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List of Illustrations
LIAISON

1. POLICY STATEMENT

ABC's liaison philosophy is based on our belief that more is achieved through partnerships than by any one organization alone. ABC is committed to strong relationships with allied agencies. This is achieved by providing training, participation in multi-agency task forces, the sharing of information, and increasing allied agency participation in ABC's special programs.

2. PROCEDURES

The following procedures shall be included in liaison with local agencies:

A. Enforcement

(1) General Information

The ABC Act says that ABC shares with local law enforcement agencies the responsibility for enforcing the penal provisions of the Act. (Section 25619)

While performing their duties, ABC investigators will routinely come into contact with numerous allied agencies. Some of the agencies include, but are not limited to:

- Police Departments
- Sheriff’s Departments
- California State University and University of California Police Departments
- School District Police Departments
- Other city and county departments (city and/or county district attorney's office, courts, code enforcement, fire marshal, health departments, etc.)
- Other State Law Enforcement Agencies
- Federal Law Enforcement Agencies

In cooperation with the above agencies, Investigators often conduct undercover investigations, execute search warrants, conduct premises inspections, assist with task forces, and minor decoy programs, etc.

Qualified ABC personnel may provide instruction, training, and department resources such as publications to allied agencies to increase their awareness of the Department and the ABC Act.

While performing their duties, Investigators will routinely come into contact with the local city and/or county district attorneys, and courts. Contacts may
occur while filing criminal cases, gaining support for the Minor Decoy and Decoy Shoulder Tap Programs, preparing for trials, managing informants, or obtaining criminal dispositions and/or documents.

(2) **Responsibilities**

(a) District Administrators and District Supervisors

It is the responsibility of the District Administrator/District Supervisor to:

- Determine points of contact and to encourage good working relationships with allied agencies and community members, including attending chiefs’ and/or command staff meetings.

- Promote the sharing of reports (Section 24202) at Chief’s and liaison meetings.

- Assist allied agencies with the preparation of accusations\(^1\) and protests.

- Make arrangements for the appearance and testimony of allied agency witnesses at hearings.

- Provide local law enforcement agencies with the names and phone numbers of key personnel in case of emergency. These may include the cell phone and pager numbers for the District Administrator, District Supervisor and Supervising Investigators.

- Prepare and submit a Form ABC-591, Liaison and Public Information Speeches, to HQ Administrative Services, via Division, each quarter.

- As resources allow, provide qualified personnel to give instruction and training to allied agencies on the ABC Act, investigative techniques and procedures, and the administrative process.

(b) Investigators and Licensing Representatives

Liaison is an essential function for each Investigator and Licensing Representative. It is the responsibility of each Investigator and Licensing Representative to:

- Develop contacts with allied law enforcement agencies, local government, the business community, schools, and other community members.

\(^1\) Section 24201 B&P Code
• Provide allied agencies with free copies of ABC publications as listed on Form ABC-614-A, Law Enforcement Publications Order Form (Illustration No. 1), which includes ABC Acts, Enforcement Manuals, training videos, etc.

• Investigators will provide roll call or other training (i.e., academies) as directed by their Supervisor. At these meetings investigators will promote the sharing of reports (Section 24202).

(3) State and Local Law Enforcement Agencies

(a) California Highway Patrol (CHP)

The District Administrator/District Supervisor should establish and maintain a liaison relationship with all CHP Area Commanders located in the District. The TRACE Protocol shall be followed for joint investigations regarding fatalities involving minor DUI’s, especially those involving major injuries and fatalities. Additionally, District may participate in anti-DUI efforts such as local DUI task forces, which seek to prevent drunk driving and establish a nexus between drunk drivers and licensed premises.

(b) Department of Justice (CADOJ)

The District Administrator/Supervisor should establish and maintain a liaison relationship with all CADOJ Special Agents in Charge located in the District. Many of the department’s investigations, such as narcotics, gambling, organized crime and anti-terrorism, may be associated with CADOJ investigations. It is important to maintain lines of communication between the departments and allow information sharing. Investigators shall utilize the Western States Information Network (WSIN) when conducting narcotics investigations and the California Anti-Terrorism Information Center (CATIC) regarding anti-terrorism information or investigations. ABC investigators can provide valuable technical expertise to CADOJ while they are conducting investigations regarding licensees and licensed premises. This can be critical when reviewing investigations for possible administrative action.

