NOTICE REGARDING CITY OF UKIAH SERVICES
Updated July 15th, 2020

Dear Ukiah Community,

The City of Ukiah is committed to the continuous provision of essential services to you, including water, sewer, electricity, police, and fire. There have been no interruptions to critical services during this event, and we do not expect any interruption of these critical services. City Hall remains closed to the public to reduce the possibility of spread of COVID-19; however, Staff are available to assist by phone and/or email during normal business hours (M-F 8-5). For an updated status of all services and for information on how you can continue to reach us, please refer to the information below: 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 AND FACILITY RENTALS**
- **HUMAN RESOURCES / JOB APPLICATIONS/ CLAIMS**
- **PUBLIC MEETINGS**
- **POLICE DEPARTMENT**
- **FIRE DEPARTMENT**
- **WASTEWATER TREATMENT PLANT**
- **WATER TREATMENT PLANT**
- **ELECTRIC UTILITY**
- **PUBLIC WORKS (ENCROACHMENT, TRANSPORTATION, AND TEMPORARY USE PERMITS)**
- **EMERGENCY ORDER AND TEMPORARY USE PERMITS**

**UTILITY BILLING (PAYMENTS, NEW SERVICE, DISCONNECTS, BILLING QUESTIONS, ETC.)**

Our Customer Service Representatives will continue to be available by phone 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.
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. 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 atlelo@cityofukiah.com.
PARKS AND FACILITY RENTALS

All City parks excluding the Ukiah Sports Complex, are conditionally open to the public. The conditions of these openings include general rules for all parks as well as specific guidelines for the Skate Park and Tennis Courts. These rules have been developed in an effort to limit the spread of COVID-19 and in compliance with the Mendocino County Public Health Officer’s orders. Information on park updates and these guidelines can be found by visiting http://www.cityofukiah.com/park-updates-covid-19. At this time, all playground equipment and restrooms are closed to the public. Please respect all social distancing guidelines.

The City of Ukiah has suspended most events and facility rentals and recreation programs coordinated through its Community Services Department. The suspended gatherings include City-operated recreation classes, programs, events, special event permits, facility rentals, picnic reservations, and activities at the Grace Hudson Museum. This suspension does not apply to the Conference Center, which is providing limited small-group facility rentals, and the Summer Safari Day Camp, which is currently operating in a limited capacity. Please visit the links below for more information on these programs and events:

- Rentals and meetings at the Conference Center and other City-owned facilities
- Recreation classes, activities, and sports programs
- The Ukiah Golf Course

The Grace Hudson Museum is closed due to COVID-19 restrictions until further notice.

During this time Community Services staff will be available by phone and/or email during normal working hours:

- Email: CommunityServices@CityofUkiah.com
- Recreation Department: 707-463-6231
- Conference Center: 707-463-6701
- Museum: 707-467-2836

LIVE SCAN SERVICES

Live Scan fingerprinting services are being offered at 411 West Clay St. by appointment only.

In order to make an appointment please call 707-463-6231. Face covering will be required to enter the building and during your appointment. Those with appointments must practice social distancing during their appointment. Please call in advance to re-schedule if you have been feeling sick or have been exposed to someone with COVID-19.

For more information visit: http://www.cityofukiah.com/live-scan-services/
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: klawler@cityofukiah.com; riskmanagement@cityofukiah.com, and by mail. Address is on the Claim Form.

PUBLIC MEETINGS

Council meetings are held remotely on a weekly basis, with the teleconference location shown at the top of the agenda, and live-streamed from the Agendas & Minutes page of the City’s website: www.cityofukiah.com/meetings. The need to hold other 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 klawler@cityofukiah.com.

POLICE DEPARTMENT

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.

In order to preserve the on-street parking for customers, parking enforcement has resumed.

The Police Department’s front lobby is now open to the public Monday-Thursday 8-4:00 p.m.; closed for lunch 12-12:30. 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.

**FIRE DEPARTMENT**

There are no anticipated impacts to Fire service. Questions may be directed to the business office at 462-2938.

**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.

**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.

**PUBLIC WORKS (ENCROACHMENT, TRANSPORTATION, AND TEMPORARY USE PERMITS)**

Encroachment and Transportation Permits can be faxed to 463-6204 or emailed to Daniel Flores, dflores@cityofukiah.com. For telephone inquiries, please call 463-6282.

**EMERGENCY ORDER AND TEMPORARY USE PERMITS**

On May 15th, 2020 City Manager Sage Sangiacomo issued an Emergency Order designed to assist Ukiah’s businesses in meeting the challenging operational requirements related to COVID-19. This action expedites, streamlines processes, and eliminates fees associated with utilizing outside space for business operations and mobile food vending. This Order is designed to provide immediate support for Ukiah businesses, which are working to operate under COVID-19-related requirements. For the full text of the Emergency Order, please visit the City’s website at [http://www.cityofukiah.com/businesses/](http://www.cityofukiah.com/businesses/).