

DIVISION OF ENFORCEMENT & LICENSING



MONTHLY REPORT AUGUST 2021



NEW HAMPSHIRE STATE LIQUOR COMMISSION

<https://www.nh.gov/liquor/enforcement/>

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EXECUTIVE SUMMARY

This report is a summary and description of the activity recorded by the Division of Enforcement and Licensing for August 2021. This document provides a comprehensive overview of work completed by personnel within the Division, both Sworn Officer and Civilian. The Division compiled this report as a way to track and assess this activity on a regular basis to recognize areas of success and to identify areas that require additional attention.

Division

In August 2021, the Division collected \$1,780,604.66 in revenue. Beer Taxes accounted for the majority of this revenue and totaled \$1,269,018.53. The Division also collected \$279,145.00 in Renewal Fees. In all, there were seven different categories that each saw more than \$10,000 in fees collected.

Total Calls for Service: During August 2021, the Division recorded 914 calls for service. The most commonly visited licensee type was Combination with 258 entries, followed by Restaurant with 257. In total, there were 31 different service codes utilized, with Inspection-Premise Check accounting for the most common type with a total of 246 entries.

Administrative

Calls for Service – Civilian: Civilian personnel within the Division tallied 69 calls for service.

Licensing: there were 5917 entities licensed for the sale of alcohol and/or tobacco products in the State of New Hampshire. The most common license type was *Restaurant* with 1471 licenses on file at the end of this month. The next most common were *Combination* licenses with 1409, followed by *Direct Shipper* permits with 1352. The commission approved 49 new applications for alcohol related licensees. Of the 15 different license types applied for, the most commonly applied for license types were *Restaurant* with 10 approved applicants, *Combination* with eight approved applicants, and *Beverage Vendor* with six approved applicants.

Petitions Made by Licensees:

The Division approved 11 petitions. There were seven requests approved for Approval for Extension of Service Area while requests for Transfer Business to New Location was approved two times and Approval for Permanent Site and Approval for Temporary Site were both approved once during this month.

Licensing Help Desk: There were 1952 transactions recorded by Division personnel during August 2021. Activities related to license renewals (Generated, Received, Processed) accounted for the most activity within the Help Desk with 1166 total transactions counted.

Auditing: Licensee Compliance & Oversight: Auditing personnel accomplished 44 total on-site or remote audits of licensees during August 2021 and recorded 10 violations during the month. In addition to the licensee audits, the Auditing staff completed 757 Product Approval-related tasks. This metric continues to trend significantly above totals from prior months and years. Personnel received and processed 396 separate departmental requests in August 2021.

Direct Shipping: Taxes, Applications and Carrier Reports: There was \$93,252.50 in Direct Shipping revenue collected in August 2021. There were 119 Renewal Applications processed, and 13 New Applications received. Carrier reports show 8898 shipments into New Hampshire during the month, of which, there were 34 improper or illegal shipments into the state. There were 10 *Illegal Shipment* notification letters sent out, 10 companies added to the *Seizure* list, while 18 companies were removed from the same list.

Training & Public Outreach: During August 2021, there were 464 attendees for in-person, virtual, and online classes/certifications offered. The Division took part in five Public Program Events during the month reaching 18395 attendees.

Enforcement

Calls for Service – Sworn: Sworn Personnel within the Division tallied 845 calls for service. Of these entries, Inspection-Premise Check was the most commonly used type with a total of 246 entries.

Total Arrests: There were 29 individuals cited during August 2021. Of these, seven individuals were issued a Summons. Additionally, there were 10 individuals taken into temporary custody and 12 cited due to statutory requirements.

Compliance Checks: During August 2021, there were 7 Compliance Checks for Tobacco Sale compliance checks during the month, seven of which resulted in Services Rendered or Internal Referrals.

