City of Bellevue · Washington

DATE: November 23, 2020

TO: Mayor Robinson and City Councilmembers

FROM: Sabra Schneider, Chief Information Officer, 452-4890
             PJ Rodriguez, Chief Operations Officer, 452-4205
             Chelo Picardal, Chief Technology Officer, 452-6106
             Information Technology Department

SUBJECT: First Place Digital Cities Award

The City of Bellevue received first place honors by the Center for Digital Government for its work as a digital city. The annual survey recognizes cities using technology to tackle response to the pandemic while continuing strategic initiatives to enhance services, especially in advanced analytics use, digital inclusion, and COVID-19 response.

Bellevue was awarded first place among cities with a population between 125,000-249,999 for innovations that improve digital access for residents. Key examples include:

- A Universal Design Guide created to advance awareness and consideration for accessibility in planning events and programs;
- COVID-19 chatbot available from the City's website in several languages to answer questions from residents about the City's COVID-19 resources and response;
- Bellevue Map Viewer showing COVID-19 resource locations in the City, including food distribution sites and locations for "Healthy Streets" closed to through traffic; and
- Continued advancement of Smart City initiatives, including advances in smart transportation, public safety and utilities.

The work recognized in Bellevue is a collaborative effort between the Information Technology department and a variety of other City departments, who all work together to enhance digital service delivery across the City, making it easier to access and use.

Councilmembers Lee and Zahn accepted the award virtually at the Center for Digital Government event on November 10. Additional information, including a list of this year's winners, is available at the Center for Digital Government.