



Administration & Regulatory Affairs

FY2026 Proposed Budget

Tina Paez, Director

May 19, 2025



Table of Contents

Strategic Alignment	3
Closing the GAP	5
Voluntary Municipal Employee Retirement Payout Option (VMERPO)	6
Restructuring ARA	7
Expenditures by Fund	11
Personnel vs Non-Personnel Costs	13
Expenditures by Program	15
Program Details	16
Revenues by Fund	25
Trends in Largest ARA GF Revenue Sources	27
Revenue Highlights	28
Revenue by Program	30
Questions	31

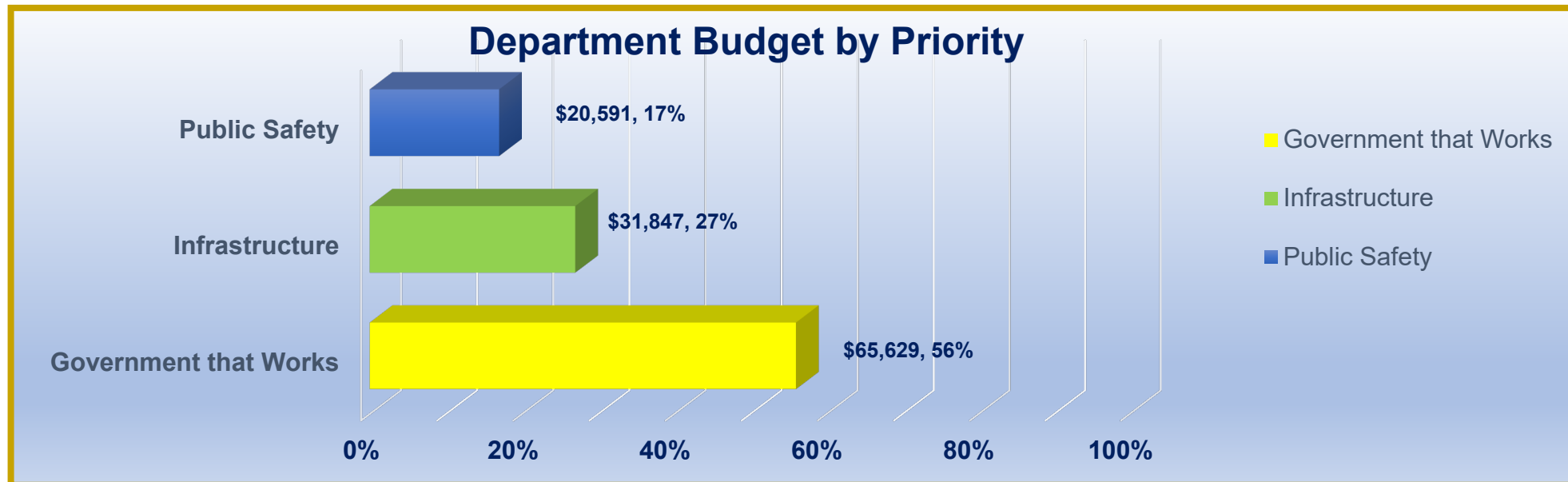


Strategic Alignment

Government that Works
Administrative Operations
Executive Oversight
Risk Management
Debt Service and Interfund Transfers

Public Safety
Animal Services
Regulatory Permitting

Infrastructure
Citywide Customer Helpline-311
On-Street Parking Management



Strategic Alignment: ARA Programs Overlap Multiple Strategic Objectives

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

Closing the Gap: ARA's Contribution

ARA PROGRAM	VMERPO FTEs*	FTEs Vacant	Personnel Cost	Other Cost	Total Approved Reduction*
Administrative Services (General Fund)	6.0	-	779,264		779,264
Animal Services (BARC Fund)	2.0		247,482		247,482
311 & Water Customer Svc call center	11.0		1,134,447		1,134,447
On-Street Parking Management (Parking Fund)	4.0		533,705		533,705
Regulatory Permitting (General Fund)	2.0	-	378,860		378,860
Risk Management (Special Fund)	1.0		249,478		249,478
Total	26.0	-	\$ 3,323,236	\$ -	\$ 3,323,236

Name of Program	FTEs Filled	FTEs Vacant	Personnel Cost	Other Cost	Total Approved Reduction
ARA 311-HPW CAS Consolidation	68.9	9.0	6,140,952	652,056	6,793,008
Risk Management (Property Insurance Savings)	1.0	1.0	413,394	3,986,665	4,400,059
Total	69.9	10.0	\$ 6,554,346	\$ 4,638,721	\$ 11,193,067

*The VMERPO FTEs on this slide match FIN's Total Approved Reduction and VMERPO FTE count for ARA as of April 20, 2025, which was 26. However, by April 28, 2025, 31 ARA employees had accepted the incentive offer.

Voluntary Municipal Employee Retirement Payout Option (VMERPO)

Fund	Number of Eligible for VMERPO	Number Accepting Option as of 4/20/25*	% Accepting Option as of 4/20/25*
General Fund	42	8	19%
Central Services Fund	20	11	55%
Risk Management	2	1	50%
BARC Special Fund	8	2	25%
ParkHouston	11	4	36%
Grand Total	83	26	31%

Reductions Included in Proposed Budget		
	Number of Employees	Value of Reduction
Non-Critical Positions Accepting Offer before April 20th	23	3,095,928
Critical Positions Accepting Offer before April 20th	3	227,308
Total Positions Accepting Offer before April 20th	26	3,323,236

*The VMERPO FTEs on this slide match FIN's Total Approved Reduction and VMERPO FTE count for ARA as of April 20, 2025, which was 26. However, by April 28, 2025, ARA had 31 employees accept the incentive offer.

Restructuring ARA

Flattening the Department

ARA's average span of control will become broader while substantially reducing the percentage of managers/supervisors fewer than four direct reports.

	Current State	Proposed State
Average Span of Control	5.6	7
% Managers/Supervisors with Fewer Than 4 Direct Reports	40%	6%
Layers of Management	5	5

- No ARA employee is more than five levels removed from the ARA Director. The target was 8 or fewer levels.
- ParkHouston and Regulatory Permitting are now under the direction of a single Deputy Director. The two divisions have many similarities, including ministerial permitting duties and enforcement responsibilities.
- Utility Regulation and Risk Management are now consolidated within Financial Services, allowing for greater financial analysis support to these divisions.

Recommended New Job Classifications for ARA

Financial Analyst V
3-1-1 Telecommunicator I, II, III
Regulatory Investigator I, II, III
Payroll Specialist I,II, III

Restructuring ARA

Flattening the Department

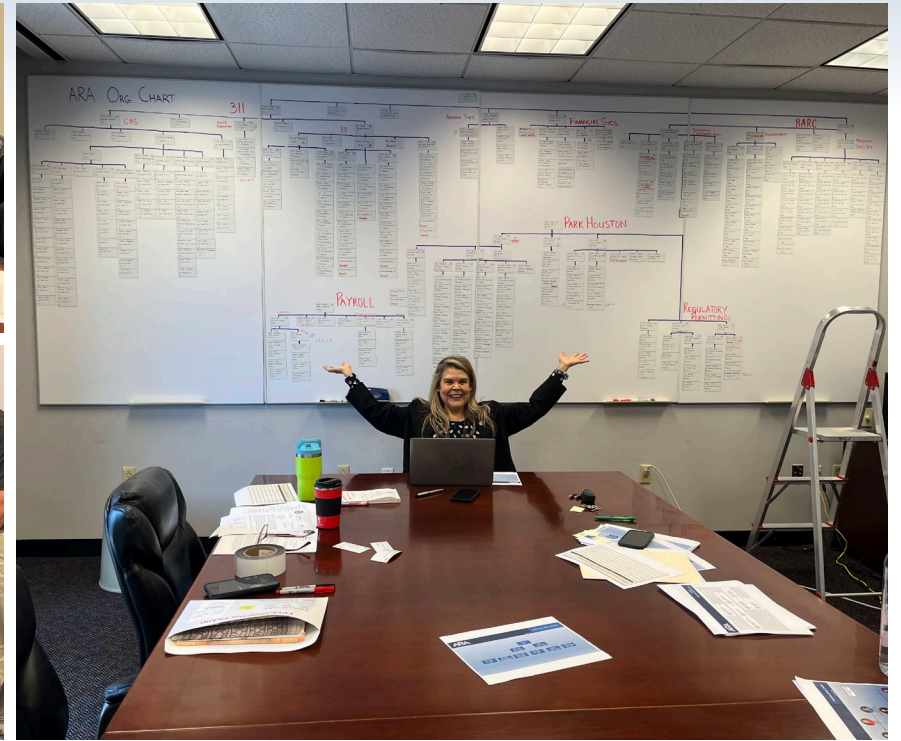
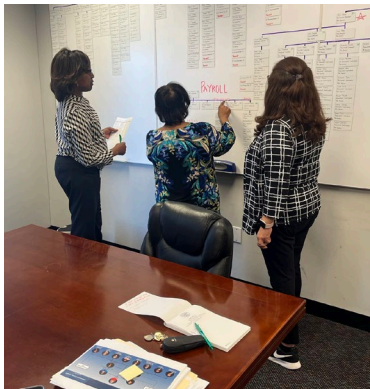
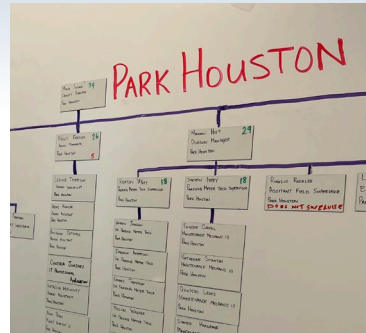
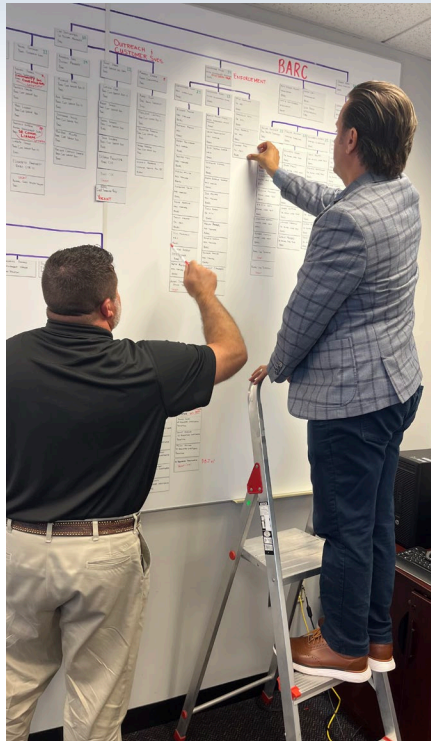
ARA addressed span of control based on the key below to accomplish a departmental structure focused on a flatter organization with fewer management layers.

