

# CITY OF GARDEN GROVE PERFORMANCE REPORT

FISCAL YEAR JULY 1, 2021 - JUNE 30, 2022



GARDEN GROVE



NEW HOUSING  
GARDEN BROOK SENIOR VILLAGE



CANINE SUPPORT PROGRAM



BUSINESS REVITALIZATION  
WEST GROVE CENTER



NEW PARK IMPROVEMENTS

# CITY OF GARDEN GROVE



**Steve Jones**  
*Mayor*

**George S. Brietigam**  
*Mayor Pro Tem - District 1*

**John R. O'Neill**  
*Council Member - District 2*

**Cindy Ngoc Tran**  
*Council Member - District 3*

**Joe DoVinh**  
*Council Member - District 4*

**Stephanie Klopfenstein**  
*Council Member - District 5*

**Kim Bernice Nguyen**  
*Council Member - District 6*

December 20, 2022

Honorable Mayor and City Council Members:

I am pleased to present the City of Garden Grove's Fiscal Year (FY) 2021-22 Performance Report. This report highlights the most notable accomplishments of each City department during the last fiscal year. The report is intended to assist in the evaluation of the City's short and long-term goals, and to demonstrate our commitment to providing the highest quality of service as efficiently and effectively as possible.

On an organization-wide basis, the City maintained its focus on implementing the Community Vision and made great strides in strengthening the City's financial position, providing quality services, completing projects outlined in the City's FY 2021-22 Action Plan to achieve City Council priorities and responding to the COVID-19 pandemic. Primary areas of emphasis centered on financial sustainability, public safety, economic development to grow City revenues, community engagement, and effective and transparent government.

While the COVID-19 pandemic initially created unprecedented financial impacts on the City's primary revenue streams, the American Rescue Plan Act (ARPA) provided local governments much needed financial relief. Garden Grove's \$48 million ARPA allocation combined with the reopening of California, a stronger real estate market, and continued focus on the City's key economic development projects put the City on a solid path of economic recovery.

The enhanced financial position has allowed the City to rebuild critical services, protect reserves, and fund several much needed programs and projects. Of particular note was the implementation of a pavement management acceleration program, allocation of funding for the City to acquire a navigation center to effectively address increased homelessness, and initial funding for the public facilities/infrastructure improvement project, which will focus on the public safety building and civic center.

Several new development projects that will continue to strengthen Garden Grove's economic base included the opening of the 8-story Garden Brook Senior Village (former Galleria), made up of 394 new affordable living units; and Pavilion Plaza West shopping center, featuring the City's first Sprouts Farmers Market and many new restaurants and businesses (e.g., Habit Burger, Jersey Mike's, Mattress Firm, and Crimson Coward Nashville Hot Chicken). During the year, Phase 2 of the West Grove Center broke ground; construction continued on the bowling alley and restaurants, and the new drive-thru Starbucks was completed. The Home2 Suites Hotel on Harbor Boulevard and Cottage Industries Farm Block also progressed, with openings planned for both projects in 2023.

In the Police Department, recruitment and training continued to be prioritized. Fifteen new police officers, one records personnel, and one public safety dispatcher were added to the department. As a result of these efforts, GGPD's sworn authorized strength was maintained at 182 officers. Additional achievements included successful implementation of a new mobile mental health program in partnership with Be Well OC and expansion of the School Resource Officer Program with the addition of a new Canine Support Team. The new Be Well OC in Garden Grove program focuses on mental health issues, substance abuse, and homelessness, while keeping Police Officers free to handle emergency calls. The new Canine Support Team, comprised of two support dogs named Misha and Nellie, also focuses on mental health and has been a tremendous success helping to facilitate communication with students who may otherwise be reluctant to share their feelings.

In the Public Works Department, Orangewood Avenue from Brookhurst Street to Euclid Street; Lampson Avenue from Dale Street to Magnolia Street; and Garden Grove Boulevard from Dale Street to Magnolia Street were all rehabilitated. Additionally, the FY 2021-22 budget includes \$17.5 million in funding for a pavement management acceleration program to further address the City's pavement needs. To ensure Garden Grove's water supply remains safe, reliable, and above drinking water standards, the City, in collaboration with the Orange County Water District, became one of the first cities in Orange County to operate a PFAS treatment facility. The first of four treatment plants came online at West Haven Well 21 in the summer and a second facility at Haster Basin, that filters PFAS from the groundwater, came on line in the fall.

Throughout the year, the Community Services Department provided Garden Grove residents with over 200 wonderful recreation classes and programs including, ballet, tumbling, tennis, multi-sports, martial arts, Open Streets, summer concerts, movies in the park and special holiday events. The return of Open Streets in April 2022, brought 35,000 people to Garden Grove to enjoy a car-free streets extravaganza. Families rode and strolled along a two mile-plus route in the downtown area that was packed with fun and unique programming. The department also celebrated the installation of new playground equipment and picnic shelters at Garden Grove Park and was awarded \$7 million in State and Federal grants for improvements at Woodbury, Jardin de los Ninos, West Haven and Haster Basin Parks. Finally, the Information Technology, Human Resources and Finance Departments successfully completed implementation of the Finance Enterprise (Phase II) Payroll and Human Resources modules, greatly improving organizational efficiency and productivity.

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 creativity and dedication 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 eight departments, with fire services contracted with Orange County Fire Authority, 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 (contracted with Orange County Fire Authority)**
- **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) 2021 – 2022, and various photographs, charts, and graphics highlighting items of particular interest.

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PART I

# **DIRECT SERVICES**

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# POLICE DEPARTMENT



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

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

The Department consists of three Bureaus: Community Policing Bureau, Support Services Bureau, and Administrative Services Bureau. The significant achievements of FY 2021-2022 for the Police Department included the following:

## **POLICE DEPARTMENT RECRUITMENT AND TRAINING**

With the COVID outbreak entering an endemic stage, FY 2021-2022 continued to be a challenge in regards to hiring qualified applicants. Most law enforcement agencies are sensing a crisis in their ability to recruit new officers, and to retain the ones they have. State-wide, agencies are struggling to find qualified applicants to hire and train. During FY 2021-2022 GGPD added fifteen (15) new police officers, five (5) being laterals. The Department also added one records personnel, and one public safety dispatcher. The Department's sworn authorized strength is 182 officers. The Department focused recruitment efforts on the Asian-American community and female police candidates. This resulted in the hiring of three (3) female officers and four (4) police officers from the Asian-American community.



Training has remained a top priority for the Department. The Training Division ensures that all of the police officers meet or exceed state mandated training requirements, which are certified by the California Peace Officers Standard and Training (POST). Many of these training courses are annual, bi-annual, or every two years. Recognizing the importance of these trainings, the Department often times provides additional training to GGPD employees beyond the POST minimum requirements. During FY 2021-2022, GGPD employees received the following training:

- Vehicle Pursuit Policy update
- Domestic Violence update
- Drivers Training update
- Biased Based Policing update
- CLETS (California Law Enforcement Telecommunications System) Test
- Tactical Communications/De-Escalation Techniques
- Mobile Field Force/Patrol skills update

### **PROBLEM SOLVING EFFORTS**

Garden Grove Police Department has maintained a pro-active philosophy to the rise in crime. Fortunately in our City, we have been able to “keep a lid” on crime where many jurisdictions have seen double and even triple digit rise in some crime categories. Patrol officers and specialized units continued their pro-active approach to serving the community with long term problem solving efforts throughout the year. These enforcement actions have resulted in hundreds of arrests for various crimes such as weapons violations, narcotics, vehicle burglaries, state parole violations, fraud, theft, graffiti, trespassing, and many other violations. Below are some examples of the police work being conducted by our patrol officers and specialized units:

### **Special Resources Team**

In October 2021, the Special Resource Team (SRT) began a collaborative effort with the Be Well-Mobile Mental Health Unit to serve our homeless community and those experiencing mental illness. The program has been a tremendous success with the Be Well Team, handling 2,883 contacts since its inception. This has freed up police



personnel to handle high priority calls and decrease response times. Be Well has blended in well with the Police Department and we have a positive, cohesive partnership. The overall performance has had a significant impact that has improved the quality of life for many in our City.

### **Emergency Operation Coordinator**

During the COVID-19 pandemic it became apparent that our City was in need of a full-time Emergency Operation Coordinator (EOC). That role has filled brilliantly. Although the EOC position falls under the umbrella of the Police Department, it is a position that is utilized for all City Departments and benefits

the City as a whole. A large part of the FY 2021-2022 efforts were to bring our City's Emergency Operations Plan and Continuity of Operations up to current standards. Having these components in place prepares our City for any critical incident that may unfold. This will allow City operations to stay on line/minimize the time it takes to get services out to the Community that may be impacted during critical incidents and/or a natural disaster. Several training exercises have taken place throughout the year and have allowed GGPD to assess where we have needs and gaps to better prepare our operational systems. The EOC is also tasked with ensuring our voluntary CERT program is adhering to protocols and being trained in aspects of duties they may need to accomplish, if our Community was faced with a critical incident. The EOC position is vital to the overall success of our City preparedness and well-being.

### **Neighborhood Traffic Unit**

The Neighborhood Traffic Unit has been functioning at a high level over the past fiscal year. While focused on their primary objective to conduct traffic enforcement and handle traffic related issues within the City, they have encountered a dangerous new trend. Street racing has begun to plague cities throughout the entire state of California. Street racing is life-threatening and dangerous to the public. It also damages infrastructure making roads unsafe for the community that utilizes them on a daily basis. The Traffic Unit took the initiative with several other Orange County agencies to develop a task force to combat this problem. Their efforts led to 51 street racing arrests, 650 street racing citations and 134 vehicle impounds. They also achieved 159 DUI arrests, resulting in four (4) officers being recognized, receiving the honor of Mothers against Drunk Driving (MADD) award recipients.

### **Community Impact Unit**

The Community Impact Unit (CIU) is designed to be a pro-active, self-initiated unit that identifies crime trends and gets results. CIU has made over 500 arrests, with over half those arrests being of felony suspects. They have removed 31 guns off the street and seized over 11 pounds of narcotics. Their impact in the reduction of crime

is significant. Recently, they focused their efforts on catalytic converter thefts in our City, utilizing various tools to ensure apprehension of suspects or prevention of crimes from occurring. CIU's overall impact to the quality of life in Garden Grove has been outstanding.

### **Special Investigations Unit**

The Special Investigation Unit (SIU) has done a tremendous job preventing illegal narcotics from making their way into our City. Fentanyl has become a deadly new product that has been introduced at the street level and causing fatal overdoses across our nation. Fentanyl has impacted youth especially hard, and it is more vital than ever to get these dangerous drugs off the streets. SIU was able to seize 492 gross grams (gg) of fentanyl. In addition to that, they seized 11,478 gg of cocaine, 163 gg of heroin, 6,861 gg of methamphetamine, 43 guns, and made 275 related arrests.

### **1987 COLD CASE MURDER SOLVED**

The Garden Grove Police Department, working in partnership with the Orange County Sheriff's Department and Orange County District Attorney's Office, solved two cold case homicides by using investigative genetic genealogy. These homicides happened 21 months apart, in two different jurisdictions, but were committed by the same suspect.

On May 21, 1987, Shannon Rose Lloyd, a 23-year-old female, was found deceased in a bedroom she rented in the City. An autopsy was performed and it was discovered that she was sexually assaulted, and died by strangulation. The crime scene was processed and a sexual assault kit was collected as evidence. All leads were explored and pursued, but no witnesses ever came forward and the person responsible for the murder was never found.

In 2003, the Orange County Crime Lab conducted forensic testing on evidence found at the scene, and a male DNA profile was collected. It was at this time, that male DNA profile was also a match to a suspect DNA profile found at the scene of a 1989 Orange County Sheriff's Department cold case homicide. The victim in this case, a 27-year-old female by the name of Renee Cuevas, was also murdered. Her body was found along Lambert Road near the El Toro Marine base in the morning hours of February 19, 1989.

The male DNA profile found at both homicide scenes was submitted to the FBI's Combined DNA Index System (CODIS), but there was no match.

For the last two decades, detectives from the Garden Grove Police Department and the Orange County Sheriff's Department exhausted all available leads, never giving up on these cases.

In 2021, the cases were submitted to Orange County District Attorney's Office Investigating Genetic Genealogy (IGG) Unit. This team of scientists and investigators were able to identify a possible suspect, Reuben J. Smith.

DNA evidence from Smith's arrest and the male DNA profile found at the scenes of Lloyd and Cuevas's homicides were a positive match. We now know that Reuben J. Smith was responsible for the murders of Shannon Lloyd and Renee Cuevas.

### **SCHOOL RESOURCE OFFICER PROGRAM ENHANCEMENT**

School Resource Officers (SROs) are responsible for addressing issues related to schools and at-risk youth within the City of Garden Grove. The main focus of the unit is student and school safety, with education being a large secondary portion of the effort.

School Resource Officers have developed a professional, friendly partnership with the school district and the children who attend the various schools throughout our City. The program was enhanced during the year with the implementation of a new Canine Support Team. Misha and Nellie, two support dogs, have been added to the program and have been a rousing success. SROs are able to use the dogs to "break the ice" and get communication started with many of our youth whom usually would be reluctant. It was an honor for Misha and Nellie along with their handlers; Officers Link and Julienne, to respond to the tragedy in Uvalde, Texas, for the mass shooting that took place at Robb Elementary School.

GGPD continues working in partnership with the Orange County Sheriff's Department, North Orange County School Mobile Assessment and Resource Team (SMART). This team is made up of three detectives; a detective supervisor, a clinician from Orange County Mental Health, and a vertical prosecutor from the Orange County District Attorney's Office. The team has had a tremendous impact in identifying potential threats and crimes that may occur at our schools. They are an integral part to the continued safety of our community youth.



