



Re:imagine DOWNTOWN

City of Garden Grove

Performance Report

Fiscal Year July 1, 2013 - June 30, 2014





GARDEN GROVE

CITY OF GARDEN GROVE

Bao Nguyen

Mayor

Steven R. Jones

Mayor Pro Tem

Christopher V. Phan

Council Member

Phat Bui

Council Member

Kris Beard

Council Member

December 23, 2014

Honorable Mayor and City Council Members:

I am pleased to present the City of Garden Grove's Fiscal Year (FY) 2013-2014 Performance Report. This report highlights the most noteworthy accomplishments of each City department during the last fiscal year. The report is intended to assist in the evaluation of the City's short and long-term goals, and to demonstrate our commitment to providing the highest quality of service as efficiently and effectively as possible.

During this period, the third year of the City's 3-year Fiscal Plan was implemented to guide the City's budget, increase organizational efficiency and revenues, and ensure the financial stability of the organization. The plan, which was developed in response to the economic recession and loss of redevelopment revenue, consists of containing costs, implementing revenue-generating opportunities, utilizing reserves and providing resources to restore staff capacity and to reinvest in necessary technology and equipment. Modest revenue gains are continuing to be realized as a result of the improving economy, new and stronger businesses, and new housing developments in the City.

Maintaining a strong economic focus was a key organizational priority during the period. Attention centered on carrying out the enforceable obligations of Garden Grove's Successor Agency and meeting State Department of Finance requirements to ensure funding for and completion of the City's major economic development projects. As a result of citywide efforts, especially by the City's Finance Department, the Great Wolf Lodge water park hotel officially broke ground in May 2014 and the Brookhurst Triangle mixed-use residential and retail development progressed significantly, with Phase I construction anticipated in early 2015. Upon completion, these projects will create over 1,000 new jobs and approximately \$8 million in new, annual tax revenues for the City.

Citywide focus also centered on achieving the City's core mission of providing responsible leadership and quality services. As a result of this focus, many successes were realized. The Public Works Department completed significant street improvements on Euclid and Valley View Streets including removal and reconstruction of street pavement, upgrading handicap ramps, upgrading bus pads and median curbs, installing new subsurface drip irrigation systems with solar-powered irrigation controllers, landscaping with decorative drought tolerant plants, and installing new traffic striping and traffic signal loops. As

part of the City's Re:Imagine Downtown campaign and Garden Grove Main Street Commission's efforts to enhance pedestrian safety and visual appeal, two main crosswalks on Main Street were removed and replaced with newly designed, stamped and colored concrete. Other improvements included the fabrication and installation of thirty-two unique bollards along historic Main Street.

During FY 2013-14, the Police and Fire Departments employed technology and upgraded equipment to enhance efficiencies and ensure reliable services. An automated citation system was implemented in the Police Department for use by traffic and patrol officers for traffic violations. The new system allows officers to scan driver's licenses and vehicle registration information and then transmit the information electronically to the court. New police patrol SUV's were also introduced into the Department's fleet. In the Fire Department a new app called PulsePoint was launched. This free app alerts CPR-trained citizens by smartphone of sudden cardiac arrest emergencies in their proximity and provides the location of the nearest public access automated external defibrillator. The new app empowers citizens with a lifesaving resource that can be used in critical moments before the arrival of EMS professionals. Two new Pierce pumper trucks were also added to the Fire Department's fleet, enhancing service reliability.

The Community Services and Community Development Departments also provided Garden Grove residents with many wonderful community events and programs including the Summer Concert Series, the Christmas Tree Lighting Celebration, and the implementation of Re:Imagine Downtown. Re:Imagine Downtown is a highly creative visioning project that utilized a special six-month, online forum designed to gather ideas from the community on what they want to see in their downtown area. Ideas taken from the online forum are being used to develop a 20-year Vision/Master Plan for downtown Garden Grove. One of the exciting benefits of the project has been significant civic engagement. Hundreds of residents, who never participated in local government, participated in surveys, shared photos, and provided valuable input that will shape the future of our downtown.

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

Sincerely,

A handwritten signature in black ink that reads "Matthew Fertal". The signature is written in a cursive, flowing style.

MATTHEW FERTAL

City Manager

INTRODUCTION

The mission of the City of Garden Grove is to provide responsible leadership and quality services as we promote safety, cultural harmony, and life enrichment.

The organization of the City government consists of nine departments, which work together to provide quality service to the Garden Grove community. These departments can be described as two interdependent halves; one half provides direct services and the other half provides indirect services.

DIRECT SERVICE DEPARTMENTS

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

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

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) 2013 – 2014, and various photographs, charts, and graphs highlighting items of particular interests.



TABLE OF CONTENTS

Part I: Direct Services

Police Department.....	1 - 4
Fire Department.....	5 - 10
Public Works.....	11 - 16
Community Development.....	17 - 24
Community Services.....	25 - 32

Part II: Indirect Services

City Manager's Office.....	33 - 38
Finance Department.....	39 - 42
Information Technology.....	43 - 46
Human Resources.....	47 - 48



PART I

DIRECT SERVICES



POLICE DEPARTMENT



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

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

The significant achievements of FY 2013-2014 for the Police Department included the following:

PD RECRUITMENT

■ The Professional Standards Division participated in 12 recruiting events during FY 2013-14. Locations included eight local colleges/universities, a public safety fair, all GGUSD high schools, a "Wounded Warrior" event, and the "Wings, Wheels and Rotors" event at the Los Alamitos Air Base. As a result of these efforts, 26 full- or part-time employees and one police volunteer were brought on board. Positions include: nine police recruits, one lateral police officer, two academy-enrolled recruits, one school resource officer, two records specialists, two dispatch call takers, one community service officer, eight cadets/police office aides. The Department is also in the process of hiring at least two master reserve officers.

PD TECHNOLOGY

■ The Police Department recently purchased and implemented an automated citation system utilized by both traffic and patrol officers for traffic violations. The program was part of a county-wide initiative and consisted of purchased hardware and software allowing officers to scan driver's licenses and vehicle registration information and then transmit the information electronically to the court. The implementation was successful and has streamlined the citation process.

■ The mobile computers inside the police cars were reaching end-of-life. Consequently, the Police Department was involved in an evaluation of the latest technology to determine the best fit for the future. The hardware decision was crucial since it will directly interface with a new public safety software system that will have to be purchased in the next budget cycle. A vendor was chosen and the Police Department is in the implementation process.

A project team has already completed the Request for Proposal (RFP) process for a fully-integrated enterprise software system for the Police Department. Spillman Technologies was awarded the contract and is currently building the system. The Police Department expects to be on-line with the software by September 1, 2015.

POLICE PATROL AND SUVs

■ In early 2011, Ford announced that it was no longer producing the Ford Crown Victoria police vehicle. As a result, the Police Department and Public Works formed a committee to research and make recommendations to the City Council on a replacement vehicle for law enforcement duties, which would need to be implemented into the Department's fleet by FY 2013-14, when the current stock of Crown Victoria's ran out.



After several presentations by manufacturers and distributors, including participating in "behind the wheel" trials hosted by the Los Angeles County Sheriff's Department at the Fontana Motor Speedway, the committee selected the Ford Police Interceptor SUV.

This vehicle is the only make that is built from the “ground up” as a special purpose police vehicle. The committee’s recommendation was subsequently forwarded to and approved by the City Council.

The committee then focused on selecting the equipment to outfit the new vehicle, as well as redesigning the graphics on the vehicle. This process required demos and trials of equipment on test vehicles. Finally, in late 2013, the first SUV entered service as the Department’s newest police vehicle. These vehicles will continue to be rotated into service as the older model Crown Victoria’s reach their rotational mileage.

POLICE DEPARTMENT FAST FACTS

During FY 2013-14 the Police Department responded to 42,452 calls for service with an average response time of 4 minutes, 48 seconds for priority calls. Specific statistics regarding calls for service and response times are contained in the following tables.

