

Accessibility Plan, City of Ukiah

In 2022, the City of Ukiah adopted Resolution 2022-01, approving the Equity Action Plan. Goal 2, Strategy A, Critical Step One states, “Develop a plan to improve the accessibility of public meetings.” Goal 2, Strategy A, Critical Step two states, “Identify, develop, and implement strategies to improve the accessibility to including but not limited to, the City’s website, social media content, program applications, and requests for proposals.”

As directed by the plan, the City Manager’s Office, in coordination with the City Clerk’s Office, developed and implemented the following strategies and actions to improve accessibility to public meetings, public communication, RFP’s, website, social media content, and programs:

- Completed an extensive upgrade in the Council Chamber to include a new sound system, monitors for hybrid meetings, and noise-canceling headsets for those hard of hearing
 - Total cost: \$279,770.43 for equipment and installation plus \$28,160.00 Design
- Purchased a Corporate Zoom subscription to make all public meetings available in a hybrid format
 - \$13,340.00
- Completed an extensive website update and upgrade, including a fully accessible, translatable, and ADA-compliant website
 - \$64,000.00
- Purchased iPad and translation tool to enable Councilmember accommodation
 - \$2324.00
- Purchased remote 360-degree cameras and “owls” for hybrid meetings
 - \$1200.00
- Established bi-lingual and bi-literate pay incentives for ALL eligible staff
- Contracted with Language Line to offer translation services to all departments – enabling written and verbal communication translation services
 - Approximately \$3216.00 annually
- Added Spanish translation to parade and event announcements
- Expanded ADA parking at the Ukiah Valley Conference Center
- Added additional ADA access at city parks and recreation areas
- Implemented Spanish-speaking swim lesson programs
- Developed a partnership with Ukiah Vecinos en Accion to host cultural celebrations and events

Additional steps taken include the following:

- City departments have hosted meetings at various locations throughout the City to expand access for all residents – Community Development held meetings in low-income neighborhoods to gather input for the General Plan. Public Works held meetings to discuss infrastructure projects in the neighborhoods in which the project was planned. Diversity and Equity Committee developed a plan to rotate their meeting location around the community to provide access for more people to attend in their neighborhoods.

- Childcare, translation services, weekend and evening meetings, workshop formats, and extended hours are all additional tools used to encourage and expand opportunities for the public to attend and engage in public meetings.