



**State Liquor
Authority**

2020 Annual Report

Governor Kathy Hochul
Chairman Vincent G. Bradley

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HISTORICAL OVERVIEW

On December 5, 1933, President Franklin Delano Roosevelt signed Presidential Proclamation 2,065, officially declaring the 18th Amendment to the U.S. Constitution replaced by the 21st Amendment. The 21st Amendment repealed Prohibition and gave each state the power to regulate the trafficking of alcoholic beverages within its borders. Chapter 180 of the Laws of 1933 provided for the manufacture of malt beverages and wine not exceeding 3.2 percent alcohol content under the guidance of an Alcoholic Beverage Control Board.

In May 1934, New York State enacted Chapter 478, known as the Alcoholic Beverage Control Law (“ABC Law”), creating the State Liquor Authority and the Division of Alcoholic Beverage Control effective July 1, 1934. The State Liquor Authority’s first Annual Report noted that Chapter 478 was enacted by the Legislature to provide for “the protection, health, welfare and safety of the people of the State.”

The agency consists of the following offices and bureaus which collectively ensure that the agency’s Mission Statement is met: Executive Office, Public Information Office, Licensing Bureau, Enforcement, Counsel’s Office, Hearing Bureau, and Secretary’s Office.

The agency currently operates three offices: New York City (Zone 1); Albany (Zone 2), which serves as the administrative headquarters, and Buffalo (Zone 3).

AGENCY OVERVIEW

The State Liquor Authority (SLA) has two main functions; issuing licenses and permits and ensuring compliance with the ABC Law. The SLA’s licensing activities focus on the timely processing of licenses and permits. The SLA’s enforcement activities focus on the protection of the public by working with local law enforcement agencies and local communities to ensure compliance with the law and to bring administrative actions against licensees who violate the law.

The SLA consists of three Members, or Commissioners. While statutorily “the Authority” refers to the three Members of the State Liquor Authority, the phrase is most often used to identify the entire agency, the Members and all agency staff. When the Members meet to take an action, or render a decision, they are often referred to as “the Full Board” and the meetings as “Full Board meetings.” The Commissioners of the Authority are nominated by the Governor and confirmed by the Senate for a term of three years. One of the Members is designated by the Governor to serve as the Chairman, with the two other Commissioners serving on a “per diem” basis.

POWERS OF THE FULL BOARD

Acting together, the Full Board is provided statutory powers in Section 17 of the ABC Law. The two most commonly exercised powers are making determinations on applications for licenses and permits and taking disciplinary action against licensees and permit holders

accused of violating the ABC Law or the Rules of the Authority. Additional powers set forth in Section 17 include: the ability to impose a moratorium on the issuance of certain types of licenses within the state or a political subdivision of the state; and restricting, at the request of a county's legislative body, the hours of sale in that county.

The Full Board can delegate its powers to the Chairman or agency staff. Exercising this option, as a matter of efficiency, the Full Board has delegated the power to act on routine applications to selected staff referred to collectively as Licensing Board. The Full Board has also delegated to individual Members the ability to act on certain requests for reconsideration and routine disciplinary matters.

POWERS OF THE CHAIRMAN OF THE AUTHORITY

Administrative control over the agency rests with the Chairman. The Chairman can perform any administrative duties that are not specifically vested by the ABC Law with the Full Board. Among the powers expressly given to the Chairman are presiding over Full Board meetings and prescribing the forms for license and permit applications. In 2012, amendments were made to the ABC Law regarding the respective powers of the Full Board and the Chairman. As a result, certain powers that had rested with the Full Board were transferred to the Chairman. Those powers include: hiring and dismissing staff; overseeing the Alcohol Training Awareness Program and the submission of annual reports.

MEETINGS OF THE FULL BOARD

Full Board meetings are conducted at one of the SLA's offices and video-conferenced to the agency's other offices, to allow statewide access. Anyone wishing to participate or attend can do so at any of SLA's three office locations. In addition, the meetings are "webcast" live and recordings of prior meetings are available on the SLA website.

2020 CALENDAR HIGHLIGHTS

By any account, 2020 presented unprecedented challenges for all New Yorkers, and among the industries hardest hit by the COVID-19 pandemic has been the hospitality sector. Throughout the public health crisis, the SLA's fundamental mission has been to allow as much economic activity as possible while relying on the advice and counsel of public health experts to protect public health and safety.

