



GREAT WOLF LODGE SOUTHERN CALIFORNIA - GRAND OPENING



HIGH-INTENSITY ACTIVATED CROSSWALK SIGNAL



BROOKHURST STREET IMPROVEMENTS



COMMUNITY MEETING CENTER REMODEL

THE CITY OF
GARDEN GROVE

60th Anniversary

▶ JOIN THE CELEBRATION ◀

1956-2016

60
GARDEN GROVE

The banner features a blue and white geometric background. On the left, it says "THE CITY OF GARDEN GROVE" in a sans-serif font, followed by "60th Anniversary" in a large, stylized script font. Below that is "JOIN THE CELEBRATION" with arrowheads pointing left and right. On the right, there is a large diamond-shaped logo with "1956-2016" above it, "60" in a large font inside the diamond, and "GARDEN GROVE" below it.

CITY OF GARDEN GROVE

PERFORMANCE REPORT

Fiscal Year July 1, 2015 - June 30, 2016



CITY OF GARDEN GROVE



Steven R. Jones
Mayor
Phat Bui
Mayor Pro Tem - District 4
Kris Beard
Council Member - District 1
John R. O'Neill
Council Member - District 2
Thu-Ha Nguyen
Council Member - District 3
Stephanie Klopfenstein
Council Member - District 5
Kim Bernice Nguyen
Council Member - District 6

January 24, 2017

Honorable Mayor and City Council Members:

I am pleased to present the City of Garden Grove's Fiscal Year (FY) 2015-2016 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 the period, the City Manager's Office engaged the services of Management Partners to conduct a Management Systems Review (MSR) of the organization. The review evaluated the current practices and systems utilized by the organization to plan and manage the business of the City. At the conclusion of the review, an implementation plan was developed to assist staff with carrying out 19 recommendations to strengthen the City's management system. The work involved in implementing the recommendations has been integrated into the ongoing work of the City and many of the recommendations are now complete. Additionally, the FY 2015-16 Strategic Plan was executed and a new Action Plan for FY 2016-17 was developed to achieve key City Council priorities. Primary areas of achievement and focus centered on website and technology improvements, neighborhood beautification, economic development, public safety, community engagement and outreach, financial sustainability, and effective and transparent government.

During the year, the Police Department went live with its new Spillman computer-aided dispatch and records management system, virtually automating all Department operations. This new software system controls functions such as dispatch, records management, report writing, evidence, mobile communications, and crime analysis. As a complement to the system, computer tablets were also issued to police officers and report writers. Officers can now use the tablets to take field reports, log evidence, and take crime scene photos. The information is then transmitted to the Spillman system through a secure WiFi connection that exists in every patrol car. Another important accomplishment in the Police Department was the creation of a Special Resources Team (SRT) to address homeless issues in the community. The SRT officers are specially trained to deal with those in crisis and provide resources to those in need. The officers network with organizations that provide services such as transitional

housing, emergency shelter, job placement, mental health and substance abuse treatment.

Accomplishments in the Fire Department included increasing the Department's social media presence and actively communicating public education, emergency and City information through its social media platforms: Facebook, Instagram, Nextdoor and Twitter. The Department also made significant progress in developing and planning for the construction of a new Fire Station Number 6. This project will be the City's first new station in over 50 years and is on target to break ground during the first quarter of 2017.

Economic growth and development continued to be a priority. As a result of citywide efforts, the Great Wolf Lodge Southern California celebrated its grand opening in March 2016 and the City's largest commercial and residential development, Brookhurst Place, officially broke ground in December 2015 (with Phase I scheduled to open in July 2017). New street, bus shelter, signage, and landscape improvements were also completed in the resort district. Together these projects are estimated to generate over 1,000 new jobs and approximately \$8 million in tax revenue for the City.

The City's infrastructure and facilities also saw substantial enhancements. Street rehabilitation improvements were completed on Brookhurst Street; a new hybrid beacon and high-intensity activated crosswalk signal were installed at the intersection of Harbor and Twintree to enable pedestrians to cross safely; and old light poles in City parks were replaced with sturdy new energy efficient poles. Finally, after nine months of construction a modernized Community Meeting Center was unveiled with new flooring throughout the facility, a new roof, new window treatments and furniture, ADA improvements, and a new office space and hospitality area for clients.

To cap off the year, the City celebrated its 60th anniversary on June 18, 2016 with a Diamond Jubilee Celebration, which brought thousands out to the Village Green and Historic Main Street. Festivities included carnival games, face painting, rock climbing, a classic car show, an art show, concerts, food trucks and lots of birthday cake. The City also recognized the 50th anniversary of the Garden Grove School District by having performances from nine schools.

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 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) 2015 – 2016, and various photographs, charts, and graphs highlighting items of particular interest.



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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 2015-16 for the Police Department included the following:

Police Department Recruitment

- The Professional Standards Division of the Police Department continued its efforts to increase the recruitment of the Police Department's work force to become more reflective of its service area. The recruitment team worked hard with Human Resources to seek creative solutions to attract qualified new-hire candidates and lateral police officers. This was a challenging year for the recruitment team since the Police Department was experiencing unprecedented turnover due to retirements. The



Department also added five police officer positions to the lineup. The team has been extremely successful in attracting lateral police officer candidates from police agencies up and down the state. This is a great opportunity for the Police Department since lateral officers have basic police training as well as field experience. They are able to function as police officers much sooner than entry level new hires.

Although the Professional Standards Division hired 16 police officers during FY 2015-16, the Department lost 17 police officers due to retirements and resignations. In addition to the police officer positions, the Division hired 2 reserve police officers and 13 civilian positions to include a community service officer, dispatcher, records specialist and records supervisor.

Police Department Technology

■ The Police Department recently went live on Spillman, a fully-integrated public safety software system that virtually automated the entire police department operations. This paperless system was installed in September 2015 and controls functions such as dispatch, records management, report writing, evidence, mobile communications, and crime analysis. The system also allows greater public access to crime information in near real-time.

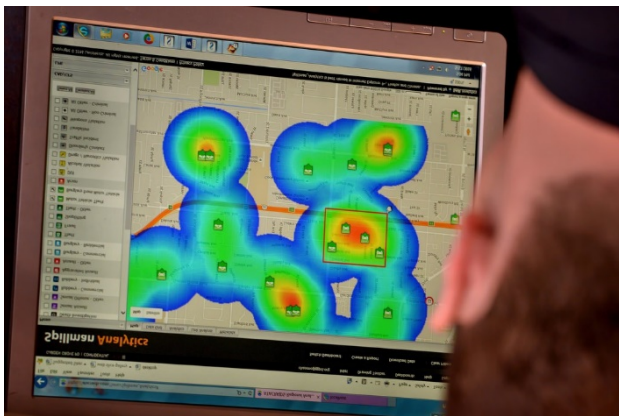


Photo By Stephen Georges

The new public system includes a crime dashboard and a crime map. The dashboard works like the dashboard in a car: it gives viewers a snapshot of the overall crime picture and compares it to previous time periods. The crime map is user configurable and will plot crimes and calls for service on it. Both systems are user-friendly and contain timely information. The crime map and dashboard are now accessible through the Police Department website.

The Police Department began issuing computer tablets to all police officers and report writers to help with efficiency. These tablets have proven to be time savers and will keep the cop on the street instead of out-of-service at the station. The tablets have been a great complement to the new software system. Officers can use them to take field reports, log evidence, and take crime scene photos. The information is seamlessly transmitted to the Spillman system via a secure WiFi connection that exists in every patrol car.



Photo By Stephen Georges

Special Resource Team (SRT)

■ As a law enforcement entity, our mission is to provide public safety services to all members of the community. One segment of our community that is growing at a pace like no other is our homeless community. In Garden Grove, the calls for service involving homeless and mental health-related calls increased 40% from the year prior. That increase was higher than in any other call category and prompted our department to develop strategies that would both serve our community and reduce or eliminate the call for police response.



Photo By Stephen Georges

After an unfortunate traffic accident, Officer Brian Hatfield was critically injured on his way home from work. During his nearly year-long rehab, Brian volunteered with his church to provide services for the homeless. He immediately recognized the difference in interactions between his providing services as a civilian and doing so in uniform as a police officer. Brian proposed a specialized group known as the Special Resource Team, trained in establishing relationships and rapport with the homeless and providing resources for this growing segment of our community. Brian's motivation was also personal. He has family members who are both homeless and suffer from mental illness. The Special Resource Team was formed.



Photo By Stephen Georges

Our Special Resource Team (SRT) officers are specially trained to deal with those in crisis and provide resources to those in need. Our officers network with non-profit, faith-based, and other organizations that provide services such as transitional housing, emergency shelter, job placement, state agencies, mental health, and substance abuse treatment. We also network with organizations specializing in working with veterans.

A partnership with OC Mental Health has proven to be valuable in a number of ways. We now have instant access to mental health resources for those in crisis. It has enabled us to form relationships and establish rapport and trust with members of the homeless community that suffer from mental illness, and we are able to provide in-house training for all of our officers that encounter mentally ill homeless people in crisis. We also network with our neighboring law enforcement agencies. We all work together in solving problems and building safer communities.

POLICE DEPARTMENT FAST FACTS

During FY 2015-16 the Police Department responded to 62,541 calls for service with an average response time of 4 minutes, 38 seconds for priority calls. Specific statistics regarding calls for service and response times are contained in the following tables:

Calls for Service – FY 2015-16	
Priority 1 Immediate Dispatch <i>Lights and Sirens Authorized</i>	1,945
Priority 2 Immediate Dispatch <i>Lights and Sirens NOT Authorized</i>	8,580
Priority 3 Felony Just Occurred Crime Against Person Just Occurred Threat of Violence <i>Lights and Sirens NOT Authorized</i>	23,510
Priority 4 Cold Felony Reports No Threat of Violence But Could Escalate <i>Lights and Sirens NOT Authorized</i>	8,543
Priority 5 Property Crime Just Occurred No Threat of Violence <i>Lights and Sirens NOT Authorized</i>	13,131
Priority 6 All Other Low Priority Calls <i>Lights and Sirens NOT Authorized</i>	6,336
Priority 7 Phone Reports Abandoned Vehicles Sex and Drug Registrants	496
Total Calls for Service	62,541

Calls for Service/Response Times	FY 15-16	FY 14-15	Change
Priority Calls for Service (Priorities 1 and 2)	10,525	10,568	-0.41%
Non-Priority Calls for Service (Priority 3 and greater)	52,016	35,504	+46.51%
Total Calls for Service	62,541	46,072	+35.75%
Average Response Time - Priority	4 m 38 s	4 m 12 s	+0 m 26 s
Incoming Phone Calls	171,453	171,306	+147

*Due to software replacement in September of 2015, the Police Department updated the way data is reported. This update partially accounts for the rise in calls for service.

