

# CITY OF GARDEN GROVE PERFORMANCE REPORT

FISCAL YEAR JULY 1, 2018 – JUNE 30, 2019



**GARDEN GROVE**



**NEW FIRE STATION 6**



**STEELCRAFT OPENING**



**WINTER IN THE GROVE**



**MEASURE O  
PUBLIC SAFETY PLAN**



**STREET  
REHABILITATION**



January 13, 2020

Honorable Mayor and City Council Members:

I am pleased to present the City of Garden Grove's Fiscal Year (FY) 2018-2019 Performance Report. This report highlights the most notable accomplishments of each City department during the last fiscal year. The report is intended to assist in the evaluation of the City's short and long-term goals, and to demonstrate our commitment to providing the highest quality of service as efficiently and effectively as possible.

On an organization-wide basis, the City continued its focus on implementing the Community Vision and made great strides in strengthening the City's financial position, providing quality services and completing projects outlined in the City's FY 2018-19 Action Plan to achieve City Council priorities. Primary areas of emphasis centered on financial sustainability, public safety staffing and infrastructure, economic development to grow City revenues, community engagement, and effective and transparent government.

On November 6, 2018, Garden Grove voters passed Measure O – Garden Grove Public Safety/9-1-1 and Vital City Services Measure providing a reliable source of locally-controlled revenue for Garden Grove's public safety and quality-of-life services. This allowed the City to roll out its new Measure O Public Safety Plan in December 2018 adding 16 additional police and police support personnel, the addition of one full-time police officer to the police department's Special Resources Team homeless task force and creation of a request for proposal for long-term police facility improvements. We are now fully funded for 182 sworn police officer positions, the greatest number of officers that our staff can remember. The additional police officers and civilian personnel will allow the Department to keep up with the growing needs of the City's nearly 180,000 residents and to be more effective with confronting increased crime rates and addressing the City's increasing homeless population.

Accomplishments in the Fire Department included completion of the new Fire Station 6 and adjacent community building and park playground. This facility is the first new fire station in more than 45 years and will meet the needs of the community, including the Grove District – Anaheim Resort, for the next 50 years. The City's transition to the Orange County Fire Authority (OCFA) in August 2019 also occurred smoothly, thanks to the tremendous amount of analysis and preparation undertaken by City staff. Going forward OCFA will provide enhanced fire and paramedic services that meet or exceed industry standards to the residents, businesses and visitors of Garden Grove.

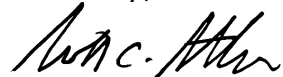
Our community and economic development efforts continued to pay off, as revenue in most of our sectors held steady or saw increases and SteelCraft came to life! We couldn't be more pleased to see SteelCraft add its one-of-a-kind vibe to our re-imagined downtown. The new 20,000 square foot urban eatery, comprised of 22 repurposed shipping containers, has created a community within a community. Artisans in a shared space serve thoughtful and creative food, beer, coffee and dessert. This exciting new urban eatery has added fresh new faces to the Civic Center and is helping to energize the City's downtown and bridge the gap between Main Street and the upcoming Cottage Industries project.

Additional State funding allowed the Public Works Department to make accelerated headway with rehabilitation of more city streets. Major street improvements were completed on Chapman Avenue, Westminster Avenue, Fairview Street and on a variety of residential streets including Sapphire Street, Santa Rita Avenue, Wild Goose Street and Healy Avenue. Several City facilities also saw major improvements. At the Garden Grove Sports Complex, a new state-of-the-art hardwood floor was installed in the gymnasium and the north side activity room received a new kitchen, flooring and fresh paint. Energy management improvements were also made at City facilities and parks to achieve clean energy savings. As part of these improvements, 85% of the facilities fixtures were upgraded to LED and failing heating and air conditioning units were replaced with new energy-efficient equipment.

Finally, the Community Services Department continued to provide Garden Grove residents with many wonderful community events and programs including the Summer Concert Series, movies in the park, Re:Imagine Art in the Park event and an inaugural Winter in the Grove event at Village Green Park. Winter in the Grove combined the best of the City's Winterfest and Christmas Tree Lighting Celebrations into one exciting new event – Winter in the Grove! Over 5,000 participants enjoyed free seasonal refreshments, crafts, letters to Santa, a holiday craft boutique, eight real snow slides comprised of 40 tons of snow, inflatable attractions, a visit by Santa and Mrs. Clause, performances by local music and dance groups and an unforgettable tree lighting ceremony.

The accomplishments highlighted in this report demonstrate both the City Council's and staff's strong commitment to the City's mission and vision. The leadership of the City Council and the commitment of our employees continue to enrich the quality of life for the residents of Garden Grove.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott C. Stiles".

Scott C. Stiles  
City Manager

# INTRODUCTION

The mission of the City of Garden Grove is to provide responsible leadership and quality services as we promote safety, cultural harmony, and life enrichment.

The organization of the City government consists of nine departments, which work together to provide quality service to the Garden Grove community. These departments can be described as consisting of two interdependent halves: the first half provides direct services and the other half provides indirect services.

## DIRECT SERVICE DEPARTMENTS

The direct service departments provide services to those who live, work, play, shop, visit, and conduct business in Garden Grove. These departments are the most publicly visible part of the City organization, and are what most people think of as City services.

- **Police**
- **Fire**
- **Public Works**
- **Community and Economic Development**
- **Community Services**

## INDIRECT SERVICE DEPARTMENTS

The indirect service departments, which are mostly unseen by the public, provide vital support for the operations of the direct service departments.

- **City Manager's Office**
- **Finance**
- **Information Technology**
- **Human Resources**

The following pages present information on the mission of each department, its major accomplishments for Fiscal Year (FY) 2018 – 2019, and various photographs, charts, and graphs highlighting items of particular interest.

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PART I

# **DIRECT SERVICES**

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# POLICE DEPARTMENT



**The mission of the Garden Grove Police Department, through a Community Partnership, is to improve the quality of life in the City and provide a sense of safety and security to community members.**

The Garden Grove Police Department is committed to providing quality, customer-based law enforcement services to residents, merchants, and visitors alike. In doing so, the Department maintains a community policing, problem-solving approach to the protection of life and property, and commits to resolve the concerns of those we serve in a timely, effective manner. Our highest priority is to ensure our city remains a safe community, and that residents and business owners live and work without the fear of crime and with an improvement in their overall quality of life.

The Police Department consists of three Bureaus: Community Policing Bureau, Support Services Bureau, and Administrative Services Bureau. The significant achievements of FY 2018-19 for the Police Department included the following:

## **POLICE DEPARTMENT RECRUITMENT**

The Professional Standards Division of the Police Department faced many challenges during this fiscal year but was very successful in its recruitment and hiring efforts. The unit members worked closely with the Human Resources Department at City Hall to be a cohesive unit and to have aligned goals. The collaborative team met biweekly to ensure goals were identified and methods put in place to meet them.

One of the main challenges was to overcome the immediate vacuum of personnel who left the organization because of an early retirement option that was offered at the beginning of the fiscal year. Seventeen officers and six civilians took the early retirement option. Eleven additional officers left the organization because of tenure retirements, voluntary resignations, and one termination. In total, the police department saw the departure of 28 tenured police officers and ten civilian positions. With the addition of two new police officer positions to our overall complement, 30 officer positions and ten non-sworn positions needed to be filled, on top of the other vacancies that were already in place prior to the start of the fiscal year.



During FY 2018-19, the Professional Standards Division hired 22 new police officers. Nine additional recruits were in the final stages of the hiring process at the end of the fiscal year and are scheduled to start the academy in September 2019. In the civilian categories one records manager, six records specialists, one dispatcher, one community services officer, and four part-time police cadets were hired. Several civilian vacancies carried over into the next fiscal year and filling those positions will remain a priority.



In November 2018, Garden Grove voters approved a one-percent sales tax, Measure O. Measure O has allowed the police department to implement a new public safety plan that focuses on recruitment, creation of an RFP (request for proposal) for long term police facility improvements, and ongoing oversight by the Measure O Citizens' Oversight Committee. The additional police officers and civilian personnel will allow the department to keep up with the growing needs of the City's nearly 180,000 residents. Measure O also allows the department to continue effectively addressing the crime rates and the City's increasing homeless population.

Moving into FY 2019-20, the Professional Standards Division will be focusing on hiring for the new Measure O officer and civilian positions. There will be 11 new Measure O police officer positions, three new school resource officer positions, and several new full-time civilian positions for Records and Dispatch. Open recruitments are scheduled during each quarter.

### **PROBLEM SOLVING EFFORTS**

The area of Beach Boulevard and Garden Grove Boulevard had been riddled with crime and transient activity. Crimes such as theft, assault, prostitution, and narcotics violations made up just some of the prevalent criminal activity in the area, and the offenders of these crimes were often attracted to the nearby flood control channels and low rate motels. The illegal activity routinely drew the attention of the police department, but more importantly, placed a burden on the citizens and the businesses who fell victim to it on a daily basis. Data revealed drug and transient activity made up a large portion of the crime and calls for service. Drug users often occupied motel rooms to sell drugs, attracting drug users to these locations. With drug activity comes a myriad of other crimes that adversely affects the community.

Officers combatted the crime and problems in the area of Beach Boulevard and Garden Grove Boulevard through community outreach and enforcement efforts. They contacted business owners and managers to offer suggestions and ideas on how to assist in deterring crime. They also worked with various city departments, i.e. Code Enforcement, Public Works, and the Fire Department, to inspect businesses and gain compliance from them through the use of city ordinances and regulations.

Approximately 55 officers participated in the project, resulting in 150 arrests. They issued dozens of traffic citations, completed several field investigation cards, and handed out over two dozen care packages to the homeless in the area. Special Resource Team officers removed 11 encampments and also secured four trespass letters from local businesses.

Officers later worked with the City's Chief Building Officer to conduct inspection warrants at the Garden Grove Inn and the Hospitality Inn. Twenty-eight rooms were red-tagged and immediately vacated due to deplorable living conditions and code enforcement violations. Officers also worked with the Chief Building Officer to remove two problematic bus benches from the intersection that were being used by transients as housing and as a place to loiter. Several social media campaigns were also launched to advertise the efforts.

The project was a success in noticeably lowering crime and transient activity in the area. The police department has repeatedly received positive feedback from the local business owners, employees, and citizens. Calls for service at the problem locations of the Hospitality Inn, Garden Grove Inn, Chevron, Taco Bell, and Morada Inn are down 24%. Calls for service resulting in arrests are down 58% at the same locations. The entire area is visibly cleaner and safer as a result of these problem solving efforts.

### **SPECIAL RESOURCE TEAM**

A recent survey of residents and businesses revealed that the number one concern in the city is homelessness. In the wake of this epidemic plaguing Garden Grove and surrounding communities, the Garden Grove Police Department implemented a Special Resource Team (SRT) in September of 2017. This team initially started with only two officers, but recently expanded to four officers with seven-day coverage. SRT officers receive additional training in



communication, de-escalation, and mental health so that they are better equipped to interact with the homeless. They are regularly exposed to hazardous materials such as used syringes, human waste, and dangerous narcotics such as fentanyl.

The SRT's mission is to provide a safe and secure community for everyone while offering services and outreach to remedy the homelessness epidemic. Although their primary focus is to help educate and provide outreach to the homeless population in Garden Grove, SRT officers routinely lead the department in contacts with the public and the number of arrests made due to the homeless individual's lack of interest in

services or shelters. On average, a single SRT officer will respond to 10-15 calls for service a day, freeing up patrol officers to be available for emergency calls.

## POLICE DEPARTMENT FAST FACTS

During FY 2018-19 the Police Department responded to 66,442 calls for service with an average response time of 4 minutes, 51 seconds for priority calls. Specific statistics regarding calls for service and response times are contained in the following tables:

<b>Calls for Service – FY 2017-18</b>	
<b>Priority 1</b> Immediate Dispatch <i>Lights and Sirens Authorized</i>	1,883
<b>Priority 2</b> Immediate Dispatch <i>Lights and Sirens <b>NOT</b> Authorized</i>	7,423
<b>Priority 3</b> Felony Just Occurred Crime Against Person Just Occurred Threat of Violence <i>Lights and Sirens <b>NOT</b> Authorized</i>	27,726
<b>Priority 4</b> Cold Felony Reports No Threat of Violence But Could Escalate <i>Lights and Sirens <b>NOT</b> Authorized</i>	9,771
<b>Priority 5</b> Property Crime Just Occurred No Threat of Violence <i>Lights and Sirens <b>NOT</b> Authorized</i>	12,678
<b>Priority 6</b> All Other Low Priority Calls <i>Lights and Sirens <b>NOT</b> Authorized</i>	6,675
<b>Priority 7</b> Phone Reports Abandoned Vehicles Sex and Drug Registrants	286
<b>Total Calls for Service</b>	<b>66,442</b>

Calls for Service/Response Times	FY 18-19	FY 17-18	Change
<b>Priority Calls for Service (Priorities 1 and 2)</b>	9,306	9,869	-5.7%
<b>Non-Priority Calls for Service (Priority 3 and greater)</b>	57,136	60,646	-5.8%
<b>Total Calls for Service</b>	66,442	70,515	-5.8%
<b>Average Response Time – Priority</b>	4 m 51 s	4 m 46 s	0 m 05 s
<b>Incoming / Outgoing Phone Calls</b>	181,442	175,282	3.5%



# **FIRE DEPARTMENT**

**The mission of the Fire Department is to promote excellence through rapid response, proactive training, prevention, and preparedness programs, while maintaining a high level of efficiency and well-being for our community.**

The Fire Department provides the community with efficient, cost effective fire and life safety protection, and emergency medical services. This is accomplished through department-wide proactive fire programs in two divisions: Operations Division and Administrative Division.



### **CUSTOMER SERVICE**

The Fire Department continued to focus on customer service using industry best practices in the management of the organization. A collaborative process was used in decision-making, which includes management, labor, and community members. Despite the ever increasing emergency call volume and fire prevention activity, the department continues to provide excellent service and continuously seeks every opportunity to maximize the effectiveness of its limited resources and funding.

The Fire Prevention Bureau continued to develop programs focused on greater customer service, collaboration, and compliance with both the business communities and the school district. Some of the successes are listed below:

- Achieved 100% completion for fire prevention inspections, including for churches, schools, and apartments.
- Strengthened relationships with resort districts and schools through education and outreach events.

### **PUBLIC RELATIONS**

The department increased its social media presence in the community and actively communicated public education, emergency, and City information through its social media platforms. The department's Facebook page has over 7,600 Likes (followers). Social media continues to be a cost-effective method to connect to our community.



Social media platforms used by the department:

- Facebook – Community page used to educate, inform, and engage
- Instagram – Utilized to give people an inside look at the fire department
- Nextdoor – Web program used to reach specific neighborhoods with information
- Twitter – Used to update followers of working incidents

The department worked collaboratively with other City public information officials to maximize the flow of accurate and timely information to the community. One way the Fire Department spread information to the community was by leading the City's Social Media Committee.

