



CITY OF GARDEN GROVE

# PERFORMANCE REPORT

FISCAL YEAR JULY 1, 2020 - JUNE 30, 2021



GGPD RECRUITMENT



PROVIDING FOR THE COMMUNITY



RESTAURANTS SPOTLIGHT



BE WELL OC IN GARDEN GROVE



LOCAL BUSINESS AID



SPROUTS FARMERS MARKET



STREET IMPROVEMENTS

January 3, 2022

Honorable Mayor and City Council Members:

I am pleased to present the City of Garden Grove's Fiscal Year (FY) 2020-21 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 sustaining and strengthening the City's financial position, providing quality services, completing projects outlined in the City's FY 2020-21 Action Plan and responding to the COVID-19 pandemic. Primary areas of emphasis centered on financial sustainability, public safety, economic development to preserve and grow City revenues, community engagement, and effective and transparent government.

During the first half of the fiscal year, COVID-19 continued to sweep across the nation and world, severely affecting national and global economies. Local development and business activity slowed and the City took immediate steps to contain costs, promote public safety, pursue federal aid funding, and begin assisting local businesses and community members. Much like surrounding agencies, the City expected to grapple with ongoing budget challenges requiring the use of reserves to maintain essential services. Fortunately, Congress passed the American Rescue Plan Act to provide local governments much needed financial relief. Garden Grove was allocated \$48 million in funding, which provided the ability for the City to rebuild critical services, protect reserves, and plan for facility and infrastructure improvements. This, combined with the reopening of California in June 2021 and continued focus on the City's key economic development projects, put the City on a solid path of economic recovery.

Among several City actions put into place during the pandemic were enhanced online City Hall Services, creation of a coronavirus webpage, heightened police enforcement, daily meal distribution programs, establishment of several business resource and relief programs, and vaccine administration by City staff and the Orange County Fire Authority at the county's Point of Dispensing sites.

Several new and continuing development projects also progressed, which will strengthen Garden Grove's economic base. One new program, "Foods of Garden Grove," features a dynamic City webpage and "foodie map" of several select local restaurants, many of which the City assisted through the Micro Business Relief Grant program launched in 2020. Foods of Garden Grove reflects the City's commitment to supporting our small

businesses while highlighting the best of what Garden Grove has to offer. Other projects undergoing completion are Pavilion Plaza West featuring the City's first Sprouts Farmers Market and the 8-story Garden Brook Senior Village affordable housing project.

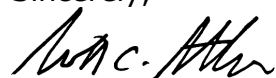
In the Police Department, recruitment and training were prioritized. Six new police officers, one records shift supervisor, one community service officer and one lateral public safety dispatcher were added to the department. As a result of these efforts, GGPD's sworn authorized strength was maintained at 182 officers. Additional achievements included a 10<sup>th</sup> reaccreditation award by the Commission on Accreditation for Law Enforcement Agencies (CALEA) in August 2020 and the launch of a new mobile mental health program in partnership with Be Well OC in October 2021. The new Be Well OC in Garden Grove program will be a great step towards dealing with mental health issues, substance abuse, and homelessness, while keeping Police Officers free to handle emergency calls.

In the Public Works Department, Euclid Street and Brookhurst Street from Lampson Avenue to Chapman Avenue; Magnolia Street from Shelly Drive to Katella Avenue; Lampson Avenue from Brookhurst Street to Nelson Street; Brookhurst Street from Westminster Avenue to Trask Avenue; and La Vaughn, Russell and Earle Streets at Imperial Avenue were all rehabilitated. Additionally, the FY 2021-22 budget includes \$17.5 million in funding for a pavement management acceleration program to further address the City's pavement needs. Several state and federal grants provided funding to implement important traffic signal and pedestrian safety improvements throughout the City. Traffic signal upgrades were made at Trask Avenue and Roxy Drive and at Trask Avenue and Newland Street. As part of the improvements, protective-permissive left-turn phasing will be provided for eastbound and westbound traffic on Trask Avenue at Roxey Drive and for all directions at Trask Avenue and Newland Street.

Finally, the Community Services Department provided Garden Grove residents with over 200 wonderful recreation classes and programs including cartooning for kids, ballet, tumbling, tennis, multi-sports, martial arts, summer concerts, movies in the park and special holiday events. In response to the COVID-19 pandemic, 96 of these classes were offered virtually. Also, Winter in the Grove, Eggs-cavation, and Summer Movies in the Park were reimaged as drive-through and drive-in events to maintain a fun and safe environment for the hundreds of families and children who participated.

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

Sincerely,



Scott C. Stiles  
City Manager

# INTRODUCTION

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

The organization of the City government consists of eight departments, with fire services contracted with Orange County Fire Authority, which work together to provide quality service to the Garden Grove community. These departments can be described as consisting of two interdependent halves: the first half provides direct services and the other half provides indirect services.

## **DIRECT SERVICE DEPARTMENTS**

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

- **Police**
- **Fire (contracted with Orange County Fire Authority)**
- **Public Works**
- **Community and Economic Development**
- **Community Services**

## **INDIRECT SERVICE DEPARTMENTS**

The indirect service departments, which are mostly unseen by the public, provide vital support for the operations of the direct service departments.

- **City Manager's Office**
- **Finance**
- **Information Technology**
- **Human Resources**

The following pages present information on the mission of each department, its major accomplishments for Fiscal Year (FY) 2020 – 2021, and various photographs, charts, and graphics highlighting items of particular interest.

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PART I

# **DIRECT SERVICES**

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# POLICE DEPARTMENT



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

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

The Department consists of three Bureaus: Community Policing Bureau, Support Services Bureau, and Administrative Services Bureau. The significant achievements of FY 2020-21 for the Police Department included the following:

## **POLICE DEPARTMENT RECRUITMENT AND TRAINING**

While the pandemic appears to be subsiding, FY 2020-21 continued to be a challenge in regards to hiring qualified applicants. Most law enforcement agencies are sensing a crisis in their ability to recruit new officers, and to retain the ones they have. State-wide, agencies are struggling to find qualified applicants to hire and train. Despite this, in FY 2020-21 GGPd added six new police officers, one being a lateral and one a school resource officer. The department also added one lateral records shift supervisor, one community service officer, and one lateral public safety dispatcher. The department's sworn authorized strength is 182 officers.



Training has remained a top priority for the department. The Training Division ensures that all of the police officers meet or exceed state mandated training requirements, which are certified by the California Peace Officers Standard and Training (POST). Many of these training courses are annual, bi-annual, or every five years. Recognizing the importance of these trainings, the department oftentimes provides additional training to GGPD employees beyond the POST minimum requirements. During FY 2020-21, GGPD employees received the following training:

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

### **REACCREDITATION AWARD**

The Garden Grove Police Department was first granted accredited status by the Commission on Accreditation for Law Enforcement Agencies (CALEA) in 1988. Since then, GGPD has successfully completed CALEA reaccreditation every three years, maintaining its continuous prestigious status. The accreditation program's goal is to improve the delivery of public safety services, primarily by maintaining a body of standards developed by public safety practitioners. This covers a wide range of up-to-date public safety initiatives established and administered by an accreditation process that recognizes professional excellence. In August 2020, there was a virtual on-site assessment and GGPD obtained its 10<sup>th</sup> reaccreditation award from CALEA. The assessment focus areas were on: Property & Evidence, Internal Affairs, Training, Patrol Operations, Use of Force, and Community Policing. Within these focus areas there was a total of 65 different standards that were reviewed by the assessors.

## **PROBLEM SOLVING EFFORTS**

FY 2020-21 continued to bring significant changes and challenges to the Garden Grove Police Department. One major event that affected the organization was the sudden and tragic loss of Lieutenant John Reynolds. Lt. Reynolds passed away on January 17, 2021 due to complications from COVID-19.

Impacts of the pandemic, along with social unrest, have contributed greatly to a rise in crime. Recognizing the notable increase in activity, GGPD has increased its enforcement efforts throughout the city. Patrol officers and specialized units continued their problem solving efforts throughout the year using the S.A.R.A. problem solving model (Scanning, Analysis, Response, Assessment) and the Crime Triangle tool, successfully addressing quality-of-life related crimes throughout the city. These enforcement actions have resulted in hundreds of arrests for various crimes such as weapons violations, narcotics, vehicle burglaries, state parole violations, fraud, theft, graffiti, trespassing, and many other violations. Below are some examples of the police work being conducted by our patrol officers and specialized units:

### **Special Resources Team**

In August 2020, a councilmember contacted the Special Resource Team (SRT) regarding an individual who was homeless and living out of his vehicle. SRT located the individual who was a veteran. SRT contacted the outreach service provider and was able to get the individual a hotel voucher that day; additionally, they contacted Veteran Affairs for housing. The day the veteran interacted with SRT happened to be his birthday, and he was greatly appreciative of SRT's efforts. The veteran was moved into permanent housing and is safely off of the streets.