Title	Managerial Level	PG	Target Span of Control: Direct Reports
Director		38	1:6 – 1:8
Deputy Director	Level 2 Manager	34	1:6 – 1:8
Assistant Director	Upper Management	32	1:4 – 1:8
Sr. Division Manager	Upper Management	30	1:4 – 1:8
Customer Service Manager	Middle Management	29	1:6 – 1:9
Division Manager	Middle Management	29	1:6 – 1:9
Animal Enforcement Manager	Middle Management	26	1:6 – 1:9
Administration Manager	Middle Management	26	1:6 – 1:9
BARC Shelter Manager	Middle Management	26	1:6 – 1:9
All Other Managers/Supervisors	Managers/Supervisors	Minimum of 5/6 Direct Reports – No maximum needed based on the size of our organization	

Restructuring ARA

Flattening the Department

Magnets & Markers: The ARA executive leadership team reorganized Department reporting lines to achieve an optimum span of control in every ARA division.



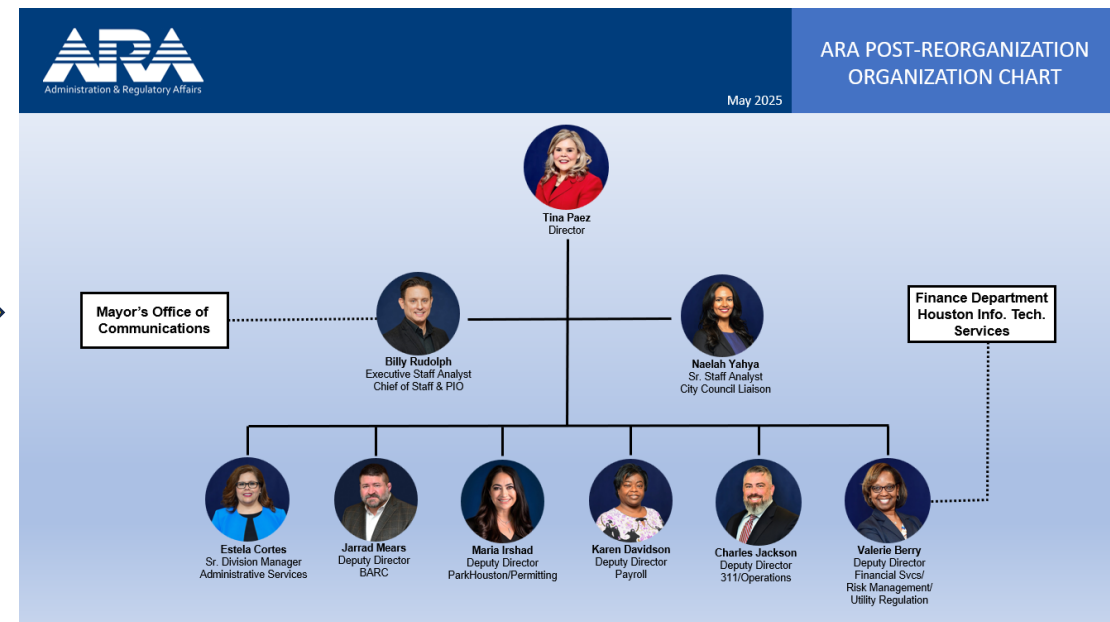
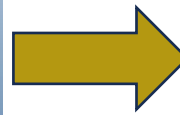
Restructuring ARA

Flattening the Department

ARA's top-level organizational chart is restructured following retirements and consolidations.

February 2025

May 2025



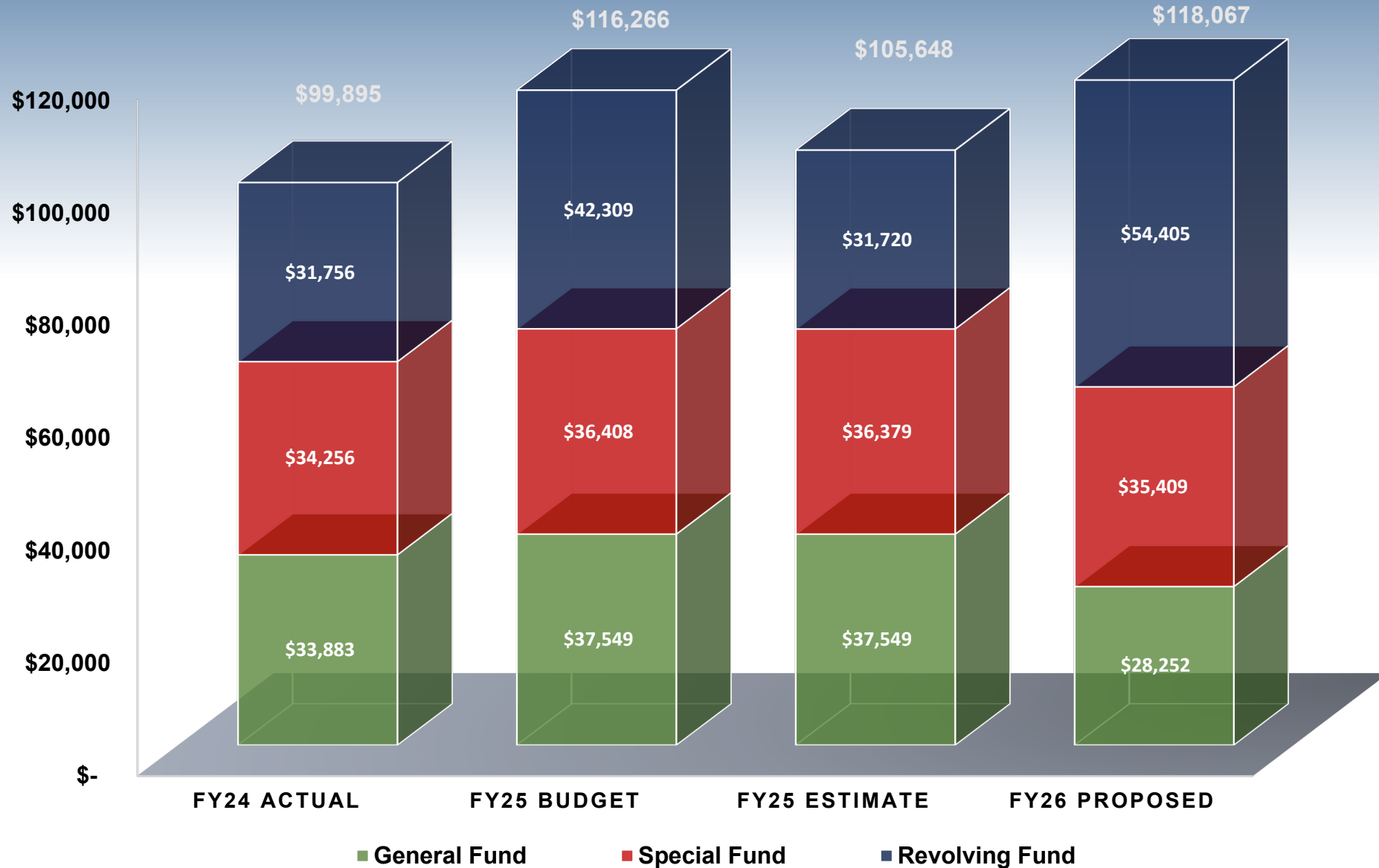
Expenditures by Fund [in thousands]

Fund	FY24 Actual	FY25 Budget**	FY25 Estimate	FY26 Proposed	Variance FY26 Prop/ FY25 Bud	% Change
General Fund*	\$ 33,883	\$ 37,549	\$ 37,549	\$ 28,252	\$ (9,297)	-24.76%
Special Fund						
ParkHouston	\$ 19,610	\$ 20,350	\$ 20,321	\$ 19,860	\$ (490)	-2.41%
BARC	\$ 14,646	\$ 16,058	\$ 16,058	\$ 15,549	\$ (509)	-3.17%
Revolving Fund						
Property & Casualty	\$ 27,659	\$ 37,251	\$ 26,662	\$ 32,851	\$ (4,400)	-11.81%
Central Services	\$ 4,097	\$ 5,058	\$ 5,058	\$ 21,554	\$ 16,496	326.12%
Total	\$ 99,895	\$116,266	\$105,648	\$ 118,067	\$ 1,800	1.5%

*General Fund expenditures shown here **include** the transfer to BARC of \$13.0M.

