

Agenda	<p>Liquor Control and Licensing Branch C&E MANAGERS' MEETING</p> <p>Tuesday, May 7, 2013</p> <p>s.15</p> <p>Teleconference s.15, s.17 Participant ID s.15, s.17 Bruce is the Moderator 1:30– 3:00 pm</p>
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1. Approval of Agenda
2. Approval of previous meeting's Minutes and update of Actions Summary
3. Discussion/Decision items
 - a. Safety (standing item)
 - b. Training (standing item)
 - c. Vehicles (standing item)
 - d. Open Source Training - Bruce
 - e. Twitter and other Social Media - Bruce
4. Divisional Updates
 - a. Deputy General Manager (Bruce)
 - b. Manager of Investigations (Ray)
 - c. Fraser Valley/North (Mike)
 - d. Vancouver/Greater Vancouver (Donna)
 - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch
C&E Managers' Meeting**

May 7, 2013

s.15

/ Teleconference

1:30 – 3:00 p.m.

PRESENT: Bruce Edmundson (Chair), Gary Barker, Donna Lister, Mike Clark, Ray Tetzl, Kathy Jones (recording)

Approval of Agenda

- Agenda was approved as circulated.

Approval of Previous Meeting's Minutes

- The Minutes of the previous meeting were approved as circulated.

Discussion/Decision Items

Safety (standing item)

- Mike will forward meeting minutes from recent Safety Committee meeting to Bruce.
- TigerTel offering texting options.
- Further planning will be undertaken depending on the Canucks success in first round of playoffs.

Training (standing item)

- Cheryl and Journie will be providing catering training in the Vancouver and Surrey offices on May 23. PP&C will also be providing training on policy changes that day. Further sessions will be held in the Victoria office on May 27th and Kelowna office on May 29th.

Vehicles (standing item)

- Gary will work with Sue on cost of vehicle available in JAG.

ACTION: Bruce to bring purchase of vehicle for VRO to Executive.

Open Source Training – Bruce

- Managers agreed that the open-source training will not be extended to inspectors at this time.

Twitter and Other Social Media - Bruce

- Bruce advised Managers of the expectation that all inspectors become very comfortable with and routinely use these tools in relation to their licensees.
- Inspectors must be informed that they can 'follow' on social media sites but not 'send'.
- Regional Managers are to task 1 or 2 inspectors in each region/office to become subject area experts and provide demonstrations for using social media sites to their colleagues.
- Inspectors will need to know how to document findings for evidence at hearings.

- Inspectors will need to become familiar with the technology available in order to fulfill the responsibilities of their job; Managers to monitor.

Divisional Updates

Deputy General Manager – Bruce

- Bruce attended a C&E Session. A presentation was given by the Independent Investigations Office regarding their mandate and jurisdiction.

Investigations - Ray

- 2 files opened.
- Recommendations from another investigation being implemented.

Fraser Valley/North – Mike

- s.22
- s.22 has returned to work.
- Catering and SOL jobs keeping everyone busy, Cloverdale rodeo this weekend.
- 2 new agents hired.
- Weekend MAP work.
- Ron and Linda were in Fort St. John and met police; inspections resulted in two contraventions.

Vancouver/Greater Vancouver – Donna

- Competition work ongoing.
- Numerous SOL meetings and meetings with CLIOC.
- Inspections in Gastown on the weekend were very successful and police commander who accompanied was very pleased with the work carried out.

Vancouver Island/Interior – Gary

- 18th annual Zeke's Ride (OMG ride) this past weekend ending in Victoria.
- Jay and Kevin working on MAP hiring.
- Kelowna MAP inspections resulted in failures for a GLS, LRS and LP.
- Presentation in Kelowna provided by the CFSEU successful.
- Vehicles from the Employment Standards Branch have all been received.

Date of Origin M/D/Y	ACTIONS Summary	Status
March 26/13	<ul style="list-style-type: none"> • Regional Managers are to select an inspector or inspectors to task with learning about Servall in all its functionality and in what capacity licensees are primarily using it. • Bruce to request a presentation from Servall. 	In progress
May 7/13	<ul style="list-style-type: none"> • Bruce to bring purchase of vehicle for VRO to Executive. 	

