Commonwealth of Massachusetts
Department of the State Treasurer
Alcoholic Beverages Control Commission
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ALCOHOLIC BEVERAGES CONTROL COMMISSION

FISCAL YEAR 2016 ANNUAL REPORT

The Alcoholic Beverages Control Commission (the "ABCC" or "Commission") helps safeguard the people of Massachusetts against a wide variety of public safety threats that can arise from the illegal use of alcoholic beverages, such as underage drinking and service to intoxicated persons. The ABCC has prevented thousands of underage individuals from possessing or transporting alcoholic beverages, thousands of adults from unlawfully procuring alcohol for these underage individuals, and hundreds of individuals from possessing false identification. The ABCC has repeatedly received national awards and recognition for innovation and effectiveness.

Over the past several years, the ABCC has concentrated on achieving several goals, including:

- enhancing transparency for all stakeholders;
- increasing communication and collaboration with all the municipalities;
- building strong relationships with other agencies; and
- utilizing technology to assist with limited resources.

In fiscal year 2016, the Commission generated approximately $7,257,884 million in revenue for the Commonwealth, an increase of 58% over fiscal year 2015. The ABCC also assisted the Department of Unemployment Assistance, the Department of Industrial Accidents, the Massachusetts Lottery, and the Department of Revenue in collecting $11,832,868 million dollars in back tax payments and penalties. These results were achieved with an annual budget of $2,341,489 million, twenty-seven employees, and the fifth lowest ratio of enforcement agents to licensees in the country.

In accordance with the provisions of Section 71 of Chapter 10 of the General Laws as amended, we have the honor to produce the annual report of the Alcoholic Beverages Control Commission detailing the conduct and condition of traffic in alcoholic beverages during the **fiscal year ending June 30, 2016**. Below please find a statement of the income generated by fees for licenses and permits issued by the Commission under Chapter 138 of the General Laws, as amended. The report includes the number and type of all alcoholic beverages licenses issued in **calendar year 2015**.

Financial Statement:

Summary of Income Received in Fiscal Year 2016 from Fees for Licenses and Permits Issued by the Commission under Chapter 138 of the General Laws

Manufacturers' License Fees	§19, all alcohol	$264,418
	§19, wine and malt beverages	
	§19E, distilleries	
	§19C, breweries	
	§19B, wineries	
	§19D, pub brewery	
	§19F, winery shipment	
Wholesalers' and Importers' License Fees	§18, all alcoholic beverages	$796,418
	§18, wine and malt beverages	
	§18, sacramental wines	
Retail Alcohol Application Fees	§12, on-premises	$680,800
	§15, off-premises	
	Additional Package Store	
Agents,' Brokers' or Solicitors License Fees	§18A	$346,000
Railroad License Fees	§13, railroad master	$8,650
	§13, railroad cars	
	§22, railroad cargo	
Airplane License Fees	§13, airline master	$21,900
	§13, airline flights	
	§22, airline cargo	
Ship License Fees	§13, ship master	$66,500
	§13, ship chandler	
	§22, ship cargo	
Commercial License Alcohol Fees	§76	$2,500
Special Permit License Fees	§22A, import household effects/gifts	$25,216
	charity wine	
	§22A, license inventory liquidation	
	§22A Consumer Research Permits	
Storage Permit Fees	§20, bonded	$59,000
	§20A, public	
	§20, storage	
	§Registration Certificate of Compliance	
Transportation Permit Fees	§22, transportation and delivery	$585,844
	§22, express company permits	
Salesman Permit Fees	§19A	$789,200
Caterer's License	§12C	$116,800
Certificates of Compliance Fees	§18B	$756,400
Fine in Lieu of Suspension Fees		$2,723,182
Miscellaneous Income		$15,056
Total Receipts		$7,257,884

This represents a 58% ($2,674,728) increase from fiscal year 2015.

