



**STATE OF ARIZONA
DEPARTMENT OF LIQUOR LICENSES AND CONTROL**

**FY 2013
Annual Report
July 1, 2012 - June 30, 2013**

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Liquor regulation, as set forth in Arizona Revised Statutes, Title 4, falls under the Department of Liquor Licenses and Control (DLLC) purview. DLLC staff focuses primarily on liquor licensing and enforcement and is guided by the following mission and vision statements.

Mission Statement

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

Vision Statement

Our agency continuously improves human resources, operations, and communications to achieve a level of public service and safety that exceeds expectations.

Director's Overview of FY 2013

This year marks eighty years of progress! On September 5, 1933 Arizona approved ratification of the 21st Amendment to the U.S. Constitution, an event that led to the repeal of the 18th Amendment and the end of Prohibition. Today, Arizona's wine and spirits industry contributes to a multi-billion dollar economy, employs thousands of workers, and provides millions of dollars in tax revenue. Just consider:

- Nearly 27,400 people in Arizona depend on the production, distribution, and sale of alcoholic beverages for their livelihood. (Source: The Wine & Spirits Wholesalers of America, September 2013)
- State consumer and business tax revenue from the wine and spirits industry exceeded \$339,612,300 in FY12. (Source: The Wine & Spirits Wholesalers of America, September 2013)
- The total economic impact of the wine and spirits industry is estimated at \$2,810,717,800. (Source: The Wine & Spirits Wholesalers of America, September 2013)
- Arizona beer distributors generate 2,881 direct jobs and \$1.1 billion in total economic impacts. (Source: National Beer Wholesalers Association, February 2013)
- Arizona beer distributors contribute over \$242 million in federal, state, and local taxes. (Source: National Beer Wholesalers Association, February 2013)



Although vast, the liquor industry does not operate in a vacuum. There are myriad of laws, social influences, competing interests, and people that are impacted by alcohol sales in Arizona. For these and other reasons, the sale of alcoholic beverage is one of the most highly regulated industries in the United States. The Arizona Department of Liquor Licenses and Control (DLLC) enforces Arizona Revised Statutes, Title 4, which is based on the 3-tier system: production, distribution and retail sale of alcoholic beverages. This is done in a way that: (a) defends the integrity of the 3-tier system; (b) protects public's health and safety; and (c) focuses on education and prevention.



Director's Overview of FY 2013

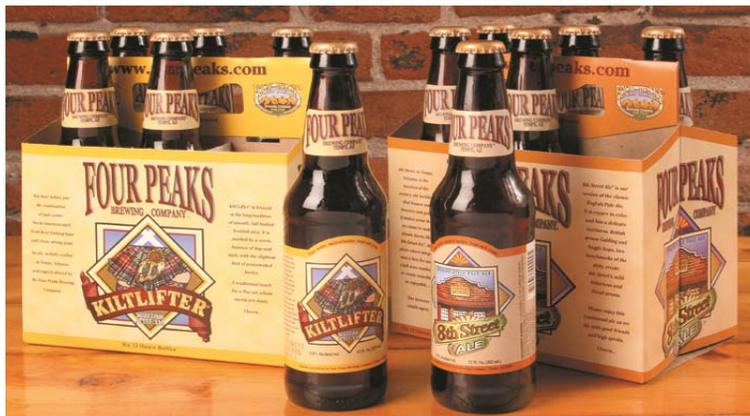
Fiscal year 13 was a busy year at DLLC. The department has maximized efficiency, improved customer service and enhanced the way we do business. Several notable accomplishments include:

- Completing a re-write of the department's rules-which took more than six years to complete.
- Collaborating with statewide law enforcement agencies to create opportunities for joint investigations and monitoring of licensed businesses.
- Facilitating Fake ID, Title 4 and CUB instruction which resulted in more than 700 persons being trained.
- Providing opportunities to develop and nurture staff in furtherance of Performance Management objectives.
- Increasing customer service and adding functionality to the department's legacy computer system.



New innovations drive the liquor industry. From the creation of new license types to the expansion of niche retailing and non-traditional production methods, the DLLC is monitoring numerous trends that are emerging around the United States and right here at home in Arizona. In the future look for possible unconventional premises, temporary special occasion permits, off premise catering, niche retailing, and an expansion of craft brewing, distilling, and wine production.