## POLICE DEPARTMENT FAST FACTS

During FY 2021-2022 the Police Department responded to 65,246 calls for service with an average response time of 5 minutes 04 seconds for priority calls. Specific statistics regarding calls for service and response times are contained in the following tables:

<b>Calls for Service – FY 2021-2022</b>	
<b>Priority 1</b> Immediate Dispatch <i>Lights and Sirens Authorized</i>	1,726
<b>Priority 2</b> Immediate Dispatch <i>Lights and Sirens NOT Authorized</i>	8,163
<b>Priority 3</b> Felony Just Occurred Crime Against Person Just Occurred Threat of Violence <i>Lights and Sirens NOT Authorized</i>	24,008
<b>Priority 4</b> Cold Felony Reports No Threat of Violence But Could Escalate <i>Lights and Sirens NOT Authorized</i>	12, 827
<b>Priority 5</b> Property Crime Just Occurred No Threat of Violence <i>Lights and Sirens NOT Authorized</i>	11, 235
<b>Priority 6</b> All Other Low Priority Calls <i>Lights and Sirens NOT Authorized</i>	6,234
<b>Priority 7</b> Phone Reports Abandoned Vehicles Sex and Drug Registrants	1,053
<b>Total Calls for Service</b>	<b>65,246</b>

<b>Calls for Service/Response Times</b>	<b>FY 20-21</b>	<b>FY 21-22</b>	<b>Change</b>
<b>Priority Calls for Service (Priorities 1 and 2)</b>	9,312	9,889	6.20%
<b>Non-Priority Calls for Service (Priority 3 and greater)</b>	52, 633	55,357	5.18%
<b>Total Calls for Service</b>	61,945	65,246	5.33%
<b>Average Response Time – Priority</b>	5 m 08 s	5 m 04 s	-0 m 04 s
<b>Incoming / Outgoing Phone Calls</b>	180,787	188,557	4.30%

# FIRE SERVICES



**We proudly serve the changing needs of our communities by providing exceptional emergency and support services. We pledge a commitment to preserving the quality of life.**

## **ORANGE COUNTY FIRE AUTHORITY (OCFA)**

In August 2019, the City entered into an agreement with the Orange County Fire Authority to provide fire, medical, and fire prevention services to the community.

Significant statistics related to the City of Garden Grove for FY 2021-22 included the following:

### **CALLS FOR SERVICE**

- 15,217 Total Calls
  - Structure fires: 178
  - Miscellaneous fires: 419
  - Medical aid: 12,537
  - Traffic collisions: 1,095
  - Miscellaneous calls: 988

### **COMMUNITY EDUCATION**

- Community events: 38
- School visits: 16
- Presentations: 4
- GGPD collaboration events: 5
- Station tours: 9
- Smoke Alarm event: 1





## **PLAN REVIEW**

- 420 Plan Reviews
  - 99% of 5-day plan reviews completed within performance measurement
  - 93% of 10-day plan reviews completed within performance measurement

## **PLANNING AND DEVELOPMENT OF NEW CONSTRUCTION**

- 342 initial inspections completed within three days 98% of the time
- 45 re-inspections conducted

## **PREVENTION FIELD SERVICES ACTIVITIES**

Conducted a survey of all commercial, industrial, and multifamily residential structures in Garden Grove to build a database of 5,667 buildings and businesses for OCFA's inspection system.

Completed all state-mandated inspections:

- High-rise buildings: 8
- Multifamily residential buildings: 1,108 (including 3+ unit apartment buildings, hotels/motels, and residential care facilities with more than seven clients)
- GGPD jail
- All public schools, K-12 private schools with a registered affidavit with the California Department of Education, and Orange County Department of Education facilities

Fire safety inspections:

- 1,016 restaurants, assemblies (churches, gyms, or theaters), repair garages, commercial and industrial facilities with regulated hazards (high-piled storage, hazardous materials, dust-producing operations, liquefied petroleum gas, welding, etc.)

## **ADDITIONAL INFORMATION**

- Processed 19 special event permits in coordination with City departments
- Resolved 22 fire hazard complaints/referrals
- Performed 50 fire clearance licensing inspections for residential care, daycare, and medical facilities
- Presented with GGPD at the June City Council meeting on the upcoming Fourth of July holiday
  - Coordinated with the City to permit and inspect fireworks booths

# 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, and City's water and sewer system. It also oversees the City's street sweeping, trash, animal care and recycling services.

The significant achievements of FY 2021-22 for the Public Works Department included the following:

## **STREETS REHABILITATION PROJECTS**

The City rehabilitated various streets throughout the City. Street improvements included the rehabilitation of the following streets: Orangewood Avenue Rehabilitation, from Brookhurst Street to Euclid Street; Lampson Avenue Rehabilitation, from Dale Street to Magnolia Street; Garden Grove Boulevard Rehabilitation, from Dale Street to Magnolia Street; and Lampson Avenue Sidewalk Improvements, from Haster Street to Jetty Street.

Each project had varying issues surrounding their need for rehabilitation and were addressed with different rehabilitation measures to properly manage the unique circumstances of each street, which involved some of the following elements: street section removal and replacement (dig outs), cold milling, asphalt paving, asphalt rubber and aggregate membrane (ARAM) and slurry seal. Concrete rehabilitation included repair of damaged sidewalk, curb and gutter, cross gutter, catch basin, median curb and handicap access ramps. Other improvements included restoration of traffic signing, striping, pavement markers and reestablishment of centerline ties and monuments. The projects were funded by Measure "M2 Local Fair Share," Gas Tax, Sewer Funds and the California State Tire Recycle Grant.

## ORANGEWOOD AVENUE

PRE-CONSTRUCTION



POST-CONSTRUCTION



## LAMPSON AVENUE

PRE-CONSTRUCTION

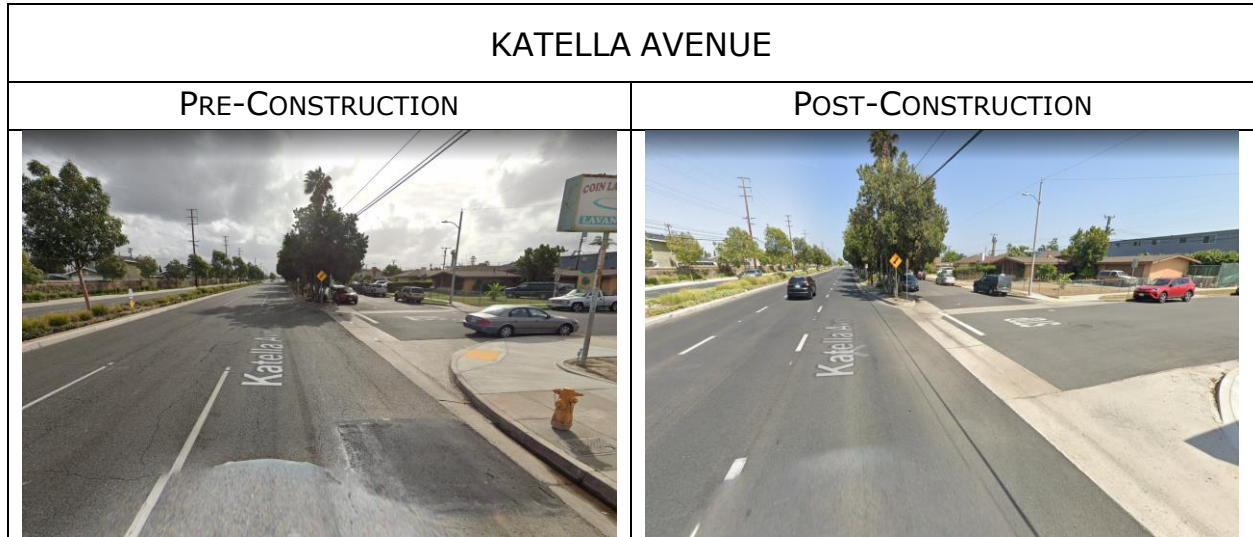


POST-CONSTRUCTION



The County approached the City to rehabilitate Katella Avenue from Magnolia Street to Jean Street. The City's boundaries were only a small portion of the County's overall project, which optimized the economies of scale and project benefits. Funding for the

project was paid with Measure M2 Local Fair Share Funds.



### TRAFFIC IMPROVEMENTS PROJECTS

The City's dynamic message boards were repaired at the following locations: Harbor Boulevard & Flagstone Avenue, Euclid Street & Acacia Parkway, and Valley View Street & Tiffany Avenue. These boards allow the City to broadcast emergency notifications, such as Amber Alerts.



THE CITY OF GARDEN GROVE  
**COMMUNITY CLEANUP DAY**

Join us as we work together to clean up our community

SATURDAY, NOVEMBER 13, 2021  
9 A.M. - 11 A.M.

LOCATION:  
Eastgate Plaza Shopping Center West Alley  
behind Garden Grove Tibor Rubin Library  
11962 Bailey Street/Chapman Ave

Dispose of everything from large, bulky items to everyday clutter. (Appliances, furniture, mattresses, carpets, etc.)

**NOT ACCEPTED:**

- ⊗ Electronic Waste (Televisions, printers, radios, computers, etc.)
- ⊗ Hazardous Waste (Paint, oil, etc.)
- ⊗ Green Waste (Plant clippings, leaves, etc.)

For more information, contact:  
Ana Vergara Neal at (714) 761-5554  
or [anan@ggcity.org](mailto:anan@ggcity.org)






### COMMUNITY CLEANUP DAYS

The Public Works Department in coordination with Republic Services hosted six Community Cleanup Days throughout the City to help residents properly dispose of bulky items for free.

### PRIVATE DEVELOPMENT OF RESIDENTIAL & COMMERCIAL PROJECTS

- Citibank on Chapman Avenue (Construction Completed)
- Self-Storage Facility on Harbor Boulevard (Grading permit issued)
- Seven Leaves on Harbor Boulevard and Chapman Avenue (Construction Completed)

- Pavilion Plaza on Chapman Avenue included: Habit Burger, small restaurant and Sprouts Farmers Market (Construction Completed)
- Garden Grove Boulevard Car Wash (Construction Completed)
- Valley View Starbucks (Construction Completed)
- Valley View Bowling Alley and Restaurants (Under Construction)
- Raising Canes' on Harbor Boulevard (Construction Completed)
- Rexford Warehouse on Monarch Street (Under Construction)
- Rexford Warehouse on Brady Way (Construction Completed)
- Chapman Avenue Carwash (Under Construction)
- Chapman Avenue Storage Facility (Permits Issued)
- Site C Hotel (Utility & signal plan has been issued)
- Home 2 Suites (Under Construction)
- Cottage Industries (Under Construction)
- Starbucks on Valley View Street (Completed)
- Starlight Cinema Shopping Center, Phase II (Under Construction)
- Senior Village, Senior Housing Apartments (Completed)
- 8118 Garden Grove Boulevard Apartments (Permits Issued)
- Simpson Chevrolet Parking Lot on Chapman Avenue (Under Construction)
- Wendy's Restaurant on Brookhurst Street (Plan check review)
- Habit Burger on Harbor Boulevard (Plan check review)



### **ANIMAL CARE SERVICES**

Animal Care Services (ACS) received 3,125 field service calls during the fiscal year, which is consistent with prior years. The months of March through October continue to be the times with the highest level of activity. The highest number of calls continues to be for deceased animal pick up, with over 1,130 field service calls received and addressed. This has remained consistent since the program started in 2017. Approximately 883 animals were taken to the shelter and 360 feral cats went through the "Return to Field" program.

**FIELD STATUS  
JULY 2021 – JUNE 2022**

FIELD SERVICE CALL DESCRIPTION	CITY OF GARDEN GROVE			
	DOG	CAT	OTHER	TOTAL
Animal Bite	104	13	5	122
Animal Confined	159	216	53	428
Animal Dead Pick Up	46	618	467	1,131
Animal Injured	29	139	172	340
Animal Stray/at Large	231	6	8	245
Animal Noise Complaint	93	0	1	94
Animal Sick	2	94	38	134
Vicious Animal	36	2	0	38
Live Wildlife	0	0	89	89
Animal Cruelty	88	3	0	91
Cat Trap Permit Pick Up	0	413	0	413

TOTAL SERVICE/FIELD CALLS RECEIVED	
JULY	337
AUGUST	359
SEPTEMBER	316
OCTOBER	329
NOVEMBER	273
DECEMBER	230
JANUARY	247
FEBRUARY	231
MARCH	313
APRIL	245
MAY	289
JUNE	279

BARKING DOG	
Complaints Received	94
Hearings	11
Citations	9

**SHELTER STATUS  
JULY 2021 – JUNE 2022**

INTAKE DESCRIPTION	SHELTER: ORANGE COUNTY HUMANE SOCIETY		
	DOG	CAT	OTHER
Received for Impound	255	471	54
Surrendered by Owner	29	2	0
Returned to Owner	41	5	0
Returned to Field - SCA	0	360	0
Strays turned in by Public	43	29	7
Transferred Out	2	25	53
Died in Care	1	2	0
Euthanized	38	42	2
Adopted Out	167	59	2

## STREET MAINTENANCE

Slurry preparations during FY 2021-22 included the following:



- 5,500 tons of asphalt used in patching paver passes and in removal of defective areas for the slurry seal project
- 13,500 pounds of crack sealant material used
- 4,873 linear feet of concrete curb and gutter removed and replaced
- 2,406 sq. ft. of sidewalks, 1,075 sq. ft. of driveway aprons.

Staff also completed grinds and paver passes at the intersections of Belgrave Avenue and Mark Street on the west end of Garden Grove. This is an innovative paving technique that addresses pothole issues with longer durability, and is also being applied on city alleyways.

Staff began local rehabilitation on some of the most deteriorated streets. This project was in addition to the Street Section's yearly slurry project, and covered Map Page 2217 (Mac Alpine Road, Mac Murray Street, Mac Gill Street, Mac Nab Street, Mac Street and Marylee Drive). The rest of the streets will be completed in the beginning of calendar year 2023. The asphalt was treated with 2" grind and cap followed by a slurry seal once all the streets were completed. This method is a quick and cost-effective alternative that improves the life and durability of the road base, sustains increased traffic, and provides better, long-term performance. Staff will perform a slurry seal and concrete improvements on the remaining streets.



