



Update from BLLC

Michelle Bailey-Hedgepeth,
Executive Secretary
February 17, 2016

Agency Overview

- Board Mission Statement
- Changes in the BLLC
 - New Board
 - New Staff
- Approach to investigations and violations
- Other facts about the BLLC
- Reporting and ways that we can work together more efficiently
- Contact information for key staff

Board Mission Statement

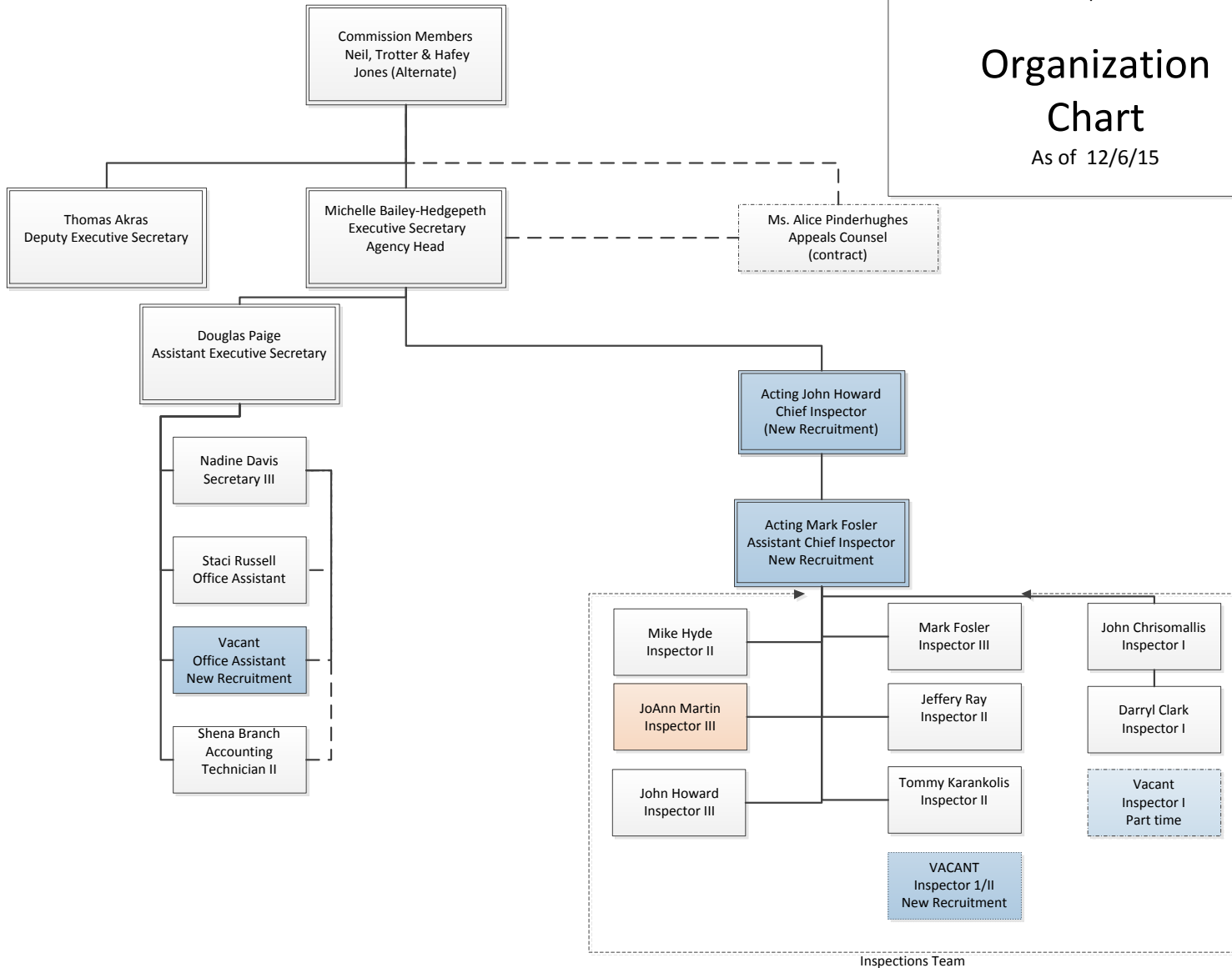
The Baltimore Board of Liquor License Commission (BLLC) is tasked with licensing and regulating the Liquor and Adult Entertainment Licenses in Baltimore City. The Commission implements legislation, develops rules, conducts background investigations, issues business licenses and enforces compliance mandates in order to maintain a robust regulatory structure. The Commission promotes transparency and clarity for all stakeholders by utilizing a highly collaborative process (Momentum 1933) through which it develops City wide rules and furthers our primary mission to ensure public safety.

