



**Performance Note**  
**HB0097 - Alcohol Beverage**  
**Control Operations Amendments**  
Sponsor: Rep. Eliason, Steve



Performance Note Report

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Agency: Governor's Office of Management and Budget

Funding For

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New Services or Benefit

Public Benefit

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Purpose: Monitor and evaluate the Department of Alcohol and Beverage Control's performance across the dimensions of customer service, store cleanliness, customer satisfaction, product availability and compliance with laws controlling the sale of alcoholic beverages and in a fashion that is covert.

Expected Outcome: This will result in the creation of program-specific performance goals for DABC stores and the compilation, analysis and interpretation of data collected under this program as it informs those goals. This program will also result in monthly reporting and information storage.

Implementation and Resources: This bill appropriates resources to execute the program.

Performance Measures

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Title: Various performance goals could be established for each of the program responsibilities as put forth in this bill.

Some examples include:

- #1) Performance on Common Standards for Customer Service
- #2) Performance on Common Standards for Cleanliness
- #3) General Ability to Satisfy Customers
- #4) General Ability to Meet Customer Demand/Reliability of Product Availability
- #5) Compliance with state law, rule or policy

Description:

- #1) Performance on Common Standards for Customer Service: Customer wait times, employee product knowledge (rating scale), employee friendliness (rating scale), etc.
- #2) Performance on Common Standards for Cleanliness: rating scales for store facilities in general, floors, checkout area, no dust on slow moving inventory, etc.
- #3) General Ability to Satisfy Customers: survey customers
- #4) General Ability to Meet Customer Demand/Reliability of Product Availability: Categorize and track inventory by demand-level and evaluate availability, replenishment times and cost.

#5) Compliance with state law, rule or policy: record incidents of law, rule or policy violations. Could have covert observer engage in certain practices (e.g. not supplying identification) and measure the results.

Collection Method: Performance information will be collected through the core operations of the program. Baseline measures and target benchmarks for most areas will need to be set post program implementation.