

Arizona Department of Liquor Licenses and Control



FY 2020 Annual Report

STATE OF ARIZONA
DEPARTMENT OF LIQUOR LICENSES AND CONTROL

800 West Washington Street, Fifth Floor
Phoenix, Arizona 85007

Phone: (602) 542-5141 ★ Fax: (602) 542-5707

www.azliquor.gov

Table of Contents

Director’s Message	2
Mission and Vision Statements	3
Organizational Chart	3
Licensing and Administration Division	4
License Transactions	4
License Count.....	5
Maps of Licensed Establishments	6
E-Licensing Services	7
Budget and Finance	9
State Liquor Board.....	11
Investigation Division	12
Division Statistics	13
Education and Prevention Activity	14
Covert Underage Buyer Program	15
Compliance Statistics	15
Audit Statistics.....	16

A Message from the Director

FY 2020 was overshadowed by the COVID-19 virus. The Department has remained nimble and responsive to the unprecedented challenges of this global pandemic. Governor Ducey declared a Public Health State of Emergency on March 11, 2020, and by mid-March all personnel who could work from home were teleworking. On April 1, the Department closed its office to the public. To ensure continuation of operations, Licensing staff worked on site for customers who needed assistance. When walk-in customer services resumed on June 10, the Department presented a safe office with all the necessary health measures in place: face masks for employees, air purifiers, front counter barriers, hand sanitizer stations, additional seating surrounded by six feet of space in the hall and basement cafeteria, and social distancing decals in halls and elevators. In addition, the Department limited the number of people who were allowed to enter the office, required masks be worn, and took precautions of sanitizing counters and public spaces.

The win of FY 2020 is licensing transactions are now completely online for the safety and convenience of our customers. The Department's e-license tool is on the Department's website and it accepts credit card and electronic check payments. For licensing services not available in the e-license tool, the Department built a special ad hoc online tool for use during interrupted service delivery associated with COVID-19. That tool remains available and is located on the Department's website under the "DLLC COVID-19 Info" section. Some of the services offered in the ad hoc tool include: license renewals with an expiration date between March 1, 2020 through September 1, 2020, wherein the licensee intends to timely renew a license and defer renewal payment for 90-days; special event permits; fair festival permits; temporary extension of premise permits; and permanent extension of premise permits. Fingerprinting service remains unavailable and is to be obtained through another source.

The State Liquor Board is now conducting virtual hearings that fulfill its due process obligations to licensees and applicants. The virtual hearings require less time and travel for Board members and fewer administrative resources of the Department.

All remaining Department functions are available through direct employee contact, use of Department web-based resource tools, or by following directions as contained in any direct correspondence received by Department officials.

I look forward to another productive year and thank you for the privilege to serve the Great State of Arizona with these professionals.



A handwritten signature in black ink, appearing to read "John C. ...".

