

CITY OF GARDEN GROVE



Bao Nguyen
Mayor
Steven R. Jones
Mayor Pro Tem
Christopher V. Phan
Council Member
Phat Bui
Council Member
Kris Beard
Council Member

December 23, 2015

Honorable Mayor and City Council Members:

I am pleased to present the City of Garden Grove's Fiscal Year (FY) 2014-2015 Performance Report. This report highlights the most noteworthy 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.

During this period, the final year of the City's 3-year Fiscal Plan was implemented to guide the City's budget, increase organizational efficiency and revenues, and provide resources to restore staff capacity and reinvest in necessary technology and equipment. Additionally, in March 2015, the City Council and executive staff conducted a strategic planning session in which ten priority goals were identified, operationally defined and subsequently incorporated into a FY 2015-16 Strategic Plan. Primary areas of focus included website and technology improvements that make doing business with the City easier and more transparent, promotion of positive communication with the community to build trust and enhance the City's image, implementation of the second phase of the Re:Imagine Downtown visioning and master planning project, economic development to grow revenues, neighborhood beautification, and improvement of public safety infrastructure.

The Police Department saw significant improvements in technology during the year beginning with the continued installation and implementation of the Spillman computer aided dispatch and records management system. The system integrated five separate police computer systems—police records, police communications, Garden Grove jail, crime analysis, and all police patrol cars—into one well-defined user-friendly system allowing for less time spent on merging, uploading, and verifying police data. An example of the system's success is the Garden Grove jail's digital camera system, which takes high-definition pictures of arrestees and allows for the booking information to be automatically uploaded to the new Department-wide computer system. Also, all Garden Grove Police patrol cars received new mobile computer terminals that provide for the latest technology, the ability to remotely connect to the Department-wide computer system, and compatibility with the Spillman software.

The Fire Department continued to focus on its multi-year, multi-phase replacement of aging equipment and facilities improvement. In FY 2013-14, a bid was secured to replace the 1989 and 1990 fire engine pumpers with two new Pierce pumpers. The new pumpers were delivered in June 2015 and are in the final phase of outfitting with necessary equipment and tools before they are put into service. Both engines will be fully operable by the first quarter of FY 2015-16. The Fire Department also continued to move forward with the replacement of Fire Station #6 as a top infrastructure priority. To this end, location sites for the new station were evaluated and funding was secured.

Work was begun on a new Open Government web portal that will improve efficiency, increase access to public information and further transparency. The new portal allows users to access public information about the City, its finances, its officials, and other government resources. With the new OpenGov financial tool, users can explore many aspects of the City's financial operations in an inter-active format that is convenient and user-friendly. Downloadable reports on the site include: sources of revenue, types and amounts of expenses, labor cost components, and tax revenue breakdowns.

Economic and community development continued to be a priority during the period with the Great Wolf Lodge water park hotel, Brookhurst Triangle mixed-use residential and retail development, and Site C hotel (northeast corner of Harbor and Twintree) projects progressing significantly. Upon completion, these projects are expected to create over 1,000 jobs and over \$8 million in tax revenue for the City. Many important street and infrastructure improvements were also completed, including the Harbor Boulevard Landscaping Improvement Project from Palm Street to Twintree Lane. Specific enhancements included installation of decorative palm trees and landscaping, automated irrigation systems, lighting for pedestrian walkways and trees, designed hardscape and banners, construction of a new storm drain and sewer main, and the addition of a new traffic signal at the Great Wolf Lodge resort. A \$2.9 million federal economic development grant was awarded to the City for construction costs.

The Community Development and Community Services Departments also continued to provide residents with many quality events and programs. In October 2014, the inaugural "Re:Imagine Downtown Open Streets Event" showcased downtown Garden Grove like never before, with nearly 10,000 pedestrians and bicyclists enjoying car-free streets activated with food, music, art and performances. This successful program was refined and repeated in October 2015.

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,



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 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) 2014 – 2015, and various photographs, charts, and graphs highlighting items of particular interest.

TABLE OF CONTENTS

Part I: Direct Services

Police Department.....	1 - 4
Fire Department.....	5 - 8
Public Works.....	9 - 18
Community Development.....	19 - 28
Community Services.....	29 - 34

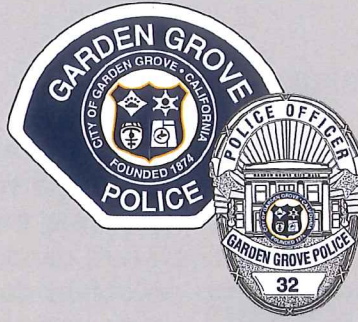
Part II: Indirect Services

City Manager's Office.....	35 - 40
Finance Department.....	41 - 44
Information Technology.....	45 - 48
Human Resources.....	49 - 50

PART I

DIRECT SERVICES

POLICE DEPARTMENT



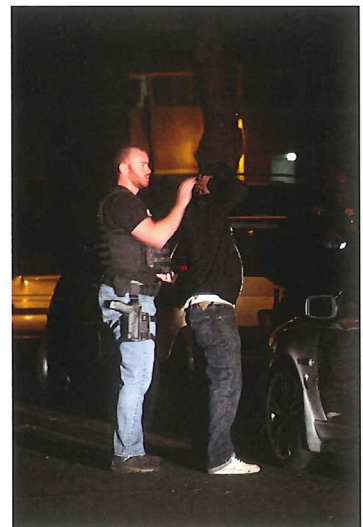
The mission of the Garden Grove Police Department, through a Community Partnership, is to improve the quality of life in the City and provide a sense of safety and security to community members.

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 2014-2015 for the Police Department included the following:

Police Department Monitoring of AB109 Early Releases & Proposition 47 Mandate

■ Assembly Bill 109 (AB109) – The Public Safety Realignment Act - has resulted in the early release of thousands of offenders into local communities due to prison overpopulation. In November 2014, California voters approved Proposition 47, which reassigned many felony charges to misdemeanor charges. The impact felt on this change of law was immediate as the Orange County Jail stopped accepting arrestees for crimes such as possession of drugs and some property crimes. The Orange County Jail also reevaluated their population and released hundreds of prisoners who were serving time for crimes now deemed as misdemeanors per Proposition 47.



The Garden Grove Police Department increased its participation in the County's program on monitoring early release prisoners. Bi-weekly the Police Department performs compliance checks on early release prisoners. In FY 2014/2015, the Police Department conducted a total of 36 checks which resulted in 494 searched locations with 70 re-arrests of early release

prisoners for either new charges or for violations of their existing probation and parole conditions.

Police Department Recruitment

■ In FY 2014/2015, newly appointed Police Chief Todd D. Elgin directed the Professional Standards Division of the Police Department to increase the recruitment of the Police Department's work force to become more reflective of its service area. Concerted efforts were made to recruit new hire candidates for all positions by focusing



on career days at junior and four-year college campuses, visits to local police academies, and a creation of social media accounts (Facebook, Twitter, Instagram, etc.) to promote the Police Department and increase awareness of its desire to recruit. These efforts will take approximately one year to materialize.

During FY 2014/2015, the Professional Standards Division participated in seven recruiting events at local college campuses, a public safety fair, and visits to all GGUSD high schools. As a result of these efforts, 20 full- or part-time employees were brought on board. Positions include: seven police recruits, one lateral police officer, two police recruit officers (in-academy), two records specialists, and eight cadets/police office aides.

Police Department Technology

■ The Police Department saw a great change in technology during the year. It began with the continued installation and implementation of the Spillman Computer Aided Dispatch/Records Department-wide computer system. This system integrates five separate police computer systems into one well-defined user-friendly system. The Police Records Division, Police Communications Center, the Garden Grove Jail, the Crime Analysis Unit and all Garden Grove Police patrol cars are now operating under the Spillman computer system.

The onset of the new Department-wide computer system allows for less time spent on merging, uploading, and verifying police data between the old computer systems, which means a more timely response and less duplication of effort for the end-user. An example of the new computer system success is the Garden Grove Jail's digital camera system which takes high-definition pictures of arrestees and allows for the booking information to be automatically uploaded to the new Department-wide computer system. Also, all Garden Grove Police patrol cars received new mobile computer terminals (MCT) that provide for the latest in mobile technology, the ability to remotely connect to the Department-wide computer system, and compatiability with the Spillman software.

The Police Department also began the process of automating all 2006-2013 paper police reports, which will allow easier access for review via the new Spillman CAD/Records computer system. This automation process should be completed by early 2016.

