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.

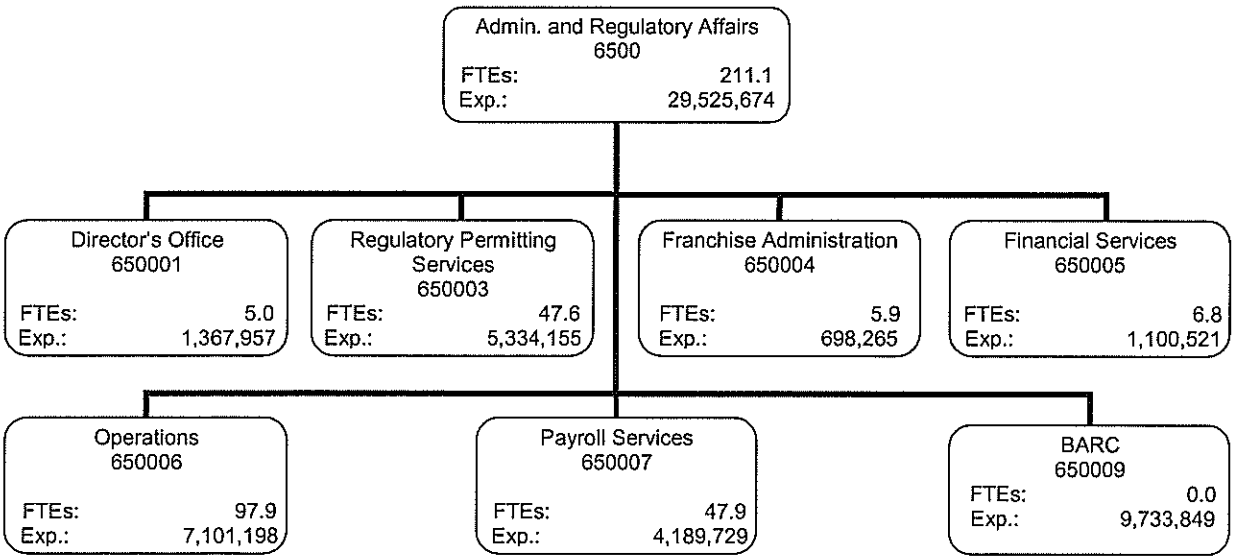
Department Short Term Goals

1. Apply Lean Six Sigma methodology to business process improvement exercises for permits issued by Transportation (vehicles for hire) and Commercial Permitting sections.
2. Review economic regulations of Houston taxicab industry.
3. Implement downtown parking signage plan with minimal service disruption.

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 the 311 Service Helpline Division into the top citizen engagement center in the United States.
3. Transform the taxicab 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



Business Area Budget Summary

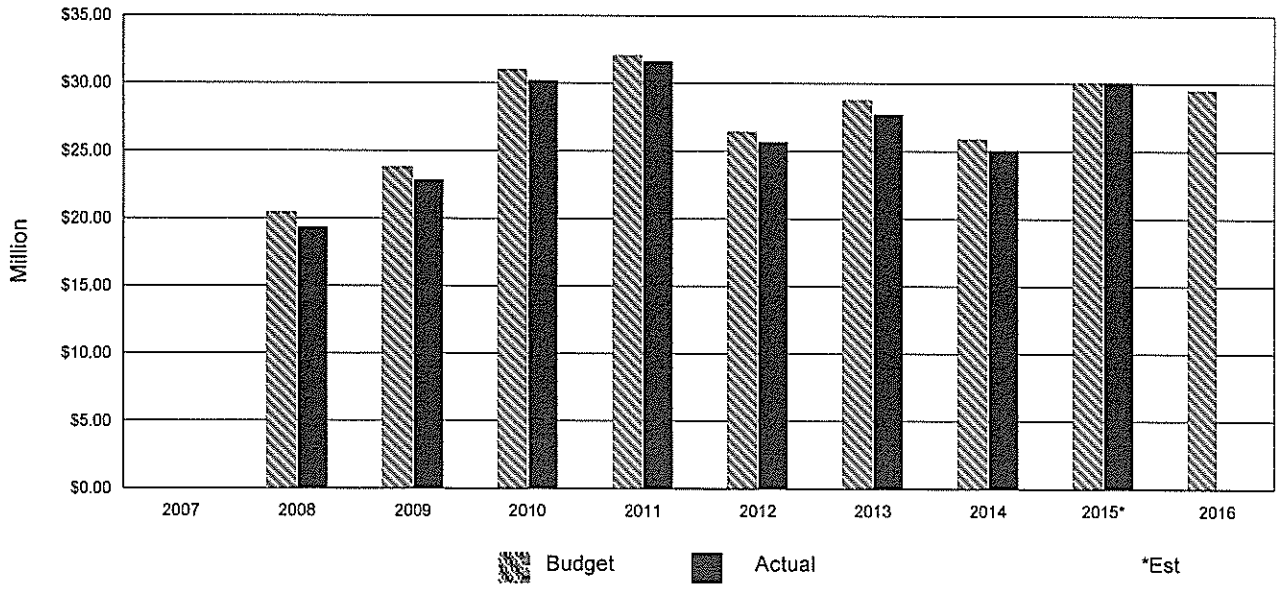
Fund Name : General Fund
Business Area : Administration and Regulatory Affairs
Fund No. /Bus. Area No. : 1000 / 6500

		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	18,182,906	20,013,381	20,013,381	**19,791,825**
	Debt Service & Other Uses	6,886,018	10,090,460	10,090,460	**9,733,849**
	Total Expenditure	25,068,924	30,103,841	30,103,841	**29,525,674**
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	200.7	203.6	203.3	**211.1**
	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



Business Area Performance Measures

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

Performance Measure	Priority	FY2014 Actual	FY2015 Budget	FY2015 Estimate	FY2016 Budget
311 Average Speed of Answer (seconds)	I,Q	75	90	68	75
311 Svc Request Submitted via Smartphone or Web	I,Q	6.7%	5.5%	6.0%	5.5%
Alcohol Site Survey Completion (days)	J	7	10	8	10
Houston Permitting Center (HPC) Wait Time (minutes)	J	13	15	35	25
HPC Customer Satisfaction Survey Rating	J	100%	98%	100%	98%
HPC Vehicle-for-Hire Customers Served	Q,P	18,339	17,200	31,034	25,000
Expenditures Budget vs Actual Utilization	F	97%	98%	100%	98%
Revenues Budget vs Actual Utilization	F	101%	100%	100%	100%

Mayor's Five Priorities: Jobs and Sustainable Development (J) Public Safety (P) Infrastructure (I)
Fiscal Responsibility (F) Quality of Life (Q)

Division Summary

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

Division Description	FY2014 Actual FTEs	FY2014 Actual Costs $	FY2015 Estimate FTEs	FY2015 Estimate Costs $	FY2016 Budget FTEs	FY2016 Budget 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**
Payoll 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**

Division Summary

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

Division Description	FY2014 Actual FTEs	FY2014 Actual Costs $	FY2015 Estimate FTEs	FY2015 Estimate Costs $	FY2016 Budget FTEs	FY2016 Budget 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	200.7	25,068,924	203.3	30,103,841	211.1	29,525,674

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**

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**

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**

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**