

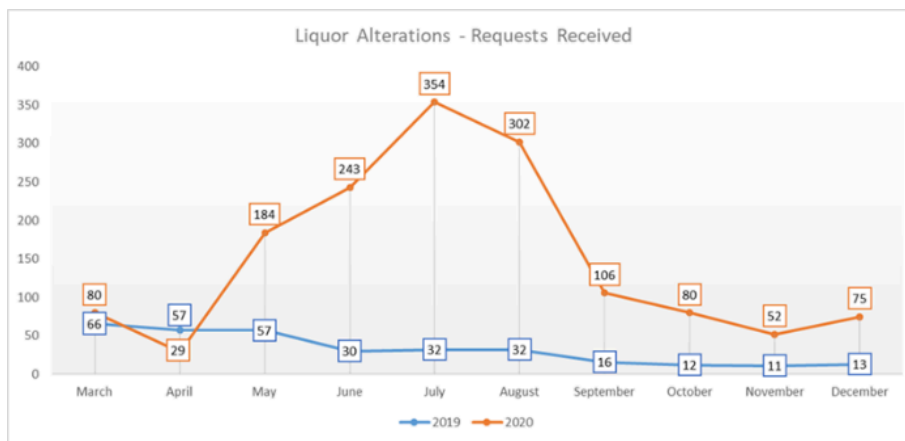


Licensing Division Updates – February 2021

Customer Service

Alteration Requests

- Since May, each month has seen a substantial increase of alteration requests compared to the prior year. Most of these requests were approved within 7-days.



Assisting Licensees with Renewal Fees

- Licensees who have not been able to open during the pandemic are able to request a proration of their renewal fees for the portion of the year they are not operational. Close to 100 licensees have requested and received this assistance so far.

Liquor

Recent Trends in Liquor Licensing

- Applications Steady
 - o In January this year we have seen 259 applications, which is 83% of the 313 we had in January 2020.
- COVID-19 Trends
 - o Increase with Beer/Wine Gift Delivery. In 2019 there were 18 new applications and in 2020 there were 38, indicating a market adjustment to expand alcohol delivery services.
 - o We are working with nightclubs to convert them to restaurant licenses (62 conversions so far).

Distillers Bill

- The unit and the Training Team rolled out the processes for implementing SB 5549 (Distillers Bill) on time. To date we have had two requests for shared tasting areas but are anticipating more as things warm up in the spring.

Cannabis



Exit Interviews

- Since February 2020, the unit has been performing exit interviews with recent applicants to find areas for improvement, to highlight the areas we are excelling in, and to make sure the licensees are able to provide input about our processes.
 - 633 interviews so far - 90% reported a positive customer service experience, and 91% rated the information received as positive.

Diversity, Equity and Inclusion (DEI) in Team Huddles

- The unit began including a DEI moment in the team huddles every week. The unit is taking an education approach with the topic being discussed each week – such as the history of MLK Jr. Day, poverty in America, and the importance of understanding the needs of the communities we serve.

Policy and Education

Social Equity

- Responding to concerns raised from the community and in the social equity forums:
 - Researching and recommending changes to our criminal history background rules;
 - Began discussions to gather data to answer questions related to social equity for producer/processors;
 - Working with the Cannabis Unit to reduce barriers in the application process;
 - Coordinating with local authorities to see if they would be interested in social equity licensees; and
 - Planning staff trainings, and incorporating DEI themes into team huddles.

Data Requests

- The training/data team has responded to many recent data requests – including: demographic data of cannabis licensees, COVID-19 trends, and data for legislative committees.

Compliance and Adjudications

Sports Entertainment Facilities (SEFs)

- NHL/Climate Pledge Arena - We are at the final stages of negotiations and partnership with the NHL, and will be coming forth with a proposal to the Board very soon.
- Expanded Service at Two Existing SEFs - We are also working with two existing SEFs to expand service at their stadiums (University of Washington at Husky Stadium, and the Spokane Indians at Avista Stadium).

Other Division Updates

Responding to Staff Survey



Washington State Liquor and Cannabis Board

- The Division has identified two focus areas in the next year due to the staff survey (staying connected during the pandemic, and setting expectations for inclusion)

Monthly Meetings

- The Division has monthly meetings (first Tuesday of the month at 8:30am) – staff are getting creative with themes/engagement activities/DEI topics. Welcome to join!