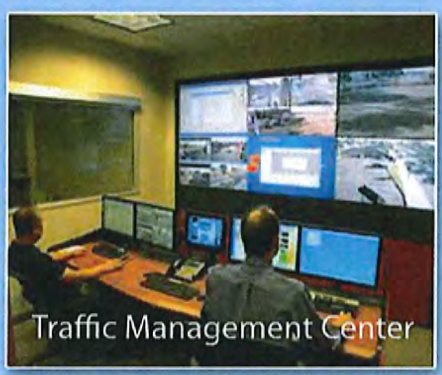

City of Garden Grove

Performance Report

Fiscal Year July 1, 2011 - June 30, 2012

CITY OF GARDEN GROVE

Bruce A. Broadwater
Mayor
Dina Nguyen
Mayor Pro Tem
Steven R. Jones
Council Member
Christopher V. Phan
Council Member
Kris Beard
Council Member

December 19, 2012

Honorable Mayor and City Council Members:

I am pleased to present the City of Garden Grove's Fiscal Year (FY) 2011-2012 Performance Report. This report highlights the 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.

The effects of California's sluggish economic recovery continued through the fiscal year. Furthermore, pursuant to AB X1 26, the Dissolution Act, all redevelopment agencies in California were dissolved and much of Garden Grove's major economic development activity was brought to a halt. This resulted in a loss of revenue for the City.

To address the effects of the slow economy and loss of Redevelopment funding, a new 3-Year Fiscal Plan was developed and implemented to ensure the financial stability of the organization. Components of the new 3-Year Plan include implementation of early retirement and employee buyout programs, employee furloughs, continued hiring freeze, forced labor lapse, reduction in contractual and other expenditures, as well as implementation of various revenue generating priorities, and the use of fiscal reserves to close the gap between revenues and expenditures and balance the City's budget.

Despite the difficult economic situation, our focus remained on achieving the City's core mission of providing responsible leadership and quality services. As a result of this focus, numerous successes were realized. In October 2011, The Moving Wall™ was welcomed by the City and Garden Grove community for a round-the-clock, five-day viewing experience event. The Moving Wall™ is the original half-size replica of the Vietnam Veterans Memorial Wall in Washington D.C. The Wall, bears over 58,000 names of the brave men and women who lost their lives in the Vietnam War; 41 of those names belonged to Garden Grove, GG's 41. Although the Moving Wall was a temporary monument, its impact left a lasting impression on the community.

Traffic monitoring went high-tech and high visibility in Garden Grove City Hall with the completion of a new, large multi-screen, Traffic Management Center. This grant funded, $3.5 million Center, replaced a former 12-camera, analog, traffic

monitoring system that brought distinction and modern innovation to Garden Grove in the early 2000's. Century Village, a 53-unit townhouse multi-family subdivision project, is currently framing the last phase of the units with all the associated site improvements including street parking, open space, and an urban trail. This new housing development was designed to attract young professionals who will support the local economy and assist the City in providing a high quality of life. In June, the Atlantis Splash Pad made its grand opening at the Atlantis Play Center with over 540 guests. A water-dumping pelican, spray-shooting sea horses and other whimsical creatures of the sea are part of the project that was funded through park fees and grant funds.

Public Safety, Police and Fire, secured grants that enabled the purchase of equipment to meet needs within the departments. Through these grants the Police Department purchased an evidence freezer system, which replaced an aging freezer and increase storage capacity. The Police Department also secured two DUI grants that allowed for increased safety on the streets of Garden Grove. The Fire Department was awarded Department of Homeland Security grants, which afforded the purchase of various safety equipment. Additionally, both Police and Fire instituted online reporting systems to meet voluntary and mandatory state and federal requirements.

In addition to completing the new Traffic Management Center, the Public Works Department initiated and completed major rehabilitation and improvement projects throughout the City including:

- Brookhurst Median Rehabilitation Project
- Euclid Street/Garden Grove Intersection Improvement
- Well 31 Equipping Project (made new Well 31 operational, supplementing water production at the Lampson Reservoir)
- West Garden Grove Supplemental Transmission Main
- Rehabilitation of West Garden Grove Booster Pumping Facility
- Water Main Improvement (11th Street & Washington Ave.)
- Residential and Commercial Private Development Projects *(facilitated by Engineering)*

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

Sincerely,

Matthew Fertal

MATTHEW FERTAL
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 10 departments, which work together to provide unwavering service to the Garden Grove community with integrity, empathy, respect, and quality service to all. These departments can be further described as two interdependent halves; one half provides direct services and the other half provides indirect services.

DIRECT SERVICE DEPARTMENTS

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

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

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) 2011 – 2012, and various photographs, charts, and graphs highlighting items of particular interests.

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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 Police Department consists of three Bureaus: Community Policing Bureau, Support Services Bureau, and Administrative Services Bureau.

The significant achievements of FY 2011-2012 for the Police Department included the following:

In-car Video Systems (IVS)

- New IVS devices were installed in all marked patrol vehicles, and on nine (9) new police motorcycles, a first for the Department. Officers in the Neighborhood Traffic Unit (motor officers) conduct a large percentage of traffic stops in the city; the addition of IVS will provide an additional risk management tool and a way to document traffic incidents previously unavailable.

Automated Report Writing System (AWRS)

- Phase 1 of the AWRS took place through field-testing by a test group in the department. With feedback from the test group, software and procedural modifications were completed and the department proceeded with training, deployment, and implementation of the system.

- The department continued to monitor the progress of the AWRS - Phase 1 and fine-tuned the system in preparation for Phase 2 (FY 12-13), to include additional report forms, online citizen reporting capabilities, and preparation for a new case management module.

Neighborhood Traffic Unit (NTU)

- NTU continued its successful partnership with the National Highway Traffic Safety Administration and the California Office of Traffic Safety (OTS) awarding the department grants that funded 16 DUI checkpoints, 20 DUI saturation patrols, three (3) DUI warrant service details, and community DUI awareness efforts. As a result of this funding, more than 125 DUI drivers were arrested and removed from Garden Grove roadways.
  - DUI Enforcement and Awareness Grant ($150,000)
  - DUI Mini Checkpoint Grant ($65,235)

- NTU participated in countywide "Avoid the 28" DUI enforcement activities, funded by a grant shared by participating cities.

- NTU utilized 2011-12 OTS grant funds for the purchase of a box trailer, which is being used to store and transport checkpoint supplies and equipment. The Department was also able to purchase eight (8) new portable preliminary alcohol screening (PAS) devices with grant funds. The older PAS devices were given to Patrol to aid their DUI enforcement efforts, as Patrol had not previously been issued these devices.

Prop 69 Funding – Evidence Freezer System

- The Police Department received funding under Proposition 69 to replace an aging evidence freezer system located in the Property and Evidence annex. When fully installed, this new freezer system will increase storage capacity for DNA evidence. It is expected that the final cost will be substantially lower than was originally budgeted.

The purchase of the freezer system required a lengthy RFP process during FY 2011-12, and by:

August 2012 – Lowest qualified bidder awarded contract

October 2012 - Installation began

November 2012 – Completion

Community Liaison Division

- Continued to facilitate Business Watch and Neighborhood Watch programs citywide. Currently, there are approximately 4,000 Watch members representing more than 500 different Watch groups in Garden Grove.

- Reinstated the department's Beat Patrol brochures, which include names and pictures of every patrol officer assigned to each of the city's six beat areas. These brochures also include the department's mission statement and an explanation of

Community Policing "Garden Grove style." Contact information for the Police, Fire, and Public Works departments is listed in the brochure as well, making it easier to contact these departments directly. The brochures were also translated into Korean, Spanish and Vietnamese as a way to further enhance the department's Community Policing Partnership with Watch members.

POLICE DEPARTMENT FAST FACTS

During FY 2011-12 the Police Department responded to 41,055 calls for service with an average response time of four minutes, 13 seconds for priority calls. Specific statistics regarding calls for service and response times are contained in the following tables.

