



Administration & Regulatory Affairs

# FY2025 Proposed Budget

Tina Paez, Director

May 20, 2024



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# Strategic Guidance Alignment

## Objective

### Government that Works

Administrative Operations

Executive Oversight

On-Street Parking Management

Risk Management

Debt Service and Interfund Transfers

### Public Safety

Animal Services

Regulatory Permitting

### Infrastructure

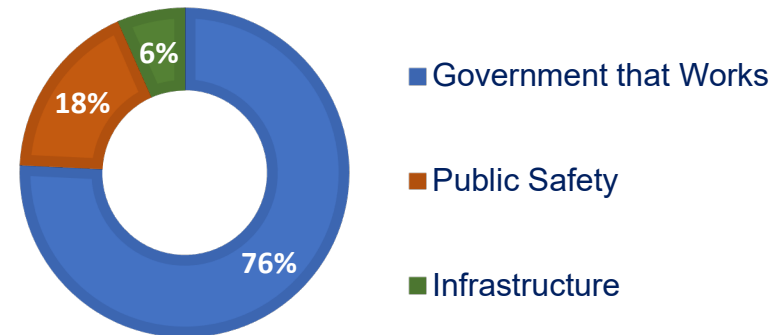
Citywide Customer Helpline-311

Resilience and Sustainability

### ALIGNED INITIATIVES

- 311 Functionality Enhancements: Chat and IVR
- Noise Regulations
- Partnerships (e.g. BARC w/non-profit)
- Payroll Automation
- Short-Term Rental Regulations
- Updated Climate Action and Resilient Houston Plans

### DEPARTMENT BUDGET BY PRIORITY



# Strategic Guidance Alignment

## Objective

Government that Works	Quality of Life	Infrastructure	Public Safety
Administrative Operations	Animal Services	Citywide Customer Helpline-311	Animal Services
Executive Oversight	Citywide Customer Helpline-311	On-Street Parking Management	On-Street Parking Management
On-Street Parking Management	Regulatory Permitting	Resilience and Sustainability	Regulatory Permitting
Risk Management	Resilience and Sustainability	Risk Management	
Debt Service and Interfund Transfers			

## ALIGNED INITIATIVES

- 311 Functionality Enhancements: Chat and IVR
- Noise Regulations
- Partnerships (e.g. BARC w/non-profit)
- Payroll Automation
- Short-Term Rental Regulations
- Updated Climate Action and Resilient Houston Plans

# Expenditures by Program [in thousands]

## Objective

Compare Program \$ between the FY24 Current Budget and the FY25 Proposed

Program	FY23 Actual	FY24 Budget	FY24 Estimate	FY25 Proposed	Variance FY25 Proposed/ FY24 Budget	% Change
Administrative Operations	\$ 11,254	\$ 12,448	\$ 12,492	\$ 12,500	\$ 52	0%
Animal Services	\$ 13,416	\$ 15,693	\$ 15,489	\$ 14,739	\$ (954)	-6%
Citywide Customer Helpline -311	\$ 5,816	\$ 6,584	\$ 5,854	\$ 6,801	\$ 217	3%
Debt Service and Interfund Transfers	\$ 18,038	\$ 21,770	\$ 21,770	\$ 17,577	\$ (4,193)	-19%
Executive Oversight	\$ 2,352	\$ 2,754	\$ 2,859	\$ 2,326	\$ (428)	-16%
On-Street Parking Management	\$ 12,128	\$ 13,385	\$ 13,308	\$ 15,142	\$ 1,757	13%
Regulatory Permitting	\$ 3,817	\$ 4,797	\$ 4,810	\$ 5,098	\$ 301	6%
Resilience and Sustainability	\$ 575	\$ 499	\$ 499	\$ 498	\$ (1)	0%
Risk Management	\$ 26,662	\$ 37,185	\$ 29,822	\$ 37,252	\$ 67	0%
<b>Total</b>	<b>\$ 94,057</b>	<b>\$ 115,115</b>	<b>\$ 106,905</b>	<b>\$ 111,934</b>	<b>\$ (3,181)</b>	<b>-3%</b>

# FY2025 Budget Reduction

<b>ARA Budget Reduction Calculation</b>	
<b>ARA FY2024 Adopted Budget - General Fund:</b>	<b>\$ 34,877,114</b>
Items Exempted from Calculation of Reduction:	
Contractual obligations	(1,243,872)
Funding for continued digitization of City ordinances and motions	(157,328)
General Fund Transfer to BARC Special Revenue Fund	(12,768,310)
Restricted Accounts	(2,450,349)
<b>Adjusted Base for General Fund Reduction</b>	<b>\$ 18,257,255</b>
<b>5% Reduction Proposed by ARA</b>	<b>912,863</b>
<b>Total Reduction Approved for ARA (3.52%) - 5 vacant positions eliminated; 1 position transferred to grant fund</b>	<b>\$ 643,115</b>

## FY25 Reductions:

1. Payroll - 3 vacant positions eliminated
2. Regulatory Permitting - 1 vacant position eliminated
3. Resilience & Sustainability - 2 positions affected; 1 vacant position eliminated and 1 position transferred to grant fund

# Administrative Services

<b>Priority:</b>	Government that Works
<b>FY2025 FTE Count:</b>	59.7

## Program Description

This program is comprised of all the administrative functions of the Administration & Regulatory Affairs Department for the benefit of all City Departments. This program area includes Citywide payroll services; Citywide records management; Citywide mail services; Citywide print services; and disposal of end-of-life City of Houston assets for all City Departments. In addition, this program is responsible for the collection of, and accounting for, the private use of the City of Houston public rights-of-way through franchise administration.

## Significant Budget Items

- Includes funding for centralized City services managed by ARA (e.g. revolving fund items such as Citywide postage; employee transit; and employee parking)

## FY25 Prop Budget by Fund

General Fund	\$7,374
Central Services (Revolving) Fund	\$5,126
<b>Total</b>	<b>\$12,500</b>

# Administrative Services

## Performance

Measure Name	FY23 Actual	FY24 Target	FY24 Estimate	FY25 Target	Target Context
# of new franchise compliance reviews	0	3	5	3	Prevents revenue leakage by verifying compliance with state and local ordinances requiring the payment of franchise fees for use of the public ROW
# of new solid waste franchises	1	7	15	7	Ensures compliance with City ordinance
Completing and measuring record destruction requests	100%	95%	100%	95%	Compliance with state law for City property
Invoices eligible for early discount are processed for early discount	100%	100%	95%	95%	Ensures compliance with Prompt Payment Acct
Payroll (checks and direct deposits) issued timely and accurately	100%	100%	100%	100%	Compliance with federal and state law
Payroll customer services satisfaction survey	100%	99%	100%	100%	Satisfactory ratings from client departments
Revenue generated from auctions	\$3,364,999	\$2,000,000	\$3,000,000	\$2,000,000	Maximize revenue on obsolete and surplus property
Expenditures adopted budget vs actual utilization	94%	98%	92%	98%	Managing expenditures within budget
Revenues adopted budget vs actual utilization	99%	100%	97%	100%	Managing revenue collections



# Animal Shelter & Enforcement Services

<b>Priority:</b>	Public Safety/Quality of Life
<b>FY2025 FTE Count:</b>	109.5

## Program Description

Provides animal sheltering & licensing services, animal wellness services, and animal enforcement services for the health & safety of Houstonians. Responsible for community engagement, animal adoptions, temporary fostering, and animal transfer and rescue programs.

## Significant Budget Items

- Includes funding for spay and neuter programs
- Per capita is funded at \$6.33 for FY25

## FY25 Prop Budget by Fund

BARC	\$14,739
<b>Total</b>	<b>\$14,739</b>

## Performance

Measure Name	FY23 Actual	FY24 Target	FY24 Estimate	FY25 Target	Target Context
# of Animals Trapped, Neutered, and Returned	293	500	400	500	Number of feral cats services rendered
# of Completed Service Calls for Animal Control Officers	34,423	30,000	34,500	35,000	Number of field enforcement service calls completed/resolved
# of Microchipped Animals	N/A	N/A	9,925	10,425	Number of animals inserted with a microchip
# of Service Calls for Animal Control Officers	58,483	55,000	58,000	58,000	Number of field enforcement service calls received
# of Spay and Neuter Surgeries Performed	N/A	N/A	7,500	8,000	Number of spay and neuter surgeries performed
Animal Live Release Rate	81.10%	85.0%	80.0%	75.0%	Live outcomes for shelter pets

# City of Houston Customer Helpline - 311

<b>Priority:</b>	Infrastructure/Quality of Life
<b>FY2025 FTE Count:</b>	77.9

## Program Description

The City of Houston’s official conduit for information about City services for Houstonians, as well as the intake of complaints about, or requests for City of Houston services. This program area offers Houstonians the ability to report City service issues via phone, through the 311 website, or through the 311 mobile application.

## Significant Budget Items

311 does not have any significant budget items that impact the General Fund, but 311 is working with HITS and HPW to fund an IVR system and a chat feature for mobile users

## FY25 Prop Budget by Fund

General Fund	\$6,801
<b>Total</b>	<b>\$6,801</b>

## Performance

Measure Name	FY23 Actual	FY24 Target	FY24 Estimate	FY25 Target	Target Context
Average Speed of Answer (in seconds)	86	120	132	120	Provide Prompt Service to Houstonians
Average Handle Time (in seconds)	166	170	168	170	Measures how long it takes an agent to understand a customer issue and provide accurate information
Calls Answered (percentage)	91.0%	85.0%	87.0%	85.0%	Measures the percentage of calls answered before a customer hangs up

# Executive Oversight

<b>Priority:</b>	Government that Works
<b>FY2025 FTE Count:</b>	4.0

## Program Description

Provides leadership, vision, and executive support to accomplish the goals and objectives of the ARA Department in alignment with, and to the furtherance of, the City of Houston’s mission.

