

THE CORPORATION OF THE DISTRICT OF BURNABY
COMMUNITY ISSUES AND SOCIAL PLANNING COMMITTEE

HIS WORSHIP, THE MAYOR
AND ALDERMEN:

REPORT OF THE COMMUNITY ISSUES
AND SOCIAL PLANNING COMMITTEE

RE: MUNICIPAL INFORMATION KIOSK IN METROTOWN CENTRE

RECOMMENDATION:

1. THAT Council approve subject to vetting through the budget process, the establishment of a Municipal Information Kiosk in Metrotown Centre based on the guidelines for the kiosk's function, information content/format, design and administration/operation as outlined in Section 7.0 of this report.

REPORT

The Community Issues and Social Planning Committee, at its meeting of 1990 September 26, received and adopted the attached staff report providing information on the Municipal Information Kiosk in Metrotown Centre.

The Committee have completed their review of the report and concur with the information.

Respectfully submitted,

Alderman D.R. Corrigan
Chair

Alderman R.G. Begin
Member

Alderman Egon Nikolai
Member

Alderman F.G. Randall
Member

Alderman J.M. Sawicki
Member

TO: CHAIRMAN AND MEMBERS
COMMUNITY ISSUES &
SOCIAL PLANNING COMMITTEE

1990 SEPTEMBER 19

FROM: DIRECTOR PLANNING &
BUILDING INSPECTION

SUBJECT: MUNICIPAL INFORMATION KIOSK IN METROTOWN CENTRE

PURPOSE: To make recommendations regarding the function, information content/format, design and administration of a kiosk to be provided for municipal use by Metrotown Centre.

RECOMMENDATION:

1. THAT the Committee recommend to Council, subject to vetting through the budget process, the establishment of a Municipal Information Kiosk in Metrotown Centre based on the guidelines for the kiosk's function, information content/format, design and administration/operation as outlined in Section 7.0 of this report.

R E P O R T

SUMMARY

This report examines a number of options regarding the function, information content/format, design and administration/operation of a kiosk to be provided for the Municipality by Metrotown Centre. It recommends that the Municipality utilize the kiosk, to be located on the pedestrian link between Metrotown Centre and Eaton Centre, as an information kiosk to distribute Municipal and community information to residents of Burnaby and workers, shoppers and visitors in the Metrotown area. It is recommended that the kiosk not act in a vending capacity nor distribute information of a commercial, political or religious nature. The kiosk should be designed as an open structure with ample storage, varied counter heights, exterior brochure racks and fold-out poster display space. Provision should also be made in the design for the addition in future of other media such as videos, interactive computer terminals, free-standing models, etc. It is recommended that the kiosk bear the Municipal logo and a catchy name such as "Information Burnaby" (see attached Figure 1). The kiosk should be staffed during prime Centre hours by municipal staff working a non-standard work week and staff should be exposed to a comprehensive orientation to the Municipality and local community groups. The Clerk's Office should be assigned responsibility for administering the kiosk, devising a policy and criteria regarding the types of information to be disseminated and evaluating the information service. A reservation service whereby community groups or Municipal departments can reserve the poster display area to promote special events should be implemented and recycling bins should be provided in the pedestrian link. It is recommended that \$43,000 be included in the 1991 Provisional Budget for set up and operation of the kiosk in 1991. A summary of the analysis and recommendations is contained in Appendix 1, attached.

1.0 INTRODUCTION

in the development approval process for Metrotown Centre and Eaton Centre in 1986 and 1987, the Municipality successfully negotiated for a number of public amenities to be provided at the Centre developers' expense. One amenity each Centre agreed to provide was a kiosk for the Municipality's use. The Eaton Centre kiosk is to be constructed sometime in 1991 on the outdoor plaza on the Central Boulevard side of the Metrotown commercial core. Its usage has yet to be determined. The proposed location for the Metrotown Centre kiosk is the south side of the enclosed pedestrian link between Metrotown Centre and Eaton Centre. It is due to be constructed as soon as the Municipality provides the developer with specifications for the kiosk's function and design.