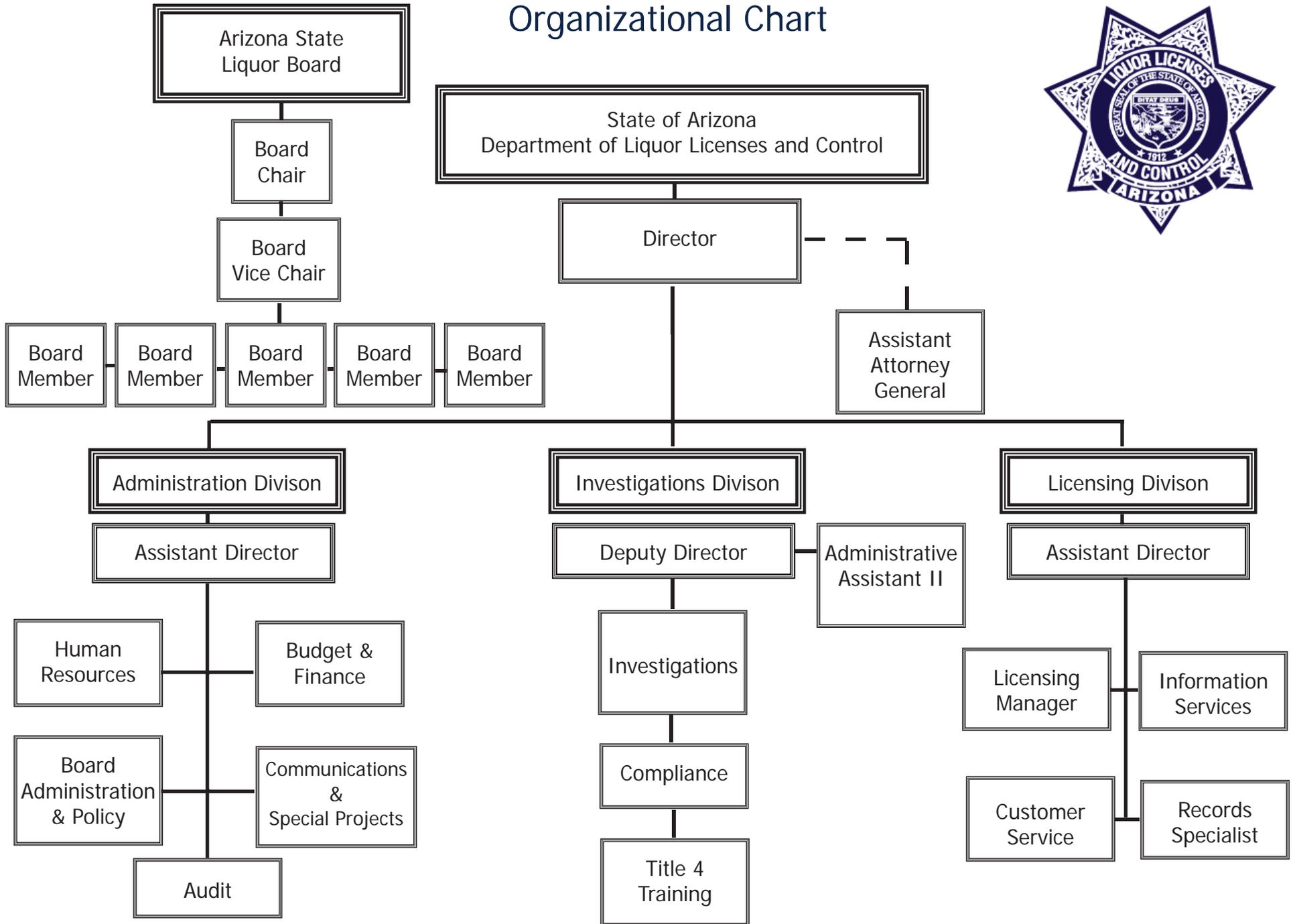
In conclusion, as stewards of the state's liquor industry, we have a tremendous responsibility to the citizenry. Our mission is **"To protect public safety, support economic growth through the responsible sale and consumption of liquor, and efficiently license qualified applicants."**



Alan Everett



Organizational Chart





Full Time Equivalent Positions (FTEs)

DLLC had a total of forty-two (42.2) authorized Full Time Equivalent (FTE) positions throughout FY 2013. At year end, forty-one (40.5) FTEs were assigned to DLLC's three Divisions.