The department was active in public outreach and in developing relationships with the community. The Fire Department participated in the following events:

- Spark of Love
- Stuff a Bus
- Fire Service Day
- National Night Out



The department worked directly with the Community Relations Division in promoting Garden Grove as a great place to work and have a business. Department leadership regularly attend community workshops and meetings to gain insight on community needs and to build relationships with businesses in the region.



### **FIRE DEPARTMENT INFRASTRUCTURE**

- Fire Station No. 6 opened on October 23, 2018. The new station will be home for four firefighters, with the capacity to house more firefighters if necessary. The



new station is also home the City’s first turnout extractors, which clean firefighters’ turnout equipment that become dirty during an emergency. Fire Station No. 6 is the City’s first new station in over 45 years.

- In June the Fire Department received a new Pierce light and air vehicle. The new light and air vehicle will provide supplemental lighting and self-contained breathing apparatus (SCBA) air bottles at the scene of an emergency. It is replacing a 25 year old vehicle that was in service.

**DISASTER PREPAREDNESS & EVENT PLANNING**

- Initial Fire Department Operation Center (DOC) & Alternate City Emergency Operation Center (EOC) training of department staff was conducted in the last fiscal year. An emergency action plan was prepared for the annual Strawberry Festival. The Fire Department continues to work with the Police Department and Public Works Department to provide emergency services.

- FY 2018-19 was a continuation from the previous year as one of the worst years for natural disasters for the State of California. The Garden Grove Fire Department was deployed by CalOES 13 times to fight fires and assist with other emergencies across California. These 13 CalOES deployments represent almost 9,000 Garden Grove personnel hours, all of which are being reimbursed by the state.

**CITIZEN EMERGENCY RESPONSE TEAM (CERT) / EMERGENCY PREPAREDNESS**

The CERT program is a volunteer organization within the Garden Grove Fire Department. The mission and purpose of Garden Grove CERT are twofold: 1. To provide Basic Emergency Preparedness Training to people who live and/or work in the City of Garden Grove; and 2. To develop a cadre of trained and willing volunteers to aid Garden Grove’s Professional Emergency Responders in the event of a declared emergency. CERT members are instructed on how to prepare for, respond to, and recover from a disaster.



**ALTERNATIVE FUNDING**

The department continued to search for alternative methods to augment funding for programs and equipment. During FY 2018-19 both private and public grants such as FEMA’s Assistance to Firefighters Grant, Emergency Management Performance Grant, and Homeland Security Grant Program were pursued.

<b>Grant Name</b>	<b>Description</b>	<b>Amount</b>
State Homeland Security Emergency Services	Emergency Services Salary Reimbursement	\$22,165
Homeland Security Grant Program	CERT Training Manuals	N/A

**ORANGE COUNTY FIRE AUTHORITY**

At the November 13, 2018 City Council meeting, staff was authorized to begin

negotiations with the Orange County Fire Authority (OCFA) for a possible transition of fire and medical services. Staff held regular meetings with OCFA to negotiate an agreement and analyze costs for Council’s review and consideration. On March 4, 2019, a study session was held to provide the City Council with information on performance standards and comparisons, including dispatch times, between the Garden Grove Fire Department and OCFA.

On April 16, 2019, the Garden Grove City Council voted to enter into an agreement with OCFA to transition fire, medical, and fire prevention services to OCFA. Since the vote, Fire Department personnel worked diligently to ensure a smooth and efficient transition between departments. The transition to OCFA occurred on August 16, 2019.

## **FIRE DEPARTMENT FAST FACTS**

During 2018 the Fire Department responded to 15,394 calls for service.

	<b>2017</b>	<b>2018</b>	<b>% Change</b>
<b><i>Incidents in Jurisdiction</i></b>	<b>13,195</b>	<b>13,238</b>	<b>.33%</b>
Fire	382	385	.79%
Medical	11,275	11,317	.37%
Hazardous Materials	80	81	1.25%
Other Emergencies	563	593	5.33%
Service	895	862	-3.69%
<b><i>Incidents outside Jurisdiction</i></b>	<b>1,815</b>	<b>2,156</b>	<b>18.79%</b>
Fire	290	330	13.79%



Medical	1,419	1,679	18.32%
Hazardous Materials	22	34	54.55%
Other Emergencies	58	78	34.48%
Service	26	21	-19.23%
Regional Emergencies	-	14	N/A
<b>Total Calls for Service</b>	<b>15,010</b>	<b>15,394</b>	<b>2.56%</b>

### COMPARISON

	2014	2015	2016	2017	2018	5 Year % Change
<b>Incidents in Jurisdiction</b>	<b>11,162</b>	<b>12,496</b>	<b>13,099</b>	<b>13,195</b>	<b>13,238</b>	<b>+18.60%</b>
<b>Incidents outside Jurisdiction</b>	<b>786</b>	<b>2,131</b>	<b>1,815</b>	<b>1,815</b>	<b>2,156</b>	<b>+174.30%</b>
<b>Total Calls for Service</b>	<b>11,948</b>	<b>14,627</b>	<b>14,914</b>	<b>15,010</b>	<b>15,394</b>	<b>+28.84%</b>



## PUBLIC WORKS



**The mission of the Public Works Department is to preserve and enhance the health, safety, and environment of the community of Garden Grove through a team effort and responsible use of public resources.**

The Public Works Department is responsible for the maintenance and construction of all municipal facilities, equipment, and associated infrastructure: streets, sidewalks, parks, public buildings, street trees, flood control channels, storm drains, traffic signals, City-owned vehicles and equipment, City's water and sewer system, street sweeping, trash, animal care and recycling services.

The significant achievements of FY 2018-19 for the Public Works Department included the following:

### **FIRE STATION No. 6 & COMMUNITY BUILDING**

On March 28, 2017, City Council awarded a contract to RABC-ECC A Joint Venture in the amount of \$5,535,919, for the design and construction of Fire Station No. 6 and a community building, located at 12252 West Street, Westhaven Park, Garden Grove. It took approximately three years for planning and construction and had been almost 47 years since the last fire station was built in Garden Grove.



The project consisted of constructing a new 7,680 sq. ft. fire station and replacing the existing community building with a new structure. The new fire station and community building opened after much anticipation in December 2018.



### **CHAPMAN AVENUE & RESIDENTIAL STREET REHABILITATION**

The City used full-depth reclamation to reconstruct Chapman Avenue from Brookhurst Street to Nelson Street. This project also included rehabilitation of the following residential streets: Sapphire Street (Belgrave Ave. – Vanguard Ave.), Santa Rita Avenue (Lamplighter St. – Vanguard Ave. – Wild Goose St.), Wild Goose Street (Santa Rita Ave. – Chapman Ave.), and Healey Avenue at Lamplighter Street. Other project



components included reconstruction of curb & gutter, cross gutter, upgrade of access ramps, installation of catch basin inlet filters, adjustment of utility covers to finish grade, restoration of traffic signing, striping and pavement markings, and reestablishment of centerline ties and monuments.

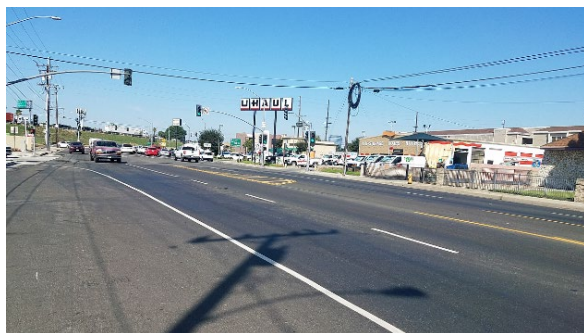


### **WESTMINSTER AVENUE REHABILITATION (HARBOR BOULEVARD – BUENA STREET)**

Through a cost-sharing agreement, the City of Santa Ana, as lead agency, rehabilitated Westminster Avenue from Harbor Boulevard to Buena Street, including the City of Garden Grove's northerly 10' of pavement, curb, gutter and sidewalk. The total cost for the City of Garden Grove was \$435,000.

### **WESTMINSTER AVENUE REHABILITATION (NEWLAND STREET – MAGNOLIA AVENUE)**

The City of Westminster, as lead agency, rehabilitated Westminster Avenue, from Newland Street to Magnolia Avenue, including the City of Garden Grove's northerly 10' of pavement, curb, gutter and sidewalk. The total project cost for the City of Garden Grove was \$175,000.



### **FAIRVIEW STREET SLURRY SEAL (EDNA DRIVE – SR22 OFF-RAMP)**

The City of Santa Ana, as lead agency, rehabilitated Fairview Street from Edna Drive to the SR22 Off-Ramp, including the City of Garden Grove's westerly 10' of pavement, curb, gutter and sidewalk. The total cost for the City of Garden Grove's portion was \$65,000.

## **WESTMINSTER AVENUE TRAFFIC SIGNAL COORDINATION**

Various cities and the County of Orange received a competitive grant from the Orange County Transit Authority for the synchronization of Westminster Avenue. The scope of work included synchronization of approximately 16 miles, including 63 traffic signals. The project started at Apollo Drive in the City of Seal Beach and ended at Newport Avenue in the County of Orange. The total cost was approximately \$3.5M and the subtotal for the City of Garden Grove was approximately \$550,000. The project included developing signal timing, upgrading equipment, and monitoring traffic along the corridor for three years.

## **PRIVATE DEVELOPMENT OF RESIDENTIAL & COMMERCIAL PROJECTS**

The Engineering Division's Land Development staff facilitated the private development of both residential and commercial projects, which include:

- Brookhurst Triangle: Condominium project on 14 acres of land (Phase One Completed).
- Buaro Street Town Homes: 17 attached town homes (In-Progress).
- Shea Homes: 70 Single-Family Detached Residential Units (In-Progress).
- Charter Communication: Data Center (In-Progress).
- Village Shopping Center: Shopping Center (Completed).
- Kia Dealership: New Garden Grove Kia Dealership on Harbor Boulevard (Completed).
- SteelCraft: Restaurant/Dining (Completed).
- Dakota Apartments: Triplex-Residential (Completed).
- Christ Cathedral: Campus expansion (In-Progress).
- Lampson Town Homes: 9-Unit, two-story (Completed).
- Trask Apartments: Triplex-Residential (In-Progress).
- Westminster Medical Building: Medical Office Building (Completed).
- Fire Station #6: New Fire Station (Completed).
- House Food: New Warehouse/food factory (Completed).
- Home 2 Suites By Hilton: New two-story hotel (In-Progress).
- McDonald's: Rebuild McDonald's w/ dual-lane drive thru (In-Progress).
- Taco Bell: Construct new Taco Bell (In-Progress).
- Fast 5 Carwash: New carwash (tied to Valley View Cinema project) (In-Progress).
- Valley View Cinema: Expand/remodel existing theater and add restaurant (In-Progress).
- Far West: 16-Unit work/live building (In-Progress).
- Melia Homes: 31 new townhomes (Plan Check Phase).
- Cottage Industries (Phase I): Convert existing single family dwellings into new restaurant/ retail use (Plan Check Phase).
- Garden Brook Senior Village (formerly Galleria): Senior housing project (Plan Check Phase).
- Garden Grove Plaza: Two-story professional building (Plan Check Phase).
- Pearl St Mixed use project: Four-story, 10-Unit mixed-use development (Plan Check Phase).

- Garden Grove 46 unit apartments: 46-Unit affordable housing project (Plan Check Phase).
- Smallwood Plaza: Three story mixed use building (Plan Check Phase).

**FY 2018-2019  
FIELD STATUS  
JULY 2018 – JUNE 2019**

FIELD SERVICE CALL DESCRIPTION	CITY OF GARDEN GROVE		
	DOG	CAT	OTHER
Animal Bite	86	8	1
Animal Confined	273	247	67
Animal Dead Pick Up*	94	578	396
Animal Injured	58	86	142
Animal Stray/at Large	374	20	24
Animal Noise Complaint	26	0	0
Animal Sick	2	44	11
Vicious Animal	57	0	0
Live Wildlife	0	0	120
Animal Cruelty	103	8	2
Return to Field Program	0	189	0

TOTAL SERVICE/FIELD CALLS RECEIVED											
JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
317	276	292	283	228	216	258	217	267	268	279	322

BARKING DOG	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE
Complaints Received	4	2	7	5	4	5	4	4	2	2	4	4
Hearings	0	1	0	1	0	1	0	1	0	1	0	1
Citations	0	1	0	1	0	1	0	1	0	0	0	1

## **STREET MAINTENANCE**

As part of the Pavement Management Program, an On-Call Recycled Asphalt Pavement (RAP) slurry sealing project encompassing 1.8 million sq. ft. was completed on various residential and collector streets. This has proven to be a cost-effective preservation treatment that extends the life of existing asphalt while sealing it from the harmful effects of water penetration, excessive heat, and infra-red rays of the sun, which all contribute to the degradation of the asphalt pavement. Slurry preparations include the following:



- 7,325 tons of asphalt used in patching paver passes and in removal of bad areas for the slurry seal project.
- 13,500 pounds of crack sealant material used.
- Removing and replacing 6,122 linear feet of concrete curb and gutter; 15,524 sq. ft. of sidewalks; 5,117 sq. ft. of driveway aprons.



Staff installed paver passes at the intersections of 9<sup>th</sup> Street and Chapman Avenue and at Westminster Avenue from Bushard Street to Brookhurst Street. This is an innovative paving technique that addresses pothole issues for a longer period of time. This new technique is also being applied on City alleyways.



Staff installed an access ramp at Westhaven Park.

## **FACILITIES IMPROVEMENTS**

■ **Energy Management System:** The lighting upgrade was performed by Siemens subcontractors at City parks and facilities in an effort to achieve clean energy savings. 85% of the City facilities fixtures were upgraded to LED fixtures with the heat and air conditioning equipment as an integrated part of the Energy Management System.

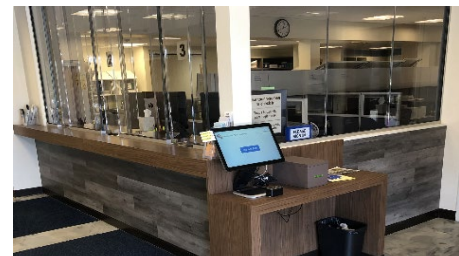
■ **Garden Grove Sports Complex:** The gym floor received a major facility improvement with a floating subfloor infrastructure for increased ventilation and expansion relief. The wooden floor was upgraded, stripped and sealed. Additionally, the lobby, the corridor to the restrooms, and the east side of the exterior structure



received a general maintenance painting. The north side activity room was painted, new waterproof Vinyl Composite Tile (VCT) flooring was installed, and a new kitchen was added to accommodate programming functions.



