

Breakdown of results for proposed new BASSET Rules & Regulations and comments

| STATEMENT (5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree) | SCORE |
|--|-------|
| All instructors are required to complete an instructor training course approved by the Commission: | 4.4 |

Additional comments regarding this proposal:

- All should be trained the same way with the same information.
- Train-the-trainer workshop is important; however, it needs to be perceived as valuable and worthwhile to the trainer and not a punishment. We want to attract and keep good trainers.
- Ensure relevancy of program.
- Proper education on training and facilitation skills is needed.
- Best to keep it how it is now.
- You can't train someone unless you are qualified yourself.
- These should be conducted **BY** the Commission.

| STATEMENT (5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree) | SCORE |
|---|-------|
| Commission staff shall be allowed to access each course: | 4.3 |

Additional comments regarding this proposal:

- Seems logical for effective monitoring to see if their training is in compliance with submitted program.
- However, if the course not found 100% compliant, there should be coaching and guidance given form the Commission to the trainers in order to make the program sufficient and compliant.
- Without interference during class. Discuss pros/cons after class.
- Standardize programs.
- Review of examination/course/curriculum important to ensure standards are met.
- All programs should be closely monitored.
- Needed for quality assurance, you should be able to monitor.
- Enjoy having them come.

| STATEMENT (5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree) | SCORE |
|---|-------|
| BASSET cards shall indicate an expiration date three years from the date of issuance and include the language "For off-premise use only" when participants successfully complete a course that was for off-premises instruction only: | 4.3 |

Additional comments regarding this proposal:

- Agree with expiration; disagree with off-premises (it should be good for both on and off).
- Yes. Laws keep changing.

Breakdown of results from 2012 BASSET Summit (cont'd.)

- *But it should be 4 yrs. (students at college for 4 yrs.).*
- *What happens to students that already have taken w/o expiration date?*
- *Expiration should follow city ordinance.*
- *1 year renewal.*
- *Examine market need, frequency of off-premise/on-premise/combined training.*
- *Think three years is good, not sure about other.*
- *There should be a 3-year expiration on all licenses.*
- *If not 3 yrs, possibly 5 yrs.*
- *Knowledge is power.*
- *No separate "on-premise", "off-premise" certification.*
- *Expiration date should reflect city ordinance.*
- *Agree with renewal. Disagree with "off-premise" verbiage.*
- *The card should indicate on-premise, off-premise, or both. It should be clearly delineated.*
- *Great idea on the expiration date.*
- *Issue off-premise cards that state "Valid only while employed by Xxxx Corporation" and include expiration date.*

| STATEMENT (5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree) | SCORE |
|---|--------------|
| Out-of-state online BASSET programs wishing to do business in the State of Illinois must also have a classroom program conducting courses in the State of Illinois: | 4.2 |

Additional comments regarding this proposal:

- *But you could require a log-in code from them to allow free access for monitoring and ILCC should maintain a log of when they do monitor to prevent abuse.*
- *No online for initial class.*
- *This would be a step in the right direction.*
- *Address number of sessions offered, otherwise all they will do is one or a minimum.*
- *100% agree. In addition, providers should be required to certify at least 500 servers/sellers per year in the approved classroom program.*
- *No online.*
- *Out-of-state online programs should not be allowed.*
- *Take down these "online clearinghouse" programs.*
- *Get rid of online!*
- *It is important to provide both classroom and online so participants can choose which type of training they prefer.*
- *The program should be approved, curriculum reviewed and approved.*
- *This should read "must be incorporated in the State of Illinois."*

| STATEMENT (5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree) | SCORE |
|---|--------------|
| Licensed BASSET programs shall issue a certificate to each participant that includes their state license ("5A") number and the statement "A LICENSED AND APPROVED BASSET PROGRAM BY THE ILCC" | 4.0 |

Additional comments regarding this proposal:

- *Spell out "ILCC"*
- *Attach the fee (\$5).*

Breakdown of results from 2012 BASSET Summit (cont'd.)

- *Spell out "ILCC"*
- *I already do this.*
- *Already our practice.*
- *Do not use acronym.*

| STATEMENT (5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree) | SCORE |
|--|--------------|
| The \$25 late fee on the BASSET renewal application shall be waived: | 3.8 |

Additional comments regarding this proposal:

- *90-day grace period.*
- *With 90-day grace period.*
- *Get one free pass.*
- *Pay within 90 days.*
- *90-day grace period before late fee is administered.*
- *Extend grace period (90 days?) instead.*
- *90-day grace period.*
- *If payment is submitted within 90 days.*
- *We want/need volunteers so this should be waived.*
- *I think there should be a 30-day grace period before a late fee is assessed.*
- *90-day grace period for renewals.*
- *Create a grace period (60-90 days).*
- *90-day grace for renewal.*
- *Good idea to rebate if paid on time.*
- *It's a fair amount to pay if you file late.*
- *Part of me fears that people will abuse the privileges, however, I feel the process of thought is a good one.*
- *I would say give a 60-day limit to pay fees.*
- *30-day grace period; 30-60 days = \$25 fee; 60-90 - \$50; over 90 days = license revoked.*

| STATEMENT (5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree) | SCORE |
|---|--------------|
| BASSET participants shall complete an initial BASSET training in a classroom. Recertification is permitted to be done online: | 3.3 |

