

# CITY OF GARDEN GROVE QUARTERLY REPORT

# Q4

OCTOBER -  
DECEMBER  
2023



**GARDEN GROVE**

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# Table of Contents

Report Overview .....	3
City Manager’s Office Highlights .....	4
Investment Toward Infrastructure .....	5
Encourage Economic Development .....	10
Public Safety .....	13
Address Homelessness .....	15
Promote Community Code Compliance.....	17
Maintain Fiscal Health .....	18
Community Outreach .....	19
Community Events and Programs .....	21

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# Report Overview

This quarterly report provides an overview of the City's achievements during the months of October, November, and December in 2023. Our City continues to make great progress in key priority areas established by the City Council. These priorities encompass a focus on infrastructure, economic development, public safety, homelessness, code enforcement, and celebration of our community's cultural diversity. Our dedicated staff and community partners have worked hard to ensure that Garden Grove remains a great place to live, work, and play. We take pride in the notable progress achieved in the previous quarter and remain steadfast in our commitment to serving the needs of our community with excellence and integrity. Thank you for your support and trust in the City of Garden Grove!

## Matters Before The Council

Below are highlights from the City Council meetings during the months of October, November, and December.

October 10, 2023 – The City Council recognized Joe Hammer and Andrea Perez for being named the 2023-2024 Garden Grove Chamber of Commerce Man and Woman of the Year.

October 10, 2023 – The City Council received an update on the Comprehensive Strategic Plan to Address Homelessness for FY2021-22 and FY2022-23.

October 24, 2023 – The City Council adopted ordinance No. 2943 approving zoning map amendment No. A-037-2023 to implement updates to the adopted 2021-2029 Housing Element.

November 14, 2023 – The City Council approved an amendment to the restated agreement with AAA Oil, Inc. dba California Fuels and Lubricants.

November 28, 2023 – The City Council adopted ordinance No. 2945 amending chapter 6.44 of title 6 of the Garden Grove Municipal Code pertaining to regulation of the sale of tobacco products.

December 12, 2023 – The City Council approved an amendment to the cooperative agreement with Caltrans and awarded a construction contract to Quality Fence Co. for the Caltrans Fencing Improvement Project.

December 12, 2023 – The City Council adopted ordinance No. 2948 amending title 14 of the Garden Grove Municipal Code relating to water rates.

# City Manager's Office Highlights

Throughout the fourth quarter of 2023, the City Manager's Office continued to provide administrative support for City Council initiatives and inquiries from the public in the following ways:

## City Council

Agenda Reports Reviewed and Processed	70
Agendas and Minutes Prepared	26
Agenda Packets Compiled	25
Public Hearing Notices Published	16
Resolutions Processed	14
Ordinances Processed	5
Proclamations Processed	5

## Council Liaison

Council Meetings and Site Visits Scheduled	20
Certificates Ordered / Delivered	158
Communications	1,484
Legislative Response Letters Drafted	2
Finance Enterprise Reconciliations	76

## Office of Community Relations

Total Translated Materials	25
- Vietnamese Translations	19
- Spanish Translations	4
- Korean Translations	2
CityWorks Publications Completed	2
Vietnamese Newsletters Published	2
Community Spotlight Scripts	6
Press Releases Issued	29
Social Media Posts	420

## City Clerk's Office / Administration

Public Records Act Requests Received	149
Average PRAs per Month	58
Average PRA Turnaround Time	6.8 days
Bid Openings Conducted	0
Agreements Processed	10
Agreements Archived	6
Claims Received	18
Summons Received	2
PAFs Processed	0

# Investment Toward Infrastructure

In line with the City Council’s priority of improving the City’s aging infrastructure, the City developed and adopted a Five-Year Capital Improvement Plan, committing nearly \$173 million in funding over the next five years to improve citywide capital infrastructure. The Capital Improvement Plan focuses on allocating resources towards the enhancement of city streets, parks, facilities and other essential infrastructure. The City has completed approximately **\$23.6 million** in CIP projects year to date.