(c) Office of Emergency Services (OES)

The District Administrator/Supervisor should establish and maintain a liaison relationship with the OES and Law Enforcement Mutual Aid coordinators for the Region in which the district is located. During a State of War or Emergency, ABC peace officers may be required to respond in support of local, state and federal law enforcement agencies. Refer to the Department's Operational Recovery Plan.
(d) Department of Motor Vehicles (DMV)

The District Administrator/Supervisor should establish and maintain a liaison relationship with the DMV Investigation offices that serve the district. DMV Investigators can provide training and expertise in the area of false identification and counterfeit documents. ABC Investigators may consider conducting a joint investigation with DMV for cases involving the sale and manufacturing or use of false DMV documents.

DMV has a system in place that allows ABC investigators to obtain information on a specific person. This system is called "Soundex." The following information can be obtained from DMV through its Soundex system:

1) A color photo of a subject's California driver license.
2) A printout of a subject's driving history.
3) Certification of the requested information for administrative hearings and/or criminal court.

Each ABC Division and District Office has a pre-assigned, five-digit number. When someone calls the DMV number, (916) 921-9518 or (916) 657-7590 and requests a Soundex, the person from DMV will ask questions, including the caller's name, badge number, and District Office. The person from DMV has a list of all ABC personnel authorized to obtain this information. After the information is received from DMV, it takes about one to two weeks to process the requested information, and mail it to the requestor.

*The five-digit requestor code is a confidential number assigned to a specific Division or District Office. This number shall not be given out to the public.*

(e) Lottery Security Division

The District Administrator/Supervisor should establish and maintain a liaison relationship with the Lottery Security Division Field office that serves the district. Lottery Security Division may conduct a backtrack investigation based on an ABC investigation, and take administrative action against the licensee. Lottery Security may also be able to provide information to Department investigators to assist in ABC investigations.

(f) Board of Equalization (BOE)

The District Administrator/Supervisor should establish and maintain a liaison relationship with the BOE field office. BOE can provide information for licensing and enforcement investigations. Every year
the Assistant Director, Administration, forwards to BOE a list of ABC personnel who are authorized to inspect BOF records. Only personnel on the list are authorized to do so.

(g) Employment Development Department (EDD)

The District Administrator/Supervisor should establish and maintain a liaison relationship with the field office of EDD.

The Employment Development Department is the lead State agency in the Underground Economy Joint Enforcement Strike Force, along with Department of Consumer Affairs, Department of Industrial Relations, Office of Criminal Justice Planning, Franchise Tax Board, Board of Equalization, and Department of Justice. The goals of the Underground Economy Joint Enforcement Strike Force are:

- To reduce unfair business competition
- To preserve employees' rights and employees' safety
- To protect the public from unsafe business practices and rising taxes
- To ensure that businesses obtain the proper licenses
- To detect, deter, educate and bring into compliance those employers that are avoiding their employment tax liabilities.

During these joint task forces, officers interview licensees and their employees to see if they have Workers' Compensation insurance and are issuing wage statements and reporting wages properly. If officers find violations of the Labor Code, they may cite licensees for fines and penalties and close the business immediately.

(4) Federal Law Enforcement Agencies

Liaison efforts will include Federal agencies such as the Armed Forces, Department of Agriculture, Customs, Federal Bureau of Investigation, Drug Enforcement Administration, Bureau of Indian Affairs and Bureau of Alcohol, Tobacco and Firearms. Federal agencies can provide valuable technical support during licensing, criminal, and administrative investigations.

For example, some licensed premises host "raves" or other similar events, which can attract up to thousands of patrons. Establishing and maintaining relationships with local, state and federal agencies are critical to providing quick, safe and effective responses to the epidemic of "party drug" activity or other disorderly behavior that may be encountered at these events.

