

MEMORANDUM

October 18, 2018

TO: CIVIL SERVICE/EQUAL EMPLOYMENT COMMISSION

FROM: John Abrew, Director of Municipal Utilities

SUBJECT: **ANNUAL EQUAL EMPLOYMENT REPORT**

Introduction

This report describes the demographics of the Municipal Utilities Department (MUD) for the period of October 1, 2017, through September 18, 2018. The predominant challenges for the Department over the past year have primarily been to quickly fill positions vacated by retirements and/or separations. Much of the staff of the Department interacts regularly with the public, and it is important our department's demographics reflect that of our community.

Organizational Structure and Responsibilities

MISSION STATEMENT

The mission of the City of Stockton's Municipal Utilities Department is to provide high quality potable water on demand; collect, treat, and dispose of wastewater; and collect and dispose of storm water, all in accordance with applicable regulations and responsible business practices.

The MUD provides administration, planning, operations and maintenance for the 3 utilities owned by the City of Stockton; Water, Sanitary Sewer, and Storm Water. These services are provided to the residential, commercial, and industrial customers within the City of Stockton. The MUD also furnishes wastewater services to several San Joaquin County service areas and special districts outside the City.

The MUD consists of 12 divisions that support 3 utilities as illustrated in the attached organization chart:

- Administration
- Financial Services
- Engineering
- Water Resources
- Water Distribution
- Water Treatment
- Wastewater Treatment
- Collection Systems
- Storm Water
- Maintenance

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- Laboratory
- Environmental Control

The Municipal Utilities Department budget for fiscal year 2018-2019 is composed of four (4) funds; the Water Fund with \$50.8 million in expenditures, the Wastewater Fund with \$77.6 million in expenditures, the Storm Water Fund with \$7.2 million in expenditures, and the Storm Districts Fund with \$346,500 in expenditures for a total of \$136 million in annual budgeted expenditures.

Workforce Composition

The MUD currently has a total of 216 full-time budgeted allocated positions, of which 23 are currently vacant including the following classifications:

- Assistant MUD Director (2)
- Deputy MUD Director/Water
- Deputy MUD Director/Maintenance and Collection Systems
- SCADA Technician
- Occupational Health/Safety Compliance Specialist
- Office Specialist (3)
- Associate Civil Engineer (2)
- Associate Engineer
- Senior Environmental Control Officer
- Plant Operator/Wastewater (2)
- Laboratory Technician
- Water Systems Supervisor
- Water Systems Operator
- Senior Hydrant Worker
- Plant Maintenance Mechanic (2)
- Project Manager I
- Collection Systems Operator

Personnel Changes in the Department

For the period covered by this report no new positions were requested. A total of 30 positions were filled. The following is a list of positions filled during this time:

- Water Systems Operator (3)
- Water Field Technician (2)
- Senior Collection Systems Operator
- Plant Maintenance Mechanic (4)
- Collection Systems Operator
- Assistant Civil Engineer
- Program Manager III (3)
- Plant Maintenance Machinist

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- Engineering Services Manager
- Laboratory Technician
- Office Assistant II
- Project Manager I
- Plant Operator-in-Training (3)
- Senior Water Systems Operator (3)
- Office Specialist
- Environmental Control Officer
- Supervising Office Assistant
- Chemist

These positions were filled by 12 white males, 5 Hispanic males, 5 black males, 2 Asian males, 3 white females, 1 female two or more races, and 2 black females. During this time, there were 8 promotional appointments within the Department.

