

W A S H I N G T O N



UTILITIES AND TRANSPORTATION
COMMISSION

2011-2013

SUPPLEMENTAL BUDGET REQUEST

SEPTEMBER 22, 2011



STATE OF WASHINGTON

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

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September 22, 2011

TO: Marty Brown, Director
Office of Financial Management

FROM: David W. Danner, Executive Director 
Utilities and Transportation Commission

SUBJECT: 2011-2013 Supplemental Operating Budget

Enclosed please find six copies of the Utilities and Transportation Commission's (commission's) 2011-2013 Supplemental Operating Budget request.

This budget submittal includes a request for spending authority to complete the agency's records management system. This IT project, which began in the 2009-11 biennium, will streamline current business processes and increase public access to information through the agency's website.

Also included is a modest request for building security improvements recommended by the Olympia Police Department to address recent security issues and provide a safer working environment for commission staff.

A third request corrects a technical error and would allot 12.4 FTEs to the Energy Facility Site Evaluation Council (EFSEC) for the first fiscal year of the 2011-13 biennium.

These submittals do not require general funds or increases in fees to the companies the commission regulates.

If you have any questions, please contact me at 664-1208 or Sondra Walsh at 664-1286.

Recommendation Summary

Agency: **215 Utilities and Transportation Comm**

8:05:15AM

9/22/2011

Dollars in Thousands

	Annual Average FTEs	General Fund State	Other Funds	Total Funds
2011-13 Current Biennium Total				
Total Carry Forward Level				
Percent Change from Current Biennium				
Carry Forward plus Workload Changes				
Percent Change from Current Biennium				
Total Maintenance Level				
Percent Change from Current Biennium				
PL AD Public Records Management System			125	125
PL AE Building Security Enhancements			30	30
PL AF Biennialize FTEs	6.2			
Subtotal - Performance Level Changes	6.2		155	155
2011-13 Total Proposed Budget	6.2		155	155
Percent Change from Current Biennium				

Recommendation Summary

Agency: 215

8:05:15AM

9/22/2011

Dollars in Thousands

Annual Average
FTEs

General
Fund State

Other Funds

Total Funds

PL AD Public Records Management System

The Utilities and Transportation Commission is transitioning from legacy Lotus Notes Domino architecture to a single Microsoft platform aligning with Washington State enterprise architecture standards and best practices. We will use these funds to complete the enterprise repository for data and agency documents. As a result of this project, the UTC will simplify employee access to documents and data, streamline current business processes, increase management and staff efficiency, and produce more accurate and efficient business management reporting and tools. In addition, this application will increase the number and kind of documents and information available to members of the public from the commission's website.

PL AE Building Security Enhancements

The Utilities and Transportation Commission is housed in two buildings -- an open, two-story building attached by a covered outdoor walkway to a second, one-story building. Both buildings have several doors for entry and egress. The UTC holds frequent public meetings in a hearing room located on the second floor of the main building. These meetings often address highly contentious issues such as utility rate increases and safety enforcement. Following a recent incident in which a member of the public threatened to bring a handgun, the UTC asked the Olympia Police to conduct a security audit of the buildings. The audit concluded that agency staff are at risk, as members of the public who gain access to the building have unrestricted access to the entire building. Security upgrades are needed to limit public access within the building.

PL AF Biennialize FTEs

The Energy Facility Site Evaluation Council (EFSEC) was transferred from the Department of Commerce to the Utilities and Transportation Commission (UTC) in July 2010. This transfer occurred mid biennium and included 12.4 FTEs. The 11-13 biennium budget contained the 12.4 FTEs in the second fiscal year, but no FTEs were allotted to the first fiscal year. This decision package would allot 12.4 FTEs for EFSEC staff to the first fiscal year of the 11-13 biennium.

Agency: 215 Utilities and Transportation Comm
Decision Package Code/Title: AD Public Records Management System

Budget Period: 2011-13
Budget Level: PL - Performance Level

Recommendation Summary Text:

The Utilities and Transportation Commission is transitioning from legacy Lotus Notes Domino architecture to a single Microsoft platform aligning with Washington State enterprise architecture standards and best practices. We will use these funds to complete the enterprise repository for data and agency documents. As a result of this project, the UTC will simplify employee access to documents and data, streamline current business processes, increase management and staff efficiency, and produce more accurate and efficient business management reporting and tools. In addition, this application will increase the number and kind of documents and information available to members of the public from the commission's website.

