



Alcoholic Beverage Regulation Administration ABRA (LQ0)

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

BRA conducts licensing, training, adjudication, community outreach, and enforcement efforts to serve licensees, law enforcement agencies, Advisory Neighborhood Commissions (ANCs), civic associations, and the general community so that they understand and adhere to all District laws, regulations, and ABRA policies and procedures.

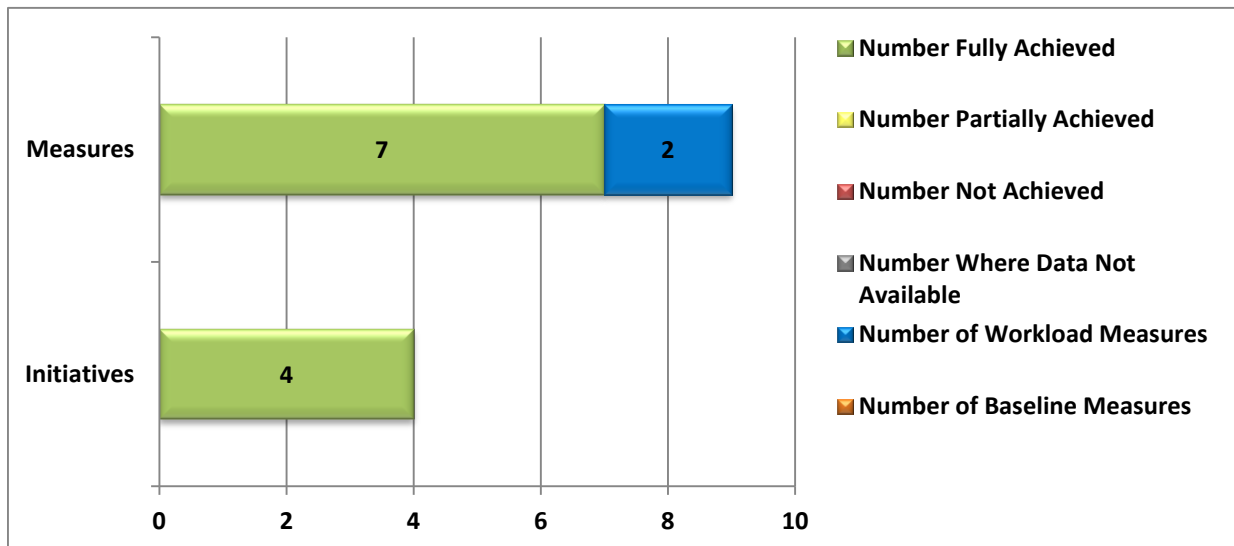
ACCOMPLISHMENTS

- ✓ ABRA conducted 10,220 regulatory inspections and investigations in FY 2014.
- ✓ ABRA conducted 889 compliance checks at licensed establishments in FY 2014.
- ✓ ABRA issued 2,754 new licenses and permits in FY 2014.

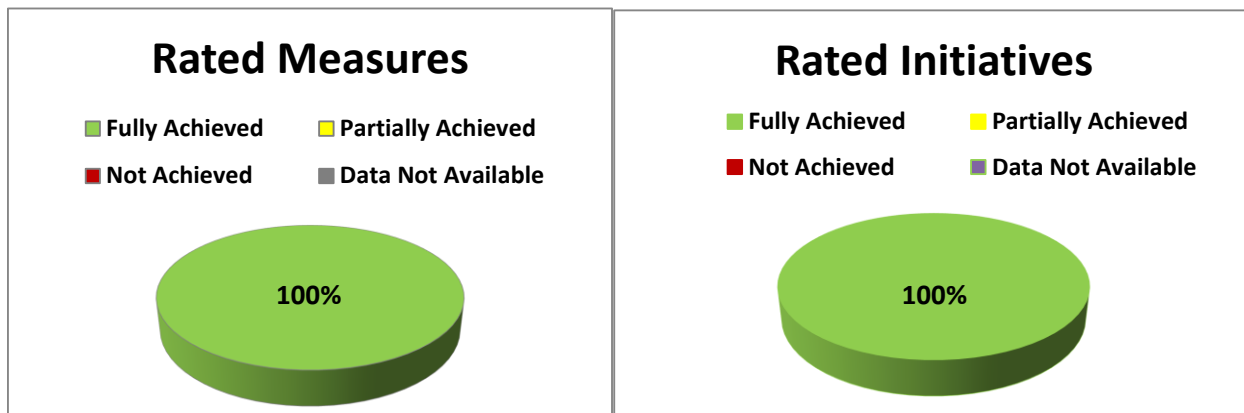


OVERALL OF AGENCY PERFORMANCE

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: Educate licensees on the District's alcoholic beverage laws and regulations.