In order to develop a Municipal position regarding the function, design and operation of the kiosk, Planning and Clerk's staff, in 1990 May, began research by visiting a variety of kiosks and interviewing those responsible for their operation. In 1990 August, Planning staff discussed the idea of a kiosk with staff from the Health and Parks and Recreation Departments, the Clerk's and License Offices and the RCMP, and with the Directors of Administration and Community Services, Engineering, Finance and Recreation and Cultural Services and the Municipal Manager.

The options and recommendations concerning the function, information content/format, design and administration/operation of the kiosk contained in this report and summarized in Appendix 1 reflect opinions expressed during those meetings.

2.0 KIOSK FUNCTION

Relevant Background Information:

In the discussions leading up to the preparation of the Metrotown Infrastructure Study in 1988, a number of social amenities were considered for discussion with Metrotown developers. The study identified one such amenity, a storefront community outreach space, to be used by Municipal departments to disseminate information and operate selected programs and by community groups to publicize their services. The final development plan for Metrotown Centre adopted by Council provided for a kiosk to fulfill some of those functions.

Discussion:

Options include:

- 1) to forgo the opportunity to establish the kiosk and instead to increase the circulation frequency of the existing quarterly publication "Information Burnaby";
- 2) to work towards the establishment of the kiosk but to sell/lease/give it to another organization for any number of purposes ranging from ticket vending and retail sales to a "Lost and Found" facility;
- 3) to work towards the establishment of the kiosk and to utilize it for the dissemination of Municipal and/or community information.

Option 1 - Increase Frequency of "Information Burnaby"

The rationale for Option 1 is practical and economic. Municipal information is already available at Municipal Hall, at libraries and community centres and through "Information Burnaby". If Council wished to provide increased public access to municipal information, the circulation frequency of "Information Burnaby" could be increased at a cost of \$10,000 per issue (not including staff time for production). Thus, for the price of equipping and staffing the kiosk for one year, four or eight additional issues of "Information Burnaby" could be published. As well, some staff see an advantage to continuing to pursue a multi-use storefront community outreach space rather than expend funds and energy establishing a kiosk. One argument against Option 1 is that "Information Burnaby" is a less flexible and personal method of providing information than would be a staffed kiosk. Also, printed material is not appropriate for those who are functionally illiterate. As well, in the absence of a more comprehensive storefront type of service, the kiosk would fulfill at least some of the functions envisioned for the storefront in the early Metrotown discussions.

Option 2 - Non-Municipal Use

The rationale for Option 2 is also practical and economic. Given that Municipal information is now readily available through a number of sources and given that Metrotown Centre has agreed to construct the kiosk at its expense, some staff feel the Municipality should exploit that opportunity and make the kiosk available to a group with an identified need. An argument against Option 2 is that it does not advance the objective of making Municipal information more accessible to residents. In addition, it may be difficult to find the appropriate group to occupy the kiosk.

Option 3 - Municipal Use

The rationale for Option 3 is Council's interest in making Municipal information more accessible and in offering it through a more human medium than "Information Burnaby". Metrotown, as Burnaby's downtown, is viewed as having a vital role to play in co-ordinated information distribution and Metrotown Centre would be a key location for a municipal/community information kiosk. Arguments against Option 3 include duplication of existing services and the potential cost of operating the kiosk.

Recommendation:

That the Municipality work with Metrotown Centre to construct the kiosk to Municipal specifications and operate the kiosk as an information dissemination facility.

3.0 INFORMATION CONTENT

Relevant Background Information:

If the kiosk were to function in an information distribution capacity, the Municipality would be required to develop a policy and criteria regarding the types of information considered acceptable to distribute from the kiosk. Staff suggest that an appropriate target group for the kiosk consists of residents of Burnaby as well as workers, shoppers and visitors to the Metrotown area.

Discussion:

Options include:

- 1) Municipal information only;
- 2) a mix of Municipal as well as community-based information (e.g. community events and local human services, programs and organizations).
- 3) either of the above options with the addition of tourist information.

