

# Alcoholic Beverage Regulation Administration FY2021

Agency Alcoholic Beverage Regulation Administration

Agency Code LQ0

Fiscal Year 2021

**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 and medical cannabis.

**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. ABRA also registers qualifying patients who have the right to obtain and use cannabis for medical purposes when his or her primary physician has provided a written recommendation.

## 2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
ABRA completed 440 sale to minor compliance checks at licensed establishments in FY 2021. This exceeded the agency goal to conduct 400 sale to minor compliance checks in FY 2021.	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 11,874 regulatory inspections and investigations in FY 2021. This exceeded the agency goal to conduct 11,000 regulatory inspections and investigations in FY 2021.	This accomplishment benefits District residents by investigating licensed establishments to ensure that they are in compliance with the District alcohol laws and regulations.	This accomplishment benefits ABRA by ensuring that licensed establishments operate under the terms of their liquor license.
ABRA trained 584 licensees and members of the public in FY 2021. This significantly exceeded the agency fs goal to train 100 licensees and members of the public in FY 2021.	This accomplishment benefits District licensees and residents by educating them on the District alcohol and medical cannabis laws and regulations, including the requirements for licensees to operate during the Covid-19 public health emergency.	This accomplishment benefits ABRA by ensuring that licensed establishments operate under the terms of their liquor license.

## 2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
<b>1 - Educate licensees on the District's alcoholic beverage laws and regulations. (1 Measure)</b>											
Number of licensees and members of the public that received training from the Agency	Quarterly	328	245	100	58	218	234	74	584	Met	
<b>2 - Ensure that licensed establishments are in compliance with the ABC laws and regulations. Ensure that medical cannabis facilities (dispensaries and cultivation centers) are in compliance with DC law and regulations. (7 Measures)</b>											
Amount of revenue generated by licenses and permits	Quarterly	\$8,427,699	\$4,997,471	\$3,700,000	\$1,244,731	\$1,421,953	\$1,170,284	\$2,362,895	\$6,199,863	Met	
Amount of revenue generated by fines	Quarterly	\$545,200	\$351,500	\$25,000	\$60,000	\$51,500	\$80,250	\$134,750	\$326,500	Met	
Number of inspections, investigations, and monitoring activities	Quarterly	14,951	17,231	11,000	2105	1941	3361	4467	11,874	Met	
Number of establishments inspected to ensure compliance with underage drinking laws	Quarterly	1198	926	400	0	0	184	256	440	Met	
Total number of citations issued	Quarterly	672	714	250	167	214	195	302	878	Met	
Percent of one-day and substantial change permits issued within 15 days or less	Quarterly	99.8%	94%	90%	No applicable incidents	100%	83.3%	100%	96.4%	Met	
Percent of medical cannabis facilities (dispensaries and cultivation centers) receiving at least one quarterly inspection	Quarterly	New in 2021	New in 2021	New in 2021	100%	100%	100%	100%	100%	New in 2021	
<b>3 - Engage in community outreach regarding the licensing process. (1 Measure)</b>											
Number of community meetings attended to educate the community regarding the licensing process	Quarterly	72	58	20	15	35	21	19	90	Met	

## 2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
<b>1 - Daily Issuance of Licenses and Permits (1 Measure)</b>							
Number of one-day and substantial change permits issued within 15 days or less	657	47	0	1	5	27	33
<b>1 - Renewal of Licenses and Permits (1 Measure)</b>							
Number of ABC licenses and permits renewed	3600	1361	375	201	482	399	1457

## 2021 Operations

Operations Title	Operations Description	Type of Operations
<b>1 - Educate licensees on the District's alcoholic beverage laws and regulations. (2 Activities)</b>		
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
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
<b>2 - Ensure that licensed establishments are in compliance with the ABC laws and regulations. Ensure that medical cannabis facilities (dispensaries and cultivation centers) are in compliance with DC law and regulations. (1 Activity)</b>		
Conduct a minimum of two regulatory inspections or investigations at each licensed establishment.	Conducting thorough regulatory inspections for all licensed establishments.	Daily Service
<b>3 - Engage in community outreach regarding the licensing process. (1 Activity)</b>		
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

## 2021 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
<b>Community Outreach and Notifications (1 Strategic Initiative)</b>				
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 the Holiday Extension of hours information for FY 2021, including the application process and the extended hour calendar, was posted to the ABRA website.	
<b>Conduct a minimum of two regulatory inspections or investigations at each licensed establishment. (2 Strategic initiatives)</b>				
Conduct a minimum of two regulatory inspections at each licensed establishment	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 met and exceeded the goal of this initiative. The agency has completed 108% of the goal of this initiative. The goal was 11,000 regulatory inspections, and ABRA has conducted 11,874 regulatory inspections and investigations as of the end of the fourth quarter of FY 2021.	
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 exceeded the requirement for this goal. The agency has conducted three books and records training courses as of the end of the fourth quarter of FY 2021. An additional books and records training course was held on July 8, 2021.	
<b>Daily Issuance of Licenses and Permits (1 Strategic Initiative)</b>				
Conduct New Licensee Orientation Classes	ABRA will be conducting a minimum of four new licensee orientation classes held virtually 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 exceeded this goal. The agency has conducted six new licensees orientation (ABC 101) classes as of the end of the fourth quarter of FY 2021. Two additional training courses were held on July 13, 2021 and August 18, 2021.	