

Ordinance No. 123108

Council Bill No. 116638

AN ORDINANCE related to the Department of Information Technology and Department of Executive Administration; lifting a budget proviso restricting expenditures in the 2009 Adopted Budget relating to a Constituent Relationship Management (CRM) system; and ratifying and confirming certain prior acts.

Related Legislation File: _____

Date Introduced and Referred: 9.8.09	To: (committee): Energy & Technol-ty
Date Re-referred:	To: (committee):
Date Re-referred:	To: (committee):
Date of Final Action: 9-28-09	Date Presented to Mayor: 9-29-09
Date Signed by Mayor: 9.30.09	Date Returned to City Clerk: 10.1.09
Published by Title Only <input checked="" type="checkbox"/>	Date Vetoed by Mayor:
Published in Full Text 3	
Date Veto Published:	Date Passed Over Veto:
Date Veto Sustained:	Date Returned Without Signature:

Law Department

The City of Seattle – Legislative Department

Council Bill/Ordinance sponsored by: Bruce Harrell

Committee Action:

Date	Recommendation	Vote
09-10-09	Pass	BH, JG

This file is complete and ready for presentation to Full Council. _____

Full Council Action:

Date	Decision	Vote
9-28-09	Passed 8-0 (Excused: McIver)	

ORDINANCE 123108

AN ORDINANCE related to the Department of Information Technology and Department of Executive Administration; lifting a budget proviso restricting expenditures in the 2009 Adopted Budget relating to a Constituent Relationship Management (CRM) system; and ratifying and confirming certain prior acts.

WHEREAS, the Department of Information Technology's (DoIT's) 2009 adopted budget and 2010 endorsed budget include a total of \$820,000 for the purchase and implementation of a Citywide Constituent Relationship Management (CRM) system; and

WHEREAS, with DoIT's support, the Department of Executive Administration (DEA), assumed leadership responsibility for the CRM project; and

WHEREAS, Green Sheet 132-2-A-1, which was passed by the Council during the 2009 budget process, included a budget proviso limiting spending on the CRM system to no more than \$200,000 until such time that DoIT and DEA provide a satisfactory report on the a) CRM application proposed for purchase, b) cost of purchasing the CRM application, and c) cost of planning and implementing the CRM application, Citywide; and

WHEREAS, the City released a Request for Proposal (RFP) to potential CRM vendors, received proposals in response to the RFP, evaluated the proposals, and selected finalists; and

WHEREAS, City staff have estimated the cost of purchasing and implementing a CRM application, Citywide, and presented that information to the City Council; and

WHEREAS, the Department of Executive Administration and the Department of Information Technology have satisfied the requirements set forth in Green Sheet 132-2-A-1 and request that the proviso associated with CRM spending be lifted; NOW, THEREFORE,

BE IT ORDAINED BY THE CITY OF SEATTLE AS FOLLOWS:

Section 1. The restriction imposed by the following budget proviso is removed and is no longer a restriction for any purpose including for Subsection 1(b) of Ordinance 122863:



Item	Department	Green Sheet	Description	Budget Control Level
1.1	Department of Information Technology	132-2-A-1	"Of the money appropriated for 2009 (and the money endorsed for 2010) for the Department of Information Technology (DoIT), no more than \$200,000 may be spent for planning, procurement, purchase, or implementation of a Constituent Relationship Management (CRM) system until authorized by future ordinance. Council anticipates that such authority will not be granted until DoIT and DEA present a report identifying: a) the CRM application proposed for purchase, b) the cost of purchasing the CRM application, and c) the cost of planning and implementing the CRM application citywide."	Technology Infrastructure (D3300)

Section 2. Any act consistent with the authority of this ordinance taken after passage of this ordinance but prior to its effective date is hereby ratified and confirmed.

Section 3. This ordinance shall take effect and be in force thirty (30) days from and after its approval by the Mayor, but if not approved and returned by the Mayor within ten (10) days after presentation, it shall take effect as provided by Municipal Code Section 1.04.020.