INITIATIVE 1.1: Conduct new licensee orientation classes.

This initiative was fully achieved. ABRA conducted five new licensee orientation classes in FY 2014 for licensees and the public at no charge. The new licensee orientation classes were held on November 14, 2013, January 23, 2014, April 3, 2014, June 12, 2014 and August 14, 2014. The five new licensee orientation classes educated licensees and the public on relevant provisions contained in the District's alcoholic beverage laws and regulations. The classes covered such topics as settlement agreements, noise abatement and sound management and working proactively with Advisory Neighborhood Commissions, neighborhood and business groups, and residents.



INITIATIVE 1.2: Conduct books and records compliance courses.

This initiative was fully achieved. ABRA conducted four books and records compliance training courses in FY 2014 for licensed restaurants and hotels. Two training courses were held on March 27, 2014. Two training courses were also held on September 25, 2014. All four compliance training courses educated restaurants and hotels on their statutory books and records and quarterly statement filing requirements as well as their minimum food sales requirements.



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 10,220 regulatory inspections or investigations in FY 2014 which surpassed the FY 2014 target goal of 7,000 regulatory inspections or investigations. ABRA's conducting of 10,220 regulatory inspections or investigations represented a slight increase from the 9,061 regulatory inspections or investigations conducted in FY 2013. Additionally, ABRA conducted two or more regulatory inspections or investigations in FY 2014 at each of the District's approximately 1,800 active licensed establishments.





OBJECTIVE 3: Engage in community outreach regarding the licensing process.

INITIATIVE 3.1: Engage in proactive community outreach regarding the Calendar Year 2014 Holiday Extension of Hours licensing process.

This initiative was fully achieved. ABRA provided timely information to both active on-premises licensees and the public regarding the Holiday Extension of Hours licensing process. Specifically, written notice regarding the Holiday Extension of Hours licensing process for Calendar Year 2014 was provided to on-premises licensees in September 2013. The written notice provided to on-premises licensees in September 2013 also included a copy of the Holiday Extension of Hours Calendar for 2014. Information regarding the Holiday Extension of Hours process was also posted to the ABRA website in September 2013, included in the September and October 2013 edition of the ABRA newsletter, and sent electronically to Advisory Neighborhood Commissions. Finally, the Holiday Extension of Hours process was discussed at a community event held on November 19, 2013.



Key Performance Indicators – Details

Performance Assessment Key:

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

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
●	1.1	Number of new licenses and permits issued	1,519	1,000		2,754	275.40%	LICENSING
●	1.2	Amount of revenue generated by licenses and permits	5,500,000	3,700,000		5,178,664	139.96%	LICENSING
●	1.3	Amount of revenue generated by fines	378,400	290,000		469,800	162%	INVESTIGATIONS
●	1.4	Percentage of one-day and substantial change permits issued within 15 days or less	93	90		98.43%	109.37%	LICENSING
●	2.1	Number of establishments inspected to ensure compliance with underage drinking laws	842	700		889	127%	INVESTIGATIONS
●	2.2	Number of inspections, investigations, and monitoring activities	7,125	7,000		10,220	146%	INVESTIGATIONS
●	2.3	Total number of citations issued	315	250		524	209.60%	INVESTIGATIONS



	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
●	2.4	Number of new licenses and permits issued	2,039	Not Applicable	Not Applicable	2,754	Not Rated Workload Measure	LICENSING
●	2.5	Number of ABC licenses and permits renewed	2,254	Not Applicable	Not Applicable	2,870	Not Rated Workload Measure	LICENSING