



back-bar inspection

Trends, tips, and useful information . . .

The “back-bar inspection” portion of our newsletter is designed to provide law enforcement personnel and our stakeholders with up-to-date information on alcohol-related crime trends, enforcement tips, and additional information that may be useful in enhancing ABC investigations. Although this section is specifically written for the purpose of increasing officer awareness and reducing alcohol-related crimes, it will also enlighten all readers as to what is new in terms of our response to irresponsible alcoholic beverage sales, service, and consumption.

STAR Corporate Partners Program Relieved

■ Partnering with the Corporate Community to Reduce Crime

Detective Support and Vice Division (DSVD) is committed to enhancing all levels of ABC education and enforcement. To that end, an extremely effective program has been modified and will undoubtedly greatly benefit our communities by

promoting ABC retailer awareness through education and training on a wide scale. The STAR program has been the focal point of the LAPD's ABC educational process for many years. This training provides retailers, and their employees, with in-depth training regarding ABC rules and regulations from subject matter experts. The four-hour block of instruction has been mandated for newly issued ABC licensed locations through the Conditional Use Permit process and is frequently imposed as a condition of probation by the municipal court system for alcohol-related offenses occurring within the City of Los Angeles.



QUALITY THROUGH CONTINUOUS IMPROVEMENT: *The STAR Corporate Partners Program is a byproduct of the extremely successful Responsible ABC Retailer Program. ABC Investigator Caroline Montgomery places placard at one of the more than 600 participating retailers; thereby identifying the retailer as working with the Department to reduce alcohol-related crime through the responsible distribution of alcoholic beverages.* (File Photo)

As a vehicle to promote training and provide formal recognition to retailers who encourage responsible alcoholic beverage distribution, Operation ABC designed the Responsible ABC Retailer program in 2000. The program has shown significant benefits when incorporated into our traditional educational efforts and has been embraced by many retailers on a Citywide level.

The three tiered program is a blending of classroom instruction, follow-up on-site inspections and an oral agreement between licensees and the LAPD to dispense alcoholic beverages in a responsible manner. Participation in the program allows retailers to post distinctive placards at their businesses that alert the public to their commitment to the responsible sale and service of alcoholic beverages. These placards also identify the business as a location committed to reducing alcohol-related crime by working in partnership with the Department. In excess of 600 locations are currently participating in the Responsible ABC Retailer program. The effectiveness of this program can be demonstrated in the fact that no location actively participating in the program has been cited or been the subject of a formal vice complaint investigation.

In addition to the posting of placards, each participating retailer receives a letter of recognition, which outlines their responsibilities and provides contact information for future training presentations. Operation ABC also maintains a STAR training informational webpage that provides basic information and lists pending presentations. This information is available by accessing the Department's webpage at <http://www.lapdonline.org>.

A byproduct of the Responsible ABC Retailer program has been developed in conjunction within the guidelines of the

Department of ABC's Grant Assistance Program (GAP) and has been designated as the STAR Corporate Partners program. This program will enhance the existing Responsible ABC Retailer program by increasing our ABC training efforts, establishing partnerships at the corporate ABC retailer level and provide for direct lines of communications between the Department and businesses that furnish alcoholic beverages on a wide scale within the City of Los Angeles. The following guidelines have been established for participation in the STAR Corporate program:

- Participating retailers must have an active ABC license, be registered as a corporation or limited liability corporation (LLC), and employ 100, or more individuals.

Note: Retailers operating multiple locations may qualify for participation if the total number of employees of all ABC licensed locations exceeds 100 individuals.

- Retailers must commit to having all employees engaged in the sales and services of alcoholic beverages attend a STAR training presentation conducted by Operation ABC personnel.

Note: Due to the voluntary nature of this program, it is not necessary to have all employees trained prior to participation. A retailer's commitment to training and a good faith attempt to have a majority of his employees attend a STAR presentation will qualify participating retailers.

- Complete an Informed Merchants Preventing Alcohol-Related Crime Tendencies (IMPACT) inspection or an inspection by Area Vice Unit personnel per the LAPD ABC inspection schedule.
- Agree to promote the responsible sales and service of alcoholic beverages.
- Assign an individual to act as a point of contact and liaison with the Department for the purpose of maintaining open lines of communication to resolve ABC-related crime issues that may affect the business or surrounding communities.

Note: Operation ABC personnel will maintain an active list of all participating locations and will forward liaison information to respective Area Vice Units on a quarterly basis.

Informed Merchants Preventing Alcohol-Related Crime Tendencies (IMPACT) inspections are performed on an ongoing basis by teaming Department of ABC investigators with LAPD personnel in a prevention and education program. The teams visit ABC licensed locations to conduct inspections to ensure licensees are complying with regulations governing the sales and service of alcoholic beverages. At the conclusion of the inspection, licensees are warned and requested to correct any notable violations. Licensees are provided with a written copy of the outcome of the inspection (ABC Form ABC-537).

Maintaining consistency with our Responsible ABC Retailer program, retailers participating in the STAR Corporate Partners program will be provided with distinctive window and point of sale placards promoting their involvement in the program. These placards will identify those who qualify as responsible ABC corporate retailers and will act as a deterrent for unlawful activity by recognizing business's commitment to responsible alcoholic beverage distribution.

Operation ABC has received a number of inquiries and is working toward implementing the STAR Corporate Partners program with several large corporations conducting business within the City of Los Angeles. These corporations include: Target, Southland Corporation (7 Eleven convenience stores), Jon's Market, Whole Foods and Fresh and Easy Markets. It is anticipated the program will be in full operation during the second quarter of 2010.

The STAR Corporate Partners program, in conjunction with our ongoing educational efforts, is designed to cultivate a positive working relationship between ABC retailers at a corporate level, and Department personnel. By promoting the responsible sales of alcohol beverages through education, encouragement, and the development of partnerships with retailers, the likelihood of reduced ABC-related crimes will be enhanced. If you have any questions or need further information on any ABC program conducted by the LAPD, please contact Operation ABC, at (213) 486-0910.



PROMOTING RESPONSIBLE BUSINESS PRACTICES AT THE CORPORATE LEVEL: (Left) *Placards alerting the public that individual stores are committed to promoting responsible ABC retail operations will greet shoppers at all points of entry.* (Right) *Shoppers will again be alerted by cash register placards that store employees have attended STAR training and are committed to dispensing responsibly.*