



BROOKHURST PLACE PHASE 2

CITY OF GARDEN GROVE PERFORMANCE REPORT

FISCAL YEAR JULY 1, 2022 - JUNE 30, 2023



CENTRAL CITIES NAVIGATION CENTER

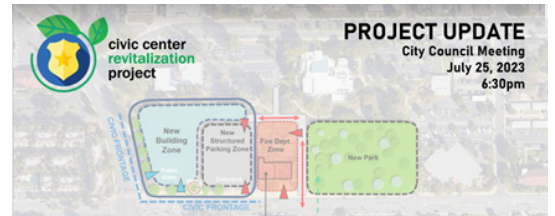
NAVIGATION CENTER



GGPD OUTREACH

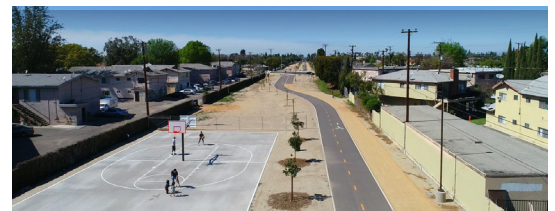


PARK IMPROVEMENTS



PROJECT UPDATE
City Council Meeting
July 25, 2023
6:30pm

CIVIC CENTER REVITALIZATION



BIKE TRAIL



CITY'S 67th BIRTHDAY



CITY OF GARDEN GROVE

Steve Jones
Mayor

Cindy Ngoc Tran
Mayor Pro Tem - District 3

George S. Brietigam
Council Member - District 1

John R. O'Neill
Council Member - District 2

Joe DoVinh
Council Member - District 4

Stephanie Klopfenstein
Council Member - District 5

Kim B. Nguyen-Penalosa
Council Member - District 6

December 20, 2023

Honorable Mayor and City Council Members:

I am pleased to present the City of Garden Grove's Fiscal Year (FY) 2022-23 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 2022-23 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.

In the aftermath of the COVID-19 pandemic, the City of Garden Grove has continued down a solid path of economic recovery. Since the reopening of California in 2021, the City's local economy has rebounded resiliently with record high transient occupancy tax (TOT) revenues achieved in several months and total TOT for FY 2022-23 coming in at \$28,003,505, almost \$6 million over anticipated revenues.

The City has capitalized on its enhanced financial position to further economic development, rebuild critical services, protect reserves, and fund much needed programs and projects. Key economic development projects for FY 2022-23 included the Garden Brook Senior Village which includes 394 senior living units, Harbor Boulevard Home2 Suites hotel project, Cottage Industries Phase 1 Farm Block, West Grove Center's Drive-Thru Starbucks, Pavilion Plaza West (Mattress Firm, Habit Burger, Crimson Coward, Jersey Mikes, Ulta Beauty, and Moge Tea), and Brookhurst Place Phase 2. In FY 2022-23, the City also saw significant progress on infrastructure improvements under the Pavement Management Acceleration program, began construction of the Central Cities Navigation Center in its efforts to address homelessness, and advanced the Civic Center Revitalization project, which will focus on the new public safety building and civic center.

In the Police Department, recruitment and training continued to remain a top priority. Fourteen new police officers, seven police cadets, and one community service officer were added to the department. As a result of these efforts, GGPD's sworn authorized strength increased to 183 officers. Additional achievements included implementation of the County's first street medicine program through a collaborative effort with the City's Special Resources Team (SRT) and CalOptima. The new Healthcare in Action (HIA) program delivers comprehensive health care to individuals experiencing homelessness through delivery of medical services and case management. The Canine Support Team, within the School Resource Officers, also welcomed a third member to the unit, K-9 Heart. Heart joins Misha and Nellie in patrolling the Garden Grove Unified schools and providing social-emotional wellness.

In the Public Works Department, the Pavement Management Acceleration program saw significant progress with the completion of the Garden Grove Boulevard and Chapman Avenue rehabilitation projects. The Garden Grove Boulevard and Chapman Avenue projects repaved Garden Grove Boulevard from Harbor Boulevard to Fairview Street and Chapman Avenue from Springdale Street to Western Avenue, respectively. Garden Grove's PFAS treatment project, in collaboration with OCWD, made considerable advancements in FY 2022-23. Three additional PFAS treatment plants were completed and opened for operation at Haster/Lampson Well 29, Haster/Chapman Well 30, and Lampson/9th Well 31.

Throughout the year, the Community Services Department provided Garden Grove residents with over 292 wonderful recreation classes and programs including, ballet, volleyball, line dance, tennis, multi-sports, martial arts, dog obedience, summer concerts, movies in the park and special holiday events. New classes offered included Pickleball for youth & adults, cookie decorating, and Fit for Moms Stroller Strides. The department also advanced capital improvement projects at several City parks with contracts awarded for the Woodbury Park Expansion and Revitalization project and Magnolia Park Capital Improvement project.

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,

A handwritten signature in blue ink, appearing to read 'Lisa Kim', with a long horizontal flourish extending to the right.

Lisa Kim
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) 2022 – 2023, and various photographs, charts, and graphics highlighting items of particular interest.

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PART I

DIRECT SERVICES

POLICE DEPARTMENT



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

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

The Department consists of three Bureaus: Community Policing Bureau, Support Services Bureau, and Administrative Services Bureau. The significant achievements of FY 2022-2023 for the Police Department included the following:

POLICE DEPARTMENT RECRUITMENT AND TRAINING

The Department's sworn authorized strength is 183 officers. During FY 2022-2023, GGPD was able to operate at a staffing level of approximately 97%. With a recruiting plan that involved community outreach, social media, word-of-mouth, and other creative methods, we were able to hire fourteen (14) new officers. In efforts to meet the needs of our community, three (3) of our newly-hired officers were Asian-American and four (4) were females. The Department also focused on our "farm" system which concentrates on mentoring police cadets and preparing them for careers in law enforcement. Two (2) of GGPD's officers that were hired during FY 2022-2023 were former police cadets. We also hired seven (7) new police cadets and one (1) Community Service Officer.



Training is an integral component to the success of the Garden Grove Police 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 2022-2023, GGPD employees received the following training:

- Vehicle Pursuit Policy update
- Mental Illness Training
- First Aid / CPR / AED
- Driver Training
- CLETS (California Law Enforcement Telecommunications System) Test
- Blood borne Pathogens
- Ethics Training
- Active Shooter
- Mobile Field Force

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:

Community Policing Bureau

Beat 1-1 patrol officers initiated a Crime Triangle in August 2022 to combat criminal activity occurring in the area of Beach Boulevard and Garden Grove Boulevard. The patrol officers coordinated multiple directed enforcement operations in which they partnered with CIU, GSU and SRT for a zero tolerance approach to crime. Officers also utilized their unstructured time during their patrol shifts to conduct focused enforcement of the area. These efforts have resulted in a myriad of arrests, forty-six of which were felonies, and numerous citations were issued to address the traffic and parking issues plaguing the area.

Arrests: 228 (182 Misdemeanor/46 Felony)

CVC Citations: 45

Parking Citations: 74

Public Works’ graffiti cleanup team was contacted and the graffiti within the area of the Crime Triangle was removed. A request was submitted to Public Works to replace damaged signage in the area and to repaint the red curb along Coast Street.

The officers have also partnered with community stakeholders to address the quality of life issues. The following is a list of the coordinated efforts between the officers and the community and any suggested improvements that were enacted to reduce criminal activity:

- 8132 Garden Grove Boulevard applied fencing and lighting to building where homeless were setting up encampments.
- 13040 Coast Street applied fencing and lighting to building where homeless were setting up encampments.
- 7912 Garden Grove Boulevard (Garden Grove Inn) was contacted in regards to the Inn providing security during the nighttime hours. A security guard has now been hired to fill a 24 hour shift.
- 8032 Garden Grove Boulevard (Chevron) was contacted and ways to reduce petty theft and loitering at the property were suggested.

- Worked with residents at 8205 Larson Avenue in regards to alleyway parking issues.
- OCTA was contacted to remove bus benches where subjects were loitering. The bus benches located in front of the Chevron and Chase bank have been removed.

The officers continued to track the progress of their efforts and the Crime Triangle stayed in effect through the remainder of the fiscal year.

Special Resources Team

In April 2023, the Special Resource Team (SRT) began a collaborative effort with CalOptima to create Healthcare in Action (HIA), Orange County's first street medicine program to deliver comprehensive health care to individuals experiencing homelessness. This partnership has created yet another avenue of resources for individuals experiencing homelessness, as HIA not only provides basic medical needs but also provides case management to assist individuals in getting necessary shelter or assistance in exiting the street.

In June of 2023, SRT also collaborated with Caltrans by entering a cooperative agreement to install deterrence fencing along Caltrans' right of ways to deter homeless individuals from creating encampments within these areas, which has proven to impact the quality of life for citizens surrounding these areas. This project is the first of its kind in the State of California and continues to show the desire to impact the homeless problem within the community positively.

Emergency Operation Coordinator

During the COVID-19 pandemic it became apparent that our City was in need of a full-time Emergency Operation Manager. Linda Morin has filled that role brilliantly. Although the Emergency Operation position falls under the umbrella of the Police Department, it is a position that is utilized for all City Departments which benefits the City as a whole. Much of the FY 2021-2022 efforts were dedicated to revitalizing the City's emergency preparedness efforts and revamping the City's Emergency Operations Plan, Continuity of Operations Plan (COOP), and the Water Emergency Response Plan to align with current state and federal requirements. Fiscal Year 2022-2023 focused on building and training the City's Emergency Operations Center (EOC) and COOP teams. EOC position training, along with several exercises, were held throughout the year to help prepare these teams to activate during any disasters or critical incident that may unfold. While these efforts provided an opportunity to assess our operational and functional gaps it also provided an opportunity for City-wide EOC and field responders to collaborate and create strategies and best practices to better prepare our operational systems. The Emergency Operation Manager also oversees the City's Community Emergency Response Program (CERT) which is a federal based program that adheres to strict FEMA protocols while providing critical skill to support the City during times of disasters. The Emergency Operation Management position is vital to overseeing preparedness efforts and the City's overall response and recovery success during critical incidents and natural disasters.

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. Our Traffic Unit took the initiative with several other Orange County agencies to develop a task force to combat this very problem. Their efforts have led to fifty-one (51) street racing arrest, six hundred and fifty (650) street racing citations and one hundred and thirty-four (134) vehicle impounds. They also received an additional state Cannabis grant in the amount of \$250,000 to focus on DUI enforcement, checkpoints, and DUI prevention/education.

Community Impact Unit

The Community Impact Unit (CIU) is designed to be a pro-active, self-initiated unit that identifies crime trends and obtains results. CIU has made over four hundred and fifty (450) arrests, with over half of those arrests being of felony suspects. They have removed fifteen (15) firearms off the streets and seized over two (2) pounds of narcotics. Their impact in the reduction of crime is significant. They have utilized various tools to ensure the apprehension of many career criminals and prevented numerous crimes from occurring. CIU's overall impact to the quality of life in the city of Garden Grove has been nothing less than stellar.

Special Investigations Unit

The Special Investigation Unit (SIU) primarily focuses on narcotic problems within the City. SIU has seized four thousand sixty-three (4,063) pounds of marijuana, thirteen and a half (13.5) pounds of methamphetamine, fifteen and nine tenths (15.9) pounds of cocaine, one and nine tenths (1.9) pounds of fentanyl, forty-five (45) firearms, and made one hundred seventy nine (179) arrests. SIU also authored and served seventy (70) search warrants.

Crimes Against Persons Unit

The Crime Against Persons Unit (CAP) investigates various forms of violent crime including robbery, sexual assaults, and homicide. CAP has experienced a large increase in their caseload throughout the COVID-19 pandemic and the 2022-2023 fiscal year was no exception. CAP investigated 4 homicides, 17 attempted homicides, 198 sex crimes, 9 stalkings, and 131 robberies. Notably, CAP investigated a home-invasion robbery turned homicide. Through technology warrants, CSI leads, and exhaustive interviews, several suspects were identified and tracked back to their home state of Texas. Detectives traveled to Texas and coordinated with various state and federal agencies. Search warrants were served in numerous cities with all three suspects being arrested by US Marshals. The suspects have since been extradited to Orange County to face murder charges.

With the goal of keeping our investigative methods on the cutting edge of police work, CAP detectives attended numerous training classes and conferences this year. This included the national homicide conference, homicide schools by LASO and San Diego PD, sketch artist training, sexual assault school, and interview/interrogation class. Further, CAP detectives were successful in securing \$1.3 million of grant funding for Flock Safety cameras to be placed throughout the city. These cameras have proven vital to solving crimes and locating suspects in the past. These cameras will drastically increase our solvability for all crimes.

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.

The Canine Support Team, within the School Resource Officers, added a third canine to the unit, K-9 Heart. Heart joins Misha and Nellie in patrolling the Garden Grove Unified schools and providing social-emotional wellness. The Canine Support Team was granted approval by Police Officer Standards and Training (POST) for its week-long West Coast Canine Conference. The Canine Support Team held its second annual conference and trained support canines from around the United States.

The Garden Grove Unified School District agreed to fund a sixth School Resource Officer and that officer was added to the unit and assigned a GGUSD High School and two Intermediate Schools in the city. All school administrators, psychologists, therapists, and counselors were given threat assessment training.

In addition to the threat assessment training, SRO's held a district wide Active Shooter Training at a high school campus. All school administrators and staff were invited to watch and ask questions after the exercise was conducted.