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 2015-16 for the Fire Department included the following:

CUSTOMER SERVICE

The Fire Department continued to implement changes using industry best practices in the management of the organization to maximize the customer. A collaborative process was used in overall decision-making which included management, labor and department members. Some significant accomplishments in the last fiscal year:

- Reviewed and updated all department General and Special Orders, and Standard Operating Procedures.
- Developed inventory controls that assure safety and protective equipment and compliance along with accountability.
- Memorialized the processes and systems used in daily operations.

The Fire Prevention Bureau developed programs with both the business communities and school district that are focused on great customer service, collaboration and compliance. The department made available enhanced resources during actual inspections and on the internet through the department's website. Programs developed:

- Hotel Inspection Program
- School Inspection Program
- Special Event Program

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 4,500 Likes (followers) and is linked to many city community groups. A recent poll conducted by the fire department on Nextdoor showed that 68% of people go to Facebook for information.

Current 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, particularly the media, of a working incident.

In addition, the department took the lead working collaboratively with other city public information officials to maximize the flow of accurate and timely information to the community. This is critical in the event of a significant incident or emergency. The formation of the City's Social Media Group was developed to ensure this.



The department continued to be active in public outreach and developed relationships with the community. Participation included 16 demonstrations, 12 fire station tours and 35 special events. The department also participated in:



- Spark of Love
- Stuff a Bus
- National Night Out
- Fire Service Day
- Strawberry Festival and Tet Parades

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

FIRE DEPARTMENT INFRASTRUCTURE

The department continued to work at developing and planning for the construction of a new Fire Station Number 6. This will be the first new fire station built in the City in over 50 years and also the first step in achieving compliance with Federal ADA and NFPA standards. This process is currently in the RFQ and CEQA process, with anticipation of breaking ground in early 2017. Completion and occupation are anticipated in the first quarter of 2018.

The department also completed developing specifications for the replacement of critically needed fire apparatus (Light Air Unit, Paramedic Squad and Ladder Truck Company) to be replaced in the current City Five-Year Replacement Plan. In addition, the department replaced several of the command staff vehicles which have been outfitted to be mission capable and increase the department's emergency command and control capabilities.

DIVERSIFICATION



The fire department actively worked with the Human Resources Department to assure that vacancies and internal promotions were filled in an expedient manner, while assuring that the best qualified person was selected. This approach helped control internal labor cost and assure that the work force is resilient and can provide the best service to the community.

The department entered into a partnership with Santa Ana College which will increase our ability to seek diversity by outreach to the entire community and education system. The goal is to provide information related to job opportunities in the fire department and what education is required.

Specific leadership training, as well as specific job training, was provided throughout the year with a focus on organizational succession planning. The department’s work force has become younger over the past several years and it is essential that we continue to bridge the experience gap with additional education. The following are the new hires and promotions that occurred during FY 2015-16:

- 14 Firefighters or Firefighter Paramedics
- 1 Promotion to Fire Battalion Chief
- 2 Promotions to Fire Captain
- 5 Promotions to Fire Engineer
- 1 Fire Prevention Staff

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.

The Fire Department continued to actively support its CERT team, and has been developing additional opportunities for CERT members to be involved in regional training. Several new volunteer missions are in the process of being developed including citizen patrols which could be activated in the event of a major earthquake or disaster to provide vital information to the department’s emergency responders.

ALTERNATIVE FUNDING

The department continued to search for alternative methods to augment funding for programs and equipment. During FY 2015-16 both private and public grants such as FEMA’s Firefighter Assistant Grant have been pursued. The department sought out the following grant opportunities:

Grant Name	Description	Amount
Department of Homeland Security (FEMA) Assistance to Firefighters	Operations and Safety – Equipment	\$167,669
State Homeland Security – Emergency Services	Emergency Service Salary Reimbursement	\$25,989
Strawberry Festival	Portable Gas & Carbon Monoxide Detection Monitors (Commercial Grade for Responders)	\$6,129

FIRE DEPARTMENT FAST FACTS

During 2015 the Fire Department responded to 14,627 calls for service.

	2015	2014
<i>Incidents in Jurisdiction</i>	12,496	11,648
Fire	336	349
Medical	10,829	10,058
Hazardous Materials	80	65
Other Emergencies	517	498
Service	734	678
<i>Incidents Outside Jurisdiction</i>	2,131	712
Fire	222	113
Medical	1,776	541
Hazardous Materials	28	6
Other Emergencies	73	21
Service	24	20
Regional Emergencies	8	11
Total Calls for Service	14,627	12,360

COMPARISON

		2015	2014
Incidents in Jurisdiction	↑ 7.28%	12,496	11,648
* Incidents Outside Jurisdiction	↑ 199.29%	2,131	712
Total Calls for Service	↑ 18.34%	14,627	12,360

* The increase in outside jurisdiction aid is offset by the amount of aid provided by other cities to Garden Grove. This has been caused by the regional fire service adoption of Auto Vehical Location (AVL) dispatch system.

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 2015-16 for the Public Works Department included the following:

BROOKHURST STREET REHABILITATION PROJECT

■ The Brookhurst Street Rehabilitation Project, from Hazard Avenue to Westminster Avenue and Trask Avenue to Emerson Avenue: This project was partially funded by a \$500,000 federal grant, and improvements consisted of roadway rehabilitation by full-depth reclamation with cement treatment; asphalt paving and cold milling; removal and reconstruction of sidewalks, curbs and gutters, drive approaches, cross gutters, and handicap ramps; adjustment of utility covers to finish surface; installation of a video detection system; traffic striping and signage.



SAFFORD RESIDENTIAL STREET REHABILITATION

- The Safford Residential Street Rehabilitation, from Garden Grove Boulevard to Stanford Street: State Gas Tax and Measure M2 funds were used to finance the project.

REHABILITATION PROJECT PEDESTRIAN HYBRID BEACON (HAWK SIGNAL)

■ This Rehabilitation Project Pedestrian Hybrid Beacon included the installation of a High-Intensity Activated Crosswalk (HAWK) signal at the intersection of Harbor Boulevard and Twintree Avenue. The new signal was funded by an Active Transportation Program Grant in the amount of \$160,000. The signal enables pedestrians to cross safely at unsignalized intersections by providing a flashing yellow and solid yellow when the signal is activated, and a solid red during a walking period. When there is no pedestrian activity, the signal goes dark allowing vehicles to cross the intersection uninterrupted.



COMMUNITY MEETING CENTER RENOVATION

- The Community Meeting Center (CMC) Renovation Project consisted of carpet replacement, upholstered walls, and paint, including the installation of porcelain tile in the entire atrium and circulation areas, and the reconfiguration of the atrium by the removal of trees. Staff assisted the Community Services Department in the management of the CMC improvements.

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:
 - **Great Wolf Lodge Water Park Hotel:** 121,000-square-foot indoor water park, along with a 603-room hotel and a conference center. (Completed-February 2016)
 - **Brookhurst Triangle:** Condominium project on 14 acres of land. (In-Progress)
 - **Jamboree Housing:** 47 Units of low-income housing and Head Start school at 12741 Main Street. (In-Progress)
 - **Promenade:** New commercial restaurant pads (5) with Hughs Investments on Chapman Avenue. (Completed-September 2016)
 - **Central Avenue:** Seven new single-family homes. (In-Progress)
 - **Yockey 6:** Six new single-family homes. (Completed-June 2016)

- **Lorna St. Apartments:** Seven two-story apartments. (Completed-June 2016)
- **Lorna St. Cottages:** Three two-story condominiums. (Completed-June 2016)
- **11th St.:** Four new single-family homes. (In-Progress)
- **Valley View McDonalds:** Complete demolition and then construction of the new restaurant. (Completed-May 2016)
- **Garden Grove LLC:** Six new single-family homes. (In-Progress)
- **Nelson St.:** Four new single-family homes. (In-Progress)

BAILEY ALLEY REHABILITATION

■ In-house staff removed existing asphalt 2" deep and repaved 26,500 square feet, placing 383 tons of asphalt over the milled sections including various asphalt patches. In spring 2017, the alley will be crack sealed and slurry sealed utilizing recycled asphalt pavement (RAP) slurry.



RECYCLED ASPHALT PAVEMENT (RAP) SLURRY SEALING PROJECT

■ As part of the Pavement Management Program, an On-Call Recycled Asphalt Pavement (RAP) slurry sealing project was 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 1.3 million square feet of RAP slurry sealing. Slurry preparation work included the following:

- Removing and replacing full depth sections of street and repaving with 2,940 tons of asphalt.
- Completing 12.6 lane miles of crack sealing by placing over 10 tons of crack sealant material.
- Full-depth grinding for 115,500 square feet of street.
- Removing and replacing 6,654 linear feet of concrete curb and gutter; 15,018 square feet of sidewalks; 3,322 square feet of driveway aprons and 560 square feet of wheel chair ramps.

FACILITIES IMPROVEMENTS

■ In early 2016, staff completed a kitchen remodel in the Community Meeting Center. This remodel consisted of installing several sewer cleanouts, replacing leaking 2-inch copper water lines, altering lighting to induction lighting that is comparable to LED lighting, building a new storage closet to address need for greater storage capacity and relocating the custodial storage area with a mop sink next to the electrical room.



■ A defective gas pipeline was detected at the Police Department which staff immediately addressed to avoid any disruption of utility service and to ensure safety for the general public.



■ A sewage pipeline replacement at Pioneer Park took place to correct the positioning of the pipe that was causing sewer overflows.