Compliance Action Taken: During August 2021, personnel logged 55 Compliance investigations. Of these, 26 cases are still ongoing. Of the 17 cases that were closed, 10 resulted in the issuance of a verbal warning, one received a verbal counsel, and four administrative notices were issued.

Fines: During August 2021, a total of \$2,650.00 in Administrative Fines were issued. These came from 11 separate instances from eight different licensee types.

Non-Title XIII Actions: During the month of August, Investigators responded to one life-safety related situation not associated with a licensed premise, New Hampshire Liquor and Wine Outlet, or a Title XIII investigation.

Case Disposition: By the close of the month of August 2021, there were 13 open cases in active investigation by Field personnel. During the month, investigators closed 27 total cases, while five cases had no criminal nexus, two cases were suspended, and four were based on unfounded claims.

SCOPE AND METRICS

This report is a summary and description of the activity recorded by the Division of Enforcement and Licensing for August 2021. This review provides a comprehensive appraisal of work completed by personnel within the Division - Civilian and Sworn. The Division has developed this report as a way to track and assess this activity on a regular basis to recognize areas of success and to identify areas that require additional attention.

The data for this report is sourced from multiple systems utilized by the Division of Liquor Enforcement

A number of data points are important and necessary for completion of this report. These metrics include, but are not limited to:

- Call for Service (CFS) number
- CFS Date and Time
- Location Information (County, City/Town)
- Licensee Number
- CFS Reason(s)
- Disciplinary Action code(s)

Additional data points not stored within the RMS are required as well. These items include:

- Active Case Updates
- Administrative Fines
- License Information & Totals
- Petitions Made by Licensees

DIVISION RESULTS

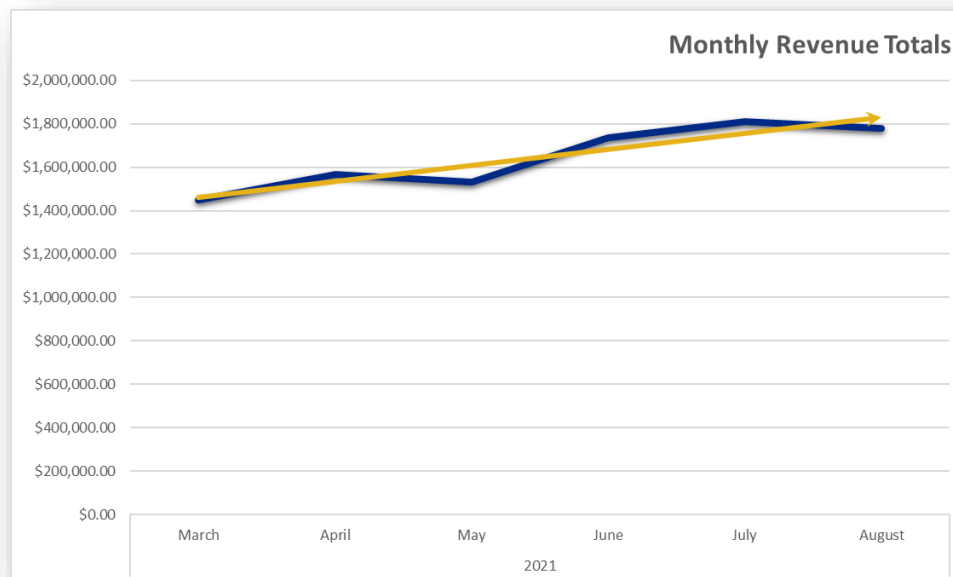
REVENUE

Through the regular course of business, the Division of Enforcement & Licensing is responsible, and in many cases required, to collect fees from licensees. The most commonly considered fees in relation to the Division are those attached to the issuance and/or renewal of a license to sell alcohol and/or tobacco in the State of New Hampshire. These fees are highlighted in RSA 178:29. The Division is also charged with collecting the fees proscribed in 178:26. This RSA establishes the \$.30 fee on each gallon of beer produced per month by licensees. Division staff also collect Liquor (178:6) and Wine (178:8) fees each month.

