



# **THE DEPARTMENT OF LICENSING AND CONSUMER PROTECTION**

## **FY 2025 PERFORMANCE ACCOUNTABILITY REPORT**

**JANUARY 15, 2026**

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# 1 INTRODUCTION

This document is the Fiscal Year 2025 Performance Accountability Report (PAR) for the The Department of Licensing and Consumer Protection.

The PAR is the second of two agency performance documents published each year. A Performance Plan is published at the start of the fiscal year when budget decisions have been finalized. A PAR is published in January following the end of the fiscal year. Each PAR assesses agency performance relative to its annual Performance Plan.

**PAR Structure:** PARs are comprised of agency Objectives, Administrative Structures (such as Divisions, Administrations, and Offices), Activities, Projects, and related Performance Measures. The following describes these plan components, and the types of performance measures agencies use to assess their performance.

**Objectives:** Objectives are statements of the desired benefits that are expected from the performance of an agency's mission. They describe the goals of the agency.

**Administrative Structures:** Administrative Structures represent the organizational units of an agency, such as Departments, Divisions, or Offices.

**Activities:** Activities represent the programs and services an agency provides. They reflect what an agency does on a regular basis (e.g., processing permits).

**Projects:** Projects are planned efforts that end once a particular outcome or goal is achieved.

**Measures:** Performance Measures may be associated with any plan component, or with the agency overall. Performance Measures can address questions about an agency's overall performance, the performance of an organizational unit, program, or service, or the implementation of a major project. Performance Measures can answer questions like "How much did we do?", "How well did we do it?", "How quickly did we do it?", and "Is anyone better off?" as described in the table below.

Measures are printed in the Performance Plan along with the Objective, Administrative Structure, Activity, or Project that they measure.

| Measure Type | Measure Description                                                                                                                                                                                                                                                                                       | Example                                                             |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| Quantity     | Quantity measures assess the volume of work an agency performs. These measures can describe the inputs (e.g., requests or cases) that an agency receives or the work that an agency completes (e.g., licenses issued or cases closed). Quantity measures often start with the phrase "Number of..."       | "Number of public art projects completed"                           |
| Quality      | Quality measures assess how well an agency's work meets standards, specifications, resident needs, or resident expectations. These measures can directly describe the quality of decisions or products or they can assess resident feelings, like satisfaction.                                           | "Percent of citations issued that were appealed"                    |
| Efficiency   | Efficiency measures assess the resources an agency used to perform its work and the speed with which that work was performed. Efficiency measures can assess the unit cost to deliver a product or service, but typically these measures assess describe completion rates, processing times, and backlog. | "Percent of claims processed within 10 business days"               |
| Outcome      | Outcome measures assess the results or impact of an agency's work. These measures describe the intended ultimate benefits associated with a program or service.                                                                                                                                           | "Percent of families returning to homelessness within 6- 12 months" |

(continued)

| Measure Type             | Measure Description                                                                                                                                                                                  | Example                               |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| Context                  | Context measures describe the circumstances or environment that the agency operates in. These measures are typically outside of the agency's direct control.                                         | "Recidivism rate for 18-24 year-olds" |
| District-wide Indicators | District-wide indicators describe demographic, economic, and environmental trends in the District of Columbia that are relevant to the agency's work, but are not in the control of a single agency. | "Area median income"                  |

**Targets:** Agencies set targets for most Performance Measures before the start of the fiscal year. Targets may represent goals, requirements, or national standards for a performance measure. Agencies strive to achieve targets each year, and agencies provide explanations for targets that are not met at the end of the fiscal year in their PAR.

Not all measures are associated with a target. Newly added measures do not require targets for the first year, as agencies determine a data-informed benchmark. Changes in some measures may not indicate better or worse performance. They may be "neutral" measures of demand or input or outside of the agency's direct control. In some cases, the relative improvement of a measure over a prior period is a more meaningful indicator than meeting or exceeding a particular numerical goal, so a target is not set.

## 2 THE DEPARTMENT OF LICENSING AND CONSUMER PROTECTION OVERVIEW

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**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, regulating businesses, investigating and enforcing the Consumer Protection Procedures Act.

**Summary of Services:** DLCP is responsible for regulating business activity in the District of Columbia. The agency protects consumers, issues business and professional licenses, registers corporations, inspects weighing and measuring devices used for monetary profit, and issues special events permits.

