Board of Liquor License Commissioners for Baltimore City:
2020 Policy and Procedure Manual

Hon. Albert J. Matricciani, Jr. (Ret.)
Chairman

Aaron J. Greenfield, Esq.
Commissioner

Harvey Jones
Alternate Commissioner

Douglas K. Paige
Executive Secretary

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Deputy Executive Secretary

BLLC Policy & Procedure Manual

I. Overall Guiding Documents (Not Attached)

1. Board Rules and Regulations Revised – February 2016 (1) Alcoholic Beverages; (2) Adult Entertainment

II. Operations Handbook

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2. Sign-in and Sign-out Procedures (Time Sheets), Scheduling, and Attendance
3. Parking
4. Conduct and Behaviors
5. Social Media
6. Financial Disclosure and Conflicts of Interest
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    1. Community Engagement Mission Statement
    2. Duties of Community Liaison

Acknowledgment and Receipt

I, _____, have received my copy of the 2020 Policy and Procedure Manual (Manual) for the Board of Liquor License Commissioners for Baltimore City (BLLC).

The Manual provides important information about BLLC, and I understand that I should consult BLLC Management regarding any questions not answered in the Manual. Violations of the policies and procedures set forth herein could lead to disciplinary action as set forth herein and as provided in the policies and procedures of the Baltimore City Department of Human Resources.

This manual and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with BLLC. By distributing this manual, BLLC expressly revokes any and all previous policies and procedures which are inconsistent with those contained herein.

It should be noted that if there is any conflict between the policies and procedures set forth in this Manual and the Alcoholic Beverages Article of the State of Maryland or BLLC's Alcoholic Beverages and Adult Entertainment Rules and Regulations, then the Alcoholic Beverages Article and BLLC's Alcoholic Beverages and Adult Entertainment Rules and Regulations shall govern.

I have received the Manual, and I understand that it is my responsibility to read and comply with the policies contained in this manual and any revisions made to it.

Employee's Signature

Employee's Name (Print)

Date

Section 1: General Procedures



Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 1: General Procedures	**Number: 1.01**	Pages: 1
Title: Board Mission and Vision		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To provide guidance and direction to all BLLC staff concerning the Board's Mission and Vision.

Responsible Staff: All staff will be responsible.

Mission Statement: The Board of Liquor License Commissioners for Baltimore City (BLLC) is tasked with licensing and regulating alcoholic beverage and adult entertainment establishments in Baltimore City. The BLLC promotes transparency and clarity for all stakeholders by utilizing a highly collaborative process with various governmental and community stakeholders through which it develops City-wide rules and policy. This process furthers BLLC's primary mission to regulate alcoholic beverage and adult entertainment licenses in compliance with Federal, State, and local law.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 1: General Procedures	**Number: 1.02**	Pages: 4
Title: Sign-in and Sign-out Procedures, Scheduling, and Attendance		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To provide guidance and direction to all BLLC staff concerning time sheet procedures.

Responsible Staff: All staff will be responsible for filling out sign-in/sign-out time sheets.

Staff Monitor: The following persons are responsible for insuring compliance with this SOP 1.02 by the staff indicated: The Executive Secretary or his or her designee will be responsible for select Executive-Level Staff; and the Deputy Executive Secretary will be responsible for accounting staff and the community liaison; and the Chief Inspector will be responsible for the Inspection Staff; and the Assistant Executive Secretary will be responsible for the Administrative Staff.

Policy: Sign-In/Sign-Out Time Sheets

(1) All BLLC personnel shall record their hours worked on sign-in/sign-out timesheets. **See Attachment A as example of Time Sheet.** A separate sign-in/sign-out timesheet is maintained for each payroll period.

(2) The sign-in/sign-out timesheet shall be maintained by the employee in an electronic format and be submitted in print to his or her supervisor. BLLC staff shall submit their sign-in/sign-out timesheet to the corresponding Executive Staff below. Please note that if the Level I supervisor is unavailable, please go to the Level II supervisor for sign off, and then the Level III supervisor if the Level II supervisor is unavailable:

Type	Level 1	Level 2	Level 3
Inspections	*Chief Inspector*	*Deputy Executive Secretary*	
Administrative	*Assistant Executive Secretary*	*Deputy Executive Secretary*	*Executive Secretary*
Management	*Executive Secretary*	*Executive Secretary or Board Designee*	*Chairman*

(3) BLLC staff shall submit their sign-in/sign-out timesheets to their assigned supervisor no later than the Thursday preceding the last day of the pay period in order for assigned BLLC staff to complete payroll.

The sign-in/sign-out timesheet should note leave and/other hours being requested.

(4) Any concerns raised in the review of an employee's sign-in/sign-out timesheet shall be directed to that employee's direct supervisor. The assigned supervisor will then perform a review of the employee's sign-in/sign-out log and investigate any inconsistencies found.

(5) Upon identification of inaccurate reporting, the supervisor shall discuss the matter with the affected employee and may direct the employee to amend the sign-in/sign-out timesheet, resubmit it to his or her supervisor for review and approval. If the affected employee disagrees with the resolution implemented by the supervisor, the matter will be referred to the Executive Secretary who shall make the final decision concerning the accuracy of the employee's sign-in/sign-out timesheet.

(6) No BLLC employee shall sign-in or sign-out or otherwise maintain a sign-in/sign-out log for another BLLC employee. Management may use any relevant and available information, including, but not limited to, emails or other electronic information, to verify work attendance and assignments.

(7) In the case of illness, injury, or other prolonged absence, the supervisor or designated Executive Level Staff member may complete the sign-in/sign-out timesheet for the employee and note other documentation as per City of Baltimore policy.

(8) If an employee has planned leave, a sign-in/sign-out timesheet should be completed in advance so that payroll records can accurately reflect hours and leave usage. Corrections should be noted to the timekeeper and supervisor.

a. Copies of Leave Slips to Time keeper

i. Upon his or her leave slip being signed by the employee's supervisor, the employee's supervisor shall provide an original copy of the leave slip to the designated time keeper (Executive Assistant or his or her designee as per the Executive Secretary) through their supervisor

1. **Employee to receive copy of leave slip upon request** – An employee shall be provided a copy of his or her signed leave slip from the time keeper upon request.

(9) Amendments to sign-in/sign-out timesheets due to additional shifts and/or reductions must be provided to the timekeeper in writing so that records can accurately reflect the time worked. These revision sheets must be noted as such and should be signed by the supervisor.

(10) **Scheduling/Attendance**

a. Scheduling/Attendance

i. Administrative Staff (Includes, Executive Assistant, Office Assistant II, Accountant I positions)

1. Hours of Operation
    a. Unless otherwise informed, the hours of operation of the BLLC's offices are from 8:30 am to 4:30 pm.
2. Attendance
    a. Unless otherwise informed, members of the administrative staff are to begin work at 8:30 am and end at 4:30 pm.

3. Calling Out
    a. If for any reason an administrative staff member cannot be present at the beginning of the workday, he or she must email and/or call the Assistant Executive Secretary to inform him/her of his/her delay or absence.
        i. 2 hours – Unless extenuating circumstances apply, this shall be done at least 2 hours before the workday is to begin.
    b. Call Out Sheet
        i. If employee calls out without prior approval, he or she shall submit a call out sheet his or her supervisor, who shall then deliver the call out sheet to the time keeper as per Baltimore City HR policy with a leave slip.

ii. Inspection Division (Includes Inspector III, Inspector II, and Inspector I/II positions)

1. Rotating Shifts
    a. Operating under a Letter of Understanding with the Labor Commissioner, members of the inspection division may be scheduled at rotating shifts based upon the needs of the agency.
        i. General shift times within the BLLC's inspection division
            1. 10am to 6pm
            2. 3pm to 11pm
            3. 6pm to 2am
2. Scheduling
    a. The Deputy Executive Secretary or his or her designee shall draft the monthly schedule for the inspection division.
        i. The Deputy Executive Secretary shall make best efforts to publish the schedule a month before its implementation
3. Attendance
    a. Unless otherwise informed, members of the inspection staff shall report to work and end their shifts at their assigned times of duty.
4. Calling Out
    a. If for any reason an inspection staff member cannot be present at the beginning of the workday, he or she must email and/or call the Chief Inspector and Deputy Executive Secretary to inform them of their delay or absence.
        i. 2 hours – Unless extenuating circumstances apply, this shall be done at least 2 hours before the workday is to begin.
    b. Call Out Sheet
        i. If employee calls out without prior approval, the employee's supervisor shall submit a call out sheet to the time keeper as per Baltimore City HR policy with a leave slip.

Attachment A: Time Sheet

BLLC Time Card

Name
Title:
Manager/Supervisor:

Payroll Beginning:
Payroll Ending:

Day	In	Out	Regular Hrs.	Comp/Overtime	Personal Used	Sick Used	Vacation Used	Comp Used
Saturday, October 10, 2015								
Sunday, October 11, 2015								
Monday, October 12, 2015								
Tuesday, October 13, 2015								
Wednesday, October 14, 2015								
Thursday, October 15, 2015								
Friday, October 16, 2015								
		Total Hrs.						

Day	In	Out	Regular Hrs.	Comp/Overtime	Personal Used	Sick Used	Vacation Used	Comp Used
Saturday, October 17, 2015								
Sunday, October 18, 2015								
Monday, October 19, 2015								
Tuesday, October 20, 2015								
Wednesday, October 21, 2015								
Thursday, October 22, 2015								
Friday, October 23, 2015								
		Total Hrs.						

I certify that the information above accurately reflects my working hours and leave use.

Employee signature Date

Manager signature Date

* Payroll sheets must be signed and by a supervisor for approval

Comments/Notes

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 1: General Procedures	**Number: 1.03**	Pages: 1
Title: Parking		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To establish parking guidelines and direction for the use of parking privileges by BLLC employees. All parking privileges are to be used responsibly while employees are conducting business on behalf of the BLLC. Violation of this policy can lead to a revocation of parking privileges and/or possible discipline.

Staff Monitor: All staff will be monitored by their respective supervisors.

Policy: Parking

(1) **Parking Pass Assigned**

a. If an employee has been issued an employee access card to a parking garage, the employee shall use the garage appropriately and for work-related purposes.

(2) **Official Business Permit**

a. The Official Business Permit issued by the Parking Authority of Baltimore City (PABC) allows employees to park at any metered space for the allotted time as prescribed by the meter and/or traffic control devices posted on the sidewalk when in attendance or conducting work for the BLLC.

b. Employees are to follow all of the rules and regulations concerning the Official Business Parking Permit as stipulated in by the Parking Authority of Baltimore City.

c. Employees will receive citations from the Department of Transportation and/or Baltimore City Police Department, which they will be personally liable for, if they are found in violation of the rules and regulations prescribed by the traffic control device.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 1: General Procedures	**Number: 1.04**	Pages: 2
Title: Conduct and Behavior		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To outline conduct and behavior for BLLC employees. The purpose of this policy is to ensure that BLLC staff and management work together respectfully in a consistent and professional manner, ensuring that work is completed thoroughly, completely, and within the guidelines set by the Board.

Responsible Staff: All BLLC staff shall be responsible for comporting their conduct and behavior with this policy.

Staff Monitor: Staff will be monitored by the Assistant Executive Secretary, Deputy Executive Secretary, and Executive Secretary.

Policy: The effectiveness of BLLC relies on skillful, tactful, and efficient handling of customer requests, applications, and constituent complaints by its employees. The failure to follow directives adversely affects BLLC productivity and output. Therefore, it is imperative that BLLC employees follow instructions as given by supervisory and/or management staff.

(1) **Insubordination:** This is defined as any act of defiance, disobedience, dissension, or resistance to authority. The City of Baltimore's Civil Service Rule 40, "Standards of Conduct and Performance," states:

a) *Employees shall perform the duties and responsibilities of their job classifications, in accordance with reasonable job performance standards established by their superiors.*

b) *Employees shall report to work on time as scheduled, and shall follow all established rules and policies for leave.*

c) *Employees shall be businesslike, helpful, and courteous to the general public, clients, co-workers and superiors, exercising due discretion and patience at all times.*

d) *Employees shall conduct themselves at all times in a manner becoming of a City employee, and shall not bring scandal, expense, or annoyance upon the City through crime, conflict of interest, failure to pay just debts, or other improper or notorious behavior. NO employee is required to carry out any directive that would jeopardize their health and safety, violate any federal, state, county, or municipal laws, or involve the breach of any of the rules, regulations, policies, or procedures of this department.*

(2) **Examples of insubordination include, but are not limited to:**

a. Failure to communicate in a professional manner and tone to a co-worker, member of the public, supervisor, and/or manager will be considered as insubordination.

b. Use of profane or obscene language toward a co-worker, member of the public, his/her supervisor, and/or any public official is in direct violation of this policy.

c. Threats of physical violence or attempts to carry out any threat of any type against a co-worker, member of the public, supervisor, manager, and/or public official.

d. Subversion of the leave process

(3) **Employee Responsibilities:**

a. Follow all directives given by supervisor, the Executive Administration, and the Board as stated.

b. Conduct oneself in a professional and business-like manner during working hours and in situations where the employee is representing or acting on behalf of the BLLC.

c. Speak to and respond to other co-workers, members of the public, supervisory and/or management staff in a calm and respectful tone during working hours and in situations where the employee is representing or acting on behalf of the BLLC.

(4) **Supervisor Responsibilities:**

a. Provide directives in a professional manner and tone.

b. Conduct oneself in a professional and business-like manner during working hours and in situations where the supervisor is representing or acting on behalf of the BLLC.

c. Speak to and respond to employees, members of the public, co-workers, and management staff in a calm and respectful tone during working hours and in situations where the supervisor is representing or acting on behalf of the BLLC.

d. Follow all directives given by management.

e. Strictly monitor the activity of employees to ensure that all policies are complied with and administered consistently.

(5) **Infractions:**

Occurrence	**Action**
1st Incidence	Verbal Warning
2nd Incidence	Written Warning
3rd Incidence	Denial of Privileges
4th Incidence	Suspension
5th Incidence	Demotion
6th Incidence:	Termination
Disciplinary action should be progressive. However, depending on the nature of the offence action may not necessarily follow the above pattern. Please, refer to PM 350 at DHR's intranet site: http://cob/personnel	

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 1: General Procedures	**Number: 1.05**	Pages: 2
Title: Social Media		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To define the guidelines that govern the use of social media while at work, as well as the appropriate use of social media during personal time at the workplace. This policy seeks to ensure that BLLC employees understand the risks and responsibilities associated with using social media and to provide assistance in making responsible decisions when doing so.

Responsible Staff: This policy applies to all BLLC staff.

Scope: This policy applies to all employees of the BLLC, contractors, and temporary staff members. Supervisors should use the identified Social Media Management Procedures issued by the Baltimore City's Information Technology Department (BCIT) for additional guidance in administering this policy.

Staff Monitor: Staff will be monitored by the Assistant Executive Secretary, Deputy Executive Secretary, and Executive Secretary.

Policy: Social Media

(1) **Definition:** Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's:

   a. Web log or blog
   b. Journal or diary
   c. Personal website
   d. Social networking or affinity website
   e. Web bulletin board or chat room, whether or not associated or affiliated with MOIT
   f. As well as any other form of electronic communication

(2) **Policy Statement:** The use of social media while at work is strictly prohibited. All BLLC employees, contractors, and/or temporary workers are prohibited from using social media while on work time or on equipment owned by BLLC, unless it is work-related as authorized by your supervisor. BLLC email addresses are not to be used to register on social networks, blogs, or other online tools utilized for personal use. Under no circumstances will any BLLC employee or contractor post at work BLLC-related information without the approval of the Assistant Executive Secretary, Deputy Executive Secretary, the Executive Secretary, or his/her designee.

a. **Cyber Security Caution**

i. All should keep in mind that Hackers and Cyber Criminals use information obtained from social media sites to target individuals for Cyber-attacks and or Hacks. The following is posted by the FBI at https://www.fbi.gov/about-us/investigate/counterintelligence/internet-social-networking-risks:

1. "Once information is posted to a social networking site, it is no longer private. The more information you post, the more vulnerable you may become. Even when using high security settings, friends or websites may inadvertently leak your information.

Personal information you share could be used to conduct attacks against you or your associates. The more information shared, the more likely someone could impersonate you and trick one of your friends into sharing personal information, downloading malware, or providing access to restricted sites. Predators, hackers, business competitors, and foreign state actors troll social networking sites looking for information or people to target for exploitation. Information gleaned from social networking sites may be used to design a specific attack that does not come by way of the social networking site."

(3) **Media Contacts**

a. Employees and contractors should not speak to the media on BLLC's behalf without first obtaining the approval of the Executive Secretary or his/her designee.

i. **Public Information Officer** – All media inquiries made to any staff member of the BLLC shall be directed to the Deputy Executive Secretary who serves as the agency's Public Information Officer.

1. **Deputy Public Information Officer** – If the Deputy Executive Secretary is unavailable, then all media inquiries made to any staff member of the BLLC shall be directed to the Community Liaison who serves as the Deputy Public Information Officer.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 1: General Procedures	**Number: 1.06**	Pages: 3
Title: Financial Disclosure and Conflicts of Interest		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To ensure that all Board members and employees at hire, and on an annual basis, are in compliance with the financial form filing requirements of the State Ethics Commission.

Scope: Maryland State Ethics Law requires that all Board members and employees of the BLLC receive state certified training and file an annual financial disclosure form with the State Ethics Commission.

Staff Monitor: Staff will be monitored by the Assistant Executive Secretary, Deputy Executive Secretary, and Executive Secretary.

Policy:

(1) **All Board Members and Employees are required to file an annual disclosure form**

a. **Timelines for Filing**

i. On or before April 30 of each year, all Board members and BLLC staff shall file the applicable financial disclosure form with the State Ethics Commission.

b. **On-line filing**

i. All filings completed by Board members and BLLC staff shall be done on-line. The web address for State Ethics Commission is: https://efds.ethics.state.md.us/

c. **Upon Hire, Affected Members and Staff Shall File Financial Disclosure**

i. Upon their appointment or hire, all Board members and BLLC staff shall file a financial disclosure form with the State Ethics Commission within 30 days after appointment.

1. **Training Certification** – Within 30 days of hire or appointment, all employees and Board members shall obtain a certificate indicating that he/she has successfully completed the State Ethics Commission in person or on-line training class.

d. **Annual Reminders and Re-Filing of Financial Disclosure is Required**

i. Between February 1 and April 15 of each year, the Deputy Executive Secretary shall provide at least two (2) reminders to all Board members and BLLC staff to file their annual financial disclosure with the State Ethics Commission.

e. **Failure to file with State Ethics Commission** –

i. If a BLLC staff member fails to comply with the filing guidelines set out by this SOP –

file by April 30 - after proper notice, then the Executive Administration may take disciplinary action against the BLLC staff member.

(2) **Ethics Question: Conflicts of Interest**

a. **Upon Hire, All Employees Shall Answer the "Conflicts of Interest Question"**

i. Upon hire, all Commission members and BLLC Staff shall answer and, if necessary, provide information pertinent to the following question within thirty (30) days:

1. *Do you personally have any financial or proprietary interests in any wholesaler, distributor, or retail vendor of alcoholic beverages?*

If so, please provide the type of interest (% interest owned), name of the entity, location of the entity, and the names of all other individuals or entities that have an ownership interest in the entity.

ii. "**Financial or proprietary interests**" mean ownership of:

1. More than 3% of a business entity,
2. Securities of any kind that represent or are convertible into ownership of more than 3% of a business entity, or
3. Any interest as the result of which the owner:
    a. Received more than $1,000 in any one (1) of the preceding three (3) calendar years, or
    b. Is entitled to receive more than $1,000 in the current or any subsequent calendar year.

b. **Annual inquiry: "Conflicts of Interest Question"**

i. Between the Months of April and May of each year all Commission members and BLLC Staff shall be provided with and answer the "Conflicts of Interest Question."

1. If applicable, Commission members and BLLC Staff, shall provide information pertinent to the "Conflicts of Interest Question" to the Deputy Executive Secretary for review.

(3) **Answers Will Be Subject to Review Within 30 Days of Submission**

a. **Deputy Executive Secretary Review**

i. Upon submission of both the financial disclosure form and Conflicts of Interest Question response, the Deputy Executive Secretary or his/her designee shall review the answers provided within thirty (30) days.

1. **No Conflicts of Interest Found**
    a. If no conflict of interest is found, the Deputy Executive Secretary shall make a copy of the Conflicts of Interest Question response and place it in the file.
2. **Conflict(s) of Interest Found**

a. If upon review of either the Financial Disclosure Form or the Conflicts of Interest Question response, a conflict of interest is found, then the Deputy Executive Secretary or his/her designee will refer the issue to the State Ethics Commission for investigation and review. BLLC will defer to the State Ethics Commission and its recommendations concerning how to ensure compliance with the State Ethics law.

(4) **Prohibition on Secondary Employment from outside agency officials within the City of Baltimore**

a. **Purpose of SOP**

i. The BLLC shall make its best attempt to verify with the Board of Ethics for Baltimore City that all City employees assigned to participate within a joint taskforce, whose purpose is to investigate licensed liquor establishments within the City of Baltimore, do not have any secondary employment with or financial interests in any licensed liquor establishment within the City of Baltimore

b. **Annual Letter to the Board of Ethics for Baltimore City**

i. In August of each calendar year, designated BLLC staff shall send correspondence to the Board of Ethics for Baltimore City informing the Executive Director of this SOP and requesting the Executive Director to:

1. Notify the Department Heads of the following agencies of BLLC SOP 1.06(2)(a) and request that those agencies refrain from assigning any of their employees who have secondary employment with or financial interests in any licensed liquor establishment within the City of Baltimore to any joint taskforce with the BLLC.

a. Health Department

b. Fire Department

c. Department of Housing and Community Development

d. Police Department

2. The BLLC letter shall refer to Baltimore City Code, Art. 8 (Ethics) §6-6 "Prohibited Participation".

3. A copy of the correspondence referenced in this sub-section shall be sent to:

a. Heads of the following agencies

i. Health Department

ii. Fire Department

iii. Department of Housing and Community Development

iv. Police Department

b. Mayor's Office

c. City Council President's Office

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 1: General Procedures	**Number: 1.07**	Pages: 4
Title: Positions/Hierarchy/Evaluations		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: This policy enumerates the various positions within the agency by Executive Staff, Inspections Division, Administrative Division, and the Community Outreach Division. It also sets forth protocol and division of labor within BLLC and a timeline for evaluations of staff to be performed by BLLC's executive administration.

Staff Monitor: This SOP will remain in place until further notice or until the City of Baltimore's Department of Human Resources (DHR) amends the specifications of positions within the agency and/or evaluation process.

Policy: Positions, Hierarchy, Evaluations

(1) **Positions within the Agency**

a. **Executive Staff Positions**

i. Executive Secretary

ii. Deputy Executive Secretary

iii. Assistant Executive Secretary

b. **Inspections Division**

i. Chief Inspector

ii. Inspector III

iii. Inspector II

c. **Administrative Division**

i. Executive Assistant

ii. Office Assistant II

iii. Accountant I

d. **Community Outreach Division**

i. Community Liaison

(2) **Management Structure of Office: Agency Administration (See attached Organization Chart)**

i. **Board of Liquor License Commissioners for the City of Baltimore (the "Board"): The Board consists of** two permanent members selected by the Mayor, and one permanent and one alternative member selected by the President of the City Council. Employees that serve at the pleasure of and report directly to the Board are as follows:

i. Executive Secretary

ii. Deputy Executive Secretary

ii. **Executive Secretary (ES)**: Oversees the administration of the agency. All staff members report to ES. Employees who directly report to the ES:

i. Deputy Executive Secretary

ii. Executive Assistant

iii. Appellate Counsel for the Agency

iii. **Deputy Executive Secretary (DES)**: Assists ES in the administration of the agency and oversees the day to day operations of the agency and provides legal advice to ES and Board. Employees who directly report to DES:

i. Chief Inspector

ii. Assistant Executive Secretary

iii. Accountant I

iv. Community Liaison

iv. **Assistant Executive Secretary (AES**): Assists ES and DES in the administration of the agency, specifically the Licensing Division. Employees who report to AES:

i. All Office Assistant II positions

v. **Chief Inspector (CI)**: Oversees and directs Inspection Division. Employees who report directly to CI:

i. Inspector I

ii. Inspector II

iii. Inspector III

iv. Part-time Inspectors

(3) **Timeframe for Evaluations for CUBS and MAPS positions**

a. **City Union of Baltimore Society (CUBS)**

i. As per DHR policy, all CUBS employees will be evaluated using DHR-issued evaluations every six (6) months.

ii. The Chief Inspector shall conduct all evaluations of the following staff members:

1. Inspector I, II and III

2. Part-time Inspectors

iii. The Assistant Executive Secretary shall conduct all evaluations of the following staff members:

1. Office Assistant II

iv. The Executive Secretary shall conduct the evaluations of the following staff members

1. Executive Assistant

v. The Deputy Executive Secretary shall conduct the evaluations of the following staff members:

1. Chief Inspector
2. Accountant I
3. Assistant Executive Secretary

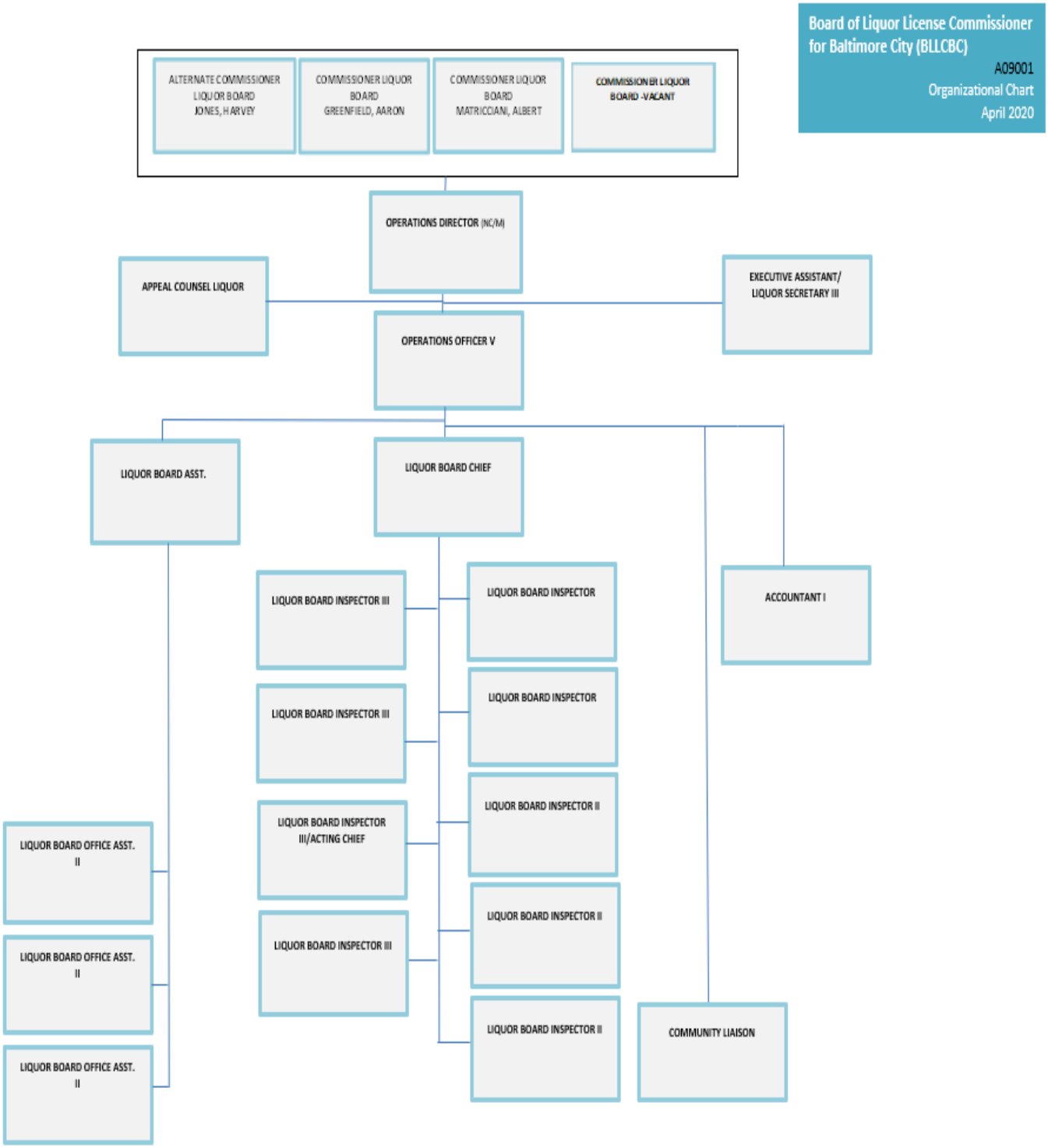
b. **Managerial and Professional Society (MAPS)**

4. As per DHR policy, all MAPS employees will be evaluated using DHR-issued evaluations.
5. The Executive Secretary shall conduct evaluations of the following staff member:
    1. Deputy Executive Secretary
6. The Board shall conduct evaluations of the following staff member in accordance with the Alcoholic Beverages Article and Baltimore City HR policies and procedures:
    1. Executive Secretary

c. **Dissemination and Storage of Evaluations**: Copies of evaluations shall be provided to employees by their corresponding supervisor as listed in this section. Copies of each evaluation shall be place in the employee's personnel file.

d. **Appeal**: The BLLC shall follow DHR policies and procedures for employee performance evaluations including those procedures applicable to appeals.

Agency Organizational Chart 3/18/2020



Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 1: General Procedures	**Number: 1.08**	Pages: 3
Title: Enterprise eTime Entry		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To provide staff with guidelines for recording time worked in Enterprise eTIME at the end of the pay period.

Responsible Staff: Executive Assistant or other designated staff will be responsible for recording employee time worked in Enterprise eTIME System.

Staff Monitor: Executive Secretary or his/her designee shall have final supervisory approval for all entries of time worked within eTIME system before submission.

Policy: Enterprise eTIME Entry

(1) **Review of Timesheets**

a. Prior to the closing of BLLC's pay period and after the submission of employee timesheets, BLLC's Enterprise eTIME recorder, as designated by SOP 1.02, each designated supervisor shall review all timesheets for accuracy and completeness.

i. **Concerns**: If the designee determines that there are inaccuracies concerning timesheet entries, he/she shall go to the responsible supervisor and review the entries in accordance with SOP 1.02 (Sign-in and Sign-out Procedures).

(2) **Recordation and Entry into eTIME**

a. The Enterprise eTIME recorder will enter time worked and leave used in the Enterprise eTIME System for each employee. When an employee uses leave time, Enterprise eTIME recorder will verify that employee is eligible based on employee accrued leave time.

b. Upon reconciling timesheets with recordation in the Enterprise eTIME System, Enterprise eTIME recorder will verify that all employees have a total of 73.20 hours for the current pay period).

(3) **Submission to Executive Secretary for Review and Approval**

a. Upon completion of the tasks identified in (2) above, Enterprise eTIME recorder will notify the Executive Secretary or his/her designee that eTIME for the current pay period is ready for final review and approval.

b. The Executive Secretary or his/her designee shall review employee timesheets and the Enterprise eTIME System (current pay period) for completeness and accuracy before approving in the Enterprise eTIME System. If there is a concern with the accuracy of a submitted timesheet, the Executive Secretary shall refer to SOP 1.02 to resolve the matter.

i. **Unavailability of Executive Secretary** – In the absence of the approver (Executive Secretary), the time keeper/recorder will contact central payroll via written request for approval of employee timesheets in the Enterprise eTIME System.

(4) **Overtime Review**

a. Overtime work results when an employee's immediate supervisor has approved work beyond the normal workday as determined by the representation status of the class; or, approved work performed by the employee on an unscheduled workday.

b. Requests for overtime shall be submitted for approval to the Executive Secretary or his or her designee prior to an employee incurring such overtime.

c. The Executive Secretary may authorize overtime for BLLC employees only in accordance with Baltimore City's Department of Human Resources Administrative Manual 205-2, which holds that an agency head may authorize overtime work under the following conditions:

- To deal with emergency situations. For purposes of this policy, an emergency situation is defined as any condition which endangers safety, life, or property, or threatens the breakdown of vital services to the public.
- To perform duties which can only be accomplished outside an employee's regularly scheduled workday.
    - **Overtime for Administrative Division – Renewal Time Period**
        - At any time during the renewal period, which begins March 1 and ends May 15, the Executive Secretary or his or her designee may authorize overtime for members of the administrative division to review, process, and issue licenses and or other administrative work, due to the volume of work received by the agency during this time period.
            - Authorization by the Executive Secretary or his or her designee under this section shall be given to the Administrative Division by electronic communication
            - **Renewal Overtime Worksheet**
                - If conducting work under the authorization under this section, members of the administrative division shall complete a renewal overtime worksheet (Exhibit A) detailing the hours worked (beginning and end).
                - Staff members shall fill out their names and sign the renewal overtime worksheet and then provide it to Assistant Executive Secretary or the Executive Secretary or his or her designee for review and signature
                - Staff members will not be compensated for overtime under this section, if the time keeper does not receive a time card enumerating the overtime hours worked and a complete renewal overtime worksheet that has been reviewed and signed by the Assistant Executive Secretary or the Executive Secretary or his or her designee
- To accomplish essential work within a prescribed time when a deadline cannot be altered.
- To maintain essential operations.

(5) **No Post-Approval for Overtime**

i. Requests to be compensated for overtime work performed without prior approval shall be **denied** by the

Executive Secretary or his or her designee, except in the following case:

a. **Emergency Situations** - For purposes of this policy, an emergency situation is defined as any condition which endangers safety, life, or property, or threatens the breakdown of vital services to the public.

    1. Proof of an emergency situation shall be provided to the Executive Secretary prior to the approval for overtime hours identified in this subsection

b. **Operational Demand where employee is unable to obtain prior approval** – In situations where essential work is to be completed or when a task can only be accomplished outside of an employee's regularly scheduled hours and the employee cannot obtain prior approval due to extenuating circumstances or the unavailability of a supervisor, the Executive Secretary or his or her designee shall review the amount of overtime completed, reasons why the employee performed the overtime, and availability of the employee's supervisor to determine whether or not to provide post-approval for overtime.

    a. **Supplemental Information in Timecard**

    - Upon submission of timecards, employees who seek approval for overtime under this section shall provide an explanation for the overtime approval within the comments section of their time cards or provide emails from their supervisors approving such overtime under this section.

        - Employees shall not be compensated for overtime under this section if their supervisors have not reviewed and approved (i.e. signed their timecard) such requests.

(6) **Compensatory Time Review**

a. Compensatory Time awarded to employees will be in conformity with Baltimore City's Department of Human Resources Administrative Manual 205-2, Part 3, which states:

    i. Compensation for overtime work performed by employees serving in positions categorized as "exempt" as listed in Civil Service Classes {AM-291-2} may be in conformity with the provisions outlined in the following sections.

b. Employees will receive Compensatory Time in an amount equal to the overtime recorded.

    i. **Maximum Accumulation of Compensatory Time**: An accumulation not exceeding 400 hours of compensatory leave for MAPS employees and 240 hours of compensatory time for CUBS is authorized.

Hon. Albert J. Matricciani, Jr. (Ret.)
Chairman

Commissioners
Aaron J. Greenfield, Esq.

ALTERNATE COMMISSIONER
HARVEY E. JONES

Douglas K. Paige
Executive Secretary

Thomas R. Akras, Esq.
Deputy Executive Secretary

Staci L. Russell Assistant
Executive Secretary

State of Maryland
State of Maryland
Board of Liquor License Commissioners
for Baltimore City
1 N. Charles Street, Suite 1500
Baltimore, Maryland, 21201-3724
Phone: (410) 396-4377
Fax: (410) 396-4382

RENEWAL SEASON OVERTIME REPORT

_____
(Name of Employee)

DATE WORKED:_____FROM:_____TO:_____TOTAL HRS:_____

DATE WORKED:_____FROM:_____TO:_____TOTAL HRS:_____

DATE WORKED:_____FROM:_____TO:_____TOTAL HRS:_____

DATE WORKED:_____FROM:_____TO:_____TOTAL HRS:_____

DATE WORKED:_____FROM:_____TO:_____TOTAL HRS:_____

* Dates listed must be within a pay cycle

PLEASE STATE WORK PERFORMED:_____

Various Renewal Processing

_____

_____
EMPLOYEE'S SIGNATURE

_____ _____
SUPERVISOR'S SIGNATURE EXECUTIVE OR DEPUTY EXECUTIVE SECRETARY SIGNATURE

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 1: General Procedures	**Number: 1.09**	Pages: 1
Title: Publication and Distribution of Board Policy Positions		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To ensure that Board communications regarding agency policy, interpretations of State, Federal, and local laws and regulations, and positions on pending legislation within State of Maryland and City of Baltimore are published and distributed to the general public in a timely fashion.

Responsible Staff: Board members, Executive Secretary, Deputy Executive Secretary, and Executive Assistant

Policy:

A. Objective: The Board strives to publish and distribute its policy positions in a timely manner

a. As part of the Board's ongoing mission to "promote transparency and clarity for all stakeholders by utilizing a highly collaborative process with various governmental and community stakeholders," the Board shall publish and distribute its policy positions on agency operations and/or current and pending legislation.

B. Publication and Distribution

a. No Publication Until Chairman Approves of Position

i. Only after the Chairman of the BLLC Board has provided written authorization may a policy position of the BLLC be released for publication and distribution.

b. Distribution - List-Serve and Website Publication

i. Approved policy position statements shall be distributed in the following manner no later than the close of the **first business day following approval**:

1. Email communications through the agency's list-serve
2. Publication on the agency's website

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 1: General Procedures	**Number: 1.10**	Pages: 2
Title: Mail Receiving Process		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To ensure that all mail, correspondence, packages, and other such items received by the agency are processed properly and delivered to the appropriate persons within the agency.

Responsible Staff: Office Assistant II, Executive Assistant, and Assistant Executive Secretary

Policy:

A. Receiving of Mails, Correspondence, and Packages

a. The Office Assistant II shall take delivery of all mail, correspondence, and/or packages from any source or by an means including, but not limited to, the U.S. Postal Service, private delivery services (UPS, Fed-Ex, courier, etc.), or hand delivery from a licensee or applicant.

b. The Office Assistant II shall deliver such items to the Executive Assistant.

B. Time Stamp and Processing

a. Timestamping

i. The Executive Assistant shall determine if the item should be timestamped with the Official BLLC timestamp.

1. Correspondence Receives Timestamp

a. Only correspondence – which include letters, motions before the Board, and documents to be placed in a pending or permanent case file – should receive a timestamp.

b. Processing

i. For items or packages related to a Citibuy purchase that the BLLC has conducted the Executive Assistant shall obtain the accompanying packing slip, file it, and then make the appropriate entries within Citibuy to record receipt by the agency.

c. Delivery

i. Upon timestamping, if applicable, and processing, the Executive Assistant shall deliver the mail, correspondence, or items to the individual to whom it is addressed or person responsible for addressing the substantive contents of the item.

C. Newspapers

a. For newspapers, the Executive Assistant shall review the newspaper to determine if it contains any advertisements placed in that newspaper by the BLLC.

b. If the newspaper does contain an advertisement placed in that newspaper by the BLLC, the BLLC file pertaining to the matter for which the advertisement was placed shall be documented with the name of the newspaper and the date of the edition in which the advertisement appeared along with a copy of the advertisement.

D. Authority of the Assistant Executive Secretary

a. If the Executive Assistant is unavailable for any reason, then the Assistant Executive Secretary or his or her designee is empowered to designate personnel to fulfill the duties of this SOP until the return of the Executive Assistant.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 1: General Procedures	**Number: 1.11**	Pages: 3
Title: Dress Code and Course of Conduct while Employed with the BLLC		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To set proper guidelines and expectations for all staff members regarding the appropriate dress code within the BLLC work environment. The agency prides itself on the professional atmosphere it maintains and the positive image employees demonstrate as representatives. This SOP focuses on manner of dress within the office, in licensed establishments, and in public when representing the agency.

Responsible Staff: This SOP applies to all staff members.

