



City of Bellevue

APART TOGETHER

May 2020

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Police chief speaks to Asian community

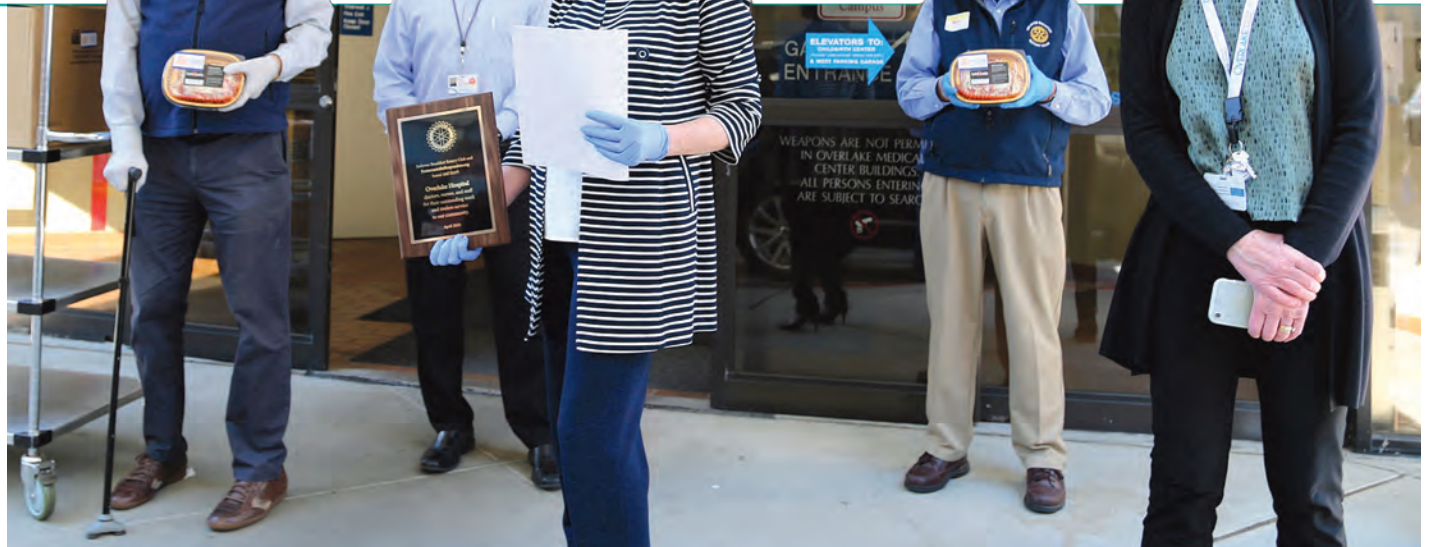
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BELLEVUE IT'S YOUR CITY



Delivering meals from Tutta Bella restaurant to Overlake Medical Center staff on April 8 as part of the Bellevue Breakfast Rotary's Restaurants for Responders program (RestaurantsForResponders.org) are, from left: BBRC member Jeffery Cashman; Overlake chief medical officer David Knoepfler; Mayor Lynne Robinson; BBRC member Charles Kimbrough; and Overlake chief development officer Molly Stearns.

About this edition of It's Your City

By City Manager Brad Miyake

The novel coronavirus pandemic has taken a toll on Bellevue, as it has everywhere else in the world. I'm proud of the City of Bellevue's efforts to deliver services in new ways and support our residents during this difficult time.

Our residents need vital information about the pandemic and our community's response. We are maintaining web pages and social media accounts

with frequent updates, but we know that's not enough. Many residents, particularly our most vulnerable, don't have easy access to computers or the internet.

To make sure all of our residents and businesses know how to stay safe and access necessary services, we are moving up the publication date for the It's Your City newsletter from June 20 to May 15. The newsletter is a trusted source mailed to all 67,000 business and residential

addresses in Bellevue and published online. (This issue will be posted online in five languages.)

It's Your City, the Apart Together edition, provides essential information to help you weather the challenges great and small this emergency continues to present. This It's Your City is also intended to inspire, with stories about people, businesses and organizations who are making a difference, whose generosity is, quite literally, saving lives.

Pandemic strikes; Bellevue responds

By Claude Iosso, It's Your City Editor

The novel coronavirus pandemic originated last year in Wuhan, China, but has spread throughout the world since. When COVID-19 cases and deaths began to surge in Washington in March, the City of Bellevue took swift action.

On March 3, Mayor Lynne Robinson signed a proclamation of emergency that allows the city to act quickly to address pandemic impacts here. To maintain social distancing, the city closed City Hall to the public on March 17, shifting to online delivery for most city services. The Bellevue Service Center, Mini City Hall and all of Bellevue's community centers and fire stations have also been closed to in-person business.

To help businesses that had to temporarily shut down following the statewide "Stay Home, Stay Healthy" order on March 23, the city deferred first- and second-quarter business and occupation taxes. To help many people and families suddenly in need, the city increased funding for local human services providers by \$450,000.

As of May 2, there were 323 confirmed cases of COVID-19 in Bellevue, with 23 deaths. However, social distancing was "flattening the curve," slowing the rate of infection in Washington through the second half of the month.