**Objectives:**

1. Enhance Business Development with Efficient Processes
2. Protect Consumers Through Investigation and Enforcement
3. Efficient, Transparent, and Responsive Government

## 3 2025 ACCOMPLISHMENTS

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### 3.1 PROMOTING OCCUPATIONAL/PROFESSIONAL BOARD TRAINING

In FY25, DLCP launched a first-of-its-kind training program for District boards and commissions. Developed and delivered by the Occupational and Professional Licensing Administration and the Legislative Affairs Division, this initiative provided hands-on workshops to support board members in their oversight roles.

**Impact:** This initiative highlights DLCP's commitment to serving the public and occupational/professional licensing communities by equipping board members with the tools and resources they need to be effective and successful in their oversight roles.

### 3.2 PROMOTING FAIR AND CONSISTENT ENFORCEMENT

DLCP significantly expanded its enforcement efforts in FY25, increasing the number of Notices of Infraction (NOIs) issued by nearly 40% compared to FY24. As a result, enforcement revenue grew by more than 120% year-over-year — and more than tenfold since the agency's inception in late 2022.

**Impact:** These gains reflect DLCP's commitment to fair and consistent enforcement that protects consumers, ensures regulatory compliance, and fosters a level playing field for all District businesses.

### 3.3 MODERNIZING LICENSING THROUGH THE BEST ACT

In FY25, DLCP completed the technical groundwork for implementing the Business and Entrepreneurship Support to Thrive (BEST) Act, which modernized and simplified business licensing in the District. These system upgrades enabled the agency to launch new license categories and fee structures on schedule, effective October 1, 2025.

**Impact:** The BEST Act supports economic growth by reducing both the number of license categories and the cost of obtaining a Basic Business License. DLCP consolidated over 100 license and endorsement types into just 13 streamlined categories, making it easier for entrepreneurs to navigate the licensing process. The agency also eliminated outdated requirements and significantly lowered fees, reducing barriers for new and existing businesses.

## 4 OBJECTIVES

### 4.1 ENHANCE BUSINESS DEVELOPMENT WITH EFFICIENT PROCESSES

Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia.

| Measure Type                                                                                                                                                                | Directionality | Q1     | Q2     | Q3     | Q4     | Annual | Target |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------|--------|--------|--------|--------|--------|
| <b>Percent of Basic Business License, Corporation, and Occupational and Professional Licensing transactions that are conducted online</b>                                   |                |        |        |        |        |        |        |
| Outcome                                                                                                                                                                     | Up is Better   | 94%    | 97.45% | 95.17% | 96.13% | 95.69% | 80%    |
| <b>Percent of Business Licensees for which prescreening is required, that receive a regulatory investigation within 15 business days</b>                                    |                |        |        |        |        |        |        |
| Efficiency                                                                                                                                                                  | Up is Better   | 94%    | 93.06% | 67.77% | 84.66% | 84.87% | 85%    |
| <b>Percent of business license renewal applications approved within one (1) business day from the date of submission of a complete application.</b>                         |                |        |        |        |        |        |        |
| Efficiency                                                                                                                                                                  | Up is Better   | 98.47% | 98.69% | 98.71% | 98.54% | 98.6%  | 80%    |
| <b>Percent of corporate registrations processed online, meeting the customer's request for expedited service of one (1) or three (3) business days</b>                      |                |        |        |        |        |        |        |
| Efficiency                                                                                                                                                                  | Up is Better   | 91.9%  | 92.5%  | 92.1%  | 91.5%  | 92%    | 85%    |
| <b>Percent of new occupational and professional license applications reviewed within three (3) business days from the date of submission of a complete application</b>      |                |        |        |        |        |        |        |
| Efficiency                                                                                                                                                                  | Up is Better   | 71.85% | 76.62% | 79.26% | 82.11% | 77.46% | 60%    |
| <b>Percent of new online business license applications approved within one (1) business day from the date of submission of a complete application</b>                       |                |        |        |        |        |        |        |
| Efficiency                                                                                                                                                                  | Up is Better   | 93.9%  | 92.56% | 88.96% | 90.76% | 91.55% | 80%    |
| <b>Percent of occupational and professional license renewal applications reviewed within three (3) business days from the date of submission of a complete application</b>  |                |        |        |        |        |        |        |
| Efficiency                                                                                                                                                                  | Up is Better   | 93.9%  | 93.85% | 86.63% | 99.92% | 93.58% | 60%    |
| <b>Percent of occupational and professional license transfer applications reviewed within three (3) business days from the date of submission of a complete application</b> |                |        |        |        |        |        |        |
| Efficiency                                                                                                                                                                  | Up is Better   | 89.97% | 78.93% | 85.21% | 75.03% | 82.29% | 60%    |