As another example, in January 1998 the Defense Department mandated
that all military bases conform their rules regarding access to alcohol to match the state in which the facility resides. This ended the practice of 18-year-old military personnel being able to drink on base. District Offices with military bases in their jurisdiction should establish on-going liaison contacts with military police. For instance, San Diego is home to California's largest Naval facility and largest Marine Base. Investigators have ongoing contact with Naval Criminal Intelligence and Criminal Investigations Divisions as well as regular contacts with Shore Patrol. They conduct regular joint operations with the Military such as Operation Safe-Crossing and Operation Bar-Break.

(5) TRACE Protocol (Target Responsibility for Alcohol-Connected Emergencies)

The Department has developed the TRACE protocol as part of our commitment to partner with local agencies to target and prevent underage drinking. The protocol will initiate a prompt response by ABC investigators to the scene of serious incidents where it is suspected that licensees may be involved in providing alcoholic beverages to minors which result in grave consequences.

The Department of Alcoholic Beverage Control recognizes the serious consequences of licensed premises that sell or furnish alcoholic beverages to minors who are later involved in incidents resulting in serious injury or death. Any delayed investigation hampers the ability to hold accountable those licensees who provide alcoholic beverages to minors. A timely ABC response will result in a greater likelihood of administrative and or criminal action against those licensees who are responsible for providing alcoholic beverages to involved minors.

ABC has coordinated with the California Office of the Attorney General, the Office of Traffic Safety, the California Highway Patrol, Mothers Against Drunk Driving, the California Chief's Association and the California Sheriff's Association. This partnership has established and implemented a statewide system of early notification to ABC of incidents resulting in serious injury or death involving minors and alcoholic beverages to ensure that these incidents are investigated timely and thoroughly.

Through the TRACE protocol, ABC provides an immediate response to allied law enforcement agencies who are first responders to the scene of incidents involving minors, alcoholic beverages, and licensed premises. The presence or suspicion of all three of these factors will trigger a TRACE investigation. If appropriate, ABC will conduct separate, but parallel investigations to identify the source of the alcoholic beverages. If sufficient evidence exists, ABC may take appropriate criminal and or administrative action against a licensee responsible for selling or providing alcoholic beverages.
beverages to minors.

(a) Each ABC District and Branch office will have investigators who are designated as members of the TRACE response team. All SOU North and South investigators will be included as members of the response team. All sworn Department employees, whether designated as TRACE team members or not, will be subject to respond to assist in TRACE investigations if assigned to do so by a Supervisor.

(b) Allied agencies will contact the respective SOU Division TRACE Coordinator (SOU District Administrator or Supervisor) who will determine if a TRACE response team should be sent. If sufficient information and criteria are met, the SOU TRACE Coordinator will contact the appropriate District Office or SOU and dispatch them to the scene of the incident.

(c) If criteria are met, TRACE Investigators will respond to incident scenes wherein serious injury or death involving minors and alcoholic beverages have occurred. These incidents will be investigated in a timely and thorough manner to determine if the alcoholic beverages can be traced back to a licensed premises.

(d) ABC Investigators will conduct separate, but parallel investigations to identify the source of alcoholic beverages provided to minors and prepare a complete Report of Investigation.

Investigator Responsibility

(a) ABC Investigators will not in any way interfere or compromise the primary investigation being conducted by the allied agency who has primary control and responsibility of the scene.

(b) TRACE response team Investigators should be mindful of keeping cell phones and pagers on and capable of receiving notification from the TRACE Coordinator.

(c) TRACE response team Investigators shall maintain equipment necessary to perform duties required if a response to an incident is required.

(d) A TRACE team member will respond immediately and quickly to a scene if notified and required to do so.

(e) The TRACE response team will notify CHP communication that they are in service after receiving a call to respond.

(f) A preliminary TRACE incident summary will be forwarded to the TRACE Division Coordinator and the appropriate District
Administrator or District Supervisor on the business day following the incident response or as soon as practicable.

**District Office Responsibility**

(a) Each ABC District and Branch office will designate specific Investigators to be members of the TRACE Response Team and notify the Division Coordinator with any changes in personnel.

(b) District and Branch offices should keep the Division Coordinator updated with current phone and residence information regarding their team members.

**Department Coordinator Responsibility**

(a) The Southern Division Special Operations Unit, District Administrator, will coordinate all statewide TRACE activities.

