



DATE: October 16, 2023

TO: Mayor Robinson and City Councilmembers

FROM: Sabra Schneider, Chief Information Officer, 452-4890  
*Information Technology Department*

SUBJECT: Awards for service innovation

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The City of Bellevue was recognized in September for two awards highlighting innovation in public services.

In the Center for Digital Governments annual Government Experience Awards, the City of Bellevue placed third. These awards recognize the achievements of states, cities and counties that have raised the bar on the experience of government services to create a better engaged constituency and a more responsive government. These awards are open to all cities and are not separated by population size.

“With citizen and employee expectations continually evolving, government agencies are leveraging new technologies and processes to drive innovation through their digital experiences,” said Dustin Haisler, Chief Strategy and Innovation Officer, Center for Digital Government. “The leading government experiences have retained a human-centric approach to service delivery, incorporating digital equity, accessibility and inclusion into all of their experiences.”

In the award application, Bellevue staff highlighted work on digital accessibility, universal design, inclusive interactions, and a multilingual chatbot.

In the second award, T-Mobile recognized Bellevue with a first place Unconventional Award in the Community category. The Innovation in Community category recognizes disrupters in government and public safety who bring new innovations to their organizations.

This award recognized Bellevue for cellular-vehicle-to-everything (C-V2X) application—a safe driving solution that can be integrated into a car’s connectivity software as part of Vision Zero, an international program dedicated to eliminating traffic injuries and fatalities. The project leverages 5G to establish reliable and low-latency connections, enabling vehicles and traffic infrastructure to exchange information and notifications about pedestrians and cyclists in near real-time.

Franz Loewenherz and Daniel Lai from Bellevue’s Transportation department accepted the award on behalf of the City at the Mobile World Congress on September 27.