FOR IMMEDIATE RELEASE

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NOTICE REGARDING CITY OF UKIAH FACILITIES AND SERVICES UNDER SHELTER-IN-PLACE ORDER – UPDATED 3/19/20

Ukiah, CA. March 19, 2020. The City of Ukiah remains committed to the continuous provision of essential services to the community, including water, sewer, electricity, garbage collection, police, and fire. We do not expect any interruption of these critical services during this incident. For the status of all services, please refer to the information below.

Due to increased concerns about the COVID-19 virus and to reduce the possibility of spread, we have made the decision to limit public interaction at our facilities, including closing City Hall to the public. Below, please find information regarding our services and how you can continue to reach us until further notice:

Use the links below to jump to specific sections of the document:
- UTILITY BILLING (PAYMENTS, NEW SERVICE, DISCONNECTS, BILLING QUESTIONS, ETC.)
- PLANNING AND BUILDING SERVICES
- PARKS, MUSEUM AND FACILITY RENTALS
- HUMAN RESOURCES / JOB APPLICATIONS/ CLAIMS
- PUBLIC MEETINGS
- POLICE DEPARTMENT
- FIRE DEPARTMENT
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- WATER TREATMENT PLANT
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- PUBLIC WORKS (ENCROACHMENT PERMITS)
- AIRPORT
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UTILITY BILLING (PAYMENTS, NEW SERVICE, DISCONNECTS, BILLING QUESTIONS, ETC.)

Our Customer Service Representatives will continue to be available by phone (463-6228) during normal business hours (M-F 8-5); in fact, we are adding additional lines to ensure the highest level of service possible.
Customers may pay their utility bills online (www.cityofukiah.com), by phone (463-6228), or by dropping payment off at a drop box at the Civic Center. Please note that there are two drop boxes at the Civic Center—one is in the median of our driveway at 300 Seminary Avenue (drop off from your vehicle) and the other is at the entrance of 411 West Clay Street (our Annex building). Important: cash payments may ONLY be dropped off at the 411 West Clay Street location.

We recognized the significant impact of the COVID-19 emergency is having on our business and residents. During this period, the City is waiving all late and re-connect fees, as well as suspending disconnection of water, sewer, and electric services. If you are having difficulty paying for these services, our Customer Service Representatives will assist with setting up a payment plan and accessing fee assistance programs.

Customers may access applications for service requests via our website at www.cityofukiah.com; additionally, they will be made available outside Civic Center main doors, including instructions on the use of the drop boxes to receive payments or service requests.

**PLANNING AND BUILDING SERVICES**

Our public assistance counter will be closed to the public; however, Staff are available to assist by phone and/or email.

**Building Division**

- Building inspections continue for all projects. Social distancing policies will be observed while inspectors are in the field. Residential inspections requiring inspectors to be in homes will be handled on a case-by-case basis. Technology such as FaceTime, GoTo meeting, and/or other mobile inspection tools will be utilized whenever feasible. To schedule a building inspection, please call 463-6739.
- The Building Inspector and Building Official will be available during regular work hours for public assistance via telephone, and when needed, teleconference: 467-5786.
- Payments for building permits will be coordinated via phone with customer billing team members; customers can also mail in payments.
- Plan submittals for smaller projects—residential remodels, etc. where a full plan submittal is not needed, plans and applications will be accepted electronically via email: BuildingDivision@cityofukiah.com
- Plan submittals for larger projects—commercial and larger residential projects where full plan submittals are needed, plans and applications will be accepted via mail (Ship to 411 West Clay Street, Ukiah CA 95482; shipping expenses will be reimbursed with receipt) or by drop off during regular business hours at 411 West Clay Street.

**Procedure:**

1. Customer approaches office at 411 W Clay and pushes the intercom button, requesting to deliver plan sets and a building permit application/plan submittal.
2. City customer service team member at 411 W Clay office communicates with customer, asking if the submittal meets the requirements below. For plan submittals to be accepted by the City via the drop box, the package must include all of the following:
   - Completed and signed permit application.
   - Transmittal document listing all submitted documents and contact information.
• Submittals must be bound together so as not to get separated (In a shipping bag, box, or held together by rubber band). No loose leaf plans will be accepted.
3. Customer drops package into drop box.
4. A Building Division team member will contact you to confirm receipt and arrange for payment.

Planning Division

For planning and zoning inquiries via phone and email, please contact Alicia Tlelo, Assistant Planner at 463-6268 or planning@cityofukiah.com.

Housing Division

Performance of residential inspections for homeownership eligibility will be done via photographs and/or other technological tools, in conjunction with realtors.