Agenda	<p>Liquor Control and Licensing Branch C&E MANAGERS' MEETING</p> <p>Tuesday, May 21, 2013</p> <p>s.15</p> <p>Teleconference s.15, s.17 Participant ID s.15, s.17 Bruce is the Moderator 1:30– 3:00 pm</p>
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1. Approval of Agenda
2. Approval of previous meeting's Minutes and update of Actions Summary
3. Discussion/Decision items
 - a. Safety (standing item)
 - b. Training (standing item)
 - c. Vehicles (standing item)
 - d. LEAN 101 – Bruce
 - e. Public Service Week – June 10th (Bruce)
 - f. Overtime (Bruce)
 - g. Workplace Engagement Survey (Bruce)
4. Divisional Updates
 - a. Deputy General Manager (Bruce)
 - b. Manager of Investigations (Ray)
 - c. Fraser Valley/North (Mike)
 - d. Vancouver/Greater Vancouver (Donna)
 - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch
C&E Managers' Meeting**

May 21, 2013

s.15

/ Teleconference

1:30 – 3:00 p.m.

PRESENT: Bruce Edmundson (Chair), Gary Barker, Donna Lister, Mike Clark, Ray Tetzl, Kathy Jones (recording)

Approval of Agenda

- The following items were added to the agenda:
 - Waivers – Gary
 - Admin Support for Advocates – Bruce

Approval of Previous Meeting's Minutes

- The Minutes of the previous meeting were approved as circulated.

Discussion/Decision Items

Safety (standing item)

- Nothing to report.

Training (standing item)

- Ray to review Situational Awareness Training offered by Sheriff Services and let Managers know if it would be useful for inspectors.
- Bruce thanked the Regional Managers for helping coordinate training on recent policy changes so quickly.

Vehicles (standing item)

- Delivery of vehicles to various regions all going smoothly.

LEAN 101 – Bruce

- Bruce advised Managers of expectation that they all complete LEAN 101 training and let inspectors know they are expected to do the same. Managers and inspectors should prepare to take further LEAN training (LEAN 201 and 301) once the initial training has been completed.

Public Service Week - Bruce

- Bruce asked Managers to survey their staff as to recognition activities they would appreciate keeping in mind the budget for activities would be minimal.

Overtime – Bruce

- Bruce advised Managers of overtime budget allocation and current expenditure.

Workplace Engagement Survey – Bruce

- The Workplace Engagement Survey will not be issued this year.

Waivers – Gary

- Gary reminded everyone that waivers must be approved by a Manager before they can be presented to the licensee for signing.
- Bruce advised the C&E Desk Manual changes would ensure the process for approving waivers is reliable.

Advocate Support – Bruce

- Bruce confirmed who would be providing admin support for the new Advocate in the Vancouver office.

Divisional Updates**Fraser Valley/North – Mike**

- Rupi and Melanie carried out MAP work over the weekend – 3 of 7 establishments failed.
- Cancelled SOL resurfaced at another location and was shut down by police/liquor inspector and contravention notice was issued.
- SOL package has been sent to 5 GLS in Surrey area.
- Holland Park concert this weekend.
- Large indoor concert in Prince George this weekend.
- Liquor inspector position should be up today.
- Rupi and Bruce will be in the North training agents.

Vancouver Island/Interior – Gary

- Bike rally in Okanagan Falls two weekends ago was managed very well.
- s.15 was shut down by the General Manager for 24 hours this weekend.
- MAP work resulted in 4 out of 4 failures for food primaries that were inspected and another 4 liquor primaries. NOEAs are in progress.
- Luxton Rodeo security detail issue.

Investigations - Ray

- Tim's research in Victoria continues.
- Dave has completed report for Prince George establishment.
- Ray is working with Gary on establishment issue.

Vancouver/Greater Vancouver – Donna

- Ed and Doug conducting MAP work - 5 establishments resulting in 4 failures.
- Written portion of inspector competition closes tomorrow.
- SOLs extremely busy.
- Policy and Licensing training sessions on Thursday.

Deputy General Manager – Bruce

- Advocate posting will be up in the next couple of days. Peter and Heather will be on the panel.
- Bruce is part of the Ministry of Health hiring panel for Investigations Officer.
- Bruce is also handling some of the appeals from security staff who have lost their licences.