#### Explanation of Missed Targets:

1. Percent of Business Licensees for which prescreening is required, that receive a regulatory investigation within 15 business days: The metric measures the full timeframe that elapses between a license being flagged as requiring pre-licensing investigation and the investigation being flagged as complete in DLCP's core licensing workflow system. DLCP adjusted staffing, revised internal SOPs, and implemented process improvements for its pre-licensing activities in FY25Q3/4, which has since translated into above-target performance in FY26.

### 4.2 PROTECT CONSUMERS THROUGH INVESTIGATION AND ENFORCEMENT

Protect consumers through the investigation of unfair or deceptive business practices, and the timely enforcement of the Consumer Protection Procedures Act.

| Measure Type                                                                                                 | Directionality | Q1    | Q2     | Q3     | Q4     | Annual | Target |
|--------------------------------------------------------------------------------------------------------------|----------------|-------|--------|--------|--------|--------|--------|
| <b>Percent of Consumer Protection cases closed within 30 business days from date of complaint submission</b> |                |       |        |        |        |        |        |
| Efficiency                                                                                                   | Up is Better   | 96.7% | 97.59% | 93.99% | 89.41% | 94.42% | 85%    |

### 4.3 EFFICIENT, TRANSPARENT, AND RESPONSIVE GOVERNMENT

Create and maintain a highly efficient, transparent, and responsive District government.

| Measure Type                                                                                                                                                                                                                                   | Directionality | Q1     | Q2     | Q3     | Q4     | Annual | Target              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------|--------|--------|--------|--------|---------------------|
| <b>Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years</b> |                |        |        |        |        |        |                     |
| Outcome                                                                                                                                                                                                                                        | Up is Better   | Annual | Annual | Annual | Annual | 70.83% | Target not required |
| <b>Percent of employees that are District residents</b>                                                                                                                                                                                        |                |        |        |        |        |        |                     |
| Outcome                                                                                                                                                                                                                                        | Up is Better   | Annual | Annual | Annual | Annual | 59.52% | Target not required |
| <b>Percent of new hires that are District residents (Peoplesoft)</b>                                                                                                                                                                           |                |        |        |        |        |        |                     |
| Outcome                                                                                                                                                                                                                                        | Up is Better   | Annual | Annual | Annual | Annual | 84.62% | Target not required |
| <b>Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia (eRecruit)</b>              |                |        |        |        |        |        |                     |
| Outcome                                                                                                                                                                                                                                        | Up is Better   | Annual | Annual | Annual | Annual | 64.29% | Target not required |
| <b>Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time</b>                                                                                                                               |                |        |        |        |        |        |                     |
| Outcome                                                                                                                                                                                                                                        | Up is Better   | Annual | Annual | Annual | Annual | 20%    | Target not required |
| <b>Percent of Customer Relationship Management (CRM) cases that are resolved within three (3) business days from date of receipt by the agency</b>                                                                                             |                |        |        |        |        |        |                     |
| Efficiency                                                                                                                                                                                                                                     | Up is Better   | 99.6%  | 99.7%  | 99.71% | 99.45% | 99.62% | 85%                 |

## 5 ACTIVITIES

### 5.1 ENFORCEMENT UNIT, CONSUMER PROTECTION, SPECIAL EVENTS AND VENDING ENFORCEMENT

Responsible for processing all civil Infractions with the Office of Administrative Hearings, collecting fines, and taking other appropriate actions. Pursues business that try to exploit District residents financially and conducts investigations of unlicensed business activity. Ensures regulatory compliance for special events and vending from public space such as goods and services sold from street vendors. This includes Program Codes (3001, 3002, 3003).

| Measure Type                                                  | Directionality | Q1  | Q2  | Q3  | Q4  | Annual | Target              |
|---------------------------------------------------------------|----------------|-----|-----|-----|-----|--------|---------------------|
| <b>Number of Consumer Protection Investigations conducted</b> |                |     |     |     |     |        |                     |
| Quantity                                                      | Neutral        | 909 | 672 | 974 | 906 | 3,461  | Target not required |

### 5.2 BUDGET OPERATIONS, ACCOUNTING OPERATIONS, ACFO OPERATIONS

Responsible for providing 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. This includes Program Codes (110F, 120F, 130F).