■ **Police Lobby Remodel:** The Police Department first floor hallway was painted due to excessive grime and buildup. The lobby had new custom chair-rail molding installed to prevent lobby chairs from leaving dark rub marks on the walls. In addition, vinyl flooring was installed at the records window and around the lobby window to minimize damage done to the walls.



■ **Edgar School Tiny Tot Upgrade:** Tiny Tots School received a new kitchen upgrade and a frontage upgrade with new cabinet doors in the storage room. The school also had miscellaneous improvements that included affixing graffiti film on the east side window and doors, replacing two windows on the south end from vandalism, installing new cove base throughout, replacing electric hand dryers with paper towel dispensers and waxing and sealing the floors.

- HVAC System: Fifteen (15) failing air conditioning units were replaced with new energy efficient units, along with the large chiller unit and air handlers at City Hall and a boiler at the Police Department.
- The Americans with Disabilities Act (ADA) facilities evaluation, transition plan, and facilities condition assessment on City facilities is complete. Final documents will be received. This assessment plan will ensure that the City complies with all aspects of the ADA, as well as State and local accessibility regulations. This strategic plan involves capital repairs, life cycle component replacement and building modernization.

### **PARK IMPROVEMENTS**

- The light poles at City park sites are over 50 years old and have non-concrete bases, which make these poles more susceptible to corrosive damage from water deterioration and threaten the structural integrity. Fourteen (14) light poles have been replaced at Pioneer Park, Village Green Park, Westhaven Park, and Westgrove Park. These new light poles are energy efficient and have concrete bases.



- Playground Resurfacing: Pioneer and Gutosky Parks underwent playground resurfacing. The top coating was removed and replaced with new rubber.



- Park Restrooms: The City has 19 park locations requiring janitorial services to maintain adequate levels of cleanliness for park visitors. These services include a 7-day a week operation that covers restroom sanitation, litter abatement, trash disposal and on-call emergency service response (e.g., plumbing fixture stoppage). Restroom maintenance is essential for a good park experience, especially for parents and their children. The cost of service has more than doubled

and cannot be absorbed through the existing budget. To offset these costs, Staff has acquired maintenance responsibilities at six park sites.

### **STREET TREES MAINTENANCE**

A total of 290 diseased, dead or problematic trees were removed throughout the City. This allowed the Asphalt/Concrete division to replace damaged sidewalks, curbs and gutters. A total of 239 City trees were planted that were either replacements of existing trees or the creation of new tree wells. A total of 4,302 street trees were trimmed by City staff and the contractor. For Earth Day, the cost to adopt a tree was reduced to incentivize more tree plantings throughout the community.

### **STORM DRAIN MAINTENANCE**

During the fall cleanup, a contractor cleaned approximately 4.6 miles of open flood

control channels. Staff removed 8.25 tons of trash from 948 catch basins.

### **RIGHT OF WAY MAINTENANCE**

Over the last several years, homelessness and abandoned items have become a larger issue in the community, and present substantial operational challenges. The Public Works Department's Right of Way section and the Police Department's Special Resource Team have worked closely together to address the continuous homeless cleanups. Each area identifies homeless or abandoned items located on City streets, sidewalks, and alleyways to be marked for removal. After 24 hours, the items are removed by Public Works and are kept in storage as required by State law. Collectively, both departments clean up large scale homeless encampments and seek solutions to prevent them from establishing.

### **WATER QUALITY UPDATES**

In June 2018, the State Water Resources Control Board – Division of Drinking Water (DDW) and California's Office of Environmental Health Hazard Assessment (OEHHA) established an order to require interim notification levels (NL) of 13 parts per trillion (ppt) for perfluorooctanesulfonic acid (PFOS), 14 ppt for perfluorooctanoic acid (PFOA), and a Response Level (RL) of 70 ppt for PFOS and PFOA individually or combined. These chemicals have been used to help waterproof and stain proof clothes, shoes, furniture and carpets; make nonstick cookware; fortify cardboard food containers and paper food wrappers; improve firefighting foam used at airports; and assist in the process of chrome plating. Over the years, they have made their way into our water aquifer. Since these chemicals have been used in an array of consumer products, scientists have found PFOA and PFOS in the blood of nearly all people tested. According to the Center for Disease Control (CDC), blood levels of both PFOS and PFOA have steadily decreased in U.S. residents since 1999-2000. Epidemiological studies conducted by the EPA indicate exposure to these compounds over certain levels may result in adverse health effects.

In response to these new water notification requirements, staff is working closely with the Orange County Water District and Municipal Water District of Orange County to monitor groundwater through routine sampling. Staff has proactively begun evaluating treatment options to remove PFOA and PFOS chemicals and a plan to address this issue is underway. Staff is seeking economically feasible solutions that may involve methods such as recalibrating the equipment and retesting, mixing our water with imported water that is free of the chemical, and treating water with some form of activated carbon. The Water Services Division is committed to providing safe, reliable and high quality drinking water that meets state and federal standards.

### **WATER SYSTEM UPGRADES**

As part of the Water Master Plan Capital Improvement Projects, the following design and/or construction phases of water improvements were completed:

#### **Construction**

- **Westhaven Well 21 Redevelopment Project 7377:** Westhaven Well No. 21 is one of thirteen wells in the City and was originally built in 1969. This redevelopment project consisted of cleaning and redeveloping the well,



refurbishing the pump motor, replacing the well pump, and other redevelopment tasks. The pumping capacity of the well was increased as a result of the project.

- **Citywide Water Service Replacement Phase 2 – Project 7401:** This Water Services replacement project involved the replacement of 441 aged and outdated water service lines and meters within the area bounded by Brookhurst Street, Orangewood Avenue, Palmwood Drive, and Chapman Avenue.



### **SEWER SYSTEM IMPROVEMENTS**

As part of the State regulated Sewer System Management Plan, the following sewer improvements were completed:

#### **Construction**

- **Sewer Improvement Project 7833:** This project consisted of replacing approximately 3,196 linear feet of various sized pipeline and fifteen (15) manholes within the area of Stanford Avenue, Newland Street, Josephine Street, and Trask Avenue.
- **Sewer Improvement Project 7838:** This project consisted of replacing approximately 850 linear feet of pipeline and five (5) manholes on Orangewood Avenue.



#### **Design**

- **Sewer System Rehabilitation Plan Phase I:** This rehabilitation plan involved the sewer main lining and spot repair projects 1 and 2.
- **Sewer System Rehabilitation Plan Phase I:** This rehabilitation plan involved the sewer main replacement project 1.

### **PUBLIC OUTREACH**

■ In 2014, the City formed a partnership with the Discovery Cube, formerly named Discovery Science Center, in an Eco Challenge School Program developed to help educate students on the importance of recycling. This program involves a lecture, take-home activities, and a visit to an interactive exhibit at the Discovery Cube. A new change in the program effective September 2019 includes a take home booklet, as well as a family survey focused on organics recycling. Students who



complete this will receive a free ticket to Discovery Cube. Approximately 1,126 fifth and sixth grade students from the Garden Grove Unified School District participated in this program during this fiscal year. This program helps fulfill the educational component for the State's goal for diverting waste from the landfills.



■ In March 2019, staff gave educational presentations on the water distribution system to over 350 elementary school students at a two-day event for the Orange County Water District Children's Water Education Festival. The students had the opportunity to relay race against each other in building their own distribution system and transporting water from a "reservoir" to a "house." The objective of the presentation was to help students understand where their faucet water comes from and how the City provides that water.



### **GRANT APPLICATIONS & AWARDS**

■ In 2018, the City applied for and was awarded a total of \$60,000 from the Local Government Match Program of the Clean Transportation Funding and from the Mobile Source Air Pollution Reduction Review Committee (MSRC) for the purchase of four (4) zero emission vehicles and two (2) electric vehicle charging stations for a total of four charging ports. These new vehicles will be used to support City Services.



■ The City received a grant for \$835,000 from the Orange County Transportation Authority for the construction phase of the Westminster and Euclid Intersection Improvement Project. The project will add a southbound right-turn lane and an eastbound right-turn lane. The total cost for these improvements is estimated at \$1.1M, of which the City will be responsible for approximately \$300,000.

■ The City was awarded a grant in the amount of \$310,000 from the Highway Safety Improvement Program for the installation of a new traffic signal at the intersection of Trask Avenue and Roxey Drive.

■ The City was awarded a grant in the amount of \$310,000 from the Federal Highway Safety Improvement Program for the installation of protected left-turn phasing, in all directions, at the intersection of Trask Avenue and Newland Street.

■ The City was awarded a grant for \$250,000 from the Federal Highway Safety Improvement Program for the installation of forty-two (42) speed radar feedback signs at twenty-one (21) school pedestrian locations throughout the City.

■ The City was awarded a grant from the Department of Resources, Recycling and Recovery (CalRecycle) in the amount of \$21,000 for the use of rubberized asphalt concrete for the rehabilitation of Garden Grove Boulevard (Brookhurst St. – Nelson St.), Euclid Street (Lampson Ave. – Chapman Ave.) and Woodbury Road.



■ The City received approximately \$40,000 in state funding to form a partnership with the Orange County Conservation Corps (OCCC) to provide beverage container recycling and litter abatement at various City park sites and facilities. OCCC also provides assistance in public works related maintenance services, such as tree trimming, mowing, edging, and minor construction projects.

■ The City received approximately \$45,000 in state funding for a Used Oil Recycling Program. This program has established State Certified Used Oil Collection Centers throughout the City, a Residential Used Oil Curbside Collection Program, and a public education campaign. The goal is to keep used motor oil out of the waste stream, storm drains and groundwater by building public awareness of the proper and legal disposal of used oil.

### **PUBLIC WORKS FAST FACTS**

	<b>2018</b>	<b>2019</b>	<b>%</b>
Department Work Orders Completed	16,051	18,071	13%
Graffiti-Related Work Orders Completed	4,626	5,701	23%
Sewer Main Lines Cleaned - million linear ft. (Decrease due to first phase of contractor performing CCTV work)	0.55	0.23	-58%
Parking/Street Sweeping Citations	33,797	34,508	2.1%
Right of Way Maintenance- Homeless Items	101	112	11%

## COMMUNITY AND ECONOMIC DEVELOPMENT



**The mission of the Community and Economic Development Department is to provide quality services through creativity and collaboration.**

The Community and Economic Development Department offers a broad spectrum of services to the community. The Department administers the City's General Plan, as well as the City's zoning and building regulations, to ensure the orderly physical growth of the community. There are four divisions in the Department that include: the Planning Services Division comprised of advance and current Planning; Building & Safety Division consisting of plan check services, permit counter, building inspections, and building abatement; Office of Economic Development; and Neighborhood Improvement and Code Enforcement. The Department also oversees the Community Development Block Grant program.

The significant achievements of FY 2018-19 for the Community and Economic Development Department included the following:

### **OFFICE OF ECONOMIC DEVELOPMENT**

#### **ULI Focus Group – Garden Grove Westside**

Technical Assistance Panels (TAPs) are part of the ULI Advisory Services program and were designed to be run and implemented by District Councils, ULI's local chapters. Panelists for these one- to two-day work sessions are selected from the District Council's membership to address land use challenges that require local knowledge to resolve.

In the summer of 2018 the TAP process conducted for the City of Garden Grove's West Grove retail corridor served as a replicable study tool by identifying key considerations and data points that inform both public and private perspectives on what determines retail success within cities. The examination and TAP study included a physical and demographic analysis to inform retail market viability. The following



components were examined as they relate to creating a viable environment that encourages patronization and attracts retailers:

- Retail Gap Analysis
- Market Analysis
- Branding/Placemaking

A presentation of recommendations was made to the City of Garden Grove, local community members, and the Association of California Cities of Orange County to increase awareness and application of vetted recommendations and findings for the local community of West Garden Grove.

### Economic Development Strategic Plan

In October 2018, City Council received the 2018 Economic Development Strategic Plan (“EDSP”). The EDSP is a baseline assessment of existing conditions that drive economic

investment and outline strategic recommendations to address the community’s economic issues and opportunities. The purpose of the 2018 EDSP is to serve as a guide to sustain ongoing efforts for economic development activities and policies, which will result in job creation and new revenue generation for the City.

The 2018 EDSP identifies six economic development goals to be addressed over the next three years. These strategic recommendations will enhance Garden Grove’s business climate, which will ensure the fiscal health of the City and support economic growth in a manner consistent with the City’s character.



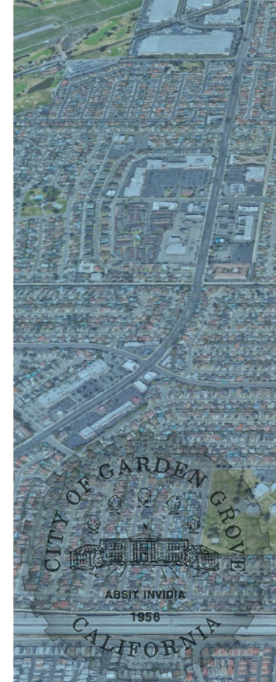
- GOAL 1: Enhancement of Job Opportunities
- GOAL 2: Leverage Creative Funding and Financing Tools
- GOAL 3: Expand and Preserve Locally Generated Tax Revenue
- GOAL 4: Promote Tourism Development Initiatives and Provide Direct Support for the Development of the Grove District-Anaheim Resort
- GOAL 5: Community-Based Economic Development
- GOAL 6: Housing Opportunity and Investment

The EDSP includes strategic actions for each goal included in the plan. The plan also includes a summary action plan matrix that identifies the Community Development departments

Urban Land Institute  
Orange County | Inland Empire  
Summer 2018

Valley View  
Business Corridor  
Technical Assistance Panel  
REPORT

THE CITY OF GARDEN GROVE



associated with each strategic action. The three-year 2018 EDSP will be evaluated on an annual basis.

### **13650 Harbor Boulevard**

The City approved the sale of the City-owned real property consisting of approximately 1.45 acres located at 13650 Harbor Boulevard. The developer, BN Group, has secured a franchise agreement for the development of a Home 2 Suites hotel by Hilton. BN Group has completed entitlements and construction drawings for this new 124 room establishment. The ground breaking ceremony was held on June 27, 2019. The hotel is expected to start construction 1<sup>st</sup> quarter 2019. This project is the first new hotel to be built south of the Garden Grove Freeway.



### **12361 Chapman Avenue**

The City of Garden Grove, as Successor Agency, approved an Agreement between Investel Harbor Resorts, LLC and the City for the sale of a property at 12361 Chapman Avenue at a fair market value of \$1.1 million. The property consists of a vacant 10,883 square foot restaurant/banquet hall on a 0.48-acre site adjacent to the Hyatt Regency Orange County. The buyer will have completed remodeling and renovation of their new restaurant concept, NOVA, by the first quarter of 2019.





