

Durham County ABC Board

**Minutes of the Special Meeting
January 8th 2019, 5:30 p.m.**

The Durham County ABC Board met at the administrative office, 2634 Durham Chapel Hill Boulevard. The purpose of the meeting was to consider a customer complaint and policy matter. Notice of the date, time, location and purpose for the meeting was published.

Board Chair Andy Miller called the meeting to order. Board members Donald Lebkes, Beverly Thorpe and Ryan Urquhart were present. General Manager Rufus Sales, Assistant General Manager Eddie Hewlin, attorney George W. Miller, Jr. and Durham County ABC Operations Manager Misty Walters were in attendance. Nick Johnson, owner of Dashi, was also present.

Conflict of Interest Review and Declaration

Chair Miller read the Board's Conflict of Interest Review and Declaration statement and asked Board members if they have an actual conflict or appearance of a conflict of interest with any items that were known to be coming before the Board and, if so, does any Board member having a conflict wish to recuse him/herself from deliberating and voting on the matter. All Board members present verbalized that they do not have a conflict.

Mr. Johnson thanked the Board for taking his complaint seriously and holding a meeting to address his issue regarding an unfilled specialty liquor order.

Mr. Sales provided the Board with the facts surrounding the issue. Mr. Johnson placed a special liquor order for which he tendered payment. The order was not placed per protocol and the complaint was brought to the DCABC Board.

Mr. Sales outlined the proposed new policy to ensure special orders are placed immediately once received and weekly follow up on the status of all orders.

The Board discussed the circumstances and downfalls of the present procedure for placing special order liquor. They also discussed the possibility of permittees placing their orders online and having the ability to follow up on the status of their orders online. Mr. Sales will determine if this technology is possible. There was a consensus that additional checks and balances are required to ensure proper follow up on all orders going forward.

The Board also discussed the present procedure of depositing payments for special delivery liquor at the time the order is placed. This procedure is slated for reevaluation. The Board will consider waiting to deposit payment until the order is delivered.

The Board expressed their concern over being unaware of the issue and also the lack of communication between the Board and permittees. Board members' contact information will be available on the DCABC website to improve communication and accessibility to the Board. Additionally, the Board will reach out to permittees to open communication lines and provide

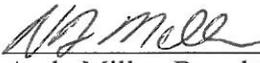
basic information about DCABC. A survey to determine customer service issues that DCABC can improve upon will be drafted. The Board discussed ways to enhance business transactions and build a better rapport with customers. Other permittees that placed specialty liquor orders will be contacted to determine if there are additional outstanding orders.

The Board thanked Mr. Johnson for his time and expressed their apologies regarding his unfortunate experience.

The Board considered going into closed session to discuss a customer complaint and a policy matter. Mr. Lebkes made a motion for the Board to go into closed session per G.S. § 143-318.11(a): (3) consult with attorney and (6) personnel matters. Ms. Thorpe seconded said motion and the Board approved without objection.

The Board returned to open session.

Mr. Urquhart motioned for the meeting to adjourn. The motion was seconded by Ms. Thorpe and the Board approved without objection.

Approved By: 

Andy Miller, Board Chair