



FY 2013 PERFORMANCE PLAN
Alcoholic Beverage Regulation Administration

MISSION

The mission of the Alcoholic Beverage Regulation Administration (ABRA) is to support the public's health, safety, and welfare through control and regulation of the sale and distribution of alcoholic beverages.

SUMMARY OF SERVICES

ABRA conducts licensing, training, adjudication, and 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.

AGENCY WORKLOAD MEASURES

Measure	FY 2010 Actual	FY2011 Actual	FY2012 YTD
Number of new licenses and permits issued	1,432	1,506	1,412
Number of ABC licenses and permits renewed	1,239	672	1,497

OBJECTIVE 1: Prevent the sale of alcoholic beverages to underage individuals.

INITIATIVE 1.1: Conduct compliance checks to enforce underage drinking laws.

ABRA will be conducting a minimum of 700 underage compliance checks. ABRA's underage compliance checks involve a person under the legal drinking age of 21 attempting to purchase an alcoholic beverage. These compliance checks are coordinated under the supervision of an ABRA investigator. Completion date: September 30, 2013.

INITIATIVE 1.2: Implement preventive measures designed to reduce underage drinking at licensed establishments.

ABRA will continue to implement three preventive measures designed to reduce underage drinking in the District. These measures include: (1) sending compliance letters and certificates congratulating licensees who do not sell alcoholic beverages to minors during compliance checks; (2) sending warning letters to licensees who commit first time sale to minor violations; and (3) continuing to train merchants in identifying fake identifications by holding a minimum of two training classes on this topic. Completion date: September 30, 2013.

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, 2013.

OBJECTIVE 3: Issue licenses to qualified applicants in an efficient manner and engage in community outreach.

INITIATIVE 3.1: Process temporary and one-day substantial change applications within fifteen (15) days.

ABRA will continue measuring the length of time taken by the agency to process temporary and one-day substantial change applications. ABRA's licensing division shall be responsible for processing temporary and one-day substantial change applications within fifteen (15) days of being received. ABRA's goal is for a minimum of 90% of these cases to be processed within fifteen (15) days. Completion date: September 30, 2013.

INITIATIVE 3.2: Engage in proactive community outreach to continually deliver accurate and timely information to the public.

ABRA will engage in community outreach regarding the agency's existing protest and enforcement processes by holding a minimum of two training courses for new and existing Advisory Neighborhood Commissioners. ABRA shall engage in community outreach and provide timely information to both licensees and the public regarding both Subtitle E (Inaugural Celebration and Holiday Extension of Hours Act) and Subtitle F (Off-Premises Alcohol) of the Fiscal Year 2013 Budget Support Act of 2012. Specifically, the Agency shall: (1) provide written notice of Subtitle E to active on-premise licensees; (2) provide written notice of Subtitle F to active off-premise licensees; and (3) provide notice to the public of both Subtitle E and Subtitle F by posting information regarding these two provisions on the ABRA website and sending information regarding these two provisions electronically to each Advisory Neighborhood Commission. Completion date: June 30, 2013.

KEY PERFORMANCE INDICATORS

Measure	FY 2011 Actual	FY 2012 Target	FY 2012 YTD	FY 2013 Projection	FY 2014 Projection	FY 2015 Projection
Number of establishments inspected to ensure compliance with underage drinking laws	937	700	823	700	700	700
Number of inspections, investigations, and monitoring activities	7,304	7,000	6,457	7,000	7,000	7,000
Amount of revenue generated by licenses and permits	\$4.6 million	\$3.7 million	\$3.4 million	\$3.7 million	\$3.7 million	\$3.7 million
Amount of revenue generated by fines	\$365,780	\$290,000	\$221,450	\$290,000	\$290,000	\$290,000
Total number of citations issued	349	250	237	250	250	250
Percentage of one-day and substantial change permits issued within 15 days or less ¹	92.58%	90%	94.08%	90%	90%	90%

¹ Measure is an industry standard based on the average of 19 processing days for seventeen states.