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. Light poles have been replaced at the following sites: Eastgate Park, Garden Grove Park, Hare School Park, West Grove Park and Village Green Park. These new light poles are energy efficient and have concrete bases. Due to safety concerns, an assessment report was completed to evaluate and provide recommendations on repairs or replacements needed for all light poles at City park sites.



■ A new mini park, Spirit of '76 Park, located on the corner of Brookhurst Avenue and Lampson Avenue, was created to provide urban open space and an oasis for pedestrians.



The re-landscaping includes a mini-trail surrounded by drought-tolerant plants and installation of subsurface irrigation.

CITY VEHICLES

- Staff received a new Vactor Truck to help with time sensitive sewage spill cleanup response and to help adhere to the State's aggressive maintenance cleaning schedule for sewer spill prevention purposes, with some areas requiring monthly, quarterly and bi-annual cleanings to reduce capacity deficiencies.



WATER SYSTEM UPGRADES

- **West Street and Daniel Avenue Water Improvement Project:** This project included the construction of a \$1.8 million water main improvement involving the replacement of approximately 6,550 linear feet of water pipe and associated valves, fire hydrants and water services. This project relieved fire flow deficiencies along West Street from Chapman Avenue to Wilken Way, Wilken Way from West Street to Leota Lane, and other associated areas.



- **Citywide Water Services Replacement Project Phase I:** This project included the construction of a \$1.1 million water services replacement involving the replacement of 377 aged and outdated water service lines and meters within the area bounded by Orangewood Avenue, Magnolia Street, Katella Avenue and Brookhurst Street.
- **Westhaven Water Storage Reservoir(s) Rehabilitation Project:** This project included the design of a \$2.5 million water facility rehabilitation involving the rehabilitation and improvement of two 2 million gallon underground storage reservoirs and associated equipment.
- **Metropolitan Water District Interconnect and PRV Facilities Rehabilitation Project:** This project included the design of the \$0.6 million water facility rehabilitation involving the rehabilitation and improvement of five underground vaults and associated equipment.

DROUGHT UPDATE

- In May 2016, the State Water Board eliminated the percentage reduction-based water conservation target and allowed agencies to perform analyses on their water supplies for the next three years to determine their own conservation targets. Due to sufficient water supplies, the City submitted a proposal for a 0% conservation target. This target was approved by the State Water Board in June 2016. Many permanent restrictions remain in place; therefore, irrigation systems at all medians

with turf are still shut off. The City also mailed approximately 370 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 designs of sewer improvements were completed:
 - **Nutwood Street and Imperial Avenue Sewer Improvement Project:** This project involved replacement of approximately 3,500 linear feet of pipeline and seventeen manholes. The project relieved sewer capacity deficiencies along Nutwood Street, from Malma Circle to Garden Grove Boulevard and Imperial Avenue, and from Magnolia Street to Vaughn Lane.
 - **Ward Street Sewer Improvement Project:** This project involved replacement of approximately 750 linear feet of pipeline and seven (7) manholes. The project relieved sewer capacity deficiencies along Ward Street, from Davit Avenue to McFadden Avenue and from Bolsa Avenue to 200 feet north of Bolsa Avenue.

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 1,400 fifth and 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, Patton (George) Elementary School, Violette (C.C.) Elementary School and Warren (Earl) Elementary School. This program helps fulfill the educational component for the State's goal for diverting waste from the landfills.

■ In March 2016, 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.



GRANT APPLICATIONS & AWARDS

- The City received \$220,000 in federal funds from Caltrans' Highway Safety Improvement Program for the installation of protected left-turn phasing at the intersection of Haster Street and Lampson Avenue.
- The City received \$200,000 from the Orange County Transportation Authority's Environmental Cleanup Grant Program for the installation of drip irrigation systems at Magnolia Street medians, from Westminster Avenue to Trask Avenue and from Lampson Avenue to Chapman Avenue.
- The City received \$75,600 from CalRecycle's Rubberized Pavement Grant for the use of rubberized pavement material on various arterial rehabilitation projects, including Knott Street Rehabilitation and Magnolia Street Rehabilitation.
- The City received \$50,000 from the Orange County Transportation Authority's Project V Program for the Little Saigon Circulator Study to conduct an evaluation of ridership demand for the expansion of the City of Westminster's Little Saigon Circulator to include routes proceeding north into Garden Grove.
- The City applied for \$300,000 from the Orange County Transportation Authority's Environmental Cleanup Program for the installation of drip irrigation systems at Euclid Street medians, from Westminster Avenue to Trask Avenue, Chapman Avenue to Katella Avenue, and Lampson Avenue to Chapman Avenue.

■ The City received \$44,000 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 \$48,000 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 31,000 gallons of motor oil and 6,000 oil filters were collected this fiscal year.

■ The City entered into a cooperative agreement with the Santa Ana Watershed Project Authority (SAWPA) to become a subrecipient of up to \$215,000 in grant funding for a water rate study.

PUBLIC WORKS FAST FACTS

	2014	2015	%
Department Work Orders Completed	17,365	18,174	5%
Graffiti-Related Work Orders Completed	5,846	6,012	3%
Sewer Main Lines Cleaned (Million Linear Ft)	1.41	1.48	5%
Water Gate Valve Replacements (Decrease due to staff shortage)	120	75	-38%
Water Service Line Replacements (Decrease due to staff shortage)	480	382	-20%
Street's Concrete and Asphalt Repairs (Decrease due to staff time allocated toward RAP slurry prep work)	1,100	856	-22%
Parking Citations	28,017	28,239	1%

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. Community and Economic Development also manages, reviews, and approves development plans for all properties located within the city boundaries. There are four divisions in the department: Economic Development Division, Building Services Division, Planning Services Division, and Neighborhood Improvement and Code Enforcement Services Division.

The significant achievements of FY 2015-16 for the Community and Economic Development Department include the following:

ECONOMIC DEVELOPMENT

California Fuels and Lubricants

■ In January 2016, the City Council approved an Amended and Restated Operating Covenant Agreement with AAA Oil, Inc. dba California Fuels and Lubricants (CFL), located at 11621 and 11671 Westminster Avenue in Garden Grove. The purpose of the Amended Agreement is to retain CFL in Garden Grove for the next 20 years and for CFL to make a significant additional capital investment of its own funds in its business in order to increase the volume of sales in Garden Grove. If the anticipated expansion and sales growth occur as a result of CFL's capital investment, the Agreement will result in the generation of significant additional sales tax revenues to the City's General Fund, the creation of additional employment opportunities for residents of the City, and the long-term maintenance of the site.

12361 Chapman Avenue

■ On March 22, 2016, the City of Garden Grove as Successor Agency to the Garden Grove Agency for Community Development approved a Purchase and Sale Agreement between Investel Harbor Resorts, LLC (Buyer) and the City, for the sale of property located at 12361 Chapman Avenue for the fair market value of \$1.1 million. The property consists of a vacant 10,883 square foot restaurant/banquet hall situated on an approximately 0.48 acre site adjacent to the Hyatt Regency Orange County in Garden Grove. The Buyer plans to remodel and renovate the vacant restaurant, which will result in the creation of 25 new jobs.

Hyatt Regency Orange County

■ In November 2015, Investel acquired the Hyatt Regency Orange County hotel



and is currently evaluating opportunities to expand the Hyatt and exploring the potential development of the Hyatt parking lot located west of the hotel. Investel’s intent is to renovate and upgrade the Hyatt Regency property, including replacing new elevators and renovating the lobby and guestrooms. Investel is also exploring options to expand and develop the adjacent leased parking lot.

13650 Harbor Boulevard

■ In January 2016, City Council directed staff to issue a Request for Proposal to sell the City-owned real property consisting of approximately 1.45 acres at 13650 Harbor Boulevard. Following receipt of three proposals, in May 2016, the City Council directed staff to work on a Purchase and Sale Agreement with BN Group for the development of a new hotel. BN Group has over 35 years of experience in hotel development and is acknowledged as an innovative leader in the hotel management and development industry.

The sale proceeds will provide the City with funds to supplement its General Fund and will facilitate use of the Property in a manner that will create jobs and generate additional tax revenues to the City. The purchase price is \$2.8 million, and escrow is anticipated to close by December 30, 2016.

Kam Sang Company - Nickelodeon Resort

■ In May 2016, City Council approved an Exclusive Negotiation Agreement (ENA) between the City and New Age Garden Grove, LLC for the development of approximately 10 acres of real property. The ENA provides a period to exclusively negotiate with the City the terms of the development agreement, which include the economics of the development, the site plan, and the specific uses of the

development of a new Nickelodeon Resort comprised of a 600 room resort hotel with resort pool and Nickelodeon amenities.

Site C

■ On June 28, 2016, the City Council approved the assignment of the Grove District Resort Hotel Development Agreement from Land & Design, Inc. to Investel Harbor Resorts, LLC. Land & Design is now a partner with SCG and the partnership is owned by the entity Investel Harbor Resorts, LLC. Investel is currently developing Garden Grove's Site C resort hotel campus with up to 769 new hotel rooms, 39,000 square feet of conference space and 45,000 square feet of commercial space. Upon completion, it is anticipated the project will generate approximately \$3.8 to \$4.9 million in additional annual tax revenue to the City.



Great Wolf Lodge (GGMXD,LLC)

■ In March 2016, the Great Wolf Lodge Southern California (GWL) celebrated its official grand opening. The project is the result of a very successful public private partnership between the City of Garden Grove and the developer, McWhinney. The resort features a 603 room luxury suite hotel with an adjacent 105,000 square foot indoor/outdoor waterpark, 30,000 square feet of meeting space and a 1,000 car parking structure. GWL cost approximately \$280 million to develop and is expected to create approximately 730 permanent jobs and generate an estimated \$6-\$8 million for the City's general fund.

Staff is presently working with the developer to explore and facilitate the expansion of the resort on the dirt portion of the site that is adjacent to Harbor Boulevard. The developer is considering building an addition to the hotel, which includes 200 more rooms. Outdoor-type activities are also being considered for the top level of the parking structure.



