



Alcoholic Beverage Regulation Administration ABRA (LQ)

MISSION

The Alcoholic Beverage Regulation Administration (ABRA) issues and renews licenses that enable qualified businesses to sell and serve alcoholic beverages. ABRA monitors compliance with ABC laws and takes appropriate enforcement action when licensees violate these laws. When appropriate, ABRA proposes new laws regulating the manufacture, distribution, and sale of alcoholic beverages in the District. ABRA also offers education programs that help ABC establishments prevent underage individuals from purchasing and consuming alcohol.

SUMMARY OF SERVICES

ABRA's Licensing Division issues new and renewal licenses to liquor stores, grocery stores, restaurants, hotels, nightclubs, and other establishments that manufacture, distribute, sell, or serve alcoholic beverages in the District of Columbia. The Enforcement Division conducts regulatory and voluntary agreement compliance inspections, underage compliance checks, and joint investigations as needed with the Metropolitan Police Department, the Fire and Emergency Medical Services Department, the Office of Tax and Revenue, the Department of Consumer and Regulatory Affairs, and others; and conducts various inspections associated with licensing and adjudicatory processes such as final, compliance, placard, special event, and financial audit investigations. The Adjudication Division provides administrative support for the Alcoholic Beverage and Control (ABC) Board actions and adjudicatory hearings. Records Management provides files, documents, and database information to ABRA staff, the ABC Board, and the general public so that they can receive accurate information and files. The program also provides certification services, responds to and tracks Freedom of Information Act requests, and responds to subpoena requests.

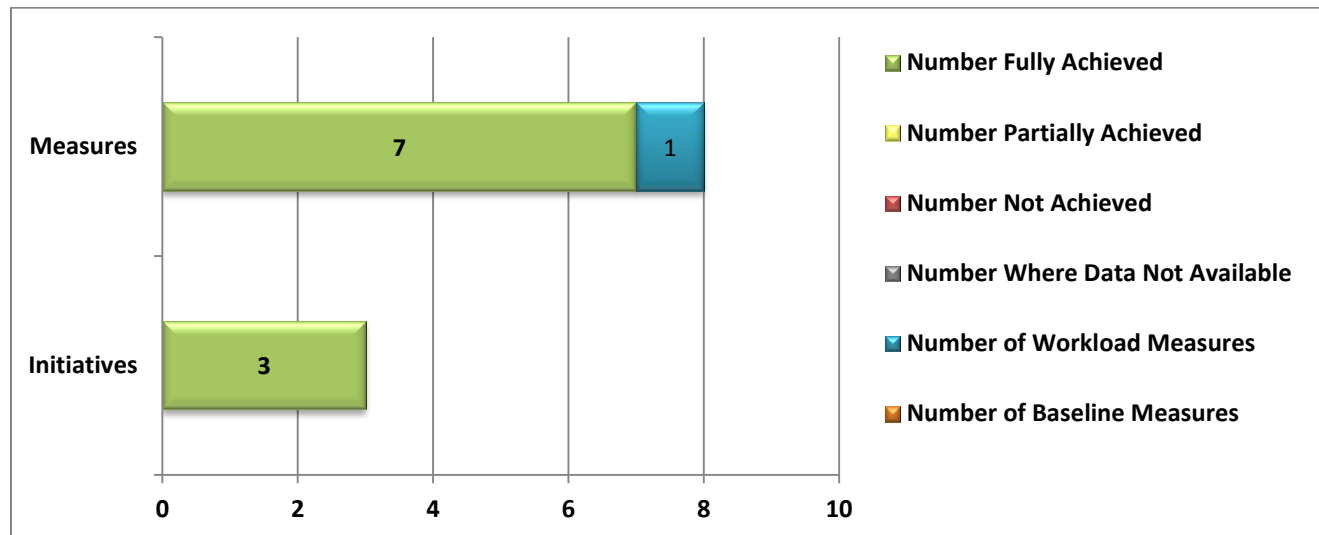
ACCOMPLISHMENTS

- ✓ ABRA conducted 1,056 compliance checks at licensed establishments.
- ✓ ABRA conducted 8,589 regulatory inspections and investigations in FY12.
- ✓ ABRA registered 66 licensees under the Daylight Savings Time Act of 2011.