POLICE DEPARTMENT FAST FACTS

During FY 2022-23 the Police Department responded to 68,535 calls for service with an average response time of 4 minutes, 31 seconds for priority calls. Specific statistics regarding calls for service and response times are contained in the following tables:

Calls for Service – FY 2022-23	
Priority 1 Immediate Dispatch <i>Lights and Sirens Authorized</i>	1,631
Priority 2 Immediate Dispatch <i>Lights and Sirens NOT Authorized</i>	8,446
Priority 3 Felony Just Occurred Crime Against Person Just Occurred Threat of Violence <i>Lights and Sirens NOT Authorized</i>	25,545
Priority 4 Cold Felony Reports No Threat of Violence But Could Escalate <i>Lights and Sirens NOT Authorized</i>	13,590
Priority 5 Property Crime Just Occurred No Threat of Violence <i>Lights and Sirens NOT Authorized</i>	11,895
Priority 6 All Other Low Priority Calls <i>Lights and Sirens NOT Authorized</i>	6,701
Priority 7 Phone Reports Abandoned Vehicles Sex and Drug Registrants	727
Total Calls for Service	68,535

Calls for Service/Response Times	FY 21-22	FY 22-23	Change
Priority Calls for Service (Priorities 1 and 2)	9,889	10,077	1.90%
Non-Priority Calls for Service (Priority 3 and greater)	55,357	58,548	5.76%
Total Calls for Service	65,246	68,535	5.04%
Average Response Time – Priority	5 m 04 s	4 m 31 s	-0 m 33 s
Incoming / Outgoing Phone Calls	188,557	193,786	2.77%

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)

OCFA is a regional fire service agency that serves 23 cities in Orange County and all unincorporated areas. The OCFA protects nearly two million residents from its 78 fire stations located throughout Orange County. The OCFA, founded in 1995, is a premier public safety agency providing superior fire protection and medical emergency services to our communities. Since 2019, the Orange County Fire Authority (OCFA) has provided fire, medical, and fire prevention services to the residents of Garden Grove. Service is at the core of our mission and the heart of our vision. With dedication to the tenets of courage, compassion, and competency, we serve with honor, devotion, dedication, and respect for each other and those that we serve. We are committed to delivering excellent service and meeting the needs of Garden Grove's changing needs.

OCFA operationally serves Garden Grove 911 calls with seven paramedic units staffing five engine companies and two truck companies supported by a Division Chief, three Battalion Chiefs, an Administrative Captain, an Administrative Assistant, and a Community Education Specialist. Our Community Risk Reduction Department, formerly known as Fire Prevention, adopts and enforces codes and ordinances relative to fire and life safety issues, reviews plans and conducts inspections of construction projects, coordinates annual life safety inspections of all existing commercial buildings, provides long-range analysis of impacts on resources associated with future land use and development, and investigates all fires. The Planning and Development Services Section of the Orange County Fire Authority interacts with developers, architects, and engineers to meet the fire protection requirements for buildings and developments by reviewing all architectural development plans and proposals submitted in Garden Grove. This includes tract and parcel maps, permits for conditional use, site development, coastal development, and other items related to the developmental process. Prevention Field Services section's mission is to assist

stakeholders in maintaining and enhancing safe communities. We accomplish this by conducting fire safety inspections, enforcing and educating about applicable fire codes and ordinances, and assuring that public safety issues are researched and addressed as appropriate. Garden Grove's regional office is staffed with an Assistant Fire Marshall, three Fire Inspectors, and an Administrative Assistant focusing on risk reduction efforts more closely related to Garden Grove.

Significant statistics related to the City of Garden Grove for FY 2022-23 included the following:

CALLS FOR SERVICE

- 15,476 Total Calls
 - Structure fires: 203
 - Miscellaneous fires: 404
 - Medical aid: 12,806
 - Traffic collisions: 1,030
 - Miscellaneous calls: 1,033

COMMUNITY EDUCATION

- Community events: 25
- School visits: 32
- Presentations: 3
- GGPD collaboration events: 1
- Station tours: 12

PLAN REVIEW

- 427 Plan Reviews
 - 95% of 5-day plan reviews completed within performance measurement
 - 90% of 10-day plan reviews completed within performance measurement

PLANNING AND DEVELOPMENT OF NEW CONSTRUCTION

- 338 initial inspections completed within three days 100% of the time

PREVENTION FIELD SERVICES ACTIVITIES

Operations Personnel Inspections

- Operations personnel conducted 1,776 inspections that include multi-family residential buildings (including 3+ unit apartment buildings, hotels/motels, restaurants, daycares, public schools, and assemblies such as churches, gyms, or theaters).
- Conducted 29 fireworks stand inspections.



Fire Prevention Inspections

- Conducted 9 high-rise building inspections.
- Conducted 885 annual inspections of restaurants, public high schools, 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, spraying and dipping facilities, etc.) and residential care facilities with more than seven clients.
- Processed and inspected 24 special event permits in coordination with the City of Garden Grove departments.
- Resolved 23 fire hazard complaints/referrals.
- Performed 29 fire clearance licensing inspections for residential care, daycare, and medical facilities.
- In January 2023 completed the project of inspecting every facility in the city (excluding single family homes and duplexes) and evaluating for permits at least once.



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 2022-23 for the Public Works Department included the following:

STREETS REHABILITATION PROJECTS

The City rehabilitated various streets throughout the City. Improvements included the rehabilitation of the following streets: Garden Grove Boulevard, from Harbor Boulevard to Fairview Street; Chapman Avenue, from Springdale Street to Western Avenue; Lampson Avenue, from Harbor Boulevard to Haster Street; Chapman Avenue from Nelson Street to 9th Street; Mcfadden Avenue, from Ward Street to 600 East; Hazard Avenue, from Bushard Street to Ward Street (Cooperative Project with City of Westminster); Mays Avenue, from Yockey Street to Magnolia Street; and Newland Street, from Trask Avenue to Garden Grove Boulevard.

Each project had varying issues surrounding rehabilitation needs and these were addressed with different 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, General Fund and the California State Tire Recycle Grant.

GARDEN GROVE BLVD. – HARBOR BLVD. TO FAIRVIEW ST.

PRE-CONSTRUCTION



POST-CONSTRUCTION



CHAPMAN AVE. – SPRINGDALE ST. TO WESTERN AVE.

PRE-CONSTRUCTION



POST-CONSTRUCTION



LAMPSON AVE. – HARBOR BLVD. TO HASTER ST.

PRE-CONSTRUCTION



POST-CONSTRUCTION



CHAPMAN AVE. – NELSON ST. TO 9TH ST.

PRE-CONSTRUCTION



POST-CONSTRUCTION



MCFADDEN AVE. – WARD ST. TO 600' EAST

PRE-CONSTRUCTION



POST-CONSTRUCTION



HAZARD AVE. FROM BUSHARD ST. TO WARD ST.

The City approached the City of Westminster to rehabilitate Hazard Avenue from Bushard Street to Ward Street. Approximately one-half of the work lies within the City of Westminster.

PRE-CONSTRUCTION



POST-CONSTRUCTION



MAYS AVENUE – YOCKEY ST. TO MAGNOLIA ST.

PRE-CONSTRUCTION



POST-CONSTRUCTION



NEWLAND ST. – TRASK AVE. TO GARDEN GROVE BLVD.

PRE-CONSTRUCTION

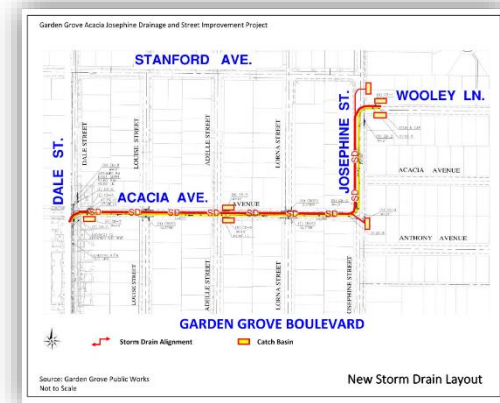


POST-CONSTRUCTION



ACACIA-JOSEPHINE STORM DRAIN PROJECT

In Fiscal Year 2022-23 the City constructed a storm drain as the first phase of a two-part project. The project was developed to address flooding from rainfall runoff and streets rehabilitation needs in the Acacia-Josephine neighborhood within the block of Stanford Avenue, Josephine Avenue, Garden Grove Boulevard and Dale Street.



Prior to the construction of the storm drain project, the Acacia-Josephine neighborhood experienced regular flooding and water ponding throughout the streets and resident's yards during the regular rainy season.

Construction of Phase One was completed in Fiscal Year 2022-23. Construction of Phase Two will consist of rehabilitation and repaving of all streets in the Acacia-Josephine Neighborhood. This will be completed during Fiscal Year 2023-24.

Both project phases were funded in part by Community Development Block Grant (CDBG) funds that require compliance with federal regulations.



Flooding in the Acacia-Josephine Neighborhood during the rainy season before construction of the storm drain.



The Acacia-Josephine Storm Drain in construction.



The Acacia-Josephine Storm Drain in construction.

TRAFFIC IMPROVEMENTS PROJECTS

Traffic Signal Installation and Modifications at Various Locations

This project consisted of the installation of a new traffic signal at Chapman Avenue/Lamplighter Street and traffic signal modifications at Euclid Street/Stanford Avenue, Garden Grove Boulevard/Casa Linda Lane, Garden Grove Boulevard/Gilbert Street and Brookhurst Street/Stanford Avenue. The project involved installing new signal equipment, poles, cabinets, conduits, cables and vehicle video detection. As part of the improvements, curb ramps were also constructed to meet ADA requirements. The project cost was \$1.36 million and was funded with the City's traffic mitigation fees.



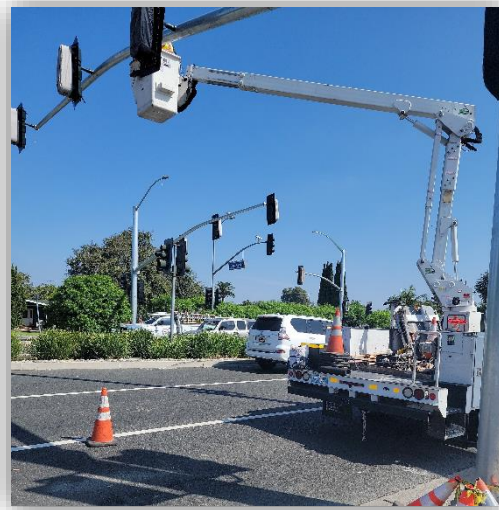


[Traffic Signal Installation and Modifications & Speed Radar Feedback Signs at Various Locations](#)

The City received federal grants from the Highway Safety Improvement Program (HSIP) to install a new traffic signal at Trask Avenue/Roxey Drive, modify the traffic signal at Trask Avenue/Newland Street and to install 42 speed radar feedback signs at school crossing locations throughout the City. The project involved installing new signal equipment, poles, cabinets, conduits, cables, vehicle video detection and speed radar signs. The HSIP grant was \$750,000. The City's local match was approximately \$50,000, funded with the City's red light camera fees.

[Traffic Signal Installation at Harbor Boulevard and Twintree Lane](#)

This project consisted of the installation of a traffic signal at the intersection of Harbor Boulevard and Twintree Lane (Site C). The project involved installing new signal equipment, poles, cabinets, conduits, cables and vehicle video detection.



[Garden Grove Boulevard Traffic Signal Synchronization Project \(TSSP\)](#)

Garden Grove, in partnership with three (3) nearby local agencies, received M2 grants from OCTA to implement the Garden Grove Boulevard TSSP. The project involved installing traffic signal cabinets, controllers, video detection systems, CCTV cameras and implementing new timing to synchronize traffic signals along the Garden Grove Boulevard corridor. The City has 19 traffic signals on the corridor. As part of this project, a new video wall in the Traffic Management Center was installed. Garden Grove's portion of the M2 grants was \$2.28 million and the City's local match was approximately \$455,000.

[PRIVATE DEVELOPMENT OF RESIDENTIAL & COMMERCIAL PROJECTS](#)

In FY 2022-23, the Land Development Section oversaw the planning and construction of over 50 projects comprised of private, residential, and commercial development. Major projects and their status at the end of the fiscal year are listed below.