Option 1 - Municipal Information

The rationale for Option 1 is practical. It would be much easier to operate a kiosk without having to develop criteria for the types of community groups and information considered appropriate and without having to develop schedules for special displays by community groups. An argument against Option 1 is that the utility of the kiosk to the public, who would likely expect a broad range of information to be provided, would be reduced.

Option 2 - Municipal and Community Information

The rationale for Option 2 is Council's desire to facilitate increased public access to information and to promote Burnaby and its services and amenities. The kiosk could be utilized as a major dissemination point for community-wide proposals (e.g. Official Community Plan reviews). As well, the kiosk is likely to attract a large number of passers-by seeking general information on services and events in Burnaby, and they may regard the kiosk negatively if its service is limited to Municipal information. An argument against Option 2 is, as stated above, the complexity of developing eligibility criteria for groups to participate in the kiosk and types of information to be distributed. The administering department would, for example, have to ensure that any community information proposed for the kiosk was consistent with Municipal policies or positions and that potentially controversial groups or events were reviewed. A position would also have to be developed on whether to consider distributing information of a commercial, political or religious nature, and whether the kiosk should engage in commercial vending (ie. lottery and other tickets).

Option 3 - Tourist Information

The rationale for Option 3 is practical. As noted above, any kiosk is bound to attract a wide range of passers-by including tourists seeking basic information such as maps and hours of operation of museums and other public facilities. Any information kiosk not providing such information, particularly in summer, is likely to be viewed as an inadequate public service. An argument against Option 3 is that tourist information could easily consume the majority of the very limited space available in the kiosk and displace the Municipal/community group component of the service. Tourist information is already available from the Chamber of Commerce Travel Information Centre. Moreover, the Chamber of Commerce has expressed an interest in using the Eaton Centre kiosk, scheduled for completion in 1991, for a tourist information facility.

Recommendation:

That the kiosk disseminate a mix of Municipal and community-based information (e.g. community events and local human services, programs and organizations). Very basic tourist information such as a Municipal map could also be stocked. It is further recommended that the kiosk not distribute information of a commercial, political or religious nature, nor engage in commercial vending ie. lottery and other tickets.

4.0 INFORMATION FORMAT

Relevant Background Information:

The budget proposals contained in this report assume that, for economic reasons, almost all information will be in print media form in the early stages of the kiosk.

Discussion:

Although it is recognized that funds are not available at this time to offer information in a variety of formats, an eventual mixed media approach to information distribution is preferred.

Recommendation:

That for the initial period the kiosk be equipped with a computer and a telephone for staff use (if the kiosk is staffed) and stocked with printed information in the form of pamphlets, brochures and posters. It is further recommended that the kiosk be designed to allow for the future addition of displays, free-standing models, videos and inter-active computer terminals for public use.

5.0 KIOSK DESIGN

Relevant Background Information:

The kiosk is to be situated on the south wall of the pedestrian link between Metrotown Centre and Eaton Centre. The pedestrian link is eighty-eight feet long and twenty-four feet wide and the proposed site for the kiosk is fitted with electrical outlets. Telephone outlets will be installed when the kiosk is constructed. The space available for the kiosk is roughly twelve feet by twelve feet, though its actual shape is negotiable. Metrotown Centre is willing to spend up to \$40,000 to construct the kiosk and has indicated that it has no requirements, other than economics, for the design. Metrotown Centre management would, however, like to review the Municipality's final proposal.

Discussion:

As recommended above, the kiosk should be designed to allow for the future addition of displays, free-standing models, videos and inter-active computer terminals for public use.