Additional work completed included the following:

- 810 work orders pertaining to asphalt
  - 330 work orders for signs
  - Replacement of signs along Lampson Avenue, Magnolia Street, and Orangewood Ave with new signs, posts, and anchors
- Replacement of signs and street name signs in 5 full map pages with 5 more to be finished by the end of the year for a total of 10 map pages.

- 319 concrete work orders and additional concrete work done at Garden Grove Park as part of the Garden Grove Park Improvement Project.



**TREES/STORM DRAIN MAINTENANCE**

One hundred eighteen (118) dead, diseased, dying or problematic trees were removed; 140 trees were planted as replacements in open tree wells and through the City’s Adopt-a-Tree Program. During this last fiscal year, City staff cleaned approximately 329 catch basins, clearing about 15.5 tons of trash and debris.

**FACILITIES IMPROVEMENTS**  
**City Hall**

Staff and contractors performed the following improvements: replaced carpet in elevators, replaced flooring in the employee stairwell, installed new lighting behind the cashier-revenue section windows.





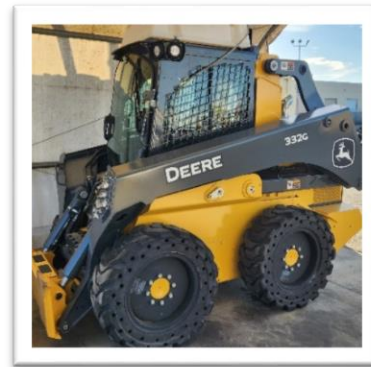


**Garden Grove Police Department** – Staff and contractor completed the ark flash evaluation and installed ark flash labels on electrical panels.

**Buena Clinton Neighborhood Center**– Staff replaced evaporator fan motor.

### **EQUIPMENT MAINTENANCE**

This year, equipment maintenance staff worked on just over 1,500 vehicles and equipment, approximately 600 Police vehicles, and nearly 900 public works and City staff vehicles. This year staff also purchased six (6) new patrol units and eight (8) new police administrative units. For Public Works and City Hall, staff added one (1) administrative Sports Utility Vehicle, three (3) small pickups and eleven (11) utility trucks. In addition, staff also added five (5) new pieces of equipment, two (2) vacuum trailers, a Caterpillar asphalt roller, a scissor lift and a John Deere skid steer.



### **RIGHT OF WAY MAINTENANCE**

In FY 2021-22, the Right of Way section completed 1,205 right-of-way cleanings. An additional 480 locations were referred to Republic Services for pick up items that were dumped illegally or abandoned. Working in conjunction with the Police Department, section staff responded to 159 homeless-related requests, which consisted of storing and removing items from public property such as sidewalks and parks. The graffiti contractor worked six days a week and addressed 11,768 graffiti requests over the course of the fiscal year.

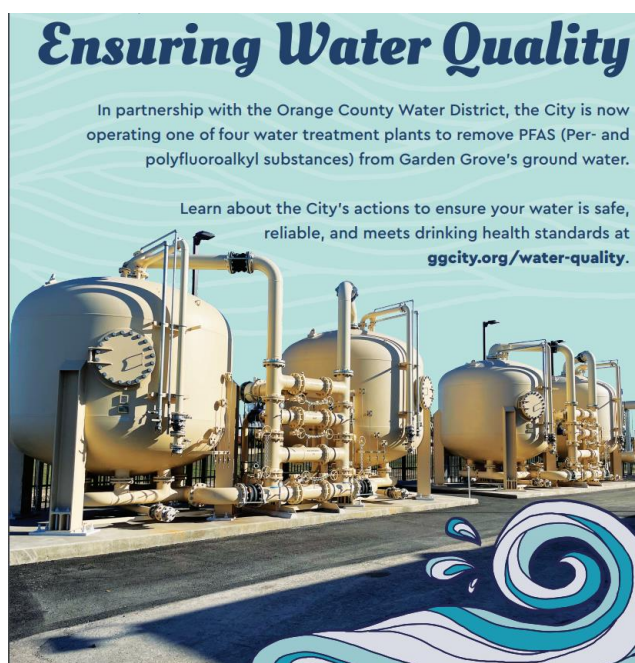
### **WATER QUALITY UPDATES**

In June 2018, the State Water Resources Control Board – Division of Drinking Water (DDW) and California's Office of Environmental Health Hazard Assessment (OEHHA) established an order to require interim notification levels (NL) of 13 parts per trillion (ppt) for perfluorooctanesulfonic acid (PFOS), 14 ppt for perfluorooctanoic acid (PFOA), and a Response Level (RL) of 70 ppt for PFOS and PFOA individually or combined. These chemicals have been used to help waterproof and stainproof clothes, shoes, furniture, and carpets; make nonstick cookware; fortify cardboard food containers and paper food wrappers; improve firefighting foam used at airports; and

assist in the process of chrome plating. Over the years, they have made their way into our water aquifer. Since these chemicals have been used in an array of consumer products, scientists have found PFOA and PFOS in the blood of nearly all people tested.

In February 2020, the California Division of Drinking Water issued two new advisory levels for PFOA and PFOS in drinking water supplies and is pursuing advisory levels for seven additional PFAS in 2020.

Monitoring orders from the Division of Drinking Water were issued in September 2020 to conduct quarterly sampling beginning October 2020 until further notice. In response to these new water notification requirements, staff are working closely with the Orange County Water District (OCWD) and Municipal Water District of Orange County to monitor groundwater through routine sampling.



Orange County Water District (OCWD) has researched and tested various technologies that could be used to remove PFOS and PFOA from water. OCWD determined the best technology for affected cities would be to construct an Ion Exchange (IX) plant at reservoir sites. The plant will have pre-filters that will remove contaminants before the water is sent through the IX resin. The vessel trains containing the IX resin will remove any remaining PFOS and PFOA to below the applicable regulatory limits. OCWD has agreed to fully fund the construction of Ion Exchange (IX) plants at four of the City's water reservoir sites. The first treatment plant at West Haven Reservoir is complete and the remaining three

wells will be fully operational in early 2023. The City will receive a partial reimbursement for the annual operations and maintenance of treated water from OCWD.

### **LEAD AND COPPER RULE (LCR) UPDATES**

The United States Environmental Protection Agency (U.S. EPA) issued revisions to the federal Lead and Copper Rule (LCR) on January 15, 2021. U.S. EPA's new Lead and Copper Rule Revisions (LCRR) strengthen every aspect of the LCR to better protect communities and children in elementary schools and childcare facilities from the impacts of lead exposure. The City must comply with the LCRR and must develop an initial service line material inventory to identify the materials of service lines connected to the public water distribution system by October 16, 2024. Water Quality staff is closely working with other Public Works staff and a consultant to comply with the new State and EPA requirements.

## WATER CONSERVATION



On June 14, 2022, the City declared Stage 2 – Mandatory Conservation-Water Alert to be in compliance with the statewide order. The City conducted public outreach for these new restrictions by providing more educational resources on water conservation via the water bill,

City website and other social media forums. The City continues to offer rebates funded offered by the Metropolitan Water District of Southern California, of which includes the Turf Removal Program. The program offers residential rebates for converting existing lawns into climate-appropriate landscapes to help conserve water. Water quality staff plays an important role in helping the residents take advantage of this program by providing the pre and post inspections to ensure applicants fulfill the program requirements.

The City has recently undertaken a new leak detection program last month to identify and repair leaks for City owned mains and service lines to minimize water losses within the water distribution system.

## SEWER SYSTEM IMPROVEMENTS

As part of the State regulated Sewer System Management Plan, the following design and construction projects for sewer improvements were completed or are in progress:

- **CP1282000 Sewer System Rehabilitation Plan – Phase II** – Staff and consultant has completed the assessment of the Phase II of the sewer system. The project limit is bounded between Katella Avenue and Westminster Avenue and Euclid Street and Lewis Street. This project included CCTV inspection and system analysis of close to 500,000 linear feet of District’s sewer system. Similar to the Phase I study, projects have been identified to rehabilitate sewer mains that have major to severe structure defects.
- **Partridge Lift Station – Muffin Monster:** This project will improve the Garden Grove Sanitary District’s (District) Partridge Lift Station located near the Thunderbird Mobile Home Parks. Partridge Lift Station was constructed in 2010 and serves the Thunderbird Mobile Home Park and two professional lots on Partridge Street. This sewer lift station is a submersible pump station located behind the curb in the Partridge Street cul-de-sac. This lift station requires excessive maintenance due to the frequent pump clogging caused by flushable wipes from the tributary area. The District provided public education and outreach to the area in the past few years, but no noticeable mitigation was observed in the pump clogging issue. The improvements at the Partridge Lift Station will include installing a grinder to the station’s influent sewer and converting the existing SCE electrical service to three-phase power. The equipment is fully operational. The remaining electrical work will be completed by early 2023.

## 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 (CEDD) offers a broad spectrum of services to the community. The Department consists of three Divisions and the department administration. The Office of Economic Development is responsible for business attraction, retention, expansion, and administration of federal grants. The Building & Safety Division consists of plan check review, permit center, building inspections, and code enforcement. The Planning Services Division is comprised of advance planning and implementation of the City's General Plan, and current planning including zoning, and entitlements related to commercial/residential development. The department administration directly oversees contract and grant administration, department budget, real property, and various special projects.

Significant achievements of FY 2021-2022 for the CEDD included the following:

### **OFFICE OF ECONOMIC DEVELOPMENT (OED)**

The OED is responsible for implementation of the Economic Development Strategic Plan (EDSP). The Economic Development Strategic Plan (EDSP) was updated in 2021 and prioritizes six (6) Economic Development goals to be undertaken over the next three years. With the post-pandemic environment, the intent is to be strategic and intentional to support economic recovery for the local business community. The goals of the 2021 EDSP are detailed below:

- GOAL 1 – Community-Based Development
- GOAL 2 – Leverage Creative Funding & Financing Tools
- GOAL 3 – Expand and Preserve Locally-Generated Tax Revenue
- GOAL 4 – Tourism Initiatives and Development of the Resort
- GOAL 5 – Promote and Expand Homeless Resources and Services
- GOAL 6 – Increase Housing Opportunities and Investment

Significant achievements of the OED during FY 2020-21 are summarized in the following:

### **Office of Economic Development Accreditation**

In October 2021, a formal application submittal to the International Economic Development Council (IEDC) for consideration of an Accredited Economic Development Organization was completed. With the City's dynamic Economic Development Programs, advancing the City's Economic Development Strategic Plan to seek IEDC Accreditation is envisioned to expand dynamic resources portfolio in areas of business development, marketing and innovation. Implementing IEDC's playbook to recognize quality Economic Development Best Practices are goals the Garden Grove organization strives to achieve. Garden Grove completed the final step of IEDC Accreditation process with the IEDC accreditation team in May 2022. IEDC accreditation was awarded to the Office of Economic Development in August 2022.

### **West Grove Center**

Revitalization of the former AMF Bowling Center and Starlight Theater is in progress. Starlight West Grove Cinemas, the new Jack-in-the-Box and Fast5Xpress Car Wash are completed. A new Starbucks drive-thru is under construction with additional in-line retail and quick service spaces anticipated to open in Q2 2023.

### **Raising Cane's Chicken Fingers**

Located at 12202 Harbor Boulevard, construction began in Fall 2021 and the new Raising Cane's opened in June 2022.

### **Pavilion Plaza West (Sprouts Farmers Market)**

Redevelopment of the new Pavilion Plaza West began February 2021. A 24,500 square foot Sprout's Farmers Market opened in January 2022. The grocery anchor has also been joined by national tenants Habit Burger, Mattress Firm, Crimson Coward, Jersey Mikes, Moggee Tee, ULTA Beauty, Yoshiharu Remaen and Hummus Republic with several store opening slated in Q4 2022 and Q1 2023.



### **Cottage Industries**

In May 2016, the City approved the sale of City-owned properties to LAB Holdings for future development of Cottage Industries, an adaptive reuse of residential properties for artisan retail and commercial uses. Phase I (also named as the Farm Block) began construction in winter 2021 and includes notable retail tenants and artisans such as Smoke Queen BBQ, Boba Guys, Spotless Burger and Spotless Ice Cream (vegan concepts), White Elephant (Thai), GameCraft Brewery, and EcoNow, a zero waste shop and bulk refill station. Cottage Industries is preparing some revisions to Phase II named as the Art Block. The developer anticipates plan revision submittal for Planning Commission consideration in Q1 2023.

### **Home2 Suites by Hilton**

In June 2019, the BN Group (Developer) broke ground on a five-story Home2 Suites by Hilton. The Home2 Suites is the first new hotel development to be located south of the 22 Freeway, with 124 hotel rooms, 100 parking spaces, a fitness room, and a pool upon completion. The hotel is projected to generate \$500,000 in hotel tax and will create 50 jobs. Due to pandemic impacts, the BN Group now expects the construction to be completed in Q1 2023.

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

Pursuant to an Exclusive Negotiation Agreement (ENA) between the City and New Age Garden Grove, LLC. (Developer), a proposal to bring a Nickelodeon Resort comprised of a 500-room resort hotel and amenities is progressing. The entitlement process is estimated to be completed in the 4<sup>th</sup> Quarter of 2022.

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

The Annual Report for the Garden Grove Tourism Improvement District (GGTID) was approved in June 2022. Established in 2010, the GGTID provides collective support for tourism marketing efforts under the umbrella of Visit Anaheim in areas of tourism promotion, specifically for conventions benefiting the hotels within the Grove District.

### **Site C Project**

In November 2017, the Planning Commission approved a Site Plan and Tentative Tract Map to implement a resort hotel project known as Site C. The approvals provided for a hotel development of up to 769 rooms and ancillary hotel uses such as pools, spas, and fitness centers within resort hotel property. The program anticipated two (2) full-service hotels, with up to 104,000 aggregate square feet of conference/meeting banquet space, hotel restaurant space, restaurant pad, and a multi-level parking garage with 1,297 parking spaces on approximately 4.3 acres. Upon completion, the project is anticipated to generate approximately \$3.8 to \$4.9 million in additional annual tax revenue to the City. The pandemic impacts resulted in the project forecasted to start construction in the Q3 of 2023.

