

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:

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

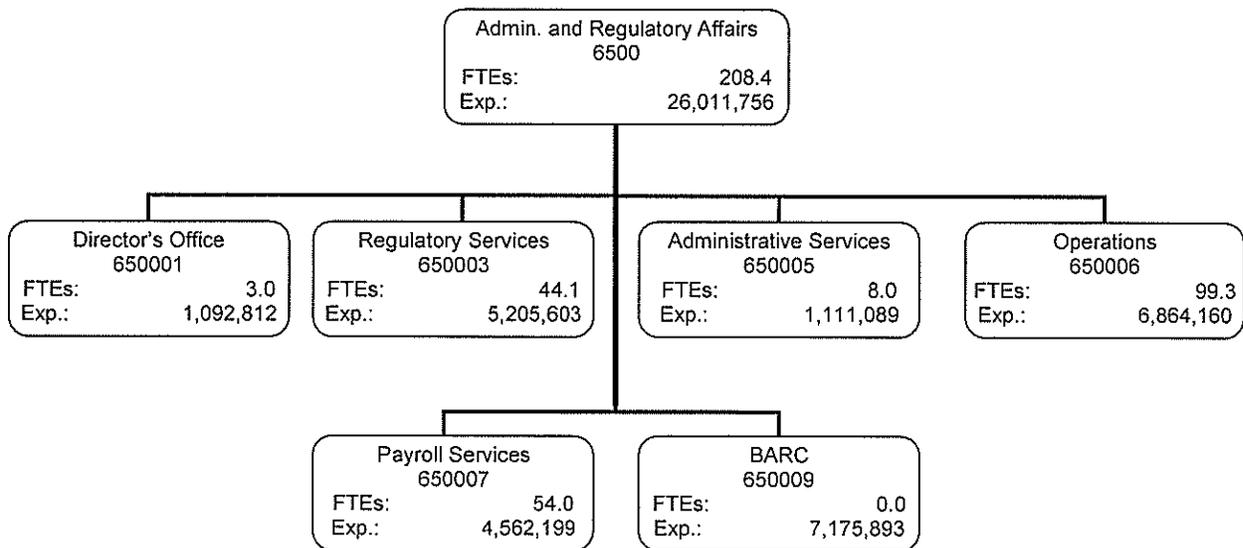
Department Short Term Goals

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 regulation 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 wayfinding and parking availability information to customers; leverage Parking Management infrastructure for economic development purposes.

