

0:00:00.000,0:00:05.730
hello everyone hopefully you guys can

0:00:02.810,0:00:10.349
hear us all we want to thank you for

0:00:05.730,0:00:13.769
participating in this NAB Co webinar and

0:00:10.349,0:00:17.220
we welcome you to the presentation

0:00:13.769,0:00:20.250
there's an app for that before I

0:00:17.220,0:00:23.130
introduce our speakers from Texas I

0:00:20.250,0:00:26.849
wanted to address a few things this

0:00:23.130,0:00:30.359
webinar will highlight how the Texas ABC

0:00:26.849,0:00:34.309
has used a complaint app that allows

0:00:30.359,0:00:37.770
citizens to report sales to minors or

0:00:34.309,0:00:41.070
intoxicated persons and after-hours

0:00:37.770,0:00:45.149
sales and other violations of the Texas

0:00:41.070,0:00:48.510
Alcoholic Beverage code through email by

0:00:45.149,0:00:50.940
phone or through postal services we

0:00:48.510,0:00:53.730
expect the webinar to last about 45

0:00:50.940,0:00:56.460
minutes or so with room for Q&A at the

0:00:53.730,0:00:58.469
end if there are lots of questions and

0:00:56.460,0:01:00.750

if attendees don't mind we may stay on a

0:00:58.469,0:01:04.080

little bit longer so please know that

0:01:00.750,0:01:07.080

once the webinar begins I'm not able to

0:01:04.080,0:01:08.970

acknowledge receipt of questions but

0:01:07.080,0:01:12.119

know that we will answer any questions

0:01:08.970,0:01:14.520

at the end this presentation is being

0:01:12.119,0:01:17.159

recorded and we hope to make it

0:01:14.520,0:01:19.320

available for playback later if you have

0:01:17.159,0:01:21.720

a question please type it in the

0:01:19.320,0:01:24.509

question box which is in the lower right

0:01:21.720,0:01:26.220

hand corner of your screen at the end of

0:01:24.509,0:01:28.680

the presentation I will come back and

0:01:26.220,0:01:31.290

ask the questions for our speakers to

0:01:28.680,0:01:34.020

answer them we are pleased to have

0:01:31.290,0:01:36.630

several representatives of the Texas ABC

0:01:34.020,0:01:40.460

with us today and I'd now like to just

0:01:36.630,0:01:43.530

read some brief bios of our presenters

0:01:40.460,0:01:45.060

Carolyn Beck is now director of

0:01:43.530,0:01:48.290
communications and governmental

0:01:45.060,0:01:52.290
relations she joined the tabc in october

0:01:48.290,0:01:55.110
2003 as a public information officer her

0:01:52.290,0:01:58.500
primary duties include being the agency

0:01:55.110,0:02:00.840
spokesperson and legislative liaison she

0:01:58.500,0:02:02.820
spearheads various special projects

0:02:00.840,0:02:07.049
including the agency's biennial

0:02:02.820,0:02:10.349
strategic plan prior to TABC Carolyn

0:02:07.049,0:02:13.569
spent 13 years at the at the Texas Youth

0:02:10.349,0:02:15.340
Commission working in various divisions

0:02:13.569,0:02:17.650
she has seven years of experience in the

0:02:15.340,0:02:20.139
private sector managing internal

0:02:17.650,0:02:22.629
operations for a startup company she

0:02:20.139,0:02:25.329
earned a bachelor's degree from the plan

0:02:22.629,0:02:27.489
to liberal arts honors program and a

0:02:25.329,0:02:30.459
master's degree from the lyndon b

0:02:27.489,0:02:34.569
johnson school of public affairs both at

0:02:30.459,0:02:36.969
the University of Texas at Austin we

0:02:34.569,0:02:39.760
also have with us regional director

0:02:36.969,0:02:41.889
Randy field he attended the Harris

0:02:39.760,0:02:44.799
County Sheriff's Academy and began his

0:02:41.889,0:02:47.439
career with the tabc in june nineteen

0:02:44.799,0:02:50.169
eighty nine he was initially stationed

0:02:47.439,0:02:52.689
in El Paso as an agent before being

0:02:50.169,0:02:55.060
transferred to the bryan office he has

0:02:52.689,0:02:58.269
received several promotions and is now

0:02:55.060,0:03:01.120
major of the Coastal Bend region Randy

0:02:58.269,0:03:03.969
graduated from Texas A&M University in

0:03:01.120,0:03:07.959
1988 with The Bachelor of Science degree

0:03:03.969,0:03:11.019
in agricultural economics and also

0:03:07.959,0:03:13.599
participating in the call will be Mindy

0:03:11.019,0:03:15.489
Carroll who after teaching in public

0:03:13.599,0:03:17.919
education started her career with the

0:03:15.489,0:03:21.370
Texas Alcoholic Beverage Commission in

0:03:17.919,0:03:23.169

2006 as the education specialist she's
0:03:21.370,0:03:26.229
received several promotions and is now
0:03:23.169,0:03:28.810
director of the education division this
0:03:26.229,0:03:31.750
division is responsible for managing the
0:03:28.810,0:03:35.290
state's util Block Grant and Mindy is
0:03:31.750,0:03:37.479
the util state coordinator in 2011 the
0:03:35.290,0:03:39.430
division managed about 1.5 million
0:03:37.479,0:03:42.459
dollars in funding and distributed
0:03:39.430,0:03:44.650
grants to 19 different projects Mindy
0:03:42.459,0:03:47.199
also oversees all educational
0:03:44.650,0:03:50.409
programming including the seller server
0:03:47.199,0:03:52.979
training program for the tabc and so
0:03:50.409,0:03:58.349
guys thank you very much for
0:03:52.979,0:04:03.759
participating in our presentation today
0:03:58.349,0:04:07.599
major field is the person who has charge
0:04:03.759,0:04:09.310
of the screen and so we will let him go
0:04:07.599,0:04:12.579
with it but Carolyn is going to speak so
0:04:09.310,0:04:16.570
Carolyn go right ahead or did I get that