## Significant Budget Items

Includes Department-wide funding of \$1.4M for General Fund restricted accounts. Includes funding for continuing the City Secretary document digitization project

## FY25 Prop Budget by Fund

General Fund	\$2,326
<b>Total</b>	<b>\$2,326</b>

## Performance

Measure Name	FY23 Actual	FY24 Target	FY24 Estimate	FY25 Target	Target Context
Process improvements initiated	2	2	2	2	Improve quality of life for Houstonians through ordinance initiatives or improve accountability and communication with Houstonians through enhanced technologies
Response to media and elected officials within established guidelines	100%	100%	100%	100%	Compliance with Citywide and Departmental policies
Service requests completed in SLA time frame (2 business days)	100%	100%	100%	100%	Compliance with Citywide and Departmental policies

# On-Street Parking Management

<b>Priority:</b>	Government that Works/Infrastructure/Public Safety
<b>FY2025 FTE Count:</b>	92.0

## Program Description

Responsible for management of the City's public parking spaces to enhance walkability and spur business growth, while remaining responsive to neighborhood parking needs for residential and commercial property owners in Houston.

## Significant Budget Items

- Includes ParkHouston's transfer to General Fund of \$3.3 million.
- Includes funding for a parking data-analytics platform and Application Programming Interface (API)
- Includes funding to replace aging vehicle fleet

## FY25 Prop Budget by Fund

ParkHouston	\$15,062
Parking Benefit District	\$81
<b>Total</b>	<b>\$15,143</b>

## Performance

Measure Name	FY23 Actual	FY24 Target	FY24 Estimate	FY25 Target	Target Context
# of Meter transactions	3,029,166	3,488,630	2,900,256	2,900,256	Manage metered curb parking citywide
# of Parking citations issued	193,483	222,118	210,482	210,482	Ensure compliance with parking regulations
# of Parking citations paid	125,501	143,890	139,982	139,982	Ensure compliance with parking regulations
# of Vehicle boots applied	2,020	2,271	2,153	2,171	Ensure compliance with parking regulations
# of WAPBD meter transactions	50,971	53,241	47,274	47,274	Manage curb parking in Washington PBD

# Regulatory Permitting

<b>Priority:</b>	Public Safety/Quality of Life
<b>FY2025 FTE Count:</b>	32.8

## Program Description

Issues licenses and permits to the operators of more than 60 types of businesses including vehicles-for-hire (e.g. taxis and limousines); establishments that allow consumption of alcohol on premises; establishments that use amplified noise outdoors; etc. Performs compliance investigations and fee collection activities related to these businesses. Administers the City's burglar alarm ordinance.

## Significant Budget Items

- Includes funding for third-party collections for burglar alarms
- Includes funding for data collection for Short Term Rental regulation ordinance compliance

## FY25 Prop Budget by Fund

General Fund	\$5,098
<b>Total</b>	<b>\$5,098</b>

## Performance

Measure Name	FY23 Actual	FY24 Target	FY24 Estimate	FY25 Target	Target Context
Alcohol site survey (days)	4.6	10.0	10.0	13.0	Provide prompt inspection services to regulated businesses
Customer Service Counter Wait time (in minutes)	5.5	15.0	6.0	15.0	Provide prompt customer service to regulated businesses
ARA customer satisfaction survey rating	99.2%	100.0%	99.0%	100.0%	Service ratings based on feedback from customer service counter surveys
ARA Regulatory Permitting customers served	16,385	30,000	16,005	18,000	Measures the number of customers to ensure staffing levels are appropriate

# Resilience and Sustainability

<b>Priority:</b>	Quality of Life/Infrastructure
<b>FY2025 FTE Count:</b>	2.8

## Program Description

Responsible for the implementation of actions outlined in the Resilient Houston Plan and the Houston Climate Action Plan.

## Significant Budget Items

- Includes funding for implementing the City of Houston's Resilient Houston Plan and Climate Action Plan

## FY25 Prop Budget by Fund

General Fund	\$498
<b>Total</b>	<b>\$498</b>

## Performance

Measure Name	FY23 Actual	FY24 Target	FY24 Estimate	FY25 Target	Target Context
Climate Action Plan actions in progress and/or completed	69/96	68/96	76/96	79/96	Reports progress towards completing CAP action items
Resilient Houston Plan actions in progress and/or completed	166/201	172/201	173/201	174/201	Reports progress towards completing Resilient Houston action items
Sustainability reports completed	2	5	5	7	Compliance with reporting requirements

# Risk Management

<b>Priority:</b>	Government that Works/Infrastructure
<b>FY2025 FTE Count:</b>	6.0

## Program Description

Administers commercial insurance coverage for City buildings and related personal property and assets including, but not limited to: boiler and machinery, electronic equipment, and fine arts. Also responsible for procuring terrorism, crime, and other categories of commercial insurance and surety bonds.

## Significant Budget Items

- Includes \$35.1M in premium for property insurance coverage

## FY25 Prop Budget by Fund

Property & Casualty Fund	\$37,252
<b>Total</b>	<b>\$37,252</b>

## Performance

Measure Name	FY23 Actual	FY24 Target	FY24 Estimate	FY25 Target	Target Context
Comply with insurance policy requirements to file timely and well documented claims to achieve the highest possible recovery for the City's loss	100%	100%	100%	100%	Compliance with contract obligations
Comply with the FEMA Stafford Act insurance obligations in relation to post disaster assistance	100%	100%	100%	100%	Compliance with federal funding obligations
Maintain commercial insurance policies with no lapse in coverage	100%	100%	100%	100%	Compliance with contract obligations

# Debt Service and Interfund Transfers

Priority:	Government that Works
FY2025 FTE Count:	0.0

## Program Description

Budget allocations included in this section reflect debt service payments and/or interfund transfers

## Significant Budget Items

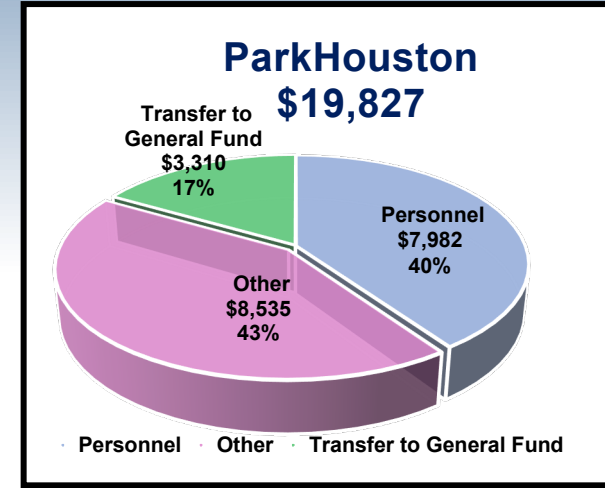
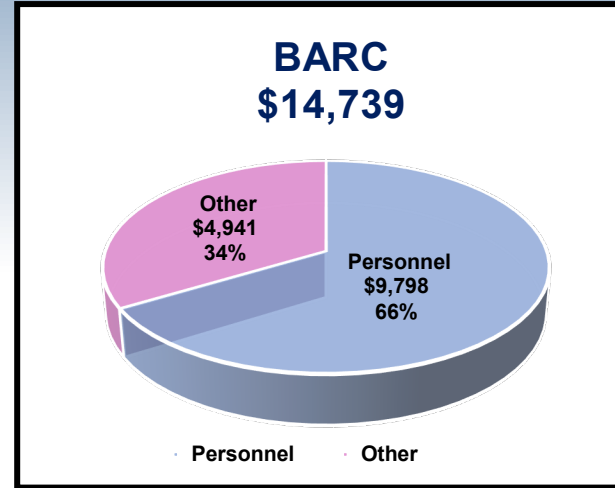
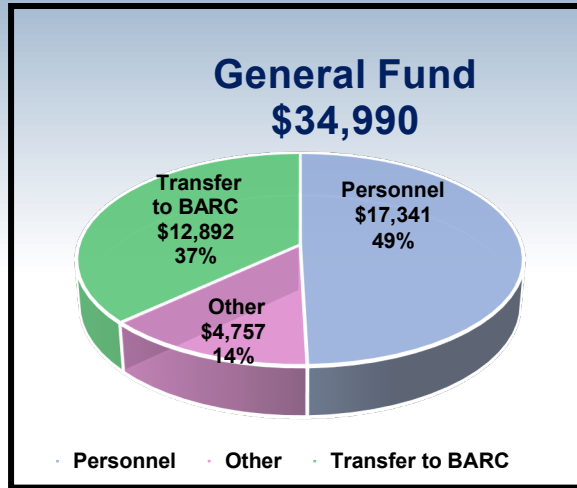
- Includes funding for transfer to BARC from the General Fund
- Includes funding for the transfer to the General Fund from ParkHouston
- Includes funding for debt payment from ParkHouston

