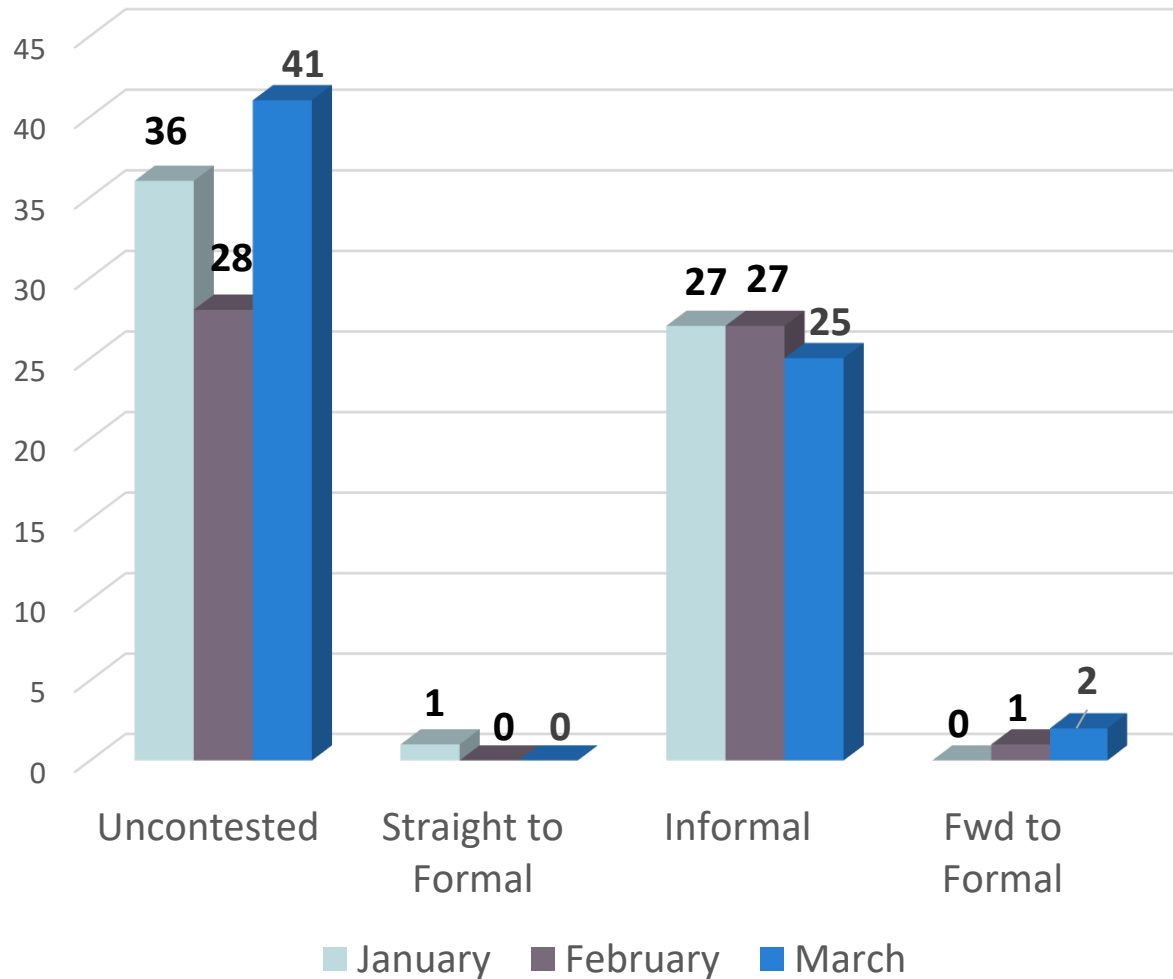


Warning Topics by Industry

