

# GOVERNOR'S MONTHLY REPORT

## FEBRUARY 2013



STATE OF ARIZONA  
DEPARTMENT OF LIQUOR LICENSES AND CONTROL

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The information reported in this document is used to keep the Governor and staff apprised of accomplishments, key issues, and upcoming events as they relate to the Department of Liquor Licenses and Control, and its three divisions (Licensing, Administration, and Investigations) on a monthly basis.

**GRANTS & FUNDING**  
**LIQUOR ENFORCEMENT & EDUCATION OUTREACH GRANT**  
**CUB (COVERT UNDERAGE BUYER) PROGRAM**

In an effort to curb the sale of liquor to underage persons, the Covert Underage Buyer (CUB) program was instituted in June of 2003. This program provides the resources necessary for DLLC to investigate reported complaints of liquor licensed businesses suspected of one or more 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 fifteen (15) and nineteen (19), and are carefully trained by DLLC investigators to understand and follow state laws, including DLLC's CUB investigations guidelines, personal and public safety measures. Currently there is one (1) officer and a total of twelve (12) 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.

DLLC conducted investigations of twenty (20) liquor-licensed establishments using six (6) CUBs. Five (5), or twenty-five (25.0%) percent, of these establishments sold alcohol to a (CUB) resulting in ten (10) criminal and ten (10) administrative violations. All twenty (20) locations were investigated in response to complaints received by DLLC.

DLLC saw an increase of twenty-five (25.0%) percent in the number of establishments that sold to CUBS compared to the previous month, January 2013.

Since the inception of the program, three thousand two hundred sixteen (3,216) establishments have been investigated and nine hundred eighty-eight (988) or thirty-one (30.7%) percent have sold to CUB buyers resulting in two thousand three hundred eighty-eight (2,388) administrative violations and one thousand nine hundred ninety-seven (1,997) criminal citations.

**CUB Program Statistics**

<b>Calendar Year</b>	<b>Locations Investigated</b>	<b># Sold to CUB</b>	<b>% of Locations that Sold to CUB</b>	<b>Administrative Violations</b>	<b>Criminal Violations</b>
<b>2003</b>	122	33	29	70	71
<b>2004</b>	217	55	25	122	136
<b>2005</b>	337	108	32	342	283
<b>2006</b>	475	148	31	409	317
<b>2007</b>	450	108	24	200	201
<b>2008</b>	572	172	30	416	349
<b>2009</b>	392	115	29	234	229
<b>2010</b>	169	96	57	207	129
<b>2011</b>	234	62	26	143	69
<b>2012</b>	215	82	38	225	193
<b>2013</b>	33	9	27	20	20

An Underage Drinking Hotline is in operation for concerned citizens to call when underage drinking, service, or sales are suspected. With each complaint DLLC launches an investigation. The Underage Drinking Hotline number is 1-877-NOT-LEGL or 1-877-668-5345.

**GRANTS & FUNDING**  
**LIQUOR ENFORCEMENT & EDUCATION OUTREACH GRANT**  
**TRACE (TARGET RESPONSIBILITY FOR ALCOHOL CONNECTED EMERGENCY)**

The TRACE (Target Responsibility for Alcohol Connected Emergency) program began in June 2004 to develop a system of effective and rapid communication between local law enforcement and emergency medical services (EMS), a service providing out-of-hospital acute care and transport), personnel in high-profile cases which involve underage drinking. Each TRACE case is concluded only when the source of liquor is traced back to the supplier and the supplier is charged with a criminal and/or administrative violation.

TRACE is a statewide operation with one (1) full time investigator available for immediate response to alcohol-related emergencies which involve an underage person(s).

**TRACE Program Statistics**

<b>Calendar Year</b>	<b>Total # of New Cases</b>	<b>Administrative Violations</b>	<b>Criminal Violations</b>
<b>2005</b>	11	5	3
<b>2006</b>	11	24	12
<b>2007</b>	4	9	6
<b>2008</b>	6	6	3
<b>2009</b>	8	20	4
<b>2010</b>	5	13	4
<b>2011</b>	5	0	0
<b>2012</b>	8	9	0
<b>2013</b>	0	0	0

There were no TRACE cases opened or closed this month.