0:04:12.579,0:04:19.329
wrong yeah Randy is going to start ok so

0:04:16.570,0:04:22.510
major field you're going to start what

0:04:19.329,0:04:25.290
we've got is in March of 2013 this past

0:04:22.510,0:04:28.710
year part of the spring break initial

0:04:25.290,0:04:31.470
if our agency rolled out this complaint

0:04:28.710,0:04:33.390
app and kind of targeted it add that

0:04:31.470,0:04:35.780
Spring Break crowd obviously the younger

0:04:33.390,0:04:37.740
crowd kind of the mobile crowd

0:04:35.780,0:04:39.840
everybody's carrying around a smart

0:04:37.740,0:04:42.690
phone in their hand or in their pocket

0:04:39.840,0:04:45.510
and we wanted to make it more convenient

0:04:42.690,0:04:47.700
easier for people to file a complaint

0:04:45.510,0:04:50.430
right when it's occurring or right when

0:04:47.700,0:04:52.410
they're seeing it as opposed to the old

0:04:50.430,0:04:55.380
method of having to go home get on a

0:04:52.410,0:04:57.120
computer send an email or make a phone

0:04:55.380,0:05:00.090
call to one of the offices during

0:04:57.120,0:05:01.980
business hours so that's the mobile

0:05:00.090,0:05:04.440
complaint at the there's an app for that

0:05:01.980,0:05:12.690
as we know like today there's a map an

0:05:04.440,0:05:19.380
app for everything in the world our

0:05:12.690,0:05:26.240
point is not moving screams it's not

0:05:19.380,0:05:30.360
advancing oh my in control you should be

0:05:26.240,0:05:32.040
okay there we go now we're moving when

0:05:30.360,0:05:34.590
to file a complaint any time there's a

0:05:32.040,0:05:37.560
violation of any sort at a location

0:05:34.590,0:05:39.240
licensed to serve oxalic beverages we

0:05:37.560,0:05:41.370
want the public to be able to file a

0:05:39.240,0:05:43.230
complaint and obviously we want to make

0:05:41.370,0:05:45.750
it easy because the easier it is the

0:05:43.230,0:05:48.210
more likely it is this somebody will

0:05:45.750,0:05:50.820
file a complaint some of the things they

0:05:48.210,0:05:54.050
are on the top of the list or selling

0:05:50.820,0:05:57.330
alcohol to minors intoxicated person

0:05:54.050,0:06:00.870

some of the areas have problems with the

0:05:57.330,0:06:02.700
legal sale legal hours of sale where I'm

0:06:00.870,0:06:05.790
at in Houston that's one of our larger

0:06:02.700,0:06:09.120
problems is locations of just operating

0:06:05.790,0:06:10.980
throughout the night 2 a.m. the cutoff

0:06:09.120,0:06:13.440
time but they're they're running till

0:06:10.980,0:06:16.970
some of them until opening day the next

0:06:13.440,0:06:20.340
day other things gambling drug use

0:06:16.970,0:06:23.010
prostitution basically anything that we

0:06:20.340,0:06:27.000
refer to as the vice type crimes we want

0:06:23.010,0:06:29.010
people to be able to complain to tabc

0:06:27.000,0:06:32.750
when they see those violations occurring

0:06:29.010,0:06:35.640
again and do it in a convenient quick

0:06:32.750,0:06:37.950
efficient way there's an app for

0:06:35.640,0:06:38.280
everything out there these days and the

0:06:37.950,0:06:40.800
age

0:06:38.280,0:06:43.380
he felt like this with the way of stay

0:06:40.800,0:06:45.810
up with technology and again appeal to a

0:06:43.380,0:06:47.850
younger crowd and give them the

0:06:45.810,0:06:49.889
opportunity because younger crowd is

0:06:47.850,0:06:54.960
less likely to send an email or make a

0:06:49.889,0:06:58.770
phone call to the tabc office different

0:06:54.960,0:07:00.810
ways you can file a complaint obviously

0:06:58.770,0:07:03.930
the old ways we start off you can make a

0:07:00.810,0:07:06.419
phone call to the office any of the tabc

0:07:03.930,0:07:08.639
offices and the good thing is it really

0:07:06.419,0:07:10.680
doesn't matter where you're at or which

0:07:08.639,0:07:13.169
office you call it will get directed to

0:07:10.680,0:07:16.110
the right place email we've got a

0:07:13.169,0:07:21.960
complaint email box where its complaint

0:07:16.110,0:07:23.669
that TABC state TX us and that will get

0:07:21.960,0:07:26.430
routed through our headquarters and then

0:07:23.669,0:07:28.980
routed back out into the field obviously

0:07:26.430,0:07:31.950
somebody can send one by mail we don't

0:07:28.980,0:07:35.870
get a lot of those these days but

0:07:31.950,0:07:38.700
occasionally from a maybe the more

0:07:35.870,0:07:44.070
senior crowd we get something in the

0:07:38.700,0:07:46.890
actual mailbox fax again not very common

0:07:44.070,0:07:49.260
but occasionally we still good facts in

0:07:46.890,0:07:52.200
person somebody may either come into the

0:07:49.260,0:07:55.919
office somebody may catch us when we're

0:07:52.200,0:07:58.110
in a location occasionally in a you know

0:07:55.919,0:08:00.090
complain about a violation that another

0:07:58.110,0:08:02.490
location somebody can go to our website

0:08:00.090,0:08:04.110
there's an opportunity on our website to

0:08:02.490,0:08:07.470
file a complaint through the through our

0:08:04.110,0:08:09.210
web web site and then the one we're

0:08:07.470,0:08:12.750
talking about in the newest mobile

0:08:09.210,0:08:15.210
complain app again where somebody can

0:08:12.750,0:08:18.150
very easily very conveniently file the

0:08:15.210,0:08:20.850
complaint they can be sitting at the bar

0:08:18.150,0:08:23.280
or in the grocery store liquor store

0:08:20.850,0:08:25.350

wherever they may be they see the

0:08:23.280,0:08:27.000
violation of what they believe is a

0:08:25.350,0:08:29.760
violation occur they can get on the

0:08:27.000,0:08:33.479
smartphone and file the complaint right