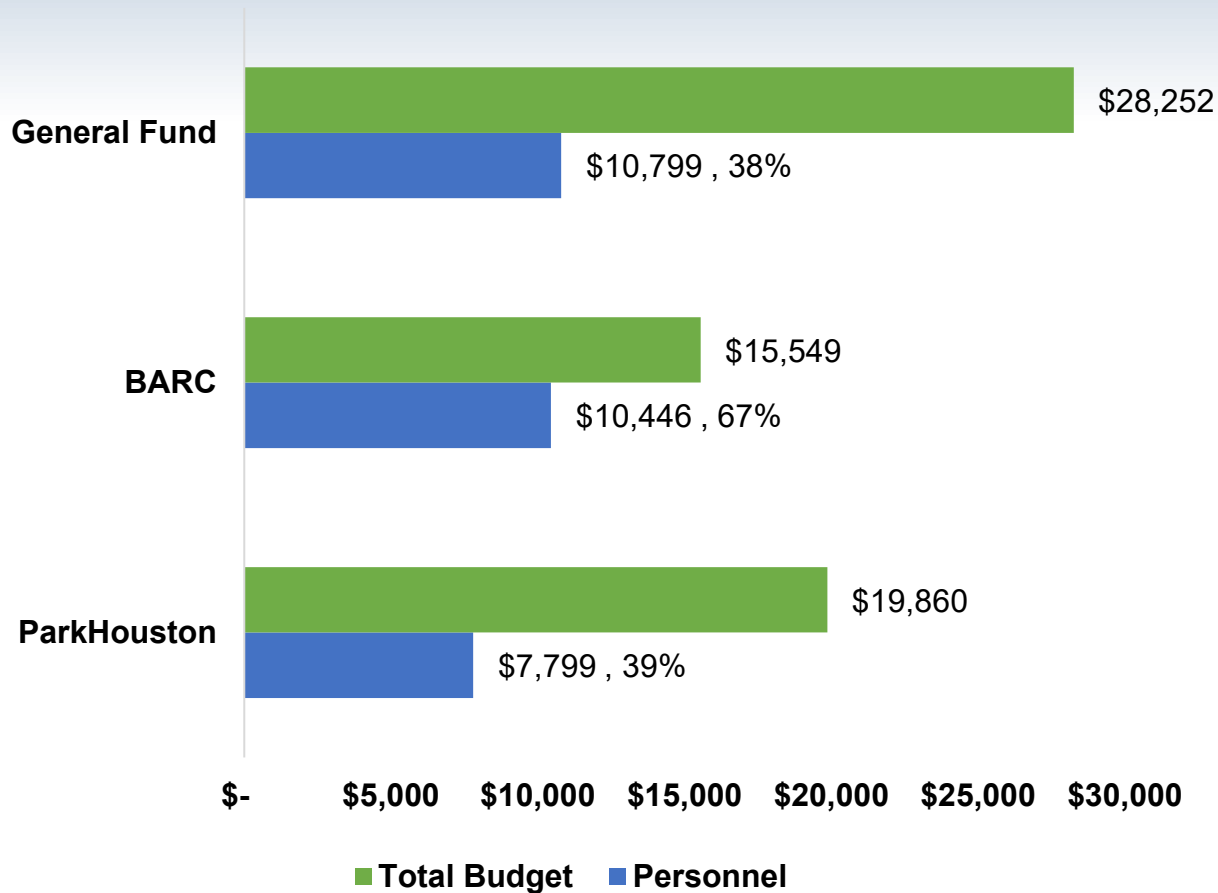
**"FY25 Budget" = FY25 Adopted Budget + Approved PBJs and other adjustments

Expenditures By Fund [in thousands]



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

Personnel Breakdown



Non-Personnel Breakdown

General Fund

Supplies	\$ 83	0%
Services	\$ 2,203	8%
Transfer	\$ 12,990	46%
Restricted Accounts	\$ 2,172	8%
Non-Capital	\$ 6	0%
Total	\$ 17,454	62%

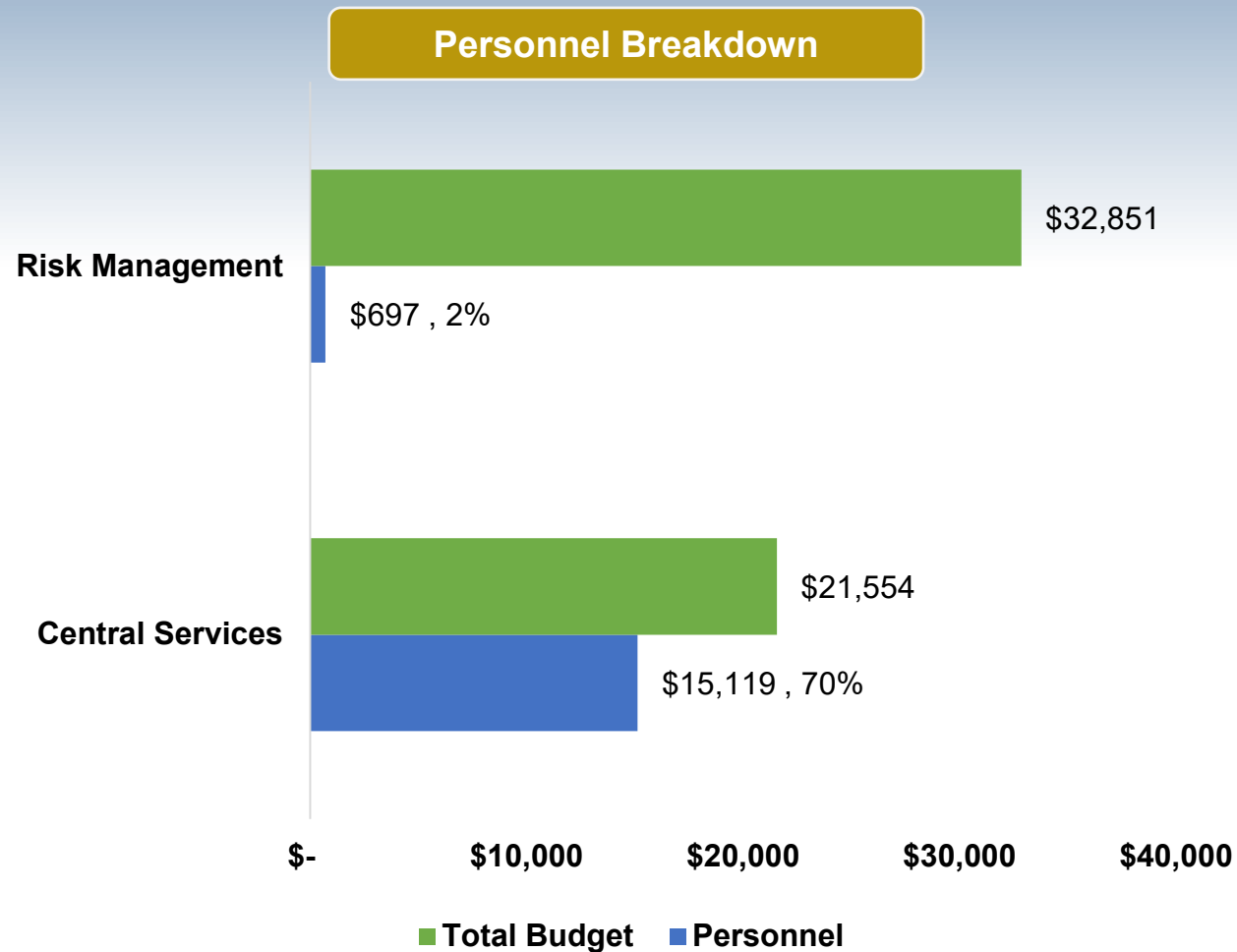
BARC

Supplies	\$ 1,230	8%
Services	\$ 1,731	11%
Restricted Accounts	\$ 1,862	12%
Capital	\$ 280	2%
Total	\$ 5,103	33%

