Technology to Improve Communications & Customer Service

Council Priority Update

Brad Harwood City Manager's Office

Sabra Schneider Information Technology Department

March 2, 2020



Social Media Growth Highlights

25 percent gain in **Facebook followers**

Doubled Instagram followers

Tripled Nextdoor reach



Official Twitter account of the City of Bellevue, Washington - a bustling, high-tech urban center and a city in a park.

Bellevue, Washington & bellevuewa.gov
 Joined January 2009
 Joi

62 Following 10.8K Followers



Tweets & replies

Media Likes



Bellevue, Washington @bellevuewa · 4h

Leap into #LeapDay tomorrow with a Lewis Creek Park ranger as you track critter prints, feather and scat in the park. RSVP by 4 p.m. today to secure vour spot! @ByueParks bit.lv/2v2JloV



17 1



Bellevue, Washington @bellevuewa · 22h With spring right around the corner, get ready with a full bloom #ThrowbackThursday circa 1913. William Cruse, left, and Climie Hill hold



BellevueWa.Gov

31% Growth in Unique Visits 1,025,028 (2019) vs 781,893 (2018)

Top Search Terms Jobs, Land Use Code, Comprehensive Plan, Business License, Summer Camp **Languages** English, Chinese, Korean, Russian, Japanese, Spanish

54% Desktop

41% Mobile

4% Tablet



Mapping Applications

- Building Bellevue
 <u>https://buildingbellevue.bellevuewa.gov/</u>
- Fire Community Risk Assessment web application <u>https://www.bellevuewa.gov/firerisk</u>
- Illegal Fireworks Reporting <u>https://bellevuewa.gov/mybellevue</u>
- Small Wireless Facility Map
 <u>https://www.bellevuewa.gov/smallwireless</u>



