

DIVISION OF ENFORCEMENT & LICENSING



MONTHLY REPORT JANUARY 2023



Photo: New Hampshire Division of Travel & Tourism

NEW HAMPSHIRE STATE LIQUOR COMMISSION

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

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TABLE OF CONTENTS

Executive Summary	3
Scope and Metrics	5
Division Results	6
Revenue	6
Summary	6
Total Calls for Service	7
Summary	7
Administrative	8
Calls for Service – Civilian Personnel	8
Licensing	8
New Licensees	9
Petitions Made by Licensees	9
Licensing Help Desk	9
Auditing and Direct Shipping	10
Auditing: Licensee Compliance & Oversight	10
Direct Shipping: Taxes, Applications and Carrier Reporting	10
Training and Public Outreach	10
Summary	10
Enforcement	11
Calls for Service – Sworn Personnel	11
Field Investigators	11
Special Investigations Unit	11
Administrative Sworn Personnel	11
Compliance Checks	11
Summary	11
Total Arrests	12
Summary	12
Administrative Action Taken	12
Summary	12
Fines	12
Case Disposition	12
Non-Title XIII Actions	12

EXECUTIVE SUMMARY

This report is a summary and description of the activity recorded by the Division of Enforcement and Licensing for **January 2023**. This document provides a comprehensive overview of work completed by personnel within the Division, both Sworn Officer and Civilian. The Division compiled this report 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 January 2023, the Division collected \$1,496,084.15 in revenue. Beer Taxes accounted for most of this revenue and totaled \$936,566.65. In all, there were eight different categories that each saw more than \$10,000 in fees collected.

Calls for Service – Division: The Division recorded **1338** calls for service during the month. The most visited licensee type was **Combination** with **364** entries. In total, there were **31** different service codes utilized, with **Annual Premise Inspection** accounting for the most common type with a total of **505** entries.

Administrative

Calls for Service – Civilian: There was a total of **369** Calls for Service among Civilian personnel in January. The most recorded Service Call was **Liquor Law Violation(s)** with **285** instances, primarily related to *report filing* requirements.

Licensing: At the end of the month, there were **6118** entities actively licensed for the sale of alcohol and/or tobacco products in the State of New Hampshire. The most common license type was **Restaurant** with **1490** licenses on file at the end of this month.

New Licensees: The commission approved **53** new applications for alcohol related licensees. Of the **16** different license types applied for, the most applied for was **Special One Day** with **11** approved applicants.

Petitions Made by Licensees: The Division approved **nine** petitions. Of the **five** different petitions applied for, the most common occurrence was **Extension of Service Area** with **three** approved applicants.

Licensing Help Desk: There were **1881** transactions recorded by Division personnel during January 2023. Activities related to **License Renewals** (*Generated, Processed, etc.*) accounted for the most activity within the Help Desk with **1044** total transactions counted.

Auditing: Licensee Compliance & Oversight: Auditing personnel accomplished **176** total on-site or remote audits of licensees during the month. In addition to the licensee audits, the Auditing staff completed **517** Product Approval-related tasks. Personnel received and processed **487** separate departmental requests.

Direct Shipping: Taxes, Carrier Reports and Applications: During the month, the Direct Shipping personnel processed **685** checks totaling **\$148,550.89** in revenue as part of the State's program for out of state suppliers. Carrier reports from authorized carriers indicated a total of **18,526** packages shipped into the state during the month of which **140** were determined to be illegal or improperly shipped. Additionally, personnel processed **three** new Direct Shipper applications, and **114** Renewal applications.

Training & Public Outreach: There were **860** attendees for in-person, virtual, and/or online classes/certifications offered. The Division took part in **four** Public Program Events during the month reaching **4,919** attendees during the month.

Enforcement

Calls for Service – Sworn: Sworn Personnel within the Division tallied **969** calls for service. Of these entries, **Annual Premise Inspection** was the most used type with a total of **505** entries.

Compliance Checks: There were **24** recorded Compliance Checks accomplished during the month.

Total Arrests: There were **four** individuals cited/issued a Summons during the month.

