

Department of Finance and Administrative Services

The Department of **Finance and Administrative Services** (FAS) is often the public's first interaction with the City of Seattle, operating as a customer-focused front door that assists with everything from paying utilities or reporting a pothole to requesting public information or even adopting a new pet.

Our 500-plus employees span across 10 divisions and work behind-the-scenes providing critical functions, like managing 120 City facilities—including police and fire stations—overseeing the City's neighborhood customer service centers and Customer Service Bureau, and making sure minority-owned businesses can equitably compete for City contracts. No matter the need, FAS is here—at your service.

Public-facing Divisions

- **Consumer Protection** regulates 22 specific business types, including short-term rentals, adult entertainment, marijuana businesses, taxis, for-hire or TNC vehicles, and others to protect consumers.
- **Customer Service** manages the Find It, Fix It service request application, answers the 684-CITY information line, and serves constituents through its Customer Service Bureau and seven customer service centers.
- **Purchasing and Contracting** manages contracting needs that include bids, public works, and over 1,200 blanket contracts for goods and services. The division also supports the City's race and social justice initiative by expanding contracting equity for women- and minority-owned businesses and supporting labor equity on City construction projects.
- **Seattle Animal Shelter** promotes the humane and compassionate treatment of people and animals through equity, innovation, and collaboration. Programs and services include traditional sheltering, rehoming of pets, and enforcement of the animal code along with proactive and innovative programs that involve community support and engagement.



The **Seattle Animal Shelter** runs the only free pet vaccination clinics in the city, serving 1,500-plus pets in 2024, including Coco Too Much who is pictured with his owner Marteze Tramble.

Internal-facing Divisions

- **Accounting and Budget Services** provides everything from budget oversight to financial planning for FAS, other small departments, and City executive offices to create transparent, understandable financial reports.
- **Capital Development** plans, designs, and builds City structures, facilities, and work spaces in a manner that is fiscally responsible, environmentally sustainable, and responsibly compliant with equal access for all.
- **Facility Operations** manages and maintains more than 120 public structures, including offices, parking garages, maintenance shops, and police and fire stations, and provides services through diverse lines of business comprised of asset planning, property management, facilities maintenance, security and access management, janitorial, warehousing, and mail distribution for the City.
- **Fleet Management** leads the procurement, maintenance, and fueling for the City's 4,200-plus fleet, providing safe, cost-effective, and environmentally sustainable transportation and purpose-built vehicles for City employees.
- **Human Resources** partners with FAS' diverse group of divisions to support recruitment, hiring, compensation and classification, and performance management in a way that is equitable and fosters a respectful, collaborative, and safe work environment.
- **Real Estate and Planning Services** represents the City to meet commercial leasing, acquisitions for public safety, citywide property disposition activities, and real property research and analysis needs. The division also leads emergency planning for FAS.



FAST FACTS | 2024



Accounting and Budget Services

18 departments and executive offices supported
\$567 million in invoices processed
\$355 million City funds tracked



Capital Development

\$2.9 million in goods and services purchased from women-and minority-owned businesses firms
16 departments and offices served
\$16 million in tenant improvements



Customer Service

77,000-plus customers served
30,250 passport applications processed
\$14 million City payments processed



Consumer Protection

22 business types regulated
8,500 businesses with regulatory licenses/endorsements
3,800 inspections, including gas pumps, scales and taxis



Fleet Management

4,200-plus vehicles managed in City fleet
835,392 gallons of renewable diesel used
4,768 motor pool trips taken



Facility Operations

3.5 million square-feet of space managed
120 public structures overseen
9,000 facility maintenance requests



Purchasing and Contracting

\$267 million of \$1 billion spend went to WMBEs
1,200 blanket contracts managed



Real Estate and Planning Services

5.7 billion sq. ft. of property inventoried
50+ property agreements executed
15 departments and executive offices supported



Seattle Animal Shelter

1,600+ pets found forever homes
1,530 pets provided life-saving vaccines
1,180 spay and neuter surgeries performed



Seattle
Finance &
Administrative Services

FAS' Purchasing and Contracting team helps small businesses and WMBEs do business with the City through technical assistance and outreach, like the Reverse Vendor Tradeshow.