Office of the City Manager

April 26, 2024

To: Honorable Mayor and Members of the City Council

From: DWR Dee Williams-Ridley, City Manager

Re: Design Update to Board, Commission, Council Committee Webpages

I'm writing to let you know about improvements to usability that the Communications Unit has implemented on berkeleyca.gov for board, commission, and Council Committee pages as of Wednesday, April 24.

These changes make it more intuitive for users to see all related information for meetings in a single place, including all related documents as well as a clickable link to join virtually when there's also an in-person meeting. The updated design is also far better for mobile device users, who account for roughly half our users.

The new design was based on feedback from users, including some Councilmembers, that not everyone understood that viewing additional documents required a click to expand the row. These changes were led by the Communications Unit, in collaboration with the City Clerk Department and our website development vendor, Rolling Orange.

This upgrade also improves usability for board meetings run by the Rent Board and the Berkeley Housing Authority, which operate subdomains off of berkeleyca.gov.

A new look for legislative body meetings

Legislative body meetings now follow a more user-friendly design.

The new design displays each meeting as a clickable row, with the meeting date and time prominently displayed. When users hover over a row, a number of visual changes help make it clear that the row is clickable:

- The row highlights in blue
- The text becomes underlined
- The arrow cursor becomes a pointing finger

Upon click, the section expands to show all meeting details, such as location, agenda, minutes, and all related documents.

Additionally, a new feature for hybrid meetings allows us to list both a clickable link to join virtually and in-person address for the meeting.

<u>Continuous enhancements to improve usability</u>

This change to board, commission, and Council Committee pages is one example of how the Communications team continues to make improvements to berkeleyca.gov to make it easier for users to find key services and information.

All enhancements to berkeleyca.gov are based on user feedback and designed to help our community better access city services and resources.

These changes reflect the biggest user interface updates to our website since launching berkeleyca.gov. We are excited we are able to make this change and help people more easily find information they need.

cc: Senior Leadership Team