



Alcoholic Beverage Regulation Administration ABRA (LQ)

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.

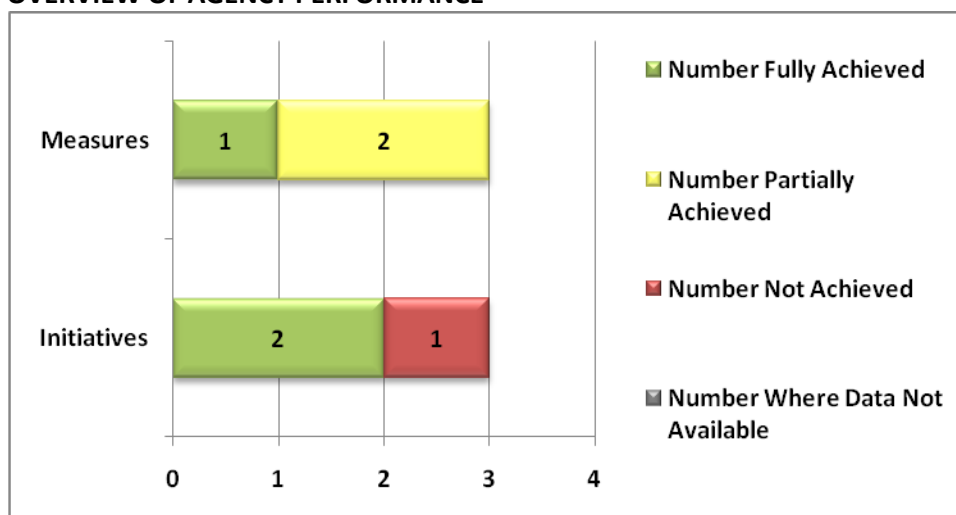
AGENCY OBJECTIVES

1. Issue alcoholic beverage licenses to qualified applicants in a timely manner.
2. Prevent the sale of alcoholic beverages to underage individuals.
3. Ensure that licensed establishments understand and obey the rules that govern them.

ACCOMPLISHMENTS

- ✓ Successfully registered 282 licenses for the Presidential Inaugural Extension of Hours Registration Process raising \$132,000 in revenue.
- ✓ Implemented a new computer system (Accela) to streamline the licensing process.
- ✓ Received the "2009 Innovative Liquor Law Enforcement Agency of the Year" from the National Liquor Law Enforcement Association.

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

OBJECTIVE 1: ISSUE ALCOHOLIC BEVERAGE LICENSES TO QUALIFIED APPLICANTS IN A TIMELY MANNER.

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

Phase I of Accela was implemented in FY 09. Phase II (Citizen's Access) would enable licensees to make payments on-line. Unfortunately, there was little progress in FY 09 as ABRA sought Council approval for Phase II, however, concerns were raised by the Council in light of other budgetary considerations. As such, the necessary Council approval was not obtained. ABRA does not have the budget authority to implement Phase II of this process in FY 10. ABRA intends to seek approval for this project in FY 11 from ABRA O-type funds.



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 would allow ABRA's staff to focus on processing additional license applications.

OBJECTIVE 2: PREVENT THE SALE OF ALCOHOLIC BEVERAGES TO UNDERAGE INDIVIDUALS.

INITIATIVE 2.1: Increasing business compliance with underage drinking laws.

ABRA exceeded this action item. Specifically, ABRA offered twenty (20) training classes on how to spot fake identifications and preventing the sale of alcoholic beverages to minors in FY 2009.



These training courses had a total of 264 attendees. ABRA also conducted 752 underage compliance checks in FY 09. This was more than a 100 percent increase from the 350 compliance checks initially projected to be completed for FY 2009.

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.