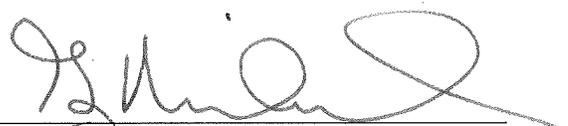
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Passed by the City Council the 28th day of September, 2009, and
signed by me in open session in authentication of its passage this
28th day of September, 2009.



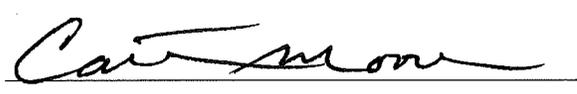
President _____ of the City Council

Approved by me this 30th day of September, 2009.



Gregory J. Nickels, Mayor

Filed by me this 1st day of October, 2009.



City Clerk

(Seal)



FISCAL NOTE FOR NON-CAPITAL PROJECTS

Department:	Contact Person/Phone:	DOF Analyst/Phone:
Department of Executive Administration	Bryon Tokunaga/684-0543	Matt Eng/684-8157

Legislation Title: AN ORDINANCE related to the Department of Information Technology and Department of Executive Administration; lifting a budget proviso restricting expenditures in the 2009 Adopted Budget relating to a Constituent Relationship Management (CRM) system; and ratifying and confirming certain prior acts.

- **Summary of the Legislation:** The 2009 Adopted and 2010 Endorsed Budget provides a total of \$820,000 to the Department of Information Technology (DoIT) in the Information Technology Operating Fund for a Citywide Constituent Relationship Management (CRM) system. The proposed legislation lifts a budget proviso adopted by the City Council during the 2009 budget process in order to allow the expenditure of the CRM project's \$470,000 remaining in 2009 for planning, procurement, purchase, and implementation of a CRM system.

Background: For the past two years, the City has been exploring ways to improve the quality of services offered to its customers. In support of the Mayor's Customer Bill of Rights and Council efforts, the City is striving to provide "best of class" service delivery by improving overall service quality, timeliness, and cost effectiveness, while improving customer access to City services and information. It was with this in mind that the City decided to purchase a Web-enabled CRM system to allow departments to capture, triage, track, and resolve customer inquiries, requests, and complaints. The information made available through CRM will provide a holistic view of metrics that highlight how efficiently City service requests are handled, what major trends are emerging, and how issues and resource management are addressed. CRM project staff has worked closely with DoIT's My.Seattle.Gov Public Engagement Service Portal project staff. Integration of the two systems would make CRM one of several applications accessible online to constituents through the My.Seattle.Gov Public Engagement Portal. Customer self-service via a web portal will allow citizens, businesses, and visitors to use alternate methods to search for government information and communicate with the City.

The 2009 Adopted and 2010 Endorsed Budgets provided a total of \$820,000 to the Department of Information Technology in the Information Technology Fund for the new, Citywide CRM system. During the 2009 budget process, the City Council adopted Green Sheet 132-2-A-1, which included a proviso restricting the expenditure of funds associated with the CRM system until certain requirements are met. Specifically, the proviso stated:



“Of the money appropriated for 2009 (and the money endorsed for 2010) for the Department of Information Technology (DoIT), no more than \$200,000 may be spent for planning, procurement, purchase, or implementation of a Constituent Relationship Management (CRM) system until authorized by future ordinance. Council anticipates that such authority will not be granted until DoIT and DEA present a report identifying: a) the CRM application proposed for purchase, b) the cost of purchasing the CRM application, and c) the cost of planning and implementing the CRM application citywide.”

Subsequent to the adoption of the 2009 budget, the Department of Executive Administration (DEA) assumed responsibility for the CRM project’s management. Both DoIT and DEA have worked together to address the Council’s concerns and, having satisfied the requirements set forth in Green Sheet 132-2-A-1, are submitting this Bill to remove the proviso and move forward with implementation of the CRM project.

- Please check one of the following:

 This legislation does not have any financial implications.

