

May 4, 2018

TO: CIVIL SERVICE/EQUAL EMPLOYMENT COMMISSION

FROM: DAVID W. KWONG, DIRECTOR  
COMMUNITY DEVELOPMENT DEPARTMENT

SUBJECT: **ANNUAL EQUAL EMPLOYMENT REPORT**

### **Introduction**

In Fiscal Year 2017-18, the Community Development Department continues to revamp its organizational structure based on a departmental efficiency study conducted by Management Partners.

### **Organizational Structure and Responsibilities**

The Department is composed of three divisions: Business Operations, Building & Life Safety, and Planning & Engineering Services. The operational center of the department is the Permit Center. The purpose of the department is to:

- Plan for future growth, infrastructure needs and service demands of the greater community;
- Review and process permit applications for development activities large and small;
- Provide emergency operations inspection and action plan support;
- Coordinate floodplain management efforts; and
- Assist other departments and agencies in the areas of economic development, climate action planning, design review, historic building analysis, environmental impact review, and geographic information mapping and analysis.

These three divisions consist of 38 budgeted full-time employees. Staff support is provided to various boards and commissions, such as the Planning Commission, Development Oversight Commission, Climate Action Plan Advisory Committee, Building Board of Appeals, Cultural Heritage Board, and the Handicapped Access Board of Appeals.

### **MISSION STATEMENT**

“The mission of the Community Development Department is to serve the public by providing courteous, effective, and accurate planning, development, and inspection services to build a thriving prosperous and safe community that enhances the quality of life for all residents of the City of Stockton.”

1. Business Operations – The primary function of Business Operations is to help improve the customer’s experience at the City of Stockton’s Permit Center. Business Operations manages all the back-end or support functions, including financial systems and budget,

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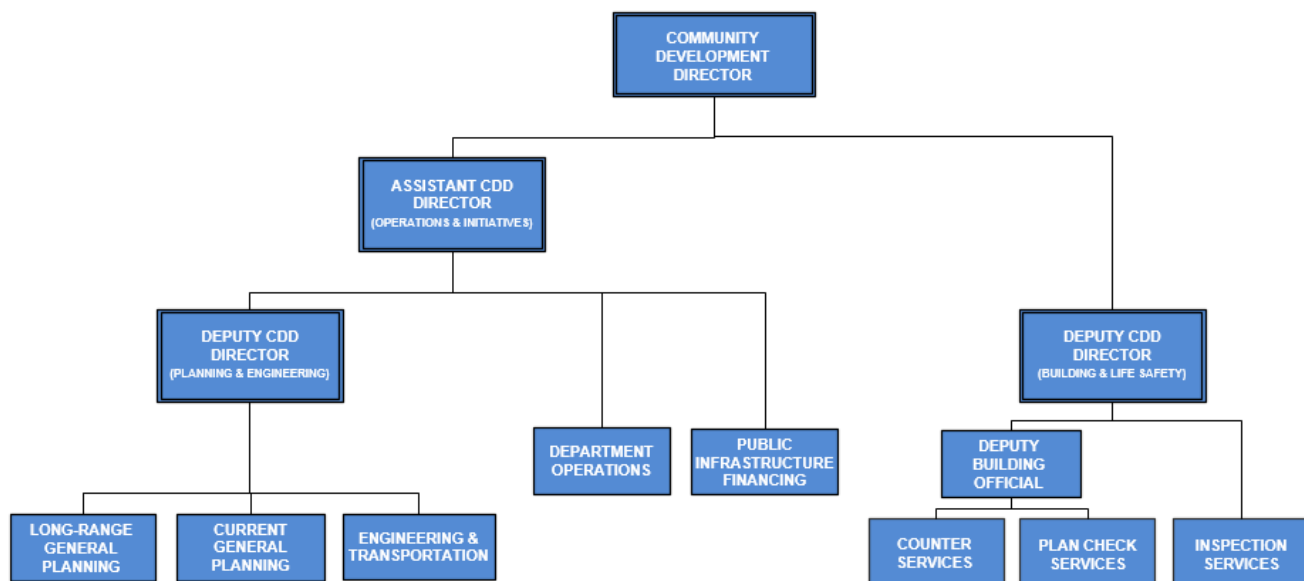
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fee studies, records management, permit management system and technology optimization and support, mapping, agenda preparation, and clerical support functions.

2. Building & Life Safety – The primary function of Building & Life Safety is the issuance of building permits, conducting plan check and building inspections, and supporting emergency rescue and recovery operations where structural damage has occurred.
3. Planning & Engineering Services – The primary function of Planning & Engineering Services is to process applications for land use permits, home occupation permits, and encroachment permits. Additionally, this division manages General Plan preparation and policy, Housing Element, Municipal Service Review, FEMA/Senate Bill 5 (SB5) floodplain management program, and administration of the Development Code.

In addition to the functional services mentioned above, the organization chart illustrates the department's current reporting structure to support our mission.