Administration Division

Total FTEs = 9.5

Director	1
Assistant Director	1
Human Resources Unit	1/2
Budget & Finance Unit	2
Audit Unit	2
Communications & Special Projects.....	1
Liquor Board Administrator/ Policy Analyst.....	1
IT Specialist.....	1

Licensing Division

Total FTEs = 14

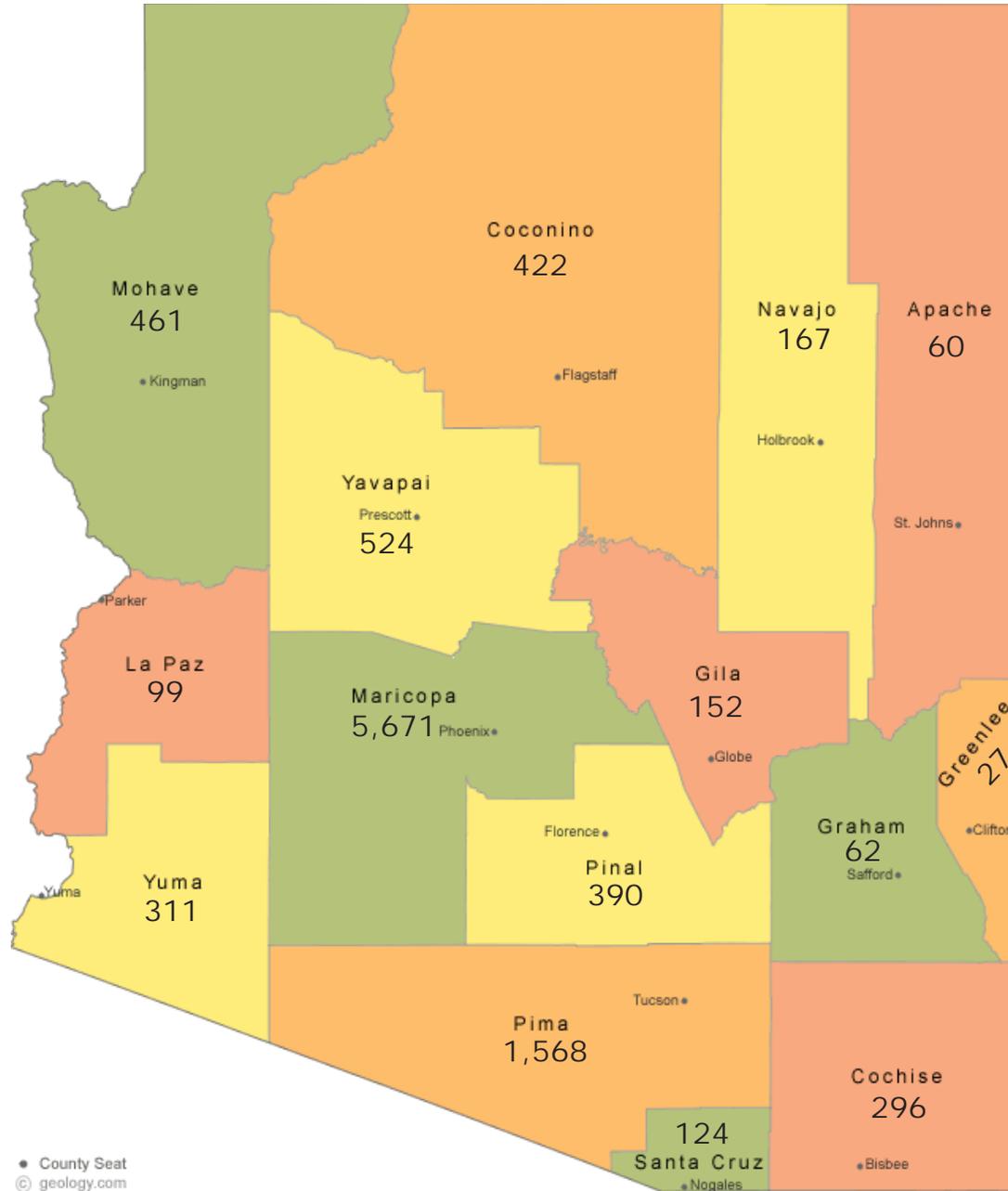
<u>Phoenix Office</u>	
Assistant Director	1
Licensing Manager	1
Customer Service Representatives.....	8
Information Technology (IT)	1
Records Specialists	3

Investigations Division

Total FTEs = 18

<u>Phoenix Office</u>	
Deputy Director.....	1
Administrator	1
Compliance Unit	2
Investigators.....	10
<u>Tucson Office</u>	
Investigators.....	3
<u>Yuma Office</u>	
Investigator.....	1

Liquor Licensed Establishments Regulated By DLLC



Total active licenses - 11,930*
Year End FY 2013

Of the total 11,930 active licenses, 10,334 related to in-state licenses (as illustrated on the county map, left), and 1,596 were out-of-state licenses.