Calls for Service – FY 2013-14	
Priority 1 Immediate Dispatch <i>Lights and Sirens Authorized</i>	1,742
Priority 2 Immediate Dispatch <i>Lights and Sirens NOT Authorized</i>	10,169
Priority 3 Felony Just Occurred Crime Against Person Just Occurred Threat of Violence <i>Lights and Sirens NOT Authorized</i>	9,369
Priority 4 Cold Felony Reports No Threat of Violence But Could Escalate <i>Lights and Sirens NOT Authorized</i>	6,907
Priority 5 Property Crime Just Occurred No Threat of Violence <i>Lights and Sirens NOT Authorized</i>	10,024
Priority 6 All Other Low Priority Calls <i>Lights and Sirens NOT Authorized</i>	3,971
Priority 7 Phone Reports Abandoned Vehicles Sex and Drug Registrants	270
Total Calls for Service	42,452

Calls for Service/Response Times	FY 13-14	FY 12-13	% Change
Priority Calls for Service (Priorities 1 and 2)	11,911	13,522	-11.91
Non-Priority Calls for Service (Priority 3 and greater)	30,541	30,439	.033
Total Calls for Service	42,452	43,961	3.43
Average Response Time - Priority	4 m 48 s	4 m 35 s	0m 13s
Incoming Phone Calls	169,019	179,802	-6.00

FIRE DEPARTMENT



The mission of the Fire Department is to promote excellence through rapid response, proactive training, prevention, and preparedness programs, while maintaining a high level of efficiency and well-being for our community.

The Fire Department provides the community with efficient, cost effective fire and life safety protection, emergency medical services, and protection from hazardous materials releases. This is accomplished through department-wide proactive fire programs within two divisions: Operations Division and Administrative Division

The significant achievements of FY 2013-2014 for the Fire Department included the following:

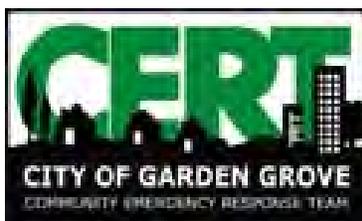
COMMUNITY CONNECTIONS THROUGH TECHNOLOGY

The Department continued to embrace technology through social media via facebook and twitter to stay connected to the community ensuring the needs of the residents, businesses, and visitors were met effectively and efficiently. Additionally, the citizens were empowered with a lifesaving resource available at their fingertips. This was accomplished by launching PulsePoint.

- PulsePoint is a free app that alerts CPR-trained citizens by smartphone of sudden cardiac arrest emergencies in their proximity and provides the location of the nearest public access automated external defibrillator. The PulsePoint app can significantly strengthen the “chain of survival” by improving bystander response to sudden cardiac arrest victims and increasing the chance that lifesaving steps will be taken prior to the arrival of EMS professionals.



CITIZEN EMERGENCY RESPONSE TEAM (CERT) / EMERGENCY PREPAREDNESS



The CERT program is a volunteer organization within the Garden Grove Fire department. The mission and purpose of Garden Grove CERT is twofold: 1. To provide Basic Emergency Preparedness Training to people who live and/or work in the City of Garden Grove; and 2. To develop a cadre of trained and willing volunteers to aid Garden Grove's Professional Emergency Responders in the

event of a declared emergency. CERT members are instructed on how to prepare for, respond to, and recover from a disaster.

- One entry-level academy was held training 22 new volunteers for the CERT program. Additionally, 18 members were reCERTified. These 40 members are able to respond and assist in times of disasters.



- CERT participated in major community events and regional trainings. CERT manned First Aid booths at the Strawberry Festival, Tet Festival, and National Night Out, which are considered "live-training" for the CERT members allowing them to practice the skills attained through CERT academy and reCERTification training.



FACILITIES AND VEHICLE IMPROVEMENTS

The Fire Department has focused on facilities improvement and replacement of aging apparatus and equipment for the past several years. Focusing on one to two fire stations and apparatus at a time has made the improvement plan more feasible following the recent recession.

- The Fire Department secured a bid to replace a 1989 and 1990 Beck fire engine (pumper) with two new Pierce pumpers. The old pumpers required continuous significant repairs making them unreliable. Additionally, the manufacturer has gone out of business, making repairs difficult with parts not readily available. The new Pierce pumpers are scheduled to be delivered between May and June 2015. Once delivered there will be a second phase of outfitting before putting them into service.



Old Pumpers

New Pumpers

- The Department continued to move forward on the facilities plan for improvements at fire stations 2, 4, 5, and development for Headquarters Fire station #1. The exterior at fire station #4 was completed.

COMMUNITY OUTREACH

- The Fire Department continued to support and aid its community through public education and prevention programs for the entire resident population.
- The “Spark of Love” Toy Drive, which began in 1993 as a partnership between ABC7 and firefighters throughout the five (5) county areas Orange, Riverside, Los Angeles, San Bernardino, and Ventura, collected 450,000 unwrapped toys to help families in need during the holiday season.



GRANT APPLICATIONS

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

Grant Name	Description	Funded Amount
State Homeland Security – Emergency Management Performance Grant	Emergency Service Salary Reimbursement	\$26,863
Department of Homeland Security (FEMA) Urban Area Security Initiative (UASI)	Training and Personnel Cost Reimbursement	\$39,736
Strawberry Festival	Operations and Safety Equipment	\$4,620

FIRE DEPARTMENT FAST FACTS

During 2013 the Fire Department responded to 11,954 calls for service with an average response time of 4 minutes, 47 seconds.

<i>Incidents in Jurisdiction</i>	11,162
Fire	362
Medical	9,709
Hazardous Materials	69
Other Emergencies	389
Service	633
<i>Incidents Outside Jurisdiction</i>	792
Fire	149
Medical	589
Hazardous Materials	6
Other Emergencies	25
Service	17
Strike Teams	6
Total Calls for Service	11,954

COMPARISON

		2013	2012
Incidents in Jurisdiction	↑ 3.04%	11,162	10,833
Incidents Outside Jurisdiction	↑ 11.71%	792	709
Total Calls for Service	↑ 3.64%	11,954	11,542

PUBLIC WORKS



The mission of the Public Works Department is to preserve and enhance the health, safety, and environment of the community of Garden Grove through a team effort and responsible use of public resources.

The Public Works Department is responsible for the maintenance and construction of all municipal facilities, equipment, and associated infrastructure: streets, sidewalks, parks, public buildings, street trees, flood control channels, storm drains, traffic signals, City-owned vehicles and equipment, City's water and sewer system, managing trash, and recycling services.

The significant achievements of FY 2013-14 for the Public Works Department included the following:

EUCLID STREET REHABILITATION & MEDIAN MODIFICATION

- The Euclid Street Rehabilitation and Median Modification Project consisted of the removal and reconstruction of street pavement, upgrading handicap ramps, upgrading bus pad and median curb, installing a new subsurface drip irrigation system with solar-powered irrigation controllers, landscaping with decorative drought tolerant plants, and installing new traffic striping and traffic signal loops.



VALLEY VIEW STREET RECONSTRUCTION

- The Valley View Street Reconstruction Project spanned from the SR22 to northern city limits that involved removal and reconstruction of street pavement, upgrading bus pad and median curb, installing a new subsurface drip irrigation system with solar-powered irrigation controllers and landscaping with decorative drought tolerant plants.

PRIVATE DEVELOPMENT OF RESIDENTIAL & COMMERCIAL PROJECTS

- The Engineering Division's Land Development Staff facilitated the private development of both residential and commercial projects, which include:
 - **Hope Street Apartments:** 34 new apartment units (includes a set percentage for affordable housing). Completed.
 - **Dale Street Apartments:** 25 new apartment units (includes a set percentage for affordable housing). Completed.
 - **St. Mark's Cottages:** 18 single-family homes on Katella Street. In-progress.
 - **New Condominiums on Euclid Street/Hazard Avenue:** Over 60 housing units and included street improvements and utility undergrounding. In-progress.
 - **Great Wolf Lodge Water Park Hotel:** 121,000-square-foot indoor water park, along with a 603-room hotel and a conference center.
 - **Walmart:** City's second Walmart store offering full service, located on Gilbert Street.
 - **WellPark Medical-** New 4,237 square foot medical office building along with site improvements located at Westminster Avenue and Taft Street. In-progress.
 - **Brookhurst Triangle** - Condominium project on 14 acres of land. In-progress.
 - **Ride One Motor:** New car dealership on a 42,388 square foot lot improved with a 10,337 square foot building that is currently used as a retail tire shop. In-progress
 - **Westminster Medical Building:** New 9,125 square foot one-story, medical building located at 10222 Westminster Avenue. Completed.