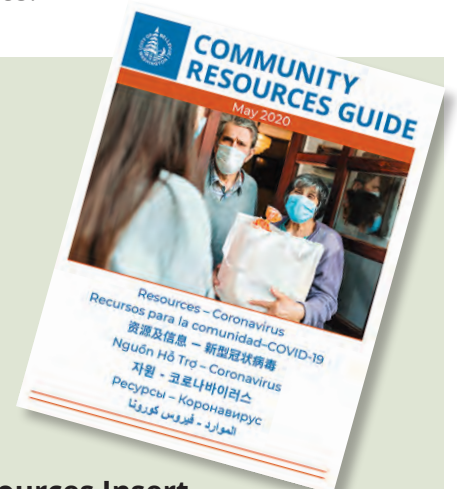
Residents can use the MyBellevue app to report gatherings potentially in violation of the "Stay Home" order. Please do not call 911 regarding such gatherings. The state established an online tool for reporting businesses operating in violation of the order.

All city services available online are found at BellevueWA.gov, with key phone numbers listed on the Contact Us page. Many city workers are telecommuting, so can be reached by phone or email. Key online and phone services include:

- MyBellevue customer assistance portal (or mobile app): Report issues
- MyUtilityBill.bellevuewa.gov: Pay water and sewer charges
- MyBuildingPermit.com (or 425-452-4898): Apply for building permits
- Non-emergency police assistance (or 425-577-5656)

You can call City Hall Service First at 425-452-6800 for general inquiries.

INSERT INSIDE



Community Resources Insert

지역사회 자원 정보지 첨부
Tờ rơi Cộng đồng Tài Nguyên bên trong
Adentro hay un folleto de recursos para la comunidad
裏面附有社區資源及信息傳單

We stand strong together



By Mayor Lynne Robinson

As we cope with the overwhelming challenges of COVID-19 together, I want to provide some positive observations about Bellevue.

Today, we are witnessing the strength of the Eastside. Bellevue is coming together like

never before. There is a sense of community, collaboration and hope. The end is almost in sight, yet we must continue to adhere to the governor's guidelines in order to cross that finish line successfully.

I know it is very hard for the many who have been affected by the COVID-19 pandemic. This challenge has shown us our vulnerabilities, but also our cohesion and grit. I want to personally thank all the individuals, groups and businesses that have reached out during this time to offer support to those around them. And a special thank you to Overlake Medical Center for being a national leader in patient care during this crisis.

The City Council and city staff are working hard in many ways to support you:

- The Emergency Operations Center has been activated since the crisis began, with

- staff now reporting remotely.
- The city provided additional funding for five local human services agencies helping people in our community right now.
- First responders have instituted safety protocols for your protection and theirs.
- We have made accessing local restaurants easier for pick-up orders.
- Expiration dates for building permits and applications have been extended.
- With other Eastside cities, we are providing technical support to local businesses and proprietors navigating the complex web of assistance options.
- We are sharing state and federal assistance programs with you.
- And we continue to advocate strongly for federal funding for our human service organizations and small businesses.

As a reminder, the city will not shut off water for lack of payment during this time, and first- and second-quarter business and operations taxes for many small businesses are being deferred.

Bellevue is a strong and resilient city. We are all being asked to think differently about how we do our day-to-day business, and how we live in this environment. It is important that we continue to work together, so we can retain that community character that makes our city a wonderful place to live, work and play – for everyone. We stand strong together.

Please be sure to check BellevueWA.gov daily for updated information and resources. And feel free to email us at council@bellevuewa.gov if you are unable to find the help you need. Stay in and stay safe.

Council still meeting ... virtually

While the City Council can't convene at City Hall due to social distancing requirements, the council is having virtual meetings for necessary business, usually first and third Mondays. Councilmembers and staff participate via audio feed from their homes.

The meetings are broadcast live on Bellevue Television channel 21, the BTV YouTube channel ([YouTube.com/bellevuetelevision](https://www.youtube.com/bellevuetelevision)) and live-streamed on BellevueWA.gov/bellevue-television.

For those members of the public unable to access local television or internet services, a telephone option will be made available to listen to the proceedings. The phone number to access the meeting is 253-215-8782, meeting ID: 901 067 107.

There will be no opportunity for oral communications, but you can provide written comment to the council by emailing council@bellevuewa.gov, subject line "Written Communications," by 3 p.m. the day of the meeting.

Field staff still at work

By Parks, Transportation, and Utilities Public Information Officers



Carla Trsek still has to feed the animals at Kelsey Creek Farm and doesn't have to change what she does much.

While the coronavirus pandemic has forced many city employees to telecommute, field staff for several departments are still reporting to work to maintain essential functions, taking different shifts and maintaining social distancing on the job.

While police officers and firefighters may be more visible, they can only keep patrolling and responding to fire calls if mechanics and other fleet crew from the Finance & Asset Management Department maintain cruisers and fire trucks.

Community centers are closed, but parks are still open, so Parks & Community Services crews keep mowing, clearing

walkways and pruning. Staff also clean park restrooms, collect garbage and maintain COVID-19-related park signage to keep the community safe. At Kelsey Creek Farm, field staff feed the goats, chickens, sheep and horses.