Supervisory Staff: Assistant Executive Secretary, Chief Inspector, Deputy Executive Secretary, and Executive Secretary

Policy:

A. Administrative Staff: Dress Code

i. **Dress Code** – When in attendance in the office, at a public event or public hearing on behalf of or as a representative of the BLLC, the following dress is deemed appropriate:

1. Two/Three piece business suits
2. Conservative skirts, dresses, or slacks (knee length dresses, etc.)
3. Slacks and Suit Jacket
4. Pants/Skirt Suit
5. Button up shirt and/or tie
6. Blouse
7. Clean, polished conservative shoe or heels
8. Well-groomed hairstyles
9. Minimal cologne or perfume
10. Departmental polo or dress Shirt

ii. **Unacceptable Attire** – Listed below is an overview of inappropriate attire. This list is not intended to be inclusive. Rather, these items should help set the general parameters for proper business casual wear. The following is a list of unacceptable attire to be worn when performing official duties:

1. **Slacks/Pants** – Sweat pants, track pants, shorts, skorts, and biking attire.
2. **Shirts** – Sweatshirts, tank tops, halter tops, mid drifts, low cut necklines, tee shirts with inappropriate language or images and sheer fabrics. Avoid clothes that are distracting and revealing.
3. **Dresses/Skirts** – Dresses that are strapless unless worn under a blazer, sweater or jacket. Micro mini- skirts and spaghetti strap dresses are considered inappropriate.
4. **Shoes** – Flip flops.

B. Inspection Division Dress Code

i. **Dress Code in Office and at Public Events** – When in the office or at a public event on behalf of or as a representative of the BLLC, the following dress is deemed appropriate.

ii. For members of the Inspection Division:

1. Jeans or Khakis
2. Sneakers or closed toe shoes
3. Departmental polo or dress Shirt
4. Conservative Polo Shirt
5. Long blouse or shirt that covers sides of body fully
6. Conservative skirts, dresses, or slacks
7. Shirt and Tie
8. Long Sleeve Shirts, sweaters, or hoodies as weather permits

ii. **Dress Code at Hearings**: When in attendance at public hearings on behalf of or as a representative of the BLLC the following dress is deemed appropriate:

1. Two/Three piece business suits
2. Conservative skirts, dresses, or slacks (covering shoulders, knee length dresses, etc.)
3. Slacks and Suit Jacket
4. Pants/Skirt Suit
5. Dress shirt, with or without a tie
6. Blouse
7. Well-groomed hairstyles
8. Minimal cologne or perfume
9. Khakis
10. Closed Toed shoes or tasteful professional dress shoes
11. Departmental polo and/or pinpoint Oxford Shirt

iii. **Unacceptable Attire** – Listed below is an overview of inappropriate attire. This list in not intended to be inclusive. Rather, these items should help set the general parameters for proper business wear. The following is a list of unacceptable attire to be worn when performing official duties:

12. **Slacks/Pants** – Sweat pants, track pants, shorts, skorts, and biking attire.
13. **Shirts** – Sweatshirts, tank tops, halter tops, mid drifts, low cut necklines, tee shirts with inappropriate language or images and sheer fabrics. Avoid clothes that are distracting and revealing.
14. **Dresses/Skirts** – Dresses that are strapless unless worn under a blazer, sweater or jacket. Micro mini- skirts and spaghetti strap dresses are considered inappropriate.
15. **Shoes** – Flip flops.

iv. Undercover Inspections/Investigations: Undercover assignments or inclement weather conditions, such as snowstorms, rainstorms, and extremely hot or cold temperatures, will be taken into consideration in determining appropriate attire for both inspectors and office personnel.

C. **Business Casual Day –** Friday is considered "Business Casual Day" at the BLLC office. This means that attire is to reflect a consideration of interaction with the public on behalf of the BLLC; however, the formal dress code will not be in effect.

i. **On Business Casual Day, employees may wear an appropriate collared shirt or blouse –** with the BLLC's Logo – and jeans, casual slacks, or pants that are neatly pressed and well-tailored. Employees may also wear sweatshirts with hoods on this day as long as employees do not wear hoods while performing duties within the office.

ii. **City-Wide Apparel Days** – Employees may participate in City-wide recognized apparel days wherein sports jerseys or apparel are worn. However, this may only occur on the issuance of an email directive from the Labor Commissioner of the City of Baltimore or permission from the Executive Secretary.

D. **Mannerisms and Conduct** – Board and BLLC Staff shall always act in a professional manner and in compliance with the City of Baltimore's Department of Human Resources policy when interacting with citizens in attendance at any organizational meeting

i. Please refer to BLLC SOP 1.04 for acceptable standards of conduct and behavior

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 1: General Procedures	**Number: 1.12**	Pages: 1
Title: Annual BCIT Audit – Board Members and Employees		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To ensure that only current BLLC Board Members and Employees have access to relevant BLLC email accounts and various databases.

Applicable Staff: This SOP applies to all staff members.

Supervisory Staff: Deputy Executive Secretary or his or her designee.

Policy:

a. BLLC to Conduct Annual Audits of Access to BCIT Accounts by Employees and Board Members

i. On an annual basis, the Executive Administration shall review the list provided by BCIT to ensure that only authorized employees have access to the necessary database systems.

ii. Accordingly, the Deputy Executive Secretary (DES) shall request from the BCIT or other relevant program managers within the City a listing of all personnel that are granted access to the following accounts maintained by the BLLC:

a. Email Accounts

b. Liquor Board Application

c. Liquor Board Receipt Database

d. Sharepoint Database

e. City Dynamics System

f. CitiBuy System

g. ADP (Timekeeping System)

b. Review and request to deactivate access to former Board members and Employees

i. Upon receipt of the list of personnel that have access to the BLLC's email accounts and databases, the Deputy Executive Secretary shall review all personnel files to ensure that only current employees and Board members have access to accounts applicable to their positions

a. Deactivation - If former Board members and/or employees are discovered to have active accounts with BCIT, the DES shall request from the applicable program managers to deactivate these individuals' accounts. In addition, if a current employee is discovered to have access to account that he or she should not have access to, then the DES may request that the employee's access to that account be

deactivated.

Section 2: Administrative & Accounting Processes

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.01**	Pages: 16
Title: Process for Transfers, Amendments, and New Licenses		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To establish procedures for the agency application process which includes new, transfer and amendments to licenses.

Responsible Staff: Executive Assistant, Office Assistant IIs and/or other administrative staff

Staff Monitor: Assistant Executive Secretary, Deputy Executive Secretary, and/or Executive Secretary

Policy: This outlines general practices regarding new, transfer, expansion, and substitute license processes

(1) **Transfers, Amendment, Expansions, and New Applications:** To begin the process, an application must be filed with the Board of Liquor License Commissioners for Baltimore City and the application fee paid.

a. Staff Acceptance of Applications

a. Administrative staff may accept all applications that are filed. However, upon acceptance of a complete application, staff have 45 days to determine whether or not an application is complete or incomplete and inform the applicant of that finding. No application will be considered complete unless all required information has been provided to and verified by the BLLC. Staff will also ensure that all fees, including the hearing fee, are provided at the time of application.

b. In order to be placed in the upcoming month's ad, the filing deadline each month shall be the close of business on the first Tuesday of each month. One day allowances shall be made for state holidays that fall on Tuesdays.

c. If administrative staff have questions or concerns as to whether or not an application that has been submitted for initial review is complete, such inquiries should be directed to the Assistant Executive Secretary.

b. Timeline for Review

i. **Office Assistant II Review** - Following the closing of the advertisement period, which is the close of business on the first Tuesday of each month, the designated Office Assistant II shall complete the initial review of the application to ensure the application

is complete and all preliminary information is included in the file (see **Attachment A** for detailed listing).

a. **Notation of Concerns after Initial Review** – Any concerns or issues discovered by the Office Assistant II shall be notated on the case folder cover, dated, and initialed.

b. 46th District – New Class B, Beer, Wine, Liquor Restaurant and Transfer of Location of ANY Class of License – Preliminary Review

- Upon receipt of an application for a New Class B, Beer, Wine and Liquor License in the 46th District or a transfer of location of any Class of license within the 46th District, administrative staff shall provide the application to the Deputy Executive Secretary to conduct a preliminary review if such an application is allowable under the law

ii. **Assistant Executive Secretary Review** - Upon completing the initial review the Office Assistant shall deliver all applications accepted by the agency to the Assistant Executive Secretary who shall conduct a review of all of the applications accepted to determine if the applications are ready for advertisement as stipulated in SOP 2.05.

a. **Additional Review of All Pending Applications –** In addition to the review of all applications submitted at the time of the closing of the monthly advertisement, the Assistant Executive Secretary shall review all applications that have been submitted to the BLLC, but have not yet been advertised due to a determination by the Office Assistant as to their readiness.

- **Submission to Advertisement –** If after additional review of an unadvertised application the Assistant Executive Secretary discovers that an application may be advertised, it shall be included in the next immediate advertisement.

iii. Files to be Delivered to Executive Assistant- Upon the completion of the Review conducted by the Assistant Executive Secretary, he or she shall:

a. Deliver the files to the Executive Assistant who will draft and publish an advertisement of transfers/new licenses/and expansions for publication. (See Subsection (c) of this SOP for Advertisement Directive and SOP 2.05), organize the application, and scan copies of the applications and email them to the Deputy Executive Secretary.

a. **Transfer/Amendment/Expansion Recordation** – If there is an application for transfer, amendment to the license, or an expansion, the Executive Assistant shall make a copy of the text of the advertisement and enter it into the Liquor Board database to ensure there is a history of the transfer application for a current place of business.

ii. **Inspection Ticket/Notification of Relevant City Agencies** – Upon publication of the advertisement, the Executive Assistant shall send an inspection ticket request to the following agencies to ensure that proper notice

is provided to these departments that an application has been made with the BLLC for an establishment:

a. Office of the Fire Marshall

b. Inspectors within the Building Inspections Division of DHCD

    i. Electrical Inspector

c. Baltimore City Health Department

    i. Environmental Health Division

    ii. Bureau of Ecology and Institutional Services

d. Zoning Administrator for Baltimore City

e. Department of Public Works

    i. Water and Waste Water Division

iii. Upon the drafting of the advertisement, the Executive Assistant shall deliver the applications to the Deputy Executive Secretary.

iv. **Deputy Executive Secretary Review** - Upon receiving the files from the Executive Assistant the Deputy Executive Secretary shall complete the secondary review to ensure the application meets form and legal sufficiency requirements in order to determine that the application is complete, which tasks shall include:

1. Voter Verification – If Board of Elections has not answered in a timely manner
2. Baltimore City Residency Verification
3. Timeline to determine if license to be transferred is valid
4. Financial Form Completeness
5. Corporate Good Standing
6. Potential Conflicts or Limitations on License due to District
7. Purchase Price or Investment or Terms of Purchase Information
    - Includes a breakdown of the ownership interest of the corporation, LLC, GP, or any other ownership entity that purports to own the license
8. Communicate with Zoning administrator of Baltimore City to verify zoning/Assessment of Housing Records by Deputy Executive Secretary
    - The Deputy Executive Secretary shall provide the Zoning Administrator or his or her designee with a brief description of the location and proposed use and a copy of the application for the Zoning Administrator to complete his or her verification

v. **Ancillary Services Request Only**: If the BLLC receives an application of a current licensee who only seeks to add ancillary services (See BLLC Rules and Regulations

1.09), which require a public hearing (outdoor table service, live entertainment, and expansion of the footprint of the establishment), then the Deputy Executive Secretary shall complete a modified secondary review of the application, which shall include:

1. Timeline to determine if the license is valid
2. Baltimore City Residency of the Applicant (Unless grandfathered in through rules and regulations process)
3. Corporate Good Standing
4. Potential Conflicts or Limitations on the License Due to District
5. Plans that show the physical expansion and capital investment towards such expansion, diagram showing the placement of outdoor table service, and/or description of the live entertainment provided
6. Communicate with the Zoning Administrator of Baltimore City to verify Zoning/Assessment of Housing Records by Deputy Executive Secretary
    - The Deputy Executive Secretary shall provide the Zoning Administrator with a brief description of the location and proposed use and a copy of the application for the Zoning Administrator to complete his or her verification.

vi. Upon completion of the review, the Deputy Executive Secretary shall communicate the findings of his/her review process to the Assistant Executive Secretary or his or her designee and document the following tasks to be performed:

1. Determinations on whether the application is ready to be posted in preparation for docketing.
    a. Complete, accurate, and legally sufficient applications shall then be posted accordingly.
2. Determinations on whether the application should be outright rejected and what if any amendments to the application are needed to ensure the application is in compliance:
    a. Legal issues, zoning issues, etc.
    b. Change of address of location
    c. Change of applicant information
3. Determinations on what amendments or actions need to be taken to complete the application:
    a. Zoning Hearing
    b. Forms that are incomplete or incomprehensible

vii. Upon completion of this review, the Deputy Executive Secretary shall deliver the hard copy folders to the Assistant Executive Secretary, who upon acceptance shall:

1. Separate the applications that are complete and incomplete and file the applications accordingly.

2. Prepare the complete applications for posting as stipulated under SOP 3.09.
3. Communicate with applicants that filed incomplete applications and request additional information or inform applicants that their applications have been rejected.
    a. All contacts with the applicants, and contents of those conversations, made by BLLC staff shall be notated and initialed on the case file folders.

c. Advertising Requirements and Posting/Notice:

i. Upon receipt of the applications from the Assistant Executive Secretary, the Executive Assistant or his/her designee shall prepare the advertisements for proposed transfers, new licenses, and/or expansions to be scheduled for the following month. This shall be done each month, except the month of renewal for alcoholic beverages licensees (April).

ii. The Executive Assistant or his/her designee shall prepare the list of proposed transfer/issuance/expansion/new applications to be advertised in two newspapers and ensure that the advertisements are posted on the Liquor Board's web page, and are sent to representatives of community groups, elected officials and governmental agencies.

1. The advertisements are to be prepared and ready to be issued and posted on the agency's website in a timely manner.

iii. Following the closing of the ad, the Office Assistant II shall prepare the posters to be issued to the inspection division to post on the property upon a determination that the applications are complete. Incomplete applications shall not be posted.

1. **Once a Week Postings**: Each Monday, the Assistant Executive Secretary or his/her designee shall deliver posters concerning any application that has become complete to the Chief Inspector or his/her designee to be issued to inspectors for posting.
    - **Executive Administration Request**: Upon request, as circumstances arise, by the Executive Administration posters shall be made and delivered to the Inspection Division for posting at any time during the week.
2. **Chief Inspector and/or his or her designee shall Sign and Receive Postings**: The Assistant Executive Secretary or his/her designee shall maintain a listing of all posters that have been created for posting. Upon the creation of a poster the Chief Inspector and/or his or her designee shall sign for and receive the posters created on a weekly basis.
3. **Unavailability of Chief Inspector or his/her designee:** If the Chief Inspector and/or his or her designee is unavailable than a designated Inspector III shall sign for and receive the posters and distribute them accordingly among the inspection division to ensure that they are properly posted in accordance with Section (2) of this SOP.

d. **Amended Applications**

i. Amended Applications are allowable unless unauthorized by law

1. Applicants who seek to amend existing applications with the agency are authorized to do so, as long as the underlying license or request is not or has not been invalidated by operation of law at the time of submission of the amendment.

ii. Amended Application Process: Pre-approval vs. Post-Approval

1. Amendments made to Applications that have not had a Hearing

a. An applicant seeks to make an amendment before a hearing shall provide a cover letter describing the amendments made to the application, if any of the following requests are made:

- Applicant Name Change
- Change of Location of Licensed Premises
- Change of License Holder Entity Name
- Change in membership or stockholders within the License Holder Entity
- Change of the Class Type of License being applied for or transferred
- Change in the Part of the Premises Used
- Change in the type of ancillary services offered
- Correction to an Applicant's criminal background
- Change in the Floor Plan/Space

b. An applicant does not need to provide a cover letter if he or she seeks to make any of the following amendments:

- Submission of forms related to qualifying voters

2. Amendments made to applications that have been heard and approved by the Board

a. In general, an applicant who seeks to amend his or her application after the application has been heard and approved by the Board, must stand before the Board at a public hearing and have the amendment heard and approved by the Board

- Post Approval Amendments that do not require the applicant to come before the Board
    - Request for Delivery of Alcohol
    - Request for Off-Premise Catering
    - Change in membership or stockholders within the License Holder Entity that do not result in a transfer of the License Holder Entity

iii. Advertising and Reposting of Amendment Applications

1. Pre-Hearing Amendments

a. If an application has not yet been heard by the Board, the applicant does not need to pay an additional $600 to advertise the application, if the following amendments ARE NOT being made

- Change of Location of Licensed Premises
- Change of License Holder Entity Name
- Change of the Class Type of License being applied for or transferred
- Change in the Part of the Premises Used
- Change in the type of ancillary services offered

b. **12 Month Rule** – Any application that has not yet been heard by the Board for more than 12 months and is being amended the applicant must pay an additional $600 to advertise the application in compliance with the law, unless the following amendments are being made

- Request for Delivery of Alcohol
- Request for Off-Premise Catering
- Change in membership or stockholders within the License Holder Entity that do not result in a transfer of the License Holder Entity

c. **Posting Required** – An amended application shall be re-posted in compliance with these Standard Operating Procedures in preparation for hearing unless, the following amendments have been made:

- Request for Delivery of Alcohol
- Request for Off-Premise Catering
- Change in membership or stockholders within the License Holder Entity that do not result in a transfer of the License Holder Entity

2. Post-Hearing Amendments

a. If an application has been heard by the Board, then the applicant is required to pay an additional $600 to advertise the application in compliance with the law, unless the following amendments are being made:

- Request for Delivery of Alcohol
- Request for Off-Premise Catering
- Change in membership or stockholders within the License Holder Entity that do not result in a transfer of the License Holder Entity
- Correction of the Applicant(s) criminal background history, which would require the Board to rehear the matter

b. **Posting** – Amended applications, which are required to pay the advertisement fee, shall be re-posted in compliance with these Standard Operating Procedures in preparation for hearing.

E. **Inspection Process:**

A. Upon receipt of the posters the Chief Inspector or his/her designee shall deliver the posters to the assigned Inspector(s), and the Inspector(s) shall post the property on the same day.

B. The inspectors shall post the sign on the inside of the premises so that it may be seen conspicuously from the outside. The inspector shall take a photograph, from the outside, showing the poster and include this photograph with his or her posting report (See SOP 3.09).

C. Inspector will also prepare the maps to ensure that a location is not within the prohibited distance of a school and/or church, if applicable. Inspectors will also note the other licensed establishments within a 2 block diameter.

D. Inspectors will notify administrative staff if the proposed location does not meet requirements (SOP 3.09) and/or if there are any issues with the subject location.

F. **Post Hearing and Board Approval Guidance and Directives**

- **Post Board Approval:** For transfer applications, the applicant has **180 days** after the board approval date to complete the process. The applicant will provide the Board with additional information as required by state law in order to complete the transfer and /or new application (see **Attachment B** for detailed listing).

    i. **90 Day Reminder Letter (Attachment C):** If by the end of the 90th day from the date of the Board's approval of the application for transfer the BLLC has not issued a license to the applicant, BLLC staff shall:

        a. Send a letter to the applicant(s) and/or their representatives informing it/them of the approximate time remaining to complete the transfer of the license

        b. The letter shall be sent by regular mail to the address of the applicant as listed in the application;

        c. Office Assistant II shall document in the pending transfers database and liquor licensing application that the letter(s) was sent.

    i. **150 Day Reminder Letter (Attachment D):** If by the end of the 150th day from the date of the Board's approval of the application for transfer the BLLC has not issued a license to the applicant, BLLC staff shall:

        a. Send a letter to the applicant(s) and/or their representatives informing it/them of the approximate time remaining to complete the transfer of the license

            i. The letter shall include information on the transfer hardship extension request – allowing an additional 90 days beyond the 180 required by law – that may be applicable to the applicant.

        b. The letter shall be sent by regular mail to the address of the applicant(s) as listed on the application;

c. Office Assistant II shall document in the pending transfers database and liquor licensing application that the letter(s) was sent.

i. **180 Day Expiration Letter (Attachment E):** The Office Assistant II or his or her designee shall regularly review the open transfer files to determine if 180 days have passed since Board approval and the transfer remains incomplete. If incomplete applications open for 180 days or more are identified, the Executive Assistant shall

a. Deliver the file to the Assistant Executive Secretary who will confirm that the transfer application was not completed within 180 days and no transfer hardship extension was granted.

b. Once the Assistant Executive Secretary confirms that the transfer application was not completed and no extension was granted, the file shall be delivered to the Executive Assistant, who shall send a letter to the applicant(s) and/or their representatives informing it/them that the 180 days has passed and the transfer application has expired.

c. The letter shall be sent by regular mail to the address of the applicant(s) as listed on their application

d. The database shall be documented to reflect that the 180 expiration letter was sent to the applicants and the transfer application has been voided.

i. **250 Day Reminder Letter (Attachment F)** – If a transfer application is granted an additional 90 days via a valid transfer hardship request made to and approved by the Board under Alc. Bev. Art. 12-1705(b) at a public hearing, then if by the 250th day the applicant has not yet completed the transfer, the Executive Assistant shall:

a. Send a letter to the applicant(s) and/or their representatives informing it/them of the approximate time remaining (20 days) to complete the transfer of the license

b. The letter shall be sent by regular mail to the address of the applicant as listed in the application;

d. Executive Assistant shall document in the pending transfers database and liquor licensing application that the letter(s) was sent.

i. **270 Day Expiration Letter (Attachment G)** – If a transfer application is granted an additional 90 days via a valid transfer hardship request made to and approved by the Board under Alc. Bev. Art. 12-1705(b) at a public hearing, then if by the 270th day the applicant has not yet completed the transfer, the Executive Assistant shall:

a. Deliver the file to the Assistant Executive Secretary who will confirm that the transfer application was not completed within 270 days.

b. Once the Assistant Executive Secretary confirms that the transfer application was not completed, the file shall be delivered to the Executive Assistant, who

shall then send a letter to the applicant(s) and/or their his/her representatives informing it/them that the 270 days has passed and the transfer application has expired.

c. The letter shall be sent by regular mail to the address of the applicant(s) as listed on their application

e. The database shall be documented to reflect that the 270 expiration letter was sent to the applicants and the transfer application has been voided.

i. .

i. **After Board Approval New Licenses, Amendments, and Expansions:** For new licenses and expansions, the applicant is not required to complete the issuance process under any strict timeline

ii. **360 Day Notification Letter** – Administrative staff shall send correspondence to new license and expansion applicants 360 days after Board approval if the applications have not been completed to inquire of the status of their pending application.

(2) **Substitute Applications:** Any changes in the pertinent information contained in any application filed with the Board must be reported to the Board in a timely manner. This includes, for example, change of name, change of telephone number, change of address, death of a licensee, dissolution of a corporation, election or change of an officer or authorized person who is listed as an applicant or licensee:

a. Any change on a licensee's application concerning the removal, addition, or substitution of a licensee must be accompanied by the processing fee and application fee. Any new persons named to the license as a result of a substitution must meet all of the requirements outlined in and are subject to the provisions of Alcoholic Beverages Article.

A. Substitutions

i. **Substitution of Corporate Officers or Members of a Partnership**: Any change concerning a corporate or limited liability company application also requires:

1. An application for substitution of corporate officers or authorized persons on the form provided by the Board; and

2. A signed letter of resignation from the outgoing corporate official(s) or authorized person(s); and

3. A signed copy of the contract indicating that provides an explanation of the substitution indicating that more than 50% of the ownership interest within the corporation has not changed; and/or if applicable

4. A certified copy of the corporate or limited liability company minutes or resolution indicating the substitution of corporate officer(s) or authorized person(s); and

5. A receipt from the Criminal Justice Information System – Central Repository indicating that the applicant has been fingerprinted by the Department of Public Safety and Correctional Services

ii. **Substitution of a Secured Party:** If a Secured Party applies to the Board to substitute its position in place of a licensee in default, a Secured Party's application shall also include:

1. A copy of the security agreement, such as a copy of the signed contract or lease, between the licensee and the secured party, a separate agreement between the leasee and lessor that outlines the intent of the leasee to sign back his interest regarding the liquor license to the lessor; and
2. A copy of the letter of default, which was sent to the licensee indicating that the licensee was in default concerning the terms of the security agreement and stipulating that the secured party would take action to secure his/her interest created by the security agreement; and/or
3. A copy of a receipt or certified copy of the recorded security agreement that has been recorded with the Circuit Court of Baltimore City or State Department of Assessments and Taxation or a Uniform Commercial Code filing
4. **Post-Notification Process for Secured Creditors that reclaim License**

i. **Posting of Property** – Upon issuance of a Secured Creditor license, along with making a notion in the Liquor Board Database, the administrative division will notify the inspection division via written communication. In response, the Chief Inspector shall assign an inspector to post a closure sign on the location of the licensed establishment indicating that the location is closed

ii. **Cease and Desist Letter** – If the BLLC has reason to believe that the prior license holder(s) will attempt to engage in the sale of alcoholic beverages at the location, the Executive Secretary may request that the location be also posted with a "Cease and Desist" letter, which informs the prior license holder that he or she no longer has the ability to sell or furnish alcoholic beverages under the prior licensure. (See Attachment H)

iii. **Posting Report to be Drafted** - The inspector that posts the sign shall complete a posting report with pictures and enter this information into the database. Upon confirmation that the location was posted, information shall be provided that the notice was posted to the administrative division, which will then make a notation in the Liquor Board database.

iv. **Regular Mail and Certified Mail** – If the Executive Secretary orders the posting of the location with a Cease and Desist" letter, copies of the letter shall be sent to the prior license holder(s) via regular and certified mail. A designee of the administrative division shall complete this task and make a notion in the Liquor Board database.

iii. **Substitution of a Contract Purchaser**: If a person, corporation, or partnership submits a substitute application for the purposes of being named a Contract Purchaser applies such application shall include:

1. A notarized copy of the signed contract, which must contain the specific terms of the agreement of sale of the license and/or business, between the licensee and the Contract Purchaser applicant; and
2. Signed and notarized transfer authorization and/or bulk transfer affidavits.

iv. **Substitution in cases of Death of a Licensee for Personal Representative or Administrator of Licensee's Estate:** As per the Alcoholic Beverages Article upon the death of a holder of a license, the personal representative/administrator of the deceased's estate can apply for a certificate of permission, which will allow the personal representative or administrator eighteen (18) months from the date of issuance to transfer the license – as long as there is a "continuation of the business" – while the affairs of the estate are disposed. The total fee for the certificate of permission is one dollar ($1.00). To be issued the certificate of permission the executor or administrator's application shall include:

1. A copy of an official death certificate of the deceased licensee
2. A certified copy of the filing of the will with the Register of Wills of the jurisdiction of the deceased;
3. A certified copy of the letters of administration as authorized by the Register of Wills of the jurisdiction of the deceased; and,
4. Sufficient proof of identification of the applicant so as to allow the Board to determine that the applicant is the executor or administrator of the deceased's estate.
5. **Definition of "Continuation of the Business"** – To be found in compliance with Alc. Bev. Art. §4-803 "continuation of the business" standard, the personal representative or special administrator must demonstrate the following to the BLLC for the 18-month time period in which they are awarded the certificate of permission:

i. The Corporate Entity that holds the license shall remain in Good Standing for the entirety of the 18-month time period

ii. All Federal, State, and local taxes shall be up to date within the entirety of the 18-month time period

iii. All Federal, State, and local permits shall be maintained and valid throughout the entirety of the 18-month time period

iv. Applicant should file all of the aforementioned documentation showing "continuation of the business" in this subsection at the time he or she submits the request for the certificate of permission.

v. **Public Hardship Hearing under Alc. Bev. Art. §12-2202** - If "Continuation of the Business" is demonstrated sufficiently as per this SOP, then no hardship extension hearing is necessary to

prolong the validity of the license during the aforementioned 18-month period.

vi. **Notation in Liquor Board Database** – Administrative staff shall notate within the liquor board database the date in which the certificate of permission was issued to ensure compliance with Alc. Bev. Art. §4-803.

v. **Substitution in cases of Death of a Licensee for Surviving Spouse or Partner**: As per the Alcoholic Beverages Article, upon the death of a holder of a license, the surviving spouse, the surviving partners for the benefit of the partnership, or the senior surviving officer for the benefit of the corporation may apply for the issuance of a license through the substitution application. The license shall be issued only for the remainder of the license year. Such an application must include:

1. A copy of an official death certificate of the deceased licensee; and
2. A certified copy of the filing of the will with the Register of Wills of the jurisdiction of the deceased; and
3. A certified copy of the letters of administration as authorized by the Register of Wills of the jurisdiction of the deceased.
4. Sufficient proof of identification of the applicant so as to allow the Board to determine that the applicant is the surviving spouse, the surviving partners for the benefit of the partnership, or the senior surviving officer for the benefit of the corporation of the deceased.
5. **Definition of "Continuation of the Business"** – To be found in compliance with Alc. Bev. Art. §4-803 "continuation of the business" standard, the surviving spouse or partner must demonstrate the following to the BLLC for the 18-month time period in which they are awarded the certificate of permission:

i. The Corporate Entity that holds the license shall remain in Good Standing for the entirety of the 18-month time period

ii. All Federal, State, and local taxes shall be up to date within the entirety of the 18-month time period

iii. All Federal, State, and local permits shall be maintained and valid throughout the entirety of the 18-month time period

iv. **Public Hardship Hearing under Alc. Bev. Art. §12-2202** - If "Continuation of the Business" is demonstrated sufficiently as per this SOP, then no hardship extension hearing is necessary to prolong the validity of the license during the aforementioned 18-month period.

v. **Notation in Liquor Board Database** – Administrative staff shall notate within the liquor board database the date in which the certificate of permission was issued to ensure compliance with Alc. Bev. Art. §4-803.

(3) **Scanning of Completed Transfer/New/Substitute/Expansion Applications into On-Line Library**

a. Upon completion of a Transfer/New/Substitute/Expansion Application, the Assistant Executive Secretary or his or her designee shall scan a copy of the application file in accordance with SOP 2.20 to ensure that all information is properly loaded onto the BLLC's On-Line Library.

i. **Destruction of Financial Forms**

- All financial forms within the approved and completed applications to be scanned shall be destroyed before the physical cases are filed within the file room.

Attachment A

Initial Acceptance List Items - Transfers, Expansions and New Applications

- Completed Application
    - Payment of Application Fee and Advertisement Fee
    - All questions answered (even to note N/A Not Applicable)
    - Floor Plan included
    - Verified voter information
    - Verified Baltimore City Resident
    - A current Use and Occupancy Certificate or Receipt of Application for a Use and Occupancy Permit with DHCD
    - Review of Seating Capacity to ensure seating in application is compliant with State law for all new Class B Beer, Wine, and Liquor licenses
    - Financial Interest of at least >1% ownership for all licensees
    - Notarized and signed by all applicants
    - Time and Date Stamp
    - Staff Completed "Office Use Only" section noting date accepted
- SDAT Information (Print out and/or Scanned)
- Verify Active License Status
- License Database Information/History (Print out and/or Scanned)
- Any Fees/Fines owed to the agency/ HOLDS – note to applicant that this will not be transferred until hold is satisfied and note HOLD on Folder

Class New "B" Only – (Note that it is recommended to the applicant that he or she provide the following 10 days before the hearing)

- Summary of Improvements and Capital Outlay
- Menu (may provide for BD7 and D – not required)
- Please ensure that all communications with the applicant are notated and initialed on the application folder.

Attachment B

Items needed to Complete Transfer/New Applications – *Items that may be collected after Board approval.*

- Approval from the Zoning Enforcement Division: Final Use and Occupancy (will be required as part of the file)
- Verify Worker's Compensation Insurance Information (Complete "Staff Only Section")
- Health Department Approval: Food Permit in new owners' name/Email sent to staff – May make copy of Health permit as well but email is required.
- Approval from the Baltimore Departments (Fire, Building and Electrical)
- Bulk Transfer Permit (if applicable – not needed for new establishment and/or expansions)
- Affidavit of Compliance with the Bulk Transfer Act
- Transfer Authorization Form - The form must be signed by the seller(s) and one of the purchasers (Not needed for new applications).
- Alcohol Awareness Certificate (At least one licensee)
- Criminal Justice Record(s) Check – Proof of Payment
- A copy of the Sales Tax License (copy kept in file)

HOLDS on licenses (Note that all HOLDS must be removed before the transfer is complete)

- Payment of Fees and Fines to BLLC
- Payments to City Law Department - LAW DEPARTMENT TAX CLEARANCE REQUIRED
- Payment of outstanding Sales Tax - No license will be transferred until a release is obtained from the State Comptroller's Office.
- Payment of bills due to wholesalers - if any have notified the Board that money was owed by the seller(s), these bills must be paid. Payment of current Tangible Personal Property Tax - a receipted tax bill or clearance from the Collections Division must be provided. A cancelled check will not be accepted as proof of payment.
- Trader's license
- Welcome Packet Issued to new or transferee licensee.
    - Must be initialed for on the signoff sheet
- Please ensure that all communications with the applicant are notated and initialed by the responsible employee on the application folder.

HON. ALBERT J. MATRICCIANI, JR. (RET.)
CHAIRMAN

COMMISSIONERS
AARON J. GREENFIELD, ESQ.

ALTERNATE COMMISSIONER
HARVEY E. JONES

DOUGLAS K. PAIGE
EXECUTIVE SECRETARY

THOMAS R. AKRAS, ESQ.
DEPUTY EXECUTIVE SECRETARY

STACI L. RUSSELL
ASSISTANT EXECUTIVE SECRETARY

STATE OF MARYLAND
BOARD OF LIQUOR LICENSE COMMISSIONERS
FOR BALTIMORE CITY
1 N. CHARLES STREET, SUITE 1500
BALTIMORE, MARYLAND, 21201-3724
PHONE: (410) 396-4377
FAX: (410) 396-4382

Attachment C – Example Only

[Date]

[Applicant]
[Address
State, City Zip]

Re: 90 Day Warning Transfer Pending Letter

Dear Applicant,

The Board of Liquor License Commissioners for Baltimore City (BLLC) is writing you today to inform you that it has been at least 90 days since the Board approved your application to transfer ownership and/or location of a **[Class B - Beer, Wine and Liquor License]** to be located at **[establishment address].**

As per Alc. Bev. Art. §12-1705, "A transfer of a license shall be completed on or before 180 days after the Board approves the transfer." Accordingly, if you have not obtained your liquor license from the BLLC 180 days after approval from the Board, your application to transfer ownership and/or location of a liquor license expires.

On **[Approval Date]** the Board approved your application to transfer ownership and/or location of a liquor license. As of this writing it has been [**#] days** since the Board approved your application.

Please note you have approximately **[#] days** from today's date to successfully transfer the liquor license. If you have not transferred your license by **[180 days]** your pending transfer application will expire.

If you have any questions or concerns regarding this matter, please call our offices at 410-396-4377.

Sincerely,

Thomas R. Akras
Deputy Executive Secretary

HON ALBERT J. MATRICCIANI, JR. (RET.)
CHAIRMAN

COMMISSIONERS
AARON J. GREENFIELD, ESQ.

ALTERNATE COMMISSIONER
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BALTIMORE, MARYLAND, 21201-3724
PHONE: (410) 396-4377
FAX: (410) 396-4382

Attachment D – Example Only

[Date]

[Applicant]
[Address
City, State Zip]

Re: 150 Day Pending Transfer Warning Letter

Dear Applicant,

The Board of Liquor License Commissioners for Baltimore City (BLLC) is writing you today to inform you that it has been at least 150 days since the Board approved your application to transfer ownership and/or location of a [**Class B - Beer, Wine and Liquor License]** to be located at **[establishment address].**

As per Alc. Bev. Art. §12-1705, "A transfer of a license shall be completed on or before 180 days after the Board approves the transfer." On **[approval date]** the Board approved your application to transfer ownership and/or location of a liquor license. As of this writing it has been **[#] days** since the Board approved your application.

Please note you have approximately **[#] days** from today's date to successfully transfer the liquor license. If you have not transferred your license or filed a request for a transfer hardship extension under Alc. Bev. Art. §12-1705(b), which allows for an additional 90 days to complete the transfer, by **[180 days],** your pending transfer application will expire.

If you have any questions or concerns regarding this matter, or wish to inquire about the validity of the license for purposes of refiling a transfer application, please call our offices at 410-396-4377.

Sincerely,
Thomas R. Akras
Deputy Executive Secretary

HON. ALBERT J. MATRICCIANI, JR. (RET.)
CHAIRMAN

COMMISSIONERS
AARON J. GREENFIELD, ESQ.

ALTERNATE COMMISSIONER
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STATE OF MARYLAND
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FOR BALTIMORE CITY
1 N. CHARLES STREET, SUITE 1500
BALTIMORE, MARYLAND, 21201-3724
PHONE: (410) 396-4377
FAX: (410) 396-4382

Attachment E – Example Only

[Date]

[Applicant]
[Address
City, State Zip]

Re: Status of Transfer of Ownership Application – [address]

Dear applicant(s):

On [application date], you filed an application to transfer ownership of the Class "[Class]" [Beer, Wine & Liquor] license located at [establishment address] into your name(s). The transfer was approved by the Board of Liquor License Commissioners for Baltimore City (BLLC) at a public hearing on [hearing date].

Alcoholic Beverages Article § 12-1705 states that "A transfer of a license shall be completed on or before 180 days after the Board approves the transfer." As of [today's date], the transfer application was not completed. As this date falls [#] days after approval by the Board, the transfer application that you submitted to the BLLC regarding the aforementioned licensed location has been voided.

You are receiving this letter because as of today you have failed to complete the transfer of your application within the 270 day time period allowed by law. As this date falls [#] days after approval by the Board, the transfer application that you submitted to the BLLC regarding the aforementioned licensed location has been voided.

Please contact the BLLC at 410-396-4377 to determine the status of this license because of the termination of this license transfer application.

Very truly yours,
Douglas K. Paige
Executive Secretary
Cc: [attorney], Esq.

HON. ALBERT J. MATRICCIANI, JR. (RET.)
CHAIRMAN

COMMISSIONERS
AARON J. GREENFIELD, ESQ.

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FOR BALTIMORE CITY
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BALTIMORE, MARYLAND, 21201-3724
PHONE: (410) 396-4377
FAX: (410) 396-4382

Attachment F – Example Only

[Date]

[Applicant
[Address
City, State Zip]

Re: 230 Day Transfer Application Warning Letter – [address]

Dear applicant(s):

On [application date], you filed an application to transfer ownership of the Class "[Class]" [Beer, Wine & Liquor] license located at [establishment address] into your name(s). The transfer was approved by the Board of Liquor License Commissioners for Baltimore City (BLLC) at a public hearing on [hearing date].

On [request date], you requested, under the provisions of Alcoholic Beverages Article § 12-1705(b), an additional 90 days to complete your transfer application, thereby receiving the full 270 days as allowed by law to complete the transfer of your license application. On [hearing date for transfer extension], the Board approved your request for a transfer extension, thereby allowing you to complete the transfer on or before [270day date for transfer].

You are receiving this letter because as of today [date] you have not yet completed the transfer of your application. As of this date, you have [put the remaining number of days here before the transfer application expires] days before your transfer application expires. Please note that if you do not complete your transfer application by [270 day date] then by operation of law the application will be voided.

If you have any questions or concerns regarding this matter, please contact our office at 410-396-4377.

Sincerely,

Thomas R. Akras
Deputy Executive Secretary

Cc: [Attorney], Esq.

HON. ALBERT J. MATRICCIANI, JR. (RET.)
CHAIRMAN

COMMISSIONERS
AARON J. GREENFIELD, ESQ.

ALTERNATE COMMISSIONER
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Attachment G – Example Only

[Date]

[Applicant]
[Address
City, State Zip]

Re: Termination of Transfer Application – [address]

Dear applicant(s):

On [application date], you filed an application to transfer ownership of the Class "[Class]" [Beer, Wine & Liquor] license located at [establishment address] into your name(s). The transfer was approved by the Board of Liquor License Commissioners for Baltimore City (BLLC) at a public hearing on [hearing date].

On [request date], you requested, under the provisions of Alcoholic Beverages Article § 12-1705(b), an additional 90 days to complete your transfer application, thereby receiving the full 270 days as allowed by law to complete the transfer of your license application. On [hearing date for transfer extension], the Board approved your request for a transfer extension, thereby allowing you to complete the transfer on or before [270 day date for transfer]. On [90day letter date], all applicant(s) [and your attorney], including yourself, were mailed a letter referencing the aforementioned deadline to complete this transfer, which has also been attached.

You are receiving this letter because as of today you have failed to complete the transfer of your application within the 270 day time period allowed by law. As this date falls [#] days after approval by the Board, the transfer application that you submitted to the BLLC regarding the aforementioned licensed location has been voided.