Date of Origin M/D/Y	ACTIONS Summary	Status
March 26/13	<ul style="list-style-type: none"> Regional Managers are to select an inspector or inspectors to task with learning about Servall in all its functionality and in what capacity licensees are primarily using it. Bruce to request a presentation from Servall. 	In progress

Agenda

Liquor Control and Licensing Branch C&E MANAGERS' MEETING

Tuesday, June 4, 2013

s.15

Teleconference s.15, s.17

Participant ID s.15, s.17

Bruce is the Moderator

1:30– 3:00 pm

1. Approval of Agenda
2. Approval of previous meeting's Minutes and update of Actions Summary
3. Discussion/Decision items
 - a. Safety (standing item)
 - b. Training (standing item)
 - c. Vehicles (standing item)
 - d. Satellite Phones – Bruce
 - e. Hearing Admin Process - Heather
 - f. Draft Clothing Policy – Bruce
 - g. TigerTel – Bruce
 - h. Tiger Tel text message – Bruce
 - i. Tiger Tel not being used – Bruce
 - j. Policy on issuing CNs re MAP and other actions – Bruce
4. Divisional Updates
 - a. Deputy General Manager (Bruce)
 - b. Manager of Investigations (Ray)
 - c. Fraser Valley/North (Mike)
 - d. Vancouver/Greater Vancouver (Donna)
 - e. Vancouver Island and Interior (Gary)

Liquor Control and Licensing Branch

C&E Managers' Meeting

June 4, 2013

s.15

/ Teleconference

1:30 – 3:00 p.m.

PRESENT: Bruce Edmundson (Chair), Gary Barker, Donna Lister, Mike Clark, Ray Tetzl, Kathy Jones (recording)

GUESTS: Heather Stewart

Approval of Agenda

- The following item was added to the agenda:
 - Acting DGM

Approval of Previous Meeting's Minutes

- The Minutes of the previous meeting were approved as circulated.

Discussion/Decision Items

Safety (standing item)

- Nothing to report.

Training (standing item)

- Nothing to report.

Vehicles (standing item)

- Bruce Clark has received the vehicle assigned to him.

Satellite Phones – Bruce

- All Regional Managers will review which inspectors have satellite phones and whether a need remains for them to have one.

ACTION: Managers to report back on review of need for satellite phones no later than July 2nd meeting.

Draft Clothing Policy - Bruce

- Bruce and Managers reviewed draft clothing policy and agreed that the branch should continue to issue both a goretex jacket and fleece liner which do not bear any identifiers.

TigerTel – Bruce

- Bruce advised the Regional Managers that all inspectors must be registered with TigerTel
- ACTION:** Managers to report back at June 18th meeting regarding inspectors being registered with TigerTel.

TigerTel Text Message – Bruce

- Managers agreed to a pilot project to test the text message option with TigerTel when it becomes available.

TigerTel Use – Bruce

- Bruce advised Managers to review call-in policy with their teams at next team meeting.
- If changes or updating are required, bring feedback to Safety Committee where recommendation(s) can be made for how policy can achieve better use.
- Regional Managers are expected to set an example for inspectors as to policy use and will be expected to implement performance measures.

Policy on Issuing CNs re MAP and other actions – Bruce

- Bruce explained the policy does not differ from other contraventions, so licensees must be made aware of the contravention as soon as possible after it has occurred.
- When safety is an issue a telephone call is acceptable. Inspectors do not need to advise safety was an issue and the reason for the call.

Heather Stewart joined the meeting.

Hearing Admin Process – Heather Stewart

- Heather advised Manager of the revisions made to the hearing process so as to use resources more efficiently.
- Review of the process expected in early 2014.

Heather Stewart left the meeting.

Divisional Updates**Fraser Valley/North – Mike**

- Mike and Rupi will be in Prince George for interviews.
- Neelam working on Tri-Cities golf tournament.
- Melanie and Rupi working with hall owners in Surrey and have developed a checklist for successful SOLs.
- Training underway for additional GLSs for SOL fax to email project.
- Mumford & Sons concert successful; Kane worked with promoter.
- Video footage requested from establishment where stabbing occurred.

Vancouver Island/Interior – Gary

- Licensee issue; work on-going.
- Catering/policy training well received.
- 2 new vehicles will be in Vancouver tomorrow for pre-delivery work before being sent to Nanaimo and Cranbrook.
- Okanagan getting busy with SOL season.
- MAP work on North Island; all FPs inspected failed.