### **Kam Sang Company - Nickelodeon Resort**

In November 2018, City Council approved an extension of term of negotiation period to the Amended and Restated Exclusive Negotiation Agreement (ENA) between the City and New Age Garden Grove, LLC for the development of 10 acres of real property. The developer has proposed a Nickelodeon Resort comprising of a 560-room resort hotel and amenities. In addition, the developer and City are working on the draft version of the Disposition and Development Agreement.



### **Garden Grove Tourism Improvement District (GGTID)**

In June 2018, the City approved the annual report for the Garden Grove Tourism Improvement District (GGTID). The GGTID was established in 2010 to fund collective tourism marketing efforts under the umbrella of the Anaheim/Orange County Visitor & Convention Bureau, now Visit Anaheim. GGTID's main task is marketing and promotion of tourism, specifically, conventions benefiting the hotels within the Grove District. This year's GGTID budget included a component for community give back for non-profits such as the Boys & Girls Club, the Orange County Food Bank, The Hope Foundation, and the Garden Grove Community Foundation.



### **Site C Project**

The Garden Grove Planning Commission approved a Site Plan and Tentative Tract Map at the November 2017 meeting to implement a resort hotel development project known as the Site C Project. The Developer has approvals for a proposed program with up to 769 rooms and ancillary hotel uses such as pools, spas, and fitness centers within three resort hotels, one full-service and one limited-service, with up to 104,000 aggregate square feet of conference/meeting banquet space, hotel restaurant space, freestanding pad restaurant, and a multi-level parking garage with 1,297 parking spaces on approximately 4.3 acres of the PUD-128-12. Upon completion, it is anticipated the project will generate approximately \$3.8 to \$4.9 million in additional annual tax revenue to the City. The project is anticipated to start construction in the second quarter of 2020.

### **Cottage Industries (Re:Imagine Downtown)**

In May 2016, the City approved the sale of City-owned land to Lab Holdings. Lab Holdings is repositioning single family homes as commercial businesses and invigorating outdoor activities for the Cottage Industries project. The City has amended the Zoning (CC-1 Mixed Use) to allow this development located in the neighborhoods south of Acacia Parkway, north of Garden Grove Boulevard, west of Ninth Street, and east of Civic Center Boulevard. The first phase of Cottage Industries known as the Farm Block was approved by the Planning Commission in March 2018. The second Phase of Cottages Industries, known as the Art Block, will be going to Planning Commission in late 2019.

### **Brookhurst Place**

In July 2018, City officials and developer Kam Sang Company celebrated the grand opening and ribbon cutting for Phase I of Brookhurst Place—the City’s largest residential and commercial mixed-use development. Located in the Korean Business District, Brookhurst Place is bound by Brookhurst Street, Brookhurst Way, and Garden Grove



Boulevard. Phase I of II consists of 180 for-lease apartment homes. Phase II will offer 462 apartment homes, of which up to 120 will be affordable housing units and 58 for-sale condominiums, up to 200,000 square-foot of commercial and retail space, and a 100-key hotel. The completed 14-acre community will include 700 new residential units and a 1-acre park. Upon completion, Brookhurst Place will offer easy access to downtown areas and urban live-work-play environments.



### **KIA Relocation**

In October 2017, the City Council approved an Operating Covenants and Restrictive Covenants Agreement with Garden Grove Automotive for the Kia Dealership to be relocated from its existing Garden Grove KIA location at 10081 Garden Grove Boulevard to the proposed new location at 13731 Harbor Boulevard. This was completed in April 2019 and the dealership is now open for business.

### **SteelCraft Garden Grove (Re:Imagine Downtown)**

On June 13, 2017, City Council approved a lease with Howard CDM for the development of SteelCraft, a unique venture that ties together open spaces and public places to create a sustainable indoor/outdoor urban eatery built primarily out of recycled metal shipping containers. The site is located on the southwest side of City Hall at 12900 Euclid Street, and will open in September 2019.



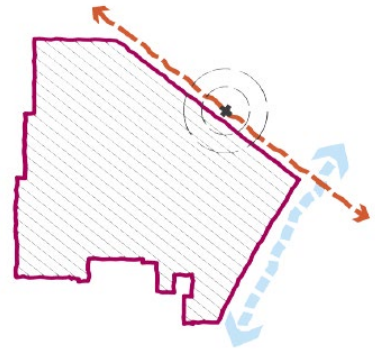
### Garden Brook Senior Village

AMG & Associates is developing the Garden Brook Senior Village located at Garden Grove Boulevard and Brookhurst Street. AMG is developing an affordable housing project with approximately 394 affordable senior units, along with up to 12,938 square feet of commercial space. Garden Brook Senior Village is a collaboration between City of Garden

Grove, AMG & Associates, the Hoag Foundation, and the Boys and Girls Club of Garden Grove (BGCGG). AMG & Associates worked tirelessly with the BGCGG to develop Intergenerational Programming to bring youth and seniors together.

### Willowick Golf Course

On April 3, 2018 the Garden Grove City Council approved an Agreement between the City of Santa Ana and City of Garden Grove implementing the exploration of the redevelopment of the Willowick Golf Course property located in the city of Santa Ana.



This Agreement provided for both cities to retain independent consultants to help with creating the vision of the future development, conduct community outreach and determine the economic framework for land residual value of the property. HATCH was selected as the economic advisory consultant to advise the parties on the development possibilities for the property and provide third party market validation of development proposals. SWA architects was selected as the community facilitator. Four Community Engagement meetings were held:

- 1<sup>st</sup> Community Engagement Meeting – August 30, 2018
- 2<sup>nd</sup> Community Engagement Meeting – September 27, 2018
- 3<sup>rd</sup> Community Engagement Meeting (Garden Grove) – October 2, 2018
- 4<sup>th</sup> Community Engagement Meeting – October 25, 2018

In April 2019 the RFP was issued with the following timeline:

KEY DATES (PST)	TASKS
April 30, 2019	+ Issue RFP
May 17, 2019	+ Pre-Proposal Conference (Optional)
June 10, 2019 at 3:00 p.m.	+ Submittal of Developer's/Proposer's Written Questions Deadline*
June 17, 2019 at 3:00 p.m.	+ City Responses to Developer's/Proposer's Questions
June 28, 2019 at 3:00 p.m.	+ RFP Proposal Deadline
July 2019	+ Proposal Evaluation
August 2019	+ Interviews of Top 10 Developers
Fall 2019	+ Joint City Council Study Session Meeting and Top 3 Developer Presentations
Fall 2019	+ Garden Grove City Council Review and Developer/Proposer Selection



### **Garden Grove Ambassador Business Retention Bureau Contract**

On July 1, 2017, the City entered into an agreement with the Garden Grove Chamber of Commerce to provide services as part of the Ambassador Business Retention Bureau (ABRB) program. Over 25 meetings were held with new businesses that were looking to expand in Garden Grove. For FY 2018-19 the City, visited Enviser in August of 2018 and Bid D Floor Covering Supplies in March of 2019.

### **International Council of Shopping Centers**

On May 19 - 21, 2019, the Office of Economic Development exhibited at the Public Private Partnership (P3) Pavilion at ICSC RECon. The Office of Economic Development team focused extensive efforts toward business attraction and expansion opportunities, along with pre-scheduled meetings with investors, developers, and brokers seeking development opportunities in Garden Grove. One of the business retention priorities is to maintain established relationships with local stakeholders. This was achieved through meetings held at the City's booth with Garden Grove shopping center owners. ICSC RECon also provided for many additional impromptu meetings with retailers and brokers interested in doing business in Garden Grove. Prior to the conference, staff emailed requests from the City of Garden Grove to over 150 retailers and restaurants inviting them to meet. As with prior years, there continues to be strong interest from retailers, restaurants, and hoteliers to locate in Garden Grove.

### **Broker Outreach Program**

The Broker Outreach Program is a direct marketing initiative in which the Economic Development team visits a series of local brokerage firms and highlights development activity in Garden Grove. It provides a forum that fosters open lines of communication with the brokers who are on the front line when it comes to businesses wanting to expand, relocate or develop new start ups. Several Broker Outreach meetings took place in April and May 2018 with active brokers doing business in Garden Grove including Newmark Grubb Knight Frank, Marcus & Millichap, and Voit Commercial.

### **Small Business Development Center (SBDC) Workshop Series**

In conjunction with several local Chambers of Commerce and SBDC Orange County, the department planned a series of quarterly workshops to provide small business entrepreneurs with resources and tools to enhance their business. Provided below is a list of recent SBDC workshops:

<b>Date</b>	<b>Time</b>	<b>Topic</b>
July 10, 2018	6:00-8:30pm	Small Business Jump Start
July 25, 2018	6:00-8:30pm	The Art & Science of Creating A Successful Business Plan
May 7, 2019	9:00am-12:00pm	She Soars on Amazon
June 19, 2019	9:00am-12:00pm	Going Global on Amazon & E-Commerce Opportunities

### **Service Corps of Retired Executives (SCORE) Workshops Series**

The Office of Economic Development has continued to partner with SCORE to sponsor quarterly workshops dedicated in assisting small businesses in planning a new business, marketing & sales and finance. SCORE is a nonprofit association dedicated

to helping small businesses get off the ground and grow and achieve their goals through education and mentorship. Recent SCORE Workshops included the following:

Date	Time	Topic
July 24, 2018	6:00– 9:00 pm	Avoiding Employment Related Litigation
September 25, 2018	6:00– 9:00 pm	Make a DIY Video for Your Business
October 23, 2018	6:00– 9:00 pm	Work Smarter, Not Harder: WordPress for Small Business
November 27, 2018	6:00– 9:00 pm	Buy/Sell & Valuation of a Business
January 22, 2019	6:00– 9:00 pm	Instagram... Creating Awesome Images for Business!
February 26, 2019	6:00– 9:00 pm	The Power of PPC Advertising: Google AdWords & Paid Search in Action
March 26, 2019	6:00– 9:00 pm	Make a DIY Video for Your Business
April 23, 2019	6:00– 9:00 pm	Business Killers Series – Top Mistakes Causing California Businesses to Fail
June 25, 2019	6:00– 9:00 pm	The Power of PPC Advertising: Google Ads, Bing Ads & Paid Search in Action

### **Industrial Development Authority (IDA)**

In December 2018, the City of Garden Grove approved the Garden Grove IDA annual report. Under the State of California guidelines, the IDA acts as the official local coordinating body for low-cost development bonds for industrial companies seeking expansion. The IDA’s role is to assist industrial-related businesses by facilitating their request for tax-exempt Industrial Development Bonds.

### **International Trade Workshops**

The Office of Economic Development Expanding Borders Initiative continues its efforts of providing valuable economic opportunities for local businesses by bringing global partners and resources to the community through informational workshops. In collaboration with the Hong Kong Trade Development Council, the City hosted the Orange County Manufacturer’s Roundtable & International Connection Workshop on Tuesday, March 5, 2019. The workshop consisted of presentations, panel discussions, exhibits, an information session, and a consultation session.

On March 28, 2019, the City hosted the District Export Council of Southern California Plenary Meeting. Members of the Council are all appointed by the U.S. Secretary of Commerce based on their experience and expertise in international trade. The event provided the City an opportunity to continue building partnerships and alliances with agencies and organizations for the purpose of promoting local business growth.

### **Small Business Tax Seminar and Resource Expo**

In partnership with Assemblymember Tyler Diep and Orange County Supervisor Andrew Do, the City hosted a Small Business Tax Seminar & Resource Expo on May 3, 2019. The event provided an opportunity to perform outreach to all local business owners through collaboration with various agencies on the following topics:



<u>Partner Agency</u>	<u>Topic</u>
California Department of Tax and Fee Administration	Sales and Use Tax Basics
Franchise Tax Board	Forms of Ownership
Employment Development Department	Employee or Independent Contractor
Internal Revenue Service	Better Business Through Better Records
Governor's Office of Business and Economic Development	Go-Biz, State Tax Credit, Exemptions & Financing Instruments

**GO-Biz Workshops**

The City continues to partner with the Governor's Office of Business and Economic Development to promote GO-Biz, a program designed to help businesses apply for the California Competes Tax Credit, which offers tax credits to businesses adding jobs in California.

**Multi-Chamber Collaboration**

The City has been in collaboration with the Garden Grove Chamber, Orange County Vietnamese Chamber, Korean American Chamber of Orange County and Orange County Hispanic Chamber to build more established relationships, and work in partnership to better assist all businesses across the City. The City continues to collaborate with all chambers to be more inclusive. One such example is the Asian Business Expo, which was held on September 13, 2018 in collaboration with multiple chambers including the Korean American Korean Chamber of Orange County, the Vietnamese American Chamber of Orange County, and the Garden Grove Chamber of Commerce.

**Garden Grove Small Business Loan Program**

The City of Garden Grove has established a Small Business Loan Program designed to stimulate economic growth and create jobs that will improve the living conditions of residents in the community. The Program is targeted for small businesses and provides a loan of up to \$25,000 affordable, non-conventional financing to eligible businesses and development projects that are not able to receive sufficient funding elsewhere.

On Friday, June 15th, 2018 the City of Garden Grove, along with its partners Orange County and Inland Empire Small Business Development Center (SBDC), held the GRAND OPENING of Tam's Restaurant. The owner of Tams' Restaurant took advantage of the new Garden Grove Small Business Loan Program.

**Buy in Garden Grove Program**

Buy in Garden Grove (BiGG) is the City's "Shop Local" program designed to support local businesses, provide shopper discounts, and keep needed tax



dollars in the city. The program allows for Garden Grove residents to receive a discount by mentioning the Buy in Garden Grove program to any participating business. The City is revising BiGG to include the purchase of new cars from automobile dealerships located in the city as well as a “staycation” program for hotel stays in the Grove District hotels.

### **Economic Development Administration (EDA) Grant**

The City of Garden Grove (City) is submitting an application for the Economic Development Administration (EDA) Grant. The EDA Grant will focus on enhancing public infrastructure along the city boundaries from north to south of Harbor Boulevard.

The proposed project includes construction of public infrastructure improvements including roads, relocation of water mains, sewer line improvements, removal of utility pipes, installation of new traffic signals, construction of way finding and monument signs, construction of new curb and gutter, median improvements and landscaping, construction of bus stop/pedestrian areas, street lighting, installation of street furniture, and creation of area monuments and entrance signs.

