



## FY 2015 Performance Accountability Report Alcoholic Beverage Regulation Administration

### INTRODUCTION

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' progress 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, civic associations, and the general community so that they understand and adhere to all District laws, regulations, and ABRA policies and procedures.

### OVERVIEW – AGENCY PERFORMANCE

The following section provides a summary of ABRA performance in FY 2015 by listing ABRA's top three accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

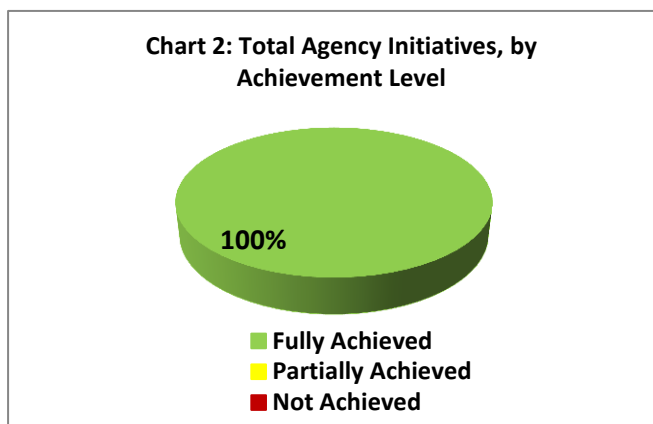
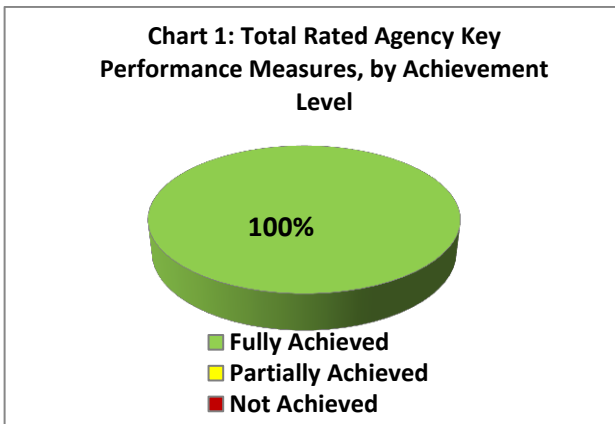
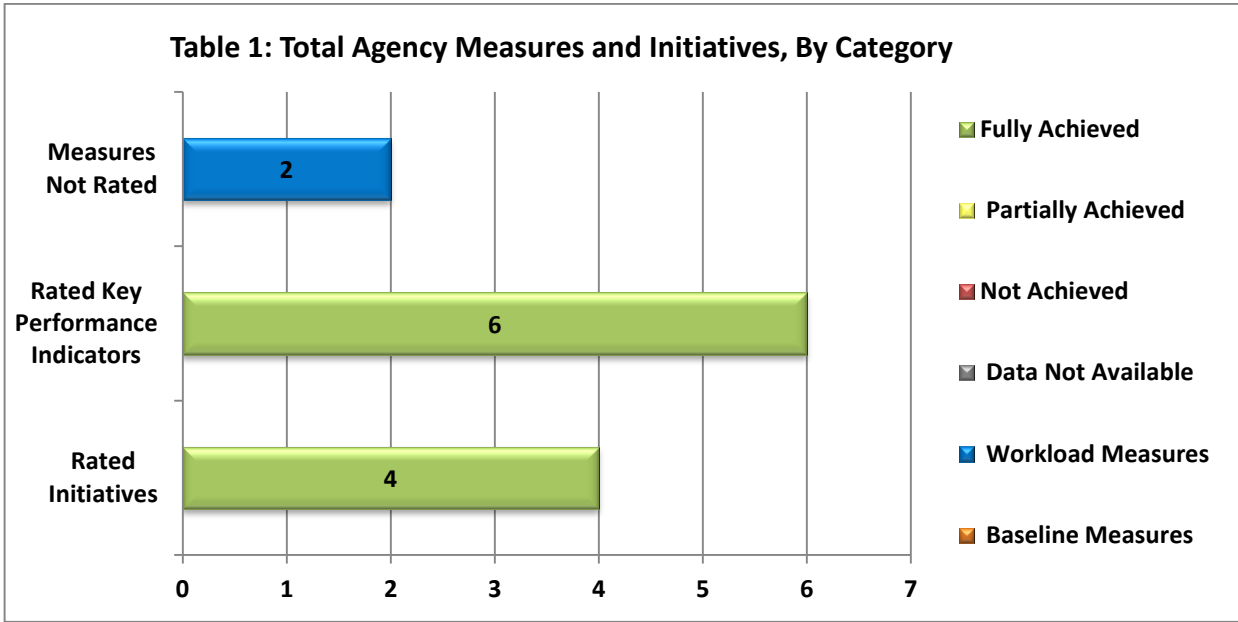
### TOP THREE ACCOMPLISHMENTS

The top three accomplishments of ABRA in FY 2015 are as follows:

- ✓ ABRA conducted 10,437 regulatory inspections and investigations in FY 2015.
- ✓ ABRA conducted 908 sale to minor compliance checks at licensed establishments in FY 2015.
- ✓ ABRA issued 2,986 new licenses and permits in FY 2015.

### SUMMARY OF PROGRESS TOWARD COMPLETING FY 2015 INITIATIVES AND PROGRESS ON KEY PERFORMANCE INDICATORS

Table 1 (see below) shows the overall progress the ABRA made on completing its initiatives, and how overall progress is being made on achieving the agency's objectives, as measured by their key performance indicators.