 X **This legislation has financial implications.** *(Please complete all relevant sections that follow.)*

Appropriations: *This table should reflect appropriations that are a direct result of this legislation. In the event that the project/programs associated with this ordinance had, or will have, appropriations in other legislation, please provide details in the Notes section below.*

Fund Name and Number	Department	Budget Control Level*	2009 Appropriation	2010 Anticipated Appropriation
TOTAL				

**See budget book to obtain the appropriate Budget Control Level for your department.*

Notes: *\$670,000 was appropriated in DoIT’s budget for this DEA project in 2009, while \$150,000 is anticipated to be appropriated for the project in 2010. This legislation will allow the expenditure of the remaining \$470,000 appropriated in 2009.*

Anticipated Revenue/Reimbursement: Resulting From This Legislation: *This table should reflect revenues/reimbursements that are a direct result of this legislation. In the event that the issues/projects associated with this ordinance/resolution have revenues or reimbursements that were, or will be, received because of previous or future legislation or budget actions, please provide details in the Notes section below the table.*



Fund Name and Number	Department	Revenue Source	2009 Revenue	2010 Revenue
TOTAL				

Notes:

Total Regular Positions Created, Modified, Or Abrogated Through This Legislation, Including FTE Impact: *This table should only reflect the actual number of positions affected by this legislation. In the event that positions have been, or will be, created as a result of other legislation, please provide details in the Notes section below the table.*

Position Title and Department	Position # for Existing Positions	Fund Name & #	PT/FT	2009 Positions	2009 FTE	2010 Positions*	2010 FTE*
TOTAL							

* 2010 positions and FTE are total 2010 position changes resulting from this legislation, not incremental changes. Therefore, under 2010, please be sure to include any continuing positions from 2009.

Notes:

- **Do positions sunset in the future?** (If yes, identify sunset date):

Spending/Cash Flow: *This table should be completed only in those cases where part or all of the funds authorized by this legislation will be spent in a different year than when they were appropriated (e.g., as in the case of certain grants and capital projects). Details surrounding spending that will occur in future years should be provided in the Notes section below the table.*

Fund Name & #	Department	Budget Control Level*	2009 Expenditures	2010 Anticipated Expenditures
Information Technology Fund (50410)	Department of Information Technology	D3300	\$200,000	\$620,000
TOTAL			\$200,000	\$620,000

* See budget book to obtain the appropriate Budget Control Level for your department.

Notes:



- **What is the financial cost of not implementing the legislation?** The City's CRM system and associated customer services would not be implemented.
- **Does this legislation affect any departments besides the originating department?** While the funding for CRM is appropriated out of the Department of Information Technology's Information Technology Fund, the Department of Executive Administration manages the project.
- **What are the possible alternatives to the legislation that could achieve the same or similar objectives?** The City could continue using decentralized tools for customer relationship management that have proven inefficient and labor-intensive to run.
- **Is the legislation subject to public hearing requirements:** The legislation is not subject to public hearing requirements.
- **Other Issues** (*including long-term implications of the legislation*):
- **List attachments to the fiscal note below:** (*Please include headers with version numbers on all attachments, as well footers with the document's name (e.g., DOF Property Tax Fisc Att A)*)

Attachment 1: Constituent Relationship Management (CRM) System: Overview of Vendor Evaluation and Selection, Cost Estimates, Operations, and Other Related Systems



Constituent Relationship Management (CRM) System: Overview of Vendor Evaluation and Selection, Cost Estimates, Operations, and Other Related Systems

Introduction

The 2009 adopted budget and 2010 endorsed budget include a total of \$820,000 for the purchase and implementation of a Citywide Constituent Relationship Management (CRM) system. A budget proviso passed by Council limits spending on the CRM system to no more than \$200,000 in 2009 until such time that the Department of Information Technology (DoIT) and the Department of Executive Administration (DEA) provide a satisfactory report on the a) CRM application proposed for purchase, b) cost of purchasing the CRM application, and c) cost of planning and implementing the CRM application. The proposed legislation seeks to lift the proviso and make the remaining 2009 appropriation of \$470,000 available to purchase and implement the CRM system.

Although the proviso conditions state that the vendor needs to be identified prior to lifting the proviso, DEA is presenting legislation to lift the proviso prior to that point with two vendor finalists identified. Given DEA's schedule for reviewing vendor proposals and the City Council's schedule for deliberating the 2010 proposed budget, DEA decided to seek a lift of the proviso at this time so that the project can proceed without possible delays.