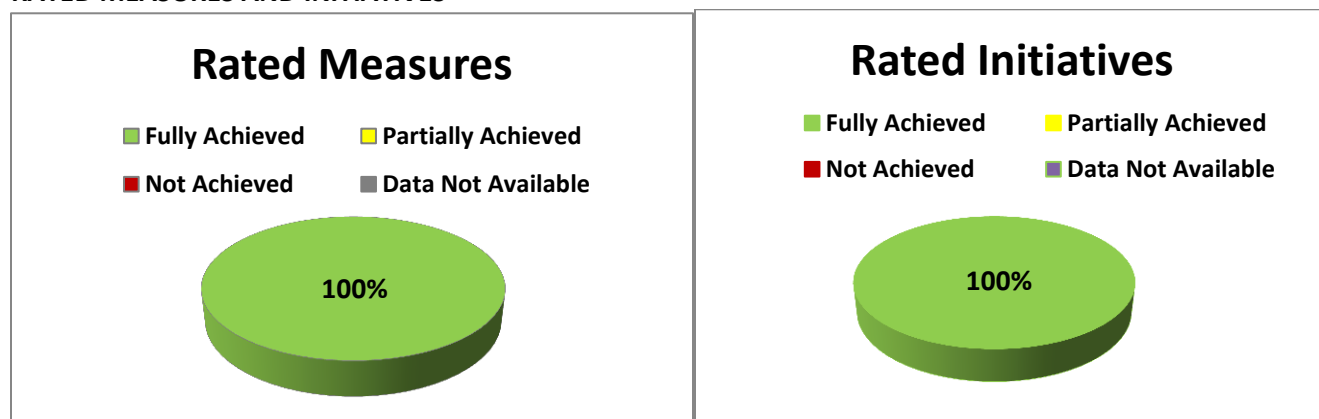


OVERALL OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

Agency Management

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

● INITIATIVE 1.1: Ensure business compliance with underage drinking laws.

This initiative was fully achieved. ABRA completed 1,056 compliance checks for underage drinking at local businesses in FY12 which surpassed the FY12 target of 700 inspections. ABRA's conducting of 1,056 compliance checks in FY12 represented a slight increase from the 937 compliance checks conducted in FY11. Additionally, ABRA continued to successfully implement all three of the preventive measures designed to reduce underage drinking. First, ABRA sent 953 compliance letters and certificates congratulating licensees who did not sell alcoholic beverages to minors during compliance checks. Second, ABRA sent 76 warning letters to licensees who committed first time sale to minor violations. Third, ABRA conducted more than two training classes for merchants on identifying fake identifications holding multiple training sessions including on March 8, 2012, and May 18-20, 2012.

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.

This initiative was fully achieved. ABRA conducted 8,589 regulatory inspections or investigations in FY12 which surpassed the FY12 target of 7,000 regulatory inspections or investigations. ABRA's conducting of 8,589 regulatory inspections or investigation in FY12 represented an increase from the 7,304 regulatory inspections or investigations conducted in FY11. Additionally, the agency conducted two or more regulatory inspections or investigations in FY12 at each ABRA licensed establishment.

OBJECTIVE 3: Issue licenses to qualified applicants in an efficient manner.

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

This initiative was fully achieved. ABRA processed 435 out of 450 (96.67%) temporary and one-day substantial change applications within fifteen (15) days. This 96.67% surpassed the FY12 target goal of 90%. ABRA's processing of 96.67% in FY12 represented an increase from the 92.58% of temporary and one-day substantial change applications that were processed within fifteen (15) days in FY12.



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported
 ● Workload Measure

	KPI	Measure Name	FY2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
	1.1	Number of establishments inspected to ensure compliance with underage drinking laws	939	700		1,056	150.86%	INVESTIGATIONS
	2.1	Number of inspections, investigations, and monitoring activities conducted by Enforcement Division	7,304	7,000		8,589	122.70%	INVESTIGATIONS
	2.2	Total number of citations issued	349	250		430	172%	INVESTIGATIONS
	2.3	Amount of revenue generated by ABRA fines	\$365,780	\$290,000		\$573,000	197.59%	ADJUDICATION
	3.1	Amount of revenue generated by ABRA licenses	\$4,904,276	\$3,700,000		\$4,198,390	113.47%	LICENSING
	3.2	Number of one-day and substantial change permits issued within 15 days or less	94	90		96.67%	107.41%	LICENSING



	KPI	Measure Name	FY2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
●	3.3	Number of new licenses and permits issued ¹	1,507	1,000		1,918	191.80%	LICENSING
●	3.4	Number of new licenses and permits issued ²	1,507	NA		1,918	WORKLOAD MEASURE	LICENSING

¹ In FY12, this measure was listed as both a workload measure and a key performance indicator.

² *ibid*