

## KIOSK STRATEGY TO ENHANCE THE DELIVERY OF MUNICIPAL SERVICES

- **WAY-FINDING / BUILDING DIRECTORY / CALENDAR** A multi-lingual application, providing directions to visitors in county facilities.
- **DOCUMENTSONDEMAND** The kiosk will print current versions of standard documents using a high speed laser printer.
- **INTERNET ACCESS** Using a restricted access web browser, designed for kiosk use, will provide public access to the county's official website, restricting the user from "surfing" other sites.
- **PAYMENT STATION** A secure kiosk that accepts cash or credit cards will make it easier to pay municipal fees, real estate taxes, or utility bills at locations throughout the county.
- **EMPLOYMENT ASSISTANCE** A two-way video conferencing application that will support kiosks located throughout the county. From a central video call center, HR specialists can interview job applicants and assist with applications. Using an integrated scanner and printer, documents can be "passed across the table" electronically.
- **BUILDING AND ZONING ASSISTANCE** A two-way video conferencing application that will support kiosks located in public libraries. From a central video call center, Building Department specialists can assist contractors and owner-builders with permits and zoning applications. Using the integrated scanner and printer, documents can be "passed across the table" electronically.
- **PUBLIC TRANSPORTATION INFORMATION** A multi-lingual application that will provide routing, availability, fare information, and ticketing.
- **CURRENT EVENTS** A calendar of current events, meetings, and cultural affairs in the county
- **DVD VIDEO-ON-DEMAND** Visitor Information Centers at the airports and seaport. From a menu screen, the visitor can chose one of six videos to view on the kiosk monitor. Multilingual subtitles can be added to existing videos.

### **BUDGET**

Fully integrated, public access kiosks range in cost from \$4,500 to \$10,000 each, plus the cost to create and maintain the kiosk applications. Applications range from \$10,000 to \$250,000. Maintenance costs are determined by the complexity of the application content.