ADMINISTRATION AND REGULATORY AFFAIRS

Department Description and Mission

The Administration and Regulatory Affairs (ARA) Department serves the citizens of the community and provides support to the City departments through sound management of the City's financial activities. It implements and monitors policies and procedures concerning the administrative, insurance management, procurement and regulatory affairs of the City.

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.

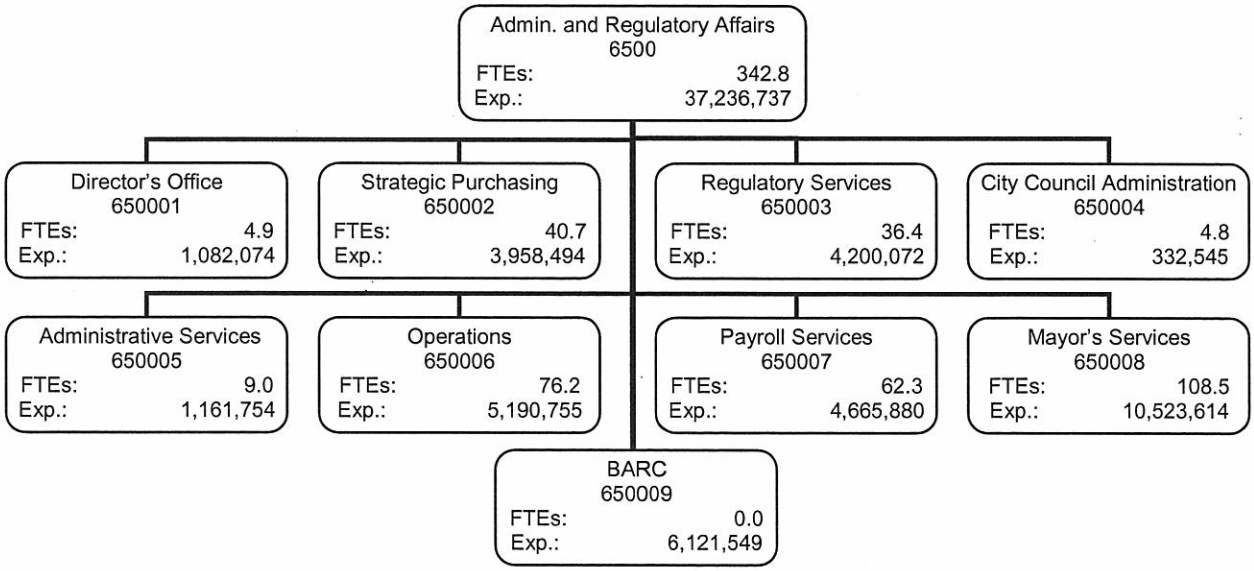
Department Short Term Goals

1. Successfully move the Commercial Permitting into the new Houston Permitting Center.
2. Transform the 311 Service Helpline Division from a telephone operator-centric platform to a voice IVR/technology platform to increase citizen engagement ratio from 1:1 to 3:1/6:1.
3. Continue the transformation of BARC successfully.
4. Complete the execution of the KRONOS Time & Attendance System.
5. Continue the excellent performance of all ARA Divisions.

Department Long Term Goals

1. Transform 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. Continue the excellent performance that all ARA divisions have exhibited.
4. Continue the transformation of Payroll Services.

Department Organization



Note: Certain functions are contained within the Administration and Regulatory Affairs budget although they report elsewhere within the organization.

Business Area Budget Summary

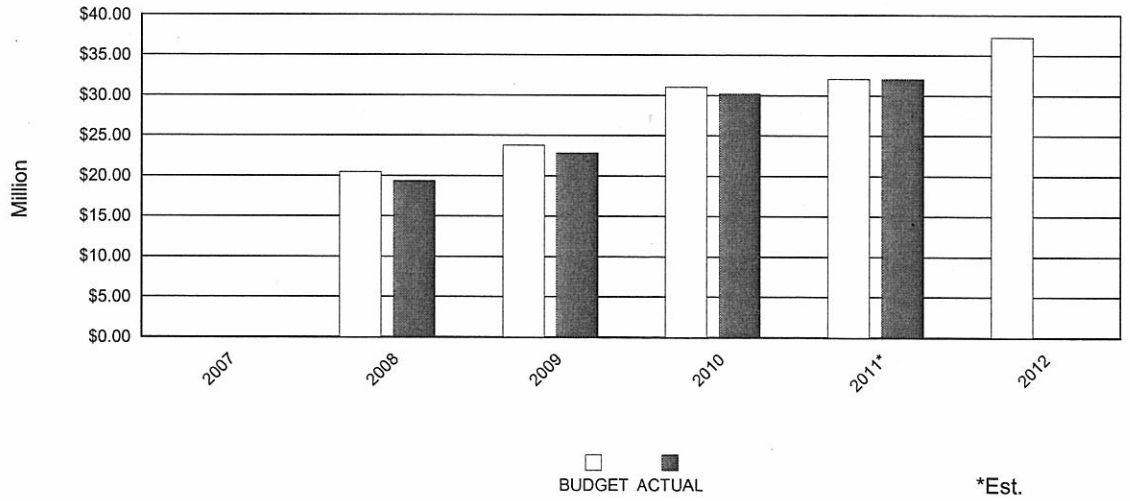
Fund Name : General Fund
Business Area Name : Administration and Regulatory Affairs
Fund No./Bus. Area No. : 1000 / 6500

