



King County

Dow Constantine

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August 1, 2023

The Honorable Dave Upthegrove
Chair, King County Council
Room 1200
C O U R T H O U S E

Dear Councilmember Upthegrove:

This letter transmits a planning study on payment kiosks as called for by Ordinance 19546, Section 122, P1. The report provides information on the recommended populations to be served by payment kiosks and a summary of community engagement efforts performed by the King County Department of Information Technology (KCIT).

Payment kiosks that accept cash, check, and card payments for County services can provide expanded payment options for people who face payment barriers. In developing the report, KCIT contracted with Olympic Strategy and Research to conduct community surveys and discussion groups, and analyze the results.

As part of the study, a survey was mailed to 5,000 households throughout King County. KCIT also worked with community organizations to recruit participants for online and in-person discussion groups. Analysis of the survey and discussion group results showed that, across communities who have barriers to payment, as well as those who have no barriers to payment, there is interest in using payment kiosks to make payments to the County if the kiosks are located in an accessible and convenient location. The study identified areas where payment kiosks may be placed, with a focus on locations that have been impacted by the legacy of illegal and discriminatory real estate and financial practices.

The findings and recommendations in this report are consistent with King County's Equity and Social Justice Strategic Plan goal to invest upstream where the needs are the greatest.

Thank you for consideration of this study. The important work discussed in the study will help make King County a welcoming place where everyone can thrive.

The Honorable Dave Upthegrove

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If your staff have questions, please contact Brian Hsi, Product Manager, Department of Information Technology, at 206-477-5141.

Sincerely,

 for

Dow Constantine
King County Executive

Enclosure

cc: King County Councilmembers
ATTN: Stephanie Cirkovich, Chief of Staff
Melani Pedroza, Clerk of the Council
Karan Gill, Chief of Staff, Office of the Executive
Mina Hashemi, Council Relations Director, Office of the Executive
Megan Clarke, Chief Information Officer, Department of Information Technology