[Projects Completed in Fiscal Year 2022-23](#)

- Fast 5 Carwash Express
- Valley View Bowling Alley and restaurants
- Rexford warehouse on Monarch Streets

- Home2 Suites
- Cottage Industries Farm Block
- Senior Village, Senior Housing Apartments
- Simpson Chevrolet Parking Lot on Chapman

Projects Under Construction during Fiscal Year 2022-23

- Habit Burger on Harbor Blvd.
- Site C Hotel
- 10691 Westminster Avenue
- 12691 Pala Drive, Industrial Building
- 9071 Lampson Avenue, 13-Unit Small Lot Subdivision

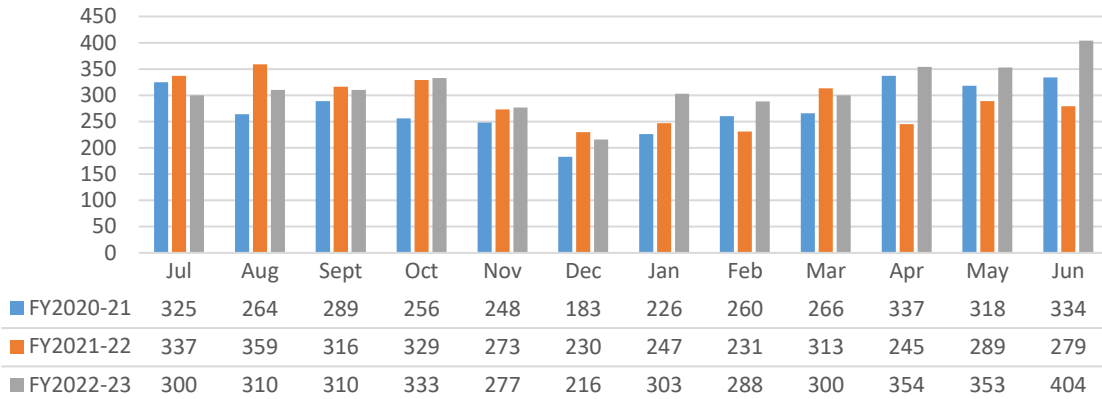
Projects in Permitting and Plan Check Phase during Fiscal Year 2022-23

- Self-Storage Facility on Harbor Boulevard
- Chapman Avenue Storage Facility
- Brookhurst Place Phase II
- 8218-8242 Garden Grove Boulevard Apartments
- Wendy's restaurant on Brookhurst Street
- 8772 Garden Grove Boulevard
- Garden Grove Police Headquarter
- 12692 Garden Grove Boulevard, Medical Plaza
- 7390 & 7440 Lincoln Way, Industrial Building
- 12771 Lorna Street, Multi-Family Residential
- 10201 & 10231 Garden Grove Blvd, Multi Residential & Offices
- 13361 Yockey Street, Residential

ANIMAL CARE SERVICES

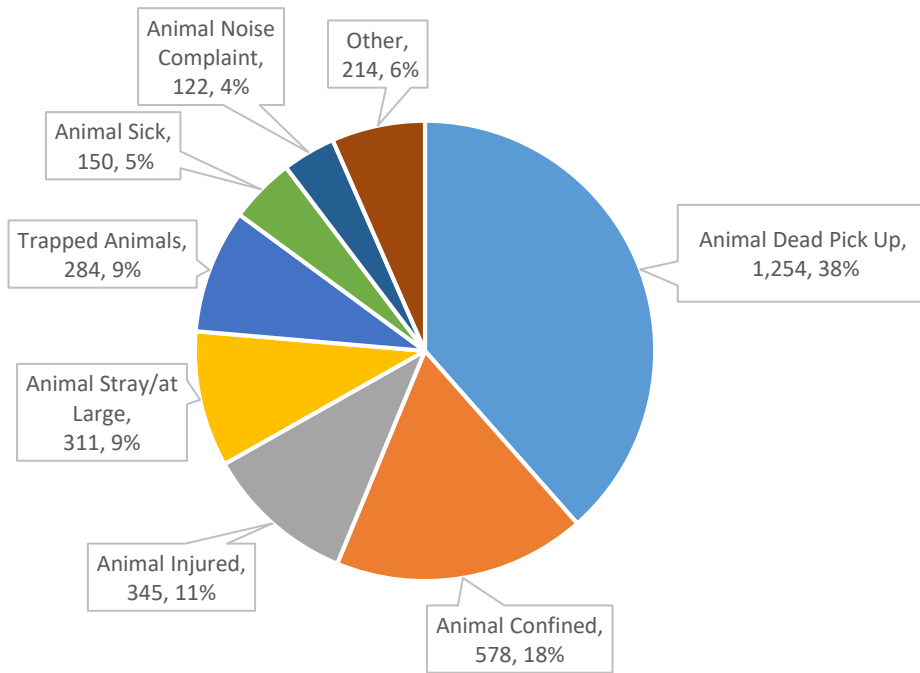
Animal Care Services received 3,748 calls for field service during the 2022-23 fiscal year, which is a 19.9% increase in field calls over the previous fiscal year. With the winter months of November-February being the slowest months averaging 271 calls, the spring months of April, May, and June significantly increased averaging 370 field calls per month. The figure below displays field service calls by month, year over year.

Total Service/Field Calls By Month Year Over Year



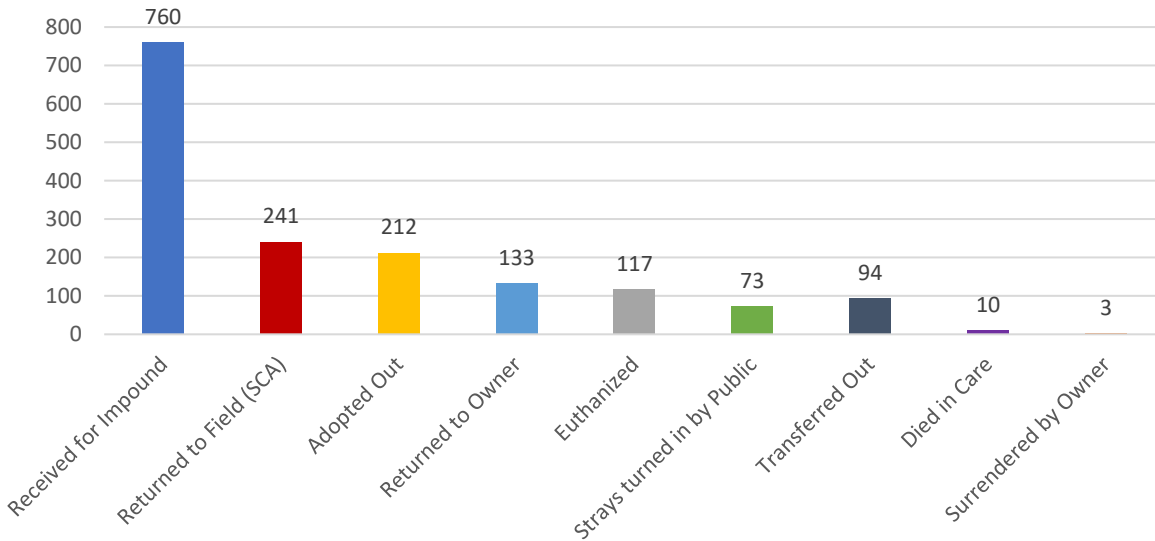
The highest number of call types continues to be for pick-up of deceased animals which was 1,254 calls serviced. The second highest call type is for confined animal(s) where 578 calls for service were handled. This is a 35% increase from the previous fiscal year of 428. The figure below displays a breakdown of top services calls by category.

Field Service Calls by Category



Animal Control Officers impounded a total of 1,356 animals this fiscal year with 782 being cats, 486 dogs, and 88 others. At least 836 animals from the City of Garden Grove were taken to our contract shelter, Orange County Humane Society. The graph below displays the distribution of animal intakes and outcomes by category.

**OC Humane Society Shelter Intakes by Description
FY2022-23**



STAFFING AND TEAM DEVELOPMENT

Animal Care Services was excited to welcome a new Animal Care Services Supervisor to the team in May, and is currently in the process of hiring one full-time Animal Control Officer. The team participated in community outreach events, such as National Night Out and the Garden Grove Police Department’s Citizen Academy. The Animal Care Services Section also continues to work with residents to implement the Return to Field (RTF) cat program where over 241 community cats were spayed/neutered, microchipped, given flea medication and vaccinated in FY2022-23 to help reduce the City’s stray cat population.

PARKING ENFORCEMENT

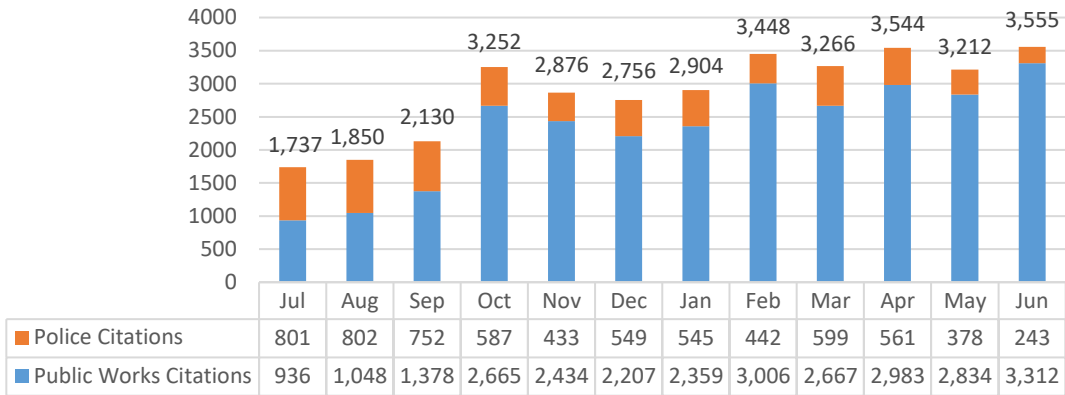
The Public Works Parking team underwent several changes during the 2022-23 fiscal year. The team acquired new leadership who developed a field training program to properly train and onboard future Parking Control Specialists. The Public Works Department hired and trained three new Parking Control Specialists with varying levels of experience. Despite its rapid development and onboarding of several new staff throughout the fiscal year, Parking Enforcement received several compliments from residents in recognition of the Division’s high efficiency and excellent customer service.

"Public Works Enforcement Staff's actions went above and beyond the typical service experience and genuinely made a difference. Such dedication and commitment to the people of Garden Grove and their experience are truly commendable and worth recognizing...." Resident

During this fiscal year, the team focused on training all Specialists to enforce all parking municipal codes and vehicle codes to ensure they were addressing community concerns. The team is working daily to ensure that pedestrian and vehicle right-of-way access points remain clear. They are also enforcing misuse of handicap placards and working in collaboration with the Police Department to improve curb turnover. Through staff’s collaborative efforts, the City enforced a total of 34,521 citations. The figures below display the number of enforcements completed by month by both the Police and Public Works Departments, and top 10 violation categories.

Top Ten Violations Citywide
Street Sweeping
No Parking Anytime
Alley Parking
Fire Hydrant-Parked w/in 15 feet
Red Curb
Parked w/in 18" or Wrong Way
Expired Registration
Not displaying 2 License Plates
Expired Registration Tabs
Commercial Vehicles

Citations by Month FY2022-23



STREET SWEEPING

The City of Garden Grove, in collaboration with Street Sweeping Corporation of America (SCA), swept a combined total of 17,347 curb miles during the 2022-23 fiscal year. The City worked with SCA to conduct a thorough cleaning of the City’s 943 catch basins during the fall of 2022. Due to record rainfall during the winter, the Public Works Department conducted a secondary cleaning of 118 catch basins to mitigate potential runoff and environmental pollution. The Public Works Department also provided sweeping and street cleaning for the Strawberry Festival and major incidents/traffic collisions.

In total, SCA and the Public Works Department efficiently removed approximately 2,356 tons of trash and debris from City streets and catch basins during the 2022-23 fiscal year.

STREET MAINTENANCE

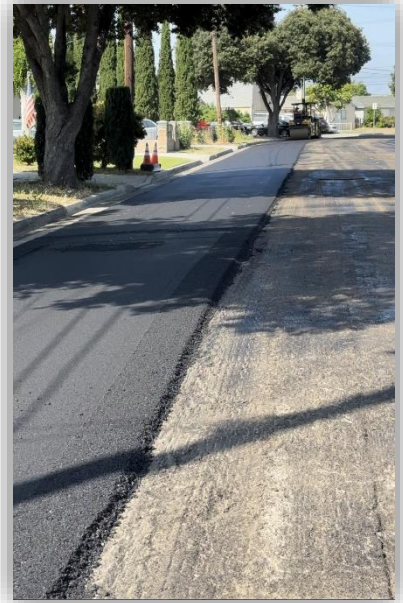
During Fiscal Year 2022-2023, the Streets Maintenance Section completed the following slurry preparations:

- **7,609** Tons of asphalt used for patching for the FY2023 Slurry Seal Project
- **31,500** Pounds of crack sealant material used for crack sealing work
- **5,473** Linear feet of concrete curb and gutter removed and replaced
- **20,294** Square feet of sidewalks and driveway aprons removed and replaced
- **1,698,354** Square feet of slurry work completed

REHABILITATION WORK

Staff completed local rehabilitation on some of the most deteriorated streets in the City. This project consisted of fifty (50) residential streets. The asphalt was treated with 2" grind and cap followed by a slurry seal once all the streets were finished. This method is a quick and cost-effective alternative that improves the durability of the road base, sustains increased traffic volumes, and provides better and long-term performance.

Staff also completed work at Josephine Street between Lampson Avenue and Stanford Avenue, and also at two alleyways located on Galway Street and behind Washington Avenue. This is an innovative paving technique that addresses pothole issues ensuring longer durability, and it is also being applied on city alleyways.



CITIZEN-REQUESTED WORK ORDERS & TRAFFIC SIGN REPLACEMENT

Additional work completed during the Fiscal Year included the following:

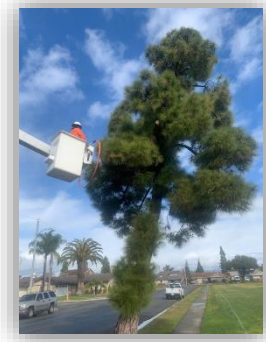
- **1,111** asphalt-related work orders completed
- **372** citizen-requested work orders for signs completed
- **1,270** neighborhood regulatory signs, street name signs, and posts replaced
- **333** concrete work orders for Garden Grove Park improvements

NEW SIDEWALK CLEANUP PROGRAM

The Section requested and received two, part-time positions that are assigned to clean and clear sidewalks throughout the City. This staff will also assist the Police Department with homeless encampment cleanups.

TREES/STORM DRAIN MAINTENANCE

For FY 2022-23, City staff completed 972 total work orders for tree maintenance and flood control services, responding to thirteen (13) emergency after-hour calls during the busy winter storm season.



2,834 trees were trimmed and 124 dead, diseased, dying or problematic trees were removed; 59 trees were planted as replacements in open tree wells and through the City's Adopt-a-Tree and Memorial Tree Programs. The trees section of the ggcity.org website was updated, plans were put in place to significantly increase the tree planting schedule for fiscal year 2023-24 and to apply for Tree City USA Certification.

