

Code Compliance

April 1, 2024

Corina Moreno, Code Compliance Director

Fiscal Year 2024/25

To preserve, strengthen, and maintain the integrity of our community and neighborhoods by means of education, voluntary compliance, and community engagement.

Ensure Code Compliance

Increase voluntary compliance through community education and outreach.

Increase proactive code compliance from officers

Reduce complaints response time

Community Engagement

Community education

Social media education

Team Up to Cleanup events

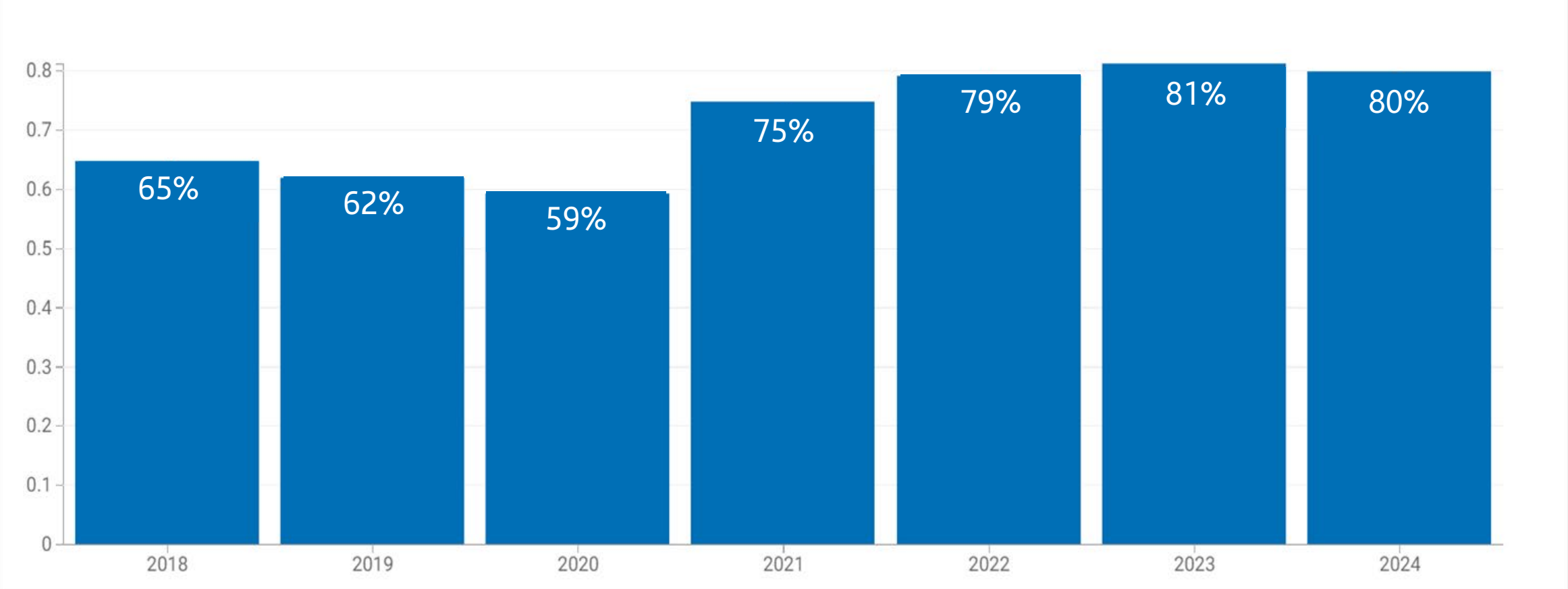