Either of the two vendor finalists would fulfill the City's requirements within the budget allocated, regardless of which one is ultimately selected. The current schedule proposes to have a vendor selected by October 2009. Implementation would then start at the beginning of 2010 and finish by the end of second quarter 2010.

This attachment provides a report on the vendor selection process, rationale for selecting the two vendor finalists, costs for purchasing and implementing the CRM system, a description of access and operational policies, and a response to Council's question regarding why the City is deciding not to expand the use of existing customer service applications to standardize on one system for CRM.

CRM Overview

CRM is a shared central management system for recording, assigning, and tracking requests from constituents. It will enable the City to efficiently receive and document constituents' requests, assign the associated work to the appropriate City resource, and track progress to ensure that they have been completed.

The system will be used by customer service personnel across City departments, providing consistent customer service experiences for many types of requests. Customers will also be able to submit their own service requests on-line through a self-service portal on the City's website. All service requests



from constituents will be centrally tracked in one system, making it easier to obtain performance metrics and to track the flow of service requests across departments.

Vendor Selection Process

A Request for Proposal (RFP) was released to vendors in June. Seven proposals were received and evaluated in July by a team that included representatives from the following departments:

- DEA
- DoIT
- Customer Service Bureau (CSB)
- Seattle Public Utilities (SPU)
- Seattle City Light (SCL)
- Seattle Department of Transportation (SDOT)
- Seattle Police Department (SPD)
- Mayor's Office
- Parks and Recreation
- Department of Neighborhoods

The team evaluated the proposals based on how well a vendor solution meets the needs of the City, cost, relevant experience of the vendor providing the software, and approach to implementation.

Vendor Evaluation Results

Based on the above evaluation process the vendors selected to proceed to the final stage of evaluation through references and demonstrations are Motorola and Lagan. Both of these companies have very proven products that have been implemented at many large municipalities. Either product would position the City well for 311 in the future. Additional strengths of the two finalists are listed below.

Motorola Strengths:

- Strong industry experience (16 municipalities)
- Continuous improvement to customer service is supported
- Strong quality management
- Implementation within timeframe and team size that met expectations



Lagan Strengths:

- Strong industry experience (16 municipalities)
- Continuous improvement to customer service is supported
- Development processes indicated quality practices
- Application appears to have incorporated best practices across the product
- Realistic approach and schedule for implementation and experienced teams
- Scored well on security – validated by 3rd party testing
- Response was rich with detail; screenshots

Either vendor finalist would fulfill the City's requirements within the budget allocated, regardless of which one is ultimately selected.

Project Costs and Funding

The 2009-2010 budget allocation of \$820,000 for this project will pay for the initial planning, purchase, implementation, and 2010 annual fees from the vendor. Based on the proposals received, implementation costs will be \$450,000-\$500,000. Annual costs including maintenance, licensing and hosting fees for the first year will be limited to \$150,000. Below are projected costs by quarter for 2009 and 2010.

	2009				2010			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Project Management		\$11,200	\$33,600	\$33,600	\$33,600	\$33,600	\$24,041	
Implementation Services				\$83,333	\$250,000	\$166,666		
Annual Fees					\$37,500	\$37,500	\$37,500	\$37,500
Total		\$11,200	\$33,600	\$116,933	\$321,100	\$237,766	\$61,541	\$37,500

The ongoing annual costs will be off-set by elimination of the annual vendor fees for the Internet Quorum (IQ) system (\$20,000 per year), once that system is retired. DEA will continue to provide internal resources for systems administration. For 2011 and beyond, a method will be developed to share costs amongst the departments based on their usage of the system.

The project team is planning to negotiate a contract of at least five years with the selected vendor, which will allow for an increase of users at a preset fee. As new types of constituent requests are added to the system, the departments owning those requests will pay for any external costs associated with new users and implementation.