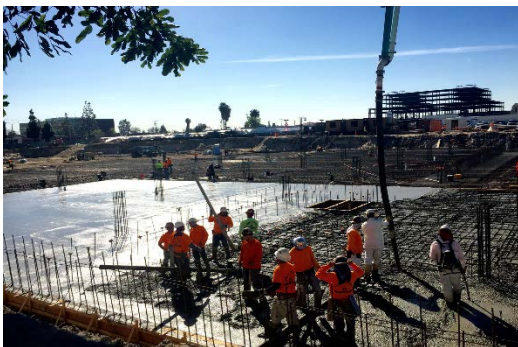
EDA Grant

- The Economic Development Division efforts are near completion on the implementation of the Harbor Boulevard street improvement project. The project is 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 completion of the contract occurred in November 2016. The project is expected to create 930 jobs and generate \$290 million in private ancillary development investment.



Brookhurst Triangle

- The Economic Development division worked with the developer of the Brookhurst Triangle - Kam Sang Co. - to finalize the construction drawings for the first phase of the 13.9 acre mixed use project. The total buildout 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 rentals, for-sale condominiums, and affordable housing units. The first phase of this project is being built on the northernmost portion of the site and will feature 180 apartment units, a pool, and a clubhouse. Kam Sang Co. anticipates Phase 1 construction to be completed by July 15, 2017.



Garden Grove Tourism Improvement District (GGTID)

- In June 2016, 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.

ECONOMIC DEVELOPMENT STRATEGIC PLAN

The Economic Development Division is currently implementing the 2014 Economic Development Strategic Plan which includes the following strategies:

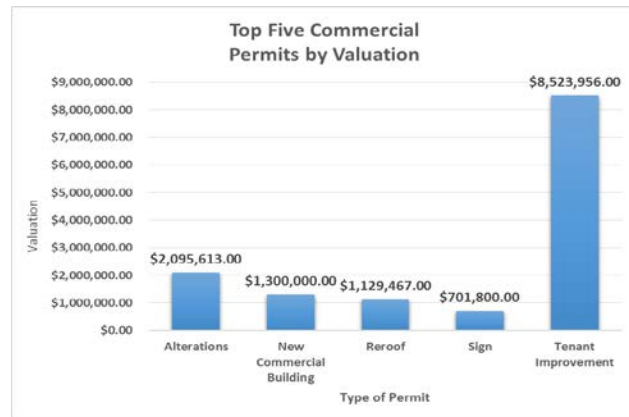
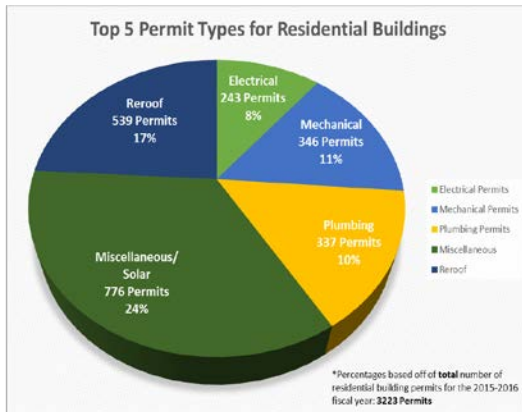
- **Garden Grove Ambassador Business Retention Bureau Contract**
On July 1, 2015, the City entered into an agreement with the Garden Grove Chamber of Commerce to provide the services for FY 2015-16 as part of the Ambassador Business Retention Bureau (ABRB) program. Over 25 meetings were held with new businesses that were looking to expand in Garden Grove.
- **International Council of Shopping Centers Recon**
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 convention, staff exhibited and displayed economic development programs and opportunities within the City of Garden Grove. The City conducted meetings with over 70 businesses at this year's ICSC conference.
- **Broker Network Program**
The Economic Development Division hosted broker network luncheons with CBRE, Voit, Lee & Associates, and Newmark Grubb Knight Frank. The goal of the broker network is to expand communications with the brokerage community who are on the front line when it comes to businesses wanting to expand, relocate or develop new start-ups. Whether it be retail, industrial or office space, the Economic Development Division is promoting the City of Garden Grove. Staff continue to open the line of communication with brokers, alert them of opportunity sites in the City and share the City's vision for development.
- **Small Business Development Center (SBDC) Workshop Series**
Economic Development Division staff in conjunction with several of our local Chambers of Commerce and SBDC Orange County are working on a series of workshops aimed at providing small businesses with information and tools they need to thrive and prosper. Workshops will be held quarterly beginning January 2017.
- **SCORE**
The City continued partnering with SCORE to sponsor four quarterly workshops dedicated to assisting small businesses in planning a new business, marketing & sales, and finance.
- **Korean American Chamber of Commerce of Orange County (KACCOC)**
The Economic Development Division serves a board member of the KACCOC and is also a sub-committee member of the Business Expo Committee. The City exhibited at the 6th Annual OC Asian Business Expo held on September 8, 2016 at the Embassy Suites in the City's resort district.

BUILDING SERVICES

Building Permits & Inspections:

For FY 2015-16, the Building Division issued a total of 3,885 building permits (compared to 3,151 the previous year) with a total valuation of \$314,573,995 (compared to \$46,451,908 the previous year).

- Residential permits are at an all-time high since 2009 at 3,223 permits.
- Commercial permits are also at an all-time high at 662 permits since 2010.



*The previous year's "New Commercial Building" valuation total was \$300,000.00 for reference

Wesley Village Apartment Homes

The new construction of the Jamboree/ United Methodist Church Affordable Housing Project is located at 12741 Main St. This building consists of three main structures:

1. A podium structure with 31-units. (Framing is at 90 %)
2. A three-story structure with 16-units and an adult daycare. (Framing is at 100%; mechanical, electrical, and plumbing are at 75 %)
3. The Headstart Building, a one story structure. (Framing is at 95 %)

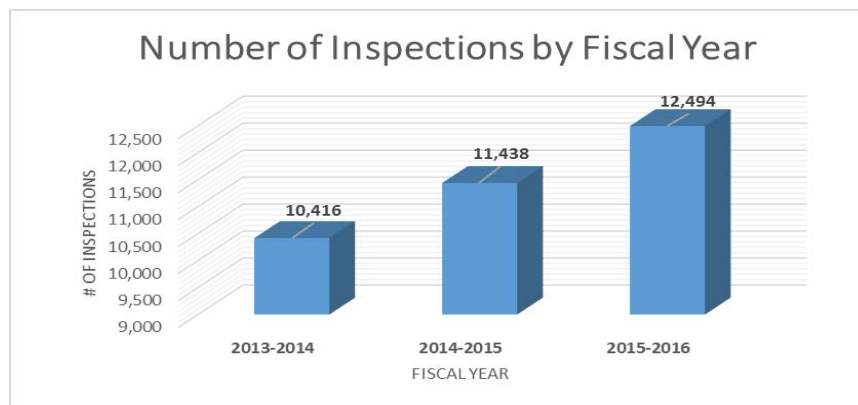


Christ Cathedral

Christ Cathedral submitted a plan check for a \$45 million remodel in February 2015 and is currently undergoing major redesign in order to reduce the construction cost. The submitted plans are in the process of review and approval.

Building Inspections:

- The Building Division staff received Council approval and City adoption of the new 2016 California Building Codes effective January 2017.
- Garden Grove building inspectors responded to a total of 12,494 inspection requests, up from 11,438 in 2014-2015, and 10,416 the year prior.



Building Abatement:

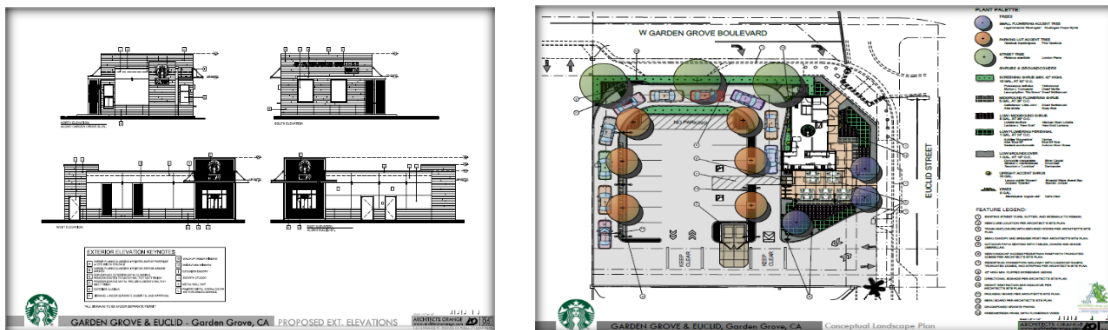
- FY 2015-16: Inspectors opened 552 new cases and closed 347. A majority of the cases center on an increase in single family dwellings converted to multi-family use, non-permitted additions, garage conversions and substandard housing conditions. Currently, 14 cases require legal support through the City Attorney's Office. Cases may range from demand letters to prosecution and receiverships.



PLANNING SERVICES

New Development Projects (Commercial & Residential)

Address	Project Description
12821 Lucille Ave.	Construction of a 1,648 sq. ft. second unit (duplex) on a lot with an existing 858 sq. ft. unit.
13111 Wilson St.	Modification of an existing duplex to include the demolition of a 484 sq. ft. unit and replace it with a 2,957 sq. ft. unit/construct a 318 sq. ft. addition to the existing 981 sq. ft. second unit.
12811 Lorna St.	Construction of a new duplex consisting of 2,056 sq. ft. unit and an existing 1,241 sq. ft. unit.
8034 Garden Grove Blvd.	Construction of a 2,180 sq. ft. canopy over a new vacuum system for an existing automatic carwash.
10641-61 Garden Grove Blvd.	Construction of a four-story, 10-unit, work-live, mixed-use development.
11162 Garden Grove Blvd.	Construction of a 940 sq. ft. drive-through Starbucks Coffee on a 16,689 sq. ft. corner lot.
10832 Katella Ave.	Construction of a 960 sq. ft. steel patio cover for an outdoor patio area for and existing restaurant, Cairo Restaurant and Café.
13512 Newhope St.	Site Plan approval to relocate certain specific existing billboards and convert them into one (1) two-sided electronic billboard along the Garden Grove (22) Freeway in conjunction with a request for Variance approval to allow the relocated billboard within 350 feet of a residential zone at 13512 Newhope Street.
9691 Bixby Ave.	Site Plan approval to construct a 10-unit, two-story apartment complex, located at 9691 Bixby Avenue, with a 20% affordable housing density bonus for "low income" families.