STATEMENT OF APPROPRIATIONS AND EXPENDITURES

General Appropriation for fiscal year 2016	$2,341,489

Additional Income to the Commonwealth: As stated previously, in fiscal year 2016, with the Commission's assistance, the Departments of Unemployment Assistance (DUA) and Revenue (DOR) collected taxes from delinquent licensees in the amount of $11,832,868 million dollars from Massachusetts alcoholic beverages licensees.

Alcoholic Beverages Licenses & Permits Issued For Calendar Year 2015:

Type	# Issued	Category
Manufacturers' License	2	§19, all alcohol
	3	§19, wine and malt beverages
	26	§19E, distilleries
	83	§19C, breweries
	80	§19B, wineries
	22	§19D, pub brewery
	963	§19F, winery shipment
Wholesalers' and Importers' License	66	§18, all alcoholic beverages
	80	§18, wine and malt beverages
	4	§18, sacramental wines
Retail Alcohol License	8,739	§12, on-premises
	2,916	§15, off-premises
	16	Additional Package Store
Agents,' Brokers' or Solicitors License	83	§18A
Railroad License	4	§13, railroad master
	67	§13, railroad cars
Airplane License	14	§13, airline master
	395	§13, airline flights
	3	§22, airline cargo
Ship License	110	§13, ship master
	1	§13, ship chandler
Commercial License Alcohol	5	§76
Special Permit License	106	§22A, import household
	98	charity wine
	7	§22A, license inventory
	8	§22A Consumer Research
	189	Other Special Permits
Storage Permit	0	§20, bonded
	24	§20A, public
	17	§20, storage
Transportation Permit	3,965	§22, transportation and delivery
	6,568	§22, express company permits
Salesman Permit	2,241	§19A
Certificates of Compliance	2,210	§18B
Caterer's Section 12C License	56	§12C

In calendar year 2015, the Commission issued 29,171 licenses, certificates and permits for alcoholic beverages.

Commission Hearings:

The ABCC conducts hearings for: charges filed by Commission Investigators; license applications; licensees that are delinquent in taxes due DOR, DUA or lottery proceeds; industry level franchise cases; and administrative appeals for licensees aggrieved by a decision of the local licensing authorities. The Commission scheduled 392 and conducted 208 hearings in fiscal year 2016. Below are the hearing types.

Hearing Type	
Violation	126
Informational (license applications)	43
Appeals	28
Tax /Lottery	0
Public Hearing	0
25E	11
Withdrawn	32
Continued	152

Investigation and Enforcement Division:

Special Investigators of the Investigation and Enforcement Division are appointed by the Chairman pursuant to Massachusetts General Laws Chapter 10, §72. The Investigators are authorized and directed, pursuant to Massachusetts General Laws Chapter 138, §56, to make all needful and appropriate investigations to enforce the Liquor Control Act.

License Application Investigations

In calendar year 2015 the Enforcement Division completed 3,961 investigations of license applicants, which was an increase of 440 investigations (17%) over 2014. On average, investigators completed these investigations in 14 days.

Enforcement Actions

Complaints

In calendar year 2015, 293 complaints filed with the Commission were investigated and closed. The Enforcement Division receives complaints from the general public, municipal and state police, state agencies, as well as various public interest groups. These complaints range from underage drinking, sale of alcohol to intoxicated individuals, illegal gambling activity, illegal alcoholic beverages, and illegal narcotics activity.

Violations

In calendar year 2015, the Enforcement Division conducted operations in over 200 municipalities throughout the commonwealth. Investigators observed approximately 221 violations of the Liquor Control Act and filed 128 reports to the Commission for prosecution. These violations ranged from sale of alcohol to underage individuals, sale of alcohol to intoxicated individuals, illegal gambling, illegal alcoholic beverages, illegal narcotics activity, and criminal ownership interests of licensed premises.