Calls for Service – FY 2011-12	
Priority 1 Immediate Dispatch *Lights and Sirens Authorized*	1,755
Priority 2 Immediate Dispatch *Lights and Sirens **NOT** Authorized*	10,845
Priority 3 Felony Just Occurred Crime Against Person Just Occurred Threat of Violence *Lights and Sirens **NOT** Authorized*	7,876
Priority 4 Cold Felony Reports No Threat of Violence But Could Escalate *Lights and Sirens **NOT** Authorized*	6,458
Priority 5 Property Crime Just Occurred No Threat of Violence *Lights and Sirens **NOT** Authorized*	10,194
Priority 6 All Other Low Priority Calls *Lights and Sirens **NOT** Authorized*	3,154
Priority 7 Phone Reports Abandoned Vehicles Sex and Drug Registrants	773
Total Calls for Service	**41,055**

Calls for Service/Response Times	FY 10-11	FY 11-12	% Change
Priority Calls for Service	12,479	12,600	0.97
Non-Priority Calls for Service	28,009	28,455	1.60
Total Calls for Service	40,488	41,055	1.40
Average Response Time - Priority	4 m 13 s	4 m 13 s	0m 0s
Incoming Phone Calls	170,938	185,126	8.30

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, emergency medical services, and protection from hazardous materials releases. This is accomplished through department-wide proactive fire programs within two divisions: Operations Division and Administrative Division

The significant achievements of FY 2011-2012 for the Fire Department included the following:

STRAWBERRY FESTIVAL ~ HONORING FIRST RESPONDERS

The 54th Annual Garden Grove Strawberry Festival Honored First Responders

- Chief David Barlag and two CERT members, Mi Eden Hoang and Steve Blakesley, were honored for their service commitment to the community and citizens of Garden Grove on Saturday, May 26, 2011.

Chief David Barlag

Mi Eden Hoang & Steve Blakesley

Online Reporting Mechanisms

- eSubmit, a web-based portal that allows businesses in Orange County to electronically submit hazardous materials disclosure forms as mandated by Assembly Bill 2286, was implemented. The Fire Department was a recipient of a startup grant from the State of California Environmental Protection Agency to begin implementing eSubmit. It is fully operational and the Department is working to meet the January 1, 2013 deadline to have all hazardous materials program businesses online and utilizing eSubmit.

- ePCR, a federal mandate requiring the submission of pre-hospital care reports electronically to the National and State of California Emergency Medical Services (EMS) Information System, was implemented. OC-MEDS was designed by the Orange County Health Care Agency to be used by all EMS providers in the county for ePCR submission. The Fire Department has been field testing OC MEDS through the use of tablets and has been approved through a UASI grant for additional tablets to ensure all Fire Department rigs have adequate ePCR reporting tablets.

Citizen Emergency Response Team (CERT) Training

- One entry-level academy was held training 16 new volunteers for the CERT program and 22 existing volunteers were recertified. CERT members are able to respond and assist in times of disasters. Members are programmed into an automated phone recall system, which is triggered from the City's Police Dispatch Center.

- CERT participated in three major community events in Garden Grove manning First Aid booths at the Strawberry Festival, Tet Festival, and Moving-Wall ™ event. At the Moving Wall event, CERT members provided staffing to cover 24-hr shifts over five days. Participation in these events is considered live training for the CERT members, which allows them to practice the skills attained through CERT academy and recertification training.

EMERGENCY PREPAREDNESS / COMMUNITY OUTREACH

- The Fire Department continues to support and aid its community through public education and prevention programs for the entire resident population. The Department's Assistance Program for People with Disabilities or Special Needs covers the five general categories of disability: mobility, visual, hearing, speech, and cognitive. This program is a free resource to assist Garden Grove residents with disabilities and other special needs during a declared disaster. The goal of the program is to put an evacuation plan in place that provides a way to notify and find the disabled and special needs residents in our community.

GRANT APPLICATIONS

The Department continued to aggressively research and apply for grant opportunities that fit the department's needs and priorities to offset equipment purchases and operation costs.

Grant Name	Description	Funded Amount
Department of Homeland Security (FEMA) Assistance to Firefighters	Operations and Safety – Personal Protective Equipment	**$50,340**
State Homeland Security – Emergency Services	Emergency Service Salary Reimbursement	**$39,152**
Strawberry Festival	Fire Stations and CERT Trailer Retrofit	**$8,237**
UVSA of Southern California	Fire Corp Volunteer Program	**$1,500**

FIRE DEPARTMENT FAST FACTS

During 2011 the Fire Department responded to 11,137 calls for service with an average response time of 4 minutes, 46 seconds.

Incidents in Jurisdiction	**10,450**
Fire	351
Medical	8,920
Hazardous Materials	69
Other Emergencies	437
Service	673
Incidents Outside Jurisdiction	**687**
Fire	175
Medical	475
Hazardous Materials	10
Other Emergencies	13
Service	14
Strike Teams	0
Total Calls for Service	**11,137**

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 2011-2012 for the Public Works Department included the following:

GEORGE L. ALLEN TRAFFIC MANAGEMENT CENTER

- Traffic monitoring has gone high-tech with the completion of a new, large multi-screen, Traffic Management Center, which replaces a former 12-camera, analog, traffic monitoring system that brought distinction and modern innovation to Garden Grove in the early 2000's.
- The new, fiber-optic-based system controls 37 closed-circuit cameras located at major street intersections; cutting-edge software is used to monitor interconnected traffic signals in real time.
- Funded through grants, the new $3.5 million Center, is visible to the public through a wide glass opening located in the Engineering section of the first-floor City Hall lobby.
- This was the second of a two-phase, $6 million grant-funded project. Phase I of the project was the construction of two Amber Alert signs in the City. No City General Fund money was used for this project.

Municipal Yard & Public Safety Building Solar Rooftop Projects

- On August 21, 2009, the Department of Energy (DOE) awarded the City $1,517,000 through the Energy Efficiency and Conservation Block Grant Program (EECBG) for a solar energy generation project. Through coordination with Public Works, Chevron Energy Solutions has successfully completed construction of two rooftop solar Photovoltaic (PV) systems at the Municipal Yard and the Public Safety Building.

- It is estimated that power from the solar PV system will meet 26 percent and 17 percent of the Public Safety Complex and Municipal Service Center electrical needs, respectively.

- The combined rooftop systems will save the City over $2 million over 25 years. No General Fund was used to finance this project.

Brookhurst Median Rehabilitation Project

- The Federal Transportation Enhancement Program awarded the city $500,000 for the construction of the Brookhurst Street Median Rehabilitation Project, covering the stretch from Hazard Street to Katella Avenue.

- Improvements included the removal of turf-grass and overhead sprinklers, installation of drip irrigation and solar controllers, and placement of drought-tolerant shrubs and plantings.

- Benefits include water conservation, elimination of urban runoff, and preservation of the asphalt binder.

Euclid Street/Garden Grove Intersection Improvement

- Public Works Engineering recently completed improvements at the intersection of Euclid Street and Garden Grove Boulevard.

- The scope of work included construction of an eastbound right-turn lane and a second westbound left-turn lane on Garden Grove Boulevard. A northbound right-turn lane on Euclid Street was also included.

- Funding was made possible through Measure M revenues and an Intersection Improvement grant from OCTA.

Residential and Commercial Private Development Projects

- Land Development staff within the Engineering Division facilitated:

  - Grand re-opening of the newly renovated McDonalds on Harbor Boulevard
  - New Wal-Mart Neighborhood Market – Euclid Street and Katella Avenue
  - City Ventures 56 new detached single-family residential subdivision at Euclid Street and Hazard Avenue. (Tract 17432)

- Stanford Triangle Partners – 3,900 sq ft multi tenant commercial building with Starbucks as anchor tenant at Stanford Avenue & Brookhurst Street
- Century Village Townhome Buildings Final Phase – *In progress*
- Great Wolf Lodge – *Review in progress*

Well 31 Project

- The well was completed at the Lampson Reservoir. The $1.7 million project will eventually replace Well 23, which is a 34-year old cable tool well.
- Lampson Reservoir has eight million gallons of reservoir capacity with one other filling well. The project consisted of equipping Well 31 and joining to existing yard piping.
- The project also included retrofitting to constant speed pumps in the pump house with variable frequency drives.
- Well 31 will be the primary well enabling shallow well water to be operated and blended at acceptable nitrate levels that meet water quality standards.

West Garden Grove Supplemental Transmission Main

- Project design has been completed and is in the construction phase.
- The project involves the construction of a new water transmission main from the east to west part of the City in lieu of construction of a replacement well in the west part of the City.
- The $6 million project includes: the installation of approximately 6.5 miles of 6- to 18-inch diameter Polyvinyl Chloride (PVC) water pipe; 3,005 linear feet of 15- to 24-inch diameter extra strength Vitrified Clay sewer pipe; connection to the West Zone Reservoir; and removal and/or abandonment of existing facilities.