## OUTREACH

### Community & Agency Outreach

Community and agency outreach meetings and presentations create opportunities to increase DLLC's efficiency and relevancy, encourage agency collaborative efforts, and promote safe and legal alcohol distribution, sales, and consumption in Arizona.

#### **Community and agency outreach during the month:**

- Meeting with Senator Shooter regarding stacking brewery & wine licenses- Director and Asst. Director of Administration attended
- Meeting with Representative Barton and Wine Growers regarding HB2339- Director and Asst. Director of Administration attended
- Verde Valley Medical Center (VVMC) Alcohol Task Force-Director attended
- Arizona Peace Officer Standards and Training (AZPOST) Below 100 Training- Deputy Director attended
- Northern Arizona (NOAZ) Law Enforcement Director's Meeting- Deputy Director attended
- Legislative Liaison Meetings- Asst. Director of Administration attended
- Arizona Substance Abuse Partnership (ASAP) Executive Order Amendments Work Group- Asst. Director of Administration attended
- The National Association for Government Archives and Records Administrators' 2013 Judicial Records Forum-Director of Communications attended

#### **Law Enforcement Special Detail:**

- 3 CUB details- Palubeskie
- Trade Practice questions, comments and concerns- Miller
- Equipment and AZPOST paperwork review- Parris
- Vehicle assignment and RV prep-Trevizo
- Tempe community Liquor Law Training- Palubeskie instructed
- United Waste Management detail- All officers
- Out of area complaints- All officers

## SUCCESS STATISTICS INVESTIGATIONS

It is the responsibility of the Investigations Division to ensure that all licensees adhere to A.R.S. Title 4 (Arizona liquor laws) and all Rules established by the DLLC.

Investigators completed two hundred forty-one (241) routine liquor inspections (RLIs) at licensed establishments and events throughout Arizona resulting in one hundred thirteen (113) criminal citations and one hundred sixteen (116) administrative violations. The following success statistics were completed by a staff of fourteen (14) fulltime, sworn officers who uphold a statewide officer-to-liquor license ratio of 1:837.

Total investigative actions taken were nine hundred twenty-nine (929) this month which is a decrease of ten (9.7%) percent when compared to the one thousand twenty-nine (1,029) investigative actions taken in February 2012.

<b>Achievements:</b>	<b>Current Month</b>	<b>Total FY 2013</b>	<b>1 Year Ago This Month</b>	<b>Total FY 2012</b>
Hidden Ownerships Completed	2	18	2	25
Site Inspections Completed	45	241	34	760
Actioned (administrative) Complaints	3	85	2	72
Non-Actioned (criminal) Complaints	36	388	27	454
Administrative Counts Charged	116	1,447	99	1,666
Criminal Citations Issued	113	943	127	1,809
Routine Liquor Inspections Completed	241	1,897	206	2,503
Compliance Case Reports Submitted	50	447	74	889
On-view Violation Case Reports	40	311	70	758
Law Enforcement Liaison Completed	73	667	94	985
<b>Underage Investigations Statistics:</b>				
Citations Issued to Underage	75	256	95	918
Total Violations	135	639	199	1,715
<b>Total Achievements:</b>	929	6,620	1,029	12,554

The number of citations DLLC investigators issued to underage persons decreased from 95 to 75 or twenty-one (21.1%) percent and the total number of violations decreased from 199 to 135 or thirty-two (32.2%) percent compared to February 2012.

<b>Current Month</b>	<b>Younger than Age 15</b>	<b>Age</b>					
		<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>
<b>Age of minor cited</b>	0	0	0	1	5	24	26

Of the citations the DLLC investigators issued to underage persons, twenty-six (26) were twenty years old, nineteen (19) were nineteen years old, five (5) were eighteen years old, and one (1) was seventeen years old.