### **NEW RESIDENTIAL AND DEVELOPMENT PROJECTS**

#### **Brookhurst Place**

Following the completion of Phase I of Brookhurst Place in July 2018, Kam Sang Company is implementing Phase II to develop up to 462 apartment homes and 58 for-sale condominiums; up to 200,000 square feet of commercial and retail space; and a 100-key hotel. Upon completion, the 14-acre community project will include 700 new residential units and a one-acre park. Conveyance of the Phase II properties will be completed in Q4 2022.



#### **Garden Brook Senior Village**

Construction of Garden Brook Senior Village by AMG & Associates continued in FY 2020-21. This prominent 8-story development is comprised of 394 senior-living units (129 studio units, 219 1-bedroom units, and 46 2-bedroom units); community spaces

including an indoor fitness area, library room with multifunctional space, and two general use community rooms; and on-site laundry facilities with 12,938 square-feet of ground-level commercial space. The project is a collaboration between the City of Garden Grove, AMG & Associates, the Hoag Foundation, and the Boys and Girls Club of Garden Grove to further an Intergenerational Program to bring youth and seniors together. Initial residential tenant occupancy is underway.

### **Willowick Golf Course**

The Willowick Golf Course is an approximately 102-acre property located in the City of Santa Ana that is currently utilized as a public commercial golf course. The OED continues to evaluate development proposals for the property as part of the implementation of the Surplus Land Act. Additional information is available via the City's website at <https://ggcity.org/surplus-land-act-willowick-golf-course>.

## **BUSINESS DEVELOPMENT PROGRAMS**

### **Garden Grove ABRB Contract**

In July 2021, the City entered into an agreement with the Garden Grove Chamber of Commerce to provide business development services for FY 2021-22 as part of the Ambassador/Business Retention Bureau (ABRB) program. During COVID-19, the Garden Grove Chamber implemented modified business outreach and assistance to support businesses during reopening and assisted businesses via virtual webinars and resources.

### **Vehicle Rebate Program (VRP)**

The Vehicle Rebate Program (VRP) was established in 2019 and offers Garden Grove residents and businesses a \$500 rebate when purchasing a new vehicle from one of the six franchised local auto dealers: Volkswagen Garden Grove, Simpson Chevrolet of Garden Grove, Russell Westbrook Hyundai of Garden Grove, Toyota Place, Garden Grove Nissan, and Garden Grove Kia. To date the program has been a success with over 1,451 applicants.



### **Economic Development Website**

The OED continues to update the website to include new resources and integrate Neighborhood Improvement activities and programs. These resources include: a new Business Resource Kit linking to the City's partners for business reopening, the City's Jobs First Program, the City's Micro Business Relief Grant, the Accessible Businesses Program, and the new Vehicle Rebate Program infographic webpage. A refresh of the OED website was recently completed.

### **JOBS 1<sup>st</sup> Program**

The JOBS 1<sup>st</sup> Program was modified in response to COVID-19 and the subsequent allocation of Community Development Block Grant - Coronavirus (CDBG-CV) funding. This program offers job creation loans of up to \$50,000 and job retention grants of up to \$25,000 to assist Garden Grove business owners affected by the pandemic. The JOBS 1<sup>st</sup> Program utilized \$635,012 in CDBG-CV funds to create and/or retain over 64 jobs for low-income Garden Grove residents in FY 21-22.

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

In December 2021, the Garden Grove City Council approved the Garden Grove Industrial Development Authority (IDA) annual report. Under the State of California guidelines, the IDA acts as the official local coordinating body for low-cost development bonds for industrial companies seeking expansion. The IDA's role is to assist industrial-related businesses by facilitating their requests for tax-exempt Industrial Development Bonds.

## **Federal Grant Administration**

The Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), and HOME Investment Partnership (HOME) programs are funded by the U.S. Department of Housing and Urban Development (HUD). The CDBG program offers a variety of tools for public service and community improvement grants and projects. The ESG program provides funds to support homeless prevention and intervention services. The HOME program makes available a wide range of affordable housing activities.

## **CDBG Funded Public Programs, Services, and Infrastructure**

This fiscal year, CDBG funds of \$2,387,713 were programmed to assist approximately 22,024 low- and moderate-income residents through housing rehabilitation, senior services, fair housing activities, infrastructure improvements, and homelessness activities. Additionally, \$629,180 in CDBG-CV funding was allocated to provide workforce development services to 189 low-income Garden Grove residents. Lastly, \$461,065 in CDBG-CV funding was utilized to serve 1,803 individuals with mobile mental health services through the Be-Well Mobile Response Unit.

## **ESG Funded Homeless Services**

In FY 2021-22, \$178,428 of ESG funds was programmed to provide homeless services to 146 individuals at risk of becoming homeless, as well as those who were homeless. Homeless services include: street outreach, emergency shelter, rapid rehousing, homeless prevention, and homeless information management system. Additionally, \$408,704 in HOME funding was used to provide rapid rehousing and homeless prevention services to 55 at-risk and homeless Garden Grove residents. An additional \$1,386,476 in Emergency Solutions Grant Coronavirus (ESG-CV) funds was programmed to expand homeless services to individuals impacted by the COVID-19 pandemic. Garden Grove's homeless service providers were able to assist an additional 426 individuals in FY 2021-22 with these resources.

## **Stuart Drive Apartments**

The City's first Permanent Supportive Housing (PSH) project was completed in October 2022. Upon completion, the project will provide permanent rental housing and wrap around supportive services to the homeless population in Garden Grove. The Stuart Drive Apartments PSH project will provide eight (8) homeless households with permanent housing and will have active affordability covenants for at least 55 years.





## Future Central Cities Navigation Center

Implementation of the City’s Comprehensive Strategic Plan to Address Homelessness (CSPA) anticipated several homeless resources including development of a navigation center. A navigation center is a referral-based, temporary shelter that helps individuals experiencing homelessness regain stability, connect to essential support services, and access stable and permanent housing options. In June 2022, approval of a Tri-Cities memorandum of understanding (MOU) with the cities of Fountain Valley and Westminster was a first step towards exploring the development of a navigation center. Concurrently, a potential navigation center site was identified at 13871 West Street and a Purchase Sale Agreement for property acquisition was entered into in November 2022.

## Be-Well OC Mobile Response Team

In July 2021, the Be-Well OC in Garden Grove Mobile Response Team (Be-Well) was implemented to assist individuals who are experiencing a mental health and/or health crisis. The Be-Well pilot program provides for a mobile response team working in collaboration with the City’s Special Resource Team and homeless service providers to help serve the City’s homeless population. During FY 21-22, Be-Well team assisted 1,803 individuals.



## JOBS 1<sup>st</sup> Program

The JOBS 1<sup>st</sup> Program was modified in response to COVID-19 and the subsequent allocation of Community Development Block Grant - Coronavirus (CDBG-CV) funding. This program offers job creation loans of up to \$50,000 and job retention grants of up to \$25,000 to assist Garden Grove business owners affected by the pandemic. The JOBS 1<sup>st</sup> Program utilized \$635,012 in CDBG-CV funds to create and/or retain over 64 jobs for low-income Garden Grove residents in FY 21-22.

## BUILDING & SAFETY DIVISION

### Building Permits and Inspections

The Building & Safety Division issued a total of 5,241 building permits during FY 21-22. In addition, the Building & Safety Division digitized its plan check process and completed 421 approvals through the new VivaCivic plan check process. Notable building activity trends and development milestones are detailed below:

Building Activity	FY 20-21	FY 21-22	Activity Trend from prior fiscal year
Permits Issued	4,922	5,241	6% increase
Permit Fees	\$900,562	\$1,007,741	11% increase
Plan check	1,082	1,261	16.5% increase
Plan check Fees	\$733,283	\$765,591	4.4% increase
Valuations	\$90,822,321	\$111,942,070	23% increase
Inspections	17,450	19,642	12.5% increase

<b>Certificates of Occupancy (C of O) Issuance</b>		
<b>Address</b>	<b>Scope of Work</b>	<b>Date Issued</b>
12900 Main St	AUM Beer Club	07/15/2021
12002 Harbor Blvd	7 Leaves Café	07/27/2021
7919 Garden Grove Blvd	AMG Barbershop	07/27/2021
9772 GARDEN GROVE BLVD	QT Golden Marketplace	08/19/2021
12936 Main ST.	PHUC LONG COFFEE	08/19/2021
9691 Chapman Ave	Little World Kid Playground	09/20/2021
11999 Harbor Blvd	Starbucks – Hyatt Regency	09/30/2021
9472 Katella Ave	AM/PM Mini Mart	10/25/2021
11222 Garden Grove Blvd.	Bloom Orthodontics	12/23/2021
13872 Harbor Blvd	Music Studio	02/02/2022
9636 Garden Grove Blvd	Presotea Restaurant	02/10/2022
13018 Harbor Blvd	Blazing Shabu Shabu	04/12/2022
12828 Harbor Blvd	Garden Grove Medical & Dental	05/09/2022
9888 Katella Ave	Samakaya - Mediterranean	05/09/2022
10212 Westminster Ave	Mamas Cha CA – Food to Go	05/26/2022
9774 Katella ave	Unitea Coffee	06/02/2022
9918 Garden Grove Blvd.	Yo Bahn Knot – Food To Go	06/07/2022
12202 Harbor Blvd	Raising Cane’s Chicken Fingers	06/13/2022

## **2022 Building Code Update**

The State’s Health and Safety Code establishes that the Uniform California Building, Fire and related construction Codes as published by the California Building Standards Commission every 3 years, are the applicable codes for occupancies throughout the State. The Building Standards Commission published the 2022 California Building, Fire and related construction Codes earlier this year, and it becomes effective January 1, 2023. The Building & Safety Division updated the City’s 2022 Building Code in Q4 2022.

## **Code Enforcement**

The Code Enforcement unit expanded services with two (2) additional full-time Code Enforcement Officers to address increased calls for services. Annual activity during FY 21-22 is summarized below:

<b>2,699</b> Active Cases	<b>2,138</b> Closed Cases
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Through Code Enforcement actions, 258 properties obtained building permits resulting in resolution of previously active cases involving non-permitted issues.

## **PLANNING SERVICES**

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

<b>Address</b>	<b>Project Description</b>
10130 Garden Grove	Approval to expand the existing Oc & Lau restaurant with a Type "41" (On-sale, beer and wine) ABC License from 2,500 square feet to 3,500 square feet.
12141 Valley View	Approval to operate a new bowling alley with a Type "47" (On-sale general) ABC license.
12518 Valley View	Approval to establish a new preschool, Marley's Preschool.
12141 Valley View	Approval to allow a previously approved bowling alley with a Type "47" (On-sale general) ABC license to include live entertainment in the form of three karaoke rooms.
9920 Garden Grove	Approval to operate a new restaurant, Furai Fried Chicken with a new Type "41" (On-sale beer & wine) ABC license.
12342 Brookhurst	Approval to operate a new restaurant, Oc 7\$ with a new Type "41" (beer & wine) ABC license.
12936 Main	Approval to allow an existing tea and coffee shop, Phuc Long Coffee and Tea, to operate with limited live entertainment.
12572 Valley View	Approval to establish a 7,100 square foot, athletic health club.
12900 Euclid #110	Approval to operate a new wine bar, Off Duty, with a new Type "47" (On-sale, General) ABC license.
12900 Euclid #120	Approval to operate La Taqueria, with a new a new Type "47" (On-sale, General) ABC license.
7511 Chapman	Approval to establish a vehicle storage tow yard business.
10130 Garden Grove #133	Approval to operate King Street Food to operate with a Type "41" (On-sale, beer and wine) ABC license.

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

<b>Address</b>	<b>Project Description</b>
10023 Russell	Approval to expand an existing duplex unit.
13862 Anita	Approval of a variance for reduce the street side yard setback to improve a 4,050 square foot lot with a new 2,084 square foot home.
9898 Trask	Approval of a one-year time extension for the remodel and expansion of Hyundai of Garden Grove.
11421 Garden Grove/12931 9th	Approval of a variance to allow the encroachment of a trash enclosure and block wall within the front yard and street side yard setbacks for the Farm Block of Cottage Industries.
10061 Dakota	Approval to construct a duplex.
12691 Pala/12641 Industry	Approval to demolish two existing 65,880 square foot and 83,100 square foot industrial buildings and construct one 146,335 square foot industrial building.
9801 and 9811 Beverly	Approval to reconfigure two adjacent single-family lots in order to construct two new single-family homes.
10201 and 10231 Garden Grove	Approval two construct a mixed use development consisting of 9,786 square feet of retail space, 9,270 square feet of medical office space, and 52 residential units with a 22/5% affordable housing density bonus.
11862 and 11892 Lampson	Approval for minor modification to the approved plans for an existing two-story single home to allow conversion of an existing third floor attic space into habital living area.
12551 Tunstall	Approval to construct a 6 foot block and wrought iron wall within the front yard setback of an existing single-family home.
10691 Westminster	Approval to construct a 3,670 square foot, two-story commercial/medical office building.
11712 Lampson	Approval of a one-year time extension for the subdivision of an existing 47,284 square foot lot into four residential lots with a private street.
12262 Topaz	Approval to allow the encroachment of a second-story balcony into rear yard setback area of an existing single-family home.

## **ADMINISTRATION**

### **Grant Applications and Awards**

The Administration Division oversees the department budget, real property and asset management, and contract and grant administration including oversight of Local, State, and Federal grant projects. In FY 21-22, CEDD applied for \$5 million of potential grant funding and was awarded approximately \$500,000 in grants to date.

### **SCAG Local Community Engagement & Safety Mini-Grant (June 2021)**

The City submitted a grant application requesting \$10,000 from the Southern California Association of Governments (SCAG) to build a “round-about” leading to Garden Grove Main Street aiming to increase safety for biking and walking under the umbrella of traffic safety and mobility justice.

