

# 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 work behind-the-scenes providing critical functions, like managing 120 City facilities and coordinating emergency management logistics. No matter the need, FAS is here—at your service.

## Public-facing Divisions

- **Consumer Protection** regulates 21 specific business types including short-term rentals, adult entertainment, marijuana businesses, taxis, for-hire or TNC vehicles and others to protect consumers.
- **Customer Service** leads the City's 311 phone service 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 1200 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 safety and animal welfare through community engagement, resources, sheltering, adoption and a spay/neuter clinic. Also addresses community concerns with field officers and provides services for over 5,000 animals annually.



In December 2022, the Seattle Animal Shelter hosted a cat adoption event, turning Seattle City Hall into "Kitty Hall" for the day.

## 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.
- **Fleet Management** leads the procurement, maintenance and fueling for the City's 4,000-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.
- **Logistics and Emergency Management** leads emergency planning/procurement, security services, access management, janitorial services, warehouse operations and mail distribution for the City.
- **Real Estate Services** represents the City to meet commercial leasing, acquisitions for public safety, citywide property disposition activities, and real property research and analysis needs.

## Director's Office

Across divisions, the **Director's Office** provides leadership and coordination and oversees policy and equity, the Americans with Disabilities Act Title II program and the public disclosure program.

# AT YOUR SERVICE

# FAST FACTS | 2022 REVIEW



## ACCOUNTING AND BUDGET SERVICES

**18** departments and executive offices supported

**19.5 million** recovered from FEMA for City COVID-19 services

**\$378 million** City funds tracked and reported



## LOGISTICS AND EMERGENCY MANAGEMENT

**809,062** PPE masks distributed to City staff and residents

**363,894** pieces of outgoing mail processed

**120** FAS staff trained on earthquake resiliency



## CUSTOMER SERVICE

**61,273** requests for services and information

**38,177** passport applications processed, generating

**\$1.3 million** in City revenue



## FLEET MANAGEMENT

**77,000** gallons of fuel saved, thanks to

**430** electric or hybrid vehicles including

**70** hybrid Seattle patrol cars being put into service



## PURCHASING AND CONTRACTING

**\$12 million** more in wages to economically distressed communities than before Priority Hire

**29%** of FAS purchases were spent with women- and minority-owned businesses

**\$1 million** grant from Bloomberg Philanthropies to support procurement transformation



## CAPITAL DEVELOPMENT

**23%** construction contracts to women-and minority-owned businesses firms

**72** projects launched

**1** dock replaced for the waterfront Fire Station 5



## CONSUMER PROTECTION

**21** business types regulated

**\$7.6 million** in tax revenues and licensing fees collected

**3,200** inspections, including gas pumps, scales and taxis



## FACILITY OPERATIONS

**3.5 million** square-feet of space managed

**120** public structures overseen

**9,000** completed maintenance requests



## REAL ESTATE SERVICES

**5-year** lease signed with nonprofit Villa Comunitaria to offer services at South Park Community Center

**115** property agreements developed and executed

**87** units of affordable housing enabled by the sale and transfer of 476 square feet of unutilized municipal land



## SEATTLE ANIMAL SHELTER

**711** animals placed into forever homes

**9,347** volunteer hours from 224 volunteers

**\$10,000** grant recognizing BIPOC leadership