(b) Each Division Coordinator shall keep a master file of all TRACE incident responses in their Division.

(c) Briefings with the Director will be held on a monthly basis regarding the nature of all ABC TRACE incident responses. These will include the circumstances of the investigation, possible results and a status update. More frequent reporting may be appropriate in instances of particularly serious incidents or high profile cases.

**B. Licensing**

(1) **Notification to Local Officials**

Section 23987 requires ABC to notify local enforcement agencies, the district attorney, and city council or board of supervisors of the filing of an application.

In addition to receiving a copy of all Form ABC-211 applications, *local enforcement agencies* shall receive copies of all Form ABC-208's (Personal Affidavits).
(2) **Protests and Conditions**

If notified by a local law enforcement agency that a protest is being considered, district offices shall assist the local agency with the form and wording of the protest, the development and wording of proposed conditions, and preparation of the case for hearing. (See also P 23, which addresses the issue of protests from local law enforcement.)

(3) **Catering Authorizations and Daily Licenses**

Special events may adversely impact the community, depending upon the number of attendees, type of entertainment planned, etc. As a result, local law enforcement agencies may wish to be informed prior to the issuance of a license for such events. Therefore, District Offices should have a prior understanding with local law enforcement agencies as to when the local agency wants to be notified of Catering Authorizations and Daily Licenses.

(4) **Premises Expansions**

When a licensee requests, in writing, to expand their premises, an ABC-61 assignment is generated. In addition to verifying the new Form ABC-257 (Diagram of Premises) and Form ABC-255 (Zoning Affidavit) and inspecting the premises, the Licensing Representative or Investigator will contact the local police or sheriff’s department for their input.

(5) **Planning and Zoning**

Many jurisdictions require a Conditional Use Permit for the sale, service, and/or consumption of alcoholic beverages. The City or County Planning Department is a vital resource of information as to the proper zoning of an existing premises or a new or expanded premises. Each District Office should maintain a list of all contact names and phone numbers for each planning and zoning department in their District.

(6) **Local Governing Bodies**

Section 23958.4 (undue concentration/public convenience or necessity) gives local governing bodies a voice in certain types of ABC license applications. Each District Office should maintain a list of all contact names and phone numbers of each governing body for the cities and counties in their district. This list should be updated at least once a year to assure the governing bodies are receiving the information needed to make a proper decision as to determinations of public convenience or necessity.

In addition, the Department shall send written notice to the local governing
body advising them of any request to modify or remove condition(s) under Section 23803.

C. Miscellaneous

The following strategies and programs provide opportunities for liaison:

(1) Adopt-a-City

The Adopt-a-City concept is a community-based effort to better understand the personality and needs of the communities, current trends, enforcement issues, and unique areas of interest and concern.

The implementation of this optional program enables the District Office to improve promptness and consistency in complaint investigations. The program also helps the District Office meet Strategic Planning Goals by improving service to the public, strengthening community partnerships, public support and liaison with government and allied agencies.

Each District Investigator is assigned several cities and serves as the liaison between the District Office and the different branches of local government, law enforcement, the business community, schools, and other community members.

More specifically, the Investigator is assigned, or informed of, all enforcement investigations, reviews all police reports pertaining to licensees and/or premises within their cities, is aware of all complaints filed against licensed establishments, provides "roll call" training to other officers, and coordinates task forces to address problems or concerns.

If practical, a file is to be maintained for each agency. The file will contain pertinent information concerning that agency or municipality (e.g., copy of written arrangements, logs covering liaison contacts, copy of training reports with roster of officers trained, memos covering unusual problems, newspaper articles, and points of contact and phone numbers, etc). The District Administrator/District Supervisor will determine the practicality of establishing and maintaining these files and implementing this program.
### Special Programs

The Department has a number of special prevention, education and enforcement programs. Each of these programs can enhance liaison with allied agencies, as described on the following chart.