On March 16, 2020, pursuant to the declaration of a State of Emergency, all licensed on-premises establishments (restaurants, bars, taverns, clubs, arenas, catering establishments, etc.) were mandated to cease on-premises sales of alcoholic beverages. Following the statewide closure, the SLA took immediate and ongoing actions to support our licensees whose businesses suffered devastating disruptions caused by the global pandemic.

- On March 16, 2020, the SLA Board held a Special Meeting and adopted industry Advisories allowing wholesalers to accept returns from retailers, waiving the requirement that establishments that have temporarily closed place their licenses in safekeeping and allowing all approved classroom-based Alcohol Training and Awareness Program providers to provide online classes.

- On March 17, 2020 for the first time in state history, the SLA issued guidance allowing on-premises licensees and manufacturers with retail privileges to sell wine and cocktails to-go for delivery or pickup. This temporary policy change provided a lifeline for these businesses and helped to alleviate some of the impending financial hardship of the pandemic.

On March 24, 2020, at a meeting of the Full Board, the Members of the Authority took several measures to provide cash flow relief and additional actions to support New York's struggling hospitality industry, including:

- **Temporarily deferring renewal fees:** Through an Advisory approved by the Board, licensed on-premises retailers and manufacturers with renewals due on April 1st or May 1st were permitted to submit renewal applications without submitting renewal fees, with fees due on June 1, 2020. Through subsequent Advisories, the Board extended the policy of temporarily waiving renewal fees for on-premises retailers and manufacturers through the end of 2020.
- **Temporarily deferring collection of civil penalties:** Through an Advisory approved by the Board, collection of payments of civil penalties imposed for violations of the ABC Law were deferred for 60 days. Through subsequent Advisories, the Board extended the policy of temporarily waiving the collection of civil penalties through the end of 2020, with the exception of cases that resulted in an emergency order of summary suspension.
- **Lowering wholesale prices for retailers:** Through an Advisory approved by the Board, wholesalers were permitted to adjust their monthly price schedules, provided the prices were lower than those prices currently published. Additionally, wholesalers were also permitted to lower the volume of products required to be ordered by retailers in order to receive a quantity discount.
- **Permitting email for municipal/community board notifications:** Through an Advisory approved by the Board, the ABC Law requirement that municipal notice be served in person or by certified mail was modified to also allow email service, where the municipality agreed to accept service in such form.
- **Extending timeframes for deficiencies and fingerprints:** Through an Advisory approved by the Board, the SLA approved indefinite extensions for responding to application deficiency letters, in addition to granting automatic extensions on the submission of fingerprints.

Statewide Distribution of Facemasks: On May 8, 2020, the SLA announced, through a public-private partnership with the New York State Restaurant Association (NYSRA), the Empire State Restaurant & Tavern Association (ESRTA) and food distributors Restaurant Depot, Baldor Specialty Foods, and Sysco Corporation, the distribution of nearly one million facemasks for restaurant and delivery workers at locations in Buffalo, Syracuse, Rochester, Saratoga Springs, and Queens. The free facemasks were part of a shipment of 7,000,000 from FEMA and HHS to New York State as part of a multi-pronged approach to re-open the American economy while continuing to limit the spread of COVID-19.

Expanding Outdoor Dining: On June 4, 2020, in an effort to help SLA licensees remain economically viable while protecting public health, the SLA implemented a streamlined process for expanding outdoor service for on-premises licensees. Under the guidance for such

process, licensees were permitted to use any contiguous outdoor, open-air part of its existing premises for which they had control by deed, lease, management agreement, or other agreement of control (e.g., a municipal sidewalk cafe permit). Licensees that chose to expand their premises needed to submit a simple, updated diagram to the SLA within 5 business days of the expansion.

Multi-Agency Taskforce: On July 23, 2020, a multi-agency taskforce to crack down on violations of regulations designed to stop the spread of COVID-19 was formed, headed by the New York State Police and the SLA.

