

We have done our best to answer all questions posed during the two employee information sessions, allowing for editing and grouping of similar or related questions. If there is an answer that is not clear, or you have additional questions, please email Cameron Satterfield at [cameron.satterfield@kingcounty.gov](mailto:cameron.satterfield@kingcounty.gov).

## **General**

*Will the large conference room(s) on KSC 8 still be available?*

Yes. No changes are planned for those spaces.

*Will there be interpreters available at the CSC? How about ASL (American Sign Language) interpreters?*

All departments with a counter in the new Customer Service Center (CSC) have contracted with a vendor that provides interpretation by phone of languages other than English. In addition, some agencies have counter staff that speak more than one language. With regard to ASL interpretation, our analysis from speaking with counter staff suggests that there has been minimal use of ASL in one-on-one interactions at a counter. Customers have tended to initiate the communication using written notes, or by bringing their own interpreter. ASL interpretation is available if requested, though.

*Will there be voter registration or ballot drop boxes?*

Voter registration will not be available at KSC. However, Elections has placed a ballot drop box on the sidewalk outside KSC on Second Avenue. Prior to an election, they will send an email to CSC staff to prep them in case a customer asks about where to leave their ballots or register to vote. The drop box will be open two to four times a year for a period of about three weeks. Elections staff will be on-site on Election Nights to help manage traffic and lock the box promptly.

*How will customers be directed to what has been traditionally the "back" of the building?*

Outside KSC there will be A-frame signs. There will be new permanent signs in the KSC lobby and garage entrances, and a lighted sign hanging by the first floor elevators. The signs will use distinctive branding colors and icons to direct people to the CSC or other locations.

*Will there be a small conference room?*

Yes. Both of the CSC lobbies will have a conference room that is reserved for interactions with the general public during business hours.

*Will there be braille on the wayfinding signs? What about other symbols?*

Directory signs will have braille. The signs in the first floor lobby also include specific icons for the services available, including an ORCA logo to direct customers to the Metro Pass Sales Office. The floor directory signs will clearly differentiate Metro services on floor 1 from the CSC services on floor 2.

*What has been done with ventilation and other best practices to reduce spread of disease?*

*Will hand sanitizer and/or masks be available?*

FMD installed high efficiency air filters in all buildings during the course of the pandemic. This practice will continue. There are also clear plexiglass barriers at the counters. Hand sanitizer stations will be available, and we are looking into the feasibility of providing masks to the public.

*"King Street Center" (KSC) is the building itself and "Customer Service Center" is the space within KSC that is customer-facing, but how are we identifying this space to the public?*

The official name of the space on the second floor is the King County Customer Service Center. Building wayfinding signage will clearly indicate this. We conducted a public survey to get input on the name, and then Executive Constantine chose the name from among the recommendations. We will rely on branding/colors on the signs to help orient customers so that they access only the public areas on floors 1 and 2.

*Are we ensuring furniture and other materials are PFAS free, BPA free, and utilizing green materials?*

Contractors have followed established King County standards and policies for choosing building and furniture materials.

*What will be the experience for someone who comes for more than one service?*

Our goal is to provide "warm handoffs" between the counters. The new digital queueing platform (QLess) will allow the staff to insert a customer into a different queue. For example, after visiting the Vehicle Licensing counter, staff can insert the customer into the Treasury property tax queue.

*Will we have maps or signs available in languages other than English?*

Most signs are in English with braille. However, we have strategically placed signs that state clearly "interpreters are available upon request" in 15 languages including the county's top ten most-spoken languages.

*Will there still be remote customer service options for people who have a harder time traveling?*

Yes. All of the agencies that have a presence in the CSC have developed online options during the pandemic. These online options will continue to be available to serve our customers. By law, there will always be a few situations that require customers to stop in, for example to receive a copy of their birth certificate as they cannot be mailed.

*What date will the CSC open?*

The exact date is still to be determined, but it will be in the first part of 2023.