ParkHouston

Supplies	\$ 415	2%
Transfer	\$ 3,100	16%
Services	\$ 4,625	23%
Restricted Accounts	\$ 3,595	18%
Capital	\$ 325	2%
Total	\$ 12,061	61%

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



Non-Personnel Breakdown

Risk Management

Supplies	\$ 2	0%
Services	\$ 114	0%
Insurance Premiums	\$ 31,746	97%
Restricted Accounts	\$ 291	1%
Total	\$ 32,153	98%

Central Services

Supplies	\$ 589	3%
Services	\$ 5,338	25%
Restricted Accounts	\$ 488	2%
Capital	\$ 20	0%
Total	\$ 6,435	30%

Expenditures by Program [in thousands]

Program	FY24 Actual	FY25 Budget	FY25 Estimate	FY26 Proposed	Variance FY26 Proposed/ FY25 Budget	% Change
Administrative Services	\$ 11,355	\$ 13,299	\$ 13,299	\$ 12,512	\$ (787)	-6%
Animal Services (BARC)	\$ 14,646	\$ 16,058	\$ 16,058	\$ 15,549	\$ (509)	-3%
Citywide Customer Helpline - 311	\$ 6,029	\$ 6,793	\$ 6,793	\$ 16,352	\$ 9,559	141%
Debt Service and Interfund Transfers	\$ 19,564	\$ 19,956	\$ 19,956	\$ 17,356	\$ (2,600)	-13%
Executive Oversight	\$ 3,108	\$ 2,884	\$ 2,884	\$ 2,910	\$ 26	1%
On-Street Parking Management	\$ 13,291	\$ 14,940	\$ 14,911	\$ 15,495	\$ 555	4%
Regulatory Permitting	\$ 4,243	\$ 5,085	\$ 5,085	\$ 5,042	\$ (43)	-1%
Risk Management	\$ 27,659	\$ 37,251	\$ 26,662	\$ 32,851	\$ (4,400)	-12%
Total	\$ 99,895	\$ 116,266	\$ 105,648	\$ 118,067	\$ 1,801	2%

Administrative Services

Priority:	Government that Works
FY2026 FTE Count:	55.5

Program Description

This program is comprised of all 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)

FY26 Prop Budget by Fund

General Fund	\$7,309
Central Services (Revolving) Fund	\$5,203
Total	\$12,512

Administrative Services

Performance

Performance	FY2024 Actual	FY2025 Target	FY2025 Estimate	FY2026 Target	Target Context
# of new franchise compliance reviews	5	3	3	5	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	10	7	21	10	Ensures compliance with City ordinance
Complete record destruction requests	100%	95%	100%	N/A	Compliance with federal and state law
Invoices eligible for early discount are processed for early discount	93%	95%	95%	100%	Ensures compliance with Prompt Payment Act
Payroll (checks and direct deposits) issued timely and accurately	100%	100%	99%	100%	Compliance with federal and state law
Payroll customer services satisfaction survey	100%	100%	100%	N/A	Satisfactory ratings from client departments
Revenue generated from auctions	\$2,600,000	\$2,000,000	\$1,800,000	\$2,000,000	Maximize revenue on obsolete and surplus property
Expenditures adopted budget vs actual utilization	86%	98%	94%	98%	Managing expenditures within budget
Revenues adopted budget vs actual utilization	96%	100%	98%	100%	Managing revenue collections

Animal Shelter & Enforcement Services

Priority:	Public Safety/Quality of Life
FY2026 FTE Count:	108.8

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 \$6.66 for FY26

FY26 Prop Budget by Fund

BARC	\$15,549
Total	\$15,549

Performance

Performance	FY2024 Actual	FY2025 Target	FY2025 Estimate	FY2026 Target	Target Context
# of animals trapped, neutered, and returned	420	500	800	800	Number of feral cat services rendered to curb feline overpopulation
# of completed service calls for animal control officers	33,707	35,000	35,000	35,000	Number of field enforcement service calls completed/resolved
# of microchipped animals	9,925	10,425	10,800	11,000	Number of animals microchipped to encourage responsible pet ownership
# of spay and neuter surgeries performed	10,498	8,000	11,000	12,000	Number of spay and neuter surgeries performed
# of total service calls for animal control officers	58,963	58,000	58,000	N/A	Number of field enforcement services calls received
% of completed service calls for animal control officers (Priorities 1, 2 and 3)	N/A	N/A	N/A	95.0%	% of completed service calls for animal control officers (Priority 1, 2 and 3)
Animal live release rate	83.6%	75.0%	75.0%	75.0%	Live outcomes for shelter pets
Total animal intake	N/A	N/A	N/A	20,000	Number of animals processed into the shelter

City of Houston Customer Helpline - 311

Priority:	Infrastructure/Public Safety/Quality of Life
FY2026 FTE Count:	175.9

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

HPW’s Customer Account Services (water customer service agents) were consolidated into 311. For FY2026, the consolidated organization is funded in the Central Services Revolving Fund

FY26 Prop Budget by Fund

Central Svcs Fund	\$16,352
Total	\$16,352

Performance

Performance	FY2024 Actual	FY2025 Target	FY2025 Estimate	FY2026 Target	Target Context
Average handle time (seconds)	201	170	170	170	Measures how long it takes an agent to understand a customer issue and provide accurate information
Average speed of answer (seconds)	145	120	120	120	Provide prompt service to Houstonians
Calls answered (percentage)	86%	85%	85%	85%	Measures the percentage of calls answered before a customer hangs up
Escalated Service Requests as a % of Total Service Requests Created	N/A	N/A	N/A	3%	Percentage of escalated service requests out of total service requests created - measure of customer dissatisfaction with the resolution of their service request
Percentage of Online and Mobile Service Requests	N/A	N/A	N/A	24%	Percentage of total service requests made online and via mobile. Measures efficiency of force multiplier
Service Requests Created	N/A	N/A	N/A	450,000	Total number of service requests created to address a wide range of issues across Houston

Executive Oversight

Priority:	Government that Works
FY2026 FTE Count:	6.6

Program Description

Provides leadership, vision, strategic direction, 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 \$1.5M for General Fund restricted accounts
- Includes funding for continuing the City Secretary document digitization project

FY26 Prop Budget by Fund

General Fund	\$2,910
Total	\$2,910

Performance

Performance	FY2024 Actual	FY2025 Target	FY2025 Estimate	FY2026 Target	Target Context
Process improvements initiated	11	2	4	4	Improves quality of life for Houstonians through ordinance initiatives or improves accountability and communication with Houstonians through enhanced technologies
Response to media and elected officials' requests with established timelines	100%	100%	100%	100%	Desired outcome is timeliness in response to public concerns expressed through the media and elected officials
Service requests completed within Service Level Agreement time frame (2 business days)	100%	100%	100%	100%	Desired outcome is timeliness in response to public concerns expressed directly to ARA or through the Mayor's Office to ARA
Utility Rate Case Intervention Benefit/Cost Ratio	N/A	N/A	N/A	\$100	Measurement of savings for customers attributable to the City's participation in utility rate cases; for FY26, the desired outcome is to save ratepayers \$100 for every \$1 spent by the COH

On-Street Parking Management

Priority:	Government that Works/Infrastructure/Public Safety/Quality of Life
FY2026 FTE Count:	85.0

Program Description

Significant Budget Items

FY26 Prop Budget by Fund

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.

- Includes ParkHouston's transfer to General Fund of \$3.1 million.
- Includes funding for a parking data-analytics platform and Application Programming Interface (API)
- Includes funding to replace aging vehicle fleet

ParkHouston	\$15,443
Parking Benefit District	\$52
Total	\$15,495

Performance

Performance	FY2024 Actual	FY2025 Target	FY2025 Estimate	FY2026 Target	Target Context
# of meter transactions	3,117,288	2,900,256	3,151,179	3,151,179	Manage curb space citywide
# of parking citations issued	216,508	210,482	218,055	218,055	Ensure compliance with parking regulations
# of parking citations paid	138,725	139,982	143,411	143,411	Ensure compliance with parking regulations
# of vehicle boots applied	2,146	2,171	1,847	2,171	Ensure compliance with parking regulations
# of Washington Avenue Parking Benefit District meter transactions	42,641	47,274	38,855	38,855	Manage curb space in Washington PBD
Parking occupancy at peak (ideal standards occupancy is less than or equal to 85%) - City Hall Area (Tues-Thurs, 10AM-2PM)	N/A	N/A	N/A	85%	Ensuring no more than 85% occupancy during peak periods in high demand areas attracts visitors to businesses in those areas
Parking occupancy at peak (ideal standards occupancy is less than or equal to 85%) - Harris County (M-F, 11AM-3PM)	N/A	N/A	N/A	76%	Ensuring no more than 85% occupancy during peak periods in high demand areas attracts visitors to businesses in those areas
Parking occupancy at peak (ideal standards occupancy is less than or equal to 85%) - Market Square (Sat, 10AM-2PM)	N/A	N/A	N/A	75%	Ensuring no more than 85% occupancy during peak periods in high demand areas attracts visitors to businesses in those areas