0:08:29.760,0:08:35.669
then as you see the message from our

0:08:33.479,0:08:38.250
chief that basically says the longer it

0:08:35.669,0:08:40.080
takes to file a complaint the less

0:08:38.250,0:08:42.060
accurate it's going to be in the less

0:08:40.080,0:08:43.830
likely that it's going to be to somebody

0:08:42.060,0:08:46.290
is actually going to follow it because

0:08:43.830,0:08:48.630
as we know as time goes on the

0:08:46.290,0:08:51.720
importance of filing the complaint

0:08:48.630,0:08:56.009
really diminishes

0:08:51.720,0:08:58.560
this is the home page to our app it's

0:08:56.009,0:09:00.420
free to the public you can get on a

0:08:58.560,0:09:03.779
couple of different ways you can go to

0:09:00.420,0:09:07.649
the individual app store whether it's an

0:09:03.779,0:09:11.370
Android or the Apple device that you

0:09:07.649,0:09:13.050
have searched for it by tabc and a

0:09:11.370,0:09:14.699
couple of different apps will come up

0:09:13.050,0:09:18.930
this is one of the ones that will come

0:09:14.699,0:09:23.209
up or you can go to our website and the

0:09:18.930,0:09:27.420
address therapy of tabc dock state TX us

0:09:23.209,0:09:31.259
back / mobile apps and download it that

0:09:27.420,0:09:33.480
way very simple to download downloads it

0:09:31.259,0:09:38.189
myself just to make sure I know what it

0:09:33.480,0:09:41.129
says and how it operates here's that

0:09:38.189,0:09:44.790
once inside once you click on the create

0:09:41.129,0:09:46.560
a complaint this is the screen and the

0:09:44.790,0:09:51.389
first two on the left are actually a

0:09:46.560,0:09:53.279
scroll that's all 11 screen it takes

0:09:51.389,0:09:56.339
more than one screen to actually put it

0:09:53.279,0:09:58.709
all on their top of the thing

0:09:56.339,0:10:01.379
establishment named the more accurate

0:09:58.709,0:10:05.430
that is obviously the better off we are

0:10:01.379,0:10:07.860
because we can't find it in our computer

0:10:05.430,0:10:10.110
if we don't get an accurate name the

0:10:07.860,0:10:12.269
establishment location again the more

0:10:10.110,0:10:15.559
accurate that is the better off we are

0:10:12.269,0:10:18.930
specific numeric address is preferred

0:10:15.559,0:10:21.930
but sometimes we can search through our

0:10:18.930,0:10:24.750
database and find what it is if we don't

0:10:21.930,0:10:26.100
have real specific information the

0:10:24.750,0:10:28.529
county is going to be pretty much a

0:10:26.100,0:10:30.540
requirement because that's how those are

0:10:28.529,0:10:33.240
going to be sent back out into the field

0:10:30.540,0:10:36.930
when this is submitted it goes to that

0:10:33.240,0:10:39.959
complaint email address that if you went

0:10:36.930,0:10:42.540
to our website or you emailed in a

0:10:39.959,0:10:45.660
complaint to the complaint complaint

0:10:42.540,0:10:47.639
email address this goes to that same

0:10:45.660,0:10:49.649
place it's just format a little

0:10:47.639,0:10:52.309

differently but when they're sent back

0:10:49.649,0:10:55.019
out into the field the county is the

0:10:52.309,0:10:59.309
indicator as to which field office to

0:10:55.019,0:11:01.620
send it to the city obviously again the

0:10:59.309,0:11:04.559
more information that we have the more

0:11:01.620,0:11:05.520
accurate we can be at which location it

0:11:04.559,0:11:09.390
is

0:11:05.520,0:11:11.370
then it has incident description and on

0:11:09.390,0:11:13.080
that incident description what we've got

0:11:11.370,0:11:15.830
is we've got several different

0:11:13.080,0:11:18.060
checkboxes again to make it simple for

0:11:15.830,0:11:21.500
somebody to file the complaint there's

0:11:18.060,0:11:25.220
checkboxes for minor related violations

0:11:21.500,0:11:30.360
intoxication related violation hours

0:11:25.220,0:11:32.670
violations drugs prostitution gambling

0:11:30.360,0:11:35.490
and then we've got the the one you

0:11:32.670,0:11:36.780
always have to have his other so if it

0:11:35.490,0:11:40.230
doesn't fall within one of those

0:11:36.780,0:11:42.930
categories you can click other and then

0:11:40.230,0:11:45.960
below that is incident details and

0:11:42.930,0:11:48.270
that's a free text box where you can go

0:11:45.960,0:11:51.990
in and kind of describe again what the

0:11:48.270,0:11:53.940
details are the more specific these are

0:11:51.990,0:11:56.000
the better again that we are when

0:11:53.940,0:11:58.700
somebody files a complaint that a

0:11:56.000,0:12:01.740
certain location is selling to minors

0:11:58.700,0:12:03.810
that's some basic information but if

0:12:01.740,0:12:07.140
they will tell us they're selling to

0:12:03.810,0:12:09.330
minors and it's the clerk with this name

0:12:07.140,0:12:11.820
or it works at this time and it occurs

0:12:09.330,0:12:15.000
on these days and these times of the day

0:12:11.820,0:12:17.790
that really helps us with our

0:12:15.000,0:12:20.250
investigation as opposed to kind of

0:12:17.790,0:12:22.650
shooting in the dark so that incident

0:12:20.250,0:12:24.480
details are very important as well below

0:12:22.650,0:12:26.700
that is the email address of the person

0:12:24.480,0:12:30.660
that's filing the complaint that's not a

0:12:26.700,0:12:33.750
mandatory box that's only if they want

0:12:30.660,0:12:37.170
to be notified of the outcome we accept

0:12:33.750,0:12:39.720
hundreds of complaints every month that

0:12:37.170,0:12:41.970
are anonymous people don't want to know

0:12:39.720,0:12:44.100
don't want to leave their personal

0:12:41.970,0:12:46.410
information don't want anybody to know