Utilities teams are in the field, or under it, maintaining pipes and pump stations. Crews are smaller than usual, with weekend shifts added to facilitate distancing on the job and reduce exposure to sickness. Will Lindgren, in the surface water division, explained that they've had to defer some jobs that require heavy lifting, since field staff can't work shoulder-to-shoulder.

Crews are repairing water main breaks and leaks, keeping fire hydrants in order, reading water meters, inspecting and cleaning the drainage systems to help prevent flooding, responding to sewer backups and overflows (don't flush wipes!) and more. Utilities continues to be available for emergency help 24 hours a day. (425-452-7840 or email omsupport@bellevuewa.gov).

In the Transportation Department, employees are sweeping and paving streets, cutting back roadside vegetation, replacing burnt-out streetlights and traffic signals, and repairing sidewalks. Right-of-way inspectors complete 20 to 30 inspections per weekday, making sure private utility companies and commercial developers follow permits requirements.

Field staff are finding ways to adapt their routines and equipment to current requirements. Cheryl Dowse, a right-of-way inspector, wears an American flag bandana

over her face, to go with the standard hardhat and day-glo work jacket.

With transportation projects in Bellevue deemed essential – including improvements to Spring Boulevard, 124th Avenue Northeast, the Mountains to Sound Greenway Trail and Newport Way – capital project inspectors continue their monitoring as well.



Cheryl Dowse, a right-of-way inspector, improvises personal protective gear as she monitors street construction.

Like residents and other city staff, Bellevue's field workers and first responders want to return to normal workdays, but in the meantime, they'll keep reporting to their offices without walls, making sure critical needs are covered.

Eastside community resources

By Alex O'Reilly, Human Services Manager



At the Hopelink warehouse, volunteers and staff pack boxes to be distributed to thousands of households.

The COVID-19 outbreak has forced temporary closure of schools and many businesses, triggering demand for community resources to help people during the mass shutdown.

Local human services organizations – just a few listed here with contact information in this article – have stepped up their efforts to match the demand. The city added \$450,000 to its funding for five organizations with whom it already had contracts to provide emergency financial services during the crisis.

If you don't need one of the following resources, and are looking for ways to help, please check out the interactive [EngagingBellevue.com](https://www.EngagingBellevue.com).

Staff at Mini City Hall, who speak English, Spanish, Russian, Mandarin, Cantonese and Somali, are available to guide residents to government and community resources. Call 425-452-2800 or email minich@bellevuewa.gov Monday through Saturday, 10 a.m.-6 p.m. In addition to the five languages above, staff can connect to phone interpretation for over 100 other languages.

Shelters

- Catholic Community Services: for families with children ([CCSWW.org](https://www.CCSWW.org), moved to New Bethlehem Day Center – 425-679-0350)
- Congregations for the Homeless: for men ([CFHomeless.org](https://www.CFHomeless.org), 425-289-4044)
- Friends of Youth: for youth 18-24 years old ([FriendsofYouth.org](https://www.FriendsofYouth.org), 425-449-3868)
- The Sophia Way: for women ([SophiaWay.org](https://www.SophiaWay.org), 425-463-6285)

Food Banks and other Food Assistance

- Hopelink, 14812 Main St., 425-943-7555
 - Tuesday, noon-4 p.m.
 - Wednesday, 3-7 p.m.
 - Thursday, 10 a.m.-2 p.m.
- Renewal Food Bank: Highland Covenant Church, 15022 Bel-Red Road, 1-866-793-6512 or 425-736-8132
 - Monday and Wednesday, 10 a.m.-1 p.m.
 - Tuesday, 4-6:30 p.m.
- Sound Generations Meals on Wheels: 206-448-5767 weekly

- deliveries to older adults, people with disabilities and caregivers.
- Bellevue School District: grab-and-go and pre-order lunches available for students outside the classroom, [BSD405.org](https://www.BSD405.org)
- Nourishing Networks - food assistance: bellevuenourishingnetworks@gmail.com

Rent and Financial Assistance

- Catholic Community Services: 206-323-6336
- Hopelink: financial assistance, 425-943-7555
- LifeSpring: for households with children, 425-451-1175
- LifeWire (domestic violence survivors): 425-746-1940
- Salvation Army: 425-452-7300
- Solid Ground: 206-694-6767 or 206-694-6700

Immigrants and Vulnerable Populations

- Eastside for All: information for communities of color and vulnerable populations, [EastsideForAll.org/covid-resources](https://www.EastsideForAll.org/covid-resources)
- Muslim Association of Puget Sound (MAPS-MCRC): rent, utility and food assistance. 888-404-6272 or 425-947-7146.
- Chinese Information and Service Center: assistance for older adults, in Mandarin, Cantonese and Russian. [CISC-Seattle.org/covid19](https://www.CISC-Seattle.org/covid19)

Domestic Violence

- LifeWire: 1-800-827-8840 or 425-746-1940 (if in immediate danger, call 911)

Mental, Physical Health

- Youth Eastside Services: Youth and family behavioral health services [YouthEastsideServices.org/covid19-response](https://www.YouthEastsideServices.org/covid19-response) or call 425-747-4937
- Teen Link: confidential, anonymous help line for teens, 866-833-6546
- Crisis Connections 24-Hour Crisis Line: 866-427-4747