RUBBERIZED SLURRY SEALING PROJECT

■ Streets Staff completed an On-Call Recycled Asphalt Pavement (RAP) slurry sealing project on twenty-three (23) various residential and collector streets within the City. The project accomplished over 1.2 million square feet of rubberized slurry sealing.



RESIDENTIAL STREET REHABILITATION

■ Streets Staff completed a Residential Street Rehabilitation Project on thirty-three (33) residential streets representing 3.89-center lane miles and approximately 735,000 square ft. The project was funded from Gas Tax monies.

MAIN STREET BOLLARDS

■ As part of the City's Re:Imagine Downtown campaign and Garden Grove Main Street Commission's efforts to enhance pedestrian safety and visual appeal, Streets Staff removed and replaced two main crosswalks on Main Street with newly designed, stamped and colored concrete. Other improvements include the fabrication and installation of thirty-two (32) unique bollards along the historic Main Street.

ENERGY MANAGEMENT SYSTEM

■ The Energy Management System for controlling the heating, ventilation and air conditioning units has been installed at remaining Fire Stations and City Buildings.

PARK IMPROVEMENTS

■ Park improvements include renovation of the Faylane Park picnic structure with the picnic table replacements and the renovation of the West Grove picnic structure. Another project includes the pool resurfacing at Woodbury Park. Several park field renovations have been applied to Garden Grove Park, Edgar Park and West Grove Park.

■ During the transition of Twin Lakes Park into the County owned Haster Basin Recreational Park in early 2014, Facilities Staff performed field renovations, along with improving park restrooms by painting and replacing the roof.



WATER SYSTEM UPGRADES

■ **Supplemental Transmission Main Project:** Completed \$1.0 million in water improvements on Buaro Street, Haster Street and Stone Gate Condominium. The Project involved the replacement of 3,300 linear feet of pipeline, and installation of new service lines, meters and fire hydrants. This Project fulfills a high priority for relieving fire flow capacity deficiencies as part of the City's Water Master Plan.



WATER STORAGE RESERVOIR EVALUATION AND CONDITIONAL ASSESSMENT

■ An assessment report on all of the City's water storage reservoir sites was completed for the purpose of identifying, prioritizing and implementing future rehabilitations and upgrades for each site.

WATER WELL SITE SECURITY UPGRADES

■ Security upgrades were completed at (2) well sites located at West Haven Park on West Street/Lampson Avenue and at Magnolia Park on Magnolia Street/Orangewood Avenue. A wrought iron fence was installed at both well sites, along with cameras and additional lighting at the West Haven Park well site. The intent of these upgrades was to address issues with transients, littering, graffiti and vandalism.



SEWER SYSTEM IMPROVEMENTS

■ As part of the Sewer System Management Plan and to comply with State regulations, the following improvement design and/or construction were completed:

- **Belgrave Sewage Pump Station Replacement Project:** The \$2.4 million project involved resolving storage capacity deficiencies and upgrading equipment within the facility, in order to meet required capacity needs and operational demands.
- **Westminster Avenue Sewer:** The \$1.0 million project addressed sewer capacity deficiencies along Westminster Avenue, between Roxey Drive and Harbor Boulevard. This project included replacement of approximately 3,350 linear feet of pipeline and (12) manholes.
- **Cerritos Avenue Sewer:** The \$0.8 million project within Garden Grove – Anaheim shared sewer area, included replacement of approximately 2,500 linear feet of pipeline and (11) manholes. This project will relieve sewer capacity deficiencies along Cerritos Avenue from Brookhurst Street to Gilbert Street.

SOCIAL MEDIA

■ In Spring 2014, the Department initiated a social media program on Facebook for two-way information sharing with the community. It features significant projects, events, power and water outages, real-time alerts, safety messages, and photos.



BIKE PATH

■ Engineering and Real Property Staff secured a lease agreement with the Orange County Transportation Authority to create a new bike path along the old Pacific Electric Right of Way located on Nelson Street and Stanford Avenue. Streets Staff graded and installed 800 linear feet of asphalt roadway for this project. Streets Staff also installed decorative bollards, driveways and miscellaneous concrete/asphalt. The Department will be providing landscaping and litter abatement services for this bike path. Plans are being developed to add in a decomposed granite-walking path and solar powered parking lot lights. The current cost for the bike path is just under \$68,000. In October 2014, the City held an Open Streets Event featuring the bike path. Staff helped with the engineering plans, along with set up and clean up during the event day.



GRANT APPLICATIONS & AWARDS

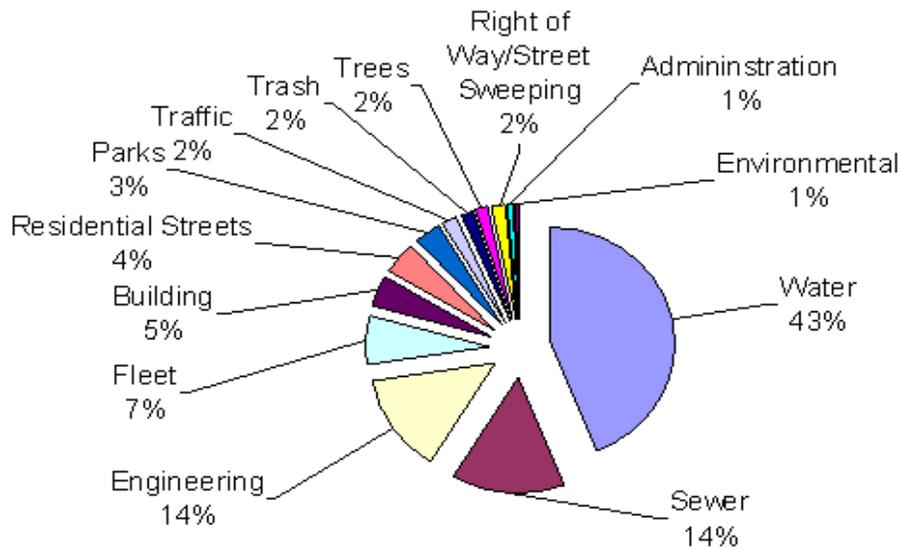
- The City received \$160,000 in federal funding for the installation of the High Intensity Activated Crosswalk ("HAWK") at the intersection of Harbor Boulevard and Twintree Lane.
- The City received \$1 million through the Orange County Transportation Authority for the street rehabilitation on Brookhurst Street, from Trask Avenue to Larson Avenue and Knott Street, from Garden Grove Boulevard to Lampson Avenue.
- The City applied for \$190,000 from Caltrans/SCAG's Active Transportation Funding Program to fund the installation of a new traffic signal at the intersection of Chapman Avenue and Lamplighter Street.
- The City applied for \$500,000 from the Orange County Transportation Authority's Arterial Pavement Management Grant for a street rehabilitation on Westminster Avenue, from Euclid Street to Bowen Street.
- The City applied for \$530,600 from the Caltran's Cycle 6 Highway Safety Improvement Funding Program for the installation of a raised median on Harbor Boulevard, between Chapman Avenue and Wilken Way.
- The City applied for \$500,000 from the Orange County Transportation Authority's Measure M2 Combined Transportation Funding Program-Environmental Cleanup Program for the installation of a sub-surface drip irrigation system from Lampson Avenue to Katella Avenue.

PUBLIC WORKS FAST FACTS

	2012	2013	%
Department Work Orders Completed (Decrease due to less graffiti related work orders received by public)	20,500	19,000	-7%
Grffiti-Related Work Orders Completed (Decrease due to less calls received by the public)	8,600	7,600	-12%
Sewer Main Lines Cleaned (Million Linear Ft) (Decrease due to staff focusing on repairs and other priorities during the year)	1.41	1.28	-9%
Water Gate Valve Replacements (Decrease due to staff addressing more service line breaks during the year)	61	51	-16%
Water Service Line Replacements	372	405	9%

- City maintains an inventory of approximately 20,000 street trees valued at approximately \$60 Million. This inventory has remained consistent over the last 5 years.