Out-of-State Licenses

Out-of-State Producer = 1,071
Limited Out-of-State Producer* = 525

*11,930 licenses as of July 1, 2013. This number fluctuates daily depending on renewals, new applications, suspensions and revocations.

Administration Division

The Administration Division is responsible for five DLLC units: Audit, Budget and Finance, Communciations and Special Projects, State Liquor Board Administration, and Human Resources.

The Budget and Finance Unit tracks incoming revenues which include funding allocated to the Department, grants awarded to the Investigations Division, license fees, and fines. This unit coordinates revenue disbursements to the state, Arizona's fifteen (15) counties, and the agency's vendors. In addition, this unit coordinates accounts payable and payroll processing.

The Audit Unit monitors and reviews sales activities for liquor-licensed hotel/motels with restaurants (series 11) and restaurants (series 12) to ensure that the 40:60 food-to-liquor sales ratio required by Title 4 is maintained.

The Communications and Special Projects Unit directs incoming and outgoing information which includes media communications and requests, website design and content, industry and agency announcements, public meetings, and design of Title 4 and industry presentations.

The Board Administration Unit manages the administrative hearing process for applications that have been protested by the public, the governing body of a city, town or county, or the DLLC Director. This unit also facilitates other activities on behalf of the Liquor Board including appeals and modification of decisions of the Director.

The Human Resources Unit manages a proper entrance and exit process for employees, participates in the creation, maintenance and distribution of departmental policies and procedures, and manages DLLC's on-going employee training curriculum.

Budget and Finance

In FY 2013, DLLC collected \$6,567,516 in licensing revenue and its budget appropriation was \$2,911,300. Sixty-two percent (61.88%) of the licensing fees collected were deposited into the state's General Fund. Over the last ten fiscal years, DLLC's budget appropriation has averaged \$2.84 million. During that same period, the licensing revenue generated by DLLC has ranged from \$5.3 million to \$13.2 million, totaling \$79.5 million. The table below illustrates the sources of revenue and the portions that are deposited into the General Fund. The table on the following page represents disbursement of revenues that are required by Title 4.

DISBURSEMENT OF REVENUES Revenue Sources and General Fund Deposits Five Year History

Source of Revenues Disbursed	FY 2009	FY 2010	FY 2011	FY2012	FY 2013
License, permits and fees	5,426,453	5,479,822	5,441,629	5,354,472	5,441,301
Fair Market Value (liquor license lottery)	2,975,355	562,824	2,588,647	99,166	349,950
Fines (liquor law violations)	886,440	711,550	576,600	417,920	600,435
Penalty Fees (late renewals)	140,600	151,500	153,750	118,050	116,550
Fingerprint Fees	81,600	69,936	68,256	69,702	59,280
SUB-TOTAL DISBURSEMENT	\$9,510,448	\$6,975,632	\$8,828,882	\$6,059,310	\$6,567,516
Disbursement To General Fund of Revenues	FY 2009	FY 2010	FY 2011	FY2012	FY 2013
Fair Market Value (liquor license lottery)	2,975,355	562,824	2,588,647	99,166	349,950
License & Permit Fees	4,013,024	3,976,023	3,969,759	3,897,454	3,932,010
Fines (liquor law violations)	886,440	711,550	576,600	417,920	600,435
Penalty Fees (late renewals)	140,600	151,500	153,750	118,748	116,550
SUB-TOTAL DISBURSEMENT TO GENERAL FUND	\$8,015,419	\$5,401,897	\$7,288,756	\$4,533,288	\$4,998,945
PERCENTAGE OF TOTAL REVENUE (deposited into General Fund)	84.28%	77.44%	82.56%	74.82%	76.12%
TOTAL REVENUE COLLECTED	\$9,510,448	\$6,975,632	\$8,828,882	\$6,059,310	\$6,567,516

