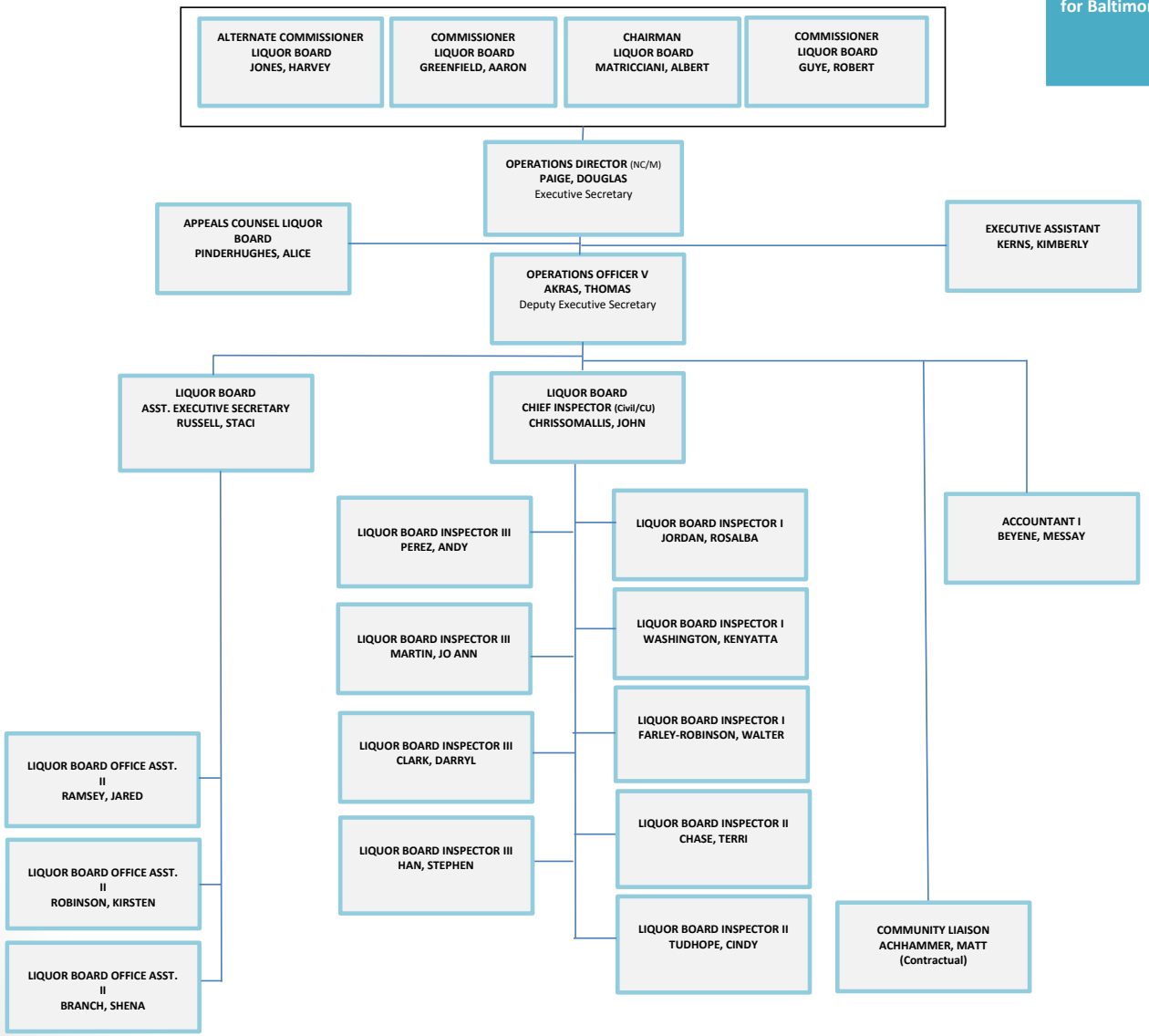
Board of Liquor License Commissioners for Baltimore City: Budget Presentation FY21

June 8, 2020

Douglas K. Paige, Executive Secretary
Thomas R. Akras, Deputy Executive Secretary
Staci Russell, Assistant Executive Secretary
John Chrissomallis, Chief Inspector

Organizational Chart - BLLC

Board of Liquor License Commissioner for Baltimore City (BLLCBC)
A09001
Organizational Chart
June 2020