Please contact the BLLC at 410-396-4377 to determine the status of this license because of the termination of this license transfer application.

Sincerely,

Thomas R. Akras
Deputy Executive Secretary

Cc: [Attorney], Esq.

HON. ALBERT J. MATRICCIANI, JR. (RET.)
CHAIRMAN

COMMISSIONERS
AARON J. GREENFIELD, ESQ.
.

ALTERNATE COMMISSIONER
HARVEY E. JONES



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FAX: (410) 396-4382

Attachment H

February 28, 2020

Re: Cease and Desist Letter – No sales of Alcoholic Beverages allowed without a valid license – {address}

To whom it may concern:

It has come to the attention of the Board of Liquor License Commissioners for Baltimore City (BLLC) that an establishment formerly known as {trade name} located at {address} may be distributing, furnishing, or providing alcoholic beverages to patrons for purchase.

On [date], the [Class of License] license that was formerly issued to [trade name and corporate name] was transferred to [name of secured creditor] via a Secured Creditor application. The substitute application was supported with documents that met the requirements of BLLC Rule 2.03(d) Substitute Applications. Thus, the application is now in Secured Creditor status and accordingly the location is prohibited from distributing, furnishing, or providing alcoholic beverages to patrons for purchase.

As per Alc. Bev. Art. 12-2501(b), "an establishment that is not licensed by the Board...may not serve alcoholic beverages; or allow alcoholic beverages to be consumed. Alc. Bev. Art. 12-2501(e) further holds that a person who violates this section is guilty of a misdemeanor and on conviction is subject to imprisonment not exceeding 2 years or a fine not exceeding $10,000.

Please let this letter serve as notice that because there is no license to distribute, furnish, or serve alcoholic beverages at [address] , you must cease and desist from the distribution, furnishing, or provision of alcoholic beverages at this location. Such acts would be considered criminal and prosecutable under the law.

If you have any other questions or concerns regarding this matter, please do not hesitate to contact Mr. Thomas R. Akras, Deputy Executive Secretary of the BLLC, at 410-396-4377.

Sincerely,

Douglas K. Paige
Executive Secretary
Board of Liquor License Commissioners
for Baltimore City

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.02**	Pages: 6
Title: Alcoholic Beverage Renewal Process		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To establish policies and procedures regarding the renewal application process, which include, but are not limited to review and issuance of renewal applications, notification of licensees, review of submitted applications, following up with licensees regarding incomplete applications, ensuring proper payment for licenses, and issuance of renewal licenses.

Responsible Staff: Administrative Office Staff

Staff Monitor: Assistant Executive Secretary, Deputy Executive Secretary, and/or Executive Secretary

Policy: Below are the basic instructions for completing renewal correspondence and staff acceptance of renewal applications:

(1) **Renewal Application Revisions/Review:** BLLC Staff shall complete a review of the Renewal Application form by January 31st of upcoming license year. If it is determined that changes need to be made, then an email with suggested changes to the application and an explanation for the changes will be submitted to a member of the Field Enforcement Division within the Comptroller's Office for approval.

(2) **Holds and Tax Liens:** All tax liens and notices will be entered into the liquor board database and letters will be sent to licensees noting that holds must be released before renewal. A copy of the licensee list will be sent to the City Law Department by January 31st of each year. These tasks will be completed by administrative staff.

(3) **Zoning Check for Renewals:** By January 31st of each year the previous year's licensee list will be sent to Zoning (either written or electronic communications) requesting that the Zoning Administrator review the zoning status and use for each license to verify that each use comports with the Zoning Code of Baltimore City. If no email is sent back by the Zoning Administrator, then the BLLC will deem that all licensed establishments are in compliance with the Zoning Code of Baltimore City.

(4) **Criminal Justice Information System (CJIS) Inquiry:** The Deputy Executive Secretary or his or her designee shall maintain consistent communications with CJIS to ensure that it is receiving updates on current licensees and applicants for licensure throughout the year. On an annual basis, the BLLC shall confirm via email or other communications with CJIS that electronic communications between

the agencies are uninterrupted. If BLLC receives information from CJIS that a licensee has been convicted of a criminal offense it will refer the matter to the Chairman of the Board to determine if the license holder is not qualified for renewal under the Alcoholic Beverages Article. As an alternative, Administrative staff will accept a substitute application to remove the licensee from the license as long as such a substitution does not constitute a transfer of the license.

(5) **Letters and Correspondence to Licensees**: The staff will draft and the Executive Secretary will finalize letters for the renewal which will be sent out in February of each year. This will include the following items:

a. Approved renewal application

b. Letter to license holders

c. Letter for 46th Legislative District Class B and Food Form

d. Other information on the renewal process

e. Letter to all applicants/licensees with pending transfers that have been approved by the Board

- **Transfer Applicants/Licensees Must Renew** – BLLC staff shall draft a letter to all pending transfer applicants informing them of the need to renew their licenses in the names of the current licensee if the transfer is not complete by March 31
- **Transferring Licenses in March/April** – While transfer applicants are allowed to complete their transfers during the month of March and April, BLLC staff shall provide notice to these applicants that there may be additional wait time involved if applicants wish to transfer during the renewal time period.

(6) **Receiving Applications:**

i. **License Check:** Once an application is accepted by the agency, administrative staff will check the system to note if the license is active and, if not active, note to a supervisor for review.

ii. **Date Stamp**: Administrative staff **must** note date received and/or date stamp the renewal application and process the application payment fee. Staff failure to do so could result in disciplinary action.

iii. **Processing**: Staff will note on the application and process in the system that the application fee has been paid and checks must be endorsed immediately and securely stored.

iv. **Deposit Process:** Endorsed checks should be given to the Accountant I and checks should be processed regularly (bi-weekly/daily depending upon size of deposit –see deposit policy). If not endorsed, the Accountant I must ensure that payments are endorsed properly.

v. **Holds for Agency Funds:** Administrative staff will check on the hold status and if there are outstanding fees and fines due to the agency. The licensee must be notified and funds must be collected by the City or BLLC when and if appropriate, before the license is renewed. All holds should be noted on the application and/or in the system.

i. The Accountant I will be responsible for keeping updated monthly records on outstanding funds. Holds must be verified for all licensees by the end of February. Examples of Type of Holds:

1. Holds for Funds to Agency (Fees/Fines)
2. Tax Holds
3. Trader License
4. Law Department Holds
5. Other Pending Items

ii. Comments Section Notes: When entering information in the "Comment Section" of our database, please be very clear and precise as to what is being communicated for both internal and external viewing. Once you have entered the information in the system, please include your initials at the very end.

vi. **Initial Application Review:** Administrative staff will review application for completeness and make sure that all questions are completed by applicant for license type.

i. The following items shall be checked during the initial review phase:

1. Ensure that all applicable questions are answered
2. All licensees have signed and those signatures are notarized
3. Proper payment is made to the BLLC
4. The renewal application is time stamped
5. Corporate Standing of Entity is reviewed

vii. **Changes to Renewals:** Some changes can be made at renewal as long as they do not conflict with the Alcoholic Beverages Article which governs the renewal process. These types of changes include the following:

i. Name Change (Marriage)

1. Note licensee will provide proof of legal name change
    - Upon review and approval, these requests shall be placed in a special folder that is maintained by the Assistant Executive Secretary or his or her designee for review and processing.

ii. Named licensee (Substituting/Deleting) under 50% ownership

1. Licensee must submit a cover letter describing request
2. Minutes from corporate meeting/letter from sole proprietor or partnership on company letterhead describing the change and/or authorization for new licensee
3. Letter of Resignation of Officer
4. Receipt of Fingerprints from CJIS
5. Financial Form

iii. Change of Licensee residence and/or mailing address

1. Note if Baltimore Resident/Voter is changing

2. May require background check

iv. Death of Licensee

1. Death Certificate/Letters of Administration/Breakdown of Stockownership as per the Corporation/Partnership

2. Obituary Notice (Class C Licensees) allowed to show for the purposes of removal.

- Note procedures outlined by Alcoholic Beverages Article and in BLLC SOP 2.01

viii. **Contacting Licensee for missing information**: Administrative staff may contact licensees by phone, US mail and/or email to request any/all missing information and if information is missing:

i. Information that is taken over the phone and/or by email should be noted on the application with the initials and date of the change.

ii. If the applicant fails to respond to requests for information in a timely manner a letter will be sent to the licensee and noted to the file. The application is noted incomplete.

iii. Applicant and their representatives can amend applications in writing by email and/or letter. These amendments must reflect the date that they are received. If a date is not noted, staff should use the date stamp to note date and time received.

(7) **Secondary Review of Applications:** Administrative staff will prepare applications for secondary review by BLLC staff; applications should be bundled and/or provided electronically. (Look to Attachment B for General Guidance)

a. Assigned staff will check to make sure that the application is complete.

i. If the application has missing information, then staff shall ensure that the licensee or his or her representative is contacted and the necessary information is provided, if necessary the application may be returned to administrative staff for guidance.

ii. If the establishment is not operating, staff shall note information for inspections and if a non-operation letter was sent to the licensee. Check for validity issues.

- Example – Two licenses at one location

iii. Verifies that the proper fee is accessed based on size and privileges.

1. Verification includes review of all ancillary privileges to ensure fees are paid to the BLLC – outdoor table service, live entertainment, seating capacity, catering, growlers, etc.

2. Verification to also include:

- Workers Compensation Information is updated
- Entity holding the license is in Good Standing
    - If applicable, SDAT number to be included in application

- Fire Capacity information is accurate
- Pre-2016 License holders own property
- Post-2016 License holders are the actual owners of the property or reside at the property stipulated in the application
- Alcohol Awareness certification is current and valid

iv. Upon completion of Secondary Review license may be renewed if deemed complete by reviewing official.

(8) **License Issuance**: Below are the steps for license issuance. The agency shall pre-print licenses beforehand and store licenses in a secure location to distribute once a determination has been made that the license renewal application is compliant with State law and payment has been made.

a. **Complete/No Issues:** If an application has been reviewed and all of the questions are noted and complete and there are no outstanding holds, the license can be issued and printed on demand after payment is received.

b. **Complete - Hold**: License will be held until any and all outstanding payments are made to the agency.

- **Accounting Holds: Accountant I or designee to place holds on Licenses**
  - **Comptroller Holds –** If the agency receives hold requests from the Comptroller's Office, the agency will not release the license for renewal until it receives clearance from the Comptroller's Office indicating the hold has been released
  - **City Law Department Holds -** If the agency receives hold requests from the Law Department (i.e. outstanding tax bills owed to the City), the agency will not release the license for renewal until it receives clearance from the City Law Department indicating the hold has been released
  - **BLLC Fines/Fees Owed –** If upon review of its own records the agency discovers that there are outstanding balances that the licensee owes the BLLC, the agency will not release the license for renewal until it receives full payment for any back fees or fines owed the agency.
  - **Current Traders License –** The BLLC requires that a licensee bring a current traders license in order to issue the renewal license.

c. **Incomplete**: The licensee is notified by letter that the application is incomplete, information will be entered into licensee file and application will be held.

Any questions on this policy procedure should be directed to management staff.

Attachment A

Renewal Application Checklist

Here are some areas to note for completeness (examples are below)

- Contact Information
  - Owner/Manager contact
  - Business Address, Phone, email, and/or Cellular number
  - Alternate Address (Home)
  - SDAT Number
- Operation Status (*If not, operating please note for inspections/supervisor*)
- Hours of Operation
- Consistent Information from Previous Years
- Noting changes of ownership (if under 49%)
- Zoning Check (if there is a change noted by zoning from list sent)
- Seating Information (*If applicable – Class B)*
- Food Percentages (*If applicable- note letter if under 50%)*
  - *Completed form 46th District only*
- Answer to Questions: (Note to make sure that Fees are Paid/Charged)
  - Ancillary Services:
    - Outdoor Seating (*If applicable – apply through hearing – Letter to licensee if answered Yes and they do not currently have approval)*
    - Catering (*If applicable – Answer YES then add fee on Class B if not already added)*
    - Live Entertainment (*If applicable – apply through hearing – Letter to license, if answered Yes and they do not currently have approval)*
    - Administrative Staff will also look to prior renewal applications, case file history, and DHCD to verify the Ancillary Privileges issued to the licensed location.
  - Growlers
  - Delivery – Fill out new form
  - Criminal Background (*If needed, note to management*)
- Determines that amount that is due based on answers to questions and special license privileges.
- Make sure to calculate all charges and add notes to system on issues (Note HOLD if questions for supervisor review)
- Check information on various state databases and makes sure that application is complete and all questions are answered.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.03**	Pages: 3
Title: Adult Entertainment Renewals		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To establish policies and procedures regarding the renewal application process, which include, but are not limited to: review and issuance of renewal applications, notification of licensees, review of submitted applications, following up with licensees regarding incomplete applications, ensuring proper payment for licenses, and issuance of renewal licenses.

Responsible Staff: All administrative BLLC staff.

Staff Monitor: Assistant Executive Secretary, Deputy Executive Secretary, and/or Executive Secretary.

Policy: Below are some basic instructions for completing Adult Entertainment renewal correspondence and staff acceptance of renewal applications:

(1) **Renewal Application Revisions/Review:** BLLC staff shall review the Renewal Application for form and sufficiency in March of the upcoming license year and if changes need to be made they will be submitted to a member of the Field Enforcement Division of the Comptroller's Office for approval.

(2) **Holds and Tax Liens:** All tax liens and notices will be entered to the liquor board database and letters will be sent to licensees noting that holds must be released before renewal. A copy of the licensee list will be sent to the City Law Department by June 30th of each year. These tasks will be completed by administrative staff.

(3) **Letters and Correspondence to Licensees:** The staff will draft and the Executive Secretary will finalize letters for the renewal which will be sent out in May of each year. This will include the following items:

a. Approved renewal application

b. Letter to license holders

c. Other information on the renewal process

(4) **Zoning Check for Renewals:** By June 30th of each year the previous year's licensee list will be sent to Zoning (either written or electronic communications) requesting that the Zoning Administrator review the zoning status and use for each license to verify that each use comports with the Zoning Code of Baltimore City. If no email is sent back by the Zoning Administrator, then the BLLC will deem that all

licensed establishments are in compliance with the Zoning Code of Baltimore City.

(5) **Criminal Justice Information System (CJIS) Inquiry**: The Deputy Executive Secretary or his or her designee shall maintain consistent communications with CJIS to ensure that it is receiving updates on current licensees and applicants for licensure throughout the year. On an annual basis the BLLC shall confirm with CJIS that electronic communications between the agencies are uninterrupted. If BLLC receives information from CJIS that a licensee has been convicted of a criminal offense it will refer the matter to the Chairman of the Board to determine if the license holder is not qualified for renewal under the Alcoholic Beverages Article. As an alternative, Administrative staff will accept a substitute application to remove the licensee from the license as long as such a substitution does not constitute a transfer of the license.

(6) **Receiving Applications:**

a. Once an application is received administrative staff will check the system to note if the license is active and, if not active note to a supervisor for review.

b. Administrative staff must note date received and/or date stamp application and process the application payment fee.

c. Staff will note and process in the system that Application fee has been paid and checks must be endorsed immediately and securely stored.

d. Endorsed checks should be given to the Accountant and checks should be processed regularly (bi-weekly/daily depending upon size of deposit – see deposit policy). If not endorsed, the Accountant must ensure that payments are endorsed properly.

e. Administrative staff will check on the hold status and if there are outstanding fees and fines due to the agency. The licensee must be notified and funds must be collected before the license is renewed. This must be noted on the application and/or in the system.

f. Administrative staff will review application for completeness and make sure that all questions are completed by applicant for license type. Here are some areas to note for completeness (examples are below):

    i. Contact Information

        1. Manager contact

        2. Business Address, Phone, email, and/or Cellular

        3. Alternate Address (Home)

    ii. Consistent Information from Previous Years

    iii. Noting changes of ownership

    iv. Consent on changes of owners

    v. Verification that the Corporate entity that owns the license is in good standing

    vi. Verification that the BLLC has updated Workers Compensation Information

g. Administrative staff can contact licensees by phone, US mail and/or email to request any/all

missing information and if information is missing:

i. Information that is taken over the phone and/or by email should be noted on the application with the initials and date of the change.

ii. If the applicant fails to respond to requests for information in a timely manner a letter will be sent to the licensee and noted to the file. The application is noted incomplete.

iii. Applicant and their representatives can amend applications in writing by email and/or letter. These amendments must reflect the date that they are received. If a date is not noted, staff should use the date stamp to note date and time received.

(7) **Supervisory Review of Applications:** Administrative staff will prepare applications for supervisory review; applications should be bundled and/or provided electronically.

a. Supervisors will check to make sure that the application is complete.

i. If the application is incomplete, then administrative staff shall ensure that the licensee or his or her representative is contacted and the necessary information is provided, if necessary, the application may be returned to administrative staff for guidance.

ii. Supervisor will note review on the application with date reviewed so that it can move on to completion. Review step will be performed before final license is issued and license can be issued.

(8) **License Issuance**: Below are the steps for license issuance. The agency will pre-print licenses on demand and/or store licenses that have been printed in a secure location.

a. **Complete/No Issues**: If an application has been reviewed and all of the questions are noted to be complete and there are not outstanding holds, the license can be issued and printed on demand after payment is received.

b. **Complete Hold**: License will be held until any and all outstanding payments are made to the agency.

- **Accounting Holds: Accountant I or designee to place holds on Licenses**
  - **Comptroller Holds –** If the agency receives hold requests from the Comptroller's Office, the agency will not release the license for renewal until it receives clearance from the Comptroller's Office indicating the hold has been released
  - **City Law Department Holds -** If the agency receives hold requests from the Law Department (i.e. outstanding tax bills owed to the City), the agency will not release the license for renewal until it receives clearance from the City Law Department indicating the hold has been released

c. **BLLC Fines/Fees Owed –** If upon review of its own records the agency discovers that there are outstanding balances that the licensee owes the BLLC, the agency will not release the license for renewal until it receives full payment for any back fees or fines owed the agency.

d. **Incomplete**: The licensee is notified by letter that the application is incomplete, information will be entered into licensee file and application will be held.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.04**	Pages: 6
Title: Docket Preparation		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To outline the process and guidelines for staff on the preparation, production, and publication of BLLC dockets.

Responsible Staff: Executive Assistant, Assistant Executive Secretary, Deputy Executive Secretary, Executive Secretary, and assigned Office Assistant IIs

Staff Monitor: Assistant Executive Secretary, Deputy Executive Secretary and Executive Secretary (Chief Inspector for Posting/Violations – Service for delivery and Inspection Reports)

Policy: Docket Preparation

(1) **Weekly Docket Meetings (DocketStat)**: On a weekly basis the Executive Staff shall meet with the Administrative Staff to determine the completeness of applications in order to create the short and long dockets for publication and posting on the website. At this meeting, staff will make final determinations as to docket size and applications that are complete and ready to be heard by the Board.

i. **Tracking of 90/180/270 Transfer Applications** – Executive Staff shall review the timelines of all pending transfer applications to ensure that proper notice is provided to applicants regarding the completion of their applications in a timely manner and the agency is issuing licenses in compliance with time provisions within the Alcoholic Beverages Article.

ii. **Tracking of Hardship Extension Requests -** Executive Staff shall review the timelines of all approved hardship extension requests to ensure that proper notice is provided to applicants regarding the date that their license expires (360 days after closure).

1. **250 Day Letter -** License Holder is to receive a letter on the 250th Day indicating that if an application is not made in compliance with the Alcoholic Beverages Article by the 360th day after closure, then the license shall expire by operation of law.

iii. **Timelines Maintained by Administrative Staff** – As per the Assistant Executive Secretary or his or her designee, timelines regarding transfer applications and hardship extension requests shall be maintained in an electronic format for review by Administrative and Executive Staff.

(2) **Timeline:** The draft short docket should be prepared by Wednesday 15 days before the scheduled meeting date so that it can be distributed and posted online 14 days before the hearing is scheduled. The long docket shall be ready by Thursday afternoon two weeks before the meeting for duplication and scanning/posting. The long docket may be reviewed by Executive Staff for completeness and preparedness for publication before being posted on the BLLC website.

(3) **Verify Posting (Inspections):** Any (transfer, amendment, and/or new applications) items on the docket must be posted, and inspections should include a completed report as part of the file. (Note: SOP 3.08 Posting and Maps)

(4) **Steps for Short Docket preparation**: There are two portions of the docket that must be developed: The Regular Docket and the Violations Docket. Below are details on information that must be prepared.

a. **Regular Docket (Transfers, New, Hardship Extensions, and other)**

i. Pull the files for the indicated hearing date.

ii. Note information and hearing date in tracking documents

iii. Formatting information:

1. Type heading (centered) in a bold, capital font
2. Type note at left margin
3. Type the name(s) of applicant(s)/licensee(s), corporate name if any, trading as name and address of establishment in bold font
4. Type class of license
5. Type scope of the hearing (transfer, requests and/ new applications)
6. Make sure that Financial Information sheet is in the Board File. **This cannot be included in docket due to MPIA issues. Upon issuance of license the Financial Information Sheet is to be destroyed.**

iv. Review docket and email to supervisor.

v. Note any letter or community information to include in long docket preparation.

vi. Prepare letter applicant/licensee for signature by the Executive Secretary. **(Attachment 3)**

1. New Class B Beer, Wine Liquor License Letter

- If a letter is to be sent to an applicant for a new Class B Beer, Wine, and Liquor Licensee, there should be language in the letter identifying the following
  - Proof of required Capital Investment for license
  - Proof of required seating capacity (75, 150, etc.)
  - Proof at hearing that the establishment will be a restaurant that will serve food (ex – copy of a proposed menu) (**Attachment 4)**

vii. Ensure that the sign posting report with map and/or transfer report are part of the file.

b. Violations Docket

i. Pull the files and verify the charges with the Deputy Executive Secretary

ii. Formatting information:

1. Type heading (centered) in a bold, capital font
2. Type the name(s) of applicant(s)/licensee(s), corporate name if any, trading as name and address of establishment in bold font
3. Type class of license
4. Add Summary of Rule Violation with date and information/ copy from charging document

iii. Log all witnesses (inspectors/police officers) and requests in journal and/or system log

iv. Print service documents, including summonses and notice documentation, and make sure that there are copies in evidence file

1. **Licensee Notice and Summons Protocol:**

- Executive Assistant to Draft all Notices and Summons
- Upon drafting the summons, the Executive Assistant shall log each summons and notice into a log book
- The summonses/notices shall be delivered to the Chief Inspector or his or her designee, who shall sign for said summons/notice, to be issued by members of the Inspection Division
- After delivery of the summons/notice, the Chief Inspector or his or her designee shall deliver a copy of the return receipt of the summons/notice to the Executive Assistant
    - **Please note that notices to licensees or their attorneys/consultants SHALL be served on licensees or their attorneys/consultants at least 10 days before the hearing date.**
- The Executive Assistant shall log in the return receipt into the log book and place the notice/summons into the Evidence File of the applicable violation case

v. Provide service copies to the Chief Inspector for delivery within guidelines for posting and rules and regulations

vi. File signed copy of service documents in file (Licensee, Inspector, other witnesses and Police)

vii. Ensure that copies of service are made for the licensee and/or attorney for the hearing upon request

viii. Ensure that copy of the license history is part of the file

(5) **Supervisory Review:** The Executive Secretary or Deputy Executive Secretary or their designee may review the docket and make any changes. Items may be moved to other dates and files will be noted so that items can be rescheduled properly.

(6) **Steps for Long Docket Preparation (but not later than Thursday):** Staff will prepare a cover page report along with the following items for the public file (this is a sample but other items may be included):

a. Regular Docket

i. Cover Page Report – (**Attachment 1**)

ii. Copy of the Application/Interview Materials/Floor Plan

iii. Copy of Inspection Documents & Photos

iv. Map of the Subject Property with other License Locations (Google Maps)

v. Copy of SDAT (if applicable)

vi. Any Letters or other correspondence

vii. Hardship Extension Requests – Differs slightly from transfers, new, and expansions

1. Letter from License
2. Note last day of operation and/or inspection

viii. License History

b. Violation Docket

i. Cover Page Report – (**Attachment 2**)

ii. Summary Sheet (includes charges and violation history last 3-5 years)

iii. Copy of Reports (i.e. Investigation Reports, Police, Comptroller and Inspection Report)

iv. Photos (if applicable)

c. This information can be scanned as a single Adobe PDF and/or provided electronically.

(7) **Supervisory Review (On or before Thursday):** The Executive Secretary or Deputy Executive Secretary or his or her designee will review the docket and make any changes. Items may be moved to other dates and files will be noted so that items can be rescheduled properly. Notes will be added to the file folder and/or system regarding scheduling.

(8) **Distribution**: Once the final Long and Short dockets have been approved for publishing, an e-mail and posting information will be sent to the distribution lists by Thursday (14 days before the meeting date). Ensure that posting is on the Board website within 14 days.

i. **Amendments to Short Dockets** – If there are any amendments to the short docket that are made after initial distribution, the Executive Assistant or his or her designee shall simultaneously post the final amended version of the short docket to the agency's website and email the items to the agency's distribution list.

Attachment 1 – Example only

January 19, 2017

Applicant(s): Julieanna McGuire
Sangria, LLC, T/a Sangria
930 N. Charles Street, 21201

Class: "B" Beer, Wine & Liquor License

Application to transfer ownership with continuation of live entertainment and outdoor table service.

(a**) Applicant(s) Information**: (1) Julieanna McGuire was born in Bethesda, MD in February of 1983. She lives in Baltimore, MD.

(b) **Ownership Breakdown**: (1) Ricardo A. Jones (70%); (2) Bernice Cuevas (15%); (3) Ricardo R. Jones (10%); and (4) Julieanna Mc Guire (5%).

(c) **Purchase Price of Business**: Financed at 0%. $5,000 fee to be paid monthly.

(d) **Qualified Voters**: Eboni Thomas, Valdez Blackwell, and Kelvin Barton are qualified Baltimore City voters.

(e) **Zoning**: Applicants have applied for a USE permit, for the use of all 3 floors as a bar and restaurant with live entertainment and outdoor table service in rear courtyard.

(f) **Corporate Standing**: Sangria, LLC is a MD LLC and as of 12/30/2016 is active and in good standing.

(g) **Posting Report**: The location was posted on 12/13/2016 and checked on 12/23/2016. This meets the 10-day rule. There are 23 licensed liquor establishments in the 4x4 area: "B" BWL-15; "A" BWL-2; "C" BWL-3; and "BD7" BWL-3.

(h) **Timeline**: On May 4, 2016 applicant Lindsey Stander made application to transfer the license into here name under a new company. On June 7, 2016 the BLLC conducted an inspection of this location and found it to be open and operating. On June 30, 2016, the Board approved the transfer of this license to Ms. Stander. On July 15, 2016 the establishment ceased operations. As of that time the transfer to Ms. Stander had not yet been completed. On November 4, 2016 the current applicant made application to transfer the license. On November 14, 2016 Ms. Stander withdrew her application for transfer. Due to the fact that an application to transfer ownership was filed while a post-approved application for transfer was pending the 180 day expiration clock never started and was tolled due to Ms. Stander's pending application. Accordingly, the license is valid and can transfer.

(i) **Letters of Support/Opposition**: At this time the Board has no letters of support or opposition.

In considering this request, under the provisions of Alcohol Beverage Article 4-210(A) the Board must consider the following factors: 1. The public need and desire for the license; 2. The number and location of existing license holders; 3. The potential effect on existing license holders of the license for which application is made; 4. The potential commonality or uniqueness of the services and products to be offered by the business of the applicant; 5. The impact of the license for which application is made on the health, safety, and welfare of the community, including issues relating to crime, traffic conditions, parking, or convenience; and 6. Any other factor that the local licensing Board considers necessary

Board's Decision:

Attachment 2 – Example Only

January 19, 2017

Licensee(s): George Marshall and Brenda Marshall
Marshall's, Inc., T/a Marshall's Bar
2351 Washington Boulevard, 21224

Class: **"**BD7" Beer, Wine & Liquor License

Violation of Rule 4.01(a) Sales to Minors – October 20, 2016 – At approximately 8:24 PM, the Baltimore Sheriff's Office, and the BLLC conducted random, joint investigations of establishments to determine if licensees would sell alcoholic beverages to minors. The joint task force responded to the establishment and sent Baltimore City Sheriff volunteer/cadet Victoria Cox, who is under the age of 21, into the establishment to attempt to purchase an alcoholic beverage(s). At that time Ms. Cox entered the establishment and purchased one (1) Budweiser Beer bottle ($2.50) and one (1) glass of Coca-Cola ($1.00). Utilizing a departmental $20 bill, Ms. Cox purchased the alcoholic beverage(s) for a total of $3.50. Ms. Cox was then provided with one (1) Budweiser Beer bottle and one (1) glass of Coca-Cola by the bartender/store clerk. Ms. Cox then communicated to the task force that she had purchased an alcoholic beverage(s). Members of the task force entered the establishment and notified the bartender/store clerk that an alcoholic beverage(s) had just been purchased by a minor and it would be reported to the BLLC. The task force then recovered the marked currency and returned both the alcoholic beverage(s) to the bartender and the change that was provided to Ms. Cox.

Board's Information:

(a) **Service on Licensee**: Summons issued to the licensee on 12/30/2016.

(b) **Witness Summonsed:** Summons issued to Inspector John Chrissomallis and Inspector Joanne Martin on 12/29/2016. Summons issued to Baltimore City Police Dept.: Sergeant Poma, Sergeant Perez, and Cadet Victoria Cox on 12/30/2016.

(c) **Violation History of Current Licensee**: Licensee appeared before the Board on 10/17/2013 in reference to:

- Violation of Rule 4.18 (selling alcoholic beverages without a valid license.
- GUILTY $500 Fine -$125 admin
- $625 Total Fine – PAID

Licensee appeared before the Board on 2/21/2013 in reference to:

- Violation of Rule 4.01 (a)- Sale to Minor
- GUILTY $500 fine +$125 admin fee
- $625 Total Fine

(d) **License Transfer Date**: The license transferred to the above named licensee(s) on 8/22/2007.

Board's Decision:

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.05**	Pages: 4
Title: Advertisement Policy		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To provide staff with guidelines on the process for advertising hearing notices and publishing information for the public. Also, this policy provides information to staff on expectations.

Responsible Staff: The Executive Assistant and/or designated staff will be responsible for creating all documents, maintaining copies of all advertisements and ensure that newspapers are paid in a timely manner. The Deputy Executive Secretary will assure that all invoices are entered by the Executive Assistant and approved on a regular basis.

Staff Monitor: The Assistant Executive Secretary will monitor the City website and emails to make sure that transfers and new applications are posted and disseminated regularly.

Policy:

(1) **Monthly Transfers and New Application Posting:**

a. The Executive Assistant and/or designated staff will prepare a monthly advertisement in compliance with 2.01 I (c) of these SOPs.

b. **On-Line Notification -** Accordingly, the Executive Assistant and/or designated staff shall

i. Send a copy of the Advertisement to the BLLC distribution email list

ii. Post a copy of transfers/new application Advertisements on the BLLC website

(2) **Advertising**

a. **Paper/Online Advertising** – The Secretary III and/or designated staff will submit Advertisement to the following 2 Newspapers of general circulation:

i. The Baltimore Afro American Times

a. Note that submission of advertisements to The Baltimore Afro American Times allow for publication in on-line and paper formats

ii. The Daily Record (*submission of advertisements to the Daily Record allow for publication in on-line and paper formats*)

iii. The BLLC may also use the Baltimore Business Journal, Baltimore Sun or any other paper of general circulation, if neither the Baltimore Afro nor the Daily Record are available.

b) Diversity in Advertising Guidance – The BLLC shall use best efforts to ensure its advertising is posted in publications that reflect the City's diverse population.

(3) **State Notification**

a. The Executive Assistant and/or designated staff member shall prepare monthly transfer postings for the state which is detailed in Attachment B. This information will be sent to Comptroller's office at the same time the other advertisement processes are done.

i. This shall be done no later than the last business day of the month, each month.

(4) **Special Advertisements**

b. The Executive Assistant and/or designated shall charge the applicant a **$1200** fee for the special advertisement (Similar to Attachment A – just Note Special Advertisement)

i. The Executive Assistant and/or designated staff will send copy of the Advertisement to the BLLC email list

1. The Executive Assistant and/or designated staff will post copy of the Advertisement on the BLLC website and note the changes and revised information to Comptroller and Baltimore City Law Department.

2. **Special Note** – The $1200 fee for the special advertisement fee is in ADDITION to the $600 filing fee.

(5) **Procedure Compliance**

c. Failure to post information and/or disseminate information in a timely manner can result in disciplinary action. The Assistant Executive Secretary will monitor the publication of advertisements and the Secretary III and/or other designated staff will maintain a file copy of all advertisements for the public file.

i. The Executive Assistant and/or other designated staff should note any billing issues and/or responses from advertiser should be noted to management so that other arrangements can be made.

ii. **Record Keeping** – The Executive Assistant or other designated BLLC staff shall maintain a copy of newspaper clipping/advertisements upon receipt. These clippings shall be maintained on a 3 year rolling basis. After 3 years, such clippings shall be transferred to the City's Archives in compliance with State law.

Attachment A (Transfer AD Sample)

BOARD OF LIQUOR LICENSE COMMISSIONERS FOR BALTIMORE CITY
NOTICE- [DATE]

Petitions have been filed by the following applicants for licenses to sell alcoholic beverages at the premises set opposite their respective names. The real property for these applications will be posted on or about [DATE]. Written protests concerning any application will be accepted until and including the time of the hearing. Public hearings may be scheduled on or after [DATE]. Interested parties should contact the office of the Board, 1 N. Charles Street, Suite 1500, Baltimore, Maryland 21201 or by calling (410) 396-4380 to determine the exact time and date that a particular application will be considered by the Board. Written protests will be acknowledged by the Board and such protestants will be notified as to the date, time and place of the hearing.

1. CLASS "A" BEER, WINE & LIQUOR LICENSE
Applicant: Corp Name T/a Trade Name – Applicant(s) Names
Petition: Transfer of ownership
Premises: Address, Zip

2. CLASS "B" BEER, WINE & LIQUOR RESTAURANT LICENSE
Applicant: XYZ, Inc.T/a Trade Name Pending – John Jones
Petition: New restaurant license with live entertainment and off-premise catering
Premises: 123 Main Street, 21202

3. CLASS "BD7" BEER, WINE & LIQUOR LICENSE
Applicant: ABC, LLC T/a Alphabet Soup – Amy Brown
Petition: Transfer of ownership and location of a Class "BD7" presently located at 123 Main Street to 253 Blue Street
Premises: 253 Blue Street, 21202

4. CLASS "BHM", BEER, WINE & LIQUOR LICENSE (HOTEL-MOTEL)
Applicant: 123, LLC T/a Sesame Noodles – Tom Greene and Ginny Greene
Petition: New Hotel license with off-premise catering
Premises: 454 East Avenue, 21201

5. CLASS "D" BEER, WINE & LIQUOR LICENSE
Applicant: WKL, LLC T/a Trade Name Pending – Henry Brown, Andrew Pink, and Abby Blue
Petition: Transfer of ownership
Premises: 130 Yellow Road, 21201

Attachment B (SAMPE TEXT and Process for Transfer Report – Comptroller and Law Department)

BOARD OF LIQUOR LICENSE COMMISSIONERS FOR BALTIMORE CITY
NOTICE – [MONTH] and [YEAR]

Petitions have been filed by the following applicants for licenses to sell alcoholic beverages at the premises set opposite their respective names. The real property for these applications will be posted on or about Monday, Month X, 201X. Written protests concerning any application will be accepted until and including the time of the hearing. ***Public hearings may be held on or after Month X, 201X***. Interested parties should contact the office of the Board, 1 N. Charles Street, Suite 1500, Baltimore, Maryland 21201 or by calling (410) 396-4380 to determine the exact time and date that a particular application will be considered by the Board. Written protests will be acknowledged by the Board and such protestants will be notified as to the date, time and place of the hearing.

"B"BWL **TO: XYZ, Inc T/a Pending**
John Jones
123 N. Main Street
FROM: ZYX Corp T/a The Bistro
Jenny Jones
CR# 14682753
Address: same
Transfer of ownership

Categorize the folders by license class, starting with the Class A's (if none move to class B).

1. Using Microsoft Word, create a new document and type the heading, it should be centered, bolded, underlined and in caps.
2. Type the announcement.
3. At the left margin, type the license class tab 1-2 times and in caps, type the word TO:, space 5 times then type the corporate/trade name.
4. Type applicant(s) names.
5. Type address of where the license will be located.
6. Type, in a bold, capital font, type FROM:
7. Type the corporate/trade name of which the license is being transferred from.
8. Type the licensees' name.
9. In bold font, type the CR# (located on the card file and on the database printout).
10. In bold font, type the address of where the license is currently located.
11. In bold font, type the scope of the application.
12. Repeat this process until all files have been listed on the document.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.06**	Pages: 4
Title: Postponement Policy		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to office personnel on postponement requests made by parties in cases to be heard before the Board at a public hearing.

Responsible Staff: Assistant Executive Secretary or his or her designee, Deputy Executive Secretary, and the Chairman of the Board of Liquor License Commissioners

Staff Monitor: Staff shall be monitored by the Deputy Executive Secretary, and Executive Secretary.

Policy:

A. BLLC Rule 2.07 (b) – Postponement Requests Guides SOP

a. BLLC Rule 2.07(b) "Postponement Requests" provides the agency the authority to develop processes and procedures for the receipt, processing, and disposition of postponement requests

B. Receipt of Postponement Request by the BLLC

a. Who can request

i. Any party to a case that has been docketed and scheduled for a public hearing may request a postponement of that case from the Chairman of the Board.

b. Delivery of Postponement Request

i. Such a postponement request may be delivered to the BLLC in the following manner:

1. Written communications directed to the BLLC staff
    a. Written Communications include documents received through:
        i. In-person delivery
        ii. Mailed to the office
        iii. Facsimile
2. Email communications directed to the Administrative or Executive Staff of the BLLC
    a. Email communications directed to any member of the Board, the

Inspection Division, or the Accountant for the purposes of requesting a postponement are STRICTLY PROHIBITED

c. Content of the Postponement Request

i. The postponement request shall have the following information contained within it or it SHALL be rejected by BLLC:

1. Transfer/New/Hardship/Expansion Hearings

a. Name of the operating or proposed business; and/or
b. Address of the operating or proposed business; and
c. Date of the hearing; and
d. Type of hearing; and
e. Reason for the postponement request and any accompanying documentation in support of the request

2. Violation Hearings

a. Name of the business in operation; and/or
b. Address of the business in operation; and
c. Date of the hearing; and
d. Reason for the postponement request and any accompanying documentation in support of the request

C. Prohibition on Requests for Postponement

a. Rejection of Postponement Request

i. The agency SHALL NOT accept a postponement request of any party for a case that has not been docketed and published on the agency's website in accordance with these SOPs

1. Return/Denial of Request

a. BLLC staff shall reject any postponement request that has been made by any party before the case has been docketed and published on-line

D. Collection of Documents, Processing, and Distribution of the Postponement Request

a. Collection and Preparation

i. Written Communication

1. Time Stamp - Upon receipt of the postponement and any other accompanying documents or responses, BLLC staff shall Time Stamp the document with the BLLC official Time Stamper

a. Timestamp should be on the cover page requesting the postponement

2. PDF Scanning and delivery

a. Once the request and any supporting documentation or related response

has been collected and time stamped, BLLC staff shall PDF scan the document and email it to the Deputy Executive Secretary or his or her designee

ii. Email Communications

1. **Email exception**: If the request or response is made via email – and there is no attachment – then BLLC staff shall not time stamp the attachment
    a. **Time Stamp Request** – However, if the requestor specifically asks the BLLC to time stamp the request or response then BLLC staff shall do so.
2. **Forward Email to Deputy Executive Secretary**
    a. Any authorized personnel who receives a request for a postponement or response by a party in any case shall forward that request to the Deputy Executive Secretary or his or her designee

E. Dissemination of Information to Parties of Record

a. Dissemination of Request

i. Upon receipt of the postponement request and all accompanying documentation from BLLC staff, the Deputy Executive Secretary shall make attempts to communicate the request for postponement and accompanying documentation of the moving party to the following parties, if applicable:

1. The applicant; or
2. The Licensee; or
3. The attorney or representative of the applicant; or
4. The attorney or representative of the licensee; or
5. The attorney or representative of any other party of record

b. Response

i. Along with delivery of the postponement request, the Deputy Executive Secretary or his or her designee shall request a response from the non-moving party.

