

Contact Info

TABC offices are located in every major metropolitan area of the state and in many smaller towns.

Visit our website to find the TABC office in your area. You'll find current contact information, including regional and district supervisors names.

[http://www.tabc.state.tx.us/
contact_us/local_field_office.asp](http://www.tabc.state.tx.us/contact_us/local_field_office.asp)

Service ★ **Courtesy**
Integrity ★ **Accountability**

Public Inquiry System

- Check the status of pending, active or inactive permits and view their violation history;
- Create lists of permits by location, type, status, original issue date;
- Create lists of permits with administrative violations (pending and final);
- Access lists in .xls, .pdf or .csv formats;
- Find retailers on the agency's credit law delinquent list;
- View complaints lodged against permit holders and related violations.

www.tabc.state.tx.us/public_inquiry

Texas Alcoholic Beverage Commission
P.O. Box 13127
Austin, Texas 78711
512-206-3333 (Information)
1-888-THE-TABC (Report Violations)
TDD/TTY: 711
questions@tabc.state.tx.us
www.tabc.state.tx.us



★ Our Mission

To promote public safety and serve the people of Texas through consistent, fair and timely administration of the Alcoholic Beverage Code while fostering education, voluntary compliance and legal, responsible alcohol consumption.

★ Our Vision

A safe and responsible Texas served by an Alcoholic Beverage Commission committed to innovative partnerships with our communities and the alcoholic beverage industry.

★ Our Philosophy

The TABC will:

- apply the Alcoholic Beverage Code in a fair, consistent, and timely manner;
- exemplify courteous, ethical, and professional behavior;
- be fiscally responsible and accountable to the people of Texas; and
- be accessible, transparent, efficient and effective.

08/10

Serving Texas for over 75 years

*TABC and industry
working together to
keep Texans safe.*



Texas Alcoholic Beverage Commission

From the Administrator



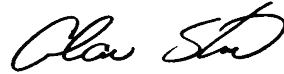
In 2005, the Texas Sunset Advisory Commission recommended the modernization of TABC agency operations and a focus on public safety concerns. We began to strategically

implement the recommendations immediately, and we continue to find newer and better ways to harness our strengths and align our resources so that we can successfully achieve those two basic recommendations.

Since we began working in that direction, I've come to realize these three things:

1. **Balance:** The balance between public safety and public service is the most difficult fine line to walk in a regulatory environment.
2. **Focus:** TABC's most effective way to be involved in public safety is not with the customer behavior, but with the behavior and motivation of the business we regulate. Our agents are outnumbered any other way.
3. **Partnerships:** TABC cannot succeed operating independently. Without innovative partnerships with the people we regulate, we cannot affect public safety quickly and effectively.

Over the past 75 years, we've enjoyed an excellent partnership with permit holders and industry representatives across the state and the nation. I am committed to continuing this relationship and providing resources that will help make your community safer.



Alan Steen, Administrator

***Focusing on the source,
not the symptoms.***

When to Contact TABC:

- To request training.
- To ask questions about the alcoholic beverage laws.
- To obtain required signage.
- To report fights or assaults (breaches of the peace).
- To partner with TABC to prevent underage attempts to purchase alcohol.
- To request assistance with large-scale internal theft.
- To partner in underage drinking, alcohol poisoning or DWI prevention efforts.
- To report suspected organized criminal activity such as narcotics or human trafficking.
- To compliment or complain about a TABC employee.

How We Work Together

Cooperative Operations

- **Operation Fakeout** -TABC agents with expertise in detecting fake IDs work alongside the employees of participating on-premises retailers.
- **Cops in Shops** -TABC agents, with the cooperation of retailers and their employees, pose as customers or employees of an establishment and apprehend underage violators as they attempt to purchase alcoholic beverages.
- **Internal Theft Investigations** - TABC investigators work with permit holders to investigate inventory losses.

Educational Opportunities

- **Managers Awareness Program** - to give managers the knowledge, skills and abilities to help employees provide responsible alcohol sales and service, and to deter violations.
- **SERVE Program** - to help employees provide responsible alcoholic beverage sales and service.
 - Identifying fake or altered IDs
 - Recognizing minors
 - Signs of intoxication
 - Civil liability (dram shop)
 - Seller training certification
- **Marketing Practice Bulletins** - on-line resource of staff opinions.