Regulatory Permitting

Priority:	Public Safety/Quality of Life
FY2026 FTE Count:	30.8

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 and registration portal for Short-Term Rental regulation ordinance compliance

FY26 Prop Budget by Fund

General Fund	\$5,042
Total	\$5,042

Performance

Performance	FY2024 Actual	FY2025 Target	FY2025 Estimate	FY2026 Target	Target Context
Alcohol Site survey completion (days)	9.15	13	13	13	Provide prompt inspection services to regulated businesses
Houston Permitting Center (HPC) ARA service time (minutes)	N/A	N/A	N/A	10.0	Provide prompt customer service to regulated businesses
Houston Permitting Center (HPC) ARA wait time (minutes)	5.28	15.0	15.0	15.0	Provide prompt customer service to regulated businesses
HPC - ARA customer satisfaction survey rating	99.5%	100.0%	100.0%	100.0%	Service ratings based on feedback from customer service counter surveys
HPC - ARA Regulatory Permitting walk-in customers served	32,113	18,000	18,472	20,000	Measures the number of customers to ensure staffing levels are appropriate

Risk Management

Priority:	Government that Works/Infrastructure
FY2026 FTE Count:	4.0

Program Description

Administers the City’s commercial property and casualty insurance program. Ensures compliance with regulatory insurance requirements, providing insurance advisory services to City Departments and affiliated entities, maintaining coverage for City-owned buildings and contents. Manages claims and required surety bonds.

Significant Budget Items

- Includes funding of \$27.2M for the City’s primary property policy with a total insured value of \$12.2B.

FY26 Prop Budget by Fund

Property & Casualty Fund	\$32,851
Total	\$32,851

Performance

Performance	FY2024 Actual	FY2025 Target	FY2025 Estimate	FY2026 Target	Target Context
Comply with insurance policy requirements to file an insurance claim and achieve an insurance recovery	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
FY2026 FTE Count:	0.0

Program Description

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

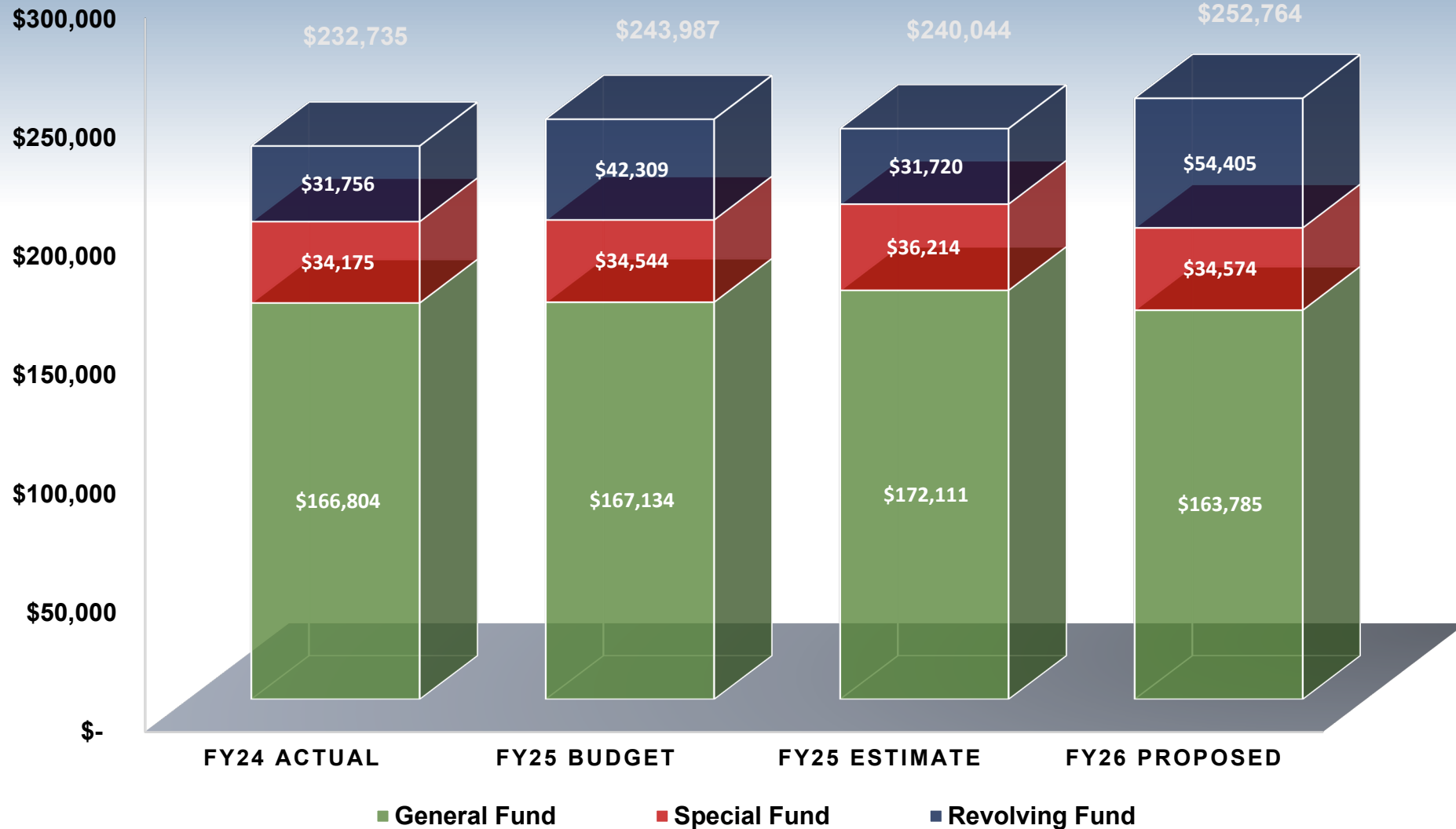
Significant Budget Items

- 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

FY26 Prop Budget by Fund

General Fund	\$12,990
ParkHouston	\$4,366
Total	\$17,356

Revenues By Fund [in thousands]



Revenues by Fund [in thousands]

Fund	FY24 Actual	FY25 Budget	FY25 Estimate	FY26 Proposed	Variance Prop/ FY25 Bud	FY26 % Change
General Fund	\$ 166,804	\$ 167,134	\$ 172,111	\$ 163,785	\$ (3,350)	-2.00%
Special Fund						
ParkHouston	\$ 19,666	\$ 19,844	\$ 20,329	\$ 20,232	\$ 388	1.95%
BARC	\$ 14,509	\$ 14,700	\$ 15,885	\$ 14,342	\$ (358)	-2.43%
Revolving Fund						
Property & Casualty	\$ 27,659	\$ 37,251	\$ 26,662	\$ 32,851	\$ (4,400)	-11.81%
Central Services	\$ 4,097	\$ 5,058	\$ 5,058	\$ 21,554	\$ 16,496	326.12%
Total	\$ 232,735	\$ 243,987	\$ 240,044	\$ 252,764	\$ 8,776	3.6%

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

TRENDS IN LARGEST ARA GENERAL FUND REVENUE SOURCES (> \$5,000,000)									
Description	FY2020 Actual	FY2021 Actual	FY2022 Actual	FY2023 Actual	FY2024 Actual	FY2025 Budget	FY2025 Estimate	FY26 Proposed	Variance FY25 Budget to FY26 Budget
Electric Franchise Fee	99,416,727	97,694,610	94,642,202	94,706,133	97,488,154	98,962,208	98,998,339	97,481,521	(1,480,687)
Telephone Franchise Fee	30,216,531	21,551,783	19,476,748	18,166,403	15,936,401	14,859,522	14,859,522	12,264,020	(2,595,502)
Cable TV Franchise Fee	16,231,527	12,263,697	12,342,316	11,236,820	10,214,077	9,180,553	9,050,553	8,159,676	(1,020,877)
Natural Gas Franchise Fee	12,385,921	13,033,578	13,083,481	13,048,150	14,597,809	16,210,318	16,210,318	16,777,389	567,071
Burglar Alarm Permit	9,245,781	9,053,267	8,953,763	8,893,991	8,652,646	8,728,952	8,511,640	8,444,895	(284,057)
Solid Waste Franchise Fee	8,329,486	7,732,809	8,551,326	9,677,128	9,442,276	9,806,079	10,000,000	10,280,398	474,319
Total	\$ 175,825,973	\$ 161,329,744	\$ 157,049,836	\$ 155,728,624	\$ 156,331,363	\$ 157,747,632	\$ 157,630,372	\$ 153,407,899	\$ (4,339,733)

FY2026 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 decreased in calendar year 2024, resulting in lower 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 FY2026 – mainly attributable to the loss of traditional cable customers to the growing internet streaming services (Netflix, Hulu, Prime) industry. NOTE: SB 924 passed the Senate and is pending in committee in the House. If it passes *as is*, the immediate impact could be an additional \$4.5M reduction to this franchise fee in FY2026, and ultimately the elimination of this revenue source.
- ❑ **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, FY26 franchise fees will be based on calendar years 2022, 2023, and 2024. Colder winter weather, 2022 and 2023 increases in natural gas prices, and a higher 2024 revenue replacing the lower 2021 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. Note: HB1227 is set for the House Calendar for 5/15/2025. This bill proposes to cut this franchise fee in half. At this time, it does not have a companion in the Senate, so we are hopeful the bill will not move.