		FY2010 Actual	FY2011 Current Budget	FY2011 Estimate	FY2012 Budget
Expenditures	Personnel Services	25,786,314	22,435,936	22,665,971	**25,172,848**
	Supplies	900,962	341,228	305,119	**431,433**
	Other Services and Charges	3,845,760	3,108,803	2,915,547	**5,510,907**
	Equipment	8,445	0	0	**0**
	Non-Capital Equipment	20,872	29,407	28,737	**0**
	Total M & O Expenditures	30,562,353	25,915,374	25,915,374	**31,115,188**
	Debt Service & Other Uses	(356,783)	6,143,369	6,143,369	**6,121,549**
	Total Expenditures	30,205,570	32,058,743	32,058,743	**37,236,737**
Revenues		194,699,959	193,789,777	195,276,817	**195,741,929**
Staffing	Full-Time Equivalents - Civilian	374.5	336.7	327.8	**342.8**
	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	374.5	336.7	327.8	**342.8**
	Full-Time Equivalents - Overtime	1.4	1.9	1.7	**3.5**

Significant Budget Changes and Highlights

The FY2012 Budget includes the following:
- o Economic Development Office budget of $471,720 with 5 FTEs transferred to Finance.
- o Office of Emergency Management budget of $830,475 with 8 FTEs transferred to HEC.
- o Intergovernmental Relations Division budget of $296,651 with 4 FTEs transferred to Mayor's Office.
- o Legislative Sessions budget of $95,500 in Intergovernmental Relations removed in FY2012.
- o 1 FTE with budget of $116,993 transferred from ERP to Payroll Services Division.
- o Citizens Assistance Office budget of $906,498 with 11 FTEs transferred from Mayor's Office to ARA.
- o Neghborhood Protection Corps budget of $6,430,917 with 74 FTEs transferred from HPD.
- o Houston Permitting Center's lease and operational cost of $393,391.
- o Funding for the pension increase of $612,131.

Administration and Regulatory Affairs
Current Budget vs Actual Expenditures



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Division Mission and Performance Measures

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

Name: Director's Office -- 650001

Mission: To efficiently deliver superior administration and regulatory affairs services to our customers through the efforts of a highly dedicated and professional staff committed to world class customer service and excellence in everything we do.

Goal: Improve administrative and regulatory functions citywide by exercising sound management through hiring top performers that execute best practices, strategies, logical tactics and excellent customer service.

Performance Measures	FY2010 Actual	FY2011 Estimate	FY2012 Budget
Revenues realized	100%	100%	**100%**
360°/DISC/Assessment	12	11	**12**
Mgmt & Perf. initiatives	14	12	**14**
Customer/Employee surveys	6	12	**12**

Name: Strategic Purchasing -- 650002

Mission: To manage, facilitate, and provide the highest quality, value added procurement services that exceed the needs and expectations of our customers.

Goal: Facilitate the purchase of goods and services for user departments in a timely and cost effective manner. Reduce the costs associated with the purchase of goods and services through best practices and continue the citywide consolidation program.

Performance Measures	FY2010 Actual	FY2011 Estimate	FY2012 Budget
Purchasing-savings ($)	$27.6M	$10M	**$8M**
Avg days to award contract	96 days	140 days	**160 days**

Name: Regulatory Services -- 650003

Mission: To efficiently provide reliable service of exceptional quality to the citizens of Houston in the areas of licensing and permitting vehicles for hire in order to ensure the public's safety, permitting over 50 categories of commercial activities in order to ensure community standards, and the administration and collection of franchise fees in order to maximize the public's revenue from private use of the public right-of-way.

Goal: Ensure value is obtained for use of public right-of-way by public entities. Process permitting and licensing requests. Conduct enforcement activities for vehicles for hire and certain commercial and alcohol permits to ensure public safety.

Performance Measures	FY2010 Actual	FY2011 Estimate	FY2012 Budget
Commercial permits issued	32,377	30,889	**30,889**
Vehicle inspections perfmd	5,398	5,460	**5,549**
Burglar alarm permits	91,232	109,203	**109,550**
Utility cust req handled	930	541	**550**
Total revenue managed	$193.1M	$192.8M	**$191.3M**

Division Mission and Performance Measures

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

Name: City Council Administration -- 650004

Mission: To effectively manage all administrative functions of City Council including payroll, accounts payable and human resources. We strive to utilize the most efficient office procedures in our effort to provide continuous support to City Council Members and their staff. Offering excellent customer service while providing sound fiscal management.

Goal: Provide excellent service to City Council Members and their staff. Offer consistent superior customer service by ensuring all requests are handled timely and efficiently. Continue being proactive and constantly develop smarter work processes.