1. If the non-moving party provides the Deputy Executive Secretary with a response to the moving party's request, then this information shall be collected and prepared in accordance with Section (D) of this SOP.

F. Delivery of Information, Determination of Request, and Dissemination

a. Delivery to Chairman

i. The Deputy Executive Secretary or his or her designee shall deliver the postponement requests, any accompanying documentation, and any responses by non-moving parties to the Chairman

1. **Manner in Which Delivered**
    a. The postponement request can be delivered in any fashion that the Chairman determines is most appropriate

b. Determination to be Made by the Chairman

i. Determination

1. Upon delivery of the postponement request the Chairman shall make a determination as to whether to grant or deny, subject to any modification to the request or response, that he or she deems fit.
    a. **Additional Information** – The Chairman may ask for any additional information regarding the postponement request and/or response from BLLC Staff

2. Manner in which Decision is Delivered

a. The Chair may deliver his or her determination regarding the postponement request to the Deputy Executive Secretary or his or her designee in any fashion that the Chairman deems most appropriate.

c. Dissemination

i. Upon receipt of the Chairman's decision regarding the postponement request, the Deputy Executive Secretary or his or her designee shall make attempts to contact all registered parties of the case with the determinations of the Chairman.
    1. The Deputy Executive Secretary or his or her designee may elect to contact such affected parties in the following manner:
        a. Phone; or
        b. Email; or
        c. Hard Copy Letter; or
        d. Facsimile; or
        e. Any other reasonable means of communication

ii. **Amend Short Docket/Dissemination** – Upon receipt of the Chairman's decision to postpone a case, the Executive Assistant or his or her designee shall amend the short docket to reflect the Chairman's decision, post it on the agency's webpage, and disseminate it to the agency's distribution list.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.07**	Pages: 5
Title: One Day Licenses		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to office personnel on the One Day License Process.

Responsible Staff: Accountant I, Office Assistant II, and Executive Assistant.

Staff Monitor: Staff will be monitored by the Assistant Executive Secretary, Deputy Executive Secretary, and Executive Secretary.

Policy:

(1) **Timeline:** One-day licenses shall be submitted 10 days in advance of the event. There may be circumstances that applicants are either unable to submit in this timeline and good cause exceptions may be made on a case by case basis. These issues may include:

a. Cancellations of events (previously approved)

b. Delays in the applicant getting clearance from other authorizing City agencies

c. Inclement weather and/or other City emergency

(2) **Documents for Processing**: Below is a list of documents for the processing of a One-Day License. These items should be noted as part of the application process. All of them may not be needed given the size, location and scope of the event.

a. Completed Application and Fee

b. All applicants shall submit a flier or other documentation describing and advertising the event

c. Non-Profit Club: Internal Revenue Service's Determination Letter and proof of current good standing

d. Association or Society: Articles of Organization or Bylaws Creating Organization Detailing Membership and Officers

e. Indoor Event: Authorization letter from property owner and/or Department of Housing and Community Development Permit

i. If applicable, BLLC Staff to verify with DHCD that Temporary Authorization Permit is not

needed for event.

f. Outdoor Event: If applicable, attach Department of Transportation Special Event Permit and Event Boundaries Map

g. **Alcohol Services Security Plan**: Brief explanation how staff will serve only individuals 21 and over. If the event is scheduled to have more than 100 participants then the applicant shall provide a detailed security plan indicating how the organizer will ensure individuals under 21 do not have access to alcohol, the number of security personnel to be utilized, how the organizer will ensure that alcoholic beverages will not leave the licensed premises, and a contact number for the individual responsible for providing security for the event.

h. By COB every Friday, BLLC staff shall email copies of all issued One-Day Licenses for the upcoming weekend to the Police Department for their review.

(3) **Other Issues**: Please note the frequently asked questions (FAQ) sheet for questions regarding the One – Day license process which is included as **Attachment A**. Also Note **Attachment B** which information from the Board rules on One-Day Licenses.

(4) **One Day License Refund Policy**

i. **Refund Policy** – In general, there shall be no refunds issued for the cancellation of a one-day event.

1. **Inclement weather exception for Rescheduling** – If a one-day event is canceled due to inclement weather then the BLLC may reissue a new license for the one-day event if the following criteria are met:

a. The applicants provide written notice to the BLLC within 5 business days of cancellation describing the inclement weather event

i. If applicants do not provide written notice to the BLLC within 5 business days, applicants are not eligible for a refund.

b. Bring their his or her original one-day license in so that the BLLC can amend the license

c. A date for the new one-day event

2. If applicable, a new and corresponding DOT permit allowing for the one-day event to be conducted on the new date and time

a. 45 Day Exception

i. If the one-day event is canceled for inclement weather and the BLLC reviews and approves the request to reschedule, the BLLC may only reschedule the one-day event within 45 days of the original date.

Attachment A

Required Information/Documentation for One Day Application
All applicants shall submit a flier or other documentation describing and advertising the event
If applicable, applicants shall submit the following documents to BLLC Administrative Staff to complete their application
Non-Profit Club: Internal Revenue Service's Determination Letter and/or a tax exempt card **Association or Society**: Articles of Organization or Bylaws Creating Organization Detailing Membership and Officers
Indoor Event: Authorization letter from property owner and/or Department of Housing and Community Development Permit
Outdoor Event: If applicable, attach Department of Transportation Special Event Permit and Event Boundaries Map
Alcohol Services Security Plan: Brief explanation how staff will serve only individuals 21 and over

Frequently Asked Questions – One-Day Alcoholic Beverages License Application Process

A. Do I need a One Day Alcoholic Beverages License Application if I am holding a private event, wedding, or other similar private function where alcohol will be served, but there is no fee or charge for admission?
Answer: No. An alcoholic beverages license is not necessary for a private event, wedding, or other similar function where there is no charge for admission or fee for alcoholic beverage service.

B. What type of organization can apply for a One Day Alcoholic Beverages License?
Answer: A non-profit club, society, or association composed of citizens over the age of twenty-one (21), organized with officers and a constitution or by-laws. Such members of the non-profit club, society, or association are required to be elected by a formal vote of its members, directors or governing body, and to pay dues during the membership. A for-profit organization cannot submit an application for a One-Day Alcoholic Beverages License.

C. Who can apply for a One Day Alcoholic Beverages License?
Answer: The applicant for the license shall be twenty-one (21) years old at the time of application and authorized by the non-profit club, society, or association to make an application on behalf of said non-profit club, society, or association.

***D.* When do I need to go to DHCD BEFORE applying for a Liquor License?**
Answer: Applicants that desire to hold ANY Indoor Event should contact the Zoning Office in the Department of Housing and Community Development before applying for a One Day Alcoholic Beverages to determine if their event requires a Temporary Use Permit. The phone number for Zoning is 410-396-4126. The BLLC will not issue a One Day Alcoholic Beverages License if the proper permits are not obtained before application to the BLLC. ***(It is recommended that applications have documentation from DHCD or at least the name of the representative that confirmed that a temporary authorization permit is not necessary for their Indoor Event.)***

***E.* When do I need to go to DOT for a Special Event Permit BEFORE applying for a Liquor License?**
Answer: Applicants that desire to hold ANY Outdoor Event should contact the Department of Transportation's Special Events Division at 410-396-1916 before applying for a One Day Alcoholic Beverages. The BLLC will not issue a One Day Alcoholic Beverages License if the proper permits are not obtained before application to the BLLC.

***F.* What types of One Day Alcoholic Beverages Licenses can I apply for and how much do they cost?**
Answer: The cost of a One Day Alcoholic Beverages License varies depending on the type of license the applicant is applying for and the number of days of the event. A Class "C" Beer and Wine License permit has a cost of $25 per day and a Class "C" Beer, Wine, and Liquor License has a cost of $50 per day.

***G.* When should I make an application to the BLLC for a One Day Alcoholic Beverages License?**
Answer: Applicants should apply for a special One Day Alcoholic Beverages License at least ten (10) days prior to the scheduled event. Submission of a late application could lead to its automatic denial.

H. **What documentation should I bring if I am applying for a license on behalf of a Religious Institution?**
Answer: Applicants that are applying on behalf of a religious institution shall bring attach a copy of the religious institution's tax exempt letter, and a letter, on the religious institution's letterhead, from the executive of the particular religious institution granting authority to the applicant to apply for the license and use its grounds to hold the event.

I. **What documentation should I bring if I am applying for a license on behalf of a University or College?**
Answer: Applicants that are applying on behalf of a University or College shall attach a copy of a letter of authorization from the Dean of Students of the University or College, which includes authorization from the University or College to hold the event on its grounds and verification that the applicant is part of a registered student group or association

J. **What rules should a One Day licensee follow and does the license cover off-site consumption/sale?**
Answer: All One Day licensees are subject to the rules and regulations set forth by the BLLC and Alcoholic Beverages Article. Note: Licensees are responsible for the conduct of their patrons and one day licenses are restricted to on-site consumption only.

K. **If I have any additional questions or concerns, who can I call?**
Answer: You can call our offices at 410-396-4377 for any additional questions or concerns that you have.

Attachment B

Rule 1.10 – Temporary Special Event Licenses for Non-Profit Clubs/Societies/Associations

(a) A special beer and wine, or beer, wine, and liquor license, license may be issued to a bona-fide club, society, or association, under the Alcoholic Beverages Article.

(b)To apply for a license under this Rule, applicants shall submit an application and a letter, on association or club letterhead, to the Board at least 10 days before the scheduled event. In the letter, the applicant should explain to the Board the purposes of the event, the time, date, and location of the event, and the controls that will be put in place to ensure that people under 21 are not served. Submission of a flyer or invitation to the Board detailing all of the needed information will suffice.

(c) If a permit or approval is required by any other governmental agency, the applicant shall provide copies of the permit or approval to the Board before the issuance of the license.

(d) The applicant shall also present documentation from the Internal Revenue Service indicating the applicant's non-profit status. In lieu of the letter, an applicant may also present a copy of a current Maryland State Tax Exempt Card. If the applicant is a subsidiary of a parent or umbrella non-profit organization or has a contractual agreement to fiscally sponsor an eligible organization under this Rule the applicant shall present a letter from the organization stating that relationship.

(e) If the applicant does not have Internal Revenue Service documentation or a Maryland State Tax Exempt Card, the applicant shall present certified copies of the articles of incorporation and the by-laws of the society/association that indicate the membership of the society/association. At the time of application the Board may request State Identification to confirm the applicant's member status in the society/association. This subsection does not apply to the wine sampling license.

(f) If an application for a temporary special event license includes an estimated attendee count of over 500, the Board shall take into consideration, before issuing the license: past performance of the applicant, comments or concerns raised by any City agencies, and any documentation or communications protesting the licensee's application by the public. If upon review of these items, the Board decides not to issue the license, the Board shall inform the applicant in writing of its decision and the reasons for its decision.

(g) The Board's administrative staff may review an application and conditionally approve it, even if all of the information is not provided on the date of application, provided that such information is submitted to the Board in a timely manner.

(h) If an applicant submits an application for a Temporary Special Event License less than 10 days before the scheduled event, the Board's administrative staff may waive the time requirement if there is good cause and consider the application.

Rule 1.11 – Temporary Licenses for Tastings, Samplings, and Festivals

(a) **Beer and Wine Tasting – One Day License**: a special beer and wine license issued by the Board that permits on premise consumption of wine and beer for tasting or sampling purposes subject to the Alcoholic Beverages Article Alcoholic Beverages Article. Upon application and approval, the Board may issue this license only to a Class A beer and wine licensee or a Class A beer, wine, and liquor licensee.

(b) **Beer, Wine, and Liquor Tasting – One Day License**: a special beer, wine, and liquor license issued by the Board to the holder of a Class A beer, wine, and liquor license to allow for on premise tastings of beer, wine, and liquor. Upon application and approval the Board may authorize the holder to allow the on-premises consumption of beer, wine, and liquor for tasting or sampling subject to the Alcoholic Beverages Article.

(c) **Wine Sampling – One Day License**: a special license issued by the Board to a bona-fide non-profit that permits the transportation of wine and the consumption of wine for sampling purposes subject to the Alcoholic Beverages Article.

(d) **Baltimore Wine Festival**: a special Baltimore Wine Festival license entitles the holder to display and sell at retail wine for consumption on or off the licensed premises on the days and hours designated for a BWF.

(e) **Baltimore Beer Festival**: The Board may issue a special Baltimore Beer Festival license for participation in a beer festival to be held on Class B retail licensed premises or on non-licensed premises located in the City, subject to the Alcoholic Beverages Article.

(e) **Non-Profit Beer Festival**: The Board may issue a special Non-Profit Beer Festival license for participation in a beer festival to be issued to a Non-Profit Organization, as defined by the Internal Revenue Code.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.08**	Pages: 4
Title: Pub Tour License Application		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To develop procedures for the agency to accept, process, and issue pub tour licenses within Baltimore City.

Responsible Staff: Office Assistant II, Chief Inspector, and Deputy Executive Secretary and his or her designee.

Staff Monitor: Assistant Executive Secretary and/or Executive Secretary.

Policy:

A. Initial Application Review

a. The Office Assistant II or his or her designee shall, upon receipt of a BLLC issued application for a pub tour license, perform the following to ensure that the application is complete:
   i. The applicant information is accurate and complete
   ii. The licensees participating in the event have provided:
      1. A Trade Name
      2. Address of the business
      3. Printed name of the license
         a. Printed names shall match the names of at least one (1) of the licensees of the establishment
      4. Signature of the license
         a. All signatures shall be notarized with a seal or stamp of the notary
   iii. Receipt from Department of Transportation Indicating that a Special Events Application has been submitted to the Department
   iv. A check or Money Order made to Director of Finance for $50.00 to pay for the application fee

b. **Copies and Distribution**: The Office Assistant II shall make copies of and scan the Pub Tour application, including the BLLC issued receipt, and send such copies to the Deputy Executive Secretary

and Chief Inspector for review through email or hard copy.

B. Review by Chief Inspector

a. Review of the Application

i. Upon receipt of the application, the Chief Inspector or his or her designee shall review the following items on the application

1. The date of the event

2. The location of the event

3. The number of people listed as attending

a. Ticket Assessment: Based on the number of people in attendance, a determination is made as to whether or not there are pre-sold tickets and their number, if tickets are to be sold the day of the event or on location

ii. 1-2 Business Day Review

1. Upon receipt of the application, the Chief Inspector shall take no longer than 1-2 business days to conduct a review of the Pub Tour Application

a. **Request for Extension** – If the Chief Inspector needs more time to conduct a review of the Pub Tour Application, the Chief shall make a request to the Deputy Executive Secretary and state the reasons for the extension.

b. Contact with the Promoter

i. The Chief Inspector or his or her designee shall contact the promoter to determine what protections he or she has in place to ensure that there will be no underage participation/consumption.

c. Security Plan for the Event

i. The Chief Inspector or his or her designee shall contact the promoter to determine what security will be provided for the event

1. Security Company
2. Security Plan
3. Number Security Personnel
4. Contact Information for on-site Security personnel

C. Issuance of Pub Tour License

a. Approval for License to be Issued

i. The Office Assistant II or other designated personnel may issue the pub tour license only after the approval of the Chief Inspector or Deputy Executive Secretary of the application.

b. Required Documents before Issuance

i. In addition to Executive Administration approval, the Office Assistant II shall obtain the

following documents from the applicant:

1. A copy of the Special Events Permit issued by the Department of Transportation
2. A flyer for the event
3. If applicable – THIS DEPENDS ON THE APPLICANT – verification that the applicant is a non-profit organization in good standing or proceeds go to a non-profit:
    a. If the applicant is a non-profit then the total fee may be reduced by not more than 50%.
        i. The applicant must show that proceeds from the pub crawl after administrative expenses are deduced shall benefit a bona-fide non-profit
            1. Staff may request documentation to show that the organization receiving the end proceeds – if the applicant is not a non-profit – is a non-profit in good standing

c. Payment

i. The BLLC shall collect the following fees from the pub tour applicant
    1. Permit Fee - $120
    2. Licensee Fee - $100 per licensee

ii. These fees shall be collected before the issuance of the license

iii. **Pub Tour Refund Policy** – In general, there shall be no refunds issued for the cancellation of a pub tour.
    1. **Inclement weather exception for Rescheduling** – If a pub tour is canceled due to inclement weather, the pub tour may be rescheduled, and the BLLC may issue a new license for a pub tour if the following criteria are met
        a. The applicants provide written notice to the BLLC within 5 business days of cancellation describing the inclement weather event
            i. If applicants do not provide written notice to the BLLC within 5 business days then, applicants are not eligible for a refund.
        b. Bring their original pub tour license in so that the BLLC can amend the license
        c. A date for the new pub tour
    2. A new and corresponding DOT permit allowing for the pub tour to be conducted on the new date and time
        a. 45 Day Exception
            i. If a pub tour is canceled for inclement weather and the BLLC reviews and approves the request to reschedule, the BLLC may only reschedule the pub tour within 45 days of the original date of the pub tour.

d. Issuance of License

i. Upon payment of all fees and receipt of all necessary permits the BLLC shall issue the pub tour license

ii. **Date, time, and location**: When issued, the license should list the following items:

1. The name of the applicant/promoter
2. The date(s) of the pub tour
3. The Special Event Permit Number
4. The list of licensed establishment and their addresses

D. Dissemination of Pub Tour Permit Information

a. Within 72 hours of the issuance of a pub crawl license by the BLLC, BLLC staff shall email a copy of the application and permit to the following individuals:

i. State Senator of the Legislative District of the neighborhood where the pub crawl is located

ii. All State Delegations of the Legislative District of the neighborhood where the pub crawl is located

iii. The Baltimore City Councilperson of the Legislative District of the neighborhood where the pub crawl is located

iv. The community association and/or persons who have contacted the agency regarding the specific pub tour for which the agency has issued a pub tour permit.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.09**	Pages: 5
Title: Renewal Late Fee Policy		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To develop procedures for the agency renewal application processing late renewal fees and the Board approval of these fee waivers.

Responsible Staff: Executive Assistant and/or other administrative staff

Staff Monitor: Assistant Executive Secretary and/or Executive Secretary

Policy: This outlines general practices for assessing late fees and the process for board review of fee waiver requests.

(1) **State law on Fees:** State law requires that all Alcoholic Beverage renewal applications must be submitted by March 31st each year. There is a $50 late fee per day if submitted after March 31st of each year.

(2) **BLLC Rules and Regulations:** BLLC regulations require that an adult entertainment licensee who fails to file a renewal application before or on June 30, is subject to a $50.00 late fee fine for each calendar day the renewal application is late. The total fine may not exceed $1,500.

(3) **Calculation of late fees:** This office assesses the fee per day by calendar days for Alcoholic Beverage and Adult Entertainment licensees.

(4) **Collection of Late Fees:** Staff should collect the late fees with the renewal application and inform the licensee that the process will take at least 60 days for processing if a refund is granted.

(5) **Licensee Requests:** Licensees should fill out the Check/Letter form (**Attachment B**) with required information to request that the Board waive the late fees that have been assessed.

(6) **Staff Process:** Below are the steps that will be followed by staff.

   a. Staff should date stamp the form completed by the licensee.

   b. Staff will provide the form to the Secretary III who will complete the information on the fee waiver form (**Attachment A**; which will be updated on an annual basis).

   c. Executive Assistant will provide a file for the Deputy Executive Secretary or his/her designee to provide to the Board to review.

d. The Chairman or his or her designee will review the documents and approve or disapprove the request.

e. The Deputy Executive Secretary or his or her designee will provide the Secretary III with the waiver documents and will contact licensees accordingly by preparing and mailing correspondence.

f. If the waiver request was approved, the Secretary III will begin the process to reimburse the licensee. Once the process is completed, City of Baltimore Department of Finance will finalize the process with mailing a check to the licensee.

Attachment A
BOARD OF LIQUOR LICENSE COMMISSIONERS RENEWAL LATE FEE WAIVER

TRADE NAME: _____

LICENSEE NAME: _____

ADDRESS: _____

DATES OF RENEWAL FILING: 2020 _____

2019_____

2018_____

NUMBER OF DAYS LATE (CURRENT RENEWAL) _____

HAVE ANY FEES BEEN PAID IN THE LAST (2) YEARS? _____

DATE AND AMOUNT PAID _____

IF LICENSEE WAS LATE IN THE LAST (2) YEARS AND A WAIVER OF FEES WAS GRANTED, LIST THE AMOUNT OF THE POTENTIAL FINE AND WAIVER

POTENTIAL FINE AMOUNT: _____

WAIVER AMOUNT: _____

ACTION BY THE BOARD

POTENTIAL FINE:_____

AMOUNT WAIVED_____ NO WAIVER _____

FULL WAIVER _____ PARTIAL WAIVER _____

CHAIR SIGNATURE_____ DATE:_____

BOARD OF LIQUOR LICENSE COMMISSIONERS RENEWAL LATE FEE WAIVER REQUEST FORM

REQUIRED INFORMATION

TRADE NAME: _____

CORPORATION NAME: _____

ESTABLISHMENT ADDRESS: _____

NAME OF REQUESTOR: _____

PHONE NUMBER: _____

CHECK INFORMATION

Please make sure all provided information is correct. Your refund check will be created and mailed in accordance to the information provided below by the City's Department of Finance.
Please print clearly to ensure accuracy.

MAKE CHECK PAYABLE TO: _____

MAIL CHECK TO: _____

CITY: _____ STATE: _____ ZIP: _____

BOARD OF LIQUOR LICENSE COMMISSIONERS RENEWAL LATE FEE WAIVER REQUEST FORM

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.10**	Pages: 4
Title: Recordation of Board Hearings and State Reports		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to office personnel on the recordation of Board Decisions and associated fees resulting from BLLC public hearings.

Responsible Staff: Accountant I, Office Assistant II, and Executive Assistant

Staff Monitor: Staff will be monitored by the Assistant Executive Secretary, Deputy Executive Secretary, and Executive Secretary.

Policy:

(1) Recordation of Board Decisions, Fines, and Fees: The information below outlines the process of recording board hearing information.

a. **Summary of Board Notes** – The Assistant Executive Secretary or his or her designee shall be responsible for maintaining a summary of Board Hearings and notes. This notes shall be recorded by the Assistant Executive Secretary while the hearing is being held. This summary should note the following for each case:

i. Commissioners Present

ii. Licensee/Attorney Present

iii. Witnesses Present

iv. Items of Evidence that were introduced and marked for the record

v. Action Taken (Postponed/Approval/Disapproval/Guilty/ Dismissed)

vi. Other Notes or issues noted by the board

b. **Data Entry** - No later than the following Monday (Tuesday if there is a holiday) after BLLC's public hearing, the office personnel assigned by the Executive Secretary to staff BLLC's public hearings shall record the following information as stated below within the corresponding "Long Docket Template" for the applicable date. The staff will also enter this information into the Liquor Board database.

i. **Posting On-line of Board Decisions –** Upon completion of the approved Board Decisions (a narrative about the case, the decision of the Board from the public hearing, and any fines, fees, or restrictions imposed by the Board), the Assistant Executive Secretary or his or her designee shall post the Board's Decisions notes on the agency's website in the designated

location concurrent with the completion of the long docket.

i. Supervisory Review – Before dissemination of the Board Decisions the Assistant Executive Secretary shall review the publication to ensure its accuracy and completeness. The Board Decisions shall not be published on the agency's website until such a review has been completed.

c. **Transfers/New Applicants/Expansions/Hardship Fees -** For each separate transfer application, new application, expansion application, or hardship extension, the assigned office personnel will document the following information for each respective entry:

i. A list of all witnesses that appeared before the Board and the groups or organizations they represent; and the overall decision of the Board and the vote count per Board member;

d. **Violation Fines/Fees/Suspensions/Revocations -** For each separate violation, the assigned office personnel will document the following information for each respective entry:

i. A list of all witnesses that appeared before the Board and the groups or organizations they represent;

ii. The overall decision of the Board and the vote count per Board member;

iii. If applicable, how many days the licensee's privilege was suspended or revoked;

iv. The amount of the fines received for each violation that the Board sustained, including the $125 administrative fee;

v. The due date of the fine and fees. The standard time line for due date is 30 days after the hearing. If the licensee does not pay the fine in full within 30 days, the BLLC shall authorize the collection of the license and the licensee shall cease the sale of alcoholic beverages until Board receives the total amount of the fine paid in full.

e. **Fee Information Transmittal** - After recording the various and separate fees, the office personnel will transmit a record of those fees to the Accountant for the purposes of tracking the fee information.

f. **Processing Payment & Transmittal of Fee Information -** For any fine or fees received on the date of the hearing, processing of said fees or fines shall be processed by the Assistant Executive Secretary or Office Assistant that handles the hearing process and then this information is given to the Accountant.

(2) **Reporting to State Procedures:** The information below outlines the two types of reports that should be maintained by the agency.

g. **TRANSFER REPORT**: The Accountant I shall be responsible for the Transfer Report that is maintained by the agency and sent to the State. (Attachment A)

i. This information will be completed on a monthly basis

ii. This information will be stored on an agency shared drive

iii. This information will be reviewed and signed off on by the Executive Secretary before submission to the Comptroller's Office via email.

h. **MONTHLY VIOLATION REPORT** (**Attachment B**): The information on violations should be kept up to date so by the Accountant I and/or other designated staff. This **report is summarized at the end of the year. The Annual report is due July 30th. This must be reviewed by the Deputy Executive Secretary before it is submitted to the Comptroller's Office**.

Attachment A – SAMPLE Transfer/New and Late Renewal - Item and Notes

Type of Transaction (s) □**Add** **O Delete** □**Change**

Central Registration #: CR number	**City or County License #: Letters and numbers**
Class and Type of License: letters only □□ On □□□ Off	**Transaction Date : Date of invoice**
Entity or Corporate Name :	
Trade Name :	
Retailer's Address :	
Retailer's Telephone # :	
Licensee 1 :	
Licensee 2 :	
Licensee 3 :	
Remarks: **LATE RENEWAL PAID NEW LICENSE TRANSFER OWNERSHIP**	

- Change symbol to reflect deletion of old licensee, new licensee or if it is a change i.e. name change, corporate change, etc.
- Change symbol to reflect whether sale of alcohol is on premise, off premise or both. For example LBD7 is both on and off.
- Remove the remarks that do not pertain to the information being entered.
- Most transfers will have two information blocks reflecting a deletion of a licensee and an addition of a licensee.

Attachment B – SAMPLE Violation Reports – Completed Monthly – Due Annual – July 15th

MONTHLY REPORT OF VIOLATIONS / SUSPENSIONS / REVOCATIONS			**HD Date**
CR # : 14419191	**CLASS # : LBD7**	**LICENSE # : LBD7 015**	
CORPORATE NAME: JUAN PORTILLO LLC		**TRADE NAME: SANTA CLARA**	
ADDRESS : 529 BOND STREET SOUTH		**ZIPCODE : 21231**	
LICENSEE #1 : JUAN J PORTILLO	**LICENSEE #2:**	**LICENSEE # 3:**	

VIOLATION	**VIOL.CODE**	**DECISION & PENALTY**
SERVING AFTER HOURS	**RULE 4.05(a)**	**GUILTY $500 suspended $250**
SERVING AFTER HOURS	**RULE 4.05(b)**	**DISMISSED**
ACTIVITY AFTER HOURS	**Alc. Bev Art.**	**DISMISSED**
RECORDS	**RULE 3.03(c)**	**GUILTY $50**
CHARTER OF LIMITED LIABILITY NOT IN GOOD STANDING	**RULE 4.18**	**GUILTY $250**
		REMARKS: FINE $550

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.11**	Pages: 1
Title: Review of Applications and Forms		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to office personnel in the review of forms and applications.

Responsible Staff: Office Staff and Deputy Executive Secretary

Staff Monitor: Staff will be monitored by the Assistant Executive Secretary, Deputy Executive Secretary, and Executive Secretary.

Policy: Review of Applications and Forms

(1) **Frequency:** On a yearly basis, staff shall assess the forms and applications that are being used to make sure that information is adequately meeting the needs of the organization. Renewal applications and polices shall be reviewed late in the calendar year before the renewal season begins in March of the following year.

(2) **Process:**

a. If an issue is found in a form or document, office staff shall bring this information to the attention of the Deputy Executive Secretary for review and legal sufficiency.

b. After review and possible changes the Deputy Executive Secretary shall make changes and /or preliminarily approve the form for use.

c. The Deputy Executive Secretary shall send all forms and applications to a member of the Field Enforcement Division within the Comptroller's Office for final approval with date of the revision noted on the new form.

d. After approval Administrative staff will post the new forms online and remove any and all prior versions. Staff may also email electronic copies to groups who frequently use these forms to ensure that new forms are being implemented.

Any questions regarding this policy can be addressed by the Executive Secretary.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.12**	Pages: 3
Title: Collections Process		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To establish procedures for the collection of fees for the agency.

Responsible Staff: Accountant I, Liquor Board Secretary II, Office Assistant II and/or other administrative staff

Staff Monitor: Assistant Executive Secretary and/or Executive Secretary

General Procedure: This outlines general practices for the collection of fees and fines for the agency.

(1) **Fee Policy**: In accordance with BLLC policy, the administrative hearing fee is $100, which is included in the application fee, and the administrative fee for a violations hearing is $125. The amount of the violation will vary by case and is limited by offense by State Law.

(2) **Hearing Procedure:** At the hearing, fee receipt slips shall be marked by office personnel indicating whether the applicant/license has paid in full or a balance remains for the administrative Hearing Fee and Violation Fees before delivery to the Accountant.

(3) **System Entry:** Information must be entered into the database by the office personnel immediately after hearings and notice is given to the applicant that either the hearing fee is due and/or paid. If paid, then the collection process is complete and it is noted in the system.

(4) **Suspension for Non-Payment /License Pick-up Process:** If licensee has not paid the entire balance of the license fee within ***30 days*** after the issuance of the fine the inspection staff shall pick up the license and issue an immediate suspension for non-payment. The agency will provide the licensee with a copy of an invoice (Attachment A) and letter (Attachment B). The Accountant I shall review the license pick up list with the Assistant Executive Secretary and/or his or her designee to assure accuracy.

(5) **Collection Process**: Fees in excess of $1,000.00 that remain uncollected may go to a formal collection process with the Law department and documentation must be kept to verify collections methods.

(6) **License Holds:** Holds are placed on licenses with past due fees and fines during the licensee year after 30+ days and/or before the renewal process to note that funds must be paid before renewal as per the renewal procedure. This shall be done for all licenses even those sent to collections.

Attachment A
Board of Liquor License Commissioners
for Baltimore City

INVOICE

1 North Charles Street, 15th Floor
Baltimore, MD 21201

Phone 410.396.4377 Fax 410.396.4382

DATE:

FOR: *Hearing Violation*

Bill To:
Sample

DESCRIPTION	AMOUNT
Violation Hearing Dated:	
Fine	0000
Administrative Fee	125.00
Past Due	
TOTAL	$

Make all checks payable to **Director of Finance**

If you have any questions concerning this invoice, contact Messay Beyene, (410)396-4377 or messy.beyene@baltimorecity.gov

HON. ALBERT J. MATRICCIANI, JR. (RET.)
CHAIRMAN

COMMISSIONERS
AARON J. GREENFIELD, ESQ.

ALTERNATE COMMISSIONER
HARVEY E. JONES

DOUGLAS K. PAIGE
EXECUTIVE SECRETARY

THOMAS R. AKRAS, ESQ.
DEPUTY EXECUTIVE SECRETARY

STACI L. RUSSELL
ASSISTANT EXECUTIVE SECRETARY

STATE OF MARYLAND
BOARD OF LIQUOR LICENSE COMMISSIONERS
FOR BALTIMORE CITY
1 NORTH CHARLES STREET, SUITE 1500
BALTIMORE, MARYLAND, 21201-3724
PHONE: (410) 396-4377

Attachment B

Date

Licensee
Location address

Re: Failure to Pay Violation – License Suspension

Dear Licensee,

This letter serves notification that the **Licensee** which was licensed at **Address** owes a **Violation Hearing Fine** in the amount of **$XXX.XX** to the Board of Liquor License Commissioners for Baltimore City (BLLC) and due to non-payment the license has been immediately suspended.

You were assessed with violation of Board rules on **Hearing Date**. At that time you were given a receipt of the balance owed to the BLLC and its corresponding due date. You have failed to make payment after several collection attempts and notices by our office.

Thus, your license has been suspended by the authority of board starting today, Date, until the payment of the entire balance due BLLC is paid in full in certified funds (Cashier Check and/or Money Order). To resolve this situation and re-open, you must pay the entire fee of $XXX.00 immediately.

If there are any questions on this matter please contact our office at (410) 396-4377. If you have proof of prior payment of this matter you must provide copies of your receipt and canceled checks to close out this matter.

Sincerely,

Douglas K. Paige
Executive Secretary

_____ _____

Licensee Acknowledgement Delivered by – BLLC Inspector

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.13**	Pages: 2
Title: Deposits and Reconciliations		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To establish procedures for the completion of deposits for the department.

Responsible Staff: Accountant and/or other administrative staff

Staff Monitor: Assistant Executive Secretary and/or Executive Secretary

Policy: Deposits should be prepared daily or on a weekly basis depending on the amount of funds and the number of checks collected.

(1) PREPARE DEPOSIT

a. Collect all invoices and checks – *Check on a daily basis to make sure all checks are secured at the end of the business day.*

b. Make sure that all checks have been stamped and properly endorsed for deposit and made payable to *DIRECTOR OF FINANCE*

c. Put invoices in numerical order

d. Put checks in numerical order

e. Prepare batch sheet

f. List missing invoices on batch sheet - *Make sure staff have checks, research missing checks w/bottom portion with scan line i.e. - was it voided on just not in the batch?*

g. Review all invoices to ensure that duplicates or issues are corrected promptly.

h. Review that check written amount equals numerical amount and that check is written for the amount that is on the invoice.

i. Deposits should be delivered to the Department of Finance every Wednesday and Friday of the week by the Accountant of the BLLC.

- **Accountant Discretion** – The Accountant may deliver checks to the Department of Finance outside of the proscribed schedule in the event of extenuating circumstances. Ex – Accountant to take vacation, holiday, the number of checks that the accountant has in his or her possession (renewal), etc.

(2) PREPARE BATCH

a. In liquor board - cash receipts program goes to:

i. Administrative functions

ii. Payment Processor

iii. Payment Processor File Preparation

iv. Create New Batch (will automatically select a batch number)

1. Systematically clear all invoice numbers from your current batch.

b. Make copies of the batch:

i. 1 copy (printed in portrait) is put into the envelope with the check and another for reconciliation purposes

ii. 1 copy of the batch, which shall include copies of all invoices/receipts and accompanying VOIDS, shall be created and saved for review by the Executive Secretary or his or her designee.

c. Put cleared checks with a copy of the entire batch created in envelope

d. Take deposit to Finance and get verification of the deposit.

e. Maintain a log of Deposits for the month.

i. Record of the Deposits in the Tracking Program (Excel and/or QuickBooks)

ii. Note Adjustments and other items

(3) PREPARE MONTHLY RECONCILATION

a. Collect deposits and batches for a one-month period.

b. Compare information from cash receipts system and City Dynamics to ensure that the amount that was deposited matches.

c. Note any discrepancies in amounts and verify that totals are correct

d. Record Information in Tracking Program – Month/Year Reconciliation Report

i. These reports are to be saved on the Common Agency Drive

e. Provide copies of monthly reconciliations to Deputy Executive Secretary for review.

f. Reconciliations must be completed and reviewed by Executive Staff on a monthly basis

(4) **Monthly Review/AccountingStat Meetings**

a. **Monthly Review:** The deposits, batches, and monthly reconciliation reports shall be presented to the Executive Secretary or his or her designee by at least the third week of the month for the prior month's invoices/receipts for a monthly review for accuracy and completeness.

a. Upon review if the Executive Secretary or his or her designee has any questions or concerns regarding the batch or matters to be reconciled with the Department of Finance, the Accountant shall make an inquiry with the Department of Finance to resolve any issues.

b. Upon resolution of the issue, the Accountant shall report back to the Executive Secretary or his or her designee regarding the resolution of the issue(s) that were raised.

c. **Scanned Copy For Records**: All monthly batches submitted to the Executive Secretary or his or her designee shall be scanned and saved on the BLLC shared database.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.14**	Pages: 3
Title: MPIA – Personal Information Protection Policy		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To provide guidance and direction to BLLC staff on redactions of applications and licensee files in order to comply with the Alcoholic Beverages Act of 2014 and the Maryland Public Information Act of 2015.

Responsible Staff: Assigned BLLC Office Personnel, Executive Secretary, Deputy Executive Secretary, and Assistant Executive Secretary.

Staff Monitor: Staff will be monitored by the Executive Secretary and Deputy Executive Secretary.

Policy:

(1) **Protection of Personal Information within Agency Records**

a. BLLC staff shall make their best efforts to comply with the Maryland Public Information Act of 2015 (MPIA) and provide protection by shielding the personal information of licensees in accordance with the law. As per Md. Gen Prov. §4-101(h)(2), "Personal Information" includes:

i. Name

ii. Address

iii. Driver's license number or any other identification number

iv. Medical or disability information

v. Photograph or computer-generated image

vi. Social Security number; and

vii. Telephone number

(2) **Requests for Information from Agency**

a. **Requests to Inspect Public Records** – BLLC shall attempt to reasonably accommodate members of the public to inspect agency case files in compliance with the MPIA, provided that the individual seeking to inspect the record provides the following information to the BLLC in application to inspect:

i. Date of Request

ii. Address of the Liquor Licensed Establishment(s)

iii. Name of the Requestor – BLLC shall ask for a copy of a photo identification of applicant

iv. Signature of the Requestor

b. **Application for Specific Agency Records** – Within 30 days from the receipt of request, the BLLC shall attempt to reasonably accommodate applications for requests of specific agency documents in compliance with the MPIA, provided that the applicant provides the following information to the BLLC:

i. Date of Request

ii. Address of the Liquor Licensed Establishment(s)

iii. Name of the Requestor

iv. Specific Type of Documentation or Information Requested from the Agency

v. Date Range of Request

vi. Signature of the Requestor

c. **Response Communication Provided to Every Request** – Upon receipt of request for public information, the BLLC shall send notice to the requestor that the production of records may take more than 10 days. In addition, the letter shall also state:

i. Approximately how long it will take the agency to comply with the MPIA request; and

ii. The reason for the delay; and

iii. An estimation of the costs for production of the records

d. **Immediately Available Information Upon Request** – As per Md. Gen Prov. §4- 201(c)(2), the BLLC shall make the following documents within a licensee's case file immediately available upon request, provided that a proper application has been made to the agency and that the licensee's case file is not currently being utilized by the agency:

i. A copy of the licensee application for the current license year

ii. Hard copies of closed agency reports performed within the prior 6 months to the request

iii. A copy of the license

e. **Public Records that May be Made Available Upon Request** – As per Md. Gen Prov. §4-201(c)(1), the BLLC may make a licensee's case file immediately available upon request, provided that a proper application has been made to the agency and that the licensee's case file is not currently being utilized by the agency.

(3) **Information Published by the Agency**

a. In compliance with the Alcoholic Beverages Act of 2014, it is the goal of the agency to digitize and post on-line all records for public review. However, when publishing on-line agency/case-file related documents, in compliance with the MPIA, the agency shall restrict access to the Personal Information of its licensees in the following areas:

i. Personal Addresses

ii. Day of Birth

iii. Driver's license number or any other identification number

iv. Personal Medical or disability information

v. Photograph or computer-generated image of Licensee

vi. Social Security number

vii. Personal Telephone number

viii. Criminal Background Investigation Documentation

ix. Personal Financial Banking Account Information

x. Intra-agency Memos or Correspondence

xi. On-Going Criminal and BLLC Investigation Reports

(4) **Denial of Application or Request for Agency Documentation or Licensee Information**

a. If the designated custodian believes that inspection of a part of a public record by the applicant would be contrary to the public interest, the custodian may deny inspection by the applicant of that part of the record.

i. The denial letter shall include a brief description of the undisclosed document. It shall contain enough information for the requestor to access the applicability of the legal authority cited for not disclosing.

b. Within ten (10) days of the denial of inspection or documentation requested by the applicant, the custodian shall send a letter to the applicant and provide an explanation as to why the request made to the agency was denied.

