



Human Resources- Vacancy Rate	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee District residency	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee Onboard Time	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management- Employee Performance Plan Completion	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

## 2017 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
<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.	Thorough conduct 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 calendar 2017 and its exceptions.	Key Project

## 2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
<b>1 - Daily Issuance of Licenses and Permits (1 Measure)</b>								
Number of one-day and substantial change permits issued within 15 days or less.	<input type="checkbox"/>		Number of applications accepted.	1	Quarterly	Not available	Not available	484
<b>1 - Renewal of Licenses and Permits (1 Measure)</b>								
Number of ABC licenses and permits renewed.	<input type="checkbox"/>		Number of licenses and permits renewed.	1	Quarterly	Not available	Not available	3700

## 2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>COMMUNICATIONS (1 Strategic Initiative-Operation Link)</b>		
Engage in proactive community outreach regarding the Calendar Year 2017 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 2017. Specifically, the Agency shall provide written notice to on-premises licensees regarding the Holiday Extension of Hours licensing process for Calendar Year 2017. The written notice will also provide on-premises licensees with a Holiday Extension of Hours Calendar for 2017. Notice of the Holiday Extension of Hours licensing process for Calendar Year 2017 shall be provided to the public by posting information regarding the process on the ABRA website.	12-31-2016
<b>INVESTIGATIONS (2 Strategic initiative-operation links)</b>		
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 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.	09-30-2017

<p>Conduct a minimum of two regulatory inspections at each licensed establishments.</p>	<p>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.</p>	<p>09-30-2017</p>
<p><b>LICENSING (1 Strategic Initiative-Operation Link)</b></p>		
<p>Conduct new licensee orientation classes.</p>	<p>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</p>	<p>09-30-2017</p>

Created on Dec. 15, 2015 at 4:14 PM (EST). Last updated by [Fowler-Finn, MeghanMarie \(OSSE\)](#) on March 18, 2016 3:33 PM at 3:33 PM (EDT). Owned by [Fowler-Finn, MeghanMarie \(OSSE\)](#).