

(CR0) DEPT. OF LICENSING & CONSUMER PROTECTION

MISSION

The mission of the Department of Licensing and Consumer Protection (DLCP) is to protect the economic interests of residents, businesses, and visitors in the District of Columbia by licensing and regulating businesses and enforcing the Consumer Protection Procedures Act.

BACKGROUND

To protect consumers, DLCP issues business licenses, occupational and professional licenses, special events permits, and vending licenses; registers corporations; investigates consumer protection complaints and conducts mediations; and, inspects weighing and measuring devices used for monetary profit.

RECENT CIP ACCOMPLISHMENTS

DLCP Business Portal

The agency completed the following:

- Upgraded the DC Business Portal to take advantage of new technology. The new framework improved overall site performance as well as extended the ability for enhanced features such as seamless communications through multiple channels (social media, mobile, email, etc.)
- Integrated with the Office of tax Revenue (OTR) clean hands system to establish compliance with this requirement in real-time during the business licensing process. This enhancement eliminated the need for customers to contact OTR separately to obtain clean hands reports.
- Revamped the user interface of DC Business Portal to improve the usability of the system and make the application process more intuitive. Also, customers no longer need to email, mail or hand deliver the revised applications with this implementation.
- Consolidated four separate systems (PIVS, BBLV, Q-Tracker, and OBPAT) into the new SCOUT data system. SCOUT enables customers to search for property and licensing information in one place.

IT Systems Modernization

The Agency has completed the following initiatives within this capital project:

- Implemented wizard-based approach for residential construction projects to improve customer experience for applying for permits. It guides customers through a series of questions to identify the permits needed for the entire project (customers no longer have to know permit types in advance). It also advises the customers with the estimated total cost of permits, anticipated plan reviews by various agencies, required documentation, useful advisories and notifications about their property, and anticipated inspections.
- Launched Access DC, an agency wide single sign on platform which provides enhanced security and convenience for customers facing systems. By Registering in Access DC, customers can access several applications with a single credential.
- Implemented a mobile inspection application to allow inspectors to result inspections and issue notice of infrastructure in the field. This resulted in a decrease in the overall enforcement cycle times.
- Integrated Accela and the District 311 system to automate the creation of enforcement action records in Accela based on 311 cases. Enforcement dates were also automated creating a bi-directional integration between the two systems.
- Launched its enterprise customer relationship management system (eCRM). The eCRM allows the agency to manage all customer interactions regardless of method (phone, email, web form, and online chat). The new platform allows the customer inquiries to be routed to the appropriate division or divisions and resolved within three business days. The eCRM system ensures that issues are dealt with promptly, provides customers with email updates, and captures the full history of the situation, so that, agency staff can easily review the case history and be fully informed. In addition, the eCRM system allows the agency to better identify patterns and trends, which can then be used to better inform how the agency deploys resources. Enhanced permit application intake and review process to decrease the amount of data entry by customers, and to increase data reliability by providing data that are already available in the agency's ecosystem.

Elements on this page of the Agency Summary include:

- **Funding Tables:** Past budget allotments show the allotment balance, calculated as allotments received to date less all obligations (the sum of expenditures, encumbrances, intra-District advances and pre-encumbrances). Agencies are allowed to encumber and pre-encumber funds up to the limit of a capital project’s budget authority, which might be higher than allotments received to date. For this reason, a negative balance on a project sheet does not necessarily indicate overspending or an anti-deficiency violation. A negative balance is permitted in this calculation of remaining allotment authority.
- **Additional Appropriations Data (\$000):** Provides a summary of the budget authority over the life of the project. The table can be read as follows:
 - › **Original 6-Year Budget Authority:** Represents the authority from the fiscal year in which budget was first appropriated through the next 5 years.
 - › **Budget Authority Through FY 2027 :** Represents the lifetime budget authority, including the 6-year budget authority for FY 2022 through FY 2027.
 - › **FY 2022 Budget Authority Revisions:** Represents the changes to the budget authority as a result of reprogramming, redirections and rescissions (also reflected in Appendix F) for the current fiscal year.
 - › **6-Year Budget Authority Through FY 2027 :** This is the total 6-year authority for FY 2022 through FY 2027 including changes from the current fiscal year.
 - › **Budget Authority Request Through FY 2028 :** Represents the 6-year budget authority for FY 2023 through FY 2028.
 - › **Increase (Decrease) :** This is the change in 6-year budget requested for FY 2023 - FY 2028 (change in budget authority is shown in Appendix A).
- **Estimated Operating Impact:** If a project has operating impacts that the agency has quantified, the effects are summarized in the respective year of impact.
- **FTE Data (Total budget in FTE Table might differ from actual budget due to rounding):** Provides the number for Full-Time Equivalent (FTE) employees approved as eligible to be charged to capital projects by, or on behalf of, the agency. Additionally, it provides the total budget for these employees (Personal Services), the non personnel portion of the budget in the agency’s capital plan, and the percentage of the agency CIP budget from either expense category.
- **Facility Location Map:** For those agencies with facilities projects, a map reflecting projects and their geographic location within the District of Columbia.