In addition, the Investigation and Enforcement Division conducted a series of special operations:

- *Minimum Purchase Age Compliance Checks*

  The objective of compliance checks is to prevent the sale of alcoholic beverages to underage individuals by licensed establishments throughout the Commonwealth. The primary focus is to educate licensees and to increase their vigilance for checking proof of age. In Calendar Year 2015, the agency conducted Compliance Checks, in **212 municipalities** across the Commonwealth. The Investigators conducted operations in **2,172 licensed establishments**, of which **37 failed (2%).** This represents an outstanding **success rate of 98%,** and puts *Massachusetts well above the national average* success rate of 84%.

- *Enhanced Liquor Enforcement Programs*

  There are certain periods of time throughout the year that increased consumption of alcoholic beverages poses a heightened risk to public safety. As a result, the Commission has implemented a number of programs to proactively target specific events and time periods throughout the year. These programs include Operation Safe Campus, Operation Safe Prom and Graduation, Operation Safe Summer, and Operation Safe Holidays.

  The objective of these operations is to prevent the procurement of alcoholic beverages by and for underage individuals and to prevent the sale of alcohol to visibly intoxicated individuals.

  To encourage family involvement and intervention in addressing the problem of underage drinking, the Division has implemented a parent notification program to inform parents, at the time of the incident, of the situation in which their child is involved. Investigators have found this intervention to be very effective.

  In 2015, these programs produced the following results: 1,065 minors in possession or transporting alcoholic beverages; 226 adults procuring alcohol for minors; 51 individuals in possession of false identification; and 455 cases of beer and 403 bottles of alcohol were confiscated by Investigators, preventing delivery to approximately 6,154 underage individuals. Since 2005, these programs have resulted in the following cumulative results: 6,769 minors in possession or transporting alcoholic beverages; 2,783 adults procuring alcohol for minors; 649 individuals in possession of false identification; and 3133 cases of beer and 2305 bottles of alcohol were confiscated by Investigators, preventing delivery to approximately 40234 underage individuals.

- *Illegal Gambling Enforcement*

  The Investigation and Enforcement Division has conducted numerous enforcement operations involving illegal gambling at licensed premises throughout the Commonwealth. The primary focus of these investigations is the illegal use of electronic poker machines for the purpose of illegal gambling.

  In calendar year 2015, the Enforcement Division brought 40 illegal gambling charges against 18 bars. Since 2009, the Enforcement Division has filed charges against 103 bars and liquor stores in the Commonwealth.

- *Cooperative Enforcement with State and Local Law Enforcement Agencies*

  The Enforcement Division works in cooperation with municipal and state law enforcement agencies in order to obtain optimal enforcement coverage. Most often these efforts are generated from requests for assistance from municipal police chiefs who have problematic licensees in their communities. Further, when a complaint is received at the ABCC, Investigators reach out to police departments to conduct cooperative enforcement operations when feasible.

  In 2015, the Enforcement Division continued to work in cooperation with the State Fire Marshall to ensure compliance with the Massachusetts Fire Code, particularly at large venues where overcrowding and improper fire prevention measures have been problematic.

  In 2015, the Division conducted enforcement operations at the large concert and sports venues in cooperation with municipal, state and county law enforcement agencies, as well as with the assistance of venue management. ABCC enforcement includes area liquor stores prior to the event, parking lot enforcement up until the beginning of the event, and then enforcement within the licensed premises. The Division conducted these operations at the Xfinity Center, Gillette Stadium, Blue Hills Pavilion, and Fenway Park. The results of this enforcement operation included: 584 minors in possession of alcohol; 74 furnishing alcohol to minors; numerous medical, intoxicated or incapacitated assists; as well as the seizure of 173 bottles of alcohol and 221 cases of beer, preventing delivery to approximately 2614 underage individuals.

Education and Training

The ABCC utilizes our specialized knowledge regarding alcoholic beverage service to provide training services to a multitude of audiences. We provide educational training seminars for local licensing authorities, police departments, and state and federal agencies.