DISBURSEMENT OF REVENUES
Title 4 Required Disbursements
Four Year History

Disbursement of DLLC Revenues	FY 2010	FY 2011	FY2012	FY 2013
Counties				
Apache	5,301	5,678	3,816	4,750
Cochise	26,938	28,317	25,341	24,678
Coconino	47,700	42,634	47,265	50,421
Gila	12,344	14,183	12,435	16,222
Graham	2,417	3,669	5,167	5,783
Greenlee	1,192	892	3,208	1,800
La Paz	10,846	7,544	8,167	9,100
Maricopa	93,000	42,000	51,000	60,000
Mohave	50,720	45,515	47,682	47,553
Navajo	13,457	14,683	17,333	14,716
Pima	99,000	57,000	60,000	81,000
Pinal	35,291	36,752	41,204	30,133
Santa Cruz	13,518	15,743	13,562	11,453
Yavapai	63,491	60,423	65,215	64,570
Yuma	29,434	29,937	26,482	26,711
Other Agencies				
Dept. of Health Services (Special Event Fees)	52,200	54,675	57,850	61,857
Dept. of Economic Security Div. of Developmental Disabilities	50,600	55,650	45,550	54,950
DLLC				
Audit Surcharge	161,670	165,030	164,220	166,800
Enforcement Surcharge K	390,740	404,880	405,090	409,080
Enforcement Surcharge L	343,940	356,730	356,430	358,740
Fingerprint Fees	69,936	68,256	69,004	59,906
TOTAL DISBURSEMENT TO COUNTIES, OTHER AGENCIES AND DLLC	\$1,573,735	\$1,510,191	\$1,526,021	\$1,560,223

Audit Unit

The Audit Unit monitors and performs audits of two types of liquor-licensed establishments: hotel/motel with restaurant (series 11); and restaurant (series 12). Audits are conducted to prevent restaurants from operating as bars. Restaurant liquor licensees are required by Title 4 to maintain a 40:60 food-to-liquor sales ratio. During FY 2013, active restaurant licenses statewide accounted for 3,457, or 29.48% of liquor licenses statewide. Pursuant to A.R.S. § 4-213(E), the Department's authority to approve restaurant continuation licenses expired on June 30, 2013.

AUDIT UNIT STATISTICS At Year End Five Year History

Number of Active Restaurant-Type Licenses	FY 2009	FY 2010	FY 2011	FY2012	FY 2013
Hotel/motel w/Restaurant (series 11)	161	163	160	163	164
Restaurant (series 12)	3,046	3,079	3,175	3,208	3,293
Total restaurant licenses	3,207	3,242	3,335	3,371	3,457
Total liquor licenses	11,633	11,765	11,832	11,619	11,930
Action	FY 2009	FY 2010	FY 2011	FY2012	FY 2013
Total audits completed	103	87	82	90	84
Total audits passed	56	51	38	58	64
Total audits failed	33	30	40	23	17
Total audits inconclusive/audit not performed	14	6	3	9	3
Cases Open for Audit	FY 2009	FY 2010	FY 2011	FY2012	FY 2013
Audits in progress	21	16	15	13	16
Open cases w/projected ratio of >37%	13	4	8	8	12
Open cases w/projected ratio between 30 to 37%	6	12	3	5	4
Open cases w/projected ratio of <30%	2	0	4	0	0
Locations granted one year to continue operation	3	1	1	0	0
Locations being monitored	72	81	94	92	69
Source of Revenue	FY 2009	FY 2010	FY 2011	FY2012	FY 2013
Fees from continuation licenses issued	\$90,000	\$60,000	\$180,000	\$30,000	\$60,000
Assessed fine revenue	\$90,775	\$88,2001	\$99,900	\$72,730	\$55,425
Collected fine revenue	\$81,275	\$81,750	\$84,400	\$64,355	\$47,625

Licensing Division

The Licensing Division is responsible for processing new license applications, permits, renewals, and maintaining up-to-date and accurate license records. There were 11,930 active liquor licenses in Arizona at year end FY 2013, an increase of three percent (2.68%) from FY 2012, and a sign of economic growth.