POLICE DEPARTMENT FAST FACTS

During FY 2014-15 the Garden Grove Police Department responded to 46,072 calls for service with an average response time of 4 minutes, 12 seconds for priority calls. Specific statistics regarding calls for service and response times are contained in the following tables:

Calls for Service – FY 2014-15	
Priority 1 Immediate Dispatch <i>Lights and Sirens Authorized</i>	1,901
Priority 2 Immediate Dispatch <i>Lights and Sirens NOT Authorized</i>	8,667
Priority 3 Felony Just Occurred Crime Against Person Just Occurred Threat of Violence <i>Lights and Sirens NOT Authorized</i>	12,391
Priority 4 Cold Felony Reports No Threat of Violence But Could Escalate <i>Lights and Sirens NOT Authorized</i>	7,679
Priority 5 Property Crime Just Occurred No Threat of Violence <i>Lights and Sirens NOT Authorized</i>	10,951
Priority 6 All Other Low Priority Calls <i>Lights and Sirens NOT Authorized</i>	4,439
Priority 7 Phone Reports Abandoned Vehicles Sex and Drug Registrants	44
Total Calls for Service	46,072

Calls for Service/Response Times	FY 14-15	FY 13-14	% Change
Priority Calls for Service (Priorities 1 and 2)	10,568	11,911	-11.28%
Non-Priority Calls for Service (Priority 3 and greater)	35,504	30,541	16.25%
Total Calls for Service	46,072	42,452	8.53%
Average Response Time - Priority	4 m 12 s	4 m 48 s	-0m 36s
Incoming Phone Calls	171,306	169,019	2,287

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 within two divisions: Operations Division and Administrative Division.

The significant achievements of FY 2014-2015 for the Fire Department included the following:

FACILITIES AND VEHICLE IMPROVEMENTS

The Fire Department continued to focus on its multi-year multi-phase facilities improvement and replacement of aging apparatus and equipment.

- The Fire Department secured a bid in FY 2013-14 to replace a 1989 and 1990 Beck fire engine (pumper) with two new Pierce pumpers. The new Pierce pumpers were delivered in June 2015; at this point the Fire Department started the final phase of outfitting them with necessary equipment and tools, before putting them into service. Both engines are scheduled to be fully operable and turn-key by the first quarter in FY 2015-16.



■ The Department continued to move forward on the facilities plan for improvements. After further assessment, it was decided that a shift in focus from replacing fire station #1 headquarters to fire station #6 was most appropriate. Fire station #6 located at the north east corner of Chapman and Debbie between Harbor Boulevard and West Street serves the resort/hotel area of Garden Grove. The current station is actually from the 1950's, a residential house moved to its current location in the 1970's to serve as a fire station. For over 30 years this house has been modified to fit the needs of the firefighters who work out of it 24/7 and for the community it responds to 365 days a year. The station as it sits today is 1300 square feet, 3 bedroom, 2 bathroom, living room, dining area, and kitchen. Location sites for the new fire station were vetted and funding for this project was secured.



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 is 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.

■ One entry-level academy was held to train new volunteers for the CERT program. Additionally, members were reCERTified. These members are able to respond and assist in times of disasters.

■ CERT participated in major community events and regional trainings. CERT manned First Aid booths at the Strawberry Festival, Tet Festival, and CicLAVia, which are considered "live-training" for the CERT members allowing them to practice the skills attained through CERT academy and reCERTification training.

COMMUNITY OUTREACH

■ The Fire Department continued to support and aidits community through public education and prevention programs for the entire resident population.

■ The "Spark of Love" Toy Drive, is sponsored by ABC7. Garden Grove firefighters joined Southern California firefighters from Orange, Riverside, Los Angeles, San Bernardino, and Ventura Countyies and asked local communities to help families in need during the holiday season by donating new, unwrapped toys or sports equipment. The goal was to exceed last year's (2013) collection of 450,000 toys.



COMMUNITY CONNECTIONS THROUGH TECHNOLOGY

The Department continued to embrace technology through social media via Facebook and Twitter to stay connected to the community ensuring the needs of the residents, businesses, and visitors were met effectively and efficiently.

FIRE DEPARTMENT FAST FACTS

During 2014 the Garden Grove Fire Department responded to 12,349 calls for service with an average response time of 4 minutes, 47 seconds.

	2014	2013
<i>Incidents in Jurisdiction</i>	11,648	11,162
Fire	349	362
Medical	10,058	9,709
Hazardous Materials	65	69
Other Emergencies	498	389
Service	678	633
<i>Incidents Outside Jurisdiction</i>	701	792
Fire	113	149
Medical	541	589
Hazardous Materials	6	6
Other Emergencies	21	25
Service	20	17
Strike Teams	0	6
Total Calls for Service	12,349	11,954

COMPARISON

		2014	2013
Incidents in Jurisdiction	↑ 4.20%	11,648	11,162
Incidents Outside Jurisdiction	↓ 11.48%	701	792
Total Calls for Service	↑ 3.20%	12,349	11,954

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, managing trash, and recycling services.

The significant achievements of FY 2014-15 for the Public Works Department included the following:

HARBOR BOULEVARD LANDSCAPING IMPROVEMENTS (PALM TO CHAPMAN)

- The Harbor Boulevard Landscaping Improvements, from Palm Street to Twintree Lane, included installation of decorative palm trees, landscaping, permanent automatic irrigation systems, lighting for pedestrian ways and trees, designed hardscape and banners, construction of a storm drain and sewer main, along with the installation of a new traffic signal at the Great Wolf Lodge resort. An Economic Development Administration grant in the amount of \$2.9 million was awarded to the City for construction costs.



BROOKHURST STREET RECONSTRUCTION

■ The Brookhurst Street Reconstruction Project, from Chapman Avenue to Katella Avenue, consisted of roadway rehabilitation by full depth reclamation, removal and replacement of bus pads, sidewalks, curbs and gutters, cross gutters, access ramps, median curbs, as well as the installation of video detection systems, traffic striping and loop detectors.

THREE ARTERIAL STREET REHABILITATION PROJECT

■ This Rehabilitation Project consisted of the reconstruction of street pavement, removal and replacement of sidewalks, curb ramps, bus pads, and median curbs, installation of new drought tolerant plants, and replacement of painted traffic striping, and traffic signal loops for the following street segments: Chapman Avenue, from Euclid Street to Nelson Street, Garden Grove Boulevard, from Gilbert Street to Magnolia Street, and Westminster Avenue, from Brookhurst Street to Bowen Street.

BROOKHURST STREET UTILITY UNDERGROUNDING

■ The City's Brookhurst Utility Undergrounding was a Southern California Edison (SCE)-led project, coordinated through the City, to complete the undergrounding of power and communication lines on Brookhurst Street, from Westminster Avenue to Garden Grove Boulevard. SCE's Rule 20A funding, allocated for the conversion of overhead lines to underground facilities was accrued from prior years for the completion of the project.

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:

1. **St. Mark's Cottages:** 18 single-family homes on Katella Street. (Completed)
2. **New Condominiums on Euclid Street/Hazard Avenue:** Over 60 housing units including street improvements and utility undergrounding. (Completed)
3. **Great Wolf Lodge Water Park Hotel:** 121,000-square-foot indoor water park, along with a 603-room hotel and a conference center. (Expected Completion in Spring 2016)
4. **Brookhurst Triangle:** - Condominium project on 14 acres of land. (In Progress)
5. **Jamboree Housing:** 47 Units low-income housing and Head Start school at 12741 Main Street. (In Progress)
6. **Promenade:** New commercial restaurant pads (3) with Hughes Investments on Chapman Ave. (In Progress)
7. **Central Ave:** 7 new single-family homes. (In Progress)
8. **Yockey 6:** 6 new single-family homes. (In Progress)
9. **Lorna St Apts:** 7 two-story apartments. (In Progress)
10. **Garden Grove LLC:** 6 new single-family homes. (In Progress)



GARDEN GROVE PARK, SOUTH PARKING LOT REHABILITATION

■ In-house staff removed 74,750 square feet of asphalt and replaced it with 756 tons of asphalt over 456 tons crushed aggregate base; along with restriping the lot.

RECYCLED ASPHALT PAVEMENT (RAP) SLURRY SEALING PROJECT

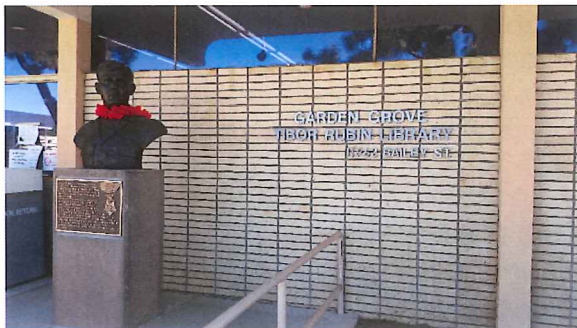
■ As part of the Pavement Management Program, several On-Call Recycled Asphalt

Pavement (RAP) slurry sealing projects were completed on various residential and collector streets within the City. This is a cost-effective, preservation treatment that extends the life of existing asphalt; while sealing it from the harmful effects of water penetration and excessive heat. These projects covered over 1.2 million square feet of RAP slurry sealing. In-house staff prepared a total of 1.6 million square feet of streets for slurry sealing, of which 500,000 square feet will be slurried in 2016. Slurry preparation work included the following:

1. Removing and replacing 5,854 tons of asphalt.
2. Completing 18.7 lane miles of crack sealing by placing over 12 tons of crack sealant material.
3. Micro-milling 62,000 square feet and full-depth grinding 50,500 square feet of street.
4. Removing and replacing 3,290 linear feet of concrete curb and gutter; 18,116 square feet of sidewalks; 2,235 square feet of driveway aprons and 2,044 square feet of wheel chair ramps.