Type of Fee	Collected
Beer Tax	\$1,269,018.53
Renewal Fee	\$279,145.00
D/S Tax	\$92,187.82
Wine Tax	\$49,046.19
Initial License Fee	\$36,287.74
Liquor Tax	\$16,931.28
Wine Cooler Tax	\$14,607.67
Application Fee	\$6,350.00
Distilled Spirits Tax	\$5,602.25
Administrative Fine	\$2,650.00
Other	\$8,778.18
TOTALS	\$1,780,604.66

Summary

In August 2021, the Division collected \$1,780,604.66 in revenue. Beer Taxes accounted for the majority of this revenue and totaled \$1,269,018.53. The Division also collected \$279,145.00 in Renewal Fees. In all, there were seven different categories that each saw more than \$10,000 in fees collected.



TOTAL CALLS FOR SERVICE

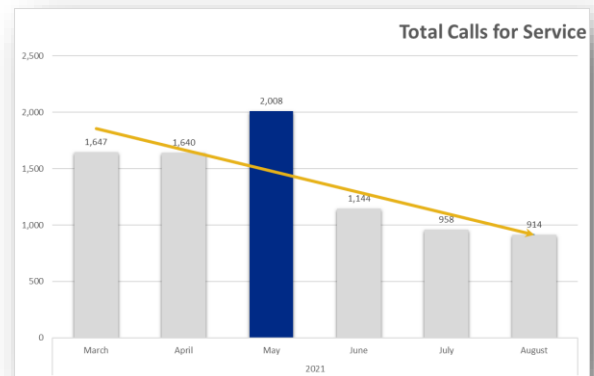
All activity completed by the Division is stored within the RMS as a Call for Service (CFS). This goes for both Civilian and Sworn personnel alike. This section of the report summarizes the number of CFS instances during August 2021. In addition, CFS totals by Civilian and Sworn staff fall into their respective areas of responsibility, providing a snapshot of work undertaken in this timeframe.

During August 2021, the Division recorded 914 calls for service. The most commonly visited licensee type was *Combination* with 258 entries, followed by *Restaurant* with 257. In total, there were 31 different service codes utilized, with *Inspection-Premise Check* accounting for the most common type with a total of 246 entries.

Each New Hampshire County had Calls for Service during August 2021. Hillsboro County had the most with 275 of the total records. Sullivan County had the fewest with eight records.

During August 2021, Enforcement and Licensing Personnel serviced 125 different municipalities throughout the state. Of these, the 10 cities & towns visited most are as follows:

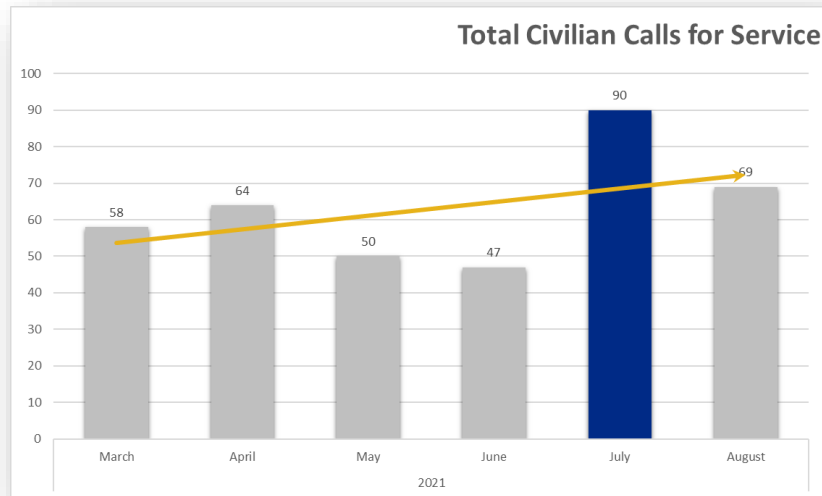
• Nashua	113	• Manchester	107
• Concord	97	• Hampton	58
• Keene	52	• Plymouth	36
• Derry	31	• Durham	27
• Littleton	24	• Portsmouth	21



