

MEMORANDUM

October 15, 2020

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, 2019, through September 18, 2020. 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
- Laboratory
- Environmental Control

The Municipal Utilities Department budget for fiscal year 2020-2021 is composed of four (4) funds; the Water Fund with \$57.4 million in expenditures, the Wastewater Fund with \$145.4 million in expenditures, the Storm Water Fund with \$7.1 million in expenditures, and the Storm Districts Fund with \$360,478 in expenditures for a total of \$210.3 million in annual budgeted expenditures.

Workforce Composition

The MUD currently has a total of 218 full-time budgeted allocated positions, of which 23 are currently vacant as follows:

- Office Specialist (2)
- Senior Civil Engineer
- Assistant Engineer
- Program Manager III (2)
- Plant Operator/Water
- Chief Plant Operator/Wastewater
- Plant Operator-in-Training (2)
- Senior Water Systems Operator
- Water Systems Operator
- Senior Hydrant Worker
- Senior Electrical Technician
- Senior Collection Systems Operator (2)
- Collection Systems Operator (5)
- Water Sewer Equipment Operator
- Environmental Control Officer

For the period covered by this report September 30, 2019 through September 18, 2020 a total of 22 positions were filled. These positions were filled by 6 White males, 8 Hispanic males, 2 Asian females, 1 White female, 4 Hispanic females, and 1 Black female. The following is a list of positions filled during this time:

- Office Specialist (4)
- Junior Engineer
- Laboratory Technician (2)
- Office Assistant II (2)
- Water Systems Operator (6)
- Plant Maintenance Mechanic (2)
- Deputy MUD Director/Water
- Program Manager III
- Plant Operator/Wastewater
- Collection Systems Operator (2)

During this time, there were also 10 promotional appointments within the Department as follows:

- MUD Finance Officer
- Program Manager I
- Collection Systems Supervisor
- Senior Collection Systems Operator (4)

- Plant Operator/Water
- Water Systems Operator
- Plant Maintenance Mechanic

The Department is comprised primarily of male employees, 86%, as compared to 49% within Stockton, and 50% within San Joaquin County. We have 9 female employees who 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	99	51.30%	834	53.43%	66,836	23%	246,025	36%
Hispanic	62	32.12%	429	27.48%	117,590	40%	266,584	39%
Black	8	4.15%	89	5.70%	33,507	12%	48,657	7%
Asian	16	8.29%	164	10.51%	61,945	21%	97,999	14%
American Indian	3	1.55%	11	.70%	1,237	0%	3,427	1%
Two or More Races	3	1.55%	27	1.73%	0	0	0	0
Other	2	1.04%	7	.45%	10,592	4%	22,614	3%
Total	193	100%	1561	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	166	86.01%	1054	67.52%	142,925	49%	341,230	50%
Female	27	13.99%	507	32.48%	148,782	51%	344,076	50%
Total	193	100%	1561	100%	291,707	100%	685,306	100%

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

During the COVID crisis management continued to work with their staff through Teams meetings and encouraged everyone to participate in online courses and webinars. All of our staff participated in several online courses that were specific to their professional growth. We have continued to pursue training online while the COVID crisis continues and encourage our employees to seek other training options that are provided to assist them to continue their personal and professional growth.

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, Chinese, 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:

- California Society of Municipal Finance Officers Annual Conference
- ACWA
- League of California Cities Annual Conference
- International City/County Management Association (ICMA) Conference
- Supervisor's Certificate Program
- Office Support Certificate Program
- Lead Worker's Certificate Program
- Substance Abuse Awareness for Supervisors
- Supervisor Skills for Line Supervisors
- Conduct Effective Performance Evaluations
- Supervisor's Guide to Public Sector Employment Law
- Supervisor's Guide to Understanding and Managing Employee Rights
- Labor, Leaves, and Accommodations
- 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
- 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, and Asian-Pacific Careers. The intent of this extensive outreach is to continue the MUD's climate of diversity while attracting the most qualified candidates.


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

- Venture Academy College & Career Fair
- Municipal Management Association of Northern California
- TRU Hope Youth Summit and College & Career Fair
- Sacramento State Pathways to Public Service Career Fair
- Housing Authority Job Fair
- Yolo County Job Fair
- Mock Interviews
- UOP Spring Career & Internship Fair
- UOP – Meet the Firms Night
- UOP Fall Career Fair (all majors)
- UOP College of Engineering & Computer Science Fall Fair

- Stockton Pride Festival
- Stanislaus State – All Major Career Fair (August 26 and September 2, 2019)
- Public Sector Careers – Sacramento State (February and April 2019)
- REXPO – Chamber of Commerce
- WorkNet Job Fair
- Stanislaus State – Meet the Firms Night

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

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