Recommendation:

That the following design guidelines be conveyed to Metrotown Centre's architects, Hamilton Doyle, who would design the kiosk to respect both the Municipality's desires and the existing Centre design scheme:

- the dimensions of the kiosk should be roughly twenty feet by eight feet in order to avoid a square, boxy appearance and to leave the required sixteen foot aisle clearance for pedestrian circulation. The kiosk need not actually touch the wall - this would create a "floating" rather than a fixed effect;
- storage space should be built behind and underneath the counters and be designed in such a way that the kiosk can accommodate two to three staff persons at any one time;
- the counter heights should vary in order to accommodate disabled people and children. This feature and rounded corners on counters would also help to soften the potentially severe lines of a rectilinear structure;
- stepped exterior brochure display racks should be incorporated into the kiosk to act as both an attractive design feature and an alternative information source when kiosk staff are not present or are otherwise occupied;
- some type of exterior element for children e.g. a drawing board mounted on one side of the kiosk should be provided to engage the attention of children;
- a sliding or removable cover for the exterior brochure racks or fold-out walls should be incorporated into the design to protect the information display when the kiosk is not staffed. Hinged fold-out walls would have the added advantage of utility for display purposes for special events;
- the kiosk should be offset from the wall at one end and overlap the window at the other in order to maximize exterior wall display space and to admit some natural light;
- the kiosk should contain a terraced vertical element at one corner for future installation of a video monitor;
- the back wall of the kiosk should be designed as a light board or panel for displays;

- a frame element at least one inch deep should be constructed above the counters to provide height and to accommodate lights and signage;
- the kiosk should incorporate "high tech" attention-grabbing features such as neon;
- the kiosk should carry the Municipal logo; the proposed name for the kiosk is "Information Burnaby".

See Figure 1 for design concept.

It is further recommended that the kiosk be constructed of sturdy materials which can withstand attempts at vandalism.

6.0 KIOSK ADMINISTRATION AND OPERATION

Relevant Background Information:

Metrotown Centre would assume responsibility for the maintenance of the pedestrian link surrounding the kiosk. The Municipality would be responsible for operating, stocking, maintaining and insuring the kiosk. If the kiosk were to be staffed, the Municipality would also assume that responsibility. Options for staffing include Municipal staff, volunteer staff and staff from a non-profit society on contract to the Municipality. Consultations with C.U.P.E. Local 23 would be appropriate before pursuing the use of volunteers or contract staff to operate the kiosk. Given the issues of quality control which arise with the use of volunteers, staff do not favour that option.

a) Responsibility for Administration and Operation

Discussion:

As noted above, a number of Municipal departments have been consulted in developing recommendations for the function, information content, design and administration of the Metrotown Centre kiosk. While many or all of those departments would use the kiosk as an information dissemination point, staff is of the opinion that responsibility for the administration and/or ongoing operation of the kiosk should be assigned to one department rather than dividing it among departments or striking an inter-departmental advisory group. The Clerk's Office, with its mandate for public affairs, is considered the appropriate department.

Options include:

- 1) to assign kiosk administration and operation to a Municipal department;
- 2) to assign kiosk administration to a Municipal department which would contract operation out to a non-profit agency such as Burnaby Information and Referral Service.

Option 1 - Municipal Administration and Operation

The rationale for Option 1 is that well-trained Municipal staff are required to staff the kiosk if accurate and complete Municipal information is to be distributed. The disadvantages of Option 1 are the economic impact of hiring additional Municipal staff and the complexities of coffee/lunch/dinner break coverage for kiosk staff.

Option 2 - Non-Profit Society Operation

The rationale for Option 2 is that new Municipal position(s) would not be required. As well, funding for contracting out the operation of the kiosk may fit within the guidelines of Council's grants for community services. As suggested above, consultations with C.U.P.E. Local 23 would be appropriate before pursuing the option of contracting out work which falls within Municipal job descriptions (a License Clerk or a Processing Clerk could fill the position). As well, questions exist about the ability of a non-profit agency to dispense accurate and complete Municipal information.

Recommendation:

That the administration and ongoing operation of the kiosk be carried out by the Municipality and that responsibility be assigned to the Clerk's Office.

b) Staffing

Discussion:

Options include:

- 1) basic service (ie. pamphlets, posters and brochures) supplemented by periodic displays or staffing to promote special events such as Environment Week, National Access Awareness Week, major community proposals, etc.;
- 2) basic service plus interactive computer supplemented by periodic special displays or staffing to promote special events;
- 3) basic service with staffing during prime shopping centre hours (ie. a non-standard Municipal work week of 35-40 hours) supplemented by periodic displays or additional staffing to promote special events;
- 4) basic service with staffing during all shopping centre hours (ie. 65 hours per week) supplemented by periodic displays or additional staffing to promote special events.