### **Crime Triangle**

From January 3, 2021 through March 10, 2021, Beat 1-3 officers started a "Crime Triangle" to address resident concerns and quality of life issues. The residents of the La Jolla Plaza were unhappy with the increase in homeless activity at their location and contacted GGPD. Residents expressed concern about the following issues: loitering throughout the complex, scavenging through the dumpsters and accompanying messes, trespassing and unpermitted use of the facilities, theft, and drugs and alcohol use. They worried about allowing their children to play outside with these ongoing problems. Many of the residents felt these issues were directly related to the increase in the number of homeless encampments at a nearby business complex.

After three months of "Zero Tolerance" enforcement, officers made 24 misdemeanor arrests, one felony arrest, and filled out 20 Field Interview cards. The Special Resource Team (SRT) also assisted by providing many homeless individuals resources and information on temporary shelter/housing and drug rehabilitation centers. Several subjects took advantage of the resources and were admitted into these facilities. Officers and residents soon began to see a decrease in the homeless

encampments in the surrounding area. At the end of the three month "Crime Triangle", there was a significant drop in calls for service in that location. There was also a noticeable decline in thefts and burglaries in the area.

### **Collaboration**

On January 21, 2021 at 0345 hours, GGPD patrol officers responded to one of our local hotels "Hyatt Regency" regarding a person who had been shot inside the hotel hallway. Officers located a 28-year-old male subject suffering from a single gunshot to the head. Witnesses and suspects fled the area prior to the officers' arrival, and there was minimal information available as to who was involved and why.

It was later learned that prior to the shooting, the victim and three friends were walking into the hotel when they were confronted by four Los Angeles gang members. An argument ensued, which led to a fight between both involved groups. During the fight, one of the gang members pulled out a handgun and shot the victim in the head. The victim unfortunately died as a result of his injury.

After several weeks of followup investigation, GGPD homicide detectives identified the suspect of the shooting. May 17, 2021, four months after the shooting, GGPD SWAT, assisted by Long Beach SWAT, OC North County SWAT, Hawthorne PD SWAT, El Segundo PD SWAT, OC Sheriff's Department, and the Orange County District Attorney's Office Investigators, simultaneously served a six-location search warrant throughout Los Angeles County, resulting in the arrest of the outstanding homicide suspect and the getaway driver. During the interview, the suspect admitted to shooting the victim.

### **Special Investigations Unit**

In February 2021, the Special Investigations Unit (SIU) was conducting an on-going investigation regarding a subject selling fentanyl in and around Garden Grove. SIU was able to secure a search warrant for the suspect and his residence. The suspect was stopped leaving his residence and detained with another individual. The suspect had a blacked out Ford Crown Victoria, which had been outfitted with side spot lights, an interior cage, siren, and working blue and red lights integrated into the front grill. Upon searching the suspect's residence, officers discovered three ounces of fentanyl, heroin, and methamphetamine. In addition, officers seized three guns along with replica badges to several state and federal agencies, including an LAPD flat badge replica. Both individuals were arrested and the District Attorney's office filed additional charges against the suspect for impersonating an officer.

### **Community Impact Unit**

In March 2021, patrol officers were dispatched to a suspicious person allegedly in possession of a stolen backpack. The suspect was arrested, but would not reveal the location of the victim's remaining stolen property. As a result, SRT coordinated surveillance utilizing the Community Impact Unit (CIU) and patrol upon the suspect's release. The surveillance resulted in the suspect being followed back to his encampment, where the additional stolen property was found so it could be returned to the victim, and the suspect was arrested once again.

### **1976 COLD CASE MURDER SOLVED**

On December 19, 1976, 19 year-old nursing student and part-time employee at UCI Medical Center Janet Stallcup left her Dale Street apartment in Garden Grove to attend a party in Santa Ana. She never made it.

Stallcup's father reported her missing to the Garden Grove Police Department, and the department initiated an intensive countywide search, including a plea to the public for help.

Sadly, eight days later, Stallcup's deceased body was found inside her car. An autopsy determined she was a victim of sexual assault and homicide. At the time, investigators collected samples from 15 different potential suspects, but they were all eliminated as suspects after further investigation showed that the DNA and other samples did not match the evidence collected from the crime scene.

In 2019, Detective Ramirez asked for assistance from the District Attorney's Office, and together they submitted the case to the Investigating Genetic Genealogy Unit (IGG). With the advancements in technology, the IGG unit identified Terry D. Hawkins as a potential suspect in August 2020.

Based on follow-up investigations, it was believed that Hawkins was one of two suspects responsible for a sexual assault/kidnapping-at-gunpoint crime that occurred in November 1976, in addition to Janet Stallcup's rape and murder.

Detective Ramirez and DA Investigator Dierking met with Stallcup's surviving sister to deliver the news on the identification of Hawkins as the suspect in Janet Stallcup's case. Detective Ramirez also coordinated a tele-meeting with other family members, some of whom live out of state. After 44 years, there was finally peace and closure to this horrific crime.

### **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.

In FY 2020-21, the number of SROs was increased to five officers. This was approved and partially funded by the Garden Grove Unified School District (GGUSD) based on the positive and professional work ethic that the SROs have brought to the school environment.

In addition to increasing the number of SROs, GGPD entered into an agreement with Orange County Sheriff's Department to form a North Orange County School Mobile Assessment and Resource Team (SMART). This team is made up of three detectives, a detective supervisor, a clinician from Orange County Mental Health, and a vertical prosecutor from the Orange County District Attorney's Office. The team's goal is to analyze a school threat using the Comprehensive School Threat Assessment

Guidelines (CSTAG). This system has been used nationwide over the last few years and has proven beneficial.

The goal is not to arrest every suspect, but to help with behavioral issues that are caused by mental health issues. This team has the ability to continue monitoring students who have ideations of mass shootings after the court process and/or mental health experts have completed their initial assessments of the students. Two SROs attended the Instructor Course for CSTAG so that they could train GGUSD staff in the future.

The SROs assisted on two major threat cases during the COVID-19 pandemic. The first was a threat of a bombing at a local high school. Using the SMART team's resources, three juveniles were identified as taking part in the plot and were arrested.

The second incident involved an individual using a student's name and calling in fake 911 calls, better known as "swatting" calls. The calls were sent to one specific address in the city. The same suspect also attempted to implicate the student with federal authorities by using her name on an additional "swatting" call to John Wayne Airport.

After months of research, search warrants, and cooperation with federal authorities, the team located the suspect, who was part of an International Hackers Group. Along with the department's charges, the suspect faced additional federal charges and was extradited by federal authorities from Spain to San Francisco.

Lastly, during FY 2020-21, School Resource Officers provided supplemental patrol support to cover for officers who were impacted by the COVID-19 pandemic.



## POLICE DEPARTMENT FAST FACTS

During FY 2020-21 the Police Department responded to 61,945 calls for service with an average response time of 5 minutes 08 seconds for priority calls. Specific statistics regarding calls for service and response times are contained in the following tables:

<b>Calls for Service – FY 2020-21</b>	
<b>Priority 1</b> Immediate Dispatch <i>Lights and Sirens Authorized</i>	1,523
<b>Priority 2</b> Immediate Dispatch <i>Lights and Sirens <b>NOT</b> Authorized</i>	7,789
<b>Priority 3</b> Felony Just Occurred Crime Against Person Just Occurred Threat of Violence <i>Lights and Sirens <b>NOT</b> Authorized</i>	23,963
<b>Priority 4</b> Cold Felony Reports No Threat of Violence But Could Escalate <i>Lights and Sirens <b>NOT</b> Authorized</i>	10,117
<b>Priority 5</b> Property Crime Just Occurred No Threat of Violence <i>Lights and Sirens <b>NOT</b> Authorized</i>	10,054
<b>Priority 6</b> All Other Low Priority Calls <i>Lights and Sirens <b>NOT</b> Authorized</i>	5,603
<b>Priority 7</b> Phone Reports Abandoned Vehicles Sex and Drug Registrants	2,896
<b>Total Calls for Service</b>	<b>61,945</b>

<b>Calls for Service/Response Times</b>	<b>FY 19-20</b>	<b>FY 20-21</b>	<b>Change</b>
<b>Priority Calls for Service (Priorities 1 and 2)</b>	8,987	9,312	3.62%
<b>Non-Priority Calls for Service (Priority 3 and greater)</b>	55,005	52,633	-4.31%
<b>Total Calls for Service</b>	63,992	61,945	-3.2%
<b>Average Response Time – Priority</b>	5 m 02 s	5 m 08 s	0 m 06 s
<b>Incoming / Outgoing Phone Calls</b>	184,323	180,787	-1.92%





## FIRE SERVICES



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

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

In April 2019, the Garden Grove City Council voted to enter into an agreement with the Orange County Fire Authority to transition fire, medical, and fire prevention services to OCFA. The transition to OCFA was completed in August 2019.