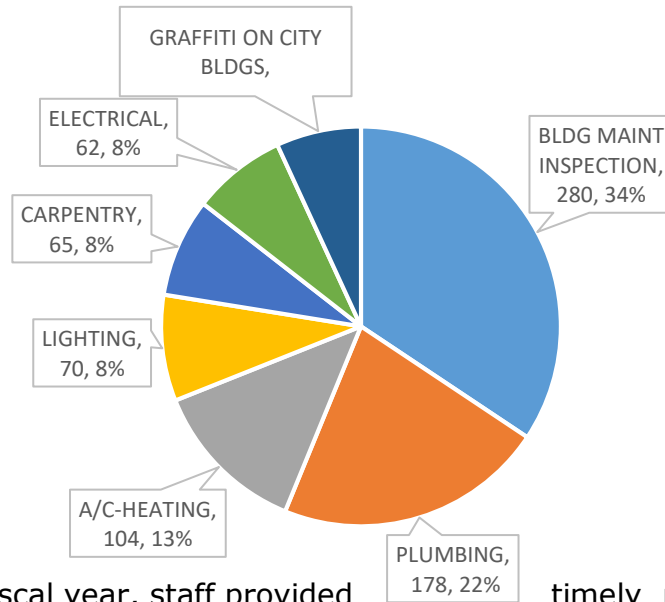


City staff and contractors also cleaned approximately 1,096 catch basins, installed 27 new CPS devices and 20 inlet screens and the City's five (5) major storm channels were cleaned as well - clearing about 15.5 tons of trash and debris.

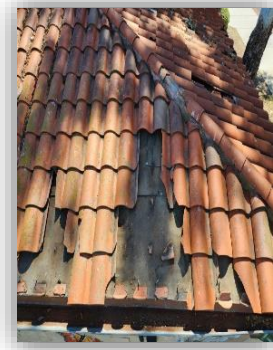
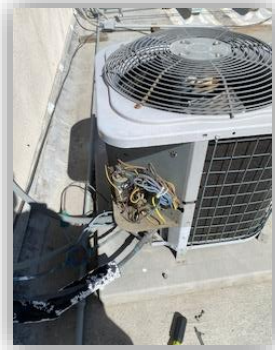
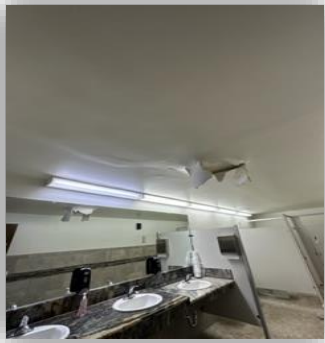
FACILITIES IMPROVEMENTS

During Fiscal Year 2022-23, Building Maintenance staff and contractors completed 1,258 work orders - 815 work orders fell under the following categories: Building Maintenance Inspections, Plumbing, A/C & Heating, Lighting, Carpentry, Electrical, and Graffiti. The chart below displays FY 2022-23 top work orders by category.

Top Building Maintenance Work Order Categories FY2022-23



Throughout the fiscal year, staff provided timely response to a broad spectrum of service calls. Prominent maintenance projects in FY2022-23 include a facilities ceiling leak, roof repair, and emergency AC response.



EQUIPMENT MAINTENANCE

This year Equipment Maintenance had just over 1,910 work orders with 710 being Public safety and roughly 1,200 for City Hall and Public Works staff. The Division purchased 19 vehicles and pieces of equipment and received 3 sport utility vehicles, 3 small trucks, 6 utility body trucks, 3 police SUVs, 2 new BMW motorcycles for traffic division, and two new pavers for streets department.



Staff also remodeled the Fire Barn to repurpose as a heavy equipment work shop with new epoxy floors, new paint and implementation of a new organization system.



WATER QUALITY UPDATES

In 2020, trace amounts of PFAS (per- and polyfluoroalkyl substances) were found in the water supply of dozens of wells in Orange County, including five in Garden Grove, after the State of California lowered the established response levels for perfluorinated chemicals in drinking water. PFAS are a group of man-made chemicals which have been manufactured and used in a variety of industries worldwide for more than 70 years. The Orange County Water District (OCWD) which manages the Orange County Groundwater Basin teamed up with the local water retailers to proactively address this issue by funding the design and construction of treatment plants. Partial reimbursement will be issued to the City by OCWD for operations and maintenance of these newly constructed sites, on an annual basis. Four treatment plants in Garden Grove have been completed and are currently in operation. Another is currently in design phase and is anticipated to be completed by end of 2024.



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 section is closely working with other sections and a consultant to comply with the new State and EPA requirements.

WATER CONSERVATION

In 2018, The State's Department of Water Resources adopted Assembly Bill (AB) 1668 and Senate Bill (SB) 606 for establishing long-term improvements in water conservation and drought-planning to adapt to climate change, where local water providers are placed on a retail-wide water budget. The City's regional partner, the Municipal Water District of Orange County, has been assisting the City with establishing water conservation programs that will align with the State's new imposed water use standards.

As part of the City's water conservation efforts, the City offers numerous rebates including the Turf Removal Program, which is administered through the Municipal Water District of Orange County. The program offers residential rebates for converting existing lawns into climate-appropriate landscapes to help conserve water. The program has been expanded to now offer rebates to the commercial sector. To help prevent water loss, the City has adopted an active leak detection program.

WATER RATE STUDY

A consultant was hired in March to conduct a Five-Year Water Rate Study. The last rate increase that was adopted was in FY2017-18. This rate study will identify the revenue needs for the operation and maintenance of the City's water enterprise, the capital improvement needs and debt service requirements.



SEWER SYSTEM MANAGEMENT PLAN

The State Water Resources Control Board (State) adopted the Statewide General Waste Discharge Requirements and the Monitoring and Reporting (WDR). Under the WDR requirements, a Sewer System Management Plan has been developed to provide best management practices by implementing programs that prevent or minimize sanitary sewer overflows. As part of this plan, District staff began installing sewer monitoring systems throughout the City at locations with a history of sanitary sewer overflows. The SmartCover technology provides continuous real-time data transmitted through two-way wireless remote sensors and is viewed on a web-based interface. When wastewater levels rise above average conditions, the sensors send a high water alarm to District staff. Early detection of potential sanitary sewer overflows through this remote monitoring technology allows District staff to respond quickly and potentially prevent sanitary sewer overflows before they occur.

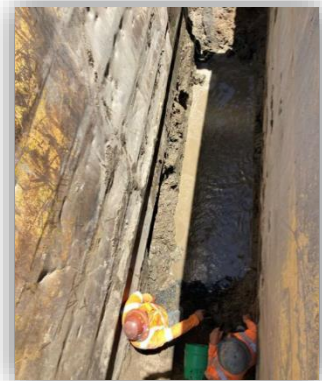
WATER AND SEWER SYSTEM IMPROVEMENTS

Lampson Lamplighter Sewer Improvement

This project was recently completed and it was designed to redirect sewer flow away from Lenore Avenue. Currently, the sewer main in this street is capacity deficient. This project will install approximately 1,100 ft of a new 10-inch sewer in Lampson Avenue from Lamplighter Street to Springdale Street.

Orangewood Avenue and Dale Street Water Improvements Project

This water main replacement project included replacing over 7,500 ft of 6-in diameter main replacement with 8-inch main. In addition, this project replaced 12 of the dry-barrel hydrants with wet barrel hydrants. This will help improve the fire flow in this area.



REFUSE

On July 1, 2022, the Amended and Restated Agreement with Republic Services went into effect. The Agreement was implemented to address various recycling mandates from the state, including Senate Bill (SB) 1383, which requires the diversion of organic waste (yard waste and food waste) from the landfills along with changes to traditional recycling.

The SB 1383 residential organics program began on September 1, 2022, and the automatic enrollment program for commercial properties began in April of 2023. Working with the Office of Community Relations, IT and other City Departments, a comprehensive, multilingual, public education and outreach program was developed to provide notification of SB 1383 mandates to the community.



In addition to the SB 1383 recycling changes, the Agreement also included enhanced services for Garden Grove residents, which were also implemented in FY 2022-23, such as:

- Expansion of the bulky item pick-up program to residents of multi-family housing
- Proactive alley clean-up program
- Community clean-up programs
- Increased bus stop trash receptacle placement and service
- Introduction of a sharps collection program
- SB 1383 services at City facilities

PUBLIC WORKS FAST FACTS

Description	FY2021-22	FY2022-23	%
Total Work Orders Opened During FY	23,317	26,138	+11%
Total Work Orders Closed During FY	23,017	25,592	+10%

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 section. 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, current planning including zoning and land use administration, and entitlements related to commercial/residential development. The department administration directly oversees contract and grant administration, department budget and accounting, information technology, human resources, real property, and various capital improvement and active transportation projects. Significant achievements of FY 2022-23 for the CEDD is mentioned below.

OFFICE OF ECONOMIC DEVELOPMENT (OED)

The OED is responsible for implementation 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 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

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. Staff continues to implement recommended action from IEDC recommendation report.

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. Most recently, a new Starbucks drive-thru opened in August 2022.

Pavilion Plaza West

Redevelopment of the new Pavilion Plaza West began February 2021. A 24,500 square foot Sprout’s Farmers Market opened in January 2022, followed by six tenants in FY 2022-23. The shopping center will soon be joined by additional tenants including Yoshiharu Ramen and Hummus Republic which are slated to open in FY 2023-24.

Retailers	Opening Date
Mattress Firm	July 2022
Habit Burger	August 2022
Crimson Coward	October 2022
Jersey Mikes	November 2022
ULTA Beauty	November 2022
Moge Tea	June 2023

Cottage Industries

Construction of the Cottage Industries project, an adaptive reuse of residential properties for artisan retail and commercial uses, began in Winter 2021. Phase I (the Farm Block) includes notable retail tenants and artisans such as Smoke Queen BBQ, an Asian-inspired American BBQ restaurant; Blue Scoop Creamery, a premium hand-crafted ice cream shop; Junbi, a matcha specialty tea house; and EcoNow, a zero waste shop and bulk refill station. The past year, Cottage Industries has made huge progress in bringing the project to completion. All construction and designs including two offsite parking lots and murals on the walls have been completed. The



Community Garden is open and taking applications for garden boxes. They are finalizing their tenant mix with an anticipated opening in Winter 2023. Cottage Industries is preparing some revisions to Phase II (the Art Block). Developer anticipates plan revision submittal for Planning Commission consideration in Winter 2023.

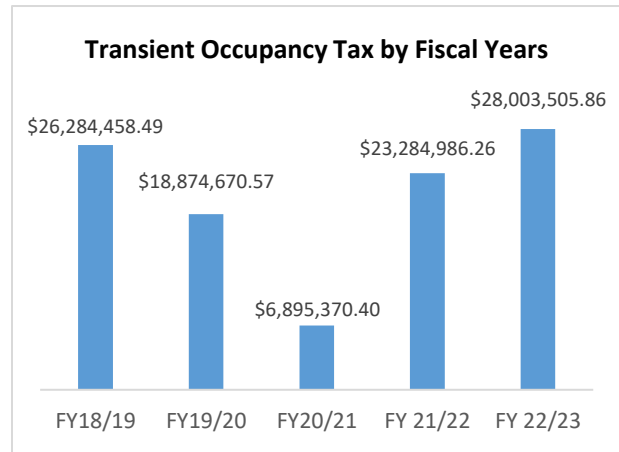
Home2 Suites by Hilton

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 the pandemic impacts, the BN Group now anticipates the construction to be completed Fall 2023.



Garden Grove Tourism Improvement District

The Annual Report for the Garden Grove Tourism Improvement District (GGTID) was approved in June 2023. Established in 2010, the GGTID provides support for tourism under the umbrella of Visit Anaheim, specifically for conventions benefiting the hotels within the Grove District. The budget included activities to bring back tourism post pandemic, which is vital to Garden Grove’s overall budget and revenues. In FY 2022-23, the Transient Occupancy Tax (TOT) came in at \$28 million which was an increase of 20.3%, or \$4.7 million, from the past fiscal year. The TOT revenue surpassed the budgeted amount of \$22.3 million by almost \$6 million which indicates a strong recovery.



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 financing for the new hotel construction is challenging due to inflation and rising interest rates and has delayed the project.



NEW RESIDENTIAL AND DEVELOPMENT PROJECTS



Brookhurst Place

On June 2, 2023, Brookhurst Place Phase II development broke ground. Phase II development will include up to 462 apartment homes and 58 for-sale condominiums; commercial and retail space; and option for a hotel. Upon completion, the 14-acre community project will include 700 new residential units and a one-acre park.

Garden Brook Senior Village

Construction and residential tenant occupancy of Garden Brook Senior Village by AMG & Associates was completed in FY 2022-23. 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; on-site laundry facilities; and 12,938 square-foot 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 the Intergenerational Program to bring youth and seniors together.



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. Staff solicited development proposals and continues to evaluate them within the confines of the Surplus Land Act. The City is preparing to resume negotiations after guidance and direction from the California Department of Housing and Community Development. 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

On July 1, 2022, the City entered into an agreement with the Garden Grove Chamber of Commerce to provide business development services for FY 2022-23 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

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 1,948 applicants.

FEDERAL GRANT ADMINISTRATION (HUD)

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 in the amount of \$1,917,245 were programmed to assist approximately 22,748 low- and moderate-income residents through housing rehabilitation, senior services, fair housing activities, infrastructure improvements, and homelessness activities. Additionally, \$495,674 in CDBG-CV funding was allocated to provide workforce development services to 30 low-income residents. Lastly, \$288,935 in CDBG-CV funding was utilized to serve 4,509 individuals with mobile mental health services through the Be-Well Mobile Response Unit.