## FY25 Prop Budget by Fund

General Fund	\$12,892
ParkHouston	\$4,685
<b>Total</b>	<b>\$17,577</b>



# Personnel vs. Non-Personnel [in thousands] General Fund & Special Revenue Funds



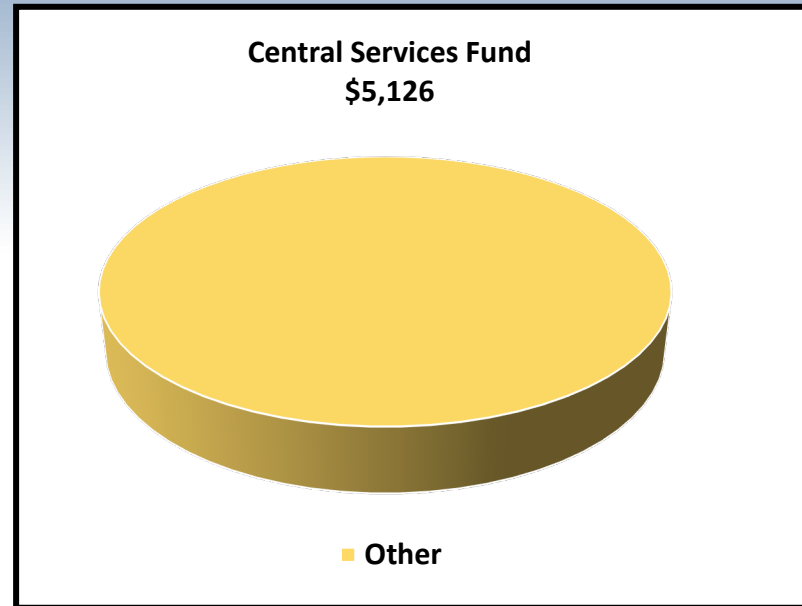
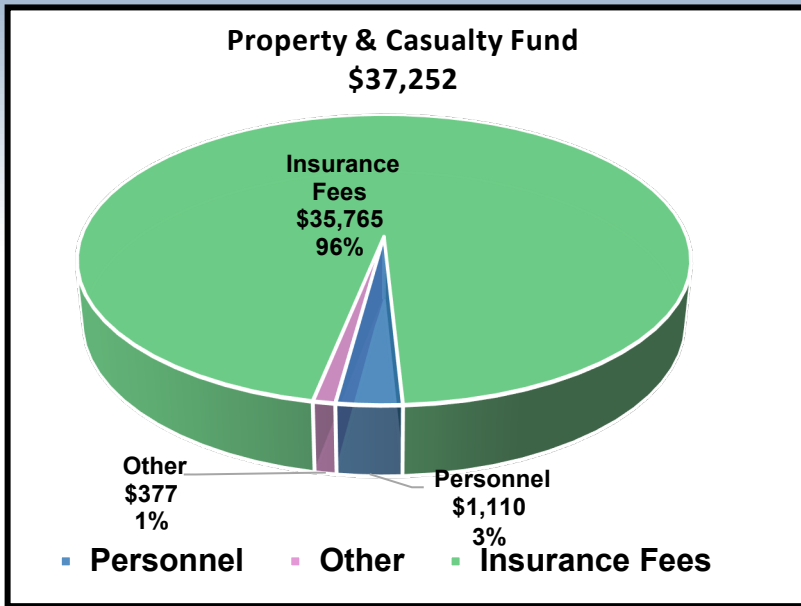
## Other Category Breakdown

Restricted Accounts	\$2,621
Supplies	\$98
Services	\$2,032
Non-Capital	\$6
<b>Total</b>	<b>\$4,757</b>

Restricted Accounts	\$1,872
Supplies	\$1,231
Services	\$1,838
Non-Capital	\$0
<b>Total</b>	<b>\$4,941</b>

Restricted Accounts	\$3,258
Supplies	\$392
Services	\$4,515
Capital	\$300
Non-Capital	\$70
<b>Total</b>	<b>\$8,535</b>

# Personnel vs. Non-Personnel [in thousands] Revolving Funds

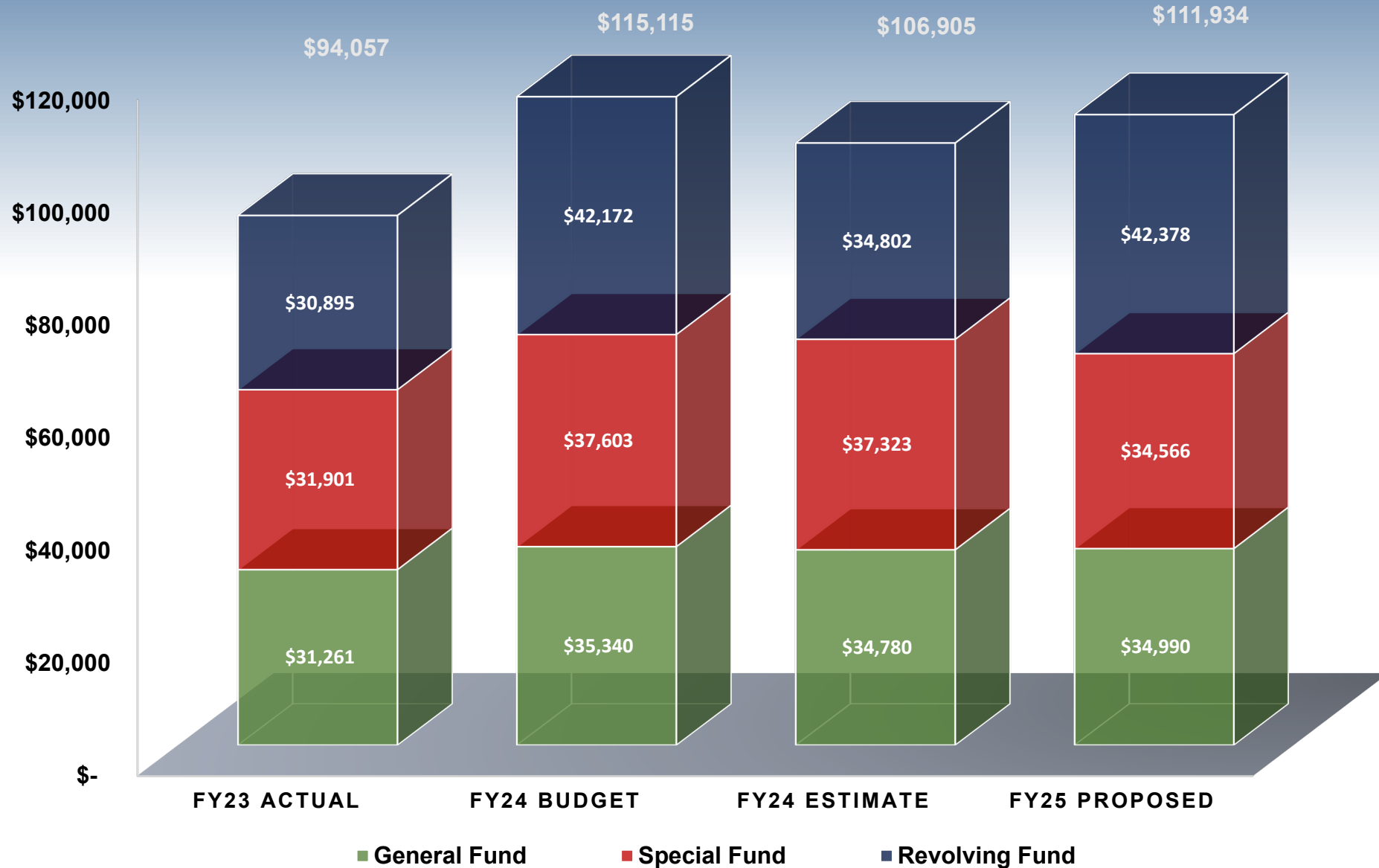


## Other Category Breakdown

Restricted Accounts	\$247
Supplies	\$3
Services	\$127
<b>Total</b>	<b>\$377</b>

Restricted Accounts	\$0
Supplies	\$450
Services	\$4,676
<b>Total</b>	<b>\$5,126</b>