- In addition to Troopers with the State Police and SLA Investigators, the task force also included experienced investigators from numerous other state agencies.
- Throughout 2020, investigators conducted thousands of inspections – leading to 312 Emergency Orders of Summary Suspension, over ten times the number of suspensions issued in a typical year.
- However, unlike emergency suspensions issued prior to COVID that often end with the cancellation or revocation of the license – the vast majority of licenses suspended for EO violations were reinstated after paying a civil penalty and ensuring compliance with COVID protocols going forward.

2020 LEGISLATIVE SUMMARY

Sale of Liquor-Based Ice Cream and Frozen Desserts

This legislation excludes from the definition of “alcoholic beverage” liquor-based ice cream and frozen desserts that are 5% alcohol by volume or less. The law previously only excluded wine-based ice cream and frozen desserts. After an amendment in 2018, beer and cider were added to the exclusion. This new legislation now expands the exclusion to cover all alcoholic beverage types. Such products must be sold in compliance with the Agriculture and Markets Law.

CHAIRMAN’S AND EXECUTIVE OFFICE OVERVIEW

The Office of the Chairman and Executive Office includes Deputy Commissioners and an Administrative Support Team.

The Office coordinates the daily operations of the agency, providing external support to a wide variety of public and licensed interests, as well as internal support to all agency program areas (e.g. supply and equipment acquisition, contracting, maintenance and inventory control, internal controls, telecommunications, tenancy, etc.). The Administrative Support Team provides direct support to the Chairman and functions as program liaisons with our host partner, OGS, on all finance and human resource activities.

Appropriations and Revenue

All administrative Finance and Human Resource activities are hosted by the New York State

Office of General Services (“OGS”).

Fiscal Year	Appropriation
2020-21	\$13,313,000

PUBLIC INFORMATION OFFICE/PUBLIC AFFAIRS OVERVIEW

The Office of Public Affairs fosters positive working relationships with federal, state and local legislators, community groups, and their staffs; engages in discussions in support of the SLA’s annual legislative program and, where appropriate, Governor’s Program Bills bearing on alcoholic beverage control policy; responds to media requests; distributes press releases; coordinates press-related events; and assists in the management of the content of the agency’s website. The Office of Public Affairs is committed to keeping the media, licensees and the public up to date on news, policies and current events concerning the SLA.

LICENSING BUREAU OVERVIEW

The Licensing Bureau coordinates statewide licensing policies, standards, initiatives, and ensures that all applicants meet the statutory requirements to obtain a license or permit. All three (3) zone offices have a licensing unit. Staff review all license and permit applications for completeness and accuracy and prepare detailed reports to ensure that the Licensing Board or the Members of the Authority are able to make a proper determination on each application. The specific units, within the Licensing Bureau are as follows:

Intake Unit- The intake unit receives all applications from the agency’s lockbox. These applications are data entered and then appropriately distributed to the zone offices. In 2020 the Intake Unit received and processed 5,337 new applications, 4,117 change applications and 7,634 temporary retail permit applications. The total number of applications received in 2020 was 17,088.

Licensing Unit- Examiners receive applications from the Intake Unit and appropriately review and analyze each application. Those application types include manufacturing, wholesale, retail, temporary retail permits and change applications. This activity generated \$10,023,449 in revenue in calendar year 2020. 5,337 new applications were received in 2020, and 5,773 licenses were approved by the licensing board or the Members. It should be noted that the revenue for the temporary retail permits is reflected as part of the miscellaneous permits total below.

Renewal Unit- The renewal unit processes all license and permit renewal applications statewide. The Authority processed 21,324 renewal applications which generated \$35,367,505 in revenue in calendar year 2020.

Permit Unit- The permit unit processes all permit applications statewide. These permits include one day Special Event Permits (Temporary Beer, Wine and Cider (“TPAs”) and Caterer’s Permits), Transportation Permits, Warehouse Permits, Solicitor’s Permits, Brand Label Permits and other miscellaneous permits. This unit processed 4,343 Special Event

Permits, 10,146 Brand Label Permits and 1,524 Miscellaneous Permits which generated \$3,653,595 in revenue in calendar year 2020.

The total revenue generated by the Licensing Bureau for calendar year 2020 was \$49,044,549.