*What are the hours for the CSC?*

All agencies have coordinated to be open to the public from 8:30am to 4:30pm.

*Are there any plans to open the CSC outside of the established business hours? Has this been a requirement during the community engagement sessions?*

This has not been identified as a requirement by our agencies, the project team, or by the community groups that we engaged with during design phase. For customers needing after-hours service, there are online options for nearly all of the services, and customers have used these during the pandemic. There will also be drop boxes on the street that can be accessed 24 hours by our customers. We will do check-and-adjust after opening.

*Will community members be invited to the grand opening?*

We plan to follow up with the community groups whose input we sought during design of the space and invite them to attend the grand opening.

*Who is responsible to operate the southeast outdoor staircase ADA lift? Does it even work and get tested regularly?*

This equipment was decommissioned by the previous building owner shortly after its installation. It has never worked properly due to its inability to make the necessary 180-degree turn. There are no plans at this time to refurbish or replace it.

*The automated voice on transit calls out "Metro Customer Service" for stops in the neighborhood. Could this be changed to include the CSC?*

Great idea. We will explore the feasibility of making such a change with our transit partners.

*Any updates on the status of the rest of the floors at KSC for Metro, DNRP, and other agencies? How about changes at Chinook?*

Information about the buildout of other floors at KSC, as well as changes at the Chinook Building, will be communicated in the first part of 2023.

*Will there be a wellness room and gym/exercise equipment for employees to access at KSC?*

The wellness rooms next to the gym at KSC are still there, as is the lactation room on KSC 8. The exercise equipment will also remain. DHR manages the exercise equipment in county facilities.

*Will there be a quiet room?*

Each lobby in the Customer Service Center has small conference rooms and our staff will be trained to offer these as quiet rooms depending on customer needs and the specific situation.

*Will a recording of the meeting be available for us to review at a later time?*

Yes. The recording from December 6 is available at [youtu.be/GZPkswscfG8](https://youtu.be/GZPkswscfG8). The recording from December 8 is available at [youtu.be/0eLd8dFkOBI](https://youtu.be/0eLd8dFkOBI).

*Will the plaza doors stay locked from the outside?*

During business hours, the plaza doors will be unlocked so that the public can utilize the space while waiting for services at the CSC.

*Will there be signage (or other methods) to direct customers from the old locations to KSC?*

Some signs have already been posted since the beginning of the pandemic, and additional ones will be posted when the CSC opens. We also have a plan for communication that will inform customers of the changes. This will include updates on [kingcounty.gov](https://kingcounty.gov) and on search engines like Google.

*How will customer information be kept private on the VitalChek kiosks?*

There are four VitalChek kiosks located on the far side of the room. This placement should minimize passers-by. VitalChek has also informed us that these kiosks are set up so that a person must stand directly in front of the screen to see the data. The Vital Stats team will verify this privacy feature and consult with the vendor additional privacy steps are needed.

*How will package shipping and receiving be handled?*

Agencies will work directly with delivery services to send or receive packages. FMD Security will grant access as needed to delivery personnel, who will then deliver packages directly to the recipient.

*What is the old Tully's space going to be used for?*

The future use of this space has not been determined.

*On the signage, will you spell out unfamiliar acronyms?*

We worked diligently when designing the signs to limit acronyms or other "government speak," knowing that we also faced limitations on sign size and the number of words on a sign. Working with the design team, CSC agencies, and customers, we feel we've achieved a balance between being as clear as possible without adding information that might be confusing.

*Will there be notary service available?*

The CSC will not have notary services for walk-ins. However, some of the services offered by Treasury, Assessor, and Vital Statistics require a notary. In these situations, our staff will provide a notary as part of the service. On a related note, KCIT has notary technology via DocuSign that can assist with notary processes. Agencies can contact KCIT to learn more.

*Will the Executive's Office still be at Chinook?*

Yes, though it will relocate to the 13th floor at some point in 2023.