The following major capital improvement projects were completed and are underway during Q4 2023:

## Garden Grove Boulevard Rehabilitation Project – Harbor to Fairview

**Status: 100% Complete**  
**Completed: December 2023**

**Pre-Construction**



**Post-Construction**



## Chapman Avenue Rehabilitation Project – Springdale to Western

**Status: 100% Complete**  
**Completed: December 2023**

**Pre-Construction**



**Post-Construction**



**Lampson Avenue Rehabilitation Project – Harbor to Haster**

**Status: 100% Complete  
Completed: December 2023**

**Pre-Construction**



**Post-Construction**



**Chapman Avenue Rehabilitation Project – Nelson to 9<sup>th</sup> St**

**Status: 100% Complete  
Completed: December 2023**

**Pre-Construction**



**Post-Construction**



**Mcfadden Avenue Rehabilitation Project – Ward to 600 East**

**Status: 100% Complete  
Completed: December 2023**

**Pre-Construction**



**Post-Construction**



**Hazard Avenue Rehabilitation Project – Bushard to Ward**

**Status: 100% Complete**  
**Completed: December 2023**

**Pre-Construction**



**Post-Construction**



**Mays Avenue Rehabilitation Project – Yockey to Magnolia**

**Status: 100% Complete**  
**Completed: December 2023**

**Pre-Construction**



**Post-Construction**



**Newland Street Rehabilitation Project – Trask to Garden Grove**

**Status: 100% Complete**  
**Completed: December 2023**

**Pre-Construction**



**Post-Construction**



**Acacia Neighborhood Street Improvements**

**Status: 100% Complete**  
**Completed: December 2023**



**Lampson and Lamplighter Sewer Improvement Project**

**Status: 100% Complete**  
**Completed: December 2023**



**Orangewood and Dale Water Improvement Project**

**Status: 99% Complete**  
**Completed: February 2024**





**Bicycle Corridor Improvement Project (BCIP) - \$1.42M**

The construction for the Bicycle Corridor Improvement Project (BCIP) commenced in July 2023 as part of Garden Grove’s commitment to improve active transportation by meeting community-identified goals. Spanning five (5) major corridors within the City: Brookhurst Street, West Street, Gilbert Street, Chapman Avenue, and Lampson Ave. The project is nearing completion and will deliver approximately 15 miles of infrastructure improvements which includes improved traffic safety by reducing vehicle speed in residential and school zones, adding dedicated bicycle lanes through road rebalancing, high-visibility thermoplastic striping/markings enhancements, installation of video detection/loop systems, redefined existing parking areas, addition of wayfinding signage and buffer zones to create awareness for road sharing and promote safety for pedestrians.

**Status: 99% Complete  
Completed: January 2024**



**Magnolia Park Capital Improvements - \$557,940**

**Status: 15% Complete  
Anticipated Completion: February 2024**



# Encourage Economic Development

## Community Engagement and Outreach

The Office of Economic Development (OED) participated in a number of community engagement events during the 4th Quarter of 2023. These events allowed OED staff to engage Garden Grove business leaders and residents within the community, and provided an opportunity for staff to share information about City programs and resources. Below is a list of community engagement events that were attended by OED staff:

- Main Street Meets Artificial Intelligence Summit
- Startup Game Changer Summit
- 2023 World Korean Business Convention
- Annual Garden Grove Adult Education Stakeholder Meeting
- Homebuyer Day 2023
- Dia de los Muertos Event
- Garden Grove Adult Education Open House
- Senior Scam Stopper Event



## Anyang City's 50th Anniversary

Garden Grove's City delegation, comprised of Garden Grove officials and Orange County partners, marked Anyang city's 50th anniversary by traveling to South Korea from September 16-23, 2023. The meaningful visit further strengthened cultural bonds and fostered goodwill between the two cities. In partnership with Visit Anaheim, the delegation also took part in various events, interviews, and symposiums to promote the Grove District as a premier tourism destination. The tourism outreach significantly enhanced the visibility of the Orange County and Garden Grove market by presenting the Grove District to over 75 Korean travel partners and key media companies.



### **Property Acquisition at 12966 Euclid Street**

In summer of 2023, the City Council approved a Purchase and Sale Agreement and opened escrow for the acquisition of the property located at 12966 Euclid Street, Garden Grove, from LT Properties, LP. The property is improved with a five-story office building containing 64,402 rental square footage and a surface parking lot containing approximately 160 parking stalls. Due diligence continued through fall culminating in the close of escrow in December of 2023. The property was acquired for the city civic center master plan.



### **Cottage Industries**

Cottage Industries has made significant progress in moving their project forward. The first phase of Cottage Industries known as the Farm Block has secured leases with several artisans and eateries including: Smoke Queens Barbeque, Blue Scoop Creamery, EcoNow, and Junbi Tea. The garden plots are actively being leased.