FACILITIES IMPROVEMENTS



■ Facilities improvements included interior renovation and ADA restroom remodel at the Chapman Branch Library. Additionally, Staff preformed hardscape ADA

improvements to support the Tibor Rubin Branch Library re-naming and bust installation.

PARK IMPROVEMENTS

- The light poles at City park sites are over 50 years old and have a non-concrete base, which makes them more susceptible to corrosive damage from water deterioration and threatens their structural integrity. A total of six light poles were replaced in June 2015. These new light poles are energy efficient and have a concrete base. Due to safety concerns, an assessment report is being conducted to evaluate and provide recommendations on repairs or replacements needed for all light poles at City park sites.
- Additional improvements include the renovation and replacement of the West Grove Park picnic structure, picnic tables and barbeque grill. Additionally, Staff refurbished the Magnolia Park basketball court. This project included, new sports lighting and play surface upgrades. Another project completed was the installation of a new storage building at Garden Grove Park. This project included hardscape ADA improvements as well.



CITY VEHICLES

- The acquisition of City vehicles were secured by Staff, which included 23 vehicles, 8 Police patrol vehicles and 2 Fire Engines.

WATER SYSTEM UPGRADES

- **West Street and Daniel Avenue Water Improvement Project:** Completed design of the \$1.8 million water main improvement project involving the replacement of approximately 6,550 linear feet of water pipe and associated valves, fire hydrants and water services. Once constructed, this project will relieve fire flow deficiencies in the area.
- **Citywide Water Services Replacement Project Phase I:** Completed the design of this \$1.1 million water services replacement project involving the replacement of 377 old and outdated water service lines and meters.

WELL 29 ENGINE REPLACEMENT

- In September 2014, the Well 29 engine replacement project was completed. The 500 horsepower engine drives a well pump of approximately 4,500 gallons per minute, which is a vital resource for meeting the demands of the water distribution system's East zone.

DROUGHT UPDATE

- As part of the State's Water Board mandate that was issued in April 2015, the City is required to achieve a 20% reduction in water use by February 2016. The City exceeded the 20% conservation target during the months of May and June with the respective reductions: 24% and 29%. Irrigation systems at all medians with turf were shut off in response to the State mandate. The City also mailed approximately 200 notification letters to customers who wasted water by overwatering, washing down driveways and not fixing broken sprinklers.

SEWER SYSTEM IMPROVEMENTS

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

1. **Joyzelle Drive and Hill Road Sewer:** The \$1.0 million project relieved sewer capacity deficiencies along Joyzelle Drive, from Barclay Drive to Gilbert Street and along Hill Road, from Brookhurst Street to Garden Road. This project included replacement of approximately 1,832 linear feet of pipeline and five manholes.



2. **Cerritos Avenue Sewer:** The \$0.8 million project within a shared sewer area between Garden Grove and Anaheim, included the replacement of approximately 2,500 linear feet of pipeline and 11 manholes. This project relieved sewer capacity deficiencies along Cerritos Avenue, from Brookhurst Street to Gilbert Street.

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. Approximately 1,200 sixth grade students from the Garden Grove Unified School District participated in this program during this fiscal year. The participating schools include Clinton-Mendenhall Elementary School, Hill (Merton E) Elementary School, Morningside Elementary School, Murdy (John) Elementary School, Paine (Thomas) Elementary School, Parkview Elementary School, Riverdale Elementary School, Stanford Elementary School and Violette (C.C.) Elementary School. This program helps fulfill the educational component for the State's aggressive goal for diverting waste from the landfills and reducing greenhouse gas emissions.

■ In March 2015, Water Staff gave educational presentations on the water distribution system to over 300 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.



■ As part of the Urban Forest Management Program, the Mayor and Trees Staff commemorated Arbor Day in April by planting a California Pepper Tree at the corner of Elizabeth Lane and Stanford Avenue, where an historical 80-year-old California Pepper Tree once stood. The decision to plant another California Pepper Tree was made by the public who participated in a two-week survey that appeared on the Public Works Facebook page. The intent of this event was to raise public awareness on the importance of preserving trees within the community. A total of approximately 19,400 street trees are maintained by the City. As the community faces aging trees, Staff is focusing efforts on maintaining the City's maturing street trees due to their greater environmental benefits such as it's cooling effects and reducing greenhouse gas emissions. For trees faced with disease, invasive pests or deemed as unsafe, removal is necessary. Under limited resources, Staff is replanting approximately 15% of trees that are removed. The replanting of trees are primarily in parks and residential parkway areas. Staff is also working with the community on the proper species selection and placement of a parkway tree to prevent existing and future tree related damages to utility lines, sidewalks, curb and gutter.



GRANT APPLICATIONS & AWARDS

- The City has received \$2,055,000 in competitive Measure M2 funding for inter-jurisdictional traffic signal synchronization projects on Harbor Boulevard, Chapman Avenue, and Westminster Avenue.
- The City received \$200,000 in competitive Measure M2 funding from the Orange County Transportation Authority for the 2015 Magnolia Street Irrigation Retrofit Project (Westminster to Trask and Lampson to Chapman).
- The City has received \$220,000 in federal funding from the Highway Safety Improvement Program for a traffic signal modification at Haster Street and Lampson Avenue.
- The City has received \$108,000 in state funding from the Rubberized Pavement Management Program for the rehabilitation of various segments on Brookhurst Street.

■ The City received \$45,000 in state funding to form a partnership with the Orange County Conservation Corps (OCCC) for the purpose of providing 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 \$50,000 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. Under this program, a total of approximately 30,000 gallons of motor oil and 350 oil filters were collected this fiscal year.

■ The City applied for \$676,000 from the 2015 Active Transportation Grant Program to fund the rehabilitation of the alleyway on Valley View Street, between Santa Barbara Avenue and Belgrave Avenue to make a safe, attractive pathway for pedestrians and bicyclists. This project would help divert pedestrian and bicyclist traffic from Valley View Street.

■ The City applied for \$180,000 from the 2015 Active Transportation Grant Program for the installation of a new traffic signal at the intersection of Chapman Avenue and Lamplighter Street.

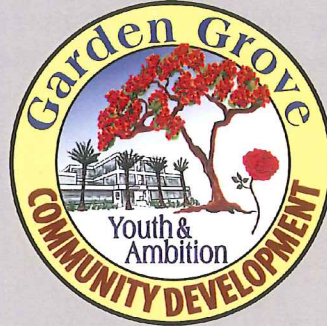
■ The City applied for two grants requesting \$300,000 to the Orange County Transportation Authority for the Euclid Street Irrigation Retrofit Projects (Westminster to Katella and Lampson to Katella).

■ The City applied for \$1 million from the 2014 Water Energy Grant for water and energy efficiency projects. The proposed water efficiency project involved retrofitting the street median landscaping on Magnolia Street, where turf would be replaced with drought tolerant plants and a high efficiency irrigation system. The proposed energy efficiency project involved installing solar panels on the roof of the Lampson Reservoir site.

PUBLIC WORKS FAST FACTS

	2013	2014	%
Department Work Orders Completed (Decrease due to less graffiti related work orders received by public)	19,524	17,365	-11%
Graffiti-Related Work Orders Completed (Decrease due to less calls received by the public)	7,604	5,846	-23%
Sewer Main Lines Cleaned (Million Linear Ft)	1.28	1.41	10%
Water Gate Valve Replacements (Increase due to aging valves identified following the valve exercising program and will help in proper shut downs during water and sewer capital projects)	51	120	135%
Water Service Line Replacements	405	480	19%
Street's Concrete and Asphalt Repairs	974	1,100	13%

COMMUNITY DEVELOPMENT



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

The Community Development Department offers a broad spectrum of services to the community. Community Development also manages, reviews, and approves development plans for all properties located within the city boundaries. There are four divisions in the department: Planning Services Division, Building Services Division, Housing Authority Division, and Neighborhood Improvement/Code Enforcement Services Division.

The significant achievements of FY 2014-2015 for the Community Development Department include the following:

NEW DEVELOPMENT PROJECTS (COMMERCIAL & RESIDENTIAL)

■ **9737 Chapman Ave.**

Construct a new 6,200 square foot pad building at the Promenade Shopping Mall. The Building will have 4 tenant spaces includes: Chipotle, Blaze Pizza, and Wingstop.

■ **7761 Garden Grove Blvd.**

Construct a two-story addition to an existing 11,405 square foot medical clinic, Nhan Hoa Comprehensive Health Care Center.

■ **7191 Acacia Ave.**

Construct a 3,760 square foot addition to an existing industrial building. The addition will hold a new machine used to manufacture parts for American Metal Bearing Company.

■ **9472 Katella Ave.**

Construct a 1,600 square foot multi-tenant commercial building on a property improved with an existing gas station and convenience market.

■ **12502 Brookhurst St.**

Construct a new 2,447 building on a lot with an existing 1,755 square foot medical building with site improvements, new parking lot, and new landscaping.

■ **12381 Nelson St.**

Construct 4 detached 2 story single family homes with unit and private street improvements. Also, Tentative Tract Map to subdivide 39,340 square foot property into 5 separate lots.