Option 1 - Basic Service

The rationale for Option 1 is economic as there would be no budget impact for the Municipality except for special events. The disadvantage to Option 1 is that the information dissemination would be static/passive and the service very limited.

Option 2 - Basic Service Plus interactive Computer

The rationale for Option 2 is that the budget impact would be moderate. Only the computer, computer program and special events would need to be budgeted for. As well, Option 2 offers slightly more flexibility to consumers than the passive information display envisioned in Option 1. An argument against Option 2 is that, despite the additional flexibility, it would still be fairly static and impersonal. Also, the lead time required to set up an interactive computer program to respond to public inquiries would be considerable. As well, senior citizens, new Canadians and others may either find a computer intimidating or not possess the necessary skills to use it.

Option 3 - Basic Service with Staffing During Prime Shopping
Centre Hours

The rationale for Option 3 is that a staffed kiosk is more personal than a static display and more reflective of Council's desire to make information easily accessible to the public. One disadvantage to Option 3 is that there would be hours when the shopping centre is open and the public would not have access to a staffed kiosk. As well, staffing the kiosk would have a substantial budget impact on the Municipality as the creation of a new Municipal staff position would be required. The issue of premium pay could, perhaps, be resolved by tying the new position to a non-standard work week. Consultations with C.U.P.E. Local 23 would be appropriate.

Option 4 - Basic Service with Staffing During All Shopping Centre
Hours

The rationale for Option 4 is the same as for Option 3 - staffing during all shopping centre hours would go a long way towards making information more accessible to the public. The primary disadvantage to Option 4 is economic - it is estimated that two full-time staff positions would have to be created. As with Option 3, a non-standard work week could help to keep costs down.

It should be noted that the choice of any option does not preclude augmenting or reducing the service in future. The Municipality could decide to begin with the basic service outlined in Option 1 and evolve to a staffed kiosk over time if it were deemed warranted. Conversely, the Municipality could decide to begin with the full service described in Option 4, evaluating it after a period of time and scaling the service down, if necessary. Reducing an existing service would, from a public relations and staffing perspective, be more difficult than augmenting it.

It should also be noted that if the kiosk were staffed, efforts would have to be made to find a person(s) with good clerical and communication skills and capable of retaining a broad range of Municipal and community information. Staff training would be necessary with provision for ongoing sessions to keep staff abreast of changes. Kiosk staff could attend the one day New Employee Orientation session and the three day Service First Session and perhaps also spend a few hours in each Municipal department to gain familiarity with its function. If community groups were to use the kiosk as well, they could also brief staff as to their services. Lunch, dinner and coffee breaks, vacation time, sick time and time for continuing education would have to be accommodated.

Recommendation:

That the Municipality provide a basic level of staffing (i.e. one Full Time Equivalent with a non-standard work week) and supplement this service with special displays and additional staff to promote special events. It is further recommended that efforts be made to add an interactive computer in 1992.

c) Ongoing Operation

Discussion:

Staff are of the opinion that operational details other than staffing are probably best left to the administering department. A number of ideas and proposals which merit consideration have, however, surfaced during staff discussions of the kiosk and will be shared with that department. Some of the key proposals are reflected in the recommendations below.

Recommendations:

That a reservation service be implemented whereby community groups or municipal departments can reserve the poster display area and provide additional staff for the kiosk to publicize a special week or event;

That recycling bins to help recapture recyclable material from the kiosk be placed at each end of the pedestrian link;

That a process for monitoring and evaluating the effectiveness of the kiosk (e.g. a suggestion box and/or a log of the types of information requested) be developed and implemented.

d) Budget

Discussion:

Option 1 - Basic Service

The only cost to the Municipality for this option would be for special events, which are assumed covered in the relevant departments' budgets.