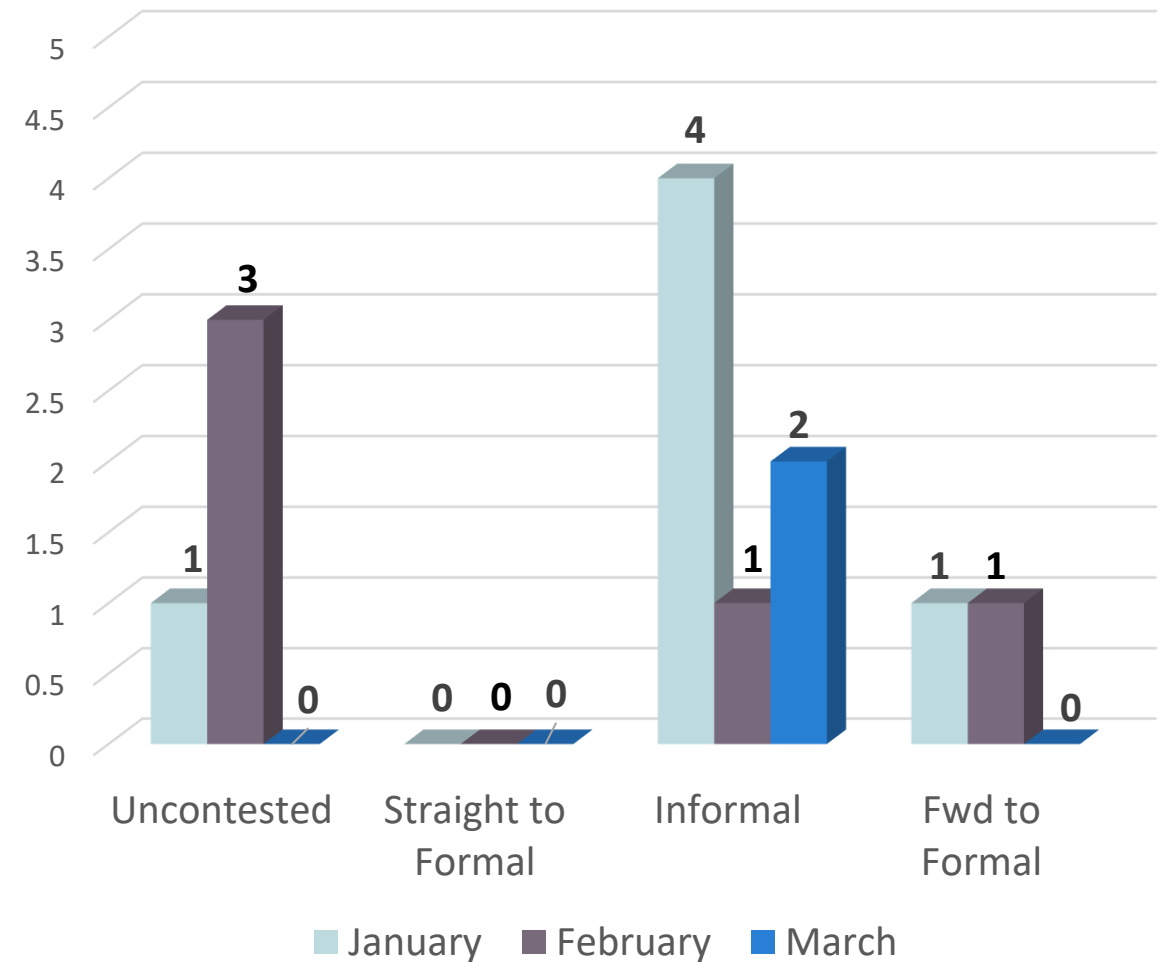


# Alternative Dispute Resolutions