DLLC's Information Technology (IT) and Records Unit provide support to all divisions and units of DLLC. Support includes continuous on-line access of license status for industry stakeholders, generating monthly renewal applications, and scanning documents into the Licensing Control System (LCS). LCS has served DLLC well since 1991. ELIS, part of a statewide e-licensing initiative, was tested for five years as a replacement for LCS. Due to significant issues with ELIS, DLLC terminated the project in FY 2013. Other technology solutions will be explored in FY 2014 to optimize data storage and retrieval for each division, industry stakeholders, and the public.

LICENSE TRANSACTIONS At Year End Five Year History

Action	FY 2009	FY 2010	FY 2011	FY2012	FY 2013
New liquor licenses issued	1,982	2,114	1,798	1,778	1,560
Special event permits issued	1,966	2,019	2,197	2,308	2,198
Liquor licenses renewed	11,097	11,162	11,483	11,582	11,104
Interim permits issued	573	570	516	543	509
Active licenses	11,633	11,765	11,832	11,619	11,930

Liquor license applicants select the license series most appropriate for their business from seventeen available options. The license series and the county in which the license establishment operates will determine when the annual renewal date occurs. In the chart below, liquor licenses are listed by series and name followed by the county name and county code. Each license is assigned a unique number that includes the series number, county code, and sequential issuance number. Licensees are required to post their license on the premises in a conspicuous location.

Types of Liquor Licenses, County Codes, License Number Components

<u>License Series</u>	<u>License Name</u>	<u>County Name</u>	<u>County Code</u>
Series 01	In-State Producer	Apache	01
Series 02	Out-of-State Producer	Cochise	02
Series 03	Domestic Microbrewery	Coconino	03
Series 04	Wholesaler	Gila	04
Series 05	Government	Graham	05
Series 06	Bar (All spirituous liquor)	Greenlee	06
Series 07	Beer and Wine Bar (Beer and wine only)	Maricopa	07
Series 08	Conveyance (Airplanes, Trains, Boats)	Mohave	08
Series 09	Liquor Store (All spirituous liquor)	Navajo	09
Series 10	Beer and Wine Store (Beer and wine only)	Pima	10
Series 11	Hotel-Motel (with restaurant)	Pinal	11
Series 12	Restaurant	Santa Cruz	12
Series 13	Domestic Farm Winery	Yavapai	13
Series 14	Club (Private)	Yuma	14
Series 15	Special Event (Temporary license)	La Paz	15
Series 16	Wine Festival/Wine Fair		
Series 17	Direct Shipment License		

Liquor License Number Components

Sample License Number: 06031050

06 = a series 6 bar license

03 = licensed premises is located in Coconino County

1050 = sequential issuance number for the liquor license

**LICENSE COUNT BY COUNTY AND TYPE
At Year End***

COUNTY	Series 01	Series 02	Series 03	Series 04	Series 05	Series 06	Series 07	Series 08	Series 09	Series 10	Series 11	Series 12	Series 13	Series 14	TOTAL
Apache						21	4		17	6	1	8		3	60
Cochise			2	1	3	68	29		44	58	5	52	20	14	296
Coconino			7	6	7	52	57	3	54	81	18	125	1	11	422
Gila			2	3		42	17		26	23	2	26	2	9	152
Graham				1	1	16	5		15	15		7		2	62
Greenlee					1	7	1		7	5		3		3	27
Maricopa	6		29	73	42	654	420	14	782	1,360	89	2,090	7	105	5,671
Mohave	1		5	6	5	48	49	2	52	127	3	133	2	28	461
Navajo			1	2		41	21		40	22	1	28		11	167
Pima	1		8	9	14	227	175	4	273	307	30	470	3	47	1,568
Pinal				1	3	78	36		74	98	1	80	1	18	390
Santa Cruz			1		1	20	9		17	30	2	31	12	1	124
Yavapai			6	4	3	72	46	1	57	95	10	181	29	20	524
Yuma				2	4	55	27		56	77	5	71	1	13	311
La Paz				1	1	17	12		18	26		17		7	99
Out of State Suppliers		1,071													1,071
Limited Out of State Suppliers		525													525
TOTALS	8	1,596	61	109	85	1,418	908	24	1,532	2,330	167	3,322	78	292	11,930

*11,930 licenses as of July 1, 2013. This number fluctuates daily depending on renewals, new applications, suspensions and revocations.

Investigations Division

It is the responsibility of the Investigations Division to ensure that all licensees statewide adhere to Arizona Revised Statutes Title 4 (Arizona liquor law) and all Arizona Administrative Code Rules established by the DLLC.

