



CITY OF STOCKTON

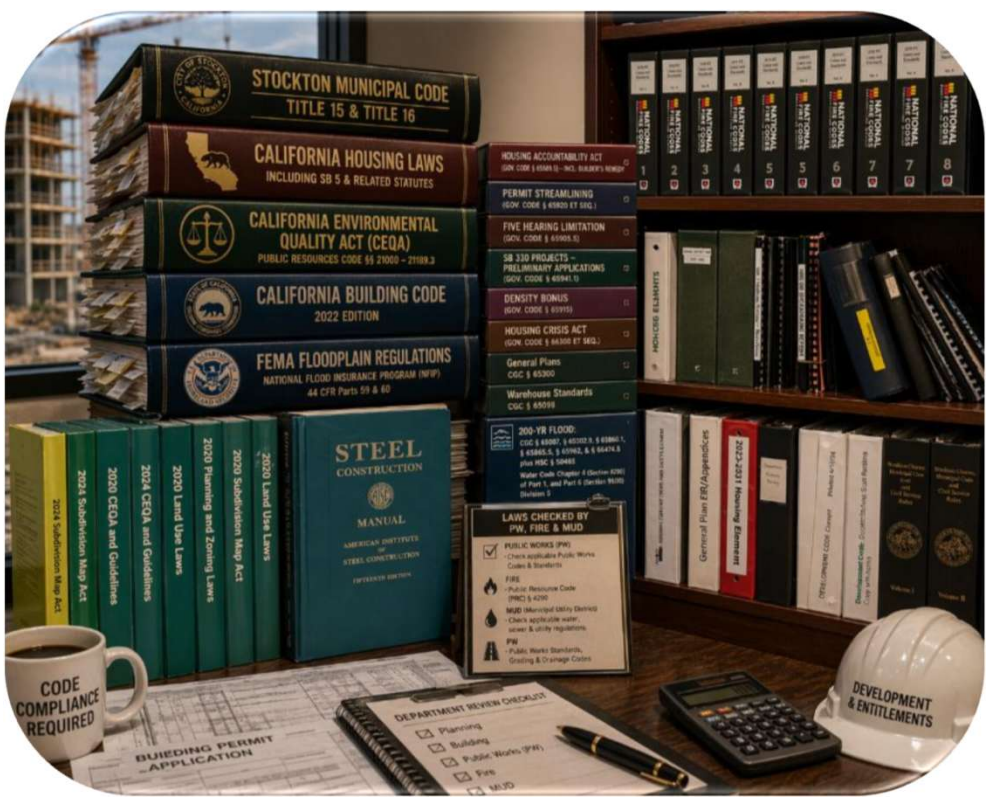
Community Development Department

**Development Process +
Modernization & Improvements**

Stephanie Ocasio, Director

*City Council Meeting
July 7, 2026
Agenda Item 10.2*

CDD's Purpose: Ensure Stockton's Built Environment is Safe for our Citizens



Federal Codes Administered

- FEMA (flood laws)

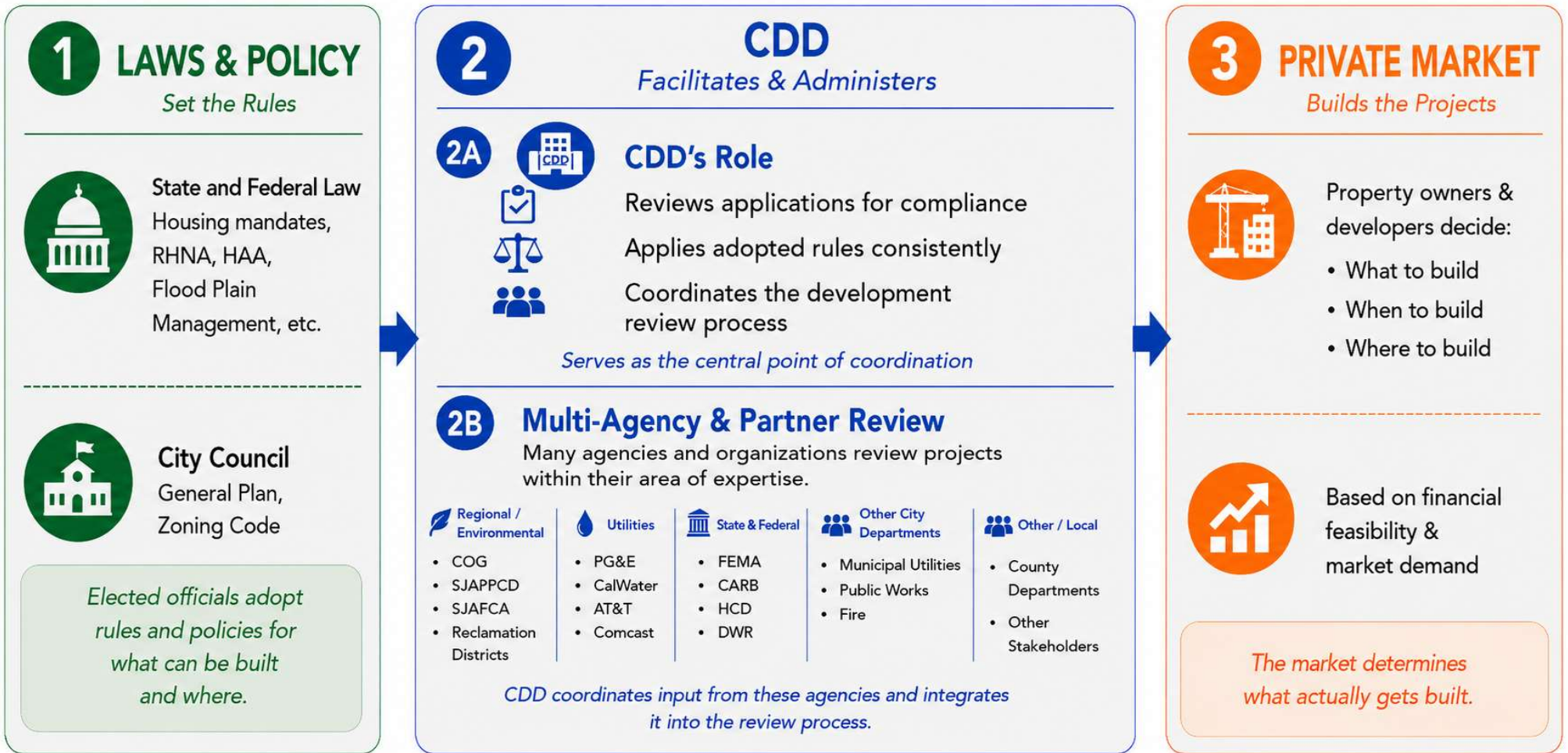
State Codes Administered

- Building Code (updated every 3 years)
- California Environmental Quality Act (CEQA)
- Central Valley Flood Protection Act (SB 5)
- Housing Law (Over 100 housing bills approved in last 5 years)