ADMINISTRATIVE

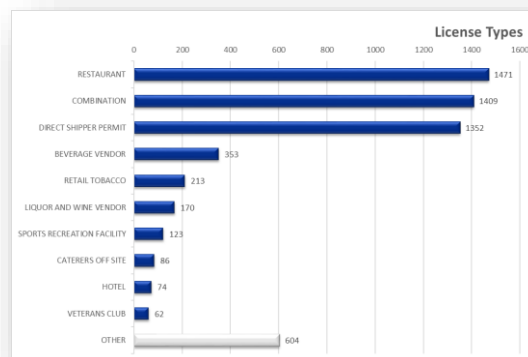
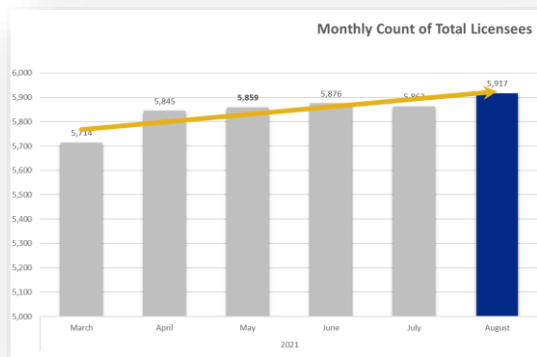
CALLS FOR SERVICE – CIVILIAN PERSONNEL

There were a total of 69 Calls for Service among Civilian personnel in August.



LICENSING

The Division is responsible for issuing all liquor and tobacco-related licenses in the State of New Hampshire. The records associated with these licenses are stored in a shared DOIT-managed system called MyLicense Online (MLO). MLO is a web-based system that the Division utilizes to create, maintain and categorize all records related to the 49 different license types.



At the end of August 2021, there were 5917 entities licensed for the sale of alcohol and/or tobacco products in the State of New Hampshire. The most common license type was *Restaurant* with 1471 licenses on file at the end of this month. The next most common were *Combination* licenses with 1409, followed by *Direct Shipper* permits with 1352.

New Licensees

During August 2021, from the commission approved 49 new applications for alcohol related licensees. Of the 15 different license types applied for, the most commonly applied for license types were *Restaurant* with 10 approved applicants, *Combination* with eight approved applicants, and *Beverage Vendor* with six approved applicants.

Petitions Made by Licensees

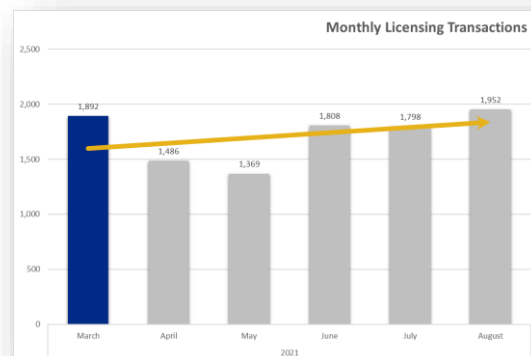
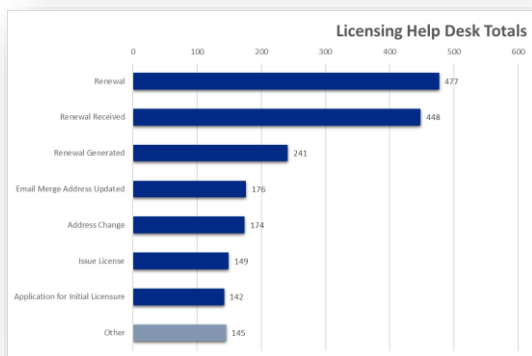
In the course of business, licensees August find that they need to make changes or accommodations that were not a part of their initial license application. This could be a temporary or permanent outdoor location, the addition of a new type of beverage, or even a modification of the licensee's premises. In any instance where a submission of a petition occurs, the Division reviews each petition prior to a final review during the Commission's Weekly Agenda Meeting; this is where recommendation for either approval or denial occurs. The Chairman and the Deputy Commissioner then vote upon that recommendation.