Performance Measures	FY2010 Actual	FY2011 Estimate	FY2012 Budget
Requisitions processed	176	250	**220**
New hire/salary adjustment submitted	100%	100%	**100%**

Name: Administrative Services -- 650005

Mission: To efficiently provide pro-active, responsive, reliable, and timely administrative services for the administration functions of budget, financial accounting, policies and procedures, training and asset management to our client departments with the utmost level of accountability, integrity, due diligence and in compliance with all City ordinances, policies, and procedures.

Goal: Implement best practices and innovative advancements by setting the example for excellent customer service, streamlining the accounting process, ensuring departmental spending within budget, improving policy and procedures process, maintaining accurate fixed assets records and keeping employees abreast of professional training.

Performance Measures	FY2010 Actual	FY2011 Estimate	FY2012 Budget
Cust svc satisfaction	86.0%	97%	**95%**
Policy and procedure developed/updated	20	42	**40**
Trainings processed	336	286	**251**
Fixed assets managed	73	599	**599**

Name: Operations -- 650006

Mission: Provide first-class customer service. Facilitate citizen engagement with the City, and increase accountability of City departments. Manage citywide record classification, retention and retrieval. Generate revenue by selling used or excess property via online auction.

Goal: To earn the trust and respect of our clients and customers by providing innovative, effective, and efficient services, and to be known for our expertise, helpfulness, and creativity.

Performance Measures	FY2010 Actual	FY2011 Estimate	FY2012 Budget
Retention schedule updated	300	300	**300**
Pieces of mail handled	1,800,000	1,800,000	**1,800,000**
Asset disposition revenue	$749K	$2.1M	**$2.4M**
311 Citizen engagemnts	2.4M	2.4M	**2.4M**
Elec. syst. certifications	2	4	**4**

Division Mission and Performance Measures

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

Name: Payoll Services -- 650007

Mission: To efficiently deliver accurate, reliable, and timely payroll and support services to our employees and department customers through the efforts of a professional and dedicated staff committed to superior customer service and excellence in everything we do.

Goal: To be the nationally recognized model of excellence in payroll planning, staffing, and operations, where City governments throughout the United States acknowledges the Houston Central Payroll as the beacon of best practices dedicated to delivering responsive, no excuse service.

Performance Measures	FY2010 Actual	FY2011 Estimate	FY2012 Budget
Cust Svc satisfaction	98%	95%	**95%**
Payroll consolidation	60%	100%	**100%**
Div. SOP for all functions	25%	100%	**100%**
Kronos implem citywide	N/A	75%	**100%**
Payroll Academy - all emps	30%	75%	**100%**

Name: Mayor's Services -- 650008

Mission: To assist with the processing of contracts, awards and ordinance amendments through efficient communication with City departments and Council Member offices. To bring communities together through positive interaction and events. To effectively assist youth and families in the prevention of gang activity. To defend and improve the quality of life of Houston neighborhoods by promoting city services.

Goal: To publish a weekly City Council agenda as approved by the Mayor and respond to all Council office agenda related inquiries in a timely manner. To execute City's Civic Celebration Program. To improve identification, assessment and intervention for at-risk and delinquent youth. To improve neighborhood through the support of community initiatives.

Performance Measures	FY2010 Actual	FY2011 Estimate	FY2012 Budget
Wkly pub of council agenda	47	48	**48**
Event days number	959	970	**999**
Youth and adults served	3,655	3,600	**3,800**
Site sweeps	4,896	5,100	**5,800**
Dangerous bldgs demolished	1,021	500	**800**

Name: BARC -- 650009

Mission: (BARC has been moved to Special Revenue Fund 2427 in FY2011.)

Goal: N/A

Performance Measures	FY2010 Actual	FY2011 Estimate	FY2012 Budget
N/A	N/A	N/A	**N/A**

Division Mission and Performance Measures

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

Name: Major Initiatives -- 650091

Mission: Major initiatives for citywide projects were managed here in FY2011. This division is eliminated in FY2012.

Goal: N/A

Performance Measures	FY2010 Actual	FY2011 Estimate	FY2012 Budget
N/A	N/A	N/A	**N/A**

Division Summary

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

Division Description	FY2010 Actual FTEs	FY2010 Actual Cost $	FY2011 Estimate FTEs	FY2011 Estimate Cost $	FY2012 Budget FTEs	FY2012 Budget Cost $
Director's Office 650001						
Executive head of Administration and Regulatory Affairs Department with authority over all policies, procedures, and employees.	5.8	960,075	6.8	1,136,065	**4.9**	**1,082,074**
Strategic Purchasing 650002						
Manage citywide purchasing of goods and services that are consistent with applicable City policies and procedures and the State of Texas Bid Laws.	46.4	4,115,432	43.6	3,827,734	**40.7**	**3,958,494**
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.	44.0	3,886,352	42.4	4,149,038	**36.4**	**4,200,072**
City Council Administration 650004						
Manage all administrative functions of City Council including but not limited to payroll, accounts payable, human resources, information technology issues, vendor payments and travel expenses. Create and maintain detailed budget reports.	3.9	288,222	4.7	315,181	**4.8**	**332,545**
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.	13.2	1,154,240	12.3	1,214,245	**9.0**	**1,161,754**
Operations 650006						
Organize and manage the citywide records program. Organize, develop and supervise revenue-generating contracts and operations. Respond to citizens' questions. Sell surplus city property. Provide mail room services to 611 Walker, City Hall / City Hall Annex.	104.0	6,133,630	101.6	6,220,239	**76.2**	**5,190,755**

