



Performance Note
SB0059 - Consumer Alcoholic
Beverage Purchasing
Sponsor: Sen. Davis, Gene



Performance Note Report

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Agency: Department of Alcoholic Beverage Control

Funding For:

New Services or Benefit

Public Benefit:

Purpose: This bill addresses weaknesses in the DABC's Special order program. When a customer orders a special order today, the process is clumsy, takes a long time (5-8 weeks) and payment is after the product arrives. The improved process will offer a better user interface, days instead of weeks for delivery and payment upfront.

Services: The software required for the upgrade will allow for online payments and provide improved customer experience and better information for staff to make the requested purchase. The warehouse will improve its receiving process of small quantity deliveries by allowing overnight deliveries from companies like Fed-Ex and UPS. The warehouse will renovate part of the supplies and small pick area to accommodate the 'new' deliveries generated. The new employees will occupy and work this area to more quickly handle the deliveries and reroute the freight to the correct stores for eventual pick up from the customer.

Expected Outcome: Increased growth in the special order program. Our normal compound annual growth rate (CAGR) is 4.5% for our overall revenue, however, this portion should grow over the next three years an average estimate of 15% because of the enhancements. The intangibles would include improved customer experience and improved efficiency for the department.

Implementations and Resources: This program will be implemented by DTS and DABC staff. DTS will implement the software (this will be a hired outside vendor), DABC will implement our remodel of current small package handling, and coordinate the training of staff members.

How: To begin a scoping document and development of services will be performed in accordance with DTS Program management rules, then consulting with stakeholders and staff, Server specs evaluated, Staff Augmentation coordinated and established, then hardware purchases and software, Bidding for software and then training of staff, Slight Warehouse reconfiguration for small package receiving, then focused training, then final rollout. All this will take approximately an estimated 9 months.

Performance Measures

Goal

Title: Growth in the Special Order Program.

Description: Our normal CAGR is 4.5% for our overall revenue, however, this portion should grow over the next three years an average estimate of 15% because of the enhancements.

Collection Method:

	2021	2022	2023
Target CAGR %	0.00	6565400.00	7550200.00
Baseline	0.00	0.00	0.00

By rule, performance notes are provided by the governmental entity that will supervise the new agency or administer the new program. Performance notes are not written by the Office of the Legislative Fiscal Analyst.