### **SBA Community Navigator Pilot Program Grant (August 2021)**

The City submitted a grant application requesting \$2.5 million from the Small Business Administration (SBA) in partnership with Small Business Development Center (SBDC), of which \$250,000 would be allocated to the City to facilitate business development outreach with emphasis on cultural diversity resources in partnership with Westminster and Fountain Valley.

### **SCAG Sustainable Communities Program: ADU Implementation (Dec 2021)**

The City received approximately \$250,000 in Sustainable Communities Program (SCP) funding for the Advanced Accessory Dwelling Unit (ADU) Implementation selected by SCAG’s Regional Early Action Program (REAP) grant program, funded under the California Department of Housing and Community Development (HCD). This program aims to provide planning assistance and technical assistance related to effective ADU policies, design standards, development process, and prototype designs. The consultant selected is Woodsong Associates and the project is anticipated to be completed by June 2023. [www.ggcity.org/planning/adu](http://www.ggcity.org/planning/adu)

### **DOT Clean CA Local Grant Program: Cycle 1 (January 2022)**

The City submitted a grant application requesting \$2 million from the Caltrans Clean California Local Grant Program under the Department of Transportation (DOT) to add amenities and programming to the Medal of Honor Bike and Pedestrian Trail. This included: outdoor fitness equipment, playground replacement, art elements, shade canopies, trash cans, wayfinding signs, trail furniture, bike racks, dog waste stations, landscaping/mulch, infrastructure programming in partnership with Coastline Community College, and an Urban Farming programming partnership with OC GROW.

### **SCAG Sustainable Communities Program: Curb Data Study (February 2022)**

The City received approximately \$250,000 in Sustainable Communities Program (SCP) funding for the Garden Grove Curb Data Study under the Smart Cities & Mobility Innovations (SCMI) grant program. This program aims to perform a comprehensive Parking Management study of on-street parking at six (6) locations in the City. The study will document existing parking conditions, operational strategies, management, and project future parking demand in collaboration with City staff, stakeholders, and public. The consultant selected is Walker Consultants and the project is anticipated to be completed by June 2023.

### **Community Project Funding-House Appropriation Committee (April 2022)**

The City submitted an Economic Development Administration (EDA) grant project application requesting \$3 million from the Congressionally Directed Spending Requests (Earmarks) to fund "shovel ready" infrastructure projects. The request was submitted through the Office of Congressman Lowenthal and the Office of Congressman Correa. This authority allows for direct federal funding to support local projects that enhance community priorities. The proposed project includes street improvements along Harbor Boulevard located in the Grove District. The design includes street rehabilitation, median treatments, street furniture, accessibility, traffic signal modifications, and striping/ signage.

[www.ggcity.org/community-and-economic-development/harbor-boulevard-grove-resort-district-improvement-project](http://www.ggcity.org/community-and-economic-development/harbor-boulevard-grove-resort-district-improvement-project)

### **Grant Implementation and Completion**

Administration works in coordination with external local agencies and internal divisions to facilitate on-going grant projects including the support of: Office of Community Relations, Reprographics, Engineering, Accounting, Community Services, Human Resources, and Community Liaison divisions. During FY 21-22, CEDD managed \$3.5 million in current grant projects, and completion of \$674,000 in projects.

### **SB 2 Planning Grants Program (Awarded 2020)**

The City was awarded \$310,000 from the California Department of Housing and Community Development (HCD) funding for the Planning Grants Program (PGP) for technical assistance to prepare, adopt, and implement plans and process improvements that streamline housing approvals and accelerate housing production. The grant funds covered the development of the City's Housing Element, Density Ordinance, and a UCI Housing Study, in addition to public outreach requirements related to the General Plan Element updates. Project completion is due in June 2023.

### **Local Early Action Planning Grant Program (Awarded 2020)**

The City was awarded \$500,000 from the California Department of Housing and Community Development (HCD) funding for Local Action Planning Grants (LEAP) for technical assistance for preparation and adoption of planning documents, and process improvements that: 1. Accelerate housing production 2. Facilitate compliance to implement the 6<sup>th</sup> cycle Regional Housing Needs Assessment (RHNA). The grant funds covered the development of Focused Zoning Amendment (FZA), Focused General Plan Update and Zoning Amendments (FGPUZA), Safety Element update, Environmental Justice Element update, as well as implementation and integration of new electronic Permitting Software (VivaCivic) and online Plan Routing platform (E-PlanSoft) to assist with streamlining and expediting processes for Accessory Dwelling Unit (ADU) review. Project completion is due in June 2023.

### **OCTA Bicycle Corridor Improvement Program Phase 4 (Awarded 2018)**

The City was awarded \$1.4 million in Bicycle Corridor Improvement Program (BCIP) funding for bicycle and pedestrian projects that reduce traffic congestion and improve air quality under the Department of Transportation (DOT). This grant provides resources to improve the on-street bicycle infrastructure by 75%. The project scope incorporates 15 miles of new and improved bike lanes located along five (5) corridors: Brookhurst Street, West Street, Gilbert Street, Chapman Avenue, and Lampson Avenue. Phase 1: Environmental completed in 2019. Phase 2 Design and Engineering completed in 2020. Phase 3 Right-of-Way (ROW) certification completed 2021. Phase 4 Construction is anticipated to be complete August 2023.

### **1<sup>st</sup> District Small Business Relief Grant Program (Awarded 2021)**

The City was awarded \$500,000 through Orange County Supervisor Andrew Do to provide assistance to small businesses impacted during the COVID pandemic. In partnership with the Garden Grove Community Foundation (GGCF), several key Business Development Initiatives were implemented to support local businesses and are further described below:



*Garden Grove Grows* promoted downtown revitalization through installation of parklets integrated with outdoor dining and enhanced pedestrian lighting. Work is expected to be completed in December 2022.

*Invest Garden Grove* implemented an enhanced wayfinding signage program throughout the downtown area connecting key pedestrian areas. City staff designed and hired sign contractors to install sign designs to identify the specific areas of the City.

*Innovate Garden Grove* implemented local Garden Grove programs to stimulate local tourism and advance technology.

*Sustain Garden Grove* further expanded a local foodie program to highlight the best of Garden Grove's small business entrepreneurs. In June 2021, the City's Foods of Garden Grove (FoGG) program launched to support local food and

beverage businesses impacted by Covid and supporting each recovering. Phase 2 of FoGG added an additional 75 restaurants to the City's website, bringing the total support of local small businesses to 150. Phase 2 of this program incorporates expanded social media presence of Garden Grove's local culinary scene. This project was completed in December 2022. [www.ggcity.org/foodsofgardengrove](http://www.ggcity.org/foodsofgardengrove)

**Tobacco Law Enforcement Grant Program - Cycle 2 (Awarded 2021)**

The City was awarded \$467,699 in state funding from the California Department of Justice (DOJ) to promote a healthier California by reducing illegal sales and marketing of tobacco products to minors. The total amount awarded to the City is distributed incrementally over a three (3) year period as follows:

Category	Awarded FY 2021-22	Awarded FY 2022-23	Awarded FY 2023-24	Total Awarded
Personnel	\$ 147,199	\$ 147,199	\$ 147,199	\$ 441,597
Operating	\$ 9,374	\$ -	\$ -	\$ 9,374
Administrative	\$ 5,576	\$ 5,576	\$ 5,576	\$ 16,728
<b>TOTAL</b>	<b>\$ 162,149</b>	<b>\$ 152,775</b>	<b>\$ 152,775</b>	<b>\$ 467,699</b>

The awarded funds focused on implementation of a Local Tobacco Enforcement Program under the Code Enforcement Unit. A contract code enforcement officer was assigned to the City’s commercial areas to seek compliance through standard compliance methods. The expected yearly cost included a full-time contractual code enforcement officer, operating expenses, enforcement supplies, and administrative costs. The programming completion date is June 2024.

**AB 2766 Subvention Fund Program (2016)**

The City receives approximately \$240,000 in state funding from South Coast Air Quality Management District (SC AQMD) through AB 2766 Subvention Fund Program in which revenue is allocated to local government recipients of the Department of Motor Vehicle (DMV) registration fees, and the City has historically used for the Rideshare Program. In collaboration with the Human Resources Department, CEDD has identified other qualified project categories including: Traffic management to reduce speeds (i.e. roundabout, striping) and bicycle lanes and paths to decrease commuter vehicle trips/ reduce greenhouse gas. These funds have also contributed to the construction of the Medal of Honor Bike and Pedestrian Trail and the Bicycle Corridor Improvement Program (BCIP) and will continued to be used to support future Active Transportation projects.



## COMMUNITY SERVICES



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

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

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

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

### **CAPITAL IMPROVEMET PROJECTS**



#### **Woodbury Park**

In December 2021, the City of Garden Grove Community Services Department was awarded a \$6,000,000 grant from the State of California Department of Parks and Recreation to help fund the revitalization and expansion of Woodbury Park, located at 13800 Rosita Place. The project includes complete renovation and expansion of the park, in which the improvements were designed by residents through various community meetings. Included in the remodel of the park is the installation of new walking trail; outdoor fitness equipment; recreational swimming pool; two playground areas; picnic shelters; a skate plaza; basketball courts; lighting; restrooms; and parking lot.



## **RECREATION**

### **Contract Classes**

Community Services offered a total of 277 classes to the Garden Grove community. Classes offered include ballet, tumbling, line dance, tennis, multi-sports, martial arts, and dog obedience. We continued to offer online classes such as Minecraft & Roblox Coding. A few of the new classes offered this year include computer coding camps, jewelry making, and yolates. Even with the ongoing impact of the pandemic, the number of participants increased by 20% compared to the pre-COVID year of 2019- 20. Contract classes served 1,566 participants and generated close to \$92,000 in revenue.

### **Aquatics**

One of the most popular recreational activities offered were swim lessons during the spring and throughout the summer at two city park pools – Gary Hall and Woodbury. However, due to the nationwide lifeguard and swim instructor shortages, staffing was extremely difficult this summer. As a result, the number of classes offered was drastically reduced resulting in lower generated revenue for the 2021 season which totaled \$51,000. Public recreational swim brought in over \$1,200 in revenue.

### **Day Camp**

The Summer Day Camp program is open to participants 5-12 years old, including a teen Counselor-in-Training (CIT) program for ages 13-17. After the 2020 summer program was canceled due to the pandemic, day camp reopened at a new location, Atlantis Play Center. Holding day camp at Atlantis allowed the City to adhere to the state and country mandates for operating this program during the pandemic. The campers were split up into three cohorts of 20 campers for each of the 9 weeks of camp. Day camp generated \$61,035 and served 573 campers during the 2021 summer season.

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

Community Services provides a preschool-age program for 4-year olds (Tiny Tots) and 3-year olds (Kare Bears) at Edgar Park from August through May. Under the direction of a trained instructor, local children are taught Kindergarten-readiness curriculum, learn social and verbal skills, and participate in outdoor recreation activities. For fall 2021 and spring 2022, enrollment was lower than expected, with 20 students participating in the Kare Bears/Tiny Tots program. As a result, the two classes needed to be combined into one class.

### **Sports and Recreation Center**

This site is home to all of the City's basketball league games played by youth ages 4-14. The Center generated over \$100,000 in revenue through youth drop-in, basketball and badminton drop-in, adult basketball and volleyball leagues, and Korean Senior Badminton Club. This year the City also started a drop-in pickleball night at the Center.

### **Youth Basketball**

In fall of 2021, the City was once again able to offer youth basketball programming with COVID modifications in place. Due to some of these modifications, registrations were limited but the program was still enjoyed by 470 participants throughout the year.

### **Atlantis Play Center**

The park was used for Day Camp operations from June through August of 2021, with normal park operations resuming August 24, 2021. During this time, the park was only open to the public on weekends, which impacted attendance and private rental use.

During FY 2021-22, Atlantis Play Center hosted a total of 12 “exclusive” rentals and 1 “after hours” rental. Between pavilion and table rentals, park patrons held 73 parties within the park. Total attendance for the fiscal year was 14,532, though that figure does not include attendance from private rentals or special events, of which three were staged by City staff, including the following:

### **Jack O' Lantern Jamboree**

Jack O' Lantern Jamboree was held on Saturday, October 30, 2021. The three-hour event featured a pumpkin patch, a reptile show, inflatable obstacle courses for kids of all ages, airbrush tattoos, train rides, carnival games, a petting zoo, and crafts. Local vendor C&M Ohana sold kettle corn and ice cream to attendees. Local public service agencies including OCFA, GGPD, and CERT conducted community outreach and first aid. Event attendance was approximately 875.



### **Eggscavation**

Eggscavation was held on Saturday, April 16, 2022. This event featured age-specific egg hunts for children ages 3-10, along with candy grabs for children ages 2 and under. The event also featured inflatable obstacle courses, crafts, carnival games, airbrush tattoos, and a bubble play area. The Easter Bunny was on hand for photographs, and staff raffled off prizes. Attendance was approximately 900.

### **2021 Outdoor Movie Series**

The 2021 Outdoor Movie Series was hosted on Thursday nights at Garden Gove Park (9301 Westminster Blvd.) during the months of June to July. Attendees brought blankets and lawn chairs, with snacks like kettle corn and ice cream available for purchase from local vendor, C&M Ohana. The movie schedule and attendance was as follows:

June 17, 2021 Jumanji (1995)  
50 in attendance

July 15, 2021 Hook (1991)  
100 in attendance

July 1, 2021 Independence Day (1996)  
75 in attendance

July 29, 2021 Jurassic Park (1993)  
150 in attendance

### **Winter in the Grove**

The 4<sup>th</sup> annual Winter in the Grove was able to return in person at Village Green Park and had the highest attendance to date – an estimated 7,500 people. The event again featured fun winter wonderland activities for families, such as: nine snow hills for sledding; letters to Santa; holiday kids crafts; the lighting of the community Christmas Tree by the City Council; performances from local dance groups and school choirs; and the arrival of Santa and Mrs. Claus via a fire engine.