Rehabilitation of West Garden Grove Booster Pumping Facility

- Project design has been completed and is in the construction phase.
- The project involves: the removal of the existing vertical turbine pumps, angle drives and natural gas engines; installation of new vertical turbine pumps, angle drive and natural gas engines; installation of a new LPG system; modification and/or reprogramming of controls PLC and SCADA; retrofit of the existing roof system; and other pertinent facility improvements.

Water Main Improvement (11TH Street & Washington Ave.)

- Completed the $1.6 million project.
- Replaced 7,270 linear feet of pipe, 99 service lines, and 17 fire hydrants.
- Project will relieve fire flow capacity deficiencies, which the Water Master Plan identified as one of the high priorities.

Sewer System Management Plan

- Improvement design and/or construction projects were completed:
  - **Twintree-Haster Sewer** – The $1 million sewer improvements included over 4,500 feet of new replacement sewer pipe and 19 manholes.
  - **Lampson-Twintree Sewer** – The design has been completed and is in the construction phase. The $1 million project includes over 3,000 feet of new replacement sewer pipe and 18 manholes.
  - **Lampson-Euclid Sewer** – The design has been completed and is in the construction phase. The $0.8 million project includes over 2,500 feet of new replacement sewer pipe and 14 manholes.

Rubberized Asphalt (RAP)

- Completed the 2012 RAP slurry sealing project on 70 various residential and collector streets within the city.
- Project accomplished over 1.6 million square feet of rubberized slurry sealing.

Street Rehabilitation Project

- Completed the asphalt overlay with Cold Central Plant Recycling (CCPR) material on (42) residential streets representing 6.92 center lane miles and 1.3 million square ft.
- Project was grant funded from PROP 1B and Gas Tax monies.

City Sign Project

- Completed the removal and replacement of over 3,000 regulatory, warning, and street name signs throughout various locations of the city.

Jointly Owned Parking Lot

- Rehabilitated the 93,000 square foot parking lot that is jointly-owned/utilized by the City and the First Baptist Church, located on Euclid Street and Stanford Avenue.

NPDES Permit Compliance Efforts

- Created and distributed three community development screening forms for use by the Community Development Department:
  - Project Environmental Information Form;

- Tenant Improvement Application; and
- Minimum Source Control and Pollution Prevention Best Management Practices form.

American Disabilities Act (ADA)

- Completed compliance upgrades to Woodbury Park bathrooms and installed ADA pool access equipment in all City pools.

Other Facilities Upgrades

- Installed the Energy Management System for controlling the heating, ventilation and air conditioning units at Fire Station #3.

- Installed a new fuel management system to replace the obsolete system.

Grant Applications

Grant Name	Description	Funded Amount
Orange County Transportation Authority (OCTA)	Proposition 1B State Local Partnership Program for the rehabilitation of Garden Grove Blvd (Magnolia Ave-Gilbert St), Westminster Ave (Brookhurst Street-Bowen St), Chapman Ave (Nelson St-Euclid St) Project will begin in the later part of 2013	$842,000
Two Safe Routes to School Grants	Installation of protective left-turn at the intersections of Chapman Ave and Springdale St and Lampson Ave and Lamplighter St. Traffic improvements will benefit student pedestrians and motorists at these locations.	$173,000
Orange County Transportation Authority (OCTA)	Median irrigation retrofit projects on Acacia Parkway, Stanford Avenue, and Nelson Street. Removal of overhead sprinklers, installation of drip irrigation, and conversion from turf-grass landscaping to drought-tolerant shrubs and plantings. Benefits of this program include water conservation, elimination of urban runoff and prevention of pavement degradation.	$500,000
CalRecycle's Rubberized Pavement Grant Program	Rehabilitation work on Valley View Street and Lampson Avenue. The work will be done using rubberized asphalt pavement as required by CalRecycle's policy to promote use of products derived from waste tires generated in California and decrease environmental impacts created by the unlawful stockpiling of waste tires.	$342,000

PUBLIC WORKS FAST FACTS

- Public Works responded to over 600 after-hour service calls during the year.
- As part of the sewer maintenance program, City crews washed approximately 1,056,466 linear feet of sewer main lines.
- The City maintains 133 traffic signals throughout the City.
- Street crews repair over 2,000 potholes during the year.
- Approximately 2,300 graffiti-related work orders were completed during FY 11-12.
- The Annual Public Works Open House welcomed 1,000 residents to the Municipal Service Center for information on various Public Works programs, entertainment, games, and prizes.

COMMUNITY DEVELOPMENT

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

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

The significant achievements of FY 2011-2012 for the Community Development Department include the following:

CENTURY VILLAGE

- 53-unit townhouse multi-family subdivision project, Century Village, currently is framing the last phase of the units with all the associated site improvements including street parking, open space, and an urban trail.

Century Village, Brandywine Homes

Mixed-Use Code

- Adopted and implemented the new Mixed-Use Code regulations and development standards with amendments to the General Plan Land Use and Zoning maps.

Planned Unit Development (PUD) Amendments

- Worked on two PUD amendments to add "indoor sports facility" as a permitted use in the industrial zone.
  - One sport facility project is a 100,000 square foot building located on Knott Street and Acacia Avenue.
  - The other approved sport facility is part of a large existing warehouse, which is approximately 65,000 square feet on the southeast corner of Western Avenue and Lampson Avenue.

NLSC™

Site Plans, Conditional Use Permits, and Extensions

- Processed a Reinstated Site Plan approval to construct six-three-story detached single-family homes on Adelle Street and Garden Grove Boulevard.

- Processed Site Plans and Conditional Use Permits for the expansion of churches such as an 8,000 square foot multi-purpose building within an existing church located

on Lampson Avenue and Dale Street; another project includes a church with a new fellowship hall, multi-purpose room, kitchen and classrooms added to and existing building, bordered by Fairview Street and Garden Grove Boulevard.

- Processed more time extensions for land use entitlements, including two small lot subdivisions of 8 lots rezoning from R-1 to Residential PUD on Barnett Way and Trask Avenue, and the other rezoning from R-3 to Residential PUD on Central Avenue and Newland Street.

Building Permits & Inspections

- Issued permits with a construction valuation of $51.9 million (13% increase).
- Responded to 8,178 inspection requests.

Building Abatement

- Opened 378 new cases and closed 329 cases. This is an increase over the previous year.
- Continued to work with the Neighborhood Improvement Committee, which focuses on improving specific neighborhoods on an annual basis.

Building Updated Forms

- Updated plan check correction lists, inspection record cards, and Certificate of Occupancy form to reflect the new Building Codes.

Section 8 Management Assessment Program (SEMAP)

- The Housing Authority scored 100 percent and the earned the designation of a "High-Performance Agency" for the fiscal year 2011-2012 from the Department of Housing and Urban Development.

Housing Authority Rental Vouchers

- Assisted 2,337 low-income households through Section 8.
- Contacted over 500 applicants from the new wait list to schedule initial qualification interviews. Applicants selected were Garden Grove residents with U.S. Veteran status or victims of domestic violence.

Housing Portability Program

- Administered an additional 300 tenants from Santa Ana through the Portability program.

- By fully administering tenants from Santa Ana, the Housing Authority earns approximately $18,000 a month in administration fees.

Housing Quality Standards & Building and Safety Codes Compliance

- Conducted 479 initial and 4,741 annual and follow-up inspections, and 28 special inspections to ensure that subsidized units meet Housing Quality Standards and Building and Safety Codes.

Housing Family Self-Sufficiency Program

All of the Family Self-Sufficiency graduates signed a contract and are required to successfully complete classroom training or job training, become independent of welfare cash aide (if applicable) and obtain suitable full-time employment based on their training, skills, and education. Through their training and education they increased their earning capacity, obtained improved employment and became independent of welfare cash aide. As an outcome, the Housing Authority pays fewer subsidies and the client pays more subsides. In some cases, the clients no longer need housing assistance.

- One participant of the Family Self-Sufficiency program successfully completed their 5-year contract.

Neighborhood Improvement Programs

Neighborhood Improvement oversees the Emergency Solutions Grant (ESG) program, which provides homeless prevention and intervention services, 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 ($50,025) to shelter 67 individuals from formerly homeless families in service-enriched transitional housing apartments.

- Women's Transitional Living Center (WTLC) ($35,628) for essential services, homeless prevention, shelter, support services, substance abuse treatment and accessibility to other services for 1,348 survivors of family violence, including men, women, and their children.

- Interval House ($17,500) to provide support services to 451 victims of domestic violence.

- Helping Others Prepare for Eternity (HOPE) ($5,000) to provide employment counseling and drug prevention education to 302 residents.

CDBG funded the following organizations:

- OC Fair Housing Council ($34,932) helped provide fair housing services to 339 individuals.

