ATTACHMENT A

Supplemental Scope of Work
Background & Resource Information
(Digital Interactive Information Board)

Background

The Development Services Center is comprised of a variety of workgroups, including: Building Plan Review and Permits, Development Review (Planning, Fire, and Engineering), Code Enforcement, Business Licensing, and Cashiering. Each of these groups generates customers, in the form of citizens and members from the development community, who are seeking to do business and/or to find information.

When the City of Redmond established the Development Services Center, upon opening the new City Hall a space was set aside for a customer self-help area. In order to use this space and to assist and provide greater customer service a number of changes have been contemplated, including incorporating a digital interactive information board that uses touchscreen technology. The intent is to have basic information, such as: standing meeting dates and locations, map of floor plan of City Hall and the municipal campus, information about current projects under review, hearing dates, a list of building permits that are ready to pick up, and a Now Serving Customer # feature building permit customers. This information will automatically change at certain intervals.

a. This informational Board can cycle the information at given intervals or it can be touch screen activated.
b. The board could also display video
c. The board could also be used to bill and fees such as utility bills and business licenses

Ideas for the digital interactive information board

<u>The following information should be displayed at all times</u>

- Date and Time, outside weather and temperature
- City Logo
- Now helping customer # feature, Should be able to chime when new information is posted
- Display average waiting time

The following information will be accessible via touchscreen menu items

When not in use, a portion of the screen is able to automatically change at certain intervals displaying text, video, and/or still pictures (Redmond and development projects).

Touch screen ability to access:

- Display standing meeting dates and locations
- Thursday meeting agenda displaying project names, room location Meeting rooms
- Other meetings with the public, names and location (Hearing Examiner, Council, Planning Commission, Design Review Board)
- Building Directory and map of building (Departments, conference rooms)
- Map of the Bridge area (Where is the restroom?)
- Map of City Campus showing buildings (Court House, Library, Public Safety, Senior Center
- Staff directory with email address and phone numbers
- Be able to display video
- Information about current projects under review, Notice of application, Hearing Dates
- Now helping customer # feature, should be able to chime when new information is posted
    - Multiple numbers for the different work groups (Planning, Permit Tech, Cashier, Public Works, Fire)
    - Alert waiting customers when permit is ready to pick up
- Display average waiting time
- Information about code and fee changes
- Access informational handouts
- Display the zoning map, utility maps
- Credit card reader to be able to pay bills