The return of the Crafters Fair was very successful, with 40 crafter booths offering handmade holiday gifts for sale. Local businesses and athletic booster clubs offered food for sale, or free of charge. City public safety departments offered holiday-themed giveaways.



### **Garden Grove Gems**

The City previously hosted the home beautification program, Garden Grove Pride. After a four year hiatus, the Community Services department introduced a new home beautification program, "*Garden Grove Gems*," which was offered to the community virtually. Homeowners and renters who reside in one of the six districts were able to self-nominate their homes. A total of 58 nominations were received. The community was tasked to vote online for their favorite home in each district which resulted in winners and one runner-up in all 6 districts. We received a total of 295 votes. The winners and runner-ups were invited to a small reception before a City Council meeting and then recognized during the Community Spotlight.

### **Open Streets**

Saturday, April 2, 2022 saw the return of the City's largest outdoor event, Open Streets! This 4<sup>th</sup> edition of the iconic car-free streets extravaganza drew the largest attendance yet, with an estimate of 35,000 people! Families rode and strolled along a two mile-plus route in the Downtown area that was packed with fun and unique programming.

From a Ferris wheel towering above the corner of Acacia Parkway and Nelson Street, to a Lucha Libre wrestling match staged at the intersection of Acacia and Euclid, event-goers were treated to dozens of one-of-a-kind experiences. Live music, DJs, a variety of culinary cuisines, archery, and interactive art exhibits lined the 10 separate sections of the route.

Local businesses including SteelCraft, Cottage Industries, and Home Depot partnered with the City to bring extra exciting elements to the event, while both performing arts venues, the Gem Theater and the Garden Amp offered live music and backstage tours.

In addition, a commissioned 20' x 13' mural was unveiled on the Medal of Honor Bike and Pedestrian Trail, which pays tribute to the city's early history when the red car was the main source of transportation for both passengers and freight.



Lastly, this year's Art in the Park was staged as part of the Open Streets event to highlight GGUSD's First Impressions Art Show. Additionally, many art-based programming booths were set up directly on Main Street, versus traditionally hosting them at Village Green Park, to capture the thousands of families walking and bicycling the Open Streets route. Booths featured creative hands-on activities, while musical entertainment came courtesy of student performers from the school district.

There was still art in the park though -- once again, 20 student pieces were selected and enlarged to 4' x 5' canvasses by the GGUSD, with Community Services staff installing oversized easels for the art pieces in Village Green Park, by the iconic Clock Tower. Additional student art was curated and featured on a 6' by 50' banner that read, "Open Streets." Both temporary art installations were fun and effective marketing tools for both the Open Streets event and the First Impressions Art Show, which featured 1,200 pieces of student art.

## **HUMAN SERVICES**

### **Buena Clinton Youth and Family Center**

The Buena Clinton Youth and Family Center (BCYFC) is dedicated and committed to the community's well-being and offers programs and services that focus on youth enrichment, community involvement, and neighborhood safety.



In July of 2021 the Center began to once again offer in-person programming. In total, the Center served 18,956 duplicated individuals (1,672 duplicated families) this year. The Center partnered with Boys and Girls Clubs to help support the Summer Day Camp program while staff continued to address basic needs in the community with food and other supportive services. Over 50 children and teens participated in summer activities. During the school year, the Center resumed the After-School Program and teen leadership program, True Neighborhood Teens with over 45 youth being served.

In partnership with Community Action Partnership Orange County (CAPOC), Clementine Trolley served the neighborhood with monthly distributions of food and diapers. The trolley was offered eleven months out of the year, serving a total of 3,618 individuals (700 families). In addition, the Center continued to partner with CAPOC's Diaper Program to provide 429 (52 unduplicated) families 524 children (61 unduplicated) for a total of 26,200 diapers distributed.

The Center continued its partnership with Second Harvest Food Bank to serve lunches and snacks to children under the age of 18, serving 7,147 after-school meals. During the summer months, 4,597 meals were served.

The Center implemented monthly outdoor family nights, as a way to bring the community safely together. Staff were able to creatively engage families offering several movie nights, craft and game nights while serving 1,150 individuals (over 250 families). The Center was fortunate to partner with Bracken's Kitchen who provided a free dinner to all the individuals who participated, averaging 250 meals per family night.

The staff and community were excited to bring back the annual Dia de los Muertos event to the neighborhood, featuring an outdoor movie, games, dinner provided by Bracken's Kitchen, and a community resource fair with over 400 residents in attendance.

The Center continued to serve children and support them during challenging times with Back to School and Holiday Drives. The Center distributed free backpacks and school supplies to 128 children (61 families) and provided free toys to residents in the neighborhood for 254 children (121 families) during the holiday season.



BCYFC partnered with Orange Coast Optimist Club and Bracken's Kitchen to provide turkeys and Thanksgiving meals to families in need, serving 108 families from the Buena Clinton area.

The Family Resource Centers began new partnerships as a result of the pandemic. In October 2021, Healthy Smiles of Orange County began a monthly onsite comprehensive mobile dental clinic for low income children and adults; 62 individuals (46 children/16 adults) sought treatment in the Buena Clinton Neighborhood. The Centers also partnered with the Orange County Public Library. Services included story time for children 0-5 as well as an outdoor mobile

library where residents could register for a library card, check out books, dvd's, chome books, and hot spots to access free Wi-Fi. This has been a very successful partnership with over 440 individuals accessing services this past year.

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

After offering two years of virtual summer programming, MPFRC partnered with the Boys and Girls Clubs of Garden Grove to provide an in-person two-week program to 29 children, grades 1<sup>st</sup> to 6<sup>th</sup>. All the activities were focused on a specific weekly theme.



The Center continued to provide crucial services to families and help them connect to emergency assistance and basic needs resources. In FY 2021-22, 2,240 referrals were made. MPFRC provided emergency assistance services to 295 families.

Community Action Partnership OC, a non-profit located in Garden Grove, continued to be a vital agency partner to MPFRC. Through their support, MPFRC has been able to provide free diapers and food to families on a monthly basis. MPFRC provided

free diapers to 242 children (202 families), a total of 70,150 diapers in fiscal year 2021-22. Through their monthly food distribution, 3,229 individuals (780 families) received fresh produce and non-perishable items.

Magnolia Park FRC collaborated with Bracken’s Kitchen to provide several family day activities where families received a free meal. These activities included, two “Summer Fun” events, a Trunk or Treat event, and a “Spring into Fun” event. A total of 1,568 individuals (210 families) participated in these events.



93 individuals participated in individual, family, and group counseling services offered by MPFRC in person or virtually. Group services included: a women’s support group; family wellness; creative expression; effective communication group; and several social skills groups for children 6-12 years of age.

228 individuals participated in educational programs, which included: parenting classes; mental health leadership workshops; personal empowerment program classes; a father’s only parenting group; and family strengthening workshops. MPFRC collaborated with agencies such as: Human Options, Olive Crest, MoMS OC, UCI Comprehensive Cancer Center, Team of Advocates for Special Kids, Interval House, Boys & Girls Clubs of Garden Grove, and Didi Hirsch Mental Health Services to provide these free classes and workshops.

Through our comprehensive case management services, 177 families were served by the MPFRC’s Family Support Specialist and undergraduate intern.

The Center distributed free backpacks and school supplies to 91 children, provided Thanksgiving meals/baskets to 30 families, and provided free toys to 405 children (166 families) during the holiday season.

MPFRC’s youth teen group, SOL (Strengthening Our Leadership), continues to be actively engaged with activities offered at the Center. They participated in workshops, meetings, and fun activities that totaled 557 hours. To celebrate the group’s commitment, an end of the year excursion to Disneyland was provided for teens that accumulated enough volunteer hours.

Through its new partnership with Healthy Smiles, MPFRC was able to provide free dental screenings and



services for children and adults. Healthy Smiles' mobile clinic was on site monthly, and served 82 individuals. Children's Health Initiative of OC (CHIOC) was on site monthly at BCYFC, MPFRC, and Senior Center to help families apply for MediCal, CalFresh, CalWorks, and General Relief.

## **H. Louis Lake Senior Center**

The H. Louis Lake Senior Center offers a variety of programs and services to meet the needs of the growing senior population by offering low or no-cost services for individuals ages 55 and over. After shutting the Center down last year due to the COVID-19 pandemic, this year the Center focused on reopening safely, while still engaging the senior community by providing a variety of classes, recreational activities, and programs. The Center served approximately 670 individuals throughout the year.



At the beginning of the fiscal year, the Center continued to focus its efforts on food distribution to replace the in-person lunch café program. Seniors 60 and over were provided weekly frozen Grab & Go meals through a drive up and walk up distribution in partnership with Meals on Wheels Orange County. The program served on average of 260 participants weekly, including a walk up option that served a total of 13,003 individuals for the year/ 78,186 frozen meals. In April 2022, in partnership with Bracken's Kitchen, a modified in-person dining option was offered every Thursday and provided 40 hot meals. In the three months of operation, staff served 438 meals to participants, bringing back some normalcy to participants' lives. Bracken's Kitchen also provided a monthly food truck option serving on average 250 meals once a month for a total of 1,500 meals.

The Senior Mobility Program provided transportation services through a contracted taxi service for trips to the Center, grocery, or doctor appointments. During the height of the pandemic, participation drastically reduced due to stay at home orders. However, this past year with programming returning, Center staff have seen seniors resuming this service along with many new seniors joining the program for a total of 206 riders, 4,322 trips. Additionally, the Center used this service to deliver meals to approximately 20 seniors who were unable to pick up meals weekly, which totaled 5,852 meals for the year.

The Home Delivered Meals Program (HDM) more than doubled in participants during the peak of the pandemic, with an average of 79 seniors a week. The program works with community volunteers to deliver meals to homebound seniors; this year, a total of 74,048 meals were delivered.

The bi-monthly SCOOP newsletter is printed for distribution at the Center to participants and is also offered online. The newsletter highlights programs and classes offered at the Center and provides a wide array of community resources for older adults.

The Center continues to grow its social support/case management program that focuses on linking seniors with community resources. The Center served 66 seniors with social support services including case management, information and referrals, and MSW interns who also provided individual counseling services. Educational workshops offered included technology, community resources, health and wellness topics, and craft days to boost socialization for our older adult community.

The Center modified in-person programming and staff were able to bring back bingo, craft days, and movie days. Karaoke day was a new addition this year. The Center's volunteer instructors resumed Adaptive Line Dancing, Balance and Mobility, Tai Chi, Zumba and Longevity Stick classes with modified participant capacities. New classes were introduced as part of this year's reopening including a partnership with Santa Ana College (SAC) that provided seniors an introductory computer class and a free laptop on loan from the college. SAC also provided a "Painting with the Masters" art class that has been well received.



The Center hosted its first annual Halloween Resource Fair October of 2021. The event included over 15 community based organizations and a free vaccine booster/flu clinic for the community for approximately 245 individuals.

The Center brought back the annual Strawberry Ball with an attendance of 140 participants, who enjoyed a night of fun, laughter, dancing, and good food. The highlight was the crowning of the King and Queen (senior volunteers of the year).



## **FACILITIES**

### **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). The facilities are utilized for weddings, quinceañeras, baby showers, and birthday parties, as well as business meetings, and workshops.



In 2021, rental facilities re-opened in phases due to the pandemic starting with smaller group meetings and clients slowly returning for large scale events including anniversaries, postponed weddings, and celebrations of life.

Revenue-generating bookings: CMC - 27/ CYC -27 Co-sponsorship bookings: CMC - 30/ CYC – 17

Internal bookings: CMC - 208/ CYC - 27



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

Permits were issued for athletic field use at Chapman Sports Complex, Edgar Park, Garden Grove Park, Hare Park, and West Grove Park. In addition, there are three leased athletic facilities including the hockey rink at Chapman Sports Complex, and indoor soccer at Garden Grove Park and Pioneer Park. From July 1, 2021 through June 30, 2022, these rental facilities generated \$208,054 in revenue.

Picnic shelter rentals at various parks generated over \$6,000 in revenue.

There are two park buildings available for rent at West Grove Park and West Haven Park. Small group gatherings such as baby showers and birthday parties are suitable for these buildings. These facility rentals generated approximately \$15,000.

The City's mobile stage was offered 19 times for City-run and community-wide organizations.

### **Theaters**

The GEM Theater reopened its doors with *A Chorus Line* and *The Holiday GEM*, then kicked off 2022 with a full season including *Into the Woods*, *Joseph & the Amazing Technicolor Dreamcoat*, and *Spongebob the Musical*.

The Festival Amphitheatre (Garden AMP) also re-opened its doors in August 2021 to various musical performances throughout the year.



### **Garden Grove Community Foundation**

The Garden Grove Community Foundation (GGCF) is a 501(c)(3) non-profit organization that was incorporated in 1998 to create a more progressive image of Garden Grove regionally, while showcasing the community's unique features, diversity, and economic vitality. Community Services department is the liaison between the Foundation and the City. Each year, the Foundation is responsible for the Free Summer Concert Series. After

not hosting any concerts in 2020, the community safely enjoyed four summer concerts in 2021. The first two concerts featured *The Answer* and *The Fenians* at Eastgate Park. The last two concerts featured a Selena Tribute Band and the New Wave Tour featuring Linda Trang Dai at Garden Grove Park. The Foundation annually co-hosts a fundraising event with the Garden Grove Chamber of Commerce. In September 2021, they successfully held the 16<sup>th</sup> Annual Golf Classic at Willowick Golf Course.

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. Primary functions within City Manager's Office include legislative support, policy implementation, budget development, strategic planning, communication services to community constituencies, and legal services. Additionally, the Office manages the City Council meeting agenda, elections, and public records and oversees the City's Housing Authority. The Office also monitors and responds to federal and state legislative issues, and represents the City's interests throughout the region and beyond.