### **NEIGHBORHOOD IMPROVEMENT DIVISION**

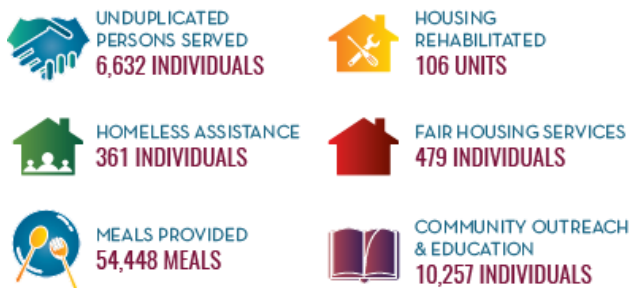
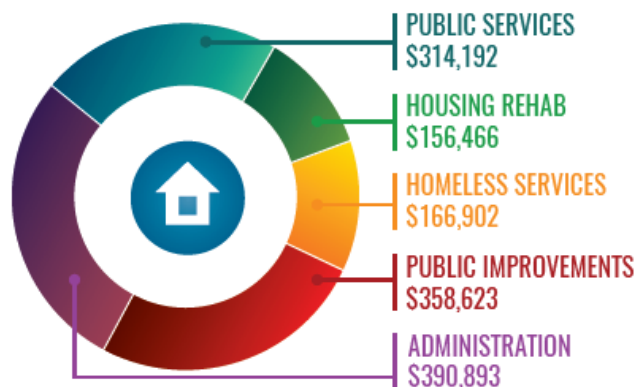
The Neighborhood Improvement division oversees the Emergency Solutions Grant (ESG) program, which provides homeless prevention and intervention services, and the Community Development Block Grant (CDBG) program, which offers a variety of tools for public service grants and community improvement grants and projects. ESG and CDBG programs are funded by the U.S. Department of Housing and Urban Development (HUD).

\$1,245,000 in CDBG funding was used to benefit low/moderate income residents through housing rehabilitation, senior services, fair housing activities, infrastructure improvements, and gang suppression activities. The City leveraged \$2,616,000 in non-federal funds at a ratio of 2:1.

\$1,200,000 in HOME funding was used to develop the Sycamore Court Apartments, a 78-unit affordable housing community for very low-income households. The developer contributed \$22M in non-City funds to deliver the project.

### **2018 PROJECT EXPENDITURES**

During FY 2018-19, the City of Garden Grove utilized **\$1,530,780** in HUD grant funds to benefit low/moderate income residents through a variety of programs and services.



\$180,000 in ESG funding was used to provide homeless services through street outreach, emergency shelter, homeless prevention, and rapid rehousing. The City leveraged \$173,000 in non-federal sources at a ratio of 1:1



## **BUILDING & SAFETY**

### **Code Enforcement**

The Code Enforcement Unit is now responsible for all Code Enforcement (CE) related issues including property maintenance and substandard building compliance. Previously, there were two sub-divisions in the Building & Safety Division: Building Abatement, which handled non-permitted structural related issues, and Code Enforcement, which handled property maintenance related issue. In FY 2018-19, the Building Abatement Division was dissolved into development inspections to support the Code Enforcement officers as needed, and outstanding Building Abatement cases were transferred to Code Enforcement.

After the transition, the ability of Code Enforcement to issue citations has created a spike in the number of property owners coming into city hall to resolve their issues. With non-permitted building safety issues, the resolution oftentimes is the complete removal of the violation, which typically results in obtaining a demo permit. A total number of 281 demo permits related to Code Enforcement cases were issued in FY 2018-19, an increase from last fiscal year's count of 213.

<b>Code Enforcement related cases served at the counter (per month)</b>						
<b>2018</b>	<b>2019</b>	<b>2019</b>	<b>2019</b>	<b>2019</b>	<b>2019</b>	<b>2019</b>
Dec	Jan	Feb	Mar	Apr	May	Jun
52	92	106	127	134	106	135

The Code Enforcement division was approved for a Tobacco grant which funded the hiring of a CE Officer to regulate the commercial areas for tobacco related violations as well as other commercial related violations. A Code Enforcement volunteer program was also implemented to add additional support for non-intensive compliance and educational outreach.

### **Building Permits & Inspections:**

For FY 2018-19, the Building & Safety Division issued a total of 3,868 building permits. Daily inspections averaged 80, for a total of 17,240 for the fiscal year. The permit type generating the most significant increase to the work load was for the Accessory Dwelling Units (ADU). There were a total of 164 permits for new ADUs and 52 for converted areas into ADUs.

### **Some Key Conditional Use Permits / Land Use Entitlements**

<b>Address</b>	<b>Project Description</b>
12361 Chapman Ave.	Approval to allow a Type "68" license for a speakeasy bar at Nova restaurant.
12900 Main St.	Approval to operate a new restaurant (AUM Beer Club) with a Type "47" (On-Sale General) ABC license.
9892 Westminster Ave. #R	Approval to operate a new restaurant (Oc and Lau Restaurant) with a Type "47" (On-sale, General) ABC license.
12900 Euclid St.	Approval to operate a new brew pub (Beachwood Brewing) within the SteelCraft development with a Type "23" (Brew Pub/Micro Brewery) ABC license.
10561 Garden Grove Blvd.	Approval to operate a new TV studio (Saigon Broadcasting Television Network) within an existing 24,614 sq.ft. building.
9106 Garden Grove Blvd.	Approval to operate a new body massage establishment (Healthy Spa Massage) within a 900 sq.ft. tenant space.
9240 Garden Grove Blvd.	Approval to operate an existing 1,440 sq.ft. restaurant with at Type "41" (On-Sale Beer and Wine) ABC license.

### **PLANNING SERVICES**

#### **Some Key Developments (Commercial & Residential)**

<b>Address</b>	<b>Project Description</b>
Main St.	Code Amendment to allow outdoor dining in the public right-of-way within the Historical Main Street area.
9861 11 <sup>th</sup> St.	Approval to develop a 1.8 acre site with a 31-unit townhouse development.
9644 & 9670 Trask Ave.	Approval to reconstruct an existing on-premise freeway-oriented digital sign and increase the digital display area from 298.47 sq.ft. to 477 sq.ft. for Toyota Place automobile dealership.
11800 Monarch St.	Approval to amend an existing PUD to allow professional office uses within Area 4 of the industrial PUD.
14231-14291 Euclid St.	Approval to amend an existing PUD to allow the reduction of the required landscape street setback in order to expand the parking lot for an existing commercial center along with the construction of a two-story commercial/office building on existing vacant building pad.
7051 Garden Grove Blvd.	Approval of a one-year extension for the approved Site Plan and Conditional Use Permit entitlements for the construction of a new service station and convenience store.
12101 Valley View St.	Approval to develop a 2.71 acre site to include expanding an existing movie theatre, and constructing a 2,700 sq.ft. sit-down restaurant, a 1,846 sq.ft. drive-through restaurant and a car wash.
10862-10872 Garden Grove Blvd.	Approval to construct a two-story 9,229 sq.ft. medical and professional office.

12612 Buaro St.	Approval to expand an existing church facility to include the construction of 4,482 sq. ft. ancillary building along with site improvements.
10801 Garden Grove Blvd.	Approval to construct a 2,485 sq.ft. Taco Bell restaurant in the parking lot of Home Depot.
8218 Garden Grove Blvd.	Approval to construct a 46-unit apartment complex with 8 affordable units.
9845 Chapman Ave.	Approval to demolish an existing 3,695 sq.ft. drive-through McDonald's restaurant and construct a new 3,710 sq.ft. drive-through McDonald's restaurant.
9191 Westminster Blvd.	Approval to construct a 7,140 sq.ft. 3 <sup>rd</sup> floor addition to an existing medical office building.
10052 Central Ave.	Approval to construct a new duplex consisting of two, two-story attached units.
10150 Trask Ave.	Approval to construct a 3,567 sq.ft. auto repair building at the Simpson Chevrolet automobile dealership.





## COMMUNITY SERVICES

**Parks  
Make  
Life  
Better!**

**The mission of the Community Services Department is “Creating and Celebrating a Healthy and Vibrant Community”.**

The Community Services Department is comprised of three divisions: Recreation, Human Services, and Facilities, along with one non-profit foundation, the Garden Grove Community Foundation (GGCF).

### **RECREATION, HUMAN SERVICES, AND FACILITIES**

The Recreation division includes contract classes, Aquatics, Day Camp, Tiny Tots preschool programming, youth sports, Atlantis Play Center, and special events. Human Services provides services and activities at the Buena Clinton Youth and Family Center, Magnolia Park Family Resource Center, and H. Louis Lake Senior Center. Facilities manages the department’s rental facilities, facility lease agreements and Park Patrol program; provides administrative support for the Garden Grove Community Foundation (GGCF); and facilitates Emergency Sheltering should the need arise.



### **LET’S TALK PARKS – SHARE YOUR THOUGHTS**

Community Services began the process of a 15-year Parks Master Plan to help shape the future of Garden Grove parks, recreation, and facilities. Community meetings were held at Bell Intermediate School and at the Community Meeting Center to obtain feedback. In addition, residents and park users were asked to complete an online park survey available in English, Korean, Spanish, and Vietnamese.

### **RECREATION**

#### **Contract Classes**

In FY 2018-19, contract classes generated \$71,218, a 3% increase from the previous year. Community Services increased the number of contract classes by 14%, offering a total of 340 classes to the community. Classes offered include cartooning for kids, ballet, tumbling,

tennis, multi-sports, martial arts, and dog obedience. A few of the new classes offered this year include sports camps, art camps, volleyball classes, and ice skating classes. The contract classes served over 1,000 participants from the Garden Grove community.

### **Aquatics**

One of the most popular recreational activities offered are swim lessons during the spring and summer at three park pools – Gary Hall, Magnolia, and Woodbury. Revenue for FY 2018-19 totaled \$120,000; recreational swim open to the public brought in over \$7,200.

### **Day Camp**

The Summer Day Camp program is open to youth 5-12 years old, including a teen Counselor-in-Training (CIT) program for ages 13-17. Over the last five years, Day Camp participation has doubled. The program focuses on teaching responsibility and teamwork, and creates lasting memories. The participants have an opportunity to go on weekly group field trips to fun, local theme parks and historical museums. For the 10 weeks this program was offered this summer, 788 day campers and CITs attended, with all weeks having a waiting list. There were 818 Day Camp and CIT registrations this fiscal year, generating about \$102,000 in revenue.



### **Tiny Tots & Kare Bears**

Community Services provides a preschool-age program for 4-year olds (Tiny Tots) and 3-year olds (Kare Bears). Children have an opportunity to participate in recreation activities under the direct leadership of a trained instructor. The goal is to foster growth and development by instilling a sense of self-worth, confidence, and respect through a safe and positive experience. Currently, the City offers Tiny Tots and Kare Bears classes at Edgar Park from September through June.

### **Sports and Recreation Center**

The Sports and Recreation Center is home to all of the basketball league games played by youth ages 4-14. The Center generated over \$40,000 in revenue through Youth Drop-In, Basketball and Badminton Drop-In, Adult Basketball and Volleyball Leagues, and Korean Senior Badminton. This year, the City added a youth archery program. Additionally, the City made several improvements to the facility: installation of a state-of-the-art hardwood maple floor in the gymnasium, renovation of the Multipurpose Room, new flooring in the office area, and a fresh coat of paint on the exterior of the entrance.

### **Youth Basketball**

Local youth, ages 4-14, enjoyed basketball during the winter and summer seasons. The program attracted over 700 participants.

## Atlantis Play Center

This iconic landmark has been dubbed “one of the few remaining fantastically-themed vintage parks.” The Play Center is home to highly-photographed features like the dragon slide, blue whale, and waterfall lagoon, along with a King Neptune pavilion and splash pad. In March of 2019, a bust featuring the likeness of Jack Wallin was installed in the park to commemorate his contributions to Atlantis Play Center and the city of Garden Grove.

During FY 2018-19, Atlantis Play Center hosted a total of nine “Exclusive” rentals and 10 “After Hours” rentals. Between pavilion and table rentals, park patrons held 135 parties within the park. Total attendance for the fiscal year was 25,600, not including attendance from private rentals or special events, of which three were staged by City staff, including:

- **Family Campout** This event featured the movie *The Avengers*, along with a Kahoot Trivia Challenge and an Avengers meet and greet. Giveaways, a home-cooked dinner, s'mores, and a continental breakfast were offered to families. Attendance was approximately 150.
- **Jack O' Lantern Jamboree** A custom pumpkin patch, a magic show to entertain the crowds, inflatable bouncers for kids, a EuroBungee activity, airbrush tattoos, train rides, and crafts were part of what made this event memorable. Attendance was approximately 600.
- **Eggs-cavation** This event featured age-specific egg hunts (for 3-10 year-olds), along with candy grabs for children ages 2 and under. Inflatable bouncers, crafts, carnival games, airbrush tattoos, and animal balloons filled the park. The Easter Bunny was on hand for photographs, and staff raffled off prizes. Attendance was approximately 830.



## Winter in the Grove

On December 1, 2018, Community Services hosted the inaugural “Winter in the Grove” event, located at Village Green Park. In order to maximize resources the City combined the





best of Winterfest and the annual Christmas Tree Lighting Celebration into one great event! Winter in the Grove was tremendously successful, with over 5,000 members of the community attending. The event featured the spectacular lighting of the City's 25 foot Christmas tree, eight real snow slides comprised of 40 tons of snow, inflatable attractions, edible crafts, performances by local music and dance groups, a variety of food options, multiple photo op backdrops and of course, a visit from Santa and Mrs. Claus.

### **Special Events**

The following is a list of City Special Events for FY 2018-19, ranging from small receptions and dignitary visits to large-scale community events. Special events staff also provide support to other departments in planning and hosting internal or community functions, as well as providing protocol guidelines. In addition, staff robustly supports the Re:Imagine Garden Grove campaign, in collaboration with the Community and Economic Development Department.

#### **2018-2019**

<i>August 23</i>	<i>Movie in the Park – Elks Lodge</i>
<i>October 13</i>	<i>Movie in the Park – Elks Lodge</i>
<i>December 1</i>	<i>Inaugural Winter in the Grove</i>
<i>December 11</i>	<i>New City Council Swear-In Reception</i>
<i>January 8</i>	<i>New IT Director Reception</i>
<i>January 22</i>	<i>Sister City Reception</i>
<i>January 30</i>	<i>State of the City Address</i>
<i>March 16</i>	<i>Inaugural Re:Imagine Art in the Park</i>
<i>March 26</i>	<i>Jack Wallin Bust Dedication</i>
<i>April 23</i>	<i>New Police Chief Reception</i>
<i>May 1</i>	<i>Harry Krebs Memorial Bench Dedication</i>
<i>June 11</i>	<i>New Finance Director Reception</i>
<i>June 19</i>	<i>Movie in the Park – Elks Lodge</i>

### **HUMAN SERVICES**

This past year the two family resource centers merged their respective collaboratives to create Garden Grove Community Collaborative (GGCC), whose mission is "to establish partnerships to support, strengthen and empower the community." An Advisory Committee was established to provide direction and guidance in developing procedural rules and goals for this new collaborative. Over 30 organizations meet monthly to network and learn about various community resources to serve the community.