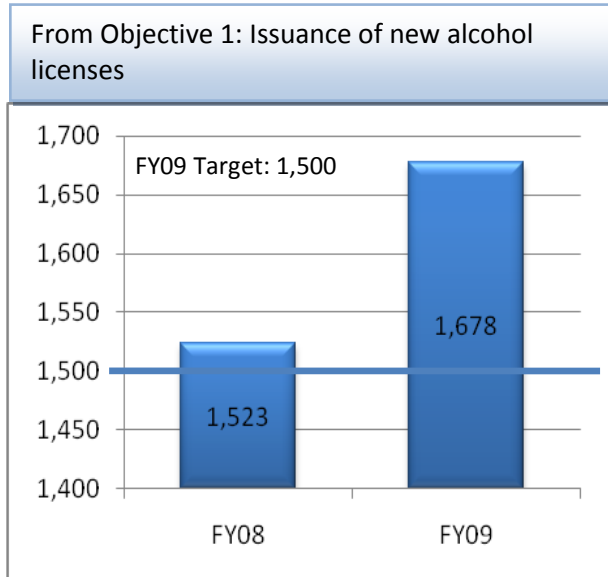
This web based system was implemented by ABRA in FY 2009 (October 20, 2008). The Accela computer system was implemented consistent with the criteria set forth above. Specifically, the system is successfully supporting ABRA's licensing, inspection, and adjudication processes.



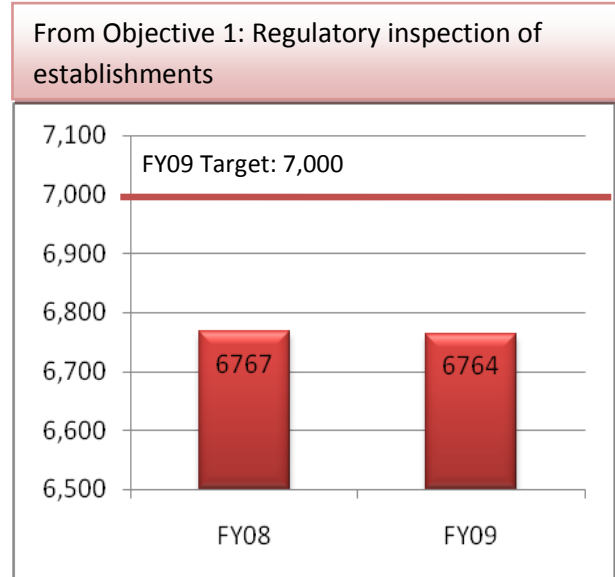
Consistent with this goal, the web based system has allowed ABRA to eliminate its prior use of several manual databases and has reduced the amount of duplicative work at ABRA. The new system has allowed license applications and enforcement matters to be processed in a more timely and efficient manner. The system also provides ABRA with a central database that easily tracks performance measures. Finally, training was provided to ABRA staff on this new system.



Key Performance Indicators – Highlights



FULLY ACHIEVED



PARTIALLY ACHIEVED

More About These Indicators:

How did the agency's actions affect this indicator?

- In FY 2009, the Licensing Division exceeded this target goal as it implemented a new Accela computer system which reduced duplicative work and increased Agency efficiency. This allowed licenses to be issued by ABRA in a more expeditious manner.

What external factors influenced this indicator?

- The economic downturn impacted the number of liquor license applications filed in the District.
- The Agency benefitted from the presidential inauguration by issuing special inauguration licenses. The Presidential inauguration increased liquor license activity overall at ABRA.

How did the agency's actions affect this indicator?

- ABRA focused on topic-specific enforcement months, such as single sale and voluntary agreement enforcement month, which slightly reduced the amount of staff resources.
- The agency had several vacancies in the Enforcement Division in FY 2009
- Provided multiple training classes to merchants to identify fake IDs.

What external factors influenced this indicator?




- The Presidential Inaugural and legislation restricting the sale of single alcoholic beverage containers in FY 2009 required attention from the Enforcement Division, which reduced resources for regulatory inspections.
- ABRA was limited due to the Agency's difficulty in securing minors to conduct underage compliance checks on a consistent basis.
- ABRA has been working to ensure the training of new minors to increase the amount of compliance checks conducted in FY 2010.



Key Performance Indicators – Details

Performance Assessment Key:

 Fully achieved  Partially achieved  Not achieved  Data not reported

	Measure Name	FY2008 YE Actual	FY2009 YE Target	FY2009 YE Actual	FY2009 YE Rating	Budget Program
1.1	 Issuance of new alcoholic beverage licenses	1523	1500	1678	111.87%	LICENSING
2.1	 Number of regulatory inspections and investigations performed.	6767	7000	6764	96.63%	INVESTIGATIONS
2.2	 Number of establishments inspected to ensure compliance with underage drinking laws.	1020	1000	752	75.20%	INVESTIGATIONS