**SUCCESS STATISTICS**  
Investigations (continued)

<b>Statute/ Definition</b>	<b># of Citations Issued This Month</b>	<b># of Citations Issued in FY 2013</b>	<b>1 Year Ago This Month</b>	<b># of Citations Issued in FY 2012</b>
<b>A.R.S. § 4-241.A</b> Failure to Check ID	0	47	1	59
<b>A.R.S. § 4-241.L</b> Use of false ID to buy alcohol	12	89	21	154
<b>A.R.S. § 4-241.M</b> Underage solicits third party buyer	1	17	2	34
<b>A.R.S. § 4-241.N</b> Use of false ID to enter premises	6	49	10	93
<b>A.R.S. § 4-244.1</b> Selling without a license	0	1	1	9
<b>A.R.S. § 4-244.9</b> Furnishing alcohol to an underage, underage in possession/consumption	48	268	60	554
<b>A.R.S. § 4-244.13</b> Employee consuming on duty	0	4	n/a	n/a
<b>A.R.S. § 4-244.20</b> Consume in a public place	0	17	0	59
<b>A.R.S. § 4-244.41</b> Alcohol in system of underage	54	153	65	548
<b>A.R.S. § 4-251</b> Consumption/open container in vehicle	0	8	n/a	n/a
<b>A.R.S. § 13-2907.01</b> Providing false information to state	2	5	4	28
<b>A.R.S. § 28-3478.1</b> Unlawful use of driver's license	6	46	14	60
<b>A.R.S. § 28-3478.3</b> Using another person's driver's license	6	35	8	84

The number of citations issued due to Furnishing Alcohol to an Underage, Underage in Possession/Consumption decreased from sixty (60) in February 2012 to forty-eight (48) in February 2013 or by twenty (20.0%) percent. The number of citations issued for Alcohol in System of Underage decreased from sixty-five (65) in February 2012 to fifty-four (54) in February 2013 or by seventeen (16.9%) percent. The number of citations issued due to Use of False ID to Buy Alcohol decreased from twenty-one (21) in February 2012 to twelve (12) in February 2013 or by forty-three (42.9%) percent. The number of citations issued due to Unlawful use of a Driver's License decreased from fourteen (14) in February 2012 to six (6) in February 2013 or by fifty-seven (57.1%) percent.

## SUCCESS STATISTICS LIQUOR LICENSE AUDITS

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 ensure that restaurants are not operating as bars and are maintaining a 40:60 food-to-liquor sales ratio which is required by Title 4.

Currently there are one hundred sixty-five (165) active Series 11 (hotel/motel) licenses and three thousand three hundred seventy-three (3,373) active Series 12 (restaurant) licenses statewide. Compared to February 2012, the number of hotel/motel with restaurant licenses increased by three (3) or two (1.9%) percent and the number of restaurant licenses increased by one hundred and eight (108) or three (3.3%) percent.

DLLC employs two (2) fulltime auditors. With a total of three thousand five hundred nineteen (3,519) restaurant-type licenses combined, the statewide auditor-to-liquor license ratio is 1:1,769.

<b>Audit Status</b>	<b>Current Month</b>	<b>This Month Last Year</b>
<b>Audits closed</b>	7	9
<b>Audits initiated</b>	8	10
<b>Audits in progress</b>	16	16
<b>Open cases w/projected ratio of &gt;37%</b>	5	9
<b>Open cases w/projected ratio between 30 to 37%</b>	9	5
<b>Open cases w/projected ratio of &lt; 30%</b>	2	2
<b>Locations granted 1 year to continue operation</b>	0	2
<b>Locations being monitored</b>	72	89

Seven (7) audits were completed in Maricopa, Mohave and Pima Counties which resulted in actionable violations in five (5) cases. There were sixteen (16) audits in progress and seventy-two (72) locations being monitored. In February 2012, there were nine (9) audits completed, sixteen (16) audits in progress and eighty-nine (89) locations being monitored.

<b>Audit Action</b>	<b>Current Month</b>	<b>Total FY 2013</b>	<b>This Month Last Year</b>	<b>Total FY 2012</b>	<b>Total 2003 To Present</b>
<b>Audits completed</b>	7	49	9	90	584
<b>Audits passed</b>	6	34	3	58	280
<b>Audits failed</b>	1	12	6	23	239
<b>Inconclusive</b>	0	3	0	9	59
<b>Other charges only</b>	0	0	0	0	6

Of the seven (7) audits completed this month, six (6) passed and one (1) failed.