0:12:44.100,0:12:49.650
that they called for whatever reason and

0:12:46.410,0:12:51.480
that's fine we accept those but also we

0:12:49.650,0:12:54.030
will notify the complainant if they

0:12:51.480,0:12:58.370
desire and so if they leave their email

0:12:54.030,0:13:01.080
address they click one of those two

0:12:58.370,0:13:04.290
boxes there either notify me of the

0:13:01.080,0:13:07.110
outcome or submit anonymously if it's

0:13:04.290,0:13:09.840
the midden onimous lee it'll go and

0:13:07.110,0:13:11.870
submit the complaint if they want to be

0:13:09.840,0:13:16.310

notified it goes to the next screen

0:13:11.870,0:13:18.810
where it asks for their name address etc

0:13:16.310,0:13:19.350
so depending on how they want to be

0:13:18.810,0:13:21.390
notified

0:13:19.350,0:13:23.280
they want to be notified by telephone or

0:13:21.390,0:13:27.330
email emails obviously the pressure

0:13:23.280,0:13:29.640
usually or if they want to be notified

0:13:27.330,0:13:33.360
in writing with the letter we can

0:13:29.640,0:13:36.510
obviously do that as well once this is

0:13:33.360,0:13:41.570
done is submitted what we get to that

0:13:36.510,0:13:44.940
complaint email box is this this is the

0:13:41.570,0:13:46.920
email that goes in there the template so

0:13:44.940,0:13:48.870
we've got the name of the location or

0:13:46.920,0:13:52.920
the Ming but yes name of the location

0:13:48.870,0:13:55.920
the location address the county the city

0:13:52.920,0:13:58.890
in those descriptions details that

0:13:55.920,0:14:02.100
they've given other descriptions into

0:13:58.890,0:14:04.430
the details and email address again as

0:14:02.100,0:14:08.220
we want to they want to be contacted

0:14:04.430,0:14:11.120
that goes to our complaint email box in

0:14:08.220,0:14:13.320
Austin somebody in Austin looks at that

0:14:11.120,0:14:16.470
determines from that city and county

0:14:13.320,0:14:18.570
what field office to send it to and then

0:14:16.470,0:14:23.210
that emails write it out to one of the

0:14:18.570,0:14:23.210
field supervisors for the investigation

0:14:23.270,0:14:30.060
the investigation is entered at the

0:14:26.670,0:14:34.230
field level into our statewide computer

0:14:30.060,0:14:37.710
system we've got a complaint system that

0:14:34.230,0:14:39.750
we entered into again we were getting

0:14:37.710,0:14:42.810
hundreds of those a month and I couldn't

0:14:39.750,0:14:47.370
tell you an exact number in the Coastal

0:14:42.810,0:14:50.070
Bend region we usually carry about 200

0:14:47.370,0:14:53.100
to 250 open compliance at any given time

0:14:50.070,0:14:55.110
in that approximately one-third of the

0:14:53.100,0:14:58.260
state more or less so that kind of gives

0:14:55.110,0:15:00.180
you an idea of how many we have there

0:14:58.260,0:15:03.120
are find individual complaint numbers

0:15:00.180,0:15:05.520
obviously for tracking purposes we've

0:15:03.120,0:15:07.470
got a complaint log they're reviewed

0:15:05.520,0:15:10.950
attract by the supervisor again by

0:15:07.470,0:15:13.470
geographic area our field agents are

0:15:10.950,0:15:16.470
assigned by geographic area so it will

0:15:13.470,0:15:19.710
go eventually to an individual agent to

0:15:16.470,0:15:23.070
be investigated sometimes we'll get

0:15:19.710,0:15:25.340
complaints for violations or for

0:15:23.070,0:15:27.570
allegations that really aren't violation

0:15:25.340,0:15:29.550
somebody just doesn't like the way they

0:15:27.570,0:15:32.790
were treated

0:15:29.550,0:15:36.420
server was rude or they didn't have my

0:15:32.790,0:15:39.000
kind of tequila whatever that might be

0:15:36.420,0:15:41.010
we get those complaints those are

0:15:39.000,0:15:44.610
obviously not violations and so we don't

0:15:41.010,0:15:46.980

enter that or investigate that we were

0:15:44.610,0:15:49.320
first on to another to other agencies if

0:15:46.980,0:15:52.320
we get a complaint say for a fire code

0:15:49.320,0:15:53.970
violation or a health code violation we

0:15:52.320,0:15:57.480
will refer those to the appropriate

0:15:53.970,0:16:01.110
agency and request that they investigate

0:15:57.480,0:16:03.690
it for their violations or again if it's

0:16:01.110,0:16:05.970
a regular violation that our allegation

0:16:03.690,0:16:09.060
that we will work we assigned that for

0:16:05.970,0:16:11.880
investigation we try to get most of

0:16:09.060,0:16:14.329
those done we have a 60-day window that

0:16:11.880,0:16:17.100
we shoot for that's one of our

0:16:14.329,0:16:18.990
legislative performance goals is to get

0:16:17.100,0:16:21.779
eighty-five percent of our complaints

0:16:18.990,0:16:24.720
investigated enclosed within 60 days and

0:16:21.779,0:16:27.600
we usually stay a little higher than

0:16:24.720,0:16:31.170
that or I think closer to 90 percent or

0:16:27.600,0:16:34.140
close within that time frame that's kind

0:16:31.170,0:16:38.070
of a summary of the complaint app the

0:16:34.140,0:16:40.760
next app is our spirits Texas mobile app

0:16:38.070,0:16:44.550
and Carolyn Beck will speak about that

0:16:40.760,0:16:46.709
thanks Randy our spirits Texas mobile

0:16:44.550,0:16:50.339
app is a little bit different from the

0:16:46.709,0:16:52.940
complaint app in several ways and one

0:16:50.339,0:16:56.279
the main difference is that it is

0:16:52.940,0:16:59.970
pushing information out to the public or

0:16:56.279,0:17:03.209
the user as opposed to a an avenue for

0:16:59.970,0:17:05.370
them to send information into us we were

0:17:03.209,0:17:07.919
working with a company called nubes on

0:17:05.370,0:17:11.699