The Department is comprised primarily of male employees, 86.67%, as compared to 49% within Stockton, and 50% within San Joaquin County. 11 of the Department's female employees occupy supervisor or management level positions. A breakdown of Ethnicity for the Department as it compares to City Employees, Stockton residents and San Joaquin County residents is as follows:

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	105	53.85%	875	56.42%	66,836	23%	246,025	36%
Hispanic	55	28.21%	390	25.15%	117,590	40%	266,584	39%
Black	9	4.62%	85	5.48%	33,507	12%	48,657	7%
Asian	17	8.72%	162	10.44%	61,945	21%	97,999	14%
American Indian	6	3.08%	16	1.03%	1,237	0%	3,427	1%
Two or More Races	2	1.02%	19	1.23%	0	0	0	0
Other	1	0.5%	4	.26%	10,592	4%	22,614	3%
Total	195	100%	1551	100%	291,707	100%	685,306	100%

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	169	86.67%	1065	68.96%	142,925	49%	341,230	50%
Female	26	13.33%	486	31.04%	148,782	51%	344,076	50%
Total	195	100%	1551	100%	291,707	100%	685,306	100%

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The MUD continually seeks to recruit and retain employees of all genders and races. The Department strives to create a better workforce by improving recruitment efforts, providing adequate training, and by hiring qualified, educated staff.

Professional and Diversity Training

All the MUD employees are aware they are often the first point of contact for many City residents, either with billing questions, sewer back-ups, or street flooding. To best represent the community, the MUD employees participate in the City's Multilingual Certification Program. There are multiple languages spoken fluently among the MUD, including Spanish, Tagalog, French, and Persian dialects. In addition, staff continues to expand their professional and personal capabilities by participating in training classes covering a variety of topics to name a few:

- League of California Cities Annual Conference
- International City/County Management Association (ICMA) Conference
- Leadership Academy
- Supervisor's Certificate Program
- Office Support Certificate Program
- Lead Worker's Certificate Program
- Substance Abuse Awareness for Supervisors
- Supervisor Skills for Fire Line Supervisors
- ADA Employee Accommodation
- Conduct Effective Performance Evaluations
- Supervisor's Guide to Public Sector Employment Law
- Effective Writing Skills
- Building a Workplace of Mutual Respect
- Customer Service
- Preventing Workplace Harassment, Discrimination, and Retaliation for Managers/Supervisors and General Workforce
- Supervisor's Role in Workers' Compensation
- Health and Safety for Supervisors and General Workforce
- Ethics in Public Service
- Leave Benefits
- Emotional Intelligence

Recruitment Efforts

Recruitment outreach efforts are coordinated through the Human Resources and place emphasis on communication opportunities that reach a multitude of elements within the community. Opportunities are posted in publications and with agencies such as The Record, Modesto Bee, Black Careers, Hispanic Hotline, Asian-Pacific Careers, Central Valley Jobs website, LinkedIn, Facebook, and Twitter. The intent of this extensive outreach is to continue the MUD's climate of diversity while attracting the most qualified candidates.

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The MUD also advertises to the community by participating in coordination with the Human Resources Department the following events:

- Business Education Alliance – TruHope Event
- Venture Academy College & Career Fair
- Municipal Management Association of Northern California
- UOP College of Engineering & Computer Science Intern Fair
- 40th Annual Chinese New Year Celebration
- UOP Spring Career & Internship Fair
- San Joaquin Delta College – CTE Career Fair
- Cinco De Mayo 50th Annual Celebration
- Fremont-Lopez Elementary School College/Career Fair
- State of the City
- Juneteenth – 43rd Annual
- Lodi United College & Career Night
- Black Family Day
- Stanislaus State Career and Professional Development Centers Fall Expo
- UOP Career Fair (all majors)
- UOP College of Engineering & Computer Science Fall Fair
- Family Literacy Day in the Park
- Earth Day

Summary

In the upcoming year, the MUD will continue with its efforts to fill staffing needs with the most qualified personnel while best reflecting the cultural diversity of the community. Recruiting for management positions has been difficult, and the Department has found it necessary to broaden our scope to attract the most qualified candidates. The Department's goals within the next year are two-fold: 1) fill the key management positions to provide strong leadership for staff, and 2) recruit qualified and diverse staff to operate the 3 utilities. Both goals are essential to continue providing exceptional customer service to our community.



JOHN ABREW
DIRECTOR OF MUNICIPAL UTILITIES

Attachment – Organization Chart