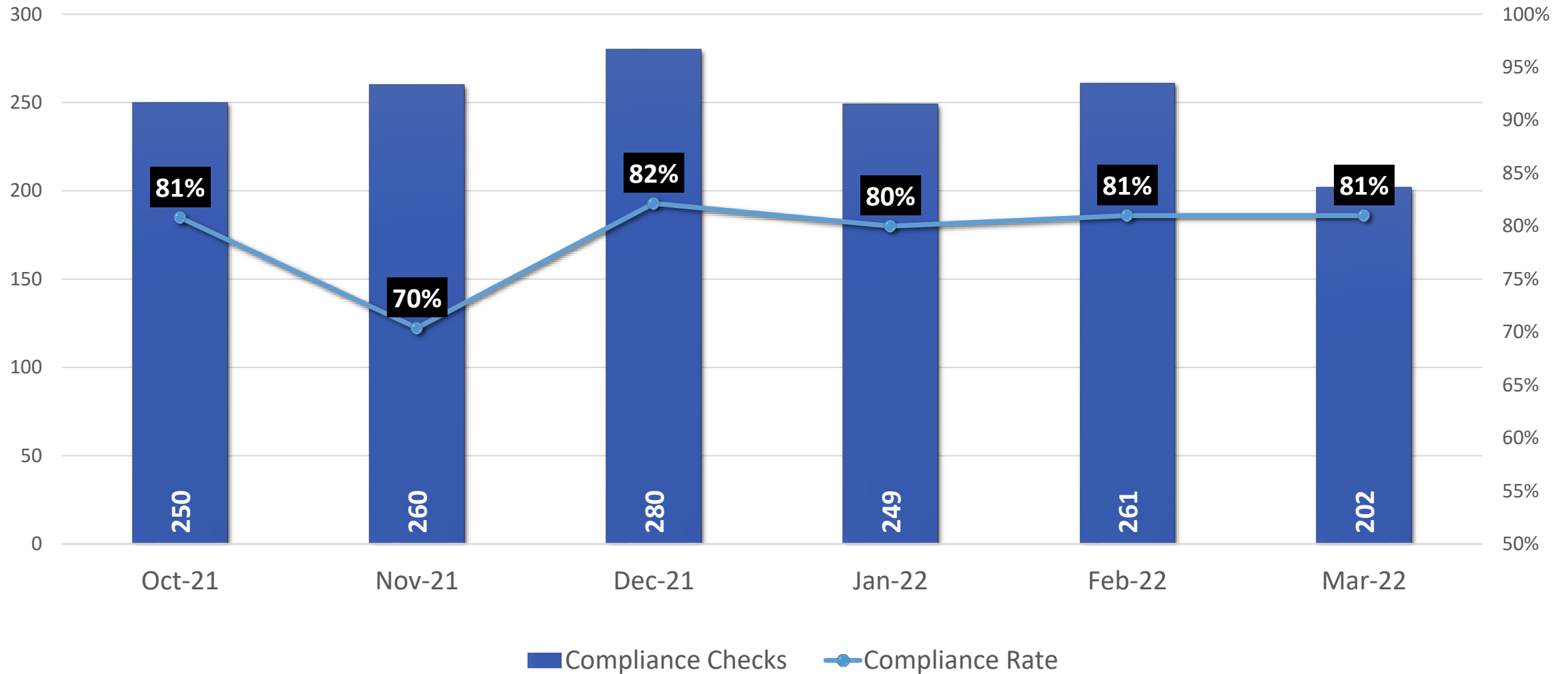
Liquor



Cannabis

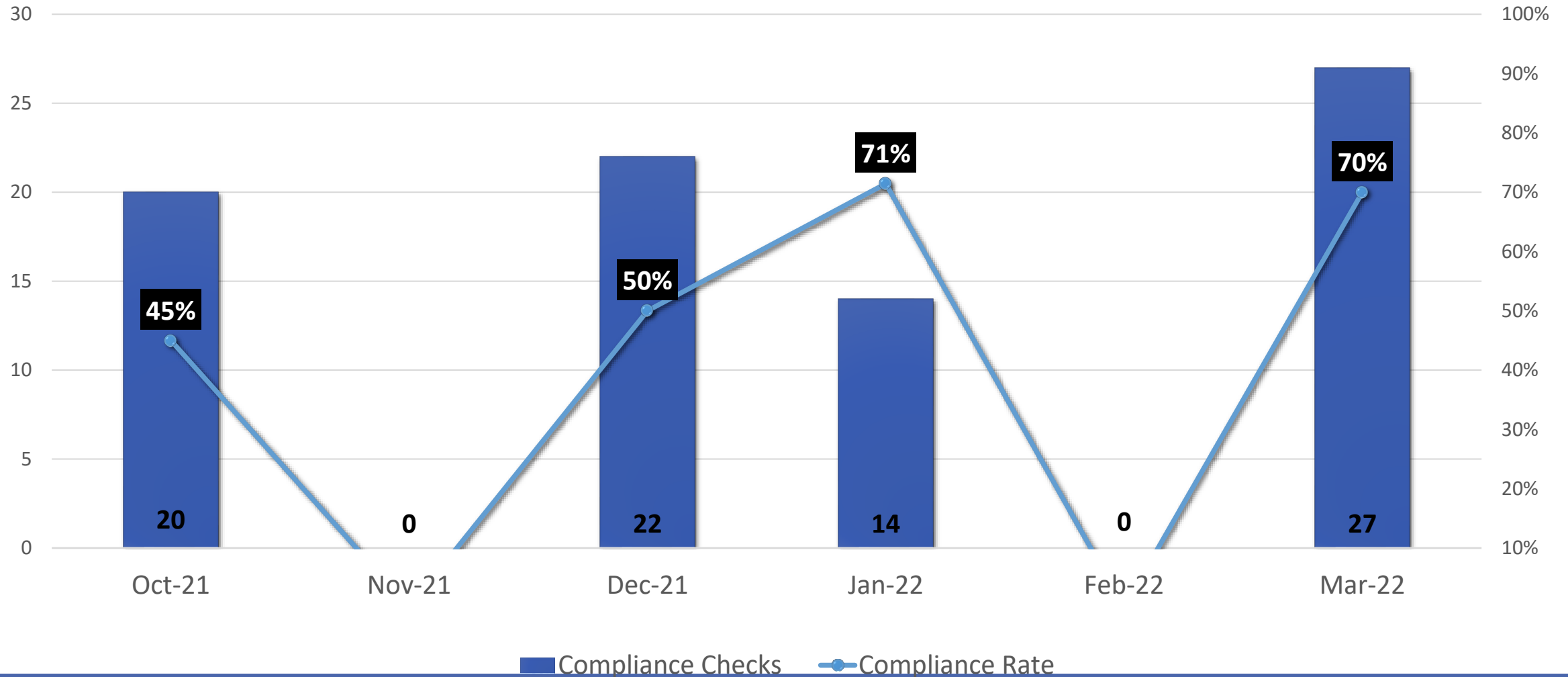