Significant statistics related to the City of Garden Grove for FY 2020-21 included the following:

#### **CALLS FOR SERVICE**

- 13,557 Total Calls
  - Structure fires: 168
  - Miscellaneous fires: 346
  - Medical aid: 11,326
  - Traffic collisions: 853
  - Miscellaneous calls: 864

#### **COMMUNITY EDUCATION**

- Community events: 16
- School visits: 7
- Presentations: 2
- GGPD collaboration events: 5
- H. Louis Lake Senior Center "fall prevention" September pop-up events: 5
- Station tours: 5



## **PLAN REVIEW**

- 363 Plan Reviews
  - 99% of 5-day plan reviews completed within performance measurement
  - 91% of 10-day plan reviews completed within performance measurement

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

- 323 initial inspections completed within three days 98% of the time
- 30 re-inspections conducted

## **PREVENTION FIELD SERVICES ACTIVITIES**

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

Completed all state-mandated inspections:

- High-rise buildings: 8
- Multifamily residential buildings: 1,179 (including 3+ unit apartment buildings, hotels/motels, and residential care facilities with more than seven clients)
- GGPD jail
- All public schools, K-12 private schools with a registered affidavit with the California Department of Education, and Orange County Department of Education facilities

Fire safety inspections:

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

## **ADDITIONAL INFORMATION**

- Processed 12 special event permits in coordination with City departments
- Resolved 20 fire hazard complaints/referrals
- Performed 27 fire clearance licensing inspections for residential care, daycare, and medical facilities
- Presented with GGPD at the June 22, 2021 City Council meeting on the upcoming Fourth of July holiday
  - Coordinated with the City to permit and inspect fireworks booths
- Participated in the Leda/Rancho community improvement effort

# 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.

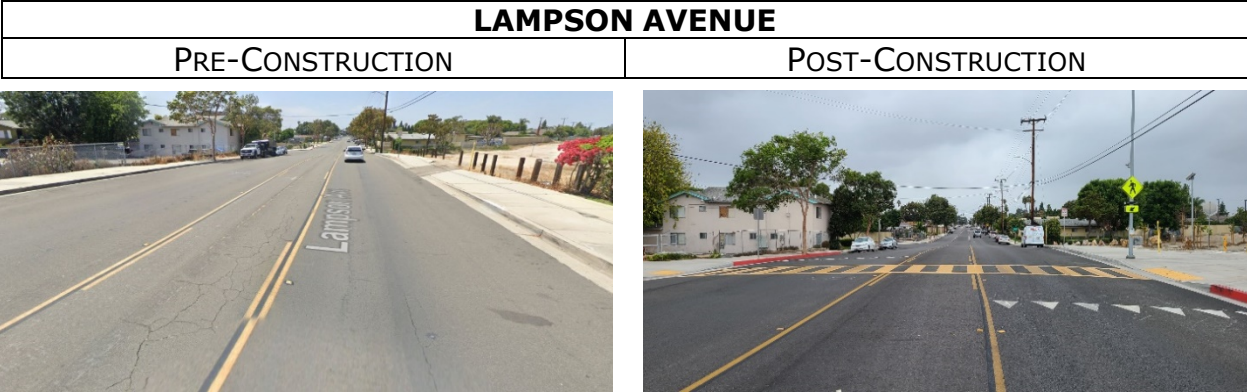
The significant achievements of FY 2020-21 for the Public Works Department included the following:

## **STREETS REHABILITATION PROJECTS**

The Public Works department rehabilitated various streets throughout the City: Euclid Street and Brookhurst Street from Lampson Avenue to Chapman Avenue; Magnolia Street from Shelly Drive to Katella Avenue; Lampson Avenue from Brookhurst Street to Nelson Street; Brookhurst Street from Westminster Avenue to Trask Avenue; and La Vaughn, Russell and Earle Streets at Imperial Avenue. The projects were funded by Measure M2 Local Fair Share, Gas Tax, and the California State Tire Recycle grant.

<b>BROOKHURST STREET</b>	
<b>PRE-CONSTRUCTION</b>	<b>POST-CONSTRUCTION</b>





**TRASK AVENUE SIGNAL MODIFICATION PROJECT**



The Trask Avenue Signal Modification project consisted of the installation of a new traffic signal at Trask Avenue and Roxey Drive and modification of an existing traffic signal at Trask Avenue and Newland Street. Both projects involved installing new signal equipment, poles, cabinets, conduits, cables and vehicle video detection. As part of the improvements, protective-permissive left-turn phasing will be provided for eastbound and westbound traffic on Trask Avenue at Roxey Drive and for all directions at Trask Avenue and Newland Street. In addition, striping will be modified and handicap ramps will be constructed to meet ADA requirements for both projects. This project was funded by the Highway Safety Improvement Program grant program.

### **SPEED RADAR SIGNS AT VARIOUS SCHOOL LOCATIONS**

The improvements for the project consisted of replacing 42 existing obsolete speed radar feedback signs with new signs at 21 school crossing locations, including 13 elementary schools, throughout the city. This project was funded by the Highway Safety Improvement Program grant program.



### **PRIVATE DEVELOPMENT OF RESIDENTIAL & COMMERCIAL PROJECTS**

The Engineering Division's Land Development staff facilitated the private development of both residential and commercial projects, including:

- Brookhurst Triangle: Condominium project on 14 acres of land (Phase One Completed); Phase II is currently going through tract map review at County of Orange
- Shea Homes: 70 Single-Family Detached Residential Units (Completed)
- Trask Apartments: Triplex-Residential (Completed)
- Far West: 16-Unit work/live building (Completed)
- Melia Homes: 31 new townhomes (Completed)
- Landfill Surcharge for Longston Pit: Approval Received from County Health Department

### **ANIMAL CARE SERVICES**

Animal Care Services (ACS) received 3,261 field service calls during the fiscal year, an increase of 264 calls from the previous year. The highest number of calls continues to be for deceased animal pick up, with over 1,000 field service calls received and addressed. This has remained consistent since the program started in 2017. Approximately 1,018 animals were taken to the shelter and 407 feral cats went through the "Return to Field" program.

As with many other City operations, COVID-19 pandemic precautions continued to affect ACS operations. Following direction from OC Animal Care, ACS switched from in-person contact to remote contact to reduce employee exposure to the virus whenever possible.

**FIELD STATUS  
JULY 2020 – JUNE 2021**

FIELD SERVICE CALL DESCRIPTION	CITY OF GARDEN GROVE			
	DOG	CAT	OTHER	TOTAL
Animal Bite	96	13	4	113
Animal Confined	164	184	62	410
Animal Dead Pick Up	49	553	480	1082
Animal Injured	24	97	145	266
Animal Stray/at Large	245	16	13	274
Animal Noise Complaint	66	0	0	66
Animal Sick	0	79	20	99
Vicious Animal	25	1	0	26
Live Wildlife	0	0	138	138
Animal Cruelty	65	10	4	79

TOTAL SERVICE/FIELD CALLS RECEIVED											
JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
325	264	289	256	248	183	226	260	266	337	318	334

BARKING DOG	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Complaints Received	3	3	6	5	9	2	7	8	7	8	4	4
Hearings	1	0	0	0	0	2	1	0	0	0	0	1
Citations	2	1	0	0	1	2	1	0	0	0	0	1

**SHELTER STATUS  
JULY 2020 – JUNE 2021**

INTAKE DESCRIPTION	SHELTER: ORANGE COUNTY HUMANE SOCIETY		
	DOG	CAT	OTHER
Received for Impound	267	581	44
Surrendered by Owner	17	6	0
Returned to Owner	123	6	7
Strays turned in by Public	36	63	4
Returned to Field (SCA)	0	407	0
Transferred Out	14	62	30
Died in Care	7	15	0
Euthanized	22	37	2
Adopted Out	127	123	1

## STREET MAINTENANCE

As part of the Pavement Management Program, an On-Call Recycled Asphalt Pavement (RAP) slurry sealing project, encompassing 818,661 sq. ft., was completed on 33 residential and collector streets. This method has proven to be a cost-effective preservation treatment that extends the life of existing asphalt while sealing it from the harmful effects of water penetration, excessive heat, and infra-red rays of the sun, which all contribute to the degradation of the asphalt pavement.



Slurry preparations during FY 2020-21 included the following:

- 6,395 tons of asphalt used in patching paver passes and in removal of defective areas for the slurry seal project
- 12,000 pounds of crack sealant material used
- 2,975 linear feet of concrete curb and gutter removed and replaced
- 15,750 sq. ft. of sidewalks, 1,664 sq. ft. of driveway aprons, and 31 new ADA ramps installed



Staff also completed paver passes at the intersections of St. Mark Street and Chapman Avenue and at West Street from Garden Grove Boulevard to Lampson Avenue. This is an innovative paving technique that addresses pothole issues with longer durability, and is also being applied on city alleyways.