Legal

- Eastside Legal Assistance Program: Free civil legal aid to low-income residents includes family law, domestic violence issues and immigration: 425-747-7274
- State Attorney General Consumer Resource Center: 800-551-4636

General

- Eastside Pathways: general community resources, [EastsidePathways.org](https://www.EastsidePathways.org)
- Community Living Connections (community resources and services options for older adults, people with disabilities and caregivers): 1-800-348-5464
- Sound Generations (older adult resources): 206-448-5757
- Police non-emergency line (e.g. for reports of hate crimes): 425-577-5656
- Conflict Resolution Center: 425-452-4091
- King County Coronavirus Call Center (questions about health insurance, quarantine centers): 206-477-3977
- King County Business and Community Line (concerns about an employer mandating work if workers are high-risk or sick): 206-296-1608
- COVID-19 testing, treatment or preventive care will not be considered as part of a public charge inadmissibility determination. Details at [USCIS.gov/greencard/public-charge](https://www.USCIS.gov/greencard/public-charge).
- Public Health – Seattle & King County: If you have a cough or fever, call your doctor before going to the emergency room. If you believe you were exposed to COVID-19 or you're a health-care provider with COVID-19 questions, call 206-477-3977 between 8 a.m. and 7 p.m.

(re)STARTUP425 offers businesses one-on-one help

By Anthony Gill, Economic Development Analyst

If the coronavirus pandemic weren't bad enough, many area small businesses have also struggled to find out about and successfully apply for emergency government loans and grants.

To connect Eastside small business owners, nonprofit leaders and sole proprietors with business support resources, the cities of Bellevue, Kirkland, Issaquah, Redmond and Renton launched (re)STARTUP425 on April 20.

The website, [re.STARTUP425.org](https://www.re.STARTUP425.org), a refocused version of the STARTUP425

business assistance site shared by the Eastside cities since 2016, is available in multiple languages. It provides free, one-on-one technical consultations on business financial assistance programs, a calendar of relevant webinars and other resources, and a map of Eastside restaurants and cafés open for takeout.

"Making sense of the rapidly changing environment for financial assistance is a major challenge for our small businesses and nonprofits," City Manager Brad Miyake noted. "This program will help business owners and nonprofit leaders cut through the noise with one-on-one assistance

to navigate what's available and how to access it."

The cities have contracted with Business Impact NW to staff (re)STARTUP425's Business Response Team, with an emphasis and expertise in helping traditionally underserved business owners. This team will provide free, one-on-one, technical consultations to:

- help businesses understand resources available to them;
- prepare businesses to qualify for and access eligible grants and loans; and
- help businesses complete grant and loan applications.

Businesses, institutions find ways to give

By Brooke Brod, Community Development Outreach

As the pandemic challenges us, many businesses have found ways to help others. Their acts of generosity, both big and small, are celebrated here, as we highlight the best of Bellevue during this time.



Staff at Overlake Medical Center unload free lunches from Mami Tran. Symetra paid for the meals through its Care and Feeding program, in which the company pays local restaurants to deliver meals to local health care workers and people at shelters.

Big businesses help small ones

Some of our larger businesses have the ability and technology tools to assist smaller businesses hit particularly hard by the pandemic.

- Amazon established a Neighborhood Small Business Relief Fund, which will provide assistance for small businesses with a physical presence near Amazon's buildings in South Lake Union and/or downtown Bellevue.
- Facebook established a small business grants program to assist businesses with impacts of COVID-19. Facebook recently took offices in downtown Bellevue.
- Microsoft contributed \$1 million to the Seattle Foundation's regional COVID-19 response.
- Symetra, through its Care and Feeding program, pays local restaurants to prepare and deliver 10,000 meals to homeless shelters and hospitals during the crisis.

Protecting our health care heroes

Many local organizations and companies are assisting our first responders, health care workers and front-line employees.

- Sturtevant's Sports is a drop-off location for "Goggles for Docs," which gets used or new ski goggles to health care workers who have no eye protection as they treat COVID-19 patients.
- Global Innovation Exchange (GIX) is producing low-cost, reusable face shields at the GIX Makerspace to provide immediate relief for

the shortage of personal protective equipment at the University of Washington Medical Center.

- Eddie Bauer is producing and donating at least 20,000 surgical and N95 masks to local health care facilities.
- The India Association of Western Washington had donated approximately 4,000 protective masks to hospitals, clinics, senior living centers and other locations as of April 24. IAWW was also working with South Asian restaurants to cater hot meals weekly to first responders and health care workers.
- Glassybaby, with the sale of every hand-blown glass candle holder and drinking glass, the Main Street store is donating \$10 to support hospital workers and local food banks.

Food for Good

Many restaurants and cafés remain open for takeout and delivery through the COVID-19 pandemic, and they are delivering or donating their goods to nonprofits and health care workers.

- The Bellevue Breakfast Rotary Club is purchasing \$30,000 worth of food from local restaurants and having it delivered to first responders and health care workers through its Restaurants for Responders program.
- Trophy Cupcakes delivers cupcakes purchased by customers to local nonprofits as part of the Pay It Forward campaign.
- Bellevue Collection restaurants donated two meals to Bellevue LifeSpring for every takeout order in April.
- Central Bar and Restaurant is donating and delivering two meals to nonprofit organizations, health care workers or families in need every time someone donates eight off Central's menu.
- Washington Food Truck Association, in partnership with Nourishing Networks, is providing meal vouchers for food trucks to local nonprofits and individuals and families in need.