In FY 2015, ABRA fully achieved all of its initiatives and all of its rated key performance measures. **Table 1** provides a breakdown of the total number of performance metrics ABRA uses, including key performance indicators and workload measures, initiatives, and whether or not some of those items were achieved, partially achieved or not achieved. **Chart 1** displays the overall progress being made on achieving ABRA objectives, as measured by their rated key performance indicators. Please note that chart 2 contains only rated performance measures. Rated performance measures do not include measures where data is not available, workload measures or baseline measures. **Chart 2** displays the overall progress ABRA made on completing its initiatives, by level of achievement.

The next sections provide greater detail on the specific metrics and initiatives for ABRA in FY 2015.

## PERFORMANCE INITIATIVES – ASSESSMENT DETAILS

**OBJECTIVE 1: Educate licensees on the District’s alcoholic beverage laws and regulations.**

**INITIATIVE 1.1: 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. **Completion Date: September 30, 2015.**



**Performance Assessment Key: This initiative was fully achieved.** ABRA conducted five new licensee orientation classes in FY 2015 for licensees and the public at no charge. The new licensee orientation classes were held on October 23, 2014, January 8, 2015, March 26, 2015, June 11, 2015 and August 27, 2015. The five new licensee orientation classes educated licensees and the public on relevant provisions contained in the District's alcoholic beverage laws and regulations. The classes covered such topics as settlement agreements, noise abatement and sound management and working proactively with Advisory Neighborhood Commissions, neighborhood and business groups, and residents.

**INITIATIVE 1.2: 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. **Completion Date: September 30, 2015.**



**Performance Assessment Key: This initiative was fully achieved.** ABRA conducted four books and records compliance training courses in FY 2015 for licensed restaurants and hotels. Two training courses were held on April 30, 2015. Two training courses were also held on September 29, 2015. All four compliance training courses educated restaurants and hotels on their statutory books and records and quarterly statement filing requirements as well as their minimum food sales requirements.

**OBJECTIVE 2: Ensure that licensed establishments are in compliance with the ABC laws and regulations.**

**INITIATIVE 2.1: Conduct a minimum of two regulatory inspections or investigations at each licensed establishment.**

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. **Completion Date: September 30, 2015.**



- **Performance Assessment Key: This initiative was fully achieved.** ABRA conducted 10,437 regulatory inspections of investigations in FY 2015 which surpassed the FY 2015 target goal of 7,000 regulatory inspections or investigations. ABRA's conducting of 10,437 regulatory inspections or investigations represented a slight increase from the 10,220 regulatory inspections or investigations conducted in FY 2014. Additionally, ABRA conducted two or more regulatory inspections or investigations in FY 2015 at each of the District's approximately 1,800 active licensed establishments.

**OBJECTIVE 3: Engage in community outreach regarding the licensing process.**

**INITIATIVE 3.1: Engage in proactive community outreach regarding the Calendar Year 2015 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 2015. Specifically, the Agency shall provide written notice to on-premises licensees regarding the Holiday Extension of Hours licensing process for Calendar Year 2015. The written notice will also provide on-premises licensees with a Holiday Extension of Hours Calendar for 2015. Notice of the Holiday Extension of Hours licensing process for Calendar Year 2015 shall be provided to the public by (1) posting information regarding the process on the ABRA website and (2) sending information regarding the process electronically to each Advisory Neighborhood Commission. **Completion Date: December 1, 2014.**

- **Performance Assessment Key: This initiative was fully achieved.** ABRA provided timely information to both active on-premises licensees and the public regarding the Holiday Extension of Hours licensing process. Specifically, written notice regarding the Holiday Extension of Hours licensing process for Calendar Year 2015 was provided to on-premises licensees on October 31, 2014. The written notice provided to on-premises licensees also included a copy of the Holiday Extension of Hours Calendar for 2015. Information regarding the Holiday Extension of Hours process was also posted to the ABRA website on October 31, 2014, included in the November and December 2014 edition of the ABRA newsletter, and sent electronically to Advisory Neighborhood Commissions. Finally, on November 13, 2014 licensees and members of the public were electronically notified that all 2014 extended holiday registrations would expire at the end of the calendar year.

**KEY PERFORMANCE INDICATORS—Alcoholic Beverage Regulation Administration**



	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual	FY 2015 YE Rating	Budget Program
	1.1	Amount of revenue generated by licenses and permits	\$5,178,664	\$3.7M		\$4,935,100	133.38%	Licensing
	1.2	Amount of revenue generated by fines	\$469,800	\$290,000		\$601,725	207.49%	Agency Management Program
	1.3	Percentage of one-day and substantial change permits issued within 15 days or less	98.43%	90%		100%	111.11	Licensing
	2.1	Number of inspections, investigations, and monitoring activities	10,220	7,000		10,437	149.10%	Investigations
	2.2	Number of establishments inspected to ensure compliance with underage drinking laws	889	700		908	129.71%	Investigations
	2.3	Total number of citations issued	524	250		653	261.20%	Investigations

## WORKLOAD MEASURES – APPENDIX

### WORKLOAD MEASURES

Measure Name	FY 2013 YE Actual	FY 2014 YE Actual	FY 2015 YE Actual	Budget Program
Number of new licenses and permits issued	2,039	2,754	2,986	Licensing
Number of ABC licenses and permits renewed	2,254	2,870	3,191	Licensing