

# (CR0) DEPARTMENT OF LICENSING AND 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 Operations Support**

The agency completed the following:

- Worked with OCTO to develop the DC Enterprise Business Portal to create a multi-agency, seamless experience for customers. This new portal sets the stage for the future, when all license types will be held in the portal.
- Further integration and collaboration 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 the custom DC Occupational and Professional Licensing System to improve the usability of the system while we work on the integrated enterprise version of the portal. 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:

- 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.
- 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. Permit application intake and review process to decrease the amount of data entry by customers, and to increase data reliability by providing data 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 2029 :** Represents the lifetime budget authority, including the 6-year budget authority for FY 2024 through FY 2029.
  - › **FY 2024 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 2029 :** This is the total 6-year authority for FY 2024 through FY 2029 including changes from the current fiscal year.
  - › **Budget Authority Request Through FY 2030 :** Represents the 6-year budget authority for FY 2025 through FY 2030.
  - › **Increase (Decrease) :** This is the change in 6-year budget requested for FY 2025 - FY 2030 (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					Proposed Funding						6 Yr Total
	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	
(01) Design	2,232	1,937	0	295	0	0	0	0	0	0	0	0
(04) Construction	4,675	4,542	0	0	133	0	0	0	0	0	0	0
(05) Equipment	313	0	255	0	58	0	43	44	45	47	48	227
(06) IT Requirements Development/Systems Design	20,022	17,098	0	184	2,739	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>27,242</b>	<b>23,577</b>	<b>255</b>	<b>480</b>	<b>2,930</b>	<b>0</b>	<b>43</b>	<b>44</b>	<b>45</b>	<b>47</b>	<b>48</b>	<b>227</b>

Source	Funding By Source - Prior Funding					Proposed Funding						6 Yr Total
	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	
Long Term / G.O. / I.T. Bonds (3030300)	12,923	12,923	0	0	0	0	0	0	0	0	0	0
Pay As You Go (3030301)	1,599	1,599	0	0	0	0	0	0	0	0	0	0
Short - Term Bonds (3030304)	12,720	9,055	255	480	2,930	0	43	44	45	47	48	227
<b>TOTALS</b>	<b>27,242</b>	<b>23,577</b>	<b>255</b>	<b>480</b>	<b>2,930</b>	<b>0</b>	<b>43</b>	<b>44</b>	<b>45</b>	<b>47</b>	<b>48</b>	<b>227</b>

Additional Appropriation Data		Estimated Operating Impact Summary						
First Appropriation FY	2024	Expenditure (+) or Cost Reduction (-)						
Original 6-Year Budget Authority		FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	6 Yr Total
Budget Authority Through FY 2029	27,453	No estimated operating impact						
FY 2024 Budget Authority Changes	0							
6-Year Budget Authority Through FY 2029	27,453							
Budget Authority Request Through FY 2030	27,468							
Increase (Decrease)	15							
Full Time Equivalent Data								
Object	FTE	FY 2025 Budget	% of Project					
Personnel Services	0.0	0	0.0					
Non Personnel Services	0.0	0	0.0					

**CR0-100366-CR0.FRL23C.FLEET VEHICLES REPLACEMENT - DLCP**

**Agency:** DEPARTMENT OF LICENSING AND CONSUMER PROTECTION (CR0)  
**Implementing Agency:** DEPARTMENT OF LICENSING AND CONSUMER PROTECTION (CR0)  
**Project No:** 100366  
**Ward:** 9  
**Location:** DISTRICT-WIDE  
**Facility Name or Identifier:** FLEET REPLACEMENT  
**Status:**  
**Useful Life of the Project:** 5  
**Estimated Full Funding Cost:** \$539,544

**Description:**

This project funds the regular replacement of vehicles as they reach the end of their useful life. 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:**

It is critical to replace these vehicles in a timely manner to ensure the safety of the staff and public, and to mitigate any negative impact on the agency's operations to achieve its mission.

**Progress Assessment:**

The agency is procuring new/replacement vehicles with existing funding.

**Related Projects:**

(Dollars in Thousands)

Funding By Phase - Prior Funding						Proposed Funding						
Phase	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	6 Yr Total
(05) Equipment	313	0	255	0	58	0	43	44	45	47	48	227
<b>TOTALS</b>	<b>313</b>	<b>0</b>	<b>255</b>	<b>0</b>	<b>58</b>	<b>0</b>	<b>43</b>	<b>44</b>	<b>45</b>	<b>47</b>	<b>48</b>	<b>227</b>

  

Funding By Source - Prior Funding						Proposed Funding						
Source	Allotments	Spent	Enc/ID-Adv	Pre-Enc	Balance	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	6 Yr Total
Short - Term Bonds (3030304)	313	0	255	0	58	0	43	44	45	47	48	227
<b>TOTALS</b>	<b>313</b>	<b>0</b>	<b>255</b>	<b>0</b>	<b>58</b>	<b>0</b>	<b>43</b>	<b>44</b>	<b>45</b>	<b>47</b>	<b>48</b>	<b>227</b>

**Additional Appropriation Data**

First Appropriation FY	2024
Original 6-Year Budget Authority	0
Budget Authority Through FY 2029	524
FY 2024 Budget Authority Changes	0
6-Year Budget Authority Through FY 2029	524
Budget Authority Request Through FY 2030	540
Increase (Decrease)	15

**Estimated Operating Impact Summary**

Expenditure (+) or Cost Reduction (-)	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	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 2025 Budget	% of Project
Personnel Services	0.0	0	0.0
Non Personnel Services	0.0	0	0.0

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