Investigations - Ray

- Report complete.
- Gail on new file.

Vancouver/Greater Vancouver – Donna

- Bruce/Rupi/Holly – MAP work in Prince George and Quesnel.
- Cruise boat issue.
- Interviews next week – thanks to Gary for helping prepare.

Deputy General Manager – Bruce

- Bruce will be on vacation soon; Acting DGM to be decided.

Date of Origin M/D/Y	ACTIONS Summary	Status
March 26/13	<ul style="list-style-type: none">• Regional Managers are to select an inspector or inspectors to task with learning about Servall in all its functionality and in what capacity licensees are primarily using it.• Bruce to request a presentation from Servall.	In progress
June 4/13	<ul style="list-style-type: none">• Managers to report back on review of need for satellite phones no later than July 2nd meeting.• Managers to report back at June 18th meeting regarding inspectors being registered with TigerTel.	

Agenda	<p>Liquor Control and Licensing Branch C&E MANAGERS' MEETING</p> <p>Tuesday, July 2nd, 2013</p> <p>s.15</p> <p>Teleconference s.15, s.17 Participant ID s.15, s.17 Bruce is the Moderator 1:30– 3:00 pm</p>
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3. Discussion/Decision items
 - a. Safety (standing item)
 - b. Training (standing item)
 - c. Vehicles (standing item)
 - d. Servall - Bruce
4. Divisional Updates
 - a. Deputy General Manager (Bruce)
 - b. Manager of Investigations (Ray)
 - c. Fraser Valley/North (Mike)
 - d. Vancouver/Greater Vancouver (Donna)
 - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch
C&E Managers' Meeting**

July 2, 2013

s.15

/ Teleconference

1:30 – 3:00 p.m.

PRESENT: Bruce Edmundson (Chair), Gary Barker, Donna Lister, Rupi Gill (for Mike Clark), Ray Tetzel, Kathy Jones (recording)

Approval of Agenda

- The agenda was approved as circulated.

Approval of Previous Meeting's Minutes

- The Minutes of the previous meeting were approved as circulated.

Discussion/Decision Items

Safety (standing item)

- Nothing to report.

Training (standing item)

- Inspectors have been enrolling in LEAN 101.

Vehicles (standing item)

- Issues with vehicle delivery. Management Services sorting out.

Servall - Bruce

- Inspectors have been tasked with acting as Servall champions in Surrey and Vancouver offices. Servall champions to be determined shortly for both Victoria and Okanagan.

Divisional Updates

Vancouver/Greater Vancouver – Donna

- Weekend inspections very busy with Jazz Festival. Lots of people out but no issues.
- Reference checks complete for new hires. New inspectors starting July 22nd.

Fraser Valley/North – Rupi

- Prince George inspector competition complete and review period concluded. Reference checks complete and aiming for July 22nd start date. Eligibility list created.
- Holly and Lorie present at Williams Lake Stampede and rugby tournament. Beer garden greatly improved over previous years.
- Golden Spike Days SOL inspected. Successful event, no issues.
- Plans to train new inspector in Lower Mainland and North.

Vancouver Island/Interior – Gary

- Sam Steele Days – MAP work FPs and LPs, no issues.
- Permission to post Admin position granted.
- No issues with Funtastic beer garden with twice as many ejections than in previous years.
- Canada Day celebrations in Victoria and Okanagan successful.

Investigations - Ray

- Ray and Dave attending Licensing Admin meeting to provide presentation on Investigations Unit work next week.
- 2 other files in progress.

Deputy General Manager – Bruce

- Advocate interview this Friday. Further interview to be held July 12.
- GM decreased hours for Langford establishment which will be in effect July 22nd.
- Subject licensee of enforcement case opting to serve suspension.