JOBS 1st Program

The JOBS 1st 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 with their expansion efforts. The JOBS 1st Program utilized \$470,998 in CDBG funds to create and/or retain 47 jobs for low-income Garden Grove residents in FY 2022-23.

Orchard Grove

In April 2023, City Council approved a commitment of housing funds to American Housing Access (Developer) for implementation of substantial rehabilitation and reset of affordable housing covenants to 15 multifamily properties with a total of 78 apartment units (formerly Tamerlane Apartments). The Developer has applied for Tax Credits and is anticipating a Reservation Award Letter in Summer 2023.



ESG Funded Homeless Services

In FY 2022-23, \$159,884 of ESG funds were programmed to provide homeless services to 178 individuals who were homeless or at risk of becoming homeless. Services included: street outreach, emergency shelter, rapid rehousing, homeless prevention, and homeless information management system. Additionally, \$248,164 in HOME funding was used to provide rapid rehousing and homeless prevention services to 28 at-risk and homeless Garden Grove residents. An additional \$920,834 in Emergency Solutions Grant Coronavirus (ESG-CV) funds were 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 352 individuals with these resources.

Be-Well OC Mobile Response Team

In October 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 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 2022-23, Be-Well team assisted 4,509 individuals.



Central Cities Navigation Center

In alignment with the Comprehensive Strategic Plan to Address Homelessness (CSPAH), the Central Cities Navigation Center (CCNC) has emerged as a paramount collaborative endeavor between the cities of Garden Grove, Fountain Valley, and Westminster. The CCNC will serve as a transitional and emergency facility, offering crucial supportive services to individuals experiencing homelessness. The CCNC construction commenced in June 2023 and is anticipated to be completed in June 2024.



BUILDING & SAFETY

Building Permits, Plan Checks, and Inspections

The Building & Safety Division issued a total of 5,892 building permits during FY 2022-23. In addition, the Building & Safety Division fully launched the VivaCivic (GGReady) program and processed 1,228 applications in the new system. During this fiscal year, on April 14, 2023, the California Public Utilities Commission changed solar regulations by reducing, and in some cases eliminating, the energy buy-back program for solar system users.



This meant that solar companies no longer had an incentive to aide in the selling of their solar systems. Due to this change, there was a large volume of solar projects permitted right before the implementation date which greatly increased the number of permits issued and plan checks received; however, since Solar Permits have a lower set fee rate, this increase in permits and plan checks did not result in an increase in permit fees.

Building Activity	FY 21-22	FY 22-23	Activity Trend from Prior Fiscal Year
Permits Issued	5,241	5,892	12.4% increase
Permit Fees	\$1,007,741	\$940,133	6.7% decrease
Plan check	1,261	1,777	40.9% increase
Plan check Fees	\$765,591	\$653,721	14.6% decrease
Valuations	\$111,942,070	\$122,332,222	9.3% increase
Inspections	19,642	20,111	2.4% increase

Certificates of Occupancy (C of O) Issuance		
Address	Scope of Work	Date Issued
9858 Chapman Ave	Habit Burger	08/02/2022
13230 Harbor Blvd.	Auto Zone Hub	08/09/2022
12161 Valley View St.	Starbucks	09/29/2022
9844 Chapman Ave	Ulta Beauty	11/15/2022
10868 Garden Grove Blvd.	Tiffany Plaza	12/02/2022
8471 Garden Grove Blvd	Severance Dental	12/19/2022
12592 Chapman Ave	Fast 5 Car Wash	05/31/2023
7351 Orangewood Ave	House Food	06/14/2023

Code Enforcement

Code Enforcement unit plans to hold a recruitment for the Code Enforcement Supervisor and has increased its enforcement action with illegal street vending.

2,777 Active Cases	1,838 Closed Cases
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Through Code Enforcement actions, 137 properties obtained building permits resulting in resolution achieved with active cases involving non-permitted issues.

PLANNING SERVICES

Key Developments (Commercial & Residential)

Project	Address/Location	Description
Nickelodeon Hotel	12241-12323 Harbor Boulevard; 12246-12292; and 12312-12321 Thackery Drive (Northwest corner of Twintree Avenue and Harbor Boulevard)	A 500-room hotel resort with a 600-seat theater; 17,715 square feet of ballroom/meeting space; 22,296 square feet of hotel restaurant; 5,480 square feet of retail; and a five-level parking structure with 528 parking spaces
Commercial Building	13200-14220 Harbor Boulevard (West side of Harbor Boulevard, south of Garden Grove Boulevard)	A 4,000 square foot pad building with a drive-thru lane and two restaurant tenants
Office Building	10691 Westminster Avenue (North side of Westminster Avenue and west of Taft Street)	A 3,670 square foot, commercial/ medical office building
Office Building	12692 Garden Grove Boulevard (Southwest corner of Garden Grove Boulevard and Partridge Street)	A 6,694 square foot office building
Industrial Building	7390 Lincoln Way (Southwest corner of Western Avenue and Lincoln Way)	A 88,164 square foot industrial building
St. Columban School	10855 Stanford Ave (Northeast corner of Nelson Street and Stanford Avenue)	A 3,606 square foot lunch shelter and a new 1,640 square foot 6-car garage/storage structure
Choisser Apartments	12233-12239 Choisser Road (West side of Choisser Road, north of Twintree Lane)	A six-story, 53 unit-residential apartment complex with six (6) affordable housing units for lower income households
Le' Jardin Townhome	8722 Garden Grove Boulevard (South side of Garden Grove Boulevard, between Newland Street and Yockey Street)	A twenty (20) units, three-story, residential townhome development with one (1) affordable housing unit for "very low-income" households
13-Unit Residential	9071-9091 Lampson Avenue (North side of Lampson Avenue between Magnolia Street and Loraleen Street)	A 13-unit residential small lot subdivision
6-Unit Residential	12771 Lorna Street (South side of Stanford Avenue, west of Lorna Street)	A six (6) unit, three-story, multi-family residential apartment
Residential Duplex	13052 Nelson Street (East side of Nelson Street, south of Century Boulevard)	Two-story residential duplex
Residential Duplex	8581 Stanford Avenue (North side of Stanford Avenue, east of Dale Street)	Two-story residential duplex
Residential Duplex	12912 Magnolia Street (East side of Magnolia Street, north of Garden Grove Boulevard)	Two-story residential duplex
E Patisserie & Cafe	12919 Main Street (West side of Main Street)	Temporary parklet within the public street
Phin Smith	12921 Main Street (East side of Main Street)	Temporary parklet within the public street
Louie's On Main Street	12936 Main Street (East side of Main Street)	Temporary parklet within the public street
Café 102	12908 Main Street (East side of Main Street)	Temporary parklet within the public street
Chez Liz	12865 Main Street #100 (Southwest corner of Acacia Parkway and Main Street)	Temporary parklet within the public street

Key Conditional Use Permits / Land Use Entitlements

Project	Address/Location	Description
Cylinder Enterprises	7511 Chapman Avenue (Northwest corner of Chapman Avenue and Western Avenue)	Operation of a new automotive towing and vehicle storage yard
Billiard Thanh Tram	10882 Westminster Avenue Unit B (Southeast corner of Westminster Avenue and Euclid Street)	Operation of a new billiards/pool hall
Dragonfly Academy	8762 Garden Grove Boulevard #102 (South side of Garden Grove Boulevard, east of Newland Street)	Operation of a new preschool/daycare with 54 children, ages 2 to 5 years
RT7 Beauty School	9836 Garden Grove Boulevard (South side of Garden Grove Boulevard, west of Galway Street)	Operation of a new vocational cosmetology school with 36 students and 3 instructors
Flappy's Amazing Wings and Beer	12902 Harbor Boulevard (East side of Harbor Boulevard, north of Garden Grove Boulevard)	New restaurant operating with a new State Alcoholic Beverage Control (ABC) Type "41" (On-Sale, Beer and Wine, Eating Place) License
BBQ Chicken	9672 Garden Grove Boulevard (Southwest corner of Garden Grove Boulevard and Galway Street)	New restaurant operating with a new State Alcoholic Beverage Control (ABC) Type "41" (On-Sale, Beer & Wine, Eating Place) License
Garlic & Chives By Royal	10911 Westminster Avenue (Northwest corner of Westminster Avenue and Euclid Street)	New restaurant operating with a new State Alcoholic Beverage Control (ABC) Type "41" (On-Sale, Beer & Wine, Eating Place) License
Chez Liz	12865 Main Street (Southwest corner of Acacia Parkway and Main Street)	Existing restaurant operating with a new State Alcoholic Beverage Control (ABC) Type "41" (On-Sale, Beer & Wine, Eating Place) License, and with limited live entertainment
King Street Food	10130 Garden Grove Boulevard #133 (Southwest corner of Garden Grove Boulevard and Brookhurst Street)	Existing restaurant operating with a new State Alcoholic Beverage Control (ABC) Type "41" (On-Sale, Beer & Wine, Eating Place) License
Urban Punjab	12549 Harbor Boulevard (South of Lampson Avenue, west of Harbor Boulevard)	Existing restaurant operating with a new State Alcoholic Beverage Control (ABC) Type "41" (On-Sale, Beer & Wine, Eating Place) License
Tran Co Nuong Kitchen	10912 Westminster Avenue (Southwest corner of Westminster Avenue and Euclid Street)	Existing restaurant operating with a new State Alcoholic Beverage Control (ABC) Type "41" (On-Sale, Beer & Wine, Eating Place) License
Express Food Store	12442 Lampson Avenue (South side of Lampson Avenue, west of Harbor Boulevard)	Existing convenience store operating with a new State Alcoholic Beverage Control (ABC) Type "21" (Off-Sale, General) License
Target Store	13831 Brookhurst Street (Northwest corner of Brookhurst Street and Westminster Boulevard)	Existing retail store operating with a new State Alcoholic Beverage Control (ABC) Type "21" (Off-Sale, General) License
The Wharf	12941 Main Street (West side of Main Street)	Existing restaurant extending the sale of alcoholic beverages to a temporary parklet located within the public street
AUM Beer House	12900 Main Street (East side of Main Street)	Existing restaurant extending the sale of alcoholic beverages to a temporary parklet located within the public street
Azteca Restaurant and Lounge	12911 Main Street (West side of Main Street)	Existing restaurant extending the sale of alcoholic beverages to a temporary parklet located within the public street
Louie's on Main	12942 Main Street (East side of Main Street)	Existing restaurant extending the sale of alcoholic beverages to a temporary parklet located within the public street

Civic Center Revitalization Project Community Outreach

During FY 2022-23, the City continued with community outreach efforts to inform the public and gather feedback on the Civic Center Revitalization Project. The community outreach process incorporated in-person and virtual open houses, as well as in-person community dialogue at multiple City held events, such as Art in the Park, Eggscavation, Concerts in the Park, and Movies in the Park events.



ADMINISTRATION / REAL PROPERTY SECTION

GRANT APPLICATIONS AND AWARDS

The Administration and Real Property Section oversees the department budget, real property and asset management, and contract and grant administration which includes oversight of award and budget of Local, State, and Federal grant projects. In FY 2022-23, CEDD applied for \$6.17 million of potential grant funding and was awarded approximately \$645,000 in grants.

Regional Early Action Planning Grant (October 2022)

The City was awarded \$45,000 of the SCAG's Regional Early Action Planning (REAP) Grant from the Orange County Council of Governments (OCCOG). The grant funds cover housing planning and production support services. Services will help expedite plan checks for Accessory Dwelling Units (ADU) by providing on-call planning assistance. Project completion date is due for Fall 2023.

Encampment Resolution Fund Grant Program (ERF-2-R) (February 2023)

The City submitted a grant application in February 2023 requesting \$3,444,000 from the California Interagency Council on Homelessness (Cal ICH) to address homeless encampment concerns at four (4) major encampment sites along the 22 Freeway in Garden Grove: Beach Boulevard, Euclid Street, Newhope Street, and Haster Street. The City was not awarded this round.

Caltrans Fencing Improvement Project (CFIP) (March 2023)

The City advanced its partnership with Caltrans through a Cooperative Agreement in March 2023 to address encampment concerns at two locations along the underpass of the 22 Freeway: north side of Newhope Street and Pearce Pedestrian Bridge. Under this agreement, the City is allocated \$600,000 for the renovation and installation of fences, landscaping, and hardscaping. Under a separate Delegated Maintenance Agreement (DMA) approved by City Council in May 2023, Caltrans will provide an

annual reimbursement cost for fencing maintenance. The City will be soliciting construction bids to award a vendor in Fall 2023.

California Automated Permit Processing (CalApp): SolarApp+ (April 2023)

The City submitted a grant application requesting \$100,000 from the California Energy Commission to implement automated solar permitting. This grant will fund the implementation of software that will review solar permit applications. The software will verify code compliance and issue permits in real time for solar energy systems. Award notification is anticipated in Summer 2023.



DOT Clean CA Local Grant Program: Cycle 2 (May 2023)

The City made a second attempt to submit a grant application in Cycle 2 requesting approximately \$500,000 from the Caltrans Clean California Local Grant Program under the Department of Transportation (DOT) to add amenities and infrastructure improvements to the Medal of Honor Bike and Pedestrian Trail. The application included: outdoor fitness equipment, trash cans, signage, trail furniture, bike racks, landscaping/mulch, and a maintenance plan. Award notification is anticipated in Fall 2023.

Encampment Resolution Fund Grant Program (ERF-3-L) (June 2023)

In June 2023, the City resubmitted a grant application with a narrowed scope requesting \$1,921,500 to address homeless encampment concerns within the Beach Boulevard encampment site. If awarded, these funds would be directed toward the operations of the Navigation Center, street outreach efforts, and supportive services in collaboration with the Garden Grove Police Department (GGPD) Special Resource Team (SRT), BeWell OC Mobile Response Unit, and the County of Orange Office of Care Coordination. Award notification is anticipated Fall 2023.



