

ADMINISTRATION AND REGULATORY AFFAIRS

Department Description and Mission

The Administration and Regulatory Affairs (ARA) Department provides efficient and logical solutions to administrative and regulatory challenges. Our goal is to provide increasing value to Houston via a customer-driven team that pursues continual improvement to operational efficiency and service excellence.

The department's objectives are to:

- Demonstrate integrity, accountability, consistency, and professionalism.
- Provide excellent customer service.
- Emphasize strategic financial planning and performance reporting.
- Maximize the effective and efficient use of public funds.
- Follow directives and policies of City Council and City management.
- Build a cohesive team based on trust, respect, and mutual support.

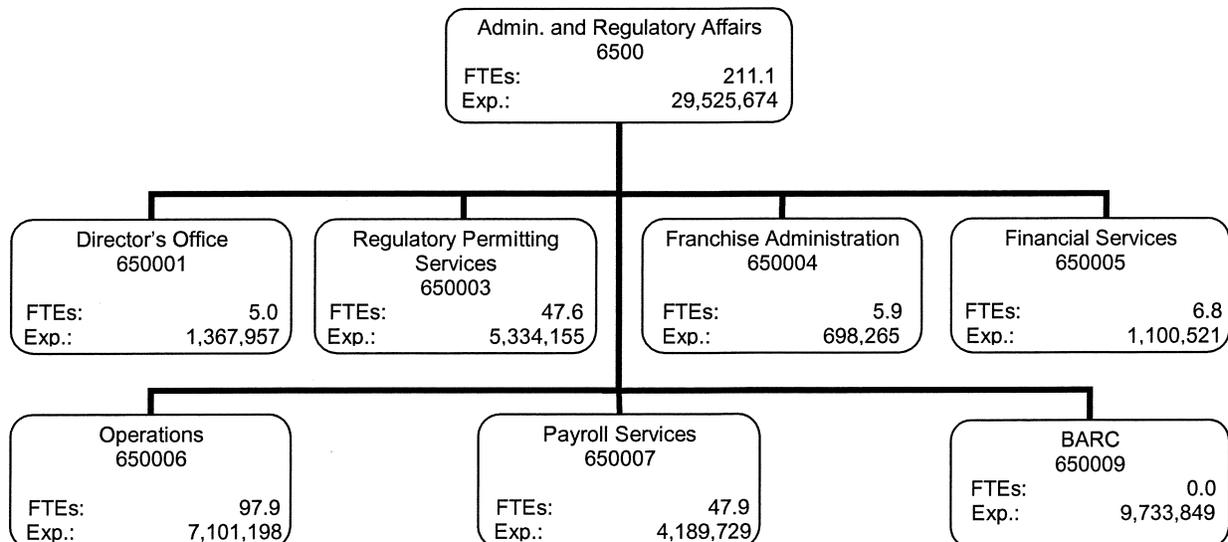
Department Short Term Goals

1. Study best practices in taxicab permit distribution methodologies and make a recommendation to Mayor and City Council.
2. Continue the transformation of 311 Help & Information to develop additional two-way communication functions between 311 and citizens; develop additional functional capabilities of new communication channels (www.houston311.org and mobile apps).
3. Continue the transformation of BARC successfully; complete Phase I of the new adoption center; focus on expanding targeted low-cost spay neuter program.
4. Purchase and implement dynamic parking guidance system downtown; begin 5-year replacement program for parking meters; continue neighborhood meetings with stakeholders.
5. Continue the excellent customer services in ARA Divisions.

Department Long Term Goals

1. Transform Bureau of Animal Regulation and Care (BARC) into the top municipal Animal Shelter and Adoptions Center in the United States.
2. Transform 311 Help & Information into the top citizen engagement center in the United States.
3. Transform vehicle-for-hire industry in Houston through technology, training and economic initiatives.
4. Identify and implement cost-effective technology solutions to facilitate Parking Management's ability to provide way finding and parking availability information to customers; leverage Parking Management infrastructure for economic development purposes.

