

## **End of Year Report – 2016 – Board of Liquor License Commissioners**

As per a change in State law passed by the General Assembly in 2016, the authority to appoint commissioners to the Board of Liquor License Commissioners for Baltimore City (BLLC) was transferred from the Governor to the Mayor and City Council President. The law provided the Mayor with the power to appoint two permanent commissioners and the City Council President to appoint one permanent commissioner and one alternate commissioner. On April 27, 2016, Mayor Stephanie Rawlings-Blake appointed Judge Albert J. Matricciani Jr. and Dana P. Moore as permanent commissioners. President Bernard C. “Jack” Young appointed Aaron J. Greenfield as a permanent commissioner and Harvey Jones as an alternate commissioner.

Upon appointment, the Board commenced a review of the administration, operations, and finances of the BLLC. Concurrently, the Board received the 2013 and 2016 Office of Legislative Audits (OLA) Reports. Faced with the dual tasks of implementing structural and operational changes to improve the production of the agency and come into compliance with the recommendations of the OLA Reports, the Board took quick and decisive action.

### ***The Board implemented the following changes to administration, operations, and financial accounting of the agency:***

- Drafted and issued responses with action plans to the Joint Audit Committee that was responsible for reviewing the OLA Audit of 2016
- Answered questions and testified before the Joint Audit Committee in August of 2016
- Published the On-line Library detailing all licensed establishments within the City
- Published the Board’s Prior Decisions dating back to May 1, 2016 on BLLC website
- In collaboration with OLA, drafted and implemented first agency-wide Standard Operating Procedures that cover all aspects of BLLC operation: administration/inspection/finance
- Restructured operations into three (3) categories: Administrative/Inspection/Board Divisions to streamline workflow and increase efficiency
- Created a case law manual/library of Maryland case law associated with liquor licensing
  - To be used to guide agency decisions in the review and processing of applications and disposition of violations
- Adopted new pub crawl regulations and issued a new application to ensure that pub crawl licenses are properly issued
- Initiated Community Outreach Initiative to ensure that Commission members and BLLC staff attend community meetings to hear the concerns of residents
- Held first Latino Licensee Outreach Event to ensure that licensees in the Latino Community receive information on licensing and operation matters
- Implemented data performance analysis (LiquorStat and CitiStat) to monitor and improve inspection and administrative outcomes
- Worked with the Mayor’s Office of Information Technology to create and improve an Inspection Database system to input, track, record, and monitor inspection division production
- Reestablished partnership with Police, Fire, and Health departments to conduct proactive joint inspections and integrate enforcement resources to investigate community complaints

### ***Due to the measures put into place by the Board, the agency has achieved the following results:***

- Returned a \$475,000 surplus to the General Fund for FY16
- Increased number of Inspections Performed for License Year (LY) 2017 over LY2016
  - BLLC has now completed 55% of all inspections for LY2017 – LY ends April 30 2017
- Increased citizen access to Board decisions and licensee data
- Closer compliance with all requirements listed by the 2013 and 2016 OLA Audits
- Implemented rigorous review of pub crawl applications to ensure that proper staffing is provided and the event is not a nuisance to the community
  - BLLC has promptly rejected/revoked applications that do not meet requirements
- Increased number of hearings for new/transfer/expansion/hardship hearings over FY16
- Increased number of violations heard by the Board over FY16