The primary functions of the Investigations Division are to:

- Collaborate with law enforcement agencies statewide on the application of Title 4, with emphasis on the Administrative Law Process.
- Track industry trade practices to ensure compliance with Title 4 and A.A.C. Title 19.
- Educate students about legal, physical, and emotional outcomes that can occur when alcohol is consumed by persons under the age of 21 (“underage”).
- Work with community members to ensure that licensed establishments positively impact neighborhoods.
- Work with licensees and their staff to keep them up to date on Fake IDs and changes to Title 4 and A.A.C. Title 19.
- Enforce Title 4 and Title 13 criminal laws to ensure compliance with statutes.
- Conduct routine liquor-licensed business inspections to educate and prevent future violations.
- Investigate complaints regarding liquor-licensed establishments received from community members and local law enforcement personnel.
- Conduct background investigations of liquor license applicants to determine if Title 4 qualifications to possess a liquor license are met.
- Review police reports submitted by local law enforcement agencies to assess compliance and when one or more violations are found, submit reports to DLLC’s Compliance Unit.
- Conduct Covert Underage Buyer (CUB) detail to determine if a licensed establishment is in compliance with Title 4 regarding the sale and service of liquor only to persons over the age of 21.
- Develop and implement enforcement plans for the sale and service of liquor at large scale, public “special events” where attendance of more than 1,000 people is expected.



Education • Prevention • Enforcement

With 11,930 active liquor licenses, the fourteen (14) fulltime sworn officers of the Investigation Division operated with an officer-to-liquor license ratio of 1:782. Training events in FY 2013 were held in seven (7) counties for 160 law enforcement officers (Title 4, Fake ID, CUB, and TRACE) and 544 civilians (Title 4 and Fake ID).

INVESTIGATION DIVISION ACTIVITY Five Year History

	FY 2009	FY 2010	FY 2011	FY2012	FY 2013
Officer-to-liquor license ratio:	1:1,182	1:1,287	1:1,076	1:830	1:782
Case type					
Routine liquor inspections (Number of establishments randomly inspected to ensure they are operating in compliance with Title 4)	3,798	2,954	2,459	2,503	2,900
Non-actioned (criminal) complaints (Number of incoming complaints to the Investigations Division reporting a liquor law violation)	532	408	459	454	531
Actioned (administrative) complaints	256	128	102	72	118
Administrative counts charged (Number of citations issued by an investigator when a liquor law violation was found at a liquor-licensed establishment)	2,643	1,615	1,425	1,666	1,996
Underage violations	1,852	721	914	1,715	1,105
Citations issued to underage (Number of citations written to underage persons who were found in violation of Title 4)	1,108	736	580	918	513
Hidden ownerships completed	49	17	18	25	22
Site inspections completed	959	653	698	760	343
Law enforcement liaison completed	909	764	632	985	497
Criminal citations issued (Number of citations issued by an investigator when an individual is found in violation of Title 4)	1,806	969	1,602	1,809	1,279
On-view violation case reports	403	312	528	758	498
Compliance case reports submitted	665	561	752	888	705
Law enforcement training events	11	22	36	33	11
Community training events	5	5	4	9	10

Covert Underage Buyer (CUB) Program

In an effort to curb the sale of liquor to underage persons, the Covert Underage Buyer (CUB) program was instituted in May of 2003. This program provides the resources necessary for DLLC to investigate reported complaints of liquor licensed businesses suspected of underage liquor law violations. When DLLC has reasonable suspicion that a liquor-licensed establishment is selling liquor to underage customers, the agency will send in a covert underage buyer, or CUB, to attempt to purchase liquor. The CUBs are between the ages of sixteen (16) and nineteen (19) and are carefully trained by DLLC investigators to understand and follow state laws, including DLLC's CUB investigations guidelines and personal and public safety measures. Currently there are two (2) officers and a total of seven (7) trained CUBs performing CUB operations for the Department. DLLC provides CUB program training to all Arizona law enforcement agencies, allowing the program to operate statewide. During FY 2013, DLLC collaborated with local law enforcement agencies in seven (7) counties.

CUB PROGRAM STATISTICS

FY 2013

Locations investigated	273
Number that sold to CUB	90
Percentage of establishments that sold to CUB	32.96%
Administrative citations issued	255*
Criminal citations issued	164*

*Sometimes DLLC will issue one type of citation and the collaborating agency will issue the other.

