

CITY OF LAKE WORTH BEACH

PROPOSED KIOSK PILOT PROGRAM

The City's experience in dealing with emergency situations, including the COVID-19 pandemic, has revealed the limitation of current methods to provide critical information to our diverse population. Paper forms of communication have been slow in a situation that has been rapidly changing and electronic forms have relied on residents having access to their own devices and internet capability that is problematic in the City's hard to reach communities. In order to more effectively deal with this problem of communication, the City intends to implement a pilot program that will deploy a set of kiosks throughout the City in readily accessible areas that can provide current information to the public rapidly.

What are the kiosks and their designed purpose?

The proposed kiosks are special outdoor devices with features that include unbreakable glass, full weatherproofing, and backup power sources so they can continue to work even during a power outage. During normal times the kiosks will provide information to the public regarding upcoming events, refuse schedules, and maps of city properties and public facilities. More importantly, they will provide critical information to the public about emergency situations, such as the ongoing pandemic.

What will the proposed pilot program include?

This pilot program will serve as a key component of the City's emergency plan by providing relevant emergency updates to the public. This information will be provided in English, Spanish and Haitian Creole so that all residents will receive the information in the language they are most comfortable with and best comprehend. The kiosks will be of utmost importance should the City lose power and internet capability as residents will be able to make their way to the kiosk and get up-to-date information.

What information will the kiosks provide?

Each kiosk will have a touch enabled screen and the capability for residents to get information from the City in their preferred language. When not in active use the screen will display City Information about upcoming events and information of interest. In the case of an emergency the kiosks will be switched to an emergency mode and will provide important information such as evacuation routes, warnings, and other life safety information. In addition, the kiosks will provide up-to-date information about the pandemic, including vaccination sites and the availability of the vaccine.

Where will the kiosks be located?

The kiosks will be placed in key public areas of the City that are easily accessible for residents. Potential locations would include the Cultural Plaza in the heart of the downtown district, at City Hall, at the City's Community Sustainability building in the western portion of the City, in a park in the northern part of the City and in a park in the southern part of the City. It is critical to have this information made available to hard to reach populations within the jurisdiction, including the availability of the Covid-19 vaccine.

What is the anticipated cost of the kiosks?

The estimated cost for the five (5) kiosks and their installation is approximately \$75,000. The actual cost will be determined by competitive procurement conducted by City staff. Multiple vendors have been identified that are capable of producing the kiosks and the required Graphical User Interface to make them suitable for the designed purpose.