

CITY OF STOCKTON
2018 WORKLOAD STATISTICS

- Supported 25 City of Stockton meeting bodies (i.e. City Council, Committee, Boards, Commissions)
- Staffed 246 meeting body public meetings, including 20 City Council meetings
- Presented more than 200 staff reports, adopted 102 Resolutions and 16 Ordinances
- Assisted approximately 108,000 customers in-person (all services; business license, utilities, accounts receivable, and collections)
- Assisted nearly 52,000 telephone customers
- Sent nearly 1.1 million utility bills totaling over \$298 million
- Processed over 18,500 invoices totaling nearly \$84 million
- Processed 9,400 department deposits and payments totaling over \$199 million
- Received over \$11.1 million in business tax revenue
- Opened 3,096 new business licenses for new businesses
- Renewed 14,169 business licenses for existing businesses
- Reviewed 593 contracts/amendments/change orders
- Completed 19 procurement-related trainings
- Issued 5,747 purchase orders
- Published 31 Formal IFBs (Invitation to Bid) and RFPs (request for proposals)
- P-Card - Annual spend: \$3.8 million / Annual transactions: 10,929
- Participated in four vendor diversity fairs
- Processed 463 journal entries
- Processed 8,288 vendor payments checks
- Staffed 9 Measure (A/W/M) Committee meetings and 6 Audit Committee meetings
- Provided quarterly financial reports to Measure W, Measure A, and the Strong Communities Measure M citizen committees
- Provided quarterly budget updates provided to Council and Fire Dispatch joint-powers board
- Issued 1,870 notices of Intent to Lien letters against property owners who failed to make utility payments
- Filed 1,002 recorded liens against property owners who failed to make utility payments
- Referred over 600 accounts worth over \$1 million to County for utility delinquency collection via tax roll
- The gross payroll paid in calendar year 2018 was nearly \$144 million; issued 44,626 payroll checks in 2018
- Responded to 1,086 California Public Records Act requests
- 9,659 code enforcement cases opened; 91.3% clearance rate
 - 10,384 hotel/motel and rental property permits issued
 - 1,322 abandoned vehicles abated
- 1,138,150 square feet graffiti removed from private property
- 76,060 cubic feet trash removed from over 300 locations by the San Joaquin Greater Valley Conservation Corps
- Seized over 930 firearms
- Removed over 1.1 million square feet of graffiti, 76,000 cubic feet of trash, and over 1,300 abandoned vehicles from private property
- 10,397 animals taken in at the Animal Shelter

- 83.25% live release rate
 - 3,131 animals adopted
 - 3,601 animals transferred to rescue/adoption partners
 - 1,376 animals redeemed by owners
- 320 warrants written
 - 101 high risk search warrants served by SWAT
- Special Team Call Outs & Mutual Aid
 - 14 Explosive Ordnance Detail team callouts
 - 145 Unmanned Aerial System (UAS) deployments
 - 4 Crisis Negotiation Team call outs
 - 807 hours of mutual aid provided (Camp Fire)
 - 30 Traffic fatality investigation call outs
- 11,379 arrests made
- 16,988 investigations worked by Crime Against Persons and Property Section
- City Telecommunication Center handled 733,032 requests for service
 - #911 calls (total) 252,272
 - #calls for service created (total) 423,390
 - # dispatched calls for service (total) 273,574
- 69,758 crime reports written
 - 69,745 Police Reports reviewed
 - 21,522 requests for police records
 - 5,694 Telephone Report Unit reports taken
 - 10,915 Online Reports reviewed
 - 1,346 Tow records provided
 - 1,946 Stolen Vehicle Reports taken
 - 1,306 Missing Person reports taken
- 9,711 Evidence calls responded to
- 32,724 Items booked into Property
- 146 Crime Analysis reports produced
- 938 Firearms booked into evidence, an increase of 12% from 2017
- 135 community members trained with SPD on Implicit Bias
- Approximately 175 California Police Departments trained in Principled Policing by SPD staff
- 12 Chief's Community Advisory Board Meetings
- 36 Neighborhood Impact Team meetings
- 1,123 CrimeStoppers Tips received – 56 cases cleared, and 29 arrests made from tips
- 114,192 Stockton PD Facebook followers
- 105 Neighborhood/Business Watch Meetings
- 51 Crime Prevention Through Environmental Design (CPTED) surveys
- 22 educational presentations by Bike and Motor Officers
- 21,522 requests for police records received
- 5,694 Telephone Report Unit reports taken
- 10,915 submitted Online Reports reviewed
- 1,346 Tow records provided
- 100 traffic enforcement missions (DUI, distracted driver, motorcycle safety, etc)
- Provided traffic management/control for over 100 community events
- 66 sworn police officers hired; 15 civilians
- 133 police recruiting events attended