Division Summary

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

Division Description		FY2010 Actual		FY2011 Estimate		FY2012 Budget	
		FTEs	Cost $	FTEs	Cost $	FTEs	Cost $
Payoll Services	**650007**						
Manage employee services and payroll systems processing support for all employees in the City of Houston.		50.3	3,672,994	70.5	4,660,978	**62.3**	**4,665,880**
Mayor's Services	**650008**						
Coordinate with various City departments to publish a weekly agenda. To manage and produce City events. Direct service programming and education initiatives. Coordinate responses and resolutions to community complaints. Enforce the code of ordinance for dangerous buildings, junk vehicles and solid waste.		49.6	4,296,228	44.4	4,207,728	**108.5**	**10,523,614**
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.		53.4	5,466,744	0.0	6,121,549	**0.0**	**6,121,549**
Major Initiatives	**650091**						
Manage major initiatives for citywide projects in FY2011. This division is eliminated in FY2012.		3.9	231,653	1.5	205,986	**0.0**	**0**
Total		374.5	30,205,570	327.8	32,058,743	**342.8**	**37,236,737**

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	FY2011 Current Budget FTE	FY2012 Budget FTE	Change
3-1-1 TELECOMMUNICATOR	13	50.0	31.5	(18.5)
3-1-1 TELECOMMUNICATOR SUPERVISOR	20	7.0	6.0	(1.0)
ACCOUNTANT	17	1.0	2.0	1.0
ACCOUNTANT ASSOCIATE	14	1.0	0.0	(1.0)
ACCOUNTANT SUPERVISOR	24	0.0	1.0	1.0
ADMINISTRATION & REGULATORY AFFAIRS DIRECTOR	37	1.0	1.0	
ADMINISTRATION MANAGER	26	9.0	7.0	(2.0)
ADMINISTRATION MANAGER (EXE LEV)	26	3.0	0.0	(3.0)
ADMINISTRATIVE AIDE	10	3.0	5.0	2.0
ADMINISTRATIVE ASSISTANT	17	18.5	26.0	7.5
ADMINISTRATIVE ASSISTANT (EXE LEV)	17	4.0	0.0	(4.0)
ADMINISTRATIVE ASSOCIATE	13	9.0	6.0	(3.0)
ADMINISTRATIVE COORDINATOR	24	9.0	5.0	(4.0)
ADMINISTRATIVE COORDINATOR (EXE LEV)	24	3.0	1.0	(2.0)
ADMINISTRATIVE SPECIALIST	20	16.0	13.0	(3.0)
ADMINISTRATIVE SPECIALIST (EXE LEV)	20	1.0	0.0	(1.0)
ADMINISTRATIVE SUPERVISOR	22	9.0	10.0	1.0
ANIMAL CARE TECHNICIAN	11	16.0	0.0	(16.0)
ANIMAL CONTROL OFFICER	13	14.0	0.0	(14.0)
ANIMAL CONTROL OFFICER TRAINEE	11	4.0	0.0	(4.0)
ANIMAL CONTROL SUPERVISOR	22	2.0	0.0	(2.0)
ASSISTANT BUYER	12	1.0	0.0	(1.0)
ASSISTANT CUSTOMER SERVICE MANAGER	26	1.0	1.0	
ASSISTANT DIRECTOR (EXE LEV)	32	7.0	4.0	(3.0)
CHIEF INSPECTOR	27	0.0	5.0	5.0
CHIEF VETERINARIAN,DVM	30	1.0	0.0	(1.0)
CLERK	5	1.0	1.0	
COLLECTIONS SUPERVISOR	18	1.0	0.0	(1.0)
COMMUNITY INVOLVEMENT COORDINATOR	22	2.0	0.0	(2.0)
COMMUNITY LIAISON	18	0.0	5.0	5.0
COMMUNITY SERVICE INSPECTOR	16	0.0	40.0	40.0
CONTRACT ADMINISTRATOR	22	1.0	1.0	
CONTRACT COMPLIANCE SUPERVISOR	22	0.0	2.0	2.0
COUNSELOR	20	6.0	5.0	(1.0)
CUSTOMER SERVICE CLERK	10	3.5	0.0	(3.5)
CUSTOMER SERVICE MANAGER	29	1.0	1.0	
CUSTOMER SERVICE REP. I	13	7.0	7.0	
CUSTOMER SERVICE REP. II	15	2.0	3.0	1.0
CUSTOMER SERVICE REP. III	16	3.0	3.0	
DATA ENTRY OPERATOR	8	1.0	1.0	
DEPUTY ASSISTANT DIRECTOR (EXE LEV)	30	6.0	4.0	(2.0)
DEPUTY DIRECTOR (EXE LEV)	34	4.0	4.0	
DIVISION MANAGER	29	12.0	13.0	1.0
DIVISION MANAGER (EXE LEV)	29	1.0	1.0	
ERP BUSINESS SYSTEMS CONSULTANT	28	0.0	1.0	1.0
EVENT COORDINATOR	19	3.0	2.0	(1.0)
EXECUTIVE OFFICE ASSISTANT	15	2.0	0.0	(2.0)
FINANCIAL ANALYST I	15	1.0	1.0	
FINANCIAL ANALYST II	18	1.0	1.0	
FINANCIAL ANALYST III	21	1.0	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 MANAGER	27	1.0	0.0	(1.0)
HUMAN RESOURCES SPECIALIST	17	6.0	5.0	(1.0)