Photo courtesy of GIX

A student at the Global Innovation Exchange works on a face shield. GIX started building shields in its makerspace and is producing 40 shields a day.

Community organizations provide relief

By Yuriana Garcia Telléz, Diversity Outreach and Engagement Administrator

Bellevue takes great pride in being a place that is majority people of color, where people of all abilities, ages and incomes, from all over the world, choose to call home. Through the pandemic, local community groups have ramped up services to support the needs of our diverse and most vulnerable populations.

The India Association of Western Washington, which generally operates

service hubs for the South Asian community at Eastside locations including the North Bellevue Community, has shifted its efforts in response to the pandemic.

The IAWW has provided food, referrals and other services to residents and first responders. IAWW donated 4,500 reusable masks to hospitals, clinics, senior living centers, shelters and other locations.

Similarly, the Chinese Information Service Center has pivoted in response to the virus, offering translation services to other human

service agencies so they can reach wider populations.

CISC even launched a Care Coordination program to develop personal care plans for older adults, people with disabilities and limited-English communities, so they can stay safe and healthy. Additionally, CISC's Hospital to Home project, supports COVID-19 patients discharged from hospitals back to their communities.

Neighbors say, 'Take what you need.'

By Mark Heilman, Neighborhood Outreach Manager

Bellevue's residents, neighborhoods, businesses and service organizations have used their effort, creativity and finances to make things safer and easier (and a little more fun!) for our community during this difficult time.

Incorporating both online and non-digital communication, several neighborhoods have organized to let their neighbors know they are not alone or without support. Neighborhood associations, community groups and other already existing parts of the support network have played a key role.

One neighborhood established a detailed area map with zone captains who walk their area to provide assistance. Several neighborhoods have organized "Need Help/Willing to Help" connections through neighborhood associations or Facebook groups.

The Chinese Information and Service Center, which has "cultural navigators" who speak Chinese, Russian and other languages at Crossroads, have translated all state and county COVID-19 updates to Chinese. CISC's Hospital to Home Project supports coronavirus patients being discharged from the hospitals back to their communities.

Many residents have also jumped in to provide informal responses. In Woodridge, Kelye Kneeland and her daughter Grace created a map and connection card that they dropped at each of their neighbors' homes.

"My daughter and I came up with a neighborhood map with a contact information page, so neighbors would feel more connected to each other," Kneeland explains. "We knew people could offer to help each other in small ways, like providing a missing recipe ingredient or walking a dog. We also wanted to let people know it was okay to ask for help if they needed it, and to help provide contact information for families to provide greater connection in our neighborhood."

In both Lakemont and Bridle Trails, residents purchased flower bouquets to support local growers. Bouquets were offered for free, or donations were channeled to thank Overlake Hospital staff.

When alumni of the city's Bellevue Essentials program couldn't prepare and serve a meal at the men's shelter as they usually do each year, they raised \$1,800 to pay a local restaurant to deliver meals to the shelter and donated money for other shelter needs.

Residents and faith-based organizations have donated generously to frontline providers such as Hopelink, The Sophia Way, Jubilee REACH and Congregations for the Homeless.

"It's no longer novel to find bundles of donated items suddenly appearing near my office," Jubilee REACH staff member Ken Carpenter noted. "They show up all the time, and I'm so grateful to those who are bringing them. Seventeen churches are providing groceries during the week. Together, they are serving about 270 families twice per week. Thank you!"

There are many instances of residents extending themselves to bring neighbors together.

"We're seeing a lot of our neighbors now more than ever (from a safe distance)," one resident noted. "Many more people are walking through the neighborhood, and taking a moment to catch up from across the street or just give a friendly smile and head nod. We have people checking on their elderly neighbors. We're seeing neighbors put teddy bears and hearts in their windows as well, which is very cheerful on our walks."

According to a Northeast neighborhood area parent, as families are at home with kids (and increased education responsibilities!), they've gotten creative, building schedules and crafty solutions to get through the days.

"We have had virtual play dates where we've played hide and seek, I Spy or 20 Questions," she observed. "I had a virtual happy hour with a few moms at the end of the week to reward ourselves for a week's job well done!"

Thank you, residents, for continuing to step up in small and large ways to provide needed help to your neighbors! We've listed a small portion of these actions and donations here, but many other individuals and groups continue to take the initiative to meet the needs of their neighbors, region and people around the world.



Kelye Kneeland, right, and her daughter Grace show the connection card they dropped off at each of their neighbors' homes in Woodridge.

Equity in the time of the novel coronavirus

By the Diversity Advantage Team

The novel coronavirus pandemic has severely impacted residents in Bellevue, but the crisis has been particularly hard for low-income families, people of color, and other vulnerable populations, as they've had to contend with bias, job loss and infections at a higher-than-average rate.

In policy and practice, an indicator of having achieved equity is when we can no longer predict an outcome based on race, gender or other diverse classifications, but with COVID-19, research is showing the outcomes are not equitable. Additionally, we see experiences and perspectives indicating it has vastly affected our most vulnerable communities in disparate ways.