## Community Development Department Organization Plan



## Workforce Composition

The Community Development Department currently has 32 of 38 full-time positions filled and is composed of 22 males and 10 female employees belonging to four different ethnic groups. Our workforce consists of primarily male employees, (69%), as compared to 49% within Stockton, and 50% within San Joaquin County. A breakdown of Ethnicity for the Department as it compares to City Employees, Stockton residents and San Joaquin County residents is as follows:

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Ethnicity	Department		City Employees		City of Stockton (Figures Reflect Employable Population Only) <i>Taken from the 2010 U.S. Census Bureau</i>		San Joaquin County (Figures Reflect Employable Population Only) <i>Taken from the 2010 U.S. Census Bureau</i>	
White	13	41%	871	57%	66,836	23%	246,025	36%
Black	1	3%	83	5%	33,507	12%	48,657	7%
Hispanic	10	31%	380	25%	117,590	40%	266,587	39%
Asian	7	22%	159	10%	61,945	21%	97,999	14%
Native American	0	0%	16	1%	1,237	0%	3,427	1%
Other	1	3%	23	2%	10,592	4%	22,614	3%
<b>Total</b>	<b>32</b>	<b>100%</b>	<b>1,532</b>	<b>100%</b>	<b>291,707</b>	<b>100%</b>	<b>685,306</b>	<b>100%</b>

Gender	Department		City Employees		City of Stockton (Figures Reflect Employable Population Only) <i>Taken from the 2010 U.S. Census Bureau</i>		San Joaquin County (Figures Reflect Employable Population Only) <i>Taken from the 2010 U.S. Census Bureau</i>	
Male	22	69%	1,061	69%	142,925	49%	341,230	50%
Female	10	31%	471	31%	148,782	51%	344,076	50%
<b>Total</b>	<b>32</b>	<b>100%</b>	<b>1,532</b>	<b>100%</b>	<b>291,707</b>	<b>100%</b>	<b>685,306</b>	<b>100%</b>

## Personnel Changes in the Department

Since the EEC report was presented in Fiscal Year 2016-17, there have been staff retirements and resignations, as well as new positions added to the department. The vacant positions at the time of preparation of this report include the following classifications:

BUSINESS OPERATIONS: (1) Assistant Community Development Director

BUILDING & LIFE SAFETY: (1) Plan Checker II  
(1) Plan Checker I

PLANNING & ENGINEERING: (1) Deputy Director/Planning & Engineering  
(1) Planning Manager  
(1) Engineering Technician I

These vacancies are currently under recruitment.

## Professional and Diversity Training

The Department facilitates training workshops in professional standards, customer service, and organizational development. Skill refreshers are routinely provided in subject matter content areas as well. Extensive training was provided to all staff in Fiscal Year 2017-18 on the features and operations of our recently acquired Permit Tracking System. This system allows for web-based application submittals, tracking of permit review, and plan check review through the

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process, online issuances or permits, Certificates of Occupancy, Notices of Completion, and Acceptance of Public Improvements. As of this report, customers can schedule inspections online.

The various training programs that are provided to our staff are not limited to those provided by the City of Stockton. Employees are permitted to see outside accredited institutions for further training, as well as web-based training programs. Employees are also encouraged to obtain college degrees and credentials to advance themselves. Taken in combination, these programs and opportunities provide an ongoing learning environment where employees' morale and growth opportunities are fostered.

### **Recruitment Efforts**

We coordinate our recruitment with the help of the Human Resources Department. Additional recruitment efforts for high-level positions within the department are coordinated via consulting firms. There is emphasis placed on communication opportunities that reach a multitude of elements within the community. Employment openings are posted in publications and with agencies such as The Record, Modesto Bee, Public Sector Job Bulletin ANG, Black Careers, Hispanic Hotline, Asian-Pacific Careers, Central Valley Jobs website, EDD website, and newspapers in the Bay Area. The intent of this extensive outreach is to continue CDD's climate of diversity while attracting the most qualified candidates.

The Human Resources Department also advertises to the community by participating in events such as Ag Expo, State of the City, Earth Day Festival, Cinco de Mayo, Black Family Day, National Pollution Prevention Week, Family Literacy Day in the Park, and Make a Difference Day.

### **Summary**

The Permit Center will continue to support the goals of the City Council and the Civil Service Commission/Equal Opportunity Employment Commission and to make certain that every aspect of the development services function is administered in a fair minded and equitable manner. We are committed to recognizing and appreciating the unique beliefs, values, skills, attributes, and characteristics of all employees, our environment fosters and celebrates individual and collective achievement.

We provide equal opportunity to all customers and job applicants. Personnel selections are based on the most qualified individuals without regard to race, religion, color, national origin, gender, sexual orientation, veteran status, age, disability, or political affiliation/influence. All hiring decisions are based solely on job related criteria and demonstrated ability to perform.



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