- Percentage breakdown of total annual Department expenses:



COMMUNITY DEVELOPMENT



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

The Community Development Department offers a broad spectrum of services to the community, including managing, reviewing, and approving development plans for all properties located within the city boundaries. There are four divisions in the Department: Planning Services Division, Building Services Division, Housing Authority Division, and Neighborhood Improvement/Code Enforcement Services Division.

The significant achievements of FY 2013-2014 for the Community Development Department include the following:

NEW DEVELOPMENT PROJECTS (COMMERCIAL & RESIDENTIAL)

10741 Westminster Ave.

- Demolish existing building, and construct a new 4,200 square foot medical office building with site improvements.

10222 Westminster Ave.

- Construct a new 9,000 square foot medical building with a new parking lot.

7300 Anaconda Ave.

- Construct a new 5,000 square foot addition to an industrial building.

12161 Garden Grove Blvd.

- Construct a new 980 square foot convenience store kiosk for the Shell Gas Station, and new ABC Type 20 Beer and Wine License.

11971 Valley View St.

- Demolish existing service station and construct a new convenience store, new fueling canopy, new automatic car wash, and additional site improvements for Chevron.

13591 Yockey St.

- Zone change to allow PUD for small lot subdivision on a 37,000 square foot site, and construct 6 new single family homes.

12592 Lorna St.

- Construct 7 new two-story apartment buildings on a 20,000 square foot lot.

10712 Katella Ave.

- Add floor area to an existing Veterinary Clinic making it approximately 5,000 square feet and adding new requirements for a Pedestrian Oriented Plaza.

12867 Garden Grove Blvd.

- Construction of a new 1,200 square foot meeting/conference facility and new 1600 square foot outdoor patio on the east side of the Holiday Inn Express and Suites.

Brookhurst Triangle

- Continuing to work on the tentative Tract Map for the Brookhurst Triangle and submittal of construction drawings for the first phase of the project which consists of approximately 180 apartment units.

CONDITIONAL USE PERMITS

- Processed six (6) Type 41 (On Sale, Beer & Wine, Public Eating Place) Licenses for new restaurants.
- Processed three (3) Type 21 (Off-Sale, General) Licenses for new markets and convenience stores.
- Processed expansions and modifications to existing parking lots, child care, churches, sports facilities, and adult day care facility.

CODE AMENDMENTS

12821 Knott St.

- Amend PUD to allow a 50' tall pole sign with a new electronic reader board for sports facility Next Level.

8141, 51, 71 Lampson Ave.

- Code amendment to allow for the annexation of "Carmel-Lampson Island" into the City of Garden Grove.

Citywide

- Code amendment to establish restrictions, requirements, and permit operations of Cottage Food Operations pursuant to the California Homemade Food Act.
- Code amendment adding a new definition of and prohibiting the use of Donation Collection Bins in the City.
- Code amendment to establish standards and requirements to electronic changeable copy in signs, and revise monument sign regulations.
- Code amendment to permit "Parking Facilities (For Fee)" in the M-P Industrial Park zone.

Harbor Corridor Specific Plan area/Northside of State Route 22 GG Fwy

- Amend the Sign Standards and propose ordinance that will cause replacement of old nonconforming signs.

12951 Main St.

- Zone change to allow and art/gallery/retail business to include a Tattoo Studio on Main Street.

TIME EXTENSIONS

11031 Cynthia Circle.

- Time extension 2: Approved a four (4) year time extension for approved entitlements for 144 residential units.

8372 Central Ave.

- Time Extension 6 to rezone and construct seven (7) single family homes for an eight (8) lot subdivision.

MIND MIXER COMMUNITY ONLINE FORUM / RE:IMAGINE DOWNTOWN

- The Planning Division continued its efforts to bring together the community and identify a sense of place and ownership and improve Garden Grove's Downtown by creating a Vision/Master Plan for the future.
- On December 6, 2012 an EDIC Charrette took place, where members of the City came together to gather ideas about: Land Use, Design, Transportation, and Branding for the Vision Master Plan.
- On April 23, 2013 the Charrette ideas were presented to City Council. The City hired consultants to help create an online forum and on August 26, 2013, the online forum was activated to begin accepting ideas for the downtown area.
- The Mind-Mixer web page was publically promoted through press releases, Facebook pages, Instagram, You Tube, posters in businesses, and banners all over the City.



- Mind-Mixer started a new conversation in our community about the role of our downtown as the geographic and emotional center of Garden Grove. Short-term benefits included hundreds of residents who had never participated in local government were now photo sharing, participating in surveys, offering suggestions on public art, and offering ideas on performing arts and new land uses.
- In January 2014, Cal Poly Pomona Masters in Landscape Architecture Studio 606 students chose the City of Garden Grove downtown as the site of their Spring 2014 study for Mobility, Connection and Economic Development.
- Continuing Re: Imagine Downtown ideas, the City hosted its first Open Streets event on October 12, 2014 which closed over 3 miles of downtown streets to vehicles and opened them for cycling, walking, skating and other fun activities including arts

and culture. Many departments came together to put this event on: Planning, Community Services, Public Works, and Police.

BUILDING PERMITS & INSPECTIONS

- Issued permits with a construction valuation of \$126.4 million (127% increase).
- Responded to 10,416 inspection requests. Up from a previous count of 8,647.

BUILDING ABATEMENT

- Opened 406 new cases, an increase from 316 cases and closed 348 cases. This is an increase from 284 cases.
- Continued to work with the Neighborhood Improvement Committee, which focuses on improving specific neighborhoods on an annual basis.

GARDEN GROVE GALLERIA PROJECT (10080 & 10082 GARDEN GROVE BLVD.)

- The Galleria project is a proposed eight story mixed use building approved in 2005. Construction began April 2007 and due to economic reasons all construction ceased July 2009. Building permit expirations were extended over the next 2-½ years expiring in September 2012.

Over the last three years the project has been the center of litigation with the developer, the property owner and the bank. Currently the project only consists of a steel framed structure and a concrete parking structure.

- July 2013, the City issued a Notice and Order to demolish and remove the structure within one year. The "Notice" was appealed by Cathay Bank and subsequently upheld by the Board of Appeals.
- November 25, 2014, Cathay Bank, Hoag and Tri-Millennium Homes are entering into a draft agreement and progressing toward developing the property.

10131 IMPERIAL AVE (SFR SEVERE SUBSTANDARD CONDITIONS)

- Single-family residence, with excessive accumulation of materials in all yard areas. Complaints received by the City June 2, 2014 with regard to illegal structures used for habitation and substandard housing conditions. The property was inspected by warrant to verify life safety violations. The Notice and Order to abate the violations went unheeded.
- Assistance from the City Attorney's office was requested to assist in gaining compliance. The joint inspection by the Building, Code Enforcement, Fire and Police departments was videotaped to present to Council.

■ The intent is to gain voluntary compliance. Legal options available may include court ordered “receivership” to correct the numerous life safety and substandard violations on the property.



11461 WESTMINSTER AVE. (ABANDONED SFR, DESTROYED BY FIRE)

■ A vacant SFR located on the corner of Westminster and Newhope Street. A complaint was received from Code Enforcement on August 2013 about an abandoned fire damaged house.

■ A Notice and Order was issued September 2013 regarding maintenance of abandoned/vacant properties. The dwelling was destroyed by a fire and is not habitable.

■ The owner was ordered to submit plans or obtain a demolition permit by October 9, 2013. The Building Official granted an extension to November 11th to locate a contractor.

■ The City Attorney's office has since filed a criminal complaint. The owner failed to show up at the appointed court hearing and a bench warrant was issued. The matter is pending further court action in January 2015.



SECTION 8 MANAGEMENT ASSESSMENT PROGRAM (SEMAP)

- The Housing Authority scored 97 percent and earned the designation for a “High-Performance Agency” for the fiscal year 2013-2014 from the Department of Housing and Urban Development.

HOUSING AUTHORITY RENTAL VOUCHERS

- Assisted 2,337 low-income households through Section 8.
- Contacted over 200 applicants from the new wait list to schedule initial qualification interviews. Applicants selected were Garden Grove residents with U.S. Veteran status or victims of domestic violence.

HOUSING PORTABILITY PROGRAM

- Administered an additional 250 tenants from Santa Ana through the Portability program.
- By fully administering tenants from Santa Ana, the Housing Authority earns approximately \$16,000 a month in administration fees.