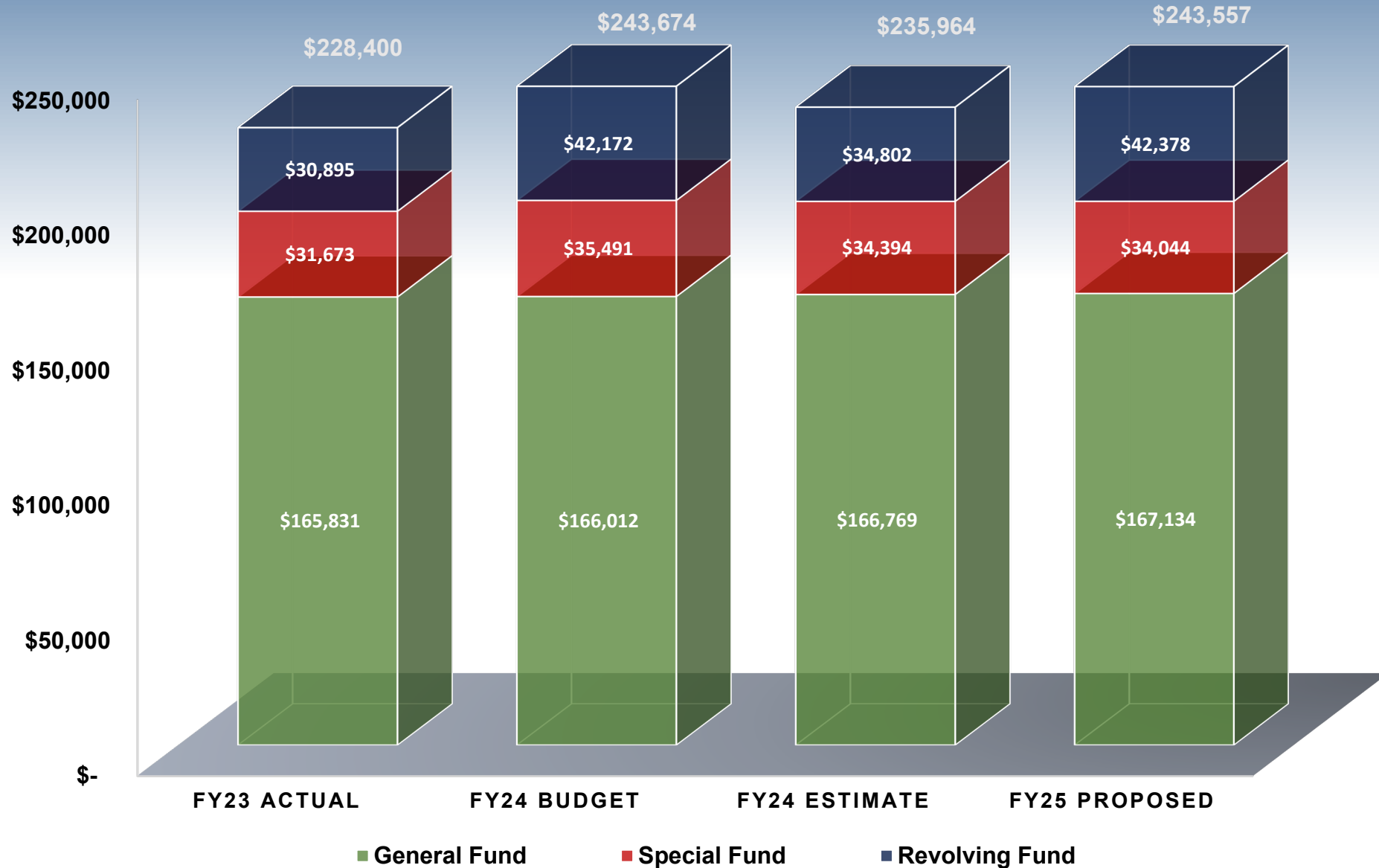
# Expenditures By Fund [in thousands]



# Revenues by Program [in thousands]

Program	FY23 Actual	FY24 Budget	FY24 Estimate	FY25 Proposed	Variance FY25 Proposed/ FY24 Estimate	% Change
Administrative Services	154,308	156,267	156,429	157,373	944	0.6%
Animal Services	13,095	14,147	14,511	14,200	(311)	-2.1%
Citywide Customer Helpline -311	373	373	373	373	-	0.0%
Executive Oversight	2	-	-	-	-	0.0%
On-Street Parking Management	18,578	21,344	19,883	19,844	(39)	-0.2%
Regulatory Permitting	15,380	14,358	14,945	14,514	(431)	-2.9%
Risk Management	26,662	37,185	29,822	37,252	7,430	24.9%
<b>Total</b>	<b>\$ 228,400</b>	<b>\$ 243,674</b>	<b>\$ 235,964</b>	<b>\$ 243,557</b>	<b>\$ 7,593</b>	<b>3.2%</b>

# Revenues By Fund [in thousands]



# FY2025 General Fund Revenue Highlights

- ❑ **Electricity Franchise Fee:** This fee is based on kWh usage within the city limits for the **previous** calendar year. KWh consumption within the city limits increased in calendar year 2023, resulting in higher projected electric franchise fees for this upcoming budget year.
- ❑ **Telephone Franchise Fee:** This fee is based on the number of access lines (physical telephone lines) operated within the city limits. Since FY2021, the amount paid to the City of Houston has been impacted by SB1152, enacted by the Texas Legislature in 2019, which requires that providers of both telecom and cable services pay only the **greater** of the two to municipalities. The number of telephone access lines also continues to decline as consumers “cut the cord” in favor of wireless service, which does not use municipal rights-of-way and is not subject to access line fees.
- ❑ **Cable TV Franchise Fee:** This fee is based on 5% of the company's gross revenues from cable tv service provided within the city limits. There is a revenue decrease projected for FY25 – mainly attributable to the loss of traditional cable customers to the growing internet streaming services (Netflix, Hulu, Prime) industry.
- ❑ **Natural Gas Franchise Fee:** This fee is based on 5% of the 3-year rolling average of CenterPoint’s gross revenues from the sale of natural gas within the city limits. Thus, FY25 franchise fees will be based on calendar years 2021, 2022, and 2023. Colder winter weather, 2021 and 2022 increases in natural gas prices, and a higher 2023 revenue replacing the lower 2020 revenue, increased the overall 3-year average.
- ❑ **Solid Waste Franchise Fee:** This fee is based on 4% of the operator's gross revenues from the collection, transportation and disposal of commercial trash within the city limits. This revenue stream has been growing for several years, which is primarily driven by the overall health of the Houston economy. The greater the number of active commercial establishments, the greater the need for commercial solid waste haulers.

# FY2025 General Fund Revenue Highlights (cont'd)

- ❑ **Limousine Permits:** The higher FY24 estimate is caused by a large increase in new companies obtaining permits to use Uber Black as their dispatching system. The FY25 proposed budget was developed using recent actuals which reflected lower usage of regulated limousines and higher usage of the unregulated ride share services. However, the limousine industry is seeing a resurgence – at least in Houston – with special events contributing to modest growth in permit volume and the related revenues.
- ❑ **Network Nodes:** The FY25 proposed budget is \$44k higher than the FY24 year-end estimate due to projected growth as the industry continues to install new network nodes.
- ❑ **Audits and Recoveries:** Within both our Franchise and Permitting Divisions we conduct regular audits and compliance checks to recover as many delinquencies as possible. In FY24, we are projected to collect almost \$685K in delinquent fees due to these efforts.



Administration & Regulatory Affairs

# Questions?





# Appendix



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# ARA Department Organization Chart



