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