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 2022-23, CEDD managed \$3.6 million in current grant projects and completed \$750,000 in projects.

AB 2766 Subvention Fund Program (Awarded 2016)

The City received approximately \$225,000 in state funding from South Coast Air Quality Management District (SC AQMD) through AB 2766 Subvention Fund Program. The fund is sourced from registration fees collected by the Department of Motor Vehicle (DMV) and then allocated to local government recipients. The City has historically used the funds 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 and striping) as well as addition of bicycle lanes to decrease commuter vehicle trips and reduce greenhouse gas. These funds have contributed to the construction of the Medal of Honor Bike and Pedestrian Trail and the Bicycle Corridor Improvement Program (BCIP) and will continue to be used to support future Active Transportation projects.

Urban and Community Forestry Grant Program (Awarded 2018)

The City was awarded approximately \$573,931 in state funding from the California Department of Forestry and Fire Protection (CAL FIRE) under the Air Resources Greenhouse Gas Reduction fund to complete the Urban Forest Management Plan (UFMP), Tree Ordinance update, canopy cover assessment, and 363 tree planting along the Medal of Honor Bike and Pedestrian Trail. In 2020, the City honored the children from the Garden Grove Unified School District who were selected as winners for their art submission to the Tree Art Contest. Winners' artworks were featured in the UFMP document. On May 13, 2021, the City Council adopted a resolution approving and adopting the 2020 Urban Forest Management Plan.



In FY 2022-23, the City designed and installed 10 informational signs for the species of trees planted throughout the Medal of Honor Bike and Pedestrian Trail. In order to promote tree preservation and protection, the City contracted with an arborist to monitor and maintain the trees. Final inspection by CAL FIRE was completed April 2023. www.ggcity.org/urban-forest

Caltrans 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 Winter 2023.



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 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 Bonus Ordinance, and a UCI Housing Study, in addition to public outreach requirements related to the General Plan Element updates. Project completion is due Winter 2023. www.ggcity.org/housing-element

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 preparing and adopting the planning documents and also processing improvements that 1) accelerate housing production and 2) facilitate compliance to implement the 6th 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 the 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 Winter 2023.

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
TOTAL	\$ 162,149	\$ 152,775	\$ 152,775	\$ 467,699

The awarded funds focus on implementation of a Local Tobacco Enforcement Program under the Code Enforcement Unit. A contract code enforcement officer is assigned to the City's commercial areas to seek compliance through standard compliance methods. The code enforcement officer in charge of tobacco compliance inspects businesses for tobacco licenses and educates businesses regarding state laws. Program completion due date is June 2024.

1st 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 was implemented to support local businesses and 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 June 2023 with modifications continuing through FY 2023-24.



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. Work completed in June 2022.

Innovate Garden Grove initiative intended to implement a local Garden Grove E-sports tournament in collaboration with the Garden Grove Unified School District (GGUSD) Next Gen and Garden Grove Tourism and Promotion Corporation to stimulate local tourism and technological advancement. Due to continuation of the pandemic, however, the event was canceled twice. The funding amount allocated for this initiative was shifted to support funding shortage of other Garden Grove initiatives.

Sustain Garden Grove expanded the 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 75 local food and beverage businesses impacted by Covid and aimed to promote recovery in the industry. In June 2022, Phase 2 of FoGG added an additional 75 businesses to the City's website, bringing the total support of local small businesses to 150. Phase 2 incorporated expansion of Garden Grove's local culinary scene on social media platforms including partnership with GGUSD in February 2023. Project completed in June 2023.



www.ggcity.org/foodsofgardengrove

SCAG Sustainable Communities Program: ADU Implementation (Awarded 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

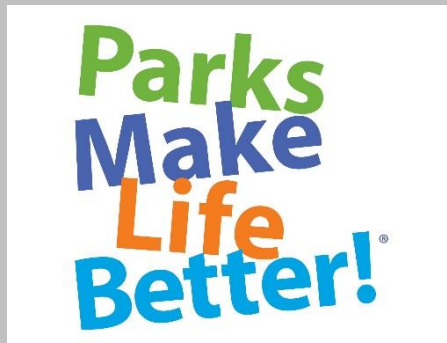


assistance and technical assistance related to effective ADU policies, design standards, development process, and prototype designs. The consultant selected is Woodsong Associates and the project is anticipated to be completed by Winter 2023. www.ggcity.org/planning/adu

SCAG Sustainable Communities Program: Curb Data Study (Awarded 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 Fall 2023.

COMMUNITY SERVICES



The mission of the Community Services Department is to enrich and serve an inclusive, healthy, and vibrant community by innovatively connecting people through parks, programs, and play.

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, 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 IMPROVEMENT PROJECTS

Woodbury Park

In fall 2022, the City of Garden Grove Community Services Department awarded a contract to David Volz Design Landscape Architects to complete the design and construction plans for 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.

Garden Grove Park

In 2022, a total of \$1.3 million in park improvements were completed at Garden Grove Park. Park improvements included a new large pavilion with built-in barbecues,

three new picnic shelters with an ADA accessible walkway, and a new, all-inclusive, aviation-themed playground. The new playground includes ADA accessible play equipment, various musical instruments, words and symbols etched into several pieces to assist those with limited or no verbal skills, and sensory walls to stimulate, engage, and calm users. In addition, the aircraft-themed playground, boasting airplane and rocket ship play towers, reflects the park's history. Formerly known as Haster Farm airfield, Garden Grove Park was once owned by the United States Navy, and was used as a landing strip for airplanes during the 1940s and '50s.

RECREATION

Contract Classes

Community Services offered a total of 292 classes to the Garden Grove community. Classes offered include ballet, volleyball, 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 Pickleball for youth & adults, cookie decorating, and Fit for Moms Stroller Strides. The number of participants has slowly increased post pandemic. Contract classes served 1,638 participants and generated \$77,056 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. In 2022, the Summer Day Camp program was moved back to its original location, Courtyard Center Activity Center. Campers attended the 9-week camp in "group" format which consists of 6 groups with 10 campers in each group. Day camp generated \$83,799 and served 585 campers during the 2022 summer season.

Aquatics

One of the most popular recreational activities offered are swim lessons. The City is proud to offer The American Red Cross Learn to Swim Program at two city parks, Gary Hall Pool at Eastgate Park and Woodbury Park Pool. Gary Hall had a total of 1,250 participants in swim classes. Woodbury Park Pool served another 900 participants take swim classes. A total of 2,150 students participated over the spring, summer, and fall seasons, generating over \$145,000 in revenue. Each pool also offers recreational swim to the public, which had over 3,800 participants, generating another \$6,500 in revenue.

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 also generated over \$115,000 in revenue through youth drop-in, pickleball, basketball and badminton drop-in, volleyball leagues, and Korean Senior Badminton Club.

Youth Basketball

The City offers two seasons of youth basketball where local youth, ages 4-14, enjoy an opportunity to learn the fundamentals of basketball and teamwork. This past year the program attracted 160 participants for the winter season and 200 participants for the summer season. This program would not exist without the dedicated 40 volunteers that help coach or assist each year.

Atlantis Play Center

The park resumed regular summer season operations from June through August of 2022. During this time, the park was open to the public Tuesday – Saturday from 10 a.m. to 4 p.m. and Sunday from 12 p.m. to 4 p.m.

During the FY 2022-23, Atlantis Play Center hosted a total of 15 “exclusive” rentals and 6 “after-hours” rentals. Between pavilion and table rentals, park patrons held 80 parties within the park. Total attendance for the fiscal year was 12,140, though that figure does not include attendance from private rentals or special events, of which two were staged by City staff, including the following:

Jack O' Lantern Jamboree

Jack O' Lantern Jamboree was held on Saturday, October 22, 2022. The three-hour event featured a pumpkin patch, reptile shows, inflatable obstacle courses for kids of all ages, glitter tattoos, carnival games, a petting zoo, puppet shows, 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 1,000.



Eggscavation

Eggscavation was held on Saturday, April 8, 2023. This event featured age-specific egg hunts for children ages 3-12, along with candy grabs for children ages 2 and under. The event also featured a petting zoo, inflatable obstacle courses, caricature drawings, carnival games, face painting, colored hairspray, and crafts. The Easter Bunny was on hand for photographs, and staff raffled off prizes. Attendance was approximately 1,000.

2022 Outdoor Movie Series

The 2022 Outdoor Movie Series was hosted on Friday nights at Eastgate Park (12001 Saint Mark St.) and Garden Gove Park (9301 Westminster Blvd.) during the months of June and August. *Symphony on the Go* provided a free chamber music concert prior to the movie at Eastgate Park. 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 were as follows:

June 17, 2022 @ Eastgate Park
Sing 2 (2021)
150 in attendance

August 5, 2022 @ Garden Grove Park
Spiderman: No Way Home (2021)
250 in attendance

Garden Grove Teen Action Collaborative (GGTAC)

The Garden Grove Teen Action Collaborative (GGTAC) was established in 2021 in response to a directive from the City Council to increase the involvement of local teenagers in volunteer activities and create a youth leadership program that spans across the city. The mission of the GGTAC is to connect Garden Grove teens to their community and peers while providing them with opportunities to advance their future.

During the 2022-2023 school year, GGAC enrollment more than doubled, with an average of 20-25 teens (ages 13-17) actively participating from September to May. Throughout the year, the teens were given opportunities to volunteer at various City events and hear from guest speakers on a quarterly basis. Additionally, GGAC established more partnerships with local non-profit organizations and logged over 480 volunteer hours in the 2022-2023 program.

Winter in the Grove

This Christmas-themed event held annually at Village Green Park continues to be wildly popular, attracting upwards of 8-9,000 guests in 2022. 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 nearly 50 crafter booths offering holiday gifts for sale. Local non-profits and athletic booster clubs offered food for sale, while City public safety departments offered free, holiday-themed giveaways.



Garden Grove Gems

This virtual home beautification program allows the community to not only self-nominate their homes online, but also gives residents the easy option of choosing the winning homes online. Homeowners and renters who reside in one of the city's six districts are eligible to nominate their home by submitting a photo, then the community-at-large has the chance to vote.

A total of 44 nominations were received in 2022, with a total of 712 votes being cast. After voting online for a favorite home in each district, winners and runners-up are then chosen. These winners and runners-up were then invited to a reception before the City Council meeting, along with being recognized during the Community Spotlight portion of the meeting.

Art in the Park

This annual event is staged in partnership with the GGUSD's First Impressions Art Gallery as a way to showcase the 1,200 pieces of student art on display at the Courtyard Center, and to further the mission behind the City's Re:Imagine campaign, which is to enhance the overall presence of art in our community. For the 2022 event,

Village Green Park was once again packed with hands-on art activities for all ages, featuring creative make-and-take options, as well as a Sip & Paint, paint-along session led by a local accomplished muralist.

The return of 20, 4'x5' oversized easels placed near the Clock Tower, each featuring a student art piece on canvas, were on display for the weeks leading up to the event. Also returning to the park was a 6' x 50' banner that read 'ReImagine,' with each letter of the word being designed by various middle and high school art classes.

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 for the Buena Clinton area.

In total, the Center served 13,720 duplicated individuals (1,804 duplicated families) this year. The Center offered summer programming for approximately 60 youth through a summer day camp program, teen camp, and VolunTeen program. In addition, a free summer lunch program in partnership with Second Harvest Food Bank served 4,950 meals. During the school year the Center provided After-School enrichment and teen leadership program, True Neighborhood Teens with over 50 youth being served and 2,817 meals for snack.



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 ten months out of the year, serving a total of 3,518 individuals (650 families) with food. In addition, the Center continued to partner with CAPOC's Diaper Program to provide diapers to 404 families (50 unduplicated families), 471 children (56 unduplicated), for a total of 35,325 diapers distributed.



The Center continued family nights, including a Halloween Movie night, Family Karaoke and our first Easter egg hunt serving a combined total of over 700 individuals. The Center was fortunate to continue its partnership 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 celebrate the Center's 20th Anniversary. The event featured the neighborhood's first outdoor concert, resource fair, community awards featuring youth, parent and community partner of the year, as well as awarding the Futuro Brillante Scholarship winner.

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 139 children (75 families) and provided free toys to residents in the neighborhood for 254 children (126 families) during the holiday season. The Center also collaborated with Bracken's Kitchen to offer a holiday meal for 309 individuals (77 families).



BCYFC partnered with Orange Coast Optimist Club and Bracken's Kitchen to provide turkeys and Thanksgiving meals to families in need, serving 499 individuals (83 families) from the Buena Clinton area.

Healthy Smiles of Orange County continues to offer monthly onsite comprehensive mobile dental clinic for low income children and adults serving 59 individuals. The Center 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, chrome books, and hot spots to access free Wi-Fi. This has been a very successful partnership with over 358 individuals accessing services this past year.

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 older adult population by offering low or no-cost services. The Center has continued to focus on engaging the senior community by providing a variety of classes, recreational activities, and programs. The Center served approximately 680 individuals (unduplicated) throughout the year.



At the beginning of the fiscal year, the Center focused its efforts on phasing out the frozen food distribution program and re-opened the in-person lunch café program. The frozen grab and go program served on average of 260 participants weekly for the months of July and August and provided 6,264 frozen meals. Center staff worked hard to get the Meals on Wheels Lunch Café in-person dining program back up and running, offering it three days a week and later in the year moving to four days a week. The program averaged 38 participants a day and served 6,976 hot meals for the last eight months of the fiscal year. Our partnership with Bracken's Kitchen continued, an in-person dining option was offered every Thursday. The Center provided over 2,800 hot meals to participants this year. Bracken's Kitchen also provided a 140 frozen meals once a week for a total of over 3,600 meals.