In August 2021, the Division approved 11 petitions. There were seven requests approved for *Approval for Extension of Service Area* while requests for *Transfer Business to New Location* was approved two times and *Approval for Permanent Site* and *Approval for Temporary Site* were both approved once during this month.

Licensing Help Desk

The Division's Licensing Help Desk's mission is to work with and assist members of the public as they attempt to obtain or renew a license, modify an existing license, or in closing out a license that is no longer in use. Civilian personnel at the Licensing Help Desk include one full-time licensing specialist and two part-time licensing support staff members. An export of User Activity from the MLO system provides a count of all Licensing Personnel activity. Additional Licensing-related work completed by non-Help Desk personnel is also captured here.

Based on the information found in MLO's User Activity report, there were 1952 transactions recorded by Division personnel during August 2021. Activities related to license renewals (*Generated, Received, Processed*) accounted for the most activity within the Help Desk with 1166 total transactions counted.



August continued a rebound in total transactions processed by the Licensing Help Desk continuing the slight upward trend over the past few months after a dip earlier in the year.

Feedback

Of the 17 survey responses received by the Licensing Department in August 2021, 52.24% found the processes and personnel to be effective and efficient.

AUDITING AND DIRECT SHIPPING

The Division maintains a unit dedicated to dealing with issues around Auditing and Direct Shipping activities within the State of New Hampshire. This unit consists of one Supervisory Auditor, two Field Auditors, one Direct Shipping Auditor and one support staff member. These individuals handle issues related to the following license types among others:

- Beverage Wholesalers
- Direct Shippers
- Beverage Manufacturers
- Alcohol Consultants
- Liquor/Wine Vendors
- Nano-Breweries
- Liquor/Wine Representatives
- Wine Manufacturers
- Carriers
- Liquor Manufacturers
- Warehouses
- Rectifiers

Auditing: Licensee Compliance & Oversight

In addition to the Calls for Service recorded in the Division's RMS, there are a number of other metrics captured by the Auditing and Direct Shipping personnel. These metrics afford a more-complete view of the tasks and responsibilities delegated to these small but important units.

Auditing personnel accomplished 44 total on-site or remote audits of licensees during August 2021 and recorded 10 violations during the month.

In addition to the licensee audits, the Auditing staff completed 757 Product Approval-related tasks. This metric continues to trend significantly above totals from prior months and years. Personnel received and processed 396 separate departmental requests in August 2021.

Feedback

Of the 18 survey responses received by the Auditing Department in August 2021, over 98.89% found the processes and personnel to be effective and efficient.

Direct Shipping: Taxes, Applications and Carrier Reporting

On top of the Calls for Service recorded in the Division's RMS, there are a number of other important metrics captured by the Direct Shipping personnel. These metrics afford a more complete view of the tasking and responsibilities delegated to this small but important Unit. Because of operational cycles, revenue collected and processed in August is from transactions originating in the month prior.