some other projects here and they

0:17:07.919,0:17:13.679
volunteered to because they had access

0:17:11.699,0:17:17.130
to and knowledge of our databases of

0:17:13.679,0:17:20.189
information they offered to create this

0:17:17.130,0:17:24.059
app for us for free and it basically

0:17:20.189,0:17:26.730
ties databases that we have into google

0:17:24.059,0:17:29.550
maps and so i'll show you in a minute

0:17:26.730,0:17:31.200
what it does but because we got it for

0:17:29.550,0:17:34.860
free we can offer it free to the public

0:17:31.200,0:17:37.410
and it's available for Android and Apple

0:17:34.860,0:17:40.190
mobile devices so Randy can you take us

0:17:37.410,0:17:40.190
to the next screen

0:17:45.080,0:17:51.240
so the main menu breaks our license and

0:17:49.590,0:17:56.100
permit holders into various categories

0:17:51.240,0:17:59.210
and so a person can choose any of these

0:17:56.100,0:18:01.920
categories if they're looking for a

0:17:59.210,0:18:04.800
brewery in the area or they need a

0:18:01.920,0:18:07.830
liquor store a convenience store or

0:18:04.800,0:18:10.410
perhaps a sexually oriented business and

0:18:07.830,0:18:12.090
let me mention that this could be used

0:18:10.410,0:18:15.360
by the public and searching for a place

0:18:12.090,0:18:18.450
to shop but it can also be used by other

0:18:15.360,0:18:20.310
law enforcement agencies if they're

0:18:18.450,0:18:25.590

looking for something in particular and

0:18:20.310,0:18:28.140
for people concerned about locations in

0:18:25.590,0:18:30.660
their area that have violations so they

0:18:28.140,0:18:33.060
can pick one of these categories and the

0:18:30.660,0:18:36.360
one circled is miscellaneous and it will

0:18:33.060,0:18:39.900
bring up the results that are in your

0:18:36.360,0:18:41.760
area and under the settings we don't

0:18:39.900,0:18:46.500
have this shown on a slide but under

0:18:41.760,0:18:49.950
settings you can set set it to to sort

0:18:46.500,0:18:52.380
different ways for example you can have

0:18:49.950,0:18:55.320
it show those locations that are within

0:18:52.380,0:18:58.620
20 miles of you within 50 miles or

0:18:55.320,0:19:01.250
within 200 miles and you can set it so

0:18:58.620,0:19:05.340
that it shows only active permits only

0:19:01.250,0:19:07.710
inactive permits or both and you can set

0:19:05.340,0:19:10.380
it to show those locations that have

0:19:07.710,0:19:14.520
never had a violation or those that have

0:19:10.380,0:19:16.770
one or more violations or both and in

0:19:14.520,0:19:18.450
Texas for some people where you can

0:19:16.770,0:19:21.570
carry your concealed handgun is

0:19:18.450,0:19:24.090
important and so there's a setting where

0:19:21.570,0:19:25.470
it you can have it show only those

0:19:24.090,0:19:27.870
locations where you can take your

0:19:25.470,0:19:30.060
concealed handgun those locations where

0:19:27.870,0:19:35.460
you can't take a concealed handgun or

0:19:30.060,0:19:37.890
both and and you can have it sort by the

0:19:35.460,0:19:41.160
distance from you or by the number of

0:19:37.890,0:19:44.640
violations or alphabetically which is

0:19:41.160,0:19:47.790
what it's showing now so so basically in

0:19:44.640,0:19:49.320
this you pick the category and you tell

0:19:47.790,0:19:52.140
it you want to see the ones that are

0:19:49.320,0:19:54.390
nearby and it brings up a list and you

0:19:52.140,0:19:54.809
can see there on the on the right where

0:19:54.390,0:19:57.600
it says

0:19:54.809,0:20:00.029
walgreens the red V shows that it's had

0:19:57.600,0:20:03.600
one or more violation you can see

0:20:00.029,0:20:05.460
because the gun is blue it means you can

0:20:03.600,0:20:07.529
carry your concealed handgun there as

0:20:05.460,0:20:09.749
opposed to read and there's a little

0:20:07.529,0:20:11.820
picture of a bottle of wine with a 17

0:20:09.749,0:20:13.559
which means that their permit allows

0:20:11.820,0:20:16.409
them to sell wine up to seventeen

0:20:13.559,0:20:18.149
percent as opposed to some parts of the

0:20:16.409,0:20:21.629
state you can only sell wine up to

0:20:18.149,0:20:24.509
fourteen percent and then Randy if you

0:20:21.629,0:20:26.820
can take us to the next slide we'll see

0:20:24.509,0:20:30.269
what it looks like when you choose one

0:20:26.820,0:20:33.720
of those locations that is near you so

0:20:30.269,0:20:37.019
we've chosen water to wine which is a

0:20:33.720,0:20:39.720
winery permit holder and you can see the

0:20:37.019,0:20:41.490
owner's name and the address if you want

0:20:39.720,0:20:43.259
you can click on directions and it will

0:20:41.490,0:20:45.960

take you to google maps and show you how

0:20:43.259,0:20:49.049
to get there from where you are that

0:20:45.960,0:20:51.360
wine percent is is for retail locations

0:20:49.049,0:20:54.240
and will be would be either 14 or

0:20:51.360,0:20:56.429
seventeen percent but gun sign is listed

0:20:54.240,0:20:59.879
as unknown here because the gun signs

0:20:56.429,0:21:03.059
are relevant to retail locations and if

0:20:59.879,0:21:05.279
you choose permit status then it takes

0:21:03.059,0:21:07.019
you to the screen that you can see to

0:21:05.279,0:21:09.779
the right where it shows the permit

0:21:07.019,0:21:12.480
number the status is current you can see

0:21:09.779,0:21:14.580
the expiration date and you can see the

0:21:12.480,0:21:17.429
previous permit held at this location

0:21:14.580,0:21:20.039
and its status and expiration date and

0:21:17.429,0:21:22.230
you can also see underneath permit

0:21:20.039,0:21:26.730