Drive-through Starbuck Coffee (Euclid/ Garden Grove Blvd)

CONDITIONAL USE PERMITS / ABC LICENSES

- Processed ten (10) Type 41 (On Sale, Beer & Wine, Public Eating Place) Licenses for new restaurants.

- Processed two (2) Type 21 (Off-Sale, General) Licenses for new markets and convenience stores.
- Processed six (6) Type 47 (On-Sale, Full Liquor) Licenses for restaurants, night club or bar.
- Processed four (4) Type 20 (Off-Sale, Beer & Wine) for markets, and convenience stores.

CONDITIONAL USE PERMITS / LAND USE ENTITLEMENTS

Address	Project Description
10682 Stanford Ave.	Approval for a 1,600 sq. ft. indoor archery range.
13061 Galway St.	Approval for a 4,968 sq. ft. second hand store in conjunction with a retail carpet store.
8762 Garden Grove Blvd.	Approval for a 3,748 sq. ft. educational institution, Bodhi Youth of America.
11891 Valley View St.	Approval for a 60 ft. tall wireless telecommunications facility to be constructed as a pine tree.
11471 Brookhurst St.	Approval for the establishment of a new pre-school, Angels Day Care.
7071 Patterson Dr.	Approval for a 60 ft. tall wireless communications facility, constructed as a Pine Tree.
12827 Harbor Blvd.	Approval for a 9,454 sq. ft. arcade, Nickel Nickel.
12755 Brookhurst St.	Approval for a 1,850 sq. ft. after school tutoring center for 46 students.
14241 Euclid St.	Approval for a 4,647 sq. ft. billiard hall.
9240 Garden Grove Blvd.	Approval for a 3,500 sq. ft. education institution, Best Educational Institute.
12827 Harbor Blvd.	Approval for a 9,454 sq. ft. gym, UFC Gym.
5244 Lampson Ave.	Approval to modify Conditions of Approval for an existing 2,060 sq. ft. restaurant, A Bite of Jersey, to allow live entertainment in the form of a solo performer with non-amplified sound.

HOURS EXTENSION

Address	Project Description
9520 Garden Grove Blvd.	Extension of hours for the sale of alcohol for Friday and Saturday, to 12:00 a.m. for and existing restaurant, BCD TOFU House.



RE:IMAGINE DOWNTOWN CAMPAIGN

The Planning Division continues its efforts to bring together the community, identify a sense of place and ownership, and improve Garden Grove's Downtown by creating a 'Vision Plan' for the future Civic Center Area. The main goal of the Re: Imagine Downtown initiative is to work towards creating measures associated with implementation of the General Plan. The following are the General Plan Elements the Division implemented activity on for FY 2015-16.



LAND USE ELEMENT

The Land Use Element, more than any other element, will shape the way that the City develops and redevelops over the next 20+ years. It will serve as a guide for both public officials and private citizens in its description of the type, intensity, and general distribution of uses of land for housing, business, industry, open space and public uses.

In accordance with the Land Use Element, the Planning Division began work on preparation of a RFP in May 2016 to conduct a Downtown Parking Study. The objectives of this study are to analyze the City's current public and private parking utilization and design, and anticipate future parking needs. The hope is to explore options to consolidate the many surface parking lots and replace them with interesting *parking structures*. The study will also provide ideas for new uses that will create a more cohesive, walkable, lively Downtown, such as adding pocket parks, plazas, kiosks, and other retail uses.



OPEN SURFACE PARKING IN THE DOWNTOWN



COMMUNITY DESIGN ELEMENT

The Community Design Element represents a community identity and a visual image of the community that is held in the minds of residents and visitors.



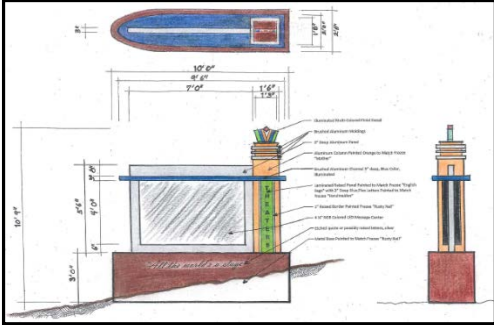
To this end, the Planning Division brought in a local award-winning artist, Glen Mann, whose frond animals have been featured at the Aquarium of the Pacific. Mr. Mann produced 22 “creatures” around the Civic Center Area a few weeks before Open Streets 2015 to draw the community out to see the temporary art installations. Additionally, the Division worked with the Garden Grove Community Foundation to facilitate the installation of colorfully painted lampshades on Main Street.

The Planning Division staff also worked with Studio 606 Master’s students design group from Cal Poly Pomona, during which they discovered that one of the main desires of the community was to add more trees and focus on improving the landscaping in the Civic Center Area. With this knowledge, the City added approximately 20 pine trees and various drought-tolerant plants in the new wider areas of the median, and replaced grass with low-water foliage that conserves water.



Euclid Street Median Landscape: Garden Grove Blvd/ Lampson Ave

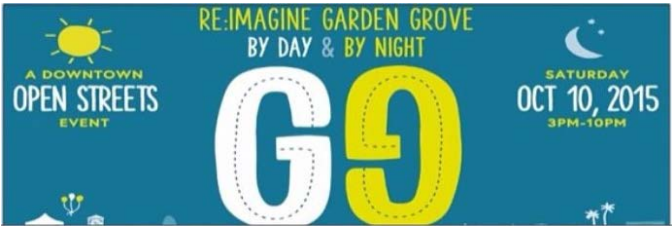
In addition, the Planning Division is working on new sign standards to create a standard design for the GEM Theater and the Strawberry Bowl - Festival Amphitheater to reinforce a specific Downtown character identified as part of the Civic Center District.



Proposed Sign Design for the Theaters

CIRCULATION ELEMENT

The Circulation Element represents the City's overall transportation plan. The transportation plan consists not only of the physical transportation system itself, such as streets, highways, bicycle routes and sidewalks, but also the various modes of transportation, such as cars, buses, trucks, rail, bicycles, ridesharing and walking.



In early 2015, Alta Planning & Design, along with its sub consultants, Iteris Engineering and Community Arts Resources (CARS), was chosen by the City to develop a Bike and Pedestrian Master Plan (BPMP) and conduct a community event such as Open Streets 2015. Programming for the Open Streets 2015 event was influenced by the Goals and Policies in the General Plan to support bike safety and bike education, as well as ideas from the Re: Imagine community forum to explore new ways to enjoy biking and walking in the civic center while combining it with a street fair, food, music, art, and a night time component.

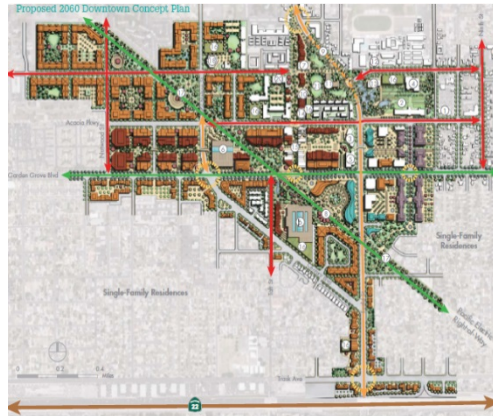
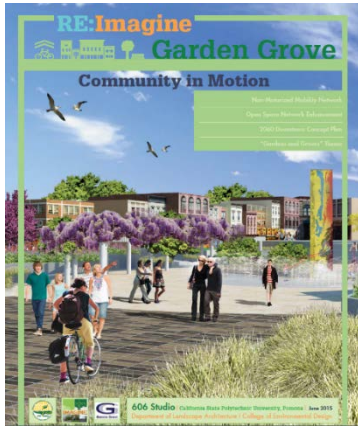


Re: Imagine Garden Grove by Night : block party under the stars

The entire 2015 Open Streets event was funded by grants from: OC-PICH, GG Community Foundation, Republic Services, Cirque de Soleil, and a SCAG Sustainability Program Active Transportation Grant awarded to the City in 2013-2014.

606 Studio Mobility Plan – Re: Imagine Garden Grove Community in Motion

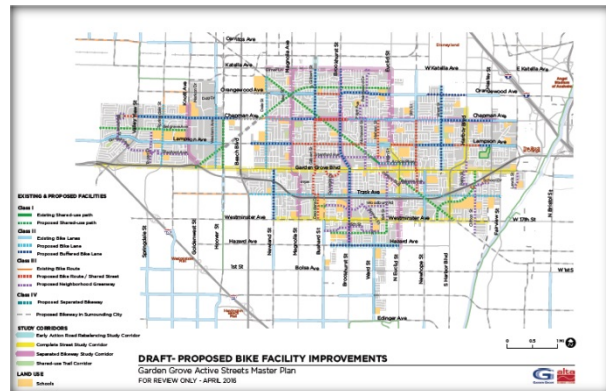
■ The City contracted with Landscape Architecture Master Students to create a Mobility Plan and Civic Center District Design that is intended to create a connected community with enhanced mobility access linking local neighborhoods to Downtown. A summarized booklet is available in the Garden Grove City Hall for the public to view.



FEDERAL AND STATE GRANTS

OCTA Grant BCIP (Bike Corridor Improvement Plan)

The Planning Division contracted with ALTA Design + Planning to prepare a grant application for BCIP funds from OCTA. The application was submitted in May 2016, and requested \$1,201,978 to improve the on-street bicycle infrastructure by 75 percent and to provide a more consistent network by creating 14.85 miles of comfortable bikeways.



Proposed Bike Facility Improvements Map

Staff is pleased to report the award of \$1.2 million from the BCIP grant. The City's 12% local match will come from Ride Share funds. A total of 27 countywide projects were submitted to OCTA through the grant application process. Of the 13 projects expected to receive BCIP grant funding, Garden Grove's bikeway improvement project was ranked No. 5 on the project award list.

Funds will be available in October 2016, with engineering and design in 2017, construction awarded in 2018, and the final project completion by 2019.