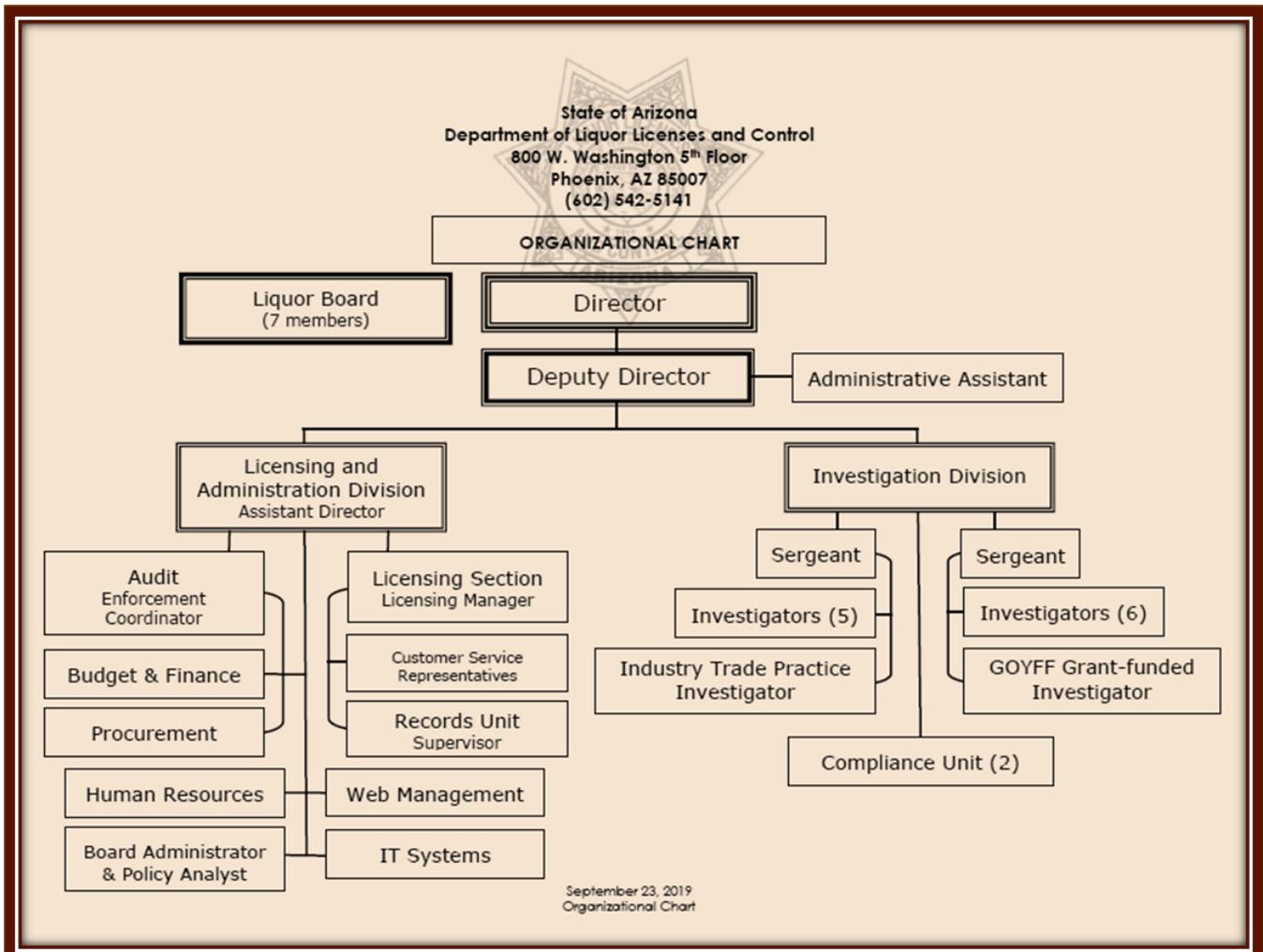
Mission Statement

To protect public safety and support economic growth through the responsible sale and consumption of liquor, and to efficiently license qualified applicants.

Vision Statement

We envision being a leader in state liquor licensing and enforcement, focused entirely on delivering exceptional services that meet customers needs and enrich the communities we serve.

Organizational Chart



September 23, 2019
Organizational Chart

The organizational chart illustrates authorized full-time positions, not the Department's current staffing.

Licensing and Administration Division

LICENSING SECTION

Licensing is responsible for issuing liquor licenses to qualified applicants and providing exceptional customer service to the public. Licensing staff includes 7 customer service representatives (CSRs), 2 records custodians, a records supervisor, and a licensing manager. CSRs answer questions and assist licensees with completing required paperwork. Personal assistance was provided to more than 4,203 walk-in applicants and licensees in FY 2020. Records custodians ensure the state’s liquor records are safe, legible, and readily accessible for the Department’s archives, online services, and public records requests. Records custodians also process payments, transfer records between local governments and the state, and create electronic business forms and instructions.

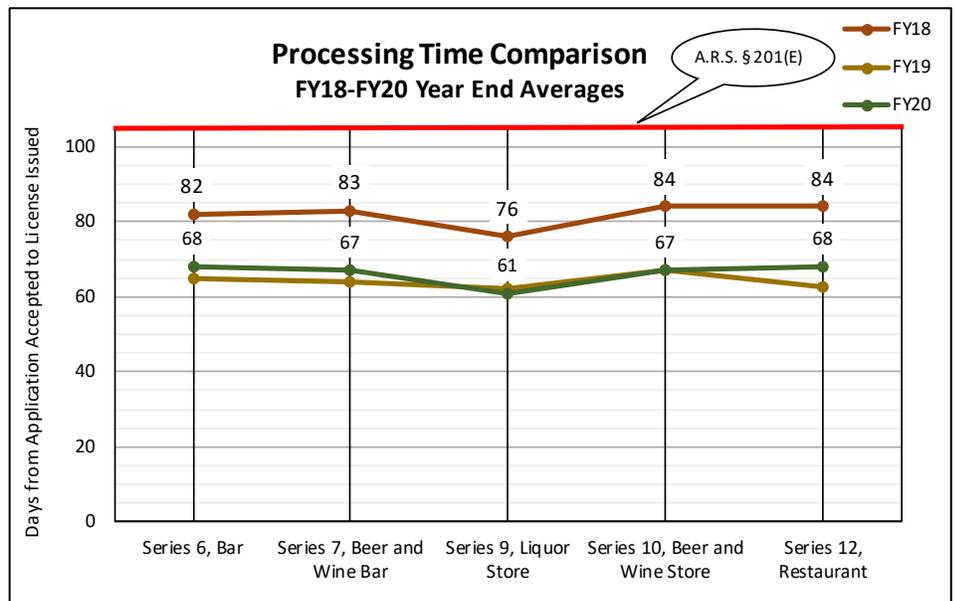
LICENSE TRANSACTIONS Five Year History

Action	FY 2016	FY 2017	FY 2018**	FY 2019	FY 2020
New liquor licenses issued*	1,476	2,006	4,270	5,836	4,805
Liquor licenses renewed	11,977	12,319	10,339	13,280	13,356
Special event permits issued (Series 15 and 16)	3,614	3,576	3,755	3,108	2,407
Interim permits issued	422	485	674	462	452
Exempt locations issued	57	131	159	209	250
Lottery licenses issued	14	18	26	31	31
Active licenses on June 30	12,174	12,871	14,482	14,807	14,744

* Includes transfer licenses.

**Data discrepancies due to new license system implemented in the year.

The Department is required to approve or disapprove a license application within 105 days from the day the application is filed (A.R.S. § 201(E)). The time to process an application indicates how well the Department is fulfilling its mission to “efficiently license qualified applicants.” The goal is to issue Series 6 Bar, Series 7 Beer and Wine Bar, Series 9 Liquor Store, Series 10 Beer and Wine Store, and Series 12 Restaurant licenses in no more than 75 days. Series 6, Series 7, Series 9, Series 10, and Series 12 licenses made up 67% of the active licenses on June 30, 2020.



