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**BOARD OF LIQUOR LICENSE COMMISSIONERS INTRODUCES AND PUBLISHES STANDARD
OPERATING POLICIES AND PROCEDURES MANUAL FOR AGENCY STAFF**

Baltimore, MD – On July 14, 2016 the Board of Liquor License Commissioners for Baltimore City (BLLC) announced for the first time the publication of a Standard Operating Policy and Procedure (SOP) Manual to ensure that staff conduct agency business in accordance with Federal, State, and local laws, rules, and regulations. Effective immediately, the SOPs provide staff with comprehensive measures that improve transparency, detail employee responsibility and ensure a more efficient and responsive agency.

The issuance of the Standard Operating Policy and Procedure Manual follows a year-long review process and addresses various operational deficiencies within the BLLC. “We are proud to undertake this important effort in providing clear direction to BLLC staff on their roles and responsibilities while ensuring public accountability and transparency.” said Chairman Albert J. Matricciani, Jr. “These measures cover every detail of the agency’s operations and are in accordance with best practices,” Matricciani continued. Changes to the policies of the BLLC include:

- Detailed instructions and procedures on the acceptance, review, and issuance of licenses
- Inspection standards that govern routine and compliance inspections, 311 Complaints, special investigations, and posting procedures
- Accounting policies to ensure that cash receipts are secure and deposits are monitored to ensure proper financial reporting requirements are met
- Management practices to be utilized to ensure that SOPs are being followed and work product benchmarks are attained

Acting Executive Secretary Douglas K. Paige stated, "All BLLC staff will be trained on the new Standard Operating Policy and Procedure (SOP) Manual within the next two weeks." Paige further commented, "We look forward to working with the staff and public to ensure that these procedures are implemented effectively."

In an effort to ensure transparency, the Board will publish the SOPs on its website. Members of the public may visit the BLLC website: lb.baltimorecity.gov to access a copy of the Standard Operating Policy and Procedure (SOP) Manual.

If interested, persons seeking more information may contact the BLLC via phone at (410) 396-4377. Inquiries may also be sent via email to Thomas R. Akras, Deputy Executive Secretary (Thomas.Akras@baltimorecity.gov).

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