The Senior Mobility Program, funded by OCTA M2 funds, provides transportation services through a contracted taxi service for trips to the Center, grocery store, or doctor appointments. This year a total of 215 riders, averaged 695 trips monthly

and 8,348 trips this fiscal year. This funding also allowed the Center to coordinate regular excursions that help promote socialization and mental well-being. Trips included OC Fair, Mission San Juan Capistrano, Huntington Beach, Newport Harbor, Centennial Farms, Roger's Gardens, Holiday Lights Cruise, Bower's Museum, Orange Circle, and the Griffith Observatory in Los Angeles.

The Home Delivered Meals Program (HDM) in partnership with Meals on Wheels Orange County continued to operate, with an average of 55 seniors a week. The program works with community volunteers to deliver meals to homebound seniors. This year, a total of 61,160 meals were delivered.

The Center continues to grow its social support/case management program that focuses on linking seniors with community resources. The Center managed 136 cases with social support services including case management, information and referral, individual counseling, and services provided by MSW interns. Educational workshops offered included a new partnership with Hoag for health education, financial workshops with JP Morgan Chase as well as clinics with Community Health Initiative of Orange County (CHIOC) to assist with medical insurance, and Community Legal of Orange County. The Center hosted its second annual Halloween Resource Fair October of 2022. The event included over 15 community based organizations, costume contest and a free vaccine booster/flu clinic for the community serving 90 individuals.

Bingo and Balance and Mobility are the most popular activities with an average of 55 participants playing bingo weekly and 30 participants getting their exercise in twice a week. Karaoke day was a new addition last year and became so popular, it is now offered monthly.

Implementing culturally relevant activities was a focus this year, starting with Luau Summer celebration with Polynesian dancers. The Center continued a Latino social group, Mejor Juntos that planned a Día de los Muertos celebration with traditional pastries and an altar honoring those who have passed. Staff along with the support of interns were also able to introduce a new event, International Week. Participants were surveyed and enjoyed a week filled with activities, foods, and performances from a variety of cultures and ethnicities.



The Center's volunteer instructors continued to offer Adaptive Line Dancing, Balance and Mobility, Tai Chi, Fit Body Fit Mind and Longevity Stick classes with increased participation throughout the year.

The Center's partnership with Santa Ana College (SAC) provided seniors another introductory computer class and a free laptop on loan from the college. SAC also

provided a "Painting with the Masters" art class in the fall that has been well received as well as "Fall in Love with Music." In January SAC launched a new chair yoga class that has become very popular.

The Center brought back its first evening dance for Valentine's Day. The Strawberry Ball in May was a huge success with an attendance of 173 participants, who enjoyed a night of fun, including dinner, live band entertainment, dancing, photo booth, and prizes. The highlight was the crowning of the King, Howard Whittaker, nominated by Elks Lodge #1952 and Queen Arlene Martin, nominated by the Assistance League of Garden Grove.



Magnolia Park Family Resource Center (MPFRC)



MPFRC's Community Action Engagement Council (CEAC) hosted a Women's Recognition Breakfast and honored 40 female clients who have successfully completed services at MPFRC and through all of their efforts have demonstrated great strength and resiliency. This event was to not only applaud what they have accomplished, but also to encourage and motivate these women to continue moving forward to achieve additional goals and to appreciate who they are and who they have to potential to become.

MPFRC provided a two-week summer program for children 1st to 6th grade, and served 25 children. The Center's teen group participants volunteered as counselors in training to support staff with weekly themed activities.



MPFRC's goal was to increase father engagement in FRC services/programs. In FY 22-23 MPFRC made an effort to provide opportunities for fathers to feel supported, and initiated a father's only support group and provided a two 6-week parenting program, "Fathers United". There were 22 fathers that participated in the program.

In FY 22-23, 2,028 referrals were provided to 1,860 individuals. Individuals contacted the Center in need of housing/rental assistance resources, parent education, and mental health services.

Through the support of many community partners, MPFRC has been able to provide free diapers and food to Garden Grove families on a monthly basis. MPFRC provided free diapers to 102 families/152 children, and distributed a total of 71,700 diapers throughout the year. Through the monthly food distribution, 732 families/3,360 individuals received fresh produce and non-perishable items.

Magnolia Park FRC collaborated with Bracken's Kitchen to provide free meals for families during family fun activities. These activities included two Summer Fun events, a Trunk or Treat event, a holiday event and a Spring into Fun event. A total of 343 families/1,391 individuals participated in these events.

Seventy four individuals participated in individual, family, and group counseling services offered by MPFRC. The groups that were offered included women's support group, self-esteem group, loss & grief group, anxiety & depression group, couples group, and a teen girls support group.

215 individuals participated in educational workshops, which included parenting, personal empowerment program classes, substance use prevention, suicide prevention, financial literacy, nutrition & diabetes prevention, and stress management. MPFRC collaborated with agencies such as Human Options, Olive Crest, Interval House, Community Action Partnership OC, Abrazar, Health Care Agency, and Didi Hirsch Mental Health Services to provide these free classes and workshops.

Through our comprehensive case management services, 175 families were served by the MPFRC's Family Support Specialist. Families were linked to parenting education, rent & utility assistance, counseling, and basic needs services.

The Center distributed free backpacks and school supplies to 129 children, provided Thanksgiving meals/baskets to 25 families, and provided free toys to 395 children (168 families) during the holiday season.



MPFRC's youth teen group, SOL (Strengthening Our Leadership), continues to grow in size with 27 youth participating on a weekly basis. They participated in workshops, meetings, and fun activities that totaled 710 hours. Teens have helped with MPFRC's food distribution and family fun activities. They have provided support with event set up/take down and children's activities. They have also played a significant role in the summer program.

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 was able to serve 67 individuals (64 children/3 adults).

Children's Health Initiative of OC (CHIOC) was on site monthly to help families apply for MediCal, CalFresh (food stamps), CalWorks and General Relief. They assisted 72 families with accessing government benefits.

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.

Post pandemic, clients are slowly returning for large scale events including anniversaries, postponed weddings, and celebrations of life.

Internal bookings: CMC – 248 / CYC - 31
Co-sponsorship bookings: CMC - 37 / CYC – 15
Revenue-generating bookings: CMC – 36 / CYC - 23

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, 2022 through June 30, 2023, these rental facilities generated \$162,505 in field revenue.

In addition, staff documented the following on park grounds: 4,226 illegally parked vehicles; 2,358 reports of dogs off-leash; 1,692 (duplicated) permitted groups; 593 calls for information and assistance; 152 non-permitted user groups; 73 instances of graffiti vandalism; 23 calls for animal control; 12 instances of alcohol consumption; and 7 occurrences of golf play.

Picnic shelter rentals at various parks generated over \$18,780 in revenue through 162 individual rentals and 46 Picnic Pavilion rentals.

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. For the fiscal year the buildings were rented out 164 times and generated approximately \$19,830 in revenue.

The City's mobile stage was offered 17 times for City-run and community-wide organizations.

Theaters

The GEM Theater is home to One More Productions, a non-profit organization providing theatrical experiences of the highest quality to the Garden Grove community including the following performances: *Avenue Q*, *Gypsy*, *Cabaret Night*, *Always Patsy Cline*, *Oklahoma*, and *All Shook Up*.

The Festival Amphitheatre (Garden AMP) is Garden Grove's large outdoor amphitheater located at Village Green Park operated by LFA Group LLC. Concerts of a various genres are held year-round.

Garden Grove Community Foundation

Established in 1998, the Garden Grove Community Foundation (GGCF) is a 501(c)(3) non-profit organization that was created to enhance the community's unique features, diversity, and economic vitality. Community Services department is the liaison between the Foundation and the City. In 2023, the Foundation celebrated 25 years on enhancing the quality of life in Garden Grove. Partnering with the Garden Amp, the Foundation held a free concert for residents featuring 80's music by *Flashback Heart Attack* and tribute bands to U2 and Van Halen. Each year, the Foundation is responsible for the Free Summer Concert Series, one of the most popular free

programs for the community. The concerts were held at Garden Grove Park, on Historic Main Street, and at Eastgate Park. Vietnamese performers, *Bruno & The Hooligans*, *Blue Breeze Band*, *Yachty By Nature*, *Tijuana Dogs*, and *Gold Rush Country* entertained the crowds for six weeks. At Eastgate Park, the average weekly attendance was between 2500-3000 people. A special part of the concert features local high school vocalists competing for cash prizes and the title, The Voice of Garden Grove.

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 2022-23 included the following:

ECONOMIC FOCUS

In the aftermath of the COVID-19 pandemic, the City of Garden Grove has continued down a solid path of economic recovery. Since the reopening of California in 2021, the City's local economy has rebounded resiliently with record high transient occupancy tax revenues achieved in several months and total TOT for FY 22-23 coming in at \$28,003,505, almost \$6 million over anticipated revenues.

The City has capitalized on its enhanced financial position to further economic development, rebuild critical services, protect reserves, and fund much needed programs and projects throughout the City. Key economic development projects for FY 22-23 included the Garden Brook Senior Village (394 senior living units), Harbor Boulevard hotels (Home2 Suites), Cottage Industries Phase 1 Farm Block, West Grove Center (Drive-Thru Starbucks), Pavilion Plaza West (Mattress Firm, Habit Burger, Crimson Coward, Jersey Mikes, Ulta Beauty, and Moge Tea), and Brookhurst Place Phase 2. In FY 22-23, the City also saw significant progress on infrastructure improvements under the Pavement



Management Acceleration program, began construction of the Central Cities Navigation Center in its efforts to address homelessness, and advanced the Civic Center Revitalization project, which will focus on the new public safety building and civic center.

End of California’s COVID-19 State of Emergency and the Federal Public Health Emergency for COVID-19

COVID-19 RESPONSE AND RECOVERY

Throughout the pandemic, the City Manager’s Office, in collaboration with all City departments, maintained local emergency operations, promoted vaccinations, distributed information and administered 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. On February 28, 2023, Governor Gavin Newsom issued a proclamation terminating California’s COVID-19 State of Emergency. Shortly thereafter, on May 11th, the Federal Public Health Emergency for COVID-19 also came to an end. In line with both State and Federal guidance, the City of Garden Grove gradually phased out executive actions put in place since March 2020 as part of the Covid-19 pandemic response.

FY 2022-23 ACTION PLAN

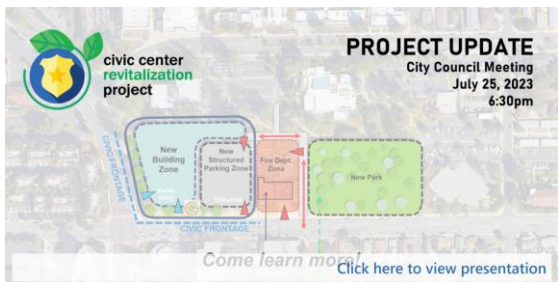
The City Manager’s Office oversaw implementation of the FY 2022-23 Action Plan to achieve the City Council’s priorities. Among the significant accomplishments were:

Economic Development

- Broke ground on Brookhurst Place Phase 2, commencing construction on Building 2 which will include 112 new apartment homes
- Continued development at Pavilion Plaza West with the finalization of tenant leases for Ulta Beauty, Moge Tee and Hummus Republic
- Completed construction on Garden Brook Senior Village (former Galleria) and all 394 units were fully occupied
- Progressed construction on the Home2 Suites project and Cottage Industries Phase 1 – Farm Block
- Implemented Business Revitalization efforts as a part of the Main Street Beautiful Project including lighting enhancements, dining parklets, and utility box art
- Completed new art installations: 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



Public Safety

- Completed the Civic Center Community Engagement Plan to gather input on improvements to the Civic Center area and GGPD headquarters
- Acquired the building located 11277 Garden Grove Blvd and transitioned auxiliary PD functions
- Maintained the Measure O Public Safety Staffing Plan
- Continued to support 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
- Updated the City website and mobile application
- Promoted community participation in the Civic Center Community Engagement process and educated the community on the state-mandated Organics Recycling Program
- Promoted City job opportunities, programs, and news through use of customized multilingual media



Financial Sustainability

- Developed and adopted the FY 2023-24 & 2024-25 biennial budget
- Implemented Finance Enterprise’s Position Budgeting module
- Established and adopted Capital Assets Replacement and Renewal Policy
- Received the 38th consecutive award for Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA)

Effective, Transparent Government

- Awarded a design contract to David Volz Design Landscape Architects to complete the design plans and specification for the Woodbury Park Revitalization and Expansion project (\$6 million in Prop 68 Park Bond grant funds)
- Executed a contract with HUD to begin programming \$1 million in grant funds for park improvements at Jardin de los ninos, Haster Basin, and West Haven parks



Other Community Issues

- Implemented a citywide Community Cleanup Day program
- Continued implementation of the pavement management acceleration program
- Continued replacing street signs in poor condition
- Implemented a more robust traffic and parking enforcement program
- Launched Orange County's first street medicine pilot program in partnership with CalOptima Health and Healthcare in Action
- Broke ground on the Central Cities Navigation Center in partnership with the cities of Fountain Valley and Westminster, and the County of Orange
- Implemented PFAS improvements with the construction of four PFAS water filtration systems

CITY HALL SECURITY ENHANCEMENT

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 and its increased security measures is open and operational.

OFFICE OF THE CITY CLERK

The Office of the City Clerk safeguards all official records of the City; records and preserves the legislative actions of the City; facilitates municipal elections upholding the democratic process; promotes transparency through access to public records; provides reliable and accurate information to the City Council, staff, and the general public; and ensures compliance with the Brown Act, the Public Records Act, and the Political Reform Act.