Option 2 - Basic Service with Interactive Computer

\$ 2,900 Set-up costs (based on installation of one direct kiosk-Municipal Hall telephone line, one computer terminal with two modems and other miscellaneous office equipment)

\$ 2,000 Operating costs (based on phone rental, advertisement of kiosk's opening in local community newspapers, kiosk maintenance and miscellaneous expenses)

\$ 4,900

Option 3 - Staff During Prime Shopping Centre Hours

\$ 4,500 Set-up costs (based on installation of one regular phone line and one direct kiosk-Municipal Hall telephone line, one computer terminal with two modems and a printer, and other miscellaneous office equipment)

\$ 3,000 Operating costs (based on telephone rental, advertisement of kiosk's opening in local community newspapers, kiosk maintenance and miscellaneous expenses)

\$35,500 Staff salary and benefits (based on one full-time staff person hired at Pay Grade 15, Step 1)

---- Staff training program (staff could attend existing courses; other training could be absorbed by departments)

---- Insurance for kiosk (the kiosk would be covered under the Municipality's existing policy)

\$43,000

Option 4 - Staff During All Shopping Centre Hours

\$ 4,500	Set-up costs (based on installation of one regular phone line and one direct kiosk-Municipal Hall telephone line, one computer terminal with two modems and a printer, and other miscellaneous office equipment)
\$ 3,000	Operating costs (based on telephone rental, advertisement of kiosk's opening in local community newspapers, kiosk maintenance and miscellaneous expenses)
\$71,000	Staff salaries and benefits (based on two full-time staff persons hired at Pay Grade 15, Step 1)
---	Staff training program (staff could attend existing courses; other training could be absorbed by departments)
---	Insurance for kiosk (the kiosk would be covered under the Municipality's existing policy)

\$78,500

It should be noted that since the kiosk would be a new service Options 3 and 4 and possibly even Option 2 would be subject to the budget process where they would be weighed against other priorities for the 1991 budget year.

Recommendation:

That provision be made in the 1991 Provisional Operating budget for \$43,000 to set up, maintain, operate and staff the Metrotown Centre Information kiosk during prime shopping centre hours in 1991.

7.0 SUMMARY OF RECOMMENDATIONS

THAT the Municipality work with Metrotown Centre to construct the kiosk to Municipal specifications and operate the kiosk as an Information dissemination facility.

THAT the kiosk disseminate a mix of Municipal and community-based information (e.g. community events, and local human services, programs and organizations). Very basic tourist information such as a Municipal map could also be stocked. It is further recommended that the kiosk not distribute information of a commercial, political or religious nature nor engage in commercial vending i.e. lottery and other tickets.

THAT for the initial period the kiosk be equipped with a computer and a telephone for staff use (If the kiosk is staffed) and stocked with printed information in the form of pamphlets, brochures and posters. It is further recommended that the kiosk be designed to allow for the future addition of displays, free-standing models, videos and interactive computer terminals for public use.

THAT the design guidelines contained in Section 5.0 of this report be conveyed to Metrotown Centre's architects, Hamilton Doyle, who would design the kiosk to respect both the Municipality's desires and the existing Centre design scheme. It is further recommended that the kiosk be constructed of sturdy materials which can withstand attempts at vandalism.

THAT the administration and ongoing operation of the kiosk be carried out by the Municipality and that responsibility be assigned to the Clerk's Office.

THAT the Municipality provide a basic level of staffing (ie. one Full Time Equivalent with a non-standard work week) and supplement the basic service with special displays and additional staff to promote special events. it is further recommended that every effort be made to add an interactive computer in 1992.

THAT a reservation service, whereby community groups or Municipal departments can reserve the poster display area and provide additional staff for the kiosk to publicize a special week or event, be implemented.

That recycling bins to help recapture recyclable material from the kiosk be placed at each end of the pedestrian link;

THAT a process for monitoring and evaluating the effectiveness of the kiosk (e.g. a suggestion box and/or a log of the types of information requested) be developed and implemented.