# Liquor Compliance: Youth Access

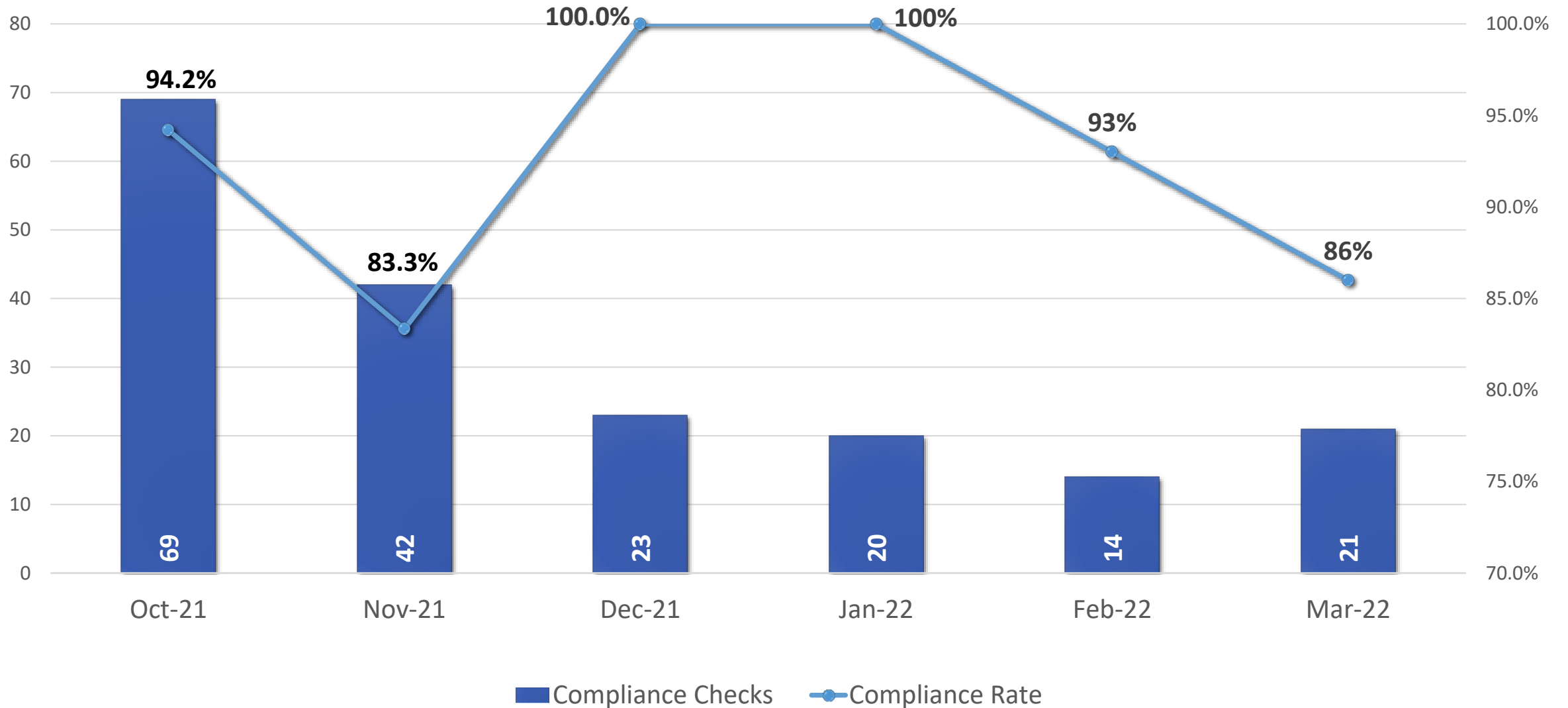