*When will employees be able to see the new CSC?*

We plan to have employees join us for a "soft opening" a few days before the grand opening. Details on that will be announced soon.

*Will employees have 24/7 access to work stations and meeting rooms?*

Access to county buildings will not change, with the exception of Administration which has been largely closed. If your keycard/ID badge has given you access to an area previously, it will continue to do so.

## **Parking**

*How many valets will be available, especially at peak exit time?*

The parking contractor will continue to provide several valets to retrieve cars at the end of the day. There will also be an electronic valet retrieval system that should help reduce peak wait times. Details on that will be coming soon.

*Is there still an employee discount for parking?*

Yes. All day parking will remain at \$20.

*Is there motorcycle parking? Is it cheaper than car parking?*

Motorcycle parking is available at no charge in the KSC garage while space is available in the designated area. Valet parking is not available for motorcycles.

*Will King County vehicles need to be valet parked or just private vehicles?*

King County vehicles that are assigned to the KSC garage will not need valet. Private vehicles, and KC vehicles that are not assigned to KSC, may need to be valet parked depending on space available and time of day.

*How are employees' cars being protected? Some people are not comfortable with valets driving their vehicles.*

There will be a courtesy space available for members of the public who prefer not to have a valet park their vehicle. For employees with monthly parking who have the same concern, contact FMD's Parking Office at [fmdpo@kingcounty.gov](mailto:fmdpo@kingcounty.gov).

*I heard about a grace period for parking. What is that?*

All customers will get one hour of parking in the KSC garage at no charge to conduct their business at the CSC. Employees will also get the same parking grace period, for example if they are picking up or dropping off a PC at the KCIT service counter or doing another short work errand at the building. However, if the stay exceeds an hour, parkers will be charged for their entire stay, including the first hour.

*What is the cost of valet parking at KSC?*

There is no additional charge for valet service - standard rates will apply.

*Will there be secure bike parking?*

Bike parking options will remain the same as they have been in the past at KSC, a rack outside the building for the public and secure bike rooms inside for employees, one near the gym and another on the upper level of the garage. There are also four on-demand bike lockers outside for anyone to use, across from the Amtrak lower entrance. Visit [bikelink.org](http://bikelink.org) for information on these.

*Will the accessible parking spaces on the west wall of the KSC garage remain and be self parking?*

Yes.

*How will parking at KSC be handled for events such as Monday night football, concerts, or daytime baseball games?*

During special events, the garage will remain accessible via a southbound approach on Second Avenue only. FMD Customer Care will post advisories the week of these events to allow tenants to plan accordingly. The garage operator will continually monitor occupancy to ensure building staff and visitors have priority over event parkers.

*Is there a way to regrade the parking garage car entrance to not have the huge standing water puddle always there when it rains?*

This will be taken under consideration.

*Will fleet vehicles still be on the bottom floor of the KSC garage? How about electric charging stations?*

Yes, fleet vehicles will remain in place. The EV charging stations will remain on A Level only and are limited to four hours per charging session.

*What will stop the public from using the KSC garage for free parking for one hour for other businesses?*

The one hour grace period is intended for King County customers. Those who intend to visit a nearby business may be encouraged to use street parking or park at another location if they are not visiting KSC.

## **Safety and Security**

*What is the plan for providing security for the customer service center? Will there be a guard in the space?*

FMD Security will have three security officers present at King Street Center, one at the lobby desk and two roving. There are also duress buttons at each of the counters for our workers.

*How will elevator badge access be managed?*

During business hours, the elevators will not require badges to access floors A, 1, and 2. In the elevator, these three buttons will be labeled to show which services are available on each floor.

*Is there an updated Emergency Plan for KSC? Will there be training for KSC employees?*

Yes, the plan has been updated. FMD's emergency management coordinator Dan Cromwell will work with tenants to assign and train new floor wardens.