**Tina Paez**  
Director



**Billy Rudolph**  
ARA Chief of Staff & PIO



**Estela Cortes**  
Administrative Oversight  
Director's Office



**Cory Stottlemyer**  
Director of Communications



**Naelah Yahya**  
ARA City Council Liaison

**Mayor's Office of  
Communications**

**Finance Department  
Houston Info. Tech.  
Services**



**Charles Jackson**  
311 & Operations



**Jarrad Mears**  
BARC



**Nick Hadjigeorge**  
Utility Reg.  
Resilience & Sustainability



**Maria Irshad**  
ParkHouston



**Karen Davidson**  
Payroll



**Kathryn Bruning**  
Regulatory  
Permitting



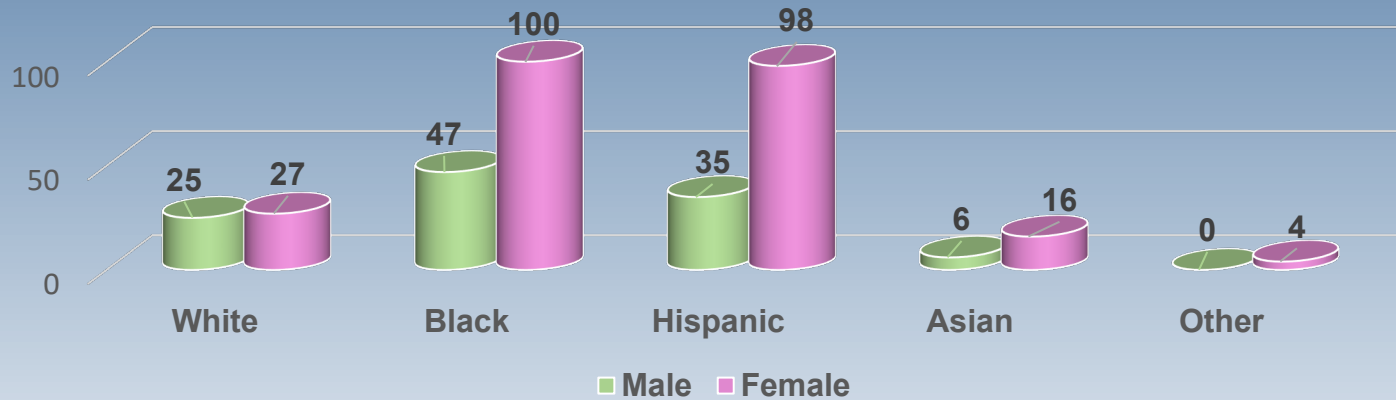
**Tina Paquet**  
Risk  
Management



**Valerie Berry**  
Financial Svcs &  
Franchise Mgmt

# ARA DEMOGRAPHIC BREAKDOWN (as of April 30, 2024)

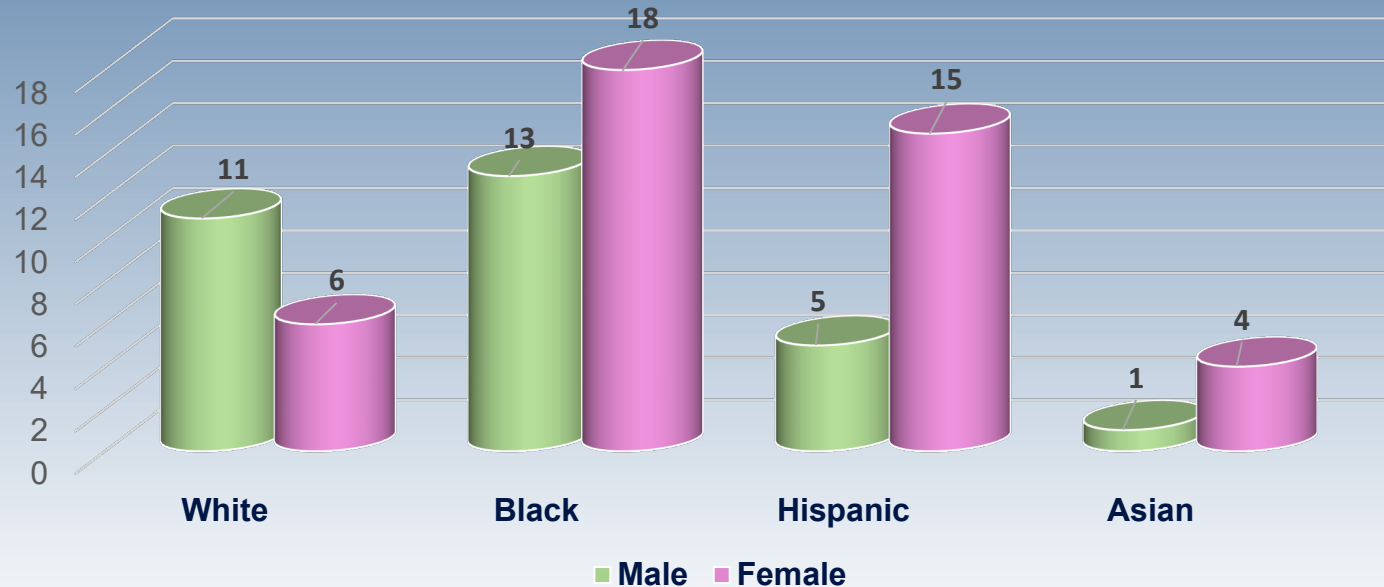
ARA Employees Total 358



Category	White	Black	Hispanic	Asian	Other	Total
Males	25	47	35	6	0	113
%	7.0%	13.1%	9.8%	1.7%	0.0%	31.6%
Females	27	100	98	16	4	245
%	7.5%	27.9%	27.4%	4.5%	1.1%	68.4%
ARA Totals	52	147	133	22	4	358
%	<b>14.5%</b>	<b>41.1%</b>	<b>37.2%</b>	<b>6.1%</b>	<b>1.1%</b>	<b>100.0%</b>
Citywide Totals	6,412	7,713	6,179	1,607	296	22,207
%	<b>28.9%</b>	<b>34.7%</b>	<b>27.8%</b>	<b>7.2%</b>	<b>1.3%</b>	<b>100.0%</b>

# ARA MANAGEMENT\* DEMOGRAPHIC BREAKDOWN (as of April 30, 2024)

ARA Management Total 73



\*This includes supervisory classifications with pay grades of 17 and higher.

Category	White	Black	Hispanic	Asian	Total
Males	11	13	5	1	30
%	15.1%	17.8%	6.8%	1.4%	41.1%
Females	6	18	15	4	43
%	8.2%	24.7%	20.5%	5.5%	58.9%
ARA Total	17	31	20	5	73
%	23.3%	42.5%	27.4%	6.8%	100.0%

# ARA Service Units

311 Call Center	BARC Animal Shelter	Burglar Alarm Permitting	Business Licenses and Permits	City-wide Asset Disposition (disposal of surplus, end of life City assets)
City-wide Employee Transit and Parking	City-wide Mailroom Services	City-wide Payroll Services	City-wide Policy Development	City-wide Print Shop
City-wide Records Management	City-wide Risk Management (Commercial Insurance for City Facilities)	ARA Financial Services	Franchise Administration	On-Street Parking Management
	Resilience & Sustainability	Utility Regulation	Vehicle-for-Hire Permits	



Administration & Regulatory Affairs

# Revenue & Expenditure Trends and Change in FY25 General Fund Budget



# Revenues by Fund [in thousands]

## Objective

Total revenues by fund in thousands – FY24 Current Budget vs FY25 Proposed (in thousands)

Fund	FY23 Actual	FY24 Budget	FY24 Estimate	FY25 Proposed	Variance FY25 Prop/ FY24 Bud	% Change
<b>General Fund</b>	\$ 165,831	\$ 166,012	\$ 166,769	\$ 167,134	\$ 1,122	0.68%
<b>Special Fund</b>						
ParkHouston	\$ 18,578	\$ 21,344	\$ 19,883	\$ 19,844	\$ (1,500)	-7.03%
BARC	\$ 13,095	\$ 14,147	\$ 14,511	\$ 14,200	\$ 53	0.38%
<b>Revolving Fund</b>						
Property & Casualty	\$ 26,662	\$ 37,185	\$ 29,822	\$ 37,252	\$ 67	0.18%
Central Services	\$ 4,233	\$ 4,987	\$ 4,979	\$ 5,126	\$ 139	2.80%
<b>Total</b>	<b>\$ 228,400</b>	<b>\$ 243,674</b>	<b>\$ 235,964</b>	<b>\$ 243,557</b>	<b>\$ (117)</b>	<b>0.0%</b>



# Trends in Largest ARA General Fund Revenue Sources (>\$5,000,000)

<b>TRENDS IN LARGEST ARA GENERAL FUND REVENUE SOURCES (&gt; \$5,000,000)</b>									
Description	FY2019 Actual	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Budget	FY2024 Estimate	FY25 Proposed	Variance FY24 Budget to FY25 Budget
Electric Franchise Fee	99,205,953	99,416,727	97,694,610	94,642,202	94,706,133	97,462,901	97,462,901	98,962,208	1,499,307
Telephone Franchise Fee	37,372,781	30,216,531	21,551,783	19,476,748	18,166,403	16,170,269	16,170,269	14,859,522	(1,310,747)
Cable TV Franchise Fee	20,581,979	16,231,527	12,263,697	12,342,316	11,236,820	10,657,109	10,116,213	9,180,553	(1,476,556)
Natural Gas Franchise Fee	12,323,639	12,385,921	13,033,578	13,083,481	13,048,150	14,593,453	14,595,502	16,210,318	1,616,865
Burglar Alarm Permit	9,066,611	9,245,781	9,053,267	8,953,763	8,893,991	8,978,639	8,728,952	8,728,952	(249,687)
Solid Waste Franchise Fee	8,155,751	8,329,486	7,732,809	8,551,326	9,677,128	9,237,251	9,800,000	9,806,079	568,828
<b>Total</b>	<b>\$ 186,706,715</b>	<b>\$ 175,825,973</b>	<b>\$ 161,329,744</b>	<b>\$ 157,049,836</b>	<b>\$ 155,728,624</b>	<b>\$ 157,099,622</b>	<b>\$ 156,873,837</b>	<b>\$ 157,747,632</b>	<b>\$ 648,010</b>

# Expenditures by Fund [in thousands]

## Objective

Total expenditures by fund in thousands – FY24 Current Budget vs FY25 Proposed (in thousands)

Fund	FY23 Actual	FY24 Budget**	FY24 Estimate	FY25 Proposed	Variance FY25 Prop/ FY24 Bud	% Change
<b>General Fund*</b>	\$ 31,261	\$ 35,340	\$ 34,780	\$ 34,990	\$ (350)	-0.99%
<b>Special Fund</b>						
ParkHouston	\$ 18,487	\$ 21,910	\$ 21,833	\$ 19,827	\$ (2,083)	-9.51%
BARC	\$ 13,414	\$ 15,693	\$ 15,489	\$ 14,739	\$ (954)	-6.08%
<b>Revolving Fund</b>						
Property & Casualty	\$ 26,662	\$ 37,185	\$ 29,822	\$ 37,252	\$ 67	0.18%
Central Services	\$ 4,233	\$ 4,987	\$ 4,979	\$ 5,126	\$ 139	2.80%
<b>Total</b>	<b>\$ 94,057</b>	<b>\$115,115</b>	<b>\$106,905</b>	<b>\$ 111,934</b>	<b>\$ (3,180)</b>	<b>-2.8%</b>

\*General Fund expenditures shown here **include** the transfer to BARC of \$12.9M.

