

Alcoholic Beverage Regulation Administration FY2018

FY2018 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.

FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
ABRA conducted 1,027 sale to minor compliance checks at licensed establishments in FY 2018. This exceeded the agency's goal to conduct 900 sale to minor compliance checks in FY 2018.	This accomplishment benefits District residents by taking enforcement action to reduce the sale of alcoholic beverages to minors under 21 years of age.	This accomplishment benefits ABRA by working jointly with minors under 21 years of age to identify licensed establishments that sell alcoholic beverages to minors.
ABRA conducted 10,852 regulatory inspections and investigations in FY 2018. This exceeded the agency's goal to conduct 10,000 regulatory inspections and investigations in FY 2018.	This accomplishment benefits District residents by investigating licensed establishments to ensure that they are in compliance with the District's alcohol laws and regulations.	This accomplishment benefits ABRA by ensuring that licensed establishments operate under the terms of their liquor license.
ABRA collected \$481,100 in fines in FY 2018. This exceeded the agency's FY 18 goal of \$400,000.	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.	This accomplishment benefits ABRA by ensuring that fines imposed by the agency are collected in a timely manner.

2018 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.

Objective Number	Strategic Objective
4	Create and maintain a highly efficient, transparent and responsive District government.**

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
1 - Educate licensees on the District's alcoholic beverage laws and regulations. (1 Measure)									
Number of licensees and members of the public that received training from the Agency	Quarterly	75	16	13	42	162	233	Met	
2 - Ensure that licensed establishments are in compliance with the ABC laws and regulations. (6 Measures)									
Amount of revenue generated by licenses and permits	Quarterly	\$3,700,000	\$970,472	\$2,307,301	\$1,348,034	\$1,070,110	\$5,695,917	Met	
Amount of revenue generated by fines	Quarterly	\$400,000	\$107,350	\$103,200	\$129,300	\$141,250	\$481,100	Met	
Percent of one-day and substantial change permits issued within 15 days or less	Quarterly	90	100	100	100	100	100	Met	
Number of inspections, investigations, and monitoring activities	Quarterly	10,000	2851	3152	2449	2400	10,852	Met	
Number of establishments inspected to ensure compliance with underage drinking laws	Quarterly	900	153	221	247	406	1027	Met	
Total number of citations issued	Quarterly	250	126	177	179	163	645	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	17	25	28	18	88	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.

2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - Daily Issuance of Licenses and Permits (1 Measure)						
Number of one-day and substantial change permits issued within 15 days or less.	Quarterly	115	155	308	248	826
1 - Renewal of Licenses and Permits (1 Measure)						
Number of ABC licenses and permits renewed.	Quarterly	773	792	903	983	3451

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
COMMUNICATIONS (1 Strategic Initiative)				
Engage in proactive community outreach regarding the Calendar Year 2018 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 2018. Specifically, the Agency shall provide written notice to on-premises licensees regarding the Holiday Extension of Hours licensing process for Calendar Year 2018. The written notice will also provide on-premises licensees with a Holiday Extension of Hours Calendar for 2018. Notice of the Holiday Extension of Hours licensing process for Calendar Year 2018 shall be provided to the public by posting information regarding the process on the ABRA website.	Complete	This goal was met as written information was provided to licensees and the public regarding the Holiday Extension of Hours licensing process for Calendar Year 2018. Notice regarding the Holiday Extension of Hours Calendar for 2018 was also posted on the ABRA website.	
INVESTIGATIONS (2 Strategic initiatives)				
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 10,000 regulatory inspections, monitoring or investigations at licensed establishments located in the District.	Complete	ABRA has completed 100% of the goal of this initiative. The goal was 10,000 regulatory inspections, and ABRA has conducted 10,852 in FY 2018.	
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 has met this goal as two books and records training course were held on December 12, 2017	

Title	Description	Complete to Date	Status Update	Explanation
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 held one new licensee orientation class on August 5, 2018, that was available to the public and licensees. This was the fourth training in FY 2018	