HOUSING QUALITY STANDARDS & BUILDING & SAFETY CODES COMPLIANCE

- Conducted 277 initial and 4,510 annual and follow-up inspections, and nine special inspections to ensure that subsidized units meet Housing Quality Standards and Building and Safety Codes.

HOUSING FAMILY SELF-SUFFICIENCY PROGRAM

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

- Two participants of the Family Self-Sufficiency program successfully completed their 5-year contract.

NEIGHBORHOOD IMPROVEMENT PROGRAMS

Neighborhood Improvement oversees the Emergency Solutions Grant (ESG) program, which provides homeless prevention and intervention services, and the Community Development Block Grant (CDBG) program, which offers a variety of tools for public service grants and community improvement grants and projects. ESG and CDBG programs are funded by the U.S. Department of Housing and Urban Development (HUD).

ESG program funded the following organizations:

- Thomas House (\$45,000) to provide shelter and resources to 222 individuals from formerly homeless families in service-enriched transitional housing apartments.
- Women's Transitional Living Center (WTLC) (\$15,000) for essential services, homeless prevention, shelter, support services, substance abuse treatment and accessibility to other services for 2,219 survivors of family violence, including men, women, and their children.
- Interval House (\$58,704) to provide support services, homeless prevention and rapid re-housing to 258 victims of domestic violence.
- Mercy House (\$10,000) to provide emergency, temporary shelter, food, hygiene and other services to 79 homeless individuals.

CDBG funded the following organizations:

- Fair Housing Foundation (\$34,923) helped provide fair housing services to 473 individuals.
- Community SeniorServ, Inc (\$21,000) to serve 672 Garden Grove seniors through daily hot lunches at the Senior Center and other congregate dining and delivered breakfast, hot lunch, and dinner every weekday.
- H. Louis Lake Senior Center (\$163,712) assisted the City to enhance services and provide meals to 478 individuals.

Additional Neighborhood Improvement Achievements:

- Provided one home improvement grant in the City.
- Provided a First Time Homebuyer Loan to one family.
- Code Enforcement addressed 1,545 complaints of violations of the Garden Grove Municipal Code.

COMMUNITY SERVICES



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

The Community Services Department’s programs can be seen throughout Garden Grove, from the parks and leisure classes, to group counseling and homework assistance, to special community events and cable television. The cornerstone of the department is ***PRIDE***:

People, Parks and Programs
Resources
Information
Diversity
Engagement, Enthusiasm, Excellence

The department is comprised of three divisions and two non-profit foundations:

Recreation and Human Services – Programs include activities at the Buena Clinton Youth and Family Center, Community Meeting Center, Courtyard Center, H. Louis Lake Senior Center, Magnolia Park Family Resource Center, as well as park facilities, the Community Garden, Park Patrol, and Recreation, which includes Aquatics, Day Camp, preschool programming, and youth sports. The division also oversees staffing of the Vietnam War Museum of America Foundation.

Office of Community Relations – Oversees the City’s Public Information function, Special Events and the Garden Grove Community Foundation. Official City communications, including press releases, marketing materials, brochures, newsletters, social media platforms, as well as the City’s main webpage content, originate from the Public Information Office, including several annual publicity campaigns. The division’s additional outlets include social networking sites such as Facebook, Twitter, Instagram,

and the City's Mobile App. The Office of Community Relations is also responsible for City Council support and protocol at official City functions.

Cable/City Website – Manages the City's Government Access Channel 3 that produces and broadcasts news, public information, and promotional programming on the Time Warner, AT&T and Verizon FiOS cable systems, and the division's YouTube page. The City's webmaster is responsible for supporting the City's website for the public as well as internal websites for employees and other groups.

The significant achievements of Fiscal Year 2013-2014 for the Community Services Department include the following:

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). Fiscal Year 2013-2014 brought about the finalization of refurbishment of the Courtyard Center, advance planning to renovate the Community Meeting Center, and an increase in facility bookings. Following are some highlights:

■ Revenue Generated Bookings

- 60 paying banquets were held, resulting in a 25% increase in revenue from the previous year.
- 13 paying banquets for 21 and under were held, resulting in an 86% increase in revenue from the previous year.
- 99 paying business meetings were held, resulting in a 45% increase in revenue from the previous year.
- 194 paying church meetings were held, resulting in a 32% increase in revenue from the previous year.

■ In-House Bookings

- 525 in-house business meetings were held this year.

FAMILY RESOURCE CENTERS

The Community Services Department oversees the operation of two Family Resource Centers, one in the Buena Clinton neighborhood, and the other at Magnolia Park. Both centers provide no-to-low-cost programs and services focused on youth enrichment, safety, and community involvement/mobilization. Listed below are the achievements for Fiscal Year 2013-2014:

- 158 Individuals received linkages to community resources such as food, rental assistance, case management, and counseling services;
- 6,495 meals were served in the Summer Food Program;
- 438 families were provided assistance during the holiday season, receiving donated toys and food;
- 2,405 families and children did not go to bed hungry due to the center's Mobile Pantry events
- 49 children (ages 0-5) were able to undergo developmental screenings and gain access to preventive treatment; and,
- 1,324 families and 5,807 individuals in the neighborhood participated in programs and services to better their quality of life and become a "well-maintained, peaceful and safe community of self-sufficient and healthy residents."

Additional Data:

- Served 453 families and 1,144 individuals.
- 114 individuals participated in individual, family, and group counseling services offered by Magnolia Park Family Resource Center (MPFRC).
- 45 women participated in domestic violence intervention/prevention services. This ten-week educational workshop for victims of domestic violence includes topics such as the effects of domestic violence on children, legal issues, and creating a safety plan.
- 180 individuals participated in MPFRC educational workshops, which include parenting and life skills classes. MPFRC collaborated with agencies such as Community Services Programs, Boys Town, OC Prevention Center, and Disciplina Positiva to provide these parenting classes and educational workshops.
- 182 families were able to receive comprehensive case management services provided by the MPFRC's Family Advocates.
- 61 families received In Home Supportive Services. This is a six- to eight-week program where a family receives in home educational, crisis intervention, and/or parent education. These families are referred by social services agency due to child abuse allegations.
- The Foster, Adoptive, and Kinship Family Program assisted 42 individuals, who participated in family activities for foster and respite care services.
- Provided 1,941 referrals to 1,773 individuals that called or walked in to MPFRC in need of resources such as basic needs, shelter, legal and health services.

- MPFRC hosted two mobile pantry food distribution events. 300 families received bags of free food that included non-perishable food items and fresh produce.
- In collaboration with YWCA Encore Plus program, MPFRC was able to provide free mammograms to 270 women, 40 years and older.
- Distributed free backpacks to 60 children.
- MPFRC provided free toys to 543 children (189 families) during the holiday season.
- 35 children participated in MPFRC's early education program, "Readiness on the Road," geared for children 2 to 5 years of age. This collaborative program between the Boys and Girls Clubs of Garden Grove and MPFRC prepares children for kindergarten.
- In collaboration with Community Action Partnership, OC Social Services Agency, and Children's Health Initiative of Orange County, MPFRC was able to assist 366 families in applying for government programs such as food stamps, insurance, and cash aid assistance.



FIELD AND FACILITY RESERVATIONS

Community Services offers a variety of facilities to accommodate any special event, from a soccer practice or baseball game, to a corporate meeting or wedding reception.

- Field reservations for adult and youth soccer totaled nearly \$35,000 in revenue while field reservations for adult and youth softball/baseball brought in nearly \$38,000.
- Field reservations for youth and adult football totaled approximately \$12,000 in revenue.
- The 11 park shelters and one park building accommodated approximately 656 events.

COMMUNITY GARDEN

- This fiscal year, all 55 plots were leased out to gardeners.
- The Boy Scouts of America completed two Eagle Scout projects at the Community Garden:

- The first project was the installation of a rosebush and drip irrigation planter along the outside perimeter of the garden. The purpose was to beautify an area that was previously full of weeds and a constant eyesore.
- The second project was the creation of 10' by 10' wood borders for each plot within the Community Garden. The goal of this project was to better define the boundaries.



SENIOR CENTER PROGRAMMING

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



- Served 14,308 meals at the center. The meals are free for seniors 60 years of age and over, with a suggested donation of \$3.00 and \$5.00 for seniors under 60.
- Volunteers delivered 48,531 meals daily to homebound seniors in a collaborative effort with Community SeniorServ.