(Dollars in Thousands)

Phase	Funding By Phase - Prior Funding					Approved Funding						
	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	6 Yr Total
(01) Design	2,232	1,284	360	84	504	0	0	0	0	0	0	0
(03) Project Management	165	165	0	0	0	0	0	0	0	0	0	0
(04) Construction	53,832	53,700	0	0	132	0	0	0	0	0	0	0
(05) Equipment	1,327	1,327	0	0	0	313	17	0	40	0	0	370
(06) IT Requirements Development/Systems	20,005	17,281	285	0	2,439	500	500	0	0	0	0	1,000
Design												
(07) IT Development & Testing	273	273	0	0	0	0	0	0	0	0	0	0
(08) IT Deployment & Turnover	36	36	0	0	0	0	0	0	0	0	0	0
TOTALS	77,870	74,066	645	84	3,075	813	517	0	40	0	0	1,370

Source	Funding By Source - Prior Funding					Approved Funding						
	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	6 Yr Total
GO Bonds - New (0300)	22,262	22,262	0	0	0	0	0	0	0	0	0	0
Pay Go (0301)	4,892	4,792	0	0	100	0	0	0	0	0	0	0
Equipment Lease (0302)	971	971	0	0	0	0	0	0	0	0	0	0
Alternative Financing (0303)	1,646	1,646	0	0	0	0	0	0	0	0	0	0
Short-Term Bonds – (0304)	12,107	8,403	645	84	2,976	813	517	0	40	0	0	1,370
Capital (9000)	35,992	35,993	0	0	-1	0	0	0	0	0	0	0
TOTALS	77,870	74,066	645	84	3,075	813	517	0	40	0	0	1,370

Additional Appropriation Data			Estimated Operating Impact Summary						
First Appropriation FY		2001	Expenditure (+) or Cost Reduction (-)						
Original 6-Year Budget Authority		80,550	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	6 Yr Total
Budget Authority Through FY 2027		83,245	No estimated operating impact						
FY 2022 Budget Authority Changes		0							
6-Year Budget Authority Through FY 2027		83,245							
Budget Authority Request Through FY 2028		79,240							
Increase (Decrease)		-4,005							
Full Time Equivalent Data									
	Object	FTE	FY 2023 Budget	% of Project					
	Personal Services	0.0	0	0.0					
	Non Personal Services	0.0	813	100.0					

CR0-FRL23-FLEET VEHICLES REPLACEMENT - DLCP

Agency: DEPT. OF LICENSING & CONSUMER PROTECTION (CR0)
Implementing Agency: DEPT. OF LICENSING & CONSUMER PROTECTION (CR0)
Project No: FRL23
Ward:
Location: DISTRICT-WIDE
Facility Name or Identifier: FLEET REPLACEMENT
Status: Developing scope of work
Useful Life of the Project: 5
Estimated Full Funding Cost: \$370,000

Description:

This project funds the replacement of vehicles that are outdated or in poor condition, and the need for additional vehicle(s) for the Department of Licensing and Consumer Protection. The agency utilizes agency vehicles to effectively conduct its enforcement activities, compliance checks and investigations in a timely manner. This is to ensure the agency has reliable and safe vehicles to conduct its operations to achieve its mission and protect the safety of the agency’s staff and the public.

Justification:

Over seventy percent (70%) of the agency’s vehicles are in poor condition or have expired their useful life, and with another eighteen percent (18%) will also fall into this category within the next few years. It is critical to replace these vehicles in a timely manner to ensure safety of the staff and public, and to mitigate any negative impact on the agency’s operations to achieve its mission.

Progress Assessment:

Project not yet started.

Related Projects:

No capital projects with synergies with this project.