Alta Planning + Design (lead consultant) Bike and Pedestrian Master Plan:

- Alta collected bike and pedestrian counts during National Bike Count Week (September 2015) on our existing ridership and pedestrian use.
- City staff and volunteers were stationed at the major intersections that are also crossings in our ROW to take down the numbers that will be used for study.
- Public outreach was conducted at the 2015 Open Streets (10/10/15). Alta had two booths with interactive boards including surveys and interactive maps to gather public input.
- The first draft plan was available for public review in June 2016 at the City's 60th Anniversary event.
- The Final Plan for Council approval and adoption as part of the General Plan will be complete in Spring 2017.



Active Transportation Program Cycle 2 Grant 2015 (ATP):



- The City was awarded \$1.8 million in funding to continue the temporary ROW bike path extension from Downtown (Stanford Avenue and Nelson Street) to Brookhurst Street. This project includes the design and construction of the "First Mile" of the bike and pedestrian path extension.

NEIGHBORHOOD IMPROVEMENT

Neighborhood Improvement 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).

ESG program funded the following organizations:

- Thomas House (\$30,000) to provide shelter and resources to 80 individuals from formerly homeless families in service-enriched transitional housing apartments.
- Grandma's House of Hope (\$20,000) for emergency, transitional, and long-term supportive housing, as well as basic needs, case management, counseling, workforce development, and individualized care to 25 Garden Grove residents.
- Interval House (\$85,864) to provide support services, homeless prevention and rapid re-housing to 93 victims of domestic violence.
- Mercy House (\$17,500) to provide emergency and temporary shelter, food, hygiene and other services to 70 homeless individuals.

CDBG funded the following organizations:

- Fair Housing Foundation (\$34,923) to fulfill, in part, the City's commitment to affirmatively further fair housing:
 - Set up 5 booths to provide fair housing information at community events
 - Distributed 11,458 pieces of literature pertaining to fair housing
 - Held 12 management training classes (4 hours each)
 - Gave 14 presentations providing a synopsis of FHF services and statistics (20-40 minutes each)
 - Held 8 tenant/landlord workshops (2 hours each)
 - Offered 10 walk-in clinics
 - Participated in 20 media activities to promote fair housing
 - Total attendance for the above actions was 8,834 people
- Community SeniorServ, Inc. (\$20,000) served 665 Garden Grove seniors through daily hot lunches at the Senior Center and other congregate dining, as well as home-delivered meals every day of the week.
- H. Louis Lake Senior Center (\$160,697) assisted the City to enhance services and provide meals to 562 unduplicated seniors. The Center also offered a daily lunch program that provided approximately 60 meals per day (Monday-Friday).

- City of Garden Grove Gang Unit (\$108,000) improved neighborhood safety through gang violence prevention and intervention in defined CDBG areas:
 - Made 123 gang related arrests
 - Conducted 238 probation/parole checks
 - Completed 418 Field Interview cards
 - Performed 241 café/cyber café checks

Additional Neighborhood Improvement Achievements:

- Provided funding for Tenant Based Rental Assistance for 4 families who were residing in the Civic Center properties that will be developed into the Cottage Industries Project.
- Wesley Village will be opening their interest list in December 2016. Stradling will be mailing applications directly to the Limon plaintiffs and non-plaintiffs.

CODE ENFORCEMENT

The Code Enforcement Division is committed to working with residents in a joint effort to preserve and improve our neighborhoods. Not only will this improve the quality of life for the families in the community, it will also protect property values.

Annually, Code Enforcement handles an average of 3,400 cases pertaining to property maintenance issues. In FY 2015-16, the top three violations consisted of:

- 1) Storage of debris
- 2) Residential overgrown vegetation, weeds and mowing
- 3) Trash cans out on non-collection days.

The Code Enforcement Division continues to monitor Code Enforcement activity to determine new trends and apply a number of techniques to gain compliance and resolve municipal code violations.

Top 3 Violations	Percentage
1. Storage of Debris	28.54%
2. Residential Overgrown Vegetation, Weeds and Mowing	19.68%
3. Trash Cans Out on Non-Collection Day	18.14%
4. Other	33.64%

Year	Proactive	Reactive	Total Cases
2015	2020	1315	3335
2016	2092	1160	3252

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 two divisions and one non-profit foundation:

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, Special Events, and Recreation, which includes Aquatics, Day Camp, preschool programming, and youth sports. The division also oversees staffing of the Garden Grove Community Foundation, founded as a 501(c)(3) non-profit organization, 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.

Office of Community Relations – Comprised of the City’s Public Information Office and Garden Grove TV3 (GGTV3) government access cable channel. Official City news (English and multi-language), media relations, marketing/promotional materials, brochures, newsletters, social media, website content, and the City’s mobile app, originate from the Public Information Office. The office also provides written materials, presentation items, and event support to the Mayor and the City Council.

Community Relations includes GGTV3, which works closely with the Office of Community Relations, to deliver well-rounded communication between the City and Garden Grove residents, businesses, and visitors.

Some significant Department highlights of FY 2015-16 include the following:

[His Holiness the Fourteenth Dalai Lama Visit](#)



For the first time, His Holiness the 14th Dalai Lama visited Garden Grove. 'A Celebration of Compassion' brought 1,100 guests to hear his message of peace, understanding, responsibility, and compassion. Garden Grove was one stop on the multi-city global tour commemorating His Holiness' 80th birthday. Prior to His



Holiness' arrival, the City gathered with the community to plant a Coast Live Oak tree in Civic Center Park in his honor. As a gift to His Holiness from Garden Grove, GGTV3 produced a video, *Signs of Compassion*.

[Community Meeting Center Renovations](#)

In April, the City re-dedicated the Community Meeting Center (CMC). After nine months of construction, the modernized CMC was unveiled with new flooring throughout the facility, a new roof, new window treatments and furniture, ADA improvements, and new office space with a hospitality area for clients.



ATRIUM - Before

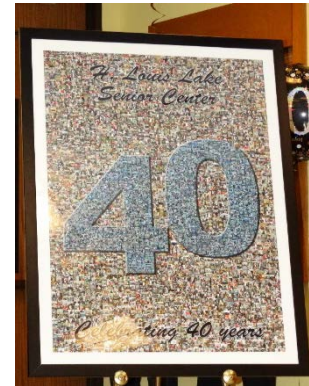


ATRIUM - After

Senior Center's 40th Anniversary

The Senior Center celebrated its 40th Anniversary with the unveiling of a special 40th anniversary mosaic, which was made from 2,400 pictures of H. Louis Lake Senior Center activities over the last 40 years.

The Senior Center was named in honor of Garden Grove's first Mayor, H. Louis Lake, to recognize his commitment to the community. The Center offers local seniors a multitude of services and activities, serving an average of 175-200 seniors daily.



Eastgate Park Fitness Equipment



Through funding from Orange County Partnerships to Improve Community Health (OC PICH), Garden Grove added its fourth set of outdoor gym equipment in the City at Eastgate Park. The fitness equipment incorporates body-weight resistance and includes ADA-accessible exercise equipment.

City's 60th Anniversary

The City of Garden Grove officially turned 60 on June 18, 2016. To celebrate this milestone, Community Services coordinated festivities that included carnival games, face painting, rock climbing, inflatables, a classic car show, an art show, concert, food trucks, and free slurpees from 7-11. The City also acknowledged Garden Grove Unified School District's 50th Anniversary by having performances from nine schools. In conjunction with the Downtown Business Association, the celebration continued into the evening on Main Street with Stone Soul, a Motown tribute band.



Notable Human Services Division Accomplishments

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). Business has increased since the CMC reopened in March of 2016 after an interior renovation, including ADA improvements, new roof system, tile and carpet replacement, creation of a new office space, and new window treatments and furniture. The Council Chamber renovation began in July 2016 and is expected to be completed in January 2017. This work includes a new audio visual system, artistic functional pieces, and ADA updates.

Combined Bookings - 12 months at CYC + 10 months at CMC:

Revenue Generated Bookings

60 banquets/memorials

5 banquets for honorees age 21 and under

47 business meetings

96 church meetings

Community Supported and In-House Bookings

372 Category I – Departmental use during regular business hours;

38 Category II – Departmental supported for outside organizations during regular business hours; and

31 Category II – 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 FY 2015-16:

■ Buena Clinton Youth and Family Center (BCYFC):

- BCYFC served 1,119 individuals in the neighborhood through programs and services to better their quality of life and become “well-maintained, peaceful and safe community of self-sufficient and healthy residents;” (*Number of individuals served are all the programs added together with the exception of large events, mobile pantries, and food/snack programs.)
- Referred 106 individuals via case management to community resources such as food, rental assistance, case management and counseling services;

- Held three large special events including National Night Out, Halloween, and the Anniversary Celebration. A combined total of 991 individuals attended;
- Through the Summer Food Program, served 4,676 meals;
- Through the mobile pantry food distributions, 836 individuals and 144 families received bags of free food that included non-perishable food items and fresh produce;
- Our Shelf Stable Pantry program, sponsored by the Garden Grove Rotary Club, served 32 individuals;
- Over 268 children, youth and families participated in summer programming including 17 VolunTEENS, 99 Summer Program, 27 Jr. Teens, 95 summer reading, 18 fitness & nutrition, and 12 parent volunteers;
- The after-school program and services served 64 youth participants during the school year;
- 43 children (ages 0-5) were able to undergo developmental screenings and gain access to preventive treatment;
- Through the annual backpack drive, 163 individuals received free backpacks and school supplies;
- Through the annual Holiday Drive, 357 children and 132 families were provided assistance during the holiday season, receiving donated toys and food.

■ **Magnolia Park Family Resource Center (MPFRC):**

- Served 452 families and 1,210 individuals;
- Provided 2,678 referrals to 2,157 individuals who called or walked in to MPFRC in need of resources such as basic needs, shelter, legal and health services;
- 112 individuals participated in individual, family, and group counseling services offered by MPFRC;
- 44 women participated in domestic violence intervention/ prevention services. This ten-week educational workshop for victims of domestic violence includes topics such as the effects of domestic violence on children, legal issues, and creating a safety plan;
- 270 individuals participated in educational workshops, which include parenting and life skills classes. MPFRC collaborated with agencies such as Boys Town, Human Options, O.C. Health Care Agency, Team of Advocates for Special Kids, BIS Kids, and CHOC to provide these parenting classes and educational workshops;
- A series of weekly two-hour classes geared for fathers had 15 fathers participating;
- Our youth teen group, SOL (Strengthening Our Leadership), had 55 youth ages 13 to 18 years old;
- Through our comprehensive case management services, 104 families were served by the MPFRC's Family Advocate and interns;

- MPFRC hosted three mobile pantry food distribution events and served 338 families who received bags of free food that included non-perishable food items and fresh produce;
- In collaboration with YWCA Encore Plus program, MPFRC was able to provide free mammograms to 150 women, 40 years and older;
- Distributed free backpacks to 124 children;
- MPFRC provided free toys to 454 children (160 families) during the holiday season;
- The Shelf Stable Pantry program, sponsored by the Garden Grove Rotary Club, served 71 individuals;
- Through a collaboration with Orange County Social Services, 334 families were assisted with the application for CalFresh (food stamps) and MediCal.