<table>
<thead>
<tr>
<th>Program</th>
<th>How it Enhances Liaison</th>
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</table>
| **Decoy Program** | • Addresses problem locations  
• News media exposure and word-of-mouth deters other licensees from violating  
• Positive media coverage  
• Educates local agencies on the administrative process |
| **Decoy Shoulder Tap** | • Addresses problem areas  
• Usually results in misdemeanor and warrant arrests  
• News media coverage can have a deterrent effect  
• Supported by the industry since it targets customers and not licensees |
| **Grant Assistance Program (GAP)** | • Provides funding, assistance, and training to local law enforcement agencies on ABC laws, enforcement strategies and tactics, community resources and the administrative process |
| **Informed Merchants Preventing Alcohol-Related Crime Tendencies (IMPACT) and Retail Operating Standards Task Force (ROSTF)** | • ABC investigators learn from local officers about municipal code sections, and local officers learn about ABC  
• Builds relationships while working one-on-one  
• Discover local concerns  
• Local agencies learn what ABC can and cannot do  
• Intelligence-gathering tool  
• Addresses quality of life issues |
| **Licensee Education on Alcohol and Drugs (LEAD) Program** | • Can use it prior to enforcement operations to educate licensees; it gives licensees a chance to come into voluntarily compliance  
• Can be sponsored by local law enforcement agencies for problem areas within their jurisdictions  
• Can generate positive media coverage for local agency |
| **Special Operations Unit (SOU)** | • Provides resources to target specific problem premises  
• Coordinates major task forces  
• Assists local jurisdictions with in-depth investigations |
(3) **News Media**

The news media is an excellent tool for communications to the public, who may not know who we are and how we work with local law enforcement agencies. A positive attitude towards the media will go a long way in any critical situation.

Refer to P 312, Media Policy, for detailed procedures on dealing with the news media.

(4) **Legislature**

Each year the Department submits its Annual Report to the Legislature. Along with this information are the day-to-day phone calls and letters that are received from State legislators to District, Division and Headquarters Offices.

All inquiries that are received and answered in a District office, from any State legislator, needs a follow up e-mail to the respective Division Office for informational purposes. All letters received from any State legislator, unless answered in the specific District Office, will be routed via their Division office. A copy of the correspondence will be maintained in the licensee's file or a separate file if not premises specific.

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<tr>
<th>No.</th>
<th>Form No.</th>
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<tr>
<td>1</td>
<td>ABC-614-A</td>
<td>Law Enforcement Publications Order Form</td>
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Instructions: For fast delivery of materials, call (916) 419-2528 or FAX order form to (916) 419-2599. Publications are offered to Local Law Enforcement Agencies and POST Certified presenters at no cost. Otherwise, mail order form to:

Department of Alcoholic Beverage Control
3927 Lennane Drive, Suite 100
Sacramento, CA 95834

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<tr>
<th>QUANTITY</th>
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<tr>
<td></td>
<td>ABC Enforcement Manual</td>
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<td>Fact Sheet: Teenage Party Prevention, Enforcement and Dispersal (ABC-512)</td>
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<td></td>
<td>Alcoholic Beverage Control Act</td>
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<td>Fact Sheet: Operation Trapdoor (ABC-513)</td>
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<td>Questions and Answers Concerning the ABC Act</td>
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<td>Fact Sheet: Informed Merchants Preventing ABC License Application/Disiplinary Process Flow Chart (full color, 11&quot; x 14&quot;) (ABC-524)</td>
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<td>ABC License Application/Disiplinary Process Flow Chart (full color, 11&quot; x 14&quot;)</td>
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<td>Incident Log (ABC-607)</td>
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<td>ABC-Related Violations, citation size (ABC-041-L)</td>
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<td>Quick Summary of ABC Laws for Retail Licensees (ABC-608)</td>
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<td>ABC-Related Violations, wallet size (ABC-041-S)</td>
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<td>Signage Requirements and Ideas for Retail Licensees (ABC-617)</td>
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<td>Citizen's Log of Disruptive Activity (ABC-099-L)</td>
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<td>Minor Affidavit (ABC-312)</td>
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<td>Alcoholic Beverage Control and Taxation (ABC-502)</td>
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<td>Fact Sheet: Grant Assistance Program (ABC-506)</td>
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<td>Decoy Program Packet</td>
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<td>Fact Sheet: Retail Operating Standards Task Force (ABC-507)</td>
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<td>Decoy Shoulder Tap Poster (English Version)</td>
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<td>Fact Sheet: Every 15 Minutes Program (ABC-508)</td>
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VIDEOS - Check your selection(s) (Descriptions on reverse):