The significant achievements for the City Manager's Office for FY 2021-22 included the following:

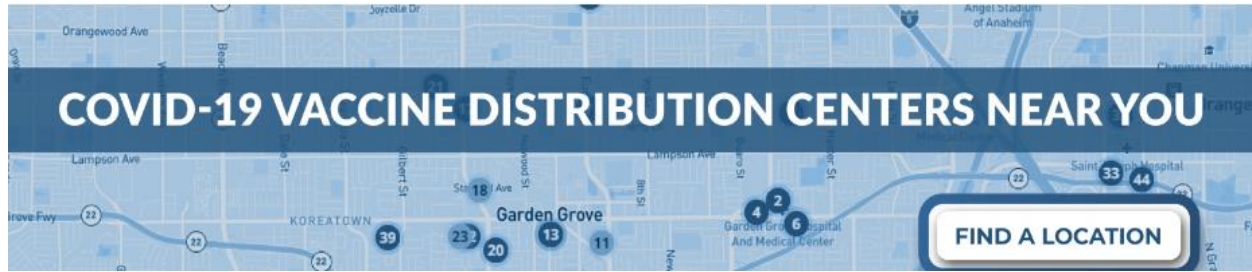
### **ECONOMIC FOCUS**

While the COVID-19 pandemic initially created unprecedented financial impacts on the City's primary revenue streams, the American Rescue Plan Act (ARPA) provided local governments much needed financial relief. Garden Grove's \$48 million ARPA allocation, combined with the reopening of California, a stronger real estate market, and continued focus on the City's key economic development projects (e.g., Garden Brook Senior Village, Pavilion Plaza West, Valley View retail improvements, and Harbor Boulevard hotels), put the City on a solid path of economic recovery.

The enhanced financial position has allowed the City to rebuild critical services, protect reserves, and fund several much needed programs and projects. Of particular note, was the implementation of a pavement management acceleration program, allocation of funding for the City to acquire a navigation center to effectively address increased homelessness, and initial funding for the public facilities/infrastructure improvement project, which will focus on the public safety building and civic center.



## **COVID-19 RESPONSE AND RECOVERY**



The City Manager's Office, in collaboration with all City departments, continued to maintain local emergency operations, promote vaccinations, distribute information and administer a variety of local, state and federal grant and loan programs to facilitate further reopening of our local economy, protect public health, and meet community needs. Among these efforts were administration of the Jobs 1<sup>st</sup>, Micro Business Relief and Mainstream and Emergency Housing Voucher grant programs.

### **FY 2021-22 ACTION PLAN**

The City Manager's Office oversaw implementation of the FY 2021-22 Action Plan to achieve the City Council's priorities. Among the significant accomplishments were:

#### **Economic Development**

- West Grove Center – Phase 2 broke ground with continued work on the bowling alley, restaurants, and completion of the drive-thru Starbucks

- Pavilion Plaza West continued development with the opening of the Sprouts Farmers Market, Habit Burger, Jersey Mike's, MattressFirm, and Crimson Coward

- New businesses opened: Rally's Burger, Raising Cane's, Phuc Long Coffee & Tea, Aum Beer House

- Construction progressed on Garden Brook Senior Village (former Galleria), Home2 Suites, and Cottage Industries Farm Block

- The Medal of Honor Bike and Pedestrian Trail grant administration was completed

- New art installations were completed: Red Car mural on the Pacific Electric Right-of-Way,

utility box paintings on Garden Grove Boulevard and Lampson Avenue, and wall mural on the new Stuart Drive permanent supportive housing project





- Conducted 2022 Re: Imagine Open Streets event bringing 35,000 residents and visitors to Garden Grove

### Public Safety

- Implemented the Civic Center Community Engagement Plan to gather input on GGPD facility improvements
- Completed construction of the City Hall security enhancement project
- Maintained the Measure O Public Safety Staffing Plan
- Implemented and refined the Mobile Mental Health Response Program in partnership with Be Well OC
- Updated the City's Emergency Operations and Continuity of Operations Plans and implemented employee training
- Continued the Emergency Operation Center response to the COVID-19 pandemic

### Community Engagement/Outreach

- Disseminated important City information via all City communication mediums
- Promoted resources to help businesses affected by COVID-19
- Continued to promote Citywide vaccine distribution events
- Promoted community participation in the Housing Element Update, Redistricting Process, and meetings to address homelessness
- Promoted City job opportunities, programs, and news through use of customized multilingual media



### JOBS 1<sup>st</sup> Program Guidelines

### Financial Sustainability

- Implemented the FY 2021-22 & 2022-23 budget
- Developed and implemented an infrastructure funding policy that includes increased funding for street maintenance
- Established a Capital Assets Renewal and Replacement Reserves policy
- Completed Phase II (HR/Payroll) of the new enterprise resource system (ERP) implementation
- Received and programmed \$48 million American Rescue Plan Act allocation for critical services and needed street and facility infrastructure improvements
- Utilized Coronavirus Aid, Relief, and Economic Security Act allocations to address community and business impacts



## Effective, Transparent Government

- Received \$6 million in Prop 68 Park Bond grant funds to revitalize and expand Woodbury Park
- Received \$1 million grant award for park improvements at Jardin de los ninos, Haster Basin, and West Haven parks
- Implemented a network security plan

## Other Community Issues

- Completed a comprehensive 5-Year Strategic Plan to address homelessness
- Implemented a citywide Community Cleanup Day program
- Completed construction of two PFAS water filtration systems at West Haven park and Haster Basin Well 30
- Continued implementation of the pavement management acceleration program
- Replaced street signs in poor condition
- Enhanced the graffiti removal program with additional funding and color matching
- Implemented a more robust traffic and parking enforcement program

## REDISTRICTING

Every ten years, local governments use new census data to redraw their district lines to reflect how local populations have changed. The resulting city council district boundaries must be balanced in population in accordance with local, state, and federal rules. This process, called redistricting, is important in ensuring that each city council member represents approximately the same number of constituents.

Following a comprehensive community engagement process that included a community meeting and three public hearings, Ordinance No. 2932 was adopted in March 2022, keeping the same District Map #1 that was adopted in 2016.



EVENT	DATE & TIME & LOCATION
<b>PUBLIC WORKSHOP</b> Communities of Interest	Saturday, January 29, 2022; 10:00 a.m. to 12:00 p.m. "A" Room & Zoom
<b>PUBLIC HEARING</b> Presentation of Community Input and District Alternatives, City Council Consideration and Direction Regarding Draft Map	Tuesday, February 8, 2022; 7:00 p.m. City Council Chamber & Zoom
<b>PUBLIC HEARING</b> Public Input on Draft Map	Tuesday, February 22, 2022; 7:00 p.m. City Council Chamber & Zoom
<b>PUBLIC HEARING</b> Presentation of Proposed Ordinance and City Council Member District Boundaries Map and City Council Action First Reading	Tuesday, March 8, 2022; 7:00 p.m. City Council Chamber & Zoom
<b>PUBLIC MEETING</b> Second Reading of Ordinance and City Council Member District Boundaries Map	Tuesday, March 22, 2022; 7:00 p.m. City Council Chamber & Zoom

- ♀ All public hearings and public workshops will be held at the Garden Grove Community Meeting Center, located at 11300 Stanford Avenue and via Zoom.
- 🗣️ Spanish and Vietnamese translators will be available for all public hearings and the public workshop. Translators for Chinese and Korean must be requested at least 72 hours in advance by contacting the City Clerk's Office at (714) 741-5040 or [cityclerk@ggcity.org](mailto:cityclerk@ggcity.org).
- 🔊 Any person requiring auxiliary aids and services, please contact the City Clerk's Office at least 72 hours prior to the meeting.
- 📍 [ggcity.org/redistricting](http://ggcity.org/redistricting)



## CITY HALL SECURITY ENHANCEMENT

In 2017, the Orange County Intelligence Assessment Center conducted a Vulnerability Assessment of City Hall. The vulnerability assessment identified several areas for improvement, including a number of security deficiencies within the existing City Hall facility. Based on the assessment findings, the City requested proposals to secure conceptual designs for City Hall Security Enhancements. Dewberry Architects, Inc. was subsequently hired to complete a comprehensive security redesign of City Hall.

In October 2021, the City issued an invitation for bids to identify a construction firm to implement the security design upgrades produced by Dewberry Architects, Inc. In December 2021, the City awarded a contract to Thomco Construction, Inc. to complete the City Hall Security Enhancement project. Construction on the City Hall Security Enhancement project began in February 2022 and was completed on time and on budget in October 2022. The newly renovated City Hall lobby is now open.

### **OFFICE OF THE CITY CLERK**

The Office of the City Clerk records and preserves the legislative actions of the City; facilitates municipal elections upholding the democratic process; promotes transparency through access to public records; and ensures compliance with the Brown Act, the Public Records Act, and the Political Reform Act.

Achievements specific to this function included:



- As the Elections Official, and per the California Elections Code, coordinated with the County Registrar of Voter for the November 2022 Election, with nomination forms and election documents for one Mayoral Candidate, two Council Member Candidates for District 1, five Council Member Candidates for District 3, and three Council Member Candidates for District 4.
- Continued to enhance transparency and provide online public access to committee filings and annual conflict of interest filings in compliance with the Political Reform Act.
- In adherence to the Public Records Act, coordinated public records request responses averaging between 75 and 80 per month.
- Supported City departments in adhering to the City's retention schedule for records storage and destruction.
- Continued to provide organizational efficiency, public access, and internal support by using an electronic agenda management system for publishing City Council agendas and reports in compliance with Brown Act requirements.
- Updated the Municipal Code as enacted by the City Council ensuring timely online access.
- Continued as a resource to the City's Commission recording secretaries and coordinator for Commission applications.
- Continued to partner with the County to provide Government to Government (G2G) access for the recordation of certain documents and implement voting centers and ballot box locations for the November 2022 election.





## **HOUSING AUTHORITY**

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



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

■ In FY 2019-20, the Housing Authority scored 100 percent and earned the designation of “High-Performance Agency” from the Department of Housing and Urban Development. Due to the COVID-19 pandemic, HUD waived the SEMAP scoring for FY 2021-22.

### **Housing Authority Rental Vouchers**

■ Staff assisted approximately 2,240 low-income households through the Section 8 Rental Assistance Program.

■ Over 400 applicants from the waiting 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 310 tenants from other jurisdictions, primarily Santa Ana, were administered through the Portability program. By fully administering tenants through the Portability program, the Housing Authority earns approximately \$25,000 a month in administration fees.

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

■ 297 initial inspections and 2,187 annual inspections were conducted to ensure that subsidized units meet Housing Quality Standards and Building and Safety Codes. 1,731 re-inspections were conducted on units that failed their first inspection.

### **Housing CARES Funds to Respond to the Coronavirus**

■ The Coronavirus Aid, Relief, and Economic Security (CARES) Act allowed HUD to allocate additional vouchers to housing authorities to help them prevent, prepare for, and respond to the pandemic. As a result, Garden Grove Housing Authority received 75 Mainstream vouchers with the initial annual budget authority of \$1,125,000 to cover Housing Assistance Payments



(HAP) plus additional administrative fees upon units leased. Mainstream vouchers are to assist non-elderly disabled families between the ages of 18 to 61. In addition to assisting Mainstream qualified applicants from the current waiting list, the Housing Authority set aside 30 Mainstream vouchers to provide for homeless individuals and families. Eight of the 30 vouchers were successfully converted to project-based vouchers for the Stuart Drive permanent supportive housing project, while the remaining 22 are being matched to homeless households through referrals. All referrals are from the City’s network of non-profit service providers, who also provide ongoing

case management and housing sustainability services to participating households for a period of 6-12 months after the initial lease up. To date, the housing authority has successfully leased up 55 families with Mainstream vouchers.

### **Emergency Housing Vouchers**

■ In May 2021, the Housing Authority was awarded with 117 Emergency Housing Vouchers (EHVs) and funding from HUD, as authorized by the American Rescue Plan Act of 2021. The EHVs are provided to help assist individuals and families who are (1) homeless, (2) at risk of homelessness, (3) fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking, or (4) recently homeless. The initial award amount is \$1,744,368 with the effective date July 1, 2021. To ensure that the EHVs assist families who are most in need, the Housing Authority will work with community partners to determine the best use and targeting for the vouchers along with other resources available in the community. To date, the Housing Authority has successfully leased up 90 families with EHV vouchers.

### **OFFICE OF COMMUNITY RELATIONS**

The Office of Community Relations (OCR) serves as the City’s Public Information Office, disseminating official City news and information to English and multi-ethnic media while maintaining sound relationships with the local and regional press. The Office of Community Relations provides consistent and transparent communication with the community through several City mediums that includes the Emmy Award-winning Garden Grove TV3 (GGTV3). The office also serves as the City’s marketing and public relations center, undertaking numerous promotional campaigns for City programs, services, developments, honors, and events that heighten Garden Grove’s image locally, regionally, and internationally. The office participates in a number of City and non-City events to connect directly with the community.

During the year, the office produced and distributed 121 City press releases, many of which were translated into Vietnamese, Spanish, and Korean; disseminated information through City mediums from external agencies such as the County of Orange, the Orange County Mosquito and Vector Control District, and Republic Services; published seven CityWorks water bill newsletters (monthly and bi-monthly), three Connections PR pieces, and six bi-monthly Vietnamese newsletters; and placed over 80 promotional ads in print and digital publications, websites, and social and outdoor media.

Major press announcements included: Re:Imagine Garden Grove Open Streets; Foods of Garden Grove; Be Well OC in Garden Grove; Community Cleanup Days; Garden Grove Gems; Civic Center Engagement; PFAS Treatment Facilities; and Stage 2 Water Alert/Drought Regulations.

The latter part of Fiscal Year 2021/2022 marked the return of many City programs and events that had



been shuttered during the height of the coronavirus. One of OCR's largest promotional campaigns in 2022 for a returning event was done for Re:Imagine Garden Grove Open Streets, that maximized a \$35,000 promotional budget on primarily digital mediums.