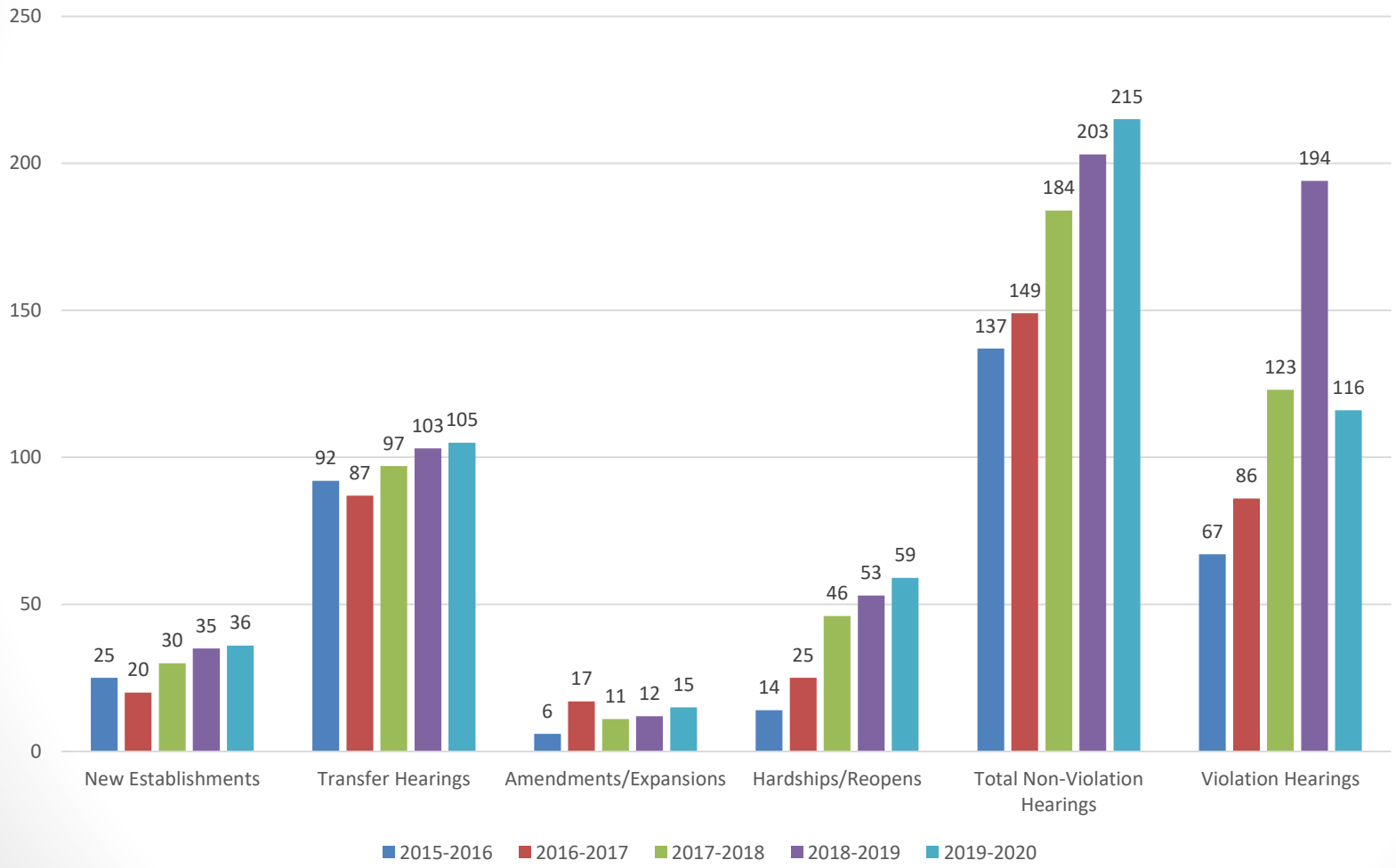
OLA Audit Report 2020

- **On May 11, 2020, the Office of Legislative Audits (OLA) for the Maryland General Assembly issued its 2020 Performance Audit of the Board of Liquor License Commissioners for Baltimore City.**
  - The BLLC was found to have cleared 17 of 18 prior Audit findings from the 2016 Performance Audit conducted by the OLA
  - Legislative Auditor Mr. Gregory Hook stated that the "BLLC made significant improvements in addressing the conditions noted in [the OLA's] preceding audit of the BLLC, with only one of the prior findings repeated" in the 2020 Audit of the BLLC. Mr. Hook further acknowledged the BLLC's "willingness to address the audit issues and to implement appropriate corrective actions" through its implementation of new "Standard Operating Policies and Procedures" and "management oversight processes that allowed for consistency and accountability."