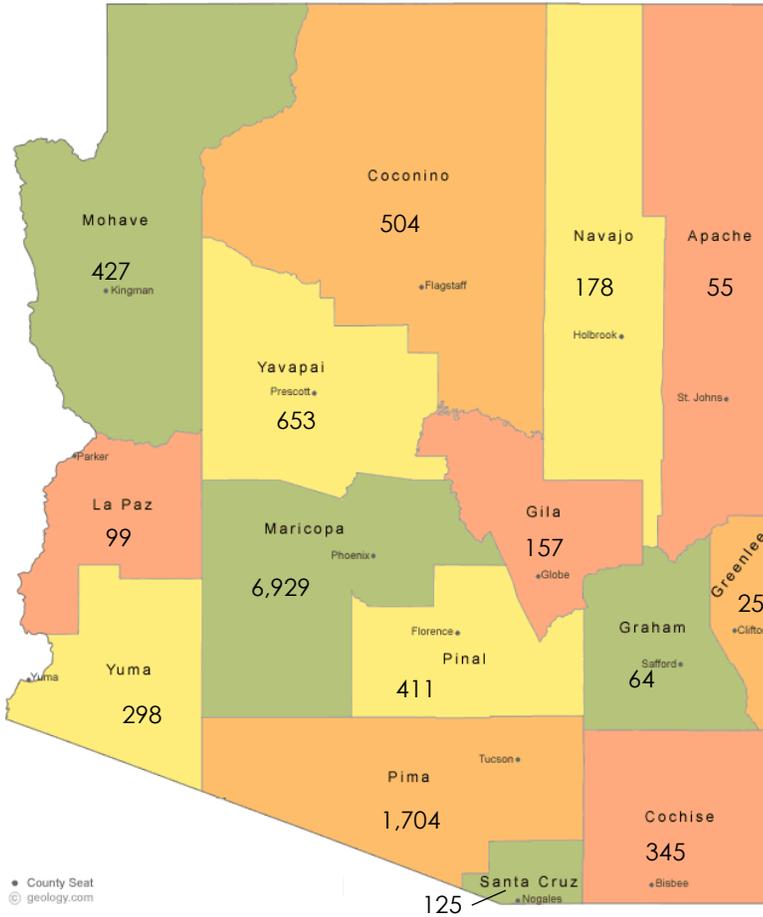
LICENSE COUNT

By County, Region, and Type

June 30, 2020

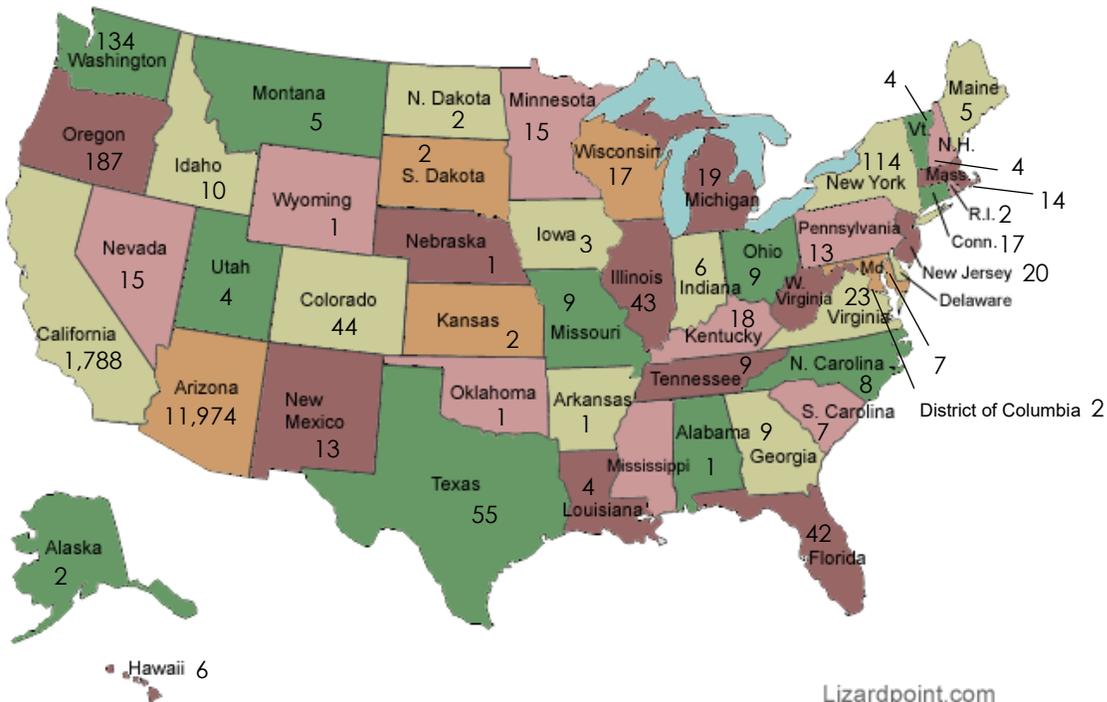
Series	License Type	Apache	Cochise	Coconino	Gila	Graham	Greenlee	La Paz	Maricopa	Mohave	Navajo	Pima	Pinal	Santa Cruz	Yavapai	Yuma	Out-of-State	Foreign Country	Total by License Type
1	In-state Producer			2					9			2							13
2	Out-of-state Producer																1,176	7	1,183
2D	Out-of-state Craft Distiller																10		10
2L	Limited Out-of-state Winery																81		81
2M	Out-of-state Microbrewery																98		98
2W	Out-of-state Farm Winery																443		443
3	Microbrewery		2	11	1				54	8	2	22	1	1	14	1			117
4	Wholesaler		1	4	1	1			83	3	2	14		5	2	2			118
5	Government		2	7		2	1	1	48	3	1	20	2	2	3	9			101
6	Bar	16	60	49	36	12	8	15	636	42	36	201	66	17	73	40			1,307
7	Beer and Wine Bar	3	29	55	15	3	1	14	417	39	15	155	30	4	45	21			846
8	Conveyance			3					13	1		4			1				22
9	Liquor Store	14	45	52	27	13	5	20	791	33	41	261	77	12	57	52			1,500
9S	Liquor Store Sampling		7	11	4				214	4	6	44	14	1	18	1			324
10	Beer and Wine Store	10	74	91	24	23	4	25	1,352	113	28	260	82	20	104	63			2,273
10S	Beer and Wine Store Sampling			4					66			14			6	1			91
11	Hotel/Motel	1	3	21	2				109	4	1	32	3	1	16	5			198
12	Restaurant	5	49	151	34	4	2	16	2,651	127	28	531	96	20	200	76			3,990
12G	Restaurant Growler	1		13	1	1			129	8	1	41			2	2			199
13	Farm Winery	1	33	2	5				11	2	1	5	2	24	31				117
14	Club	3	12	9	4	3	4	8	95	28	9	41	15	2	22	12			267
15	Special Event		1	1	2				8	2	2	1		1	8	2			28
16	Festival/Fair								20					5	4				29
17	Direct Shipment																1		1
17W	Direct Shipment Wine														1		939		940
18	Craft Distillery		3	3					11	2		6		4	3				32
19	Tasting Room		7	5					8			2	1	2	18				43
20	Alternating Proprietorship														7				7
21	Custom Crush		5											3	2				10
BYO	BYOB	1	4	5	1				109	1	1	23	13		5	6			169
INP	Interim Permit		4	5		2			28	6	4	15	5		6	4			79
COOP	Cooperative								19			5			2		4		30
SEC	Special Event Contractor		1						2					1	1				5
	Shopping Center Extension								1										1
	Unlicensed (Exempt) Establishment		3						45	1		5	4		2	1	11		72
Total by County and Region		55	345	504	157	64	25	99	6,929	427	178	1,704	411	125	653	298	2,763	7	14,744
Percentage of Total Licenses		0.4%	2.3%	3.4%	1.1%	0.4%	0.2%	0.7%	47.0%	2.9%	1.2%	11.6%	2.8%	0.8%	4.4%	2.0%	18.7%	0.0%	100.0%