2020 Licensing Statistics					
Licenses		On	Off		
		<u>Premises</u>	<u>Premises</u>	<u>Wholesaler / Manufacturer</u>	<u>Sub-Totals</u>
Zone 1	Received	1,872	1,241	194	3,307
	Approved	2,116	1,396	204	3,716
Zone 2	Received	649	365	338	1,352
	Approved	677	325	314	1,316
Zone 3	Received	374	210	94	678
	Approved	449	215	77	<u>741</u>
			Statewide Total	Received	5,337
				Approved	5,773
Permits		<u>Brand Label</u>	<u>ST Permits</u>	<u>Other</u>	<u>Totals</u>
Processed		10,146	7,634	1,524	19,304
Renewals		Statewide Total			
		21,324			
Special Event Permits (Applications Processed)			<u>TPA's</u>	<u>Caterer's</u>	<u>Totals</u>
			2,379	1,964	4,343
License Changes			Zone 1	Processed	2,311
			Zone 2	Processed	1,106
			Zone 3	Processed	700
			Statewide Total		4,117

Calendar Year 2020 Statewide Licensing Revenue

Class	New Licenses	Renewed Licenses	Totals
On-Premises	\$7,118,508	\$27,551,329	\$34,669,837
Off-Premises	\$1,218,491	\$2,189,995	\$3,408,486
Liquor Stores	\$874,010	\$2,822,992	\$3,697,002
Wholesale/Manufacturing	\$812,440	\$2,803,189	\$3,615,629

Subtotals	\$10,023,449	\$35,367,505	\$45,390,954
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Misc. Permit Fees	\$1,108,552	\$1,121,874	\$2,230,426
Special Event Permits	\$320,944		\$320,944
Brand Label Permits	\$668,125	\$434,100	\$1,102,225

Total Licensing Revenues			\$49,044,549
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ENFORCEMENT BUREAU OVERVIEW

The Enforcement Bureau is responsible for investigating violations of the ABC Law, and rules and regulations of the Authority relating to the manufacture, wholesale, retail, transportation, and storage of alcoholic beverages. The Enforcement Bureau works with law enforcement agencies and community groups across the state, performs disclosed and undisclosed investigations, and conducts trainings for police departments, licensees, and servers.

In 2020, enforcing the Governor’s Executive Order (EO) for Covid-19 became a top priority for the SLA. Investigators conducted compliance checks at thousands of licensed establishments including joint efforts with law enforcement agencies to ensure public health and safety. These checks resulted in 2,157 EO violations and 312 Emergency Summary Suspensions orders.

SLA Covid-19 Executive Order Enforcement	
Executive Order violations	2,157
Emergency Summary Suspensions Orders served related to Executive Order violations	312

COUNSEL'S OFFICE OVERVIEW

Counsel's Office is responsible for providing a full range of legal services, advice, and counsel to the SLA. Specific functions include, but are not limited to:

- Prosecuting violations of the ABC Law against retail, wholesale, and manufacturer licensees in administrative proceedings on matters referred to the SLA by law enforcement agencies and complaints from the public, which are then generally investigated by the Enforcement Bureau.
- Where necessary, seeking the summary suspension of licenses where the ABC Law violations create an imminent threat to public health, safety, or welfare.
- Representing the SLA in Article 78 proceedings and other litigation in state and federal courts.
- Attending meetings of the Full Board and providing legal advice to its Members on disciplinary, licensing, and other matters.
- Responding to industry member requests regarding the interpretation and application of the ABC Law to particular business circumstances.
- Advising SLA management and staff on legal and compliance issues.
- Assisting the Full Board and Chairman on developing rules, regulations, and policy directives, and preparing and commenting on pending and possible legislation.
- Assisting the Full Board in the administration of the Alcohol Training Awareness Programs (ATAP) across the State.
- Managing the response to Freedom of Information Law requests directed to the SLA, including the careful review, retrieval and delivery of Agency records and the protection of confidential and otherwise non-discoverable information.

During 2020, Counsel's Office also became responsible for helping New York State to enforce Executive Order restrictions on the operations of restaurants and taverns to stop the spread of the Covid-19 virus. This work included:

- Daily supervision of Enforcement efforts, including the use of investigators borrowed from other state agencies.
- Daily review of reports on Executive Order-related violations and presentations to the SLA Full Board on possible emergency orders of summary suspension to specifically and generally deter conduct that increased the spread of Covid-19.
- Supervision of attorneys borrowed from other agencies to assist with charging and prosecuting violations of Executive Order restrictions.