Administrative Action Taken: During the month, personnel logged **176** Administrative Actions. Of these, **21** resulted in the issuance of an Administrative Notice and **52** resulted in Verbal Warnings. Furthermore, there were **five** reported violations that were deemed unfounded. In addition to the administrative actions, personnel issued **176** educational/verbal counseling's to better educate the licensees in the state.

Fines: There were **37** Administrative Fines levied totaling **\$11,630.45** during the month.

Case Disposition: By the close of the month, there were **10** open Incident Cases in active investigation by Field personnel. During the month, investigators closed **23** total Incident Cases, while **one** case was found to have no criminal nexus.

Non-Title XIII Actions: During the month, Investigators witnessed and/or responded to **zero** Life/Safety related situations not associated with a licensed premise, New Hampshire Liquor and Wine Outlet, or a Title XIII investigation.

SCOPE AND METRICS

This report is a summary and description of the activity recorded by the Division of Enforcement and Licensing for January 2023. This review provides a comprehensive appraisal of work completed by personnel within the Division - Civilian and Sworn. The Division has developed this report 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

Several 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

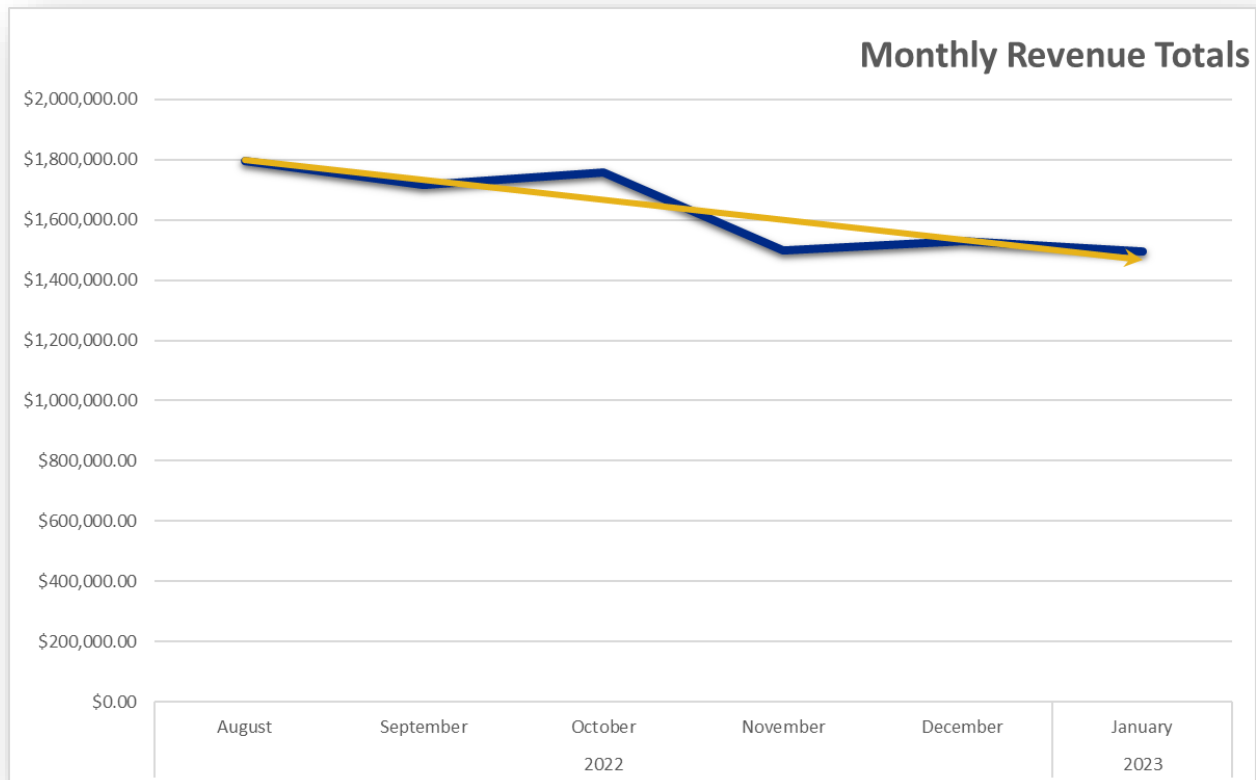
REVENUE

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 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.