LIQUOR-LICENSED ESTABLISHMENTS REGULATED BY THE DEPARTMENT



**Total Active Licenses
at FY 2020 Year End:
14,744**

There were 14,744 active licenses on June 30, 2020. This number fluctuates daily depending on renewals, new applications, suspensions, and revocations. Eighty-one (81.2%) percent of these liquor-licensed establishments are located in Arizona. The maps on this page show the number and location of licenses in Arizona and other states throughout the country.



Lizardpoint.com

E-LICENSING SERVICES AVAILABLE

<https://azliquor.gov/ELicensing/ELicensingInfo.cfm>

In FY 2018, the Department launched a new e-license system. Through outreach efforts and state collaboration with customers, actual customer use of the agency's new e-license tool ended FY 2019 at 27%. At the end of FY 2020, actual customer use was 33.7%. Here is an example of the straightforward instructions for 24/7 access to licensing information and forms.

The screenshot shows the Arizona Department of Liquor (DLLC) website. The header includes navigation links: Application Kits & Forms, Frequently Asked Questions, Liquor Law Training, Liquor Laws, and About DLLC. The main header features the DLLC logo, the text "Arizona Department of Liquor", and the "az.gov STATE OF ARIZONA" logo. A search bar with "ENHANCED BY Google" is visible. The left sidebar contains a menu with items like License Search, Renewals, Liquor Board Hearings, Restaurant Audits, Liquor License Lottery, Contact Us, Prevention Unit, Required Documents, Annual Production Report, Direct Shipment, Special Event Contractors List, Request Sampling Event, Liquor Violations, Report Liquor Violations, and Pay Fines Online. The main content area is titled "Welcome to E-Licensing" and includes a welcome message, a list of features (online application, user portal, online payment), a "Before You Begin" section with instructions for first-time users, application process requirements, payment methods, and transaction fees, and a "New License Certificate" section. A "View samples of the new License" link is provided at the bottom right of the main content area. The footer of the sidebar includes links for Governor's Website, Employee Services, and a Birth Date Checker.



Home > Covid 19 processes

- License Search ▶
- Renewals** ▶
- Liquor Board Hearings ▶
- Restaurant Audits ▶
- Liquor License Lottery ▶
- Contact Us ▶
- Prevention Unit ▶
- Required Documents**
- Annual Production Report
- Direct Shipment ▶
- Special Event Contractors List
- Request Sampling Event
- Liquor Violations ▶
- Report Liquor Violations
- Pay Fines Online



Governor's Website [↗](#)



Employee Services [↗](#)

The Ombudsman-Citizens' Aide helps citizens to resolve ongoing issues with 19 state agencies. [↗](#)

Returning Military

Birth Date Checker

Search FAQ

Stay In Touch



Follow Us On Twitter



Join Us on Facebook

DLLC services during COVID-19

In order to continue providing business services, this online tool is available to local customers and licensees to upload the required licensing documents. Licensees and applicants are responsible to ensure all necessary documents, signatures are included with your submission. All fees are required.