(Dollars in Thousands)

Funding By Phase - Prior Funding						Proposed Funding						
Phase	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	6 Yr Total
(05) Equipment	0	0	0	0	0	313	17	0	40	0	0	370
TOTALS	0	0	0	0	0	313	17	0	40	0	0	370

Funding By Source - Prior Funding						Proposed Funding						
Source	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	6 Yr Total
Short-Term Bonds – (0304)	0	0	0	0	0	313	17	0	40	0	0	370
TOTALS	0	0	0	0	0	313	17	0	40	0	0	370

Additional Appropriation Data

First Appropriation FY	
Original 6-Year Budget Authority	0
Budget Authority Through FY 2027	0
FY 2022 Budget Authority Changes	0
6-Year Budget Authority Through FY 2027	0
Budget Authority Request Through FY 2028	370
Increase (Decrease)	370

Estimated Operating Impact Summary

Expenditure (+) or Cost Reduction (-)	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	6 Yr Total
No estimated operating impact							

Milestone Data

	Projected	Actual
Environmental Approvals		
Design Start (FY)		
Design Complete (FY)		
Construction Start (FY)		
Construction Complete (FY)		
Closeout (FY)		

Full Time Equivalent Data

Object	FTE	FY 2023 Budget	% of Project
Personal Services	0.0	0	0.0
Non Personal Services	0.0	313	100.0

CR0-ISM07-IT SYSTEMS MODERNIZATION - DLCP

Agency: DEPT. OF LICENSING & CONSUMER PROTECTION (CR0)
Implementing Agency: DEPT. OF LICENSING & CONSUMER PROTECTION (CR0)
Project No: ISM07
Ward:
Location: DISTRICT-WIDE
Facility Name or Identifier: INFORMATION TECHNOLOGY
Status: Ongoing Subprojects
Useful Life of the Project: 10
Estimated Full Funding Cost: \$20,722,000



Description:

This project funds the continued, multi-year implementation of a variety of mission critical information technology systems involving District’s licensing, consumer protection and enforcement functions. It also includes the infrastructure to support DLCP’s IT systems. This project will improve compliance with the District’s licensing requirements, increase operational efficiency for service delivery, and help enhance the District’s revenues. The improvements will serve DC residents and businesses as they rely on the agency’s systems to conduct their business transactions, submits consumer protection complaints, receive information and request other agency services.

Justification:

To meet increasing customer demand and provide better and fast services to the customers, the agency will actively and continuously modernize its systems and databases. This project will improve compliance with District’s licensing requirements, increase efficiency in service delivery, and help enhance the District’s revenues.

Progress Assessment:

This is an on-going project and progressing as planned.

Related Projects:

OCFO project CSP08C-Integrated Tax System Modernization and OZ project JM102C-Zoning Information Technology Systems.

(Dollars in Thousands)

Funding By Phase - Prior Funding						Proposed Funding						
Phase	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	6 Yr Total
(06) IT Requirements Development/Systems Design	19,722	16,998	285	0	2,439	500	500	0	0	0	0	1,000
TOTALS	19,722	16,998	285	0	2,439	500	500	0	0	0	0	1,000

Funding By Source - Prior Funding						Proposed Funding						
Source	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	6 Yr Total
GO Bonds - New (0300)	11,923	11,923	0	0	0	0	0	0	0	0	0	0
Pay Go (0301)	1,499	1,499	0	0	0	0	0	0	0	0	0	0
Short-Term Bonds -- (0304)	6,300	3,576	285	0	2,439	500	500	0	0	0	0	1,000
TOTALS	19,722	16,998	285	0	2,439	500	500	0	0	0	0	1,000

Additional Appropriation Data	
First Appropriation FY	2007
Original 6-Year Budget Authority	18,224
Budget Authority Through FY 2027	25,097
FY 2022 Budget Authority Changes	0
6-Year Budget Authority Through FY 2027	25,097
Budget Authority Request Through FY 2028	20,722
Increase (Decrease)	-4,375

Estimated Operating Impact Summary							
Expenditure (+) or Cost Reduction (-)	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	6 Yr Total
No estimated operating impact							

Milestone Data	Projected	Actual
Environmental Approvals		
Design Start (FY)	10/1/2008	10/1/2008
Design Complete (FY)		
Construction Start (FY)		
Construction Complete (FY)	09/30/2024	
Closeout (FY)	12/31/2024	

Full Time Equivalent Data		
Object	FTE	FY 2023 Budget
Personal Services	0.0	0
Non Personal Services	0.0	500
		% of Project
		0.0
		100.0