- Commission Outreach Seminars

  In fiscal year 2016, the ABCC conducted 9 outreach seminars focusing on eLicensing, licensing, and compliance issues. 293 individuals attended these seminars, representing 207 municipalities and 3 associations, from every county in the Commonwealth.

- Training of Municipal and State Law Enforcement.

  The Investigation and Enforcement Division works with Massachusetts police academies and police departments to educate local and state law enforcement officers in the enforcement of the Massachusetts Liquor Control Act, as well as false identification and fraudulent document detection. This training enhances the prevention of underage drinking and over service by developing police knowledge of and involvement in liquor law enforcement. In calendar year 2015, this training was provided for 487 police officers.

Legislative Changes:

During fiscal year 2016, 39 bills were enacted regarding alcoholic beverages licenses. The Legislature and the Governor's Office requested that the Commission provide comments on the background and legality of these bills. Each of these bills falls into one or more of three categories: a) excess quota licenses; b) conversion of seasonal licenses to annual licenses; and c) direct amendments to certain sections of MGL Chapter 138.

The enacted Bills addressed one of these three categories as follows:

A. Thirty-five Bills[1] created excess quota licenses in thirty-one different communities [2] through the communities' exercise of their right to "home-rule" as it exists under the Massachusetts Declaration of Rights. These bills accounted for the addition of ninety-two all-alcohol Ch. 138, §12 (on-premises) licenses, thirteen wine and malt Ch. 138, §12 (on-premises) licenses, eleven all-alcohol Ch. 138, §15 (off-premises) licenses, and six wine and malt Ch. 138, §15 (off- premises) license in the Commonwealth;

B. Two Bills in one community[3] authorized the conversion of a seasonal § 12 license to an annual license, and a wine and malt § 12 to an all-alcohol license, both of which would exist above the population-based quota;

C. Two Bills authorized amendments to M.G.L. Chapter 138:

- Acts of 2016, c. 219, § 96A, bans the sale of powdered alcohol in the Commonwealth;
- Acts of 2016, c. 219, § 98, permits § 12 restaurant licensees to have a § 15 license physically adjacent to the restaurant's premises;
- Acts of 2016, c. 219, § 99, eliminates the cross-ownership prohibition of a § 12 license and a §15 license in the same municipality;
- Acts of 2016, c. 219, §§ 102-104, expands the physical premises where a farmer-series licensee may pour its own products;
- Acts of 2016, c. 219, § 105, creates a new license under M.G.L. c. 138, § 19H, which permits a licensee that owns more than one type of farmer-series license, to pour any and all alcohol produced by any of its licenses it on any of its farmer-series premises, so long as the licensee's vineyards/farmlands are operated as appurtenant and contiguous to each other;
- Acts of 2016, c. 219, § 106, permits retailers to sell alcoholic beverages on the Monday following when Christmas occurs on a Sunday; and
- Acts of 2016, c. 133, §§92-95 &140, creates a new license under M.G.L. c. 138, § 19G, that permits alternating proprietorships for the brewing of malt beverages.

Legislative Recommendations

The Commission makes the following legislative recommendations regarding the traffic and conduct of the alcoholic beverages licenses industry in the Commonwealth.

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[1] Acts of 2016, Chapters 6, 29, 33, 37, 40, 44, 56, 57, 58, 66, 67, 73, 84, 97, 109, 122, 136, 142, 163, 180, 181; Acts of 2015, Chapters 83, 98, 101, 103, 105, 106, 119, 145, 152, 153, 157, 158, 166, 168.

[2] Tyngsboro, Somerville, Maynard, Bolton, Watertown, Norwood, Dedham, Walpole, Bedford, Dalton, Stoughton, Southborough, Milton, Canton, Montague, Bellingham, Westborough, Northampton, Easthampton, Shrewsbury, Stoneham, Salem, Wayland, Ipswich, Sturbridge, Topsfield, Lynn, Raynham, Montague, Milford, and Wareham.