The centers organize two drives each year:

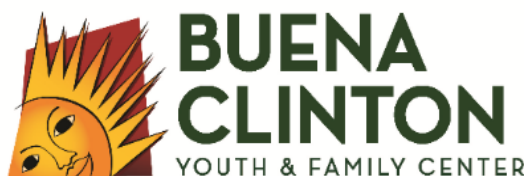
- The Back to School Drive provides children with the necessary school supplies to be successful students. This year 269 children received free backpacks and school supplies.
- The Holiday Drive helps needy families during the holidays, serving 1,008 children (303 families) with toys and food.



- Additionally, 57 families received turkeys for Thanksgiving Day from local service organizations.
- Teens from the two centers worked together to bring in new ideas to revitalize their leadership groups, Buena Clinton's True Neighborhood Teens (TNT) and Magnolia's Strengthening Our Leadership (SOL). Twenty-seven teens participated in a three-day camping trip to the Irvine Ranch Outdoor Education Center where they had the opportunity to hike, work on team building skills, and learn more about nature. Kiwanis of Greater Garden Grove donated \$2,000 to assist with this trip.

### **Buena Clinton Youth and Family Center (BCYFC)**

The Buena Clinton Youth and Family Center (BCYFC) serves youth and families with the vision to become a “well-maintained, peaceful, and safe community of self-sufficient and healthy residents.” The Center is dedicated and committed to the community’s well-being and offers programs and services that focus on youth enrichment, community involvement, and neighborhood safety.



- 2,714 individuals visited the Center (an increase of over 300 from the previous year); of those, 28 individuals received comprehensive case management services. 455 individuals inquired or came in seeking support for resources and referrals, a number that has significantly increased since staff began to track calls for assistance.
- The Center hosted four food pantry distributions. A total of 2,420 individuals and 697 families received bags of free food.
- Over 107 youth participated in summer programming, including 20 teen volunteers, 64 school-age children in summer day camp programs, and 23 teens in the junior high teen camp.
- In August, the National Night Out Event welcomed 198 attendees.
- Buena Clinton’s after-school program served 38 participants during the school year, 37 of whom participated in the Center’s True Neighborhood Teens (TNT) program. This past year staff has worked diligently to re-energize the teen program.
- TNT completed its 3rd annual PB & J Drive, serving 145 youth and 65 families. TNT increased its community service assistance at the H. Louis Lake Senior Center, volunteering for their dances and celebrations. TNT and SOL teens from Magnolia Park participated in a new Board Game Day program in which they play board games with the seniors.
- The Center celebrated its annual Día de los Muertos event with over 617 attendees.
- The Center also coordinated a Secret Santa with hand-selected gifts for 81 youth in its after-school and teen programs.

- The Center's Parent Advisory Committee has 24 parent volunteers who hold fundraisers throughout the year at the Center's special events to provide a \$500 scholarship to a local youth. This year's recipient was a student attending Santiago High School. The Center also offered a workshop for students to learn of other scholarship opportunities.



- The Center offers a variety of adult recreation classes such as arts and crafts, wreath making, paper art, and jewelry making. This year a Game Night was added. These recreational activities provide parents the opportunity to de-stress from their day-to-day lives and interact with neighbors in a positive social setting, and provide a sense of place. In total, 214 individuals participated in adult recreational classes. The year culminated with 55 individuals participating in a

neighborhood-wide family night to an Angels Baseball Game. This event was co-sponsored by the Parent Advisory Committee to lower the ticket and transportation costs for the families.

- The Center continues to offer educational classes such as ESL, parent leadership, parenting classes, and IEP/educational workshops for adults. The Center had 166 participants in these programs.
- Forty-two women received free mammograms on-site through a partnership with YWCA.
- The Center held its second annual women's event featuring fun interactive games, arts and crafts, and an educational and empowerment workshop. Event attendance increased by 50% with 48 women in attendance.
- The Center continued to partner with Second Harvest Food bank, serving 5,393 lunches and snacks to children under 18 during the seven weeks of summer programming. During the school year, the Center served 5,733 snacks to low-income children within the community. Parents are a vital component in assisting with these programs by volunteering daily to serve meals.



- The Center ended the year celebrating its 17<sup>th</sup> anniversary event, “Buena Clinton Goes Back to the 80’s” with over 500 attendees. The event included a resource fair with various agencies, retro games, activities, and a food pantry that provided 802 individuals with free groceries.



### **Magnolia Park Family Resource Center (MPFRC)**

- The Center provided 1,863 referrals to 1,501 individuals who called or walked in to MPFRC in need of resources. 20% of the referrals were for basic needs such as clothing, food, and housing/shelter. Approximately 25% of the referrals were for medical and health services; these individuals were referred to a local health clinic or were provided with assistance to apply for Medi-Cal (Medicaid).
- 142 individuals participated in individual, family, or group counseling services offered by MPFRC. Included were an anger management group, couples group, teen girls empowerment group, loss and grief group, and several social skills groups for children 6-12 years of age.
- Forty-seven women participated in domestic violence intervention/prevention services. This ten-week educational workshop for victims of domestic violence included topics such as the effects of domestic violence on children, legal issues, and creating a safety plan.
- 207 individuals participated in educational workshops, which included parenting, marriage/relationship enhancement classes, life skills classes, and family strengthening workshops. MPFRC collaborated with agencies such as Human Options, Olive Crest, Transforming Life Center, MoMS OC, Team of Advocates for Special Kids, BIS Kids, Community Action Partnership, and CHOC to provide these free classes and workshops.
- Through our comprehensive case management services, 178 families were served by the MPFRC’s Family Support Specialist and undergraduate interns.
- MPFRC hosted four mobile pantry food distribution events and served 690 families with bags of free food that included non-perishable food items and fresh produce.
- In collaboration with YWCA Encore Plus program, MPFRC provided free mammograms to 120 women, 40 years and older.
- In collaboration with Family Support Network, 48 children under the age of 5 received comprehensive developmental screenings.
- Through a collaboration with Orange County Social Services (OC SSA) and Community Action Partnership, the Center assisted 297 families with applications for CalFresh (food stamps) and Medi-Cal. This collaboration with OC SSA allows MPFRC to have an Eligibility Technician on site once per week to help families apply for or renew their Medi-Cal and/or CalFresh (food stamps) benefits.

- On June 12, 2019, MPFRC's Community Engagement Action Council hosted a Women's Recognition Breakfast for women who have experienced some type of family trauma (domestic violence, illness, loss of a family member, financial hardship, separation, isolation, depression, etc.) and were successful in overcoming their obstacles and completed FRC services. The event recognized 36 women in a Paris-themed event that included music, food, and an opportunity to create a personal canvas painting of the Eiffel Tower. The event gave the women an opportunity to focus on themselves and reflect on how far they have come with the assistance and support of MPFRC staff, services, and programs.
- MPFRC's youth teen group, SOL (Strengthening Our Leadership), continues to grow and provide valuable support to MPFRC and the community. Collectively, they completed 928 community service hours by helping with City events such as Movies in the Park, Jack O' Lantern Jamboree, Winter in the Grove, and Eggs-cavation, Senior Center activities, FRC mobile food pantries, and MPFRC's Summer Program.
- MPFRC collaborated with Boys and Girls Clubs of Garden Grove to provide a two-week STEM program for 37 children in grades 4<sup>th</sup> to 9<sup>th</sup>. This program provided participants an opportunity to learn basics of circuitry, motors, and engineering principals as they worked through the engineering design process.



### H. Louis Lake Senior Center

The H. Louis Lake Senior Center offers a variety of programs and services to meet the needs of the growing senior population by offering low- or no-cost services for seniors, ages 50 and over. The Center had 628 enrolled participants who engaged in programs and activities offered during the 2018-19 fiscal year.



- The Center hosts a variety of fun recreational activities that provide seniors the opportunity to socialize and engage with other seniors, keep them active, and promote good health.
  - The year began with a week long Summer Day Camp program. Twenty individuals participated in a painting class and attended trips to Rancho Wild Life, Richard Nixon Library, and whale watching. The week-long camp ended with an intergenerational BBQ with the City's Youth Day Camp.
  - Recreational Activities include weekly Bingo, Wii bowling, movie days/nights, pool tables for recreational play and a variety of arts and crafts classes. The Center hosted its first annual Pool Tournament which had 14 participants.





- The Senior Center hosted several holiday evening dances that attracted 60-80 seniors at each dance. Evening dances feature a live band or DJ, dinner and dancing, and prizes. This past year, the Center had five evening dances sponsored by various senior health organizations including: a Luau in the summer, a Halloween Monster Mash, a Merry New Year celebration, and a Sweetheart Dance. Additionally, the Center hosts the annual Strawberry Ball that recognizes an outstanding male or female senior who has volunteered within the community and serves as the King or Queen for the year. The other nomination is shared with local service clubs who nominate a senior to be recognized.



- Free dances are offered once a week during the congregate lunch program, sponsored by various senior private health organizations. This includes a live band, décor, and prizes. Additionally, the Center hosts special monthly themed day parties for the seniors to socialize, dance, and engage with one another. These are centered around various holidays such as Halloween, Christmas, Veteran's Day, Independence Day, and Thanksgiving. Participant birthdays are recognized each month with a cake sponsored by the Visiting Angels program.
- Health and Wellness is a large component offered at the Senior Center. Classes/workshops and screenings are offered in partnership with a variety of organizations and include education on the following: diabetes, fall prevention, Alzheimer's, heart health, oral health, and hygiene. Flu shots and several screenings are offered, such as for glucose, memory, high blood pressure and oral cancer. Other partnerships that benefit seniors include monthly clinics with Legal Aid, Hi-CAP to assist with medical insurance, and free tax services during tax season through AARP.
- The Senior Mobility Program promotes the continuation of an independent lifestyle for individuals age 60 and older through the provision of dependable door-to-door transportation services for residents of the City of Garden Grove. The program is funded by an OCTA grant and utilizes a taxi service for transportation. The Senior Mobility Program provided a total of 2,836 medical trips; 19,144 trips to the Center's nutrition program; and 442 grocery/shopping trips.
- One of the largest programs at the Center is the Nutrition Program. In collaboration with Community SeniorServ, the Center served 18,052 congregate lunches to participants, and volunteer drivers for the Home Delivered Meals Program delivered 36,508 daily meals to homebound seniors.

## **FACILITIES**

### **Athletic Facility Lease Agreements**

There are three athletic facilities currently operated by contract partners: SoCal Hockey coordinates hockey programming at the outdoor hockey rink at the Chapman Sports Complex; Arena Soccer Park has been operating at Garden Grove Park for nearly 20 years with youth and adult indoor soccer programming; and Esparza Soccer Academic, Inc. provides youth and adult indoor soccer programming at Pioneer Park.



## **Community Meeting Center/Courtyard Center**

The Community Services Department oversees the operation of two meeting and event centers – the Community Meeting Center (CMC) and the Courtyard Center (CYC) – as well as after-hours bookings at the Senior Center (SC). The facilities are utilized for events seven days a week, from weddings and quinceañeras to baby showers and birthday parties, as well as business meetings and workshops.

Following are some highlights from FY 2018-19:

- Revenue generating bookings: 201
- City supported bookings: 489
- Total bookings between the CMC/CYC/SC: 693

Groups that annually choose the Community Meeting Center for their events include Calvary Chapel, Community Home Education Program, Hawaiian Civic Club, Stanton University, and Westview Services.

The Garden Grove Unified School District hosts its annual large scale events at the Community Meeting Center/Courtyard Center, including the Garden Grove Unified School District's CAC Student Awards Ceremony and First Impressions Art Show. In addition, the Strawberry Festival Association hosts its annual VIP Breakfast and Celebrity luncheon at both facilities.

## **Fields, Park Patrol, Park Facilities, and Showmobile**

Within this subdivision, staff coordinate the use of City athletic fields. There were nearly 50 field users (groups playing baseball, softball, soccer, rugby, and volleyball), including Garden Grove Pop Warner, Little Saigon Soccer, and Central Garden Grove Little League.

Park Patrol staff monitor recreational activities and enforce park rules and regulations at all 20 parks. They provide customer service by assisting park users with general information and address park complaints or concerns.

Staff also manage the rentals of the park shelters which are available to residents and non-residents for gatherings of 40-150 people. Over this past year, there were 348 rentals at the various park sites, including Garden Grove Park which has three picnic shelters and a large picnic Pavilion. In November of 2018, West Haven Park unveiled a new modern playground and a community meeting room. The custom playground was themed after the adjacent new Fire Station No. 6. The new 1,600 square-foot community meeting room replaced an outdated Tiny Tots preschool facility. Currently, the community room hosts several contract classes and is available for private rentals.



The City's Showmobile stage is available for use by community non-profit organizations in addition to use at City events. There were a total of 17 rentals.

## Theaters

The Community Services Department serves as liaison to the Gem Theater and Festival Amphitheatre, both located on Historic Main Street. This past year, the City entered into another 10-year agreement with One More Productions (OMP), a non-profit organization that is one of Southern California's leading musical theater companies, for the operation of the Gem Theater. OMP produced *The Wedding Singer*, *Cabaret*, *The Holiday GEM*, *Bullets Over Broadway*, and *Always Patsy Cline*. Executive Director Nicole Cassesso was named the LA Times Woman of the Year in Theater.

The Festival Amphitheatre is operated year-round by LFA Group, Inc. There were over 100 musical performances including tribute bands for AC/DC, Depeche Mode, Fleetwood Mac, and Selena, a School of Rock Showcase, a Punk Rock Food Drive, and concerts by Stephen Marley, son of legendary reggae artist Bob Marley.

## Garden Grove Community Foundation

The Garden Grove Community Foundation (GGCF) is a 501(c)(3) non-profit organization that was incorporated in 1998 to create an enhanced, more progressive image of Garden Grove regionally, while showcasing the community's unique features, diversity, and economic vitality. The City Council and community leaders sought to enhance the quality of life for Garden Grove residents and businesses. Community Services staff provide support for GGCF.

The most popular community activity supported by the Foundation and co-sponsored by the City is the annual Free Summer Concert Series. The summer line-up included Stone Soul at the Elks Lodge and featured DSB (Journey Tribute), The Answer (Classic Rock), The Funky Hippeez (70's), Arnie Newman's Country Club (Country), Flashback Heart Attack (New Wave 80's) and L.A.Vation (U2 Tribute) at Eastgate Park. The concert series highlights teenage vocalists from the community as part of "The Voice of Garden Grove" competition. The winner, Aiga Fuimaono, received \$500 for herself and an additional \$500 for the Garden Grove High School choir program, while runner-up, Jessica Torres, won \$250 for herself and an additional \$250 for the Garden Grove High School choir program.



The 2019 Golf Classic, the Foundation's largest annual fundraiser, was held at Willowick Golf Course on May 8. The tournament was attended by 129 golfers and featured a Hole-in-One Contest, silent auction, and a gourmet steak dinner.