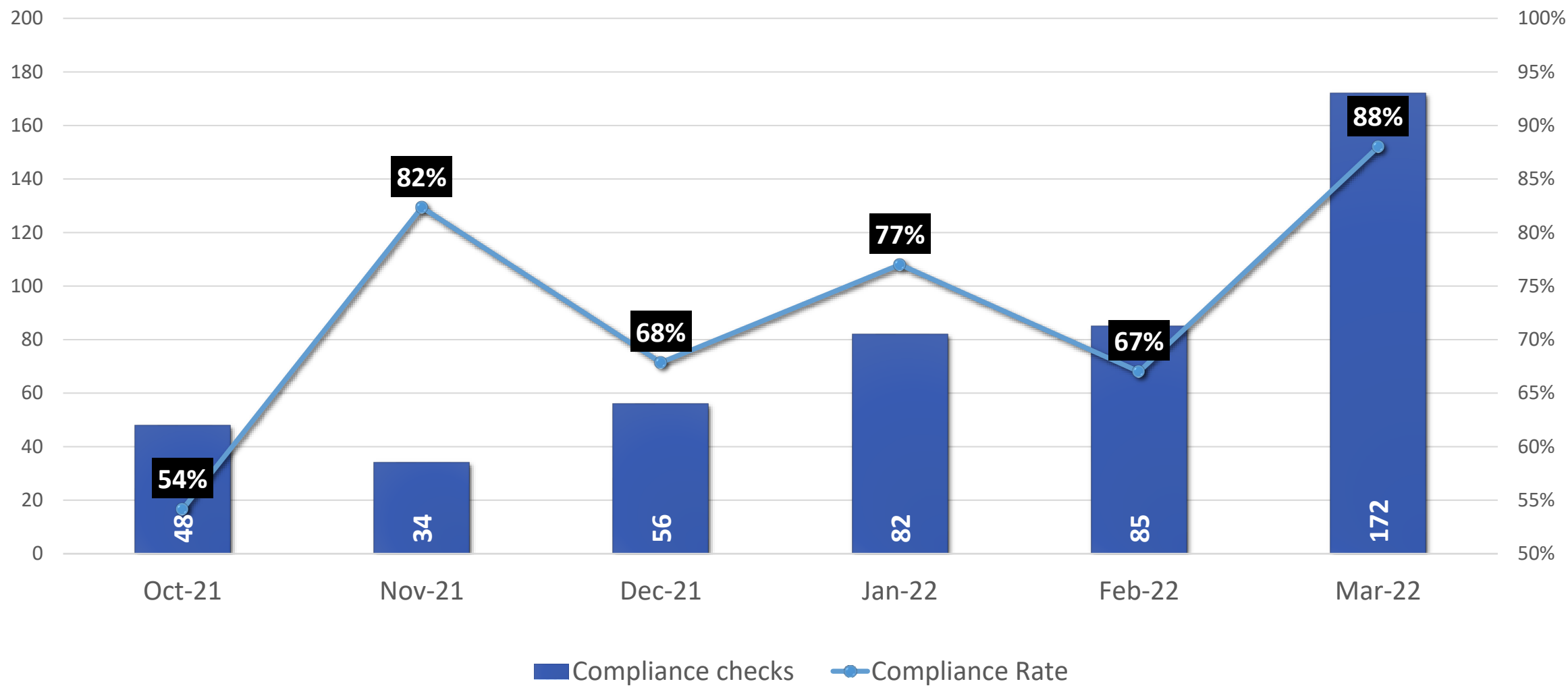
# Delivery /Curbside Compliance: Youth Access