(5) **Custodian of Records for Agency**

a. The Deputy Executive Secretary shall serve as custodian of records for the agency.

b . The Deputy Executive Secretary may assign certain duties such as processing applications for public information, compiling requested documentation, and making copies for dissemination, etc.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.15**	Pages: 9
Title: Other – Growlers, Corkage, Ancillary Privileges, and other Administrative Items		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To provide guidance and direction to office personnel concerning license issues regarding request for Growlers, Corkage, Off Premises Catering, Delivery, Temporary License Extensions, Supplemental Sunday Licenses and Special Sunday Licenses.

Responsible Staff: Accountant I, Office Assistant II, and Assistant Executive Secretary

Staff Monitor: Staff will be monitored by the Assistant Executive Secretary and Executive Secretary

Policy:

(1) **Growlers:** Below are items that staff shall consider when processing these requests.

a. **Rule 1.09 Ancillary Privileges (b)(1) Refillable Container License**: a refillable container license entitles the holder to sell draft beer for consumption off the licensed premises in a refillable container with a capacity of not less than 32 ounces and not more than 128 ounces. The applicant shall complete the application process as specified by the Board. An applicant who holds a license without an off premise sale privilege shall meet the same advertising, posting of notice, and public hearing requirements as those for the license that the applicant holds. All sales of draft beer distributed through refillable containers shall end at midnight.

b. Licensee(s) who want to add Growlers only to existing location can do so administratively by completing the following steps: (Class Types B, BD7, and D; Note if the license does not already have permission for off premises consumption)

i. The licensee should complete Growler/Wine Corkage Fee Application.

ii. Include an example or picture of Growler – label and bottle

a. The growler shall be branded with an identifying mark of the license holder

b. Bear the federal health warning statement required for containers of alcoholic beverages under 27 C.F.R 16.21:

i. "GOVERNMENT WARNING: (1) According to the Surgeon General, women should not drink alcoholic beverages during

pregnancy because of the risk of birth defects. (2) Consumption of alcoholic beverages impairs your ability to drive a car or operate machinery, and may cause health problem."

c. Bear a label stating that:

i. Cleaning the container is the responsibility of the consumer; and

ii. the contents of the container are perishable and should be refrigerated immediately and consumed within 48 hours after purchase

iii. The licensee owes no fines or fees to the agency

iv. Provides the Board with an Original copy of the license, or

v. Pays a one-time fee of $20 for the reproduction of his or her license with the added corkage benefit

vi. Please note that there is a reoccurring annual fee of $50 per year to have growlers on a license

(2) **Corkage:** Staff should familiarize themselves with the following when processing an application to add corkage to a Class B or Class C license:

a. Corkage is authorized by Alc. Bev. Art. 4-1102, which allows an individual in a restaurant, club, or hotel for which a Class B or Class C license allowing the sale if wine is issued may consume wine not purchased from or provided by the license holder only if

1. The wine is consumed with a meal during the hours of operation
2. The individual obtains the approval of the license holder
3. The wine is not available for sale on the license holder's wine list
4. The license holder obtains a permit from the BLLC

b. To process a Class B or Class C licensee request to add corkage, staff must ensure that

1. The licensee properly fills out the Growler/Wine Corkage application
2. The licensee owes no outstanding fees or fines to the agency
3. Provides the Board with the original copy of the license
4. Pays a one-time fee of $20 for the reproduction of his or her license with the added corkage benefit.

(3) **Off Premises Catering Request Only:** Below are items that staff shall consider when processing these requests.

a. **Rule 1.09 Ancillary Privileges (a) (iii) Catering Privilege License**: The privilege of providing alcoholic beverages along with catered food may be granted by the Board only after the holder files a catering privilege application with the Board. The licensee who holds the special off-sale caterer privilege may contract to provide food and alcoholic beverages for consumption at a catered event. The licensee may exercise the special off-sale caterer privilege only during hours

and days that are permitted for the licensee's existing beer and wine or beer, wine, and liquor license. A licensee who holds a special off-sale caterer privilege shall have the facilities to prepare and deliver food to the site of the catered event. The City Health Department shall approve the food preparation facilities and issue a caterer's license before the Board adds or renews a special off-sale caterer privilege. A special off-sale caterer privilege may be renewed.

b. Licensee(s) who want to add off premises catering only to existing location can do so administratively by completing the following steps:

   ii. The licensee should be in good standing with agency and have no holds on their license

   iii. The licensee shall obtain the necessary permit from the Health Department

   iv. Pay a $500 fee; this is an annual fee for the licensee

   v. Submit the original copy of their existing license so that the BLLC may issue a new license with the catering privilege attached.

c. **Rule 3.11 – Delivery of Alcoholic Beverages**

   i. **Registration Process**: All licensees desiring to deliver alcoholic beverages shall complete a delivery registration form and pay the required $50 fee with original signatures of the licensees and receive a letter of authorization from the Board before deliveries may be made. Delivery approval will be noted on the licensees' licenses.

   ii. **Delivery Protocols and Limitations:**

      1. Each delivery person shall be an employee of the licensee. A retail delivery person shall be at least 18 years of age.

      2. Alcoholic beverages shall be delivered in a sealed package or container. No mixed drinks may be delivered.

      3. To complete delivery of a shipment, the delivery person shall require from the intended recipient at the address listed on the shipping label:

         a. The signature of the intended recipient who is at least 21 years old;

            i. A government-issued photographic identification showing that the intended recipient is at least 21 years old.

      4. Delivery person shall refuse delivery if the intended recipient:

         a. Is under 21 years old

         b. Refuses to sign the aforementioned form required

         c. Appears to be intoxicated.

      2. Each delivery shall be acknowledged by the intended recipient through the completion of a delivery form, a copy of which shall be provided to the intended recipient.

      3. The original delivery forms and/or approved electronic records of sales shall be made available to the Board's inspectors on inspection of the licensee's

premises.

4. **On-Line Delivery Service** – Licensees that provide delivery service upon request by customers through any mode of electronic contact (e.g. smartphone application, or internet on-line purchase, etc.) shall deliver those alcoholic beverages in accordance with this section.
5. Deliveries may not be made to another licensed establishment.
6. Deliveries may be made only within the City.
7. Class A Wine and Beer licensees may deliver beer and wine.
8. Class A Beer, Wine and Liquor licensees may deliver any type of alcoholic beverage.
9. Class B/D, (beer only) licensees may deliver beer only.
10. Class B/D, beer and wine licensees may deliver beer and wine.
11. Classes B, D, and BD7, beer, wine and liquor licensees may deliver any type of alcoholic beverage.
12. The privilege of delivering alcoholic beverages may be withdrawn immediately by the Board if a restriction is not followed.

(4) **Temporary Outdoor License Extensions Process:** Below are items that staff shall consider when processing these requests.

a. Staff should always date stamp and record when a request for an extension is received. The processing of these requests are routinely handled by the Assistant Executive Secretary or his or her designee but in his/her absence, all staff should be aware of these procedures.

b. Staff should note if this request involves right-of-way permission [Department of Transportation Permit needed because streets are to be closed] and if proof has been provided.

c. Staff should have payment for these items with requests and payment processing should occur as per board policy. The fee is $200 per day.

d. The Assistant Executive Secretary or his or her designee will prepare a letter for the Signature of the Executive Secretary that notes that permission has been granted.

e. **Rule 1.09 Ancillary Privileges (a) (ii) Temporary License Premise Extension**: A Temporary License Premise Extension allows a licensee to extend alcoholic beverages service to an area immediately outside the licensed premise and/or an area authorized by the City under an issued permit. Licensees are responsible for ensuring that the sale and consumption of alcoholic beverages from the premises are in a fixed area preventing patrons from leaving the area with an alcoholic beverage.

    i. A license extension may be issued to all annual license holders, except Class A and Class A-2 licensees. The extension authorizes the license holder to sell, serve, and allow consumption of beer, wine, and/or liquor, if applicable, on the premises of the extension area.

ii. **Applications Made Through Letter**: To be issued a license extension, a licensee shall submit an application to the Board at least 10 days before the event for which the extension is sought.

2. The application shall contain or be submitted with a LETTER on company letterhead specifying:

(a) The purposes of the extension

(b) The time, date, and location of the event for which the license extension is to be used

(c) The size of the extension area

(d) Proof of all needed permits and approvals from State and local agencies

(e) Payment of the application fee of $200.00 per day

i. After a review of the licensee's application, the licensee's temporary license extension past performance and any documentation protesting the application, the Board may issue the permit, unless the Board requires more information or an additional payment from the applicant.

vi. **Temporary Extensions Refund Policy** – In general, there shall be no refunds issued for the cancellation of an event that required a temporary extension to be issued to a license holder.

1. **Inclement weather exception for rescheduling** – If an event that required a temporary extension to be issued to a license holder is canceled for reasons due to inclement weather, then the temporary extension may be used on another date and time, and the BLLC may issue a new temporary letter if the following criteria are met

a. The applicants provide written notice to the BLLC within 5 business days after cancellation describing the inclement weather event

i. If applicants do not provide written notice to the BLLC within 5 business days then, applicants are not eligible for a refund.

b. Bring original temporary extension letter to the BLLC

c. A date for the event that requires a temporary extension to be issued to a license holder

d. If applicable, a new and corresponding DOT permit allowing for the event that required a temporary extension to be issued to a license holder to be conducted on the new date and time

e. **45 Day Exception -** If the event that required a temporary extension to be issued to a license holder is canceled for inclement weather and the BLLC reviews and approves the request to reschedule, the BLLC may only

reschedule the pub tour within 45 days of the original date of the pub tour.

(5) **Supplemental Sunday License Privileges:** This only applies to Class A license holders

a. A Supplemental Sunday license privilege may be issued to a Class A licensee for Sundays between Thanksgiving and New Year's Day. Licensees can utilize that privilege from 1 p.m. to 9 p.m. on those designated Sundays. See Alc. Bev. Art. 12-2003 and 12-2004.

b. Administrative Staff Directives: In order to issue the Supplemental Sunday licenses staff must perform the following functions:

- **Letters Sent to Class A Licensees** – Correspondence on or about the 3rd week of August of each year, Administrative Staff shall draft and send correspondence to each applicable Class A licensee, informing them of the Supplemental Sunday license privilege, which include the timelines for submission and cost and a copy of the application.
- The Executive Assistant shall coordinate with BCIT to create a template in the BLLC's Liquor License Application Database for the selected Supplemental Sunday License dates
- The Executive Assistant shall coordinate with the Print Shop of Baltimore City to design and have printed posters for each Class A awarded a Supplemental Sunday license
- **Processing of Class A Supplemental Sunday License Privileges**
    - **Timelines** - Applicants must complete and submit the application to the Board by September 30th each year
        - If the applicants chose to submit their applications by mail, such a submission must be postmarked no later than September 30th
    - **Process – Upon the application and payment submitted to the BLLC, staff shall take the following steps:**
        - Receive and review the application to determine how many Supplemental Sundays are requested and the total costs associated with each Class A request
            - Administrative staff to verify all licensee information is correct and accurate before issuing the license privilege
            - **Outstanding fees and fines** – Office staff shall ensure that any outstanding fees and fines owed to the BLLC by any Class A licensee requesting a Supplemental Sunday license privilege are paid in full before the issuance of said license
        - Assigned personnel will then generate a Supplemental

Sunday License Privilege with each of the requested dates listed on the license

- A Poster is generated for the licensee to display in a conspicuous manner to the general public
- Staff shall notate in the Liquor Board database the dates in which Supplemental Sundays have been issued for each applicable licensee
- Full payment must be made to the Board for all of the dates requested before the agency will issue any Supplemental License
    - The fee for the Supplemental Sunday license privilege is $75 per day

- **Email Communications** - Office staff shall send electronic communications to the inspections division regarding the issuance of all Class A Supplemental Sunday License Privileges by November 20 of each year.

(6) Additional Sunday One-Day Licenses for Class A and D Licensees

a. Class A –Two Additional Special Sunday Licenses: The Board may issue to the holder of a Class A alcoholic beverages license an Additional Special Sunday license that allows the holder to exercise the off-sale license privilege on two additional Sundays (outside of Supplemental Sunday License Privileges) during the calendar year subject to the Alcoholic Beverages Article.

1. **Application Process**: Administrative Staff shall follow the process listed below to issue these licenses:

2. An application for an Additional Sunday shall be submitted by LETTER specifying:

(a) The name of the establishment

(b) Time and date of the Sunday(s) requested to be open

(c) Contact Information of the license holder (s)

(d) Signature of the license holder (s)

(e) The cost of this license is $75 per day.

ii. Process – Upon receipt of the letter and payment to the BLLC, staff shall take the following steps:

(a) Receive and review the letter to determine how many Special Sundays are requested and the total costs associated with each Class A request

(b) Administrative staff to verify all licensee information is correct and accurate before issuing license

(c) Administrative staff shall verify to ensure that licensees requesting Additional Special Sunday Class A Licenses do not exceed their limit of more than 2 Sundays per calendar year.

(d) **Outstanding fees and fines** –Office staff shall ensure that any outstanding fees and fines owed to the BLLC by any Class A licensee requesting a Special Sunday license are paid in full before the issuance of said license

(e) Assigned personnel will then generate a Special Sunday License with each of the requested dates listed on the license as per the license template

(f) Staff shall enter in the Liquor Board database the dates for which Special Sundays have been issued for each applicable licensee

(g) Full payment must be made to the Board for all of the dates requested before the agency will issue any Special License

(h) If applicable, on a weekly basis office staff shall send electronic communications to the inspections division regarding the issuance of Class A additional Special Sunday Licenses

b. Class D – Four Additional Sunday Licenses: The Board may issue a supplemental license no more than 4 times during a calendar year to a holder of a Class D beer, wine, and liquor license. The license authorizes the holder to sell alcoholic beverages from 6 a.m. on Sunday to 1 a.m. the following day, subject to the Alcoholic Beverages Article.

1. **Application Process**: Administrative Staff shall follow the process listed below to issue these licenses:
    a. An application for an Additional Sunday shall be submitted by LETTER specifying:
        i. The name of the establishment
        ii. Time and date of the Sunday(s) requested to be open
        iii. Contact Information of the license holder (s)
        iv. Signature of the license holder (s)
        v. The cost of this license is $75 per day.

2. **Process – Upon receipt of the letter and payment to the BLLC, staff shall take the following steps:**
    a. Review the application to determine how many Additional Sundays are requested and the total costs associated with each Class D request
    b. verify that all licensee information is correct and accurate before issuing license
    c. verify to ensure that licensees requesting Additional Sunday Class D Licenses do not exceed their limit of more than 4 Sundays per calendar year.

d. **Outstanding fees and fines** –Office staff shall ensure that any outstanding fees and fines owed to the BLLC by any Class D licensee requesting an Additional Sunday license are paid in full before the issuance of said license

e. Assigned personnel will then generate an Additional Sunday License with each of the requested dates listed on the license as per the license template

f. Staff shall enter in the Liquor Board database the dates for which Supplemental Sundays have been issued for each applicable licensee

g. Full payment must be made to the Board for all of the dates requested before the agency will issue any Additional License

h. If applicable, on a weekly basis office staff shall send electronic communications to the inspections division regarding the issuance of Class D Additional Sunday Licenses

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.16**	Pages: 3
Title: Wine Sampling for Non-Profits, Beer and Wine Tastings, and Beer Wine and Liquor Tastings		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to office personnel regarding requests for Wine Sampling for Non-Profits, Beer and Wine Tastings, and Beer Wine and Liquor Tastings.

Responsible Staff: Accountant I, Office Assistant II, and Executive Assistant

Staff Monitor: Staff shall be monitored by the Assistant Executive Secretary, Deputy Executive Secretary, and Executive Secretary

Procedure:

1) **Wine Sampling for Non-Profits – Alc. Bev. Art. §12-1306**
    a. **Authorization**
        i. The BLLC is authorized to issue a Wine Sampling license to a bona fide non-profit organizations
    b. **Fee**
        i. The fee for this license is $15 per day
    c. **Transportation and Consumption**
        i. The license authorizes the transportation and consumption of wine for sampling:
            1. On the premise for which a Class B or Class BD7 license has been issued, with the authorization for the holder of the license of the premises; OR
            2. At a location that is not already licensed
    d. **License Application**
        i. The Non-Profit shall apply for a license at least 15 days before the license is issued.
    e. **Limitations on License**
        i. The BLLC shall not issue more than 12 licenses in a license year (May to April) to a single non-profit organization.
    f. **Quantity**
        i. A license holder may serve a quantity of not more than 2 ounces of wine from an offering to an individual.
    g. **Application Process**
        i. Administrative Staff shall follow the steps outlined below in order to properly issue a

Wine Sampling License:

1. **One Day License Application**
    - **a.** The BLLC shall provide the applicant with a Special One Day Sampling License Application to be filled out. Along with the application, applicant shall provide to the BLLC staff the following:
        - **i.** Proof of Non-Profit Status
        - **ii.** Letter of Authorization allowing the applicant to apply
        - **iii.** Security Plan
        - **iv.** Vendor Contract or other similar agreement
        - **v.** Temporary Authorization Permit, if necessary

2) Beer and Wine Tasting – Alc. Bev. Art. §12-1307

- **a. Authorization**
    - **i.** The BLLC is authorized to issue a Beer and Wine license to the holder of a Class A Beer and Light wine license or a Class A Beer, Wine, and Liquor License
- **b. Fee**
    - **i.** The fee for this license is $25 per day.
- **c. Scope of License**
    - **i.** The license authorizes the license holder to allow on-premises consumption of beer and light wine tasting.
- **d. Limitations on License**
    - **i.** The BLLC shall not issue more than 12 licenses in a calendar year to each license holder
- **e. Hours and Days of Operation**
    - **i.** A license holder may exercise the privileges under the license only during the hours and days provided for under the license holder.
- **f. Quantity**
    - i. A license holder may serve a quantity of not more than 1 ounce of wine from an offering to an individual.
    - ii. A license holder may serve a quantity of not more than 3 ounces of beer from an offering to an individual.
- **g. Application Process**
    - **i.** Administrative Staff shall follow the steps outlined below in order to properly issue a Wine Sampling License:
        1. **One Day License Application Process**
            - i. An application for an Additional Sunday shall be submitted by LETTER specifying:
                1. The name of the establishment
                2. Time and date of the tasting
                3. Contact Information of the license holder
                4. Signature of the license holder
                5. A Check or Money order totaling the number of days that the tastings will be held

3) Beer, Wine, and Liquor Tasting – Alc. Bev. Art. §12-1308

- **a. Authorization**
    - **i.** The BLLC is authorized to issue a license holder to allow on premise consumption of

beer, light wine, and liquor for tasting

1. **Executive Secretary** – As the licensees offered this privilege are limited, please check with the Executive Secretary or his or her designee before issuing this license to ensure this license goes to properly named parties.

b. Fee – In Addition to the Class A Annual License Fee, the license fee is:

- **i.** $20 for a daily tasting license
- **ii.** $200 Annually for a 26 Day Tasting License
- **iii.** $300 Annually for a 52 Day Tasting License
- **iv.** $750 Annually for a tasting license that may be used daily throughout the Year

c. Scope of License

- **i.** The license authorizes the license holder to allow on-premises consumption of beer, light wine, and liquor tasting.

d. Limitations on License

- **i.** Application for the license shall be made 7 days before the event.

e. Hours and Days of Operation

- **i.** A license holder may exercise the privileges under the license only during the hours and days provided for under the license holder'

f. Quantity

- i. A license holder may serve a quantity of not more than 1 ounce of wine from an offering to an individual
- ii. A license holder may serve a quantity of not more than 3 ounces of beer from an offering to an individual
- iii. A license holder may serve a quantity of not more than ½ ounce of liquor from an offering to an individual

g. Application Process

- **i.** Administrative Staff shall follow the steps outlined below in order to properly issue a Wine Sampling License:

1. **One Day License Application Process**

i. An application for an Additional Sunday shall be submitted by LETTER specifying:

1. The name of the establishment
2. Time and date of the tasting
3. Contact Information of the license holder
4. Signature of the license holder
5. A Check or Money order totaling the number of days that the tastings will be held or for the various blocks of days authorized by law

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.17**	Pages: 3
Title: Other – Hardship Extensions, Transfer Hardship Requests, and Requests to Reopen		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to office personnel regarding request for Hardship Extensions, Transfer Hardship Requests, and Requests to re-open.

Responsible Staff: Accountant I, Office Assistant II, and Executive Assistant.

Staff Monitor: Staff will be monitored by the Assistant Executive Secretary and Executive Secretary.

Procedure:

(1) **Hardship Extension Process:** Below are items that staff shall consider when processing these requests.

a. Staff should always date stamp and record when a request for Hardship Extension is received. Staff will provide a copy of the license history and information of the establishment as part of the board report.

b. **Vacation of Premise Hardship Extensions:** In accordance with the Alcoholic Beverages Article, before a licensed premise in the City that has been closed for up to 180 days may be reopened, the affected licensee shall submit to the Board a "Hardship Extension Request" that includes the following:

1. A request for a hardship extension is filed via letter with the Board within the 180-day period
2. The approximate date when the establishment closed and/or last date of operation
    a. If the BLLC cannot confirm through its own inspection records the last date of operation, it is authorized to request any additional information from the requestor concerning the last date of operation of the establishment.
3. A brief description of the undue hardship that led to the closure of the establishment for 180 days
4. Check or money order made payable to the "Director of Finance" for $100 to cover the costs of the hearing.
    1. **Important Note**: An application for hardship extension is NOT complete unless a letter and full payment is received by the BLLC.

5. Upon receipt of letter and payment, the request shall be forwarded to the Deputy Executive Secretary or his or her designee to perform the following:

    1. Review the request to determine its validity

    2. If determined to be a valid request, schedule a hearing on the request before the Board

c. **Transfer Hardship Extension** - In accordance with the Alcoholic Beverages Article, within 180 days after the Board approves the transfer of a license, the license holder or another appropriate interested party may make a written request to the Board to extend the time authorized to complete the transfer due to hardship. An extension may not prolong the period authorized to complete the transfer beyond 270 days after the Board approves the transfer.

    1. To file such a request, the licensee or interested party shall perform the following:

        a. A request for a hardship extension is filed via letter with the Board within the 180-day period

        b. The date of Board Approval for the transfer application

        c. A brief description of the hardship that has prolonged the completion of the transfer within 180 days after Board approval

        d. Check or money order made payable to the "Director of Finance" for $100 to cover the costs of the hearing.

            i. Important Note: An application for hardship extension is NOT complete unless a letter and full payment is received by the BLLC.

    2. Upon receipt of letter and payment, the request shall be forwarded to the Deputy Executive Secretary or his or her designee to perform the following:

        a. Review the request to determine its validity

        b. If determined to be a valid request, schedule a hearing on the request before the Board

d. Upon review of a Vacation of Premises Hardship Extension or a Transfer Hardship Extension, the Board may consider the following criteria when making the determination to grant the hardship extension:

    iv. The nature of the undue hardship as it exists;

    v. The testimony and/or evidence submitted on the record of any of the witnesses on behalf of the affected licensee, including the licensee as to why the undue hardship extension should be granted; or

    vi. Any other reason that the Board deems fit and appropriate.

(2) **Requests to re-open after 3 months:** Below are items that staff shall consider when processing these requests:

a. Staff should always date stamp and record when a request to re-open is received. Staff will provide a copy of the license history and information of the establishment as part of the board

report.

b. Staff may also want to check to see if a letter for non-operations has been sent by inspections and note to the Chief Inspector that a request to re-open has been received.

c. **Rule 2.14 Requests to Open after 90 Days:** (a) **Procedure:** Before a licensed premise in the City that has been closed for at least 3 consecutive months may be reopened, the affected licensee shall submit to the Board a "Request to Reopen" that includes the following:

   i. A request for a hearing and approval to reopen; and

   ii. The approximate date when the establishment closed; and

   iii. A check or money order made payable to the "Director of Finance" for $100.00 to cover the costs of the hearing

      1. **Important Note**: An application for a request to reopen is NOT complete unless a letter and full payment has been received by the BLLC.

   vii. Upon receipt of letter and payment, the request shall be forwarded to the Executive Secretary or his or her designee to perform the following:

      1. Review the request to determine its validity

      2. If determined to be a valid request, schedule a hearing on the request before the Board

   vi. Upon approval by the Board, the licensee shall be provided a letter, which includes the following information

      1. The date of approval by the Board of the request to reopen

      2. The list of required documents that the applicant should provide to the Board to reopen (See BLLC SOP 2.17 (2)(d) – right below!)

d. **Required Documents to be submitted after Board approval:** Upon being approved to reopen by the Board, the applicant shall submit up to date copies of the following documents and/or information to the Board's Administrative Staff before the license to reopen is issued:

   i. Trader's License

   ii. City Health Permit (if applicable)

   iii. City Use and Occupancy Permit; (if applicable)

   iv. Sales Tax License

   v. Verification that the corporation that owns the license is active and in good standing with the State Department of Assessment and Taxation

e. **Inspection Division to Perform Inspection**

i. Within 30 days of the submission of the required documentation to reopen as per SOPs, the Inspection Division shall conduct an inspection of the establishment to determine if it is open and operating.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting	**Number: 2.18**	Pages: 1
Title: Cash Receipt System and Voids		
Effective Date:	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To provide guidance and direction to office personnel on issues related to Cash Receipts, VOIDs, and other control matters.

Responsible Staff: Accountant I, Office Assistant II, and Executive Assistant.

Staff Monitor: Staff will be monitored by the Assistant Executive Secretary and Executive Secretary.

Procedure:

(1) The Cash Receipt System is to be used by all clerical administrative staff as noted above to take payments for various items.

   a. Make sure that you verify the following information:

   i. Licensee /Name/Address

      ii. Type of fee being paid

      iii. Amount

   b. Note all payments properly

      i. Note that the check is made payable to "Director of Finance"

      ii. Note that the Check is secured and stamped/endorsed for deposit after the transaction has been entered

(2) When processing VOIDs, the person who entered the payment SHALL NOT UNDER ANY CIRCUMSTANCES also enter VOID. Please contact the Accountant or if the Accountant is unavailable, the Assistant Executive Secretary to initiate a VOID.

   a. Reasons for entering VOIDs

      a. Entry error and/or Incorrect amount – Note change and information

      b. Other – refunds – Note these types of changes to supervisor

   b. Enter comments into payment system on reason why VOID was done and corrected action.

   c. **Monthly Reporting Requirement**: All VOIDs shall be included in monthly batch submissions to the Executive Secretary or his or her designee for review to determine accuracy.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 1: General Procedures	**Number: 2.19**	Pages: 2
Title: 46th District Food Form Reporting Requirements		
Effective Date:	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To properly monitor the food sales receipts of Class "B" Beer, Wine, and Liquor restaurants within the 46th Legislative District and ensuring that each of these licensees is maintaining its best efforts to come into compliance with Alc. Bev. Art. §12-1804 and §12-1604.

Responsible Staff: Board members, Executive Secretary, Deputy Executive Secretary (DES), and Executive Assistant.

Policy:

A. Objective:

a. The Board shall ensure that Class "B" Beer, Wine, and Liquor restaurants within the 46th Legislative District are making their best efforts to meet the food receipt requirements as identified by the Alcoholic Beverages Article

B. Review of Receipts at Time of Renewal: March 1 –April 30th

a. Deputy Executive Secretary (DES) to Review Food Forms

i. The DES, or his or her designee, shall review each food form submitted by each applicable Class "B" Beer, Wine, and Liquor Restaurant License within the 46th Legislative District during the renewal period of each year.

1. Upon examination, the DES, or his or her designee, shall check to ensure that each licensee is reporting food sales receipts that are required as per Alc. Bev. Art. §12-1804 and §12-1604.

a. If licensees are meeting proper food sales requirements such food forms shall be placed in the licensee's file

C. Determination that Licensees are not Meeting Food Requirements

a. If food forms do not reflect the appropriate food sales requirements as per Alc. Bev. Art. §12-1804 and §12-1604 then the DES or his or her designee, should perform the following:

i. For licensees whose food sales are required to be at least 65%

1. *If food sales are between 64% and 50%*

a. The BLLC shall draft a letter to the establishment and inform it of the

importance of complying with the law and meeting the standards set forth in the Alcoholic Beverages Article for the next license year.

2. *If food sales are between 50% and 35%*

a. The BLLC shall draft a letter to the establishment and inform it of the importance of complying with the law and that the licensee is required to provide a mid-year accounting of its food sales to the BLLC during the upcoming license year to ensure that food sales meet the requirements of State Law.

i. Violation Hearing - If food sales do not improve by mid-year then the Board shall hold a hearing for violation of BLLC rule 4.18 – Illegal Conduct

3. *If food sales are below 35%*

a. The BLLC shall renew the license, but automatically schedule a violation hearing for BLLC rule 4.18 – Illegal Conduct

ii. For licensees whose food sales are required to be at least 51%

1. *If food sales are between 50% and 40%*

a. The BLLC shall draft a letter to the establishment and inform it of the importance of complying with the law and meeting the standards set forth in the Alcoholic Beverages Article for the next license year.

2. *If food sales are between 40% and 25%*

a. The BLLC shall draft a letter to the establishment and inform it of the importance of complying with the law and that the licensee is required to provide a mid-year accounting of its food sales to the BLLC during the upcoming license year to ensure that food sales meet the requirements of State Law.

i. Violation Hearing - If food sales do not improve by mid-year then the Board shall hold a hearing for violation of BLLC rule 4.18 – Illegal Conduct

3. *If food sales are below 25%*

a. The BLLC shall renew the license, but automatically schedule a violation hearing for BLLC rule 4.18 – Illegal Conduct and/or State law provisions.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting Processes	**Number: 2.20**	Pages: 3
Title: Scanning and Archiving Policies and Procedures		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to administrative staff concerning the electronic scanning process of all liquor board case files to the BLLC's on-line library and preparation of hard copy materials for archiving in accordance with Alc. Bev. Art. 12-204(d) and Alc. Bev. Art. 1-409(b).

Responsible Staff: Office Assistant II, Executive Assistant, and/or any other administrative staffer assigned by the Assistant Executive Secretary or the Deputy Executive Secretary

Staff Monitor: Staff will be monitored in the inspection process by Assistant Executive Secretary or the Deputy Executive Secretary

Procedure: All assigned administrative staff shall be responsible for the following:

(1) **Assignment of Scanning Duties – Attention to Scanning Guidelines**

a. Upon assignment by the Assistant Executive Secretary or the Deputy Executive Secretary or his or her designee, administrative staff shall:

i. Conduct all scanning practices in accordance with the **General Scanning Guidelines (Appendix A)**

1. If any questions or concerns arise regarding the scanning guidelines, administrative staff shall refer to the Assistant Executive Secretary or his or her designee for assistance

(2) **Categories of Documents to Be Scanned and Corresponding Timelines for Scanning**

a. Documents Pertaining to Current or Pending Hearings

i. Documents pertaining to a current or pending hearing shall be scanned and uploaded to the on-line library in the following manner:

1. **New/Substitute/Transfer/Expansions** - All New, Transfer, and Expansion applications shall be scanned and uploaded to the on-line library within 30

days of the issuance of the new/substitute/transfer/expansion license to the applicant or licensee.

- **Staff shall not scan and upload**
  - An application that has been rejected by the Board
  - An application that was approved by the Board, but has since expired as the application was not completed in the required time period.

b. **Documents to be Scanned on Annual Basis**

i. Renewal Applications and Annual Licenses

1. Starting in July of each year an assigned Office Assistant II shall scan, redact, and upload the current year license renewal applications, accompanying documentation, and copies of the Annual Licenses into the BLLC's On-Line Library

ii. Supplemental Documentation

1. The Office Assistant II shall also review the file to determine if any supplemental documentation – outside of license renewal applications, accompanying documentation, and copies of the Annual Licenses – has been placed in the file since January 1 of the current license year
   - If the Office Assistant II finds such documentation, then he or she shall scan, redact, and upload the information onto the BLLC's On-Line Library

iii. General Timelines for completion

1. In general, the Office Assistant II should begin his or her work on the annual scanning project in July of each year and end such work by December of each year.
   - **Extenuating Circumstances** – Upon Approval of the Deputy Executive Secretary, the timelines for completion may be extended if extenuating circumstances – changing in staffing levels, long-term sickness, etc. – and other related personnel matters – present themselves.

(3) **Archiving of all Documents within Permanent Case files**

a. 3 Year Archive Rule – Alc. Bev. Art. 1-409(b)

i. As per the Alcoholic Beverages Article, the BLLC maintains the records of active licensees for at least three 3 years after the date of the last record entry

b. Documents within Permanent Case files greater than 3 years after the date of the last record entry

i. **Agency Discretion** – At the discretion of the agency, Executive Staff may determine whether or not to archive permanent case files with the Baltimore City

Archives if the records are greater than three (3) years old.

c. Agency Staff to follow transfer policy of Baltimore City in archiving of records

i. The Assistant Executive Secretary or his or her designee shall ensure that the following steps are followed to ensure proper packaging; recordation, registration, and transfer of the archived documents are done in accordance with City Policy.

ii. For guidance agency staff shall refer to the City's official policy concerning the archiving of documents **(Appendix B),** which includes the following:

1. A Retention Disposition Authorization (RDA) is provided to each file
2. Assigned staff shall work with the Records Manager of the City to complete a RDA and receive approval from the City Archivist and the Records Management Officer
3. That proper Record Center Boxes are used to package documents to be archived
4. That an RDA has been assigned to each file type, and that a Records Transmittal Request (RTR) has been transmitted to the Baltimore City Archives Department
    - Email address: baltimorecityarchives@gmail.com
5. That the BLLC has arranged transport of the archives to the City Archives warehouse and that the agency supply the manpower to physically move the boxes into the warehouse and place them in the designated storage area

d. Archiving cycle of BLLC Permanent Case files

i. BLLC staff shall archive its permanent case files at least once every five years, unless otherwise directed by State or Local law.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting Processes	**Number: 2.21**	Pages: 2
Title: Annual Personal Property Tax Review		
Effective Date: 1/19/2020	Revision Date: 1/8/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to BLLC Administrative Staff and ensuring licensees are in compliance with their personal property tax payments to the City of Baltimore.

Responsible Staff: Administrative Staff and Assistant Executive Secretary, Deputy Executive Secretary and designated BLLC staff.

Staff Monitor: Staff will be monitored by the Executive Secretary and/or Deputy Executive Secretary.

Procedure:

(1) **Policy**

a. As per the Alcoholic Beverages Article licensees must be current in their personal property tax status by October 30th of every year.

- **Mid-August Email Communications to Law Department** - As such, within the first two weeks of August of every year, assigned BLLC staff will work with the Law Department and Department of Finance to verify which licensees owe outstanding personal property taxes for the prior tax year.
    - **Follow-Up in September**: BLLC staff shall send a follow up email correspondence to the law department with the license information for all of the adult entertainment establishments that renew within the month of July of each year

b. Upon receiving confirmation from the Law Department and Department of Finance of licensees that owe outstanding personal property tax payments, BLLC staff will send a letter to each applicable licensee informing them of their status (See **Attachment A** for a copy of the Letter).

- **Time for Compliance** – Within the letter, the agency shall provide licensees with a time period for each to come into compliance. If licensees do not come into compliance – pay back all personal property taxes or enter into an approved agreement with the law department – then the agency shall move to automatically suspend the license until compliance is achieved.

HON. ALBERT J. MATRICCIANI, JR. (RET.)
CHAIRMAN

COMMISSIONERS
AARON J. GREENFIELD, ESQ.

ALTERNATE COMMISSIONER
HARVEY E. JONES

DOUGLAS K. PAIGE
EXECUTIVE SECRETARY

THOMAS R. AKRAS, ESQ.
DEPUTY EXECUTIVE SECRETARY

STACI L. RUSSELL
ASSISTANT EXECUTIVE SECRETARY

STATE OF MARYLAND
BOARD OF LIQUOR LICENSE COMMISSIONERS
FOR BALTIMORE CITY
1 NORTH CHARLES STREET, SUITE 1500
BALTIMORE, MARYLAND, 21201-3724
PHONE: (410) 396-4377

Attachment A – Example Only
[Insert Date]

Re: Personal Property Tax Owed to the City of Baltimore

Dear Licensee(s),

A review conducted in [month] of 20XX of the Department of Finance's records indicated that the corporate entity, partnership, or sole proprietorship that owns the license issued to your location currently owes outstanding personal property taxes to the City of Baltimore.

As per Alc. Bev. Art. §12-2103, each licensee must present to the Board of Liquor License Commissioners for Baltimore City (BLLC) a "certificate issued by the Director of Finance" showing that there are no unpaid personal property taxes owed to the City of Baltimore by October 30th of every year. Failure to provide proof of payment could lead to the automatic suspension of a licensee's alcoholic beverages license.

As such, let this letter serve as final notice that if you do not provide documented proof (letter from the Department of Finance, receipt, etc.) that your outstanding personal property tax balance owed to the City of Baltimore has been paid in full or you are on a City sanctioned payment plan by [date] your privilege to sell alcoholic beverages in the City of Baltimore shall automatically be suspended and inspectors will be authorized to collect all licenses from premises that are not in compliance starting [week after above date].

For information on outstanding balances and to pay online, please go online at http://cityservices.baltimorecity.gov/PersonalProperty/ or visit the Customer Service Desk and speak to a representative in the lobby of the Municipal building located at 200 Holliday St, Baltimore, MD 21202**.**

If you have any questions or concerns regarding your outstanding tax liability, please contact Ms. Mary Keenan, Chief of Collections for the Baltimore City Law Department, at 410-396-3968. In addition, if you have any further questions about how your tax liability affects your liquor licensure, please call me at 410-396-4377.

Sincerely,

Thomas R. Akras
Deputy Executive Secretary

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting Processes	**Number: 2.22**	Pages: 5
Title: Compilation, Preparation, and Delivery of Documents for BLLC cases on Judicial Review		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to BLLC Staff as to assignments concerning the preparation, creation, and delivery of documents to the Appellate Counsel for Board cases that have been appealed to the Circuit Court for Judicial Review.

Responsible Staff: Appellate Counsel, Executive Secretary, and/or Deputy Executive Secretary and/or designated BLLC staff

Staff Monitor: Staff will be monitored by the Executive Secretary and/or Deputy Executive Secretary.

Procedure:

(1) **Request for Judicial Review filed and BLLC Served**

a. Upon the filing of a judicial review by the licensee or any other party of a Board decision, the agency will be served by the licensee or his/her representative the following

i. Certificate of Service

ii. Copy of the Appeal

iii. $100 filing fee

b. **Transcript ordered by licensee**

i. Upon receiving the Certificate of Service, Copy of the Appeal, and filing fee a request for the transcript is made to the recording agency to transcribe and deliver a copy of the transcript to the BLLC's office.

c. **Contact the Appellate Counsel**

i. Upon being served with the Copy of the Appeal, the agency must notify the Appellate Counsel that an appeal has been filed and provide a copy to the Appellate Counsel if one has not yet been served on the Counsel.

(2) **Preparation and Compilation of Documents**

a. **Transmittal Sheet to be Drafted**

i. Upon receiving the transcript, the designated BLLC staff person will create a Transmittal

Sheet **(Attachment A)** which will include the following:

1. Name of the Licensee
2. Date of the Original Board Decision
3. Case Number – This can be found on the Copy of the Appeal
4. "Petition for Judicial Review" Section which details that the full transcript of the case is included

b. **Documentation Preparation for Appellate Counsel**

i. Once the transcript is received, the designee of the agency will compile the following documents in preparation to file the record with the Circuit Court

1. A Copy of the Long Docket for the hearing day of the matter appealed
2. A copy of the application, request, and /or statement of charges that is subject of the request for judicial review
3. Any and all supplementary documentation in case file in support/against the application, request, and/or statement of charges
    a. Ex – Community Letters of Support/Opposition, Financial Documentation, Architectural Drawings or Blueprints, etc.
4. All Marked Exhibits
5. Copy of Board's Decision
6. Full Transcript of hearing that is subject of judicial review

(3) **Compilation of Documents**

a. **Transmittal Sheet**

i. The designee should affix the transmittal sheet on the top of the prepared documents for Appellate Counsel.

b. **Follow-up with Appellate Counsel**

i. The designee should then contact the Appellate Counsel to determine if any other documents need to be included in the compiled documents package.

c. **Filing collated documents and Timestamping**

i. If no other documents are to be compiled the designee should make copies of the documents for the following parties:

1. Appellate Counsel
2. Circuit Court or other applicable Court
3. BLLC office

ii. Filing the transmittal sheet with Clerk of the Court Civil Division

1. Upon making the copies, the designee shall time stamp all copies of the

transmittal sheet with the Circuit Court of Baltimore City and file one (1) copy with the Clerk of the Court

a. The designee should ensure that all case file documents related to the appeal are filed along with the timestamped transmittal sheet

2. The remaining copies shall be mailed or personally delivered to both:

a. Appellate Counsel

i. Receives a copy of the timestamped transmittal sheet and all accompanying documents.

b. Licensee or Attorney(s) or Representative(s) for the licensee

i. Receives a copy of the timestamped transmittal sheet

3. The BLLC should retain a copy for its files in a separate appellate folder created for the specific case on judicial review

a. This includes a copy of the case file documents related to the appeal and the timestamped transmittal sheet.