RETAIL PROSECUTIONS AND DISCIPLINE

The SLA's Counsel's Office charges and prosecutes retail licensees – restaurants, taverns, liquor stores, and other retailers -- in administrative proceedings for violations of the ABC Law. Counsel's Office brings disciplinary charges on cases initiated in the first instance by Enforcement resulting from on-site inspections (announced or undisclosed) based on complaints received and/or joint operations with law enforcement and other State and local agencies. Additionally, disciplinary cases are often commenced after the SLA receives a referral directly from law enforcement. Such referrals can also be referred to the Enforcement Bureau for additional investigation.

SLA prosecutors investigate potential violations by reviewing records, interviewing witnesses (including law enforcement), and assessing the evidence. Disciplinary proceedings are commenced by the issuance of a Notice of Pleading setting forth the alleged violations. After receiving the Notice of Pleading, a licensee may enter one (1) of the following pleas:

- Not Guilty;
- No Contest; or
- Conditional No Contest.

If a licensee pleads “not guilty,” an evidentiary hearing is scheduled with an Administrative Law Judge (“ALJ”). At the hearing, the SLA and the licensee may produce witnesses, which are subject to cross-examination, submit documentary evidence, and make legal argument. The ALJ renders a decision on the charges and provides a written opinion on those findings, but does not assess discipline. The ALJ's findings are presented to the Full Board for final determination on whether charges are to be sustained or dismissed and for an assessment of discipline. If the licensee pleads “no contest,” the hearing process is avoided and the Full Board imposes an appropriate penalty. In a “conditional no contest” plea, the licensee offers to settle the charges for stated discipline; the offer is forwarded to the Full Board for consideration. If the offer is rejected by the Board, the matter is returned to Counsel's Office to schedule an administrative hearing.

Each case brought to the Board is examined on its individual merits. If a disciplinary charge is sustained, the Board may impose one or more of the following:

- Letter of Warning – A formal letter documenting that although the licensee may have committed a violation, only a warning is warranted under the circumstances;
- Civil Fine – A monetary penalty;
- Bond Claim – A claim for payment is made against the surety bond that was filed with the license application;
- Suspension – The license is seized for a specified number of days;
- Cancellation – The license is terminated, but there are no time restrictions on reapplying for another license;
- Revocation – The license is terminated, and the licensee(s) cannot hold a liquor license in New York State for two (2) years; and

- Proscription – A two-year ban on the issuance of a license to any part of the building containing the revoked licensed premises.

Frequent/Common violations brought against licensees in 2020

- Sale to Minor – 226
- Failure to Comply with Local Regulations* - 2,379
- Failure to Conform to Application** - 226
- Failure to Comply - Unlicensed Security Guard(s)- 53
- Failure to Supervise *** - 2,084
- Disorderly Premises – 37
- Gambling – 23
- Availing**** - 46

*Failure to Comply – in addition to their obligation to comply with the ABC Law, licensees have an obligation to adhere to other state and local laws and regulations.

**Failure to Conform – a licensed establishment must conform to all representations made in their application. Any change or deviation from those representations without approval from the SLA constitutes a violation.

***Failure to Supervise – a licensed establishment has an obligation to prevent the licensed establishment from becoming unruly.

****Availing – an undisclosed person having an ownership or other financial/controlling interest in the licensed business.

THE WHOLESALE BUREAU

The SLA Counsel’s office aids the SLA and its Full Board in regulating the distribution and sale of alcoholic beverages through the three-tiered system of manufacturers, wholesalers and retailers. Counsel’s Wholesale Bureau provides ongoing assistance and guidance to the industry on wholesale trade practices and policy issues.

Wholesale Price Posting – The ABC Law requires wholesalers of wine and spirits to post their prices monthly with the SLA to eliminate favoritism in pricing and to allow the SLA to detect patterns that might indicate collusive practices, tied houses (i.e., the control of a licensee at one level of the three-tier system by a licensee at another level), or other wholesale violations. Wholesalers provide this information to the SLA through an electronic price filing system.