FY2026 General Fund Revenue Highlights (cont'd)

- ❑ **Limousine Permits:** The higher FY2025 estimate is caused by an increase in new companies obtaining permits to use Uber Black as their dispatching system. The FY2026 proposed budget was developed using recent actuals, which reflected lower usage of regulated limousines and higher usage of unregulated ride share services. 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 FY2026 proposed budget is \$43k higher than the FY2025 year-end estimate due to projected growth as the industry continues to install new network nodes for 5G deployment.
- ❑ **Alcohol Fees:** The FY2026 proposed budget for alcohol fees was increased for this proposed budget by \$212,000 based on licensing trends. However, that proposed revenue proposal is now incorrect, based on the legislative approval of Senate Bill 1008 which becomes effective on September 1, 2025. This bill preempts municipalities from collecting alcohol fees and regulating noise for restaurants and other food service establishments. This will result in a decrease in our alcohol fees of \$1,385,393.
- ❑ **Audits and Recoveries:** In our Franchise Division we conduct regular audits and compliance checks to recover as many delinquencies as possible. In FY2025, we are projected to collect more than **\$890,000** in delinquent fees due to these efforts.

Revenues by Program [in thousands]

Program	FY24 Actual	FY25 Budget	FY25 Estimate	FY26 Proposed	Variance FY26 Proposed/ FY25 Estimate	% Change
Administrative Services	155,239	157,305	158,003	153,373	(4,630)	-2.9%
Animal Services	14,509	14,700	15,885	14,342	(1,543)	-9.7%
Citywide Customer Helpline -311	373	373	3,339	16,352	13,013	389.7%
On-Street Parking Management	19,666	19,844	20,328	20,232	(96)	-0.5%
Regulatory Permitting	15,289	14,514	15,827	15,614	(213)	-1.3%
Risk Management	27,659	37,251	26,662	32,851	6,189	23.2%
Total	\$ 232,735	\$ 243,987	\$ 240,044	\$ 252,764	\$ 12,720	5.3%



Administration & Regulatory Affairs

Questions?



Appendix

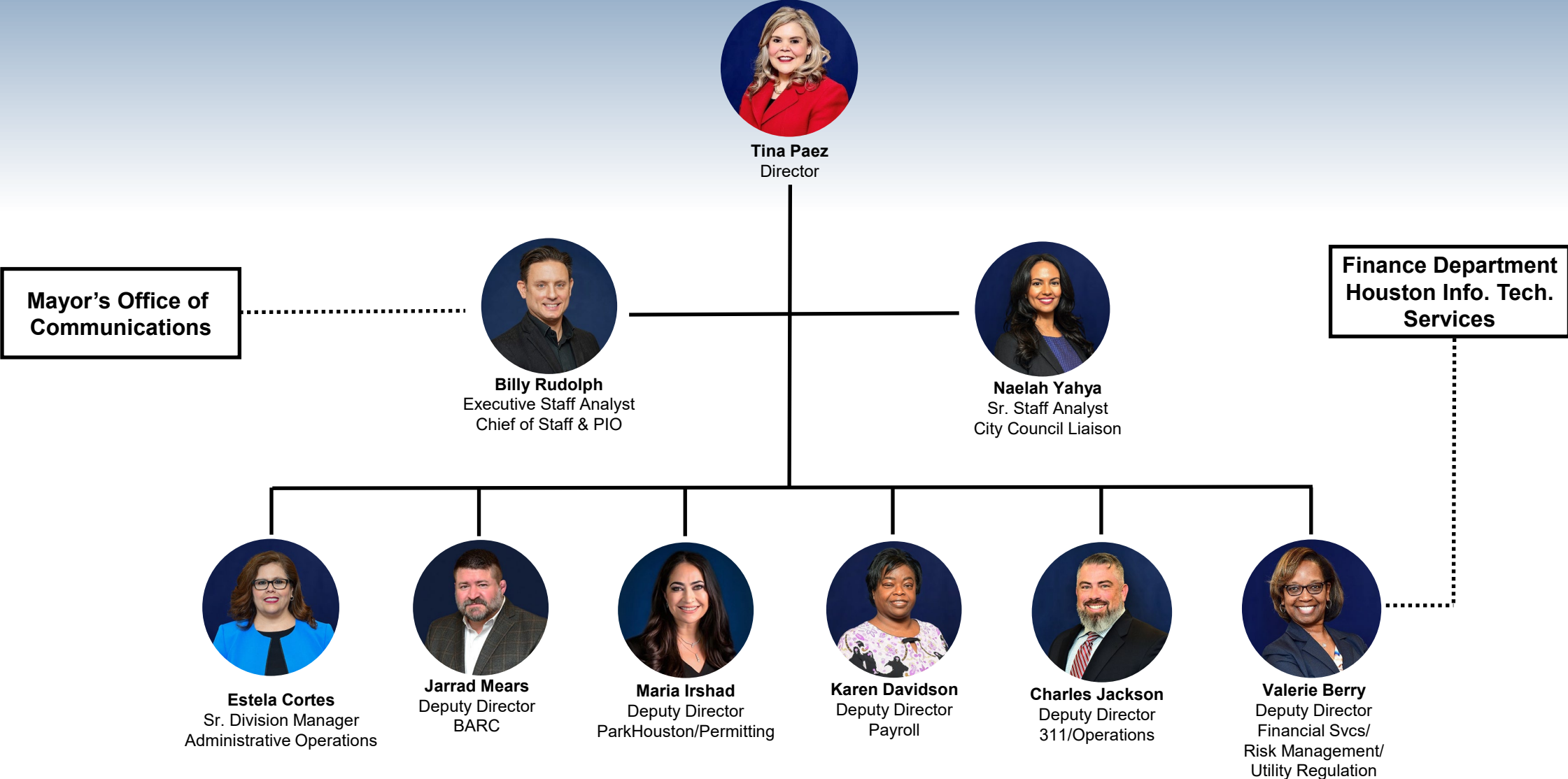


Appendix: Table of Contents

ARA Organization Chart	34
Demographic Breakdown	35
ARA Service Units	37
Revenue & Expenditure Trends & Change in FY26 GF Budget	38
Restricted Accounts	39
89th Legislative Session Impacts	40
FY2025 Accomplishments and Highlights	41
Frequently Requested Information - 311	44
Frequently Requested Information - BARC	49
Frequently Requested Information - Other ARA Divisions	54
End of Presentation	59



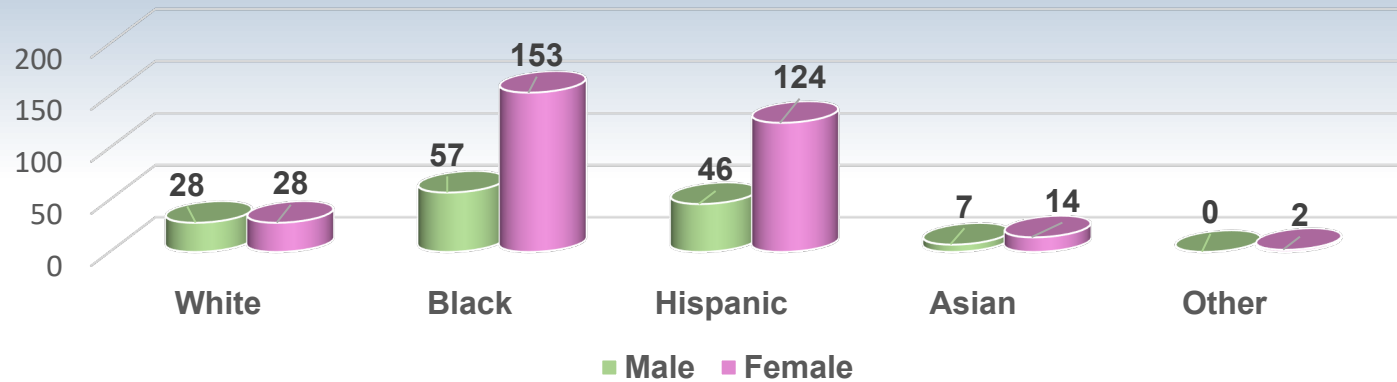
ARA Department Post- Reorg Executive Staff Organization Chart – May 2025



ARA DEMOGRAPHIC BREAKDOWN

(as of April 17, 2025)