*No Related Measures*

### 5.3 BUSINESS LICENSING AND REGISTRATION AND RENEWAL, BUSINESS SERVICE CENTER, CORPORATION DIVISION, OCCUPATIONAL AND PROFESSIONAL LICENSING, WEIGHTS AND MEASURES

Responsible for the review, issuance, and renewal of business, occupational and professional licenses within the District. Additional programmatic areas include the Corporations, Business Service Center, Weights and Measures registrations, and Special Events and Vending. This includes Program Codes (7000, 2065, 2070, 2075, 2080, 2090, 2095, 7085).

| Measure Type                                                                     | Directionality | Q1    | Q2    | Q3    | Q4    | Annual | Target              |
|----------------------------------------------------------------------------------|----------------|-------|-------|-------|-------|--------|---------------------|
| <b>Number of Short-Term Rental licenses applications approved</b>                |                |       |       |       |       |        |                     |
| Quantity                                                                         | Up is Better   | 281   | 319   | 270   | 216   | 1,086  | Target not required |
| <b>Number of applications submitted for new business licenses</b>                |                |       |       |       |       |        |                     |
| Quantity                                                                         | Up is Better   | 3,002 | 2,876 | 3,195 | 3,135 | 12,208 | Target not required |
| <b>Number of business compliance surveys conducted</b>                           |                |       |       |       |       |        |                     |
| Quantity                                                                         | Neutral        | 392   | 377   | 195   | 409   | 1,373  | Target not required |
| <b>Number of business licenses issued</b>                                        |                |       |       |       |       |        |                     |
| Quantity                                                                         | Up is Better   | 5,801 | 7,292 | 7,932 | 8,619 | 29,644 | Target not required |
| <b>Number of business licenses renewed</b>                                       |                |       |       |       |       |        |                     |
| Quantity                                                                         | Up is Better   | 3,032 | 4,697 | 4,988 | 6,006 | 18,723 | Target not required |
| <b>Number of corporate entities registered</b>                                   |                |       |       |       |       |        |                     |
| Quantity                                                                         | Up is Better   | 4,601 | 5,545 | 5,691 | 5,412 | 21,249 | Target not required |
| <b>Number of customers serviced by the Small Business Resource Center (SBRC)</b> |                |       |       |       |       |        |                     |

(continued)

| Measure Type                                             | Directionality | Q1    | Q2     | Q3     | Q4     | Annual | Target              |
|----------------------------------------------------------|----------------|-------|--------|--------|--------|--------|---------------------|
| Quantity                                                 | Up is Better   | 623   | 888    | 804    | 787    | 3,102  | Target not required |
| <b>Number of elevator certificates issued</b>            |                |       |        |        |        |        |                     |
| Quantity                                                 | Up is Better   | 302   | 292    | 461    | 433    | 1,488  | Target not required |
| <b>Number of other corporate filings registered</b>      |                |       |        |        |        |        |                     |
| Quantity                                                 | Up is Better   | 8,479 | 46,693 | 15,733 | 12,892 | 83,797 | Target not required |
| <b>Number of professional licenses issued</b>            |                |       |        |        |        |        |                     |
| Quantity                                                 | Up is Better   | 3,493 | 2,921  | 3,105  | 2,837  | 12,356 | Target not required |
| <b>Number of professional licenses renewed</b>           |                |       |        |        |        |        |                     |
| Quantity                                                 | Up is Better   | 5,830 | 5,382  | 4,227  | 12,863 | 28,302 | Target not required |
| <b>Number of special events issued</b>                   |                |       |        |        |        |        |                     |
| Quantity                                                 | Up is Better   | 20    | 6      | 14     | 12     | 52     | Target not required |
| <b>Number of weighing and measuring devices approved</b> |                |       |        |        |        |        |                     |
| Quantity                                                 | Up is Better   | 2,892 | 1,874  | 2,668  | 4,553  | 11,987 | Target not required |

## 5.4 PERSONNEL, TRAINING AND EMPLOYEE DEVELOPMENT, PROPERTY MANAGEMENT, INFORMATION TECHNOLOGY, RISK MANAGEMENT, LEGAL, FLEET SERVICES, COMMUNICATIONS, CUSTOMER SERVICE, PERFORMANCE MANAGEMENT, INTERNAL AUDIT

Responsible for providing administrative support and the required tools to achieve operational and programmatic results. This includes Program Codes (1010, 1015, 1030, 1040, 1055, 1060, 1070, 1080, 1085, 1090, 1095).

