



FY 2015 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 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.

PERFORMANCE PLAN DIVISIONS¹

- Licensing
- Investigations
- Adjudication
- Records Management
- Agency Management

AGENCY WORKLOAD MEASURES

Measure	FY 2012 Actual	FY 2013 Actual	FY 2014 YTD ²
Number of new licenses and permits issued	1,918	2,039	1,915
Number of ABC licenses and permits renewed	2,069	2,254	1,981

¹ The agency has elected to organize the Performance Plan at the agency level instead of by budget division due to the relatively small size of the agency and the overlap of agency functions across divisions.

² These numbers are current through the end of the third Quarter on June 30, 2014.

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.**

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.**

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.**

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.**

KEY PERFORMANCE INDICATORS –Alcoholic Beverage Regulation Administration

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 YTD ³	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Number of establishments inspected to ensure compliance with underage drinking laws	832	700	508	700	700	700
Number of inspections, investigations, and monitoring activities	9,061	7,000	7,464	7,000	7,000	7,000
Amount of revenue generated by licenses and permits	\$6.8M	\$3.7M	\$3.7M	\$3.7M	\$3.7M	\$3.7M
Amount of revenue generated by fines	\$523,950	\$290,000	\$344,300	\$290,000	\$290,000	\$290,000
Total number of citations issued	459	250	314	250	250	250
Percentage of one-day and substantial change permits issued within 15 days or less ⁴	91.4%	90%	97.93%	90%	90%	90%

³ These numbers are current through the end of Q3 on June 30, 2014.

⁴ Measure is an industry standard based on the average of 19 processing days for seventeen states.