Funding of CRM's budget allocation for 2009 and 2010 comes from long-term general obligation bonds approved by the City Council as part of a larger bond package that includes two other information technology projects: GroupWise to Exchange Migration (GEM) and e-mail archiving. Unreserved fund



balance in the Information Technology Fund, DoIT's operating fund, will pay the debt service costs for all three projects in 2009 and 2010 on the four-year bonds, which the City sold in March. DoIT will allocate the debt service costs in 2011 and 2012 to the department funds that make up the 6 funds (General Fund, Retirement, SCL, SPU, Department of Planning and Development (DPD), and SDOT).

Access and Operations

The new CRM system will be used broadly by most departments within the City, the Mayor's Office, and the City Council. This will enable reporting on requests and customer feedback across the City.

CRM can be used for service requests, information requests, suggestions, or complaints. To maximize the benefits that can be realized with the project's total budget and based on previous research done by the project team, roll-out of the system will be focused on the following constituent requests or feedback:

- Replacement of all the constituent requests or feedback currently supported by the IQ correspondence tracking system, including:
 - Information requests
 - Suggestions and complaints
 - Citywide service requests directed to the Mayor's Office or to the Customer Service Bureau (CSB)
 - Abandoned vehicles reporting
- Non-utility/General Fund constituent requests currently supported by the Utility Call Center:
 - Graffiti reporting
 - Illegal dumping reporting
- Public disclosure requests (in initial phase of investigation with final decision forthcoming)
- Replacement of Council's Contactwise system used to track constituent requests (in initial phase of investigation with final decision forthcoming)

During implementation, the project team will further validate the scope. If departments can contribute funding, additional processes could be added to the scope of implementation. Streetlight outages, for example, represent an additional constituent request that could be added in the future.

After the initial implementation phase is complete, approximately 100 employees who respond to constituent requests across the City will have access to the CRM system, having the ability to enter requests and to dispatch work to the appropriate department within the City. In the long term, there are many other constituent requests that could be added to the system, which would bring the total user count to an estimated 500.

Once implemented, the CRM system will:

- Allow City customer service personnel to efficiently and quickly intake customer requests and feedback;



- Provide a means for constituents to enter their requests on their own via the internet, obtain a tracking number, and be able to follow-up on the status of their requests;
- Allow City personnel to dispatch the requests to the appropriate resources whether in their own department or another department within the City;
- Support a means for management to follow-up on open requests;
- Provide metrics and reporting on requests and feedback across the City, allowing the identification of trends and opportunities for improvement; and
- Provide a knowledge base for City personnel to determine whether a similar issue has occurred before and how it was resolved.

The system is web-based and will be accessed by employees over the internet. An employee's level of access to view requests other than those he/she has generated or to do reporting will be determined by his/her role in the department. Users can be added at the request of any department with the approval of DEA's Director of Business Technology and with an agreement to pay for the vendor's ongoing per user charges. Constituents will access the system to submit requests or feedback on seattle.gov.

Why are we not expanding the use of another customer service system that is already in use at the City such as IQ, CCSS, Hansen, or HEAT?

CRM is an emerging need within the City, which for the most part, software packages currently implemented do not meet. The vendors that provide the customer service focused systems within the City are not typically listed by industry analysts as leading providers of CRM systems. Leading vendors with proven experience in providing CRM systems include Oracle, Microsoft, Motorola, and Lagan. In case existing City vendors may have updated versions of their products that better meet the City's CRM needs and of which the City is not aware, each of the vendors for Hansen, IQ, CCSS, and HEAT were sent a copy of the RFP. Below is a description of each system and the reasons why it does not meet the City's CRM needs.

Intranet Quorum (IQ) is a system designed for correspondence tracking that is primarily used by legislative organizations. Prior to releasing the RFP, the project team evaluated IQ's ability to meet City needs for CRM and identified some major deficiencies. Many users have also found IQ difficult to use.

Consolidated Customer Service System (CCSS), the system utilized by the Seattle Public Utilities (SPU) and Seattle City Light (SCL) to support the Utility Call Center, serves primarily as a billing system and requires customers to have accounts. CRM will not have customer accounts, many of the requests will be anonymous and constituents will not be required to provide the level of information needed for an account-based system.