\*\*"FY24 Budget" = FY24 Adopted Budget + Approved PBJs and other adjustments

# ARA Restricted Account Details

GL Description	Justification & Cost Drivers
Fuel	Fuel Program operates and manages all City owned fuel sites. Expense explanation - Fuel services are driven primarily by market pricing.
Application Services	Costs include Microsoft Enterprise licenses, 3-1-1 maintenance support and applications, SAP licenses maintenance and support, various Enterprise Application and Server support personnel, CSMART (MCD Only), eSignature, Project Management, Infor, eDiscovery, Cyber Security Office software and support, HITS Budget support via the Finance Department, eSignature.
Insurance Fees	Cost increase for property insurance premium.
Electricity	Responsible for administering the electricity accounts for the City. Program is responsible for overseeing procurement contracts, forecasting, providing price certainty, and financial reporting. Electricity expenses are projected to be lower than the previous year as a function of the competitive bidding process.
Natural Gas	Responsible for administering the natural gas accounts for the City. Program is responsible for overseeing procurement contracts, forecasting, providing price certainty, and financial reporting. Natural gas expenses are projected to be lower than the previous year due to current market conditions and locking in a rate favorable to the City.
Data Services	Costs associated with software and maintenance support contracts required to maintain city networks, applications, desktop devices, servers, payment card industry security, storage devices, cloud services, telephone systems and network equipment including Phonoscope circuits. Contracts cover Antivirus, Firewall and Network backup systems. Also, the Data Center costs are included in the Data Services restricted account.
Voice Services	Monthly costs for Voice/Communication Services. The services include: Local landlines, voice/data circuits, long distance, 1-800 numbers, calling cards, language lines, Citywide ISP/Internet Access. The major vendors are ATT, Department of Information Resources (DIR), Verizon and Century Link.
Voice Labor	Labor costs and parts needed to perform work associated with installation and/or upgrades of telephone systems and cabling. The sole vendor is Selrico.
GIS Revolving Fund Services	Personnel, software licenses and maintenance costs associated with the city of Houston's Enterprise Geographic Information System (EGIS)
Voice Services - Wireless	Monthly charges for Verizon Business services and mobile devices including cell phones, air cards and tablets.
Interfund HR Client Services	Include HR operation cost reflecting health benefits and restricted accounts increase.
KRONOS Service Chargeback	Software license and maintenance costs associated with the city of Houston's Time and Attendance System (KRONOS).
Drainage Fee Service Chargeback	Fee is based on impervious service.
Interfund Permit Center Rent Chargeback	The cost include the HPC Point of Sale cost increase for credit card merchant fee, and lease cost increase.
Interfund Vehicle Services	Provides repair, maintenance, and administrative support for all city departments' rolling stock equipment. Expense explanation - Vehicle Services are projected to increase driven by part cost, contractual increases, and an aging vehicle population.
Interfund Radio System Access	Due to the consolidation of the radio group in General Fund to revolving fund for HITS. This group is responsible for the operation and maintenance of the City's public safety radio system.

# Net Change: FY24 General Fund Budget to FY25 Proposed Budget

Net Change to FY2025 Current Budget		
<b>FY2024 Current Budget</b>		<b><u>Notes</u></b>
<b>Operating Budget</b>	\$ 19,658	
Restricted Accounts	\$ 2,450	1
Transfer to BARC	\$ 12,768	
<b>FY2024 Adopted Budget</b>	<b>\$ 34,877</b>	
<b>Adjustments to FY2024 Budget:</b>		
Program Adjustments - BARC	\$ 476	2
Restricted Accounts adjustment	\$ (13)	
<b>Total FY2024 Budget Adjustments</b>	<b>\$ 463</b>	
<b>FY2024 Current Budget + One-time Adjustments</b>	<b>\$ 35,340</b>	
Explanation of FY2025 Incremental Increase/(Decrease)		
<b>Contractual or Mandated Adjustments:</b>		
Approved Budget Reductions	\$ (643)	3
Contractual Personnel Adjustments	\$ 172	
Restricted Accounts Increment	\$ 176	
General Fund PBJ - Short Term Rental Data Collection	\$ 297	4
Reduction of FY2024 One-Time BARC PBJs	\$ (1,537)	5
BARC Restricted Account Increment	\$ 84	6
BARC PBJ - Supplement	\$ 1,100	7
<b>Subtotal Contractual/Mandated Increases</b>	<b>\$ (350)</b>	
<b>FY2025 Proposed Budget</b>		
<b>FY2025 Proposed Budget</b>	<b>\$ 34,990</b>	
<b>% Change from FY2024 Current Budget</b>	<b>(1.0%)</b>	
<div style="display: flex; border-bottom: 1px dashed black;"> <div style="width: 20px; text-align: center; border-right: 1px dashed black;">1</div> <div>Restricted accounts include chargebacks for Citywide charges such as fuel, HPC rent, and IT-service related charges.</div> </div> <div style="display: flex; border-bottom: 1px dashed black;"> <div style="width: 20px; text-align: center; border-right: 1px dashed black;">2</div> <div>PBJ - BARC Boarding Pilot, Bottle Baby and Extended Hours OT, and Restricted Accounts</div> </div> <div style="display: flex; border-bottom: 1px dashed black;"> <div style="width: 20px; text-align: center; border-right: 1px dashed black;">3</div> <div>ARA 3.52% Budget Reductions: Eliminating 6 positions and reduction in services</div> </div> <div style="display: flex; border-bottom: 1px dashed black;"> <div style="width: 20px; text-align: center; border-right: 1px dashed black;">4</div> <div>PBJ - General Fund Short Term Rental</div> </div> <div style="display: flex; border-bottom: 1px dashed black;"> <div style="width: 20px; text-align: center; border-right: 1px dashed black;">5</div> <div>PBJ - BARC Boarding Pilot, Bottle Baby Ext Hours and Restricted Accounts</div> </div> <div style="display: flex; border-bottom: 1px dashed black;"> <div style="width: 20px; text-align: center; border-right: 1px dashed black;">6</div> <div>BARC Restricted Account Increment</div> </div> <div style="display: flex; border-bottom: 1px dashed black;"> <div style="width: 20px; text-align: center; border-right: 1px dashed black;">7</div> <div>PBJ - BARC Supplement to Maintain Current Service Levels</div> </div>		

# ARA Department Budget Reduction Summary: FY2017 – FY2025

Fund	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24	FY25	9-Year Total
General Fund	\$ 311,383	\$ 1,301,093	\$ 618,546	\$ 541,089	\$ -	\$ 264,499	\$ -	\$ -	\$ 643,115	\$ 3,679,725
# of FTEs	1.0	19.0	5.5	3.0	0.0	1.0	0.0	0.0	6.0	35.5

- ❑ **Total General Fund Budget Reductions FY17-FY25: \$3,679,725**
  
- ❑ **Total General Fund FTE reductions: 35.5** total FTEs reduced and positions eliminated between FY17 and FY25; **\*16.7%** decrease in ARA General Fund FTEs

\*16.7% decrease in FTE is calculated as follows:  $35.5 / (177.2 \text{ FY25 Total FTE} + 35.5 \text{ FTE reduced})$ .



Administration & Regulatory Affairs

# FY2024 Accomplishments and Highlights



# FY2024 ARA General Fund: Accomplishments & Highlights

## ❑ 311:

- January 2024 Winter Storm: remained operational throughout the event; coordinated at least 382 free rides to and from warming centers; created 3,971 service requests; handled over 10,000 calls with an average speed of answer of 104 seconds
- FY24 YTD calls taken: 921,298

## ❑ Asset Disposition:

- Collected ~\$2.3M in sales of surplus property
- Recognized as Top 5 municipal surplus property seller

## ❑ Franchise:

- Automated the Franchise application system (including a customer portal for ease of application submission)
- Collected over \$197,500 in delinquent and audit recovery revenue

## ❑ Payroll:

- With HITS, automated payroll processing to minimize manual intervention and improve processing speed
- With HITS, automated termination payouts to minimize manual updates and improve speed of final payout.
- With HITS and HR, implemented payroll portion of HROne
- Working on the upcoming Ultimate Kronos Group (UKG) time and attendance upgrade

## ❑ Regulatory Permitting:

- Collected \$487,818 in revenue via delinquent permit compliance efforts – YTD 2024
- Working with Legal, HPD, HPW to amend Noise Ordinance
- Working with Legal, HPD to create Short Term Rentals Ordinance

# FY2024 ARA General Fund: Accomplishments & Highlights (cont'd)

## ❑ Resilience & Sustainability

- Received "A Rating" from the Carbon Disclosure Project
- Completed 8-acre urban prairie development in partnership with New Hope Housing and National Fish and Wildlife Foundation. Urban prairies are one tool to mitigate the risk of flooding by absorbing rainwater and reducing runoff.
- Funded electric vehicle transportation service in partnership with RYDE and Evolve Houston to allow for continued service in Third Ward (District D) and expansion into Second Ward (District H). Ryde serves approximately 1,000 customers per month.
- Completed regional Priority Climate Action Plan in collaboration with HGAC, Harris County, Fort Bend County and HARC to allow us to apply for federal grant funding as a region. Four City programs totaling approximately \$50M are part of the regional grant application.

## ❑ Utility Regulation

- Facilitated \$1M electric bill relief program for low-income residents in partnership with CenterPoint and Gulf Cost Community Services Association
- Updated Chapter 37 Public Utilities Ordinance for the first time in more than 30 years!
- Established new hearing process for utility rate increases before City Council



# FY2024 ARA Special Funds: Accomplishments & Highlights

## ❑ **BARC:**

- **Hired New Shelter Director!**
- **FY2024 Live Release:** 84.3% live release rate through March 31, 2024
- **Mandatory Microchipping Ordinance approved by City Council:** The new ordinance is expected to assist with returning owned animals to their homes. BARC has offered and will continue to offer free microchipping events in the community.
- **Rescue/Transfer Program:** 6,230 animals were transferred to rescue partners as of March 31, 2024
- **Animal Enforcement:**
  - 45,054 field calls as of March 31, 2024. This is more than 3% increase for the same period in FY2023. BARC has responded to 56.43% of calls for field enforcement.
  - 2,012 bite cases have been investigated through March 31, 2024.
- **Animals Fostered:** 2,243 animals transferred to fosters as of April 2024
- **Grant Awarded:** Received \$95,000 from Petco Love program
- **Houston Pets Alive!:** Partnering with HPA! to increase adoptions and recruit more volunteers for BARC; HPA has committed to offering funding and other aid towards assisting with BARC's outreach programs

## ❑ **ParkHouston:**

- Raised more than \$500K for Memorial Park improvements
- Paid out more than \$200K to the Parking Benefits Districts in Museum Park and Midtown
- Expanded the virtual residential permits program to 50% of all RPP areas.
- Collaborated with HPD on enhanced security coverage for Washington PBD.
- Consolidated HB914 towing to existing vendor to enhance efficiency and eliminate confusion/redundancy.
- Coordinated improvements at the Washington/Westcott Roundabout for Washington PBD.