- Community SeniorServ, Inc ($25,617) to serve 692 Garden Grove seniors through daily hot lunches at the Senior Center and other congregate dining and delivered breakfast, hot lunch, and dinner every weekday.

- H. Louis Lake Senior Center ($196,424) assisted the City to enhance services and provide meals to 349 individuals.

- Atlantis Park ($300,000) to install a splash pad and upgraded electrical.

- Acacia Adult Day Care ($47,900) to replace four air conditioning units.

Additional Neighborhood Improvement Achievements:

- Provided 12 home improvement grants throughout the City.

- Provided First Time Homebuyer Loans to 24 families.

- Code Enforcement addressed 4,158 complaints of violations of the Garden Grove Municipal Code

MAJOR LAND USE ACTION FY 2011-2012

Entitlements Numbers	Case Description
PUD-127-12 SP-467-12 TT-17432 DA-184-12	Rezone 5.97-acre lot from PUD-104-81 to Res. PUD for construction of 56-unit single-family residential small lot subdivision; SP to construct 56 homes w/ street and OS improvements; TT Map to subdivide property into 56 lots.
PUD-105-76 (REV.12) CUP-353-12	Amend PUD-105-76 to allow limited live entertainment for eating establishment w/ storefronts facing Valley View Street and min. distance of 150 feet away from residential property boundary, subject to CUP approval, in conj. W/ modified floor plan and COA's for the existing.
PUD-110-96 (Rev. 12) CUP-347-12	To modify the Sign and Graphic Standards in existing PUD-110-96 to allow 59 foot high auto dealership electric freeway-oriented sign, subject to CUP approval, for an auto dealership on min. 2-acre site.
A-162-11 CUP-339-11 NEG DEC	To amend Title 9 of GG Municipal Code to allow sport facility uses in conjunction w/ a CUP for the new use. Applicant proposes to use large part of the existing warehouse (65,000 sf) as sports facility w/ 8 basketball/volleyball courts. Progressive Power Group (PPG) to use other 16,000 sf (8,000 sf for office and 8,000 sf for warehouse).
A-163-12 GPA-1-12 (A) SP-466-12 V-195-12 PM-2011-107	GPA to change land use designation of a 24,000 sf parcel from LMDR to LDR & rezone from R-3 to R-1-6 with min lot size of 6,000 sf SP & Tent PM to subdivide lot into 4 parcels to construct single-family home on each lot. V to allow parcels to deviate from min lot width req. & allow 1 parcel to deviate from 6,000 sf min lot size req.

A-164-11 **CUP-340-11** **NEG DEC**	Amend PUD-104-70 zone to add "indoor sports facility" as a permitted use subject to CUP approval, w/CUP approval, w/ CUP to operate new sports facility, "Next Level Sports Complex" in existing 100,316 sf building.
SP-464-11	Site Plan approval to reconstruct an existing McDonald's drive-through restaurant.
SP-465-11	Reinstate SP to construct six three-story detached single-family homes.
CUP-330-11 **V-192-11**	CUP approval to allow a new 4,410 sf market, Fresh & Easy Neighborhood Market, to operate w/ a new ABC Type 20 license, in conjunction with a Variance request from Section 9.16.040.160.E Parking Requirements of Title 9 of the Municipal Code, to increase the percentage of compact parking spaces permitted by City Code.
CUP-321-11 **SP-462-11**	SP and CUP for 2-phased church expansion of existing fellowship hall with new classrooms, expanded multi-purpose rm, new kitchen & restroom, w/ reconfiguration of the existing pkg lot to increase spaces from 76 to 100. Phase 1 is men's/ woman's bathrooms, a classroom, expand multi-purpose room, new kitchen. Phase 2 is 4 classrooms.

CUP-320-11 **SP-461-11**	SP to construct 2-sty, 8230 sf multi-purpose bldg in conjunction w/reconfiguration of existing parking lot on lot with exist 1story, 3800 sf church bldg & existing 1story 2950 sf ancillary bldg. Also, CUP to operate existing. Church, Suhmoon Church.
PUD	= Planned Unit Development
SP	= Site Plan
TT	= Tentative Tract Map
DA	= Development Agreement
REV	= Revised
CUP	= Conditional Use Permit
A	= Amendment
NEG DEC	= Negative Declaration
GPA	= General Plan Amendment
V	= Variance
PM	= Parcel Map

COMMUNITY SERVICES

The mission of the Community Services Department is to create community and facilitate positive communication with the City Council, residents, co-workers, and regional audiences. The various subdivisions (Cable, Community Meeting Center, Family Resource Centers, GGCF Support, Park Patrol, Public Information, Recreation, Senior Center, and Special Events) serve our youth, residents, co-workers and regional audiences with parks, programs, quality written materials and innovative video productions, while providing top-of-the-line customer service to all.

The Community Services Department is a large department whose 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 Department is comprised of three divisions:

Recreation and Human Services – Programs include activities at the Buena Clinton Youth and Family Center, Community Meeting Center, H. Louis Lake Senior Center, Magnolia Family Resource Center, Park Facilities, Park Patrol, and Recreation, which includes Aquatics, Day Camp, Preschool Programming, and Youth Sports.

Office of Community Relations - Oversees the City's Public Information Office, Special Events, and Garden Grove Community Foundation subdivisions. Official City communications, including press releases, marketing materials, brochures and newsletters, as well as the City's main webpage content, originate from the Public Information Office, including several annual publicity campaigns. The Office of Community Relations is also responsible for City Council support and protocol at official City functions.

Cable - Manages the City's Government Access Channel 3 that produces and broadcasts news, public information, and promotional programming on the Time Warner, AT&T and Verizon FiOS cable systems. The Division's additional outlets include social networking sites Facebook and Youtube.

The significant achievements of FY 2011-2012 for the Community Services Department include the following:

THE MOVING WALL™

The Moving Wall™ is the original half-size replica of the Vietnam Veterans Memorial Wall in Washington D.C. It's a 253-foot long landmark honoring over 58,000 men and women who lost their lives in the Vietnam War. The Moving Wall™, contains 41 names belonging to Garden Grove, GG's 41.

- On October 6, 2011, Garden Grove welcomed The Moving Wall™, at Garden Grove Park for a five-day event open to the public 24 hours each day.

The 74 individual, six-foot panels, arrived in a motorcade, escorted by American Legion Riders, Garden Grove Police Department motorcycle officers, and Garden Grove Fire Department Engine No. 1.

Already in place was a long and winding wooden frame built to serve as the foundation for the Wall's 74 panels.

Volunteers, along with journeymen carpenters, set the pieces in place, followed soon after with a display of flags from the U.S., California, South Vietnam, POW/MIA, and five branches of the military.

- The Sports & Recreation Center at Garden Grove Park was transformed into the Educational Center, a temporary museum housing Vietnam War memorabilia such as newspapers, dolls, medals, maps, photos, and more.

- The official Opening Ceremony was emceed by retired Garden Grove Policy Sergeant and Vietnam veteran U.S.M.C., NCO Randy Tucker, and included a military fly-over, ceremonial laying of wreaths, rose presentation by local Girl and Boy Scout troops, and a 21-gun salute. The keynote speaker was U.S. Army Vietnam War veteran and recipient of the Distinguished Flying Cross and Purple Heart, Frans VandenBroek.

- On Saturday, October 8, 2011, the Vietnam War Museum of America Foundation (VWMAF) held a $150 per person fundraising dinner to benefit the creation of a permanent Vietnam War museum in Garden Grove.

- On Sunday, October 9, 2011 at 3:00 p.m., the event's official Closing Ceremony took place, which included the presentation of colors by the 82nd Airborne Division Association, 42nd Highlander's Queen Mary Pipes Band, inspirational music by local teens, the Torres Sisters, and speakers Pastor John Torres of Garden Grove's Living Word Christian Center, Pastor Frank Orzio of Wounded Warrior Ministries, and Matt Foster, brother of John Michael Foster, one of GG's 41.

- On Monday, October 10, 2011 at 11:30 a.m., the annual Garden Grove Community Foundation's Food for Thought luncheon rounded out the week's events. The luncheon, attended by more than 200 students from the Garden Grove Unified School District featured guest speaker Colonel Gregory F. Jones, United States Air Force Commander of the 146th Operations Group, 146th Airlift Wing.

By 4:00 pm The Moving Wall™ and the Educational Center were officially closed. Thousands were overwhelmed with emotion after seeing names of family and friends on the Wall, viewing photos, seeing artifacts, and reading letters all donated by the community. Nearly 5,000 patrons visited The Moving Wall™ and the temporary Educational Center.