Most licensing services can be conducted in our e-licensing system; however, the following services cannot be conducted in our e-licensing system. To proceed to our e-licensing system, [Click here.](#)

Please login below to do any of the following Licensing-related tasks:

1. **Deferral - Renewal fee payment** [INSTRUCTIONS - MUST READ and follow exactly](#) This is only applicable to licenses expiring between March 1, 2020 and September 1, 2020. If you have NOT paid your renewal fee and you need more time to pay, choose this option. ([Select and Download Renewal App here](#)) [Login below](#)
2. **Refund - Renewal fee payment** This is only applicable to licenses expiring between March 1, 2020 and September 1, 2020 that paid at the original time of submission. **The fee has to be repaid within 90 days of the license original expiration date.** [Login below](#)
3. **License Renewal - Multiple** [INSTRUCTIONS - MUST READ and follow exactly](#) NOTE: A BDR is required for each hotel or restaurant license renewed. ([Select and Download Renewal App here](#)) [Login below](#)
4. **Agent Change - Multiple** [INSTRUCTIONS - MUST READ and follow exactly](#) [Login below](#)
5. **Statement of Legal or Equitable Interest** ([Download](#)) [Login below](#)
6. **Special Events** [INSTRUCTIONS - MUST READ and follow exactly](#) ([Download](#)) Must have Local Governing Body approval [Login below](#)
7. **Special Events - Multiple** (coming soon)
8. **Activate license** ([Download](#)) [Login below](#)
9. **Fair Festivals** [INSTRUCTIONS - MUST READ and follow exactly](#) ([Download](#)) May need Local Governing Body approval [Login below](#)
10. **Withdrawal application** ([Download](#)) [Login below](#)
11. **Extension of Premises** (temporary or permanent) [INSTRUCTIONS - MUST READ and follow exactly](#) ([Download](#)) Must have Local Governing Body approval [Login below](#)
12. **Add / Remove manager** [INSTRUCTIONS - MUST READ and follow exactly](#) ([Download](#)) You will also need to upload a letter on official letterhead informing us if you are removing a manager. [Login below](#)
13. **Add / Remove officers** [INSTRUCTIONS - MUST READ and follow exactly](#) ([Download](#)) You will also need to upload a letter on official letterhead informing us if you are removing an officer. [Login below](#)
14. **Non-judicial foreclosure** ([Download](#)) [Login below](#)
15. **Acquisition of Control - Multiple** [INSTRUCTIONS - MUST READ and follow exactly](#) [Login below](#)
16. **Restructure - Multiple** [INSTRUCTIONS - MUST READ and follow exactly](#) [Login below](#)

ADMINISTRATION SECTION

Administration consists of 6 employees who are responsible for Budget and Finance, Procurement, Information Technology, Communications, Special Projects, Human Resources, Liquor Board Administration, and Policy Research. Budget and Finance tracks incoming revenues which include funding allocated to the Department, grants awarded to the Investigation Division, license fees, and fines. This unit coordinates revenue disbursement to the state and Arizona's 15 counties, accounts payable, and payroll processing. Procurement coordinates with Arizona Department of Administration in obtaining and evaluating resources and supplies with a goal of improving the cost efficiency of operations. Information Technology provides desktop support and expertise in maximizing the utility of technology resources. Communications directs incoming and outgoing information, including media communications and requests, website design and content, and industry announcements and presentations. Human Resources manages a proper entrance and exit process for employees, participates in the creation, maintenance and distribution of departmental policies and procedures, and manages on-going employee training.