Department Organization



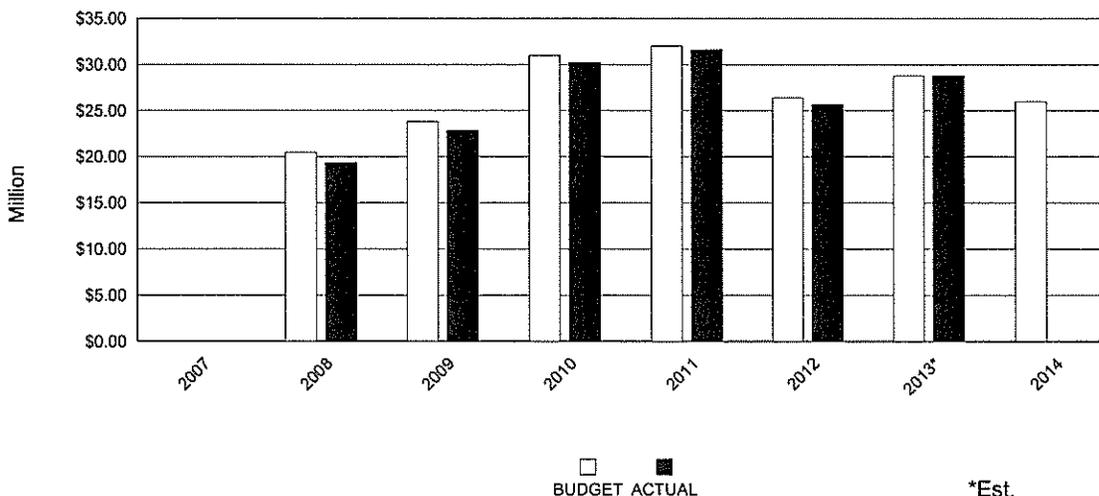
FISCAL YEAR 2014 BUDGET

Business Area Budget Summary

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

		FY2012 Actual	FY2013 Current Budget	FY2013 Estimate	FY2014 Budget
Expenditures	Personnel Services	16,595,398	18,763,763	18,528,844	15,278,948
	Supplies	166,505	160,907	166,008	117,606
	Other Services and Charges	3,113,599	3,543,349	3,687,865	3,437,962
	Non-Capital Equipment	1,913	3,047	88,349	1,347
	Total M & O Expenditures	<u>19,877,415</u>	<u>22,471,066</u>	<u>22,471,066</u>	<u>18,835,863</u>
	Debt Service & Other Uses	5,784,439	6,329,031	6,329,031	7,175,893
	Total Expenditures	<u>25,661,854</u>	<u>28,800,097</u>	<u>28,800,097</u>	<u>26,011,756</u>
Revenues		198,420,024	196,840,715	199,963,032	204,386,050
Staffing	Full-Time Equivalents - Civilian	231.0	243.3	241.1	208.4
	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>231.0</u>	<u>243.3</u>	<u>241.1</u>	<u>208.4</u>
	Full-Time Equivalents - Overtime	0.9	0.8	0.8	1.1
Significant Budget Changes and Highlights	<ul style="list-style-type: none"> o The FY2014 Budget provides funding for health benefits, pension contribution and municipal employees 3% pay increases. o The FY2014 Budget includes transfer of Strategic Purchasing Division (SPD) to Finance with budget of \$4M and 40 FTEs. o A new cost center "Burglar Alarm Permitting" is created with a total budget of \$1.6M to monitor and manage Burglar Alarm Permitting activities. Includes revenue previously reported in the Police Department for Burglar Alarm Permits (\$7.9M) and False Alarm Penalties (\$2.1M). 				

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



FISCAL YEAR 2014 BUDGET

Division Summary						
Fund Name : General Fund Business Area Name : Administration and Regulatory Affairs Fund No./Bus Area No. : 1000 / 6500						
Division Description	FY2012 Actual		FY2013 Estimate		FY2014 Budget	
	FTEs	Cost \$	FTEs	Cost \$	FTEs	Cost \$
Director's Office 650001 Executive head of Administration and Regulatory Affairs Department with authority over all policies, procedures, and employees.	4.1	1,107,219	3.4	1,227,742	3.0	1,092,812
Regulatory Services 650003 Regulate utilities (electricity, natural gas, private water companies). Administer ordinances related to regulation of vehicles for hire and certain permits for alcohol-related businesses. Manage franchises for the use of City rights-of-way.	36.2	3,904,877	39.4	5,027,127	44.1	5,205,603
Administrative Services 650005 Provide administrative services including financial accounting, budgeting, policies and procedures, training and asset management for Administration and Regulatory Affairs and various City departments.	8.5	1,039,837	8.1	994,192	8.0	1,111,089
Operations 650006 Manage 311 Call Center and respond to citizens' questions. Organize and manage the citywide records program. Organize, develop and supervise revenue-generating contracts and operations. Sell surplus city property. Provide mailroom services to 611 Walker, City Hall and City Hall Annex.	79.5	5,098,671	92.8	6,528,132	99.3	6,864,160
Payroll Services 650007 Manage employee services and payroll systems processing support for all employees in the City of Houston.	62.8	4,705,838	57.7	4,805,422	54.0	4,562,199
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	6,124,885	0.0	6,329,031	0.0	7,175,893

FISCAL YEAR 2014 BUDGET

Division Summary						
Fund Name : General Fund Business Area Name : Administration and Regulatory Affairs Fund No./Bus Area No. : 1000 / 6500						
Division Description	FY2012 Actual		FY2013 Estimate		FY2014 Budget	
	FTEs	Cost \$	FTEs	Cost \$	FTEs	Cost \$
Transferred Out 659999 City Council Administrative Support, Agenda Office, and Special Events transferred out of ARA in FY2012. The FY2013 Estimates reflect SPD which will be transferred out of ARA in FY2014.	39.9	3,680,527	39.7	3,888,451	0.0	0
Total	231.0	25,661,854	241.1	28,800,097	208.4	26,011,756

