
Department of Licensing and Consumer Protection

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Table CR0-1

Description	FY 2021 Actual	FY 2022 Actual	FY 2023 Approved	FY 2024 Approved	% Change from FY 2023
OPERATING BUDGET	\$64,307,238	\$71,570,637	\$37,662,662	\$43,095,280	14.4
FTEs	451.9	449.6	203.0	213.5	5.2
CAPITAL BUDGET	\$1,558,384	\$1,894,428	\$812,637	\$1,000,000	23.1
FTEs	0.0	0.0	0.0	0.0	N/A

The mission of the Department of Licensing and Consumer Protection 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.

Summary of Services

To protect consumers, the Department of Licensing and Consumer Protection (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.

The former Department of Consumer and Regulatory Affairs (DCRA) has been split into two agencies: DLCP and the Department of Buildings. All comparisons in the FY 2024 DLCP budget chapter are to the FY 2023 budget for DLCP, and also to FY 2022 and FY 2021 data for DCRA.

The agency’s FY 2024 approved budget is presented in the following tables:

FY 2024 Approved Gross Funds Operating Budget and FTEs, by Revenue Type

Table CR0-2 contains the approved FY 2024 budget by revenue type compared to the FY 2023 approved budget. It also provides FY 2021 and FY 2022 actual data.

Table CR0-2

(dollars in thousands)

Appropriated Fund	Dollars in Thousands						Full-Time Equivalents					
	Actual FY 2021	Actual FY 2022	Approved FY 2023	Approved FY 2024	Change from FY 2023	% Change*	Actual FY 2021	Actual FY 2022	Approved FY 2023	Approved FY 2024	Change from FY 2023	% Change
GENERAL FUND												
Local Funds	31,787	37,572	7,999	10,654	2,655	33.2	200.2	236.1	35.0	43.5	8.5	24.3
Special Purpose Revenue Funds	32,140	33,692	28,773	32,196	3,423	11.9	250.8	212.5	162.0	168.0	6.0	3.7
TOTAL FOR GENERAL FUND	63,927	71,264	36,772	42,850	6,079	16.5	450.9	448.6	197.0	211.5	14.5	7.4
FEDERAL RESOURCES												
Federal Payments	0	0	891	245	-646	-72.5	0.0	0.0	6.0	2.0	-4.0	-66.7
TOTAL FOR FEDERAL RESOURCES	0	0	891	245	-646	-72.5	0.0	0.0	6.0	2.0	-4.0	-66.7
INTRA-DISTRICT FUNDS												
Intra-District Funds	380	307	0	0	0	N/A	1.0	1.0	0.0	0.0	0.0	N/A
TOTAL FOR INTRA-DISTRICT FUNDS	380	307	0	0	0	N/A	1.0	1.0	0.0	0.0	0.0	N/A
GROSS FUNDS	64,307	71,571	37,663	43,095	5,433	14.4	451.9	449.6	203.0	213.5	10.5	5.2

*Percent change is based on whole dollars.

Note: If applicable, for a breakdown of each Grant (Federal and Private) and Special Purpose Revenue type, please refer to **Schedule 80 Agency Summary by Revenue Source** in the **FY 2024 Operating Appendices** located on the Office of the Chief Financial Officer’s website.

In FY 2024, the Intra-District process will be eliminated, and the duplicated budget in the agencies providing services (seller agencies), known as Intra-District budget, will no longer be required. This process will be replaced by a new interagency process, which will enable seller agencies to directly charge interagency projects funded by the agencies receiving the services (buyer agencies). For more detailed information regarding the approved funding for interagency projects funded within this agency, please see Appendix J, FY 2024 Interagency Budgets, in the Executive Summary budget volume.

FY 2024 Approved Operating Budget, by Comptroller Source Group

Table CR0-3 contains the approved FY 2024 budget at the Comptroller Source Group (object class) level compared to the FY 2023 approved budget. It also provides FY 2021 and FY 2022 actual expenditures.