Stockton Municipal Code

- Title 15 – Building Code
- Title 16 – Development Code

Roles in Development



PERMITTING & PROJECTS



Permit Workload Volume

*Average Annual Permits Issued
(2021-2025)*

Permits

Building Permit Review
& Issuance

Building Inspections

Planning Application /
Entitlement Processing

Development
Engineering Permits

Annual Averages

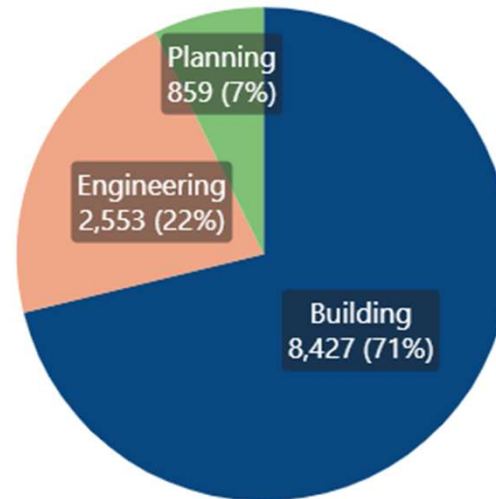
Based on 2021-2025 Statistics

Permits Issued

11,838

Construction Valuation

\$841M



Building Inspections
Performed Annually

20,501

Avg. Annual Building
Permits Related to
Code Enforcement
Citations

354

Types of Permits and Projects



Over-the-Counter Permits

Issued instantly*

66%

of CDD's permit volume

**May require additional time if corrections needed*



Plan Review Permits

Usually require two review cycles. Timing and approvals needed vary by project complexity.

