



## Alcoholic Beverage Regulation Administration

### ABRA (LQ)

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#### 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.

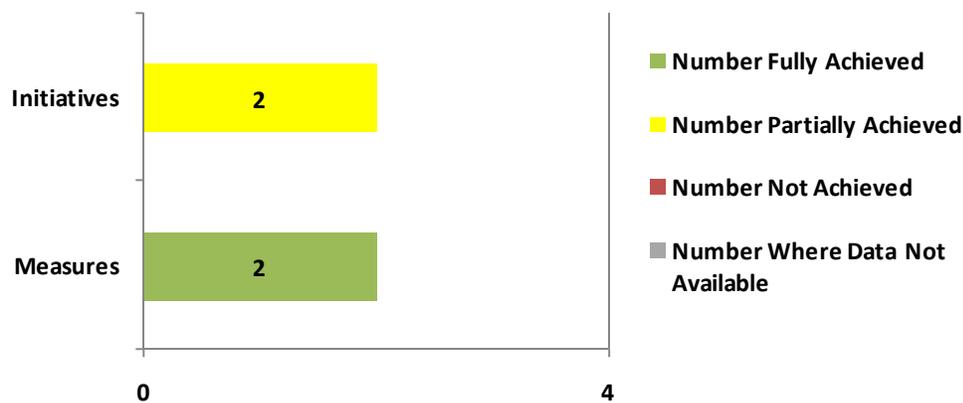
#### AGENCY OBJECTIVES

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.

#### 3 KEY ACCOMPLISHMENTS

- ✓ Developed and finalized the different division work flow processes for the ABRA's new web based computer system, including permitting, licensing and inspections, which has been implemented and currently being utilized by ABRA.
- ✓ Revamped the ABRA web site to include several customer service requests: (1) ANC notifications, (2) status of investigative cases, and (3) disposition of ABC Board adjudication matters.
- ✓ Reduction of Board cases as a result of (1) implementing a new administrative review process delegating roll call hearings to staff, (2) increasing the types and number of enforcement cases handled by Adjudication staff at staff settlement conference, (3) the creation of in-house penalties as part of a joint effort with Office of the Attorney General to settle cases at status hearings, and (4) coordinating and scheduling additional Board hearing dates on Thursdays.

#### OVERVIEW OF AGENCY PERFORMANCE





## Performance Initiatives – Assessment Details

### Performance Assessment Key:

 Fully achieved       Partially achieved       Not achieved       Data not reported

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### OBJECTIVE 1: Issue alcoholic beverage licenses to qualified applicants in a timely manner.

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-  **INITIATIVE 1.1: Implement an on-line payment process for licensees.**  
**Partially Achieved.** In FY08 ABRA implemented a web based computer system which allows them to keep abreast of pending and completed licensing, permitting, enforcement and adjudication actions. This is a multi-year initiative and ABRA hopes to use the online payment module in the new system by the end of FY09.

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### OBJECTIVE 2: Prevent the sale of alcoholic beverages to underage individuals.

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*No initiatives reported for this objective in FY08.*

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### OBJECTIVE 3: Ensure that licensed establishments understand and obey the rules that govern them.

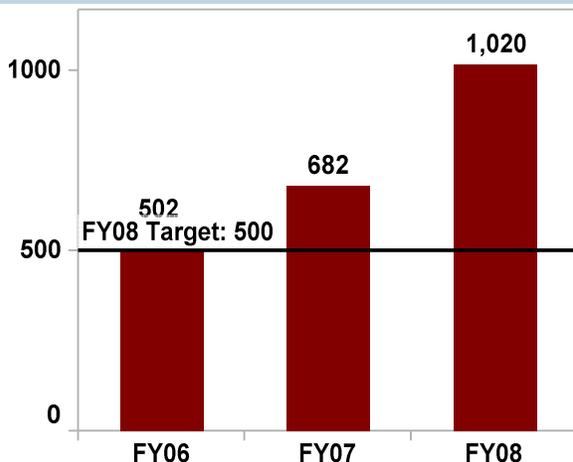
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-  **INITIATIVE 3.1: Implement the Alcoholic Beverage Licensing and Enforcement System to improve access to information and streamline processes.**  
**Partially Achieved.** ABRA's new web based computer system, Accela, allows staff to keep abreast of pending and completed licensing, permitting, enforcement and adjudication actions. In FY08 ABRA used this new system to combine different sources of data into one comprehensive database that is accessible to all staff, which has resulted in increased efficiency and effectiveness. This is a multi-year initiative should be completed in FY09 with the development of the online payment processing system and a module that allows for greater citizen access to licensing applications and adjudication matters.