FISCAL YEAR 2014 BUDGET

Business Area Roster Summary

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

Job Description	Pay Grade	FY2013 Current Budget FTE	FY2014 Budget FTE	Change
3-1-1 TELECOMMUNICATOR	13	38.0	42.5	4.5
3-1-1 TELECOMMUNICATOR SUPERVISOR	20	3.0	4.0	1.0
ACCOUNTANT	17	1.0	0.0	(1.0)
ACCOUNTANT SUPERVISOR	24	1.0	1.0	
ADMINISTRATION & REGULATORY AFFAIRS DIRECTOR	37	1.0	1.0	
ADMINISTRATION MANAGER	26	8.0	8.0	
ADMINISTRATIVE AIDE	10	2.0	2.0	
ADMINISTRATIVE ASSISTANT	17	16.0	13.0	(3.0)
ADMINISTRATIVE ASSOCIATE	13	3.0	17.0	14.0
ADMINISTRATIVE COORDINATOR	24	3.0	3.0	
ADMINISTRATIVE SPECIALIST	20	13.4	12.0	(1.4)
ADMINISTRATIVE SUPERVISOR	22	7.0	5.0	(2.0)
ASSISTANT DIRECTOR (EXE LEV)	32	3.0	3.0	
CLERK	5	1.0	1.0	
CONTRACT ADMINISTRATOR	22	1.0	0.0	(1.0)
CUSTOMER SERVICE MANAGER	29	1.0	1.0	
CUSTOMER SERVICE REP. I	13	8.0	13.0	5.0
CUSTOMER SERVICE REP. II	15	2.5	4.0	1.5
CUSTOMER SERVICE REP. III	16	2.0	1.0	(1.0)
CUSTOMER SERVICE SECTION CHIEF	22	2.0	1.0	(1.0)
CUSTOMER SERVICE SUPERVISOR	18	1.0	1.0	
DATA ENTRY OPERATOR	8	1.0	0.0	(1.0)
DEPUTY ASSISTANT DIRECTOR (EXE LEV)	30	4.0	1.0	(3.0)
DEPUTY DIRECTOR (EXE LEV)	34	2.0	1.0	(1.0)
DIVISION MANAGER	29	9.0	8.0	(1.0)
EXECUTIVE STAFF ANALYST (EXE LEV)	30	0.0	1.0	1.0
FINANCIAL ANALYST III	21	1.0	0.0	(1.0)
FINANCIAL ANALYST IV	25	0.0	1.0	1.0
FIXED ASSET SPECIALIST	13	1.0	1.0	
HEARING OFFICER	27	1.0	1.0	
HUMAN RESOURCES SPECIALIST	17	4.0	3.0	(1.0)
INVENTORY MANAGEMENT CLERK	9	1.0	1.0	
INVENTORY MANAGEMENT SUPERVISOR	17	1.0	1.0	
MANAGEMENT ANALYST I	15	1.0	0.0	(1.0)
MANAGEMENT ANALYST II	18	1.0	1.0	
MANAGEMENT ANALYST III	21	1.7	1.0	(0.7)
MANAGEMENT ANALYST IV	25	4.0	3.0	(1.0)
OFFICE SUPERVISOR	17	2.0	2.0	
PAYROLL CLERK	9	3.0	0.0	(3.0)
PROCUREMENT SPECIALIST	24	4.0	0.0	(4.0)
PURCHASING MANAGER	27	4.0	0.0	(4.0)
RECORDS ADMINISTRATOR	23	1.0	1.0	
REGULATORY INVESTIGATOR	11	4.5	4.0	(0.5)
REGULATORY SUPERVISOR	20	1.5	1.0	(0.5)
SENIOR 3-1-1 TELECOMMUNICATOR	15	19.0	17.0	(2.0)
SENIOR ACCOUNT CLERK	13	1.0	1.0	
SENIOR ACCOUNTANT	20	2.0	3.0	1.0
SENIOR BUYER	22	3.0	0.0	(3.0)
SENIOR CLERK	8	2.0	2.0	
SENIOR CUSTOMER SERVICE CASHIER	13	1.0	1.0	
SENIOR OFFICE ASSISTANT	12	1.0	0.0	(1.0)
SENIOR PAYROLL CLERK	13	11.0	0.0	(11.0)
SENIOR PROCUREMENT SPECIALIST	27	11.0	0.0	(11.0)
SENIOR REGULATORY INVESTIGATOR	14	7.8	7.0	(0.8)