34%

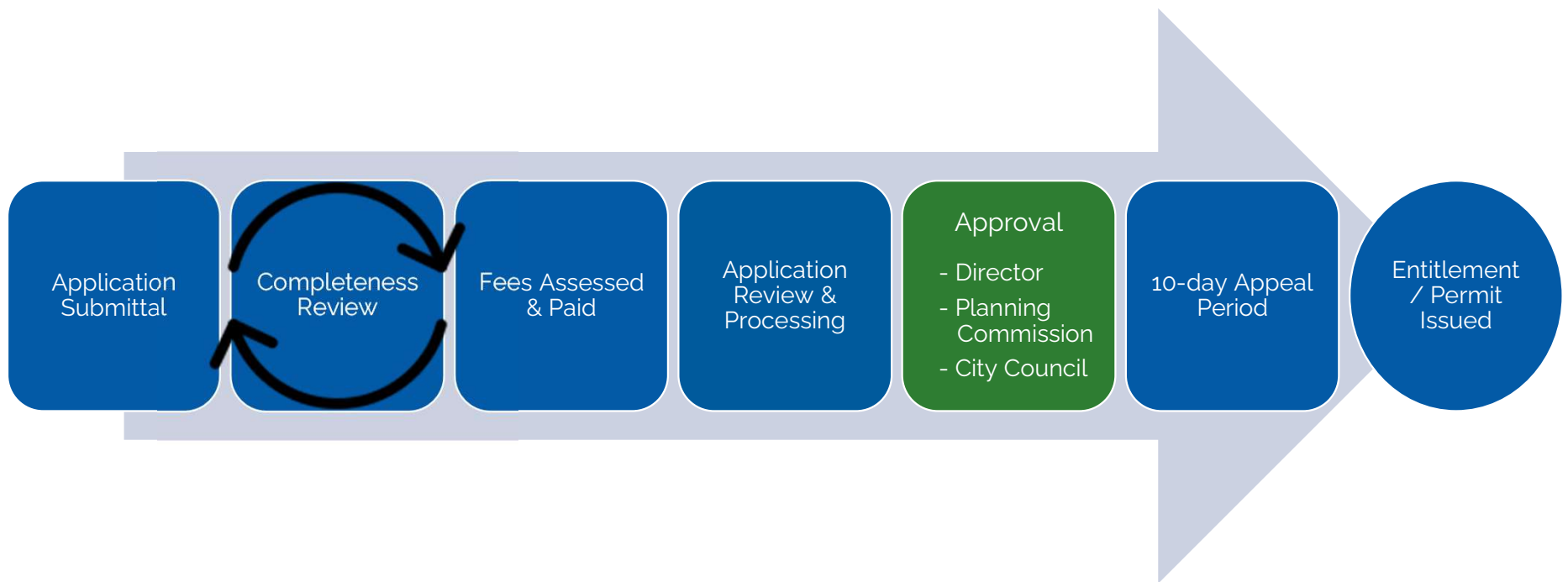
of CDD's permit volume



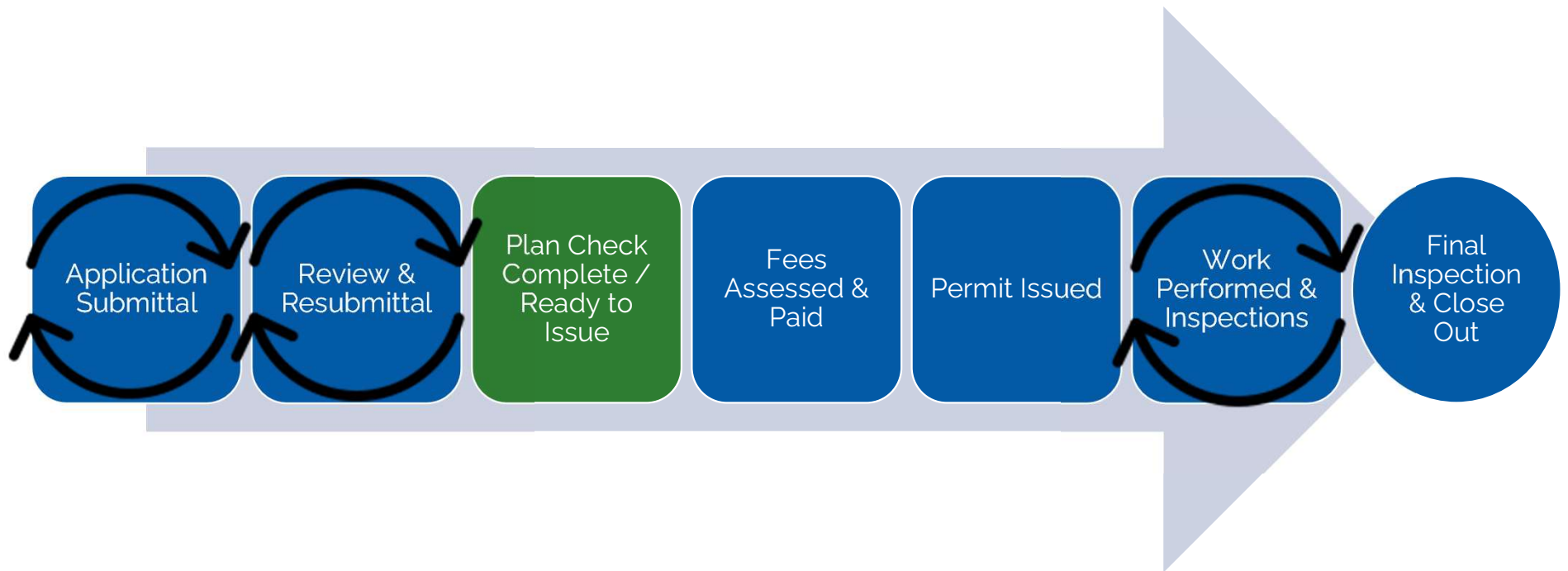
Complex Multi-Permit Projects

- Environmental Review
- Planning Entitlement(s)
- Engineering Permit(s)
- Building Permit(s)

General Entitlement Process Overview



General Permitting Process Overview



How the Plan Review Process Works



This process applies to many types of permits, including:

- Building Permits
- Planning Entitlements
- Development Engineering Permits

COMMON ISSUES THAT CAN DELAY PROJECTS

Unknowledgeable designers or contractors	Insufficient communications between property owner and their representative
Incomplete plans	Declining City offers to meet and resolve issues
Not addressing / ignoring plan review comments	Change in project design in middle of review
Resubmittal Delays	Change in applicant design team
Not picking up permit when it's ready to issue	Nonresponsive applicant

Building Permit Plan Review – Volume & Targets

Review Started

11/1/2025

4/30/2026



Total Plan Checks Completed

Cycle 1

465

Resubmittals

592

Total

1,057

PROJECTED CYCLE TIMES FOR BUILDING PLAN REVIEW

RESIDENTIAL			COMMERCIAL		
Type of Project	Working Days in Cycle		Type of Project	Working Days in Cycle	
New Multifamily	20 Days	1 st Review	New Construction*	20 Days	1 st Review
	15 Days	Resubmittals		15 Days	Resubmittals
New Single Family	15 Days	1 st Review	Additions*	20 Days	1 st Review
	10 Days	Resubmittals		15 Days	Resubmittals
All Others >\$30k valuation	12 Days	1 st Review	All Others >\$500k valuation	20 Days	1 st Review
	10 Days	Resubmittals		15 Days	Resubmittals
All Others <\$30k valuation	10 Days	1 st Review	All Others <\$500k valuation	15 Days	1 st Review
	8 Days	Resubmittals		10 Days	Resubmittals
Production Homes	10 Days		Revisions and Deferred Submittals	10 Days	
Patio Covers Residential Solar PV Pool / Spa	Can be OTC for qualified projects		*Reviews for large or complex projects may vary on a case-by-case basis		

Please note that these are estimated projected times and are subject to change. Processing time is based on the availability of staff resources and workload.

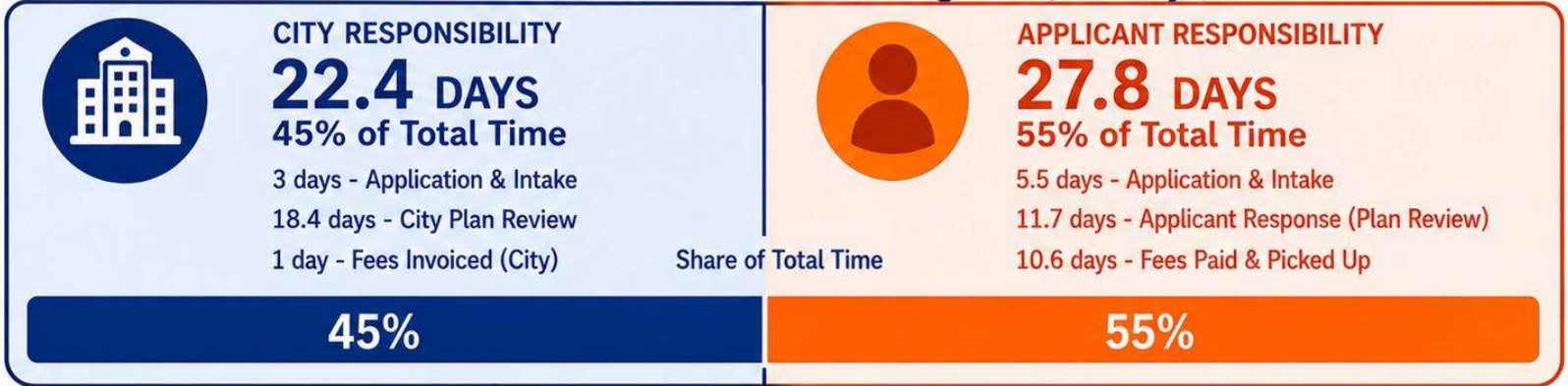
How Long Does it Take to Get a Building Permit?