Staff began local rehabilitation on some of the most deteriorated streets. This project was in addition to the Street section's yearly slurry project, and covered Map Page 2217 (Mac Alpine Road, Mac Murray Street, Mac Gill Street, Mac Nab Street, Mac Street and Marylee Drive). The rest of the streets will be completed in the beginning of calendar year 2022. The asphalt was treated with 2" grind and cap followed by a slurry seal once all the streets were completed. This method is a quick and cost-effective alternative that improves the life and durability of the road base, sustains increased traffic, and provides better, long-term performance. Staff will perform a slurry seal and concrete improvements on the remaining streets.



Staff will perform a slurry seal and concrete improvements on the remaining streets.

Additional work completed included the following:

- 1,310 work orders pertaining to asphalt
- 352 work orders for signs



- Replacement of signs along Lampson Avenue, Haster Street, Newhope Street, Harbor Boulevard, and Garden Grove Boulevard with new signs, posts, and anchors
- Replacement of signs and street name signs in 10 full map pages

### **TREES/STORM DRAIN MAINTENANCE**

193 dead, diseased, dying or problematic trees were removed; 301 trees were planted as replacements in open tree wells and through the City’s Adopt-a-Tree Program. Additionally, 3,949 trees were trimmed by West Coast Arborists and City staff.

During fall 2020, contractors cleaned approximately 4.6 miles of open flood control channels and removed 22.87 tons of trash from 994 catch basins. City staff utilized a state grant and installed 20 CPS (Full Capture Trash) devices in various catch basins around Costco and Main Street.

### **FACILITIES IMPROVEMENTS**

**Courtyard Center** – Staff and contractors repaired and upgraded the activity center, which showed signs of water damage. Staff also completed emergency and exit lighting upgrades, and installed new ADA ramps at the west entrance.



**City Hall** – Staff and contractors replaced carpet in the third floor training room and elevators. Staff also repaired and painted damaged stucco on the outside of the building, and the contractor replaced the motor and VFD drive in the HVAC cooling tower.

**Medal of Honor Bike and Pedestrian Trail** – Staff and contractors converted the solar-powered street lighting from Nelson Street to Stanford Avenue to photocell.

## **EQUIPMENT MAINTENANCE**

City staff and contractors renovated the Vehicle Maintenance shop. The contractor painted the shop walls, while staff prepped and epoxied the shop floors. Public Works Building Maintenance also converted a storage room into new office space.



## **RIGHT OF WAY MAINTENANCE**

In FY 2020-21, the Right of Way section completed 975 right-of-way cleanings. An additional 800 locations were referred to Republic Services for pick up items that were dumped illegally or abandoned. Working in conjunction with the Police Department, section staff responded to 195 homeless-related requests, which consisted of storing and removing items from public property such as sidewalks and parks. The graffiti contractor worked six days a week and addressed 13,339 graffiti requests over the course of the fiscal year.

## **WATER QUALITY UPDATES**

In June 2018, the State Water Resources Control Board – Division of Drinking Water (DDW) and California’s Office of Environmental Health Hazard Assessment (OEHHA) established an order to require interim notification levels (NL) of 13 parts per trillion (ppt) for perfluorooctanesulfonic acid (PFOS), 14 ppt for perfluorooctanoic acid (PFOA), and a Response Level (RL) of 70 ppt for PFOS and PFOA individually or combined. These chemicals have been used to help waterproof and stainproof clothes, shoes, furniture, and carpets; make nonstick cookware; fortify cardboard food containers and paper food wrappers; improve firefighting foam used at airports; and assist in the process of chrome plating. Over the years, they have made their way into our water aquifer. Since these chemicals have been used in an array of consumer products, scientists have found PFOA and PFOS in the blood of nearly all people tested. However, according to the Center for Disease Control (CDC), blood levels of both PFOS and PFOA have steadily decreased in U.S. residents since 1999-2000 as production and use of these chemicals have declined. Epidemiological studies conducted by the EPA indicate exposure to these compounds over certain levels may result in adverse health effects.

In February 2020, the California Division of Drinking Water issued two new advisory levels for PFOA and PFOS in drinking water supplies and is pursuing advisory levels for seven additional PFAS in 2020. The Notification Level (NL) for PFOA is 5.1 ppt and

the NL for PFOS is 6.5 ppt. The NL is the level at which water agencies are to notify local elected officials and governing bodies of the presence of PFOA or PFOS in local water supplies. The Response Level (RL) for PFOA is 10 ppt and the RL for PFOS is 40 ppt. The RL is the level at which the state recommends the water not be served.

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

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

### **SEWER SYSTEM IMPROVEMENTS**

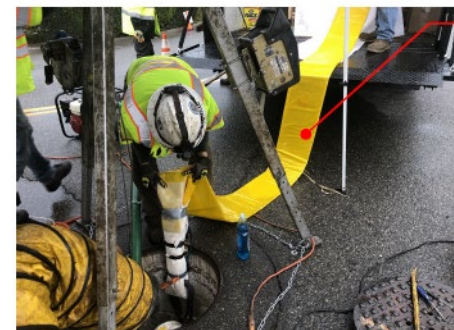
As part of the State regulated Sewer System Management Plan, the following design projects for sewer improvements were completed or in progress:

#### **Design**

- **Sewer System Rehabilitation Plan Phase I, Sewer Main Replacement Projects 2&3:** This project consisted of replacing 3,450 linear feet of 8-inch sewer pipe, 560 linear feet of 12-inch sewer pipe, and 620 linear feet of 15-inch sewer pipe, and core drilling and modifications to 16 existing manhole shelves and channels, 8 tie into existing manholes (via existing pipe stub out), 86 sewer lateral reconnections, and 3 sewer lateral extensions. The projects are located in various local streets that are bounded by Garden Grove Boulevard, Trask Avenue, Gilbert Street, and Brookhurst Street.



- **Sewer System Rehabilitation Plan Phase I, Sewer Main Lining, and Spot Repair Projects 3&4:** This project will rehabilitate 22,030 linear feet of 8-inch sewer pipe and 200 linear feet of 10-inch sewer pipe using UV-Cured Glass Reinforced Plastic Cured-In-Place liner. In addition, approximately 270 linear feet of 8-inch and 62 linear feet of 10-inch sewer pipe will be rehabilitated by steam-cured felt impregnated



resin CIPP liner. This will extend the useful life of these sewer pipes for another 50 years. The projects are generally located in residential streets that are bounded by Trask Avenue, Lampson Avenue, Dale Street, and Bookhurst Street.

- **Partridge Lift Station – Muffin Monster:** This project will improve the Garden Grove Sanitary District’s (District) Partridge Lift Station located near the Thunderbird Mobile Home Parks. Partridge Lift Station was constructed in 2010 and serves the Thunderbird Mobile Home Park and two professional lots on Partridge Street. This sewer lift station is a submersible pump station located behind the curb in the Partridge Street cul-de-sac. This lift station requires excessive maintenance due to the frequent pump clogging caused by flushable wipes from the tributary area. The District provided public education and outreach to the area in the past few years, but no noticeable mitigation was observed in the pump clogging issue. The improvements at the Partridge Lift Station will include installing a grinder to the station’s influent sewer and converting the existing SCE electrical service to three-phase power.

**PUBLIC WORKS FAST FACTS**

	<b>2020</b>	<b>2021</b>	<b>%</b>
Department Work Orders Completed	22,521	23,806	+6%
Sewer Main Lines Cleaned - million linear ft.	0.23	.30	+30%



# 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 administers the City's General Plan, as well as the City's zoning and building regulations, to ensure the orderly physical growth of the community. There are three divisions in the Department that include the Office of Economic Development, which is responsible for business attraction, retention, and expansion, and administration of the Community Development Block Grant (CDBG) and affordable housing programs; Building & Safety Division consisting of plan check review, permit counter, building inspections and code enforcement; and the Planning Services Division, comprised of advance and current planning, and also Active Transportation grant projects.

Significant achievements of FY 2020-21 for the CEDD included the following:

## **OFFICE OF ECONOMIC DEVELOPMENT**

The Office of Economic Development is responsible for implementation of the 2018 Economic Development Strategic Plan (EDSP) and recently completed a comprehensive update to the EDSP in 2021. The 2021 EDSP identified six Economic Development goals to be undertaken over the next three years. With the pandemic challenges, the intent is to be strategic and responsive to support economic recovery for the local business community. The goals of the 2021 EDSP are provided below:

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

Significant achievements of the Office of Economic Development in FY 2020-21 included the following:

### **Cottage Industries**

In May 2016, the City approved the sale of City-owned properties to Lab Holdings for future development of Cottage Industries, an adaptive reuse of residential properties for artisan retail and commercial uses. The Planning Commission approved the first phase of Cottage Industries known as the Farm Block in March 2018. In November 2019, the Planning Commission approved the second phase, Art Block. Project construction began in winter 2021.