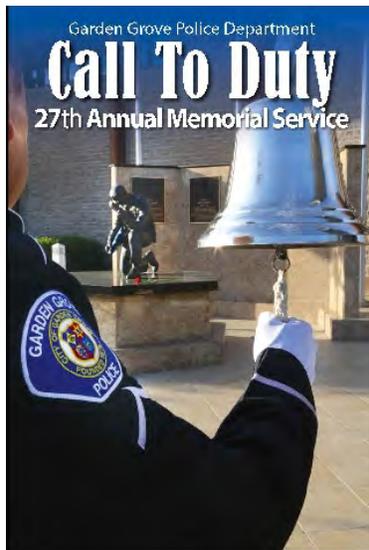


OFFICE OF COMMUNITY RELATIONS (OCR)

Public Information Office

■ OCR promoted and collaborated in the following programs and campaigns, utilizing several forms of public outreach including traditional media, social media, signage, website, marketing collateral, and other communication resources:

- Buy in Garden Grove
- Fallen Five Police Memorial
- Fatal Accident Reduction Campaign
- Great Wolf Lodge Southern California
- Graduate Recognition Program
- No Illegal Fireworks
- Re: Imagine Downtown Garden Grove
- Social Host Ordinance
- State of the City
- The Grove District – Anaheim Resort
- VWMAF Speaker Series



Special Events

■ Coordinated 14 City events, ranging from small receptions and dignitary visits, to large-scale community events. Special Events also provided support to other City departments in planning and hosting internal or community functions:

- September 26, 2013: VWMAF All-American Boys Choir Concert
- October 22, 2013: GGCF Food for Thought Luncheon
- October 23, 2013: VWMAF Inaugural Golf Tournament
- November 14, 2013: VWMAF Speaker Series
- December 3, 2013: 7th Annual Christmas Tree Lighting Celebration



- January 16, 2014: VWMAF Speaker Series
- January 21, 2014: State of the City Address
- April 22, 2014: Garden Grove Graduates Reception
- May 10, 2014: Public Safety Day
- May 14, 2014: 10th Annual GGCF/Chamber Golf Classic
- May 15, 2014: Fallen Five Police Memorial
- May 21, 2014: Groundbreaking for Great Wolf Lodge Southern California
- May 27, 2014: Reception welcoming new HR Director, Laura Stover
- June 9, 2014: Garden Grove Pride



GARDEN GROVE COMMUNITY FOUNDATION

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



CABLE DIVISION

■ Emmy-nominated Garden Grove TV3 provided production and promotional support to the Garden Grove Community Foundation, Vietnam War Museum of America Foundation, the City's Agency for Community Development, and all City special events and public information campaigns.

■ Garden Grove TV3 YouTube has 285 subscribers, received approximately 297,110 views of broadcasted information and 578,266 minutes watched.

PART II

INDIRECT SERVICES



CITY MANAGER'S OFFICE

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

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

The significant achievements for the City Manager's Office for FY 2013-2014 included the following:

ECONOMIC FOCUS

■ The City Manager's Office continued to monitor City departments, its Successor Agency, and Oversight Board in carrying out the enforceable obligations of Garden Grove's dissolved redevelopment agency and meeting State Department of Finance requirements to ensure funding for and completion of the City's major economic development projects. As a result of citywide efforts, especially by the City's Finance Department, the Great Wolf Lodge water park hotel officially broke ground in May 2014 and the Brookhurst Triangle mixed-use residential and retail development progressed significantly, with Phase I construction anticipated in early 2015. Upon completion these projects are anticipated to generate 1,000 new jobs and approximately \$8 million in new tax revenues for the City.



3-YEAR FISCAL PLAN

■ The third year of the City’s 3-Year Fiscal Plan was implemented to guide the City’s budget, increase organizational efficiency and revenues, and ensure the financial stability of the organization. The Plan was developed in response to the economic recession and loss of redevelopment revenue. Primary components of the Plan consist of containing costs, implementing revenue-generating opportunities, utilizing reserves, and providing resources to restore staff capacity and to reinvest in public safety technology and equipment to provide essential services to the community. Modest revenue gains have continued to be realized as a result of new and stronger businesses and new housing developments in the City.

KEY PROJECTS FOR 2014

■ Key City goals and projects were established, pursued and monitored through a scoreboard tracking process and monthly meetings. The projects for 2014 included: implementation of a Re:Imagine Downtown visioning and community engagement program; implementation of targeted neighborhood beautification projects in the City; finalization and implementation of a new economic strategy for the City; implementation of a second phase for the employee mentoring program emphasizing employee development, and creation of a new financial plan that includes a 1-2 year rebuilding plan and 5-year comprehensive financial plan.

Key Projects for 2014

(Organizational Wildly Important Goals)

■ % Complete □ % Remaining

Re: Imagine Downtown

- City Oversight of Mind Mixer Website (Completed Feb. 2014)
- Cal Poly Study With Community Meetings & Administer Website (Feb. – Sept. 2014)
- Conduct Open Street Sunday Event (Oct. 2014)
- Complete Implementation Plan/Recommendations to Council (Dec. 2014)



Neighborhood Beautification



Economic Development Strategy



Mentoring Program – Phase II



Fiscal Plan

- 1-2 Year Rebuilding Plan
- 5-Year Comprehensive Financial Plan
- 5-Year Strategic Plan



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.

GOLDEN HUB OF INNOVATION AWARD



The City Manager's Office in partnership with Finance staff submitted and was awarded a Golden Hub of Innovation Award from the Association of California Cities-Orange County for its "Grove District – Anaheim Resort" re-branding and marketing partnership. In August 2013, the City implemented an official re-naming and re-branding of its most recognized tourist area along Harbor Boulevard. The "Grove District – Anaheim Resort" is the result of collaboration between the City of Garden Grove, Anaheim Orange County visitors and Convention Bureau and the Garden Grove Tourism and Promotion Corporation to promote and market the area as a major tourist destination. This joint endeavor is promoting the area as a major hospitality, entertainment, and retail destination in the heart of Southern California's prime tourist center.

Collectively the area attracts over 42 million visitors a year, serving a significant portion of visitors to Disneyland, Disney's California Adventure, and the Anaheim Convention Center. Nine brand name hotels, including the Embassy suites and Hyatt Regency, along with five popular restaurants, currently comprise the Grove District. The Great Wolf Lodge Water Park Resort will be the newest addition, opening in 2016.

As part of the re-branding and marketing project, the City and the Garden Grove Tourism and Promotion Corporation will be adding new bus shelters and benches, medians, signs, pole banners and other street furniture similar to the Anaheim Resorts. The new logo, website, street banners, and promotional materials are now in use.

EMPLOYEE MENTORING PROGRAM – PHASE II

■ Expanding upon the employee mentoring program that was implemented in FY 2012-2013, a committee of 14 employees was formed to review and develop a second phase for the mentoring program. Areas of focus for Phase II included: 1) review and initial development of a new personal and professional development program to enhance professional growth and build motivation, 2) review and implementation of ideas to improve organizational communication and 3) exploration of ideas to enhance employee morale and work life balance through targeted organizational philanthropy efforts. As a result of these efforts, the following initiatives were implemented or identified for implementation in FY 2013-14:

- Employee training programs focused on leadership development and effective use of technology.
- Quarterly organizational updates from the City Manager and City leadership.
- Enhancement of the City Intranet to include video updates from the City Manager and other newsworthy information for employees.
- Completion of an employee survey identifying desired training and certification opportunities. (This program element will be further developed over the next fiscal year.)
- Coordination of at least one volunteer service/giving opportunity during the year.

CARMEL LAMPSON REORGANIZATION TO THE CITY OF GARDEN GROVE

■ At the request of property owners and the Local Agency Formation Commission a process was facilitated to effectuate annexation of 1.01 acres of unincorporated territory, commonly referred to as the “Carmel-Lampson Island” to the City of Garden Grove. To this end, in June 2014, the City Council adopted a resolution approving a General Plan amendment, zone change, and property tax exchange agreement for the reorganization. Subsequently, on August 13, 2014 the Local Agency Formation Commission approved the reorganization. The annexation of the unincorporated island to Garden Grove allows residents of a 20-unit apartment complex to receive municipal services from the City including public safety, code enforcement and parks and recreation services. The reorganization included a sphere of influence amendment to remove the island from the City of Stanton’s sphere of influence and add it to the City of Garden Grove’s sphere of influence.