[3] Salem, Acts of 2015, Chapters 157 & 158.

- Criminal Background Checks for License Applicants
  M.G.L. c 138 §12 provides that, "No license shall be issued to any applicant who has been convicted of a violation of a federal or state narcotic drugs law"; M.G.L. c. 138, §15, provides that, "No license shall be issued to any applicant who has been convicted of a felony"; and M.G.L. c. 138, §26 provides that, "such manager or representative is, with respect to his character, satisfactory."

  The current Commission has implemented several changes to enhance criminal background checks, including the submission of Massachusetts criminal records through electronic processing which provides almost immediate reporting for all individuals with a beneficial interest in a license. However, the Commission does not have the authority to obtain national criminal record offender information, and as a result, the current system is inadequate to ensure that all proposed applicants meet the statutory requirements to hold a license.

  In order for this agency to obtain national criminal record information, legislation must be enacted which authorizes the agency to obtain this information. At the agency's request, Senate Bill 196 was filed and is pending before the legislature.

- Safety and Authority of Commission Investigators
  M.G.L. c. 10, §72 authorizes the appointment of ABCC Investigators for the purpose of enforcing the penalties provided by law against every person who is guilty of a violation of M.G.L. c. 138 of which they can obtain reasonable proof, and further states that said Investigators, "shall make all necessary and appropriate investigations for that purpose." In addition, this section mandates that each person appointed as an investigator shall complete a basic reserve police officer training course through the criminal justice training council, and shall attend a basic training course conducted by the Commission, and that all investigators shall attend an annual in-service training course pursuant to this section. Commission investigators are further obligated by M.G.L. c. 138, §56, to make all needful and appropriate investigations to enforce the penalties provided by law against every person who is guilty of a violation of this chapter and provides the Investigators with powers of arrest for violations of M.G.L. c. 138.

  However, the statute does not address the issue of an investigator's authority when confronted with a volatile situation. The Commission has concerns regarding the safety of its investigators who are consistently investigating licensed premises at late hours, which may involve inebriated individuals in dangerous situations. In order to mitigate this situation, and attempt to enhance the investigators' safety, the Commission has adopted a practice of having the investigators appointed and sworn as Deputy Sheriffs in several counties. However, this process is time consuming and logistically challenging. In addition, not all counties allow this.

  In order for this agency to protect the safety of its investigators, legislation must be enacted which authorizes investigators to have all the power of a police officer in a city or town, with reference to enforcement of the laws, excluding M.G.L. c. 90. At the agency's request, Senate Bill 203 was filed and is pending before the legislature.

- Criminal Background Prohibitions for License Applicants

  M.G.L. c. 138, §12, provides that, "No license shall be issued to any applicant who has been convicted of a violation of a federal or state narcotic drugs law"; M.G.L. c. 138, §15,

provides that, "No license shall be issued to any applicant who has been convicted of a felony," and M.G.L. c. 138, § 26 provides that, "such manager or representative is, with respect to his character, satisfactory."

The current statute has not been reviewed in decades, and its language can cause harsh results. For example, the current statute would prohibit an applicant with a fifty year old drug conviction from opening a business with a § 12 liquor license, but would not prohibit an applicant with other serious felony convictions from holding the same license.

In a growing world with an aging population, it would be helpful for the Commission to have discretion in considering an individual's criminal offender record information. Accordingly, the Commission recommends that §§ 12, 15, and 26 be amended to mirror M.G.L. c. 23K, the "casino" statute, which allows for the Commission to consider the applicant's rehabilitation and whether such conviction should be an automatic disqualification under this section. In considering the rehabilitation of an applicant, the Commission shall not automatically disqualify an applicant if the applicant affirmatively demonstrates, by clear and convincing evidence, that the applicant has financial responsibility, character, reputation, integrity, and general fitness as such to warrant belief by the Commission that the applicant will act honestly, fairly, soundly and, efficiently as a licensee.