### **West Grove Center**

Revitalization of the former AMF Bowling Center and Starlight Theater is in progress. The new Jack-in-the-Box and Express 5 Car Wash are completed and open for business. A new Starbucks drive-thru is under construction along with additional in-line retail spaces to be incorporated into the bowling alley space.

### **Raising Cane's Drive-Thru Restaurant**

Construction of the new Raising Cane's development on Harbor Boulevard began in fall 2021. Completion and opening are anticipated by summer 2022.

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

Entitlements for future redevelopment of the former Pavilions property were processed. The development anticipated the existing 90,000 SF building would be razed in order to develop a new grocery-anchored retail center with national retailers such as Sprouts Market and Ulta Beauty.

### **Home2 Suites by Hilton**

On June 27, 2019, the City of Garden Grove and 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 upon stabilized hotel occupancy, which is expected to be reached two years after the hotel's opening. Due to the pandemic, change in general contractor, and fire and life safety matters, the BN Group expects the construction of its hotel to now be completed in the 2<sup>nd</sup> Quarter of 2022.

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

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

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

The annual report for the Garden Grove Tourism Improvement District (GGTID) was approved in June 2021. Established in 2010, the GGTID provides collective support

for tourism marketing efforts under the umbrella of Visit Anaheim, formerly known as the Anaheim/Orange County Visitor & Convention Bureau, in areas of tourism promotion, specifically for conventions benefiting the hotels within the Grove District.

### **Site C Project**

In November 2017, the Planning Commission approved a Site Plan and Tentative Tract Map to implement a resort hotel project known as Site C. The approvals provided for a proposed development of a hotel project of up to 769 rooms and ancillary hotel uses such as pools, spas, and fitness centers within three resort hotels – one full-service and one limited-service – with up to 104,000 aggregate square feet of conference/meeting banquet space, hotel restaurant space, freestanding pad restaurant, and a multi-level parking garage with 1,297 parking spaces on approximately 4.3 acres of the PUD-128-12. Upon completion, the project is anticipated to generate approximately \$3.8 to \$4.9 million in additional annual tax revenue to the City. The project is forecast to start construction in the 2<sup>nd</sup> Quarter of 2022.

## **NEW RESIDENTIAL AND DEVELOPMENT PROJECTS**

### **Brookhurst Place**

Following the completion of Phase I of Brookhurst Place in July 2018, Kam Sang Company continued to advance Phase II: 462 apartment homes, of which up to 120 will be affordable housing units and 58 for-sale condominiums; up to 200,000 square feet of commercial and retail space; and a 100-key hotel. Upon completion, the 14-acre



community project will include 700 new residential units and a one-acre park. Conveyance of a portion of the Phase II properties will be completed in the 2<sup>nd</sup> Quarter of 2022.

### **Garden Brook Senior Village**

Construction of Garden Brook Senior Village by AMG & Associates continued in FY 2020-21. This prominent 8-story development is comprised of 394 senior-living units (129 studio units, 219 1-bedroom units, and 46 2-bedroom units); community spaces including an indoor fitness area, library room with multifunctional space, and two general use community rooms; and on-site laundry facilities with 12,938 square-feet of ground-level commercial space. The project is a collaboration between the City of Garden Grove, AMG & Associates, the Hoag Foundation, and the Boys and Girls Club of Garden Grove to further an Intergenerational Program to bring youth and seniors together.

### **Willowick Golf Course**

The Willowick Golf Course is an approximately 102-acre property located in the City of Santa Ana that is currently utilized as a public commercial golf course. The Office of Economic Development is evaluating the future reuse of the property by evaluating development proposals for the property as part of the implementation of the Surplus



Land Act. Additional information is available via the City's website at <https://gqcity.org/surplus-land-act-willowick-golf-course>.

## **BUSINESS DEVELOPMENT PROGRAMS**

### **Garden Grove ABRB Contract**

On July 1, 2020, the City entered into an agreement with the Garden Grove Chamber of Commerce to provide business development services for FY 2020-21 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.

### **Multi-Chamber Collaboration**

In 2020, the City continued to collaborate with the Vietnamese American Chamber of Orange County, Korean American Chamber of Orange County, and Orange County Hispanic Chamber to establish stronger relationships and work in partnership to better assist all businesses in the city. During COVID-19, the chambers provided support with translation for the City's Business Resource and Resiliency Plan, and promoted the City's small business grant and loan programs.

### **GO-Biz Workshops**

The City continues to partner with the Governor's Office of Business and Economic Development to promote GO-Biz, a business resource program comprised of numerous state resources including the California Competes Tax Credit, which offers tax credits to businesses adding jobs in California.

### **Buy in Garden Grove Program (BiGG)**



Buy in Garden Grove (BiGG), the City's "Shop Local" program, was redesigned to support local businesses, provide shopper discounts, and keep needed tax dollars in the city. The program allows for Garden Grove residents to receive a discount by mentioning the BiGG program to any participating business. Some new features of the BiGG program include the Vehicle Rebate Program (VRP) that 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. The VRP program commenced on July 1, 2019. To date the program has been a success with over 1,451 applicants.



### **Office of Economic Development Website**

The Office of Economic Development continues to update its website to include new resources and integrate Neighborhood Improvement activities and programs. These resources include: a new Business Resource Kit linking to the City's partners for business reopening, the City's Jobs First Program, the City's Micro Business Relief

Grant, the Accessible Businesses Program, and the new Vehicle Rebate Program infographic webpage.

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

The JOBS 1<sup>st</sup> Program was modified in response to COVID-19 and the subsequent allocation of Community Development Block Grant - Coronavirus (CDBG-CV) funding. This program offers job creation loans of up to \$50,000 and job retention grants of up to \$25,000 to assist Garden Grove business owners affected by the pandemic. The JOBS 1<sup>st</sup> Program will utilize \$710,745 in CDBG-CV funds to create and/or retain over 193 jobs for low-income Garden Grove residents.

### **Micro Business Relief Program (Micro Biz Program)**

Through the County of Orange and the Office of the First District Supervisor, the City received Coronavirus Relief Funds in the amount of \$617,600 to assist small businesses impacted by COVID-19. In June 2020, the Micro Biz Program was established in conjunction with an online application portal ([ggcity.org/businesses](http://ggcity.org/businesses)) to streamline the application submittal process for eligible small businesses and non-profit organizations. The program provided economic support to 125 Garden Grove small businesses with grants up to \$5,000 to be used for rent relief payments and business innovation activities. As of December 2020, all funds have been depleted.

### **Business Development Initiatives**

In December 2020, in partnership with the Garden Grove Community Foundation (GGCF), the department undertook several Business Development Initiatives to support local businesses during post-COVID recovery. The collaboration includes:

- Garden Grove Grows: to promote downtown revitalitation through installation of parklets integrated with outdoor dining and enhanced pedestrian lighting



- Invest Garden Grove: to implement an enhanced wayfinding signage program throughout the downtown area connecting key pedestrian areas

- Innovate Garden Grove: to implement local Garden Grove programs to stimulate local tourism and advance technology



- Sustain Garden Grove: to implement a local foodie program to highlight the best of Garden Grove's small business entrepreneurs

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

In December 2020, the Garden Grove City Council approved the Garden Grove Industrial Development Authority (IDA) annual report. Under the State of California guidelines, the IDA acts as the official local coordinating body for low-cost development bonds for industrial companies seeking expansion. The IDA's role is to

assist industrial-related businesses by facilitating their requests for tax-exempt Industrial Development Bonds.

### **FEDERAL GRANT PROGRAMS**

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.

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

In this fiscal year, CDBG funds in the amount of \$2,874,252 were programmed to assist approximately 14,237 low- and moderate-income residents through housing rehabilitation, senior services, fair housing activities, infrastructure improvements, and homelessness activities. Additionally, \$95,000 in CDBG-CV funding was allocated to provide hot meals and boxes of food to 7,957 seniors and low-income Garden Grove residents.

### **Homeless Services**

In FY 2020-21, \$167,058 of ESG funds was programmed to provide homeless services to 237 individuals at risk of becoming homeless, as well as those who were homeless. Homeless services include: street outreach, emergency shelter, rapid rehousing, homeless prevention, and homeless information management system. Additionally, \$500,000 in HOME funding was used to provide rapid rehousing and homeless prevention services to 61 at-risk and homeless Garden Grove residents. An additional \$3,586,917 in Emergency Solutions Grant Coronavirus (ESG-CV) funds was programmed to expand homeless services to individuals impacted by the COVID-19 pandemic. Garden Grove's homeless service providers were able to assist an additional 807 individuals in FY 2020-21 with these resources.