Proceeds from the Golf Classic go toward financial donations to local organizations, community groups, programs, and events including: the City's 12<sup>th</sup> Annual Christmas Tree Lighting Celebration; One More Productions at the Gem Theater; the Garden Grove Downtown Business Association; the Garden Grove Explorers; Miss Garden Grove Scholarship Pageant; and Sister City Association of Garden Grove.

### **Emergency Sheltering**

The Community Services Department is responsible for providing care and shelter in the event of a disaster requiring that a City facility be opened and operated as an emergency shelter to the community. In June 2019, the American Red Cross sought assistance from the City to provide overnight shelter at West Haven Park building for residents displaced by an apartment fire.

PART II

# **INDIRECT SERVICES**

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## CITY MANAGER'S OFFICE

**The mission of the City Manager's Office is to assist the City Council in establishing community goals and policies and provide leadership and direction in the administration of all City Departments and services.**

The City Manager's Office is responsible for implementing the decisions of the Garden Grove City Council and coordinating those efforts through the various departments. Primary functions within City Manager's Office include legislative support, policy implementation, budget development, strategic planning, liaison, and ombudsman services to community constituencies and legal services. Additionally, the Office manages the City Council meeting agenda, elections, and public records and oversees the City's Housing Authority. The Office also monitors and responds to federal and state legislative issues, and represents the City's interests throughout the region and beyond. In September 2018, the Office of Community Relations and GGTV3 joined the City Manager's Office.

The significant achievements for the City Manager's Office for FY 2018-19 included the following:

### **ECONOMIC FOCUS**

As a result of Citywide efforts, Phase I of the City's largest commercial and residential mixed-use development, Brookhurst Place, was completed in July 2018, adding 180 new for-lease apartment homes to Garden Grove's housing stock. Phase II is expected to break ground in Spring of 2019 and will include up to 420 additional residential units, up to 200,000 square feet of commercial space, and a 100-key hotel. Significant progress was also made toward completion of SteelCraft Garden Grove, with SteelCraft celebrating its Grand Opening on September 26, 2019. This exciting new urban eatery has added fresh new faces to the Civic Center and is helping to energize the City's downtown and bridge the gap between Main Street and the upcoming Cottage Industries project. Also, between April and June 2019, the City solicited proposals from qualified developers to transform and redevelop the Willowick Golf Course site. A variety of proposals were received and have been evaluated.



## **FY 2018-2019 ACTION PLAN**

The City Manager's Office oversaw implementation of the FY 2018-19 Action Plan to achieve the City Council's priorities. Among the significant accomplishments were:

- Completion of new Fire Station 6
- Opening of Brookhurst Place Phase I Lofts
- Completion of a new Economic Development Strategic Plan
- Groundbreaking for the Garden Brook Senior Village (formerly Galleria)
- Promotion of west-side development opportunities including theater upgrades, new car wash, and a new restaurant
- Groundbreaking for the OC Street Car
- Release of an RFP for Willowick Site Development
- Approved construction plans for Cottage Industries, Phase 1
- Additional adirondack chairs were installed at the Courtyard Center, Civic Center Park, and Village Green Park



Implemented an inaugural Re:Imagine Garden Grove Community Art in the Park event in partnership with GGUSD

- Completed a Downtown Parking Management Plan
- Completed a Bicycle Master Plan
- Rebranded the Shop Local Program
- Received an Urban Forestry and Bicycle and Pedestrian Trail Grant for improvement of the PE right-of-way
- Expanded the Special Resources Team and increased coverage to seven days a week.
- Provided education and outreach related to Measure O
- Implemented the Measure O Public Safety Plan
- Completed analysis of OCFA Fire Service Proposal and related transition
- Worked with the Franchise Tax Board to schedule a sales tax compliance and outreach review for local businesses
- Implemented necessary budget reduction, optimization and cost containment measures
- Selected the vendor for the Enterprise Resource Management project
- Conducted community outreach in preparation for development of the Parks Master Plan
- Completed a network security plan
- Updated the City's emergency plan
- Developed a homeless resource and affordable housing webpage



- Prepared a formal policies and procedures manual for the Code Enforcement program and updated the Code Enforcement website

### **CITY COUNCIL WORKSHOP AND FY 2019-2020 COUNCIL PRIORITIES**

In March 2019, the City conducted a planning workshop with the Mayor, City Council and executive staff to discuss good governance principles and strategies for improvement; hear updates on key long-term plans, and identify goals for the next fiscal year. Specific City Council priorities were identified and a FY 2019-20 Action Plan was later developed to guide operations and resources toward achievement of the goals. An outline of the focus areas and key City Council priorities is provided below:

#### **■ Economic Development**

- Use Economic Development to grow revenues
  - Implement the citywide Economic Development Strategic Plan
  - Continue current development activities (e.g., Site C, Site B2, BN Group hotel; Brookhurst Place, Phase II; Garden Brook Senior Village; and West Side projects)
  - Facilitate the OC Street Car Project
  - Carryout Willowick RFP milestones
- Continue Re:Imagine Downtown Initiatives
  - Initiate construction for Phase I of the Cottage Industries Project and facilitate entitlements for Phase II
  - Celebrate SteelCraft Grand Opening
  - Implement Open Streets Mini Events
  - Implement Bicycle Master Plan
  - Develop a Harbor Corridor Plan, South of the 22 Freeway
- Implement the rebranded Shop Local Program
- Invest in beautification efforts, including replacing signs in poor condition throughout City.



#### **■ Public Safety**

- Implement the Measure O Public Safety staffing plan
- Develop a long-range plan for improved Public Safety facilities
- Enhance the School Resource Officer program to full-time sworn police officers
- Create a Special Problems Unit to enhance community policing
- Complete an RFP for City Hall security enhancement design and develop a design plan
- Implement the OCFA transition



- **Community Engagement/Outreach**

- Implement the Measure O Citizen Oversight Committee
- Implement District Information Webpages
- Hold community forums (townhalls)

- **Financial Sustainability**

- Achieve a balanced budget
- Implement the New Financial (ERP) System, Phase I
- Implement a Pension Rate Stabilization Fund and Pension Funding Policy
- Implement a General Fund Reserve Policy
- Invest in additional Internal Service Funds



- **Effective, Transparent Government**

- Complete and Implement the Parks Master Plan
- Implement the Network Security Plan
- Identify Performance Metrics to track progress

- **Other Community Issues**

- Continue to engage with partner agencies to address homelessness
- Promote the code enforcement program and policies

To date, many of the action plan initiatives have been completed or are progressing substantially toward completion.

## **MEASURE O EDUCATION, IMPLEMENTATION AND OVERSIGHT**

In July 2018, the City Council voted to place Measure O, a one-cent (1%) sales tax measure on the November 6, 2018 general election ballot for voter consideration. To help educate voters on the potential impacts of Measure O, staff distributed mailers with general information on Measure O, created a FAQ for the City webpage, and posted information on multiple social media outlets. In line with educating voters, the City Manager, Police Chief, and Fire Chief attended community meetings throughout Garden Grove to meet with residents and answer questions about the City's current financial situation.

On November 6, 2018, Garden Grove voters passed Measure O and collection of the 1-cent local sales tax began on April 1, 2019. Measure O requires strict accountability, including an independent oversight committee and annual independent audits, and regular reports back to the community. As a result, the Measure O Oversight Committee was established to provide citizen oversight of Measure O funds to ensure all funds are properly spent.



## **MEASURE O PUBLIC SAFETY PLAN & SPACE NEEDS ASSESSMENT**

In December 2018, the City's new public safety plan resulting from the passage of Measure O was rolled out. The plan focuses on: the recruitment of 16 additional police officers and police support personnel, the addition of one full-time police officer to the police department's SRT (Special Resources Team) homeless task force, creation of an RFP (request for proposal) for long-term police facility improvements, and ongoing oversight by the Measure O Citizens' Oversight Committee. The additional police officers and civilian personnel, will allow the Department to keep up with the growing needs of the City's nearly 180,000 residents and to be more effective with confronting increased crime rates and addressing the City's increasing homeless population.

In February 2019, the City of Garden Grove released a formal RFP in order to identify an architectural firm capable of conducting a space needs assessment of the existing Police facilities. In order to learn the necessary square footage to adequately accommodate GGPD's sworn and civilian personnel, the City entered into an agreement with Dewberry Architects in July 2019. Dewberry Architects is currently in the process of assessing our existing facilities and will be presenting their findings to the City Council at the end of January 2020.

## **2020 CENSUS OUTREACH**

**2020 CENSUS: WHAT YOU NEED TO KNOW**

The Census is a count of every person living in the U.S. every 10 years. The count is mandated by Article 1, Section 2, of the U.S. Constitution to ensure residents in every state receive fair representation and resources.

**WHY IS THE 2020 CENSUS IMPORTANT?**

- It's about making sure every voice in your community is counted.
- It's about resources for your community (schools, free lunch programs, college grants, housing vouchers and more).
- It's about fair representation in local, state and federal government.

**HOW IS THE CENSUS DATA USED?**

- By law, U.S. Census data cannot be shared with immigration or law enforcement agencies.
- By law, U.S. Census data cannot be used to determine eligibility for government benefits.
- Census data is used to advocate for more resources for community members.
- Census data is used to inform public safety and the building of new schools and hospitals.
- Census data is used to decide where to open companies and businesses, which creates jobs.

**2020 TIMELINE**

- MARCH 12** Self-response begins with an invitation to respond online to the 2020 Census. Some households will also receive paper questionnaires.
- MARCH 16 - 24** A reminder letter will go out to those who have not responded.
- MARCH 26 - APRIL 3** A second reminder postcard will be sent out.
- APRIL 1** Census Day!
- APRIL 8 - 16** A reminder letter and paper questionnaire will be sent out to households who have not responded.
- APRIL 15 - JULY 31** Non-response follow-up begins. Census takers begin to visit homes through July.
- APRIL 20 - 27** A final reminder postcard will be sent.

**NEED A PART-TIME, TEMPORARY JOB WITH FLEXIBLE HOURS AND GREAT PAY?**  
Apply to be a manager, office clerk, address canvasser, or Census taker in 2020! [www.2020census.gov](http://www.2020census.gov)  
Pay range from \$13 to \$20 per hour.

Logos for CA 2020, United States Census 2020, and www.2020census.gov are included at the bottom.

Every 10 years, as mandated by the U.S. Constitution, the federal government undertakes a census of the U.S. population to determine the allocation of seats held by each state in the House of Representative. In addition to determining federal representation, the census is used to distribute federal funding to states and local governments to support programs that benefit residents. In January 2019, the City of Garden Grove began discussions with the U.S. Census Bureau to prepare for the upcoming 2020 Census. With the goal of ultimately achieving a successful and accurate complete count, the City established the Garden Grove Complete Count Committee. The CCC is comprised of key stakeholders and community groups throughout the City and convenes periodically to collectively brainstorm ways to educate, outreach and encourage the

community to participate in the upcoming 2020 Census. At present, the City is actively promoting the 2020 Census by:

- Sharing Census information on the City's webpage and in City publications
- Distributing multilingual Census print materials at all City counters
- Uploading 2020 Census reminders on the City's message boards
- Collaborating with Census partners to educate the community
- Hosting Complete Count Committee meetings
- Conducting outreach at City events

## **OFFICE OF THE CITY CLERK**

The Office of the City Clerk safeguards all official records of the City, conducts municipal elections, oversees legislative administration, provide reliable, accurate, and timely information to the City Council, staff, and the general public.

Achievements specific to this function included:

- As the Elections Official, and per the California Elections Code, prepared for the November 2018 Election.
- Provided support to the City's elected and appointed officials and all open campaign committee holders for semi-annual filing of required forms and annual conflict of interest filings as mandated by the Secretary of State and the Fair Political Practices Commission.
- Continued collaboration with the Information Technology Department to provide live video streaming and archived media of City Council meetings, as well as electronic access to agendas, staff reports, meeting minutes, Ordinances, and Resolutions on the City's website to ensure public access and transparency.
- Continued to enhance organizational efficiency by using the NovusAgenda electronic agenda management program for City Council agendas and reports.
- Adhered to the California Public Records Act by maintaining the City's public records and providing responses primarily through the Records Request system on the City's website. (Seventy-four requests per month are filled on average.)
- Monitored and provided support to City departments in compliance with the City's retention schedule for records storage and destruction.
- Coordinate Municipal Code updates to the City's website for public access.
- Continued to serve as a resource to the City's Commission secretaries on procedures to ensure compliance with the Brown Act, and coordinate the Commission application process and appointments.



- Partnered with the County for continued Government to Government (G2G) access for the recordation of certain documents, and with identifying voting centers and ballot box locations targeted for the March 2020 primaries.

## **HOUSING AUTHORITY**

The Garden Grove Housing Authority operates under federal grants received from the Department of Housing and Urban Development to provide rental subsidies to low-income families. Achievements specific to this function included the following:



### **Section 8 Management Assessment Program (SEMAP)**

- The Housing Authority scored 100 percent and earned the designation of “High-Performance Agency” for FY 2018-19 from the Department of Housing and Urban Development.

### **Housing Authority Rental Vouchers**

- Staff assisted approximately 2,220 low-income households through the Section 8 Rental Assistance Program.
- Over 400 applicants from the new waitlist were contacted to schedule initial qualification interviews. Priority was given to applicants who were Garden Grove residents with U.S. Veteran status or victims of domestic violence.

### **Housing Portability Program**

- An additional 300 tenants from other jurisdictions, primarily Santa Ana, were administered through the Portability program. By fully administering tenants through the portability program, the Housing Authority earns approximately \$21,000 a month in administration fees.

### **Housing Quality Standards and Building & Safety Codes Compliance**

- 250 initial inspections, 2,270 annual and follow-up inspections, and 74 special inspections were conducted to ensure that subsidized units meet Housing Quality Standards and Building and Safety Codes.



### **Housing Family Self-Sufficiency Program**

- During the period, three participants of the Family Self-Sufficiency program successfully completed their 5-year contracts. All Family Self-Sufficiency participants sign a contract and are required to successfully complete classroom training or job training, become independent of welfare cash aide (if applicable), and obtain suitable full-time employment based on their training, skills, and education. Through their training and education they increase their earning capacity, obtain improved employment, and become independent of welfare cash aide. As an outcome, the Housing Authority pays fewer subsidies and the client pays more subsidies. In some cases, the clients no longer need housing assistance.



### **OFFICE OF COMMUNITY RELATIONS/GARDEN GROVE TV3**

The Office of Community Relations serves as the City's Public Information Office, disseminating official City news to English and multi-language news media, while maintaining sound relationships with the local and regional press. The Office of Community Relations, which includes the Emmy Award-winning Garden Grove TV3, also serves as the City's marketing and public relations center, promoting programs, services, developments, and distinctions, to further Garden Grove's positive image locally to internationally.