UTILITY EXPENSE REDUCTION



■ In conjunction with Utility Cost Management (UCM) and ProcureAmerica, a review of the City’s electric and gas accounts was conducted to identify potential cost savings through changes to alternative rate programs. UCM found that the city along with its utility providers has done a good job of ensuring that accounts are billed accurately and costs are minimized. Nevertheless, UCM was able to identify nine electricity accounts that could benefit through changes to alternative rate programs. With approval of the rate changes by Southern California Edison, the City could save approximately \$39,500 per year in ongoing electricity costs. During the first three years the utility savings will be shared between the City and ProcureAmerica. After this period the City will retain 100 percent of the savings.

OFFICE OF THE CITY CLERK

■ The Office of the City Clerk safeguards all official records of the City, conducts municipal elections, and oversees legislative administration including all City Council and dependent agency agendas. The City Clerk's Office also provides reliable, accurate, and timely information to the City Council, staff, and the general public. Achievements specific to this function included:

- As the Election Official, and per the California Elections Code, prepared for the November 2014 Election.
- Continued to provide support to the City's elected and appointed officials for their filings of required forms as mandated by the Fair Political Practices Commission.
- Provided City Clerk services for the City of Fountain Valley (up to March 2014).
- Provided live video streaming and archived media of City Council meetings, and electronic access to agendas, staff reports, and meeting minutes via the City's website.
- Continued to adhere to the California Public Records Act by maintaining the City's public records and providing responses to public records requests. (410 requests filled; 25% increase from 2012-13).
- Completed the Municipal Code revision project.
- Maintained public access to the Municipal Code and other related documents electronically via the City's website.
- Continued to be a resource to the City's Commission Secretaries on uniform processes and procedures to assure efficiency and compliance with the Brown Act.
- Continued to be an official Acceptance Agency for US Passports, with 507 passports processed, generating net revenue of \$17,593 for FY 2013-14.

FINANCE DEPARTMENT

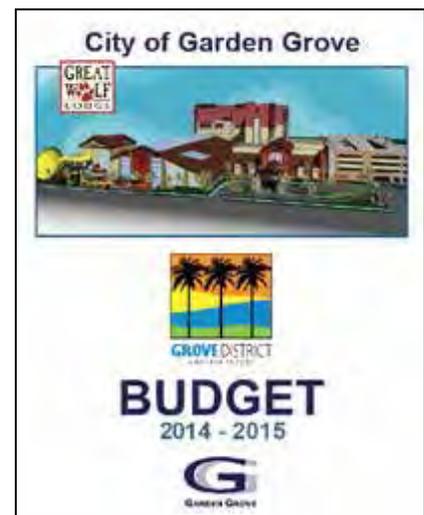
The mission of the Finance Department is to provide financial and related organizational services to City staff, the City Council, and citizens of the community, which are timely, accurate, and in accordance with, or exceeding, industry standards.

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

The significant achievements for the Finance Department for FY 2013-2014 included the following:

- Consistent with the goal of protecting City Assets and shielding the City from major risk exposures, the Finance Department successfully completed the annual renewal process of the City's insurance policies including property, boiler and machinery, employee dishonesty and faithful performance bonds, computer fraud, pollution, excess workers' compensation and necessary excess liability coverage.

- The City Budget embodies the third year of the City's new 3-year Fiscal Plan, which was constructed to address the effects of the economy. Preparation, adoption, and execution are an ongoing process, which is modified, to consider the fluid status of funds availability, organizational needs and policy direction.



- The City received the Certificate of Excellence in Financial Reporting award from Government Finance Officer's Association for its **Comprehensive Annual Financial Report** (annual financial statements). The audit was completed in December 2013 and an unqualified opinion was issued.

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

- California Society of Finance Officers: Be Prepared - Business Continuity, Investment Accounting Training, CDIAC Discussion of Public Investment Products Current & Future

- California Municipal Revenue and Tax Association Quarterly Training and Annual Conference
- GFOA: Annual GAAP Update
- MHM: GASB Update
- MGO: Annual Client Service Training
- White Nelson Diehl Evans LLP: Government Tax Seminar
- PERS: My CalPERS reporting updates – webinar & live trainings
- Public Works/Construction Law
- Purchasing Law
- Contract Risk Management

ECONOMIC DEVELOPMENT

In June 2012, the state legislature approved AB-1484, clean-up legislation for the Redevelopment Dissolution Act (ABx1-26) signed into law in June of 2011. AB-1484 clarified lingering issues in ABx1-26 and created a process for successor agencies to follow in order to facilitate the dissolution process. This process included an inventory of former redevelopment agency assets and cash, and payback of surplus cash to the county auditor-controller for distribution to the taxing entities.

Although continuing to comply with the mandates set forth in AB-1484 was a major priority, the Economic Development Division continued to work on the State of California Department of Finance (DOF) approved obligation development projects of the former agency as well as economic development projects now with the City as the sponsoring agency.

On July 17, 2012, the City was awarded a \$2.9 million grant from the Department of Commerce for street and infrastructure improvements on Harbor Boulevard. The improvement area spans approximately 2,200-feet, from the site of the future Great Wolf Lodge® water park hotel, to Twintree Avenue. The Projects scope included new sewer and water line installations, storm drain line installations, electrical conduits, and curb and gutters. Complementing the preventative measures will be aesthetic enhancements that include new landscape and hardscape, sidewalks, medians, and traffic signals. In Fiscal Year 2013-2014, the design phase of the project was completed. The project commences construction January 2015.



In addition, on May 13, 2014, the City adopted an ordinance, for the implementation of an overlay for sign design standards for Harbor Boulevard in the area generally known as the Grove District.

On April 9, 2013, the City Council Approved the Grove District Resort Hotel Development Agreement (“Agreement”) by and between the City of Garden Grove and Land & Design, Inc. (the “Developer”). The Developer has proposed a development project consisting of a combination of hotels, retail, restaurant, and entertainment venues, and related parking facilities (the “Project”), for an approximately five (5) acre site located at the northeast corner of Harbor Boulevard

and Twintree Lane (the "Site"). The City owns a small portion of the Site, and the Successor Agency owns the remainder. The developer is obtaining financing and may start construction in 2015.

In 2014 the developer of the Brookhurst Triangle, Kam Sang Companies, continued to finalize the construction drawings for the first phase of the 13.9-acre site. The project features a mixed-use development with up to 80,000 square-feet of retail and restaurant space, and 600 residential units built in multiple phases. The first phase of this project will be built on the northernmost portion of the site, and will feature 160 apartments units, pool and clubhouse.



The Garden Grove Tourist Improvement Corporation (GGTPC) which is part of the Garden Grove Tourist Improvement District (GGTID) drafted and approved a cooperative marketing plan which will be implemented in 2015. The strategy is to develop and promote a destination brand for the Grove District.

Significant achievements for the Economic Development Division for FY 2013-2014 include the following:

- In September 2013, the Successor Agency and Oversight Board approved the Recognized Obligation Payment Schedule (ROPS) for the period covering January – June 2014, and submitted it to the DOF. Initial approval by the DOF was received on November 8, 2013 and after a meet and confer with the DOF regarding two items on the ROPS, final approval was received on December 17, 2013.
- On December 11, 2013, the Successor Agency submitted to the DOF a revised Long Range Property Management Plan. On March 7, 2013, the Successor Agency received DOF approval of the Long Range Property Management Plan and began meeting with the taxing entities to negotiate a compensation agreement for those properties on the Long Range Property Management Plan approved to be returned to the City for economic development purposes.

■ In February 2014, in conjunction with other Orange County Cities, the Economic Development Division and City of Garden Grove hosted a workshop regarding the new redevelopment dissolution, affordable housing, and economic development legislation passed and signed into law to take effect beginning in 2014.

■ In February 2014, the Successor Agency and Oversight Board approved the ROPS for the period covering July – December 2014, and submitted it to the DOF. DOF approval was received on April 7, 2014.

