

Active, Tabled, or On-going Issues from 2004 Business Partners Workgroup

As of 12/2/04

Original Item Number	Workgroup	Issue	See Workgroup List:			
			Active	Tabled	Closed	On-going
4	Merchandising and Agents	If sales exceed estimate which formed basis of the agents compensation, OLCC must go to the E-Board to raise the limitation to pay agents for the addition sales. Distribution center also must go to the E-Board if it needs staff to keep up with volume increases. A different budget process, allowing more flexibility, would be more fair. Agents cautioned that without agents compensation increases, agents will not be able to afford doing business.	x			
5a	Licensing	Partners suggested OLCC work more with Lottery on investigations, especially if OLCC's regulatory functions are absorbed by others if merchandising functions are privatized.	x			
6	Merchandising and Agents	A) Licensees are unhappy with having to pre-pay for orders (antiquated); B) look into electronic fund transfer (EFT); C) delivery is a big issue. D) Licensees would like to be able to order distilled spirits online rather than be treated as an inconvenience at the liquor store.	x			
8b	Regulatory	OLCC should partner with industry and help facilitate the future of the restaurant industry.	x			
17a	Legislative	Include lobbyists and other partners when forming legislative strategy, legislative concepts and budget requests. Include liquor agents more in the budget development process. Review long-term mutual interests. Reinvest in the Merchandising retail and wholesale business. Share budget information with OLCC staff, agents and suppliers.				x
24	Legal Processes	A) Volume of rulemaking - any way to reduce (through separating interpretations and processes from rules; combining housekeeping rules; airing of issues b/f decide to initiate rulemaking)? B) More partner involvement in rulemaking & sharing where change coming from (essentially already a part of A)	x			
28b	Server Education	Explore OLCC's role in holding servers responsible for complying with liquor laws.	x			
28c	Legal Processes	Review appropriate sanctions for servers' liquor law violations.	x			
30	Legislative	Please make it easier to understand how operational budget dollars are spent, to help flush out inefficiencies.		x		
33	Merchandising and Agents	Partners feel that staff resources should not be focused on low priority advertising and incentive issues. Restriction on advertising and vendor's incentive programs should be relaxed to reflect current market practices. Retailers want to be able to advertise product being sold.	x			

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34	Beer & Wine (manufacturing, wholesaling, and distributing)	Partner cautioned that wineries face consolidation threat. Need more distributors to help small wineries and assure that different varieties will be available to customers.				x
35	Server Education	The Restaurant Association has developed a CD version of Alcohol Server Education for renewal only for their members. They would like to see this available in a Web format so students could take the test and send it directly to OLCC. Industry interested in server education instructors giving a performance guarantee -- if student makes an illegal sale, give a rebate or a free class, for example.				x
38	Licensing	OLCC needs to expedite licenses, especially in Portland. Some applications get undue amount of investigation. Businesses are paying for leases for months before they have a liquor license, and this is not viable for restaurants. Applicants need earlier contacts with investigator to pose their questions, rather than letters that say "do not call me." Have a list of OLCC contacts available. Investigators seem too overworked. Let investigators do investigative work, and have a central person answer questions. Less one-on-one in-person contact now and that hurts process. Be looser in getting off-premises applications processed if there are no compliance issues. Good operators have to wait long because of "bad" operators. Define "bad" behavior better. Distinguish between owner vs. type of operation issues and new vs. existing outlets. 90-120 days is not okay. Evaluate the complete licensing process, including the application packet. OLCC should review the state of Washington's (they shortcut with initial interview) or other states' licensing process which don't take so long.		x		
40	Legal Processes	A) Reexamine policy re access to copies of police reports	x			
		B) Examine how calls to police used against licensees re history of serious and persistent problems	x			
		C) Standards for exercise of discretion re warnings vs tickets	x			
		D) Credibility - relying on word of VIP as to where they drank	x			
42a	Legal Processes	Use of poor moral character denial basis category as catch-all; what is it and what should it be? Use of traffic violations as poor moral character.	x			
43	Licensing	Issue licenses for two-year periods instead of one year. Or, allow licenses to continue unless there is a problem. Grant multi-year service permits and have applicants go through same processes as licensees.				x
46a	Licensing	On-line licensing		x		

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46b	Licensing	Partners requested OLCC review regulatory forms, including statement of funding form and conditional letter of authority. People do not understand them. Partners confused about different between true name and interest in business. "Shall" vs. "may" in rules or instructions is confusing and elicits different emotional reactions.				x
50	Licensing	Workgroup agrees we should all promote the Responsible Vendor Program more aggressively.	x			
51	Regulatory (Additional Issues from Staff)	Food Service Rule - The commission would like comments from the business partners regarding any changes to the food service rule	x			
54	Regulatory (Additional Issues from Staff)	On-going Business - The commission would like comments from the business partners regarding what constitutes an "on-going business? That requires a license.	x			