Fiscal Detail

Operating Expenditures	<u>FY 2012</u>	<u>FY 2013</u>	<u>Total</u>
111-1 Public Service Revolving Account-State	124,800	0	124,800
Total Cost	124,800		124,800

Package Description:

We are requesting \$124,800 of non-General Fund revenue to continue the UTC's transition from a Lotus Notes / Novell architecture to one based on Washington State enterprise architecture.

Problem or Opportunity:

The Governor's Office and Legislature funded a decision package for the previous biennium to redesign our two core applications - our records management system and the Website that makes documents related to proceedings before the UTC available to regulated firms, stakeholders and the public.

The Website development is complete and the new website is up and running. The UTC is seeking a second package to provide the resources necessary to complete the contracted implementation of the new records management system as well as conversion of existing records. The UTC contracted with a consultant to design a new records management system in FY2010 and then contracted for implementation of the approved design in FY2011. The UTC utilized the Department of Information Services' new shared services to provide virtual servers, system security, and data storage and back up. Due to several challenges, the project was unable to meet the original launch date and will instead be launched in the 11-13 biennium. This decision package will provide the resources to complete the remaining contracted services, which includes final deployment, data conversion, training, and system documentation.

Agency: **215 Utilities and Transportation Comm**Decision Package Code/Title: **AD Public Records Management System****Narrative Justification and Impact Statement***What specific performance outcomes does the agency expect?*

Designing and deploying a new records management system and displaying data on the new Internet site will produce the following outcomes:

What desired results will be achieved?

- a) Improved case management for cases before the commission.
- b) Improved access to and management of all documents created or received by the UTC. The current system does not contain all documents.
- c) Provide a much improved search capability to locate multiple types of documents active and inactive.
- d) Data will be more accurate and easier to obtain, improving management and GMAP reporting.
- e) Reduce multiple manual processes that currently exist for the records management, legal, analyst and management UTC staff.
- f) Provide critical and up-to-date information regarding current compliance status and general information of regulated companies to the public.
- g) Better align the UTC with the Enterprise technology direction as defined in the 2008 - 2014 State Strategic IT plan.

What undesired results will be reduced?

We will reduce the number of Lotus Notes databases by two. These include the most significant Lotus Notes database in terms of use and strategic importance to the commission. This will reduce the risk faced by the commission of our remaining Notes applications no longer interacting with Microsoft products.

Will efficiency increase? How?

- a) Create automated work flow replacing current manual processes.
- b) Streamline management of and improve staff access to documents received by the UTC.
- c) More efficient business processes across organizational boundaries resulting in improved timeliness and information sharing.
- d) Reduce multiple manual processes now required by the current systems.
- e) Staff will no longer enter data into multiple databases.
- f) Manage creation, editing and production of documents by the agency.
- g) Simpler, more accurate and efficient reporting and access to data for performance management.

Will outputs change? How?

This package will not result in a change to UTC outputs.

What is the expected impact on clients, on services provided? On citizens?

This package will dramatically expand the number and type of documents and information available to stakeholders and the public from the UTC Website. For example, information about the compliance status of companies regulated by the UTC will be available from the Website.

The redesigned UTC Website will be easier for the public to use.

Performance Measure Detail

Activity:

Incremental Changes

No measures submitted for package

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

Agency: 215 Utilities and Transportation Comm
Decision Package Code/Title: AD Public Records Management System

Yes. The relevant goal is to:

- Improve business performance by improving business processes and developing new office applications to achieve an integrated system.
- The strategy implementing this goal is to seek additional funding to continue our technology transition with the objective of migrating or removing our legacy office systems by the end of the 2013-2015 biennium.

Does this decision package provide essential support to one of the Governor's priorities?

Yes. The UTC makes measureable contributions to the Governor's economic vitality and public safety priorities. Replacing these systems improves agency efficiency as it contributes to these priorities. It also improves stakeholder and public access to information about matters before the UTC.

Does this decision package make key contributions to statewide results? Would it rate as a high priority in the Priorities of Government process?

Yes- the public will have the ability to review the performance of companies that are regulated by the Commission. An example might be to view the status of any pending violations or other important consumer information related to regulated companies, such as moving companies, water companies, ferries, solid waste and other transportation companies.