■ **10721 Westminster Ave.**

Construct a new 1,154 square foot addition to existing building currently used as a minor auto maintenance and auto sales business on site, includes office area and service bays.

CONDITIONAL USE PERMITS

■ Processed eight (8) Type 41 (On Sale, Beer & Wine, Public Eating Place) Licenses for new restaurants.

■ Processed three (3) Type 21 (Off-Sale, General) Licenses for new markets and convenience stores.

■ Processed two (2) Type 47 (On-Sale, Full Liquor) Licenses for restaurants, night club or bar.

CODE AMENDMENTS

■ Code amendment to establish standards and requirements pertaining to electronic changeable copy in signs, and to revise the existing monument sign regulations.

■ Code Amendment to permit "Parking Facilities (For a fee) in the M-P zone, subject to a Conditional Use Permit.

■ Code Amendment to allow the relocation of the existing billboards along the SR-22 freeway and to be converted into a dual faced electronic billboard, subject to special standards located at 11615 Cardinal Circle.

■ CC-1 (Civic Center Mixed Use-1) and AR (Adaptive Reuse) Zones amended to add current non-permitted uses to Land Use chart, add definitions for new uses, allow parking at offsite locations further than 1500 feet from site, add more standards for conversion of single-family homes to commercial uses, add standards for outside eating areas, non-vehicular and vehicular vending, event space.

■ **12951 Main St.**

Amend the Civic Center Mixed Use-2 Zone to allow art gallery/retail business to include a Tattoo Art Studio as a portion of the business.

■ **9721 11th St.**

Re-approve Site Plan and Variance to allow subdivision of 24,000 square foot lot into 4 single family home parcels. Variance to deviate from 6,000 square foot minimum lot size width.

TIME EXTENSIONS

■ **8372 Central Ave.**

Time Extension 7: Rezone 34,533 square foot lot from R-3 to Residential PUD for small lot subdivision of 8 lots with Lot 8 as a common area, 3 acre lot to construct 7 detached SFR, TT Map for 8 lot subdivision for development.

GENERAL PLAN AMENDMENTS

■ **12741 Main Street & 10882 Stanford Ave. (Jamboree Housing Corporation)**

Develop 2.2 acres of United Methodist Church site with integrated Mixed Use project of 47 affordable housing apartments for low/very low income seniors and families. Project includes Lot Line Adjustment, Site Plan to construct 2 buildings, and a 3,000 square foot retail/commercial space, CUP for church operated preschool and HS program. Variance to reduce parking for church, preschool, and commercial space.

RE:IMAGINE DOWNTOWN IDEAS IN ACTION

The Planning Division continued its efforts to bring together the community, identify a sense of place and ownership and improve Garden Grove's Downtown by creating a Vision/Master Plan for the future.

■ Following up on ideas shared through the Re:Imagine Downtown Public Online Forum, July 2014, saw implementation of "Ideas in Action": Permanent Public Art. The Girl Scout Cadettes from Garden Grove Troop 1224, pursued the Girl Scout Silver Award, by improving the look of downtown, one utility box at a time. The award is designed to give girls the chance to show leadership, organization, determination, and dedication to improving their community.



- The Main Street Logo Design Contest was held September, 2014. The first place winner received \$200 cash and had their design placed on bollards along downtown Main Street. The winner was a student that attended school in Garden Grove.



Re:Imagine DOWNTOWN

Design the New Logo for Historic Main Street and you could win \$200 Cash!

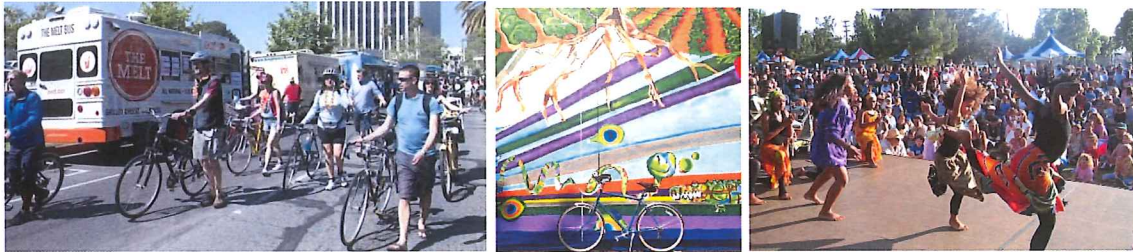
The City's Re:Imagine Downtown campaign and Garden Grove Main Street Commission proudly announce the Main Street Logo Design Contest. The first-place winner will receive \$200 cash, and have their design placed on bollards (concrete posts) along downtown Main Street.

Designs must measure 6" x 6" and represent the unique qualities of historic downtown Main Street. Participants need to live, work, or attend school in Garden Grove. Winners under 18 are required to have a legal parent or guardian accept any winnings on their behalf. Please submit files as a jpeg format photo by February 14, 2014, to the Re:Imagine

Downtown website at <http://www.reimaginedowntowngg.com>.



- October 2014, had the first ever Open Streets event to explore the downtown in a new way by biking, walking, skating & playing in car-free streets with food, music, art and performances.



Re:Imagine goals (Short, Mid, Long) generated from 840 Ideas

- Short, Mid, and Long Term goals were generated based on community input using interactive activity boards located in a Re:Imagine Booth at Open Streets 2014.



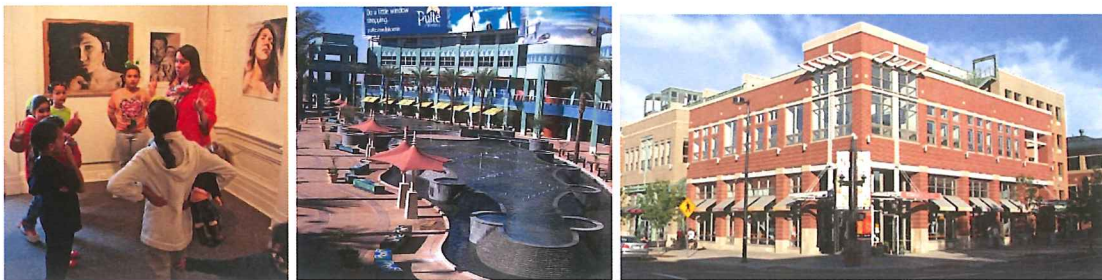
- Short Term: Classic film night, free summer movie nights, live street music/car show night, enhance farmers market, create a bike sharing program, continue multiple open streets events, create bicycle/pedestrian master plan, OCTA demonstration project.



■ Mid Term: Create branding for downtown, downtown improvement manager, adopt downtown landscape plan, enhance pedestrian use on Main Street, Vision/Idea for public gathering space, outdoor amphitheater, and identify sites for new retail & housing opportunities, market hall, enhance community garden, holiday art walk, bike racks, WiFi in the downtown.



■ Long Term: Museum/gallery downtown anchor, culinary arts schools, splash pad/pond and art water feature, interactive art pieces for children, Main Street pocket parks, implement plan for public gathering space, themed bus shelters & kiosks, parking management plan, parking garages w/ retail storefronts, Main Street extension-North, East/West bridge connection, consider TOD adjacent to OCTA right-of-way, expand Civic Center Park by vacating Acacia Parkway from Euclid Street toward Civic Center Drive.



Although the ideas and goals generated by the Re:Imagine Downtown outreach may take many years to be fully established and completed; over time they will generate new jobs, annual tax revenue for the City and encourage visitors from outside the City to visit and buy in Garden Grove.

FEDERAL AND STATE GRANTS

Active Transportation Program Cycle 2 Grant

■ Staff applied for a \$1.9 million Active Transportation Program (ATP) Cycle 2 Grant for the design and construction of the "First Mile" of the OCTA bike and pedestrian path extension of the ROW from Downtown (Stanford and Nelson) to Brookhurst. The application was submitted to Caltrans in early June 2015.



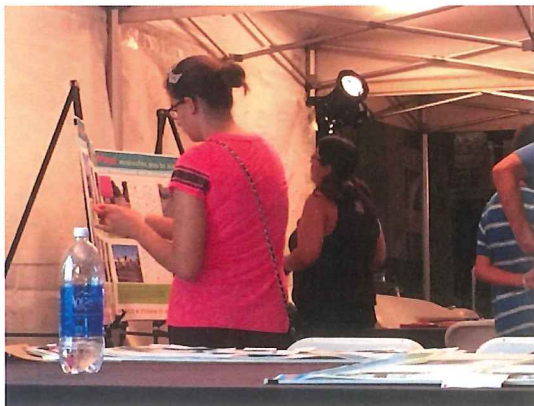
The OCTA Regional Planning and Highways

Committee is funding a portion of the projects that applied under the ATP Grant. Based on recent feedback it is anticipated funding will be awarded to the City that can be used toward the PE ROW project.