status on the left the number of

0:21:22.230,0:21:29.460
violations they had in 2013 and the

0:21:26.730,0:21:31.289
number of violations to add in 2010 that

0:21:29.460,0:21:33.889
implies that in two thousand eleven and

0:21:31.289,0:21:36.840
twelve they didn't have any violations

0:21:33.889,0:21:41.549
so Randy if you take us to the next

0:21:36.840,0:21:43.049
screen then we can see what happens if

0:21:41.549,0:21:45.960
you decide you want to look at those

0:21:43.049,0:21:48.659
violations so if you choose the number

0:21:45.960,0:21:50.850
of violations in year 2013 and it shows

0:21:48.659,0:21:54.600
there was one you can click on that and

0:21:50.850,0:21:58.710
you can see that it was that they were

0:21:54.600,0:22:00.840
in trouble for possessing uninvite I'll

0:21:58.710,0:22:03.720
coholic beverages and that they received

0:22:00.840,0:22:05.610
a warning and that the investigation or

0:22:03.720,0:22:08.610
the administrative action is closed and

0:22:05.610,0:22:13.770
you can see the incident date

0:22:08.610,0:22:15.990
and Randy on the next slide in addition

0:22:13.770,0:22:17.400
to the nearby function which is what

0:22:15.990,0:22:21.000
we've been looking at there's also a

0:22:17.400,0:22:25.350
search function where you can search for

0:22:21.000,0:22:27.299
things locations by trade name or by

0:22:25.350,0:22:29.460
address you can say that you want to see

0:22:27.299,0:22:32.070
locations on sixth Street in Austin

0:22:29.460,0:22:34.620
which is our bar district and you can

0:22:32.070,0:22:38.640
search by zip code in case you want to

0:22:34.620,0:22:40.410
find out like what the you know I can I

0:22:38.640,0:22:43.860
can go in here and look up what are the

0:22:40.410,0:22:44.940
liquor stores in my zip code because I

0:22:43.860,0:22:47.700
want to know which ones have had

0:22:44.940,0:22:49.679
violations and which ones haven't maybe

0:22:47.700,0:22:52.230
I only want to give my business to those

0:22:49.679,0:22:54.960
that that have not had any violations to

0:22:52.230,0:22:57.330
try to promote them and so that's just

0:22:54.960,0:23:03.210
one of the many ways that this system

0:22:57.330,0:23:06.480
can be used and and that is the the end

0:23:03.210,0:23:08.520
of the the pictures but I'm welcome to

0:23:06.480,0:23:10.470

answer any questions about this and I

0:23:08.520,0:23:14.929
know that Randy can answer questions

0:23:10.470,0:23:18.059
about the complaint app as well and also

0:23:14.929,0:23:26.190
Mindy I think you had some some closing

0:23:18.059,0:23:27.780
thoughts that you wanted to to share did

0:23:26.190,0:23:30.030
you get closer to the phone I'm sorry I

0:23:27.780,0:23:32.040
can't hear you one thing that we were

0:23:30.030,0:23:34.110
asked to talk to about that wasn't

0:23:32.040,0:23:36.900
actually covered in the slides was how

0:23:34.110,0:23:40.020
we actually covered the funding for the

0:23:36.900,0:23:43.080
complaint app and as a major explained

0:23:40.020,0:23:45.510
that was a grant program that we got to

0:23:43.080,0:23:47.370
support our Spring Break efforts for

0:23:45.510,0:23:51.240
that particular one it's paid by the

0:23:47.370,0:23:53.580
justice assistance grant which basically

0:23:51.240,0:23:56.130
you have to have law enforcement in your

0:23:53.580,0:23:59.460
organization it's a federal program and

0:23:56.130,0:24:01.650
we got I believe if you separate it all

0:23:59.460,0:24:03.210
out the app probably cost about ten

0:24:01.650,0:24:06.270
thousand dollars it was a whole

0:24:03.210,0:24:08.669
educational program it had the app it

0:24:06.270,0:24:11.820
has PSAs that are on our YouTube channel

0:24:08.669,0:24:14.429
that promoted the use of the app we paid

0:24:11.820,0:24:17.040
for airtime to run those PSAs throughout

0:24:14.429,0:24:18.990
Texas so I think that would be a pretty

0:24:17.040,0:24:21.080
good estimate of how much that one cost

0:24:18.990,0:24:23.150
if you don't have

0:24:21.080,0:24:26.270
you want to do something like this but

0:24:23.150,0:24:28.910
your organization doesn't have law

0:24:26.270,0:24:31.940
enforcement so jag funding isn't enough

0:24:28.910,0:24:34.430
and often for you one other place that

0:24:31.940,0:24:38.150
you can look for funding that's paid for

0:24:34.430,0:24:40.220
apps for us and help us support them is

0:24:38.150,0:24:42.070
through nirus which would be through

0:24:40.220,0:24:45.350
your department of transportation

0:24:42.070,0:24:46.880
they'll pay for apps and this would be

0:24:45.350,0:24:49.130
one that they would have supported to

0:24:46.880,0:24:53.090
actually talk to them about paying for

0:24:49.130,0:24:55.400
it first through Texas and so that

0:24:53.090,0:24:58.850
doesn't require law enforcement it just

0:24:55.400,0:25:01.370
requires that effort to prevent drinking

0:24:58.850,0:25:03.080
and driving or underage drinking

0:25:01.370,0:25:05.480
consumption and operating a motor

0:25:03.080,0:25:07.970
vehicle so those are a couple of options

0:25:05.480,0:25:10.250
if you're looking for money my division

0:25:07.970,0:25:12.740
handles the actual writing of the grants

0:25:10.250,0:25:15.350
and these educational programs and to

0:25:12.740,0:25:16.910
give you an idea of mrs. support we have

0:25:15.350,0:25:19.670
a third app that will be coming out

0:25:16.910,0:25:22.550
pretty soon that's basically an industry

0:25:19.670,0:25:24.890
guide to help our industry members about

0:25:22.550,0:25:26.870
how we operate what they need to do to

0:25:24.890,0:25:29.990

follow the Texas Alcoholic Beverage code

0:25:26.870,0:25:32.000