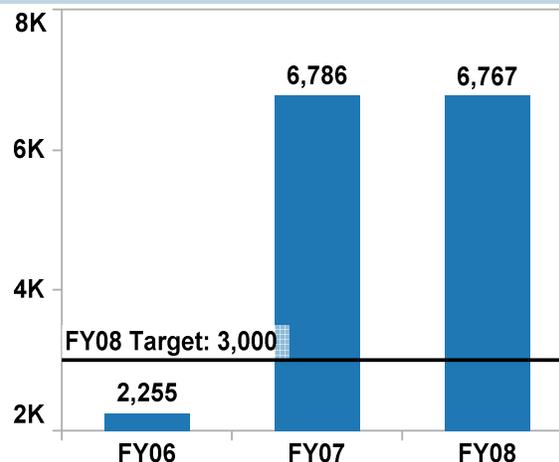
## Key Performance Indicators – Highlights

From Objective 2: # of Establishments Inspected for Underage Drinking



FULLY ACHIEVED

From Objective 3: # of Inspections, Investigations & Monitoring Activities



FULLY ACHIEVED

### More About These Indicators:

#### How did the agency's actions affect this indicator?

- As part of a joint effort with the National Coalition to Prevent Underage Drinking, ABRA scheduled numerous compliance checks when the minors were available. ABRA was able to conduct compliance checks in challenging neighborhoods when MPD was also present.

#### What external factors influenced this indicator?

- All joint partners including MPD were given grant monies. ABRA also used overtime monies when the grant money was exhausted. It would have been extremely difficult to conduct as many compliance checks without the grant funding.

#### How did the agency's actions affect this indicator?

- ABRA's hiring initiative allowed for a full complement of Enforcement personnel. As a result, ABRA was able to process, schedule and complete more matters.

#### What external factors influenced this indicator?

- External factors included joint investigations with other District Agencies to include MPD and Fire and other law enforcement agencies. Improved relationships with the community groups who reported alleged violations.



## Key Performance Indicators – Details

### Performance Assessment Key:

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

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
<b>OBJECTIVE 1: Issue alcoholic beverage licenses to qualified applicants in a timely manner.</b>					
# of new ABC licenses and permits issued <sup>1</sup> . . . . .	1,254	1,413	1,000	1,523	1,000
Amount of revenue generated by ABRA licenses . . .	\$3.6M	\$4.9M	\$3.6M <sup>i</sup>	\$3.0M	\$4.2M
<b>OBJECTIVE 2: Prevent the sale of alcoholic beverages to underage individuals.</b>					
<span style="color: green;">●</span> # of establishments inspected to ensure compliance with underage drinking laws . . . . .	502	682	500	1020	525
<b>OBJECTIVE 3: Ensure that licensed establishments understand and obey the rules that govern them.</b>					
# of inspections, investigations, and monitoring activities conducted by Enforcement Division . . . . .	2,255	6,786	3,000	6,767	3,000
<span style="color: green;">●</span> Amount of revenue generated by ABRA fines. . .	\$104,085	\$361,573	\$125,000	\$534,969	\$100,000

<sup>1</sup> KPIs without a “score” are work load indicators that are neutral in value from a performance standpoint.