Department Organization



FISCAL YEAR 2016 BUDGET

Business Area Budget Summary

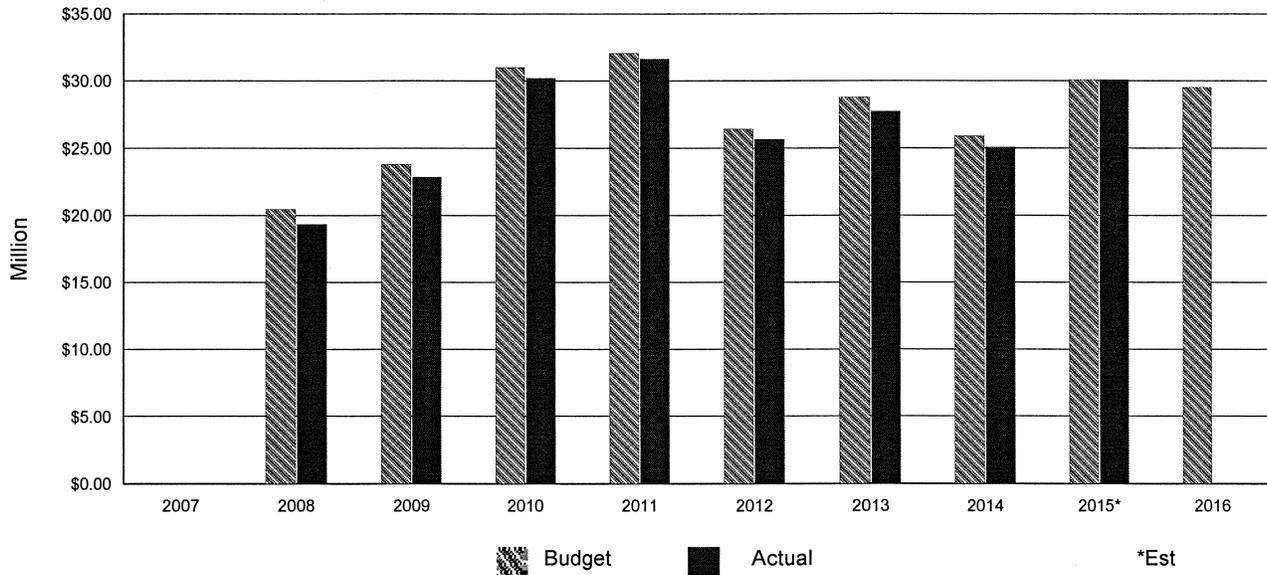
Fund Name : General Fund
Business Area : Administration and Regulatory Affairs
Fund No. /Bus. Area No. : 1000 / 6500

		FY2014 Actual	FY2015 Current Budget	FY2015 Estimate	FY2016 Budget
Expenditures	Personnel Services	14,438,294	15,453,909	15,443,554	15,817,578
	Supplies	97,974	155,456	155,456	122,606
	Other Services and Charges	3,623,078	4,252,675	4,265,257	3,851,641
	Equipment	5,736	68,454	68,454	0
	Non-Capital Equipment	17,824	82,887	80,660	0
	Total M & O Expenditures	<u>18,182,906</u>	<u>20,013,381</u>	<u>20,013,381</u>	<u>19,791,825</u>
	Debt Service & Other Uses	6,886,018	10,090,460	10,090,460	9,733,849
Total Expenditure	<u>25,068,924</u>	<u>30,103,841</u>	<u>30,103,841</u>	<u>29,525,674</u>	
Revenues		206,901,557	201,409,845	206,177,897	205,899,584
Staffing	Full-Time Equivalents - Civilian	200.7	203.6	203.3	211.1
	Full-Time Equivalents - Classified	0.0	0.0	0.0	0.0
	Full-Time Equivalents - Cadets	0.0	0.0	0.0	0.0
	Total	<u>200.7</u>	<u>203.6</u>	<u>203.3</u>	<u>211.1</u>
	Full-Time Equivalents - Overtime	0.8	5.0	1.1	0.7

Significant Budget Changes and Highlights

- o FY2016 Budget provides funding for health benefits and pension contribution.
- o Includes funding of \$611,388 for cost associated with Chapter 46 (Vehicles for Hire) Ordinance 2014-754.