Bike and Pedestrian Master Plan SCAG Grant

■ The City received a \$200,000 grant from the Southern California Association of Governments (SCAG) to complete a Bicycle and Pedestrian Master Plan. Alta Planning + Design was hired to develop the plan. As part of the project, the consultant conducted outreach at the 2015 Open Streets event where they had two booths with interactive boards to gather public input including surveys, and interactive maps. A first draft plan is anticipated in Spring 2016. At that time, staff and Alta will conduct a Community Meeting to introduce the Bicycle and Pedestrian Master Plan to the public. A final plan will be brought back to the City Council for consideration in Summer 2016.



SCAG Campaign Tactical Urbanism Program

■ Planning Staff applied for and was awarded a \$125,000 grant for a project called "Pop-Up Garden Grove" which included temporary pop-up installations to promote the Bike and Pedestrian Master Plan and the Downtown Parking Study. The project includes street improvements such as vinyl striping of crosswalks and creating temporary traffic circles in busy intersections bringing "live" examples of potential improvements. (These were exhibited at Open Streets 2015). The pop up examples help the community understand the benefits staged around the Downtown and show a "cycle track" on the street and traffic calming measures. SCAG will be hosting this event with the City in October 2016.



POp-Up gArDeN gRoVe

**Temporary pop-up installations to promote the Bike and Pedestrian Master Plan (BPMP) and the Downtown Parking Study (DPS)
June 2015**

■ Staff applied for an EPA Targeted Brownfields Assessment grant which would provide no cost soil testing of a portion of the OCTA Right-of-Way to be awarded early next year.

BUILDING PERMITS & INSPECTIONS

- Issued permits with a construction valuation of \$45.3 million.
- Responded to 11,438 inspection requests, up from a previous count of 10,416.

BUILDING ABATEMENT

■ Staff opened 383 new cases, and closed 250 cases. The primary types of cases center on an increase in single family residences converted to multi-family use and non-permitted additions and building alterations. Cases requiring civil abatement prosecution also increased with 4 cases requiring court appointed receiverships to gain compliance. Staff continued to work with the Neighborhood Improvement Committee to improve specific neighborhoods on an annual basis.

11461 WESTMINSTER, 13931 NEWHOPE ST (RECEIVERSHIP CASES)

■ Two non-habitable, single-family residences were designated a public nuisance. As notices and orders to abate the violations went unheeded, civil abatement prosecution was pursued. Demolition of all structures by Receiver is scheduled to be completed by December 2015.



SECTION 8 MANAGEMENT ASSESSMENT PROGRAM (SEMAP)

■ The Housing Authority scored 100 percent and earned the designation for a "High-Performance Agency" for the fiscal year 2014-2015 from the Department of Housing and Urban Development.

HOUSING AUTHORITY RENTAL VOUCHERS

■ Staff assisted approximately 2300 low-income households through Section 8.
■ Over 500 applicants from the new wait list were contacted to schedule initial qualification interviews. Priorities were 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, mostly Santa Ana, were administered through the Portability program. By fully administering tenants from Santa Ana, the Housing Authority earns approximately \$17,000 a month in administration fees.

HOUSING QUALITY STANDARDS & BUILDING & SAFETY CODES COMPLIANCE

■ Four hundred twenty seven initial and 3542 annual and follow-up inspections, and 45 special inspections were conducted to ensure that subsidized units meet Housing Quality Standards and Building and Safety Codes.

HOUSING FAMILY SELF-SUFFICIENCY PROGRAM

■ All of the Family Self-Sufficiency graduates signed 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 increased their earning capacity, obtained improved employment and became 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.

- Four participants of the Family Self-Sufficiency program successfully completed their 5-year contract.

NEIGHBORHOOD IMPROVEMENT PROGRAMS

Neighborhood Improvement oversees the Emergency Solutions Grant (ESG) program, which provides homeless prevention and intervention services. 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).

ESG program funded the following organizations:

- Thomas House (\$41,875) to provide shelter and resources to 247 individuals from formerly homeless families in service-enriched transitional housing apartments.
- Women's Transitional Living Center (WTLC) (\$18,000) for essential services, homeless prevention, shelter, support services, substance abuse treatment and accessibility to other services for 288 survivors of family violence, including men, women, and their children.
- Interval House (\$62,714) to provide support services, homeless prevention and rapid re-housing to 257 victims of domestic violence.
- Mercy House (\$10,000) to provide emergency, temporary shelter, food, hygiene and other services to 70 homeless individuals.

CDBG funded the following organizations:

- Fair Housing Foundation (\$34,923) helped provide fair housing services to 429 individuals.
- Community SeniorServ, Inc. (\$20,000) to serve 649 Garden Grove seniors through daily hot lunches at the Senior Center and other congregate dining and delivered breakfast, hot lunch, and dinner every weekday.
- H. Louis Lake Senior Center (\$163,078) assisted the City to enhance services and provide meals to 711 individuals.

Additional Neighborhood Improvement Achievements:

- Provided funding for Tenant Based Rental Assistance for 62 low-income households.
- Code Enforcement addressed 3,336 complaints of violations of the Garden Grove Municipal Code.

COMMUNITY SERVICES



The mission of the Community Services Department is "Creating and Celebrating a Healthy and Vibrant Community".

The Community Services Department's programs can be seen throughout Garden Grove, from the parks and leisure classes, to group counseling and homework assistance, to special community events and cable television. The cornerstone of the department is **PRIDE:**

People, Parks and Programs
Resources
Information
Diversity
Engagement, Enthusiasm, Excellence

The department is comprised of three divisions and two non-profit foundations:

Recreation and Human Services – Programs include activities at the Buena Clinton Youth and Family Center, Community Meeting Center, Courtyard Center, H. Louis Lake Senior Center, Magnolia Park Family Resource Center, as well as park facilities, the Community Garden, Park Patrol, and Recreation, which includes Aquatics, Day Camp, preschool programming, and youth sports.

Office of Community Relations – Oversees the City's Public Information function, Special Events and the Garden Grove Community Foundation. Official City communications, including press releases, marketing materials, brochures, newsletters, social media platforms, as well as the City's main webpage content, originate from the Public Information Office, including several annual publicity campaigns. The division's additional outlets include social networking sites such as Facebook, Twitter, Instagram, and the City's Mobile App. The Office of Community Relations is also responsible for City Council support and protocol at official City functions.

The significant achievements of Fiscal Year 2014-2015 for the Community Services Department include the following:

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). Fall 2014 was filled with planning for the interior renovation of the CMC including: ADA improvements; new roof system; tile and carpet replacement; creation of a new office space; and new window treatments and furniture. The initial renovation timeline guided staff to begin moving meetings from the CMC over to the CYC beginning in January 2015. Due to the renovation of the CMC there was a decrease in revenue generated bookings.

■ Revenue Generated Bookings

- 65 banquets and memorials
- 8 banquets for honorees age 21 and under
- 46 business meetings
- 143 church meetings



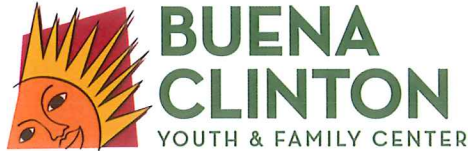
■ Community Supported and In-House Bookings

- 392 Category I – Departmental use during regular business hours;
- 66 Category II – Departmental supported for outside organizations during regular business hours; and,
- 36 Category III – Co-sponsored use for outside organizations benefitting the community.



FAMILY RESOURCE CENTERS

The Community Services Department oversees the operation of two Family Resource Centers, one in the Buena Clinton neighborhood, and the other at Magnolia Park. Both centers provide no-to-low-cost programs and services. Listed below are the achievements for each Center for Fiscal Year 2014-2015:



■ Buena Clinton Youth and Family Center:

- 1,683 Individuals in the neighborhood participated in programs and services to better their quality of life and become "well-maintained, peaceful and safe community of self-sufficient and healthy residents."
- 141 Individuals received linkages to community resources such as food, rental assistance, case management and counseling services;
- Over 250 children, youth and families participated in summer programming.
- 60 Youth participated in after-school programs and services during the school year.

■ Magnolia Park Family Resource Center:

- Served 418 families and 1,074 individuals.
- Provided 2,304 referrals to 1,980 individuals that called or walked in to MPFRC in need of resources such as basic needs, shelter, legal and health services.
- 114 individuals participated in individual, family, and group counseling services offered by Magnolia Park Family Resource Center (MPFRC).
- 222 families were able to receive comprehensive case management services provided by the MPFRC's Family Advocates.
- MPFRC hosted one mobile pantry food distribution event. 225 families received bags of free food that included non-perishable food items and fresh produce.
- MPFRC provided free toys to 521 children (186 families) during the holiday season.



SENIOR CENTER PROGRAMMING

- Continued to offer low and no-cost recreational activities and classes promoting active living for seniors ages 55 and over.

■ Served 17,303 meals at the center. The meals are free for seniors 60 years of age and over, with a suggested donation of \$3.00 and \$5.00 for seniors under 60.

■ Volunteers delivered 50,898 meals to homebound seniors in a collaborative effort with Community SeniorServ.



CABLE DIVISION

■ Emmy-nominated Garden Grove TV3 provided production and promotional support for Garden Grove Pride, Every 15 Minutes: Football High School, Senior Center, Police Explorer Post 1020, Strawberry Festival Parade, State of the City, Around Town with City Manager, the Garden Grove Community Foundation, and all City special events and public information campaigns.



