



Alcoholic Beverage Regulation Administration (ABRA) FY2016 Performance Accountability Report (PAR)

Introduction

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives' progress and key performance indicators (KPIs).

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.

Overview – Agency Performance

The following section provides a summary of ABRA performance in FY 2016 by listing ABRA’s top accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

Top Agency Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
ABRA conducted 1,503 sale to minor compliance checks at licensed establishments in FY 2016. This represented a significant increase from the 908 sale to minor compliance checks conducted at licensed establishments in FY 2015.	This accomplishment benefits ABRA by working jointly with minors under 21 years of age to identify licensed establishments that sell alcoholic beverages to minors.	This accomplishment benefits District residents by taking enforcement action to reduce the sale of alcoholic beverages to minors under 21 years of age. ABRA was able to conduct two sale to minor compliance checks at operating retail establishments in Ward 7 and Ward 8.

In FY 2016, ABRA had 6 Key Performance Indicators. Of those, 0 were neutral. Of the remaining measures, 100% (6 KPIs) were met, 0% (0 KPIs) were nearly met, and 0% (0 KPIs) were unmet. In FY 2016, ABRA had 4 Initiatives. Of those, 100% (4) were completed and 0% (0) were nearly completed, and 0% (0) were not completed. The next sections provide greater detail on the specific metrics and initiatives for ABRA in FY 2016.

FY16 Objectives

Division	Objective
Administrative Division	Engage in community outreach regarding the licensing process.
Alcoholic Beverage Regulation Administration	Educate licensees on the District's alcoholic beverage laws and regulations.
Investigative Division	Ensure that licensed establishments are in compliance with the ABC laws and regulations.

FY16 KPIs

Objective: Ensure that licensed establishments are in compliance with the ABC laws and regulations.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Number of establishments inspected to ensure compliance with underage drinking laws	700	Q	184	267	460	592	1,503	Met	
Number of inspections, investigations and monitoring activities	7,000	Q	3,866	4,050	5,204	2,555	15,675	Met	
Amount of revenue generated by licenses and permits	3,700,000	Q	788,581	4,072,110	1,223,351	1,755,753	7,839,795	Met	
Percentage of one-day and substantial change permits issued within 15 days or less	90	Q	100	100	100	100	100	Met	
Amount of revenue generated by fines	290,000	Q	203,250	196,800	166,500	152,450	719,000	Met	
Total number of citations	250	Q	336	192	238	53	819	Met	

FY16 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	Total
Number of new licenses and permits issued	Q	745	771	891	727	3,134
Number of ABC licenses and permits renewed	Q	858	960	1,013	869	3,700

FY16 Initiatives

Title: Engage in proactive community outreach regarding the Calendar Year 2016 Holiday Extension of Hours licensing process.

Description: 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 2016. Specifically, the Agency shall provide written notice to on-premises licensees regarding the Holiday Extension of Hours licensing process for Calendar Year 2016. The written notice will also provide on-premises licenses with a Holiday Extension of Hours Calendar for 2016. Notice of the Holiday Extension of Hours licensing process for Calendar Year 2016 shall be provided by the public by posting information regarding the process on the ABRA website.

Complete to Date: Complete

Status Update: ABRA has completed this initiative for FY 2016

Title: Conduct new license orientation classes.

Description: 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, 2016.

Complete to Date: Complete

Status Update: This initiative is complete.

Title: Conduct Books and Records compliance courses.

Description: 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.

Complete to Date: Complete

Status Update: The initiative was met in the fourth quarter.

Title: Conduct a minimum of two regulatory inspections or investigations at each licensed establishment.

Description: 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.

Complete to Date: Complete

Status Update: ABRA conducted 15,675 regulatory inspections, monitoring or investigations at licensed establishments