50.2 Days



CITY VS. APPLICANT RESPONSIBILITY

Share of Total Permit Processing Time (50.2 Days)

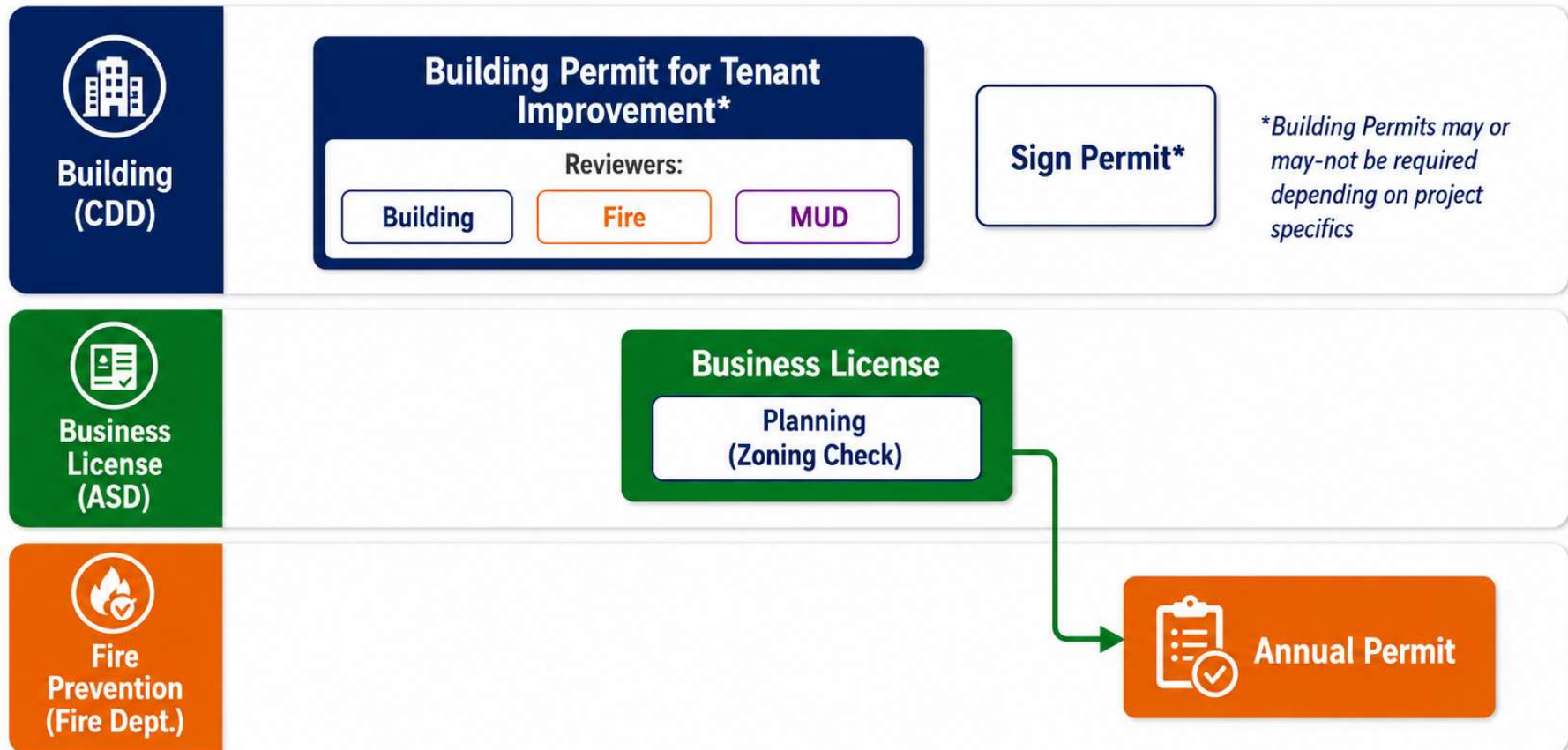


Project Example | Same Use Type |



New Restaurant Moving Into Former Restaurant Space

Project Sequence

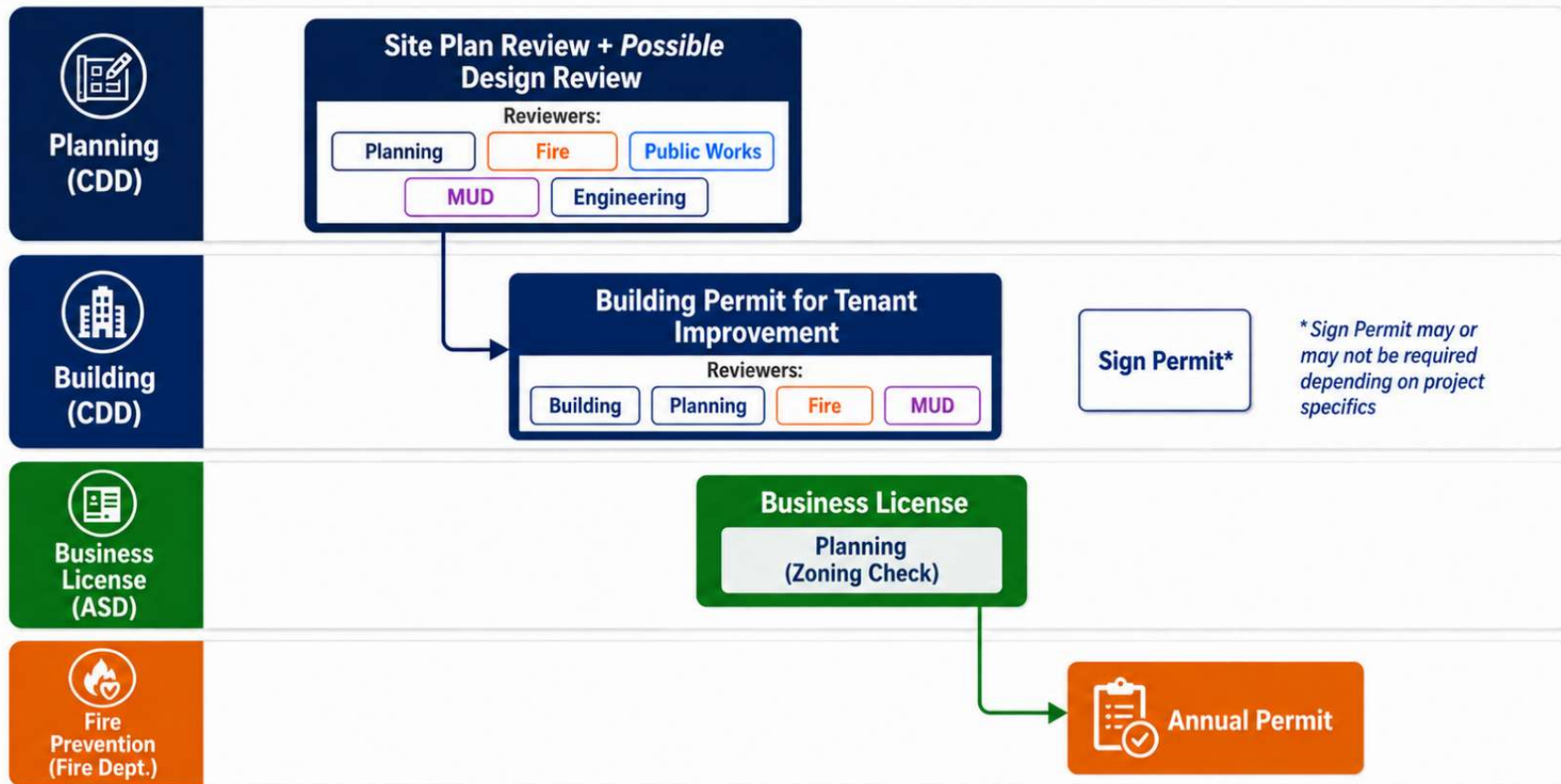


Project Example | Change of Use |



Fitness Center Moving into Former Grocery Store Space

Project Sequence

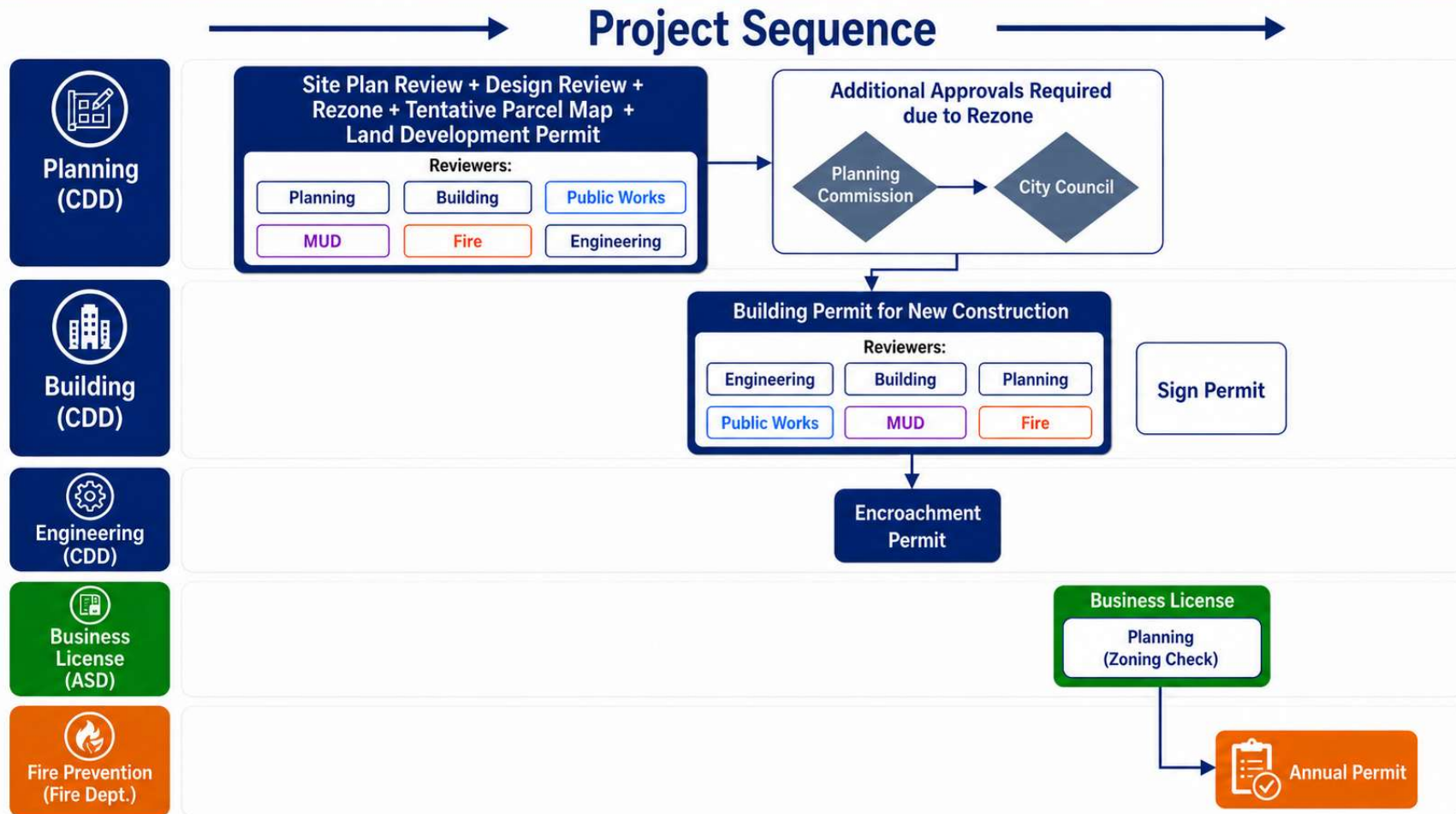


Project Example

New Construction
Inside City Limits



New Drive Through
Restaurant on Empty
Parcel



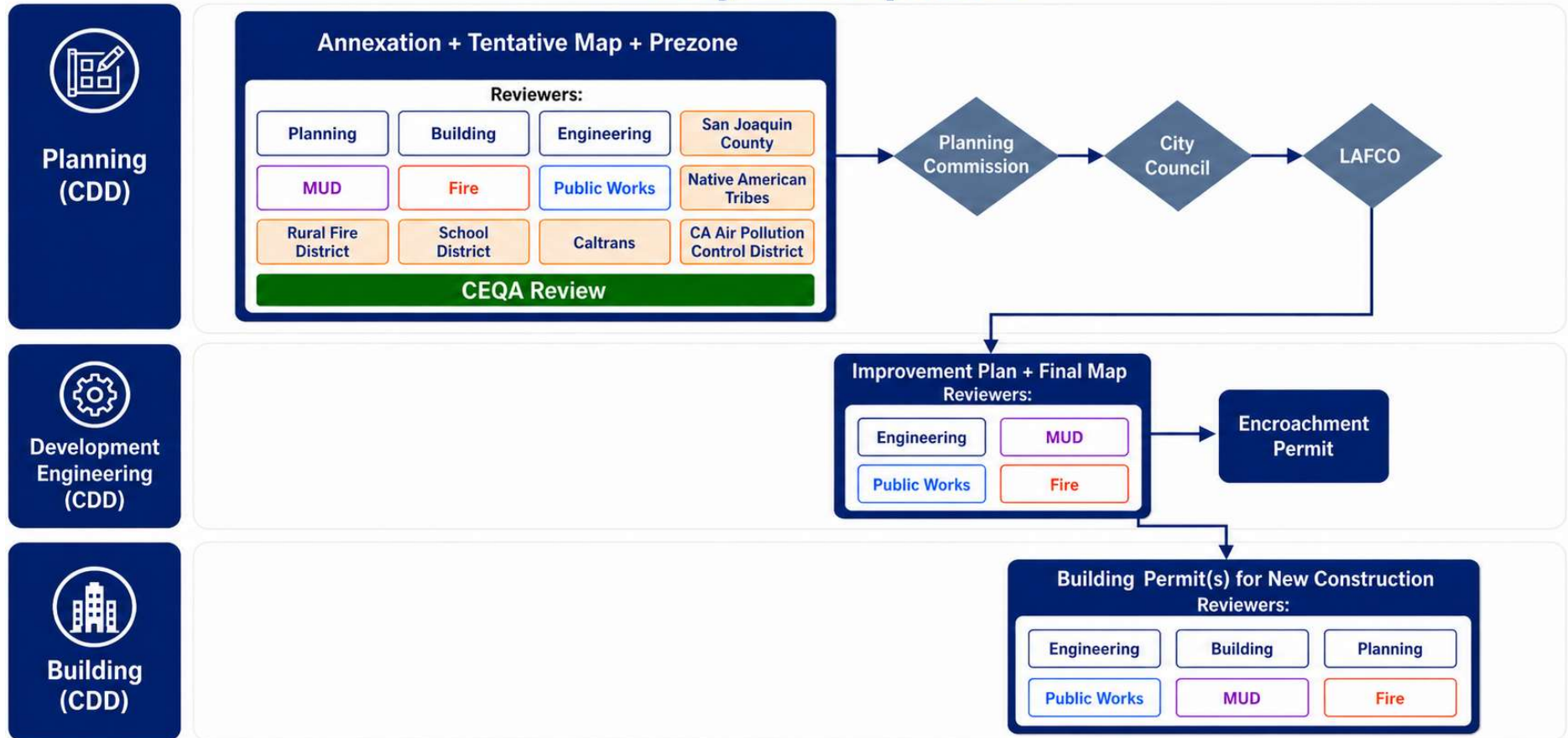
Project Example