People of color represent more than 50% of Bellevue's population, according to census data, with people of Asian descent a large proportion of that. Data released on May 1 by Public Health – Seattle & King County showed communities of color, particularly Latinos, contracting and being hospitalized for COVID-19 at significantly higher rates than whites.

As early as January, Asian-American families began sharing stories on social media and at school board meetings about experiencing exclusion and misguided jokes that were

suspected to be rooted in fear around the coronavirus.

While it is evident that the Asian American community is neither more susceptible or prone to infect others, Seattle media reported that Asian American businesses, including restaurants, saw a significant decrease in patronage due to misinformation and fear about the novel coronavirus first reported origin in China.

In response, the City Council issued a proclamation on April 6 stating that, "Bellevue strongly stands against hate, bias or violence based on race, nationality, gender, disability or religion..." On April 8, Police Chief Steve Mylett addressed Bellevue's Asian-American community in a virtual town hall meeting, inviting them to report hate crimes and taking phoned-in questions.

As schools transitioned to online learning, school and city staff fielded concerns about unsheltered youth, unsafe household situations and digital access challenges. Staff also conducted outreach to people experiencing homelessness to connect them to facilities and resources for hygiene and sanitation measures to limit spread of the virus.

The closure of businesses for the state "Stay Home, Stay Healthy" order has had a disproportionate effect on Bellevue's working class and households with low incomes. While Microsoft and Amazon workers began teleworking in March, the city's Wrap-Around Services family-support program and local human services agencies activated to support residents in service industries who were losing their jobs.

To support these vulnerable populations, the city allocated grant funding for nonprofits providing direct COVID-19 services. Still, the need continues to increase while many agencies are understaffed for the volume and variety of requests arriving.

In early May, Gov. Jay Inslee announced a phased relaxation of the "Stay Home" order, and the city began to plan recovery from the pandemic.

The city strives for equity in times of good and in times of challenge. We recognize the heavy impacts of the coronavirus on our vulnerable communities. We continue to stay committed to the council's vision that diversity is our strength. We will continue to be engaged with our diverse communities and assist in addressing needs and connecting resources that are a part larger efforts to shape a more equitable and thriving community for all.

Police chief reaches out to Chinese community

By Meeghan Black, Police Public Information Officer

Responding to reports of racial targeting of people of Chinese heritage during the coronavirus pandemic, Police Chief Steve Mylett declared in March, "We will vigorously pursue and arrest anyone who commits a hate crime in Bellevue."

"I am disturbed to hear that people are being targeted and blamed for COVID-19," said Mylett. "We are seeing national reports of these hate crimes, and if this is happening in Bellevue, it needs to stop. I encourage any victim of a hate crime or bias-related incident here to contact us. We need to know about it."

The chief said he's spoken to members of the community and is convinced incidents are occurring and just not being reported.

"I need our Chinese neighbors, or anyone, to tell us if they are a victim of hate," Chief Mylett added. "The Bellevue Police Department is here to protect and serve you, but we can't help if we don't know about it."

In early April, the Bellevue police hosted a virtual town hall meeting, streamed on YouTube, taking questions from concerned residents.

How to report

To report an immediate threat or ongoing incident, call 911 immediately. If an incident occurred in the recent past, people can easily report it at [BellevueWA.gov/report-crime](https://www.bellevuewa.gov/report-crime) or call 425-577-5656. An officer will review it and follow up if more information is needed.



From left, Detective Zhong Zhu and Police Chief Steve Mylett address residents in a virtual town hall on April 8.

Planning for recovery requires good data

By Gwen Rousseau, Senior Planner

Across the country, cities are estimating how many of their residents are at risk, financially or healthwise, because of the coronavirus pandemic. Accurate estimates will enable cities to acquire needed resources and plan effectively for recovery.



As one young resident would say about filling out the census, "Just do it."

Questions being considered include:

- How many residents have good access to health care?
- What percentage are older adults?
- What percentage of our children depend on free and reduced school lunch?
- How many limited-English households are there, and in what languages do they get their information?

Finding good data to answer these questions begins with collecting an accurate count of every person living in our community. Counting everyone once, only once and in the right place, ensures resources are allocated efficiently and fairly across the country.

The census is how we count everyone living in the United States. It happens only once every 10 years, and is happening right now. If you haven't responded yet, there is still time to respond on your own – whether online at 2020Census.gov, over the phone (844-330-2020) or by mail – without ever having to meet a census taker.

The U.S. Census Bureau has pushed back census field operations by three months due to the COVID-19 pandemic. Households now have more time to self-respond before census takers go door-to-door to collect information in person, starting on Aug. 11. Households should fill out the 2020 census based on where they were living on April 1, Census Day.

Please support everyone in your community being counted. Be a "census ambassador" even, by making sure your neighbors have information about the census in their language and help them find answers to their questions. We are all in this together. Everyone counts. Together (though six feet apart) we thrive!

Learn more at BellevueWA.gov/2020census.

Decluttering? Lots can be recycled

During this time at home, many of us have been deep cleaning and decluttering our spaces. The Utilities Department can help you recycle, donate and safely dispose of your home waste and unwanted items.

To recycle unusual items such as paint, batteries, Styrofoam, small appliances, motor oil, clothing and more, check your mailed guide or view BellevueWA.gov/recycle-more. Many items are accepted for free at your curbside pickup, with some conditions. Recycling bulky items like large appliances or construction materials carries a fee.