DISBURSEMENT OF REVENUE Five Year History

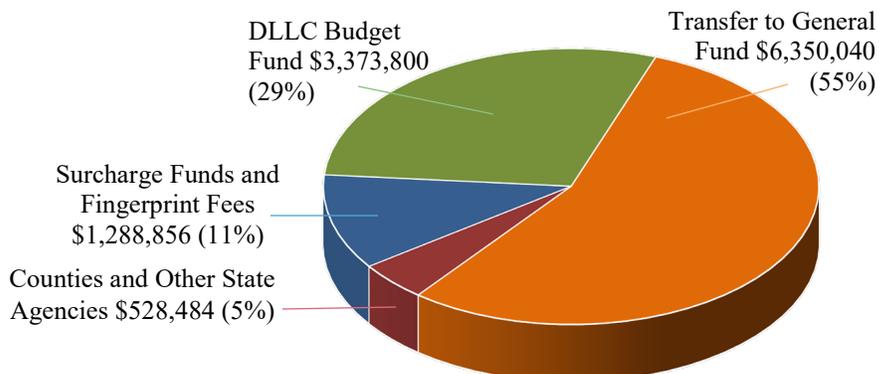
Source of Revenue	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
17W Direct Shipment Wine License Issuance and Renewals	N/A	141,000	128,700	179,900	212,050
Licenses, Permits and Fees	5,750,294	5,736,811	5,859,153	6,030,512	6,242,240
Fair Market Value Fees (Liquor License Lottery)	2,207,600	3,526,825	3,170,925	3,239,275	4,383,866
Fines (Liquor Law Violations)	466,575	420,550	328,476	424,400	570,498
Penalty Fees (Late Renewals)	108,450	169,350	200,400	134,250	76,950
Fingerprint Fees	64,196	60,522	53,522	56,038	55,576
TOTAL REVENUE	\$8,597,115	\$10,055,058	\$9,741,176	\$10,064,375	\$11,541,180
Disbursement of Revenue	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Disbursements to Counties and Other State Agencies	500,541	510,621	510,857	559,541	528,484
Disbursements to the Department (Surcharge Funds and Fingerprint Fees)	1,027,301	1,046,897	1,021,697	1,290,873	1,288,856
TOTAL DISBURSEMENTS	\$1,527,842	\$1,557,518	\$1,532,554	\$1,850,414	\$1,817,340
Transfer of Revenue	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Fair Market Value Fees (Liquor License Lottery)	2,207,600	3,526,825	3,170,925	3,239,275	4,383,866
Licenses, Permits and Fees	4,286,648	4,380,815	4,508,821	4,416,036	4,692,526
Fines (Liquor Law Violations)	466,575	420,550	328,476	424,400	570,498
Penalty Fees (Late Renewals)	108,450	169,350	200,400	134,250	76,950
TOTAL TRANSFERS	\$7,069,273	\$8,497,540	\$8,208,622	\$8,213,961	\$9,723,840
GRAND TOTALS	\$8,597,115	\$10,055,058	\$9,741,176	\$10,064,375	\$11,541,180

**DISBURSEMENT OF REVENUE
TO COUNTIES, OTHER STATE AGENCIES, AND THE DEPARTMENT
Five Year History**

Counties	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Apache	6,468	5,319	4,257	4,002	3,500
Cochise	25,380	19,039	27,251	16,142	30,667
Coconino	61,836	62,495	61,466	56,346	52,408
Gila	13,519	12,293	15,237	12,300	16,552
Graham	5,994	3,316	3,422	4,408	2,417
Greenlee	1,972	1,946	2,327	1,500	1,700
La Paz	10,194	6,989	7,557	6,275	7,567
Maricopa	15,000	0	9,000	39,100	29,900
Mohave	50,147	48,054	50,670	48,908	50,167
Navajo	14,286	13,817	15,445	12,025	11,979
Pima	24,000	72,000	54,000	79,500	58,500
Pinal	37,809	38,040	38,735	38,942	36,387
Santa Cruz	11,041	16,003	11,318	10,358	14,058
Yavapai	75,902	66,910	66,313	74,505	74,850
Yuma	31,041	24,650	29,659	30,070	29,592
Other State Agencies	FY 2016	FY 2017	FY 2018	FY 2019	FY2020
Department of Health Services (Special Event Fees)	71,200	70,925	72,500	80,135	62,615
Department of Economic Security, Division of Developmental Disabilities (Club Fees)	47,225	48,825	41,700	45,025	45,625
Department (Liquor)	FY 2016	FY 2017	FY 2018	FY 2019	FY2020
Non-Use Surcharge	N/A	N/A	N/A	N/A	227,800
Audit Surcharge	173,190	179,230	182,550	187,260	187,710
Enforcement Surcharge K	421,995	432,250	422,415	436,310	439,425
Enforcement Surcharge L	367,920	374,895	363,210	368,670	378,345
Fingerprint Fees	64,196	60,522	53,522	56,038	55,576
17W Direct Shipment License	N/A	118,800	54,675	57,150	57,950
17W Direct Shipment Renewals	N/A	22,200	74,025	122,750	154,100
Growlers	N/A	N/A	N/A	31,285	35,925
Samplings	N/A	N/A	N/A	31,410	29,980
TOTAL DISBURSEMENT	\$1,530,315	\$1,557,520	\$1,532,554	\$1,850,414	\$2,095,295

FY 2020 DISBURSEMENT OF REVENUE

The Department is an appropriated self-funded agency. In FY 2020, it collected \$11,541,180 in revenue and its appropriated budget was \$3,373,800. Title 4 requires disbursement of revenue to counties, other state agencies, and the Department.



STATE LIQUOR BOARD ACTIONS Five Year History

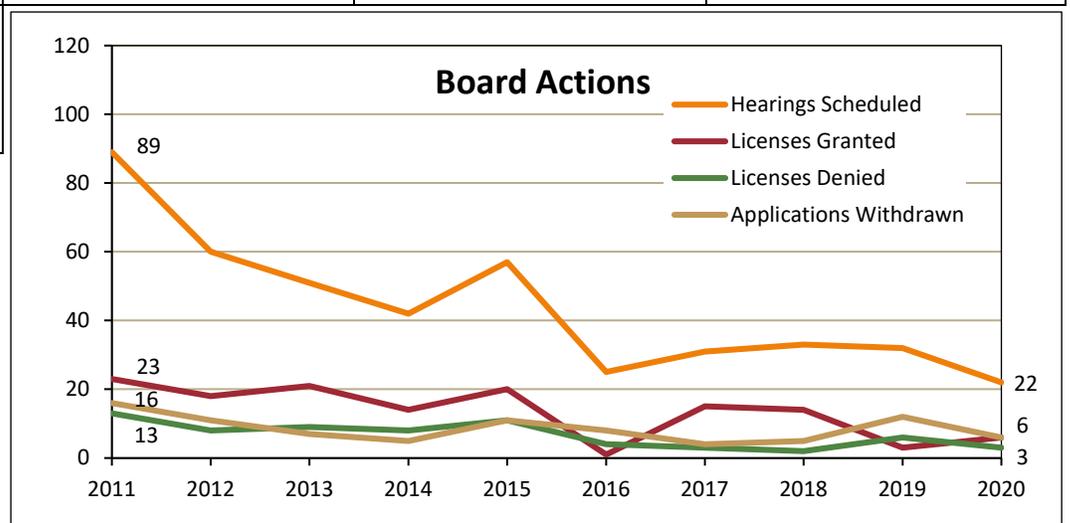
The State Liquor Board (Board) operates independently from the Director and the Department. The Board is provided a staff member who is housed within the Department. That individual prepares and maintains hearing notices, agendas, orders, and minutes. Board members are responsible for hearing liquor license applications that have received a recommendation of disapproval from the local governing body, a protest from the Director, or a public protest. The Board may also hear appeals regarding decisions of the Director.