- Visitors came from as far as Canada to pay homage to our veterans.

- Although The Moving Wall™ was a temporary monument, the impact left a lasting impression on the community and individuals of all ages; it brought tears and pride to the City. During the Wall's tenure in Garden Grove, the community embraced and came together to thank its fallen brothers, GG's 41.

Grand Opening of the Atlantis Splash Pad

- The Atlantis Splash Pad celebrated its grand opening in June 2011 with over 540 guests. As part of the celebration, guests received goodies such as sunscreen and foam fish while enjoying the water feature.

- Entrance fee to the park is $2 (free for visitors under two years of age).

- It is located in Atlantis Play Center, an historic playground celebrating 50 years in 2013.

Gender Equity In Sports Programs

In February 2012, Garden Grove became the first city in Orange County to comply with Gender Equity Bill (AB2404), a 2004-Governor Schwarzenegger-approved Bill that seeks to ensure that female and male athletes have equitable access and support for youth sports programs. Although AB2404 is not a mandate, all cities are encouraged to comply. AB2404 essentially identifies criteria to ensure that discriminatory practices in youth sports programming do not exist.

- As part of this effort, the Department assessed, analyzed, and identified compliance strategies as listed in AB2404. The Department surveyed 1000 Garden Grove youth with a 60% return rate. With the survey results and the Department's assessment of current programs and facilities, the data showed Garden Grove park facilities and programs offered are equitable for both males and females.

- Community Services has implemented an internal policy, to:

  - Encourage the participation of youth in sports and recreation programs and to provide opportunities to youth for recreation.

  - Ensure the Department is equitable in its distribution of resources for all youth.

  - Ensure regular monitoring of youth athletics program participation rates by gender, for Garden Grove residents.

  - Utilize monitoring results in order to define priorities for program expansion to address under-representation in sports programs where one gender or another is not adequately represented.

Senior Travel Fit Club

- The H. Louis Lake Senior Center implemented a new program for active seniors incorporating their love of traveling. Seniors were assessed and timed in various activities including a 6-minute walk, 5-yard walk, bicep curl, and squats. Such programs advocating active lifestyles for seniors promote senior mobility and life longevity.

Family Resource Centers

- **Buena Clinton Family Resource Center**

  - The Center served more than 4,522 meals during the summer and provided recreation activities, including arts, crafts, and excursions to more than 72 Buena Clinton neighborhood youth.

  - In September 2011, the Buena Clinton Neighborhood Coalition held its second annual Back to School Event with the goal of helping to prepare children for school by providing health screenings, resources, and school supplies. 142 backpacks were collected.

- During the school year the Center continued to implement an after school program for elementary school-aged children. The Center offered a snack program through Second Harvest Food Bank providing over 8,148 free snacks during the school year.
- Attendance nearly doubled for Teen Drop-In Activities such as homework assistance.

- **Magnolia Family Resource Center**
  - Served 378 families and 1,001 individuals (up nearly 50% from 2010)
  - Provided services for domestic violence to 145 individuals
  - Domestic violence intervention/prevention services- 53 women (this is a ten week education workshop for victims of domestic violence, topics include: effects of domestic violence on children, legal issues, how to create a safety plan, etc.)
  - Educational workshops: 276 individuals (parenting classes & life skills classes)
  - Family Advocacy (individual case management): 138 families
  - Family Activities for Foster and Respite Care services for foster, adoptive, and kinship families: 43 individuals
  - Information and referrals: provided 1945 resources/referrals for families
  - Hosted one mobile pantry food distributed- 150 families received bags of free food that included non-perishable food items and fresh produce.
  - 12th Year Anniversary Celebration Event: 445 individuals attended our annual event
  - Distributed Thanksgiving Baskets to 25 families
  - Distributed free Backpacks to 60 children
  - Holiday Toy Distribution: 150 families received free toys for their children

FAMILY-FUN EVENTS

- Annual events include Winterfest, Eggs-cavation, Family Campout, and Jack O'Lantern Jamboree.
- For most of these family-friendly events, the cost was $6 per person and each event serves approximately 1,000 people.
- Revenue from these events was over $10,000.

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.

- The Community Meeting Center provided 975 rentals. Together, the Community Meeting Center, Courtyard Center and Senior Center served over 66,743 guests last year.

- Field reservations for adult and youth soccer totaled nearly $45,000 in revenue while field reservations for adult and youth softball/baseball brought in nearly $13,170.

- The 12 shelters throughout the city parks accommodated 355 events.

Park Nature Tours

- Nature tours were successfully performed at the Garden Grove Civic Center Park by Park Patrol. The tours include a variety of plants and trees from around the globe, animals, landmarks, memorials and interesting facts about the beginnings of Garden Grove. These tours are also being created for Magnolia and Atlantis parks.

Garden Grove Parks Flag Patrol

- The flag patrol program was hosted, for the second consecutive summer, with an increase in participation. More than 60 Boy, Girl, and Cub Scouts visited the park during summer 2011 on color guard units. The color guards raised and lowered the U.S. flag at the park. At the end of summer each participant was awarded for their service to the community.

Communication and Class Room Presentation Upgrade

- The Park Patrol communication system was upgraded with funding from United Vietnamese Student Association. This enabled the access of digital data communication in the form of text, photo, and video, and live information concerning permits, registrations, arrest warrants, and registered sexual offenders from the field.

- Improved classroom presentations by creating a new multi-media format to share with the community.

School Readiness Programs

Community Services offers early childhood education programs for 3-5 years old via the Tiny Tots and Kare Bears classes at West Haven Park and Edgar Park.

- For the fiscal year of 2011-2012, both program brought in over $63,565.

Senior Center Programming

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

- Served 16,792 meals at the Center: Free for seniors 60 years of age and over with a suggested donation of $2.50, and $3.50 for seniors under 60.

- Volunteers delivered 12,816 meals daily to homebound seniors in a collaborative effort with Community SeniorServ.

- Seniors took daily excursions for the first time. They toured local destinations such as Laughlin, Descanso Gardens, and the LA Chocolate tour.

- Distributed 175 flu shots and had an average of 50 participants for monthly health screenings.

Sports and Recreation Center

The 7-year old recreational site is home to all of the basketball games for youth ages 4-14.

- The Center generated over $41,000 through the Youth Drop-In, Basketball and Badminton Drop-In, Adult Basketball and Volleyball Leagues, and Korean Senior Badminton.

Aquatics

- One of the most popular recreational activities offered are swim lessons during the spring (one week) and throughout the summer at three park pools: Gary Hall, Magnolia, Woodbury, and Pacifica High School pool.

- Revenue in 2012 totaled $260,000, a 13% increase from 2011.

- Recreational swim open to the public brought in over $10,500.

Youth Basketball

- Youth, ages 4-14 enjoy basketball during the winter and summer.

Adult Softball

- Community Services coordinated adult slow-pitch softball leagues during three seasons (Fall, Spring, and Summer) for over $13,170 in revenue.

Special Interest Classes

- The Focus brochure offered a wide variety of classes for children and adults, from guitar lessons and ice-skating to crocheting and martial arts. New recreational activities included Ballroom, Salsa, Hula & Tahitian Dancing, and Pa Kua Martial Arts.

Summer Day Camp

- Averaged daily attendance – 40 participants. Excursions to Disneyland, Wild Rivers, and the beach included in the weekly costs.

Public Information Office

- Served as the City's official Public Information Office, disseminating news and information from the city of Garden Grove to local and regional media outlets (English, Vietnamese, and Spanish): City newsletters, brochures, marketing and publicity materials, and promotional campaigns directed to residents, businesses, and visitors.

- Managed content on the City's main website page, and worked directly with the Mayor and City Council to prepare formal documents and materials.

- Continued to strengthen ties with the Vietnamese community and media through the Vietnamese Community Liaison, who also manages the Vietnamese language webpage on the City's website.

- Prepared speeches, proclamations, letters, and certificates, for Mayor and City Council members, as well as the City Council Meeting Community Spotlights and Business Spotlights.

- Publicized all the events associated with The Moving Wall™ including the opening and closing ceremonies, the Education Center, and a fundraising dinner. The Office also created multi-language press kits, made group presentations, and appeared on foreign language talk shows.

- Promoted and collaborated in the following programs and campaigns, utilizing several forms of public outreach including media, signage, website, collateral, and other communication resources:

  - Buy in Garden Grove Home Edition
  - InternationalWEST
  - Medical Marijuana Dispensaries
  - No Illegal Fireworks
  - Splash Pad
  - State of the City
  - Traffic Management Center Dedication
  - 25th Annual Call to Duty Police Memorial

- **Special Events:**

  - Coordinated approximately 20 City events, ranging from small receptions and dignitary visits, to large-scale community events. Special Events also provided support to other City departments in planning and hosting internal or community functions."