that we've moved into a nap and missus

0:25:29.990,0:25:38.270
or TxDOT picked up a hundred percent of

0:25:32.000,0:25:42.920
the funding for that one okay that's

0:25:38.270,0:25:45.860
great now Mindy or anybody you guys had

0:25:42.920,0:25:50.020
mentioned that it was an external

0:25:45.860,0:25:52.550
company that created this for you and

0:25:50.020,0:25:55.490
could you and you said you had a

0:25:52.550,0:25:57.560
relationship with them so internally

0:25:55.490,0:25:59.590
versus externally were there some points

0:25:57.560,0:26:02.690
that you guys wanted to cover regarding

0:25:59.590,0:26:06.050
you know and and I guess it probably

0:26:02.690,0:26:08.120
wouldn't be a bad idea I know we

0:26:06.050,0:26:10.820
mentioned the name of the company but

0:26:08.120,0:26:13.010
maybe maybe spelling their name if

0:26:10.820,0:26:15.140
anybody wants to Google or get in

0:26:13.010,0:26:18.310
contact with them to see maybe you know

0:26:15.140,0:26:21.290
what and how this could work for them

0:26:18.310,0:26:22.580
with the spirits app I think we had two

0:26:21.290,0:26:25.580
different companies do the different

0:26:22.580,0:26:28.460
apps that the spirits app was developed

0:26:25.580,0:26:34.400
by a company called nubes and that's n

0:26:28.460,0:26:36.830
EU be us and if you actually pull up the

0:26:34.400,0:26:38.600
on your devices it gives you some

0:26:36.830,0:26:41.960
information about nubes at least their

0:26:38.600,0:26:46.610
names on there and we were working with

0:26:41.960,0:26:50.030
them on a contract to scan our licensing

0:26:46.610,0:26:54.440
files decades worth of files so that we

0:26:50.030,0:26:56.720
could bring it all online which was a

0:26:54.440,0:26:58.940
huge deal for us because we got to get

0:26:56.720,0:27:03.080
rid of massive filing cabinets full of

0:26:58.940,0:27:04.700
documents and start start fresh forward

0:27:03.080,0:27:07.670
where when when somebody brings an

0:27:04.700,0:27:10.040
application to us we scan it in and then

0:27:07.670,0:27:12.200
immediately folks in our field office

0:27:10.040,0:27:14.860
and in our headquarters can view the

0:27:12.200,0:27:16.730
application and start working on it

0:27:14.860,0:27:18.530
simultaneously on the different things

0:27:16.730,0:27:21.470
that they do in the different offices

0:27:18.530,0:27:23.660
I'm kind of off topic but this this is a

0:27:21.470,0:27:26.120
really huge thing that nubes did for us

0:27:23.660,0:27:30.830
with regard to our efficiency and

0:27:26.120,0:27:35.450
effectiveness and so once they work with

0:27:30.830,0:27:37.610
us on that and then they they understood

0:27:35.450,0:27:40.970
how our different databases worked and

0:27:37.610,0:27:43.940
we have a database that's available on

0:27:40.970,0:27:46.190
our website for the public which is we

0:27:43.940,0:27:48.020
refer to it as our public inquiry system

0:27:46.190,0:27:50.150
and the majority of the information

0:27:48.020,0:27:52.280
that's in the spirit app is in that

0:27:50.150,0:27:54.980
database on our website and you can go

0:27:52.280,0:27:58.090
run reports and find it all but what

0:27:54.980,0:28:02.690

nubes did was to connect that database

0:27:58.090,0:28:05.990
with google maps so that you can tie it

0:28:02.690,0:28:07.520
to your personal location and there's a

0:28:05.990,0:28:09.830
little bit of added information that

0:28:07.520,0:28:12.920
they pull from from a database that's

0:28:09.830,0:28:14.840
not public that provides additional

0:28:12.920,0:28:17.420
information about the type of business

0:28:14.840,0:28:20.000
and so that's you know they were

0:28:17.420,0:28:23.660
generous enough to do that for us for

0:28:20.000,0:28:25.880
free and i think that the benefit to

0:28:23.660,0:28:28.490
them was to be able to show people what

0:28:25.880,0:28:30.580
it is that they can do so that that

0:28:28.490,0:28:34.850
hopefully they can get future business

0:28:30.580,0:28:38.390
and i know we were we were talking also

0:28:34.850,0:28:41.120
about you know whether if folks were

0:28:38.390,0:28:43.520
interested if this would be something

0:28:41.120,0:28:45.740
that would be more of a template or if

0:28:43.520,0:28:47.660
it would have to be built from from

0:28:45.740,0:28:48.230
scratch if you will and you know i guess

0:28:47.660,0:28:52.190
we

0:28:48.230,0:28:54.049
kind of concluded that it was probably

0:28:52.190,0:28:55.429
the framework was there but it would

0:28:54.049,0:28:58.000
still have to be something that was

0:28:55.429,0:29:02.179
specially tailored to the particular

0:28:58.000,0:29:04.640
agency that was inquiring right right i

0:29:02.179,0:29:07.910
mean with us we we specifically had a

0:29:04.640,0:29:09.950
database with information that that had

0:29:07.910,0:29:13.280
already been determined to be public and

0:29:09.950,0:29:17.480
they tied that database into google maps

0:29:13.280,0:29:20.000
and so for for another agency it would

0:29:17.480,0:29:22.130
really I'm sure that they could tailor

0:29:20.000,0:29:24.080
it so whatever they need it it's just a

0:29:22.130,0:29:28.220
matter of cost and depending on how

0:29:24.080,0:29:31.280
different their set up is from ours okay

0:29:28.220,0:29:33.770
okay I think the bottom line is what we

0:29:31.280,0:29:37.070
know they can do is take a database and

0:29:33.770,0:29:41.559
tie it into google maps and develop an

0:29:37.070,0:29:44.960
app that's really user friendly okay and

0:29:41.559,0:29:47.750
so if anybody has any questions I'm

0:29:44.960,0:29:52.280