Board Actions	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Hearings Scheduled	25	31	33	32	22
Licenses Granted	1	15	14	3	6
Licenses Denied	4	3	2	6	3
Continuances Granted (Matters may be postponed to a subsequent hearing.)	4	9	4	7	3
Continuances Denied	0	0	0	0	0
Applications Withdrawn (Applicants may withdraw their applications.)	8	4	5	12	6
Appeals Heard (Applicants and licensees have the right to appeal a decision made by the Director or the Board.)	3	0	1	2	3
Rehearings Requested (A rehearing of a case may be requested by the Board, the applicant, or an interested party.)	1	0	3	2	0
Hearings Cancelled (If the reason for the protest is clearly removed or satisfied, the Director may request the Board to cancel the hearing.)	3	4	4	0	1

LIQUOR BOARD MEMBERS

<p>Troy L. Campbell (R) Chair Maricopa County No Financial Interest Term Expires January 18, 2021</p>	<p>Walter W. Jahn (D) Vice Chair Pima County Wholesaler Term Expires January 20, 2020</p>	<p>Michael N. Widener (R) Maricopa County No Financial Interest Term Expires January 18, 2021</p>	<p>Jeffrey K. Oravits (R) Coconino County No Financial Interest Neighborhood Association Term Expires January 17, 2022</p>
--	--	--	---

Lynn Shulman (D)
Coconino County
Retailer
Term Expires January 18, 2021



Investigation Division

It is the responsibility of the Investigation Division to ensure licensees comply with Arizona Revised Statutes (A.R.S.) Title 4 (Alcoholic Beverages) and Arizona Administrative Code (A.A.C.) Title 19 (Rule 19-1-101 through Rule 19-1-705). The division includes Investigations, Compliance, Audit, Industry Trade Practice, and Prevention. The primary functions of the Investigation Division are to:

- Enforce Title 4 and Title 13 criminal laws to ensure compliance with statutes.
- Investigate complaints regarding licensed establishments received from community members and local law enforcement personnel.
- Conduct background investigations of liquor license applicants to determine if they have met Title 4 qualifications to possess a liquor license.
- Conduct routine licensed business inspections to educate and prevent future violations.
- Conduct Covert Underage Buyer (CUB) details to determine if a licensed establishment is in compliance with Title 4 regarding the sale and service of liquor only to persons age 21 and older.
- Review police reports submitted by local law enforcement agencies to assess compliance, and when one or more violations are found, submit reports to the Compliance Unit for accountability.
- Work with licensees and their staff regarding Fake IDs and changes to Title 4 and A.A.C. Title 19 to ensure compliance.
- Track industry trade practices to ensure compliance with Title 4 and A.A.C. Title 19.
- Monitor and perform audits of two types of licensed establishments: hotel/motel with restaurant (Series 11) and restaurants (Series 12).
- Collaborate with law enforcement agencies statewide on the application of Title 4, with emphasis on the Administrative Law process.
- Develop and implement enforcement plans for the sale and service of liquor at large scale, public "special events" where attendance of more than 1,000 people is expected.
- Educate students about legal, physical, and emotional outcomes that can occur when alcohol is consumed by persons under the age of 21.
- Work with community members to ensure that licensed establishments positively impact neighborhoods.

Director John Cocca and Sergeant Wes Kuhl recognize Arizona DPS Trooper Colter Lane #10297 who demonstrated a remarkable and uncanny ability to seek out, gather, and retain critical evidence necessary to assist the Department with making actionable cases against liquor licensees who have failed in their duties to protect Arizona citizens and who have over served their customers.