In May 2022, OCR hosted a new event, Garden Grove Strong Heroes' Reception, to honor community heroes for their selfless acts of service during the pandemic. [www.ggcity.org/ggstrong](http://www.ggcity.org/ggstrong)



In June 2022, the division welcomed the return of the annual Garden Grove College Graduates' Reception as an in-person event, awarding nearly \$5,000 in sponsored cash and prizes to over 40 local graduates. [www.ggcity.org/2022-grads-photos](http://www.ggcity.org/2022-grads-photos)



Also in June, OCR and GGTV3 once again presented the mayor's State of the City address before a live audience. The program highlighted the City's efforts to ensure the physical, mental, and emotional wellbeing of the community, with a special finale featuring the Garden Grove Police Department's support canines, Misha and Nellie. [www.ggcity.org/news/state-of-the-city-2022](http://www.ggcity.org/news/state-of-the-city-2022)

Social media continued to provide the City's most extensive and immediate audience reach and engagement. Fiscal Year 2021/2022 upheld a continuing growth trend for all platforms, particularly for NextDoor which gained over 2,400 new members in only its second year. In July 2021, the office introduced the Office of Economic Development's new Foods of Garden Grove program, highlighted by the creation of the City's first



TikTok account, expanding social media’s informational role into an entertainment forum appealing to popular audiences.



Other promotional/informational efforts undertaken by the Office of Community Relations included:

- Buy in Garden Grove; Black Friday Goes BiGG
- City Service Changes
- Community Services Grants, Programs, Events, and Recruitment
- COVID-19 Updates
- Economic Development Projects
- Garden Grove CERT
- GGPD Call to Duty Memorial
- GGPD Recruitment
- Homelessness Programs
- New Business Openings
- Re-districting
- Republic Services Workers’ Strike
- Vietnamese Outreach/TV Talk Shows
- West Nile Virus



### **Garden Grove TV3 (GGTV3)**

Garden Grove TV3 is evolving with the times and latest technology. GGTV3 is producing more live events and promotions as well as short-form “Reels” on social media platforms, expanding their reach to include younger audiences. The division works closely with the Community Relations team to inform, educate, and entertain residents, businesses, and visitors, while spreading positive Garden Grove messages locally and worldwide. The GGTV3 team programs and manages the City’s Government Access Channel 3 on Spectrum Cable,

which is streamed live and accessible from the City’s website. The programming is also carried on AT&T and shared with the City of Orange as well as Little Saigon Television.

Emmy Award-winning GGTV3 supports City departments with promotional and informational videos, produces public service announcements and news stories, and provides live as well as recorded coverage of Garden Grove City Council meetings. The staff manages the Garden Grove TV3 YouTube Channel featuring hundreds of positive local stories and videos.



The channel, [www.youtube.com/gardengrovetv3](http://www.youtube.com/gardengrovetv3), averages nearly 8,000 views and over 160 hours of watch time per month. It has close to 4,000 subscribers and 4.1 million total views.

GGTV3 embraced COVID-19 restrictions as an opportunity to adjust workflows and continue providing crucial support, then pivoted to promote and cover in-person events as restrictions were relaxed.

GGTV3 also managed the upgrade of City Council Chamber video equipment from standard definition (SD) to high definition (HD), including complete retooling of the TV control room and programming server.

Productions during the last fiscal year included:

- Community Clean-up Day Story
- Ensuring Water Quality in Garden Grove
- Garden Grove Gems Home Beautification
- Garden Grove High School 100 Years Story

- Garden Grove Open Streets Promotion & Story
- Garden Grove State of the City
- Headlines With Mayor Steve Jones
- Live & Recorded Coverage of Garden Grove Strawberry Festival Parade
- Live Coverage of Garden Grove Police Memorial
- Livestreaming of Lt. John Reynolds Memorial
- National Night Out Reel

Garden Grove TV3 received four national awards and two regional awards for programming excellence:

#### NATO Awards (National)

Award of Excellence (1<sup>st</sup>): Garden Grove Asks You to Drive Sober and Save Lives (<https://www.youtube.com/watch?v=EnL9quEc7gc>)

Award of Honor : Think BIGG - Buy in Garden Grove (<https://youtu.be/rOTnzDSZ-Ks>)

Award of Honor: Garden Grove's National Night Out (<https://youtu.be/C65wm6mKqvY>)

Award of Honor: Garden Grove TV3 Special News Report: COVID-19 Testing in Orange County ([https://youtu.be/JyTqe\\_HvRHA](https://youtu.be/JyTqe_HvRHA))

#### SCAN NATO Star Awards (Regional)

1<sup>st</sup> Place: Garden Grove Animal Care Serving You (<https://youtu.be/O5LuiahAmww>)

1<sup>st</sup> Place: Think BIGG - Buy in Garden Grove (<https://youtu.be/rOTnzDSZ-Ks>)



# FINANCE DEPARTMENT

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

The Finance Department carries a fiduciary responsibility to manage public funds in the most responsible manner. The department is comprised of 33 full-time and three part-time employees, covering citywide financial activities in six functional areas – Budget, Fiscal Services, Purchasing, Revenue, and Risk Management. The Finance Department serves our community as well as other City departments by providing the following services: budget development, cash and investment management, municipal procurement, grant management, debt administration, financial reporting and auditing, risk management, and fiscal transaction processing such as accounts receivable, accounts payable, business license, payroll, and utility billing.

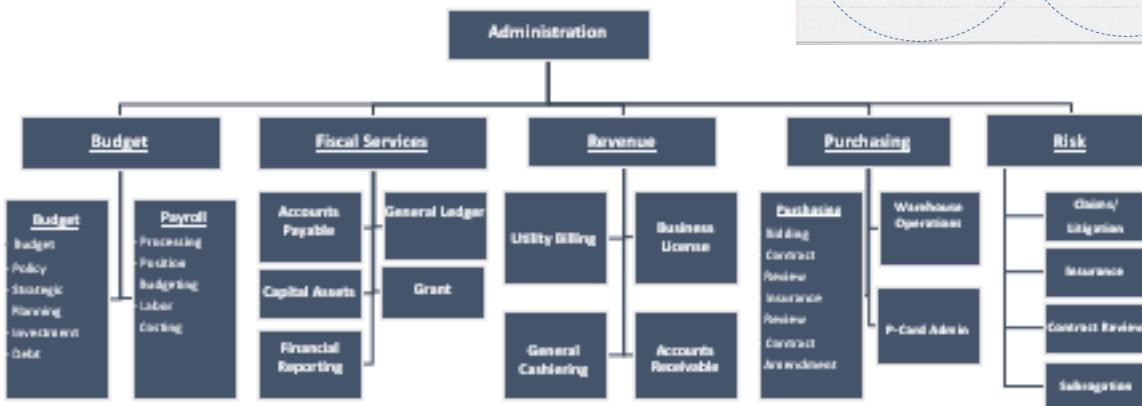
The significant achievements for the Finance Department for FY 2021-22 included the following:



- Successfully completed the implementation of the Finance Enterprise’s Payroll module on January 1, 2022. System went live on time, under budget.

- Completed a two-day team building event and a department-wide in-depth SWOT analysis on team culture, morale, performance and department capacity.
- Restructured the department to allow better operational efficiency. Eight new employees were hired and 6 team members were promoted.

## Finance Dept. SWOT Analysis...







**ANNUAL COMPREHENSIVE FINANCIAL REPORT**  
**JULY 1, 2020 - JUNE 30, 2021**

- Received an unmodified opinion from its independent auditor, Davis Farr LLP for the financial statements prepared for fiscal year ended June 30, 2021.
- Successfully submitted the City’s Fiscal Year 2020-2021 Annual Comprehensive Financial Report to the Government Finance Officer’s Association for Certificate of Achievement for Excellence in Financial Reporting.
- Conducted two Committee for Operations and Organizational Policy meetings, and facilitated the revisions of Administrative Regulations 2.1, Telephone Extension Assignments and Equipment Repair, and Park Rules and Regulations.
- Successfully completed the renewal of the City’s insurance policies to ensure uninterrupted coverage on property, liability, and worker’s compensation.

- Amended Fiscal Year 2022 – 2023 budget to include several new initiatives, such as:
  - Funding for a navigation center in an effort to end homelessness in the City;
  - Establishing a Buildings and Structures internal service fund to create a funding mechanism for repairs and replacement of the City’s existing capital assets; and
  - Increasing General Fund Stability Reserves level.



- Implemented the Capital Replacement Reserve Policy. This is a sub-policy under the umbrella of the Infrastructure Funding Policy adopted by the City Council in 2021. The new policy is designed to support proactive financial management of Citywide assets by committing resources and promoting long-range planning.



# INFORMATION TECHNOLOGY

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

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

The significant achievements for the Information Technology Department for FY 2021-22 included the following:

## **POLICIES / PROCEDURES / PLANNING**

- Updated Cyber Incident Response Plan
- Updated Administrative Regulation 2.1 Telephone Extension Assignments and Equipment Repair

## **SYSTEMS / PC TECHNICAL SUPPORT**

- Desktop and Workstation Replacement Program
- Replaced Email Filtering and Sending Gateways
- Mobile Device Management
- Implemented Payroll and Open Enrollment in Finance Enterprise (ERP)
- Updated Timesheet Enterprise to work with the new Payroll system
- Integrated 1,800 new sewer videos into GIS system
- Upgraded Assetworks system
- Upgraded Housing Pro system
- System and hardware updates to support electronic plan checking
- Backup system updates
- Expanded cloud file storage and backups
- Upgraded WiFi / public network
- New cloud-based backup for all critical servers

- New jail video system
- Water customer service application
- Planning department customer portal page
- Enterprise wiki for IT
- Enterprise password management system for IT
- MFA for critical email accounts
- Updated Council Meetings streaming and recording to HD
- ERP Benefits data conversion
- ERP integration with Housing
- 2022 Open Streets Site
- End Homelessness Portal
- Information Technology Internship Program in Collaboration with Coastline Community College
- Replaced and updated directory and database servers

### **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:**

- Compiled Amended Budget Book
- Maintenance of City Telephone Directory & updates to Online Directory
- Creation of electronic forms and paper forms
- Assembling of news stories/press releases for the Manager's Memo
- Formatting of manuals for various departments
- Maintained and updated all City mailing lists

#### **Artwork:**

- Open Streets Marketing including Online Ad's and Posters
- Garden Grove GEMS Rebrand
- Homeless Navigation Center Marketing Materials and Posters
- Triannual Parks and Recreation Guides
- Recreation Center banners

- PDAOC Program and Schedule of Events
- CityWorks publication
- City calendars
- Various water bill inserts
- Employee Service Awards
- College Graduates' Reception
- Community Services Volunteer Recognition Dinner
- Winter in the Grove/Jack-O-Lantern Jamboree/Eggscavation
- Senior Center City events
- State of the City of Garden Grove Program
- Certificates/Proclamations/Recognitions
- Citizen Academy
- The Great Shakeout
- Housing Element
- Outdoor Movie Series posters and flyers

#### **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, 2021, to June 30, 2022, this division produced:

- 335,964 color photocopies
- 781,002 black and white photocopies

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

- Sort and deliver incoming mail
- Weigh and meter outgoing mail
- Various folding and envelope stuffing jobs
- Produced copies of Council packets prior to meetings
- Various print jobs on black/white and color copiers
- Binding, hole punching, and production of tabs for large documents
- Maintenance of all City copiers
- Bulk scanning for Finance Department

- Print, fold, and stuff business license renewals and notices
- Fold and stuff monthly housing checks
- Print and bind booklets for the Gem Theater
- Print and fold brochures
- Produce bound copies of the City Budget book
- Create various sizes of City calendars
- Create various NCR forms for PD and Housing

## HUMAN RESOURCES

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

The significant achievements for the Human Resources Department for FY 2021-22 included the following:

- Negotiated Memorandums of Understanding with Police Officers Association, Police Management, and Orange County Employees' Association and League groups.
- Responded and adjusted to new and changing guidelines and requirements relative to the 2020 pandemic, including the 2022 Supplemental Paid Sick Leave (SPSL) program, and COVID-19 exposure and contact tracing protocols.
- Conducted contact tracing for 155 COVID-19 positive employees, including monitoring sick leave usage; notified an additional 94 employees and their Union representative as required by Cal/OSHA for close contact protocols; monitored another 105 employees that were experiencing COVID-19 symptoms but tested negative. Individually counseled all 354 employees on their return to work protocol.
- Administered 82 recruitments for all City departments, including 34 Police Department recruitments.
- Processed a total of 24 volunteers for the Office of the City Manager, Community Services, Community and Economic Development, Information Technology, and Police departments.
- Assessed and designed modifications to current Human Resources and Payroll processes and procedures to configure the HR/Payroll module of new ERP system.
- Created instructional manual and video tutorial to assist eligible employees with the navigation of the new ERP system.
- Implemented eSkill to administer remote multiple choice, MS Office, typing, and performance examinations for recruitments.
- Improved processes and efficiency for on-boarding with a transition to online hiring decision forms and eligibility lists through NEOGOV.

- Created new classification of Emergency Operations Manager.
- Managed the Worker’s Compensation process for 81 employee injuries.
- Processed 534 benefit elections during Open Enrollment through CalPERS, Delta Dental, Vision Service Plan, Lincoln Financial, and The Standard.
- Received highest rating of 100% accurate and compliant for Public Employees’ Retirement System Audit, Parent-Child Relationship Review.
- Completed annual reporting to Cal/OSHA.
- Completed annual reporting to Office of Self Insurance Plans with new reporting requirements.
- Assured that the City was 100% compliant with ACA/PERS requirements of member information and submittal; continued implementation of necessary changes for Affordable Care Act compliance.
- Completed GASB 68 and GASB 75 records testing with auditors and verified PERS retirement data was 100% complete and accurate.

## **Human Resources Fast Facts**

<b>Category</b>	<b>FY 21/22</b>	<b>FY 20/21</b>	<b>FY 19/20</b>	<b>FY 18/19</b>	<b>FY 17/18</b>
New Hires	89	35	49	103	94
Promotions	67	33	51	90	54
Reclassifications	12	3	3	0	5
Voluntary Demotion	0	1	0	0	0
Resignations	43	11	12	20	21
Retirements	18	5	7	64	24
Dismissal/No Pass Probation	1	3	1	1	1
End Temporary Employment	20	35	53	46	52