### **Business Retention: California Fuels and Lubricants**

The City Council approved an Amendment to the Amended and Restated Agreement for AAA Oil, Inc. dba California Fuels and Lubricants ("CFL") on November 14, 2023 that increased the sales tax base from \$200,000 to \$312,000 and modified the share of 25% to the City and 75% to CFL for all sales tax revenue above the increased base. The term of the operating covenant was extended for 20 years (from 2036 to 2056) and CFL agreed to retain its business in Garden Grove and designate Garden Grove as its point-of-sale through June 30, 2056.

# Public Safety – Police



## GGPD Calls for Service – Q4

### **Calls for Service – Phone Calls**

	<b>October</b>	<b>November</b>	<b>December</b>	<b>Q4 Total</b>
9-1-1 phone calls	5,067	4,656	4,834	14,557
Non-emergency phone calls	11,261	10,651	9,869	31,781
Total phone calls	16,328	15,307	14,703	46,338

### **Calls for Service – Dispatched**

	<b>October</b>	<b>November</b>	<b>December</b>	<b>Q4 Total</b>
Citizen Generated	4,734	4,359	4,032	13,125
Officer Generated	1,296	1,154	1,252	3,702
Total Incidents Dispatched	6,030	5,513	5,284	16,827

### **Top 5 Citizen-Generated Call Types**

	<b>October</b>	<b>November</b>	<b>December</b>	<b>Q4 Total</b>
Disturbing the Peace - Transients	671	612	529	1,812
Audible Burglary Alarms	196	229	209	634
Suspicious Person	243	214	213	670
Welfare Check	196	198	168	562
Illegal Parking	162	142	114	418

### **Response Times**

	<b>October</b>	<b>November</b>	<b>December</b>	<b>Q4 Avg</b>
Priority Calls (Average)	4m 44s	5m 04s	4m 57s	4m 55s

# Public Safety – OCFA



## OCFA Calls for Service – Q4

### **Calls for Service – Medical Aid**

	<b>October</b>	<b>November</b>	<b>December</b>	<b>Q4 Total</b>
Automatic Paramedic Alarm	15	15	18	48
Back to Bed / Lift Assist	18	8	17	43
Cardiac	95	100	108	303
Stroke	168	182	185	535
Diabetic Emergency	7	19	16	42
Respiratory	154	156	207	517
Fall / Injury / Trauma	177	145	175	497
Illness	154	151	165	470
Abdominal Pain	81	86	85	252
Seizure	34	42	40	116
Traffic Collision	106	106	93	305
Miscellaneous	174	149	156	479

### **Calls for Service – Fire**

	<b>October</b>	<b>November</b>	<b>December</b>	
Structure	8	16	18	42
Vehicle / Dumpster	3	12	9	24
Vegetation / Brush / Tree / Bush	26	33	37	96
Miscellaneous – Hazardous Condition	84	88	78	250

### **Response Times**

	<b>October</b>	<b>November</b>	<b>December</b>	<b>Q4 Avg</b>
Priority Calls (Average)	7m 5s	7m 9s	6m 52s	6m 9s

# Address Homelessness

## Central Cities Navigation Center (CCNC)

The construction for the Central Cities Navigation Center Project (CCNC) commenced in June 2023 with the goal of providing emergency housing and wrap-around services to individuals experiencing homelessness. Currently, the project is 65% complete and remains on schedule, and within budget, for an anticipated opening in June 2024. Notable construction milestones in Q4 of 2023 include the demolition phase, the completion of the SoCal Edison (SCE) design plan, the CMU wall, installation of the drywall, ceilings, and security cameras, in addition to the connection units for interior mechanical, electrical, and plumbing (MEP).



The projected scope for Q1 of 2024 will focus on utilities, including SoCal Gas and Spectrum, as well as the installation of furniture, fixtures, and equipment/security systems (FF&E). The City is currently in the process of procuring an FF&E vendor.

Collaborative efforts with the center’s operator, VOALA, will progress to monitor the completion of interior furnishings and a coordinated move-in. Staff from Garden Grove, Fountain Valley, Westminster and VOALA is actively finalizing the operations policies and procedures to ensure alignment with the County of Orange Standards of Care.