**Administration and Regulatory Affairs
Current Budget vs Actual Expenditures**



FISCAL YEAR 2016 BUDGET

Division Summary						
Fund Name : General Fund						
Business Area : Administration and Regulatory Affairs						
Fund No. /Bus Area No. : 1000 / 6500						
Division Description	FY2014 Actual		FY2015 Estimate		FY2016 Budget	
	FTEs	Costs \$	FTEs	Costs \$	FTEs	Costs \$
Director's Office 650001 Executive head of Administration and Regulatory Affairs Department with authority over all department policies, procedures, and employees. Defines strategies to pivot operations and identifies opportunities to streamline customer service delivery.	4.3	1,367,282	4.0	1,290,447	5.0	1,367,957
Regulatory Permitting Services 650003 Administers ordinances related to regulation of vehicles for hire, alcohol related businesses, dance halls, game rooms, etc. Issues permits for burglar alarms.	34.3	4,219,453	39.5	5,341,371	47.6	5,334,155
Franchise Administration 650004 Regulates utilities such as electricity, natural gas, and private water companies. Manages franchises for the use of City right-of-ways.	5.0	520,584	6.0	709,847	5.9	698,265
Financial Services 650005 Develops, manages, and monitors ARA's operating budget. Provides accounting services for ARA and various other departments.	8.0	991,873	8.0	1,277,318	6.8	1,100,521
Operations 650006 Manages 311 Call Center and responds to citizens' questions and requests for service. Organizes and manages the citywide records program. Manages the City's Xerox and HISD contracts. Sells surplus city property. Provides mailroom services to 611 Walker, City Hall and City Hall Annex.	98.9	6,576,534	97.4	7,027,172	97.9	7,101,198
Payroll Services 650007 Provides time & attendance and payroll processing services to all City employees.	50.2	4,217,305	48.4	4,367,226	47.9	4,189,729

FISCAL YEAR 2016 BUDGET

Division Summary						
Fund Name : General Fund						
Business Area : Administration and Regulatory Affairs						
Fund No. /Bus Area No. : 1000 / 6500						
Division Description	FY2014 Actual		FY2015 Estimate		FY2016 Budget	
	FTEs	Costs \$	FTEs	Costs \$	FTEs	Costs \$
BARC 650009 BARC was moved to a Special Revenue Fund 2427 in FY2011. The budget line item "Transfer to Special Revenue Fund" is set up in General Fund.	0.0	7,175,893	0.0	10,090,460	0.0	9,733,849
Total	<u>200.7</u>	<u>25,068,924</u>	<u>203.3</u>	<u>30,103,841</u>	<u>211.1</u>	<u>29,525,674</u>

FISCAL YEAR 2016 BUDGET

Business Area Roster Summary

Fund Name : General Fund
Business Area : Administration and Regulatory Affairs
Fund No./Bus. Area No. : 1000 / 6500