Business Area Roster Summary

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

Job Description	Pay Grade	FY2013 Current Budget FTE	FY2014 Budget FTE	Change
SENIOR STAFF ANALYST	28	8.0	7.0	(1.0)
STAFF ANALYST	26	8.0	3.0	(5.0)
SYSTEMS CONSULTANT	26	1.0	1.0	
TRAINER	17	2.0	2.0	
TRAINING ADMINISTRATOR	24	1.0	1.0	
Total FTEs		<u>249.4</u>	<u>210.5</u>	<u>(38.9)</u>
Less adjustment for Civilian Vacancy Factor		<u>6.1</u>	<u>2.1</u>	<u>(4.0)</u>
Full-Time Equivalents		<u>243.3</u>	<u>208.4</u>	<u>(34.9)</u>

FISCAL YEAR 2014 BUDGET

Business Area Revenue Summary

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

Commit Item	Description	FY2013 Current Budget	FY2013 Estimate	FY2014 Budget
6500020001	ARA - SPD			
452030	Miscellaneous Revenue	30,000	30,000	0
6500030001	ARA - Transportation			
421220	School Bus Licenses & Permits	37,214	37,214	37,522
421230	Taxicab Licenses & Permits	1,280,052	1,280,052	1,311,027
421570	Limousine Permits	723,322	800,000	805,328
421580	Charter Bus Permits	181,236	181,236	140,564
421600	Jitney Permit & Inspection Fees	7,243	5,743	4,345
421610	Low Speed Shuttle Permit/Inspection Fees	4,373	0	0
421620	Pedicab Permits & Inspection Fees	14,918	12,000	9,219
421630	Administrative Fee - Licenses & Permits	155,110	155,110	163,910
424110	Other Interfund Services	16,800	16,800	0
426240	Limousine Inspection Fees	73,286	130,000	83,926
428080	Returned Check Charges	288	288	0
434510	Prior Year Revenue	0	1,136	0
Total	ARA - Transportation	2,493,842	2,619,579	2,555,841
6500030002	ARA - Franchise Administration			
416010	Electricity Franchise Tax	102,196,852	102,196,852	99,026,351
417010	Telephone Franchise Tax	44,606,000	45,075,000	44,622,526
418010	Natural Gas Franchise Tax	19,194,072	19,194,072	16,492,054
419010	Cable TV Franchise Tax	18,439,200	19,718,482	20,500,000
419040	Solid Waste Hauler Franchise Fee	5,674,000	6,000,000	6,250,000
419050	Spur Track Franchise Fee	20,426	20,426	20,426
419070	Fiber Optics Franchise Fee	41,100	41,673	41,700
419090	Telecomm Franchise Fees - Prior Year	0	138,353	0
419120	Solid Waste Franchise Fees-Prior Year	0	13,401	0
421590	Right-of-way Permits	324,974	324,974	306,477
452020	Recoveries & Refunds	0	8,170	0
Total	ARA - Franchise Administration	190,496,624	192,731,403	187,259,534
6500030003	ARA - Commercial Permitting			
421100	Occupation Licenses	204,573	205,558	205,558
421110	Sexually Oriented Business Permits	36,713	36,713	47,724
421130	Decals for Coin-Op.Amusement Machines	289,999	376,673	376,673
421140	Dance Licenses	91,254	65,000	78,487
421150	Liquor Licenses	1,406,574	1,553,365	1,553,365
421280	Other Licenses & Permits	171,873	210,000	225,847
421630	Administrative Fee - Licenses & Permits	634,058	634,890	58,309
426330	Miscellaneous Copies Fees	132	68	28
428080	Returned Check Charges	168	168	0
428090	Miscellaneous Fines & Forfeitures	0	136,935	0
Total	ARA - Commercial Permitting	2,835,344	3,219,370	2,545,991
6500030005	ARA - Burglar Alarm Permitting			
421170	Burglar Alarm Permits	0	0	7,900,000
421630	Administrative Fee - Licenses & Permits	0	0	576,635
428050	False Alarm Penalties	0	0	2,100,000
Total	ARA - Burglar Alarm Permitting	0	0	10,576,635
6500070001	ARA - Payroll Services			

