

**FISCAL NOTE**  
**COVID-19 Supplemental**

**Ordinance/Motion:** October COVID-19 Supplemental  
**Title:** COVID-19 Business and Community Information Line  
**Agency:** Office of the Executive (EN\_A12000)

Summary: Creates a new program to answer calls from the community’s questions related to non-medical impacts of COVID 19. Adds an STT resource through December 31, 2020 and funds to pay for the expansion capacity for existing web-based call cueing system to accommodate the call volumes.

	2019-2020	2021-2022	2023-2024
FEDERAL SHARED REVENUES (R3320)	74,000		
<b>Total Revenue</b>	<b>74,000</b>	-	-
WAGES AND BENEFITS (51000)	50,000		
SERVICES-OTHER CHARGES (53000)	24,000		
<b>Total Expenditure</b>	<b>74,000</b>	-	-
<b>Net Impact</b>	-	-	-
<b>Total TLT</b>	-	-	-

As part of King County’s response to COVID 19 in our community, the Business and Community Information Line service was created and launched on April 2, 2020. Since that date this service has operated continuously Monday through Friday, from 8:30 AM to 4:30 PM. During that time the service has responded to over 2700 questions or reports from the community. The service has been staffed entirely by redeployed King County employees who have been paid by their home organizations. While this approach was successful in quickly establishing a valued service to community, it is not sustainable. Plans are underway to integrate the Business and Community Information Line’s body of work into the existing Customer Service Program, which is a program organized within the King County Executive’s Office. The short-term temporary (STT) position requested here will provide valuable expertise and continuity between the current service model and the integrated service model. The STT will also provide much-needed additional capacity to the Customer Service Program, which has experienced increased work volumes since COVID 19 first appeared in our community. The cost of the STT is estimated to be \$50,000 for the months of August -December 2020.

The Business and Community Information Line has been allowed to share a web-based call cueing resource with King County Elections, which was already using this system (inContact). Additional capacity was needed for this system to accommodate both the anticipated Elections calls and calls to the Business and Community Information Line. Funding is sought to cover the capacity expansion subscription cost, which is \$3,000 a month, for April through December 2020, for a total request of \$24,000.

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Note Reviewed By: Helene Ellickson  
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