By re-designing and replacing the old legacy Lotus Notes records management system (RMS), the commission will retire the old system and replace it with a web-based system that includes scanning, indexing, automated workflows, a centralized database and repository of all documents, and a robust search capacity. This system will significantly increase the commission's efficiencies and produce effective results.

These goals have a direct correlation to the following statewide results:

- Statewide mobility of people, goods, and services
- Strengthen state government's ability to achieve results efficiently and effectively.

What are the other important connections or impacts related to this proposal?

This proposal is consistent with and supports the Washington State's Information Technology Strategic Plan addressing the following specific goals: Invest in common systems; promote data sharing; promote common IT practices; leverage the state's buying power; provide an integrated end-user experience.

Moreover, the new systems will support our performance management efforts by improving access to performance data through improved reporting.

What alternatives were explored by the agency, and why was this alternative chosen?

The UTC considered proceeding with this project within current resources, but determined that this would force us to forgo external expert assistance and present unacceptably high risks to completing the project and achieving its objectives. Further, utilizing current resources for this project would require reductions in program delivery resulting in reduced services to the public and regulated companies. For example, the commission would not be able to retain experts to assist in reviewing utility requests for rate increases, potentially impacting consumer rates.

What are the consequences of not funding this package?

The UTC has invested significant monetary and staff resources in this project, which is 90% complete to-date. Terminating the project at this juncture would constitute a waste of resources. Diverting funding from other tasks would result in a reduction in services to the citizens of the state.

What is the relationship, if any, to the state's capital budget?

Agency: 215 Utilities and Transportation Comm

Decision Package Code/Title: AD Public Records Management System

None.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

None.

Expenditure and revenue calculations and assumptions

Expenditures are limited to the cost to complete the current contract.

Revenues would not increase; current fund balance would provide the necessary resources.

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

The expenses to complete the current contract are one-time expenses

<u>Object Detail</u>	<u>FY 2012</u>	<u>FY 2013</u>	<u>Total</u>
E Goods And Services	124,800		124,800

Agency: 215 Utilities and Transportation Comm
Decision Package Code/Title: AE Building Security Enhancements

Budget Period: 2011-13
Budget Level: PL - Performance Level

Recommendation Summary Text:

The Utilities and Transportation Commission is housed in two buildings -- an open, two-story building attached by a covered outdoor walkway to a second, one-story building. Both buildings have several doors for entry and egress. The UTC holds frequent public meetings in a hearing room located on the second floor of the main building. These meetings often address highly contentious issues such as utility rate increases and safety enforcement. Following a recent incident in which a member of the public threatened to bring a handgun, the UTC asked the Olympia Police to conduct a security audit of the buildings. The audit concluded that agency staff are at risk, as members of the public who gain access to the building have unrestricted access to the entire building. Security upgrades are needed to limit public access within the building.

Fiscal Detail

Operating Expenditures	<u>FY 2012</u>	<u>FY 2013</u>	<u>Total</u>
111-1 Public Service Revolving Account-State	30,000	0	30,000
Total Cost	30,000		30,000

Package Description:

The UTC conducts meetings that are frequently attended by members of the general public. Once signed in by the receptionist, members of the public have access to all parts of the building. Occasionally these public meetings are held after normal working hours when the building is vacant. The UTC has in the past hired the Olympia police to attend public meetings when it was known that a member, or members, of the public posed a threat to staff. Following one of these meetings, the UTC requested that the Olympia police review the building security. The Olympia Police prepared a building security plan, which the UTC's safety committee endorsed. This decision package will implement that plan.

The UTC is requesting funds to upgrade building security to limit public access to the hearing room and restroom facilities only. Upgrades would include changes and improvements to existing locks, doors, and windows; installation of bulletproof glass at the main reception area, installation of new doors in the second floor hallway, and integration of these changes into the existing security system. The proposed security upgrades were recommended by both the Olympia police and the agency safety committee. The upgrades have also been discussed with, and approved by the building owners who would act as general contractor for the improvements.

Narrative Justification and Impact Statement

Agency: 215 Utilities and Transportation Comm

Decision Package Code/Title: AE Building Security Enhancements

What specific performance outcomes does the agency expect?