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	FY2011 Current Budget FTE	FY2012 Budget FTE	Change
INVENTORY MANAGEMENT CLERK	9	2.5	1.0	(1.5)
INVENTORY MANAGEMENT SUPERVISOR	17	2.0	1.0	(1.0)
IRM MANAGER	29	1.0	0.0	(1.0)
KENNEL ATTENDANT	8	1.2	0.0	(1.2)
LABORER	4	1.0	0.0	(1.0)
MANAGEMENT ANALYST I	15	1.0	0.0	(1.0)
MANAGEMENT ANALYST III	21	2.0	2.0	
MANAGEMENT ANALYST IV	25	6.0	8.0	2.0
MARKETING SPECIALIST	25	1.0	1.0	
MECHANIC III	19	0.9	0.0	(0.9)
OFFICE SERVICE MANAGER	23	0.0	1.0	1.0
OFFICE SUPERVISOR	17	2.0	2.0	
PAYROLL CLERK	9	4.0	2.0	(2.0)
PAYROLL SUPERVISOR	17	4.0	0.0	(4.0)
PROCUREMENT SPECIALIST	24	7.0	5.0	(2.0)
PROGRAMMER ANALYST IV	25	1.0	1.0	
PURCHASING MANAGER	27	3.0	3.0	
RECEPTIONIST	7	1.0	0.8	(0.2)
RECORDS ADMINISTRATOR	23	1.0	1.0	
RECORDS MANAGER	25	1.0	1.0	
REGULATORY INVESTIGATOR	11	4.0	2.0	(2.0)
REGULATORY SUPERVISOR	20	1.0	0.0	(1.0)
SENIOR 3-1-1 TELECOMMUNICATOR	15	21.0	18.5	(2.5)
SENIOR ACCOUNT CLERK	13	1.0	1.0	
SENIOR ACCOUNTANT	20	0.0	1.0	1.0
SENIOR ANIMAL CARE TECHNICIAN	15	2.0	0.0	(2.0)
SENIOR ANIMAL CONTROL OFFICER	16	4.0	0.0	(4.0)
SENIOR BUYER	22	4.0	5.0	1.0
SENIOR CASHIER	10	1.0	0.0	(1.0)
SENIOR CLERK	8	2.7	2.0	(0.7)
SENIOR COMMUNICATIONS SPECIALIST	20	0.0	1.0	1.0
SENIOR COMMUNITY LIAISON	23	0.0	5.0	5.0
SENIOR COUNSELOR	22	1.0	1.0	
SENIOR CUSTOMER SERVICE CASHIER	13	1.0	1.0	
SENIOR DISPATCHER	12	7.0	0.0	(7.0)
SENIOR ERP BUSINESS SYSTEMS ANALYST	26	0.0	1.0	1.0
SENIOR GIS ANALYST	24	1.0	0.0	(1.0)
SENIOR HUMAN RESOURCES SPECIALIST	21	2.0	0.0	(2.0)
SENIOR INSPECTOR	22	0.0	2.0	2.0
SENIOR INVENTORY MANAGEMENT CLERK	12	1.0	0.0	(1.0)
SENIOR OFFICE ASSISTANT	12	0.0	1.0	1.0
SENIOR PAYROLL CLERK	13	17.0	13.0	(4.0)
SENIOR PROCUREMENT SPECIALIST	27	11.0	11.0	
SENIOR REGULATORY INVESTIGATOR	14	9.0	7.3	(1.7)
SENIOR STAFF ANALYST	28	6.0	8.0	2.0
SENIOR STAFF ANALYST (EXE LEV)	28	3.0	0.0	(3.0)
SENIOR SUPERINTENDENT	27	1.0	1.0	
SHELTER SUPERVISOR	22	1.0	0.0	(1.0)
STAFF ANALYST	26	7.0	4.0	(3.0)
STAFF VETERINARIAN,DVM	28	1.0	0.0	(1.0)
STAGE SUPERVISOR	15	1.0	1.0	
STUDENT INTERN II	10	1.0	0.9	(0.1)
SYSTEMS CONSULTANT	26	0.0	1.0	1.0
SYSTEMS SUPPORT ANALYST II	19	1.0	0.0	(1.0)
SYSTEMS SUPPORT ANALYST III	22	2.0	0.0	(2.0)
SYSTEMS SUPPORT ANALYST IV	25	2.0	1.0	(1.0)

