Chief Skyler Genest
Office of
Compliance and
Enforcement
Office of Compliance and Enforcement comprised of 12 Investigators

Each Investigator covers an area of responsibility dispersed across the state
Office of Education
Comprised of 2 staff members

Responsible for the training and certification of sellers/servers to ensure responsible service of alcohol and tobacco
Goals for Today

Overview of what it is we do at the Division of Liquor Control

Education
Compliance
Enforcement
Office of Education’s Liquor Seminars

Jennifer Fisher
Training Specialist
Training Requirements

- Statute requires an Owner, Manager, Partner or Director to be certified by the Division of Liquor Control prior to licenses or permits being issued.
- Statute also requires all employees of the licensee or permit holder who work with alcohol and/or tobacco be trained.
- Training is required prior to an employee working and retraining is mandatory every two years.
DLC Training Options

• DLC in-person seminars
  • 1st class (on premise server)
  • 2nd class (off premise seller)
  • Manufacturer
  • Solicitors
  • Common Carrier
  • Combination classes for multi-licensed businesses
  • Private and Regional classes
Topics Include:

- Regulations
- Laws
- Liability
- Refusal Skills
- Acceptable forms of ID and Carding Skills
DLC Online Option

• E-Learning Courses since 2009

Currently 6 courses available on our newly launched LMS.
Our In-house option

A DLC certified employee can train others with our in-house materials.

1st and 2nd class kits include training manuals, videos, tests and certificates.

Others are simply booklets and certificates.
Private Training Companies

- Must apply to DLC for approval and then yearly reapprovals.
- Must cover the same information that DLC covers.
- Must provide user information to DLC.
- Private programs do not count for licensing requirements, violations or for being an in-house trainer.
Statistics:

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<th>Year</th>
<th>In Person</th>
<th>Online</th>
<th>Totals</th>
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<td>4741</td>
<td>8804</td>
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<tr>
<td>Aug-18</td>
<td>881</td>
<td>5417</td>
<td>6298</td>
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Facts about our Stats

• In 2015 there were 3 educators.
• Prior to July 2016 our in-person seminars were free and only our online classes had a cost.
• Legislative change added cost to our seminars in 2017 making them the same price as our online trainings.
To be certified you must demonstrate a basic understanding of the material you learn.

How about you try?
Questions?
Compliance Programs

• Tobacco
  • Synar Statutory Requirement
  • FDA Contract

• Alcohol
  • On-premise
  • Off-premise
  • “Other” outlet
  • Online (coming soon)
Tobacco Compliance

- Title 7 VSA 1007(b)(1)

- (b)(1) The Department of Liquor Control shall conduct or contract for compliance tests of tobacco licensees as frequently and as comprehensively as necessary to ensure consistent statewide compliance with the prohibition on sales to persons under 18 years of age of at least 90 percent for buyers who are 16 or 17 years of age. An individual under 18 years of age participating in a compliance test shall not be in violation of section 1005 of this title.

- DLC Investigators recruit minors
- Minors are trained on FDA and State protocols
- Minors link up with 2 DLC Investigators and are provided cash
- Minor enters establishment with valid underage identification
- Minors are instructed to not in any way deceive retailer
- Attempt is observed by undercover DLC Investigator
- If no sale, data is collected
- If sale occurs, tickets are issued
Alcohol Compliance

• No statutory requirement

• DLC Investigators are required to conduct a minimum of thirty (30) compliance checks of establishments licensed to sell alcohol in every calendar quarter in their assigned area unless otherwise authorized or directed by the Director or his/her designee. Six (6) of the compliance checks are to be on-premise checks and twenty-four (24) are to be off-premise checks.

• DLC Investigators recruit minors

• Minors are trained on State protocols

• 1 DLC Investigator meets up with the 18 year old minor who is provided cash

• Minor enters establishment with valid underage identification

• Minors are instructed to not in any way deceive retailer

• Attempt is observed by undercover DLC Investigator

• If no sale, data is collected

• If sale occurs, tickets are issued
Data from our compliance programs is published real-time and utilized in a strategic inspection model.
Inspection Program

• DLC utilizes a predictive algorithm to allocate resources to licensees with higher predictive value of violating state laws or regulations

• DLC Investigators routinely complete inspections utilizing the strategic model as a guide
Compliant and Follow-up Investigations

• DLC Investigates any and all complaints involving violations of state laws and/or regulations regarding alcohol and tobacco statewide

• DLC Investigators routinely support local and state law enforcement with source investigations and supplemental follow-up
New Tools of the Trade
This unassuming black case contains undoubtedly the most advanced technology on ID verification available.

Prototype created with assistance of Vermont Liquor Control to make it portable and deployable.
Two Main Components:

- Microsoft Surface running proprietary AIDD software
- High-Resolution ID scanner
Simple ATM like operation

Within 3.5 seconds, scanner captures high-resolution scans of both sides of ID.
High Resolution Image of the Front of the ID is displayed

The Results of the Scan are Displayed

Large Image of the face is displayed for comparison

The software gives questioning hints to the user about the presented individual.
The AIDD takes ultraviolet scans as well as performs hologram analysis.

This fake ID is rather sophisticated in the security features that it replicates.
The Software compares the results of the scan to known image standards from DMV's across the US and Canada. Depending on the ID, there are often over 100 specific points of comparison made. Shown here, 5 of the checks failed. Interestingly, two of these checks failed due to the infrared image.
AIDD Deployment Strategies

By Law Enforcement
  • Solo Deployment
  • Team Deployment

By Licensees
  DLC Loaner Program
DLC has deployed the units both by solo investigator, as well as a team.

Ultimately, the approach chosen depends on the type of deployment environment.
DLC provides resources and tools to assist licensees.

DLC has provided AIDD units and training on its operation for Licensees to use.
Department of Liquor Control launches ‘Operation Prevent’

Press Release
Issued
Coinciding with Start of School Year

News Release — Vermont Department of Liquor Control
Oct. 23, 2017

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VPR News Coverage
RPP Grant Funding Allowed for increased and focused work in Chittenden County

AIDD units were deployed by the grant on key weekends, 2/16 & 2/17, 4/12 & 4/13, and 5/4
RESULTS: ~150 HOURS OF ENFORCEMENT RESULTED IN: 

On average, 8.36 fake IDs seized per hour

Approx. 5000 IDs Scanned
1255 Fake/Fraudulent IDs Seized
The Dept. of Liquor Control believes that AIDD deployments are likely the best use of enforcement grant dollars. DLC is committed to this strategy, because it cuts off youth access to alcohol at the source.
Questions?

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