Highlights of OLA 2020 Audit

- **As a result of the prior OLA Audit, the BLLC reconstituted its operating policies and procedures, restructured personnel within its inspection and administrative divisions, and instituted management practices to increase transparency and compliance with the law. As a result of the BLLC's efforts over the last 4 years, the agency:**
  - Increased inspections performed within the inspection division between LY2018-2019 by 32% over LY2014 (3591 inspections vs. 4766 inspections) with fewer inspectors, responded to and closed out 95% of all 311 calls for service (849 total calls for service/804 responded to and closed within 24 hours) received within 24 hours in FY19, and led the State of Maryland with 244 violation cases charged and brought before the Board in FY18.
  - Increased the number of violation hearings held before the Board between FY16 and FY19 by almost 200% (67 vs. 194), increased the number of non-violation hearings (new/transfer/hardship cases) heard and decided by the Board by 48% (137 vs. 203), and worked with staff to monitor the closure of establishments to ensure that the Board heard cases that were not in conflict with the "180-day" closure rule.
  - Created a Community Engagement Program and hired a Community Liaison to conduct outreach to the various stakeholders within City of Baltimore. In FY19 the Community Liaison attended 101 Community or Business Association Meetings, reached 3144 individuals, answered 417 individual community questions, provided 929 BLLC information folders, and provided 3005 presentation folders.

LY over LY Comparison: Board production increased across all indicators – *No violation hearings in March/April/May of 2020*