July, 2011	New Public Works Director Reception
August, 2011	Community Services Volunteer Recognition BBQ
October, 2011	The Moving Wall
October, 2011	Anyang Mayor Reception
October, 2011	Mayor's Business Breakfast
November, 2011	Mayor's Prayer Breakfast
December, 2011	Tree Lighting Celebration
January, 2012	Sister City Reception
February, 2012	Traffic Management Center Opening and Dedication
March, 2012	Garden Grove Pride Judges Orientation
May, 2012	GGCF Golf Classic
May, 2012	Call to Duty Fallen Officers Memorial
May, 2012	Garden Grove Pride
	Mayor's Reception
	Opening Ceremonies
	VWMAF Fundraising Dinner
	Closing Ceremonies
	GGCF Food for Thought Luncheon

GARDEN GROVE COMMUNITY FOUNDATION

The Community Relations Division also provides staff support to the Garden Grove Community Foundation (GGCF). The goal of the organization is to enhance the quality of life for City residents and businesses. Founded as a 501(c)(3) non-profit organization, the Foundation helps to create a better image of Garden Grove regionally, showcasing the community's unique features, diversity, and economic progress. Community Relations provides all administrative support for the GGCF, including monthly Board and subcommittee meetings, press releases, website, fundraising, obelisk sales and coordination, annual report and GGCF's major events:

- **GGCF/Chamber Golf Classic**

  - This event is a sell out each year and includes golf, lunch and dinner, contests (putting, long drive and team), as well a silent and live auction. Proceeds from this event are split between the GGCF and Garden Grove Chamber of Commerce. This year's event was held on May 9, 2012 at Willowick Golf Course.

- **Free Summer Concert Series**

  - This popular summer activity continues to grow larger each year. Eight (8) free concerts were held over July and August. The first six were at Eastgate Park

while the last two were held at the Village Green Park. Each concert had approximately 1,700-2,000 attendees, with the largest crowd (approximately 3,000) convening to enjoy Don't Stop Believin' (Journey Tribute). The GGCF raised over $4,700 in vendor fees by allowing 11 for-profit groups to sell food, beverages, services and merchandise.

- **Food for Thought Luncheon**

  - The Moving Wall, a symbol of courage, sacrifice and patriotism provided the backdrop and theme for the annual "Food for Thought" student luncheon. The event brought together more than 200 juniors and seniors from the Garden Grove Unified School District, to gain insight from a motivational guest speaker, and discuss career goals with business and community leaders. United States Air Force Colonel Gregory F. Jones, a 24-year veteran serving as Commander of the 146th Operations Group, 14th Airlift Wing, at Channel Islands Air National Guard Station was the speaker. He served in several major air campaigns including Kosovo and Afghanistan, and received the Global War on Terrorism Medal and the Humanitarian Service Medal, among others.

CABLE DIVISION

- Developed a promotional video for the Vietnam Veterans Memorial Wall replica The Moving Wall™ visit to Garden Grove.

- Translated "This Week in Garden Grove" news program to Vietnamese and aired on the Little Saigon TV channel.

- Provided production and promotional support to the Garden Grove Community Foundation, Vietnam War Museum of America Foundation, the City's Agency for Community Development, all City Special Events and Public Information Campaigns.

- Ongoing cable television programs include "This Week in Garden Grove," award-winning Working Wardrobes, popular 5th Quarter: Football Highlights Show, live coverage of Council/Agency meetings, Garden Grove Pride, State of the City address, Mayor's Prayer Breakfast, and the Garden Grove Unified School District Showcase of Bands.

- Garden Grove TV3 YouTube received more than 1.9 million views of broadcasted information.

- **Awards**

  - City of Garden Grove productions won five awards including First Place for "Every 15 Minutes at Tustin High School" and "This Week in Garden Grove" from the National Association of Telecommunications Officers and Advisors (NATOA).

  - In addition, they are First Place recipients of the Western Access Video Excellence (W.A.V.E.) Award with the following productions: "One Small Dog, One Big Quest", "In Memory of #45, Kevin Telles", "Working Wardrobe for a New Start", "Barrio Writers", "Every 15 Minutes @ Foothill High School", and "The Moving Wall".

ECONOMIC DEVELOPMENT

START HERE · STAY HERE

WORLD FAMOUS
International WEST

The mission of the Economic Development Department is to enhance and promote the community and its economy; develop and maintain quality residential, commercial and industrial areas; and provide for a well-planned, safe, and desirable living and working environment.

Due to the passage of ABx1-26 and ABx1-27 on June 27, 2011, the CRA (California Redevelopment Association and League of California Cities) v. Matosantos (State of California) lawsuit, and the December 28, 2012, California State Supreme Court decision upholding the elimination of redevelopment in California, much of Garden Grove's major economic development activity was halted and put on hold. Staff continued to work on projects approved before the effective date of ABx1-26 underway in anticipation of the projects being approved as enforceable obligations.

Significant achievements for the Economic Development Department for FY 2011-2012 include the following:

- In July 2011, the City adopted a resolution approving the City's participation in the Voluntary Redevelopment Program pursuant to ABx1-27. The subsequent filing of a lawsuit against the State by the California Redevelopment Association and the League of California cities resulted in the California State Supreme Court placing a stay on all redevelopment activity in the state, including activity by those agencies that elected to opt-in to the Voluntary Redevelopment Program. This was rendered null and void with the California State Supreme Court decision in CRA v. Matosantos in December 2011.

- Adherence to the provisions of ABx1-26 including the approval of the Initial Recognized Obligation Payment Schedule (IROPS) and the Enforceable Obligation Payment Schedule (EOPS) in September and October 2011. The preparation and submission to the Oversight Board and Department of Finance (DOF) of the Recognized Obligation Payment Schedules for the periods covering January – June 2012 and July – December 2012. Preparation and submittal to the DOF of the Agreed Upon Procedures (AUP) review.

- Continued site preparation for the Waterpark Hotel including the clearing of existing improvements.

- Site assembly and clearance activities associated with the Site C and Site B2 Hotel Sites.

- Property management activities for all Redevelopment Agency/Successor Agency owner sites.

- The completion of the model units and the start of sales of the Century Village townhome project at the northwest corner of Taft Street and Century Boulevard.

PART II

INDIRECT SERVICES

CITY MANAGER'S OFFICE

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

The City Manager's Office is responsible for implementing the decisions of the Garden Grove City Council and coordinating those efforts through the various departments. The City Manager's Office includes legislative support, policy implementation, budget development, strategic planning, liaison, and ombudsman services to community constituencies and legal service functions of the City. Additionally, the Office manages the City Council meeting agenda, elections, and public records. The Office also monitors and responds to federal and state legislative issues, and represents the City's interests throughout the region and beyond.

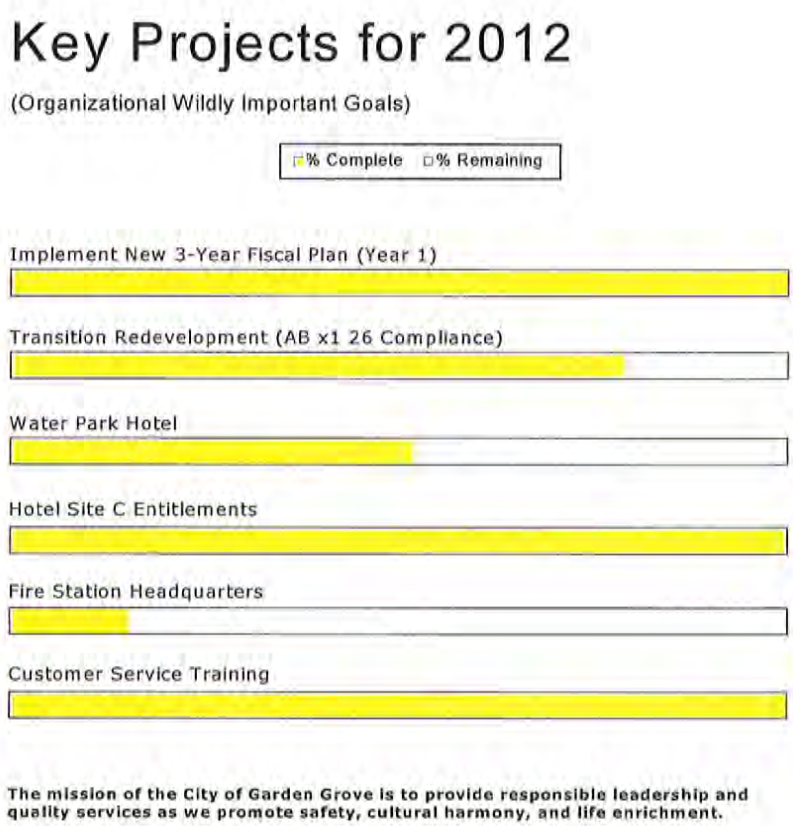
The significant achievements for the City Manager's Office for FY 2011-2012 included the following:

- Citing a need to preserve public resources that support core government programs, the Governor's 2011-12 budget proposed dissolving redevelopment agencies throughout the State. On February 1, 2012, pursuant to AB X1 26, the Dissolution Act, all redevelopment agencies in California were dissolved and the process for unwinding their financial affairs began. Consequently, the City became the Successor Agency to the Agency for Community Development and became responsible for managing the dissolution process. Since this time, the City Manager's Office has guided City staff, its newly-formed Successor Agency, and Oversight Board to meet State Department of Finance criteria to achieve project funding for existing obligations. As a result of citywide efforts, the State approved funding for a majority of the City's major economic development projects, including the Great Wolf Lodge water park hotel, Hotel Site B-2 on Harbor Boulevard, and the Brookhurst Triangle mixed-use development.

While the elimination of the City's redevelopment agency has resulted in significant revenue losses in the short term, the approval of these projects will allow the City to generate over 2,000 new jobs and substantial new tax revenues in future years as the projects are completed.

- A new 3-Year Fiscal Plan was developed and implemented to guide the City's budget and ensure the financial stability of the organization. The new plan was developed in response to revenue losses resulting from the elimination of redevelopment agencies by the State and to address the continuing effects of the recession. Components of the new 3-Year Plan include implementation of early retirement and employee buyout (voluntary termination) programs, implementation of employee furloughs (one Friday a month ~ 4.6% pay cut), a continued hiring freeze and forced labor lapse, reduced contractual and other expenditures, as well as implementation of various revenue generating priorities, and the use of fiscal reserves to close the gap between revenues and expenditures and balance the City's budget.

- Key City goals and projects were established and monitored through a scoreboard tracking process and monthly meetings. The projects included: implementation of a new 3-Year Fiscal Plan (Year 1); transition of Redevelopment in compliance with AB X1 26 and SB 1484; Water Park Hotel financing, completion of entitlements for Hotel Site C (located on Harbor Boulevard, south of Target); and implementation of customer service training throughout the organization.



■ Working through the Customer Service Coaches Committee, a citywide customer service training program was developed and implemented to enhance employee skills in providing exemplary customer service to every person who interacts with the City's employees. Over 400 employees attended the training, which focused on providing excellent customer service in the midst of current challenges including difficult economic conditions, increased customer expectations, media attention and reductions within the City organization. Core training elements included: Garden Grove's commitment to excellence, why excellent customer service is vital to public agencies, environmental factors that impact customer service, government sector challenges, what customers want most, principles of customer service, tools for working with difficult customers, and a review of customer service resources.

■ 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 materials for the November 2012 Election.
- Continued to provide support to the City's elected and appointed officials for their filings of required forms as mandated by the Fair Political Practices Commission.
- Provided City Clerk services for the City of Fountain Valley.
- 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.
- Continued to adhere to the California Public Records Act by maintaining the City's public records and providing responses to public records requests.
- Continued to manage the Municipal Code revision project, coordinating efforts between revising departments, the City Attorney, and the Clerk's Office.
- Maintained public access to the Municipal Code and other related documents electronically via the City's website.
- Continued to be a resource to the City's Commission Secretaries on uniform processes and procedures to assure efficiency and compliance with the Brown Act.
- Continued to be an official Acceptance Agency for US Passports, with 624 passports processed, generating net revenue of $18,413 for FY 2011-12.

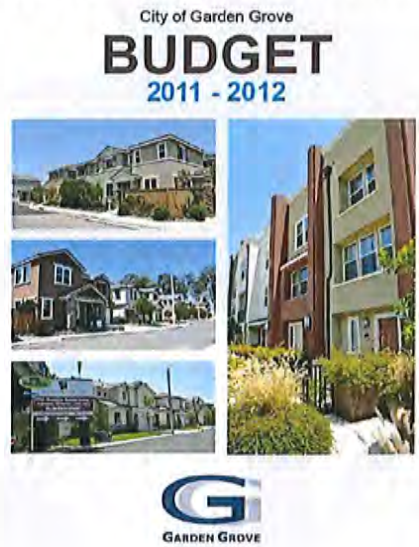
FINANCE DEPARTMENT

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 Agency for Community Development, Street Lighting Assessment District, Orange County Regional Airport Authority, Garden Grove Community Foundation, Fire Training Authority, Garden Grove Housing Authority, and the Garden Grove Cable Corporation.

The significant achievements for the Finance Department for FY 2011-2012 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 Budget embodies the first year of the 3-year Budget Implementation Plan, which was constructed to address the effects of the declining economy. Preparation, adoption, and execution are an ongoing process, which is modified, to consider the fluid status of funds availability, organizational needs and policy direction.

- The Business Tax Section unveiled their new web-based business license software. The program captures more information than the previous software allowed. In the future this business program will allow business tax payments to be made online.

- The Finance Department completed and submitted to the Orange County Auditor-Controller, the FY 2011-12 Public Safety Sales Tax (Proposition 172) Maintenance of Effort Certification. This allows the City to receive the annual payments, which help fund Fire and Police services.

■ Staff has been working closely with the Information Technology Department to implement a new Purchasing System, which further enhances the procurement process. The new system incorporates the electronic requisition system and is a more efficient system that allows for less handling of paperwork and a more transparent process.

■ 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 November 2011 and an unqualified opinion was issued.

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

- Tools for Stability in Uncertain Times
- California Society of Finance Officers: Key Steps & Success Strategies
- California Municipal Revenue and Tax Association Quarterly Training and Annual Conference
- GFOA: Annual GAAP Update
- MHM: GASB Update
- GFOA: New Fund Balance
- GFOA: Credit Ratings and Credit Enhancements
- MGO Annual Client Service Training
- White Nelson Diehl Evans LLP: Government Tax Seminar
- PERS: My CalPERS reporting updates – webinar & live trainings
- Internal Audit – Fraud Awareness
- Public Works/Construction Law
- Purchasing Law
- Contract Risk Management

■ Implementation of the provisions of ABx1-26 including the approval of the Initial Recognized Obligation Payment Schedule (IROPS) and the Enforceable Obligation Payment Schedule (EOPS) in September and October 2011. The preparation and submission to the Oversight Board and Department of Finance (DOF) of the Recognized Obligation Payment Schedules for the periods covering January – June 2012 and July – December 2012. Preparation and submittal to the DOF of the Agreed Upon Procedures (AUP) review.

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 Department has been featured in various trade publications and newspapers for its pioneering use of Open Source software. The City has been running its network on Open Source software since early 1995 and continues to look at utilizing it more because of its advanced features, stability, flexibility, and cost savings.

The significant achievements for the Information Technology Department for FY 2011-2012 included the following:

SYSTEMS / PC TECHNICAL SUPPORT

Implemented the following systems:

- New Automated Labor for PT/TS/OT and Labor Allocation
- New Property Inspection Portal (PIP)
- Completion of Fire Leave and Roster system (still beta)
- Replacement of all Ricoh copiers
- New Ricoh color copiers with accounting system
- Began upgrading PD computers to Windows 7
- Updated Code Enforcement
- Updated Recreation
- Began work on MDT replacements
- Updated HAPPY system for Housing Authority
- New Business License System
- Expand use of secondary Internet connection for meeting rooms and WiFi
- Connect 10 facilities to City using traffic engineering fiber.
- Evaluate 2nd factor authentication systems for PD
- Accounts Payable, Payroll, and General Accounting Updates
- Integrated new Vehicle Maintenance Gas Consumption system
- Implemented Backup Process for Virtual Servers

- Upgrades and Enhancements to Public Works Asset Management System
- Create State Controller Payroll Report
- Facilitated Temporary Move of Engineering Division
- Storm Water Quality Permitting System
- Sanitation Asset Management Maintenance System
- Upgrade Virtual Server Software
- Implement Third Party Jail Booking Systems
- Implement Third Party PD Document Management System
- Completed implementation of new Field Reporting System for Police
- Created web-based Purchasing system with automated requisitions
- Made improvements to City's Archiving system for City Clerk
- Updated password system to improve security

Web (Internal and External)

IT supports the City's website for the public as well as internal websites for employees and other groups. The following is a list of accomplishments from the Webmaster as well as other Information Technology staff associated with supporting the various websites.