**Status: 65% Complete**  
**Anticipated Completion: June 2024**



**Comprehensive Strategic Plan to Address Homelessness (CSPA)**

On September 28, 2021, the City Council approved the final Comprehensive Strategic Plan to Address Homelessness (CSPA). This strategic plan, serving as a 5-year roadmap, highlights the City’s initiatives, accomplishments, prioritized objectives and strategic actions in addressing homelessness.

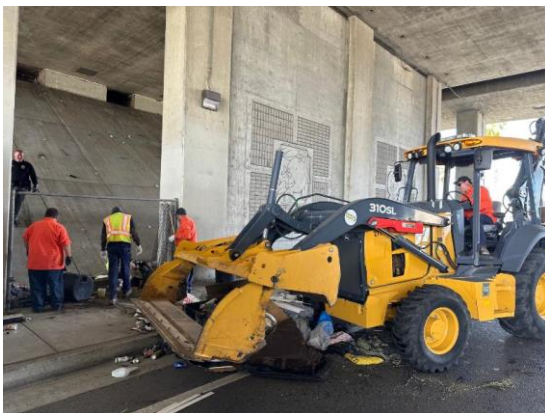
In pursuit of five (5) strategic goals, the City has achieved significant milestones. In the fiscal year 2022-23, the City provided assistance to 12,228 homeless individuals through comprehensive street outreach efforts, supportive services and housing referrals. Key program achievements include the extension of the Be Well Mobile Response Unit service agreement, the launch of the CalOptima Street Medicine Program, the partnership with Caltrans to fund the Fencing Improvement Project, and progress on the construction of the Central Cities Navigation Center (CCNC). The City also successfully assisted 15 local businesses resulting in the creation and/or retention of 47 low-income jobs through the Jobs 1<sup>st</sup> Program. The City Council approved an update to the CSPA in Q3 and will continue to update the document as needed.



**Caltrans Fencing Improvement Project (CFIP)**

In July 2022, the City recognized that approximately 70% of its unsheltered population was residing beneath the underpasses of Garden Grove (22) Freeway. The identified areas are within the Right-of-Way (ROW) sections under Caltrans jurisdiction. The GGPD, Special Resources Team (SRT) and the Public Works Department were not permitted to enforce encampment laws or implement “clean-up” efforts in these areas due to an existing MOU with the State of California. As a result, an increased rate of encampment issues continued after numerous “clean-up” efforts.

A partnership with Caltrans transpired as the City and Caltrans entered into a Cooperative Agreement and Delegated Maintenance Agreement (DMA) to actively address the homeless encampment issues within the city boundary lines. Q4 2023 efforts included procurement of a contractor and negotiations with Caltrans for additional funds as the initial funding amount was not adequate. An amendment to the Cooperative Agreement to increase funding to \$1 Million was approved by the City Council in late Fall. The construction phase will commence in February 2024 and is anticipated to be completed in 120 working days.



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# Community Code Compliance

## Code Enforcement Staffing Expansion

The City has completed the recruitment process for a Code Enforcement Supervisor and Code Enforcement Officer. The Code Enforcement Supervisor will start in January 2024, while it is anticipated that the Code Enforcement Officer will start in Spring 2024. Upon the Code Enforcement Supervisor arrival, the City's Code Enforcement volunteer program will be reinstated to assist with neighborhood outreach and case follow-up.

## Code Enforcement Statistics for Q4 2023

Code Enforcement Activity	Statistical Data
Open Cases	431
Closed Cases	335
Cases Pending Customer Requests	583
Top Commercial Cases	Commerical Graffiti
Top Residential Cases	Short-Term Rentals
Red Tagged Properties	28
Cases Referred to City Attorney	24
Reported Short-Term Rentals	39

Additional information on the City's Code Enforcement efforts is available on the City's website at [www.ggcity.org/code-enforcement](http://www.ggcity.org/code-enforcement).



# Maintain Fiscal Health

## FY 2023-24 General Fund Expenditures

The City remains committed to allocating resources to the six priorities outlined by the City Council, all the while carefully overseeing expenditures. As of November 30th, \$79.1 million of General Fund dollars had been utilized, accounting for 37% of the Revised General Fund Budget—5% below the projected target of 42%. City staff anticipates ongoing savings and projects closing the fiscal year with a budget surplus while maintaining the continued provision of programs and services that our community values.