*No Related Measures*

## 6 PROJECTS

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### 6.1 BEST ACT

**Project Description:** In FY26, DLCP will monitor its initial implementation of Business and Entrepreneurship Support to Thrive (BEST) Act and pursue any applicable follow-on, post-implementation activities. The Act aims to improve the District's economic growth and recovery by reducing the number of business license categories and reducing the fees to apply for a basic business license.

**Start Date:** October 1, 2024

**Planned Completion Date:** September 30, 2026

**Current Project Phase:** Monitoring

**Project Status:** By the end of FY25, DLCP completed the MVP technical implementation for changes mandated by the BEST Act. These updates to DLCP's business licensing system were released to the public on schedule. This release will improve the District's economic growth and recovery by reducing the number of business license categories and reducing the fees to apply for a basic business license. DLCP will monitor this implementation over the course of FY26 and make additional modifications as necessary.

### 6.2 CORPORATIONS REGISTRATION SYSTEM REPLACEMENT

**Project Description:** In FY26, DLCP will launch the replacement and modernization of the Corporations Registration System. This multi-year project will integrate all corporate registration processes into a user-friendly platform with sophisticated online filings. This initiative will simplify business registration for the District of Columbia's business community.

**Start Date:** October 1, 2024

**Planned Completion Date:** January 31, 2026

**Current Project Phase:** Construction > 50%

**Project Status:** Over the course of FY25, DLCP continued to make steady progress on the Corporation system replacement project, consistent with the 18-month implementation plan with a launch date in January 2026. The project remains on track and on schedule.

### 6.3 DC COMBAT SPORTS

**Project Description:** In FY25, DLCP will receive funding to support the Combat Sports Commission in awarding grants to organizations that serve youth in combat sports.

**Start Date:** October 1, 2024

**Planned Completion Date:** September 30, 2025

**Current Project Phase:** Closeout

**Project Status:** Over the course of FY25, DLCP awarded substantial funding to DPR for use by several local gyms. This project concluded at the end of FY25. Award Grantees will submit their final report to the Combat Sports Commission and attend their next board meeting scheduled, November 12, 2025 to give their report and project retrospective.

### 6.4 HIGHWAY SAFETY OFFICE GRANT

**Project Description:** In FY 25, DLCP will receive funding from the Highway Safety Office (HSO) to enhance education and enforcement for motor-driven cycles and regulate mobile vendors. This initiative will be achieved through a combination of outreach and education, enforcement actions, regulation of mobile vendors, hosting workshops, implementing street signs, towing, and collaboration with law enforcement and sister agencies.

**Start Date:** October 1, 2024

**Planned Completion Date:** September 30, 2025

**Current Project Phase:** Closeout

**Project Status:** DLCP focused on developing and maintaining relationships with federal and District agencies to broaden enforcement illegal food truck operations in high traffic areas of the District, particularly, the National Mall. As a result of these efforts, DLCP increased citations of vending violations by 97% from fiscal year 24 to fiscal year 25. In addition, DLCP has continued to work on legislative changes that will provide us with greater enforcement authority to address food truck vending activity in high traffic areas across the District.

## **6.5 REGULATORY OUTREACH AND COMMUNICATION**

**Project Description:** In FY26, DLCP will provide regular updates on legislative and regulatory changes to stakeholders, customers, and employees through various channels, including monthly town hall meetings and weekly updates to executives. Legislative updates will be shared during board, commission, and division meetings, and published in newsletters. The agency will also continue to update the DLCP Code book and continue a formal communication channel for public input on legislative ideas. Annual workshops will be hosted to educate staff and boards on legislative processes. Additionally, DLCP will engage stakeholders by attending meetings to provide updates and gather feedback on legislative initiatives.

**Start Date:** October 1, 2024

**Planned Completion Date:** September 30, 2026

**Current Project Phase:** Execution

**Project Status:** Over the course of FY25, DLCP conducted extensive regulatory outreach via community/industry/stakeholder meetings, communications campaigns, and trainings/workshops.