Greenfield Development
Outside City Limits



New Construction on
Undeveloped Vacant
Land

Project Sequence



Building Inspection: Protecting Public Safety + Supporting Construction



Public Safety & Code Compliance

- ❖ Verify work matches approved plans and codes
- ❖ Identify unsafe conditions and code violations
- ❖ Document inspections, corrections, and approvals
- ❖ Enforce minimum standards for safe occupancy



Construction Support

- ❖ Inspect at key construction milestones
- ❖ Help contractors understand corrections
- ❖ Coordinate with plan reviewers, fire, engineers, and other agencies
- ❖ Keep projects moving toward final approval and occupancy

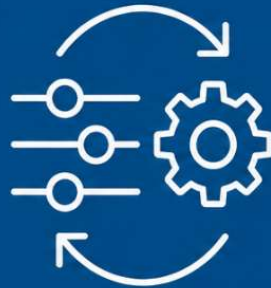


PROCESS IMPROVEMENTS

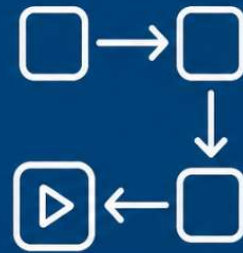
ANALYZE



ADJUST



IMPLEMENT



IMPROVE



TRANSFORM



Pre-2018

BEFORE 2018



No online services
of any kind



In-person or snail-mail
for payments, application
submittal, and permit pickup



Paper based plan check –
5 copies of each plan submittal
for commercial projects for each cycle



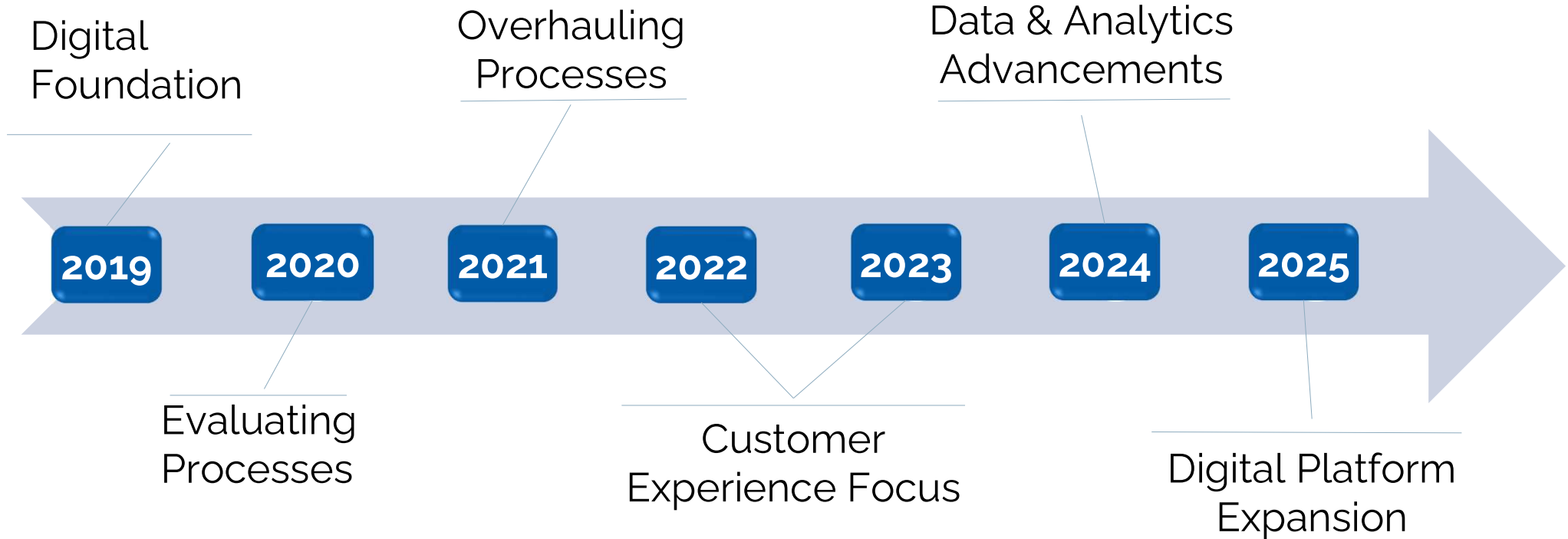
105 types of inspections
to choose from when
scheduling a Building inspection