■ Garden Grove TV3 YouTube has 1,474 subscribers, received approximately 2,772,555 views of broadcasted information with an average of 17,000 views per month watched, and an average of 50 shares per month.

FIELD AND FACILITY RESERVATIONS

Community Services offers a variety of facilities to accommodate any special event, from a soccer practice or baseball game, to a corporate meeting or wedding reception.



- Field reservations for adult and youth soccer totaled nearly \$36,000 in revenue while field reservations for adult and youth softball/baseball brought in nearly \$37,000.
- Field reservations for youth and adult football totaled approximately \$12,000 in revenue.
- The 11 park shelters and one park building accommodated approximately 697 events.

COMMUNITY GARDEN

- This fiscal year, all 60 plots were leased out to gardeners.
- In 2014-15, the Division implemented Once-a-Month Saturday Clean-Up Days. Over 20-30 volunteers came out to maintain the weeds.
- The Boy Scouts of America completed one Eagle Scout project at the Community Garden.



OFFICE OF COMMUNITY RELATIONS (OCR)

The Office of Community Relations (OCR) oversees the City's Public Information Office, Special Events, and the Garden Grove Community Foundation (GGCF).

The Public Information aspect of Community Relations provides the public with official City information through press releases, marketing materials, brochures, newsletters, social media, the website's main page, and the Garden Grove "Mobile App".

Community Relations is also responsible for English and multi-language media relations, City-wide campaigns, City Council support, protocol at official City functions, Inter-Departmental support, GGTV3 collaboration, internal communications to employees, and efforts aimed at strengthening ties with residents, businesses, visitors, service clubs, religion organizations, and multi-ethnic communities.



Special Events

■ The Office of Community Relations' Special Events, arrange all City events, from small receptions for dignitary visits to large-scale community events. They also provide support to other departments in planning and hosting internal or community functions.

GARDEN GROVE COMMUNITY FOUNDATION

■ The Community Relations Division provides staff support to the Garden Grove Community Foundation (GGCF). The goal of the organization is to enhance the quality of life for City residents and businesses. Founded as a 501(c)(3) non-profit organization, the Foundation helps to create a better image of Garden Grove regionally, showcasing the community's unique features, diversity, and economic progress. Staff provides all administrative support for the GGCF, including monthly board and



subcommittee meetings, press releases, website, fundraising, obelisk sales and coordination, and GGCF's major events, including the Golf Classic, the free Summer Concert Series and the Food for Thought Luncheon.

PART II

INDIRECT SERVICES



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. The City Manager's Office includes legislative support, policy implementation, budget development, strategic planning, liaison, and ombudsman services to community constituencies and legal service functions of the City. Additionally, the Office manages the City Council meeting agenda, elections, and public records. The Office also monitors and responds to federal and state legislative issues, and represents the City's interests throughout the region and beyond.

The significant achievements for the City Manager's Office for FY 2014-2015 included the following:

ECONOMIC FOCUS

■ The City Manager's Office continued to monitor City departments, its Successor Agency, and Oversight Board in carrying out the enforceable obligations of Garden Grove's dissolved redevelopment agency and meeting State Department of Finance requirements to ensure funding for and completion of the City's major economic development projects. As a result of citywide efforts, the Great Wolf Lodge water park hotel and the Brookhurst Triangle mixed-use residential and retail development progressed significantly. The Great Wolf Lodge is on pace to open in March 2016 and Phase I construction on the Brookhurst Triangle officially commenced in December 2015. In the resort district, new street, bus shelter, signage, and landscape improvements are also on schedule for completion in early 2016. Upon completion, these



projects are anticipated to generate 1,000 new jobs and approximately \$8 million in new tax revenues for the City.

2015-2016 STRATEGIC PLAN

■ In March 2015, the City conducted a strategic planning session with the Mayor, City Council and executive staff to identify priority goals for the 2015-16 fiscal year. The purpose of the planning session was to provide:

- An assessment of the City's current and general condition with regard to its operations, morale, threats/risks and key issues of importance,
- A review and prioritization of department goals for 2015, apart and separate from the Budget process; and
- Development of a City Council priority list of key goals/objectives for the 2015-16 fiscal year.

During the strategic planning session, the City Council identified ten priority goals that were incorporated into a FY 2015-16 Strategic Plan and operationally defined. The Strategic Plan was adopted by the City Council in May 2015 and is presently being used to guide operations and resources toward achievement of the initiatives. The ten priority goals included:

1. Hire Fire Chief, City Manager, complete labor negotiations and fill vacancies within budget constraints
2. Implement Web/technology improvements that make doing business with the City more user friendly
3. Promote positive communication with the Community to enhance the City's image and restore trust
4. Implement Re:Imagine Downtown - Phase II (next steps)
5. Economic Development to grow revenues
 - a. Complete Brookhurst Triangle and Galleria
 - b. Further Grove District hotel projects (i.e., Waterpark, Site C, Site B2)
 - c. Expand business opportunities throughout City
 - d. Conduct marketing campaign with GGUSD
 - e. Willowick (conduct joint meeting w/Santa Ana)



6. Develop 5-Year Fiscal Plan and Organizational Message
7. Bicycle Master Plan/Open Streets/more walkable community
8. Neighborhood Beautification
9. Public Safety Infrastructure
10. Legislative Advocacy Program

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

NEW ORDINANCES AND ORDINANCE AMENDMENTS

- Pursuant to City Council action, the following new ordinances were adopted or amended:

Electronic Cigarettes

Chapter 6.46 was added to Title 6 of the Municipal Code prohibiting the use of electronic cigarettes in all locations where the smoking of tobacco products is prohibited by state law.



Nepotism

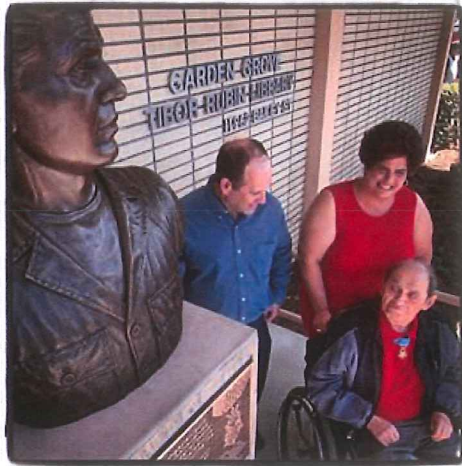
To guide the employment of relatives by the City, regulations on nepotism were amended providing that (1) no relative of a City Council Member, the City Manager or a Department Director shall be eligible for full time employment with the City; (2) a person shall not be employed by the City if that person would be supervised by or in the chain of command of a relative; and (3) a person shall not be employed in the same department, division or facility as a relative if the job descriptions for both positions could present a conflict of interest, would involve common areas of work responsibilities or could otherwise lead to potential hazards in greater degree for relatives than for non-relatives. Limited exceptions are provided for part-time employment positions.

Commercial Pet Sales

Section 6.04.080 was added to the Municipal Code prohibiting pet stores from displaying, selling, delivering, offering for sale, bartering, or auctioning dogs or cats in the City of Garden Grove, except dogs and/or cats obtained from a public animal control facility or shelter or a duly authorized nonprofit humane society or animal rescue organization, or cats donated by a local resident for no charge. The Ordinance provided existing pet stores one year to come into compliance with the new regulations.



GARDEN GROVE TIBOR RUBIN LIBRARY



■ In March 2014, the community had the opportunity to witness the official unveiling and dedication of a commissioned bronze bust, and library re-named in honor of Congressional Medal of Honor recipient Tibor Rubin. The event drew a crowd of admirers to the Garden Grove Tibor Rubin Library, 11962 Bailey Street. The Garden Grove resident was awarded the nation's most prestigious military decoration, the Congressional Medal of Honor in 2005, for his heroic actions during the Korean War. While attendees of the event ranged from young to old, civilian to military, all came to share the unique privilege of honoring Garden Grove's hometown hero at the library, where as a young father, he would often take his children.

LEGISLATIVE PROGRAM

■ The City Manager's Office coordinates an active legislative advocacy program focused on protecting the interests of Garden Grove and identifying resources available to enhance City services and programs. Legislative efforts include researching and monitoring federal and state bills, preparing letters and related communications in response to proposed legislation, and working with our legislative representatives and their staffs to promote the interests of our community. In June 2016, the City's legislative advocacy program was approved by the City Council and posted on the City's website. The City's Legislative Platform is a key component of the program.

VISIT BY HIS HOLINESS THE 14TH DALAI LAMA

■ On Sunday, July 5, 2015, His Holiness the 14th Dalai Lama made an inaugural visit to Garden Grove to share his message of peace, understanding, responsibility, and compassion with the community. Recognized as the most influential spiritual leader of Tibetans and other Buddhists worldwide, His Holiness spoke before a capacity crowd of over 1,100 attendees who gathered for A Celebration of Compassion at the Garden Grove Hyatt Regency hotel. At the event, the City Council presented His Holiness with a Key to the City, the City's Proclamation proclaiming Garden Grove as a City of Compassion, and a video produced by the City Garden Grove TV3 Cable team highlighting the planting of a young tree in honor of His Holiness' 80th birthday.

