

Alcoholic Beverage Regulation Administration FY2017

FY2017 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

Mission

The mission of the Alcoholic Beverage Regulation Administration (ABRA) is to support the public's health, safety, and welfare through the control and regulation of the sale and distribution of alcoholic beverages.

Summary of Services

ABRA conducts licensing, training, adjudication, community outreach, and enforcement efforts to serve licensees, law enforcement agencies, Advisory Neighborhood Commissions (ANCs), civic associations, and the general community so that they understand and adhere to all District laws, regulations, and ABRA policies and procedures.

FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
ABRA conducted 1,246 sale to minor compliance checks at licensed establishments in FY 2017. This significantly exceeded the agency's goal to conduct 700 sale to minor compliance checks in FY 2017.	This accomplishment benefits ABRA by working jointly with minors under 21 years of age to identify licensed establishments that sell alcoholic beverages to minors.	This accomplishment benefits District residents by taking enforcement action to reduce the sale of alcoholic beverages to minors under 21 years of age. ABRA was able to conduct two sale to minor compliance checks at operating retail establishments in Ward 7 and Ward 8.
ABRA conducted 12,962 regulatory inspections in FY 2017. This significantly exceeded the agency's goal to conduct 7,000 regulatory inspections and investigations in FY 2017.	This accomplishment benefits ABRA by ensuring that licensed establishments operate under the terms of their liquor license.	This accomplishment benefits District residents by investigating licensed establishments to ensure that they are in compliance with the District's alcohol laws and regulations.
ABRA collected \$566,860 in fines in FY 2017. This significantly exceeded the agency's FY 2017 goal of \$290,000.	This accomplishment benefits ABRA by ensuring that fines imposed by the agency are collected in a timely manner.	This accomplishment benefits District residents as fines collected by the agency are returned to the District's general fund to be utilized for other District services.

2017 Strategic Objectives

Objective Number	Strategic Objective
1	Educate licensees on the District's alcoholic beverage laws and regulations.
2	Ensure that licensed establishments are in compliance with the ABC laws and regulations.
3	Engage in community outreach regarding the licensing process.
4	Create and maintain a highly efficient, transparent and responsive District government. **

2017 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY 2017	KPI Status	Explanation
2 - Ensure that licensed establishments are in compliance with the ABC laws and regulations. (7 Measures)									
Number of establishments inspected to ensure compliance with underage drinking laws	Quarterly	700	176	400	290	380	1246	Met	
Number of inspections, investigations, and monitoring activities	Quarterly	7000	2620	3236	3557	3549	12962	Met	
Amount of revenue generated by licenses and permits	Quarterly	\$3700000	\$709994	\$2287803	\$1271552	\$1477218	\$5746567	Met	
Amount of revenue generated by fines	Quarterly	\$290000	\$167400	\$102000	\$156560	\$140900	\$566860	Met	
Total number of citations issued	Quarterly	250	29	93	165	194	481	Met	
Percentage of one-day and substantial change permits issued within 15 days or less	Quarterly	90	100	100	100	100	100	Met	
Number of licensees and members of the public that received training from the Agency	Quarterly	75	5	46	20	21	92	Met	
3 - Engage in community outreach regarding the licensing process. (1 Measure)									
Number of community meetings attended to educate the community regarding the licensing process	Quarterly	20	5	17	25	11	58	Met	

We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017
1 - Daily Issuance of Licenses and Permits (1 Measure)						
Number of one-day and substantial change permits issued within 15 days or less.	Quarterly	113	96	156	179	544
1 - Renewal of Licenses and Permits (1 Measure)						
Number of ABC licenses and permits renewed.	Quarterly	702	816	952	973	3443

2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
-------	-------------	------------------	---------------	-------------

COMMUNICATIONS (1 Strategic Initiative)				
Engage in proactive community outreach regarding the Calendar Year 2017 Holiday Extension of Hours licensing process.	ABRA will engage in community outreach and provide timely information to active on-premises licensees and the public regarding the Holiday Extension of Hours licensing process for Calendar Year 2017. Specifically, the Agency shall provide written notice to on-premises licensees regarding the Holiday Extension of Hours licensing process for Calendar Year 2017. The written notice will also provide on-premises licensees with a Holiday Extension of Hours Calendar for 2017. Notice of the Holiday Extension of Hours licensing process for Calendar Year 2017 shall be provided to the public by posting information regarding the process on the ABRA website.	Complete	ABRA has completed this initiative for FY 2017.	
INVESTIGATIONS (2 Strategic initiatives)				
Conduct Books and Records compliance courses.	ABRA will be conducting a minimum of two training courses for licensed restaurants and hotels regarding maintaining compliance with the District's books and records and quarterly statement regulatory requirements. The course curriculum will cover the following: (1) the requirement for licensees to maintain books and records for a three-year period; (2) the requirement for restaurants and hotels to file quarterly statements with ABRA; and (3) the minimum food sales requirements for restaurants and hotels.	Complete	ABRA held two books and records trainings on April 25, 2017 for the licensed restaurants and hotels regarding maintaining compliance with regulatory requirements.	
Conduct a minimum of two regulatory inspections at each licensed establishments.	ABRA investigators will conduct a minimum of two regulatory inspections, monitoring or investigations at each licensed establishment to verify compliance with the District's laws and regulations. ABRA will be conducting a minimum of 7,000 regulatory inspections, monitoring or investigations at licensed establishments located in the District.	Complete	ABRA has exceeded the goal for this year by 2,413 inspections by the end of the third quarter.	
LICENSING (1 Strategic Initiative)				
Conduct new licensee orientation classes.	ABRA will be conducting a minimum of four new licensee orientation classes that shall be available to licensees and the public at no charge. The class curriculum shall include the following: (1) a review of relevant provisions contained in both Title 25 of the D.C. Code and Title 23 of the DCMR; (2) noise abatement and sound management; and (3) how to work proactively with Advisory Neighborhood Commissions, neighborhood and business groups and residents	Complete	ABRA has completed this initiative for FY 2017. ABRA has met the goal in the third quarter for this initiative and is planning to have another training in August of 2017 as well.	