

CDD

Community Development
Department



2024 COUNCIL MEMBER HANDBOOK

Preface

The Community Development Department is comprised of five divisions with seventy full-time staff. Community Development is a quality of life department, managing animal services, building and safety, planning, development, and code compliance for ensuring a well-designed, clean, and safe community. The Department's daily activities are focused on actively improving the City and the built environment for all residents, property owners, businesses, and organizations. Community Development staff subscribe to the City's Customer Care Standards and we strive for excellence every day.



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“...to provide a quality, well-planned, safe, and desirable living and working environment for its citizens, now and in the future.”



Mission

The mission of the Community Development Department is to facilitate development and promote a secure community with the implementation of planning, land use, building safety, beautification, animal service, and community enhancement policies within the City of Moreno Valley in order to provide a quality, well-planned, safe, and desirable living and working environment for its citizens, now and in the future.

About Community Development

The Community Development Department (CDD) provides a variety of development, business, and property owner services directly related to improving the quality of life in Moreno Valley. The Department consists of five Divisions, led by a Division Manager who oversees the daily operations of their respective Division:

ADMINISTRATION oversees the department, manages the budget, and conducts a high-level analysis of federal, state, and regional legislative actions concerning community development issues.

ANIMAL SERVICES promotes and protects the health, safety, and welfare of the City's animals and residents through a wide range of services and programs.

BUILDING & SAFETY ensures construction projects are in compliance with City and State building codes.

PLANNING reviews development applications for conformance with ordinances and policies related to zoning, design standards, and the California Environmental Quality Act (CEQA).

COMMUNITY ENHANCEMENT & NEIGHBORHOOD SERVICES assists in the enforcement of the City's municipal codes to protect the health and safety of the community by first ensuring the highest level of voluntary resolution.



70 F/T
Department
Personnel



\$16 Million
Department
GF Budget

Administration Division

The Administration Division, led by the Community Development Director, is responsible for overseeing the daily operations of the Department as well as managing the daily administrative activities, budget and contract management, monitor and evaluate the efficiency of service delivery, and oversee staffing levels and personnel matters. Additionally, the Division conducts a high-level analysis of federal, state, and regional legislative actions concerning community development issues.



Admin Team

The administration team is comprised of the following staff:

- Community Development Director
- Senior Management Analyst
- Executive Assistant



Animal Services Division

The Animal Services Division is responsible for the operation of the Moreno Valley Animal Shelter, a full-service operation for animal care. The Division offers a wide range of services and programs to promote and protect the health, safety, and welfare of the City's animals and residents. One of the functions of the Division is to provide rabies control, which involves the investigation of animal bites, control of stray animals, and licensing of pets. Animal Services also provides public veterinary services, humane education and enforcement of public safety, animal cruelty, and nuisance ordinances. Following are a few of the services and programs offered:

Pet Adoptions

HomeAgain Microchips

Low-Cost Rabies Vaccination Clinics

Dog Licensing

Field Services

Trap-Neuter-Release

Animal Services by the Numbers

Animal Services strives to create as many positive outcomes for all animals and pets in the City. Positive outcomes include pet/family adoptions, pets rescued, pets reclaimed by their owners, trap-neuter-release program, and pets transferred to pet adoption centers.



2,265
Pets with Positive
Outcomes



23,204
Customer
Contacts



8,357
Field
Responses

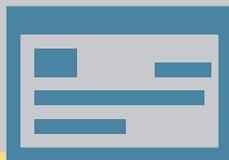


9,620
Pet
Registrations

2024
Key Stats,
Jan-Sept



114
Kennels



\$192,000
Grant
Awards



24
Personnel



\$3.55 Million
GF Budget



Building & Safety Division

The Building and Safety Division reviews building plans and issues permits based on City and California Building Codes. It ensures construction projects follow safe practices and conducts inspections to protect life and property investment. The Division performs building plan review, issues permits, and conducts inspections for new and altered construction projects.

Accessory Dwelling Units (ADUs)

Moreno Valley has made it easier for property owners to build Accessory Dwelling Units (ADUs). The Department has created a step-by-step guide to help property owners navigate the permitting process. Additionally, the City now offers seven pre-approved building plans in various architectural styles i.e., Craftsman, Spanish, and Ranch at no extra cost, helping property owners save both time and money.