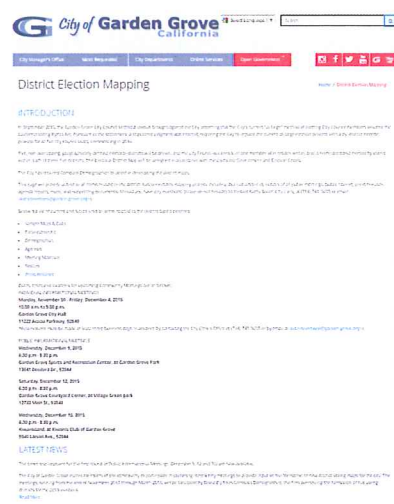


EMERGENCY MANAGEMENT TRAINING

■ In preparation for the possible El Nino winter storms and in compliance with State and Federal requirements, the City Manager's Office conducted mandated training for full-time employees in the National Incident Management System (NIMS) and Incident Command System (ICS). Training was offered both online and through live presentations at the City's Computer Lab. Approximately, 18 training sessions were conducted to accommodate personnel schedules.



DISTRICT BASED ELECTIONS



■ In June 2015, the City contracted for demographics services to assess a potential transition to district elections for City Council Members. Subsequently, in September 2015, the City approved implementation of district-based elections beginning in 2016 as part of a settlement brought against the City asserting that the City's current "at-large" method of electing City Council members violates the California Voting Rights Act. Pursuant to the settlement, five, non-overlapping geographically-defined electoral districts will be drawn, the City Council will consist of one member who resides within, and is nominated and elected by voters within, each of those five districts. After 2016, the Mayor will no longer be directly elected, but, instead, will be appointed by the rest of the City Council.

Staff is presently working with a professional demographer and the community to assist in developing the district maps. A series of community meeting and public hearings will be held to obtain community input before the district maps are finalized.

ON-LINE PUBLIC RECORDS REQUEST SYSTEM

■ To enhance service to the community, public records requests can now be submitted online under *On-Line Services*. The online process facilitates and expedites the processing of public records requests. The request must be sufficiently explained and specific to allow staff to locate the requested record(s). The City Clerk's Office will determine within 10 days from receiving a request, whether the request, in whole or in part, are copies of disclosable public records in possession of the City.



The California State Legislature adopted the Public Records Act in 1975, which requires local government agencies to make public records available upon request. The public can inspect or receive a copy of any record except those documents that are exempt

from disclosure by express provisions of law or considered confidential or privileged under the law.

OFFICE OF THE CITY CLERK

■ The Office of the City Clerk safeguards all official records of the City, conducts municipal elections, and oversees legislative administration including all City Council and dependent agency agendas. The City Clerk's Office also provides reliable, accurate, and timely information to the City Council, staff, and the general public. Achievements specific to this function included:

- As the Election Official, and per the California Elections Code, conducted the November 2014 Election.
- Continued to provide support to the City's elected and appointed officials for their filings of required forms as mandated by the Fair Political Practices Commission.
- Provided Clerk services to the Orange County Council of Governments (up until June 2015).
- Provided live video streaming and archived media of City Council meetings, and electronic access to agendas, staff reports, and meeting minutes via the City's website.
- Implemented the On-Line Records Request system on the city's website in April 2015.
- Continued to adhere to the California Public Records Act by maintaining the City's public records and providing responses to public records requests. (709 requests filled; 58% increase from 2013-14).
- Maintained public access to the Municipal Code and other related documents electronically via the City's website.
- Continued to be a resource to the City's Commission Secretaries on uniform processes and procedures to assure efficiency and compliance with the Brown Act.
- Continued to be an official Acceptance Agency for US Passports, with 247 passports processed, generating net revenue of \$5,913 FY 2014-15 (up until June 30, 2015).

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 provides services to the following operations: The City of Garden Grove, the Garden Grove Sanitary District, Water Enterprise Operations, Garden Grove Economic Development, Street Lighting Assessment District, Garden Grove Community Foundation, Garden Grove Housing Authority, Garden Grove Cable Corporation, Main Street Commision, and the Successor Redevelopment Agency.

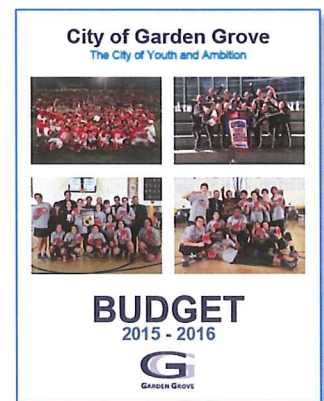
The significant achievements for the Finance Department for FY 2014-2015 included the following:

- Consistent with the goal of protecting City Assets and shielding the City from major risk exposures, the Finance Department successfully completed the annual renewal process of the City's insurance policies including property, boiler and machinery, employee dishonesty and faithful performance bonds, computer fraud, pollution, excess workers' compensation and necessary excess liability coverage.

- The City's Budget was implemented and monitored for compliance with adopted objectives and when necessary modified to consider the fluid status of funds availability, organizational needs and policy direction. The FY 2015-16 Budget was constructed, presented, and adopted. It represents a balanced financial plan which incorporates City Council direction and organizational needs.

- The City received the Certificate of Excellence in Financial Reporting award from Government Finance Officer's Association for its *Comprehensive Annual Financial Report* (annual financial statements). The audit was completed in December 2014 and an unqualified opinion was issued.

- In Fiscal Year 2014-15 the Purchasing Division made improvements to the Central Stores Warehouse to improve security and to protect the inventory that is stored in the warehouse. Security cameras and a security gate were installed to increase security measures and inventory control. Other improvements at the Central Stores Warehouse include adding shelf locations and revising the requisition form to better track and document how inventory is received and issued out of the warehouse.



■ In light of current economic uncertainties, participating in low cost Internet training and free seminars enhanced job knowledge and skills. Specific training included:

- California Society of Finance Officers: Be Prepared - Business Continuity, Investment Accounting Training, CDIAC Discussion of Public Investment Products Current & Future
- California Municipal Revenue and Tax Association Quarterly Training and Annual Conference
- GFOA: Online Portfolio Training
- GFOA: Annual GAAP Update
- MHM: GASB Update
- MGO: Annual Client Service Training
- White Nelson Diehl Evans LLP: Government Tax Seminar
- PERS: My CalPERS reporting updates – webinar & live trainings
- Public Works/Construction Law
- Purchasing Law
- Contract Risk Management

ECONOMIC DEVELOPMENT

■ The Economic Development Division continued to comply with the mandates set forth in AB-1484 and was a major priority for the division. The Division continued to work on the State of California Department of Finance (DOF) approved recognized obligation development projects of the former agency, as well as the City's economic development projects.

■ The Division worked on the implementation of the Harbor Boulevard street improvement project. The project is being funded by the obligation of the the Garden Grove Agency for Community Development agreement with Garden Grove MXD, LLC for \$2.9 million, and has a matching fund component of \$2.9 million paid by the Economic Development Administration. The total project cost is \$5.8 million.

The improvements span approximately 2,200 feet on Harbor Boulevard, from the Great Wolf Lodge® Southern California site to Twintree Avenue. The project's scope includes: new sewer and water line installations, storm drain line installations, electrical conduits, and curb and gutters. The project also added new streetscape enhancements, which included new palm trees, landscape and hardscape, sidewalks, medians, and traffic signals. The construction of the street improvements will be completed by February 2016.

■ The Economic Development Division continued to implement the Grove District - Anaheim Resort Hotel Development Agreement ("Agreement") by and between the City of Garden Grove and Land & Design, Inc. (the "Developer"). The Developer has proposed a development project consisting of a combination of hotels, retail, restaurant, and entertainment venues, and related parking facilities, for an approximate five acres. The site is located at the northeast corner of Harbor Boulevard and Twintree Lane. The City now controls the site; however its negotiations will affect taxing entities. Staff is finalizing its relocation and demolition obligations under the City agreement. The developer is finalizing the scope of the project and preparing the tract map, as well as

continuing to secure their finances. The developer is anticipating starting construction of the project in 2016.

■ Economic Development staff worked with the developer of the Brookhurst Triangle - Kam Sang Co. - to finalize their construction drawings for the first phase of the 13.9-acre Mixed Use Project "Project". The total build out of the project includes a mixed-use development with a minimum of 80,000 square feet and up to 200,000 square feet of commercial/retail space, and a maximum of 600 residential units. The master plan for the Project includes residential rental, for sale condominiums, and affordable housing units. The first phase of this project will be built on the northernmost portion of the site and will feature 180 apartment units, a pool, and a clubhouse. Kam Sang Co. anticipates starting construction in early December 2015.

■ 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 benefitting the hotels within the Grove District - Anaheim Resort.



■ In 2015, the Garden Grove Tourist Improvement Corporation (GGTPC), which is part of GGTID, implemented a cooperative marketing plan. The strategy is to promote the Grove District - Anaheim Resort as a destination brand.

