

# **Seattle Public Utilities**

## **Technology Projects**

**Project Summary**

<b>BCL/Program Name/</b>									
<b>Project Title &amp; ID</b>	<b>LTD Actuals</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>Total</b>
<b>Technology</b>							<b>BCL/Program Code:</b>		<b>C510B</b>
Asset Information Management (C5407)	7,278	4,620	2,460	2,258	2,344	2,358	2,415	2,000	25,732
Customer Contact & Billing (C5402)	1,483	14,982	11,445	9,881	3,404	3,552	3,369	1,250	49,366
Enterprise Information Management (C5403)	143	1,171	2,126	2,365	2,550	1,100	1,350	2,600	13,405
IT Infrastructure (C5404)	3,526	2,507	3,109	2,250	3,100	1,950	3,700	2,200	22,343
Project Delivery & Performance (C5405)	5,015	3,549	3,359	5,106	4,050	4,750	2,649	2,300	30,778
Science & System Performance (C5406)	1,155	945	1,423	2,342	2,341	2,061	2,498	1,000	13,765
<b>Technology</b>	<b>18,600</b>	<b>27,774</b>	<b>23,922</b>	<b>24,202</b>	<b>17,790</b>	<b>15,770</b>	<b>15,980</b>	<b>11,350</b>	<b>155,388</b>
<b>Department Total*:</b>	<b>18,600</b>	<b>27,774</b>	<b>23,922</b>	<b>24,202</b>	<b>17,790</b>	<b>15,770</b>	<b>15,980</b>	<b>11,350</b>	<b>155,388</b>

*\*Amounts in thousands of dollars*

## SPU-Technology

### Fund Summary

<b>Fund Name &amp; Code</b>	<b>LTD Actuals</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>Total</b>
Drainage and Wastewater Fund (44010)	7,341	10,559	9,196	8,929	6,884	6,149	6,443	4,778	60,280
Solid Waste Fund (45010)	2,656	6,248	5,337	5,269	3,122	2,443	2,352	1,482	28,910
Water Fund (43000)	8,603	10,966	9,389	10,004	7,783	7,178	7,185	5,090	66,199
<b>Department Total*:</b>	<b>18,600</b>	<b>27,774</b>	<b>23,922</b>	<b>24,202</b>	<b>17,790</b>	<b>15,770</b>	<b>15,980</b>	<b>11,350</b>	<b>155,388</b>

*\*Amounts in thousands of dollars*

**2014 - 2019 Adopted Capital Improvement Program**

# SPU-Technology

## Asset Information Management

<b>BCL/Program Name:</b>	Technology	<b>BCL/Program Code:</b>	C510B
<b>Project Type:</b>	New Investment	<b>Start Date:</b>	ONGOING
<b>Project ID:</b>	C5407	<b>End Date:</b>	ONGOING
<b>Location:</b>	N/A		
<b>Neighborhood Plan:</b>	Not in a Neighborhood Plan	<b>Neighborhood Plan Matrix:</b>	N/A
<b>Neighborhood District:</b>	Not in a Neighborhood District	<b>Urban Village:</b>	Not in an Urban Village

This ongoing program provides applications, upgrades and data management tools in support of SPU's work and asset management programs. Several new and updated technology solutions designed to enhance the efficiency and effectiveness of drinking water, sewer, drainage, and solid waste operations are planned. These include the development of an Asset Data Register in support of performance analytics, and dispatch and emergency response systems. Other related, but as yet undetermined projects will be undertaken to further enhance safety and improve responsiveness of SPU's utility operations.