ARA Employees Total 459

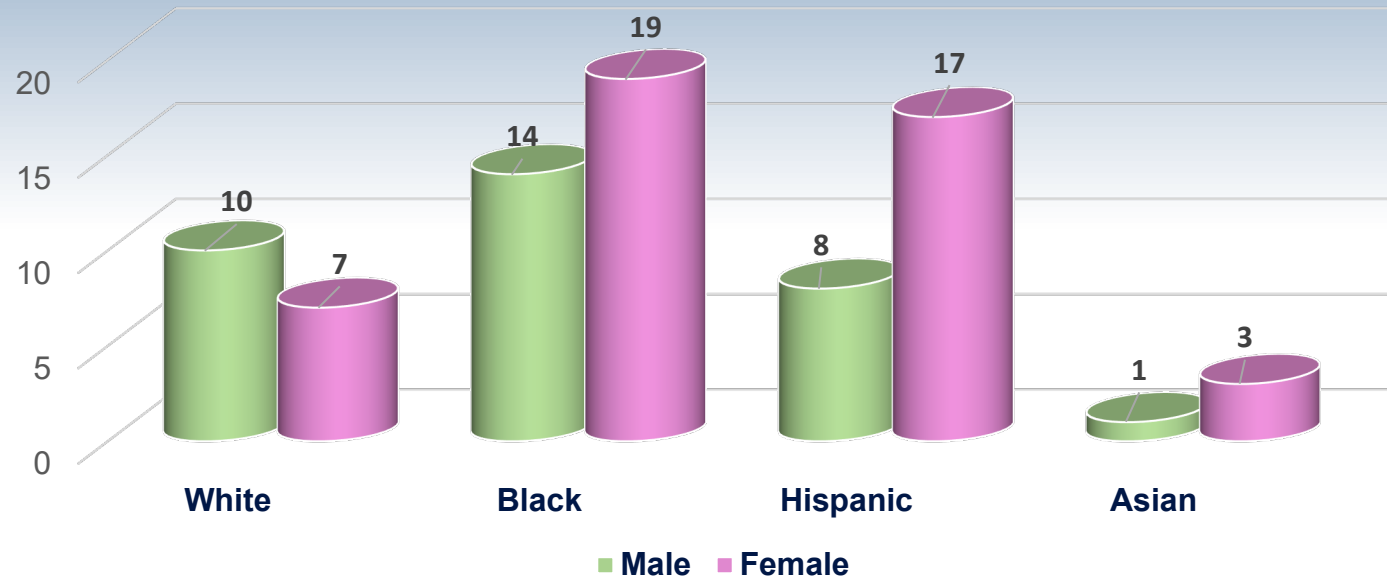


Category	White	Black	Hispanic	Asian	Other	Total
Males	28	57	46	7	0	138
%	6.1%	12.4%	10.0%	1.5%	0.0%	30.1%
Females	28	153	124	14	2	321
%	6.1%	33.3%	27.0%	3.1%	0.4%	69.9%
ARA Totals	56	210	170	21	2	459
%	12.2%	45.8%	37.0%	4.6%	0.4%	100.0%
Citywide Totals	5,969	7,925	6,335	1,648	221	22,098
%	27.0%	35.9%	28.7%	7.5%	1.0%	100.0%

ARA MANAGEMENT* DEMOGRAPHIC BREAKDOWN

(as of April 17, 2025)

ARA Management/Supervisory Total: 79



*This includes ALL supervisory classifications (PG 17 and higher)

Category	White	Black	Hispanic	Asian	Total
Males	10	14	8	1	33
%	12.7%	17.7%	10.1%	1.3%	41.8%
Females	7	19	17	3	46
%	8.9%	24.1%	21.5%	3.8%	58.2%
ARA Total	17	33	25	4	79
%	21.5%	41.8%	31.6%	5.1%	100.0%

ARA Service Units

311 Call Center	311 Water Customer Service	ARA Financial Services – Accounting & Budget Services for ARA	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)	Franchise Administration
	On-Street Parking Management	Utility Regulation	Vehicle-for-Hire Permits	



Administration & Regulatory Affairs

Revenue & Expenditure Trends and Change in FY26 General Fund Budget



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	Costs associated with administering the electricity accounts for the City including procurement contracts, forecasting, providing price certainty, and financial reporting.
Natural Gas	Costs associated with administering the natural gas accounts for the City, including procurement contracts, forecasting, providing price certainty, and financial reporting.
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.

89th Legislative Session Impacts to General Fund Revenues

- **SB 1008 – effective September 1, 2025**
 - Preempts cities from charging alcohol fees and regulating noise for restaurants and other food service establishments.
 - Estimated fiscal impact: \$1,385,393
 - Current status: Passed.
- **SB 924 – pending**
 - Amends Chapter 66 of the Utilities Code so that video delivered over the public Internet or by direct-to-home satellite no longer counts as “cable” or “video” service for franchise-fee purposes.
 - Will ultimately eliminate cable franchise fees as cable operators are rebranding as internet companies.
 - Estimated fiscal impact as written: Up to \$4.5M in FY26; potential to eliminate revenue source altogether.
 - COH urged lawmakers to reject the bill on the grounds that it violates the Texas Constitution, threatens Houston’s existing cable franchise revenues, and denies Houston any compensation for the streaming marketplace’s use of the public right-of-way.
 - Current status: Passed in the Senate. Referred to House Telecommunications & Broadband sub-committee May 2 with a deadline to get out of committee and move to the floor by May 23. There is a substitute circulating that would grandfather these fees for cities and potentially mitigate the revenue loss over the short-term.



Administration & Regulatory Affairs

FY2025 Accomplishments and Highlights



FY2025 ARA General Fund: Accomplishments & Highlights

- ❑ **311:**
 - January 2025 Winter Storm: remained operational throughout the event; coordinated 758 free rides to and from warming centers; created 10,061 service requests; handled over 30,000 calls
 - Hurricane Beryl: Remained operational throughout the event (even during the hurricane); coordinated 448 free rides to shelters; handled 48,408 calls and created 26,079 service requests
- ❑ **Asset Disposition:**
 - Collected ~\$2.5M in sales of surplus property and vehicles
- ❑ **Financial Services:**
 - Processed 75 solid waste franchise applications through new online application portal (estimated \$225,000 in additional revenue).
 - Collected over \$800,000 in delinquent and audit recovery franchise revenue
- ❑ **Payroll:**
 - Processed 4,752 HFD backpay settlement checks timely with no errors
 - With HR, HITS, & Legal implemented HFD and HOPE contract updates
 - Processed 30,000+ 2024 W-2s timely and accurately
- ❑ **Regulatory Permitting:**
 - Collected \$587,220 in revenue via delinquent permit compliance efforts – YTD 2025
 - Developed short-term rental regulations adopted by City Council on April 16, 2025.
- ❑ **Utility Regulation**
 - Achieved a \$46.5 million rate decrease for CenterPoint electric customers through base rate case intervention
 - Achieved a \$4.7 million rate decrease for CenterPoint gas customers through Tax Act Rider Calculation intervention

FY2025 ARA Special Funds: Accomplishments & Highlights

□ **BARC:**

- **Partnerships:** Through a partnership with Houston Pets Alive, increased adoptions in calendar year 2024 by more than 900 animals.
- **Animal Intake:** Animal Intake increased to 22,499 animals – an increase of 15% compared to FY2024 YTD
- **Animal Rescue:** 7,385 animals were transferred to rescue partners as of April 30, 2025
- **Animal Enforcement:**
 - 47,249 field calls as of April 30, 2025. BARC has responded to 59.58% of calls for field enforcement.
 - 2,362 bite cases investigated through April 30, 2025.
- **Animals Fostered:** 1,872 animals transferred to fosters as of April 30, 2025
- **Grant Funding:** Received \$95,000 from Petco Love program

□ **ParkHouston:**

- Raised more than \$800K for Memorial Park improvements
- Paid out more than \$320K to the Parking Benefits Districts (PBD) in Museum Park, Washington Avenue and Midtown
- Expanded the virtual residential permits program to 100% of all RPP areas

□ **Property & Casualty Fund – Risk Management Division:**

- Successfully renewed the City of Houston Property Insurance for approximately \$12.2B of insured property values, achieving a savings of \$4.4M for FY2026
- Successfully renewed the Houston First Corporation Property Insurance for approximately \$1B of insured property values, achieving a \$433K savings in premium



Administration & Regulatory Affairs

Frequently Requested Information - 311

**CITY OF
HOUSTON**

311

HELP & INFO

HOUSTON311.ORG



Top Ten 311 Service Calls Citywide By Council District FY2024

District	Water Leak	Missed Garbage Pickup	Water Service	Nuisance On Property	Traffic Signal Maintenance	Sewer Wastewater	Missed Recycling Pickup	Parking Violation	Street Hazard	SWM Escalation	Grand Total
A	3,046	1,448	1,548	1,571	1,994	1,453	785	993	1,069	1,079	14,986
B	3,519	5,073	2,198	3,627	1,512	2,841	1,999	888	1,608	1,135	24,400
C	6,779	3,830	3,038	2,786	2,664	2,086	4,812	3,902	2,551	1,017	33,465
D	6,991	4,840	3,810	4,101	2,405	3,284	2,840	1,894	1,721	1,005	32,891
E	3,840	2,213	2,118	1,006	1,326	1,476	1,486	782	763	486	15,496
F	3,559	1,599	1,905	666	1,396	1,054	958	1,168	506	313	13,124
G	5,681	470	2,283	485	2,928	1,440	379	1,057	1,060	119	15,902
H	3,119	4,936	1,174	3,317	1,795	2,027	2,367	1,625	1,648	951	22,959
I	5,094	4,114	2,960	1,873	2,262	2,151	2,042	1,463	1,415	717	24,091
J	2,073	875	1,110	633	1,256	790	624	947	461	202	8,971
K	5,118	3,168	2,628	1,908	1,691	1,805	1,271	1,708	1,047	761	21,105
Grand Total	48,819	32,566	24,772	21,973	21,229	20,407	19,563	16,427	13,849	7,785	227,390