■ Great Wolf Lodge, North America's largest family of indoor waterparks, and McWhinney officially broke ground on May 21, 2014. Great Wolf Lodge Southern California will feature over 600 rooms, a three-acre indoor and outdoor water park, 30,000 square feet of conference space and 18,000 square-feet of premier retail and dining options. The Great Wolf Lodge is anticipated to be complete in early 2016.



■ In Fiscal Year 2013-2014, the Economic Development Division prepared an Economic Development Strategic Plan. On May 27, 2014, the Division presented the Plan to the City Council in a workshop session and prepared to implement the plan going forward.

■ Property Management and Maintenance for all Successor Agency owned properties.

INFORMATION TECHNOLOGY

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

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

The significant achievements for the Information Technology Department for FY 2013-2014 included the following:

SYSTEMS / PC TECHNICAL SUPPORT

Implemented the following systems:

- Implemented Planning System
- Added features to GIS and updated to latest toolkit
- Police systems integration
- Completed Phase II of Budget System (Package Analysis)
- Complied with FOIA requests
- Created New Fire Master Calendar Application
- Accounts Payable, Payroll, and General Accounting Updates
- Upgraded Disaster Recovery hardware, process, and procedures
- Created State Controller Payroll Report
- Conducted training on ESRI GIS, Windows 7, and Office 2013
- Participated in PD CAD/RMS RFP selection committee
- Began updating City Hall computers to Windows 7
- Moved Internet routing to City hosted BGP router for ISP flexibility and resiliency
- Added second connection to Internet
- Added network connection to Gem Theater

- Integrated Building Inspection IVR
- Created Building Inspection web/mobile portal
- Began replacing Police Vehicle Computers
- Began replacing Police Vehicle connections to 4G with WiFi hot-spots
- Upgraded network switches
- Upgraded backup systems
- Created reports and systems for merging duplicate people records in Police Systems
- Assisted in Police RFP process
- Upgraded police ELETE clients
- Added additional malware detection software
- Added scanned reports integration into Presynct/RMS
- Moved garden-grove.org DNS to Amazon Web Services

WORD PROCESSING / GRAPHICS

The Word Processing and Graphics Division manages document and graphics needs for all departments and is very involved in numerous City sponsored special events. The following is a list of projects handled by this division:

Document/Spreadsheet Support for:

- Updates to Quarterly Budget Spreadsheets and Budget Preparation Details
- Budget Book
- Maintained City Telephone Directory & Updates to Online Directory
- Update of Engineering Specifications
- Creation of Electronic Forms & Paper Forms
- Resolutions and Recruitment Brochures for Human Resources
- Garden Grove Pride research, address labels
- New Business Cards
- New Letterhead
- Buy In Garden Grove Support
- Intranet Updates
- Fed-Ex Shipments

Artwork for:

- The Grove District Brochures, Surveys and fliers

- Quarterly Parks and Recreation Guides
- CityWorks Water Bill Insert
- City Calendars
- Mobile Phone App Artwork
- Various Water Bill Inserts
- Food for Thought Luncheon
- Employee Service Awards
- Garden Grove Pride
- Strawberry Ball
- Mayor's Prayer Breakfast
- Garden Grove Community Foundation Summer Concert Series
- Garden Grove Community Foundation Golf Tournaments / Other Fundraising Events
- Police Quarterly Employee Recognition
- Community Services Volunteer Recognition Dinner
- Newsletters and Flyers for Various Departments and Events
- Police Annual Report
- GGCF Annual Report
- Tree Lighting Ceremony
- Retirement Announcements/Receptions
- Vietnam War Museum Logos, Letterhead, Speaker Series, Golf Tournament, etc.
- Winterfest/Jack-O-Lantern Jamboree/Eggscavation Flyers, Posters
- Chamber of Commerce Events
- Senior City Events
- Department WIG Posters

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, 2013, to June 30, 2014, this division produced:

- 678,400 offset prints
- 269,527 color photo-copies
- 720,239 black and white photo-copies

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

- Sort and deliver incoming mail
- Weigh and stamp outgoing mail (146,824 pieces, \$94,642 postage)
- Deliver outgoing mail
- Various folding and envelope stuffing jobs
- Various print jobs on 2-color press
- Various print jobs on both black and white and color copiers
- Binding, hole punching and production of tabs for large documents
- Maintenance of all City copiers
- Bulk scanning for Finance Department and Public Works Department
- Print, fold, and stuff business license renewals and notices
- Produce bound copies of the City Budget

Human Resources

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

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

The significant achievements for the Human Resources Department for FY 2013-2014 included the following:

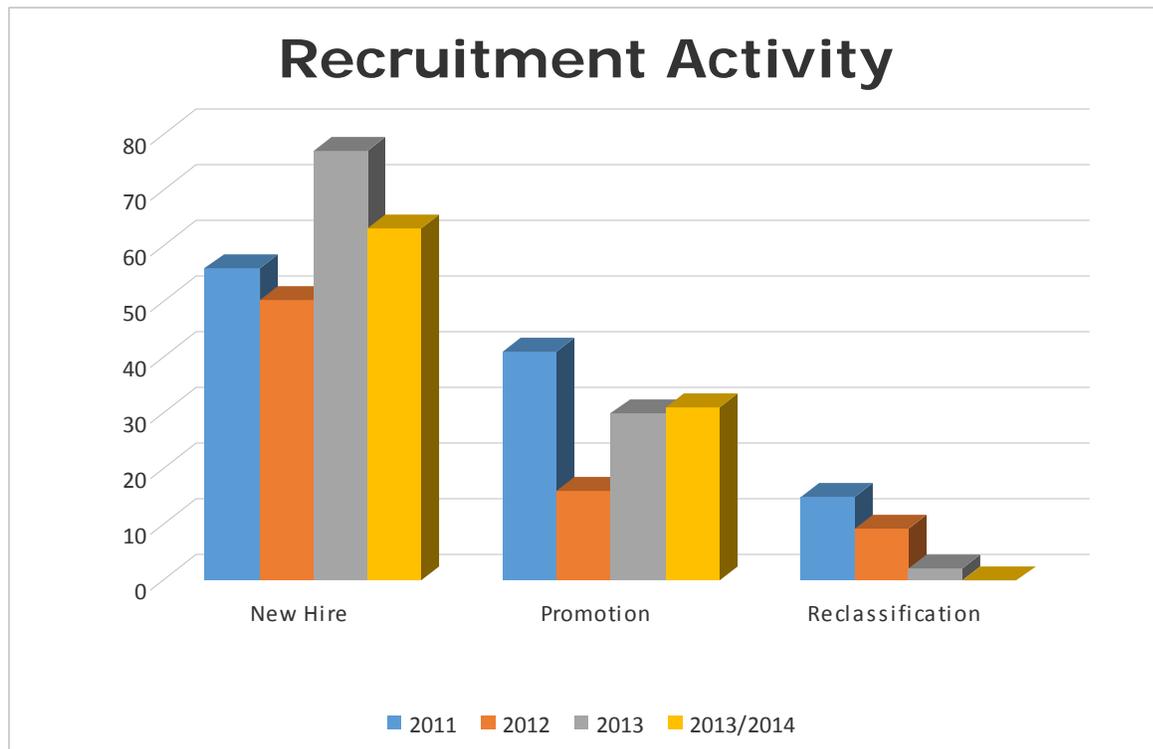
- Continuing implementation of necessary changes for Affordable Care Act compliance
- Negotiated new contracts for Employee's Association and Employee's League.
- Worked with Police, Public Works, and Fire departments on substantive reorganizations.
- In partnership with Community Health Charities, developed and implemented the Health Matters at Work campaign for City employees.
- Managed the Worker's Compensation process for 117 employee injuries.
- Administered 44 recruitments for eight City departments.
- Processed 17 employee retirements.

Human Resources Fast Facts

Hiring and termination activity:

Category	2011*	2012*	2013*	2013/2014 FY
New Hires	56	50	77	63
Promotions	41	16	30	31
Reclassifications	15	9	2	0
Resignation	21	21	31	20
Retirements	8	26	41	17
Dismissal/Rejected on Probation	6	1	1	0
Layoff	3	0	0	0
End of Temporary Employment	9	23	18	5

*Calendar Year







GARDEN GROVE