Revenue Type	Amount
Beer Tax	\$943,634.72
Renewal Fee	\$279,423.00
D/S Tax	\$183,796.09
Initial License Fee	\$30,280.00
Wine Tax	\$29,293.19
Specialty Beverage	\$17,664.15
Liquor Tax	\$14,960.19
Distilled Spirits Tax	\$11,765.37
Administrative Fine	\$6,150.00
Application Fee	\$5,075.00
Other	\$5,989.77
TOTALS	\$1,528,031.48

Summary

In January 2023, the Division collected **\$1,496,084.15** in revenue. *Beer Taxes* accounted for most of this revenue and totaled **\$936,566.65**. In all, there were **eight** different categories that each saw more than \$10,000 in fees collected.

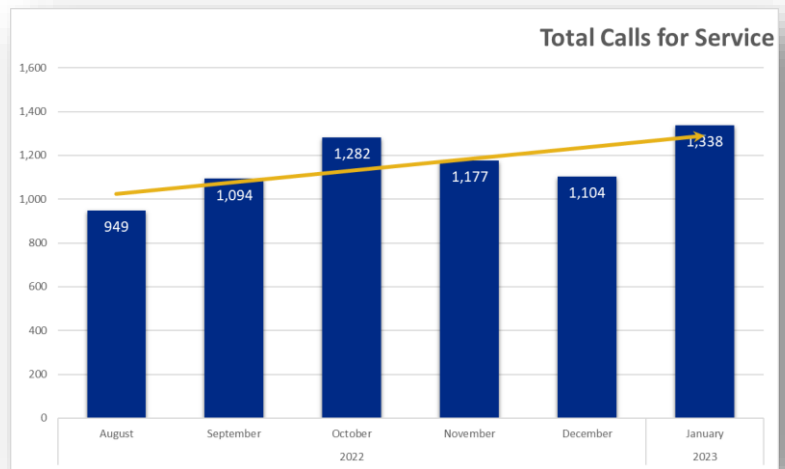


TOTAL CALLS FOR SERVICE

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 January 2023. 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.

Summary

The Division recorded **1338** calls for service during the month. The most visited licensee type was **Combination** with **364** entries. In total, there were **31** different service codes utilized, with **Annual Premise Inspection** accounting for the most common type with a total of **505** entries.



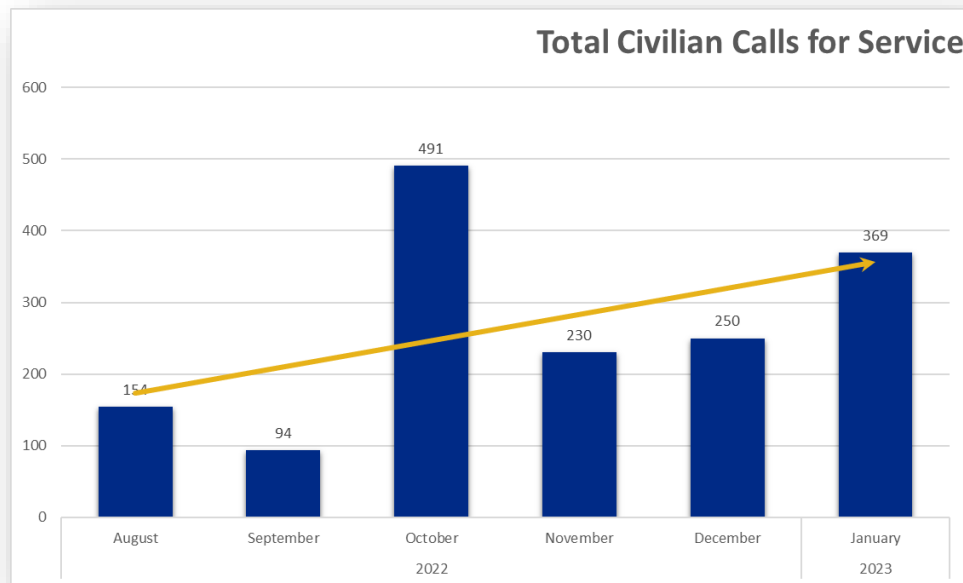
Enforcement and Licensing Personnel serviced **282** different municipalities throughout the state during the month. Of these, the 10 cities & towns visited most are as follows:

- | | | | |
|--------------|-----|---------------|----|
| • Manchester | 154 | • Nashua | 74 |
| • Concord | 61 | • Rochester | 38 |
| • Salem | 32 | • Conway | 27 |
| • Dover | 26 | • Derry | 26 |
| • Keene | 26 | • Londonderry | 22 |

ADMINISTRATIVE

CALLS FOR SERVICE – CIVILIAN PERSONNEL

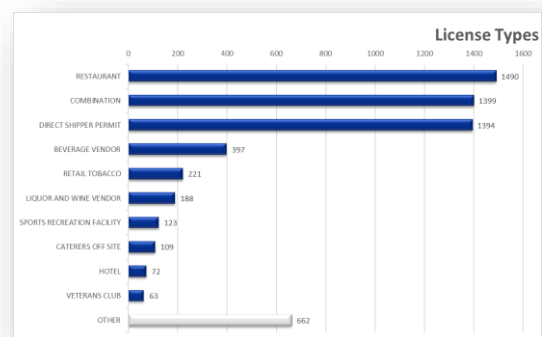
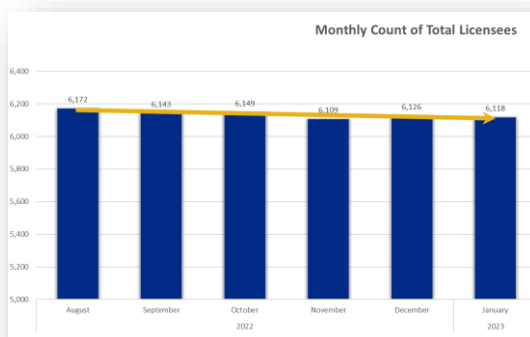
There was a total of **369** Calls for Service among Civilian personnel in January. The most recorded Service Call was **Liquor Law Violation(s)** with **285** instances, primarily related to *report filing* requirements.



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 51 different license types.

At the end of the month, there were **6118** entities actively licensed for the sale of alcohol and/or tobacco products in the State of New Hampshire. The most common license type was **Restaurant** with **1490** licenses on file at the end of this month.



New Licensees

During January 2023 the commission approved **53** new applications for alcohol related licensees. Of the **16** different license types applied for, the most applied for was **Special One Day** with **11** approved applicants.

Petitions Made by Licensees

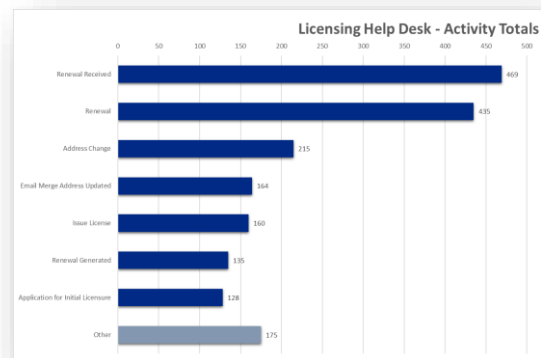
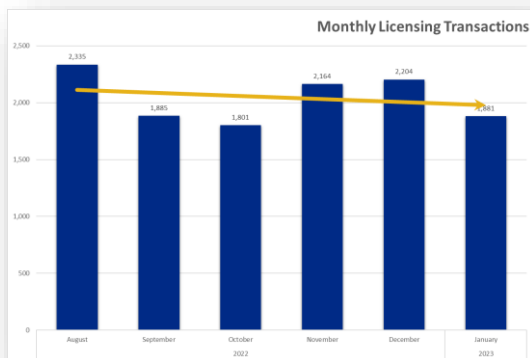
Often, licensees find that they need to make changes or accommodations that were not a part of their initial license application. This could be a temporary or permanent outdoor location, the addition of a new type of beverage, or even a modification of the licensee's premises. When a submission of a 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 January 2023, the Division approved **nine** petitions. Of the **five** different petitions applied for, the most common occurrence was **Extension of Service Area** with **three** approved applicants.

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 **1881** transactions recorded by Division personnel during January 2023. Activities related to **License Renewals** (*Generated, Processed, etc.*) accounted for the most activity within the Help Desk with **1044** total transactions counted.