The GGTID continued to fund private security, landscape maintenance and lighting improvements. The District also approved funding to install new resort signs within the district.

■ Economic Development staff continued to implement the Agreement by and between the Agency for Community Development and Garden Grove MXD, LLC for the development of the Great Wolf Lodge® Southern California, North America's largest family of indoor waterparks. The developer of the project officially broke ground on May 21, 2014. Upon completion, the resort will feature over 600 rooms, a three-acre indoor and outdoor waterpark, 30,000 square feet of conference space, and 18,000 square feet of premier retail and dining options. The Great Wolf Lodge® Southern California is anticipated to be complete in early 2016.

As part of the implementation of this project, the City of Garden Grove, as Successor Agency to the Garden Grove Agency for Community Development, approved a resolution authorizing and approving the issuance of tax allocation bonds. The bonds will fund the Successor Agency's obligation to pay \$42 million to Garden Grove MXD Inc., the developer, under the First Amended and Restated Disposition and Development Agreement dated as of April 13, 2010. The Agency also approved agreements for both the Fiscal Consultant and Financial Advisor to assist with the bond issuance process.



- Economic Development staff continued to implement the Economic Development Strategic Plan. Over 20 meetings were held with new businesses that were looking to expand in Garden Grove.
- Staff attended the International Council of Shopping Centers Recon, the global convention for the shopping center industry. The conference provided networking, deal making, and educational opportunities. At this year's ICSC Cities of the World Pavilion, staff exhibited and displayed the City's economic development programs and opportunities within the city of Garden Grove. The City had meetings with over 50 Business at this years ICSC conference.
- Economic Development Division continued the Property Management and Maintenance on all Successor Agency owned properties.
- Economic Development Division continued the disposition of the Successor Agency Assets including approving the sale of three former Agency parcels of real property located at 13502 Lanning Street, 13501 Barnett Way, and 13502 Barnett Way. The properties were sold to Hennessy Group for the total sum of \$515,000. Subsequently escrow has closed and the developer is finalizing construction plans for three new homes.

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 has enabled IT to continue to provide advance features, stability, flexibility and integration while realizing substantial cost savings.

The significant achievements for the Information Technology Department for FY 2014-2015 included the following:

POLICIES / PROCEDURES / PLANNING

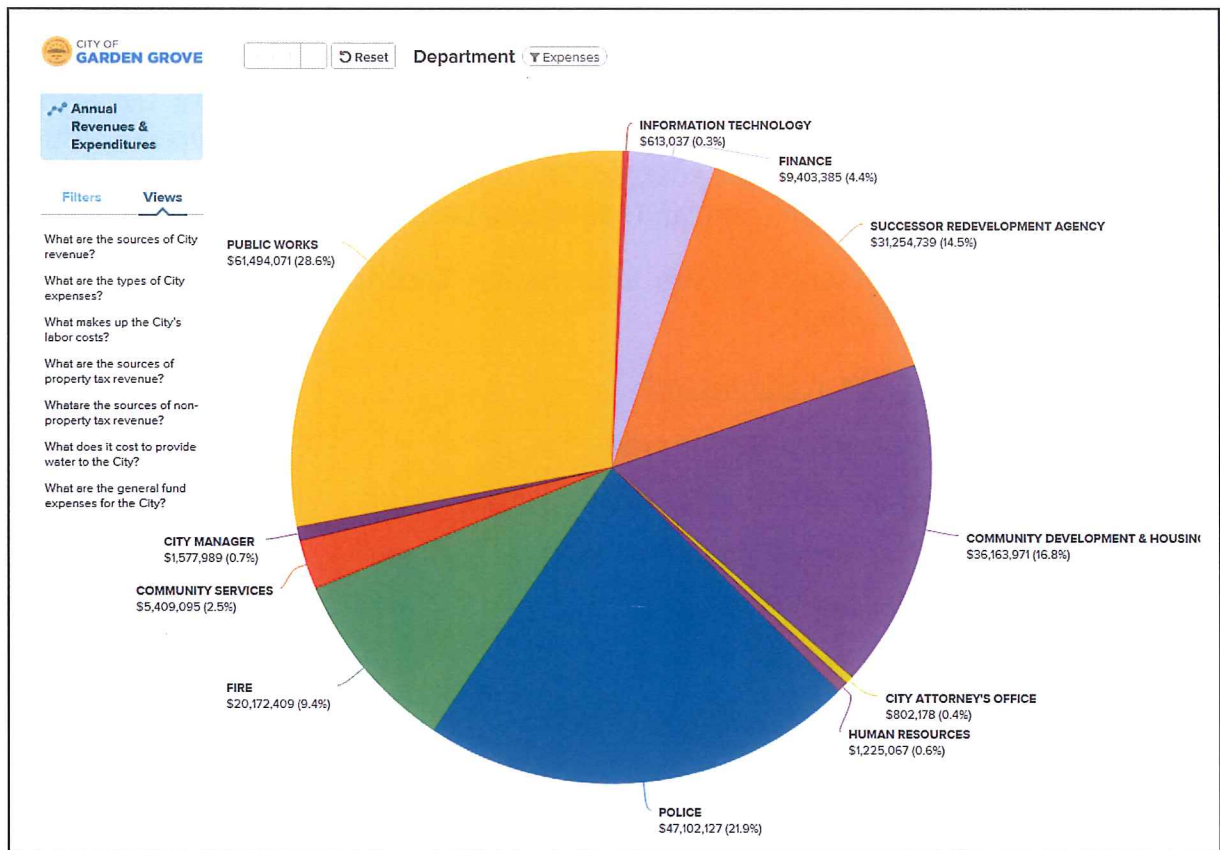
- Created department strategic plan
- Wholesale update of Disaster Recovery Plan
- Implemented Incidence Response Plan
- Implemented Remote Access Policy
- Created GIS Master Plan

SYSTEMS / PC TECHNICAL SUPPORT

Implemented the following systems:

- Accounts Payable, Payroll, and General Accounting Updates
- Created State Controller Payroll Report
- Replaced enterprise storage array network
- Replaced network routers and Internet firewall
- Deployed advanced anti-malware solution
- Replaced and upgraded most of the City's network switches
- Implemented 3rd party CAD/RMS for Police Department
- Implemented automatic vehicle location for PD vehicles
- Facilitated data migration from old CAD, RMS, Jail, field report writing, and property and evidence system into new CAD/RMS system.

- Replaced virtual servers
- Implemented web-based Public Records Request system
- Implemented web-based Citizen Request System
- Created District Mapping Web Portal
- Created Public Web Portal for checking Building Permits, Plan Checks and scheduling Building Inspections
- Created Open Government Web Portal



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 for:

- Updates to Quarterly Budget Spreadsheets and Budget Preparation Details
- Budget Book
- Maintained City Telephone Directory & Updates to Online Directory

- Creation of Electronic Forms & Paper Forms
- Resolutions and Recruitment Brochures for Human Resources
- Garden Grove Pride research, address labels
- New Business Cards
- New Letterhead
- Buy In Garden Grove Support
- Intranet Updates
- Fed-Ex Shipments
- Intranet Website Updates

Artwork for:

- Quarterly Parks and Recreation Guides
- CityWorks Water Bill Insert
- City Calendars
- Various Water Bill Inserts
- Food for Thought Luncheon
- Employee Service Awards
- Garden Grove Pride
- Strawberry Ball
- Mayor's Prayer Breakfast
- Mayor's Business Breakfast
- Garden Grove Community Foundation Summer Concert Series
- Garden Grove Community Foundation Golf Tournaments / Other Fundraising Events
- Police Quarterly Employee Recognition
- 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
- Chamber of Commerce Events
- Senior City Events
- Multi-lingual Police Brochures

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, 2014, to June 30, 2015, this division produced:

- 514,830 offset prints
- 265,190 color photo-copies
- 870,284 black and white photo-copies

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

- Sort and deliver incoming mail
- Weigh and stamp outgoing mail (144,057 pieces, \$94,642 postage)
- Deliver outgoing mail
- Various folding and envelope stuffing jobs
- Various print jobs on 2-color press
- Various print jobs on both black and 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
- Produce bound copies of the City Budget

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 and 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 Human Resources Department provides responsive, timely, accurate support and information to departments, employees and the general public.

The significant achievements for the Human Resources Department for FY 2014-2015 include the following:

- Recruitment and selection of a new City Manager.
- Recruitment and selection of a new Fire Chief.
- Administered 54 recruitments for all nine City departments.
- Continuing implementation of necessary changes for Affordable Care Act compliance.
- Negotiated new contracts for Employee's Association and Employee's League.
- Assured that City was 100% compliant with ACA/PERS requirements of member information and submittal.
- Completed GASB 68 records testing with auditors and verified PERS retirement data was 100% complete and accurate.
- Managed the Worker's Compensation process for 134 employee injuries.

Human Resources Fast Facts

Category	FY 2013/2014	FY 2014/2015
New Hires	63	77
Promotions	31	59
Reclassifications	0	2
Resignations	20	11
Retirements	17	5
Dismissal/No Pass Probation	0	8
Layoff	0	0
End of Temporary Employment	5	37