### **Comprehensive Strategic Plan to Address Homelessness (CSPAH)**

The Draft Comprehensive Strategic Plan to Address Homelessness (CSPAH), a five-year roadmap to addressing homelessness in Garden Grove, was presented in January 2020. During the second-half of FY 2020-21, CEDD conducted public outreach and engagement to obtain feedback from the community regarding the priority goals and objectives contained within the Plan. These activities included a community survey, six workshops, four webinars, five recorded interviews, the inaugural meeting of the GG Coalition to End Homelessness, and the implementation of the Homelessness Data Dashboard. The Final CSPAH was adopted in September 2021.

**BUILDING & SAFETY DIVISION**  
**Code Enforcement**

Code Enforcement is supporting the Orange County Fire Authority as the agency makes its annual inspections in industrial areas. This support has led to bringing into compliance buildings with non-permitted alterations and excess storage, and an increase in fire and egress related Code Enforcement cases. Currently 427 out of 1,233 open cases are related to substandard building related issues. The issues being addressed are non-permitted uses, landscape and parking maintenance, graffiti removal, and signage.



**Building Permits & Inspections**

The Building & Safety Division issued a total of 3,111 building permits. In response to the pandemic, CEDD digitized its plan check process with future upgrades planned for December 2021 to streamline this process. Notable development milestones include: construction of the Sprouts shopping center; completion of Gardenia by Shea Homes; construction on Garden Brook Senior Village; and numerous commercial development projects.

**PLANNING SERVICES**  
**Key Conditional Use Permits / Land Use Entitlements**

Address	Project Description
10130 Garden Grove	Approval to expand an existing restaurant (Oc & Lau) into an adjacent tenant space.
8100 Garden Grove	Approval to reduce the square footage of an existing college concurrently with the approval of an outpatient adult daycare facility.
12867 Garden Grove	Approval for ABC Licenses at the Holiday Inn Express. A Type "41" (On-sale, beer and wine) is requested in the existing breakfast/bar area and Type "20" (Off-sale, beer and wine) is requested in the existing lobby gift shop.
9618 Garden Grove	Approval to expand the existing Stanton University adult trade school.
10130 Garden Grove #107	Approval to operate Butaton restaurant with a new Type "41" (On-sale, General) ABC license.
13152 Garden Grove	Approval for an existing convenience store at a gas station to operate with a new Type "20" (Off-sale, beer and wine) ABC license.
9240 Garden Grove	Approval to operate Mokkoji Shabu Shabu Bar with a new Type "41" (On-sale, beer and wine) ABC license.
10130 Garden Grove #121	Approval to operate Thai Avenue restaurant with a new Type "41" (On-sale, beer and wine) ABC license.

8516 Garden Grove	Approval to operate a new restaurant, Fusion, with a new Type "47" (On-sale, General) ABC license.
13771 Newhope	Approval to operate a new commercial laundry, Garment Restoration Company, in an existing industrial building.
9848 Chapman	Approval to allow a new grocery store, Sprouts, to operate with a Type "20" (Off-sale, beer and wine) ABC license.
14208 Brookhurst	Approval to operate Grandpa's Kitchen Dry Noodles 168 with a Type "41" (On-sale, beer and wine) ABC license.
10022 Garden Grove	Approval to modify an existing CUP for Ramada Inn for expansion of an existing restaurant into an existing lounge area and to allow full entertainment in the restaurant.
13054 Chapman	Approval to allow an existing 7-Eleven convenience store to operate with a Type "20" (Off-sale, beer and wine) ABC License.
13031 Magnolia	Approval to allow an existing Mobil convenience store to operate with a Type "20" (Off-sale, beer and wine) ABC License.

### Key Developments (Commercial & Residential)

Address	Project Description
8932 Katella	Approval to rezone a commercial property from O-P (Official Professional) to C-1 (Neighborhood Commercial).
12939 Main	Approval to allow outdoor dining in the public right-of-way for Kaye's Kitchen.
12936 Main	Approval to allow outdoor dining in the public right-of-way for Phuc Long Coffee & Tea.
8581 Stanford	Approval to construct a duplex.
13082 Coast	Approval to construct a second unit to create a duplex on an R-3 (Multiple-Family Residential) zoned lot.
10052 Central	Approval to construct a duplex.
12887 Main	Approval to re-instate the entitlements to construct a new mixed-use building with nine residential units above 3,888 square foot of commercial space.
8471 Chapman	Approval of a one-year extension to construct a new service station with convenience store with a Type "20" (Off-sale, beer and wine) ABC license.
13551 Harbor	Approval to construct a new 43,934 square foot self-storage facility.
12002 Harbor	Approval to operate a new 7 Leaves Café drive-through facility.
9898 Trask	Approval for the expansion of the showroom and service center for the Hyundai car dealership.
6911 Garden Grove	Approval to convert an existing full-service carwash to a self-service automatic carwash.
12752-12822 Monarch	Approval to replace an existing 98,360 square foot industrial building with a new 97,470 square foot industrial building.
7441 Chapman	Approval to demolish an existing industrial building and construct a self-storage facility.
121741 Valley View	Approval to redevelop a 2.15 acre site with new commercial uses through repurposing the existing bowling alley to include a full service restaurant use, a 12,082 square foot anchor tenant, three in-line tenant space and a drive-through restaurant pad.
12202 Harbor	Approval to construct a new Raising Cane's drive-through restaurant.
9312 Chapman	Approval for General Plan Amendment and Zone change to construction of 6-unit apartment complex.

## **GRANTS ADMINISTRATION**

### **Active Transportation Projects (ATP)**

With the support of the Office of Community Relations and the Information Technology Department, staff launched a comprehensive information website to highlight the City's ongoing efforts to support active transportation projects. The new website is linked to the CEDD webpage ([ggcity.org/bikeped](http://ggcity.org/bikeped)). Since 2015, the City has secured grant funding for active transportation projects resulting in the successful award of \$4.1 million in grants. "Planning" grants or "Plans" are noteworthy as these current grants provide funding for construction-ready projects and not for the development of concept plans.

### **Medal of Honor Bike and Pedestrian Trail (ATP Grant)**



In 2015, the City was awarded approximately \$1.8 million for the bike and pedestrian path project called "The First Mile." On June 9, 2020, the Garden Grove City Council approved the official naming of the



trail as the "Medal of Honor Bike and Pedestrian Trail." The City has completed all four phases of the project: the engineering design, environmental study, Right-of-Way (ROW) certification, and construction. The construction of the trail extended a bicycle pilot project that was previously constructed from Nelson Street to Stanford Avenue. The extension continues the trail from Stanford Avenue to Brookhurst Street to create a one-mile 12-foot wide bi-directional bicycle path and accompanying pedestrian trail. The construction phase was completed July 2020. ([ggcity.org/bikeped](http://ggcity.org/bikeped))



### **Bicycle Corridor Improvement Program – (BCIP Grant)**

In 2018, following a competitive RFP process, City Council awarded a contract to Mark Thomas & Company, Inc. to provide engineering design services for the Bike Corridor Improvement Program (BCIP). The OCTA/Caltrans grant provided resources to improve the on-street bicycle infrastructure by 75%. The project scope incorporates 15 miles of both new and improved bike lanes located along five priority

corridors including Brookhurst Street, West Street, Gilbert Street, Chapman Avenue, and Lampson Avenue.



The first phase, Environmental, was completed in fall 2018. The second phase, Engineering Design, was completed in fall 2019. The third phase, Right-of-Way (ROW) certification, was delayed in 2020 due to the COVID-19 pandemic, and was completed in summer 2021. The project is anticipated to be completed in summer 2022.

### BikeSafe Garden Grove (BSGG) (ATP Grant)



The City was awarded \$74,000 in 2017 for the fifth phase of the bike and pedestrian path project. Funded by the Caltrans’ ATP grant, “BikeSafe Garden Grove” is the non-infrastructure segment of the grant for the larger project for the “Medal of Honor Bike and Pedestrian Trail” that provides programming for bicycle education and encouragement. Staff have worked collaboratively with the Police Department’s Crime Prevention Unit and Accident Reduction Team (ART), and the Office of Community Relations, to promote, market, and implement the program. The program

aims to educate and encourage healthy lifestyle activities at elementary and intermediate schools, at community events, parks, low-income neighborhoods, and at other bike- and pedestrian-friendly sites. Events include bike rodeos, National Bike to School Day, National Walk to School Day, Open Streets, and Safe Moves City training.



In February 2020, the City received authorization to proceed with the project and planned for events to take place from March 2020 through December 2020. However, due to the pandemic all outreach programs and events, including a

bike trailer with bike repair workshops, were cancelled. Modifications for community engagement events are currently in progress with a few notable accomplishments listed below. ([ggcity.org/bikeped](http://ggcity.org/bikeped))



#### 2021 BikeSafe events:

- April 27, 2021 – Los Sanchez Traffic Safety Event
- April 27, 2021 – Medal of Honor Ribbon Cutting Event
- May 5, 2021 – Cohort A National Bike to School Day
- May 6, 2021 – Cohort B National Bike to School Day
- May 25, 2021 – Summer Safety Event Haster Basin
- June 29, 2021 – Walmart Traffic Safety Event
- August 3, 2021 – National Night Out Traffic

## Urban and Community Forestry (CAL Fire Grant)



In 2018, the City was awarded the Urban and Community Forestry Grant by CAL Fire (California Department of Forestry and Fire Protection). The City completed the landscape plans and awarded construction to Kato Landscape, Inc. to plant the 363 trees.