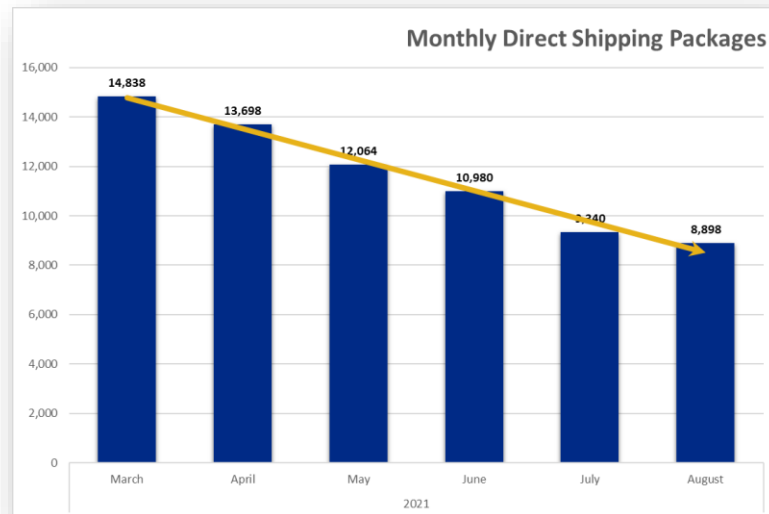
During August 2021, the Direct Shipping personnel collected \$93,252.50 in revenue as part of the State's program for out of state suppliers. A total of 472 checks were processed during the month.

Direct Shipping personnel also processed 119 Renewal Applications during August 2021. Furthermore, there were 13 New Applications processed.

The processing of Carrier reports in August 2021 ensured that all Direct Shipping permittees are adhering to the State of New Hampshire's laws and administrative rules. Out of these reports, there were a total of 34 improper or illegal shipments into the state with 10 notification letters of Illegal Shipment sent to Direct Shippers during the month. Staff added 10 companies to the State's Seizure list, while there were 18 companies removed from this same list. The statistics for the authorized carriers are as follows:

<i>Carrier</i>	<i># of Packages</i>
<i>FedEx Express</i>	459
<i>FedEx Ground</i>	4126
<i>UPS</i>	4313
<i>Total</i>	8898

Historical data shows that the number of packages shipped into the State of New Hampshire continues to trend lower over the last six months.



Feedback

There were zero feedback surveys submitted for the Direct Shipping office in August, 2021.

TRAINING AND PUBLIC OUTREACH

The Division of Enforcement & Licensing is committed to providing superior educational programs for licensees and employees that focuses on proper sales/service of alcohol or tobacco and for parents, students, local communities, and enforcement personnel that encourages responsible alcohol consumption. The Division's goal is to serve the citizens of New Hampshire through its educational training efforts and move closer to achieving the Division's overall goals; reducing the number of alcohol related incidents.

Summary

During August 2021, there were 464 attendees for in-person, virtual, and online classes/certifications offered. The Division took part in five Public Program Events during the month reaching 18395 attendees.

Feedback

Of the 17 survey responses received by the Training and Outreach Department in August 2021, 98.04% found the processes and personnel to be effective and efficient.

ENFORCEMENT

CALLS FOR SERVICE – SWORN PERSONNEL

During August 2021, the Sworn Personnel within the Division tallied 845 calls for service. Of these entries, *Inspection-Premise Check* was the most commonly used type with a total of 246 entries.

The number of Calls for Service among all Sworn had been trending lower over the last couple months. August has seen a continued decrease in Calls for Service by Sworn Personnel.

Field Investigators

The Division has a number of Investigators assigned to the field. In an attempt to provide uniform coverage across the State of New Hampshire, Investigators work in two separate teams, each of which cover different geographical areas.

Field Personnel recorded 714 calls for service during August -. The most commonly reported CFS type was *Inspection - Premise Check* with 235 instances.

Special Investigations Unit

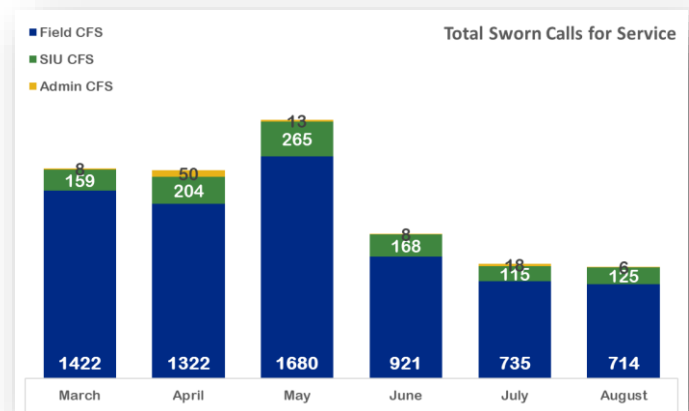
In addition to the Field Investigators, the Division has three Investigators who work in the Special Investigations Unit (SIU). These members of the Division will work cases across the State, not just within a set geographical area.