## ❑ **Property & Casualty Fund – Risk Management Division:**

- Successfully renewed property insurance policies for COH \$11.7B insured values; Houston First Corporation almost \$1B in values; including coverage for flood, windstorm, and business interruption for designated locations.



Administration & Regulatory Affairs

# Frequently Requested Information - 311

**CITY OF  
HOUSTON**

**311**

**HELP & INFO**

**HOUSTON311.ORG**



# Top Ten 311 Service Calls Citywide By Council District FY2023

District	Water Leak	Missed Garbage Pickup	Sewer Wastewater	Nuisance On Property	Traffic Signal Maintenance	Missed Recycling Pickup	Water Service	Parking Violation	SWM Escalation	Street Hazard	Grand Total
A	2,002	1,284	1,264	1,112	1,452	1,123	841	1,038	485	653	11,254
B	2,714	4,352	3,207	3,737	1,461	2,520	1,463	879	2,389	1,374	24,096
C	5,474	3,459	2,150	2,320	2,253	4,034	2,820	3,689	1,425	1,946	29,570
D	5,537	4,658	3,625	3,512	2,059	2,608	1,977	1,943	1,329	1,426	28,674
E	3,086	1,878	1,138	854	1,259	1,284	1,442	647	1,007	535	13,130
F	2,682	1,297	1,200	636	1,527	757	1,094	1,006	520	397	11,116
G	4,637	455	1,295	426	2,430	415	1,369	1,026	191	842	13,086
H	2,622	4,164	2,071	3,432	1,629	2,385	1,239	1,267	1,832	1,191	21,832
I	3,672	3,036	2,299	1,670	2,369	1,565	1,685	1,280	1,139	1,152	19,867
J	1,139	664	776	571	1,180	555	541	753	305	426	6,910
K	3,635	2,849	1,924	1,387	1,443	1,453	1,490	1,342	1,187	845	17,555
<b>Grand Total</b>	<b>37,200</b>	<b>28,096</b>	<b>20,949</b>	<b>19,657</b>	<b>19,062</b>	<b>18,699</b>	<b>15,961</b>	<b>14,870</b>	<b>11,809</b>	<b>10,787</b>	<b>197,090</b>

# Top Ten 311 Service Calls Citywide By Council District FY2024 as of 5/9/2024

District	Water Leak	Missed Garbage Pickup	Water Service	Sewer Wastewater	Missed Recycling Pickup	Nuisance On Property	Traffic Signal Maintenance	Parking Violation	Street Condition	Street Hazard	Grand Total
A	2,812	1,126	1,440	1,292	677	1,222	1,276	829	749	731	12,154
B	3,166	4,146	1,874	2,540	1,740	2,819	1,125	756	1,037	1,047	20,250
C	6,215	3,173	2,753	1,801	4,327	2,101	1,918	3,330	1,529	1,824	28,971
D	6,463	4,106	3,521	2,979	2,548	3,139	1,909	1,641	1,376	1,347	29,029
E	3,554	1,897	1,846	1,287	1,311	748	983	667	500	583	13,376
F	3,265	1,330	1,716	961	888	535	1,194	992	574	408	11,863
G	5,335	408	2,107	1,304	327	379	2,232	947	995	857	14,891
H	2,678	3,890	1,029	1,758	2,067	2,584	1,234	1,400	922	1,042	18,604
I	4,616	3,442	2,571	1,903	1,844	1,379	1,724	1,274	1,119	1,041	20,913
J	1,947	743	1,037	712	558	467	1,021	817	398	384	8,084
K	4,761	2,606	2,485	1,586	1,109	1,520	1,289	1,483	823	875	18,537
<b>Grand Total</b>	<b>44,812</b>	<b>26,867</b>	<b>22,379</b>	<b>18,123</b>	<b>17,396</b>	<b>16,893</b>	<b>15,905</b>	<b>14,136</b>	<b>10,022</b>	<b>10,139</b>	<b>196,672</b>

# 311 FAQs

1. How long does it take 311 to resolve a service request (SR)?

A: 311 is the City of Houston's primary channel for non-emergency public requests for services. However, 311 does not resolve service requests; service requests are assigned to operational departments for resolution. Response time, and the type of resolution, is set by the responsible City department and will depend on the service requested. A list of SR types and their respective deadlines (SLAs or service level agreements) can be found on the 311 website at:

<https://houston311.powerappsportals.us/en-US/search/>

2. When I report something to 311, why does it get routed to a department outside 311?

A: 311 is responsible for **taking the request for service** and **routing** it to the correct operational City Department that has the expertise, tools, and personnel and will be responsible for completing the repair or service – e.g. trash to Solid Waste; street repairs to Houston Public Works. 311 is just the centralized call taker and router.

3. Why does 311 close service requests before repairs are completed?

A: **311 does not close service requests.** SRs are closed by the operational departments responsible for providing the service or completing the requested repair.

# 311 Service & Information Links

Submit Online 311 Customer Service Request

<http://www.houstontx.gov/311/>

View Service Request Heatmaps

<http://www.houstontx.gov/heatmaps/>

Track Potholes

<http://houstonpotholes.org/>

Phone number for the towed car application: 713-308-8580



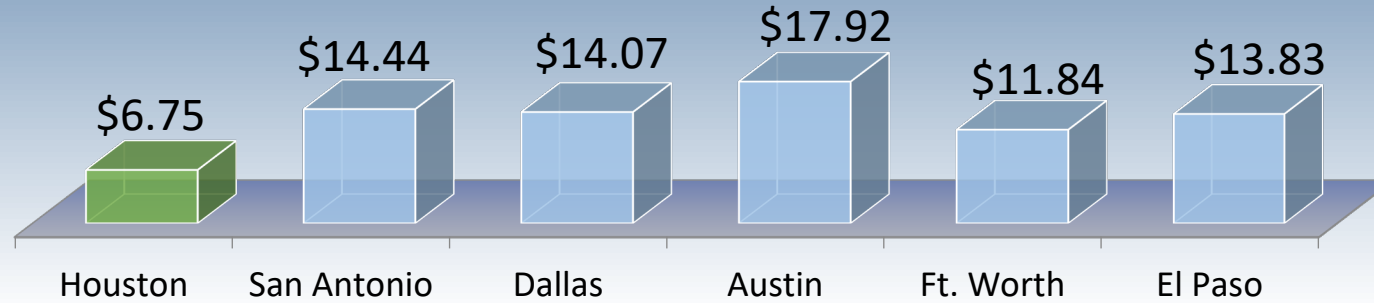
Administration & Regulatory Affairs

# Frequently Requested Information - BARC





# Texas Cities' Survey: Animal Control Budget Per Capita



City	FY23 Budget	Population	Per Capita	Intake	Live Release
Houston	\$ 15,692,736	2,326,096	\$ 6.75	19,062	81.1%
San Antonio****	\$ 21,359,311	1,479,473	\$ 14.44	27,667	81.7%
Dallas*****	\$ 17,725,448	1,259,404	\$ 14.07	20,415	76.4%
Austin	\$ 17,612,941	982,852	\$ 17.92	11,313	97.2%
Ft. Worth	\$ 11,337,338	957,803	\$ 11.84	19,392	77.2%
El Paso	\$ 9,421,883	681,069	\$ 13.83	17,946	75.9%

**Source:** City of Houston - [Houstontx.gov](http://Houstontx.gov); City of San Antonio - [Sanantonio.gov](http://Sanantonio.gov); City of Dallas - [Dallascityhall.gov](http://Dallascityhall.gov); City of Austin - [Austintexas.gov](http://Austintexas.gov); City of Ft. Worth - [Forthworthtexas.gov](http://Forthworthtexas.gov); and City of El Paso - [Elpasotexas.gov](http://Elpasotexas.gov)

\*Cities are ranked in descending order by population size.