PARKS, MUSEUM AND FACILITY RENTALS

The City of Ukiah has suspended all parks and recreation programs, events and facility use/rentals coordinated through its Community Services Department until further notice. The suspended gatherings include all City-operated recreation classes, programs, events, special event permits, facility rentals, and picnic reservations.

The Ukiah Valley Conference Center and the Grace Hudson Museum are closed to the public.

The following programs and services will be suspended:

• Rentals and meetings at the Conference Center and other City owned facilities
• All parks and recreation classes, activities, camps, and sports programs
• Existing special event permits, park permits, and picnic reservations
• All parks play equipment and restrooms will be closed to the public, including the skate park and tennis courts
• In consultation with the Tayman Golf Group, events and gatherings at the Ukiah Golf Course are canceled until further notice.

During this time Community Services staff will be available to answer phones and emails during normal working hours:

• Recreation Department: 707-463-6231
• Conference Center: 707-463-6701
• Museum: 707-467-2836

HUMAN RESOURCES / JOB APPLICATIONS/ CLAIMS

During the closure, we will accept employment applications by email: personnel@cityofukiah.com, and by mail (300 Seminary Avenue, Ukiah CA 95482).
We will accept all Claims for Damages Against the City via email: cityclerk@cityofukiah.com; riskmanagement@cityofukiah.com, and by mail. Address is on the Claim Form.

PUBLIC MEETINGS

The need to hold public meetings will be determined on a case-by-case basis, providing that Brown Act and “social distancing” recommendations can be complied with. To be notified by email regarding public meetings, please visit http://www.cityofukiah.com/meetings/ and click the “Subscribe” button:

For other questions regarding public meeting, please contact Kristine Lawler, City Clerk, at 463-6217 or cityclerk@cityofukiah.com.

POLICE DEPARTMENT

In case of emergency, call 9-1-1.

The Ukiah Police Department will continue to receive and respond to calls for service; however, it is necessary to modify the manner in which some of these calls will be handled. Dispatchers will be evaluating non-emergency and non-priority calls, and when appropriate will arrange for follow-up contact by telephone from an officer or other staff member.

Generally, we will be taking most non-priority reports and addressing appropriate law enforcement needs with the public by telephone. Officers will still respond in-person to emergencies and in-progress calls associated with a present risk to person or property. Our officers will still work to deter and prevent criminal activity through routine patrol activities and by continuing to provide a public presence.

The Police Department’s front lobby will be closed to the public for the foreseeable future. We are asking the community to consider telephoning the Department to request law enforcement services, rather than responding to the Police Department in-person. When possible these needs will be met by telephone or by scheduling an appointment. To speak with an officer or report a crime, please call the Communications Center at 463-6262. For records requests and most other needs, please call the Front Office at 463-6242.

The Police Department’s smaller, night entrance lobby (located at 300 Seminary Avenue) will remain open 24 hours with immediate access to Police Dispatch available by utilizing the telephone in that lobby.

During the Shelter-In-Place Order, there will be no routine parking enforcement in the Downtown Parking District.

FIRE DEPARTMENT

In case of emergency, call 9-1-1.

There are no anticipated impacts to Fire service. Questions may be directed to the business office at 462-7921.
**WASTEWATER TREATMENT PLANT**

The Wastewater Treatment Plant will operate normally; however, the facility will be closed to the public. Important notice: While wipes can be great for disinfection, they are TERRIBLE for our wastewater system. Please don’t flush them. Questions may be directed to the Plant at 467-2818.

**WATER TREATMENT PLANT**

Americans can continue to use and drink water from their tap as usual, according to the Environmental Protection Agency: [https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater](https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater). The Water Treatment Plant will operate normally; this facility is closed to the public.

**ELECTRIC UTILITY**

There are no impacts to the City's Electric Utility. If you have questions or concerns, please contact the Electric Utility Program Coordinator: 467-5711 or electric@cityofukiah.com.

**PUBLIC WORKS (ENCROACHMENT PERMITS)**

Encroachment and Transportation Permits can be faxed to 463-6204 or emailed to the Public Works Department: publicworks@cityofukiah.com. For telephone inquiries, please call 463-6282.

**AIRPORT**

The Ukiah Municipal Airport will continue to operate normally; however, the office/lobby will be closed to the general public. For telephone inquiries, please call 467-2855.

**GARBAGE COLLECTION**

There are no anticipated impacts to curb-side or self-haul services at the Ukiah Transfer Station. For telephone inquiries, please call 231-6400.

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