Farmer Brewery Enterprises

The Farmer Brewer current definition does not meet the growing and changing industry. Accordingly, the Commission recommends that the following legislation be enacted:

> Section 1 of c. 138 of the General Laws, as so appearing, is hereby amended by deleting "Farmer-brewer", any person who grows cereal grains or hops for the purpose of producing malt beverages and who is licensed to operate a farmer-brewery under §19C;" and inserting in its place the following:— "Farmer-brewer", any person who grows or imports cereal grains or hops for the purpose of producing malt beverages, and who is licensed to operate a farmer-brewery under §19C."
>
> Section 1 of c. 138 of the General Laws, as so appearing, is hereby amended by deleting "Farmer-brewery", any plant or premise where malt beverages are produced from the fermentation of malt with or without cereal grains or fermentable sugars, or of hops, provided that said hops or cereal grains are grown by the farmer-brewer," and inserting in its place the following:— "Farmer-brewery", any plant or premise where malt beverages are produced from the fermentation of malt with or without cereal grains or fermentable sugars, or of hops."

- Civil Citations for Violations of Chapter 138; §§ 34, 34A, 34B, and 34C

The current statute provides for criminal penalties for violations of §§ 34, 34A, 34B, and 34C. To file criminal charges against the thousands of individuals found in violation of these statutes would not be feasible given the current Commission resources. Further, it would result in a criminal record for young people found violating these minor offenses. However, the most common complaint heard from industry retailers is that they are subject to administrative penalties and the underage person that initiated the violation does not receive any consequences for their actions. Many states allow for civil citations to be issued by liquor enforcement officers. Accordingly, the Commission recommends that the following legislation be enacted:

§2 of c. 138 of the General Laws, as so appearing, is hereby amended by inserting the following:

As an alternative to initiating criminal proceedings for violations sections 34, 34A, 34B, and 34C of chapter 138, any investigator of the Commission may issue a civil citation for violations of said laws in the amount of the criminal fine provided for said violation, to be paid within 21 days of the date of issuance of such citation. Any person aggrieved by any citation issued pursuant to this section may appeal said citation by filing a notice of appeal with the Commission within seven days of the receipt of the citation. Any such appellant shall be granted a hearing before the Commission in accordance with chapter 30A. The Commission may affirm, vacate or modify the citation. Any person aggrieved by a decision of the Commission may file an appeal in the superior court pursuant to the provisions of said chapter 30A. If a person fails to comply with the requirement set forth in any citation issued pursuant to this section, or shall fail to pay any civil penalty provided thereby within 21 days of the date of issuance of such citation, or within 30 days following the decision of the Commission if such citation has been appealed, excluding any time during which judicial review of the Commission's decision remains pending, the Commission may apply for a criminal complaint against such person for the violation, or may initiate a civil action in the district court. All monies collected by the Commission under said civil citations shall be credited to the general fund.

The ABCC's current 3-Year Priorities include (inception 2014)

In 2013, the agency procured the services of an outside consulting firm specializing in strategic planning, to aid in the development of a strategic plan. Following an eight-month process, a comprehensive document was produced that validated the ABCC's original goals and achievements and devised additional objectives that aligned with the agency's previous goals.

The Ripples Group noted that the ABCC had made much progress in recent years stating, "The ABCC easily pays for itself while playing an increasingly effective role in public safety and providing valuable services to its stakeholders." The ABCC generates revenues many times its budget. In fact, revenues have increased 15% since 2010, and tax collections have more than tripled.

In 2013, the tax collection agencies collected nearly $14 million in back tax payments with the assistance of the ABCC. The report noted that overall the agency's resources were over-utilized, with a continuous increase in workload at all levels. Because the agency has successfully implemented a series of multi-year initiatives, even though the caseload has increased, the license turnaround times have decreased. For example, applications, without exception, are turned around in 3-5 weeks on average, compared to 6-8 weeks in 2009.