Job Description	Pay Grade	FY2015 Current Budget FTE	FY2016 Budget FTE	Change
3-1-1 TELECOMMUNICATOR	13	42.0	41.0	(1.0)
3-1-1 TELECOMMUNICATOR SUPERVISOR	20	4.0	4.0	0.0
ADMIN. & REG. AFFAIRS DIRECTOR	37	1.0	1.0	0.0
ADMINISTRATION MANAGER	26	10.0	12.0	2.0
ADMINISTRATIVE ASSISTANT	17	13.0	12.0	(1.0)
ADMINISTRATIVE ASSOCIATE	13	12.0	7.0	(5.0)
ADMINISTRATIVE COORDINATOR	24	2.0	3.0	1.0
ADMINISTRATIVE SPECIALIST	20	15.0	16.0	1.0
ADMINISTRATIVE SUPERVISOR	22	4.0	4.0	0.0
ASSISTANT DIRECTOR (EXEC)	32	4.0	3.0	(1.0)
CUSTOMER SERVICE MANAGER	29	1.0	0.0	(1.0)
CUSTOMER SERVICE REP. I	13	13.0	16.0	3.0
CUSTOMER SERVICE REP. II	15	5.0	5.0	0.0
CUSTOMER SERVICE REP. III	16	6.0	7.0	1.0
CUSTOMER SERVICE SECTION CHIEF	22	1.0	1.0	0.0
CUSTOMER SERVICE SUPERVISOR	18	1.0	2.0	1.0
DEPUTY ASSISTANT DIRECTOR (EXEC)	30	3.0	3.0	0.0
DEPUTY DIRECTOR (EXEC)	34	0.0	1.0	1.0
DIVISION MANAGER	29	7.0	8.0	1.0
FINANCIAL ANALYST IV	25	1.0	0.0	(1.0)
FIXED ASSET SPECIALIST	13	1.0	1.0	0.0
GRAPHIC DESIGNER	17	1.0	0.0	(1.0)
HUMAN RESOURCES SPECIALIST	17	3.0	2.0	(1.0)
INVENTORY MANAGEMENT CLERK	9	1.0	1.0	0.0
INVENTORY MANAGEMENT SUPERVISOR	17	1.0	1.0	0.0
MANAGEMENT ANALYST I	15	2.0	5.0	3.0
MANAGEMENT ANALYST II	18	1.0	2.0	1.0
MANAGEMENT ANALYST III	21	1.0	2.0	1.0
MANAGEMENT INTERN	11	1.0	0.0	(1.0)
OFFICE SUPERVISOR	17	1.0	0.0	(1.0)
RECORDS ADMINISTRATOR	23	1.0	1.0	0.0
REGULATORY INVESTIGATOR	11	4.0	10.0	6.0
REGULATORY SUPERVISOR	20	1.0	2.0	1.0
SENIOR 3-1-1 TELECOMMUNICATOR	15	12.0	12.0	0.0
SENIOR ACCOUNT CLERK	13	1.0	1.0	0.0
SENIOR ACCOUNTANT	20	3.0	3.0	0.0
SENIOR CLERK	8	3.0	3.0	0.0
SENIOR REGULATORY INVESTIGATOR	14	7.0	6.0	(1.0)
SENIOR STAFF ANALYST	28	5.0	7.0	2.0
STAFF ANALYST	26	9.0	6.0	(3.0)
TRAINER	17	2.0	1.0	(1.0)
TRAINING ADMINISTRATOR	24	1.0	1.0	0.0
Total FTEs		207.0	213.0	6.0
Less Adjustment for Civilian Vacancy Factor		3.4	1.9	(1.5)
Full-Time Equivalents		203.6	211.1	7.5

FISCAL YEAR 2016 BUDGET

Business Area Revenue Summary

Fund Name : General Fund
Business Area : Administration and Regulatory Affairs
Fund No./Bus. Area No. : 1000 / 6500

Commit Item	Description	FY2015 Current Budget	FY2015 Estimate	FY2016 Budget
6500030001	ARA - Transportation			
421220	School Bus Licenses & Permits	32,425	44,218	39,401
421230	Taxicab Licenses & Permits	1,327,420	1,332,848	1,375,160
421280	Other Licenses & Permits	0	422,020	613,212
421570	Limousine Permits	870,958	1,094,124	1,027,653
421580	Charter Bus Permits	142,323	189,947	234,771
421600	Jitney Permit & Inspection Fees	4,881	4,881	5,020
421610	Low Speed Shuttle Permit/Inspection Fees	1,852	1,852	2,543
421620	Pedicab Permits & Inspection Fees	9,067	11,547	9,864
421630	Administrative Fee - Licenses & Permits	171,441	174,207	194,842
426240	Limousine Inspection Fees	90,716	122,922	106,668
6500030002	ARA - Franchise Administration			
416010	Electricity Franchise Tax	99,169,603	99,171,777	99,751,844
417010	Telephone Franchise Tax	42,225,000	42,700,000	41,165,000
418010	Natural Gas Franchise Tax	14,538,332	14,538,332	14,839,561
419010	Cable TV Franchise Tax	21,200,000	23,400,000	23,900,000
419040	Solid Waste Hauler Franchise Fee	6,400,000	6,750,000	6,980,000
419050	Spur Track Franchise Fee	20,426	20,426	20,426
419070	Fiber Optics Franchise Fee	45,184	45,184	44,600
419090	Telecomm Franchise Fees - Prior Year	0	7,976	(300,000)
419120	Solid Waste Franchise Fees-Prior Year	0	101,727	0
421590	Right-of-way Permits	290,742	290,742	287,000
6500030003	ARA - Commercial Permitting			
421100	Occupation Licenses	209,616	186,365	185,947
421110	Sexually Oriented Business Permits	25,497	23,499	23,158
421130	Decals for Coin-Ope.Amusement Machines	376,673	392,351	374,329
421140	Dance Licenses	57,440	51,744	57,710
421150	Liquor Licenses	1,516,968	1,402,728	1,358,208
421280	Other Licenses & Permits	251,870	359,514	394,853
421630	Administrative Fee - Licenses & Permits	57,283	57,734	50,141
426330	Miscellaneous Copies Fees	70	70	62
428090	Miscellaneous Fines & Forfeitures	0	18,360	0
6500030005	ARA - Burglar Alarm Permitting			
421170	Burglar Alarm Permits	8,400,000	9,215,452	9,139,245
421630	Administrative Fee - Licenses & Permits	576,635	644,902	638,772
428050	False Alarm Penalties	1,958,467	1,976,326	1,952,480
6500070001	ARA - Payroll Services			
424080	Interfund Payroll Services	673,310	657,632	664,570
426290	Other Service Charges	90,270	88,094	87,168
6500070007	ARA - Asset Disposition/PDMO			
434205	Sale of Scrap Metal	2,000	2,020	2,000
434225	Sale of Non-Capital Equip. & Merchandise	300,000	303,000	300,000
6500080003	ARA - 3-1-1			
424040	Interfund 311	373,376	373,376	373,376
Total	Administration and Regulatory Affairs	201,409,845	206,177,897	205,899,584

