



FY09 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.

OBJECTIVE 1: Issue alcoholic beverage licenses to qualified applicants in a timely manner.

INITIATIVE 1.1: Implement an on-line payment process for licensees.

This system will enable licensees to make payments on-line, but unfortunately there was little progress in FY08 due to resource constraints. Presently, licensees are required to appear in person and wait in line for their applications and payments to be processed. Allowing licensees to pay on-line will reduce their wait time and the need to physically appear at ABRA. This will allow ABRA's staff to focus on processing additional license applications, and this will be implemented by the end of July 2009.

OBJECTIVE 2: Prevent the sale of alcoholic beverages to underage individuals.

INITIATIVE 2.1: Increasing business compliance with underage drinking laws.

ABRA is expanding their efforts to train merchants in identifying fake IDs by increasing classes to three times a year and conducting compliance checks. ABRA has received a grant and we will continue educating merchants and conducting compliance checks, by offering merchant training on a quarterly basis. Compliance checks will be increased by 75%.

OBJECTIVE 3: Ensure that licensed establishments understand and obey the rules that govern them.

INITIATIVE 3.1: Implement the Alcoholic Beverage Licensing and Enforcement System to improve access to information and streamline processes.

This web-based system, which will support inspection, licensing, and adjudication processes, is projected to be fully implemented by the end of Fall 2008 at a total cost of \$600,000. The system will provide staff and other stakeholders with updates on pending and completed actions, enabling faster processing of required actions by the government and the litigants by 95% in disposition of cases and up to 35% in licensing process. The agency currently utilizes several manual databases, which are duplicative in nature that prevent ABRA staff and investigators from performing their jobs in a more timely and efficient manner. By reducing the duplicative work, ABRA staff will be able to process applications, citations, fines, and hearing notices more efficiently. This will also allow the investigators to complete investigations in a timelier manner, by 25%, issue additional citations, and conduct more compliance checks. It will also provide ABRA with a database from which performance measures can be calculated automatically and audit trails easily tracked. In FY 2008, the agency focused on the Licensing and Permitting, Enforcement and Adjudication modules and the agency will finish implementing this phase by training staff in all divisions in fall 2008.

PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY07 Actual	FY08 Target	FY08 YE Actual	FY09 Projection	FY10 Projection	FY11 Projection
Number of new ABC licenses and permits issued	N/A	1000	1057	1000	1000	1000
Number of establishments inspected to ensure compliance with underage drinking laws	N/A	200	662	350	400*	450*
Number of inspections, investigations, and monitoring activities conducted by Enforcement Division	N/A	3000	5761	3500	4000	4500
Amount of revenue generated by ABRA licenses	N/A	\$3.6M	\$2,523,294	\$4.2M	\$4.6M	\$4.6M
Amount of revenue generated by ABRA fines	N/A	\$125,000	\$365,519	\$350,00	\$350,000	\$350,000

* depends on grant funding