(4) **Creation of Documents**

a. **Appellate Counsel Responsibility**

i. Appellate Counsel is responsible for the drafting and creation of all original documents to be used in support of litigation in cases involving Board decisions that have been appealed to the Circuit Court for judicial review.

b. **Appellate Counsel NOT responsible for creation of:**

i. **Transmittal Sheet**

1. The BLLC will create the transmittal sheet in preparation for the filing of the record with the Circuit Court

ii. **Original Record**

1. The Appellate Counsel is not responsible for creating any of the following documents in preparation for an appeal to the Circuit Court for judicial review:

a. A Copy of the Long Docket for the hearing day of the matter appealed

b. A copy of the application, request, and /or statement of charges that is subject of the request for judicial review

c. Any and all supplementary documentation in case file in support/against the application, request, and/or statement of charges

i. Ex – Community Letters of Support/Opposition, Financial Documentation, Architectural Drawings or Blueprints, etc.

d. All Marked Exhibits

e. Copy of Board's Decision

f. Full Transcript of hearing that is subject of judicial review.

(5) **Appeals to Court of Special Appeals and Court of Appeals**

a. Special Appeals Handled by Attorney General

i. Upon an appeal made to the Court of Special Appeals or Court of Appeals, the designated administrative staff shall contact the Assistant Attorney General assigned to the BLLC or his or her designee and compile the documents as per their request.

1. **Copies of Documents** – Designated administrative staff shall make copies of all documents submitted to the Attorney General's Office for BLLC record keeping purposes.

ATTACHMENT A

TRANSMITTAL SHEET

IN THE CIRCUIT COURT FOR BALTIMORE CITY

FIREBALL ENTERTAINMENT, INC. *
T/A BIG EASY
2000 EASTERN AVENUE
BALTIMORE, MARYLAND 21231
*

PETITIONERS:
*

FOR JUDICIAL REVIEW OF THE BOARD'S DECISION OF
[Date] *

FROM:
THE BOARD OF LIQUOR LICENSE COMMISSIONERS FOR BALTIMORE CITY

IN THE CASE OF:

Case Number – 24-C-00-000000
FIREBALL ENTERTAINMENT, INC. *
T/A BIG EASY
2000 EASTERN AVENUE
BALTIMORE, MARYLAND 21231
*

HEARING DATE:
[Date]
*

* *

PETITION FOR JUDICIAL REVIEW

Received this 25th day of April 20xx, a full transcript in the case concerning the Class AE Adult Entertainment license in the name of Fireball Entertainment, Inc. T/A Big Easy 2000 Eastern Avenue BALTIMORE, MARYLAND 21231.

Executive Secretary
Douglas K. Paige

Clerk of the Circuit Court, Room 462
111 N. Calvert Street
Baltimore, Maryland 21202

Cc: [Appellate Counsel], Esquire
[Licensee's Attorney or Representative], Esquire

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting Processes	**Number: 2.23**	Pages: 3
Title: Casino and Marketplace License – Fees, Notation, and adding Outlets and Concessionaires		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to BLLC Staff regarding the issuance of a Casino and/or Marketplace License to holders of such a license, notation of vendors at the licensed premises, and criteria used for adding vendors to the Public Market License.

Responsible Staff: Office Assistant II, Executive Assistant, Assistant Executive Secretary, and the Deputy Executive Secretary

Staff Monitor: Staff will be monitored by the Assistant Executive Secretary and/or Deputy Executive Secretary.

Procedure:

(1) Video Lottery Facility (Casino) and Marketplace Licenses

1. Video Lottery Facility

a. As per Alc. Bev. Art. 12-1005, there is a Video Lottery Facility (VLF) License.

i. The license may be issued to an individual entity that owns a video lottery facility that contains at least one food service facility, bar, or lounge; and

ii. Holds a license under Title 9, Subtitle 1A of the State Government Article.

iii. Applicants for a Class BWL-VLF license need not meet any voting or residency requirement

iv. **Authorization** – The license holder is authorized to sell beer, wine, and liquor by the drink for on-premises consumption only anywhere in the video lottery facility or on grounds controlled by the license holder (includes outdoor table service) at any time the facility is open and operating (24 hour/7 day per week license).

i. License holder may allow for the playing of music and dancing (live entertainment)

ii. Alc. Bev. 12-1004, creates a **Video Concessionaire License (VLC),** which allows a subleasee at the VLF terminal to sell beer, wine, and liquor on the premises of the VLF.

a. The Board may issue a VLC license to a bona fide concessionaire of the VLF

i. Criteria for bona fide VLC licensee from 2020

onward

1. Traders license
2. Good Standing via SDAT
3. Lease with VLF
4. Health Permit – if not covered by VLF
5. Criminal Background Check

2. Marketplace License

a. Alc. Bev. Art. 12-1001.1, authorizes a Marketplace License.

i. A "Marketplace" is defined as a premises with 5 or more outlets for preparing and serving regular meals that may be consumed by patrons in a common seating area or anywhere else on the premises

i. Marketplace Licenses are authorized to be issued in the 40th and 43rd legislative districts

ii. The Board may only issue a license to the person, firm, or corporation that owns or leases the Marketplace

ii. **Authorization** – The license authorizes the license holder to sell beer, wine, and liquor from one or more outlets within the marketplace by the drink or by the bottle for on-premises consumption. A license holder may obtain a refillable container permit under Alc. Bev. Art. 12-1102 to sell draft beer for off-premises consumption.

i. **Seating Capacity** – The Marketplace shall have a minimum seating capacity of 200 individuals and a maximum of 500 individuals as determined by the City Fire Department

ii. **Average Daily Receipts –** Average Daily Receipts from the sale of food that are at least 51% of the Total Daily Receipts of the Marketplace.

iii. **Hours of Operation** – A Marketplace licensee may operate from 6am to 2am, 7 days per week

iii. **Additional of Outlets to the Market Place License**

ii. The Licensee may add additional Outlets to the licensed premises, which shall be listed on the license if the licensee provides the following information regarding each new outlet:

1. Traders license
2. Proof of Good Corporate standing
3. Valid Health Permit
4. Copy of Alcohol Awareness Certification

(2) **Video Lottery Facility Review**: Each year supervisory staff shall review the Video Lottery Facility (VLF) License to ensure that the proper fees are paid for the VLF license and any and all Video Lottery Concessionaires (VLC) that are in existence. Supervisory staff shall review the following information to determine the number of VLCs within the VLF licensee:

1. **Inspection Reports**: Staff shall review all inspection reports performed by the BLLC to identify VLF sponsored businesses and independent concessionaires
2. **VLF Contact**: Staff shall contact the VLF licensee and obtain a list of all establishments

that distribute alcoholic beverages within the VLF, including copies of all corresponding traders licenses, corporation information, and a floor plan layout

3. **Annual VLF and VLC fee determination:** Upon review of inspection reports and VLF documentation, staff shall determine the amount of VLCs in existence for the upcoming license year and send correspondence to the VLF for verification. Upon receiving verification, the BLLC shall send the appropriate invoice to the VLF for billing purposes.
    - **VLC license application process:** Upon determining the number of VLC licenses to be operating within the VLF, administrative staff will ensure that the applicable number of VLC renewal applications are filed.
        - **Cost**: The cost per VLC License is $5,000
        - This is in addition to the $15,000 annual renewal fee of the VLF license
    - **Disputes:** If there is a dispute concerning the amount of VLCs by the VLF then the BLLC shall conduct a full on-site inspection of the VLF to determine the number of VLCs on-site and invoice appropriately.

(3) **Marketplace License Review:** Each year supervisory staff shall review the Marketplace License to ensure that the proper fees are paid for the license Supervisory staff shall review the following information to determine the named outlets on the license and proper annual fees to be collected:

1. **Marketplace Contact**: Staff shall contact the Marketplace licensee or his or her representative and obtain a list of all outlets that distribute alcoholic beverages within the within the Marketplace
2. **Fees** – Annual License Fee is $6,000. Licensee shall pay an additional $500 per year if they offer live entertainment, and an additional $200 per year if they offer outdoor table service. If the licensee provides growler service, then an additional $50 per year shall be applied to their license fee.
3. **Additional Outlets**: The Licensee may add additional Outlets during renewal to the licensed premises, which shall be listed on the license if the licensee provides the following information regarding each new outlet:
    - Traders license
    - Proof of Good Corporate Standing
    - Valid Health Permit
    - Copy of Alcohol Awareness Certification

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting Processes	**Number: 2.24**	Pages: 4
Title: Reissuance of Class BD7 Licenses and Class A-7 Licenses		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to BLLC Staff regarding the issuance of a Reissued Class BD7 License (Community Empowerment Liquor Act) and a Class A-7 Beer, Wine, and Liquor License.

Responsible Staff: Office Assistant II, Executive Assistant, Assistant Executive Secretary, and the Deputy Executive Secretary

Staff Monitor: Staff will be monitored by the Assistant Executive Secretary and/or Deputy Executive Secretary.

Procedure:

(1) Reissuance of Class BD7 – Community Empowerment Liquor Act

a. Authority

i. As per Alc. Bev. Art. 12-905(G), the Board has the authority to reissue a Class BD7 Beer, Wine and Liquor (on/off premises sales) License as a Class BD7 Beer, Wine, and Liquor License, off premise sales ONLY if the following criteria are met:

iii. **Location** – The Class BD7 Beer, Wine, and liquor license is located in the 41st Legislative District

iv. **Cameras** – The location must be equipped with high-definition cameras that provide continuous, 24-hour monitoring inside and outside of the location

v. **Scope of Hours** - This allows the holder of the license to operation from 9am to 12 am, 7 days a week – for OFF Premises Consumption ONLY

b. Process

i. **Application** – A holder of a Class BD7 within the 41st Legislative District shall fill out a "Reissuance Class BD7 application and submit it to the BLLC.

ii. **Administrative Review** – Administrative Staff will review the application to ensure that the applicants are indeed licensees and the location is within the 41st

Legislative District. Administrative staff shall then notify the Chief Inspector via written communication that an application of a Reissued BD7 License was submitted to the BLLC.

iii. **Inspection Division Review** – The Chief Inspector shall assign an Inspector to conduct an inspection of the establishment and verify that the location is equipped with high-definition cameras that provide continuous, 24-hour monitoring inside and outside of the location. The Inspection Division will then ensure the administrative division is informed in writing that the applicant meets this criterion. The Inspector shall conduct a Routine Inspection and among the requirements of BLLC SOP 3.03, shall take notes on the floor plan of the establishment.

iv. **District Overlay –** Upon confirming the location of the establishment and its camera system, the BLLC shall then check to determine the location of the establishment is in a district overlay (Park Heights Master Plan Area 9am to 10pm or Liberty/Wabash Corridor 9am to 10pm) to determine if the hours of operation should be further restricted.

v. **Issuance -** Upon confirming the applicable hours of operation the administrative division will complete the process of the application and issue the license. Please note that the license cannot be issued until the licensee provides the original copy to the BLLC of his current BD7 Beer, Wine, and Liquor License.

vi. **Cost –** The cost of a Reissued License upon completion of the application is $20. The annual license fee for the Reissued BD7 Beer, Wine, and Liquor License remains $1,320.

vii. **Notification –** Upon issuing the Reissued Class BD7 Beer, Wine, and Liquor License, the administrative division shall make a notation in the database concerning its reissuance and shall send an email to the Chief Inspector, Community Liaison, Deputy Executive Secretary, and Executive Secretary detailing the following:

1. Address of location
2. Corporate Name/Trade Name
3. Hours of Operation, which includes information as to whether or not it is in a special overlay district

viii. **Posting of New Hours –** Upon being issued a Reissued Class BD7 Beer, Wine, and Liquor License, the license holder shall display a sign, which will be provided by the administrative division of the BLLC, within the interior of his or her establishment and in a conspicuous manner for at least 30 days indicating that the Class BD7 license is now considered a "Reissued Class BD7 License" and list the hours of operation.

(2) Class A-7 Licenses – 7 Day Package Goods Store, which were formerly Class BD7 BWL licenses

a. Authority

i. As per Alc. Bev. Art. 12-902.1, the Board has the authority to exchange a Class BD7 Beer, Wine and Liquor (on/off premises sales) License for a Class A-7 Beer, Wine, and Liquor License, off premise sales ONLY if the following criteria are met:

vi. **Issuance of BD7 License –** The holder of the Class BD7 license must

have had the license issued to him/her prior to July 1, 2018.

vii. **Council Resolution –** The holder of the Class BD7 Beer, Wine, and liquor license must obtain approval by resolution of the Baltimore City Council.

viii. **Limitation on when Board can issue –** The Board may not issue a Class A-7 License after July 1, 2020**.**

ix. **Scope of Hours** - This allows the holder of the license to operation from 9am to 10 pm, 7 days a week – for OFF Premises Consumption ONLY

c. Process

i. **Application** – A holder of a Class BD7 shall fill out a "Class A-7 Exchange" application and submit it to the BLLC.

ii. **Administrative Review** – Administrative Staff will review the application to ensure that the applicants are indeed licensees, held the Class BD7 license prior to July 1, 2018, and obtained a resolution of approval by the Baltimore City Council. Administrative shall send written communication to the Chief Inspector that an application has been submitted for a Class A-7 License.

iii. **Inspection Division Review –** Within 2-3 business days of receiving information that a Class A-7 license has been applied for, the Inspection Division shall conduct an inspection of the Class A-7 premises to determine if any alterations have been may regarding the floor plan, which effects the distribution of alcoholic beverages. The Inspector shall conduct a Routine Inspection and among the requirements of BLLC SOP 3.03, shall take notes on the floor plan of the establishment.

iv. **District Overlay –** Administrative Staff shall then check to determine the location of the establishment is in a district overlay (Park Heights Master Plan Area or Liberty/Wabash Corridor, etc.) to determine if the hours of operation should be further restricted.

v. **Issuance -** Upon confirming the applicable hours of operation the administrative division will complete the process of the application and issue the license. Please note that the license cannot be issued until the licensee provides the original copy to the BLLC of his current BD7 Beer, Wine, and Liquor License.

vi. **Cost –** The cost of a "Class A-7" license upon completion of the application is $20 if issue mid-year, plus the difference between the $1,320 annual fee for the BD7 license and the $1,500 fee for the Class A-7 License. The annual license fee for the Class A-7 Beer, Wine, and Liquor License is $1,500.

vii. **Notification –** Upon issuing the Class A-7 Beer, Wine, and Liquor License, the administrative division shall make a notation in the database concerning its reissuance and shall send an email to the Chief Inspector, Community Liaison, Deputy Executive Secretary, and Executive Secretary detailing the following:

1. Address of location
2. Corporate Name/Trade Name
3. Hours of Operation, which includes information as to whether or not it is in a special overlay district

viii. **Posting of New Hours –** Upon being issued a Class A-7 Beer, Wine, and Liquor License, the license holder shall display a sign, which will be provided by the administrative division of the BLLC, within the interior of his or her establishment and in a conspicuous manner for at least 30 days indicating that the Class BD7 license was exchanged for a "Class A-7" and list the hours of operation.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 2: Administrative and Accounting Processes	**Number: 2.25**	Pages: 10
Title: CIAA – Related Event Promoter's Permit		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To develop procedures for the agency to accept, process, and issue CIAA Related Promoter Event Permits in Baltimore City which are authorized to be issued by Alc. Bev. Art. 12-1102.2 and BLLC Rule and Regulation 4.22.

Responsible Staff: Office Assistant II, Assistant Executive Secretary, Chief Inspector, and Deputy Executive Secretary and his or her designee.

Staff Monitor: Assistant Executive Secretary, Chief Inspector, Deputy Executive Secretary, and/or Executive Secretary.

Policy:

A. Time Line Check

a. Time Line Check

i. 90 Days Prior to Event

1. The Office Assistant II or his or her designee shall, upon receipt of a BLLC issued Related Promoter's Event Permit Application for a Related Promoter's Event Permit, ensure that the application has been filed at least 90 days prior to the Related Event. Upon assurance of this requirement, the application shall be time stamped.
2. Week prior to and week of February 23-27, 2021
    a. Event to be held between February 15, 2021 to February 28, 2021

ii. Later than 90 days

1. The Office Assistant II shall reject any application submitted later than 90 days prior to the Related Event.

B. Administrative Application Review

a. Initial Review for all applicants

i. The Office Assistant II or his or her designee shall, upon receipt of a BLLC issued Related

Promoter's Event Permit Application shall perform a review to ensure that each application contains the following:

1. The date of the event
2. The name of the event
3. Number of participants
4. Whether or not an outdoor extension will be requested
5. Flyer or Advertisement describing the event and promoting the event
6. Written Consent from Visit Baltimore (Defined by BLLC Rule and Regulation 4.22)
7. Security Plan
8. Proof of good standing with the Maryland State Department of Assessment and Taxation

b. Review for License Holder Applicants

i. Signed and Notarized

1. The Office Assistant II or his or her designee shall, upon receipt of a BLLC issued Related Promoter's Event Permit Application for a license holder ensure that the application is signed and notarized by the license holder.

ii. DOT Permit Receipt or DOT Letter

1. Under 300 Participants

a. **Street Closure** – If the event is under 300 attendees/ticket purchasers and applicants wish to close streets, the applicant shall produce a DOT receipt with the application indicating that a DOT application was submitted to close the street.

b. **No Request to Close Streets** – No special event receipt or permit requires.

2. **300 Participants or Above**

a. Special Event Permit Needed

i. If upon review, DOT determines that a special event permit is required for the Related Event, then the License Holder applicant shall submit a special event permit application to DOT.

ii. The License Holder applicant shall submit a receipt for his or her special event permit application to the Board with their Related Event Permit Application. The Office Assistant II shall not accept a Related Promoter's Event Permit Application without a DOT

receipt, if required.

b. **DOT Letter (No Permit Needed)**

i. If the proposed number of attendees/ticket purchasers to the event is 300 or more, then the applicant is required to have DOT review their request to determine whether or not the issuance of DOT special event permit is required to hold the event.

ii. **DOT letter** - If DOT determines that a special event permit is not required, then DOT shall provide a letter to the applicant indicating that no special event permit is required for the Related Event. The License Holder applicant shall submit a copy of this letter with his or her application to the Board.

iii. Outdoor Event

1. If this is an outdoor event and License Holders are serving alcoholic beverages in temporary space that is authorized by DOT, then license holders shall pay the additional $200 per day for an outdoor extension.

a. **Temporary Outdoor License Extension** - When collecting payment and issuing the license, the Office Assistant II shall ensure that BLLC SOP 2.15(4) is followed correctly.

c. License Holder and Related Event Promoter Joint Application

i. Letter from License Holder

1. To make application for a Related Event Promoter's Permit in conjunction with a License Holder, a Related Event Promoter shall obtain and submit to the Board a letter on the license holder's letterhead, which is signed by the license holder, authorizing the third party promoter to make application for the Related Event Promoter's Permit.

ii. Signed and Notarized

1. The Office Assistant II or his or her designee shall, upon receipt of a BLLC issued Related Promoter's Event Permit Application ensure that the application is signed and notarized by the license holder, whose location is being utilized for the event.

iii. DOT Permit Receipt or DOT Letter

1. Under 300 Participants

a. **Street Closure** – If the event is under 300 attendees/ticket purchasers and applicants wish to close streets, the applicant shall produce a DOT receipt with the application indicating that a DOT application was submitted to

close the street.

b. **No Request to Close Streets** – No special event receipt or permit requires.

2. **300 Participants or Above**

a. Special Event Permit Needed

i. If upon review, DOT determines that a special event permit is required for the Related Event, then the Promoter/License Holder applicant shall submit a special event permit application to DOT.

ii. The Promoter/License Holder applicant shall submit a receipt for his or her special event permit application to the Board with their Related Event Permit Application. The Office Assistant II shall not accept a Related Promoter's Event Permit Application without a DOT receipt, if required.

b. **DOT Letter (No Permit Needed)**

iii. If the proposed number of attendees/ticket purchasers to the event is 300 or more, then the applicant is required to have DOT review their request to determine whether or not the issuance of DOT special event permit is required to hold the event.

iv. **DOT letter** - If DOT determines that a special event permit is not required, then DOT shall provide a letter to the applicant indicating that no special event permit is required for the Related Event. The Promoter/License Holder applicant shall submit a copy of this letter with his or her application to the Board.

iv. Outdoor Event

1. If this is an outdoor event and Promoter/License Holder is serving alcoholic beverages in a temporary space that is authorized by DOT, then Promoter/License Holders shall pay the additional $200 per day for an outdoor extension.

a. **Temporary Outdoor License Extension** - When collecting payment and issuing the license, the Office Assistant II shall ensure that BLLC SOP 2.15(4) is followed correctly.

d. One Day License Holder and Related Event Promoter Joint Application

i. Letter from License Holder

1. To make application for a Related Event Promoter's Permit in conjunction with a One Day License Holder, a Related Event Promoter shall obtain and submit to the

Board a letter on the One Day license holder's letterhead, which is signed by the One Day license holder, authorizing the third party promoter to make application for the Related Event Promoter's Permit.

ii. Signed and Notarized

1. The Office Assistant II or his or her designee shall, upon receipt of a BLLC issued Related Promoter's Event Permit Application, ensure that the Application is signed and notarized by the One Day license holder, whose location is being utilized for the event.

iii. DOT Permit Receipt or DOT Letter

1. Under 300 Participants

a. **Street Closure** – If the event is under 300 attendees/ticket purchasers and applicants wish to close streets, the applicant shall produce a DOT receipt with the application indicating that DOT application was submitted to close the street.

b. **No Request to Close Streets** – No special event receipt or permit requires.

2. **300 Participants or Above**

a. Special Event Permit Needed

i. If upon review, DOT determines that a special event permit is required for the Related Event, then the Promoter/One Day License Holder applicant shall submit a special event permit application to DOT.

ii. The Promoter/One Day License Holder applicant shall submit a receipt for his or her special event permit application to the Board with their Related Event Permit Application. The Office Assistant II shall not accept a Related Promoter's Event Permit Application without a DOT receipt, if required.

b. **DOT Letter (No Permit Needed)**

v. If the proposed number of attendees/ticket purchasers to the event is 300 or more, then the applicant is required to have DOT review their request to determine whether or not the issuance of DOT special event permit is required to hold the event.

vi. **DOT letter** - If DOT determines that a special event permit is not required, then DOT shall provide a letter to the applicant

indicating that no special event permit is required for the Related Event. The Promoter/One Day License Holder applicant shall submit a copy of this letter with his or her Application to the Board.

e. **State Caterer (SCAT) License Holders and Related Event Promoter Joint Application**

i. Letter from SCAT License Holder

1. To make application for a Related Event Promoter's Permit in conjunction with a SCAT license holder, a Related Event Promoter shall obtain and submit to the Board a letter on the SCAT license holder's letterhead, which is signed by the SCAT license holder, authorizing the third party promoter to make application for the Related Event Promoter's Permit.

ii. Copy of SCAT License

1. The applicant shall provide the Board with a copy of the SCAT license holder's license to ensure its validity.

a. The Board may verify the authenticity of the SCAT license holder with the Comptroller's Office of the State of Maryland.

iii. Signed and Notarized

1. The Office Assistant II or his or her designee shall, upon receipt of a BLLC issued Related Promoter's Event Permit Application shall ensure that the application is signed and notarized by the SCAT license holder.

iv. DOT Permit Receipt or DOT Letter

1. Under 300 Participants

a. **Street Closure** – If the event is under 300 attendees/ticket purchasers and applicants wish to close streets, the applicant shall produce a DOT receipt with the application indicating that a DOT application was submitted to close the street.

b. **No Request to Close Streets** – No special event receipt or permit requires.

2. **300 Participants or Above**

a. Special Event Permit Needed

i. If upon review, DOT determines that a special event permit is required for the Related Event, then the Promoter/SCAT License Holder applicant shall submit a special event permit application to DOT.

ii. The Promoter/SCAT License Holder applicant shall submit a receipt for his or her special event permit application to the Board with their Related Event Permit Application. The Office Assistant II shall not accept a Related Promoter's Event Permit Application without a DOT receipt, if required.

b. **DOT Letter (No Permit Needed)**

vii. If the proposed number of attendees/ticket purchasers to the event is 300 or more, then the applicant is required to have DOT review their request to determine whether or not the issuance of DOT special event permit is required to hold the event.

viii. **DOT letter** - If DOT determines that a special event permit is not required, then DOT shall provide a letter to the applicant indicating that no special event permit is required for the Related Event. The Promoter/SCAT License Holder applicant shall submit a copy of this letter with his or her Application to the Board.

C. Inspection Division Application Review

a. Administrative Division to Provide Chief Inspector with Related Promoter Event Permit Application and Security Plan

i. Upon completing the administrative review of the Related Event Promoter's Permit to ensure that it complies with the Rules and Regulations and this SOP, administrative division staff shall provide a copy of the application to the Chief Inspector who will then review the Security Plan to ensure that it contains the following:

1. Map of the area,
2. Number of Security Personnel overseeing the event,
3. A plan to ensure that individuals purchasing and consuming alcoholic beverages are 21 and older,
4. A plan to ensure alcoholic beverages purchased at the Related Event are not transported off-premise; and
5. General compliance with the Board's Alcoholic Beverage Rules and Regulations

b. Approval or Disapproval

i. Timeframe for Review

1. 1-2 Business Day Review

a. Upon receipt of the application, the Chief Inspector shall take no longer than 1-2 business days to conduct a review of the Security Plan

i. Request for Extension – If the Chief Inspector needs more time to conduct a review of the Security Plan, the Chief shall make a request to the Deputy Executive Secretary and state the reasons for the extension.

ii. Approval

1. If the Chief Inspector approves of the Security Plan for the Related Event Promoter's Permit, then he or she shall initial and date the security plan in a conspicuous manner and return the application to the administrative division for processing and issuance.

iii. Disapproval

1. If the Chief Inspector disapproves of the Security plan for the Related Event Promoter's Permit, then he or she shall contact the applicant/promoter/license holder to articulate the concerns with the plan and request modifications to improve security measures for the Related Event.
    a. Upon amending the Security Plan and obtaining the Chief Inspector's approval, he or she shall initial and date the security plan in a conspicuous manner and return the application to the administrative division for processing and issuance.

D. Issuance, Fees, Cancelations, and Refunds

a. Issuance of Related Event Promoter's Permit

i. Upon completion of the application to the satisfaction of the Board, submission of all documents, and payment of the required fees as stated in these Rules and Regulations, the Board shall issue a Related Event Promoter's Permit to the applicant.

1. RELATED PROMOTER'S EVENT PERMIT WILL NOT BE ISSUED WITHOUT DOT PERMIT, IF REQUIRED – Administrative staff, should note that a Related Event Promoter's Permit Application is NOT complete unless and until a required DOT permit has been issued for the Event.

b. Fees

i. As per Alcoholic Beverages Article 12-1102.2(h)(1), the fees associated with the Related Event Promoter's Permit are as follows:

1. **Application Fee**
    a. The application fee is **$50.00**, which is payable on the submission of the Related Promoter's Event Permit Application.
2. **Permit Fee**

a. The permit fee, payable when the permit is granted, is
    i. $500, if 75 to 299 individuals are Reasonably Anticipated to participate; or
    ii. $1500, if 300 or more individuals are Reasonably Anticipated to participate.

3. **Director of Finance**
    a. All payments, *which are made via check or money order ONLY*, will be made out to the "Director of Finance" for the City of Baltimore.

c. Cancellations and Refunds

i. Cancellations

1. Written Request and Original Copy of License

a. A Related Event Permit holder shall request in writing, no later than 14 calendar days before the date of the Related Event, a cancellation of their Related Event Permit.

i. The following information shall be provided in the cancellation letter:

1. Name of Requester,

2. Name, date, and location of the event,

3. Reason for the cancellation; and

4. Name and address of individual or corporation to whom the check should be made payable.

b. Original Copy of Related Event Permit

i. Accompanying the letter, the Related Event Permit holder shall include the original copy of the Related Event Permit with his or her cancellation request.

ii. Refunds

1. Upon receipt, valid and complete requests for cancellation will be processed by the Board. Any payment made payable to the individual or corporation requesting the cancellation shall be made by the Department of Finance for the City of Baltimore.

E. Public Notice

a. Internal Notification of Related Event Promoter's Permit

i. Upon issuing a Related Event Promoter Permit, the administrative division shall make a notation in the database concerning its issuance – if it is a permanent license holder - and shall send an email (this applies to all Related Event Permits issued) to a representative

from Visit Baltimore, Department of Transportation, Police Department, Fire Department, Health Department, Housing Department, Chief Inspector, Community Liaison, Deputy Executive Secretary, and Executive Secretary of the event.

1. The assigned Office Assistant II shall complete this task by scanning a copy of each issued license at the Close of Business to the aforementioned stakeholders. The BLLC will begin this process starting December 1, 2020

b. External Notification of all Related Event Promoter's Permits via Board's website

i. The Board shall maintain a link on its website (llb.baltimorecity.gov) that provides a list of the Related Event Promoter's Permits issued by the agency.

1. Updated on a Bi-weekly Basis

a. The Board shall update the information concerning Related Event Promoter's Permits on its website on a bi-weekly basis to ensure information concerning Related Events is current.

i. The BLLC shall update its website by Close of Business on Monday and Wednesday of each week, starting December 1, 2020

Section 3: Inspections and Violation Process

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 3: Inspections and Violation Processes	**Number: 3.01**	Pages: 3
Title: Training Policies and Procedures for New Hires		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to the Chief Inspector and his or her designees concerning the training of newly hired Inspector I incumbents.

Responsible Staff: Chief Inspector and Inspector III (Agent).

Staff Monitor: Newly hired Inspector Is will be monitored by the Chief Inspector.

Procedure: All newly hired Inspector I incumbents will be required to:

(1) **Receipt of BLLC Training Powerpoint and Standard Operating Procedures**

a. After reporting to, completing, and submitted all required HR paperwork, a newly hired Inspector I will receive copies of the following documents:

i. BLLC Training Powerpoint

1. This document, created by the Chief Inspector and Deputy Executive Secretary, details the expectations and preliminary work schedule of the new hire for the first 3 months of their hire

ii. Standard Operating Procedures

1. This document, which guides all BLLC operations within the administrative and inspection division, will be provided to the Inspector I, who will then sign for the document, a copy of the signing statement will be placed in the employee's personnel file

(2) **Initial 3-month Training Program for newly hired Inspector I**

a. **Month 1 - Training**

i. During the first month with the BLLC, a newly hired Inspector I shall be trained in the following areas:

1. Introduction to the agency, the BLLC's rules, regulations, and policies

- Review of SOPs and Agency Powerpoint

2. Each Inspector I shall be paired with an Inspector II or Agent each day for the purposes of observing and conducting Routine and Compliance Inspections

3. Each Inspector I shall be trained on how to enter inspection reports into the Sharepoint Database

4. Each Inspector I shall be trained to conduct deliveries and summonses to licensed establishments

5. Each Inspector shall attend at least one BLLC public hearing in its entirety during their first month with the BLLC

6. Each Inspector shall be trained on how to create, enter information into, and submit timesheets for approval

7. Each Inspector shall be educated on the City's leave policies and procedures

b. **Month 2 – Training**

i. In addition to the duties and responsibilities outlined in Month 1 of this SOP, a newly hired Inspector I shall be trained in the following areas during Month 2:

1. Each Inspector shall be paired with an Inspector II or Agent and be trained on transfer and new applications
    - Includes Postings and Maps
2. Each Inspector shall attend at least two community meetings with the Chief Inspector or the Community Liaison present
3. Each Inspector shall attend at least two BLLC public hearings in their entirety during their first month with the BLLC
4. Each Inspector shall be paired with the Inspector assigned to cover 311 calls during the 3-11pm shift (Sunday through Thursday) for the purposes of being trained on how to receive, respond to, investigate, and close out 311 calls for service in compliance with these SOPs.

c. **Month 3 – Training**

i. In addition to the duties and responsibilities outlined in Month 1 and Month 2 of this SOP, a newly hired Inspector I shall be trained in the following areas during Month 3:

1. Each Inspector I shall be paired with the Chief Inspector or his or her designee to be trained on and conduct Special Investigations
2. Each Inspector I shall be paired with the Chief Inspector or his or her designee to be trained on and conduct underage compliance checks and/or BD7 tavern checks
3. Each Inspector I shall be paired with the Chief Inspector or his or her designee to be trained on and conduct investigations with the Social Club Task Force or any other Joint Taskforce that requires Federal, State, or other local agency participation
4. Each Inspector I shall receive training from the Chief Inspector and Deputy Executive Secretary on the violation issuance, charging, summonses, and Board hearing process
5. If applicable, each Inspector I shall be assigned to attend and monitor a special event (pub crawl, one license, festival, etc.) in accordance with these SOPs.

(3) **Initial Training Schedule, subject to needs of BLLC**

a. This 3-month initial training schedule may be subject to change based on extenuating circumstances that are confronted by the agency.
    i. If such changes are made to the general training schedule they will be issued by the Chief or his or her designee in writing.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 3: Inspections and Violation Processes	**Number: 3.02**	Pages: 3
Title: Inspections Expectations, Tracking, Back Check Inspections		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to inspection personnel on developing performance expectations and agency performance benchmarks. This policy has tools for tracking and monitoring work.

Responsible Staff: All Inspector personnel

Staff Monitor: Staff will be monitored by the Chief Inspector, designated Inspector IIIs, and the Deputy Executive Secretary and/or Executive Secretary.

Procedure:

- **Expectations for Inspectors:** The duties and responsibilities of inspectors may vary due to agency needs including but not limited to:
    a. Agency Operational Needs:
        i. Inspections: Routine and Compliance
        ii. 311 Calls /Complaints
        iii. Investigations
        iv. Delivery of Summonses and Materials, Postings and Transfers
        v. Violation Reports
- **Review of Districts**: Supervisory staff will determine the districts and provide this information to the management and the board. On an annual basis, supervisors will review the needs and efficiency of operations along with the assignment of personnel to make sure that districts are rotated when deemed necessary by management.
- **Work Tracking:** Inspection supervisors will determine the work activities of Inspector I/II. The use of work planning sheets is encouraged. Supervisor may also use emails, inspection documentation and logs to track the work and performance of staff. Inspector work will include routine and compliance inspection but may not be limited to these activities.
    - **Roll-call Meetings –** At the beginning of the 10am to 6pm Shift, the Chief Inspector and/or his or her designee shall conduct a meeting with all of the inspectors who are scheduled during the day shift for the purposes of communicating pertinent information from the Executive Administration, assigning special tasks, reviewing violations and/or warnings that have been issued to licensees by inspectors, discussing future operations or agency activities, conducting

training, and receiving information from district inspectors.

- **Occurrence of Meetings** – Unless extenuating circumstances prevail, these meetings shall be conducted at least 2-3 times a week. There may be times when all Inspection Division staff are recalled to the office to attend these meetings.

- **InspectorStat Meetings -** On a biweekly basis Executive Staff shall meet with the Administration of the Inspection Division to ensure that inspection benchmarks and quality of inspection standards are met, response times to 311 calls for service are closed within 72 hours, and entry of inspection data into the Sharepoint database is consistent with BLLC guidelines.

- **Employee Reporting**: Supervisors are encouraged to document and track the other activities noted above and employees should complete the reporting materials – i.e. inspection reports and data entry into Sharepoint – associated with the following activities:

  a. 311 Call

  b. Complaints

  c. Investigations reports and/or logs

  d. Delivery Reports

  e. Posting and Transfer reports

- **General Benchmarks for each Establishment:** Alc. Bev. Art. 12-2203 requires that each licensed location within the City be open and operating at least once every 90 days. In accordance with this requirement, the agency sets forth the aspirational goal of inspecting each location four (4) times per license year.

  - **Routine and Compliance Inspections** – It is the BLLC's goal that each establishment receive at least one (1) Routine Inspection and three (3) Compliance Inspections per license year.

- **General Benchmarks to be met by Inspectors**: The following benchmarks are to be met by inspectors and shall be monitored by the Executive Administration and Chief Inspector:

  - In general, each inspector assigned to the day shift (10 am to 6pm) is expected to perform at least 5 inspections (Routine/Compliance).

    - **Reporting Requirement** - Completed inspections should be entered into the Sharepoint Inspection database within working days upon the inspector's return to the office.

    - **Employee Reporting is taken into consideration** - In addition to routine and compliance inspections the Inspection Division is required to perform the following field duties: timely response to 311 complaints, post notices, serve hearing notices, serve summonses, deliver fine invoices, deliver correspondence and dockets to the Board and the Appeals Attorney.

    - **Chief Inspector Request** – Under extenuating circumstances, as defined by the Chief Inspector, the Chief Inspector is authorized to increase per day inspector productivity as needed.

- **InspectorStat Review** – Inspection Division and each individual inspector's production shall be reviewed on a bi-weekly basis. Production expectation will be adjusted if individuals perform special duties that are assigned or approved by the Executive Secretary, Deputy Executive Secretary, Chief Inspector, or his

designee. (Special duties can be but are not limited to; collation/organization of the Inspection Division's posting and transfer documents or special investigation assignments.)

- **6-month Evaluations** – As per DHR policy, the Chief Inspector shall conduct a performance evaluation using City approved evaluation forms, to determine the performance of each member of the Inspection Division to determine if benchmarks are being met.
    - **Benchmarks not Met –** If benchmarks are not met and no extenuating circumstances exist for not meeting those benchmarks (DHR approved leave, etc.), then the Chief inspector shall follow DHR approved policy and generate a performance improvement plan – in concert with DHR – if the Inspector demonstrates continued failure to meet agency benchmarks.
- **Chief Inspector Quality Control Review (Back Checks) -** It is the responsibility of the Chief Inspector to personally conduct between 15-20 backcheck Inspections per month.
    - **Backcheck Inspection**– A backcheck inspection is a quality control inspection, wherein the Chief Inspector is to review an original report (within the last 60 days post entry) submitted by an inspector to verify and determine if the information entered by the inspector is accurate.
    - **Selection of Reports on which backchecks are conducted** – The selection of inspection reports to be review shall be random. The Chief Inspector shall make his best efforts to select reports throughout the entire City each month.
    - **To successfully complete a backcheck inspection, the Chief Inspector shall do the following:**
        - Visit the physical location
        - Have a copy of the Inspector's Report with him or her
        - Conduct a Compliance Inspection, with the focus on reviewing the Inspector's findings in his or her original report
        - Chief Inspector is to review the following if applicable: external appearance, internal appearance, package goods/BD7 check list/dining area, business records, kitchen, restroom, ancillary services
    - **Review and Determination**
        - **Successful Backcheck -** Upon completion of the back check inspection, if the Chief Inspector finds no issues with the Inspector's original inspection report, the Chief Inspector shall file the backcheck report in the Sharepoint database and place the yellow carbon copy into the appropriate bin for filing.
        - **Unsuccessful Backcheck -** Upon completion of the back check inspection, if the Chief Inspector finds an inaccuracy or incomplete entry with the Inspector's original inspection report, the Chief Inspector shall make a notation of the error in the backcheck report and enter it into the Sharepoint system.
            - The Chief Inspector shall then meet with the Inspector who filed the original report and review and compare the Inspector's original report with the backcheck report to identify the inaccuracies and provide an explanation as to why. Based on the Chief Inspector's assessment, the Chief Inspector may provide additional training or guidance to the Inspector to ensure that the same mistake does not reoccur.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 3: Inspections and Violation Processes	**Number: 3.03**	Pages: 6
Title: Routine Inspection Protocol		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to Inspector staff concerning routine alcoholic beverage inspections conducted within the City of Baltimore.

Responsible Staff: All Inspector personnel.