SENIOR CENTER PROGRAMMING

The Senior Center celebrated its 40th Anniversary.

- Continued to offer low and no-cost recreational activities and classes promoting active living for seniors ages 55 and over.
- Served 19,827 meals at the Center. The meals are free for seniors 60 years of age and over, with a suggested donation of \$3, and \$5 for seniors under 60.
- Volunteers delivered 44,913 meals daily to homebound seniors in a collaborative effort with Community SeniorServ.



Notable Recreation Accomplishments:

COMMUNITY GARDEN

- This fiscal year, all 60 plots were leased out to gardeners.
- In FY 2015-16, the Division continued its once-a-month Saturday clean-up days. Over 20-30 volunteers came out to maintain the weeds.

DAY CAMP



Summer Day Camp Program is for youth participants from 5-12 years old. The program focuses on teaching responsibility, teamwork, and creating lasting memories. For ten weeks, an average of 66 day campers per week attended from 6:30 a.m. to 6:30 p.m. and participated in crafts, sports, field trips, and more. There were a few unique aspects to this program including the popular Day Camp Overnighter, and an inter-generational day in which day campers interact with visitors from the H.

Louis Lake Senior Center.

There were a total of 660 registrations.

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 \$42,000 in revenue while field reservations for adult and youth softball/baseball brought in nearly \$36,000.
- Field reservations for youth and adult football totaled approximately \$14,500 in revenue.
- The 11 park shelters and one park building accommodated approximately 712 events.

SPECIAL EVENTS

The following is a list of City Special Events, ranging from small receptions, dignitary visits, to large-scale community events, as well as providing support to other departments in planning and hosting internal or community functions:

2015

- July 2 and August 20: Movie in the Park
- July 5: Dalai Lama Visit
- July 9 through August 13: GGCF Concerts in the Park
- August 11: New City Manager Reception

- October 10: Open Streets
- October 13: Food for Thought Event
- October 27: Eastgate Park Fitness Equipment Dedication
- December 1: 9th Annual Christmas Tree Lighting Celebration

2016

- January 12: Sister City Association's Youth Exchange Reception
- February 9: Marcario Mosaic Dedication
- March 22: CMC Re-Dedication
- March 26: Eggs-Cavation
- April 12: New Community & Economic Development Director Reception
- May 4: GGCF's 12th Annual Golf Classic
- May 23: 43rd Annual Garden Grove Pride
- June 18: City's 60th Anniversary
- June 30: Movie on Main



THEATERS

The Community Services Department serves as liaison to the Gem Theater and Festival Amphitheater, both located on Main Street. The Gem Theater, operated by One More Productions, produced six shows: *Anything Goes*, *Hearts for the Arts*, *Little Shop of Horrors*, *Next to Normal*, *The Holiday Gem* and *The Secret Garden*. In addition to these productions, they held a youth musical theater summer camp.

Shakespeare Orange County, led by John Walcutt, who was named one of Orange County's Top 100 Most Influential People in 2014, continues to bring Shakespeare to the community in the summer including *As You Like It*, named Outstanding Summer Production by Orange Curtain Reviews; *Pirates of Penzance*, the first Shakespearian musical at the Amphitheatre; and *Romeo and Juliet*, which featured an ethnic cast and a Ballet Folklorico Dance Troupe. Other events at the Amphitheatre included a summer children's camp, piano concert by Ragtime Robert of Disneyland fame; and *Heaven's Flowers*, a Korean language play. During the fall and spring, tribute bands and movies have been featured at the Amphitheatre.

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. Community Services provides staff for 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.



GGCF is proud to host Garden Grove's most popular summer event, the free Summer Concert Series. The 6-week series at Eastgate Park featured community favorites DSB (Tribute to Journey) and the Funky Hippeez.

The 2015 Food for Thought event featured Kyle Scheele, an inspiring speaker, writer and youth expert who challenged Garden Grove teens to "live better stories." The Golf Classic is held each year in May and is a joint operation with Garden Grove's Chamber of Commerce. It is the largest annual fundraiser for the Foundation. This year, as in years past, the tournament was sold out at 152 participants.



In 2015-16 GGCF also provided the following grants and donations to local organizations, community groups, programs and events:

- \$10,000 donation to Re:Imagine Garden Grove – A Downtown Open Streets Event
- \$7,500 donation to City's 9th Annual Christmas Tree Lighting
- \$2,500 donation to One More Productions (Gem Theater)
- \$2,500 donation to Shakespeare Orange County (Amphitheatre)
- \$1,000 donation to Garden Grove Sister City Association
- \$1,000 donation to Garden Grove Police Department's Explorer Post
- \$1,000 donation to the Family Resource Centers' Holiday Toy Drive

OFFICE OF COMMUNITY RELATIONS (OCR)

The Office of Community Relations (OCR) oversees the City's Public Information Office and Garden Grove TV3 (GGTV3) government public access cable channel.

Public Information Office

The Public Information Office is the City's official news source, disseminating information through press releases, City website, various social media platforms, and the Garden Grove mobile app, as well as maintaining strong media relations with local and regional reporters. The office contains three official translators, providing language services, outreach, and media relations in Korean, Spanish and Vietnamese.

OCR works with all City departments, in collaboration with GGTV3, to undertake Citywide promotional, educational, and public service campaigns. The office produces a variety of printed and electronic marketing materials, including webpages, brochures, monthly newsletters (Cityworks), and special publications (Connections). OCR also provides internal communication to keep City staff informed and aware.

A crucial public relations/communications component is the effective and regular use of social media. OCR is responsible for maintaining the City's Facebook, Instagram, and Twitter. In addition, the office also provides content and administrative support to the Grove District – Anaheim Resort social media platforms and website. The office also originated and manages the Garden Grove Mobile App, including issuance of alert notifications.

Social Media and Mobile App FY 2015-16 Performance:

Facebook:	2,413 Likes gained
Instagram:	442 Followers gained
Mobile App:	397 Downloads gained
Twitter:	462 Followers gained

The division also fosters strong ties with businesses, non-profit and service associations, religious organizations, chambers of commerce, and the Garden Grove Unified School District.

The Office of Community Relations works closely with the Mayor and City Council to provide several written materials, such as proclamations, speeches, certificates, and letters, as well as Community Spotlight presentations and event protocol.

OCR/GGTV3 have facilitated, collaborated in, and promoted the following Citywide programs, events, and campaigns:

- No Illegal Fireworks
- His Holiness the 14th Dalai Lama Visit
- Special Olympics Torch Run
- Fire Department Drowning Prevention
- Re: Imagine Garden Grove By Day & By Night

- Fire Department Fraud Prevention
- West Nile Virus
- “Let’s Put Our Cities on the Map” Google Workshop
- Brookhurst Place Groundbreaking
- Voting District Maps
- Police Department Homeless Outreach
- El Niño
- Buy in Garden Grove
- State of the City
- “The Voice” of Garden Grove
- Great Wolf Lodge Southern California Grand Opening
- 40th Anniversary CMC/Senior Center
- PD ‘Call to Duty’ Memorial Service
- College Graduates’ Reception
- Police Department CAD System
- Garden Grove 60th Anniversary
- Grove District – Anaheim Resort

GGTV3

GGTV3 informs, educates, and entertains residents while spreading Garden Grove’s positive message worldwide. It programs and manages the City’s Government Access Channel 3 shown on Time Warner, AT&T, and Verizon Fios systems. It produces the State of the City video, Garden Grove Pride, and many other videos promoting the City, and also supports City Departments with recruitment, promotional and other videos, as well as PSAs. It manages the Garden Grove TV3 YouTube Channel which averages 18,000 views and 25,000 minutes watched-time per month. In addition to Citywide programs, events, and campaigns collaborated with OCR, GGTV3 also produced:

- Garden Grove Strawberry Festival Parade, Live and Taped
- Garden Grove Pride
- GGCF Summer Concert Series
- Garden Grove Has Roots
- Around Town With City Manager Scott Stiles
- 26 GGTV3 News Reports

Other GGTV3 Accomplishments:

- GGTV3 received two Emmy nominations, numerous NATOA national awards, and regional WAVE awards for programming excellence among government organizations.
- YouTube.com/ggtv3 expected to surpass 3 million views in the near future.
- GGTV3’s YouTube Channel has over 1,800 subscribers.
- GGTV3 moved their offices to 12966 Euclid Street.

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 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.

The significant achievements for the City Manager's Office for FY 2015-16 included the following:

ECONOMIC FOCUS

■ The City Manager's Office continued to provide leadership and oversight to ensure completion of the enforceable obligations of Garden Grove's dissolved redevelopment agency. As a result of citywide efforts, the City's largest commercial and residential development, Brookhurst Place, broke ground in December 2015 and the Great Wolf Lodge Southern California celebrated its grand opening in March 2016. New street, bus shelter, signage, and landscape improvements were also completed in the resort district. Together, these projects are estimated to generate 1,000 new jobs and approximately \$8 million in new tax revenues for the City.

■ Significant progress was also made toward implementation of the Site C



hotel development agreement. During the year, the Site C property was transferred from the Agency to the City and the site was cleared for new construction. The Developer is presently working to secure the first two hotel franchises with an announcement expected in early 2017.