Table CR0-3

(dollars in thousands)

Comptroller Source Group	Actual FY 2021	Actual FY 2022	Approved FY 2023	Approved FY 2024	Change from FY 2023	Percentage Change*
11 - Regular Pay - Continuing Full Time	39,885	38,251	19,048	20,680	1,633	8.6
12 - Regular Pay - Other	216	617	893	583	-310	-34.7
13 - Additional Gross Pay	396	1,722	0	0	0	N/A
14 - Fringe Benefits - Current Personnel	9,131	9,654	4,846	5,186	340	7.0
15 - Overtime Pay	120	159	125	125	0	0.0
SUBTOTAL PERSONAL SERVICES (PS)	49,748	50,403	24,911	26,574	1,663	6.7
20 - Supplies and Materials	157	123	376	319	-58	-15.3
31 - Telecommunications	104	169	140	140	0	0.0
40 - Other Services and Charges	3,547	4,161	2,985	3,184	198	6.6
41 - Contractual Services - Other	9,879	15,650	8,766	12,290	3,524	40.2
50 - Subsidies and Transfers	0	0	25	125	100	400.0
70 - Equipment and Equipment Rental	872	846	458	464	5	1.1
80 - Debt Service	0	212	0	0	0	N/A
SUBTOTAL NONPERSONAL SERVICES (NPS)	14,559	21,160	12,752	16,521	3,769	29.6
GROSS FUNDS	64,307	71,563	37,663	43,095	5,433	14.4

*Percent change is based on whole dollars.

FY 2024 Approved Operating Budget and FTEs, by Division/Program and Activity

Table CR0-4 contains the approved FY 2024 budget by division/program and activity compared to the FY 2023 approved budget. It also provides FY 2021 and FY 2022 actual data. For a more comprehensive explanation of divisions/programs and activities, please see the Division/Program Description section, which follows the table.

Table CR0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2021	Actual FY 2022	Approved FY 2023	Approved FY 2024	Change from FY 2023	Actual FY 2021	Actual FY 2022	Approved FY 2023	Approved FY 2024	Change from FY 2023
(1000) ADMINISTRATIVE SERVICES										
(1010) Personnel	652	541	478	438	-40	3.9	3.7	3.0	3.0	0.0
(1015) Training and Employee Development	126	71	245	204	-41	1.0	0.9	1.0	1.0	0.0
(1020) Contracting and Procurement	0	33	266	235	-31	0.0	0.0	2.0	2.0	0.0
(1030) Property Management	972	958	834	811	-23	3.9	3.8	5.0	5.0	0.0
(1040) Information Technology	7,704	11,731	7,120	8,596	1,476	24.4	22.9	12.0	12.0	0.0
(1055) Risk Management	131	139	133	139	6	1.0	0.9	1.0	1.0	0.0
(1060) Legal	1,914	2,132	1,735	1,819	84	14.6	13.8	12.0	12.0	0.0
(1070) Fleet Management	317	351	32	26	-6	1.0	0.9	0.0	0.0	0.0
(1080) Communications	1,224	1,507	728	654	-74	6.8	6.4	4.0	4.0	0.0