	LTD Actuals	2013 Rev	2014	2015	2016	2017	2018	2019	Total
<b>Revenue Sources</b>									
Water Rates	3,725	2,188	1,060	1,048	1,048	1,093	1,120	910	12,192
Drainage and Wastewater Rates	2,477	1,802	945	847	934	886	905	865	9,660
Solid Waste Rates	1,076	630	455	364	363	379	389	225	3,880
<b>Total:</b>	<b>7,278</b>	<b>4,620</b>	<b>2,460</b>	<b>2,258</b>	<b>2,344</b>	<b>2,358</b>	<b>2,415</b>	<b>2,000</b>	<b>25,732</b>
<b>Fund Appropriations/Allocations</b>									
Water Fund	3,725	2,188	1,060	1,048	1,048	1,093	1,120	910	12,192
Drainage and Wastewater Fund	2,477	1,802	945	847	934	886	905	865	9,660
Solid Waste Fund	1,076	630	455	364	363	379	389	225	3,880
<b>Total*:</b>	<b>7,278</b>	<b>4,620</b>	<b>2,460</b>	<b>2,258</b>	<b>2,344</b>	<b>2,358</b>	<b>2,415</b>	<b>2,000</b>	<b>25,732</b>
<b>O &amp; M Costs (Savings)</b>			262	262	262	262	262	262	1,574
<b>Spending Plan by Fund</b>									
Water Fund		2,060	1,060	1,048	1,048	1,093	1,120	910	8,338
Drainage and Wastewater Fund		1,390	945	847	934	886	905	865	6,771
Solid Waste Fund		622	455	364	363	379	389	225	2,797
<b>Total:</b>		<b>4,071</b>	<b>2,460</b>	<b>2,258</b>	<b>2,344</b>	<b>2,358</b>	<b>2,415</b>	<b>2,000</b>	<b>17,906</b>

*\*This detail is for information only. Funds are appropriated in the budget at the Budget Control Level. Amounts are in thousands of dollars.*

## 2014 - 2019 Adopted Capital Improvement Program

# SPU-Technology

## Customer Contact & Billing

<b>BCL/Program Name:</b>	Technology	<b>BCL/Program Code:</b>	C510B
<b>Project Type:</b>	New Investment	<b>Start Date:</b>	ONGOING
<b>Project ID:</b>	C5402	<b>End Date:</b>	ONGOING
<b>Location:</b>	N/A		
<b>Neighborhood Plan:</b>	Not in a Neighborhood Plan	<b>Neighborhood Plan Matrix:</b>	N/A
<b>Neighborhood District:</b>	Not in a Neighborhood District	<b>Urban Village:</b>	Not in an Urban Village

This program will provide technology solutions and business application upgrades in support of SPU's Customer Contact Center and activities carried out by the Customer Service Branch. Planned projects include, but are not limited to, a replacement of the Consolidated Customer Service System and new technology solutions for enhanced customer contact management. This program is intended to enhance customer service, customer contact, and ensure accurate Utility billing.

	LTD Actuals	2013 Rev	2014	2015	2016	2017	2018	2019	Total
<b>Revenue Sources</b>									
Water Rates	663	5,423	4,214	3,782	1,579	1,648	1,689	550	19,549
Drainage and Wastewater Rates	590	5,130	3,848	3,414	1,276	1,332	1,230	513	17,333
Solid Waste Rates	230	4,429	3,382	2,685	548	572	450	188	12,484
<b>Total:</b>	1,483	14,982	11,445	9,881	3,404	3,552	3,369	1,250	49,366
<b>Fund Appropriations/Allocations</b>									
Water Fund	663	5,423	4,214	3,782	1,579	1,648	1,689	550	19,549
Drainage and Wastewater Fund	590	5,130	3,848	3,414	1,276	1,332	1,230	513	17,333
Solid Waste Fund	230	4,429	3,382	2,685	548	572	450	188	12,484
<b>Total*:</b>	1,483	14,982	11,445	9,881	3,404	3,552	3,369	1,250	49,366
<b>O &amp; M Costs (Savings)</b>			494	494	494	494	494	494	2,962
<b>Spending Plan by Fund</b>									
Water Fund		2,449	4,214	3,782	1,579	1,648	1,689	550	15,912
Drainage and Wastewater Fund		2,317	3,848	3,414	1,276	1,332	1,230	513	13,930
Solid Waste Fund		1,909	3,382	2,685	548	572	450	188	9,734
<b>Total:</b>		6,676	11,445	9,881	3,404	3,552	3,369	1,250	39,576

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## 2014 - 2019 Adopted Capital Improvement Program

**Enterprise Information Management**

<b>BCL/Program Name:</b>	Technology	<b>BCL/Program Code:</b>	C510B
<b>Project Type:</b>	New Investment	<b>Start Date:</b>	ONGOING
<b>Project ID:</b>	C5403	<b>End Date:</b>	ONGOING
<b>Location:</b>	N/A		
<b>Neighborhood Plan:</b>	Not in a Neighborhood Plan	<b>Neighborhood Plan Matrix:</b>	N/A
<b>Neighborhood District:</b>	Not in a Neighborhood District	<b>Urban Village:</b>	Not in an Urban Village

This program will provide integrated technology solutions in support of the management of SPU's corporate knowledge, including data, information, documents, and web content. Typical improvements may include, but are not limited to, replacement of shared file storage, new online collaboration tools, introduction of workflow, tracking & reporting applications, web content management systems, and an enterprise document management solution. This program enhances SPU's ability to retrieve, share, distribute and manage corporate information.