Date of Origin M/D/Y	ACTIONS Summary	Status
March 26/13	<ul style="list-style-type: none">• Regional Managers are to select an inspector or inspectors to task with learning about Servall in all its functionality and in what capacity licensees are primarily using it.	b/f September

Agenda	<p>Liquor Control and Licensing Branch C&E MANAGERS' MEETING</p> <p>Tuesday, July 16th, 2013</p> <p>s.15</p> <p>Teleconference s.15, s.17 Participant ID s.15, s.17 Bruce is the Moderator 1:30– 3:00 pm</p>
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1. Approval of Agenda
2. Approval of previous meeting's Minutes and update of Actions Summary
3. Discussion/Decision items
 - a. Safety (standing item)
 - b. Training (standing item)
 - c. Vehicles (standing item)
 - d. Scanners – Gary
 - e. Expenditure Controls - Bruce
4. Divisional Updates
 - a. Deputy General Manager (Bruce)
 - b. Manager of Investigations (Ray)
 - c. Fraser Valley/North (Mike)
 - d. Vancouver/Greater Vancouver (Donna)
 - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch
C&E Managers' Meeting**

July 16, 2013

s.15

/ Teleconference

1:30 – 3:00 p.m.

PRESENT: Bruce Edmundson (Chair), Gary Barker, Donna Lister, Mike Clark, Ray Tetzl, Kathy Jones (recording)

Approval of Agenda

- Bruce added the following agenda item:
 - Royal Canadian Legion

Approval of Previous Meeting's Minutes

- The Minutes of the previous meeting were approved as circulated.

Discussion/Decision Items

Safety (standing item)

- Nothing to report.

Training (standing item)

- Inspectors continuing to enroll in LEAN 101.

Vehicles (standing item)

- Mike Clark following up with Management Services regarding inspector vehicle in Prince George needing replacement.

Scanners - Gary

- Gary will be contact for training rolled out in the fall. Units have been assigned to inspectors within each region.

Expenditure Controls – Bruce

- Bruce asked Managers to review new expenditure directives and discuss at upcoming team meetings.
- Overtime requests must be directed to and approved by Bruce. Requests must be made on the basis of risk management.

Royal Canadian Legion – Bruce

- Bruce met with Inge Kruse, Executive Director of the Royal Canadian Legion, BC/Yukon Command.
- Lack of consistency between operators (volunteers) was discussed as was the development of internal training for operators regarding accountability for legion bylaws and liquor regulations. The training related to liquor will make use of the relevant Terms and

Conditions Guide. Bruce welcomed all feedback concerning the clarity and usefulness of the Guide.

- Inspectors should expect an invitation from legions having zone meetings.
- Inge thanked Heather Lahoda for Heather's willingness and availability to answer all questions directed to her.

Divisional Updates

Fraser Valley/North – Mike

- Melanie conducting inspections in the Interior and assisting local inspectors with inspections.
- New Westminster Show & Shine went well last week; thanks to Kane for good work.
- MAP work ongoing out of the SRO.
- Waiver signed for s.15
- New inspector starts next Monday; plan for SRO visit last week of July/Aug. 1.
- Compliance meeting resulting from 'Here for the Beer' SOL.
- Hell's Angels White Rock/Langley chapter anniversary.

Vancouver/Greater Vancouver – Donna

- HVAC work continues at VRO.
- New inspectors officially start July 22nd. Both will be in the office ahead of that date to get some pre-training.
- VRO very busy with SOLs.

Investigations - Ray

- Gail in Interior next week assisting Holly.
- Compliance meeting held for investigations file.
- Okanagan file opened and work continues.

Vancouver Island/Interior – Gary

- Job posting in progress for Admin Assistant.
- Keloha SOL went well although attendance was down.
- Rock the Shores SOL went well although a compliance meeting has been scheduled.
- Nazareth concert in Cranbrook did not go well; kudos to security who were key in ensuring public safety.
- Info has been sent to Ray on potential new file.

Date of Origin M/D/Y	ACTIONS Summary	Status
March 26/13	<ul style="list-style-type: none">• Regional Managers are to select an inspector or inspectors to task with learning about Servall in all its functionality and in what capacity licensees are primarily using it.	b/f September