FISCAL YEAR 2014 BUDGET

Business Area Revenue Summary

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

Commit Item	Description	FY2013 Current Budget	FY2013 Estimate	FY2014 Budget
424080	Interfund Payroll Services	553,905	564,305	671,673
426290	Other Service Charges	101,000	95,000	101,000
Total	ARA - Payroll Services	654,905	659,305	772,673
6500070007	ARA - Asset Disposition/PDMO			
434205	Sale of Scrap Metal	30,000	30,000	2,000
434225	Sale of Non-Capital Equip. & Merchandise	300,000	300,000	300,000
Total	ARA - Asset Disposition/PDMO	330,000	330,000	302,000
6500080003	ARA - 3-1-1			
424040	Interfund 311	0	373,375	373,376
Total	Administration and Regulatory Affairs	196,840,715	199,963,032	204,386,050

FISCAL YEAR 2014 BUDGET

Business Area Expenditure Summary

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

Commit Item	Description	FY2012 Actual	FY2013 Current Budget	FY2013 Estimate	FY2014 Budget
500010	Salary Base Pay - Civilian	11,349,754	12,364,921	12,053,975	9,802,819
500030	Salary Part Time - Civilian	73,566	338,256	412,599	412,580
500060	Overtime - Civilian	45,828	39,886	39,503	63,466
500090	Premium Pay - Civilian	4,073	5,000	9,664	5,000
500110	Bilingual Pay - Civilian	36,590	46,966	43,800	50,593
500210	Pay for Performance-Municipal	0	0	0	25,698
500250	HOPE Union Business Usage	7,789	0	5,105	0
501050	Employee Awards	0	6,500	6,500	6,500
501070	Pension - Civilian	2,195,908	2,646,092	2,583,922	2,224,253
501120	Termination Pay - Civilian	100,107	0	85,898	10,000
502010	FICA - Civilian	857,839	967,714	944,719	785,320
503010	Health Ins-Act Civilian	1,649,901	1,962,876	1,923,341	1,762,641
503015	Basic Life Insurance - Active Civilian	6,940	7,275	7,077	7,525
503060	Long Term Disability-Civilian	18,289	20,553	19,165	16,652
503090	Workers Compensation-Civilian-Admin	44,539	60,122	62,685	50,070
503100	Workers Compensation-Civilian-Claim	63,929	39,018	72,307	19,500
504030	Unemployment Claims - Administration	140,346	258,584	258,584	36,331
Total	Personnel Services	16,595,398	18,763,763	18,528,844	15,278,948
511010	Chemical Gases & Special Fluids	33	0	0	0
511030	Mechanical Hardware & Parts	398	0	0	0
511040	Audiovisual Supplies	0	9,000	9,000	0
511045	Computer Supplies	28,132	10,094	10,094	5,569
511050	Paper & Printing Supplies	2,482	5,534	5,534	6,434
511055	Publications & Printed Materials	2,257	1,800	2,530	1,260
511060	Postage	15,888	20,700	20,700	20,700
511070	Miscellaneous Office Supplies	64,943	66,471	66,471	43,421
511110	Fuel	9,534	17,234	17,234	17,234
511115	Vehicle Repair & Maintenance Supplies	3,038	1,950	1,950	1,950
511120	Clothing	12,278	4,780	4,780	4,780
511125	Food Supplies	2,627	1,000	1,000	1,480
511145	Small Tools & Minor Equipment	93	0	0	0
511150	Miscellaneous Parts & Supplies	24,802	22,344	26,715	14,778
Total	Supplies	166,505	160,907	166,008	117,606
520100	Temporary Personnel Services	157,162	104,946	181,120	131,284
520102	Security Services	4,922	9,600	9,600	9,600
520105	Accounting & Auditing Services	1,150,062	1,228,818	1,301,667	1,298,818
520107	Computer Info/Contr	48,247	0	2,486	0
520108	Information Resource Services	47,802	0	2	0
520109	Medical Dental & Laboratory Services	2,278	400	989	400
520110	Management Consulting Services	62,611	41,731	41,731	21,731
520112	Banking Services	0	100,000	108,000	100,000
520114	Miscellaneous Support Services	33,127	55,250	35,250	31,860
520119	Computer Equipment/Software Maintenance	124,225	253,735	257,735	215,232
520121	IT Application Svcs	69,821	209,612	209,612	217,446
520122	Office Equipment Services	27	450	450	0
520123	Vehicle & Motor Equipment Services	10,561	21,654	21,654	21,654
520124	Other Equipment Services	0	0	206	0
520126	Construction Site Work Services	(2,522)	3,150	3,150	1,080
520141	Engineering Services	0	0	606	0
520250	CIP Expense	2,522	0	0	0
520510	Mail/Delivery Services	167	670	670	690