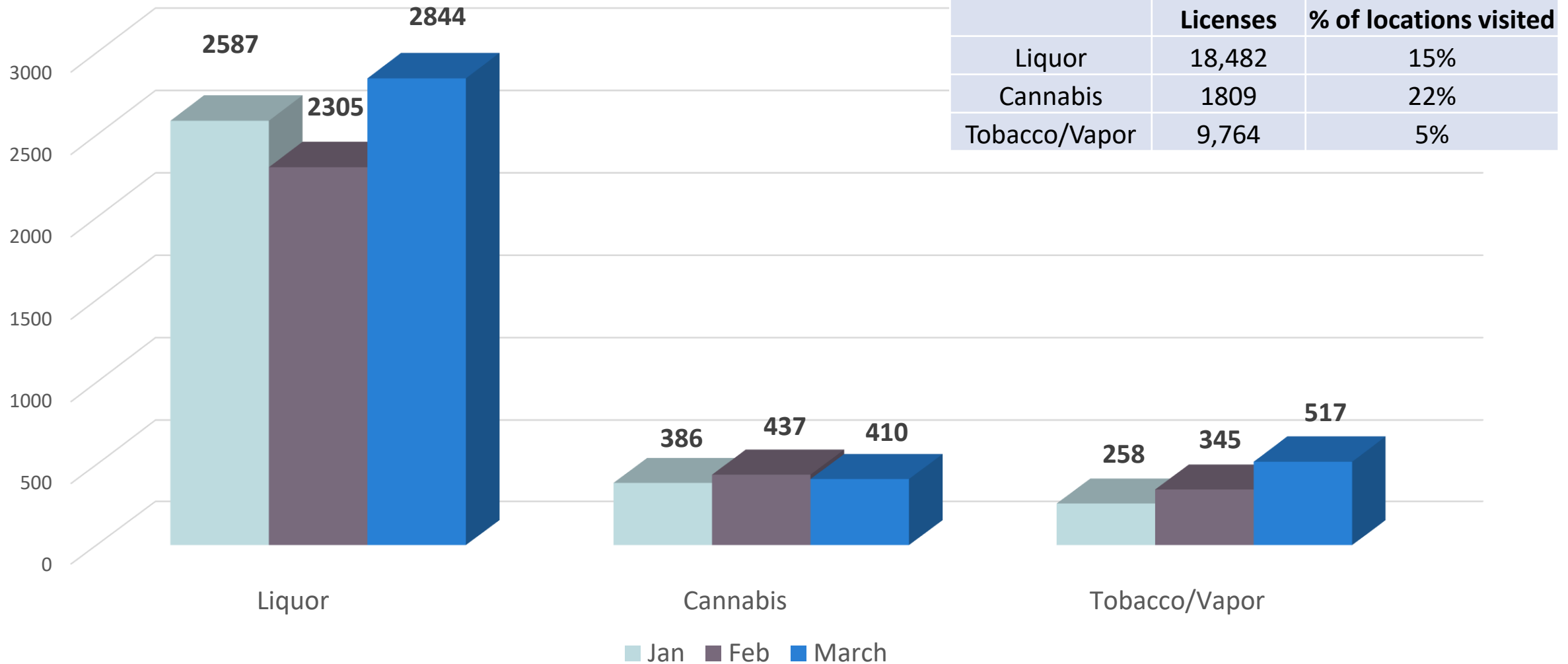
# Cannabis Compliance: Youth Access



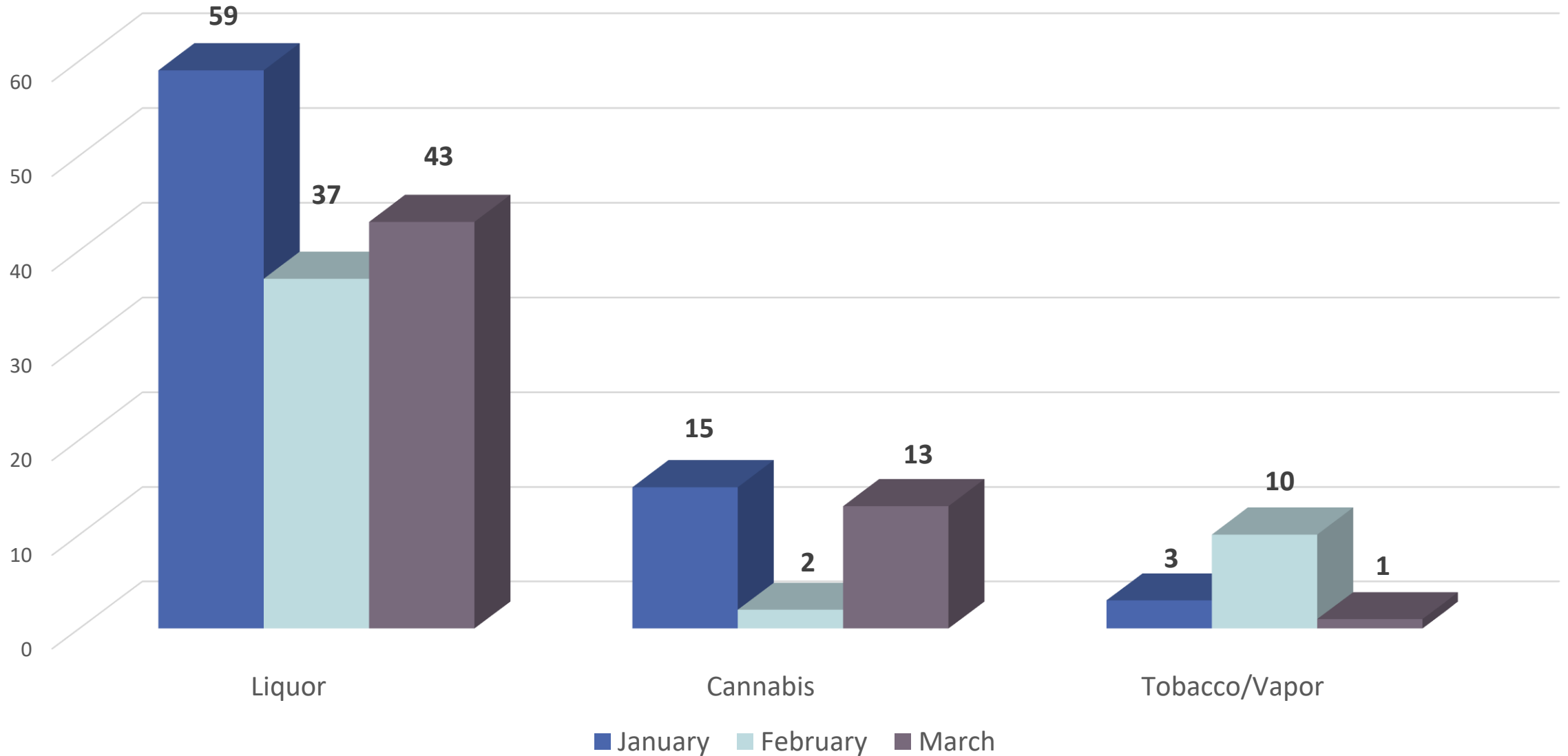
# Tobacco and Vapor Compliance: Youth Access