Cash On Delivery (“COD”) Listing – The ABC Law requires the monitoring of delinquent retail accounts. Wholesalers are required to identify delinquent retailers by placing them on the COD list. The Wholesale Bureau tracks these accounts. Retailers on the COD List must pay cash for their purchases from wholesalers. These requirements, among other things, help to protect wholesalers from extending credit to retailers who have already

failed to make timely payments to other wholesalers. The Wholesale Bureau regulates this process to protect all retailers against discrimination and/or disparate treatment through the extension of favored credit terms.

Prosecution Of Wholesale And Manufacturing Violations – Counsel’s office uses trained investigators and prosecutors familiar with the ABC Law’s wholesale and manufacturing requirements to uncover, investigate, and charge licensees with violations. These prosecutions tend to be document intensive and result in significant fines and other discipline. Common wholesale violations charged in 2020 include:

- Wholesale – Improper Credit (30 Days) – 4
- Wholesale – Improper Credit (Delinquent License) – 6

ARTICLE 78 PROCEEDINGS

Unlike most New York State agencies, the SLA Counsel’s office represents the agency itself in most state court litigation filed against it, primarily Article 78 proceedings brought in connection with decisions made by the SLA’s Full Board. Applicants and licensees primarily file such proceedings to challenge (i) emergency orders of summary suspension, (ii) the sustaining of disciplinary charges; (iii) the penalties assessed in connection with sustained disciplinary charges; and (iv) decisions made on license applications.

The SLA Counsel’s office handled 18 such proceedings that went to a decision in 2020 or were fully briefed in 2020 and await a decision. Counsel’s office prevailed in 15 cases (5 of which were in the Appellate Division), lost 1 case, and awaits a decision in 2 cases.

HEARING BUREAU OVERVIEW

The Hearing Bureau is comprised of part-time Administrative Law Judges (“ALJs”) who conduct disciplinary and licensing hearings. Hearings are governed by the State Administrative Procedures Act (“SAPA”), the Alcoholic Beverage Control Law, the Rules of the SLA and Executive Order 131, which require that they be conducted in a manner that is impartial, efficient, timely, expert and fair.

Disciplinary hearings are evidentiary hearings for licensees charged with violations of the Alcoholic Beverage Control Law or the Rules of the Authority. Licensing hearings are “disapproval hearings” to review decisions denying applications and “500 Foot Law Hearings,” which afford a forum for public comments regarding applications for on-premises liquor licenses in municipalities of 20,000 or more people where there are already three or more on-premises liquor licenses within 500 feet of the applicant’s premises.

After a hearing is held, the ALJ makes findings of fact and renders a written report. The hearing record, including a transcript (or recording) of testimony taken at a hearing, constitutes the basis upon which the Full Board will determine the matter as well as for any review of the Full Board’s decision in court.

SECRETARY'S OFFICE OVERVIEW

The Members of the Authority conduct their official business (deciding applications, making determinations and imposing penalties in disciplinary proceedings, etc.) at public meetings referred to as Full Board meetings. The Secretary's Office is responsible for the activities related to the Full Board Meeting including: scheduling the meetings; preparation of calendar of items that will be considered at the meeting; distribution of materials to the Members and relevant staff; conducting the hearing; recording the hearing; tracking and documenting the actions taken at the meetings; and issuing/imposing determinations made at the meetings. The Secretary's Office receives matters for consideration by the Full Board from the Licensing Bureau, Counsel's Office and Hearing Bureau, as well as miscellaneous matters presented by other units within the SLA.

To allow the Full Board meetings to continue in light of restrictions placed on open meetings during the pandemic, the SLA began conducting the meetings remotely using videoconferencing. To improve the ability of the public to view live and past Full Board meetings, the SLA is now live streaming all of the meetings on YouTube as well as posting and archiving past meetings on its YouTube channel.

The Secretary's Office is responsible for certain revenue functions including: processing/collecting returned checks; collection of civil penalties and bond payments; and the issuance of refunds on disapproved applications and surrendered licenses/permits. The Secretary's Office also maintains the repository of documentation related to the Full Board meetings such as: minutes of the meetings; written decisions issued by the Full Board; guidance documents (Divisional Orders, Bulletins, Declaratory Rulings, Advisories, etc.) issued by the Full Board; and other documents required to be archived.

