

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Executive Office of Mayor Muriel Bowser



Office of the City Administrator

January 15, 2021

Fiscal Year (FY) 2020 was an unprecedented year for all DC residents, businesses and the District Government. In March 2020—the second quarter of the fiscal year—Mayor Bowser declared a public health emergency and District government quickly pivoted to respond to the COVID-19 global health pandemic. To align with recommended social distancing and public safety guidelines, in just one day, over 60 percent of District government employees transitioned to a telework posture. In addition, many District agencies limited or temporarily ceased most in-person activities and services.

The global health emergency required the District to significantly reallocate financial and personnel resources to respond to the pandemic. With the change in operations and a substantial decrease in revenues, the District's response required all agencies to determine how to best provide services to District residents, visitors and employees, while maintaining the necessary protocols to help slow the spread of COVID-19.

As such, the global health pandemic greatly impacted some agencies' abilities to meet their FY20 key performance indicators (KPIs) and strategic initiatives established prior to its onset as agencies shifted resources to respond to COVID-19. Therefore, outcomes for KPIs and strategic initiatives reflect a shift in District priorities and efforts during this crisis. While we continue to believe strongly in performance tracking to improve District services, the data for FY20 is not fully indicative of agencies' performance and should be reviewed factoring in the unprecedented challenges encountered in FY 2020.

Sincerely,

A handwritten signature in black ink that reads 'Kevin Donahue'.

Kevin Donahue
Interim City Administrator



Alcoholic Beverage Regulation Administration FY2020

Agency Alcoholic Beverage Regulation Administration

Agency Code LQ0

Fiscal Year 2020

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.

2020 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
ABRA conducted 926 sale to minor compliance checks at licensed establishments in FY 2020. This exceeded the agency's goal to conduct 900 sale to minor compliance checks in FY 2020.	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 conducted 17,231 regulatory inspections and investigations in FY 2020. This significantly exceeded the agency's goal to conduct 11,000 regulatory inspections and investigations in FY 2020.	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 trained 245 licensees and members of the public in FY 2020. This significantly exceeded the agency's goal to train 100 licensees and members of the public in FY 2020.	This accomplishment benefits ABRA by ensuring that licensed establishments operate under the terms of their liquor license.	This accomplishment benefits District licensees and residents by educating them on the District's alcohol laws and regulations, including the requirements for licensees to operate during the Covid-19 public health emergency.

2020 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
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	92	233	328	100	13	4	40	188	245	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	\$5,746,567	\$5,695,917	\$8,427,699	\$3,700,000	\$992,604	\$1,560,805	\$865,784	\$1,578,278	\$4,997,471	Met	
Amount of revenue generated by fines	Quarterly	\$566,860	\$481,100	\$545,200	\$400,000	\$107,900	\$192,650	\$7250	\$43,700	\$351,500	Unmet	ABRA was on pace to meet or exceed the agency's \$400K fine collection goal but fell short (\$48,500) due to extenuating circumstances associated with the Covid-19 public health emergency. Contributing factors include: <ul style="list-style-type: none"> The Alcoholic Beverage Control Board's decision to provide temporary relief to financially impacted businesses by extending the payment deadlines for issued fines. An unanticipated increase in the number of establishments across the District permanently closing. Businesses reporting a significant decline in revenue temporarily affecting their ability to fulfill their financial obligations to the District.

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
Number of inspections, investigations, and monitoring activities	Quarterly	12,962	10,852	14,951	11,000	3738	4699	6413	2381	17,231	Met	
Number of establishments inspected to ensure compliance with underage drinking laws	Quarterly	1246	1027	1198	900	120	284	0	522	926	Met	
Total number of citations issued	Quarterly	481	645	672	250	195	215	38	266	714	Met	
Percent of one-day and substantial change permits issued within 15 days or less	Quarterly	100%	100%	99.8%	90%	92.3%	100%	No applicable incidents	No applicable incidents	94%	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	58	88	72	40	22	8	14	14	58	Met	

2020 Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020
1 - Daily Issuance of Licenses and Permits (1 Measure)							
Number of one-day and substantial change permits issued within 15 days or less	826	657	36	11	0	0	47
1 - Renewal of Licenses and Permits (1 Measure)							
Number of ABC licenses and permits renewed	3451	3600	598	199	352	212	1361

2020 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Educate licensees on the District's alcoholic beverage laws and regulations. (2 Activities)			
LICENSING	Daily Issuance of Licenses and Permits	This is a key driver in all of ABRA's operations. The number of licenses and permits issued daily is in direct correlation to the amount of revenue the agency generates on a monthly basis.	Daily Service
LICENSING	Renewal of Licenses and Permits	This is a key driver in all of ABRA's operations. The number of licenses and permits renewed directly affects the amount of revenue the agency generates on a monthly basis.	Daily Service
2 - Ensure that licensed establishments are in compliance with the ABC laws and regulations. (1 Activity)			
INVESTIGATIONS	Conduct a minimum of two regulatory inspections or investigations at each licensed establishment.	Conducting thorough regulatory inspections for all licensed establishments.	Daily Service
3 - Engage in community outreach regarding the licensing process. (1 Activity)			
COMMUNICATIONS	Community Outreach and Notifications	Ensuring the general public are well informed of the schedule of extension of hours for the calendar year and its exceptions.	Key Project

2020 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Community Outreach and Notifications (1 Strategic Initiative)				
Engage in proactive community outreach regarding the Calendar Year 2020 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 changes made to the Holiday Extension of Hours Program for Calendar Year 2020 as a result of the Fiscal Year 2020 Budget Support Act of 2018. Specifically, the agency shall provide written notice to on-premises licensees regarding the Holiday Extension of Hours licensing process for Calendar Year 2020. Notice of the Holiday Extension of Hours licensing process for Calendar Year 2020 shall be provided to the public by posting information regarding the process on the ABRA website.	Complete	This goal was met as information was sent out to licensees and the public regarding the Holiday Extension of Hours Program for FY 2020. ABRA also posted information on its website regarding the program for Calendar Year 2020.	
Conduct a minimum of two regulatory inspections or investigations at each licensed establishment. (2 Strategic initiatives)				

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Conduct a minimum of two regulatory inspections at each licensed establishments	ABRA Investigators will conduct a minimum of two regulatory inspections at each licensed establishment to verify compliance with the District's laws and regulations. ABRA will be conducting a minimum of 11,000 regulatory inspections, monitoring or investigations at licensed establishments located in the District.	Complete	ABRA has exceeded its goal and has completed 135% of this initiative. The goal is 11,000 regulatory inspections, and ABRA has conducted 14,850 regulatory inspections and investigations as of the end of the third quarter of FY 2020.	
Conduct Books and Records Compliance Course	ABRA will be conducting a minimum of two training courses for licensed restaurants and hotels regarding maintaining compliance with the District's financial 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. The agency has conducted two books and records training courses. Two were held on July 16, 2020 and on September 28, 2020.	
Daily Issuance of Licenses and Permits (1 Strategic Initiative)				
Conduct New Licensee Orientation Classes	ABRA will be conducting a minimum of four new licensee orientation classes held at ABRA 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 exceeded its goal for this initiative. The agency has conducted five new licensee orientation classes as of the end of the third quarter of FY2020. The training course were held on November 7, 2019, December 19, 2019, February 27, 2020, May 19, 2020 and June 30, 2020.	