Additional comments regarding this proposal:

- *Classroom only. Face-to-face every 3 yrs.*
- *Classes in person are too hard to get into and too distant and often not in a foreign language.*
- *No online UNLESS it is state-run, but classroom is the best!!*
- *But I can see how it would be difficult.*
- *Stay in classroom.*
- *Classroom only to make sure the right person is taking the class.*
- *(ILCC) should be the only online provider, though.*
- *State of Illinois should administrator online course.*
- *People tend to not retain when they take online.*
- *Have participants do the online course on the job (at their place of business)!*

Breakdown of results from 2012 BASSET Summit (cont'd.)

- *I have had students in past advise that BASSET classroom far surpassed online certification. Only use a state-run BASSET online class. Better yet: 1st Time: Classroom train and then every three years ALONG WITH online for in-between years.*
- *Recertification is still better in the classroom, but I strongly recommend an initial in-person training be required.*
- *Recertification should not be done online.*
- *Believe BASSET should initially be done online.*
- *Should be classroom only.*
- *Could rotate, 1 yr. online, next year in classroom (approved program only).*
- *Would like to see the Commission do a state "servers" license.*
- *Explore standardizing recertification process.*
- *Agree on classroom, not online.*
- *A properly constructed online program works well.*
- *State would create an online class.*
- *Except do NOT allow recertification online!*
- *Participants must have options as this means more people trained. The NRA does not think it is ever a good idea to limit access to training*
- *Training standardization more important.*
- *No online!*
- *Participants should have options as this will mean more people trained. It's never a good idea to limit access to training.*
- *But monitor online recertification by having onsite recertification at workplace.*
- *Do a classroom renewal every 3 years, and then renew online every other year with the state with a \$5 renewal fee (payable via credit card).*
- *Online training maintained by ILCC.*
- *Online training should not be provided in Illinois.*
- *No interaction online. You need Q&A time, real time, real stories.*
- *Classroom only.*

| STATEMENT (5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree) | SCORE |
|--|--------------|
| A BASSET program is prohibited from marketing or including the state seal, the acronym "BASSET" or any other Commission logos. Any BASSET program provider using the state seal or Commission ILCC logos will be grounds for revocation of their BASSET license: | 3.2 |

Additional comments regarding this proposal:

- *No state logos, but they need the "BASSET" as stated in previous question.*
- *I feel the acronym "BASSET" is important for identification.*
- *"BASSET" (and just "BASSET") needs to be allowed in marketing as long as they are licensed.*
- *I want to be able to promote my training as BASSET-approved. How can I say "BASSET"?*
- *We have to be allowed to say we are licensed and approved BASSET program.*
- *Don't use initials (spell out "ILCC").*
- *How do we show legitimacy of program then?*
- *If a program is certified by the state, they should be allowed to use state seals/logos.*
- *Aids in marketing program.*
- *Make sure you are state-approved if using "BASSET" wording.*
- *People understand it's a certified program if allowed to use BASSET.*

Breakdown of results from 2012 BASSET Summit (cont'd.)

| STATEMENT (5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree) | SCORE |
|--|-------|
| BASSET cards shall cost \$5 per participant. Licensed BASSET trainers are responsible for collecting this fee and submitting it to the ILCC: | 2.5 |

Additional comments regarding this proposal:

- Trainers receive email certificate to pass on to students OR \$5 online/out-of-state.
- They already pay enough and with many employees this can add up. Plus, some municipalities (Naperville, e.g.) require their own even if you have the state fee.
- Online \$25 (proctored at university lab).
- \$5 cost for online class card; \$0 for classroom.
- In-house providers should not be penalized with more fees.
- In-house training programs should not bear an additional cost burden.
- Should only pay if they would like a copy. Possibly print offline.
- Make online training \$50 fee (\$25 to state and \$25 to online provider).
- Not the \$5 fee, but as a trainer, I do not want to be responsible for sending to ILCC.
- I prefer to handle no money on-site (too much responsibility/liability).
- Or print online certificate after successfully completing class.
- Municipal finance directors will have an issue.
- But only for online training (could charge more to discourage).
- Pass on the cost to the student.
- Who is responsible for collecting fees, bank fees, and NSF payments?
- It is unclear what this fee is for.
- I believe this would deter local jurisdictions.
- Unemployed students, logistical nightmare for police dept. to pay ILCC.
- It is unclear how this would work in a way that would not be administratively complex.
- Have the participant pay directly to ILCC.
- Most are already paying for training materials and it would raise costs.
- License servers and charge more.
- I charge \$10 for class to offset cost of book material. Would not want to have to pay extra.
- This fee could be waived for non-profit groups (like municipalities, etc).
- Maybe after 100 participants, this fee could kick in.