MANAGEMENT SYSTEMS REVIEW



■ In October 2015, the City Manager's Office engaged the services of Management Partners to conduct a Management Systems Review (MSR) of the organization. The MSR evaluated the current practices and systems utilized by the organization to plan and manage the business of the City. The review had two primary objectives: to identify opportunities for improvement and to document the management system. At the conclusion of the review, an Implementation Action Plan was developed to assist staff with the implementation of 19 recommendations

to enhance the City's Management System (i.e., the array of processes and practices used to plan, manage, and assess the work of the organization). The work involved in implementing the recommendations has been prioritized and integrated into the ongoing work of the City. Highlights of the implementation plan are presented below:

- Planning the Work
 - Create a 5-year strategic plan
 - Adopt a framework for citywide and departmental work plans
 - Benchmark city services
 - Create a 10-Year financial forecast
 - Implement a 2-year operating budget
- Managing the Work
 - Improve Council agenda workflow process
 - Develop after-action Council reports to update Council on results
 - Evaluate inter-departmental committees
 - Update City Manager's weekly memo
 - Implement regular customer service surveys
 - Implement quarterly status reporting of work plan
 - Create performance measurement system
 - Replace the financial management system with an Enterprise Resource Planning System
- Talent Management
 - Review existing training program to identify opportunities to enhance organizational development
 - Identify ways to enhance recognition of excellent employee performance

FY 2015-2016 STRATEGIC PLAN

■ The City Manager's Office oversaw implementation and completion of the the 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.

FY 2016-2017 ACTION PLAN

■ In March 2016, the City conducted a workshop with the Mayor, City Council and executive staff to discuss the City's recent accomplishments, receive updates on the City's financial forecast and internal management systems review, plan for the transition to a district structure and identify priorities for the next fiscal year. During the workshop six focus areas were identified and specific City Council priorities were discussed and affirmed. A FY 2016-17 Action Plan was then developed to guide operations and resources toward achievement of the initiatives. An outline of the six focus areas and key City Council priorities is provided below:

- **Economic Development**

- Use Economic Development to grow revenues
 - Conduct Citywide Economic Development study
 - Develop incentives strategy
 - Continue current development activities
 - Identify west-side development opportunities
- Continue Re: Imagine Downtown Initiatives
 - Civic Center Adaptive Reuse
 - Open Streets



- **Public Safety**

- Continue to prioritize public safety
- Maintain and enhance staffing of key public safety positions
- Complete infrastructure projects that are underway
 - Fire station #6
 - Police lobby
 - Communications center
- Evaluate automated red light ticketing for right turns
- Evaluate police/fire facilities
- Enhance neighborhood watch and other community policing programs

- **Community Engagement/Outreach**

- Engage community in a strategic planning process
- Increase use of volunteers
- Strengthen communication to diverse groups and look into reverse 9-1-1 access

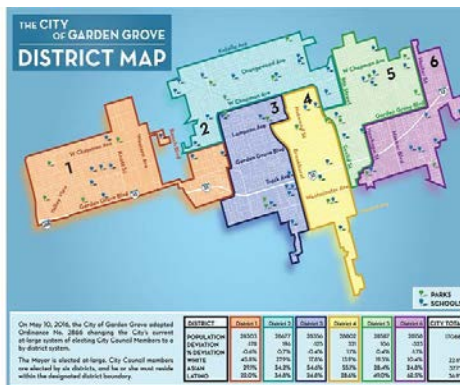
- **Financial Sustainability**

- Achieve a balanced budget
- Create a long-term financial forecast
- Assess pension liability
- Implement New Financial System

- Evaluate options for all-cash businesses
- **Effective, Transparent Government**
 - Implement management system review action plan items
 - Maintain and enhance staffing of basic service positions
 - Plan for district election transition and support
 - Continue to implement transparency initiatives
 - Complete evaluation of DA investigation recommendations
- **Other Community Issues**
 - Implement potential animal care transition
 - Consider November ballot measure to control, regulate and tax cannabis
 - Address homelessness issues

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

DISTRICT BASED ELECTIONS



■ Following the April 26, 2016 meeting of the Garden Grove City Council, the City Council unanimously approved a by-district election system, which divides the City of Garden Grove into six districts, with the Mayor continuing to be elected at large. The six-district electoral map, which was submitted by a member of the community, was also approved and went into effect for the November 2016 elections. The districting process started in 2015 and included significant public outreach, a series of community meetings and public hearings to obtain community input.

GARDEN GROVE ANIMAL CARE SERVICES

■ The City Council unanimously approved creation of a new animal care services program on April 26, 2016, which is expected to save the City about \$9 million over the span of 10 years. Since that time staff has been working to prepare for and develop the new program involving a partnership between the City and the Orange County Humane Society. All animal field services and dog licensing will be provided by Garden Grove Animal Care Services, a division within the City's Public Works Department. Animal Shelter Services will be provided by the Orange County Humane Society. Pets are a huge part of our residents' lives and the City plans to provide owners with the best services possible. The new program replaces services provided by Orange County Animal Care.

Garden Grove Animal Care Services
Effective January 1, 2017

The City of Garden Grove will launch its new Garden Grove Animal Care Services program on January 1, 2017, in partnership with the OC Humane Society. The City will provide all field services and the OC Humane Society will provide shelter services. The new program replaces services provided by Orange County Animal Care.

Garden Grove Animal Care Services
Garden Grove Municipal Service Center
13802 Newhope Street, Garden Grove, CA 92840
(714) 741-5565 • After Hours/Emergency (714) 741-5704
Email: animalcare@garden-grove.ca.us

Orange County Humane Society
21632 Newland Street, Huntington Beach, 92646
(714) 536-8480 • ochumanesociety.com

Animal Licensing
www.petdata.com • (800) 510-7734 (Active January 1, 2017)

For more information visit:
www.garden-grove.org/animalcare

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, prepared for the November 2016 Election.
- Assisted in the transition to District Elections.
- 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 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.
- To enhance organizational efficiency and improve the process of creating, approving and tracking City Council agendas and reports, the NovusAgenda electronic agenda management system was implemented. This automated system has resulted in substantial time and cost savings and has provided a well-organized, easy-to-use paperless system.
- Provided On-Line Records Request system on the City's website.
- Continued to adhere to the California Public Records Act by maintaining the City's public records and providing responses to public records requests. (823 requests filled).
- 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.



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 2015-16 from the Department of Housing and Urban Development.

Housing Authority Rental Vouchers

- Staff assisted approximately 2,300 low-income households through the Section 8 Rental Assistance Program.
- Over 200 applicants from the new wait list 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 from Santa Ana, the Housing Authority earns approximately \$17,000 a month in administration fees.

Housing Quality Standards and Building & Safety Codes Compliance

- 288 initial inspections, 2,636 annual and follow-up inspections, and 77 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, four 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.

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.

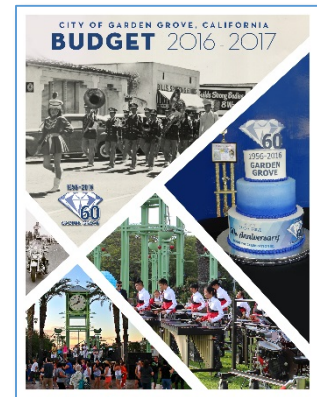
The Finance Department provides services to the following operations: The City of Garden Grove, the Garden Grove Sanitary District, Water Enterprise Operations, Garden Grove Economic Development, Street Lighting Assessment District, Garden Grove Community Foundation, Garden Grove Housing Authority, Garden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

The significant achievements for the Finance Department for FY 2015-16 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 2016-17 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 2015 and an unqualified opinion was issued.



- In FY 2015-16 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

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 2015-16 included the following:

POLICIES / PROCEDURES / PLANNING

- Updated Department Strategic Plan
- Implemented Information Technology Infrastructure Library Processes
- Implemented Cloud Services Policy

SYSTEMS / PC TECHNICAL SUPPORT

Implemented the following systems:

- Accounts Payable, Payroll, and General Accounting Updates
- Created State Controller Payroll Report
- Updated Fire Department Intranet
- Implemented Kronos Telestaff software for Fire Department
- Upgraded backup software
- Upgraded virtualization software
- Supported radio read pilot project for major water customers
- Implemented new water bill and outsourced bill printing
- Implemented mobile-friendly water bill pay portal
- Supported Housing, Cable, and computer lab move to GG Plaza
- Integrated banner permits with the business license and Permitcity systems

- Upgraded the Public Works tree management system and created a GIS layer for trees
- Created a new Windows 10 thin provisioning system for desktop and tablet deployment
- Facilitated replacement of the Police Department voice recording 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 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
- New Windows 10 class
- Revamped the Word and Excel classes
- Intranet Website Updates

Artwork for:

- Quarterly Parks and Recreation Guides
- Animal Services Logo
- City Council District Map
- 60th Anniversary Posters and Other Artwork
- CityWorks Water Bill Insert
- City Calendars
- Various Water Bill Inserts
- Food for Thought Luncheon

- Employee Service Awards
- Garden Grove Pride
- Strawberry Ball
- 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

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, 2015, to June 30, 2016, this division produced:

- 521,000 offset prints
- 269,721 color photocopies
- 916,029 black and white photocopies

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

- Sort and deliver incoming mail
- Weigh and stamp outgoing mail (108,543 pieces, \$73,173 postage)
- Deliver 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
- Produce bound copies of the City Budget
- Created custom Fire Department calendars
- Created 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 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 2015-16 include the following:

- Recruitment and selection of a new City Manager.
- Recruitment and selection of a new Community and Economic Development Director.
- Administered 73 recruitments for all nine City departments.
- Managed the Worker's Compensation process for 115 employee injuries.
- Negotiated new contracts for Police Association and Fire Management Association.
- Negotiated additional year to contracts for Employee's Association and Employee's League.
- Implemented the Healthy Families Act of 2014 for part-time employees effective July 2015.
- Assured that City was 100% compliant with ACA/PERS requirements of member information and submittal.
- Continuing implementation of necessary changes for Affordable Care Act compliance.
- Completed GASB 68 records testing with auditors and verified PERS retirement data was 100% complete and accurate.

Human Resources Fast Facts

Category	FY 13/14	FY 14/15	FY 15/16
New Hires	63	77	96
Promotions	31	59	70
Reclassifications	0	2	9
Resignations	20	11	30
Retirements	17	5	15
Dismissal/No Pass Probation	0	8	3
Layoff	0	0	0
End of Temporary Employment	5	37	39