For hazardous waste items, such as household cleaners and chemicals, use

the King County Factoria hazardous waste collection facility at 13800 SE 32nd St. BellevueWA.gov/hazardous-waste offers details on what's hazardous and how to safely get rid of it.

If storing hazardous items for later disposal, make sure to keep them away from children and pets, food items and drains (do not flush them). Keep them in their original, clearly labeled containers.

All customers using drop-off sites are asked to limit trips and practice safe distancing. If you have any questions about this, contact Bellevue Utilities at recycle@bellevuewa.gov.



Time to declutter.

No water shutoffs for nonpayment

By Jessica Guthrie, Utilities Public Information Officer

The Utilities Department is supporting residents and businesses through this crisis in a few ways.



Utilities Director Nav Ota

Utility bill assistance

To help residents experiencing financial stress due to the coronavirus outbreak, Utilities began suspending all water shutoffs for nonpayment on March 11.

“We know our residents are facing serious financial impacts from the COVID-19 crisis,” said Utilities Director Nav Ota. “We want to make sure everyone continues to have access to critical services that sustain health.”

Don't flush cleaning wipes

By Jessica Guthrie, Utilities Public Information Officer

The good news is that we've all been working hard to disinfect our homes and workplaces. The bad news? Piles of cleaning wipes flushed down toilets are clogging up the sewer system.

Wipes don't break down in the sewer system like toilet paper. When they clump together in pipes, they can lead to hazardous and expensive sewer backups in your home or neighborhood. We all pay the extra costs for clogs in the public sewer system.

A simple, happy solution: only flush toilet paper and human waste down the toilet. All wipes go in the trash. You will protect your home and our public system from serious damage.

Customers can set up payment plans or access available emergency financial assistance. During this time, no additional fees or charges for past-due payments will be assessed. Customers can call 425-452-6973 or email utilities@bellevuewa.gov to set up payment plans.

Utilities Emergency Assistance Program

Some customers may also qualify for the Emergency Assistance Program, which can cover up to four months of basic water, sewer and drainage service charges. Customers must meet the program's low-income qualifications for the past 30 days and not receive other Utilities financial assistance.

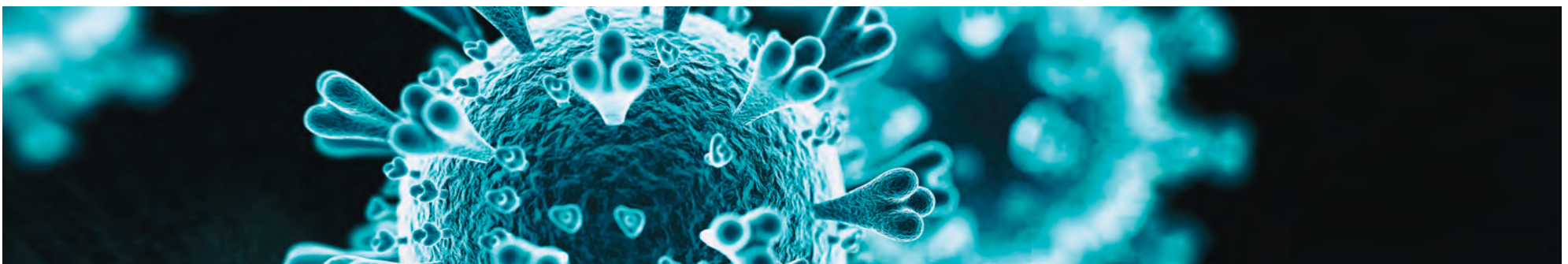
To learn more about the Emergency Assistance Program, please contact 425-452-5285 or visit BellevueWA.gov/utility-relief.

Temporary water main shutdowns only for critical work

To minimize impacts on residents working or caring for children at home, the Transportation and Utilities departments are only shutting down water mains for work critical to the water system while the “Stay Home” order is in effect. The shutdowns are limited to six to eight hours. Crews will continue to use appropriate social distancing and personal protective equipment on job sites to protect staff and residents.

No changes to essential services

Despite changes to crew sizes, rotating shifts and moving to remote work, most residents should not notice any difference in service levels. Customers who call the Utilities administrative office (425-452-6932) may experience a delay in response from off-site staff, but the department will continue to be available for resident needs and emergency help 24 hours a day.



Tips for staying healthy

From Public Health – Seattle & King County

While the rate of COVID-19 infection in King County began dropping in mid-April, public health officials advise people to continue social distancing to stay healthy and avoid spreading the illness.

Everyone, young and old, should stay home and avoid all non-essential contact. When you must go out, limit your trips and stay six feet apart from others.

- Cover coughs and sneezes.
- Wear simple, non-medical cloth masks when in public places where social distancing may not be maintained.
- Clean hands thoroughly and often. Wash with soap and water for at least 20 seconds.

If you become sick

Most people with COVID-19 have milder illness and are able to recover at home without medical care. Common symptoms include cough, fever (higher than 100°F), shortness of breath, sore throat and general muscle aches. Immigrants can receive COVID-19

testing, treatment or preventive care without it being considered part of a public charge inadmissibility determination.