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	FY2011 Current Budget FTE	FY2012 Budget FTE	Change
TRAINING ADMINISTRATOR	24	1.0	1.0	
VETERINARIAN TECHNICIAN SUPERVISOR	21	1.0	0.0	(1.0)
VETERINARIAN,DVM	26	0.7	0.0	(0.7)
VETERINARY TECHNICIAN	15	5.0	0.0	(5.0)
Total FTEs		**426.0**	**350.0**	**(76.0)**
Less adjustment for Civilian Vacancy Factor		**89.3**	**7.2**	**(82.1)**
Full-Time Equivalents		**336.7**	**342.8**	**6.1**

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	FY2011 Current Budget	FY2011 Estimate	FY2012 Budget
6500020001	**ARA - SPD**			
452030	Miscellaneous Revenue	500,000	380,000	**260,000**
6500030001	**ARA - Transportation**			
421220	School Bus Licenses & Permits	13,340	16,000	**36,550**
421230	Taxicab Licenses & Permits	908,150	1,160,000	**1,134,500**
421570	Limousine Permits	543,150	580,000	**696,000**
421580	Charter Bus Permits	151,950	166,000	**177,650**
421600	Jitney Permit & Inspection Fees	3,275	2,330	**4,010**
421610	Low Speed Shuttle Permit/Inspection Fees	0	200	**2,300**
421620	Pedicab Permits & Inspection Fees	0	10,000	**25,000**
421630	Administrative Fee - Licenses & Permits	0	235,000	**541,000**
424110	Other Interfund Services	0	18,000	**16,800**
426240	Limousine Inspection Fees	33,925	40,000	**71,425**
426330	Miscellaneous Copies Fees	0	120	**0**
428080	Returned Check Charges	288	288	**288**
452020	Recoveries & Refunds	0	508	**0**
Total	**ARA - Transportation**	**1,654,078**	**2,228,446**	**2,705,523**
6500030002	**ARA - Franchise Administration**			
416010	Electricity Franchise Tax	96,586,122	96,591,383	**98,193,604**
417010	Telephone Franchise Tax	46,000,000	46,000,000	**44,482,800**
418010	Natural Gas Franchise Tax	21,889,640	21,889,640	**22,009,397**
419010	Cable TV Franchise Tax	17,077,000	18,187,950	**18,439,200**
419040	Solid Waste Hauler Franichise Fee	5,325,000	5,400,000	**5,568,000**
419050	Spur Track Franchise Fee	20,426	20,426	**20,426**
419070	Fiber Optics Franchise Fee	272,361	40,180	**16,100**
419090	Telecomm Franchise Fees - Prior Year	0	150,000	**0**
419110	Cable TV Franchise Fees-Prior Year	0	163,135	**0**
419120	Solid Waste Franchise Fees-Prior Year	0	300,237	**0**
421590	Right-of-way Permits	317,018	317,018	**324,378**
Total	**ARA - Franchise Administration**	**187,487,567**	**189,059,969**	**189,053,905**
6500030003	**ARA - Commercial Permitting**			
421100	Occupation Licenses	120,000	142,000	**152,650**
421110	Sexually Oriented Business Permits	0	28,630	**28,420**
421130	Decals for Coin-Ope.Amusement Machines	375,000	265,000	**280,141**
421140	Dance Licenses	75,000	65,330	**70,230**
421150	Liquor Licenses	1,020,000	1,098,210	**1,098,212**
421280	Other Licenses & Permits	28,000	50,000	**65,700**
421410	Permit Preparation Fees	18,000	0	**0**
421630	Administrative Fee - Licenses & Permits	0	0	**41,600**
426330	Miscellaneous Copies Fees	0	0	**120**
428080	Returned Check Charges	288	288	**288**
Total	**ARA - Commercial Permitting**	**1,636,288**	**1,649,458**	**1,737,361**
6500070001	**ARA - Payroll Services**			
424030	Intfd Computer Dev	0	67,000	**0**
424080	Interfund Payroll Services	1,096,694	1,096,694	**1,200,000**
426290	Other Service Charges	102,250	102,250	**101,000**
Total	**ARA - Payroll Services**	**1,198,944**	**1,265,944**	**1,301,000**
6500070002	**ARA - Administrative Services**			
490080	Other Operating Transfers In	250,000	250,000	**250,000**