**SUCCESS STATISTICS**  
**Liquor License Audits (continued)**

Audit statistics since January 1, 2003 are noted below:

Year	Audits Completed	Revenues Collected	Average Fine per Audit (does not include continuation license fees)
1/1 - 6/30/03	6 audits	--	--
FY 2004	23 audits	--	--
FY 2005	24 audits	--	--
FY 2006	32 audits	--	--
FY 2007	27 audits	\$13,000	\$481
FY 2008	61 audits	\$36,500	\$598
FY 2009	103 audits	\$81,275	\$789
FY 2010	87 audits	\$81,750	\$940
FY 2011	82 audits	\$84,400	\$1,029
FY 2012	90 audits	\$64,355	\$715
FY 2013	49 audits	\$31,425	\$641

In 2006, A.R.S. §4-213.C introduced the "continuation license" (commonly referred to as the "Grill Bill") into state liquor law. The continuation license, at a cost of \$30,000, allows restaurants that have not met the required 40:60 food-to-liquor sales ratio during the last 12-month period the option of continuing to operate with a food-to-liquor sales ratio below restaurant requirements. Since the 2006 introduction, fees collected from the issuance of fifteen (15) continuation licenses total four hundred fifty thousand (\$450,000) dollars. In FY 2013, thirty thousand (\$30,000) dollars have been collected from the issuance of continuation licenses.

Pursuant to A.R.S. §4-213(E), the option for a series 12 liquor license to operate under the provisions of a restaurant continuation license will sunset on June 30, 2013. The Department will post notification on the website no later than March 29, 2013.

In February 2013, the department collected revenue for audit-related violations totaling three thousand two hundred fifty (\$3,250) dollars. Audit fines assessed from violations totaled four thousand seven hundred fifty (\$4,750) dollars. Compared to February 2012, total fines collected decreased by three thousand seven hundred fifty (\$3,750) dollars or fifty-four (53.6%) percent and total audit fines assessed from violations increased by two thousand (\$2,000) dollars or seventy-three (72.8%) percent.

**Audit Revenue 2-year Comparison**

Audit Action	Current Month	Total FY 2013	1 Year Ago This Month	Total FY 2012
Fines Collected	\$3,250	\$31,425	\$7,000	\$64,355
Fines Assessed	\$4,750	\$40,600	\$2,750	\$72,730
Continuation License (Grill Bill) Revenue	\$0	\$30,000	\$0	\$30,000
Pending Continuation Licenses (Grill Bill)	1	-	1	-



## SUCCESS STATISTICS COMPLIANCE

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.

Achievements	Current Month	Total FY 2013	1 Year Ago This Month	Total FY 2012
Revocations	0	1	0	0
Suspensions	0	3	0	4
Surrenders	1	8	1	2
Divestitures	1	5	0	3
Administrative Complaints	4	6	0	5
Decisions & Orders	0	2	0	3

Achievements	Current Month	Total FY 2013	1 Year Ago This Month	Total FY 2012
Cases Received	54	465	49	888
Cases Completed	5	78	9	199
Cases in Progress	49	387	40	688
Warning Letter Issued	0	18	0	17
Cases Sent to OAH	1	4	0	7

### Economic Impact:

Fines collected totaled fifty-four thousand five hundred fifty (\$54,550) dollars from forty-four (44) adjudicated compliance actions. Compared to last month, January 2012, this represents a seventy-five (74.5%) percent decrease in collected revenues and a seven (7.3%) percent increase in the number of compliance actions processed. Compared to February 2012, this represents a fifty-four (54.1%) percent increase in collected revenues and a seven (7.3%) percent increase in the number of compliance actions processed.

A penalty payment plan gives licensees the option to pay fines in installments rather than in one lump sum. DLLC and the licensee agree to the terms of the payment plan during a negotiation process. Although the payment plan may reduce DLLC's monthly collection of fine revenues in the short term, the long term outcome is intended to keep establishments in business by easing the financial burden of fines during the current economic decline.