- Call your doctor or nurse line, especially if you are 60 or older or are at risk for severe illness because of a medical condition such as diabetes, heart disease or a weakened immune system. If you do not have a doctor, call the King County COVID-19 call center between 8 a.m. and 7 p.m. at 206-477-3977.
- Get plenty of rest.
- Use over-the-counter medication for fever, sore throat and general discomfort. Follow instructions from your doctor.
- Prevent dehydration by frequently drinking small amounts of liquids (water, broth, herbal tea, juices, etc.). Avoid alcohol or caffeinated or diet drinks.

If symptoms get worse

- Call your doctor for guidance.
- If you start having trouble breathing, persistent pain or pressure to the chest, unusual feelings of confusion or inability to respond, or your lips or face have a blue or purple tint, call 911.

CITY CONTACTS

City Hall

450 110th Ave. NE/P.O. Box 90012, Bellevue, WA 98009-9012

Service First (general information): 425-452-6800

City of Bellevue website: BellevueWA.gov

City Council Office: 425-452-7810

City Offices

City Clerk's Office and Public Records: 425-452-6464

City Manager: 425-452-7228

Community Development: 425-452-7892

Conflict Resolution Center: 425-452-4091

Crossroads Mini City Hall: 425-452-2800

Development Services: 425-452-6800

New permit applications: 425-452-4898

Inspection requests, application and status, pay fees: 425-452-6875

Simple permits, inspection requests: MyBuildingPermit.com

Application and inspection status: MyBuildingPermit.com

Code Compliance: 425-452-2047

Diversity Program: 425-452-7886

East Bellevue Community Council: 1st Tuesday each month, 6:30 p.m.

Lake Hills Clubhouse, 15230 Lake Hills Blvd.: 425-452-6806

Fire Emergency Only: 911

Fire Non-Emergency

Business and Information: 425-452-6892

Inspection: 425-452-4254

Fire prevention: 425-452-6872

Human Resources: 425-452-6838

Information Technology: 425-452-4626

Neighborhood Outreach: 425-452-6836

Northwest Arts Center: 425-452-4106

Parks & Community Services

Aging Services: 425-452-4200

Recreation Program Registration/Parks Info: 425-452-6885

Youth Sports: 425-452-6885

Ballfield Rental: 425-452-6914

Picnics/Facility Rentals: 425-452-6914

Park Maintenance: 425-452-6855

Human Services: 425-452-6884

Probation: 425-452-6956

Community Centers:

Crossroads Community Center: 425-452-4874

Highland Community Center: 425-452-7686

North Bellevue Community Center: 425-452-7681

South Bellevue Community Center: 425-452-4240

Marina: 425-452-4883

Police Emergency Only: 911

Police Non-Emergency

Crossroads Station: 425-452-2891

Factoria Station: 425-452-2880

Complaints and Information: 425-452-6917

Crime Prevention: Commercial 425-452-2979; Residential 425-452-6915

Traffic Enforcement: 425-452-6940

Transportation

Administration/Information: 425-452-6856

Utilities

Administration/Information: 425-452-6932

Billing/Customer Service: 425-452-6973

Water, Sewer, Street, &

Surface Water Maintenance & Emergency: 425-452-7840

Other Numbers (Not city government)

Regional Animal Services of King County: 206-296-PETS

Republic Services: 425-452-4762 (recycling, yard debris, garbage)

Metro Transit/Sound Transit: 206-553-3000

It's Your City is in other languages at BellevueWA.gov/its-your-city.

모두의 도시입니다" 시사통신 여러 언어로 제공됩니다

BellevueWA.gov/its-your-city

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tại BellevueWA.gov/its-your-city

Encuentra información sobre "Tu Ciudad" en

BellevueWA.gov/its-your-city

如想獲取其他語言的“這是你的城市”報紙，請瀏覽網頁

BellevueWA.gov/its-your-city

It's Your City is published for people who live or work in Bellevue. For questions or comments about this publication, contact Claude Iosso, 425-452-4448 or ciosso@bellevuewa.gov.

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CITY COUNCIL



Help for small businesses

To help businesses weather the economic impacts of the coronavirus pandemic, the city has deferred first- and second-quarter business and occupation tax payments to October for certain small businesses.

When the governor's "Stay Home" order forced restaurants to shift to takeout or delivery exclusively, the Transportation Department created three-minute parking zones in four locations on Main Street and downtown to make it easier for customers to pick up orders. Eastside cities created an online map of restaurants offering takeout at Re.STARTUP425.org/restaurants.

"Our local businesses are key to our vitality as a city and we do not intend to lose them," Mayor Lynne Robinson said on March 23, when the city announced the B&O tax deferrals. "We know they are hurting as a result of the necessary actions taken to slow the spread of COVID-19, and we are exploring ways to help at the local level."



Ilya at the 520 Bar & Grill has a meal ready for pickup.

Businesses with gross receipts under \$5 million can hold off on paying first- and second-quarter taxes until Oct. 31. Larger businesses may also ask to defer tax payments for up to 90 days.

The city's Cultural and Economic Development team can offer one-on-one advising and assistance to businesses and nonprofits, including on questions related to government loans, financial options and marketing assistance.

City Economic Development contacts and resources for businesses are available at BellevueWA.gov/covid-19-business-resources.