Helpdesk Expert Automation Tool (HEAT) is used by the Department of Information Technology (DoIT), SCL, and SPU to support requests for information technology service or issues. The software is designed



with a focus on internal IT support organizations and does not include a module for providing access to external customers.

Hansen is enterprise software focused on government organizations. Hansen includes number of specific modules, one being customer service. SDOT and DPD use Hansen primarily to support the permitting process. DPD also uses the customer service module of Hansen to set-up service requests in response to violations reported at a building site. DPD reports that the functionality of the customer service module is basic and that there is not much flexibility in the tool to set it up to meet unique needs of the City.

Even if one of the City's existing systems did fit the City's functional requirements for CRM, implementation costs would still be the same as for a new vendor. There would be some savings for long-term maintenance costs, but they would not be major.

For all of the reasons described above, solutions other than software currently implemented at the City have been considered in the evaluation. The purpose of releasing an RFP was to compare all alternatives, whether the vendors are currently working with the City or not.

The new CRM system will replace IQ, but the other systems previously described in this section will continue to be used for their specific purposes.





City of Seattle

Gregory J. Nickels, Mayor

Office of the Mayor

August 11, 2009

Honorable Richard Conlin
President
Seattle City Council
City Hall, 2nd Floor

Dear Council President Conlin:

I am transmitting the attached proposed Council Bill, which removes a budget proviso restricting the expenditure of funds from the Department of Information Technology's (DoIT's) 2009 Adopted Budget for implementation of a Constituent Relationship Management (CRM) System. The Department of Executive Administration, which now manages the CRM project, briefed the Energy and Technology Committee on this issue on June 17, 2009.

The CRM System will allow the City's customer service personnel to efficiently manage constituent contacts and requests, and provide detailed service information. CRM will enable City personnel to keep accurate records and dispatch service requests to appropriate staff throughout the City. The system will also allow constituents to submit and track service requests on-line at Seattle.gov. CRM is being planned in close coordination with DoIT's My.Seattle.Gov Public Engagement Portal project to ensure the two systems are fully integrated.

Removing the budget proviso placed on the CRM project will permit the procurement and implementation of the system and improve the City's ability to provide excellent service to its customers. Thank you for your consideration of this legislation. Should you have questions, please contact Bryon Tokunaga, Business Technology Division Director, DEA, at 4-0543.

Sincerely,

A handwritten signature in black ink, appearing to read 'Greg Nickels'.

GREG NICKELS
Mayor of Seattle

cc: Honorable Members of the Seattle City Council

600 Fourth Avenue, 7th Floor, P.O. Box 94749, Seattle, WA 98124-4749

Tel: (206) 684-4000, TDD: (206) 684-8811 Fax: (206) 684-5360, Email: mayors.office@seattle.gov

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STATE OF WASHINGTON – KING COUNTY

--SS.

245697
CITY OF SEATTLE, CLERKS OFFICE

No. TITLE ONLY

Affidavit of Publication

The undersigned, on oath states that he is an authorized representative of The Daily Journal of Commerce, a daily newspaper, which newspaper is a legal newspaper of general circulation and it is now and has been for more than six months prior to the date of publication hereinafter referred to, published in the English language continuously as a daily newspaper in Seattle, King County, Washington, and it is now and during all of said time was printed in an office maintained at the aforesaid place of publication of this newspaper. The Daily Journal of Commerce was on the 12th day of June, 1941, approved as a legal newspaper by the Superior Court of King County.

