



MEMORANDUM

TO: Board Chair and Members of the ABC Board DATE: January 22, 2018

FROM: Sarah Oates, Program Coordinator RE: Licensing Report

Staff Updates and Workloads

Our Occupational Licensing Examiner, Mark Bailey, will be leaving AMCO for outside employment. He has been fluctuating between processing alcohol and marijuana license applications, and his last day with us will be Friday, February 9th. Examiner Jacqlene Drulis will begin processing marijuana license applications next week.

New examiners TJ Zielinski and Carrie Craig started with us on November 16th and have been responsible for processing the majority of all license renewal and permit applications that have been submitted to the office since then. They are quickly learning liquor licensing laws and procedures, and they will begin processing new and transfer liquor license applications at the beginning of February.

We conducted interviews last week for a new Administrative Assistant I position that will serve as licensing support. This position will be responsible for many time-consuming administrative duties of the licensing unit, including permit application processing, intake and finalizing of license applications, and organizing received correspondence. We hope to receive hiring approval and have the incumbent start as soon as possible, so that we may improve our customer service while increasing efficiency of the licensing team.

The job posting for the examiner position currently held by Mr. Bailey closes at 4:30pm today; we will conduct interviews of qualifying applicants as soon as possible.

License Renewal Applications

On October 31, 2017, we mailed out 964 license renewal applications to all licensees who hold 2016/2017 licenses. Over half of those applications were submitted to us within a two-week period, so the licensing staff has been working diligently to ensure that all statutory deadlines are met.

As of today's date, 861 of the renewal applications have been submitted to AMCO (88.4% of the total sent), and 477 of those have been determined to be complete (55.4% of those submitted to AMCO; 49.0% of the total sent).

Reminder notices to those who have yet to submit renewal applications will be mailed out on or before February 15th.