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	FY2011 Current Budget	FY2011 Estimate	FY2012 Budget
6500070007	**ARA - Asset Disposition/PDMO**			
434205	Sale of Scrap Metal	30,000	5,000	**30,000**
434225	Sale of Non-Capital Equip. & Merchandise	300,000	420,000	**300,000**
Total	**ARA - Asset Disposition/PDMO**	**330,000**	**425,000**	**330,000**
6500080005	**ARA - Special Events**			
421410	Permit Preparation Fees	0	18,000	**18,000**
6500080008	**ARA - BARC**			
421080	Rabies Control Licenses	560,000	0	**0**
426050	Animal Control Fees	102,200	0	**0**
434230	Animal Adoption	70,700	0	**0**
Total	**ARA - BARC**	**732,900**	**0**	**0**
6500080091	**ARA - Neighborhood Services- GF**			
421200	Other Building & Construction Permits	0	0	**20,140**
421630	Administrative Fee - Licenses & Permits	0	0	**15,000**
426330	Miscellaneous Copies Fees	0	0	**3,000**
428030	Release of Liens	0	0	**48,000**
Total	**ARA - Neighborhood Services- GF**	**0**	**0**	**86,140**
Total	**Administration and Regulatory Affairs**	**193,789,777**	**195,276,817**	**195,741,929**

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	FY2010 Actual	FY2011 Current Budget	FY2011 Estimate	FY2012 Budget
500010	Salary Base Pay - Civilian	18,287,247	16,171,113	16,149,922	**17,125,079**
500030	Salary Part Time - Civilian	258,020	124,787	119,267	**40,912**
500060	Overtime - Civilian	147,923	88,779	78,811	**192,022**
500090	Premium Pay - Civilian	13,994	20,150	13,036	**266**
500110	Bilingual Pay - Civilian	72,350	57,138	59,114	**69,242**
500180	Temporary Employees	12,674	0	0	**0**
500210	Pay for Performance-Municipal	14,683	0	0	**0**
501050	Employee Awards	4,171	6,500	6,500	**6,500**
501070	Pension - Civilian	2,741,726	2,410,374	2,406,338	**3,082,516**
501120	Termination Pay - Civilian	245,421	29,588	254,774	**28,860**
501160	Vehicle Allowance - Civilian	13,827	16,988	14,862	**8,471**
502010	FICA - Civilian	1,385,591	1,248,630	1,235,469	**1,324,994**
503010	Health Ins-Act Civilian	2,393,018	2,125,074	2,113,922	**2,741,527**
503015	Basic Life Insurance - Active Civilian	10,614	9,891	9,841	**10,156**
503060	Long Term Disability-Civilian	32,438	28,126	26,687	**29,001**
503090	Workers Compensation-Civilian-Admin	73,225	70,251	71,348	**68,598**
503100	Workers Compensation-Civilian-Claim	43,836	16,717	47,337	**48,658**
504030	Unemployment Claims - Administration	35,556	11,830	58,743	**396,046**
Total	**Personnel Services**	**25,786,314**	**22,435,936**	**22,665,971**	**25,172,848**
511010	Chemical Gases & Special Fluids	564	0	175	**0**
511015	Cleaning & Sanitary Supplies	42,017	300	150	**300**
511020	Construction Materials	4,491	650	325	**650**
511025	Electrical Hardware & Parts	21	500	250	**500**
511030	Mechanical Hardware & Parts	380	650	325	**650**
511040	Audiovisual Supplies	10,732	15,050	7,105	**73,720**
511045	Computer Supplies	20,220	19,232	19,232	**14,735**
511050	Paper & Printing Supplies	14,634	13,595	2,177	**8,868**
511055	Publications & Printed Materials	10,492	6,712	17,518	**2,850**
511060	Postage	28,710	32,470	33,588	**87,290**
511070	Miscellaneous Office Supplies	125,364	116,599	100,011	**104,931**
511085	Drugs & Medical Chemicals	36,177	0	0	**0**
511090	Medical & Surgical Supplies	23,886	8,740	6,032	**240**
511095	Small Technical & Scientific Equipment	1,638	6,500	0	**0**
511100	Veterinary & Animal Supplies	339,689	0	0	**0**
511110	Fuel	63,239	24,834	24,990	**27,334**
511115	Vehicle Repair & Maintenance Supplies	1,600	5,900	2,700	**5,850**
511120	Clothing	7,811	6,284	6,487	**35,347**
511125	Food Supplies	530	9,450	10,500	**1,206**
511140	Landscaping & Gardening Supplies	1,860	0	0	**0**
511145	Small Tools & Minor Equipment	6,083	6,000	3,000	**0**
511150	Miscellaneous Parts & Supplies	160,824	67,762	70,554	**66,962**
Total	**Supplies**	**900,962**	**341,228**	**305,119**	**431,433**
520100	Temporary Personnel Services	478,725	140,332	125,422	**153,770**
520101	Janitorial Services	2,625	0	0	**0**
520102	Security Services	10,538	9,000	9,000	**9,000**
520103	Subrecipient Contract Services	337,714	1,599	1,000	**0**
520105	Accounting & Auditing Services	1,217,714	1,126,942	1,077,301	**1,079,511**
520106	Architectural Services	5,000	0	0	**0**
520108	Information Resource Services	37	0	831	**0**