Action	Current Month	Total FY 2013	1 Year Ago This Month	Total FY 2012
Fines collected	\$54,550	\$499,135	\$35,400	\$428,445
Cases adjudicated	44	287	41	479

**SUCCESS STATISTICS**  
Compliance (continued)

Fiscal Year	Compliance Actions	Revenues Collected	Average Fine Per Action
2002-2003	414	\$445,725	\$1,077
2003-2004	388	\$518,800	\$1,337
2004-2005	431	\$557,725	\$1,294
2005-2006	500	\$689,475	\$1,379
2006-2007	429	\$627,975	\$1,464
2007-2008	334	\$582,350	\$1,744
2008-2009	584	\$886,440	\$1,518
2009-2010	415	\$705,725	\$1,701
2010-2011	425	\$598,509	\$1,408
2011-2012	479	\$428,445	\$894
2012-2013	287	\$499,135	\$1,739

**Adjudicated Underage Violations**

Statute	Definition	Adjudicated This Month	TOTAL FY 2013	1 Year Ago This Month	TOTAL FY 2012
A.R.S. § 4-241.A	Failure to Check ID	4	21	5	36
A.R.S. § 4-241.L	Sold to CUB	0	0	0	11
A.R.S. § 4-244.1	Unlicensed Resale	0	0	0	0
A.R.S. § 4-244.9	Furnish alcohol to an underage	8	36	6	74
A.R.S. § 4-244.16	Knowingly allow furnishing liquor to underage	0	0	0	1
A.R.S. § 4-244.22	Consume w/o permission of premises owner	0	1	0	0
A.R.S. § 4-244.33	Underage DUI	0	0	0	0
A.R.S. § 4-244.40	Alcohol in system of underage	0	0	0	0
A.R.S. § 13-2907.01	Provide false information to state	0	0	0	0
A.R.S. § 28-3478.1	Unlawful use of driver's license	0	0	0	0
A.R.S. § 28-3478.3	Use another person's driver's license	0	0	0	0

Fines from adjudicated underage violations total fifty-one thousand one hundred twenty-five (\$51,125) dollars. To date in FY 2013, there have been three (3) licenses suspended and one (1) license revoked.

**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	\$51,125	3	1

## SUCCESS STATISTICS STATE LIQUOR BOARD

The State Liquor Board operates independently from the Director of the Department of Liquor Licenses and Control and is responsible for hearing liquor license applications that have been protested by the public, the governing body of a city, town or county, or the Department Director. Additionally, the Board may hear appeals and overturn or amend decisions of the Director.

<b>Achievements:</b>	<b>Current Month</b>	<b>Total FY 2013</b>	<b>1 Year Ago This Month</b>	<b>Total FY 2012</b>
<b>Hearings Scheduled</b>	1	42	5	60
<b>Applications Protested</b>	0	16	2	21
<b>Licenses Granted</b>	0	18	2	18
<b>Licenses Denied</b>	0	6	1	8
<b>Continuances Granted</b>	0	9	1	20
<b>Continuances Denied</b>	0	1	n/a	n/a
<b>Licenses Withdrawn</b>	0	6	1	11
<b>Appeals Heard</b>	0	0	0	0
<b>Rehearings Requested</b>	1	2	0	2
<b>Hearings Cancelled by Director</b>	0	0	0	4

There was one (1) application scheduled before the State Liquor Board for a request for rehearing which was denied. To date in FY 2013, the State Liquor Board has granted forty-three (42.9%) percent and denied fourteen (14.3%) percent of the license applications heard and fourteen (14.3%) percent of applications set for hearing withdrew. The remaining twenty-nine (28.5%) percent of hearings were continued, cancelled or reheard.

### STATE LIQUOR BOARD MEMBERS AND TERMS

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

## SUCCESS STATISTICS LICENSING

The Licensing Division is responsible for processing new license applications, permits, renewals, and maintaining up-to-date and accurate information on active licenses.