The Secretary's Office is also responsible for the Alcohol Training and Awareness Program (ATAP). The Secretary's Office issues certifications to providers who meet the requirements to provide training to licensees and their employees. The training is focused on reducing the incidence of underage drinking and sales to intoxicated persons. Both in person classes and online programs are available. Through education, the SLA seeks to obtain a higher degree of voluntary compliance, thereby reducing the need for initiating enforcement proceedings against licensees. The Secretary's Office also maintains the rosters of attendees who have taken training sessions. There are currently 13 approved ATAP classroom programs, 18 approved online programs, and 7 approved for both classroom and online. In 2020, the 38 State Liquor Authority Certified ATAP Training Programs held 205 classroom training sessions and 16,117 on-line sessions which resulted in 17,471 students certified.

2020 at a Glance:

- 24 regular Full Board Meetings
- 86 special Full Board Meetings
- 1987 items scheduled for regular Full Board review including 526 licensing matters.
- 11 revocations

- 162 cancellations
- 3 suspensions (74 days total)
- \$6,990,880 in civil penalties
- \$148,000 in bond claims
- 322 emergency summary suspensions

Disciplinary Penalties Imposed by the SLA Board

(By Penalty Due Date)

Year	Civil Penalties	Revocations & Cancellations	Suspensions	Number of Days (Suspensions)	Summary Suspensions
2015	\$8,217,879	449	93	2,323	19
2016	\$6,575,666	380	75	1,315	17
2017	\$9,032,875	405	90	1,439	30
2018	\$10,441,250	352	19	398	34
2019	\$10,445,275	284	53	1,085	29
2020	\$4,974,050	195	37	760	322

HOW TO CONTACT THE SLA

<p>ENFORCEMENT If you would like to make a complaint or have questions on enforcement issues, please call (518) 474-3114 and select option 2 or send an email to: Enforcement@sla.ny.gov</p>	<p>OFFICE OF THE SECRETARY If you have questions regarding the Full Board Calendar or questions regarding fines or penalties imposed by the Board, please call (518) 474-3114 and select option 4 or send an email to: Secretarys.Office@sla.ny.gov</p>
<p>LICENSING If you have any questions concerning how to obtain a license or permit, please call (518) 474-3114 and select option 1 or send an email to: Licensing.Information@sla.ny.gov</p>	<p>TECHNOLOGY If you have questions or suggestions regarding the Agency’s use of technology, please call (518) 474-3114 and select option 5 or send an email to: Web.Master@sla.ny.gov</p>
<p>WHOLESALE If you are a manufacturer, wholesaler, retailer or other interested party with questions concerning trade practice, price schedules, or delinquent/credit statutes, please call (518) 474-3114 and select option 1 or send an email to: Wholesale.Bureau@sla.ny.gov</p>	<p>PUBLIC AND LEGISLATIVE AFFAIRS If you are a member of the media with questions regarding the SLA please call (518) 474-3114 and select option 3 or send an email to: Press.Office@sla.ny.gov</p>
<p>FOIL If you would like to make a Freedom of Information request, please send an email to: FOIL@sla.ny.gov</p>	<p>LEGAL If you have a legal question, please call (518) 474-3114 and select option 4 or send an email to: Legal@sla.ny.gov</p>

ZONE OFFICES AND THEIR DESIGNATED COUNTIES

<p>ZONE 1 317 Lenox Ave. New York, NY 10027</p>	<p>ZONE 2 80 S. Swan St. Albany, NY 12210-8002</p>	<p>ZONE 3 535 Washington St. Buffalo, NY 14203</p>
<p>Bronx Kings Nassau New York Queens Richmond Suffolk Westchester</p>	<p>Albany Broome Cayuga Chenango Clinton Columbia Cortland Delaware Dutchess Essex Franklin Fulton Greene Hamilton Herkimer Jefferson Lewis Madison Montgomery Oneida Onondaga Orange Oswego Otsego Putnam Rensselaer Rockland St. Lawrence Saratoga Schenectady Schoharie Sullivan Ulster Washington Warren</p>	<p>Allegany Cattaraugus Chautauqua Chemung Erie Genesee Livingston Monroe Niagara Ontario Orleans Schuyler Seneca Steuben Tioga Tompkins Wayne Wyoming Yates</p>