Achievements specific to these functions included:

- Continued commitment to transparency by facilitating 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, ongoing coordination of public records request responses averaging between 75 and 80 per month.

- Support to City departments in adhering to the City’s retention schedule for records storage and destruction.



- Continued organizational efficiency, public access, and internal support by using an electronic agenda management system for publishing City Council and all related legislative bodies agendas and reports in compliance with Brown Act requirements.

- Regular updates to the Municipal Code as enacted by the City Council ensuring timely online access.

- Continued administration for the implementation of onboarding appointed City Officials to the City’s Commissions, Committee and Board, and coordinating with respective City Departments on appointments.

- Notary services and partnership with the County for Government to Government (G2G) access for the recordation of certain documents pertaining to the City’s business.

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 2022-2023, the Housing Authority scored 100 percent and earned the designation of “High-Performance Agency” from the Department of Housing and Urban Development.

Housing Authority Rental Vouchers

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

- Over 280 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 321 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 \$29,000 a month in administrative fees.

Housing Quality Standards and Building & Safety Codes Compliance

■ 330 initial inspections and 954 annual inspections were conducted to ensure that subsidized units meet Housing Quality Standards and Building and Safety Codes. 694 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 annual budget authority of \$948,915 in FY 2022-2023 to cover the 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 and 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 70 families with Mainstream vouchers.

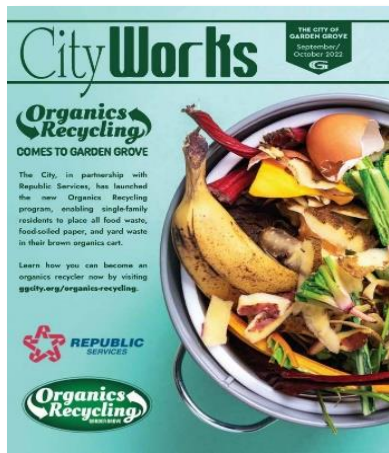
Emergency Housing Vouchers

■ 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. 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 113 families with EHV vouchers. In FY 2022-2023, we received the annual budget authority of \$1,608,798 to cover the Housing Assistance Payments (HAP) for the EHV program.

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 and community. The office provides consistent and transparent communication through City mediums that include the Emmy Award-winning Garden Grove TV3 (GGTV3). OCR also serves as the City's marketing and PR center, undertaking numerous promotional campaigns that heighten Garden Grove's image locally, regionally, and internationally. The division produces a variety of written materials for the city council and participates in several community events.

From July 1, 2022 to June 30, 2023 the office produced, distributed, or placed:



- 144 press releases; 78 translated into Vietnamese, six into Spanish, and four into Korean.
- 40 flyers; 29 translated into Vietnamese, 30 into Spanish, and 14 into Korean
- Six CityWorks bi-monthly water bill newsletters
- Six bi-monthly Vietnamese newsletters
- One Connections PR piece
- One feature article
- 27 Community Spotlights
- 120 promotional ads in print and digital publications, websites, and social and outdoor media.

In September 2022, the division launched the first of a two-year campaign on the implementation of the state's food recycling mandate, SB 1383. The following month, OCR publicized and supported the grand opening of Stuart Apartments, the City's first permanent supportive housing development.

In April 2023, the office coordinated a joint press conference with CalOptima Health and Healthcare in Action announcing the City's street medicine pilot program, the first in OC.

OCR held its 10th Garden Grove College Graduates' Reception in May 2023, recognizing over 70 graduates and awarding over \$8,000 in cash, gifts, and services.



Two major groundbreakings were organized and publicized by OCR in June 2023: Brookhurst Place Phase II and the Central Cities Navigation Center.



During this fiscal period, OCR and GGTV3 produced two State of the City events. The April 2023 event captivated a sold-out crowd with the “Garden Grove Magic.”

The team also supported events and publicity to welcome a new city manager, police chief, community development director, and new and returning Garden Grove City Council.

Other promotional/informational efforts undertaken by OCR included:

- ADU
- Buy in Garden Grove/Black Friday
- Bulky Item Pickup Program
- City Commissioners
- Civic Center Revitalization Project
- Community Services Programs, Events, and Summer Recruitment
- Community Surveys
- Economic Development Programs
- Infrastructure Projects
- National Night Out
- Neighborhood Improvement Programs
- Park Improvements
- Parks & Recreation Guide
- Police Recruitment
- West Nile Virus
- Wyland National Mayor’s Challenge

Social media continued providing the most extensive and immediate audience reach and engagement, with growth on all platforms. Top performing posts were: GGPD DUI checkpoints, Community Services’ summer jobs, events, commuter alerts, parks, and surveys. Ten social posts were translated into Spanish, Vietnamese, and Korean.

In May 2023, OCR/GGTV3 launched a new social media feature, UnReel with City Manager Lisa Kim.



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 promotes Garden Grove’s positive image, averaging about 8,000 views and over 160 hours of watch time per month. It has over 4,100 subscribers and over 4.2 million total views.



Productions during the last fiscal year included:

- 4th of July Stay Safe PSA
- 22 Live & Recorded City Council Meetings
- GGCF 25th Anniversary
- Live & Recorded Garden Grove Strawberry Festival Parade & Story
- Live Call to Duty Police Memorial
- Localized Republic Services Organics Videos
- Organics Recycling Animation Video
- State of the City 2022 & 2023
- Think BiGG Promotion
- Winter in the Grove

GGTV3 produced numerous Instagram Reels during the last fiscal year that included:

- AAPI Heritage Month at SteelCraft
- Buena Clinton 20th Anniversary
- City Council Swearing-In
- City Hall Holiday Message
- Eggscavation Recap
- Elvis Festival on Historic Main Street
- Garden Grove Park Pavilion
- GGCF Summer Concerts
- H. Louis Lake Senior Center Holidays
- Holiday Drive
- Lunar New Year
- Main Street Car Show
- National Night Out Promo
- State of the City
- UnReel with City Manager Lisa Kim



GGTV3 created and delivered Facebook Live messages for: National Night Out, Water Wise City, Garden Grove Park's New Playground, Parks and Recreation Guide promotion, City Commissioners Needed and Workforce Activation Readiness Program.

Garden Grove TV3 received the NATOA Government Programming Award (National) Award of Distinction: Garden Grove's Open Streets 2022

<https://youtu.be/ujbqrcA20N0>

The GGTV3 team also received a W.A.V.E. award from the Alliance for Community Media (Western Region) for Vote Now for Garden Grove Gems.

FINANCE DEPARTMENT

The mission of the Finance Department is to promote sound fiscal stewardship through innovative, efficient and effective financial management, and provide timely, accurate, clear and complete information and support to other city departments, citizens, and the community at large while maintaining accountability and preserving public trust.

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 six part-time employees, covering citywide financial activities in five functional areas – Budget and Payroll, 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 2022-23 included the following:



- Successfully developed and adopted the fiscal years 2023-2025 biennial budget. The budget was structurally balanced and included over \$13 million additional funding for various programs and capital improvement projects.
- Completed the implementation of the Finance Enterprise’s Position Budgeting module in Fall 2022. Position Budgeting was used in the budget development and administration.
- Adopted a Capital Assets Replacement & Renewal Policy in June 2022. Subsequently, a Building and Facilities internal service fund was established in the fiscal years 2023-25 biennial budget to allow a systematic collection of facility repairs and maintenance charges to address deferred maintenance issues and implement preventative measures to maximize the useful lives of citywide building and facilities infrastructure.
- Updated several citywide fees including Water Services, Park and Facility Rental, Police Services, Engineering fees, Community Services.



ANNUAL COMPREHENSIVE FINANCIAL REPORT

JULY 1, 2021 - JUNE 30, 2022

- Received the 38th consecutive award for Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA) for fiscal year ended June 30, 2022.
- Successfully transitioned the City's primary banking institution from the Union Bank of California to US Bank, N.A.
- Conducted five Committee for Operations and Organizational Policy meetings, and facilitated the approval of two new administrative regulations and revised nine existing ones.
- Successfully completed the renewal of the City's insurance policies to ensure uninterrupted coverage on property, liability, and worker's compensation.

- Successfully implemented the Central Cities Navigation Center Memorandum of Understanding among the cities of Fountain Valley, Westminster and the County of Orange, and assumed the Program Treasurer role.



Paying My Water Bill

- Participated in the California Low Income Household Water Assistance Program (LIHWAP). Successfully enrolled 271 customers who received a total of \$200,420 in water assistance.
- Continued to provide user training to City employees on Finance Enterprise ERP system.
- Implemented a new Finance standard operating procedure for returned check processing.



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 2022-23 included the following:

POLICIES / PROCEDURES / PLANNING

- Created Cloud Computing Policy
- Updated Administrative Regulation 3.1 Use of City Reprographic Services
- Updated Administrative Regulation 3.3 Design, Review and Production of Printed Materials
- Launched a new internal document Wiki

SYSTEMS / PC TECHNICAL SUPPORT

- Upgraded Housing Pro system
- Backup system updates
- Expanded cloud file storage and backups
- Updated cloud-based backup for all critical servers
- Updated ERP integration with Housing
- Decommissioned San Diego DR site
- Replaced 27 Xerox MFPs with Ricoh MFPs
- Added Internet redundancy for City network and WiFi networks
- Replaced Internet Firewall and routers
- Converted PD Spillman Records to Axon Records
- Moved City network filesystem backups to cloud

- Integration of City systems with new Construction and Building permitting and review system
- Supported new City Hall physical security system including new access cards and ID badges
- IT Support for Water Services next generation SCADA
- Core Networking for Purcell Building
- New mobile app
- New Public Works Asset Management System
- Updated ticketing system for Graphics and Reprographics
- Updated Public Works work order request system
- Desktop and Workstation replacements
- Over 2,400 support tickets closed

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:

- Maintenance of City Telephone Directory & updates to Online Directory
- Creation of electronic forms and paper forms
- Formatting of documents for various departments
- Maintained and updated all City mailing lists

Artwork:

- Central Cities Navigation Center Fact Sheet
- Triannual Parks and Recreation Guides
- Recreation Center banners
- CityWorks publication
- City calendars
- Various water bill inserts
- Employee Service Awards
- College Graduates' Reception
- PD Volunteer Luncheon pamphlet

- 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
- Outdoor Movie Series posters and flyers
- Holiday closure signs
- Police Biennial Report
- PD Vietnamese Newsletter
- Digital board updates
- Created CPRS event flyers and signs
- Chief El-Farra Evite
- Strawberry Festival posters
- Human Resources Recruitment Brochure
- Public Works Annual Cover
- Animal Control Brochure
- GGTV3 Calendar
- District props
- Volunteer/Intern City ID template
- GGCF/Chamber Golf Classic brochure/banners/program
- Laminate various signs
- Create City staff business cards

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, 2022, to June 30, 2023, this division produced:

- 548,340 color photocopies
- 1,457,773 black and white photocopies

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

- Sort and deliver incoming mail/deliveries

- 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
- Paper refill and toner of City Hall copiers
- 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, Housing, and Community Development
- Print business cards for various departments
- Name plates and name tags
- Special events food tents, flyers, table top signs
- Print Parks and Recreation Guide and postcard
- Fold and insert accounts payable checks
- Assisted with the RFP process for 27 copiers

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 2022-23 include the following:

- Successfully conducted an internal recruitment for the position of City Manager; implemented a reorganization of the Community and Economic Development Department into two Departments; recruited and hired a Community Development Director and an Economic Development and Housing Director; created Deputy Director positions for seven City Departments and promoted internally to fill those Deputy Director positions.
- Implemented a City-wide Equity Study to ensure City salaries were at market and competitive with Garden Grove's 10 comparator cities for 190 classifications, which included an analysis of over 3,800 data points.



- Conducted contact tracing for 117 COVID-19 positive employees; notified an additional 149 employees and their Union representative as required by Cal/OSHA for close contact protocols; monitored another 81 employees that were experiencing COVID-19 symptoms but tested negative.
- Configured and implemented online new hire paperwork process through NEOGOV eForms to automate and digitize the pre-employment process.
- Achieved highest rating of 100% accurate and compliant for Public Employees' Retirement System Audit, Parent-Child Relationship Review.

100%

- Developed and implemented a Telecommuting Policy for the City's Administrative Regulations.

CPR & First Aid Classes



- Implemented on-site training for city staff for cardiopulmonary resuscitation / automated external defibrillator (CPR/AED).

- Managed the Worker's Compensation process for 46 new employee injury cases and closed 74 cases.
- Hosted benefit fair, and processed 542 benefit elections during Open Enrollment through CalPERS, Delta Dental, Vision Service Plan, Lincoln Financial, The Advantage Group, and The Standard.
- Recognized years of service milestones for 59 employees, recognizing 675 cumulative years of City service and hosted annual Employee Service Awards luncheon for 112 attendees.



- Administered volunteer program, processing 33 new volunteers for the Office of the City Manager, Community Services, Community and Economic Development, Information Technology, and Police departments.
- 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.



- Issued 13 Clean Air Vehicle Rebates for a total of \$32,500 from Rideshare Program AQMD funds, and processed 21 new participants for Rideshare through the Redemption Program, Clean Vehicle Car Rebate, Metrolink subsidies, bus passes, and bicycle loans.

Human Resources Fast Facts

Category	FY 22/23	FY 21/22	FY 20/21	FY 19/20
New Hires	95	89	35	49
Promotions	65	67	33	51
Reclassifications	7	12	3	3
Voluntary Demotion	1	0	1	0
Resignations	33	43	11	12
Retirements	14	18	5	7
Dismissal/No Pass Probation	3	1	3	1
End Temporary Employment	18	20	35	53