going to encourage them to type it in in

0:29:47.750,0:29:56.960
the in the question box now Mindy you

0:29:52.280,0:29:58.910
had mentioned Nitsa and util and I were

0:29:56.960,0:30:00.770
you were there other funding sources you

0:29:58.910,0:30:04.640
say we're possibly available I know I

0:30:00.770,0:30:06.260
guess some napkins a possible source if

0:30:04.640,0:30:10.460
you're interested in this because napkin

0:30:06.260,0:30:13.880
also has Education Fund grant but as I

0:30:10.460,0:30:15.559
say it may not be accurate so we'll have

0:30:13.880,0:30:18.710
to double check on that part but any

0:30:15.559,0:30:21.080
other funding sources it would just

0:30:18.710,0:30:23.809
depend on what kind of funding sources

0:30:21.080,0:30:26.690
are available either for enforcement

0:30:23.809,0:30:28.669

efforts in their community the util

0:30:26.690,0:30:30.919
grant at one point in time which you

0:30:28.669,0:30:33.110
mentioned in my bio they would have

0:30:30.919,0:30:36.380
supported us some one program but it was

0:30:33.110,0:30:40.010
pretty much cut this last go round of

0:30:36.380,0:30:42.140
budget cuts and so I think each state

0:30:40.010,0:30:45.230
this last year got less than sixty

0:30:42.140,0:30:47.030
thousand dollars so i don't know your

0:30:45.230,0:30:49.520
state gets to determine how they give

0:30:47.030,0:30:51.860
out that block money i don't know if

0:30:49.520,0:30:54.530
they would be able to support any real

0:30:51.860,0:30:56.900
programming any longer and in Texas were

0:30:54.530,0:30:59.919
pretty much doing one video production

0:30:56.900,0:31:01.950
this year with that funding source okay

0:30:59.919,0:31:06.419
okay

0:31:01.950,0:31:09.299
and as far as how this was developed I

0:31:06.419,0:31:13.919
mean did you guys think about and plan

0:31:09.299,0:31:16.500
this and was there a let's say a social

0:31:13.919,0:31:18.870
media plan that you had for this or did

0:31:16.500,0:31:24.179
it kind of happen just by the nature of

0:31:18.870,0:31:27.090
your relationship with nubes I with the

0:31:24.179,0:31:28.950
spirits app it just happened because of

0:31:27.090,0:31:31.559
our relationship with nubes I think with

0:31:28.950,0:31:36.289
the complaint at it was developed as

0:31:31.559,0:31:39.779
part of an overall Spring Break

0:31:36.289,0:31:41.970
education plan is that right Mindy yes

0:31:39.779,0:31:45.000
it was part of a large educational

0:31:41.970,0:31:46.919
program that we did for spring break

0:31:45.000,0:31:49.470
that involve educating people about the

0:31:46.919,0:31:51.539
concepts of alcohol by volume and had a

0:31:49.470,0:31:54.510
lot more complex pieces to it that was

0:31:51.539,0:31:56.610
just one small piece of it in fact the

0:31:54.510,0:31:59.970
production company that professionally

0:31:56.610,0:32:01.769
made all of our PSAs and training videos

0:31:59.970,0:32:04.019
and everything for that educational

0:32:01.769,0:32:06.179
program are the ones that we just did

0:32:04.019,0:32:08.570
one contract and they actually outsource

0:32:06.179,0:32:12.059
the production of the complaint app and

0:32:08.570,0:32:14.010
threw themselves castleview Productions

0:32:12.059,0:32:17.130
is who did that complaint app but they

0:32:14.010,0:32:18.510
didn't have that source coding people

0:32:17.130,0:32:20.549
don't actually work for castle

0:32:18.510,0:32:28.139
reproductions he just took a subcontract

0:32:20.549,0:32:31.260
to do it okay all right all right I need

0:32:28.139,0:32:33.240
anything for the good of the order from

0:32:31.260,0:32:38.490
the Texas folks that you do you think is

0:32:33.240,0:32:42.120
important for folks to know I can't

0:32:38.490,0:32:47.610
think of anything ya ain't think you've

0:32:42.120,0:32:49.289
been saying bill okay all right and just

0:32:47.610,0:32:52.200
before we sign off because it looks like

0:32:49.289,0:32:54.690
we're getting ready to close anybody

0:32:52.200,0:32:57.090
listening online if anybody has any

0:32:54.690,0:32:59.730

questions i encourage you to type it in

0:32:57.090,0:33:01.889
in the questions bar i'll be more than

0:32:59.730,0:33:03.779
happy to ask it on your behalf so we can

0:33:01.889,0:33:06.139
wait a few seconds to see if anything

0:33:03.779,0:33:06.139
comes through

0:33:11.640,0:33:19.260
okay all right well I want to thank

0:33:15.700,0:33:23.440
everybody for participating both as

0:33:19.260,0:33:25.990
presenters and as attendees Thank You

0:33:23.440,0:33:27.610
Carolyn a major field and Mindy for your

0:33:25.990,0:33:30.280
time and for sharing your knowledge with

0:33:27.610,0:33:32.170
us if anybody has a question that comes

0:33:30.280,0:33:34.000
up that we did not address or if you

0:33:32.170,0:33:37.660
think of something afterwards feel free

0:33:34.000,0:33:39.520
to email it to me and major field and

0:33:37.660,0:33:41.700
Carolyn and Mindy if you don't mind I'll

0:33:39.520,0:33:44.080
forwarded to you and then you guys can

0:33:41.700,0:33:46.720
respond and then I can get the

0:33:44.080,0:33:49.390
information back out to folks so thank

0:33:46.720,0:33:51.010
you and as your membership Association

0:33:49.390,0:33:53.380
we'd like you to know that naba is here

0:33:51.010,0:33:55.780
to help you however we can so we invite

0:33:53.380,0:33:57.940
your ideas for future webinar topics and

0:33:55.780,0:34:00.310
so please feel free to also share that

0:33:57.940,0:34:01.750
with me so thank you guys very much for

0:34:00.310,0:34:06.690
listening in you'll have a great day

0:34:01.750,0:34:06.690
thank you do bye bye what