Employee Engagement

Implement employee training and Train the Trainer program

Activities: employee potluck, bake-off competition, white elephant

Team building exercises

Code Compliance: Code Case Voluntary Compliance



Code Compliance: Response Time to Code Complaints



Code Compliance - Complaint Response Time

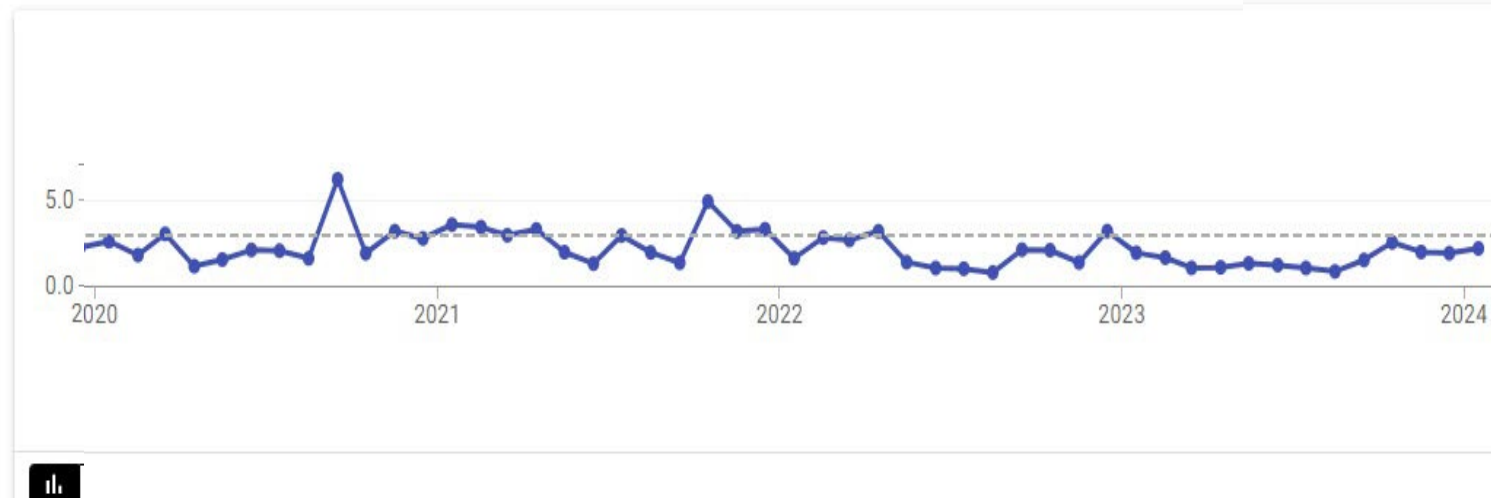
2.2

days

1/1/24 - 1/31/24

✓ On Track

Target 3.0



Community Engagement: Team Up to Cleanup



Community Engagement: Emergency Abatement



Department Financial Summary (Expenditures)