- Updated Various Department External Web Pages
- Election Information Updates
- Vietnam War Museum Site Updates
- "Best of the Best" Site
- Created New Web Site Template
- BIGG Campaign Site

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:

- Updates to Quarterly Budget Spreadsheets and Budget Preparation Details
- Budget Book
- Data Entry for Fire Department Permits
- Maintained City Telephone Directory & Updates to Online Directory
- Update of Engineering Specifications
- Creation of Electronic Forms & Paper Forms

- Memorandum of Understanding, Resolutions and Recruitment Brochures for Human Resources
- New Business Cards
- New Letterhead
- Buy In Garden Grove support

Artwork for:

- Economic Development/International West Brochures, Surveys and fliers
- Quarterly Parks and Recreation Guides
- CityWorks Water Bill Insert
- Connections Brochures
- Various Water Bill Inserts
- Food for Thought Luncheon
- Employee Service Awards
- Garden Grove Pride
- Strawberry Ball
- Mayor's Prayer Breakfast
- Mayor's Business Breakfast
- Garden Grove Community Foundation Summer Concert Series (Including Concert in the Park Finale)
- Garden Grove Community Foundation Golf Tournaments and Other Fundraising Events
- Police Quarterly Employee Recognition
- Community Services Volunteer Recognition Dinner
- Newsletters and Flyers for Various Departments and Events
- Police Annual Report
- Clock Tower Obelisk
- Tree Lighting Ceremony
- Retirement Announcements/Receptions
- Hotel Tax Measure
- Vietnam War Museum
- CMC Seating Diagrams
- Winterfest

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, 2011, to June 30, 2012, this division produced:

- 738,848 offset prints
- 259,981 color photo-copies
- 571,887 black and white photo-copies

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

- Sort and deliver incoming mail
- Weigh and stamp outgoing mail (173,332 pieces, $106,343 postage)
- Deliver outgoing mail
- Various folding and envelope stuffing jobs
- Various print jobs on 2-color press
- Various print jobs on both black and white and color copiers
- Binding, hole punching and production of tabs for large documents
- Maintenance of all City copiers
- Bulk scanning for Finance Department
- Print, fold, and stuff business license renewals and notices

Human Resources

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

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

The significant achievements for the Human Resources Department for FY 2011-2012 included the following:

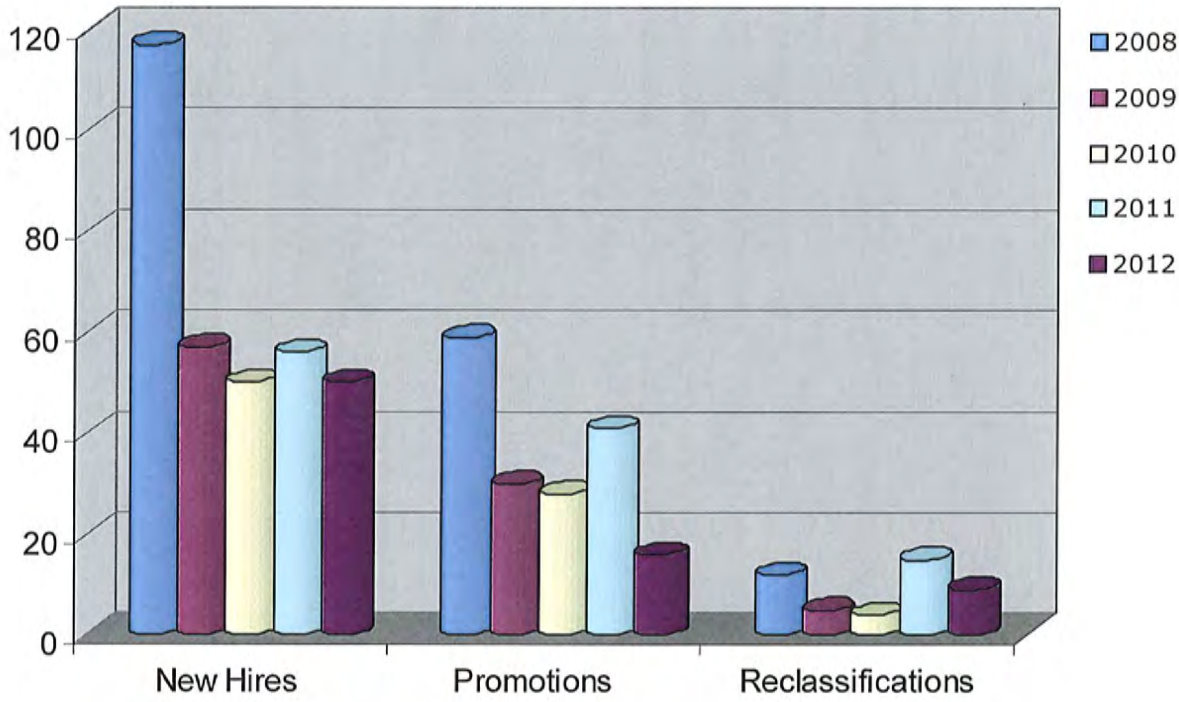
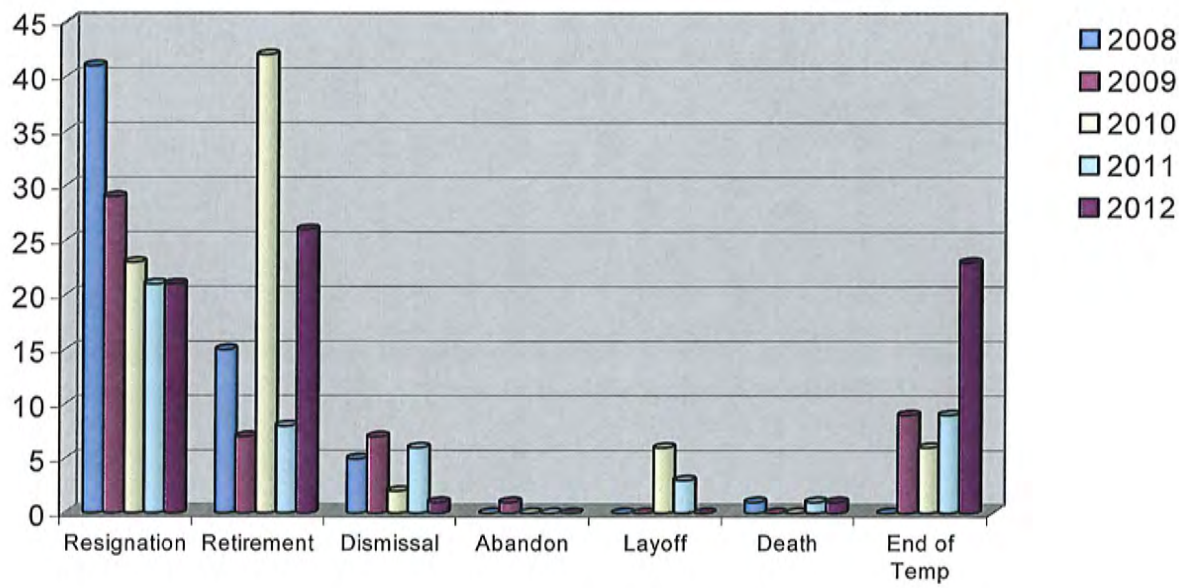
- Implemented the new "My CalPERS" online retirement and health benefit administration program.
- Developed the paperless online Open Enrollment and Rideshare Redemption participation programs.
- Completed the revision of the Personnel Chapter of the Municipal Code.
- Assisted Police, Fire, Community Development, Public Works and Community Services Departments with internal reorganizations.
- Successfully defended two employee dismissals in arbitration.

Human Resources Fast Facts

Hiring and termination activity (calendar year basis):

Category	2008	2009	2010	2011	2012
New Hires	117	57	50	56	50
Promotions	59	30	28	41	16
Reclassifications	12	5	4	15	9
Resignation	41	29	23	21	21
Retirements	15	7	42	8	26
Dismissal/Rejected on Probation	5	7	2	6	1
Abandonment	0	1	0	0	0
Layoff	0	0	6	3	0
Death	1	0	0	1	1
End of Temporary Employment	0	9	6	9	23

Recruitment Activity



Termination Activity