<h1 style="font-size: 48pt; margin: 0;">Agenda</h1>	<p>Liquor Control and Licensing Branch C&E MANAGERS' MEETING</p> <p>Tuesday, July 30th, 2013</p> <p>s.15</p> <p>Teleconference s.15, s.17 Participant ID s.15, s.17 Bruce is the Moderator 1:30– 3:00 pm</p>
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1. Approval of Agenda
2. Approval of previous meeting's Minutes and update of Actions Summary
3. Discussion/Decision items
 - a. Safety (standing item)
 - b. Training (standing item)
 - c. Vehicles (standing item)
 - d. Facebook Policy – Bruce
 - e. PC Refresh – Bruce
 - f. TigerTel – Mike
 - g. SPC Designation for New Inspectors – Bruce
 - h. NOEA Style Guide – Bruce
 - i. Training for New Inspectors – Bruce
4. Divisional Updates
 - a. Deputy General Manager (Bruce)
 - b. Manager of Investigations (Ray)
 - c. Fraser Valley/North (Mike)
 - d. Vancouver/Greater Vancouver (Donna)
 - e. Vancouver Island and Interior (Gary)

**Liquor Control and Licensing Branch
C&E Managers' Meeting**

July 30, 2013

s.15

/ Teleconference

1:30 – 3:00 p.m.

PRESENT: Bruce Edmundson (Chair), Jay Blackwell, Donna Lister, Mike Clark, Ray Tetzl, Mandy Fisher (recording)

Approval of Agenda

- Approved

Approval of Previous Meeting's Minutes

- The Minutes of the previous meeting were approved as circulated.

Discussion/Decision Items

Safety (standing item)

- Jay discussed a recent issue that occurred at an SOL Beer Garden. Any issues that arise outside the red lined area are not within our jurisdiction. Bruce asked that this be discussed at the team meetings.

Training (standing item)

- Servall training taking place in September at both the Vancouver and Surrey offices.

Vehicles (standing item)

- Mike Clark mentioned he is still working on the replacement vehicle for Prince George.

Social Media - Bruce

- Facebook, twitter etc – Managers/Inspectors are encouraged to access these sites on a routine basis – valid risk assessment tool. For those who are interested, internal training on accessing social media sites will be done by an inspector in each region.

ACTION: Bruce to follow-up in three months to make sure training is complete and all inspectors are comfortable with this tool.

PC Refresh – Bruce

- Replacements will be provided for what everyone already has - PC or laptop. Group agreed that all staff are happy with what they currently have.

TigerTel – Mike

- Issue with calls not being answered. Mike mentioned that texting is another available option. Mike will keep the group informed and circulate the information package once received.

SPC Designation for New Inspectors – Bruce

- Bruce has now delegated this task to the Regional Managers and will send out an email with all the necessary information.

NOEA Style Guide – Bruce

- Discussed as a group. Reminder that coaching is available by Gary Harper and Bruce encourages the use of this tool.

Training for New Inspectors – Bruce

- Reminder – please make sure all chapters in the training manual are initialled and then placed in the personnel file.

Divisional Updates**Fraser Valley/North – Mike**

- Ana will be at the Surrey office on July 31st for a couple days – doing MAP inspections with Bruce, Melanie and Rupī.
- Northern Region – Rupī, Ana and Lori completed inspections this month.
- MAP work ongoing out of the SRO.
- Mike and Neelam proactively working with golf courses.
- 5000 person SOL (car show) in Port Coquitlam taking place.

Vancouver/Greater Vancouver – Donna

- Celebration of Lights calm this year. Bruce, Ed, Donna and Alex were out doing inspections. August 3rd will be the final night for fireworks and the wrap up of pride week. Charlie, Tim and the new inspectors will be out doing inspections.
- Whistler – Holly is extremely busy with catering and SOL's.
- 125th Anniversary coming up for Vancouver.

Vancouver Island/Interior – Jay

- SOL's – Centre of Gravity and Mr. Muscle and Mrs. Bikini events taking place. Brad will be joining these inspections.
- Rock the Shores SOL was a successful event.
- Fit and proper discussed.
- MAP – new agents will be hired in the fall.

Investigations – Ray

- Two new files in Vancouver were discussed.
- Gail just completed her trip in the Northern Region.

Date of Origin M/D/Y	ACTIONS Summary	Status
March 26/13	<ul style="list-style-type: none"> Regional Managers are to select an inspector or inspectors to task with learning about Servall in all its functionality and in what capacity licensees are primarily using it. 	b/f September
July 30/13	<ul style="list-style-type: none"> Bruce to follow-up and make sure all inspector have been provided with social media training. 	b/f October
July 30/13	<ul style="list-style-type: none"> Tigertel – Mike to circulate information package once received. 	