Table CR0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2021	Actual FY 2022	Approved FY 2023	Approved FY 2024	Change from FY 2023	Actual FY 2021	Actual FY 2022	Approved FY 2023	Approved FY 2024	Change from FY 2023
(1085) Customer Service	798	797	1,747	1,098	-649	9.5	8.7	16.0	12.0	-4.0
(1090) Performance Management	2,642	2,886	1,621	1,828	207	17.2	16.2	9.0	10.0	1.0
(1095) Internal Audit	219	243	133	141	8	1.9	1.8	1.0	1.0	0.0
SUBTOTAL (1000)										
ADMINISTRATIVE SERVICES	16,700	21,389	15,071	15,989	918	85.1	80.1	66.0	63.0	-3.0
(100F) AGENCY FINANCIAL OPERATIONS										
(110F) Budget Operations	1,393	1,461	1,486	1,561	75	7.6	7.2	8.0	8.0	0.0
(120F) Accounting Operations	561	604	518	646	128	4.9	4.6	4.0	5.0	1.0
(130F) ACFO Operations	542	557	588	605	16	3.0	2.8	3.0	3.0	0.0
SUBTOTAL (100F) AGENCY FINANCIAL OPERATIONS	2,497	2,622	2,592	2,812	220	15.4	14.6	15.0	16.0	1.0
(2000) PERMITTING										
(2020) Plan Review	4,066	4,424	0	0	0	31.3	29.7	0.0	0.0	0.0
(2025) Homeowner Center	125	132	0	0	0	0.9	0.9	0.0	0.0	0.0
(2030) Development Ambassador	312	298	0	0	0	1.8	1.9	0.0	0.0	0.0
(2035) Green Building	1,866	903	0	0	0	12.1	11.3	0.0	0.0	0.0
(2050) Permits	2,525	2,283	0	0	0	23.6	22.5	0.0	0.0	0.0
(2060) Surveyor	1,078	1,059	0	0	0	8.7	8.4	0.0	0.0	0.0
SUBTOTAL (2000) PERMITTING	9,973	9,100	0	0	0	78.5	74.8	0.0	0.0	0.0
(2500) EXPEDITED PERMITTING										
(2520) Velocity	3,766	3,652	0	0	0	7.4	6.8	0.0	0.0	0.0
SUBTOTAL (2500) EXPEDITED PERMITTING	3,766	3,652	0	0	0	7.4	6.8	0.0	0.0	0.0
(3000) ENFORCEMENT										
(3001) Enforcement Unit	0	0	880	1,094	214	0.0	0.0	8.0	9.0	1.0
(3002) Consumer Protection	0	0	3,021	3,765	744	0.0	0.0	24.0	29.0	5.0
(3003) Special Events and Vending Enforcement	0	0	643	773	131	0.0	0.0	7.0	7.5	0.5
(3020) Scheduling and Enforcement Unit	708	732	0	0	0	6.9	6.6	0.0	0.0	0.0
(3025) Vacant Property	910	978	0	0	0	8.4	7.8	0.0	0.0	0.0
(3050) Rehabilitation	2,614	3,759	0	0	0	30.1	28.0	0.0	0.0	0.0
SUBTOTAL (3000) ENFORCEMENT	4,233	5,470	4,544	5,633	1,089	45.4	42.3	39.0	45.5	6.5
(4000) INSPECTION										
(3010) Building Inspections Division	4,654	4,130	0	0	0	37.1	35.4	0.0	0.0	0.0
(3080) Residential Inspections	2,887	3,514	0	0	0	34.6	32.9	0.0	0.0	0.0
(3095) Construction Compliance	1,591	1,394	0	0	0	14.6	13.8	0.0	0.0	0.0
SUBTOTAL (4000) INSPECTION	9,132	9,039	0	0	0	86.2	82.0	0.0	0.0	0.0
(6000) ZONING AND CONSTRUCTION COMPLIANCE										
(6010) Zoning Administrator	2,082	2,047	0	0	0	16.2	15.9	0.0	0.0	0.0
SUBTOTAL (6000) ZONING AND CONSTRUCTION COMPLIANCE	2,082	2,047	0	0	0	16.2	15.9	0.0	0.0	0.0
(7000) LICENSING										
(2065) Regulatory Investigations	3,344	2,887	0	0	0	28.4	26.6	0.0	0.0	0.0
(2070) Business Service Center	1,238	1,366	1,353	1,386	33	10.2	9.4	9.0	9.0	0.0
(2075) Consumer Protection	392	1,034	0	0	0	2.8	7.3	0.0	0.0	0.0
(2080) Corporation Division	3,929	3,351	4,161	5,597	1,436	19.6	18.0	19.0	22.0	3.0

Table CR0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2021	Actual FY 2022	Approved FY 2023	Approved FY 2024	Change from FY 2023	Actual FY 2021	Actual FY 2022	Approved FY 2023	Approved FY 2024	Change from FY 2023
(2090) License and Registration Renewal	1,172	1,879	2,482	2,849	367	20.4	18.8	16.0	17.0	1.0
(2095) Occupational and Professional Licensing	4,971	4,244	6,576	7,666	1,090	28.7	26.5	31.0	31.0	0.0
(7085) Weights and Measures	878	933	884	1,163	279	7.4	6.8	8.0	10.0	2.0
SUBTOTAL (7000) LICENSING	15,924	15,694	15,456	18,662	3,206	117.5	113.4	83.0	89.0	6.0
(COV9) ARPA FUNDS										
(COV1) Economic Recovery Fast Tracking Services	0	2,558	0	0	0	0.0	19.7	0.0	0.0	0.0
SUBTOTAL (COV9) ARPA FUNDS	0	2,558	0	0	0	0.0	19.7	0.0	0.0	0.0
TOTAL APPROVED OPERATING BUDGET	64,307	71,571	37,663	43,095	5,433	451.8	449.7	203.0	213.5	10.5

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Note: For more detailed information regarding the approved funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2024 Operating Appendices** located on the Office of the Chief Financial Officer's website. "No Activity Assigned" indicates budget or actuals that are recorded at the division/program level.

Division Description

The Department of Licensing and Consumer Protection operates through the following 4 divisions:

Enforcement (The Office of Enforcement) – responsible for the investigation and enforcement of non-compliant business activities, including licensing, vending and special events, and weights and measures. This division also investigates consumer protection complaints through its Consumer Protection Unit.