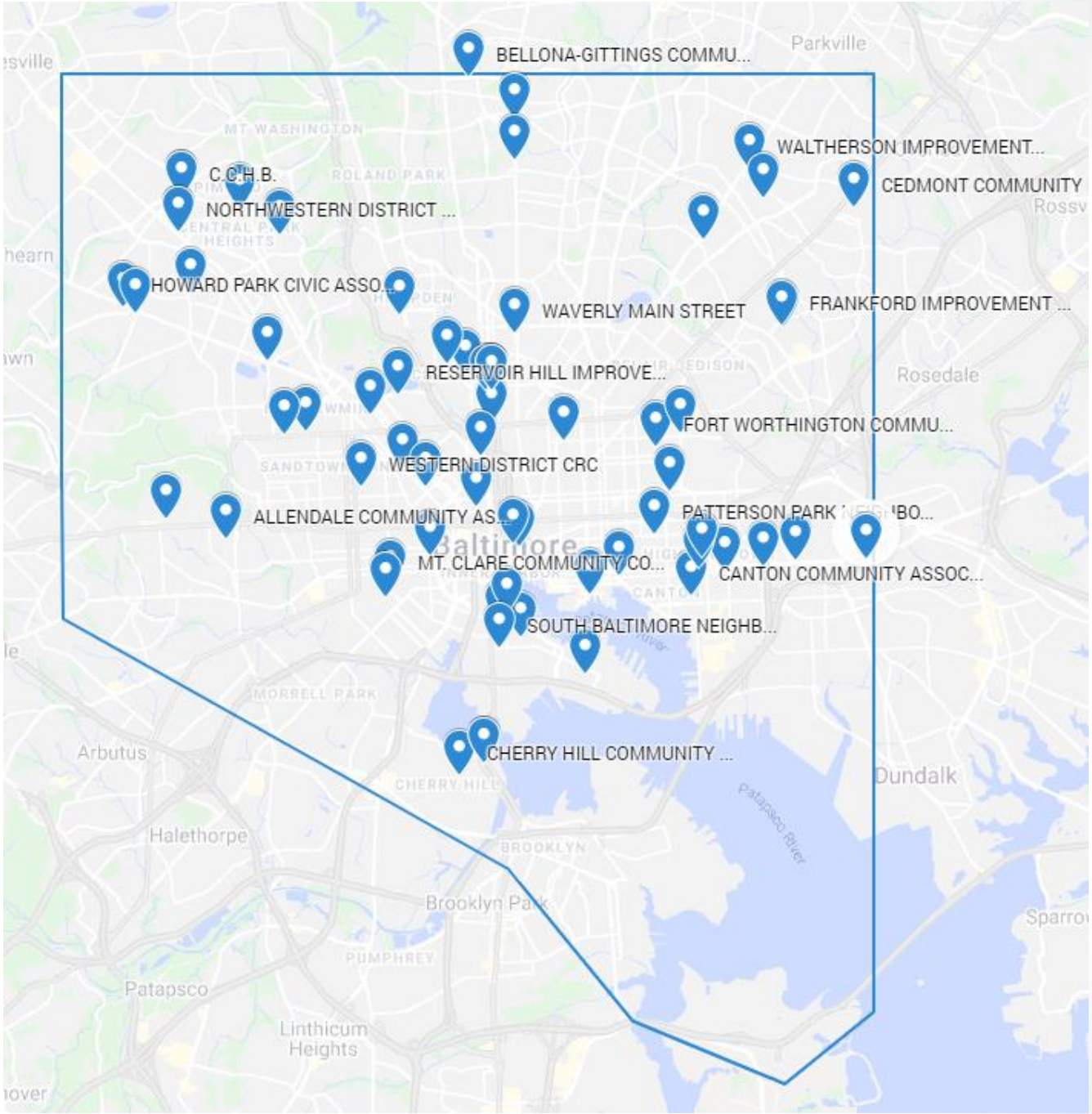


Community Liaison Activity June 1, 2019 to May 31, 2020

- **70** Community or Business Associations Visited
- **8** Special Events or Community Resource Fairs
- **2207** People - Total Reach
- **229** Individual Community Member Questions Asked & Answered
- **436** BLLC Informational Folders
- **2191** Presentation Handouts
- **36** Specific Complaints Resulting in **26** investigations: **6** special, **9** Social Club Task Force, **9** underage, **2** BD-7

Council District	Visits
1	10
2	6
3	4
4	4
5	8
6	6
7	9

Council District	Visits
8	7
9	9
10	7
11	12
12	12
13	3
14	10



Board of Liquor License Commissioners

Priority Outcome: Equitable Neighborhood Development

Service Number: 850

Fiscal 2021 Recommended: $1,112,928

Service Description

This service provides for the issuance, transfer, and renewal of the City's alcoholic beverage and adult entertainment licenses. This service collaborates with applicants, community associations, business organizations and groups, City, State, and Federal agencies regarding the reception, processing, review, and issuance of licenses.

Major Budget Items

FY21 sustains current levels of service supporting the administrative functions of the agency and maintains the community engagement initiative, which was responsible for conducting community outreach that resulted in following outputs for Fy19: 101 Community Association meetings attended, 3144 citizen contacts, and information that let to 42 special investigations conducted.

Type	Performance Measure	FY16 Actual	FY17 Actual	FY18 Actual	FY19 Actual	FY20 Target	FY21 Target
Output	# of new "B" licenses issued	23	27	24	24	25	25
Output	Annual Licenses renewed (liquor and adult entertainment)	1,249	1,242	1,221	1,208	1,200	1,200
Output	Public hearings concerning new licenses, transfers, and expansions	112	167	184	215	140	170
Efficiency	% of violation fines collected within time allotted by Board order	35%	88%	86%	84%	85%	85%

Board of Liquor License Commissioners

Priority Outcome: Public Safety
Service Number: 851
Fiscal 2021 Recommended: $1,187,954

Service Description

This service provides regular inspection of licensed establishments to ensure compliance with State laws and agency rules and regulations regarding the sale of alcohol within Baltimore City. In addition, this service monitors the City's 26 adult entertainment establishments. Violations of State law and agency rules and regulations are handled at public hearings conducted by the Board of Liquor License Commissioners.

Major Budget Items

FY21 sustains current levels of service supporting the Inspection Division. As of March 2020, the agency is fully staffed within the inspection division, which has one (1) Chief Inspector and (9) Inspectors .

Type	Performance Measure	FY16 Actual	FY17 Actual	FY18 Actual	FY19 Actual	FY20 Target	FY21 Target
Output	# of inspections per FTE	534	592	614	570	625	625
Output	# of violation/compliance hearings	63	79	123	194	130	150
Effectiveness	% of 311 calls abated or closed within 72 hours	85%	99%	98%	96%	90%	90%
Effectiveness	% of charged violations sustained at Board hearings	86%	97%	95%	88%	90%	85%