FISCAL YEAR 2016 BUDGET

Business Area Expenditure Summary

Fund Name : General Fund
Business Area : Administration and Regulatory Affairs
Fund No./Bus. Area No. : 1000 / 6500

Commit Item	Description	FY2014 Actual	FY2015 Current Budget	FY2015 Estimate	FY2016 Budget
500010	Salary Base Pay - Civilian	9,260,615	9,946,189	9,799,783	10,167,332
500030	Salary Part Time - Civilian	368,761	321,671	359,671	346,619
500060	Overtime - Civilian	42,833	40,060	75,833	49,335
500090	Premium Pay - Civilian	13,092	23,930	13,454	23,930
500110	Bilingual Pay - Civilian	46,931	52,957	48,395	52,663
500210	Pay for Performance-Municipal	5,000	25,698	46,098	25,698
501050	Employee Awards	2,626	6,500	6,500	6,500
501070	Pension - Civilian	2,173,508	2,522,349	2,503,422	2,781,782
501120	Termination Pay - Civilian	186,211	92,765	125,487	11,373
502010	FICA - Civilian	751,811	790,520	790,521	808,372
503010	Health Ins-Act Civilian	1,472,231	1,509,927	1,508,883	1,413,931
503015	Basic Life Insurance - Active Civilian	5,445	5,788	5,648	5,906
503060	Long Term Disability-Civilian	15,472	16,728	15,861	17,011
503090	Workers Compensation-Civilian-Admin	44,127	54,270	56,441	62,569
503100	Workers Compensation-Civilian-Claim	33,975	27,557	70,557	27,557
504030	Unemployment Claims - Administration	15,656	17,000	17,000	17,000
Total	Personnel Services	14,438,294	15,453,909	15,443,554	15,817,578
511020	Construction Materials	22	0	0	0
511040	Audiovisual Supplies	(108)	0	0	0
511045	Computer Supplies	12,230	22,247	22,247	11,347
511050	Paper & Printing Supplies	2,356	15,287	15,287	6,434
511055	Publications & Printed Materials	655	1,400	1,400	600
511060	Postage	24,508	20,900	20,900	20,900
511070	Miscellaneous Office Supplies	33,694	46,882	46,882	47,602
511110	Fuel	12,164	22,140	22,140	10,123
511115	Vehicle Repair & Maintenance Supplies	821	4,112	4,112	4,112
511120	Clothing	4,414	6,530	6,530	6,530
511125	Food Supplies	0	1,480	1,480	480
511150	Miscellaneous Parts & Supplies	6,691	14,478	14,478	14,478
511160	Protective Gear	527	0	0	0
Total	Supplies	97,974	155,456	155,456	122,606
520100	Temporary Personnel Services	107,996	106,689	127,595	121,812
520102	Security Services	2,696	9,600	9,600	9,600
520105	Accounting & Auditing Services	1,439,117	1,495,402	1,495,402	1,488,038
520107	Computer Info/Contr	1,998	3,500	3,500	3,500
520108	Information Resource Services	101	23,450	23,450	200
520109	Medical Dental & Laboratory Services	1,518	530	1,382	530
520110	Management Consulting Services	7,575	21,731	21,731	21,731
520112	Banking Services	57,211	100,000	100,000	100,000
520114	Miscellaneous Support Services	28,182	33,860	33,860	33,860
520119	Computer Eq/SW Mnt	147,870	196,216	196,216	196,216
520121	IT Application Svcs	367,013	304,403	304,403	318,867
520123	Vehicle & Motor Equipment Services	18,194	0	0	0
520124	Other Equipment Services	(60)	0	0	0
520141	Engineering Services	96	0	0	0
520510	Mail/Delivery Services	230	690	690	650
520515	Print Shop Services	38,483	31,005	38,182	23,001