\*\*Houston population based on Planning Dept. estimate

\*\*\*FY2023 Budget was used for all cities and 2023 estimated population from the Census Bureau and their own websites; FY2024 information was not available for all jurisdictions surveyed herein, thus, FY2023 data was used

\*\*\*\*San Antonio received a budget increase to \$28.5M for FY24, which brings their funding per capita to \$19.26

\*\*\*\*\*Dallas received a budget increase to \$21M for FY24, which brings their funding per capita to \$16.67





# BARC Animal Control Response Priority Matrix

Priority Level Chameleon Activity Color	Call Type	Response Time Goal
1	<ul style="list-style-type: none"> <li>Bite case, victim has been bitten</li> <li>Dangerous animal on school grounds</li> <li>Non-dangerous, roaming elementary school grounds</li> </ul>	Within 2 Hours
2	<ul style="list-style-type: none"> <li>Law enforcement agency assistance</li> <li>Aggressive animals where citizen is in imminent danger</li> <li>Injured/sick animal unable to move on their own</li> <li>Cruelty - cockfighting, dog fighting, etc. where the animal is in imminent danger; will immediately report to HPD and will assist HPD with confiscation of the animal as directed by HPD</li> <li>Dangerous wild animals, lion, tiger, non- indigenous venomous</li> </ul>	Within 3 Hours
3	<ul style="list-style-type: none"> <li>Trapped, "high-risk" wildlife (Raccoons, skunks, coyotes, bat, fox), visible wildlife inside someone's immediate living area (wildlife calls whereby animal is in natural habitat will not be responded to – refer to Texas Parks &amp; Wildlife)</li> <li>Calls for assistance from Post Office, City Council Offices, governmental agencies</li> <li>Neglect/abandonment cases, dog, cat, livestock</li> <li>Confined animals at places of business including apartment complex</li> <li>Non-dangerous, roaming middle/ high school and college grounds</li> </ul>	Within 48 Hours
4	<p>Unable to respond due to limited resources</p> <ul style="list-style-type: none"> <li>Injured animals able to move on their own</li> <li>Citizen confined animals</li> </ul>	N/A
5	<p>Unable to respond due to limited resources</p> <ul style="list-style-type: none"> <li>Owner turn-ins</li> <li>Stray/barking/nuisance dogs</li> <li>Stray dogs running loose not causing issue</li> <li>Loose and trapped cats</li> </ul>	N/A

# BARC FY2024 YTD Activity At a Glance As of May 2024



## BARC Performance "At-A-Glance"

7/01/2023-5/9/2024

<u>Live Release:</u>		<u>AEO Activity:</u>	
Animals Transferred to RPM, Rescued	4,455	Total Calls for Service:	51,409
Total Transfers:	7,437	Total Service Calls Completed	29,161
% Transferred to RPM	59.9%	<b>% Answered Calls:</b>	<b>56.72%</b>
Payments to RPM:	\$334,125	<u>Priority 1:</u>	
Adoptions:	3,978	Incoming Calls:	8,913
Return to Owner (RTC)	792	Completed:	8,730
Trap, Neuter & Release:	302	Dispatched:	15
Animals Euthanized:	2,350	Pending:	15
Dog Live Release %:	77.9%	Cancelled:	153
Cat Live Release %:	92.3%	<b>% Answered Calls:</b>	<b>98.28%</b>
<b>Total Live Release %:</b>	<b>84.1%</b>	<u>Priority 2:</u>	
<u>Intake:</u>		Incoming Calls:	4,811
Over the Counter:	7,627	Completed:	4,681
Field:	8,738	Dispatched:	18
% Stray:	63%	Pending:	6
% Owner Turn-in:	23%	Cancelled:	106
% Other:	14%	<b>% Answered Calls:</b>	<b>97.80%</b>
<b>Total Intake:</b>	<b>16,365</b>	<u>Priority 3:</u>	
<u>Spay/ Neuter Surgeries Performed:</u>		Incoming Calls:	9,463
HPHS:	1,883	Completed:	9,093
In House:	4,532	Dispatched:	145
Houston Partners:	2,597	Pending:	4
<b>Total Surgeries:</b>	<b>9,012</b>	Cancelled:	221
<u>Revenue:</u>		<b>% Answered Calls:</b>	<b>97.66%</b>
Wellness/Fixin' Houst	264,122	<u>Priority 4:</u>	
ACO Fees:	\$37,774	Incoming Calls:	28,199
Licensing:	\$440,017	Completed:	6,429
Private Funds:	\$102,424	Dispatched:	17
Adoptions:	\$106,737	Pending:	2
<b>Total Revenue:</b>	<b>\$ 951,074</b>	Cancelled:	21,751
<u>Licensing:</u>		<b>% Answered Calls:</b>	<b>22.87%</b>
New Licenses:	9,473	<u>Priority 5:</u>	
Renewals:	19,495	Incoming Calls:	23
<u>Field Activity:</u>		Completed:	6
Citations issued:	1,748	Dispatched:	0
Bites investigated:	909	Pending:	0
Cruelty Confiscations:	154	Cancelled:	17
		<b>% Answered Calls:</b>	<b>26.09%</b>

# BARC FAQs

1. My yard is being overrun by possums. Will BARC come and trap them and take them away?

A: No, BARC does not trap possums. The homeowner should contact a pest control company or purchase traps to relocate the animals.

2. A constituent needs assistance with stray dogs. What do I do?

A: Ask the constituent to contact 311 and their request will be routed to BARC. It is important to note that BARC does not have the resources to respond to all stray animal requests as we receive 200 to 300 service calls per day. Bite cases, police assistance cases, schoolyards, and immediate threats to people take priority over stray animal calls.

3. Is BARC a no-kill facility?

A: No. BARC has an 84.1% live release rate as of May 2024 because we have programs in place to save as many animals as possible. However, we have to take every animal brought to the shelter, even very sick ones where the most humane alternative is euthanasia.



Administration & Regulatory Affairs

# Frequently Requested Information – Other ARA Divisions



# ParkHouston FAQs

## What are the current parking meter rates and times in Houston?

District	Area	Days and Hours	Rates
C and I	Downtown, Midtown, Museum District, East Downtown	Monday-Saturday 7AM-6PM	\$1.00-\$2.25 per hour
C	Midtown	Monday-Saturday 7AM-12AM	\$1.00-\$2.25 per hour
C	Memorial Park Lots	Monday-Sunday 5AM-9PM	\$2 for 3 hours
C	Washington Avenue	Monday-Sunday 7AM-2AM	\$2 per hour before 6PM \$3 per hour after 6PM Flat Rate: \$15
C	Rice Village	Monday-Sunday 9AM-10PM	\$1.50 per hour
I	University of Houston Downtown	6Am-11PM	\$1.25 per hour

# ParkHouston FAQs (cont.)

- ❑ When are officers available to enforce parking regulations?
  - ❑ Parking compliance officers are on duty:
    - Monday, 6:30AM to 10:30PM
    - Tuesday-Wednesday, 6:30AM to Midnight
    - Thursday-Friday, 6:30AM to 2:30AM
    - Saturday, 8:00AM to 2:30AM
    - Sunday, 10AM to 2:30AM
  - ❑ Requests for enforcement can be sent to [parking@houstontx.gov](mailto:parking@houstontx.gov) or 832-393-8690 or by calling 311. We are also available for neighborhood parking safety presentations at Civic Group and HOA meetings.
- ❑ How can I resolve a parking citation?
  - ❑ Payment can be made online, by phone, by mail, or in person at the ParkHouston Office and the Municipal Courts.
  - ❑ Citations may be contested at municipal courts and hearings scheduled online, by calling 311, or in person at ParkHouston's Office. For more information call 832-393-8690 or visit [www.houstonparking.org](http://www.houstonparking.org)
  - ❑ Once a citation is issued, neither ParkHouston nor any employee of ARA has the ability to dismiss or otherwise resolve a citation. It must be adjudicated at municipal courts.

# ParkHouston FAQs (cont.)

- ❑ What is Residential Permit Parking?
  - ❑ The Residential Permit Parking Ordinance prevents chronic non-resident parking along neighborhood streets. If a block is designated a permit parking area, only residents with the proper permit can legally park along the street during the designated times. For more information, visit <http://www.houstontx.gov/parking/resparkingpermits.html>.
  
- ❑ How do you get a boot released?
  - ❑ A vehicle that has accumulated either 3 delinquent parking citations or one delinquent citation for parking in an accessible parking space without a valid placard is eligible for booting. If found parked in the public right of way, ParkHouston will boot the vehicle. Payment in full is required to release a car that has been booted. Payment must be made in person by credit card or cash. Once a car has been booted, the parking citation(s) cannot be contested. The citizen may request a boot hearing at the Parking Adjudication Office to see if the car was properly booted. Booted vehicles not resolved within 72 hours of being booted are towed from the public right of way.
  
- ❑ For additional FAQs regarding on-street parking, visit <http://www.houstontx.gov/parking/faq.html>.

# Utility Regulation FAQs

## ❑ How do I report a downed power line?

- If you see a downed power line, consider all wires energized and dangerous. **Don't touch it!** Call 9-1-1 to report the downed line immediately.

## ❑ Should I report cable or telephone complaints to ARA?

- No, ARA can only respond to utility complaints for utilities regulated by the City. Cable and telephone complaints should be made directly to the Public Utilities Commission of Texas. Complaints about CenterPoint Energy, Entergy, or investor-owned water utilities within the City limits will be handled by ARA.

## ❑ How do I report a natural gas leak?

- If you smell natural gas, **leave immediately**. Do not use electric switches, telephones (including cell phones) or anything that could cause a spark. Go to a safe location and then call CenterPoint Energy's natural gas leak hotline and 9-1-1. Do not use email or the Internet to contact the company about a leak, and never assume someone else has reported the leak.
- CenterPoint Energy's gas leak hotline number is:
  - ❖ 713.659.2111 for the Greater Houston Area or
  - ❖ 800.752.8036 Toll-free

## ❑ How do I report a streetlight outage?

- Please call CenterPoint Energy at 713.207.2222. CenterPoint Energy also maintains a web-based outage reporting tool at <http://www.centerpointelectric.com/cehe/support/streetlight/>.

## ❑ I would like to plant a tree or erect/replace a fence on my property. Do I need to let anyone know?

- By law, homeowners or contractors planning projects involving digging must call 8-1-1 at least 48 hours in advance. Free of charge the notification center will alert utilities, such as electric, gas, cable, and telephone companies, so that they can mark the location of their underground lines.





Administration & Regulatory Affairs

End