DIVISION STATISTICS

Five Year History

	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Officer-to-liquor license ratio:	1:1,274	1:1,287 [‡]	1:1,448 [‡]	1:1,480 [‡]	1:1,474 [‡]
Citations	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Total Citations Issued (Number of citations issued by an investigator for administrative, criminal and underage violations)	435	429	428	471	321
Citations Issued to Underage (Number of citations written to underage persons who were found in violation of Title 4)	350	324	421	389	276
Violations	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Criminal Counts Charged (Number of counts charged by an investigator when person is in violation of Title 4, Title 13, or Title 28)	729	804	758	858	568
Administrative Counts Charged (Number of administrative counts charged by an investigator when a liquor law violation was found at a liquor-licensed establishment)	852	700	531	489	693
Underage Violations (Number of counts charged by an investigator for a liquor law violation involving an underage person)	691	767	732	890	517
MVD Affidavit/Suspension (Number of driver's license suspensions where an underage is arrested for either using a fake ID or using another person's ID to buy alcohol or enter a bar)	53	60	78	74	N/A
Compliance	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Routine Liquor Inspections (Number of establishments randomly inspected to ensure they are operating in compliance with Title 4)	2,386	526	254	225	178
Actioned (Administrative) Complaints (Number of administrative citations issued and scheduled for an administrative hearing)	87	124	165	99	N/A
Compliance Case Reports Submitted	345	285	225	202	261
Non-Actioned (Criminal) Complaints (Number of incoming complaints to the Investigation Division reporting a liquor law violation)	421	468	399	485	496
Investigation	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Hidden Ownerships Completed	16	11	12	10	N/A
Site Inspections Completed	346	432	481	481	421
On-View Violation Case Reports	218	59	143	105	163
Training	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Law Enforcement Training Events	37	56	23	41	29
Community Training Events	29	45	45	47	3

[‡] Ratio based on staff of ten (10) nonsupervisory full time sworn officers

EDUCATION AND PREVENTION ACTIVITY

The Department is committed to promoting public safety through education, prevention, and enforcement. The Prevention Unit provided alcohol awareness and public safety promotion strategies to 1,245 peace officers, 54 licensed retailers, and 1,169 teens in FY 2020. These efforts were made possible by partnerships with the Governor’s Office of Youth, Faith, and Family (GOYFF) and the Governor’s Office of Highway Safety (GOHS).

Law Enforcement Training	Events	Attendees
Title 4	21	515
Fake ID	3	399
Industry Training		
Title 4	1	27
Fake ID	1	27
Government Training	Events	Attendees
Local Governing Body Training	1	25
TOTALS	27	993
Governor’s Office of Youth, Faith, and Family (GOYFF) and Governor’s Office of Highway Safety (GOHS) Grant Funded Training and Outreach	Events	Attendees
Law Enforcement	5	331
Alcohol Awareness for Teens		1,169
TOTAL ATTENDEES		1,500
GRAND TOTAL ATTENDEES		2,493



Sergeant Wes Kuhl, Customer Service Rep. Venedici Pama, Licensing Manager Jennifer Benson, and Director John Cocca reach out at the State Fair.



COVERT UNDERAGE BUYER PROGRAM

Five Year History

In an effort to curb the sale of liquor to underage persons, the Department utilizes the Covert Underage Buyer (CUB) program, which was instituted in May 2003. This program provides the resources necessary for investigating reported complaints of licensed businesses suspected of underage liquor law violations. When the Department has reasonable suspicion a licensed establishment is selling liquor to underage customers, a CUB will be sent in to attempt to purchase liquor. CUBs are between the ages of 16 and 19 and are carefully trained by Detectives. The Department also provides CUB program training to all Arizona law enforcement agencies.

	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020*
Locations Investigated	119	131	118	185	52
Number That Sold to CUB	49	51	32	42	10
Percentage of Establishments That Sold to CUB	41.2%	38.9%	27.1%	22.7%	19.2%
Administrative Citations Issued	126	128	77	123	25
Criminal Citations Issued	84	58	47	98	24

*Due to COVID-19, CUB details were not conducted during the 4th quarter of FY 2020.

COMPLIANCE STATISTICS

Five Year History

Action	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Revocations	2	1	0	0	1
Suspensions	0	5	2	6	8
Surrenders	20	18	7	22	35
Divestitures	6	0	0	2	2
Administrative Complaints	8	2	0	0	3
Decisions and Orders	2	0	2	2	2
Cases Received	985	709	632	592	453
Cases Completed	281	164	119	66	57
Cases in Progress at Year End	704	515	516	600	407
Warning Letter Issued	28	46	72	38	45
Cases Sent to the Office of Administrative Hearings	5	4	6	3	4
Fines Collected	\$506,325	\$426,700	\$290,000	\$378,550	\$472,800
Cases Adjudicated	482	389	303	346	262
Action Resulting From Underage Violations	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Fines Collected	\$99,000	\$86,250	\$43,875	\$72,905	\$34,500

AUDIT STATISTICS Five Year History

Active Restaurant-Type Licenses on June 30	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Hotel/motel w/Restaurant (series 11)	173	179	184	190	198
Restaurant (series 12)	3,577	3,745	3,856	3,980	3,990
Total restaurant-type licenses	3,750	3,924	3,940	4,170	4,188
Total liquor licenses	12,174	12,871	14,482	14,807	14,744
Audit Action	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Total audits completed	98	67	2	41	42
Total audits passed	74	51	0	27	27
Total audits failed	16	15	0	10	14
Total audits inconclusive/audit not performed	7	1	0	4	1
Cases Open for Audit on June 30	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Audits in progress	16	2	2	12	10
Open cases w/projected ratio of >37%	9	0	0	8	7
Open cases w/projected ratio between 30 to 37%	7	2	2	4	3
Open cases w/projected ratio of <30%	0	0	0	0	0
Locations granted one year to continue operation	1	0	0	4	0
Locations being monitored	99	91	95	92	107
Source of Revenue	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Assessed fine revenue	\$45,525	\$56,650	\$59,500	\$70,300	\$33,500
Collected fine revenue	\$73,700	\$74,200	\$34,875	\$44,250	\$101,000