2024 Key Stats, Jan-Sept



12,204
Customer
Contacts



4,564
Building Permits
Issued



23,899
Construction
Inspections



221
Occupancy
Certificates



3,292
Plan
Checks



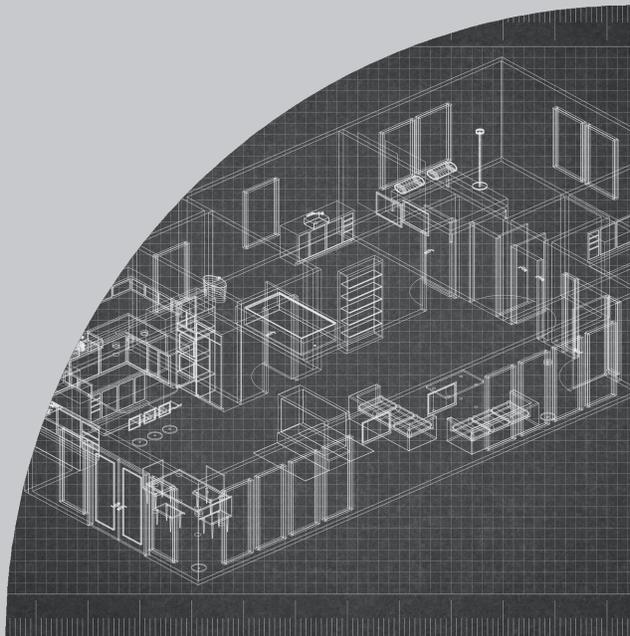
\$3.75
Million
Revenue



12
Personnel



\$3.99 Million
GF Budget



Planning Division

Planning is responsible for guiding the future growth of the City by maintaining and updating the City's land development codes including the General Plan and Municipal Zoning Code. The Division administers development review and project entitlements for private and public development to ensure compliance with local, regional, state, and federal regulations such as the Zoning Code and the California Environmental Quality Act (CEQA). The Division works closely with applicants and coordinates with different City divisions and departments in reviewing development applications.

The Planning Division also serves as support and technical staff for the Environmental and Historical Preservation Board and the Planning Commission.

2024 Key Stats, Jan-Sept



8,212
Customer
Contacts



856
Applications
Submitted



2,007
Plan
Checks



\$821,000
Application
Fees



12
Personnel



\$3.14 Million
GF Budget





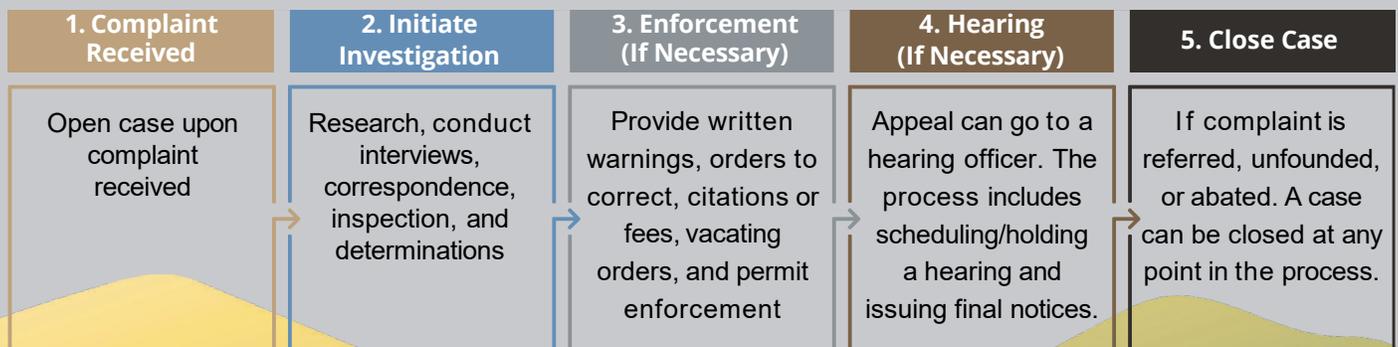
Community Enhancement & Neighborhood Services Division

Proactively enforces the City's Municipal Code and regulations in order to enhance and protect the quality of life for Moreno Valley residents. The Division responds to citizen complaints and provides citywide services that include enforcing the sign ordinance, property maintenance, parking control, and managing a variety of other programs. The Division is comprised of **Business License**, **Community Enhancement** (code enforcement), **Parking Control**, and **Park Rangers**.

Common Code Violations

- Abandoned Buildings
- Accessible Pools
- Garbage/Trash Containers
- Illegal Auto Repair Business
- Illegal Dumping
- Inoperable Vehicles
- Overgrown Vegetation/Weeds
- Property Maintenance
- Roadside/Street Vendors
- Shopping Cart Retrieval
- Substandard Housing
- Vector Control

Community Enhancement Process



The Community Enhancement and Neighborhood Services Division oversees and coordinates a variety of programs throughout the year, including:

- Business Licensing;
- Catalytic Converter Credibility Check Program; and
- Foreclosure Registration Program.

2024 Key Stats, Jan-Sept



11,057
Customer
Contacts



4,517
Cases
Closed



2,788
Admin
Citations



32,603
Parking
Citations



25
Personnel



\$4.16 Million
GF Budget

Business License

A business license is required to conduct business legally within the City limits. The purpose of the license is to provide funding for general services such as police and fire protection, crime prevention, and many other community services, which may benefit the business. Per the Municipal Code, all businesses are required to have a business license and this includes businesses that operate from a home, commercial location or subleases within an existing business.