Feedback

Of the **six** survey responses received by the Licensing Department during the month, **100%** 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.

Auditing: Licensee Compliance & Oversight

In addition to the Calls for Service recorded in the Division's RMS, there are several 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 **176** total on-site or remote audits of licensees during the month. In addition to the licensee audits, the Auditing staff completed **517** Product Approval-related tasks. Personnel received and processed **487** separate departmental requests.

Feedback

Of the **18** survey responses received by the Auditing Department during the month, **97%** 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 few other important metrics captured by the Direct Shipping personnel. These metrics present a more complete view of the tasking and responsibilities delegated to this small but important Unit. Due to operational and financial cycles, revenue, Direct Shipper, and Carrier information collected and processed in January is from business transactions originating in the month prior.

During the month, the Direct Shipping personnel processed **685** checks totaling **\$148,550.89** in revenue as part of the State's program for out of state suppliers. Carrier reports from authorized carriers indicated a total of **18,526** packages shipped into the state during the month of which **140** were determined to be illegal or improperly shipped. Additionally, personnel processed **three** new Direct Shipper applications, and **114** Renewal applications.

Feedback

There were **NO** survey response received by the Direct Shipping Department during the month.

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

There were **860** attendees for in-person, virtual, and/or online classes/certifications offered. The Division took part in **four** Public Program Events during the month reaching **4,919** attendees during the month.

Feedback

Of the **eight** survey responses received by the Training Department during the month, **100%** found the processes and personnel to be effective and efficient.

ENFORCEMENT

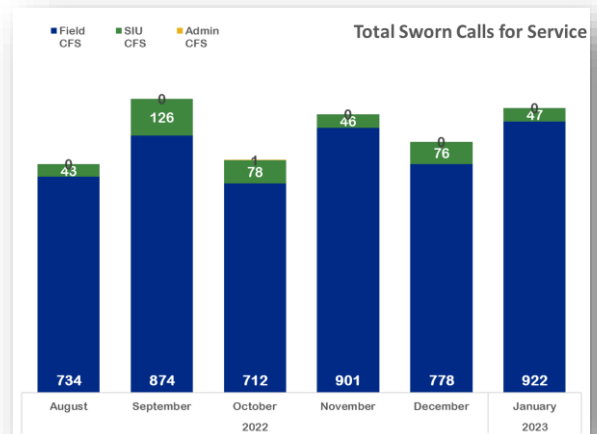
CALLS FOR SERVICE – SWORN PERSONNEL

During January 2023, the Sworn Personnel within the Division tallied **969** calls for service. Of these entries, **Annual Premise Inspection** was the most used type with a total of **505** entries.

Field Investigators

The Division has several Investigators assigned to the field. To provide uniform coverage across the State of New Hampshire, Investigators work in multiple teams, each of which cover different geographical areas.

Field Personnel recorded **922** calls for service during November. The most recorded Service Call was **Annual Premise Inspection** with **505** 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 **47** calls for service during the month. The most recorded Service Calls were related to events at **NH State Liquor Stores Operations** with **38** instances.

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.

There were **zero** calls for service recorded by Administrative Personnel during the month.

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

There were **24** recorded Compliance Checks accomplished during the month.

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 total number that occurred during the month.

Summary

There were **four** individuals cited/issued a Summons during the month.

ADMINISTRATIVE 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 January 2023, a breakdown of the different types, and a tally of the fines issued.

Summary

During the month, personnel logged **176** Administrative Actions. Of these, **21** resulted in the issuance of an Administrative Notice and **52** resulted in Verbal Warnings. Furthermore, there were **five** reported violations that were deemed unfounded. In addition to the administrative actions, personnel issued **176** educational/verbal counseling's to better educate the licensees in the state.

Fines

There were **37** Administrative Fines levied totaling **\$11,630.45** during the month.

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 could be included in these metrics.

By the close of the month, there were **10** open Incident Cases in active investigation by Field personnel. During the month, investigators closed **23** total Incident Cases, while **one** case was found to have no criminal nexus.

NON-TITLE XIII ACTIONS

During the month, Investigators witnessed and/or responded to **zero** Life/Safety related situations not associated with a licensed premise, New Hampshire Liquor and Wine Outlet, or a Title XIII investigation.