Staff Monitor: Staff will be monitored in the inspection process by Chief Inspector and the Deputy Executive Secretary via review of hard copies of inspection paperwork and Sharepoint data entries by inspector personnel.

Procedure: All inspectors will be required to:

(1) Routine Inspections: Definition and Quality Control Checks

a. Routine Inspections are inspections of licensed liquor establishments to determine if they are open and operating in full compliance with the Alcoholic Beverages Article and the BLLC Rules and Regulations.

b. **Chief Inspector Quality Control Review** – As per SOP 3.02 the Chief Inspector may conduct quality control analysis of inspectors' reports within this SOP to ensure that inspections are being performed in accordance with the SOPs.

(2) Routine Inspection Checklist

a. The following items shall be inspected of licensed liquor establishments when conducting a routine inspection:

i. Note the date and time of the inspection

ii. Check the Liquor License for Validation of Correct Renewal Year and Authenticity

iii. Check the license for live entertainment, outdoor table service, and any other ancillary privileges granted to ensure licensee is operating in an authorized manner.

iv. **BD7 Exception –** Only for BD7s that have separate package goods and bar/lounge area

1. Verify package goods area is open and operating

2. Verify bar/lounge area is open and operating

3. Note – BD7s may post restrictions as to age, dress codes, and cover charges
4. Inspectors should check alcoholic beverage packaging and three compartment sink for dust or general uncleanliness which could symbolize lack of use
5. **41st District Community Empowerment Liquor Act** – For Reissued Class BD7 licenses, inspectors must ensure that the licensed establishment has 24-hour high definition cameras that provide continuous monitoring inside and outside the establishment.

v. Check the Trader's License for Validation of Correct Year and Authenticity

vi. If applicable, check the Baltimore City Fire Department Permit for compliance with capacity restrictions

vii. Check the validity of the Alcohol Awareness Certification

1. Majority of Cases – may be licensee
2. If not licensee, ask who the certified person is and their role.

viii. Employee Records

1. Must check to ensure all are valid and up to date for every employee
    a. Make sure that employees working at time of inspection are included in current employee records and OF LEGAL AGE – 18 or older

ix. **Business Records – Applicable to Invoices on Alcohol Purchases**

1. Must check to make sure that stock is purchased through a licensed distributor
2. Ask licensee for most recent invoices (1-2 months)
    a. Look for high profile items (specialty alcohol) or high volume of stock (Ex. A cooler full of Bud Light or Budweiser).
    b. Review invoices of these high profile items or high volume stock to indicate whether or not stock matches most recent invoices.
    c. Also note the last purchases made through review of invoices.
    d. Do not have to check all alcoholic beverage stock, but take look at random sample is sufficient to ensure that licensee is purchasing from a wholesaler.
    e. Look for price tags (if in a bar tavern – may have not purchased from a distributer – check pricing scheme).
3. If there are questions about the purchases, check with the distributor to check whether or not purchases have been made.

x. **Checking the bar area for any health or liquor board violations**

1. Bar area must be clean and free from debris.
2. Stock must not be on floor. (may be raised on platform/pallet)

xi. **Checking the bathroom area**

1. Bathroom must be clean
2. Toilet must be operating
3. Bathroom must have hot water
4. Bathroom must have soap and paper towels

xii. **If Applicable – Checking the Kitchen Area**

1. Must be clean and free of debris and trash
2. Must have operating cooking appliance(s)
3. Must have operating refrigeration unit(s)
4. Must have reasonable amount of food stock to fill orders or items listed on current day's menu

(3) Additional Checklist if Establishment provides Adult Entertainment

a. **Employee Records Check**

i. ADULT ENTERTAINMENT EXCEPTION - Ensure that all staff, including dancers, are 18 or older.

b. **Inspectors must obtain the following information from AE Personnel**

i. The name of the individual who has operational control of the establishment at the time of the inspection.

c. **Dressing Room Requirement**

i. Inspectors shall inspect the dressing rooms to ensure that dancers have private spaces to change and that no illegal activity is occurring at the time of inspection

d. **Private Room Inspection**

i. Inspectors shall ensure that all separate rooms, enclosures, or screened area with patrons can be viewed by members of the public at all times

e. **Sexual Contact**

i. If inspectors observe any conspicuous illegal sexual activity between patrons, patrons and employees of the licensee, and/or patrons and agents of the licensee then those matters should be documented and filed in their report.

f. Human Trafficking Signs

i. Inspectors shall check for signs providing contact information (phone number for the National Human Trafficking Resource Center Hotline) for individuals to call/text/email if any observations are made concerning human trafficking **(See Attachment A)**

1. Signs must be 3 x 5 inches
2. Contain text in English and in Spanish

3. Must be placed in an area that is visible to the general public (bathrooms included)

g. Individuals under the age of 21 are prohibited from entering an Adult Entertainment Establishments

i. Inspectors shall verbally remind the licensee/bar manager of the prohibiting on allowing patrons under the age of 21 from entering the establishment, unless they are active members of the military and have the appropriate military id

1. **Exception** – the prohibition on individuals under 21 does not apply to employees, contractors, or agents of the establishment.

(4) Photo Requirements

a. Photos should be taken and attached to all routine inspection of the following areas

i. Interior pictures and Exterior pictures

ii. Pictures of all violations, when possible.

(5) Warnings Issued by Inspectors

a. Inspector may issue a warning to the licensee for the following infractions

i. Missing City or State related permits, if applicable

a. Health Department Permit, Fire Department Permit, Housing Department Permit, etc.

ii. Trader's Licenses

1. 10-30 day follow-up by Inspector: The inspector who provided the written warning to the licensee shall return to the establishment within 10-30 days and perform another inspection of the establishment, solely for the purpose of ensuring that the licensee has been issued a valid trader's license

- Extenuating Circumstances: Barring any extenuating circumstances, if the licensee has not come into compliance then the inspector shall issue a written violation and report it to the Chief Inspector.
    - Extenuating Circumstances, include, but are not limited to:
    - Act of God – Fire or total Destruction of Property (establishment)
    - Bankruptcy – Of the Licensee or Corporate Entity
    - Payment plan – This can be shown by documentation of an agreement between the Comptroller and the licensee

iii. Alcohol Awareness Certification

iv. Missing Alcoholic Beverage Invoices

v. Missing Employee Records, unless the location is an adult entertainment establishment

vi. Minor sanitary infractions

b. Documentation of Warning

i. If Inspector issues warning, it shall be notated on Inspection Sheet with a future date to come into compliance. This date shall be established by the Inspector.

ii. Inspector shall enter information regarding the documented warning to the licensee within his or her report that he or she enters into the Sharepoint database.

c. Follow-Up on Warnings

i. If applicable, the inspector shall conduct a follow-up visit to the establishment to verify that the infraction has been addressed.

1. Chief Inspector shall be informed of and review at roll-call meetings all follow-up issues identified by Inspectors.

(6) Receipt for Inspection Report

a. A copy of a report may be emailed to the licensee upon request.

(7) Closed Establishment

a. If an establishment is CLOSED then the inspector should attempt to determine if the closure is temporary or permanent. An investigation may have to be conducted to make this determination. If closed permanently follow procedure in SOP 3.08.

(8) Reporting Requirement

a. In either circumstance the inspector shall draft the report of the observed activity by the next working day and enter it into the inspector database system (Sharepoint) for review.

(9) Submission of Carbon Copy to Chief Inspector or his or her designee

a. Upon completing entry of information from the physical carbon copy of the routine inspection report into Sharepoint, the Inspector shall submit the yellow carbon copy to the Chief Inspector or his or her designee for review and approval.

Attachment A

Council Bill 18-0296 – "Licensing and Regulation – National Human Trafficking Resource Center

- **Human Trafficking Signs –** This bill requires food service facilities, adult entertainment businesses and hotels to post a sign regarding the stipulating the following:

REPORT HUMAN TRAFFICKING:
National Human Trafficking Resource Center: 1-888-373-7888
Call for help if you or someone you know:

- is being forced to have sex without consent
- has had an ID or documents taken away
- is being threatened by or is in debt to an employer
- wants to leave a job but cannot freely do so

TOLL-FREE ‡ 24/7 ‡ CONFIDENTIAL ‡ INTERPRETERS AVAILABLE
"This sign is required by Baltimore City law."

This must be posted in English and Spanish.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 3: Inspections and Violation Processes	**Number: 3.04**	Pages: 4
Title: Compliance Inspection Protocol		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to Inspector staff concerning compliance inspections of alcoholic beverage/adult entertainment establishments conducted within the City of Baltimore.

Responsible Staff: All Inspector Personnel.

Staff Monitor: Staff will be monitored in the inspection process by Chief Inspector and the Deputy Executive Secretary via review of hard copies of inspection paperwork and Sharepoint data entries by inspector personnel.

Procedure:

(1) **Compliance Checks: Definition**

a. Compliance checks differ from Routine Inspections. The purpose of a compliance check is to determine whether an establishment is open and operating and there are no significant peripheral violations. Compliance checks to be performed in an efficient and timely manner.

b. **Chief Inspector Quality Control Review**

i. As per SOP 3.02 the Chief Inspector may conduct quality control analysis of inspectors' reports within this SOP to ensure that inspections are being performed in accordance with the SOPs.

(2) **Compliance Checklist Items**

a. **Compliance Form**

i. Inspectors shall utilize the BLLC database system to enter findings from their compliance checks

ii. Note the date and time of the inspection

b. **Inspectors shall check the following items during a Compliance Check of an Alcoholic Beverages Establishment:**

i. Establishment is open and operating

1. Inspectors shall take an interior and exterior photo and attach to report to show proof of operation

ii. Valid Current Liquor License posted in conspicuous area

iii. Valid Current Trader's License posted in conspicuous area

iv. Valid Current Alcohol Awareness Certification

v. **BD7 Exception** – Only for BD7s that have separate package goods and bar/lounge area

1. Verify package goods area is open and operating

2. Verify bar/lounge area is open and operating

3. **41st District Community Empowerment Liquor Act** – For Reissued Class BD7 licenses, inspectors must ensure that the licensed establishment has 24-hour high definition cameras that provide continuous monitoring inside and outside the establishment.

c. ***In addition, inspectors shall check the following items during a Compliance Check of an Adult Entertainment (AE) establishment:***

i. All current dancers are either 18 years or older

1. Employee Records check only applies to AE establishments that hire dancers as agents/contractors/employees

ii. **Human Trafficking Signs**

1. Inspectors shall check for signs providing contact information (phone number for the National Human Trafficking Resource Center Hotline) for individuals to call/text/email if any observations are made concerning human trafficking **(See Attachment A)**

- Signs must be 3 x 5 inches
- Contain text in English and in Spanish
- Must be placed in an area that is visible to the general public (bathrooms included)

iii. Individuals under the age of 21 are prohibited from entering an AE Establishment

1. Inspectors shall verbally remind the licensee/bar manager of the prohibiting on allowing patrons under the age of 21 from entering the establishment, unless they are active members of the military and have the appropriate military id

- **Exception** – the prohibition on individuals under 21 does not apply to employees, contractors, or agents of the establishment.

a. **Observations Recorded that lead to Routine Inspections**

i. If Inspectors observe any of the following, then it is within their discretion to conduct a full Routine Inspection:

1. Food that is displayed for public consumption by the establishment – if the

establishment does not have a permit to sell food

2. BD7 – Either the Package Goods or Bar/Lounge Area is closed during inspection
3. Establishment is offering Live Entertainment or outdoor table service w/o being authorized to do so
4. Conspicuous major structural issues are observed by inspectors
    b. Example: Ceiling falling in
5. Minors Serving alcohol or being served, etc.

(3) **Warnings Issued by Inspectors**

a. Inspector may issue a warning to the licensee for the following infractions

i. Missing City or State related permits, if applicable

- Health Department Permit, Fire Department Permit, Housing Department Permit, etc.

ii. Trader's Licenses

- 10-30 day follow-up by Inspector: The inspector who provided the written warning to the licensee shall return to the establishment within 10-30 days and perform another inspection of the establishment, solely for the purpose of ensuring that the licensee has been issued a valid trader's license
    - Extenuating Circumstances: Barring any extenuating circumstances, if the licensee has not come into compliance then the inspector shall issue a written violation and report it to the Chief Inspector.
        - Extenuating Circumstances, include, but are not limited to:
        - Act of God – Fire or total Destruction of Property (establishment)
        - Bankruptcy – Of the Licensee or Corporate Entity
        - Payment plan – This can be shown by documentation of an agreement between the Comptroller and the licensee

iii. Alcohol Awareness Certification

iv. Missing Alcoholic Beverage Invoices

v. Missing Employee Records, unless the location is an adult entertainment establishment

vi. Minor sanitary infractions

b. Documentation of Warning

i. If Inspector issues warning, it shall be notated on Inspection Sheet with a future date to come into compliance. This date shall be established by the Inspector.

ii. Inspector shall enter information regarding the documented warning to the licensee within his or her report that he or she enters into the Sharepoint database.

c. Follow-Up on Warnings

i. If applicable, the inspector shall conduct a follow-up visit to the establishment to verify that the infraction has been address.

- Chief Inspector shall be informed of and review at roll-call meetings all follow-up issues identified by Inspectors.

(4) **Compliance Inspections Routine Inspections or Violation Reports**

a. If an inspector believes a Routine Inspection should be conducted, based on the findings in his or her compliance check, then the inspector shall follow the policy and procedures for conducting a routine inspection and document his or her findings accordingly.

(5) **Reporting Requirement**

a. In either circumstance, the inspector shall draft the report of the observed activity in a timely manner upon return to the office and enter it into the inspector database system (Sharepoint) for review.

(6) **Submission of Carbon Copy to Chief Inspector or his or her designee**

a. Upon completing entry of information from the physical carbon copy of the routine inspection report into Sharepoint, the Inspector shall submit the yellow carbon copy to the Chief Inspector or his or her designee for review and approval.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 3: Inspections and Violation Processes	**Number: 3.05**	Pages: 2
Title: Approval Pathway Process for Routine and Compliance Inspections		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to the Chief Inspector or his or her designee concerning the approval of Routine and Compliance inspection reports submitted through the Sharepoint System

Responsible Staff: Chief Inspector and/or his or her designee.

Staff Monitor: Staff will be monitored by the Deputy Executive Secretary.

Procedure:

(1) **Submission of Routine and Compliance Inspection Reports by Inspectors**

a. As per BLLC SOP 3.03 and 3.04, Inspection Division staff are to enter their Routine and Compliance Inspection reports into the Sharepoint Database System.

b. Upon entry and submission of their reports into the Sharepoint Database system, Inspectors shall deliver the carbon copy (yellow sheet) of their physical inspection report in a designated location as set forth by the Chief Inspector or his or her designee for the purposes of review and approval.

(2) **Approval Process by the Chief or his or her designee**

a. Within 2-3 business days, the Chief Inspector or his or her designee shall conduct a comparison and review of the Inspector's physical inspection report and the information entered into the Sharepoint database.

- This review shall include verification that the following information is correct and accurate when comparing the physical inspection report and Sharepoint Report:
    - Name of Inspector Conducting Inspection
    - Type of Report (Compliance/Routine)
    - Address of Location
    - Operating Status of Licensed Location
    - Corporate Name/Trade Name

- Date of Inspection
- Class of License
- Name of Person in control of location
- External Observations (Including Photos)
- Internal Observations (Including Photos)
- Photo of Location matches actual licensed location
- Business Records (Trader's License/Alcohol Awareness/Invoices/Employee Records)
- If applicable, fire capacity, exit information, and outdoor seating

(3) **Pathways of Approval or Disapproval of Inspection Reports**

a. **Approval of Inspection Report:** If physical inspection report matches Sharepoint Inspection report and is correct and accurate, then the Chief Inspector or his or her designee shall approve the report in Sharepoint and deliver the physical copy (yellow sheet) to the designated area within the administrative division for filing purposes.

b. **Disapproval of the Inspection Report:** If the physical inspection report does not match the Sharepont Inspection report or is incomplete or contains inaccurate information, the Chief Inspector or his or her designee shall disapprove the Inspection Report within the Sharepoint system, provide comments as to why the inspection report was disapproved, and return the physical report to the responsible inspector.

- **Additional Follow-Up to be Completed within 7 business days**
    - Upon receiving notice of the disapproved inspection report, the responsible inspector shall correct the information or obtain additional information as per instructed by the Chief Inspector or his or her designee within 7 business days.
    - Inspectors shall report to the Chief Inspector or his or her designee their actions pertaining the disapproved report and resubmit for review

- **Resubmission Review**
    - Upon reentry of the new information and resubmission of their reports into the Sharepoint Database system, Inspectors shall deliver the original carbon copy (yellow sheet) of their physical inspection report in a designated location as set forth by the Chief Inspector or his or her designee for the purposes of review and approval.
    - If the Chief Inspector or his or her designee approves of the resubmitted report then the Chief Inspector or his or her designee shall approve the report in Sharepoint and deliver the physical copy (yellow sheet) to the designated area within the administrative division for filing purposes.
    - If the error is not corrected, the Chief Inspector or his or her designee shall disapprove the report and follow step 2(c) of this SOP until the inspection report is approved.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 3: Inspections and Violation Processes	**Number: 3.06**	Pages: 7
Title: 311 Response Policy		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to Inspector staff concerning 311 generated alcoholic beverage/adult entertainment inspections conducted within the City of Baltimore.

Responsible Staff: All Inspector Personnel.

Staff Monitor: Staff will be monitored in the inspection process by the Chief Inspector or his or her designee and the Deputy Executive Secretary.

Procedure: All inspectors will be required to:

(1) **Assignment of 311 Responsibilities**

a. The district inspector is responsible for 311 calls in his/her assigned District during regular shifts

i. 311 call locations dictate assigned Inspector.

1. If the inspector for the district for which the 311 call is assigned is absent or unavailable to answer the 311 call, then the Chief or his or her designee may assign another inspector to respond to the 311 call.

ii. **Night Expectations –** Inspectors who are assigned to night duty – either 3 pm -11pm or 6pm to 2 am shifts – shall respond to 311 calls as they are received wherever they are received.

(2) **Preliminary Investigation**

a. Mandatory Contact of Complainant If Phone Number Provided

i. If a phone number for the complainant is provided, the responding Inspector/Agent shall attempt to make contact with the complainant using the phone number provided. In the Inspector/Agent's response he or she shall state the results of the phone call.

b. **Verify Address has a Liquor License**

i. If the address is not a licensed liquor establishment then CLOSE OUT, unless other identifying information identifies a licensed establishment.

1. Close out the CSR (Customer Service Request) and indicate resolution in email/311 report (Example: "this is not a licensed establishment.")

(3) **Investigation, Observations, and Reporting**

a. **Exterior Observations**

i. Depending upon the complaint, make exterior observations

ii. Assess noise levels

iii. Note safety considerations and contact supervisor if overall safety at location is an issue.

b. **Interior Observations**

i. Enter the establishment, make interior observations depending upon the complaint, and note if issue observed or not.

1. Patron Age (under age activities/sale to minors)

c. **Notification**

i. Notify the bartender/manager of your presence and inform him/her of the complaint

d. **Further Investigation (complaint dependent)**

i. Question bartender/manager

1. Also question staff/patrons

ii. Ask to make any other interior or exterior inspections that are not readily accessible to the public, if necessary to investigate the complaint

1. Invoices, employee records, etc.

2. Inspectors may also choose to complete a routine inspection if situation allows

e. **Results**

i. BLLC Inspector to make determination that violation occurred due to 311 complaints OR that complaint was unfounded.

f. **Report**

i. If complaint is founded, then BLLC Inspector is to draft a violation report detailing the investigation and facts found by the inspector and provide a copy of the report to the bartender/owner via email or physical copy.

1. If complaint is NOT viable then immediately send email to Inspectors, and close out in CSR system via email.

- **Inspector Identification** – In each email response to close out a 311 complaint, the Inspector shall identify him or herself within the text of the email response by the inspector's badge number; or

in the alternative the number assigned to him or herself by the Chief Inspector

- Ex – "Inspector went to the establishment and found the 311 complaint to be unsubstantiated. Inspector 123"

2. Inspectors shall utilize 311 Report System in BLLC Sharepoint Database to enter 311 violations via a violation report if a violation is found upon investigation.

3. If there is a violation, then the inspector shall draft the report of the observed activity by the next working day in office and enter it into the (Sharepoint) for review.

- **Email notification to Chief Inspector via 311 closeout response** – If a violation is to be issued via a 311 complaint the inspector shall include language in the body of the response to the complaint indicating that a violation occurred.

4. **City Agency Referrals** – If upon review or investigation of the complaint an inspector identifies an enforcement issue concerning another agency (potential fire violation, sanitation issue, health department issue) that inspector shall contact the 311 customer service request line and have representative forward the complaint to the appropriate agency. The inspector shall obtain a new CSR number for the referral and list that number in response to the 311 call closeout email.

ii. **Chief Inspector Quality Control Review**

1. Please note that on a monthly basis the Chief Inspector or his or her designee may conduct quality control analysis of inspectors' as per SOP 3.02 to ensure that inspections are being performed in accordance with the SOPs.

(4) **311 System Close Out Timelines**

a. **Email Results**

i. Email results of preliminary inspection findings to CSR system confirming results of 311 Investigation within 24 hours of the call.

b. **Carryover to Next Shift**

i. If a 311 CSR complaint is transmitted when no inspector is scheduled to work, extenuating circumstances present themselves the Chief Inspector may assign the complaint to be investigated by an inspector within 48 hours of receiving the complaint.

(5) **Submission of Carbon Copy to Chief Inspector or his or her designee**

a. Upon completing entry of information from the physical carbon copy of the 311 Report into Sharepoint, the Inspector shall submit the yellow carbon copy to the Chief Inspector or his or her

designee for review and approval.

(6) **Disposition and Review for Common Calls for Service**

a. General Guidance – For each 311 call a 311 Report should be drafted

i. **Close out Complaint via 311 System**

1. Upon receiving a call for service via the 311 call system, an inspector or agency is always required to close the complaint out via an email response.

ii. **Drafting a 311 report entered into Sharepoint**

1. In general, an inspector assigned to respond to a 311 call is to draft a 311 report concerning the 311 call, investigation, and outcome of the investigation.

iii. **Exception –** For repeat calls for service outlined in subsection (b)-(d) of this section, the inspector is not required to draft a 311 report due to the duplicative nature or extenuating circumstances of the call for service that do not lead to an effective investigation of the complaint.

b. Sales to Minors

i. **Specific Compliant concerning an ongoing Sale to a Minor**

1. If a 311 complaint is received by an inspector detailing an on-going sale to or consumption of an alcoholic beverage to a minor, during an inspector's work shift, the inspector shall immediately respond to the location and conduct an investigation into the complaint.

- Inspector shall conduct an investigation of the allegation and if it is determined that a violation occurred, the inspector shall issue a violation, closeout the complaint via an email in the 311 system, and enter into Sharepoint system a 311 report and a violation report.

- If no violation, then inspector only needs to draft and submit a 311 report into the Sharepoint system.

ii. **General Complaints about concerning Sales to a Minor**

1. If a 311 complaint is received by an inspector for non-specific/general complaint of an establishment selling to a minor, the inspector is to close out the complaint out in the 311 system via email and refer the matter to the Chief Inspector for the purposes of conducting an underage compliance check at the location.

c. Operating After Hours

i. **Operation after hours by establishment – Investigated during work shift**

1. If a 311 complaint is received by an inspector alleging that an establishment is operating after hours and the inspector has the capacity to verify that the establishment is operating after hours during his or her shift, then the inspector shall investigate the allegation

- Ex – Call received by Inspector alleging that a Class D BWL store

is open and operating after 1am. If inspector is working a 6pm to 2am shift, then the inspector is required to investigate. Call received by Inspector alleging that a Class BD7 BWL store is open and operating after 10 pm in Liberty Heights/Wasbash area. If inspector is working a 3pm to 11pm shift, then the inspector is required to investigate.

2. Inspector shall conduct an investigation of the allegation and if it is determined that a violation occurred, the inspector shall issue a violation, closeout the complaint via an email in the 311 system, and enter into Sharepoint system a 311 report and a violation report.

    - If no violation, then inspector only needs to draft and submit a 311 report into the Sharepoint system.

ii. **After hours Operation by establishment – Calls received by inspectors referring to allegations of after-hours operation of a location outside of a designated work shift**

1. If a 311 after hours' operation complaint is received by the BLLC outside of a designated work shift of any assigned inspector or received by an inspector during his or her designated work shift alleging that an establishment is operating after hours outside of the designated hours of the inspector's work shift then the inspector shall close the complaint out via the 311 system and refer the complaint to the Chief Inspector who will assign the matter for a special investigation

    - No 311 report is necessary to close out such a complaint. Inspector only needs to close out complaint via 311 system

d. Noise Complaints

i. **Noise Complaints received by BLLC during designated work shift for an establishment that is currently open and operating**

1. If a 311 complaint is received by an inspector alleging that there is an unreasonable amount of noise emanating from an establishment that is open and operating during an inspector's designated work shift, the inspector shall respond in a timely manner and investigate the complaint.

2. Inspector shall conduct an investigation of the allegation and if it is determined that a violation occurred, the inspector shall issue a violation, closeout the complaint via an email in the 311 system, and enter into Sharepoint system a 311 report and a violation report.

    - If no violation, then inspector only needs to draft and submit a 311 report into the Sharepoint system.

    - **Multiple Calls Same Location/Same Shift** – If an inspector receives a duplicate call for an allegation of an unreasonable amount of noise emanating from an establishment for the same location during the same designated work shift within 3 hours, then the inspector shall investigate the allegation only once and generate one (1) 311 report within the Sharepoint system. Within both the

email and 311 report Sharepoint system the responding inspector shall include all associated SR numbers.

- Ex – Inspector receives a noise complaint at 8pm. He or she receives an additional noise complaint regarding the same establishment at 8:30pm. The Inspector may visit the location at 9 pm and close out both 311 calls within the system, but is only required to fill out one (1) 311 report within the Sharepoint system.

ii. **After hours noise complaints received by BLLC outside of an inspector's designated work shift**

1. If a 311 after hours' noise complaint is received by the BLLC outside of a designated work shift of any assigned inspector the Chief Inspector or his or her designee, during the following designated workshift, shall assign an inspector to respond and close out the 311 complaint in the system and draft a report to be submitted to the Sharepoint system.

e. Sanitation and Safety – (This subsection only applies to trash-related complaints!!!)

i. **Sanitation and Safety complaints (reports of overflowing trash) received by BLLC during designated work shift for an establishment that is currently open and operating**

1. If a 311 complaint is received by an inspector alleging that there is a Sanitation and Safety issue connected to an establishment that is open and operating during an inspector's designated work shift, the inspector shall respond in a timely manner and investigate the complaint.
2. Inspector shall conduct an investigation of the allegation and if it is determined that a violation occurred, the inspector shall issue a violation, closeout the complaint via an email in the 311 system, and enter into Sharepoint system a 311 report and a violation report.
    - If no violation, then inspector only needs to draft and submit a 311 report into the Sharepoint system.

ii. **After hours Sanitation and Safety complaints (reports of overflowing trash) received by BLLC outside of an inspector's designated work shift**

1. If a 311 after hours' Sanitation and Safety (reports of overflowing trash) complaint is received by the BLLC outside of a designated work shift of any assigned inspector the Chief Inspector or his or her designee, during the following designated workshift, shall assign an inspector to respond and close out the 311 complaint in the system and draft a report to be submitted to the Sharepoint system.

f. Two or more calls for noise complaints reviewed bi-weekly at InspectorStat

i. During its biweekly InspectorStat meetings the Inspection Division shall review all complaints during the prior two-week 311 reporting period. If there are two or more complaints regarding a specific licensed establishment, the Chief Inspector and Deputy

Executive Secretary shall discuss an enforcement strategy to further investigate any ongoing and continuous complaints concerning the establishment.

1. Such an enforcement strategy may include, but is not limited to a special investigation, underage compliance check, BD7 Tavern check, Social Club Task Force Visit, etc.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 3: Inspections and Violation Processes	**Number: 3.07**	Pages: 3
Title: Special Investigations		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to Inspector staff concerning Special Investigations concerning alcoholic beverage/adult entertainment establishments within the City of Baltimore.

Responsible Staff: All Inspector Personnel.

Staff Monitor: Staff will be monitored in the investigation process by the Chief Inspector and/or his or her designee.

Procedure: All inspectors will be required to:

(1) **Basis of Referral for Special Investigations**

a. **Complaint Driven/External Requests**

i. If the BLLC receives complaints about a certain location (complaints can come from community members, 311 calls, or anonymous tips, etc.) that are deemed to be of merit, then the BLLC may initiate a Special Investigation.

1. **311 Calls for Service** – As per SOP 3.05, repeat calls for service may lead to special investigations being conducted.

b. **Internally Generated Special Investigation**

i. If an inspector obtains or receives information about a location that merits a special investigation – underage consumption, non-operational tavern, etc. – then the inspector may request to conduct a Special Investigation from the Chief Inspector.

ii. **Supervisor Approval**

1. BLLC Special Investigations shall occur only after approval is provided by the Chief Inspector and/or his or her designee.

- If the Chief Inspector is unavailable, then the designated Agent In Charge (Inspector III) shall give approval before any Special Investigation occurs.

2. **Scope and Allocation of Resources to be determined by Chief Inspector**

- **Written Approval Required**

- A Special Investigation cannot occur unless the Chief Inspector approves of the Special Investigation in writing via email.

- **Scope of Investigation/Length of Time/Resources Used**
  - Within the written approval the Chief Inspector shall indicate the purpose of the investigation, length of time dedicated to conduct the special investigation, and the amount, if any, of reimbursable resources dedicated to conducting the investigation.

(2) **Special Investigation Protocol**

a. **Number of Inspectors Assigned**

i. In general, a Special Investigation shall be conducted by the Chief Inspector, Agent, or at least two inspectors (if on their own) at any given time.

1. **Public Safety Exception** – One Inspector/Agent may be assigned to a special investigation, but upon arrival or at any time during the special investigation while on location, if the Inspector or Agent identifies a personal safety issue he or she may request an additional inspector or if none are available discontinue the Special Investigation.

2. **Joint Enforcement Effort Exception -** If any Federal, State, or City agency is taking the lead role in a Special Investigation, then one inspector may be assigned

b. **Special Investigation Protocol**

i. **Discrete Observation**

1. **Exterior Observations**

a. Depending upon the complaint, make exterior observations.

b. Determine if alleged activity is occurring.

c. Note safety considerations and contact supervisor if overall safety at location is an issue.

2. **Noise Complaints**

a. Assess noise levels.

- **Reasonable Person** standard – if music or noise can be heard in the neighborhood within radius of neighbors

- Is location in a commercial or industrial area and note if there are other establishments that could be creating a disturbance – note observations in report.

3. **Interior Observations**

a. Enter the establishment, make interior observations depending upon the complaint, and note if issue observed or not.

ii. **Photos**

1. All reports should be accompanied by photos taken by the inspector of the establishment and/or violation if possible.

a. Please note that if an Inspector feels that his or her personal safety is at risk if he or she takes a picture of the establishment while conducting a special investigation, then no picture is necessary.

iii. **Overt/Covert Activities to Determine Validity of the Violation**

1. BLLC in conjunction with other Federal, State, or City agencies may investigate an establishment using personnel in a covert manner to determine if an establishment is engaging in behavior that is in violation of Federal, State, or local laws, including the Rules and Regulations of the BLLC.

c. Submission of Special Investigation Report

a. **Special Investigation – No Violation**

- Upon completion of the Special Investigation (no violation observed), the Inspector or Agent shall file a Special Investigation report and all accompanying documents, within 3-days of completion of the Special Investigation.
    - **Submission of Report -** Upon completing entry of information from the physical carbon copy of the Special Investigation Report into Sharepoint, the Inspector shall submit the yellow carbon copy to the Chief Inspector or his or her designee for review and approval.
    - The Chief or his or her designee shall review all Special Investigation reports and determine whether or not a Violation report should have been issued in lieu of a Special Investigation Report.
        - If the Chief or his or her designee determines that a Violation Report should have been drafted by the Inspector/Agent, then the Chief or his or her designee shall instruct the Inspector/Agent to do so in accordance with SOP 3.07 Violation Policy.

b. **Observation of Violation**

- **If the Inspector/Agent observes a violation while conducting a Special Investigation, he or she shall draft a Violation Report** in compliance with SOP 3.07 Violation Policy and submit a copy of the report, to include the carbon copy, to the Chief Inspector for his or her review.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 3: Inspections and Violation Processes	**Number: 3.08**	Pages: 2
Title: Violation Report		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to Inspector staff concerning how and when to draft a Violation Report.

Responsible Staff: All Inspector Personnel.

Staff Monitor: Staff will be monitored in the inspection process by the Chief Inspector or his or her designee and the Deputy Executive Secretary.

Procedure: All inspectors will be required to:

(1) Drafting of Violation Report when Violation is Issued to Licensed Establishment

a. Physical Inspection Report to Licensee or Agent

i. Unless extenuating circumstances prevent its issuance (undercover/covert operations/establishment is closed, person safety concerns, etc.), upon making a determination that a violation has occurred related to the operation of a licensed premise, an inspector shall issue an inspection report containing notice of the violation to the to the licensee or his or her agent,

b. Creation and Entry of Violation Report into Sharepoint System

i. At the completion of the investigation – possibility that more information or documentation may need to be gathered to support the observations and inferences of the inspector – the inspector shall immediately draft a Violation Report in the Sharepoint database.

1. Timeliness of drafting Violation Report

a. The Inspector shall draft the Violation Report at his or her next day shift or provide an explanation to the Chief Inspector why more time is needed to draft the violation report.

2. The Violation Report shall include:

a. The facts observed by the inspector that led to the issuance of the violation

b. The type or types of violations issued

c. If applicable, photos of the establishment or documentation that supports the violation being issued.

c. Review of Violation Report

i. 10 business day review

1. The Chief Inspector or his or her designee shall review all violation reports issued by inspectors within 10 business days in accordance with BLLC SOP 3.08

2. Upon completion for review process, and if warranted as per Sop. 3.08, Chief shall submit violation report to the Deputy Executive Secretary for review and charging if applicable.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 3: Inspections and Violation Processes	**Number: 3.09**	Pages: 5
Title: Violation Review and Charging Process		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this procedure is to provide guidance and direction to the Chief Inspector and Deputy Executive Secretary on the review of law enforcement/BLLC inspection reports, charging determinations, and the charging process.

Responsible Staff: Chief Inspector, Deputy Executive Secretary and other staff as deemed appropriate by the Deputy Executive Secretary related to this process.

Staff Monitor: Staff will be monitored by the Executive Secretary.

Procedure:

(1) **Review of Law Enforcement Reports**

a. After receiving an incident report from a law enforcement agency, the Deputy Executive Secretary shall review the report to determine if based on the facts contained in the report there is a prima facie violation.

b. If there is a prima facie violation based on this review, he or she shall request any and all evidence (photos, supplemental reports, drug analysis, etc.) from the corresponding law enforcement agency. A law enforcement report tracking data base will be maintained of all requests for evidence from the law enforcement agency and what was the outcome of each request.

c. Upon a determination being made by the Deputy Executive Secretary that a prima facie violation has occurred, he or she shall charge the case in accordance with this SOP.

d. The Deputy Executive Secretary shall keep a log of all incident reports received from law enforcement officials tracking the following:

1. Date reviewed by BLLC
2. Decision to Charge the Case
3. Date of case
4. Outcome of Case

(2) **Review of BLLC Violation Reports**

a. After receiving a violation report from a BLLC inspector, the Chief Inspector will review the report to determine if based on the facts contained in the report there is a prima facie violation

b. If there is a prima facie violation based on a review by the Chief Inspector, he or she shall request any and all evidence from the BLLC inspector. If the Chief Inspector believes that there is a prima facie violation stated in the BLLC inspector's report, but more supplemental evidence needs to be gathered or the report is incomplete the Chief Inspector will provide guidance to the BLLC inspector in order to gather the necessary evidence – photos/supplemental reports – and complete the report for submission.

c. Upon a determination being made by the Chief Inspector that a prima facie violation occurred, the Chief Inspector shall inform the Deputy Executive Secretary and provide him/her with a copy of the report.

d. All evidence received by the Chief Inspector associated with the BLLC investigation report shall be immediately submitted to the Deputy Executive Secretary.

e. **10 Day Rule** – Barring any extenuating circumstances, the Chief Inspector shall provide a copy of the violation report and all related materials within 10 days after the conclusion of the investigation, gathering of the evidence, and completion of the reports.

(3) **Questionable Reports**

a. If the Chief Inspector is unsure of whether or not a prima facie violation has occurred based on either a law enforcement report or BLLC violation report, he or she shall defer to the Deputy Executive Secretary to make that determination.

b. If no action is taken, the Deputy Executive Secretary and/or designee will make sure the issue is noted in the file and draft correspondence to the licensee as warning about the incident if necessary.

(4) **Preponderance of Evidence Test**

a. Upon receipt of the law enforcement or BLLC Violation report, the Deputy Executive Secretary shall review the report and all supplemental evidence to determine if he or she believes that there is sufficient evidence articulated by the officer/inspector to prove the charges by a preponderance of evidence – i.e. it is more likely than not that a violation occurred – before the Board of Liquor License Commissioners of Baltimore City.

b. In reviewing the evidence, the Deputy Executive Secretary – using his or her discretion – may contact the reporting officer or inspector to ask any questions concerning matters within the report that require further inquiry.

i. **Violations that shall generally be charged by the Deputy Executive Secretary**

1. Unless there are extenuating circumstances, as identified by the Deputy Executive Secretary, then the Deputy Executive Secretary shall charge cases involving the following matters, if there is a relevant and weighty nexus between the operation of the establishment and the alleged violation:

- Crimes of Violence, which include but are not limited to:
  - Murder
  - Rape

- Attempted Murder
- Manslaughter
- 1st Degree Assault
- Any crime of violence involving a weapon

- Sales, Distribution, and use of Illegal Narcotics
- Prostitution
- Serving an Underage individual an Alcoholic Beverage
- Prohibited Hours
- Minor in Possession of an Alcoholic Beverage

c. If after review of the entire case file – report and associated evidence – the Deputy Executive Secretary decides that a preponderance of evidence exists to charge a licensee with a violation, he or she shall charge the licensee and log the results in the Report Tracking database.

d. If after review of the entire case file – report and associated evidence – the Deputy Executive Secretary decides that a preponderance of evidence does not exist to charge a licensee with a violation, he or she shall log the result in the Report Tracking database and place a copy of the report in the licensee's permanent file.

e. Correspondence to the licensee may be issued in cases where the preponderance of the evidence is not clear.

f. **Bi-annual Board Review** – Once every six (6) months the Board shall be provided the opportunity to review and approve the violation report tracking log. If the Board by majority vote determines that a violation report reviewed by the Deputy Executive Secretary, but was not charged merits prosecution, then the Board shall instruct the Deputy Executive Secretary to charge licensee with a violation under State law or its Rules and Regulations.

(5) **Charging Process Format for Alleged Violations**

a. Upon the determination that the licensee will be charged with a violation, the Deputy Executive Secretary shall draft a charging document within approximately 180 days after receiving a copy of the report, if there is no other ongoing law enforcement investigation involving the establishment, detailing the charge that the licensee faces and a brief description of the facts supporting the charge. The charging document shall include the following:

i. The Corporate/Trade Name of the licensee

ii. The address of the licensee's business location

iii. The date the violation was charged by the Deputy Executive Secretary

iv. The date when the matter is scheduled to be heard before the Board

v. The location of the incident

vi. The specific law or BLLC rule or regulation that was violated

vii. The date of the incident

viii. The approximate time of the incident

ix. A general summary of the facts supporting the charge

b. Upon charging the case against the licensee, the Deputy Executive Secretary shall draft a notice to be served on the licensee or his employee or agent for the purposes of service.

c. The notice will then be issued by designated office personnel and served on the licensee/bar manager/employee by BLLC staff.

d. Office personnel designated by the Deputy Executive Secretary will ensure that summonses are drafted and issued to the proper parties so that they will be present on the date of the hearing.

e. The Deputy Executive Secretary will organize, gather, mark, and prepare an evidence file – which will contain all of the reports, photos, and any other evidence – to be inserted in the case file for review by the Board at the time of hearing.

i. At any time before the hearing the licensee can request to view and make a copy of the evidence file before and/or after the hearing.