This division contains the following 3 activities:

- **Enforcement Unit** – processes all civil infractions with the Office of Administrative Hearings, collects fines, and takes other appropriate actions;
- **Consumer Protection** – pursues businesses that try to exploit District residents financially. Residents and visitors of the District are able to get consumer protection information, research businesses, file a complaint, obtain mediation services, seek investigation of claims of illegal and unfair business practices, and find links to other helpful offices and resources. This office also includes Regulatory Investigation, which conducts investigations of unlicensed business activity, responds to complaints, and proactively reviews business license applications to ensure businesses are operating in compliance with applicable licensing, zoning, and corporation statutes and regulations; and
- **Special Events and Vending Enforcement** – ensures regulatory compliance for special events and vending from public space such as goods and services sold from street vendors. The enforcement is conducted in cooperation with numerous federal and local government agencies to ensure public safety.

Licensing (Business and Professional Licensing Administration) – regulates business activity in the District of Columbia by licensing business owners and operators according to the business activity conducted (such as convenience stores, home improvement, residential rentals, and restaurants) and location.

This division contains the following 5 activities:

- **Business Service Center** – responsible for assisting customers using digital online services, and providing training and counseling services to existing and aspiring business owners who seek to start, register, and license a business in the District of Columbia. This Center also offers tailored consulting services to existing and aspiring small businesses;
- **Corporation Division** – responsible for registering all entities, domestic (District) or foreign (non-District) including trade name registration of corporations, limited liability companies, and partnerships conducting affairs within the District of Columbia;
- **Business Licensing and Registration and Renewal** – responsible for processing new and renewal license applications for businesses. This includes licensing for special events (e.g., street festivals, health fairs, circuses, and live performances) and vending from public space (e.g., food trucks, hot dog carts, sidewalk merchandise vendors, and ice-cream trucks) to ensure regulatory compliance;
- **Occupational and Professional Licensing** – supports the District’s non-health related occupational and professional boards, commissions, and programs. This activity enforces regulations and offers licenses in more than 125 occupational and professional categories. The boards, commissions, and programs are responsible for reviewing applications, administering examinations, responding to certification requests by other jurisdictions, and regulating the practices of individual professions; and
- **Weights and Measures** – responsible for inspecting commercially used weighing and measuring devices in the District of Columbia.

Administrative Services (Agency Management) – provides for administrative support and the required tools to achieve operational and programmatic results. This division is standard for all agencies using performance-based budgeting.

Agency Financial Operations – provides comprehensive and efficient financial management services to, and on behalf of, District agencies so that the financial integrity of the District of Columbia is maintained. This division is standard for all agencies using performance-based budgeting.

Division Structure Change

The Department of Licensing and Consumer Protection has no division structure changes in the FY 2024 approved budget.

FY 2023 Approved Budget to FY 2024 Approved Budget, by Revenue Type

Table CR0-5 itemizes the changes by revenue type between the FY 2023 approved budget and the FY 2024 approved budget. For a more comprehensive explanation of changes, please see the FY 2024 Approved Budget Changes section, which follows the table.

Table CR0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
LOCAL FUNDS: FY 2023 Approved Budget and FTE		7,999	35.0
Removal of One-Time Costs	Administrative Services	-45	0.0
LOCAL FUNDS: FY 2024 Recurring Budget		7,954	35.0
Increase: To support operational requirements	Multiple Programs	530	0.0
Decrease: To align resources with operational spending goals	Multiple Programs	-28	0.0
Decrease: To align personal services and Fringe Benefits with projected costs	Multiple Programs	-323	0.0
Enhance: To support Operating Impact of Capital (one-time)	Administrative Services	1,400	0.0
Reduce: To realize savings in nonpersonal services	Administrative Services	-151	0.0

Table CR0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
Reduce: To recognize savings from a reduction in FTE(s)	Enforcement	-426	-4.0
LOCAL FUNDS: FY 2024 Mayor's Proposed Budget		8,955	31.0
Enhance/Shift: To support operational requirements (\$407K one-time)	Multiple Programs	1,699	12.5
LOCAL FUNDS: FY 2024 District's Approved Budget		10,654	43.5
FEDERAL PAYMENTS: FY 2023 Approved Budget and FTE		891	6.0
Reduce: ARPA - Federal Municipal funding to reduce funding for Improved Customer Experience	Administrative Services	-646	-4.0
FEDERAL PAYMENTS: FY 2024 Mayor's Proposed Budget		245	2.0
No Change		0	0.0
FEDERAL PAYMENTS: FY 2024 District's Approved Budget		245	2.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2023 Approved Budget and FTE		28,773	162.0
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	1,996	10.0
Increase: To align budget with projected revenues	Multiple Programs	1,804	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2024 Mayor's Proposed Budget		32,573	172.0
Shift: To Local funds to support the Street Vendor Advancement Act of 2023	Multiple Programs	-377	-4.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2024 District's Approved Budget		32,196	168.0
GROSS FOR CR0 - DEPARTMENT OF LICENSING & CONSUMER PROTECTION		43,095	213.5