Changes at the BLLC

- In May 2014, the board hired a new Executive Secretary and over the last few years many of the managers and inspection staff retired and/or left the agency.
- In July 2015, the Governor Hogan appointed three new board member.
 - Benjamin Neil, Chairman
 - Douglas Trotter and Elizabeth Hafey Commissioner
- In October 2014, the new agency head hired new key staff member including
 - Thomas Akras, Deputy Executive Secretary

Organization Chart

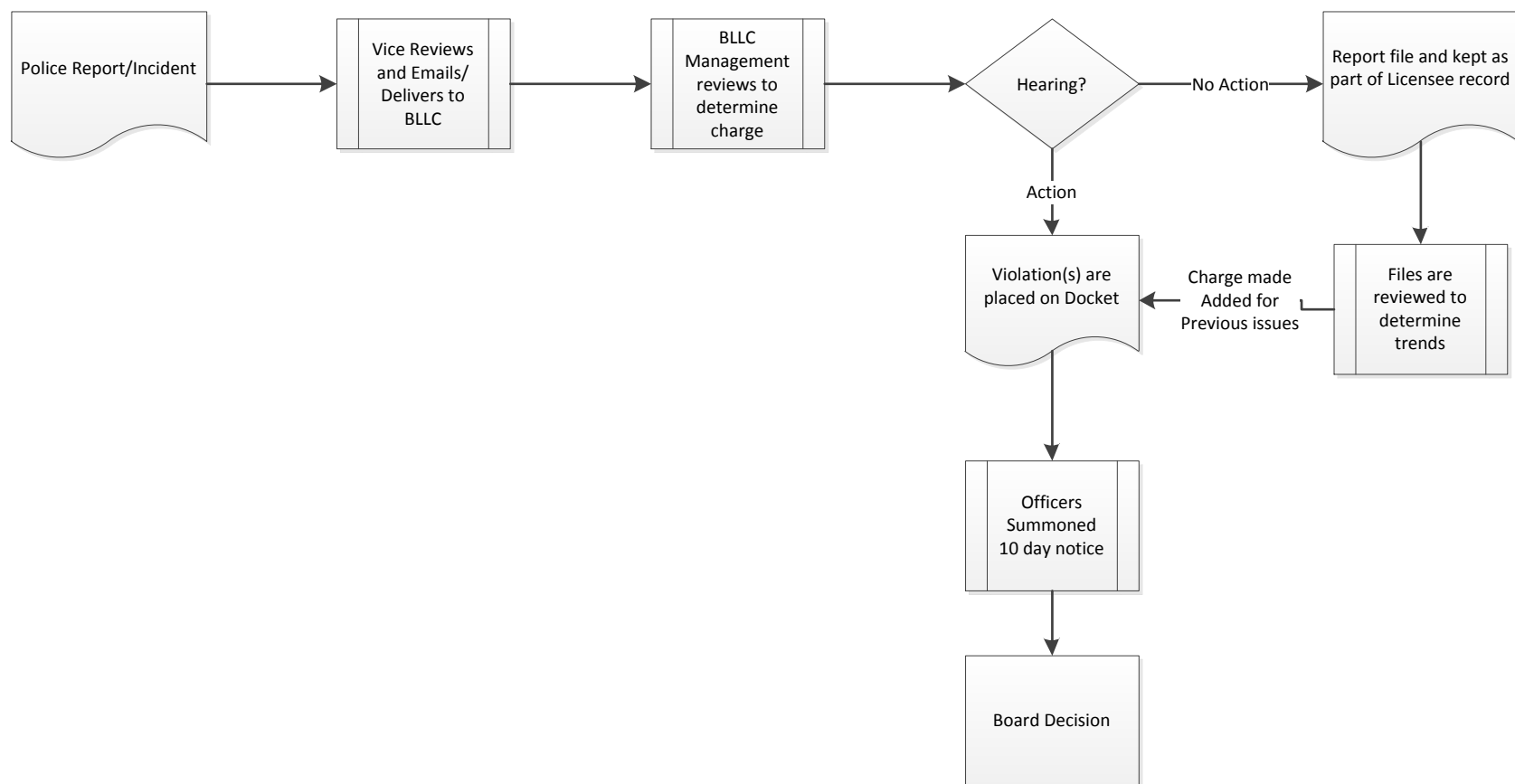
As of 12/6/15



Approach to Investigations

- New Rules and Regulations were completed and issued in January 2016.
- Over the last year and half the board has heard a record number of cases.
- We have also set up a new process in handling violations and setting up various policies and procedures.
 - Improved processes for investigating issues
 - Faster responses due to technology improvement in answering 311 inquiries and calls.
- Moreover, we are in the process of building bridges with other agencies to strengthen our processes.

Violations Report Flow Chart



Reports to the BLLC

- Most common violations reports:
 - Sales to minors
 - Service after hours
 - Violence at licensed establishments
 - Drug sales at licensed establishments
 - Prostitution at licensed establishments
 - Denied bar entry at BD7 establishments
 - Violation of live entertainment and loitering

Helpful Information for 311 callers

- Location /Names
- Dates
- Types of incidents and issues
 - Noise
 - Sales and Service Issue

Other Facts about BLLC

- Current License year ends on April 30, 2016
- Protest of Renewals must be filed by March 30 and will be heard by the board in April 2016.
- We have been trying to stick within 1 year of incident for charges
- Board will need specific issues for Protests

Agency Key Contacts

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