

Focus Area	Workplan Item	Responsibility	Schedule	Status	Notes	Ranking
Communication						
	Ensure critical documents are printed in English and Spanish					
	Review website contact information to ensure it is consistent and easy to find. Update Public Services Information.					
	Review imagery to ensure website and social media resrepresents the community					
	Language or Hearing Interpretation for Public Meetings (Request Policy)					
Outreach						
	Hold a City Information Fair (s) at location (s) where underserved residents are likely to attend.					
	Hold City Career Fair (s) at location (s) where underserved residents are likely to attend.					
	Host a multi-cultural day or International Festival					
	Setup meetings between operational departments and local advocacy groups. Give tours or create speakers bureau.					
Accessibilty						
	Conduct a City building ADA Accessibility Audit					
	Develop a consistent citizen complaint process for use by all departments.					
	Identify Historic or culturally significant properties for consideration by Historic Preservation Commission					
	Evaluate Street Naming Policy					

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Training						
	Staff training on how to communicate effectively with individuals who may not use English as dominant language					
	Staff training on how/when to assist individuals with disabilities.					
	Leadership training focusing on Emotional Intellegence					
	Recruitment and interview skills training					
Policy Review						
	Review hiring / recruitment procedures to ensure a diverse candidate pool is presented for all jobs.					