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Note: For more detailed information regarding the approved funding for interagency projects funded within this agency, please see Appendix J, FY 2024 Interagency Budgets, in the Executive Summary budget volume.

FY 2024 Approved Operating Budget Changes

Table CR0-6 contains the approved FY 2024 budget by fund compared to the FY 2023 approved budget.

Table CR0-6

Appropriated Fund	FY 2023 Approved	FY 2024 Approved	% Change from FY 2023
Local Funds	\$7,998,793	\$10,654,125	33.2
Federal Payments	\$891,000	\$245,000	-72.5
Special Purpose Revenue Funds	\$28,772,869	\$32,196,155	11.9
GROSS FUNDS	\$37,662,662	\$43,095,280	14.4

Recurring Budget

The FY 2024 approved budget for DLCP includes a reduction of \$45,000 to account for the removal of one-time funding appropriated in FY 2023 for the implementation of the Flavored Tobacco Product prohibition Amendment Act of 2021 (B24-20).

Mayor's Proposed Budget

Increase: DLCP's Local funds budget proposal includes an increase of \$529,941 across multiple divisions mainly to support the agency's Contractual Services costs.

DLCP's Special Purpose Revenue funds budget proposal includes an increase of \$1,995,961 and 10.0 Full Time Equivalents (FTEs) in personal services across multiple divisions to support projected salary, step, and Fringe Benefit costs. A proposed SPR increase of \$1,804,325 in nonpersonal services across multiple divisions is primarily to support the agency's contractual costs and align with projected revenue.

Decrease: DLCP's proposed Local funds budget reflects reductions across multiple divisions of \$28,500 in Supplies and \$322,955 in projected personal services costs.

Enhance: DLCP's proposed Local budget includes a one-time increase of \$1,400,000 in the Administrative Services division for the Operating Impact of Capital for the Occupational and Professional Licensing system and the Application Programming Interface portal.

Reduce: DLCP's proposed Local budget reflects a decrease of \$151,270 in nonpersonal services in the Administrative Services division to reflect anticipated costs savings. This adjustment includes \$50,750 in costs related to the agency's culture change, \$31,250 in Supplies and Materials, \$30,000 in costs related to the Employee Online Training Platform, \$29,270 in Training costs, and \$10,000 in the advertising campaign and agency branding costs. The proposal also includes a reduction of \$426,102 and 4.0 FTEs in the Enforcement division to account for savings in projected salary, step, and Fringe Benefit costs.

In Federal Payment funds, DLCP 's budget proposal reflects a reduction of \$646,000 and 4.0 FTEs in ARPA - Federal Municipal funding in the Administrative Services division for the DLCP Improved Customer Experience project.

District's Approved Budget

Enhance/Shift: The approved Local funds budget by DLCP has been increased by \$1,699,217 and 12.5 FTEs across various divisions. This includes \$720,000 and 5.5 FTEs for the implementation of the Street Vendor Advancement Act of 2023, with \$377,000 (\$307,000 of which is one-time) and 3.5 FTEs being shifted from SPR funds to Licensing and Enforcement divisions due to revenue reduction, \$218,000 has been allocated for 2.0 FTEs in Licensing and Enforcement divisions for sidewalk program staff and an inspector, and \$125,000 in the Licensing division for a vending zone manager for Columbia Heights. The budget also includes \$583,187 and 5.0 FTEs in the Licensing and Enforcement divisions for compliance monitoring and enforcement of corporate beneficial owner disclosures requirements, \$296,030 and 2.0 FTEs in the Enforcement division for the implementation of the Cashless Retailers Prohibition Act of 2020, and \$100,000 in one-time funding in the Licensing division to support grants for youth-serving organizations from the Combat Sports Commission.

Shift: DLCP's approved SPR funds budget includes a decrease of \$377,000 and 4.0 FTEs across multiple divisions to reflect the shift of the Vending Regulation Funds to Local funds.