Department	Revised		Actual		Variance		
	Budget		As of Nov 30, 2023		\$	%	
Fire <sup>1</sup>	\$	31,759,700	\$	14,200,200	\$	17,559,500	45%
Police		80,570,200		29,631,731		50,938,469	37%
City Administration		4,298,300		1,259,303		3,038,997	29%
Human Resources		2,303,500		767,725		1,535,775	33%
Finance		4,018,800		1,154,161		2,864,639	29%
Information Technology		833,000		213,527		619,473	26%
Community Development		6,825,400		2,761,926		4,063,474	40%
Community Services		6,851,700		2,045,174		4,806,526	30%
Economic Development <sup>2</sup>		38,829,200		14,715,528		24,113,672	38%
Public Works <sup>2</sup>		35,777,900		11,777,620		24,000,280	33%
Non-Departmental		2,245,000		616,031		1,628,969	27%
<b>Total</b>	<b>\$</b>	<b>214,312,700</b>	<b>\$</b>	<b>79,142,926</b>	<b>\$</b>	<b>135,169,774</b>	<b>37%</b>

1. Fire actuals include six months' worth of payments as payments to OCFA are made at the beginning of the month

2. Revised budget includes capital carryovers from previous fiscal years (Pavement Management Program & P3 Public Safety Building)

## FY 2023-24 General Fund Revenues

The City's General Fund revenues are trending as expected and staff anticipates revenues to meet and/or exceed the target projections by the end of the fiscal year.

Revenue Source	Revised		Actual		Variance		
	Revenue		As of Nov 30, 2023		\$	%	
Property Tax <sup>1</sup>	\$	60,890,200	\$	-	\$	60,890,200	0
Sales Tax <sup>2</sup>		60,307,600		15,516,403		44,791,197	26%
Hotel Visitor's Tax		25,000,000		10,056,855		14,943,145	40%
Business Tax		2,800,000		1,231,907		1,568,093	44%
Licenses & Permits		2,497,400		1,242,641		1,254,759	50%
Other General Fund Revenue		17,390,200		3,950,826		13,439,374	23%
<b>Total</b>	<b>\$</b>	<b>168,885,400</b>	<b>\$</b>	<b>31,998,632</b>	<b>\$</b>	<b>136,886,768</b>	<b>19%</b>

1. The vast majority of Property Taxes are received in the months of Dec – Jan and Mar – Apr

2. Sales Tax actuals reflect three months' worth of Sales Tax received by the City

# Community Outreach

During the final quarter of 2023, the Office of Community Relations and GGTV3 conducted numerous community engagement initiatives to inform the community on upcoming public hearings, community meetings, City projects, and events. Noteworthy engagement initiatives included promotion of the City’s Housing Element update, water rate study sessions, an Organics Recycling campaign, Woodbury Park expansion initiatives, Civic Center Revitalization project, and Central Cities Navigation Center. The Office of Community Relations also assisted in facilitating plaque dedications for Zlaket’s Market and the late Police Corporal Han Cho.

## Other major press announcements, promotional campaigns, and events included:

- ❖ Bicycle Corridor Improvement Project
- ❖ OC Connect
- ❖ Winter in the Grove
- ❖ Garden Grove Black Friday Goes BiGG
- ❖ Garden Grove Holiday Lights 2023

## Community events and commuter alerts were among the most popular posts during Q4.

1. Winter in the Grove - 58,136 Reach (Paid)
2. Winter in the Grove - 52,046 Reach (Paid)
3. SR-22 Freeway Closures - 51,155 Reach (Organic)
4. Holiday Craft Boutique - 40,661 Reach (Paid)
5. Winter in the Grove - 32,230 (Paid)

Growth continued to be seen on all platforms:



### GGTV3 Completed Productions

- Brookhurst Place Breaks Ground Story
- Garden Grove Welcomes New Director Niki Wetzel Story
- Strawberry Festival Edited Parade Coverage
- Strawberry Festival Gives Back Story
- Garden Grove Water Rate Study Story
- Winter in the Grove Edited Event Coverage



### 5 Live Events

- 4 City Council Meetings Livestreamed, Cablecast & Archived
- Winter in the Grove Event Livestream
- 3 Live Promotions
- Live Winter in the Grove Promotion
- Organics Recycling Live
- Woodbury Park Live Meeting Promotion



### 5 Additional Reels Posted

- Officer Han Cho Bridge Dedication Reel
- Unreel with Lisa Kim, National Pho Day
- 9999 Restaurant Receives Check from City Reel
- Jack O' Lantern Jamboree Reel
- Winter in the Grove Promotion Reel



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# Community Events and Programs

## **Buena Clinton Dia de los Muertos**

On **October 26, 2023** the Center hosted its annual Dia de los Muertos event. The event included a resource fair, crafts, costume and pumpkin decorating contests. Dinner was provided by Bracken's Kitchen. An awards presentation honoring Thomas House Shelter as community partner of the year, as well as recognizing outstanding youth and parent volunteers of the year. The event also included an outdoor concert featuring the "Dreaming of You," Selena tribute band. Approximately 350-400 people were in attendance.