Began Accela system
overhaul and data cleanup

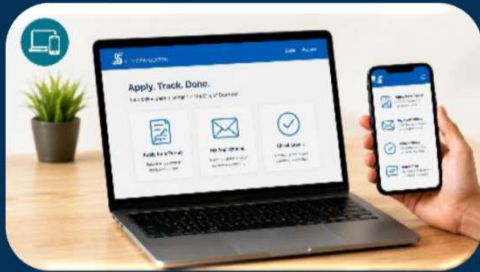


CDD Transformation Timeline



Key Improvements

DIGITAL ACCESS



- Online Payments
- Online Permits
- Electronic Plan Check
- Virtual Assistant
- Record Digitization
- Inspection Schedule

SPEED & EFFICIENCY



- Express Review Program
- Instant Permits
- Streamlined Intake
- Comprehensive Submittal Checklists
- A.I. Code Reference & Look-up

CUSTOMER EXPERIENCE



- Customer-First Philosophy
- Automatic Notifications
- Customer Surveys
- Universal Permit Techs
- Project Liaison
- Economic Review Committee

DATA & TRANSPARENCY



- Dashboards
- Reporting Tools
- Public Portal
- Real-time KPI & workload tracking

Making It Easier To Do Business

CITY OF STOCKTON Stockton Zoning Portal English Sign In

Location

Select your location by typing in the address or clicking on the map.

Address *

345 N EL DORADO ST, ✓

Please answer the following questions, which could change the zoning clearance at your selected location.

Does this business type already exist in this location? ?

Yes

Based on your current answers, the zoning clearance for your project is "Permitted" in this location. Please answer the remaining 1 question, which could alter this result.

500 m

mapbox

← Previous Questions? Get to your summary first, so staff can better help you. Next →

Permitted
Conditional
Prohibited



Achievement Highlights

Building Permit Plan Check Performance Improvements

(Cycle 1)

Baseline Performance
2018 - 2020

Current Performance
Nov.'25-April'26



Commercial
New
Construction

17% → 86%

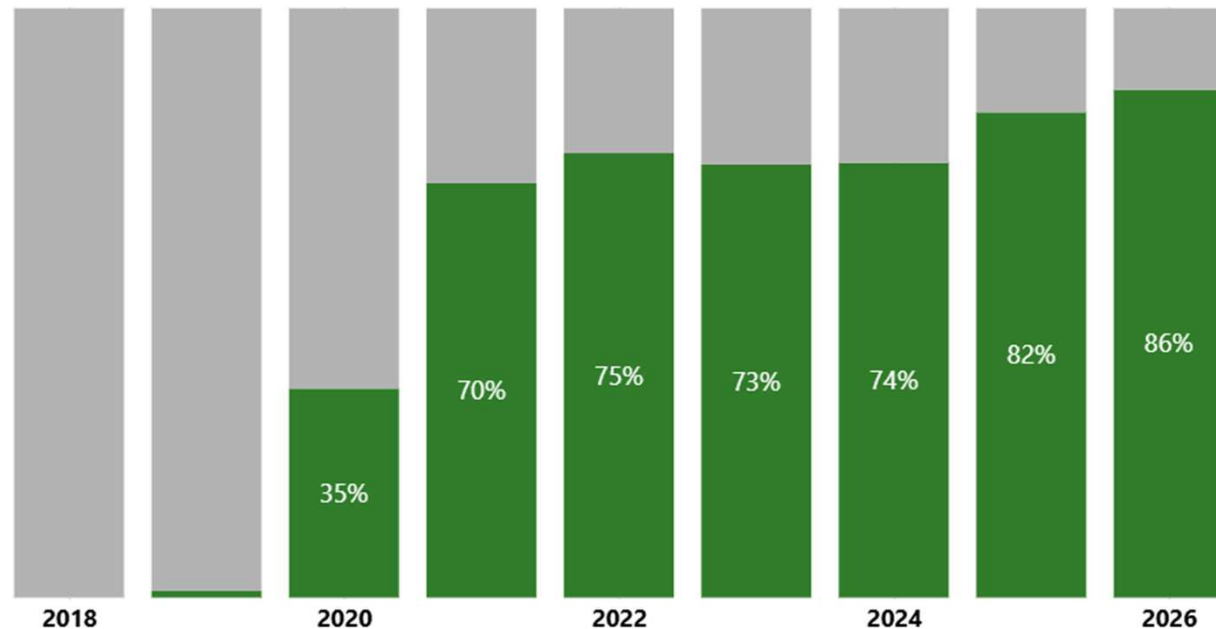


Multi-Family
New
Construction

3% → 100%

Online Permit Application Adoption Rate

Online-Enabled Applications Submitted Online



70%
of all CDD applications
are submitted online

15 of CDD's **32**
application types can be
submitted online

Ongoing & Upcoming Efforts



Ongoing Since 2019

- ❖ Accela enhancements including online permitting expansion
- ❖ Automated customer notifications (email & text)
- ❖ Historical data imports & data clean-up
- ❖ Tyler Munis integration
- ❖ Fee waiver program tracking improvements
- ❖ Preapproved ADU plans updated to current codes



Underway & Upcoming

- ❖ Electronic document system overhaul
- ❖ Planning workload dashboard & KPIs
- ❖ Public-facing dashboards
- ❖ Data analysis and dashboarding expansion
- ❖ New Accela Public Portal with integrated permit discovery
- ❖ Service Fee study



Looking Forward

- ❖ A.I. Pre-Application review & pre-plan check
- ❖ A.I. Plan Check Support
- ❖ A.I. Document Categorization (part of Electronic document system overhaul)
- ❖ ERC Process Enhancement(s)

