

# 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.

## 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.

## Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
<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	Up is Better	92	233	328	100
<b>2 - Ensure that licensed establishments are in compliance with the ABC laws and regulations. (6 Measures)</b>					
Amount of revenue generated by licenses and permits	Up is Better	\$5,746,567	\$5,695,917	\$8,427,699	\$3,700,000
Amount of revenue generated by fines	Up is Better	\$566,860	\$481,100	\$545,200	\$400,000
Number of inspections, investigations, and monitoring activities	Up is Better	12,962	10,852	14,951	11,000
Number of establishments inspected to ensure compliance with underage drinking laws	Up is Better	1246	1027	1198	900
Total number of citations issued	Up is Better	481	645	672	250
Percent of one-day and substantial change permits issued within 15 days or less	Up is Better	100%	100%	99.8%	90%
<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	Up is Better	58	88	72	40

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Educate licensees on the District's alcoholic beverage laws and regulations. (2 Activities)</b>			
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

Operations Header	Operations Title	Operations Description	Type of Operations
<b>2 - Ensure that licensed establishments are in compliance with the ABC laws and regulations. (1 Activity)</b>			
INVESTIGATIONS	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>			
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

## Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>1 - LICENSING (2 Measures)</b>			
Number of one-day and substantial change permits issued within 15 days or less	544	826	657
Number of ABC licenses and permits renewed	3443	3451	3600

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<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.	12-31-2019
<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 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.	09-30-2020
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.	09-30-2020
<b>Daily Issuance of Licenses and Permits (1 Strategic Initiative)</b>		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
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.	09-30-2020