Business License Customer Contacts: 6,586

New Business Licenses Issued from Jan-Sept 2024: 922

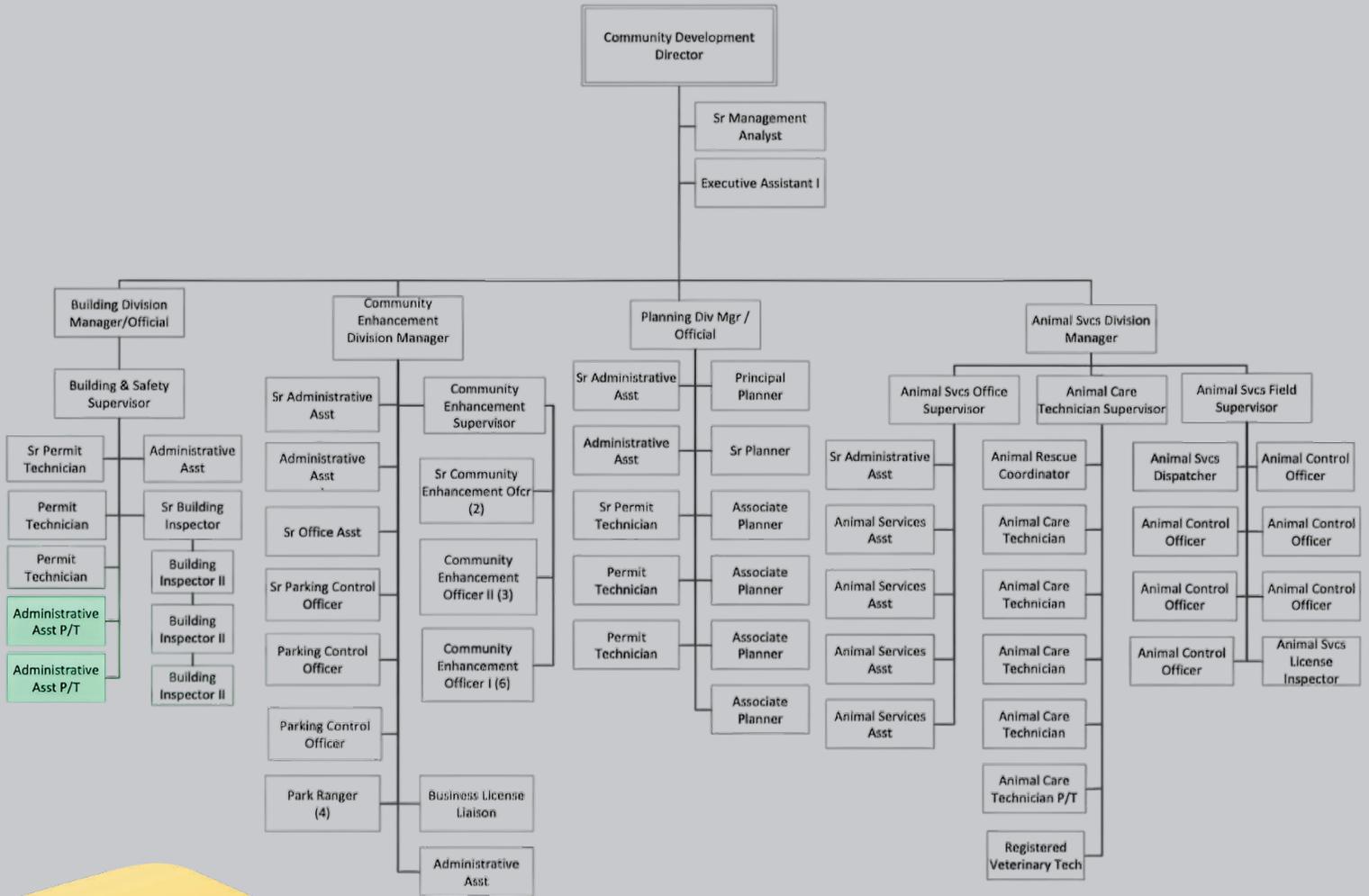
Business License Renewals: 5,050

Organizational Chart

Fiscal Years 2023/24 & 2024/25
70 Full-Time Staff

Community Development Department

23/24 - New Position ■
24/25 - New Position ■





Contact Information

Community Development Administration; Building & Safety; Community Enhancement & Neighborhood Services; and Planning offices are located at:

ADDRESS

**14177 Frederick Street
Moreno Valley, CA 92552**

PHONE

(951) 413-3310

CITY HALL / COUNTER HOURS OF OPERATION

Monday through Thursday 7:30 AM to 5:30 PM

Friday 7:30 AM to 4:30 PM

ANIMAL SERVICES IS LOCATED AT

**14041 Elsworth
Moreno Valley, CA 92552**

PHONE

(951) 413-3790

ANIMAL SHELTER HOURS OF OPERATION

Tuesday through Friday 9:30 AM to 6:00 PM

Saturday 10:00 AM to 4:00 PM

Closed on Sundays, Mondays, and City Holidays