FISCAL YEAR 2016 BUDGET

Business Area Expenditure Summary

Fund Name : General Fund
Business Area : Administration and Regulatory Affairs
Fund No./Bus. Area No. : 1000 / 6500

Commit Item	Description	FY2014 Actual	FY2015 Current Budget	FY2015 Estimate	FY2016 Budget
520520	Printing & Reproduction Services	16,205	20,015	19,590	24,432
520605	Advertising Services	1,143	190	1,545	190
520705	Insurance Fees	2,452	8,313	8,313	6,738
520725	Assessments - Other Governments	0	4,200	4,200	4,200
520765	Membership & Professional Fees	7,593	8,383	8,383	8,383
520805	Education & Training	19,890	20,650	20,650	17,140
520905	Travel - Training Related	16,183	16,604	16,604	16,604
520910	Travel - Non-Training Related	961	10,495	10,495	1,000
521405	Building Maintenance Services	0	20,000	20,000	0
521605	Data Services	108,870	126,986	126,986	84,883
521610	Voice Services	305,803	406,545	406,545	370,376
521620	Voice Equipment	10,388	10,499	9,499	2,856
521625	Voice Labor	592	12,042	12,042	18,561
521630	GIS Revolving Fund Services	17,349	31,013	31,013	27,463
521635	Voice Services -Wireless	71,160	117,960	115,620	95,888
521705	Vehicle/Equipment Rental/Lease	3,214	7,039	7,039	7,039
521715	Office Equipment Rental	66,059	71,445	71,445	71,445
521730	Parking Space Rental	37,737	85,098	85,098	85,098
521735	Hobby Parking Space Rental	39,522	56,600	56,600	56,600
522405	Management Savings	(495)	0	0	0
522430	Misc Othr Svcs & Chrg	76,530	10,242	10,242	6,209
522435	Interest Charges Past Due Accounts	290	500	500	500
522720	Interfund Payroll Services	(139)	0	0	0
522721	Interfund HR Client Services	160,298	303,527	303,527	243,943
522722	KRONOS Service Chargeback	9,311	9,938	9,938	12,102
522795	Other Interfund Services	112,547	119,618	119,618	0
522840	Houston Permitting Center Rent Chargeback	321,395	415,854	415,854	358,495
522845	Interfund Vehicle Services	0	31,843	17,900	13,491
Total	Other Services and Charges	3,623,078	4,252,675	4,265,257	3,851,641
560220	Vehicles	0	68,454	68,454	0
560230	Computer HW and Developed SW	5,736	0	0	0
Total	Equipment	5,736	68,454	68,454	0
551010	Non-Cap Office Furniture & Equipment	942	10,253	8,026	0
551015	Non-Capital Computer Equipment	3,645	72,634	72,634	0
551040	Non-Capital Other	13,237	0	0	0
Total	Non-Capital Equipment	17,824	82,887	80,660	0
532015	Transfers to Convention & Entertainment	(289,875)	0	0	0
532025	Transfers to Special Revenues	7,175,893	10,090,460	10,090,460	9,733,849
Total	Debt Service and Other Uses	6,886,018	10,090,460	10,090,460	9,733,849
Grand Total Expenditures		25,068,924	30,103,841	30,103,841	29,525,674