

DATE: October 5, 2020

TO: Mayor Robinson and City Councilmembers

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

SUBJECT: Public Technology Institute Awards 2020

Bellevue was honored with four awards from The Public Technology Institute (PTI), who recognizes local governments for their innovative use of technology to enhance government services and operations. Bellevue won in three categories: Emerging Technologies Applications, Geospatial Information Systems, and Sustainability. Each of these projects reflects strong partnerships across departments in the city and supports Council's priority for a smart, connected city, driving with data and innovation.

- **Emerging Technologies Applications: Chatbot for COVID-19.** Bellevue developed a public-facing chatbot to help answer frequent COVID-19 related questions from the community. The chatbot is currently available in six languages. Staff use feedback from users to improve future results.
- **Geospatial Information Systems: 911 Dispatch Integrated Mapping Application.** As part of the City of Bellevue's smart city plan, Bellevue developed a mapping application to integrate real-time 911 dispatch data with traffic operations, video monitoring, and incident archiving. The application efficiently manages 911 data for immediate response to traffic incidents and post-event assessment by city traffic engineers. This is the second award for this innovative application, the first was the Transportation Systems Management and Operations Award from the National Operations Center of Excellence.
- **Sustainability: Smart Water Enterprise Data Integration Platform and Analytics Dashboard.** These two systems support the Smart Water initiative which aims to proactively improve water reliability and conservation. The Smart Water Enterprise Data Integration Platform ensures the continuity of water meter data and usage from ground installation to customer. The Smart Water Analytics Dashboard detects and displays potential data quality issues.
- **Emerging Technologies Applications Honorable Mention: Robotic Process Automation Cloud Conversion.** The Information Technology Department partnered with Development Services to pilot the first Robotic Process

Automation (RPA) pilot project for Bellevue. RPA provides a platform to automate complex manual processes thus freeing up internal human resources for higher-value work.

PTI was founded in 1971 by several major national associations representing state and local governments and acts as the advocate and resource for early adopters and thought leaders in technology. Bellevue has been a member of PTI for more than 10 years.