OPEN-ENDED STATEMENT

Please list any other rules or regulations the State of Illinois should pursue regarding the BASSET Program:

Comments:

- State mandate for all communities.
- Will help with state mandate!
- I would like to see a standardized curriculum (classroom and online); 2) a set of training ID's for purchase would be beneficial.
- State mandate
- Mandatory for all state hospitality employees, owners, managers, waiters/waitresses, bartenders, busboys, barbacks, hostesses every three years. Must have a server license.
- The state should mandate training being done in person (not online) for BASSET certification. There should be a "server's license" that is regulated by the state.
- Mandate BASSET statewide.

Breakdown of results from 2012 BASSET Summit (cont'd.)

- *1) The retail program should be a mandatory four hours instead of three, and online consumption provider training should be raised to five hours. There is too much material to cover the way it should be. 2) Any student caught cheating on a BASSET test should be banned from ever receiving a BASSET certificate.*
- *Implement a "servers" license that expires every three years.*
- *I believe the state must be better at approving these licensed companies (ie, online programs).*
- *There should be a state curriculum for trainers to teach the course and a state curriculum to be taught to the students. This should be a minimum requirement and the individual trainer can add their own extra curriculum.*
- *Include different learning styles when teaching sessions -- not just lecture! 2) Best practice standards to keep up w/industry standards and updated materials.*
- *Encourage the mandate by the state. Would like to see the state mandate that everyone is certified. Would make it easier on villages, towns to take pressure off the village. Same as SFI - State made a stand about smoking why not the same for server training? Would this not help decrease over-serving and DUI's? How about after 3 years - refresher course 15 hours instead of 4 hours.*

OPEN-ENDED STATEMENT

If you would like to see future BASSET summits, please indicate the topics to be discussed:

Comments:

- *Trainings in Spanish off-premise.*
- *It would be helpful to know who else is in attendance.*
- *Curriculum.*
- *Annual trainer summit*
- *Law enforcement efforts*
- *Yes, but watch your time (7-9).*
- *I would like to see an annual trainer summit.*
- *Hiring process, making online training better.*
- *1) How to bring coalitions together to work on IL mandated BASSET training. 2) Change the industry stance on cost of training and BASSET. 3) Standardize fee. 4) Servers' licensing.*
- *Uniform policy adopted to make it easier to keep all programs the same.*
- *We need curriculum in Spanish. Trainers battle language barriers due to translation issues.*

OPEN-ENDED STATEMENT

What else can the ILCC and other state agencies do to reduce underage drinking and over-consumption of alcohol in the State of Illinois:

Comments:

- *1) Work with the Illinois Judges Association to sponsor presentations of their "7 Reasons..." program at high schools and colleges, especially during college orientation programs. 2) Look for other entities to partner with, such as AAJM, who have regular sessions for DUI ordered by courts.*
- *More liability on servers, stores, and also purchasers. Oftentimes, the buyer passes blame.*
- *1) Hopefully now social host laws will be helpful; 2) We also need to continue with compliance checks, especially in college towns.*
- *Need to prohibit the all day liquor specials.*

Breakdown of results from 2012 BASSET Summit (cont'd.)

- Create a "police contact" (ie, barfight that results in a police response) system, where every licensee gets a fixed amount of police contacts. Those over pre-set amount will be charged with an increased cost on an incremental basis.
- Create a "servers" license at the Commission level, where BASSET training is required to obtain the license.
- 1) Mandate BASSET training for all sellers and servers of alcohol in the state. 2) Create individual server licenses that would be issued to all bartenders and servers after a pre-qualification procedure.
- Enhance the judicial process, make underage kids more responsible.
- Continue to educate. Make training accessible. Allow training options (classroom and online) to eliminate barriers to access training.
- Work with IDEA to: 1) put together strategies to prevent underage drinking. DomeShift and Sticker Shock have been successful, but we could do more; 2) Create evaluation tool for BASSET in order to make it evidence-based in ILCC eyes; and 3) Mandate BASSET in IL. Wisconsin has mandated it, even though they have the highest DUI's in the nation.
- More research-based prevention programs. More accountability to bar owners for over-serving. Enforce the laws that are in place -- no favoritism because you are friends with the mayors, etc.

OPEN-ENDED STATEMENT

Additional comments:

Comments:

- Make more prevalent for officers on how to spot fake ID's and to know more about how to charge or pursue all parties. Responsible for consumption and "incidents involving alcohol."
- I would prefer a daytime meeting, but it was a great idea to get everyone together.
- The suggestions were many and the open discussion was tough, but has given me much to think about. I understand the importance of having as many trainers as possible, but agree the online training has to be monitored so as to eliminate poor trainings.
- Surveillance cameras should be mandated.
- Need to have better notification on law or commission changes.
- I believe the "off-on premise" programs should be more clearly defined.
- Institute servers license; 2) Put expiration on BASSET cards.
- 1) Summit/discussion with prevention, law enforcement, liquor license holders with BASSET ordinance to discuss future and have balance with each industry's need. 2) If you have not passed compliance check, you must do in-person training. 3) Recertification online should be \$20. 4) Increase tobacco licensurer to raise money for training.
- Good discussion! Thanks, your efforts are appreciated.
- Regarding \$5 card fee, upon completion of class, student completes online or paper and attest they completed the course and submit \$5 for card.
- Strongly support BASSET program and would like to see it expanded.