The report pointed out that given the high cost of alcohol related accidents and injuries in the Commonwealth, the investment in the ABCC is likely to have very high returns. The plan went on to state that more can be accomplished in public safety and service levels to stakeholders. To accomplish its strategic priorities, however, ABCC needs a step-change increase in resources specifically more staff, and better technology.

The ABCC's current 3-Year Priorities include (inception 2014):

- Licensing
- e-Licensing implementation
- Expanded (national) CORI checks
- Faster turnaround through capacity and process/technology improvements
- Electronic document management

- Enforcement
- Create Enforcement Division rank structure
- Increase ratio of Investigators to licensees
- Collaboration with the Gaming Commission for its role in casinos
- Effective media strategy to amplify deterrence of illegalities

- Training & Technical Assistance
- New training program for Licensees
- Increased training for local law enforcement
- Increased training for local boards
- Additional Staff Training

- Dispute Resolution
- Faster decisions

- Legal Services
- More support for prosecution of violations
- Additional training for investigators

- Internal
- Staff (capability and capacity) expansion
- New space
- Public relations function as deterrent
- Improved internal communications

The ABCC has accomplished many of these goals, as set forth herein.

Commission Initiatives:

eLicensing Project Update

- In 2012, the ABCC and the Division of Professional Licensure procured the Accela software. This software is a comprehensive and robust solution for agencies with license granting authority. The goal of implementing this solution is to provide a single gateway for businesses and individuals to apply for and manage their alcoholic beverages licenses and to increase efficiency and productivity by reducing license management and enforcement cycle times, streamlining business processes, and eliminating outdated legacy systems. The system will assist the agency in meeting its goals for improved customer service, transparency of information for citizens, and streamlined administrative processes.

MassIT, the system maintenance provider, on conversion planning, business re-engineering, existing data verification, development, implementation and maintenance planning. On March 9, 2015, the ABCC went live with the first release of the eLicensing application. There were subsequent releases for additional state and retail license types in February of 2016 and August of 2016. Today, all state licenses types are live in the system. Additionally, eight municipalities have agreed to participate in a pilot program which allows the retail licensees in their cities/towns to participate in the online solution, with a goal to release the system to the remaining municipalities in the near future.

Electronic Document Management System & Scanning and Conversion

The ABCC and ITD started two separate procurement processes in fiscal year 2014: one from ITD for an enterprise-wide, cloud hosted Electronic Document Management System and another from the Commission for the scanning and conversion to electronic version of all of its' paper documents. Much progress has been made in both areas. The enterprise-wise, cloud hosted EDM System, OnBase, was completely configured to meet the needs of the ABCC and is running on all agency computers.

The scanning and electronic capture project was completed in FY2016. In total, over 22,000 license files were scanned which included approximately 4.6 million documents.

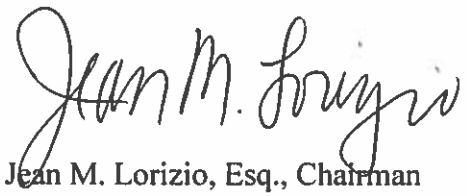
Investigators now have unprecedented search capabilities and are able to gather information faster and more accurately than they could in the previous, paper-based system. All agency staff are able to electronically "pull files" without ever having to leave their desk, making both the licensing process and investigation process much faster and more efficient than ever before.

General Remarks:

We wish to express our appreciation to the Local Licensing Authorities for the cooperation and assistance they have given us in the administration of the Liquor Control Act. We also want to express our appreciation to the members of House of Representatives and the Senate and particularly the Joint Legislative Committee on Consumer Protection and Professional Licensure for the courtesy which they have shown us and for the earnest and sincere manner in which they approached consideration of proposed amendments to the Liquor Control Act.

Respectfully Submitted,

ALCOHOLIC BEVERAGES CONTROL COMMISSION



Jean M. Lorizio, Esq., Chairman