SIU Personnel recorded 125 calls for service during August 2021. Of the 14 different CFS initiated, Compliance Checks accounted for the most calls with 72.

Administrative Sworn Personnel

The Division has three Sworn personnel members who work primarily out of Headquarters. These three individuals are a Field Operations Lieutenant, an Administrative Lieutenant, and a Staff Sergeant. Their main duties center on managing most of the Division's Civilian personnel and their respective units.

The three Administrative Personnel recorded six calls for service from two different call types during August 2021.



TOTAL ARRESTS

In the course of their statutory duties and responsibilities, Sworn personnel are sometimes required to cite individuals for violations of New Hampshire law (with a primary focus on RSA Title XIII and RSA 126-K). The reason for these events can vary, and this section will identify these actions that occurred during August 2021.

Summary

There were 29 individuals cited during August 2021. Of these, seven individuals were issued a Summons. Additionally, there were 10 individuals taken into temporary custody and 12 cited due to statutory requirements.

COMPLIANCE CHECKS

Compliance checks have been used as an educational tool throughout the state for several years, and are an important part of the enforcement of the Prohibited Sales statute in New Hampshire (RSA 179:5). Investigators will obtain a list of licensees within a municipality and with the aid of a Division-Approved Underage Buyer, the Investigator will go site-to-site to ensure that all licensees assessed for compliance are in fact adhering to RSA 179:5.

Summary

During August 2021, there were 7 Compliance Checks for *Tobacco Sale* compliance checks during the month, seven of which resulted in *Services Rendered* or *Internal Referrals*.

COMPLIANCE ACTION TAKEN

Whenever an investigator/licensing specialist/examiner discovers a violation of administrative rules enforced by our Division which requires administrative action be taken, the investigator/licensing specialist shall be responsible to follow the case through to its completion. Investigators shall make a recommendation for administrative action consisting of either a verbal or written warning, administrative fine, or suspension of the license.

In the case of an Administrative Notice, personnel will document that corrective action is required. In addition, some form of punitive action occurs; a fine or mandatory education of a licensee's staff are a pair of examples. A Verbal Warning is a way of keeping a record that corrective action is required, though in a way that does not carry a punitive measure (i.e. no fine). This section summarizes all instances of compliance actions taken during August 2021, a breakdown of the different types, and a tally of the fines issued.

Summary

During August 2021, personnel logged 55 Compliance investigations. Of these, 26 cases are still ongoing. Of the 17 cases that were closed, 10 resulted in the issuance of a verbal warning, one received a verbal counsel, and four administrative notices were issued.

Fines

During August 2021, a total of \$2,650.00 in Administrative Fines were issued. These came from 11 separate instances from eight different licensee types.

NON-TITLE XIII ACTIONS

During the month of August, Investigators responded to one life-safety related situations not associated with a licensed premise, New Hampshire Liquor and Wine Outlet, or a Title XIII investigation.

CASE DISPOSITION

Investigators maintain caseloads respective to their assigned areas of responsibility (North, South, and Special Investigations). These metrics are comprised of active case investigations and those investigations closed during the current calendar year; investigations initiated in prior years August be included in these metrics.

By the close of the month of August 2021, there were 13 open cases in active investigation by Field personnel. During the month, investigators closed 27 total cases, while five cases had no criminal nexus, two cases were suspended, and four were based on unfounded claims.