- [ ] ABC On-Sale Basics: A Peace Officer's Guide Video (15:39 minutes)
- [ ] COPPS and Disruptive On-Sale Premises Video (16:04 minutes)
- [ ] ABC Decoy Programs Video (16:14 minutes)
- [ ] ABC Off-Sale Basics: A Peace Officer's Guide Video (15:34 minutes)
- [ ] COPPS and Disruptive Off-Sale Premises Video (15:10 minutes)
- [ ] Is It Valid? Driver License Fraud Detection Video (19:43 minutes)

SHIPPING INFORMATION

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<td>Street Address</td>
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<td>City, State, Zip Code</td>
<td>Daytime Telephone Number (Including area code)</td>
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ABC-614-A (1/04) P 304 Illustration No. 1
**PUBLICATION DESCRIPTIONS**

**ABC License Application/Disciplinary Process Flow Chart**
This is an 11" x 17" full color flow chart detailing the application and disciplinary processes.

**Citizen's Log of Disruptive Activity (ABC-099-L)**
Tool that assists neighbors in documenting disruptive activity at licensed businesses. Citizen logs and testimony can be used as evidence at ABC hearings to suspend or revoke a license.

**Minor Affidavit (ABC-312)**
Useful tool for interviewing underage purchasers in non-decoy cases.

**Alcoholic Beverage Control and Taxation (ABC-502)**
Gives general information about ABC.

**Incident Log (ABC-607)**
Helps licensees track incidents.

**Quick Summary of ABC Laws for Retail Licensees (ABC-608)**
Summary of laws and penalties written in layperson's terms.

**Signage Requirements and Ideas for Retail Licensees (ABC-617)**
Provides licensees with suggested wording for signs to post in their establishments. Sample signs include minors, loitering, fighting, DUI, and illicit drugs.

**Decoy Shoulder Tap Procedure Manual**
Step-by-step guide to implementing a Decoy Shoulder Tap Program. This program uses underage decoys to apprehend people who furnish alcohol to minors outside of licensed outlets.

**Decoy Program Packet**
Includes Fact Sheet, ABC-511; Decoy Information Sheet, ABC-304; and sample letters.

This program provides field officers with basic guidelines for on-sale investigations. Segments include: 1) The peace officer's authority, 2) Retail Operating Standards, 3) Sale of alcohol to a minor, 4) Sale to an obviously intoxicated person, and 5) Effective investigative procedures.

This program provides field officers with basic guidelines for off-sale investigations. Segments include: 1) The peace officer's authority, 2) Retail Operating Standards, 3) Sale of alcohol to a minor, 4) Sale to an obviously intoxicated person, and 5) Effective investigative procedures.

**COPPS and Disruptive On-Sale Premises Video (16:04 minutes) (2001)**
This tape is designed to train law enforcement personnel. Course content includes: Community Partnerships; Partnering with ABC; ABC Inspections and Special Operations; and Conclusion & Additional Resources.

**COPPS and Disruptive Off-Sale Premises Video (15:10 minutes) (2001)**
This tape is designed to train law enforcement personnel. Course content includes: Community Partnerships; Partnering with ABC; ABC Inspections and Special Operations; and Conclusion & Additional Resources.

**ABC Decoy Programs Video (16:14 minutes) (2001)**
This tape is designed to train law enforcement personnel on ABC Decoy Programs. Course content includes two, stand-alone modules: (1) Minor Decoy Program, which includes Program Overview; Rule 141, CCR; Decoy Selection; Running the Operation; and Additional Information; and (2) Decoy Shoulder Tap Program, which includes Program Overview; Decoy Selection; Running the Operation; and Additional Information. The Minor Decoy Program targets licensees and their employees who sell to minors; the Decoy Shoulder Tap Program targets adult customers who furnish alcohol to minors outside of licensed premises.

**Is It Valid? Driver License Fraud Detection Video (19:43 minutes) (2001)**
Produced by California Department of Motor Vehicles in cooperation with ABC. Detailed training video covers all aspects of Driver License fraud and detection.