- 34,057 hours of Police Department training conducted in-house
- Over 400 officers trained in Procedural Justice I, II, and III
- Total Building Permits issued 2018: 7,320
 - Over the Counter permits: 5,189
 - Commercial permits: 576
 - Misc. signs: 98
 - Mixed Use: 3
- Processed 1,284 Encroachment Permits to allow improvements to infrastructure within the City rights-of-way.
- 26 Code Enforcement 'STOP' meetings staffed, plus follow-up
- Approximately 25,000 walk-in customers served at Permit Center
- 31 environmental determinations for other city departments.
- 922 planning applications processed
- 921 engineering applications opened
- Treated 6.9 billion gallons of surface water in 2018
- Distributed 9.7 billion gallons of water to residents and businesses in 2018
- Treated 10.8 billion gallons of wastewater in 2018, meeting all NPDES permit requirements
- Completed inspection of more than 900 establishments to manage Fats, Oils, and Grease discharges into the sewer system
- Filled over 5,560 potholes through 568 completed work orders
- Fabricated 2,396 signs and decals through 228 completed work orders
- Completed the first phase of the On-Call Traffic Signal Detector Loop Replacement project, installing 107 vehicle detector loops at various intersections citywide
- Completed the Street Light Knockdowns project, replacing 15 street lights that were damaged and "knocked down" by automobile accidents at various locations citywide
- Upgraded seven intersections to Accessible Pedestrian Signals by installing Polara Navigator pedestrian push buttons
- Upgraded the traffic signal at Hammer Lane/Mariners Drive to provide protected left-turn lane for northbound and southbound travel
- Installed over 50 LED fixtures inside Louis Park, including the boat launch area, and parking lots
- Removed over 740 tons of waste from Mormon Slough during 22 scheduled cleanup events
- Removed 436 cathode-ray tube televisions, 2,191 mattresses, 2,232 tires, and various amounts of illegally dumped material from the roadway through 4,361 completed work orders
- Installed over 3,270 signs through 1,094 completed work orders
- Completed 9,752 work orders for repairs and maintenance on 1,139 vehicles and equipment
- Completed 3,997 facilities repair and maintenance work orders Upgraded 27 traffic signals
- Updated pedestrian crossing time at 293 traffic signals
- Installed Audible Pedestrian Signals at 10 locations
- Neighborhood Traffic Management Program presentations and 15 Traffic Calming Committee Meetings in 14 neighborhoods
- Priority signal/roundabout studies for 67 intersections
- Replaced over 30 street light and traffic signal poles knockdowns using City crews
- Responded to 90 knockdowns – 61 street light poles, 26 traffic signal poles, and 3 traffic signal cabinets, and recovered \$370,000 in repair costs via insurance claims
- Completed over 3,600 traffic signal and street light repair and maintenance work orders
- Repaired masonry walls at 10 locations citywide that were damaged by automobile accidents

- Removed over 750 dead or hazardous trees from City rights of way and parks
- Responded to 1,301 street tree service calls
- Removed over 1,000 broken limbs from the roadway
- Managed 35 citywide hazardous waste cleanups at a cost of \$122,847.29
- Managed a citywide e-waste collection program – 76 e-waste collections were coordinated, and 87,222 lbs. of e-waste was recycled
- Conducted school assemblies at 24 elementary schools throughout Stockton, reaching a total of 6,476 students with recycling and anti-litter messages
- Provided education and outreach to over 4,000 visitors to our recycling booth at annual events, including Earth Day, Family Day in the Park, and Community Centers
- Placed 9,962 informational tags on recycling carts to improve recycling compliance
- Notified 752 City of Stockton property owners of hotel, motel, and multi-family units about DR3 Mattress Recycling Center on Airport Way and the proper method of recycling or disposing of mattresses
- Mattress Collection Event held on 10/20/18 at DR3 – 291 units collected (179 mattresses/112 box springs) from Stockton residents
- 2,615 illegally dumped mattress and box spring units collected by Community Enhancement and GVCC (52% increase over 2017 collection of 1,875) – reported to Mattress Recycling Council for reimbursement of \$39,225
- Completed and assessed over 32 technology project concept statements and charters
- Completed 1762 manual updates for citywide annual IT inventory audit
- Administered over 20 IT Client Services meetings
- Offered 11 different office application training courses (Word, Outlook, PowerPoint, Excel, OneNote, Project, Visio, Publisher, SharePoint, Project Initiation/STOC Process, one on one sessions for departments), 54 sessions, 300+ attendees
- Created 11,734 IT incident and request cases and closed 11,639 cases during 2018
- Delivered 540 desktop computers, 76 laptops, 45 surface pros, and 139 iPad tablets
- Replaced 126 printers for various city departments
- 1,356,038 items were borrowed by library users
- 769,338 people visited our libraries
- 94,091 people attended library programs
- 2,837 students accessed homework help through Tutor.com
- 3,019 youth participated in sports programs
- 5,947 youth attended day camps
- 14,895 youth attended after-school programs
- 26,350 people attended City-wide special events, including Activate Your Summer, Movies at the Point, Fourth of July Celebration, Spooktacular, October Fresh, Collide Festival, and the Annual Tree Lighting Ceremony, Youth in Government
- Adult Softball Program conducted four seasons in which 219 teams participated in 880 game
- Conducted nine different Youth Sports Leagues throughout Stockton for children ages 4 to 14 which impacted over 3,000 individuals
- Implemented successful volunteer coach's clinics for each of the nine Youth Sports Programs throughout Stockton; approximately 150+ coaches participated
- 8400 free "Brown Bag Groceries" distributed through Rue, Stribley and Van Buskirk community centers
- Over 4000 senior lunches provided through Rue, Stribley and Van Buskirk community centers