## **Jack O' Lantern Jamboree**

Jack O' Lantern Jamboree was held on Saturday, **October 28, 2023**. The three-hour event featured a pumpkin patch, magic and reptile shows, inflatable obstacle courses for kids of all ages, glitter tattoos, carnival games, a petting zoo, and crafts. 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 1,000.

## **Thanksgiving Meals**

For over 17 years, the Orange Coast Optimist Club has partnered with the City's Family Resource Centers to provide Thanksgiving baskets for families. The OCO Club is a service group with a goal to encourage civic responsibility, cultural awareness, and youth leadership through community services. On **November 19, 2023** Magnolia Park hosted their Junior Orange County Octagons (OCO) Club to provide food baskets to both Centers, with 50 families/242 individuals served. Baskets were filled with fresh produce and non-perishable items, and frozen turkeys.

On Tuesday, **November 21, 2023** Bracken's Kitchen provided hot Thanksgiving meals and shelf stable items to 60 families and frozen meals to 27 seniors from the Buena Clinton area along with fresh farm produce.

## **Magnolia Park Family Resource Center Festive Activities**

### Trunk or Treat

The event was held on **October 20**, and included a resource fair, children's activities, games, food, and a movie "Puss and Boots, the Last Wish". This was the first time the Center featured an outdoor movie as part of this event. A total of 103 families, 397 individuals, and 227 children participated.

### Father and Child Holiday Activity

In an effort to increase father participation and engagement with FRC services and programs, the Center hosted a holiday just for dads and their children on Thursday, **December 7th**. Participants came together to play fun holiday games and decorate gingerbread houses.

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

### Halloween Dance

Participants enjoyed a Halloween Dance on **October 27th**. The event included an evening of music, dinner, photo booth, raffles, and a costume contest.

### Thanksgiving Celebration

Over 90 participant enjoyed live music, raffles, and a turkey dinner with all the fixings, provided by Bracken's Kitchen.

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### Tree Trimming Party

On **December 5**, the day was filled with holiday cheer! Participants enjoyed a holiday breakfast provided by Bracken's Kitchen, hot chocolate, Christmas music, holiday trivia, and helped decorate the Center's Christmas tree.

### Holiday Lights Cruise

On **December 20**, participants enjoyed an evening cruise at the Newport Harbor to see all the beautiful Christmas lights.

### **Garden Grove Holiday Drive**

This year commemorates the 25th annual Holiday Drive (formerly known as adopt-a-family). This year, the Holiday Drive incorporated the H. Louis Lake Senior Center. This annual drive encourages the community, local businesses, non-profits and service clubs to donate. The Rotary Club of Garden Grove provided a large donation in the amount of \$2,600.00 as part of a grant they received from Rotary International. The goal is to provide gifts to approximately 800-1,000 low income seniors and children in Garden Grove.

### **Winter in the Grove**

This Christmas-themed event held on **December 2, 2023** at Village Green Park continues to be wildly popular, attracting a record crowd of nearly 10,000 guests. The event once again featured nine snow hills crafted from 50 tons of snow for sledding by all ages; letters to Santa and free kids holiday crafts; the lighting of the 24-foot community holiday tree by the City Council; performances from local dance groups and school choirs; and the arrival of Santa and Mrs. Claus, via an OCFA engine. The Crafters Fair was once again successful, with 40 crafter booths offering holiday gifts for sale. New this year, was GGTV3 live streaming the event, so all those who couldn't make it in person were still able enjoy the festivities from home or on their mobile device. Local non-profits and athletic booster clubs offered food for sale as a fundraiser. Lastly our local public service agencies such as OCFA, CERT, GGPD, the Civic Center Revitalization Project and OC Connect offered free, holiday-themed giveaways and gathered vital data for the future of Garden Grove.