	LTD Actuals	2013 Rev	2014	2015	2016	2017	2018	2019	Total
<b>Revenue Sources</b>									
Water Rates	66	525	940	1,043	1,123	484	598	1,150	5,929
Drainage and Wastewater Rates	54	464	864	965	1,044	451	548	1,056	5,445
Solid Waste Rates	23	182	322	357	383	165	205	394	2,031
<b>Total:</b>	143	1,171	2,126	2,365	2,550	1,100	1,350	2,600	13,405
<b>Fund Appropriations/Allocations</b>									
Water Fund	66	525	940	1,043	1,123	484	598	1,150	5,929
Drainage and Wastewater Fund	54	464	864	965	1,044	451	548	1,056	5,445
Solid Waste Fund	23	182	322	357	383	165	205	394	2,031
<b>Total*:</b>	143	1,171	2,126	2,365	2,550	1,100	1,350	2,600	13,405
<b>O &amp; M Costs (Savings)</b>			134	134	134	134	134	134	804
<b>Spending Plan by Fund</b>									
Water Fund		649	940	1,043	1,123	484	598	1,150	5,986
Drainage and Wastewater Fund		578	864	965	1,044	451	548	1,056	5,505
Solid Waste Fund		218	322	357	383	165	205	394	2,044
<b>Total:</b>		1,444	2,126	2,365	2,550	1,100	1,350	2,600	13,535

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# SPU-Technology

## IT Infrastructure

<b>BCL/Program Name:</b>	Technology	<b>BCL/Program Code:</b>	C510B
<b>Project Type:</b>	New Investment	<b>Start Date:</b>	ONGOING
<b>Project ID:</b>	C5404	<b>End Date:</b>	ONGOING
<b>Location:</b>	N/A		
<b>Neighborhood Plan:</b>	Not in a Neighborhood Plan	<b>Neighborhood Plan Matrix:</b>	N/A
<b>Neighborhood District:</b>	Not in a Neighborhood District	<b>Urban Village:</b>	Not in an Urban Village

This ongoing IT asset management program ensures the availability, reliability, and security of SPU's corporate computing infrastructure. The program acquires and maintains SPU-owned and managed servers, local networks, shared storage and backup systems, operating software, and communications infrastructure.

	LTD Actuals	2013 Rev	2014	2015	2016	2017	2018	2019	Total
<b>Revenue Sources</b>									
Water Rates	1,630	1,215	1,369	990	1,364	858	1,628	968	10,022
Drainage and Wastewater Rates	1,444	913	1,276	923	1,271	800	1,517	902	9,045
Solid Waste Rates	452	379	464	338	465	293	555	330	3,275
<b>Total:</b>	3,526	2,507	3,109	2,250	3,100	1,950	3,700	2,200	22,343
<b>Fund Appropriations/Allocations</b>									
Water Fund	1,630	1,215	1,369	990	1,364	858	1,628	968	10,022
Drainage and Wastewater Fund	1,444	913	1,276	923	1,271	800	1,517	902	9,045
Solid Waste Fund	452	379	464	338	465	293	555	330	3,275
<b>Total*:</b>	3,526	2,507	3,109	2,250	3,100	1,950	3,700	2,200	22,343
<b>O &amp; M Costs (Savings)</b>			223	223	223	223	223	223	1,341
<b>Spending Plan by Fund</b>									
Water Fund		1,209	1,369	990	1,364	858	1,628	968	8,387
Drainage and Wastewater Fund		1,007	1,276	923	1,271	800	1,517	902	7,695
Solid Waste Fund		284	464	338	465	293	555	330	2,728
<b>Total:</b>		2,500	3,109	2,250	3,100	1,950	3,700	2,200	18,809

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## 2014 - 2019 Adopted Capital Improvement Program

# SPU-Technology

## Project Delivery & Performance

<b>BCL/Program Name:</b>	Technology	<b>BCL/Program Code:</b>	C510B
<b>Project Type:</b>	New Investment	<b>Start Date:</b>	ONGOING
<b>Project ID:</b>	C5405	<b>End Date:</b>	ONGOING
<b>Location:</b>	N/A		
<b>Neighborhood Plan:</b>	Not in a Neighborhood Plan	<b>Neighborhood Plan Matrix:</b>	N/A
<b>Neighborhood District:</b>	Not in a Neighborhood District	<b>Urban Village:</b>	Not in an Urban Village

This ongoing program provides technology applications and application upgrades in support of improvements to project delivery and performance. Planned projects include continued development of an Enterprise Project Management System, replacement of the Engineering Support Contract Payments system, and SPU's share of costs for the City's central financial system upgrades. Future projects may include development of new Enterprise Resource Planning systems such as HR provisioning and financial reporting. This program will result in an improved ability to plan and deliver projects on schedule and within budget.