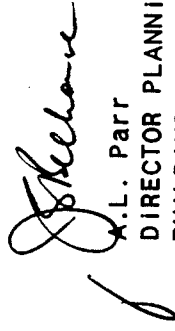
THAT provision be made in the 1991 Provisional Budget for \$43,000 to set up, maintain, operate and staff the Metrotown Centre information kiosk during prime shopping centre hours in 1991.

See Appendix 1, attached, for Summary of Options and Recommendations.

8.0 CONCLUSION

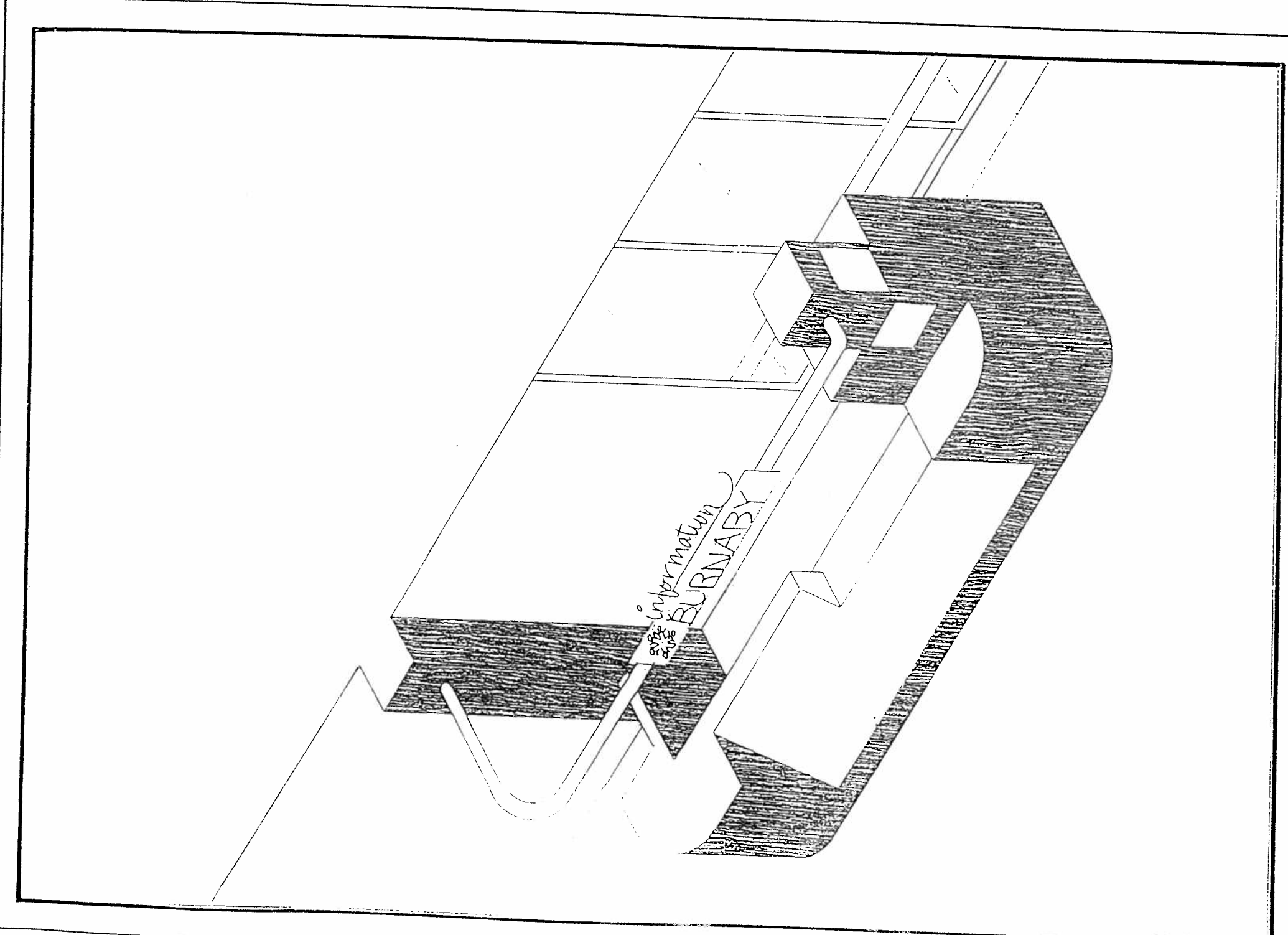
This report recommends that the Municipality operate an information kiosk at Metrotown Centre and outlines proposals for the kiosk's design and administration. If the Community Issues & Social Planning Committee is agreeable to the general thrust of the foregoing proposals concerning the kiosk, it is suggested that the Committee forward this report and its recommendations to Council.

