



# MISSOURI

## Department of Public Safety

### Division of Alcohol and Tobacco Control

FY2021 Version 1.0



#### ASPIRATION

Collaborate to provide a proactive approach for the public safety of Missourians

#### THEMES

Workforce Efficiencies

Communication

Protection and Service

Recovery

#### INITIATIVES

- Streamline and clarify ATC processes using LEAN principles to improve customer experience.
- Commit resources to collaborate on priority projects within DPS and the State of Missouri.
- Provide remote work opportunities to qualifying employees.
- Network and collaborate with other state and national industry partners.

- Develop and expand partnerships with local law enforcement and city and county licensing agencies.
- Utilize surveys, social media, and other avenues to gather and provide feedback to improve internal and external measures.

- Routinely evaluate agency needs to optimize resource allocation to best serve ATC partners and customers.
- Conduct frequent routine audits on top two tiers of industry.
- Take a proactive approach to compliance through enforcement, education, training & enforcement.

- Continue transition to an electronic license application process.
- Continue transition to an electronic file management system.
- Provide enforcement efforts with a complaint driven focus.
- Prioritize education efforts through industry member contact and safe implementation of server trainings.