From July 1, 2018 to June 30, 2019, the office distributed over 150 English and multi-language press releases to local, regional, and national news mediums; produced six CityWorks, the City's bimonthly water bill newsletter; four quarterly Vietnamese newsletters; the 2019 Community Profile; City news for three Parks and Recreation Guides; as well as various marketing collateral, advertorials, social media live streaming, and numerous promotional and informational videos.



Major press announcements included: Willowick community meetings/RFP; re-launch of Buy in Garden Grove with the \$500 Vehicle Rebate Program; announcement of new police chief Tom DaRé; agreement with OCFA; groundbreaking for Garden Brook Senior Village (formerly The Galleria); Measure O/Measure O Public Safety Plan; Opening of Fire Station No. 6; and the launch of the City's new website, [ggcity.org](http://ggcity.org).




Online responsibilities included content and administration of the City's main page, events calendar, and GGPD's Accident Reduction Team (ART), Citrus Greening Disease, Coyote Awareness, and West Nile Virus webpages.


Moving to the City Manager's Office this FY, the Office of Community Relations continued to work directly with the City Manager for PIO functions, including press conferences, as well as the Mayor, City Council, and City




Clerk’s Office to provide written materials such as speeches, proclamations, resolutions, letters, and Community Spotlights.

The division also continued to increase the strength of its social media presence through Facebook, Twitter, Instagram, and YouTube. Social media continues to be the most effective, engaging, and immediate PR/communication tool employed by the City.

 @GardenGroveCityHall	Total Followers	Posts Sent	Total Engagements
	12.6k (12.1k in FY 2017-2018)	472	180.1k

 @CityGardenGrove	Total Followers	Posts Sent	Total Engagements
	3,084 (2,712 in FY 2017-2018)	350	6,635 (5,151 in FY 2017-2018)

 @GardenGroveCityHall	Total Followers	Media Sent	Total Engagements
	1,947 (1,536 in FY 2017-2018)	124	5,878

The Office of Community Relations also facilitated, and/or promoted City-wide campaigns, events, and programs, including:

- Art in the Park
- Buena Clinton Youth and Family Center’s Dia de los Muertos
- Buy in Garden Grove Black Friday
- Call to Duty Police Memorial
- 2020 Census
- Economic Development Workshops
- First-Time Homebuyer Program
- Garden Grove College Graduates’ Reception
- Garden Grove Holiday Drive
- Garden Grove is Your Market
- Garden Grove Tourism Cares
- GGPD Citizen Academy
- GGPD Recruitments
- I-405 Improvement Project
- International Delegations Meetings/Tours
- National Night Out
- No Illegal Fireworks
- OC Streetcar Construction



- Parks, Recreation & Facilities Master Plan Meetings/Survey/Outreach
- School Resource Officer (SRO) Program
- Senior Home Improvement Grants
- Sister City 30<sup>th</sup> Anniversary
- State of the City
- Valley View Blvd Market Assessment
- Winter in the Grove

## Garden Grove TV3 (GGTV3)

GGTV3 informs, educates and entertains residents while spreading positive messages locally and worldwide. The GGTv3 team programs and manages the City's Government Access Channel 3 on Spectrum Cable, which is also carried on AT&T, Verizon FiOS systems, and Little Saigon Television.

The Emmy Award-winning GGTv3 produced videos showcased at the Garden Grove Chamber of Commerce State of the City luncheon, biweekly news reports and Strawberry Festival Parade coverage. They also created video messages promoting the City and informing the public.



GGTV3 supports all City departments with recruitment and promotional videos as well as Public Service Announcements. The staff manages the Garden Grove TV3 YouTube Channel which averages nearly 12,000 views per month. The YouTube Channel has over 3,000 subscribers and passed 3.4 million views during the past year on about 1,850 carefully crafted stories and videos.

Productions during the last fiscal year included:

- 24 Garden Grove City Council Meetings
- 22 GGTv3 news reports
- GGCITY.ORG is Born
- BIGG Buy in Garden Grove promotion
- Garden Grove Animal Care Serving You
- Garden Grove Strawberry Festival Parade
- A Garden Grove Story in Shadow Dance
- The Alliance: School Resource Officers
- The City Had a Big Year in 2018
- SteelCraft Time Lapse
- Let's Talk Parks Share Your Thoughts
- Summer Jobs in Garden Grove
- Mission TipNToss Mosquito Control

GGTV3 also received five National Association of Telecommunications Officers and Advisors (NATOA) Awards and two regional States of California and Nevada (SCAN) NATOA Star Awards. *Garden Grove Animal Care Serving You* won first place nationally and *Let's Talk Parks Share Your Thoughts* was awarded first place regionally. *Garden Grove Had a Big Year in 2018* received awards in both the national and regional competitions. Videos can be found on [YouTube.com/gardengrovetv3](https://www.youtube.com/gardengrovetv3).



## FINANCE DEPARTMENT

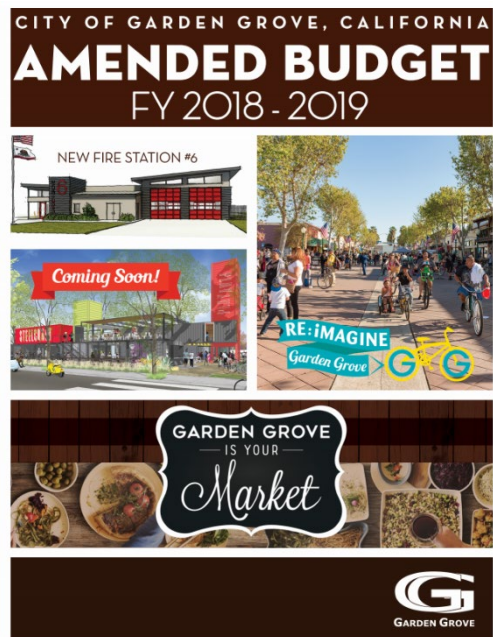
**The mission of the Finance Department is to provide financial and related organizational services to City staff, the City Council, and citizens of the community, which are timely, accurate, and in accordance with, or exceeding, industry standards.**

The Finance Department carries a fiduciary responsibility to manage public funds in the most responsible manner. The department is comprised of 35 full-time and two part-time employees, covering citywide financial activities in five functional areas – Budget, Fiscal Services, Purchasing, Revenue, and Risk Management. The Finance Department serves our community as well as other City departments by providing the following services: budget development, cash and investment management, municipal procurement, debt administration, financial reporting and auditing, risk management, and fiscal transaction processing such as accounts receivable, accounts payable, business license, payroll, and utility billing.

The significant achievements for the Finance Department for FY 2018-19 included the following:

- Consistent with the goal of protecting City assets and shielding the City from major risk exposures, the Finance Department successfully completed the annual renewal of the City's insurance policies including property, boiler and machinery, employee dishonesty and faithful performance bonds, cyber, pollution, and excess workers' compensation and liability coverage. The Risk Management division continues to work with all departments to evaluate and mitigate the City's risk exposures.

- The City's Budget was implemented and monitored for compliance with adopted objectives and when necessary, modified to consider overall organizational needs, new priorities, and policy direction. The City's Amended FY 2018-19 Budget was originally adopted during the FY 2017-2019 biennial budget process. It was subsequently amended and adopted during mid-cycle review. It continues to represent a balanced financial plan which incorporates City Council directions and community needs.





Government Finance Officers Association

**Certificate of  
Achievement  
for Excellence  
in Financial  
Reporting**

Presented to

**City of Garden Grove  
California**

For its Comprehensive Annual  
Financial Report  
for the Fiscal Year Ended

**June 30, 2018**

*Christopher P. Morill*

Executive Director/CEO

■ The City received the Certificate of Excellence in Financial Reporting award from the Government Finance Officers Association for its Fiscal Year 2017-18 *Comprehensive Annual Financial Report* (CAFR). The CAFR is a set of audited financial statements and presents a wide variety of important financial and operational information to help readers properly understand the basic fiscal condition of the City. The award is the highest form of recognition in governmental accounting and financial reporting. This is the 34th consecutive year that the City has received this prestigious award.

■ The Purchasing Division is continuing to update the Purchasing Manual. The revisions will incorporate best practices and new processes identified during the implementation of the City's new Enterprise Resource Planning (ERP) system. The goal of the revised purchasing manual is to provide City staff with clear, accountable, and enforceable procurement policies and procedures for the purchase of all equipment, materials, supplies, and services.

■ The City has committed over \$6 million to replace its legacy financial system. Through a comprehensive and competitive process, Finance Enterprise from CentralSquare was selected as the City's new ERP system. Finance Enterprise is a comprehensive, powerful tool that combines finance, human resources and payroll into one fully integrated system. The Finance Department is leading the implementation efforts, focusing on streamlining processes, improving efficiency, promoting transparency, implementing advanced analytics, and ensuring well-informed decision making. The implementation plan is divided in two phases: the first phase is the Finance suite, which will go live on July 1, 2020. The second phase will cover the Human Resources and Payroll suites.



# INFORMATION TECHNOLOGY

**The mission of the Information Technology Department is to provide effective and efficient communication, analysis, and tools that promote leadership, public safety, and an informed and involved public while using integrated systems based on open technology.**

The Information Technology (IT) Department continues to support the entire agency with a combination of in-house customized software, purchased software, and Open-Source technology. IT continues to look for the best solution for each City Department while safeguarding the City's Data and Network infrastructure. The use of Open Source software and in-house programming have enabled IT to continue to provide advanced features, stability, flexibility and integration while realizing substantial cost savings.

The significant achievements for the Information Technology Department for FY 2018-19 included the following:

## **POLICIES / PROCEDURES / PLANNING**

- Added Cyber Incident Response Plan
- Added Media Handling Policy
- Added Patch Management and System Update Policy

## **SYSTEMS / PC TECHNICAL SUPPORT**

- Finance Enterprise (ERP) Implementation
- Central Help-desk Number 5111
- Storage Network Updates
- Virtualization Environment Overhaul
- Continued Upgrading of WiFi Network
- Replacement of over 240 Desktops (including all remaining Windows 7 desktops)
- Core Switch Upgrades
- Began Use of Centralized System Monitoring and Altering Platform
- New "Buy in Garden Grove" Portal
- Affordable Housing Properties Interactive Map and Web Page



- Envision Willowick
- Vehicle Rebate Incentive Tracking System
- Public Works Maintenance Graphical Reporting Tool
- New CCTV System
- Police Web-based Map Book
- Code Enforcement Case Management System Updates
- Fire Station 6 Transition
- OCFA Transition
- Cyber-Security Phishing Email Training Program
- Planning Division Public Email Management System

### **WORD PROCESSING / GRAPHICS**

The Word Processing and Graphics Division manages document and graphics needs for all departments and is very involved in numerous City-sponsored special events. The following is a list of projects handled by this division:

#### **Document / Spreadsheet Support:**

- Updates to Quarterly Budget Spreadsheets and Budget Preparation Details
- Budget Book
- Maintenance of City Telephone Directory & Updates to Online Directory
- Creation of Electronic Forms & Paper Forms
- Resolutions and Recruitment Brochures for Human Resources
- "Buy In Garden Grove" materials
- VoIP training classes for employees
- Assembling of news stories for the Manager's Memo
- Formatting of manuals for various departments

#### **Artwork:**

- Triannual Parks and Recreation Guides
- CityWorks Publication
- City Calendars
- Various Water Bill Inserts
- Employee Service Awards
- Strawberry Ball

- College Graduates' Reception
- Community Foundation Summer Concert Series
- Community Foundation Golf Tournament
- Community Services Volunteer Recognition Dinner
- Newsletters and Flyers for Various Departments and Events
- Police Annual Report
- Tree Lighting Ceremony
- Retirement Announcements / Receptions
- Winterfest / Jack-O-Lantern Jamboree / Eggscavation Flyers, Posters
- Senior City Events
- State of the City of Garden Grove
- Certificates / Proclamations / Recognitions
- Citizen Academy
- Explorer's Program
- Economic Development
- Voice of GG
- Traffic Fatality Prevention
- Outdoor Movie Series
- Day Camps

### **REPROGRAPHICS / MAILROOM**

The Reprographics and Mailroom Division manages the City's internal and external mail and printing needs. This division prints most of the documents and artwork produced by the Word Processing and Graphics Division.

From July 1, 2018, to June 30, 2019, this division produced:

- 30,000 offset prints
- 400,805 color photocopies
- 1,210,048 black and white photocopies
- 47,644 business cards

The following is a list of major duties during this time period:

- Sort and deliver incoming mail
- Weigh and meter outgoing mail

- Various folding and envelope stuffing jobs
- Various print jobs on 2-color press
- Various print jobs on black/white and color copiers
- Binding, hole punching and production of tabs for large documents
- Maintenance of all City copiers
- Bulk scanning for Finance Department
- Print, fold, and stuff business license renewals and notices
- Fold and stuff monthly housing checks
- Print and bind booklets for the Gem Theater
- Produce bound copies of the City Budget
- Create custom Fire Department calendars
- Create various sizes of City calendars

## **HUMAN RESOURCES**

**The mission of the Human Resources Department is to provide guidance and support to our diverse community of employees and applicants, and to promote the City of Garden Grove as a great place to work and thrive. Human Resources places an emphasis on fairness and consistency in the recruitment, selection, retention, and personal and professional development of the City's most important asset - our employees.**

The significant achievements for the Human Resources Department for FY 2018-19 included the following:

- Administered 87 recruitments for all nine City departments.
- Recruited and selected 25 recruits and 5 lateral Police Officers.
- Managed the Worker's Compensation process for 110 employee injuries.
- Negotiated and implemented new Memoranda of Understanding with Police Association, Police Management Association, Orange County Employee's Association, and Orange County Employee's Association League.
- Implemented new Resolutions for Middle Managers and Central Management.
- Negotiated and implemented new Resolutions with the Firefighter's Association Local 2005, Fire Management Association, Orange County Employee's Association (OCEA), and OCEA League for the terms and conditions for the transition of personnel to the Orange County Fire Authority.
- Assured that City was 100% compliant with ACA/PERS requirements of member information and submittal.
- Continued implementation of necessary changes for Affordable Care Act compliance.
- Completed GASB 68 and GASB 75 records testing with auditors and verified PERS retirement data was 100% complete and accurate.
- Processed 607 benefit elections through CalPERS, Delta Dental, Vision Service Plan, Lincoln Financial, and Empower Retirement.

## Human Resources Fast Facts

Category	FY 15/16	FY 16/17	FY 17/18	FY 18/19
New Hires	96	110	94	103
Promotions	70	52	54	90
Reclassifications	9	3	5	0
Resignations	30	33	21	20
Retirements	15	30	24	64
Dismissal/No Pass Probation	3	1	1	1
Layoff	0	0	0	0
End of Temporary Employment	39	48	52	46