(6) **Summons Requests and Issuance – Applicable to ALL public hearings**

a. **Authority - the Alcoholic Beverages Article**

i. The Board has the authority to issue summonses for all hearings and inquiries which the Board is authorized to hold and make, the Board may issue summonses for witnesses, and administer to them Oaths and affirmations.

b. **Request**

i. Any party requesting to have the Board summons a witness for a hearing shall make a written request (email or physical letter) of the Board at least fifteen (15) days before a scheduled public hearing.

ii. In the request, the party shall provide the name and address of the individual to be summonsed. In addition, the party shall provide justification - i.e. what relevant information or documentation will the witness be able to provide concerning an issue to be raised at the public hearing – for the request.

iii. The requests should be sent to the Deputy Executive Secretary or his/her designee

c. **Issuance**

i. Chair has the Authority

1. All requests for witnesses to be summonsed shall be sent to the Chair by the Deputy Executive Secretary or his/her designee after review to determine if request requirements are met.

2. Upon review of the request, the Chair will determine if the summonses shall be issued.

3. The Chair can communicate his/her decision through written or verbal confirmation to a designee within the BLLC office.

d. **Service**

i. **BLLC Inspectors**

1. As per the Alcoholic Beverages Article BLLC inspectors have the authority to

serve summonses authorized by the Board

ii. **Delivery attempts – 10-day rule**

1. At least ten days before the hearing, the BLLC shall make at least 2 attempts to serve the individuals who have been issued summonses by the Board.

    - **Midnight Rule** – If the inspector has not served a copy of the summons to the licensee before Midnight of the 10th day prior to the hearing for which the summonses has been issued, the inspector assigned to serve the notice shall send email communications to the Chief Inspector or his or her designee informing him or her that service on the licensee has not been made.

2. If the BLLC inspector is not able to serve the individual on the first attempt then he/she shall document the attempt and continue to attempt service on the witness at least one (1) time per business day until the witness is served or the Inspector's efforts have been exhausted. All attempts shall be documented by the Inspector

iii. **Service on the Individual**

1. Before service is made on the individual, the inspector shall ask for the individual's State Identification and verify that the individual is the person to be served with the summons

2. The inspector shall then serve the witness with a copy of the summons and have the witness sign the summons stating that it was accepted by the witness. The inspector shall also sign the summons indicating delivery.

3. Copies of the signed summonses will be turned in by the Inspector to the Chief or his or her designee who will then provide it to the Executive Assistant will then place the signed summons in the case file.

e. **Summonses issued to BLLC Staff**

i. **BLLC Inspectors to Sign for Summonses** – Summonses shall be issued to BLLC Inspectors for cases in which they shall present evidence to the Board at a public hearing for the purposes of supporting violations charges that have been filed against a licensee.

a. **Drafting of Summonses** – All summonses for Inspectors shall be drafted by the Executive Assistant or his or her designee.

b. **Log Book to Verify Inspector Attendance** – The Executive Assistant shall maintain a logbook listing the date of the hearing, name of the licensee charged with a violation, name of the inspector to be summonsed, and provide a space for the individual to initial.

c. **Failure to Attend Hearing by Inspector** – If an Inspector fails to attend a hearing for which he or she has been summonsed, and did not communicate with the Chief Inspector or the Executive Administration as to his or her absence before the hearing so that the agency could ask for a proper postponement, then the agency shall take disciplinary action against the inspector in accordance with BLLC SOP 1.04.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 3: Inspections and Violation Processes	**Number: 3.10**	Pages: 6
Title: Non-Operating Locations		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To provide guidance and direction to Inspections personnel on the documentation and follow-up on establishments that are found not to be operating.

Responsible Staff: Inspectors, Chief Inspector, Liquor Board Secretary III/Executive Assistant, and Deputy Executive Secretary.

Staff Monitor: Staff will be monitored by the Chief Inspector and Deputy Executive Secretary.

Policy:

(1) **Process:** Inspectors should monitor their assigned locations to confirm that establishments are open at least once every 90 days as per the Alc. Bev. Art. 12-2203. In addition, the agency should also monitor locations wherein no inspection has been conducted to confirm operation at a location longer than 180 days (Alc. Bev. Art. 12-2202). The process laid out here should guide agency action to ensure that licensees are in compliance with the law.

a. **Monitoring of Establishments** – The Executive Assistant in coordination with the Chief Inspector or his or her designee shall use the Sharepoint (Inspection) database system to run reports to determine if locations have not received an inspection within the last 90 or 180 days.

b. **Bi-weekly Monitoring -** The Liquor Board Secretary shall monitor the 90 day and 180 day reports on a bi-weekly basis.

c. **90 Day Establishments** – Upon review of the Sharepoint database, the Executive Assistant shall create a list of all of the establishments that have not yet received an inspection within the last 90 days. Once the list is compiled the Chief Inspector or his or her designee shall assign the inspection of the establishment to the district inspector.

i. The assigned inspector shall then

- Conduct an inspection of the establishment.
- **1st inspection**– If the establishment is closed, the inspector shall make note of the hours of operation. If the establishment operates only at night or during the weekend, the inspector shall make note and provide the information to the Chief Inspector or his or her designee to assign the inspection to an inspector on the evening/weekend shift.
    - **Transfer/Hardship Pending Application Filed –** The Executive Assistant shall conduct an inspection to determine if this location has a pending/approved transfer application filed with the Board or a pending/approved hardship

extension with the Board

- **Transfer/Hardship Pending –** If there is an existing Transfer/Hardship application filed/pending/approved with the Board, then the location should be struck from the 180 day list.

- **Open** – If the establishment is open, the inspector shall perform inspections and strike from the 90 day database list

- **2nd Inspection** – If the establishment is closed, the inspector shall complete an inspection with a notation of the attempted dates of inspections and state that a letter will be sent to the licensee

  - **Closed Establishment Form (Attachment A)** – If the location is closed, the inspector is to complete this form and provide it and a copy of the inspection report to the Liquor Board Secretary III/Executive Assistant

  - **Drafting of Letter** – The Executive Assistant shall draft a closed establishment letter to the business (**Attachment B**), requesting that it contact the agency within 15 days of receipt regarding its operational status. A copy of the letter shall be placed in the file, notated in the liquor licensing database, and documented in the internal closed establishment tracker (maintained by the Liquor Board Secretary III/Executive Assistant)

  - **Open** – If establishment is open, the inspector shall? perform inspections and strike from the 90 day database list

- **No Response to 15 Day Letter** – If there has been no response to the 15 day letter, the Executive Assistants hall draft a 90 Day Admin Letter to be reviewed and signed by the Deputy Executive Secretary (**Attachment C).** A copy of the letter shall be placed in the file, notated in the liquor licensing database, and documented in the internal closed establishment tracker (maintained by the Liquor Board Secretary III/Executive Assistant)

  - **Failure to Respond** – If the licensee fails to respond to the letter, the agency shall place a hold on his or her license at the time of renewal in order for the licensee to provide sufficient documentation – sales receipts, alcoholic beverage invoices, affidavits stating establishment was open, photographs, etc. – to indicate the establishment was open and operating in compliance with the law.

  - **Licensee Responds and Inspection is Conducted -** If licensee responds and BLLC can confirm that the establishment is open via an inspection, it will be struck from the 90 day database list.

d. **180 Day Establishments** – Upon review of the Sharepoint database, the Executive Assistant shall create a list of all of the establishments that have not yet received an inspection within the last 180 days. Once the list is compiled the Chief Inspector or his or her designee shall assign the inspection of the establishment to the district inspector.

HON. ALBERT J. MATRICCIANI, JR. (RET.)
CHAIRMAN

COMMISSIONERS
AARON J. GREENFIELD, ESQ.

ALTERNATE COMMISSIONER
HARVEY E. JONES



DOUGLAS K. PAIGE
EXECUTIVE SECRETARY

THOMAS R. AKRAS, ESQ.
DEPUTY EXECUTIVE SECRETARY

STACI L. RUSSELL
ASSISTANT EXECUTIVE SECRETARY

STATE OF MARYLAND
BOARD OF LIQUOR LICENSE COMMISSIONERS
FOR BALTIMORE CITY
1 N. CHARLES STREET, SUITE 1500
BALTIMORE, MARYLAND, 21201-3724
PHONE: (410) 396-4377
FAX: (410) 396-4382

Attachment A

CLOSED ESTABLISHMENTS

Inspection Section:

Address of Establishment: _____

Trade Name: _____

Inspector: _____

Date of First Inspection: _____ Time of Inspection: _____

Date of Second Inspection: _____ Time of Inspection: _____

Hours of Operation: _____

_____

Administrative Section:

Letter Sent: _____ Notation in Database: _____ Closed for 90+ days? _____

Next step required: _____

HON. ALBERT J. MATRICCIANI, JR. (RET.)
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STATE OF MARYLAND
BOARD OF LIQUOR LICENSE COMMISSIONERS
FOR BALTIMORE CITY
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BALTIMORE, MARYLAND, 21201-3724
PHONE: (410) 396-4377
FAX: (410) 396-4382

Attachment B – Example Only

[Date]

[Name of Licensee1]	[Name of Licensee2]	[Name of Licensee3]
[Address of Licensee1]	[Address of Licensee2]	[Address of Licensee3]
[City, State Zip]	[City, State Zip]	[City, State Zip]

Re: Operating Status – [Address of Establishment] – [Class of License]

Dear Licensee(s):

This Letter is to follow up on recent inspection visits on [1st Date of Inspection] and [2nd Date of Inspection] that have been attempted at [Trade Name] located at [Address of Establishment]. On these dates, your business was found closed and/or under construction.

Routine inspections of your premises are needed to verify operations and compliance with State and Local laws. If you have ceased operations, you will need to send a letter to the Board requesting a hardship extension. You will also need to notify the Board of any alterations that are being made to the premises.

If we do not hear back from you within 15 business days, we will take further action. If you have any questions, please contact your district Inspector, [Name of Inspector] at [phone number], or [Assigned Personnel] at 410-396-4377.

Thank you in advance for your cooperation in the matter.

Sincerely,

[Assigned Personnel]
Agent

HON. ALBERT J. MATRICCIANI, JR. (RET.)
CHAIRMAN

COMMISSIONERS
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STATE OF MARYLAND
BOARD OF LIQUOR LICENSE COMMISSIONERS
FOR BALTIMORE CITY
1 N. CHARLES STREET, SUITE 1500
BALTIMORE, MARYLAND, 21201-3724
PHONE: (410) 396-4377
FAX: (410) 396-4382

Attachment C – Example Only

Date

Licensee
Address
City, State Zip

Re: 90 Day Administrative Letter for Non-Operation of an Establishment – address

Dear licensee(s):

A review of our inspection records indicate that our inspection division has not been able to confirm that your licensed establishment has been open and operating within the last 90 days.

As per Alcoholic Beverages Article § 12-2203, "Except where extenuating circumstances exist, before a licensed premises that has been closed for at least 3 consecutive months may be reopened: (1) the Board shall holds a public hearing; and (2) the license holder shall obtain approval from the Board to reopen."

Please contact Agent Clark to schedule an inspection, and provide the agency with proof of operations within the last 90 days (this could include invoices for alcoholic beverages purchases from a wholesaler, receipts for sales, etc.). Doing so will ensure that your establishment is in compliance with the law.

It is recommended that you make contact with [Assigned Personnel] of the Inspection Division. To do so, please call our office at 410-396-4377.

Sincerely,

Thomas R. Akras
Deputy Executive Secretary

HON. ALBERT J. MATRICCIANI, JR. (RET.)
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FOR BALTIMORE CITY
1 N. CHARLES STREET, SUITE 1500
BALTIMORE, MARYLAND, 21201-3724
PHONE: (410) 396-4377
FAX: (410) 396-4382

Attachment D – Example Only

Date

Licensee
Address
City, State Zip

Re: 180 Day Administrative Letter for Non-Operation of an Establishment – address

Dear licensee(s):

A review of our inspection records indicate that the inspection division has not been able to confirm that this licensed establishment has been open and operating within the last 180 days. In fact, the last inspection, within our records, verifying that this location was open and operating was performed on [enter date here].

Our records also indicate that you were sent a 90 Day Administrative Letter on [enter date here] informing you that the inspection division had not been able to confirm whether or not your establishment had been operating since at least [re-enter date from above].

As per Alcoholic Beverages Article § 12-2202(a), "A license expires 180 days after the license holder has closed the business or stopped active alcoholic beverage business operations at the premises for which the license is held …" If the establishment has been closed longer than 180 days or the license is no longer in use, the license will be terminated, unless a valid hardship extension in writing has been submitted to the Board within 180 days of the date of closure.

As of this date, since you have no history of operation, nor has a valid hardship extension been filed under Alcoholic Beverages Article § 12-2202(a), the agency considers your license to be expired. Upon submission to the BLLC with proof of operations within the last 180 days (this could include invoices for alcoholic beverages purchases from a wholesaler, receipts for sales, etc.), the agency may reconsider its determination.

If you believe the agency is in error or have any additional questions or concerns, please contact me at 410-396-4385.

Sincerely,

Thomas R. Akras
Deputy Executive Secretary

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 3: Inspections and Violation Processes	**Number: 3.11**	Pages: 3
Title: Posting and Maps		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to Inspection personnel posting and maps. This process is also outlined in the SOP 2.01 New/Transfers Policy.

Responsible Staff: All Inspector personnel and Chief Inspector.

Staff Monitor: Staff will be monitored by the Chief Inspector.

Procedure:

(1) **General Information on Posting**: The list of proposed transfer/issuance/expansion/new applications is advertised in three newspapers, posted on the Liquor Board's web page, and sent to representatives of many community groups, elected officials and governmental agencies. At the end of the ten day posting period, a public hearing may take place. If the business is open and operating and the only issue to be considered by the Board is the fitness of the applicant(s).

i. Following the closing of the ad, the Executive Assistant or his/her designee shall prepare the posters for publication to be issued to the inspection division to post the property upon a determination that the applications are complete. Incomplete applications shall not be posted.

- **Once a Week Postings**: Each Monday, the Assistant Executive Secretary or his/her designee shall deliver posters concerning any application that has become complete to the Chief Inspector or his/her designee to be issued to inspectors for posting.
- **Special Executive Administration Request**: Upon special request, as circumstances arise, by the Executive Administration a poster shall be made and delivered to the Inspection Division for posting at any time during the week.
- **311 Inspector** – If the postings are delivered to the Inspection Division after 12pm, due to a Special Executive Administration Request, then the Chief Inspector or his or her designee shall assign them to the 311 Inspector that evening for posting.

- **Chief Inspector and/or his or her designee shall Sign and Receive Postings**: The Assistant Executive Secretary or his/her designee shall maintain a listing of all posters that have been created for posting. Upon the creation of a poster the Chief Inspector and/or his or her designee shall sign for and receive the posters created on a weekly basis.

- **Unavailability of Chief Inspector or his/her designee:** If the Chief Inspector and/or his or her designee is unavailable then a designated Inspector III shall sign for and receive the posters and distribute them accordingly among the inspection division to ensure that they are properly posted in a timely fashion

(2) **Inspection Process:** Below are some items that staff should keep in mind regarding the posting process.

a. Inspectors will post each property with signs that are prepared by administrative staff.

b. The inspectors must post the sign in a conspicuous place from inside and outside of the premises.

   i. **Important** – Postings and Notices shall not be posted on brick or concrete where the notice is likely to fall off.

c. Inspectors will also complete board reports that include photos of the posting that note the time/date of the initial posting.

d. Inspectors will also prepare the maps to ensure that a location is not within the prohibited distance of a school and/or church. Inspectors will also note the other licensed establishments within a 2x2 block radius.

   i. To ensure 2x2 block radius assessment of licensed establishments is accurate, inspectors shall drive their vehicle within the 2x2 radius block range to verify.

   ii. Google Map Account has been set up and is a shared file that should be used to create maps.

   iii. A copy of the map should be included as part of the new/transfer file.

   iv. The Map shall include and identify (by name and class of license) all of the licensed establishments within a 2x2 radius of the proposed location identified in the application.

   v. Attached to the Map shall be a Recapitulation Report which enumerates all of the licensed establishments in the 2x2 area around the proposed location for transfer/new/expansion.

   vi. Verification within the report, that there are no churches or schools located within 300 feet of a church or school.

(3) Inspectors shall notify administrative staff if the proposed location does not meet requirements and/or if there are any issues with the subject location.

(4) Inspectors and /or the licensee may remove the signage after it has been posted for more than ten (10) days. The Chief Inspector and/or designee may ask inspectors to check on the posting if it is noted that there are issues with the sign and/or that it has been removed.

(5) The Chief Inspector and/or designee will assure that the completed reports are part of the file for proper posting by administrative staff. This includes making sure that the forms are completed and that maps have been completed.

(6) Guidelines for Submissions from Inspection Division to Administrative Staff

a. Preliminary Reports to be Provided to Administrative Staff within 7 days of Posting

i. Inspectors are responsible for providing Administrative Staff with the following package of documents (preliminary posting report) within 7 days – barring approved leave, extenuating circumstances, or holiday – of posting the establishment

1. Map
2. Recapitulation Report
3. Transfer/New Application Report
    a. To be entered into the Sharepoint Database System by the responsible inspector
4. Copy of the Last Inspection Conducted at the Location.

b. Final Posting Report – Due on the 12th Day After a Posting (See Attachment A – Complete Posting Report)

i. Inspectors are responsible for providing Administrative Staff with the final posting report within 12 days – barring approved leave, extenuating circumstances, or holiday – of the posting of the establishment

1. The Final Posting report shall be entered into the Sharepoint Database System by the responsible inspector

(7) Hearing Items are posted 14 days before the docketed date so posting report and maps should be completed in a timely manner.

Any questions regarding this policy can be addressed by the Chief Inspector or the Executive Secretary.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 3: Inspections and Violation Processes	**Number: 3.12**	Pages: 2
Title: Chief Inspector's Duties and Responsibilities During Public Hearings		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: The purpose of this SOP is to provide guidance and direction to Chief Inspector as to the duties and responsibilities when providing staff support to the Board and Executive Administration during the Board's public hearings.

Responsible Staff: The Chief Inspector and his or her designee if the Chief Inspector is unavailable to fulfill these duties

Staff Monitor: Staff will be monitored by the Deputy Executive Secretary, the Executive Secretary, and the Board of Liquor License Commissioners for Baltimore City.

Procedure:

1. **Hearing Responsibilities of the Chief Inspector or His or Her Designee:** It is generally the responsibility of the Chief Inspector to provide the Board and Executive Administration support during the Board's public hearings.
2. **Pre-Hearing Responsibilities**: On the date and time of the hearing, the Chief Inspector or his or her designee is to ensure the following:
    a. All inspectors who have been summoned to provide testimony at the public hearing that date are available and present to testify if needed; and
    b. At least 30 minutes before the start of the public hearing, he or she shall accompany the Assistant Executive Secretary or his or her designee to the hearing room located at City Hall Room 215 and transport all case files and other supporting documents to be heard by the Board on that date; and
    c. Provide assistance to the Assistant Executive Secretary or his or her designee in setting up the hearing room, which includes:
        i. Placing Magnetic Liquor Board Sign at Entrance; and
        ii. Posting copy of short docket for that date on the doorway entry to the hearing room; and
        iii. Setting up Name Plates of Commissioners and Executive Staff in their proper locations; and
        iv. Obtain water, glasses, and ice for the Commissioners in preparation for hearing
        v. Providing assistance to the administrative staff upon request.

3. **Hearing Responsibilities:** Upon commencement of the public hearing, the Chief Inspector or his or her designee shall perform the following:
    a. If applicable, coordinate and provide oversight and support to the various law enforcement agencies that are present to provide testimony for any violation hearings scheduled for the violations docket. Such preparation could, but is not limited to, the following:
        i. Organizing presentations by witnesses
        ii. Making copies of incident reports
        iii. Contacting law enforcement officers or their supervisors to advise them of their needed presence at the hearings; and
    b. Provide minimal crowd management of persons in attendance of the public hearings; and
    c. Observe hearings and be prepared to provide testimony in any case as required; and
    d. **Suspensions or Revocations**
        i. If the Board imposes a suspension or revocation of a license it is the responsibility of the Chief Inspector or his or her designee to inquire from the Chairman when the suspension or revocation is to commence and to coordinate with the licensee at the hearing to pick up the official copy of the license on the date and time of the suspension; and
        ii. **Creation of Closure Poster** – It is the responsibility of the Chief or his or her designee to create a closure poster to be posted conspicuously on the premises that has been ordered closed by the Board. The poster shall have the dates for which the establishment must cease the sale of alcoholic beverages.
    e. Provide assistance to the Executive Staff or Board members upon request
4. **Post-hearing responsibilities:** Upon conclusion of the Board Hearing the Chief Inspector or his or her designee shall perform the following:
    a. Assist in gathering all Board related materials within the hearing room, which could include case files, name plates, magnetic sign, and other items – for transport back to the BLLC's offices
5. **Hearing Room Etiquette:** While in attendance at the hearing the Chief Inspector or his or her designee shall
    a. Act in a respectful manner to all participants and member of the public; and
    b. Behave in a manner that does not disrupt the proceedings in any unnecessary fashion; and
    c. Be present in the hearing room at all times, unless there is an emergency, needed bathroom break, or instructed to do so by the Executive Staff or Board; and
    d. Shall not schedule any meetings concurrent with hearings; and
    e. If the Chief is unavailable to attend the hearings, his or her designee shall adjust his or her schedule accordingly so as to provide support throughout the hearing proceedings (pre-hearing/hearing/post-hearing).

Failure to follow the policies as outlined in this SOP could lead to disciplinary action or termination.

Section 4: Community Engagement Process

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 1: General Procedures	**Number: 4.01**	Pages: 1
Title: Community Engagement		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To encourage the Commission and staff to engage the citizens, communities, licensees, and any other interested party ("stakeholders") of Baltimore in a dialogue about the legal authority and operations of the agency.

Responsible Staff: Board members, Executive Secretary, Chief Inspector, Deputy Executive Secretary, and the Assistant Executive Secretary.

Policy:

A. Objective: Community Engagement

a. As part of the Board's ongoing mission to "promote transparency and clarity for all stakeholders by utilizing a highly collaborative process with various governmental and community stakeholders," a Board member shall attempt to attend stakeholder meetings.

i. **Specific Case Prohibition** – While a Board member may attend a meeting with a stakeholder, that member shall not engage in conversation with a stakeholder about a specific licensed establishment or any pending or future application that may come before the Board at a public hearing.

B. Request to Meet with Board

a. All Stakeholders are encouraged to request that Board and/or BLLC Staff members attend their organization's meeting for the purposes of ensuring that interested parties receive information about the operations and positions of the agency.

C. Community Liaison

a. The Community Liaison shall coordinate a monthly calendar of meetings by direct outreach to community partners, elected officials, and associated organizations.

b. The Outreach Calendar will be published at the beginning of the month and sent to elected officials, BLLC staff, and the BLLC's community list-serv, as well as posted on the BLLC website.

D. **Follow-up**

a. Any information gathered by the BLLC at stakeholder meetings shall be addressed by the appropriate division in a timely manner, with follow up meetings when necessary.

Baltimore City Board of Liquor License Commissioners		
STANDARDIZED OPERATING PROCEDURE		
Section 1: General Procedures	**Number: 4.02**	Pages: 7
Title: Duties of BLLC Staff Assigned to perform community outreach		
Effective Date: 3/18/2020	Revision Date: 3/18/2020	
Approval: Albert J. Matricciani, Jr., Aaron J. Greenfield, Harvey Jones		
Douglas K. Paige Executive Secretary	Thomas R. Akras Deputy Executive Secretary	

Purpose: To provide detailed guidance to the BLLC staff members assigned to perform community outreach of the expectations, obligations, and performance tracking measures associated with the community engagement process.

Responsible Staff: Community Liaison, Liquor Board Secretary III/Executive Assistant, Assistant Executive Secretary, Chief Inspector, Deputy Executive Secretary, and Executive Secretary.

Policy:

A. Scheduling of Meetings

A. Direct Coordinated Outreach

i. The Community Liaison shall use contact information gathered from City sources, and will reach out to associations and schedule presentations on a monthly basis.

1. Phone Calls and Correspondence

a. The Community Liaison may also receive requests through phone calls and/or other correspondence addressed to the agency requesting the agency's presence at an organization's meeting.

B. Confirmation of Organizational Meeting

i. The Community Liaison shall publish a calendar at the beginning of each month detailing dates, times, and locations of meetings for the month.

ii. The Community Liaison shall coordinate with BLLC Executive Administration as appropriate for further presence at meetings, especially when controversial or detailed topics may be addressed.

B. Preparation of Documents for Distribution at Community Meeting

A. BLLC Presentation and Information Packet Preparation

i. Powerpoint Presentation

1. The Community Liaison shall prepare and distribute a paper version of the Powerpoint presentation as a resource and guide for audience members. **(See**

Attachment A)

ii. The Community Liaison shall create as needed BLLC informational packets for distribution at meetings.

1. The packets shall include the following and be place in a folder for distribution at organizational meetings:

a. BLLC Alcoholic Beverages Rules and Regulations

b. BLLC Contact Sheet

c. "How to Recycle" – Department of Public Works

d. BLLC Agency Information Packet

e. BLLC Annual Performance Report

f. 311 Information Packet

B. Number of Handouts and Packets

i. The number of handouts created should be done in consult with the organization president and/or estimates based on past experience in attending organizational meetings

1. The handouts are the main resource to be given and should be in sufficient number for the full attendance of the meeting

2. The information packets will be offered at the end of the presentation as an additional option for those interested.

C. Attendance, Interaction, and Presentation Guidelines at Organizational Meeting

A. Attendance

i. The Community Liaison and/or BLLC staff member shall make his or her best efforts to arrive at the scheduled organizational meeting at least ten (10) minutes in advance of hearing to distribute the BLLC's Informational Packets

1. Copy of Agenda – If available, BLLC staff shall obtain a physical copy of the Organization's agenda and keep said copy for the BLLC's records

B. Dress Code and Mannerisms

i. **Dress Code** – When in attendance at an organizational meeting, Board and/or BLLC staff members should be dressed in the following manner:

1. **Inspection Division** – If and only if Inspectors are on duty – i.e. their job assignment is not only to attend a community meeting – they may wear jeans or khakis as long as they are also wearing their official BLLC shirts

2. **All other BLLC Staff Members** – Every BLLC Staff member should be dressed in professional business attire

a. Slacks or Khakis

b. Button down shirt

c. Tie and Suit Jacket are optional

d. Professional Shoes (no sneakers)

ii. **Mannerisms and Conduct** – Board and BLLC Staff shall always act in a professional manner and in compliance with the City of Baltimore's Department of Human Resources policy when interacting with citizens in attendance at any organizational meeting

C. Distribution of Handouts, Packets, and Presentation

i. Distribution of Presentation Handouts

1. Upon being called to present, the Community Liaison and/or a designated BLLC staff member shall distribute handouts to the membership of the organization in preparation of the BLLC's presentation

    a. **Return of handouts to BLLC** – Any packets not distributed at the organizational meeting shall be kept and maintained by the Community Liaison.

ii. Presentation

1. **Presentation -** Upon being called to present, the Community Liaison shall provide a 5 to 10 minute presentation on the content in the handout regarding the functions of the BLLC and the service that it provides to the citizens of Baltimore.

    a. **Board Member Exception** – If a Board Member is present, the Community Liaison shall defer to the Board member to make an opening presentation to the organization.

    b. **Executive Administration Exception -** If a member of the Executive Administration is present and would like to speak to the organization before the Community Liaison, the Community Liaison shall defer to the Executive Staff member.

    c. **End of presentation and information packet handout-** Upon completion of presentation, the Community Liaison will offer further information in the information packet and distribute as appropriate.

2. **Question and Answer Session** – Upon making a presentation to the organization, the Community Liaison, if allowed by the organization, shall take applicable questions and provide answers to the membership of the organization and any other members in attendance at the meeting.

    a. **Documentation** – If there is a question that the Community Liaison cannot answer, and there is no BLLC staff member present to answer the question, he or she shall document the question and insert it into the follow-up report proscribed by Section D of this section of SOP

3. **Contact Information for Staff**

    a. The Community Liaison shall provide members of the organization of the Executive Staff and Liquor Board Secretary III/Executive Assistant's contact information – which is in the BLLC packet - for follow-up questions that he or she cannot answer.

D. Follow-Up Reporting and Correspondence

A. Follow-Up Reporting

i. Within 2 business days, unless unavailable due to approved leave or extenuating circumstances, of attending the organization meeting the Community Liaison shall draft a report summarizing the organizational meeting.

1. The report shall include the following:

a. Date, Time, and Location of the Meeting

b. Name of the Organization and Contact

c. Number of people in attendance, and record of BLLC staff in attendance.

d. Record of copy of agenda, if available, attach agenda to printed copy of report.

e. Political representation – Politicians or staff in attendance, Council District(s), State Delegation District(s)

f. Number of materials distributed

g. Actions taken by BLLC on specific information obtained – Underage Task Force, BD-7 Task force, etc., and results.

h. Subjects raised by the organization, which could include, but are not limited to:

i. Pending liquor license applications

ii. Problems with licensed establishments

iii. How to report problem establishments

iv. Confidential/Anonymous information passed onto staff

v. Any other type of complaint or inquiry

2. The Community Liaison shall forward reports to the Executive Administration in a monthly Community Stat Report.

a. If a meeting raises concerns that require immediate attention for matters of public safety, health, or welfare, the Community Liaison shall immediately forward the report and concerns to Chief Inspector and/or Executive Administration.

B. **Correspondence**

i. **Follow Up Email Correspondence**

1. Within 2 business days of attending the organization meeting, unless unavailable due to approved leave or extenuating circumstances, the Community Liaison shall draft an email to the President of the organization visited to thank them for allowing the BLLC to present to their membership

a. Carbon Copy elected Officials

i. Along with sending the email to the organization's president, the Community Liaison shall send an email to:

1. The Councilperson and their staff representing the district in which the organization is located

2. The State representatives representing the district in which the organization is located.

b. The Community Liaison shall maintain an electronic copy of the email sent to the organization for the agency's files in an automatically archived email folder

2. The Community Liaison shall use the form email (**See Attachment B**) of this SOP to send to the relevant community association

ii. **Follow-Up Communications**

1. Within 2 business days of attending the organization meeting, unless unavailable due to approved leave or extenuating circumstances, the Community Liaison shall directly correspond with (phone, email, etc.) the President or any member of the organization who had a question that the Community Liaison could not answer at the meeting

a. If the Community Liaison cannot answer the question raised by the President or any member of the organization, then he or she shall forward that question to the appropriate BLLC staff member or City, State, or Federal agency.

E. **Tracking of Attendance at Organization Meetings**

A. **Tracking of Attendance and Participation via Report**

i. Within 48 hours of attending the organization meeting, the Community Liaison shall enter the following data within his or her follow-up report.

1. Councilmatic District where organization is located

2. State Legislative District where organization is located

3. President of the Association or Other individual's request of BLLC's presence

4. Name of Organization

5. Mailing Address of Organization

6. Meeting Date

7. Demarcation of which Board member, if any, was present

8. Demarcation of which BLLC Executive Staff member, if any, was present

B. Data to be Cataloged Monthly

i. The Community Liaison shall ensure that all data to be recorded as per Section A of this subsection, is separated by month for each month of the fiscal year (July 1 to June 30).

ii. Data shall be entered into a monthly spreadsheet and will be the basis for a monthly Community Stat Powerpoint presentation

1. Quarterly Report – The Community Liaison shall prepare a compilation of each quarter's reports into a Quarterly Report based on the fiscal year.

C. **Quarterly Report**

i. The Community Liaison shall draft a quarterly report to present to the Executive Administration and the Board the following information

1. Number of organizational meetings attended
2. Number of special meetings or other special events attended (Mayor's Walks, Community Outreach Fairs, etc.)
3. Constituencies breakdown detailing which Council Districts and State Legislative Districts were reached and number of visits.
4. Actions taken – Detailing actions taken on specific information obtained.
5. Quarterly Trends Report – citing the most pressing issues and most common questions raised at meetings.
6. Locations of where Community Liaison attended organizational meetings
    a. Community Liaison can use Google Maps to create a map indicating locations of meetings attended

F. **Additional Facilitation and Engagement by Community Liaison**

A. Board and Executive Administration Request or Approval

i. At the request of the Board or Executive Administration, the Community Liaison may be responsible for arranging, conducting, or participating in meetings between multiple stakeholders, which include, but are not limited to community members, community association groups, business associations, concerned citizens, Federal, State, or City agencies.

1. **Follow-Up from Public Hearings** – The Board or Executive Administration may request the Community Liaison to arrange, facilitate, coordinate, and participate in a meeting with various stakeholders as a direct result of issues and concerns that were raised at a public hearing.

B. **Scope of Community Liaison's Duties at Facilitation and Engagement Meetings**

i. During assigned meetings under this subsection, the Community Liaison shall act as facilitator of engagement and information sharing between the various stakeholders.

1. Community Liaison is NOT a Mediator

a. The Community Liaison shall not act in the role of mediator on behalf of the BLLC or any party in any meeting that he or she is assigned to attend.

2. Community Liaison Disclaimer to be Issued at beginning of Meeting

a. The Community Liaison shall issue a verbal disclaimer to those present that he or she serves solely as a facilitator engagement and information sharing between the various stakeholders and that what is discussed is not necessarily representative of the Board's position, nor an endorsement of the Board of any position, or binding to the Board in any way.

G. Website and Newsletter

A. **BLLC Website -** In coordination with Secretary III, Community Liaison will publish a "Community Engagement Initiative" section of the website.

a. The website will contain the following links:

i. Outreach calendar and archives

ii. Community Connection Newsletter and archives

iii. Quarterly Community Stat Report

b. **Archived Records** – On a monthly basis all of the electronic records in subsection a(i)-(iii) of this section shall be archived and accessible on-line to members of the public.

B. Monthly Newsletter

a. The Community Liaison shall publish a monthly newsletter to inform elected officials, partner agencies, citizens, and other stakeholders regarding outreach activity, important dates, and contact information for the BLLC. **(See Attachment C)**

Attachment A



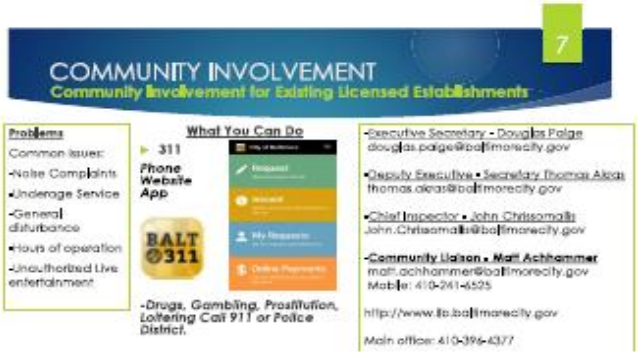


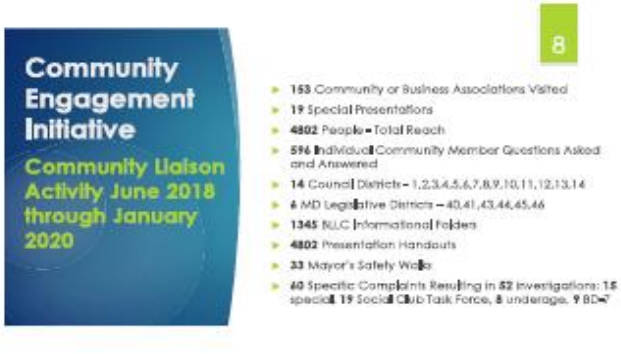












Attachment B



Fri 3/6/2020 3:00 PM

Achhammer, Matt

Thank You and Following Up for the Coppin Heights CDC Steering Committee Meeting

To

Cc Paige, Douglas; Akras, Thomas; Pinkett, Leon; Rice, Tyjuan D.; Ham, Sheena; 'antonio.hayes@senate.state.md.us'; 'frank.conaway@house.state.md.us'; 'nick.mosby@house.state.md.us'; 'melissa.wells@house.state.md.us'

Retention Policy Sent Items -90 Days (90 days) Expires 6/4/2020

Good Afternoon Mr.

On behalf of the Board of Liquor License Commissioners for Baltimore City (BLLC), the Liquor Board, I would like to thank you very much for having us as a guest at Thursday's Coppin Heights CDC Steering Committee meeting. The Liquor Board is working to make sure all communities are connected to our work through the Community Liaison position, and through our continued outreach. I greatly appreciate you allowing me time to present about the Liquor Board, specifically the Protest of Renewal process, and I was pleased to answer the questions posed at the meeting.

For more on the Community Engagement Initiative such as our Quarterly Reports and the BLLC Community Connection Monthly Newsletter, visit https://llb.baltimorecity.gov/community-engagement-initiative

To follow Liquor board hearings, decisions, and more, you can visit the website for the Liquor Board at https://llb.baltimorecity.gov/, and watch Liquor Board hearings on CHARMTV (live-streamed and recorded) at http://charmtv.tv/.

To view the 2020 Protest of Renewal Packet I presented at the meeting, visit: https://llb.baltimorecity.gov/sites/default/files/Protest%20of%20Renewal%20-%20%20Informational%20Packet%202020.pdf

Please do not hesitate to contact me for any further questions or concerns you may have.

Thank you,
Matt

Matt Achhammer
Community Liaison
Board of Liquor License Commissioners City of Baltimore
1 North Charles St., 15th Floor, Baltimore, Maryland 21201
Cell: 410-241-6525
Main BLLC Phone: 410-396-4377
Fax: 410-396-4382

Attachment C

BLLC Community Connection

A Community Engagement Newsletter from the Baltimore City Liquor Board *February 2020*

Employee of the Quarter



Congratulations to Employee of the Quarter Agent Darryl Clark! Agent Clark has been with the BLLC since 2015 rising through the ranks from Inspector to Agent. The BLLC appreciates Darryl's effort and leadership within the Inspection Division and looks forward to his continued contributions. Congratulations, Darryl!

BLLC in Annapolis



BLLC staff Matt Achhammer, Thomas Akras, John Chrissomalis,and Staci Russell, left to right. Photo credit: Mayor's Office.

On February 3rd BLLC staff joined City officials and citizen leaders for "Baltimore Day in Annapolis 2020," hosted by Mayor Bernard C. "Jack" Young. The event allowed the BLLC to connect with citizen, City agency, and elected official stakeholders to discuss licensing issues.

2020 License Renewal

Every year license holders are required to submit a renewal application in order to continue operating for the new license year. The renewal period is from March 1 – March 31. New licenses are issued for the license year which starts on May 1 and ends April 30 of each year.

The BLLC website offers information and assistance on the renewal process, including the following documents:

- Renewal Letter to Licensees 2020
- Frequently Asked Questions for Renewal 2020
- Application for Renewal 2020
- License Fee List 2020
- Food Form 46th District 2020
- Request for Previous Year Application Form

Community Questions – Protests of Renewal

Each month our Community Liaison takes questions from neighborhood and business associations across the City. In January, the BLLC attended 7 association meetings, engaged with 222 people, and received and answered 27 questions on a wide range of topics.

Most of the inquiries made to the BLLC in February focused on the Protest of Renewal process. As we discussed in our January 2020 newsletter, the BLLC has created a presentation about the Protest of Renewal process.

Additionally, the following resources may be helpful:

- Previous years' Protest of Renewal hearings are archived on Charm City TV's Citizens' Hub, located here: https://www.youtube.com/playlist?list=PLHAa8zfKf5XO-mNimsv6FfCQD5wbgXNLu
- This archive will correspond with the dockets for each hearing, in April of each year, found here: https://llb.baltimorecity.gov/hearings-schedule/archives

Some important notes and a brief summary of the Protest of Renewal process:

- The protest must be received by the BLLC or if mailed be postmarked by March 31, 2020.
- The protest of renewal must be signed by 10 individual signatories within immediate vicinity of the establishment. These cannot be license holders or applicants for a license.
- At the public hearing, parties must present a case in a two phase process:
  - Phase one: The protest must be based on a specific complaint (violations, etc., excluding zoning issues) within the previous license year (May 1, 2019 to March 30, 2020).
  - Phase two: The Board will consider other evidence and must determine that there is "substantial evidence" entered into the record that merits non-renewal of the license.

Fun Fact: BLLC recently issued its inaugural Welcome Packet for licensees. To see the Press Release announcing the Welcome Packet, click here. To view the Welcome Packet, click here.

Board of Liquor License Commissioners – City of Baltimore – 1 N. Charles St. Suite 1500 – Baltimore, MD, 21201 – 410-396-4377