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	FY2010 Actual	FY2011 Current Budget	FY2011 Estimate	FY2012 Budget
520109	Medical Dental & Laboratory Services	2,854	0	467	**300**
520110	Management Consulting Services	119,632	142,105	82,286	**66,918**
520112	Banking Services	1,426	0	0	**0**
520113	Photographic Services	0	250	0	**0**
520114	Miscellaneous Support Services	102,711	114,175	58,458	**1,340,491**
520115	Real Estate Lease/Office Rental	55,034	100,067	100,067	**680,793**
520116	Parking Services Contract	0	300	300	**0**
520118	Refuse Disposal	5,964	15,000	15,000	**15,500**
520119	Computer Equipment/Software Maintenance	153,308	150,501	148,413	**126,035**
520120	Communications Equipment Services	7,604	7,403	7,403	**0**
520121	IT Application Svcs	41,044	26,994	26,994	**40,347**
520122	Office Equipment Services	190	2,050	2,050	**450**
520123	Vehicle & Motor Equipment Services	45,293	37,548	31,360	**26,821**
520124	Other Equipment Services	672	0	0	**0**
520126	Construction Site Work Services	14,192	0	0	**0**
520132	Contracts/Sponsorships	0	30,000	30,000	**0**
520143	Credit/Bank Card Services	360	0	0	**0**
520145	Criminal Intelligence Services	240	1,580	1,819	**1,625**
520510	Mail/Delivery Services	295	3,570	3,310	**1,560**
520515	Print Shop Services	26,523	25,736	25,989	**53,106**
520520	Printing & Reproduction Services	22,186	59,162	59,618	**30,216**
520605	Advertising Services	35,484	47,200	47,957	**92,172**
520705	Insurance Fees	17,918	23,004	23,004	**12,996**
520740	Document Recording/Filing Fees	0	0	0	**30,000**
520765	Membership & Professional Fees	12,641	10,255	9,697	**14,385**
520805	Education & Training	25,526	55,230	40,900	**34,957**
520905	Travel - Training Related	32,318	27,771	30,997	**15,204**
520910	Travel - Non-Training Related	31,846	72,127	52,139	**25,774**
521405	Building Maintenance Services	30,424	0	500	**0**
521410	Sewer Services	1,400	0	878	**0**
521415	Land and Grounds Maintenance	1,600	0	0	**0**
521505	Electricity	21,517	500	500	**0**
521510	Natural Gas	2,450	0	0	**0**
521605	Data Services	56,853	74,308	74,308	**106,658**
521610	Voice Services	459,988	380,480	380,480	**358,987**
521615	Radio Communications	0	3,000	3,000	**0**
521620	Voice Equipment	32,010	13,276	13,276	**14,426**
521625	Voice Labor	3,847	11,109	11,109	**6,059**
521630	GIS Revolving Fund Services	0	22,370	22,370	**22,201**
521705	Vehicle/Equipment Rental/Lease	36,341	11,750	11,750	**11,750**
521715	Office Equipment Rental	85,447	83,416	85,497	**83,072**
521725	Other Rental	2,351	14,313	14,313	**47,739**
521730	Parking Space Rental	125,196	151,714	171,718	**152,627**
522305	Freight Charges	310	0	0	**0**
522410	Cashier Shortages	0	100	100	**100**
522430	Miscellaneous Other Services & Charges	142,230	101,566	102,966	**213,372**
522435	Interest Charges Past Due Accounts	1	0	0	**0**
522721	Interfund HR Client Services	0	0	0	**236,735**
522722	KRONOS Service Chargeback	0	0	0	**11,859**
522735	Interfund Communication Equipment Repair	9,000	11,000	11,000	**0**
522780	Interfund Photo Copy Services	25,376	0	0	**0**

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	FY2010 Actual	FY2011 Current Budget	FY2011 Estimate	FY2012 Budget
522795	Other Interfund Services	1,805	0	0	**0**
522840	Interfund Permit Center Rent Chargeback	0	0	0	**393,391**
Total	**Other Services and Charges**	**3,845,760**	**3,108,803**	**2,915,547**	**5,510,907**
560240	Communication Equipment	8,445	0	0	**0**
Total	**Equipment**	**8,445**	**0**	**0**	**0**
551010	Non-Capital Office Furniture & Equipment	14,062	8,519	8,519	**0**
551015	Non-Capital Computer Equipment	5,952	6,600	6,980	**0**
551020	Non-Capital Communication Equipment	(192)	2,860	2,860	**0**
551040	Non-Capital Other	1,050	11,428	10,378	**0**
Total	**Non-Capital Equipment**	**20,872**	**29,407**	**28,737**	**0**
532015	Transfers to Convention & Entertainment	(380,834)	0	0	**0**
532025	Transfers to Special Revenues	0	6,121,549	6,121,549	**6,121,549**
532120	Transfer to Fleet/Eq	24,051	21,820	21,820	**0**
Total	**Debt Service and Other Uses**	**(356,783)**	**6,143,369**	**6,143,369**	**6,121,549**
	Grand Total Expenditures	**30,205,570**	**32,058,743**	**32,058,743**	**37,236,737**