

Alcoholic Beverage Regulation Administration FY2019

Agency Alcoholic Beverage Regulation Administration

Agency Code LQ0

Fiscal Year 2019

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 ABRA 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.

2019 Accomplishments

| Accomplishment | Impact on Agency | Impact on Residents |
|--|---|--|
| ABRA conducted 1,198 sale to minor compliance checks at licensed establishments in FY 2019. This significantly exceeded the agency's goal to conduct 900 sale to minor compliance checks in FY 2019. | 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 conducted 14,951 regulatory inspections and investigations in FY 2019. This significantly exceeded the agency's goal to conduct 10,000 regulatory inspections and investigations in FY 2019. | This accomplishment benefits ABRA by ensuring that licensed establishments operate under the terms of their liquor license. | This accomplishment benefits District residents by investigating licensed establishments to ensure that they are in compliance with the District's alcohol laws and regulations. |
| ABRA collected \$545,200 in fines in FY 2019. This significantly exceeded the agency's FY 19 goal of \$400,000. | This accomplishment benefits ABRA by ensuring that fines imposed by the agency are collected in a timely manner. | This accomplishment benefits District residents as fines collected by the agency are returned to the District's general fund to be utilized for other District services. |

2019 Key Performance Indicators

| Measure | Frequency | FY 2017 Actual | FY 2018 Actual | FY 2019 Target | FY 2019 Q1 | FY 2019 Q2 | FY 2019 Q3 | FY 2019 Q4 | FY 2019 Actual | KPI Status | Explanation |
|--|-----------|----------------|----------------|----------------|------------|-------------|-------------|-------------|----------------|------------|-------------|
| 1 - Educate licensees on the District's alcoholic beverage laws and regulations. (1 Measure) | | | | | | | | | | | |
| Number of licensees and members of the public that received training from the Agency | Quarterly | 92 | 233 | 75 | 30 | 114 | 15 | 169 | 328 | Met | |
| 2 - Ensure that licensed establishments are in compliance with the ABC laws and regulations. (6 Measures) | | | | | | | | | | | |
| Amount of revenue generated by licenses and permits | Quarterly | \$5,746,567 | \$5,695,917 | \$3,700,000 | \$999,119 | \$3,768,921 | \$1,854,093 | \$1,805,566 | \$8,427,699 | Met | |
| Amount of revenue generated by fines | Quarterly | \$566,860 | \$481,100 | \$400,000 | \$152,550 | \$149,350 | \$147,650 | \$95,650 | \$545,200 | Met | |
| Percent of one-day and substantial change permits issued within 15 days or less | Quarterly | 100% | 100% | 90% | 100% | 100% | 99.4% | 100% | 99.8% | Met | |
| Number of inspections, investigations, and monitoring activities | Quarterly | 12,962 | 10,852 | 10,000 | 2108 | 2977 | 5431 | 4435 | 14,951 | Met | |
| Number of establishments inspected to ensure compliance with underage drinking laws | Quarterly | 1246 | 1027 | 900 | 124 | 415 | 308 | 351 | 1198 | Met | |
| Total number of citations issued | Quarterly | 481 | 645 | 250 | 129 | 163 | 200 | 180 | 672 | Met | |
| 3 - Engage in community outreach regarding the licensing process. (1 Measure) | | | | | | | | | | | |

| Measure | Frequency | FY 2017 Actual | FY 2018 Actual | FY 2019 Target | FY 2019 Q1 | FY 2019 Q2 | FY 2019 Q3 | FY 2019 Q4 | FY 2019 Actual | KPI Status | Explanation |
|--|-----------|----------------|----------------|----------------|------------|------------|------------|------------|----------------|------------|-------------|
| Number of community meetings attended to educate the community regarding the licensing process | Quarterly | 58 | 88 | 20 | 19 | 15 | 9 | 29 | 72 | Met | |

2019 Workload Measures

| Measure | FY 2017 Actual | FY 2018 Actual | FY 2019 Q1 | FY 2019 Q2 | FY 2019 Q3 | FY 2019 Q4 | FY 2019 Actual |
|--|----------------|----------------|------------|------------|------------|------------|----------------|
| 1 - Daily Issuance of Licenses and Permits (1 Measure) | | | | | | | |
| Number of one-day and substantial change permits issued within 15 days or less | 544 | 826 | 140 | 158 | 180 | 179 | 657 |
| 1 - Renewal of Licenses and Permits (1 Measure) | | | | | | | |
| Number of ABC licenses and permits renewed | 3443 | 3451 | 716 | 799 | 1037 | 1048 | 3600 |

2019 Operations

| Operations Header | Operations Title | Operations Description | Type of Operations |
|--|---|--|--------------------|
| 1 - Educate licensees on the District's alcoholic beverage laws and regulations. (2 Activities) | | | |
| 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 |
| 2 - Ensure that licensed establishments are in compliance with the ABC laws and regulations. (1 Activity) | | | |
| INVESTIGATIONS | Conduct a minimum of two regulatory inspections or investigations at each licensed establishment. | Thorough conduction of the regulatory inspections for all licensed establishments. | Daily Service |
| 3 - Engage in community outreach regarding the licensing process. (1 Activity) | | | |
| COMMUNICATIONS | Community Outreach and Notifications | Ensuring the general public are well informed of the schedule of extension of hours for calendar 2019 and its exceptions. | Key Project |

2019 Strategic Initiatives

| Strategic Initiative Title | Strategic Initiative Description | Completion to Date | Status Update | Explanation for Incomplete Initiative |
|--|--|--------------------|--|---------------------------------------|
| Community Outreach and Notifications (1 Strategic Initiative) | | | | |
| Engage in proactive community outreach regarding the Calendar Year 2019 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 changes made to the Holiday Extension of Hours Program for Calendar Year 2019 as a result of the Fiscal Year 2019 Budget Support Act of 2018. Specifically, the Agency shall provide written notice to on-premises licensees regarding the Holiday Extension of Hours licensing process for Calendar Year 2019. Notice of the Holiday Extension of Hours licensing process for Calendar Year 2019 shall be provided to the public by posting information regarding the process on the ABRA website. | Complete | This goal was met as information was sent out to licensees and the public regarding the Holiday Extension of Hours Program for FY 2019 prior to the December deadline. ABRA also posted information on its website regarding the program for Calendar Year 2019. | |
| Conduct a minimum of two regulatory inspections or investigations at each licensed establishment. (2 Strategic initiatives) | | | | |
| Conduct a minimum of two regulatory inspections at each licensed establishments | 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 10,000 regulatory inspections, monitoring or investigations at licensed establishments located in the District. | Complete | ABRA has completed this initiative, to date ABRA has completed 150% of the goal. The goal was 10,000 regulatory inspections, and has conducted 14,951 regulatory inspections and investigations through the fourth quarter of FY 2019. | |

| Strategic Initiative Title | Strategic Initiative Description | Completion to Date | Status Update | Explanation for Incomplete Initiative |
|--|---|--------------------|---|---------------------------------------|
| Conduct Books and Records compliance course | 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 | ABRA has met this goal. The agency has conducted four books and records training courses. Two were held on April 25, 2019 and two additional books and records training's were held on September 25, 2019. | |
| Daily Issuance of Licenses and Permits (1 Strategic Initiative) | | | | |
| Conduct new licensee orientation classes | 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. | Complete | ABRA has met this goal. The agency has conducted five new licensee orientation classes through the fourth quarter of FY 2019. The training courses were held on October 18, 2018, December 13, 2018, March 21, 2019, May 16, 2019 and August 9, 2019. | |