May 2003 to June 2013

Locations investigated	3,412
Number that sold to CUB	1,046
Percentage of establishments that sold to CUB	30.65%
Administrative citations issued	2,452
Criminal citations issued	2,037

Compliance Unit

The Compliance Unit governs the dispute-resolution process and imposes disciplinary actions against licensees for violations of State liquor laws. The Compliance Unit is responsible for determining an appropriate course of disciplinary action which may consist of verbal or written warnings, consent agreements, or referral for a full administrative hearing.

COMPLIANCE UNIT ACTIVITY Five Year History

Case Type	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
Revocations	5	10	2	0	1
Suspensions	18	31	7	4	4
Surrenders	15	26	13	2	18
Divestitures	4	6	4	3	9
Administrative complaints	44	67	9	5	7
Decisions and orders	22	27	8	3	3
Cases received	665	561	752	888	708
Cases completed	529	529	280	199	151
Cases in progress at year end	436	32	478	688	557
Warning letters issued	122	66	45	17	25
Cases sent to the Office of Administrative Hearings	42	26	6	7	7

DLLC's Compliance Unit collected fines of six hundred seventy-three thousand seven hundred ten dollars (\$673,710) from four hundred forty (440) compliance actions processed and adjudicated during FY 2013.

Compliance Statistics Resulting From Underage Violations

Fiscal Year	Fines Collected	Licenses Suspended	Licenses Revoked
2010	\$365,875	4	1
2011	\$214,500	2	0
2012	\$82,265	1	0
2013	\$125,500	4	1

State Liquor Board

The State Liquor Board operates independently from the Director of DLLC. However, the Board is housed within the department and is provided one staff member who prepares and maintains the hearing notices, agendas, orders, minutes, and records.

Board members are responsible for hearing liquor license applications that have received public protest or a recommendation of disapproval from the local governing body or the DLLC Director. Additionally, the Board may hear appeals and overturn or amend decisions of the Director.

The Board consists of seven members who are appointed by the governor pursuant to A.R.S. § 4-111(A)-(F) and A.R.S. § 38-211. Five of the Board members shall not be financially interested directly or indirectly in business licensed to deal with spirituous liquors. Two members shall be engaged in business in the spirituous liquor industry, at least one of whom shall currently be a retail licensee or employee of a retail licensee. One member shall be a member of a neighborhood association recognized by a county, city or town. No more than four members may be of the same political party. No more than two members may be appointed from the same county.

Members serve for three year terms which expire on the third Monday in January of the third year of service. The governor may remove any member of the board for cause. No member may represent a licensee before the board or the department for a period of one year after the conclusion of the member's service on the board.

State Liquor Board Members and Terms

J.D. Ghelfi (R)	Chairman, Maricopa County, No Financial Interest	January 19, 2015
Bill DuPont (D)	Vice Chairman, Pima County, Neighborhood Association	January 18, 2016
Jim Carruthers (R)	Yuma County, No Financial Interest	January 19, 2015
Robin Cantrell (I)	Graham County, Retailer	January 19, 2015
Tim Linden (R)	Graham County, Wholesaler	January 20, 2014
Vikki Scarafiotti (D)	Maricopa County, No Financial Interest	January 20, 2014
Vacant (The Governor is reviewing appointment.)		January 21, 2013

Liquor Board Actions Five Year History

	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
Hearings scheduled (Number of cases scheduled to be heard before the Liquor Board)	159	107	89	60	51
Applications protested (DLLC, local governing bodies and the public may protest a license application.)	n/a	n/a	n/a	21	22
Licenses granted	58	40	23	18	21
Licenses denied	22	19	13	8	9
Continuances granted (Number of times the hearing or the Board's decision was postponed to a subsequent hearing)	48	29	33	20	10
Licenses withdrawn (Applicants may withdraw their applications)	18	15	16	11	7
Appeals heard (Applicants and licensees have the right to appeal a decision made by the Director or the Board.)	11	2	3	0	0
Rehearings requested (A rehearing of a case may be requested by the Board, the applicant, or an interested party.)	1	2	1	2	2
Hearings cancelled (If the reason for the protest is clearly removed or satisfied, the Director may request the Board to cancel the hearing.)	n/a	n/a	n/a	4	1