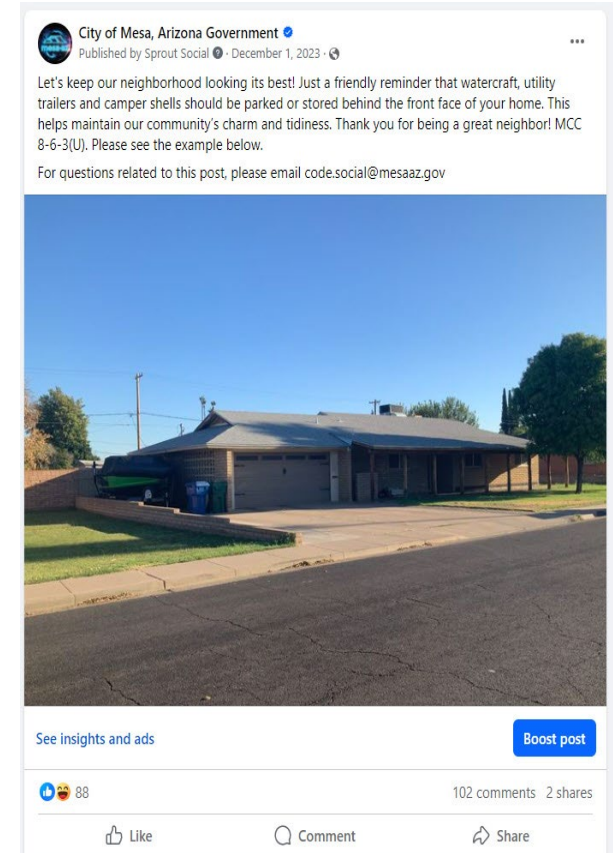
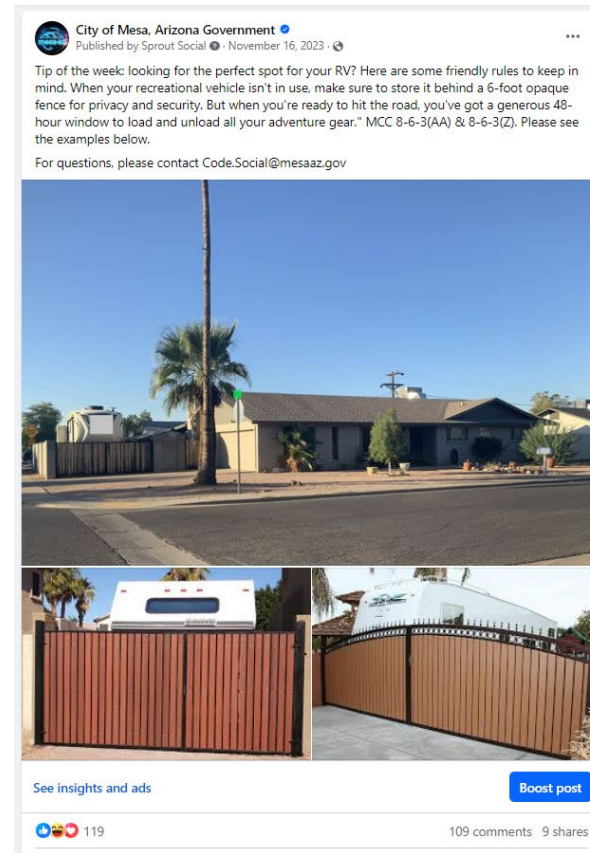
Core Business Process (or Service Level)	FY 22/23 Year End Actuals	FY 23/24 Revised Budget	FY 23/24 Year End Estimate	FY 24/25 Proposed Budget
Code Compliance	\$1.9	\$2.3	\$1.9	\$2.4
Total	\$1.9	\$2.3	\$1.9	\$2.4

Figures in millions, rounded

- City receives royalties from home warranty services companies for the use of the City logo in advertisements
- Funds dedicated for expenses related to Code Compliance, such as:
 - Outreach
 - Administrative Support Assistant
 - Vehicle purchases
 - Fleet maintenance

12-Month Code Compliance Education Campaign Goals

- Proactive messaging on seasonal topics
- Outreach to get ahead of violations
- Increase voluntary compliance
- Educate on Code Compliance's role
- Promote Code Compliance's programs/services



Digital

Biweekly social media posts
(English and Spanish)

Pre-roll and display ads

Mesa Now Newsletter

Print

Prensa Arizona

Mesa Tribune

Spokelife and PRCF
Activities Guide

Public Relations

News releases and
media pitches

Mesa 11 billboards

InsideMesa and Mesa
Digital Signage

Proposed Budget includes an Administrative Support Assistant II

- Oversee the administrative functions of the Code Compliance and Civil Hearing Office.
 - Assist the Code Compliance Officers with the administration of civil citations, judgements, and liens.
 - Schedule and monitor civil hearing proceedings.
 - Prepare invoices and oversee the collection of fines and fees.
- On-going Expense - \$ 79,368
- One-time Expense - \$ 2,000

FY 24/25 Budget Adjustment Summary



Adjustment	FTE	One-Time	On-Going	Fund
Education Outreach	0	\$40,000		Special Program
Administrative Support Assistant II	1	\$2,000	\$79,368	Special Program/General Fund
Total	1	\$42,000	\$79,368	



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