

BOARD OF LICENSE COMMISSIONERS

MISSION AND SERVICES

Mission - The Board of License Commissioners provides alcoholic beverage management services to the citizens and residents of the County in order to ensure the community uses alcoholic beverages responsibly.

The agency's mission supports accomplishing the countywide vision by:

- Working for safe communities
- Working for economic vibrancy

Core Services –

- Alcoholic beverage management includes enforcement of laws and regulations, inspections of licensed establishments and the administration of violation hearings.

SERVICE DELIVERY PLAN AND PERFORMANCE

GOAL 1 - To provide alcoholic beverage management services to the citizens and residents of the County in order to ensure establishments are providing alcoholic beverages to adults for moderate consumption.

Objective 1.1 - Increase the percent of licensed businesses refusing to sell to underage volunteer operatives from 68% in FY 2009.

Targets	Long Term Target Compared with Performance																			
<ul style="list-style-type: none"> ▪ Short term: By FY 2010 – 70% ▪ Intermediate term: By FY 2013 – 75% ▪ Long term: By FY 2016 – 80% 	Long target 16):	<table style="margin: 0 auto; border-collapse: collapse;"> <tr> <td colspan="5" style="border: none; text-align: center;"> <div style="border-top: 1px solid black; width: 100%; margin-bottom: 5px;"></div> 68% 70 </td> </tr> <tr> <td style="border: none; text-align: center;">38</td> <td style="border: none; text-align: center;">68</td> <td style="border: none; text-align: center;">70</td> <td style="border: none; text-align: center;">70</td> <td style="border: none; text-align: center;">50</td> </tr> <tr> <td style="border: none; text-align: center;">FY 2007 Actua</td> <td style="border: none; text-align: center;">FY 2008 Actua</td> <td style="border: none; text-align: center;">FY 2009 Actua</td> <td style="border: none; text-align: center;">FY 2010 Estimate</td> <td style="border: none; text-align: center;">FY 2011 Projected</td> </tr> </table>				<div style="border-top: 1px solid black; width: 100%; margin-bottom: 5px;"></div> 68% 70					38	68	70	70	50	FY 2007 Actua	FY 2008 Actua	FY 2009 Actua	FY 2010 Estimate	FY 2011 Projected
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Performance Measures –

Measure Name	FY 2007 Actual	FY 2008 Actual	FY 2009 Actual	FY 2010 Estimated	FY 2011 Projected
Resources (input)					
Number of volunteer minor operatives		2	2	2	2
Number of alcoholic beverage inspectors responsible for inspections		28	28	28	29
Number of alcoholic beverage inspectors responsible for compliance checks		3	2	2	2
Workload, Demand and Production (output)					
Number of establishments with liquor licenses that have entertainment		100	114	114	115
Number of alcohol beverage business licenses suspended	1	1	3	1	1
Number of licensed premises in the County	571	585	585	590	595
Number of alcoholic beverage license hearings held		12	30	12	24
Number of inspections	7,528	5,947	6,575	6,600	2,600
Number of compliance checks		13	103	100	100
Number of event and special inspections		219	343	250	345
Number of new alcoholic beverage licenses approved		33	30	30	30
Number of new alcoholic beverage licenses denied		7	9	5	5
Average number of compliance checks per licensed premise		0.02	0.18	0.17	0.17
Percent of licensed establishments inspected		84%	93%	95%	100%
Efficiency and Quality					
Average number of inspections per assigned alcoholic beverage inspector		212.4	234.8	235.7	89.7
Average number of compliance checks per assigned alcoholic beverage inspector		4.3	51.5	50.0	50.0
Impact (outcome)					
Percent of licensed businesses refusing to sell to underage volunteer operatives		38%	68%	70%	50%
Number of alcoholic beverage violations	18	19	20	18	18
Number of establishments that have more than one violation a year	3	1	1	1	1

Performance Measures Explanation – After the Board reviewed its percent of licensed businesses refusing to sell to underage operatives for FY 2008, the Board decided to shift compliance checks from businesses that have a complaint to random checks. The percent of licensed businesses refusing to sell to underage operatives increased from FY 2008 to FY 2009 due to a change in collection methodology. It is anticipated that the number of inspections at licensed premises will decline in FY 2011 as the Board inspects all establishments quarterly instead of monthly. Special event inspections are also anticipated to rise as inspectors will be more able to inspect all special events with the decline in monthly licensed premise inspections. Data for FY 2007 in some cases is unavailable.

Strategies to Accomplish the Objective -

- **Strategy 1.1.1** – Ensure inspection staff inspect all licensed premises
- **Strategy 1.1.2** – Participate in the Livable Communities Initiative task force, in cooperation with multiple agencies to ensure businesses are in compliance with all required county licenses
- **Strategy 1.1.3** – Issue alcoholic beverage licenses after comprehensive review
- **Strategy 1.1.4** – Ensure that alcoholic beverage inspectors are trained in the laws, rules and regulation of alcoholic beverage licenses
- **Strategy 1.1.5** – Provide training to alcoholic beverage business to facilitate compliance with all applicable laws

- **Strategy 1.1.6** – Ensure staff process all applications accurately
- **Strategy 1.1.7** – Work with the Office to Finance to ensure timely processing of all revenue
- **Strategy 1.1.8** – Process alcoholic beverages applications and renewals