In July 2020, the City held an award celebration honoring the children who were selected as winners for their art submission to the Tree Art Contest for the Urban Forest Management Plan (UFMP) document.

In spring 2021, the trees and irrigation system were installed. Additional work completed in March 2021 included the required greenhouse gas calculations for the tree plantings. The City completed the tree inventory list and the Davey Resource Group conducted Green House Gas reduction calculations for the City, utilizing the Air Resources Board-approved Quantification Methodology.

The City Council adopted a resolution approving and adopting the 2020 Urban Forest Management Plan on May 13, 2021. The City also presented the UFMP to the Downtown Commission. ([ggcity.org/urban-forest](http://ggcity.org/urban-forest))

**urban forest MANAGEMENT PLAN**

**TREE ART CONTEST**

The City of Garden Grove is developing an Urban Forest Management Plan (UFMP) that will act as a guide for enhancing and growing an urban forest in Garden Grove. Local youth, K-12th grades, are invited to participate in the UFMP by entering in the Garden Grove Tree Art Contest. By participating, students learn the importance of trees and how they impact the health and well-being of the environment and overall quality-of-life in the community. Artwork submitted may be used in the UFMP.

**Art Contest Guidelines**

**THEME:** Trees, alone, paired, grouped, etc. Artwork should be the student's interpretation of current or future trees in the city.

**MEDIA:** 1. Paint, watercolor, acrylic, oils, etc. 2. Drawing, colored pencils, markers, etc. 3. Photography, landscape, urban, park, etc.

**ELIGIBILITY:** Local students in K-12th grades. One entry per participant.

**AGE CATEGORIES:** K - 3rd grade 4th - 6th grade 7th - 9th grade 10th - 12th grade

**IMPORTANT DATES:** Art due: May 1 Judging: May 6-June 4 Winners announced: June 8

**HOW TO ENTER:** Visit [ggcity.org/urban-forest](http://ggcity.org/urban-forest). Click on Tree Art Contest Submission and follow instructions. Art must be submitted by 5:00 p.m., on Friday, May 1. There is no entry fee.

**JUDGING:** From Monday, May 4 through Thursday, June 4, all submissions will be displayed on the City's Facebook page designated for "Tree Art Contest by 'Hug'". The community will be invited to judge the Tree Art Contest by "Hug" their favorite tree art. The post with the most "likes" in each age category will be determined the winner. Judging will end at 5:00 p.m., on Thursday, June 4.

**WINNERS:** Winners will be announced on Monday, June 8, on the City's Facebook. Each winner will receive \$250 and recognition on the City's social media platforms.

**ADDITIONAL INFORMATION:** Visit [ggcity.org/urban-forest](http://ggcity.org/urban-forest)

This project was made possible through grant funding from California Department of Forestry and Fire Protection (CAL FIRE) Urban and Community Forestry Program for community-wide tree planting and maintenance of GHG emissions.

**CAL FIRE** **DAVEY Resource Group** **GARDEN GROVE**



## Tobacco Law Enforcement DOJ Program (CA Dept of Justice Grant)



In 2018, the City's Code Enforcement Unit received a grant from the Department of Justice (DOJ) with funds authorized under the California Healthcare, Research and Prevention Tax Act of 2016. The DOJ grant program made available \$30 million to local agencies in California to support various tobacco-related programs. These programs include enforcement of state and local laws related to the

illegal sales and marketing of tobacco to minors, and investigation of activities and compliance checks to reduce illegal sales of cigarettes and tobacco products to minors



and youth. The total amount awarded to the City of Garden Grove is \$353,085 with grant funds distributed incrementally over a three year period.

Line Item	Awarded FY 2018-19	Awarded FY 2019-20	Awarded FY 2020-21	Total Awarded
Services	\$ 62,000	\$ 124,000	\$ 124,000	\$ 310,000
Operating	\$ 9,072	\$ 13,100		\$ 22,172
Supplies		\$ 4,000	\$ 4,000	\$ 8,000
Administrative		\$ 5,725	\$ 5,725	\$ 12,913
<b>TOTAL</b>	<b>\$ 72,535</b>	<b>\$ 146,825</b>	<b>\$ 133,725</b>	<b>\$ 353,085</b>

The awarded funds focused on implementation of a Local Tobacco Enforcement Program administered by the Code Enforcement division. A contracted code enforcement officer was assigned to the City’s commercial areas to seek compliance through standard code enforcement action and compliance methods. The expected yearly cost included a full-time contractual code enforcement officer, operating expenses, enforcement supplies, and administrative costs. The program was completed in July 2021.

The City subsequently applied for the 2021 Tobacco Grant Program for the performance and funding duration of 36 months beginning 2021-2024 in the amount of \$855,166 in personnel costs including a full-time tobacco officer, part-time weekend and evening enforcement officer, and partial payment of the code administrator position. In addition, the proposed funding will cover operational costs including but not limited to signage, printing, translation services, training seminars, supplies, and administrative costs. The award announcement is anticipated in December 2021.

## COMMUNITY SERVICES



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

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

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

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

### **RECREATION**

#### **Contract Classes**

Community Services offered a total of 178 classes to the Garden Grove community. Of the 178 classes, 96 of them were offered virtually to ensure COVID-19 guidelines were being followed. Classes offered include: cartooning for kids, ballet, tumbling, tennis, multi-sports, martial arts, science camps, and dog obedience. A few of the new classes offered this year include computer coding camps, yoga for kids, Anime camps, and Chess classes. Due to the impact of the pandemic, the number of participants drastically decreased this year. However, contract classes were still able to generate \$8,359 in revenue.

#### **Aquatics**

The City was able to modify its swim lesson program and offer swim lessons at two park pools - Woodbury and Gary Hall. In order to be in compliance with the CDC COVID-19 guidelines, the City had to reduce class sizes and the number of classes

offered, and temporarily discontinue the recreational swim program. Additionally, all of the lower level classes had to be modified to “parent and child” type classes with the swim instructors on the pool deck leading the class. Even with CDC restrictions and program modifications, the City was able to bring in over \$21,000 in revenue from the aquatics program.

### **Day Camp**

Due to the COVID-19 pandemic, the Garden Grove Day Camp program was canceled for the summer of 2020.

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

Community Services provides a preschool-age program for 4-year olds (Tiny Tots) and 3-year olds (Kare Bears) at Edgar Park from September through June. Children participate in recreation activities under the direct leadership of a trained instructor. Due to the pandemic, the City offered virtual learning in September 2020, which continued through the end of the fall 2020 session. By January 2021, the City was still unable to safely resume in-person class. The number of participants for the virtual learning program decreased to the point where the program was no longer financially viable, and the department made the difficult decision to close the program for the remainder of the school year. In June 2021, the department was able to safely hold an in-person registration to resume in-person programming at Edgar Park for the fall 2021 session.

### **Sports and Recreation Center**

The Garden Grove Sports and Recreation Center was closed for in-person programming for FY 2020-21. However, the facility did serve as a COVID-19 vaccine distribution site during the months of April through June 2021.

### **Youth Basketball**

Due to the pandemic, the Garden Grove Youth Basketball program was canceled for the summer 2020 and winter 2021 seasons.

### **Atlantis Play Center**

Due to the capital improvement project of replacing the perimeter fence and the ongoing COVID-19 pandemic, the Atlantis Play Center remained closed for the year.

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

The annual Jack O' Lantern Jamboree was modified as a Movie in the Park event at Garden Grove Park. Attendees watched the classic Halloween movie *Hocus Pocus*, and were encouraged to bring blankets and snacks to enjoy the movie from their own socially-distanced spaces. Each child in attendance received a goodie bag of treats and take-home activity kits. Costumes for all attendees were encouraged. Attendance was approximately 200 people.

### **Eggs-cavation**

The 2021 Eggs-cavation event was reimagined as a drive-through event to maintain a fun and safe environment for all participants and staff during the ongoing COVID-19 pandemic. Attendees purchased tickets for different time slots throughout the

duration of the event, with a total of 260 children ages 3-10 registered. Vehicles were directed through a route where they passed a variety of community booths operated by City staff, GGPD, and community partners such as OCFA, who passed out Easter eggs filled with candy and toys. The event culminated in a photo opportunity with the Easter Bunny.