 JS/jp


A.L. Parr
DIRECTOR PLANNING &
BUILDING INSPECTION

Attachment


cc: Director Administrative and Community Services
Director Engineering
Director Finance
Director Recreation and Cultural Services
Medical Health Officer
Municipal Clerk
Officer-in-Charge, RCMP



Date: AUGUST '90

Scale: NTS

Drawn By:

 **BURNABY**
City of Burnaby
Planning & Building Inspection Department

METRO TOWN CENTRE
MUNICIPAL INFORMATION
KIOSK

DESIGN CONCEPT

APPENDIX 1

ADVANTAGES AND DISADVANTAGES OF OPTIONS REGARDING KIOSK

<u>ACTIVITY</u>	<u>OPTION</u>	<u>ADVANTAGES</u>	<u>DISADVANTAGES</u>	<u>RECOMMENDATION</u>
Function	<ol style="list-style-type: none"> 1. Forgo kiosk, increase frequency of "Info Bunnaby". 2. Lease/sell/give kiosk to another organization. 3. Use kiosk to disseminate Municipal/community information. 	<ol style="list-style-type: none"> 1. Kiosk is duplication of existing services; better to pursue multi-use storefront space. 2. Takes advantage of Metrotown Centre offer. 3. Makes information more accessible and personal; Metrotown key location. 	<ol style="list-style-type: none"> 1. "Info Bunnaby" less flexible and impersonal - inappropriate for those who are illiterate; kiosk would fulfill some of functions of storefront space. 2. Work for staff to find organization for lease/sale/gift. 3. Kiosk is duplication of existing services; impact on Municipal budget to operate kiosk. 	Option 3
Information Content	<ol style="list-style-type: none"> 1. Municipal information only. 2. Mix of Municipal and community information. 3. Either of above plus tourist information. 	<ol style="list-style-type: none"> 1. No requirement to develop criteria for eligible community groups and types of information. 2. Increases public access to information - public will expect comprehensive service. 3. Public and tourists will expect comprehensive service. 	<ol style="list-style-type: none"> 1. Limited utility to public. 2. Complexity of developing eligibility criteria for community groups and types of information. 3. Tourist information may consume majority of limited space; tourist information available elsewhere. 	Option 2

RECOMMENDATION

Option 1

1. Budget impact to hire new staff; complexities of lunch/dinner/coffee break coverage.
2. Union opposition to contract work; non-profit agency staff may be incapable of dispensing accurate and complete Municipal information.

DISADVANTAGES

Option 3

1. Limited service
2. Static, impersonal service; considerable lead time required for computer program; computers intimidating to some.
3. Kiosk not staffed during all Centre hours; substantial budget impact to hire 1 full-time staff.
4. Budget impact to hire 2 full-time staff.

ADVANTAGES

1. Only Municipal staff capable of dispensing accurate and complete Municipal information.

2. No requirement for new Municipal staff positions; funding for contract may be available through community grants.

1. No budget impact for Municipality.
2. Moderate budget impact for Municipality; more flexible service.
3. Personal service offering better public access to information.
4. Excellent public access to information.

OPTION

1. Both administration and operation assigned to Clerk's office.

2. Administration assigned to Clerk's Office; operation contracted out to non-profit society.

1. Basic service (printed material) - no staff.
2. Basic service plus interactive computer - no staff. Budget: \$4,900
3. Basic service with staffing during prime Centre hours. Budget: \$43,000
4. Basic service with staffing during all Centre hours. Budget: \$78,500

Responsibility for Administration and Operation

Staffing and Budget

ACTIVITY