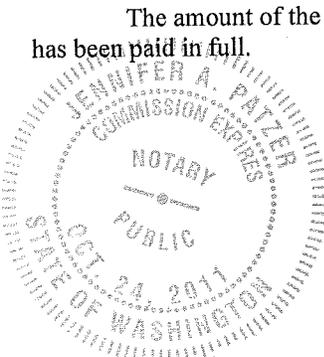
The notice in the exact form annexed, was published in regular issues of The Daily Journal of Commerce, which was regularly distributed to its subscribers during the below stated period. The annexed notice, a

CT:123108-09,11-16

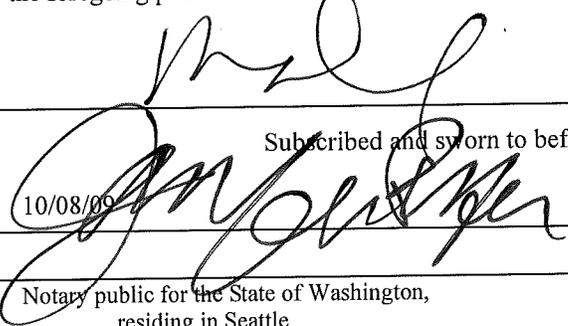
was published on

10/08/09

The amount of the fee charged for the foregoing publication is the sum of \$ 134.43, which amount has been paid in full.



Affidavit of Publication


Subscribed and sworn to before me on
10/08/09
Notary public for the State of Washington,
residing in Seattle

City of Seattle

TITLE-ONLY PUBLICATION

The full text of the following ordinances, passed by the City Council on September 28, 2009, and published here by title only, will be mailed upon request, or can be accessed at <http://clerk.ci.seattle.wa.us>. For further information, contact the Seattle City Clerk at 684-8344.

ORDINANCE NO. 123115

AN ORDINANCE appropriating money to pay certain audited claims and ordering the payment thereof.

ORDINANCE NO. 123114

AN ORDINANCE relating to the City's water system; declaring as surplus certain property rights in Seattle Public Utilities' Tolt Pipeline right of way; and authorizing the Director of Seattle Public Utilities ("SPU") to execute and convey an easement for such surplus property rights to Puget Sound Energy, Inc. ("PSE") for purposes of installing a natural gas pipeline in a portion of the Tolt Pipeline right of way.

ORDINANCE NO. 123113

AN ORDINANCE relating to Seattle Public Utilities; authorizing the Director of Seattle Public Utilities to execute a donation agreement and to accept a deed for the donated parcel of land in Seattle known as 9718 44th Avenue NE, King County Parcel No. 6418600050, to be used for utility purposes.

ORDINANCE NO. 123112

AN ORDINANCE relating to Seattle Public Utilities; authorizing the Director of Seattle Public Utilities to collect a franchise fee from retail customers in the City of Lake Forest Park, and revising water rates and charges and amending Seattle Municipal Code Chapter 21.04 in connection therewith, and ratifying and confirming certain prior acts.

ORDINANCE NO. 123111

AN ORDINANCE relating to a loan from the Washington Department of Ecology allocated through the American Recovery and Reinvestment Act of 2009 for the purpose of making water quality improvements in the Ballard combined system basin; accepting the loan funds and authorizing the Seattle Public Utilities' Director or his designee to execute related agreements.

ORDINANCE NO. 123109

AN ORDINANCE relating to City employment; authorizing the execution of a memorandum of understanding between the City of Seattle and the International Brotherhood of Electrical Workers, Local 46, increasing wages to the job title of Electrical Plans Examiner; providing payment for such increase; and ratifying and confirming prior acts.

ORDINANCE NO. 123108

AN ORDINANCE related to the Department of Information Technology and Department of Executive Administration; lifting a budget proviso restricting expenditures in the 2009 Adopted Budget relating to a Constituent Relationship Management (CRM) system; and ratifying and confirming certain prior acts.

ORDINANCE NO. 123116

AN ORDINANCE accepting funds from the U.S. Department of Energy allocated through the American Recovery and Reinvestment Act of 2009 and the Energy Efficiency and Conservation Block Grant program; authorizing the Mayor or his designee to execute related agreements; amending the 2009 Adopted Budget to increase appropriations for Seattle City Light, the Department of Planning and Development, the Office of Housing, the Office of Sustainability and Environment, the Seattle Department of Transportation, and Finance General; creating an exempt position in the Office of Sustainability and Environment; and ratifying and confirming prior acts; all by a three-fourths vote of the City Council.

Publication ordered by the City Clerk

Date of publication in the Seattle Daily Journal of Commerce, October 8, 2009.

10/8(245697)

State of Washington, King County