Improved building security, as proposed, would limit access to staff work areas. This would reduce the potential for inadvertent public access to confidential business information held by the commission and help protect commission assets from damage or theft. More importantly, it would provide a safer and more secure working environment for commission staff.

Performance Measure Detail

Activity:

Incremental Changes

No measures submitted for package

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

No.

Does this decision package provide essential support to one of the Governor's priorities?

No.

Does this decision package make key contributions to statewide results? Would it rate as a high priority in the Priorities of Government process?

This decision package contributes to statewide result number 5-Improve the safety of people and property.

What are the other important connections or impacts related to this proposal?

None.

What alternatives were explored by the agency, and why was this alternative chosen?

The Commission in the past has hired the Olympia Police to provide security during open meetings, hearings, and workshops that it knew or suspected to be highly contentious, or where a member of the public had threatened staff with physical violence. (The State Patrol declines to provide security at leased buildings.) The Commission has public meetings and hearings on a regular basis, and has utilized the Police on several occasions. However, this option does not provide around-the-clock security for staff, and the UTC cannot predict with certainty when security threats exist. We chose the one-time security upgrade as the better option.

What are the consequences of not funding this package?

Agency staff would continue to work in an unsecured and potentially unsafe building.

Agency: 215 Utilities and Transportation Comm

Decision Package Code/Title: AE Building Security Enhancements

What is the relationship, if any, to the state's capital budget?

None.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

None.

Expenditure and revenue calculations and assumptions

Expenditures would consist of purchased services to install or upgrade doors and windows in specified areas, and expand the current electronic access security system.

Revenues would not change; resources would be provided by current fund balance.

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

The costs of the improvements and upgrades would be a one-time cost.

<u>Object Detail</u>	<u>FY 2012</u>	<u>FY 2013</u>	<u>Total</u>
E Goods And Services	30,000		30,000

Agency: 215 Utilities and Transportation Comm
Decision Package Code/Title: AF Biennialize FTEs

Budget Period: 2011-13
Budget Level: PL - Performance Level

Recommendation Summary Text:

The Energy Facility Site Evaluation Council (EFSEC) was transferred from the Department of Commerce to the Utilities and Transportation Commission (UTC) in July 2010. This transfer occurred mid biennium and included 12.4 FTEs. The 11-13 biennium budget contained the 12.4 FTEs in the second fiscal year, but no FTEs were allotted to the first fiscal year. This decision package would allot 12.4 FTEs for EFSEC staff to the first fiscal year of the 11-13 biennium.

Fiscal Detail

Operating Expenditures				<u>Total</u>
 Total Cost				
Staffing	<u>FY 2012</u>	<u>FY 2013</u>	<u>Annual Average</u>	
FTEs	12.4	.0	6.2	

Package Description:

The Energy Facility Site Evaluation Council was budgeted for 12.4 FTEs when they were hosted by the Department of Commerce. The transfer to UTC occurred in the second half of the 09-11 biennium and so FTEs were budgeted to UTC only for the second year of the 09-11 biennium. This decision package will establish the level of FTEs for EFSEC at 12.4 for each fiscal year.

Narrative Justification and Impact Statement

What specific performance outcomes does the agency expect?

None-this is a technical correction

Performance Measure Detail

Activity:

Incremental Changes

Agency: 215 Utilities and Transportation Comm

Decision Package Code/Title: AF Biennialize FTEs

No measures submitted for package

Is this decision package essential to implement a strategy identified in the agency's strategic plan?

n/a

Does this decision package provide essential support to one of the Governor's priorities?

n/a

Does this decision package make key contributions to statewide results? Would it rate as a high priority in the Priorities of Government process?

n/a

What are the other important connections or impacts related to this proposal?

None.

What alternatives were explored by the agency, and why was this alternative chosen?

This is a technical correction

What are the consequences of not funding this package?

The agency will appear to utilize more FTEs than are allocated in FY2012

What is the relationship, if any, to the state's capital budget?

None.

What changes would be required to existing statutes, rules, or contracts, in order to implement the change?

None.

Expenditure and revenue calculations and assumptions

No changes to expenditures or revenues.

Which costs and functions are one-time? Which are ongoing? What are the budget impacts in future biennia?

The allocated FTEs would be on-going.

Agency: 215 Utilities and Transportation Comm
Decision Package Code/Title: AF Biennialize FTEs