*What security measures will be in place for the staircases?*

There are security cameras in the stairwells, and FMD security officers will rove throughout the building to enhance safety.

*Will the elevator access to secured floors be controlled by keycard or just the doors once you're on the floor as it is now?*

Employees will need to scan their keycard/ID badge on the reader in the elevator to access the third through eighth floors. Doors or areas on the individual floors will be accessed the same as they always have.

*Is there armed security present?*

FMD security officers will be stationed in the building, but they are not armed.

*Is there a "script" or guidance on how to respond with people who seem like they may be tailgating?*

King County employees are encouraged to wear their ID badge where it is easily visible, such as on a lanyard or clipped to their clothing on their upper body. If you encounter someone who doesn't have a badge visible, you can politely ask them what service or person they are wanting to see, or ask to see their KC employee badge if they have one. If you have additional questions or concerns about tailgating, contact FMD Security at 206-296-5000 or [FMD.Security@kingcounty.gov](mailto:FMD.Security@kingcounty.gov).

*Will metal detectors be installed?*

No.

*Will the video surveillance system be upgraded?*

Yes. Additional cameras will be installed in specific locations.

## **Restrooms**

*How will restrooms be accessed?*

There will be a set of customer accessible restrooms available on the second floor during regular business hours off of the South Lobby. After hours, those restrooms will be keycard access only. There is another set of restrooms on the same floor that will be reserved for employees only.

*Is there a new set of restrooms on the first floor?*

No. The customer accessible restrooms are on the second floor, off the south lobby of the CSC.

*Is the third floor the only place in the building that will have All People Restrooms?*

For now, yes. However, in the 2023-24 biennium, FMD received funds to convert additional sets of restrooms to All People Restrooms. Details on the next phases will be available once plans are firmed up.

*How will customers wanting to use the All People Restrooms on the third floor get access?*

The All People Restrooms on the third floor are for employees only. Customers will be directed to use the designated set of restrooms on the second floor that will be open to them during regular business hours.

*Does All People Restrooms mean single stalls?*

No. It means that there will be strips mounted in the stalls to provide additional privacy to users, but the restrooms themselves will not be single stall. There are single stall restrooms elsewhere in KSC and Chinook that are designated Gender Neutral Restrooms.

*How will All People Restrooms be identified?*

New signs will be placed with ALL PEOPLE RESTROOM wording, and will include icons representing the facilities available inside, such as urinals or changing tables. More information on APRs will be coming soon in Employee News.

*Are all the restrooms being converted to All People Restrooms?*

No, just three sets of restrooms in specific locations in KSC and Chinook for now. That said, FMD has received funding in the next budget to look at converting a limited number of additional sets of restrooms in 2023-2024. Long-term decisions about the total number of restrooms to be converted, and possible major construction and plumbing changes to restrooms, have not been made.

## **Information Technology**

*Will there be KCIT representation in all buildings?*

KCIT is not physically present in all county buildings. However, KCIT staff will travel to all county locations if necessary to troubleshoot technology issues. Please submit a ticket via <https://helpdesk.kingcounty.gov> to begin the process – no matter where you work!

*Will new hires pick up equipment and ID badge via provisioning?*

Hiring managers and supervisors determine how and where new staff pick up their PCs. KCIT usually delivers PCs to the employee's workspace but alternate arrangements – including pickup at the KCIT counter – can be arranged. For now, new hires will continue to pick up their ID badge from FMD's ID Access Office.

*Will the KCIT service counter be public facing or internal facing?*

Internal facing, for employees only.

*On the public computers in the CSC, how will you prevent visiting unauthorized sites?*

The browsers will be programmed with an "allow" list, limited to kingcounty.gov or other approved (mostly government) websites. No internet-based email sites or other sites will be allowed by the firewall. Applications will either need to be completed via the allowed websites without additional content, or customers will need to use other devices to look up that additional content.

*Will employees still be able to access the computer lab on KSC 7?*

Yes. There are no changes planned for the lab at this time.