



MEMORANDUM

TO: Alcohol Beverage Control Board

DATE: January 1, 2020

FROM: Glen Klinkhart, Interim Director

RE: Director's Report

OPERATIONS:

As the scope and urgency of the COVID-19 virus issue has multiplied exponentially over the past two months the AMCO offices have had to switch gears and go to some of our additional contingency plans with the intent of keeping staff safe while still maintaining some of the critical functions of AMCO.

The AMCO staff have been working diligently processing renewal applications as well as new and transfer applications for today's meeting(s). We are still down one examiner however Ms. Craig has been working to find a good candidate to fill the spot.

AMCO recently put into place the ability for Alcohol Licensees to pay fees via an online credit card system. This has been a "win-win" for AMCO and for our alcohol licensees. It has reduced the need to personally bring in payments or to mail in checks or money orders. This has also sped up the entire application process, kept people safer, and it has had the added benefit of reducing unpaid fees. This was one of the many wishes of staff and industry proposed when I first came on board here at AMCO and we are very excited to now have this new program in place.

In the last meeting the ABC board requested AMCO work with Ms. Nancy DeCherney in Juneau on her auction permit and her struggles with fundraising in a time of COVID. I recently called Ms. DeCherney to check in and to see how the process was going. She informed me everything was going "really well" and that AMCO's own Jennifer Dufresne was a "pleasure to work with". She went on to say Jennifer was a "keeper" and that AMCO is "lucky to have her". I could not agree more.

AMCO PERFORMANCE REVIEW PROCESS:

AMCO recently received support from both boards for cultivating a culture of "community based policing" and "community based licensing" wherein AMCO works with the licensees to overcome issues at an early stage by using warnings, follow-up, and education to minimize violations, along with and a process of progressive discipline designed to get industry members into compliance.

With that in mind, we have added this culture shift to our AMCO Strategic plan, which fed into the AMCO Performance Expectations program. Each of the staff participated in this pilot project for the State of Alaska, including myself. If it is good enough for the AMCO staff, then my work performance too should be evaluated by the board. I am requesting the board consider providing me with additional evaluation feedback on my performance over the past 12 months. Constructive criticism would very much be appreciated. Additionally, in the sake of transparency, I would ask that such a conversation be done on the record so the public can hear and, if the board allows, to participate. Finally, I encourage the board to have a discussion to create a formal, written, list of performance expectations for me for 2021 or for whomever is lucky enough to sit in the AMCO Director's chair.

OUTREACH:

Even during COVID AMCO continues to work with the alcohol industry to in order to improve communication and to provide helpful information to the board. I have been virtually meeting regularly with members of the industry and have specifically began to conduct regular meetings with the brewer's industry. The meetings have been helpful, insightful and I believe they have been beneficial for all parties involved and I intend on continuing the practice.

Additionally, after AMCO recently worked with the Brown Jug Corporation to transfer their statewide package stores from Canadian ownership to an Alaskan entity, we began working with the new owners to support them in creating a safer process for their customers and their staff using an electronic system which allows the customer to show proper identification in order to be allowed in to the facility. This system has already shown to cut down on liquor thefts, underage purchasing and it has increased their staff safety exponentially.

Speaking of surveys AMCO now has their own online survey system. This is something the board inquired about earlier in the year and we are excited for the board to be able to use it occasionally in order to obtain data on various issues.

ENFORCEMENT UPDATE:

Assistant AG Joan Wilson and I have been working on the lengthy and massive amount of policies, procedures, processes, and other enforcement topics both boards covered during the enforcement meetings that were held this past autumn. We will soon be asking both boards for a special meeting to go over the changes and recommendations to help support the public safety mission of the AMCO Enforcement Unit.

NEXT MEETING:

The next ABC Board meeting is scheduled for March 30, 2021 online, or if applicable, in-person in Anchorage, Alaska.

Glen Klinkhart
Interim Director

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