Recognized by Peers, State Agencies & Industry Partners



Peer Leadership

- ❖ Regional ICC leadership roles, including past President and current Vice President



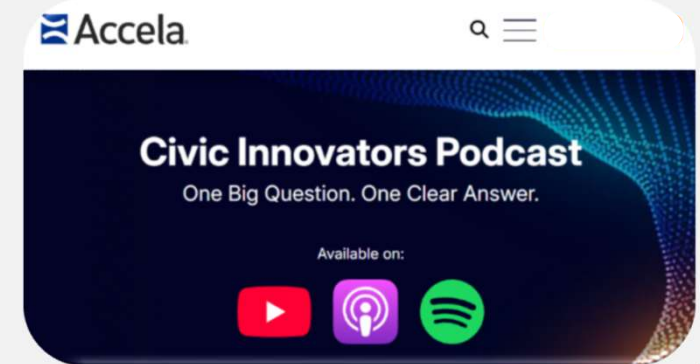
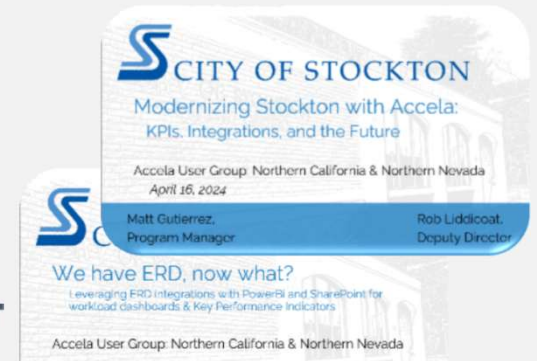
Statewide Recognition

- ❖ APA award-winning General Plan and California pro-housing designated city



Innovation & Knowledge Sharing

- ❖ NREL pilot participant for instant solar permitting
- ❖ Featured through Accela user group presentations and Civic Innovators Podcast



CDD – More Than Just Permits

Program Administration

Floodplain

Development Impact Fees

Fee Waiver Programs

Cannabis Regulatory Program & Lottery

Vacant Property Registration

Real Property Support

City Governance Support

Council

Planning Commission

Cultural Heritage Board

City Managers Office

Policy & Code Development

Tax Sharing Agreement Support

Interdepartmental Support

Economic Review Committee

Business License

Code Enforcement

High-Risk Properties

Emergency Demolitions

Emergency Structural Evaluations

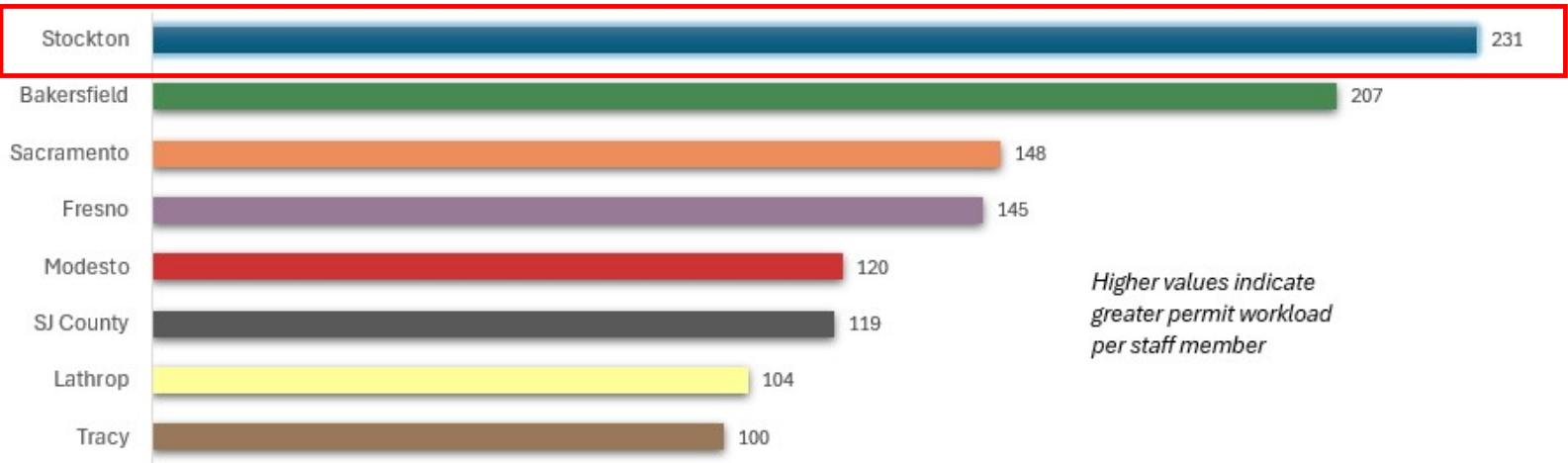
New City Hall Qflow System

ADA Self-Evaluation & Transition Plan

Fire Permit Software

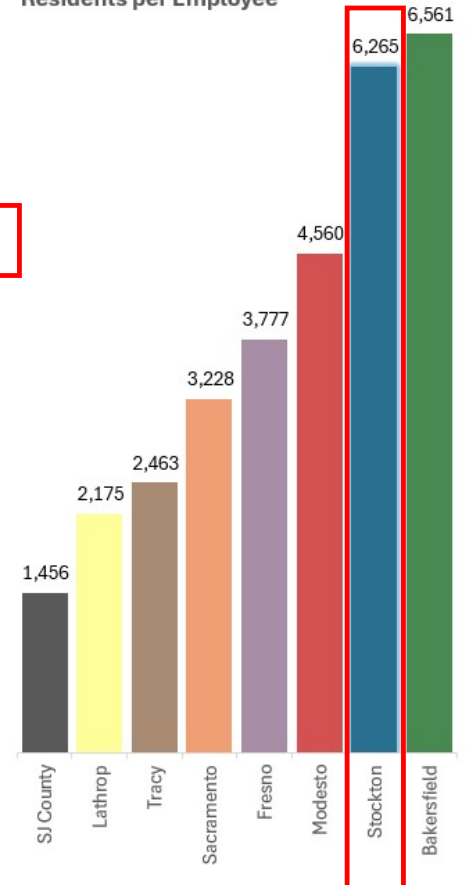
CDD Overview – Staffing Level

Average Permits per Employee 2023-24



Higher values indicate greater permit workload per staff member

Residents per Employee



Creating The Places Where We Live, Work, Invest, & Thrive