Compared to February 2012, the number of new liquor licenses issued in Arizona have decreased by eleven (10.9%), the number of renewals have decreased by eleven (11.4%), and the number of active licenses increased by two (1.8%) percent. In comparison to February 2012, monthly licensing revenues (including lottery collections) have decreased by ten (9.9%) percent from three hundred eighty-eight thousand five hundred ninety-three (\$388,593) dollars during this time last year to three hundred fifty thousand one hundred fifty-three (\$350,153) dollars during the current month.

There were six (6) exempt locations issued raising the number to a total of sixty-three (63) active exempt locations in Arizona. An exempt location is an establishment that (1) meets the criterion established in A.R.S. §4-244.05 and A.A.C. R19-1-315, (2) has made application for the exemption, (3) has been inspected by a DLLC investigator, and (4) has been issued a 1-year exemption which allows patrons to bring and consume beer and wine on the premises.

Licensing	Current Month	Total FY 2013	1 Year Ago This Month	Total FY 2012
<b>New licenses issued</b>	130	1,190	146	1,640
<b>Renewed licenses</b>	534	8,250	603	10,022
<b>Lottery licenses issued</b>	0	1	0	1
<b>Collected Lottery Revenues:</b>	\$0	\$170,000	\$0	\$99,166
<b>Number of Active Liquor License:</b>	11,714	n/a	11,508	n/a
<b>Exempt Locations Issued</b>	6	46	7	61
<b>Number of Exempt Locations</b>	63	n/a	74	n/a
<b>Collected Licensing Revenues</b> (including lottery revenues):	\$350,153	\$3,971,929	\$388,593	\$6,097,046

### Collected Revenue by Fee Type in February 2013

Fair Market Value	0
Applications	10,375
License Fees	184,885
Out-of-State	0
Agent Change	3,500
Fines	51,900
Special Event	5,700
Club	3,000
Penalties	7,500
Copy Fees	4,074
Non-Use Surcharge	24,700
Audit Surcharge	14,400
Enforcement K Surcharge	18,340
Enforcement L Surcharge	17,335
Miscellaneous	0

**TOTAL REVENUES COLLECTED**      **\$345,709**

(fingerprints)      **\$4,444**

**TOTAL REPORT**      **\$350,153**

## WHAT'S NEXT AT DLLC? Upcoming Events and Milestones

### Proposed Rulemaking

In response to a five-year-review report approved by the Governor's Regulatory Review Council on May 3, 2011, the Department is repealing existing rules in a related rulemaking and making new rules that are consistent with statute and agency practice. They are also making the rules clear, concise, and understandable and consistent with current rule writing standards.

In furtherance of getting new rules adopted, an exemption from the rulemaking moratorium contained in Executive Order 2012-03 was granted to the Department in an e-mail from Steven Killian, policy advisor to Governor Brewer, dated September 25, 2012.

The department has held several stakeholder meetings to solicit comments from the public on the proposed rules. The last public meeting was held January 8, 2013. As a result, a Notice of Final Rulemaking (and Repeal; "NFR") was filed with the Governor's Regulatory Review Council (GRRC) on February 15, 2013. It is anticipated that the NFR will be placed on GRRC's April 2, 2013 agenda. In addition, the Department is in the midst of preparing a Notice of Supplemental Proposed Rulemaking (NSPR) that includes 5 rules that were not included in the NFR. Meetings are on-going with industry stakeholders in order to solicit their comments.

### State Liquor Board Membership

There are two terms on the State Liquor Board that expired on January 21, 2013. The Board consists of seven members who are appointed by the Governor and confirmed by the Arizona State Senate pursuant to A.R.S. Sections § 38-211 and § 4-111. The term of members is three years, expiring on the third Monday in January of the appropriate year.

### Staffing

The Licensing Unit hired a customer service representative to fill a vacant position. Officer Robert Eaton retired after serving seven years with the Investigations Unit in the Yuma office. Officer Eaton completed over 32 years of service for the State of Arizona, DPS, DOC and DLLC. The Investigations Unit plans to hire three (3) new officers in the next few months to bring staff back up to full capacity.

END OF DLLC FEBRUARY 2013 REPORT TO THE GOVERNOR