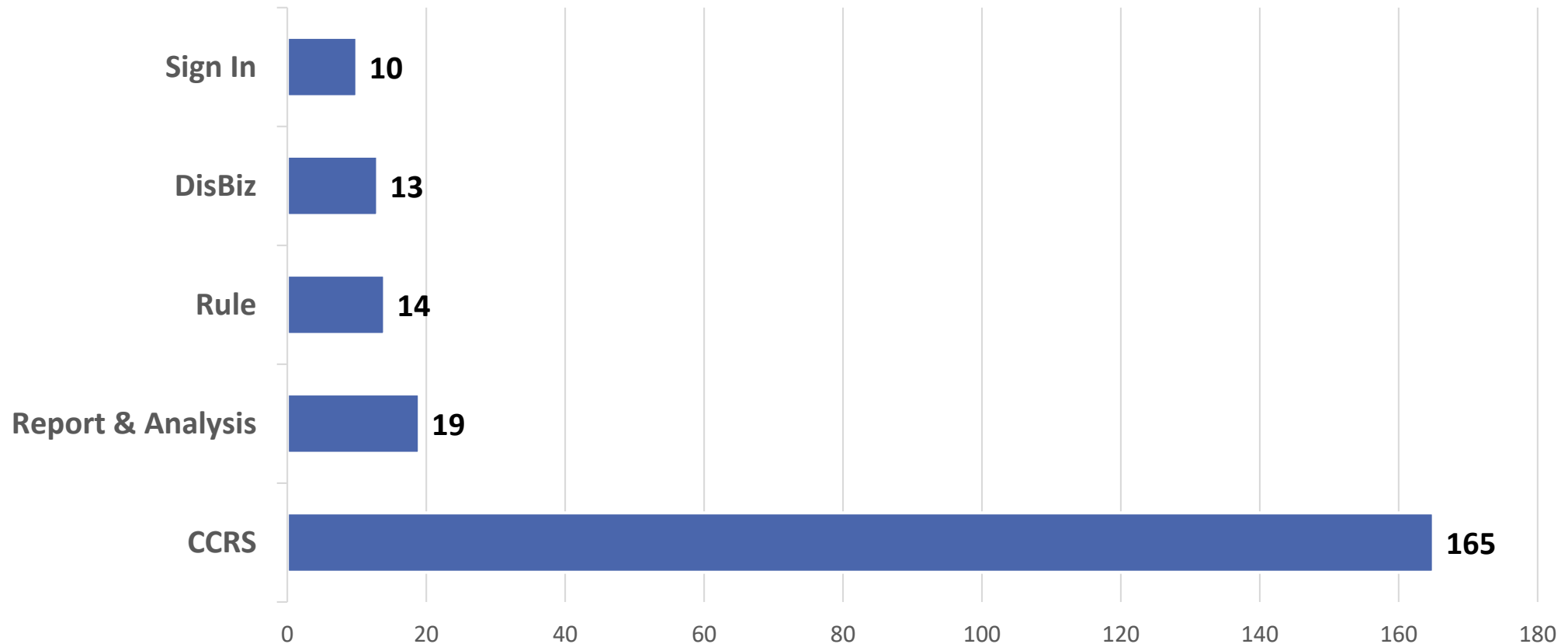
# Premises Checks



# ID Checks: Youth Access



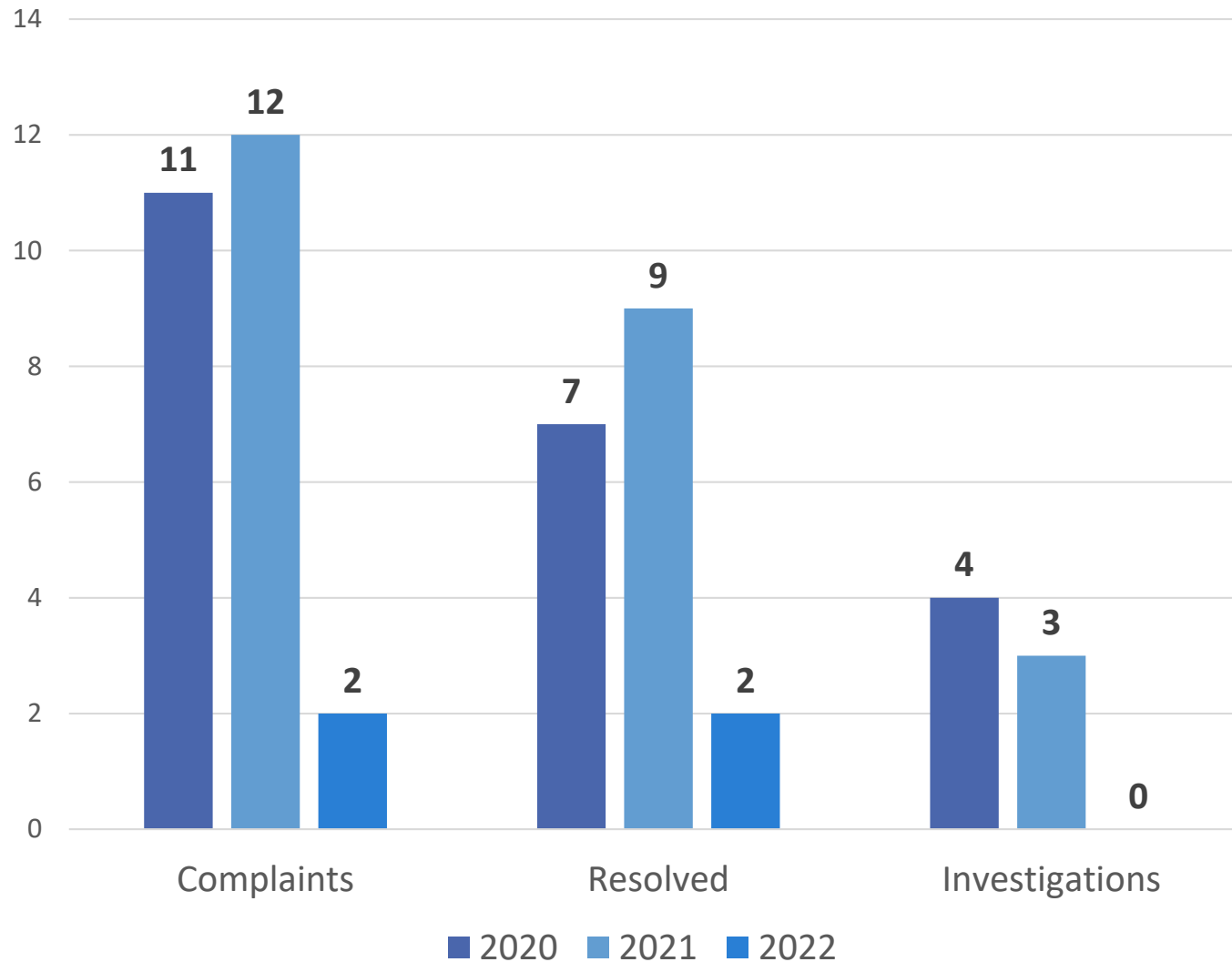
# Top 5 Examiner Request Jan-March 2022



# FDA

1 <sup>st</sup> Quarter FDA Stats	
Total Number of Inspections	899
Advertising & Labeling	157
Undercover buys attempts	742
Violation referrals for sales to minor	171
Compliance rate	77%

# Internal Affairs and Outcomes



March 2022 Investigations	
TOPIC	OUTCOME
Officer Conduct	Founded – 1244/training
Officer Conduct/Criminal Conduct	Unfounded



# Hiring and Recruiting

## March

- Vacancies 25
- In Background 10
- Hired 10

## Recruitment Efforts 1<sup>st</sup> Qtr.

- 4 Job Fairs
- Created LEO, Compliance Consultant and IA Flyers
- Recruitment Business Cards
- National and State LEO Postings (NLLEA, Colleges, etc.)
- Increased LEO Starting Salary
- Planning of LEO Recruitment Video (in finalizing stages – completion est. April 2022)

# Training

Training Stats	
Training Hours	492.5
# of Staff Trained	205
Training Topics 1 <sup>st</sup> Qtr	
HB 1480 Make-Up	40 attendees
On-Boarding	7 attendees
Firearms and DT	23 attendees
Surveillance Training	19 attendees
Supervisor In-Service	40 attendees
Employee Development-via Linked-in	13 attendees
Vehicle Damage Training	105 attendees

# Director's Updates & Notable Partnerships

- E&E completed a Partnership Action Plan with the Finance Division (IT is next)
- Held a leadership conference for supervisors, LTs, CPTs, and managers
- Working to support cannabis retail licensees in partnership with LE
- Director's Field Visits in March and April: Spokane, Wenatchee, Mt. Lake Terrace, and Federal Way
- Director participated in a destruction with evidence at the incinerator
- Situational training for LEO's
- Held an in-person event to honor a retiree and swear in new officers



# Washington State Liquor and Cannabis Board

Questions?