	LTD Actuals	2013 Rev	2014	2015	2016	2017	2018	2019	Total
<b>Revenue Sources</b>									
Water Rates	2,444	1,615	1,533	2,261	1,789	2,095	1,229	1,012	13,979
Drainage and Wastewater Rates	1,783	1,375	1,294	2,069	1,648	1,939	993	943	12,043
Solid Waste Rates	788	559	533	776	613	716	426	345	4,757
<b>Total:</b>	5,015	3,549	3,359	5,106	4,050	4,750	2,649	2,300	30,778
<b>Fund Appropriations/Allocations</b>									
Water Fund	2,444	1,615	1,533	2,261	1,789	2,095	1,229	1,012	13,979
Drainage and Wastewater Fund	1,783	1,375	1,294	2,069	1,648	1,939	993	943	12,043
Solid Waste Fund	788	559	533	776	613	716	426	345	4,757
<b>Total*:</b>	5,015	3,549	3,359	5,106	4,050	4,750	2,649	2,300	30,778
<b>O &amp; M Costs (Savings)</b>			308	308	308	308	308	308	1,847
<b>Spending Plan by Fund</b>									
Water Fund		2,107	1,533	2,261	1,789	2,095	1,229	1,012	12,027
Drainage and Wastewater Fund		1,805	1,294	2,069	1,648	1,939	993	943	10,690
Solid Waste Fund		721	533	776	613	716	426	345	4,131
<b>Total:</b>		4,634	3,359	5,106	4,050	4,750	2,649	2,300	26,848

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## 2014 - 2019 Adopted Capital Improvement Program



**Science & System Performance**

<b>BCL/Program Name:</b>	Technology	<b>BCL/Program Code:</b>	C510B
<b>Project Type:</b>	New Investment	<b>Start Date:</b>	ONGOING
<b>Project ID:</b>	C5406	<b>End Date:</b>	ONGOING
<b>Location:</b>	N/A		
<b>Neighborhood Plan:</b>	Not in a Neighborhood Plan	<b>Neighborhood Plan Matrix:</b>	N/A
<b>Neighborhood District:</b>	Not in a Neighborhood District	<b>Urban Village:</b>	Not in an Urban Village

This ongoing program will provide new and improved technology applications and accompanying data management tools to support the gathering, monitoring, tracking and analysis of science and engineering information. Several planned projects include replacement of obsolete regulatory compliance tracking applications, upgrades to field monitoring equipment, and the integration of SCADA data with other data systems. This program enhances SPU's ability to control water quality and comply with environmental and health regulations.

	LTD Actuals	2013 Rev	2014	2015	2016	2017	2018	2019	Total
<b>Revenue Sources</b>									
Water Rates	75	0	272	880	880	1,000	921	500	4,529
Drainage and Wastewater Rates	992	876	970	711	711	742	1,250	500	6,754
Solid Waste Rates	87	68	181	750	750	319	327	0	2,482
<b>Total:</b>	1,155	945	1,423	2,342	2,341	2,061	2,498	1,000	13,765
<b>Fund Appropriations/Allocations</b>									
Water Fund	75	0	272	880	880	1,000	921	500	4,529
Drainage and Wastewater Fund	992	876	970	711	711	742	1,250	500	6,754
Solid Waste Fund	87	68	181	750	750	319	327	0	2,482
<b>Total*:</b>	1,155	945	1,423	2,342	2,341	2,061	2,498	1,000	13,765
<b>O &amp; M Costs (Savings)</b>			143	143	143	143	143	143	856
<b>Spending Plan by Fund</b>									
Water Fund		394	272	880	880	1,000	921	500	4,848
Drainage and Wastewater Fund		1,389	970	711	711	742	1,250	500	6,274
Solid Waste Fund		47	181	750	750	319	327	0	2,373
<b>Total:</b>		1,830	1,423	2,342	2,341	2,061	2,498	1,000	13,495

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