Top Ten 311 Service Calls Citywide By Council District FY2025 as of 5/12/2025

District	Water Leak	Missed Garbage Pickup	Missed Recycling Pickup	Storm Debris Collection	Missed Heavy Trash Pickup	Traffic Signal Maintenance	Sewer Wastewater	Water Service	Nuisance On Property	Parking Violation	SWM Escalation	Grand Total
A	1,675	1,559	1,897	1,514	1,952	1,664	1,212	833	1,034	1,125	1,179	15,644
B	2,639	3,788	2,313	1,368	1,985	1,111	2,294	1,726	2,575	769	2,133	22,701
C	4,361	3,301	3,527	3,172	2,168	2,304	1,644	2,113	1,661	2,719	1,741	28,711
D	4,414	3,828	2,577	1,089	2,256	2,151	2,384	2,361	2,376	1,407	1,073	25,916
E	2,317	1,807	874	5,086	1,110	975	1,067	922	701	540	589	15,988
F	2,461	1,573	937	373	1,036	1,376	964	1,450	396	823	641	12,030
G	3,427	353	717	2,073	351	1,875	1,132	1,158	351	729	335	12,501
H	2,837	4,160	2,915	1,656	2,071	1,688	1,754	1,225	2,277	1,241	1,826	23,650
I	3,512	3,614	1,892	1,079	1,814	1,885	1,793	1,516	1,399	1,192	964	20,660
J	1,230	1,084	486	416	567	1,420	674	786	368	760	523	8,314
K	3,170	3,465	1,838	1,340	2,701	1,436	1,396	1,487	1,122	1,202	1,367	20,524
Grand Total	32,043	28,532	19,973	19,166	18,011	17,885	16,314	15,577	14,260	12,507	12,371	206,639

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/?logicalNames=&q=SLA>

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

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

View Service Request Heatmaps

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

Track Potholes

<http://houstonpotholes.org/>

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



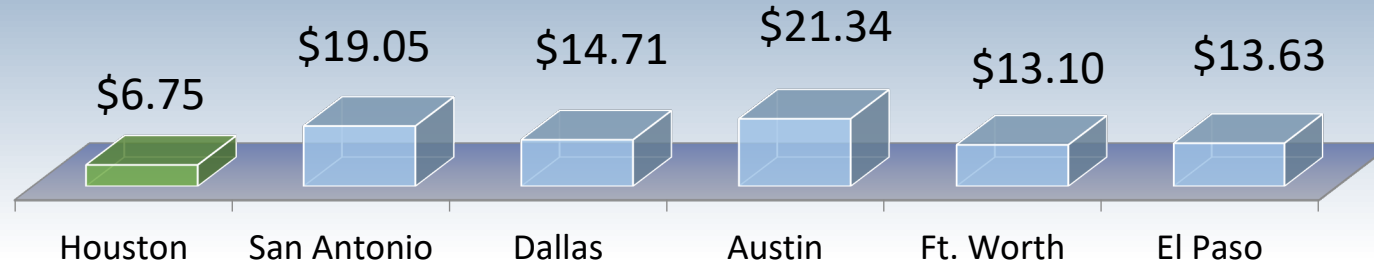
Administration & Regulatory Affairs

Frequently Requested Information - BARC





Texas Cities' Survey: Animal Control Budget Per Capita



City	FY24 Budget	Population	Per Capita	Intake	Live Release
Houston	\$ 15,692,736	2,326,096	\$ 6.75	19,623	83.6%
San Antonio****	\$ 28,481,533	1,495,295	\$ 19.05	30,033	84.8%
Dallas*****	\$ 19,180,051	1,304,238	\$ 14.71	28,633	82.6%
Austin	\$ 21,062,032	986,928	\$ 21.34	11,085	97.0%
Ft. Worth	\$ 12,966,427	989,978	\$ 13.10	19,939	79.8%
El Paso	\$ 11,933,474	875,784	\$ 13.63	23,242	77.6%

Source: City of Houston - Houstontx.gov; City of San Antonio - Sanantonio.gov; City of Dallas - Dallascityhall.gov; City of Austin - Austintexas.gov; City of Ft. Worth - Forthworthtexas.gov; and City of El Paso - Elpasotexas.gov

*Cities are ranked in descending order by population size.

**Houston population based on Planning Dept. estimate

***FY2024 Budget was used for all cities and 2024 estimated population from the Census Bureau and their own websites; FY2025 information was not available for all jurisdictions surveyed herein, thus, FY2024 data was used

****San Antonio received a budget increase to \$28.5M for FY24, which brings their funding per capita to \$19.05

*****Austin received a budget increase to \$21M for FY24, which brings their funding per capita to \$21.34



BARC Animal Control Response Priority Matrix

Priority Level Chameleon Activity Color	Call Type	Response Time Goal
1	<ul style="list-style-type: none"> Bite case, victim has been bitten Dangerous animal on school grounds Non-dangerous, roaming elementary school grounds 	Within 2 Hours
2	<ul style="list-style-type: none"> Law enforcement agency assistance Aggressive animals where citizen is in imminent danger Injured/sick animal unable to move on their own 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 Dangerous wild animals, lion, tiger, non- indigenous venomous 	Within 3 Hours
3	<ul style="list-style-type: none"> 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 & Wildlife) Calls for assistance from Post Office, City Council Offices, governmental agencies Neglect/abandonment cases, dog, cat, livestock Confined animals at places of business including apartment complex Non-dangerous, roaming middle/ high school and college grounds 	Within 48 Hours
4	<p>Unable to respond due to limited resources</p> <ul style="list-style-type: none"> Injured animals able to move on their own Citizen confined animals 	N/A
5	<p>Unable to respond due to limited resources</p> <ul style="list-style-type: none"> Owner turn-ins Stray/barking/nuisance dogs Stray dogs running loose not causing issue Loose and trapped cats 	N/A



BARC FY2025 YTD Activity At a Glance

As of April 30, 2025

BARC Performance "At-A-Glance"		
July 1, 2024 - April 30, 2025		
Live Release:		AEO Activity:
Animals Transferred to RPM, Rescued	4,182	Total Calls for Service:
Total Transfers:	7,071	Total Service Calls Completed:
% Transferred to RPM	59.1%	% Answered Calls:
Payments to RPM:	\$313,650	
Adoptions:	4,841	Priority 1:
Return to Owner (RTC)	750	Incoming Calls:
Trap, Neuter & Release	832	Completed:
Animals Euthanized:	3,102	Dispatched:
Dog Live Release %:	74.6%	Pending:
Cat Live Release %:	89.0%	Cancelled:
Total Live Release %:	81.2%	% Answered Calls:
Intake:		Priority 2:
Over the Counter:	10,052	Incoming Calls:
Field:	7,786	Completed:
% Stray:	60%	Dispatched:
% Owner Turn-in:	10%	Pending:
% Other:	30%	Cancelled:
Total Intake:	17,838	% Answered Calls:
Spay/ Neuter Surgeries Performed:		Priority 3:
In House:	4,947	Incoming Calls:
Houston Partners:	2,681	Completed:
Total Surgeries:	7,628	Dispatched:
		Pending:
		Cancelled:
		% Answered Calls:
Revenue:		Priority 4:
Wellness/Fixin' Houston:	\$358,148	Incoming Calls:
ACO Fees:	\$38,646	Completed:
Licensing:	\$470,503	Dispatched:
Private Funds:	\$203,023	Pending:
Adoptions:	\$147,153	Cancelled:
Total Revenue:	\$ 1,217,473	% Answered Calls:
Licensing:		Priority 5:
New Licenses:		Incoming Calls:
Renewals:		Completed:
		Dispatched:
		Pending:
		Cancelled:
		% Answered Calls:
Field Activity:		
Citations issued:	1,689	
Bites investigated:	870	
Cruelty Confiscations:	154	

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 81.2% live release rate as of APR 2025 because we have programs in place to save as many animals as possible. However, BARC must accept all animals brought into 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	\$1.25-\$2.25 per hour
C	Midtown	Monday-Saturday 7AM-12AM	\$1.25-\$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	\$1.75 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 2:00AM
 - Saturday, 8:00AM to 2:00AM
 - Sunday, 10AM to 2:00AM
 - ❑ Requests for enforcement can be sent to 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. For more information call 832-393-8690 or visit 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 or more 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 vehicle owner may request a boot hearing at the Parking Adjudication Office. 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 can be addressed to both the City of Houston and the Public Utilities Commission of Texas.

❑ 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