FISCAL YEAR 2014 BUDGET

Business Area Expenditure Summary

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

Commit Item	Description	FY2012 Actual	FY2013 Current Budget	FY2013 Estimate	FY2014 Budget
520515	Print Shop Services	27,962	16,239	32,139	10,054
520520	Printing & Reproduction Services	4,407	15,390	15,390	13,590
520605	Advertising Services	39,959	57,172	57,952	180
520705	Insurance Fees	5,150	16,590	16,590	15,977
520725	Assessments - Other Governments	0	0	0	4,200
520765	Membership & Professional Fees	8,279	8,597	8,623	7,147
520805	Education & Training	38,548	32,267	30,115	28,114
520905	Travel - Training Related	22,756	19,104	23,674	16,604
520910	Travel - Non-Training Related	1,691	7,970	12,970	7,970
521405	Building Maintenance Services	13,485	0	436	0
521605	Data Services	78,563	130,868	130,868	96,313
521610	Voice Services	305,036	346,250	346,250	275,376
521620	Voice Equipment	0	10,122	10,122	8,074
521625	Voice Labor	1,094	7,488	7,488	10,236
521630	GIS Revolving Fund Services	19,530	16,547	16,547	18,507
521635	Voice Services -Wireless	0	0	0	102,790
521705	Vehicle/Equipment Rental/Lease	0	0	0	2,879
521715	Office Equipment Rental	69,470	71,445	71,445	71,445
521730	Parking Space Rental	120,933	131,696	131,696	85,098
521735	Hobby Parking Space Rental	0	0	0	56,600
521905	Legal Services	2,250	0	0	0
522430	Miscellaneous Other Services & Charges	60,555	73,228	48,228	24,928
522435	Interest Charges Past Due Accounts	0	0	44	0
522720	Interfund Payroll Services	(7,782)	0	0	0
522721	Interfund HR Client Services	216,419	183,222	183,222	174,375
522722	KRONOS Service Chargeback	11,736	9,401	9,401	8,969
522730	Interfund Engineering Services	0	630	630	0
522840	Interfund Permit Center Rent Chargeback	362,546	359,107	359,107	348,741
Total	Other Services and Charges	3,113,599	3,543,349	3,687,865	3,437,962
551015	Non-Capital Computer Equipment	0	3,047	88,349	1,347
551025	Non-Capital Scientific/Medical Equipment	1,913	0	0	0
Total	Non-Capital Equipment	1,913	3,047	88,349	1,347
532015	Transfers to Convention & Entertainment	(337,110)	0	0	0
532025	Transfers to Special Revenues	6,121,549	6,329,031	6,329,031	7,175,893
Total	Debt Service and Other Uses	5,784,439	6,329,031	6,329,031	7,175,893
Grand Total Expenditures		25,661,854	28,800,097	28,800,097	26,011,756