### **Art in the Park**

This annual event is a partnership between the City and the Garden Grove Unified School District (GGUSD) to showcase their annual First Impressions Art Show to a broader audience and to further the goal of Re:Imagine, which is to bring more art to the community. Traditionally, the student art is curated as a gallery at the Courtyard Center, but the pandemic prevented the exhibit from being staged in person. Community Services got creative and displayed the student art in the outskirts of Village Green Park from May 10-28, 2021. Twenty art pieces were selected and enlarged to 4' x 5' canvasses by GGUSD, while Community Services staff built and painted oversized easels for the art pieces. Securely placed near the iconic Clock Tower at Village Green Park, the student artwork was able to be viewed by the community-at-large passively and safely. GGUSD also created a virtual gallery of the 1,200 pieces of student art submitted for the Art Show for viewers to enjoy.

### **Drive-in Movie Series**

In response to the COVID-19 pandemic, the annual summer Movies in the Park series was modified to a Drive-in Movie series. The City hosted three free drive-in movies across the city, where preregistered residents were able to enjoy a family friendly movie in the comfort and safety of their own cars. Each movie had an average of 350 people in attendance.

The date, location, and movie titles are as follows:

June 4, 2020; Hyatt Regency; *Sonic the Hedgehog*

August 13, 2020; Orangewood Academy; *Dora and the Lost City of Gold*

August 20, 2020; Pacifica High School; *The Goonies*

### **Winter in the Grove: Drive-thru Edition**

Despite the limitations and restrictions of the pandemic, the Community Services Department was able to safely bring holiday fun and joy to the community by staging a drive-thru edition of the 3<sup>rd</sup> annual Winter in the Grove event at Village Green Park. Local families were able to drive through a whimsical route throughout the park, and pass by holiday-themed, brightly-lit sets. Santa's Garage, a recently added element featuring exotic and Hollywood movie cars, was moved to the United Methodist Church parking lot, and added to the route. Several community groups and businesses safely handed out holiday giveaways and pre-packaged cookies to families in their cars. The route culminated with a free photo op in front of the dazzling 24-

foot community Christmas tree, complete with an oversized reindeer prop and Santa Claus, while families remained safely in their cars.

### **Community Services Social Media Pages**

At the beginning of the COVID-19 pandemic, the Community Services Department created Facebook and Instagram pages to provide an additional avenue for communicating with the community. As community services and programming have been revitalized, these social media pages have been used to market department programs across all divisions, and provide additional marketing support to other departments within the City.

### **Virtual Recreation Center**

The Virtual Recreation Center that was created in 2020 during the height of the COVID-19 pandemic is still in operation and can be found on the Community Services web page.

## **HUMAN SERVICES**

### **Buena Clinton Youth and Family Center (BCYFC)**

The Buena Clinton Youth and Family Center (BCYFC) serves youth and families with the vision to become a “well-maintained, peaceful, and safe community of self-sufficient and healthy residents.” The Center 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.



Center staff took prompt action in response to the COVID-19 pandemic to address community needs by working with their established local community partners as well as new donors to ensure families had access to food. In total, the Center served 12,557 individuals (5,149 families) with food resources from July 2020 to June 2021. It joined with Community Action Partnership’s OC Food Bank to provide shelf-stable food boxes to 6,220 individuals, as well as a restaurant meal program to provide hot meals to 1,961 individuals.



In partnership with Community Action Partnership, 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 3,723 individuals (700 families). In addition, the Center partnered with CAPOC’s Diaper Program to serve 860 individuals (219 families) for a total of 43,000 diapers.



The Center continued its partnership with Second Harvest Food Bank to serve lunches and snacks to children under the age of 18, serving 10,834 after-school meals. During the seven weeks of summer programming, 4,791 meals were served. Second Harvest Food Bank provided weekly food drops that included fresh produce and non-perishables. A total of 10,257 individuals (3,139 families) received bags of food.



The Center was able to creatively engage families by conducting virtual family nights including Loteria (Mexican bingo), Karaoke, family craft nights, and hosting drive-in movies with Orangewood Academy, a local private school that provided its campus for these events. The Center celebrated its annual Día de los Muertos event, hosting a drive-in movie and a drive-thru resource fair for 337 attendees.

The Center worked creatively to engage youth with a virtual summer day camp and after-school program. Teens were also provided an opportunity to engage virtually for mental health education, wellness check-ins with the Center's Masters in Social Work (MSW) interns, and virtual recreational activities.

The Center was successful in engaging adult residents virtually: 234 individuals participated in a variety of programs such as self-care, technology support, and parent education.

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 158 children and provided free toys to residents in the neighborhood for 301 children (135 families) during the holiday season.



Both family resource centers partnered with Orange Coast Optimist Club and Bracken's Kitchen to provide turkeys and Thanksgiving meals to 65 families in need. Iron Men Basketball provided a drive-thru option for families to receive gifts and a photo opportunity with Santa at Orangewood Academy, which served 153 children from the Buena Clinton area.

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

The year began with a virtual summer program offered to 41 children in 1<sup>st</sup> to 6<sup>th</sup> grade. Staff provided a bag of activities and supplies for children to do at home. Staff also met with participants virtually on Zoom and provided instructions for arts and crafts activities, and led children in other fun and interactive activities.

On May 25, 2021, the City of Garden Grove celebrated the Center's 21<sup>st</sup> anniversary with a private event hosted by Garden Grove Mayor Steve Jones and the Garden Grove City Council. During the event, the City unveiled a commemorative mosaic to

celebrate the milestone. The event was an opportunity to celebrate the 21 years of caring for the well-being of at-risk youth and low-income families, as well as an opportunity to add another unique piece of art to the community's landscape. The City commissioned local artist Robin Marcario to create artwork that symbolized the community's vibrant and diverse culture. The mosaic features unique elements, including descriptive words woven into the art by the Center's youth group, SOL (Strengthening Our Leadership). In the 21 years of serving the Garden Grove community, Magnolia Park Family Resource Center has provided a multitude of services to 25,073 residents and 12,202 families.



The Center continued to provide crucial services during the pandemic to families who were in need of emergency assistance and basic needs resources. This year, MPFRC made 2,456 referrals to 2,170 individuals. Approximately 57% of these referrals were for basic needs such as food, hygiene products, diapers and utility/rental assistance. Families experiencing loss of employment and/or wages had their difficulties exacerbated by the pandemic. The Center was able to provide emergency assistance services to 752 families.

Community Action Partnership OC partnered with the Center to provide free diapers and monthly food distributions. The Center was able to provide free diapers to 238 families (387 children) for a total of 54,450 diapers and served 349 families with fresh produce and non-perishable items.

117 individuals participated in individual, family, and group counseling services offered virtually by MPFRC. Group programs offered included anger management, women's support, teen girls' empowerment, loss and grief, anger and conflict resolution, and several social skills group courses for children 6-12 years of age.

545 individuals participated in educational programming, which included parenting classes, mental health leadership workshops, financial literacy classes, a fathers-only parenting group, COVID-19 related classes, and family strengthening



workshops. MPFRC collaborated with agencies such as Human Options, Olive Crest, MOMS OC, Team of Advocates for Special Kids, BIS Kids, Boys & Girls Clubs of Garden Grove, Garden Grove Police Department, Didi Hirsch Mental Health Services, and Community Action Partnership to provide these free classes and workshops. Although the workshops had to be offered virtually, individuals were very engaged and regularly participated in weekly classes.

This year, there was a 42% increase in participation for the educational workshops compared to in FY 2019-20.

Through the comprehensive case management services, 179 families were served by the MPFRC's Family Support Specialist and undergraduate interns.

The Center distributed free backpacks and school supplies to 137 children, provided Thanksgiving meals/baskets to 64 families, and provided free toys to 555 children (200 families) during the holiday season.

MPFRC's youth teen group, SOL (Strengthening Our Leadership), continues to be actively engaged with activities offered at the Center. Although the teens met virtually most of the year, attendance and enrollment were greater than in previous years, with 25 teens. They participated in workshops, meetings, and fun virtual activities that totaled 436 hours.



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

The H. Louis Lake Senior Center offers a variety of programs and services to meet the needs of the growing senior population by offering low or no-cost services for individuals ages 55 and over. Due to the COVID-19 pandemic, the Center had to close for indoor in-person programming, but was still able to serve close to 600 participants with other services throughout the year.



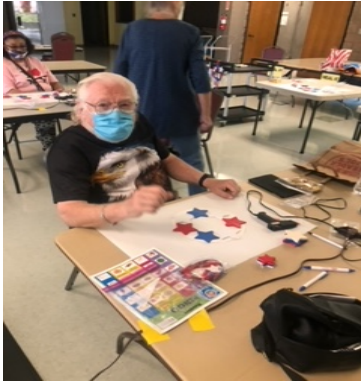
The Center focused its efforts on food distribution to replace the in-person lunch café program. Seniors 60 and over were provided weekly frozen grab-n-go meals through a drive up and walk up distribution in partnership with Meals on Wheels Orange County. The program served on average 230 participants weekly, including a walk up option that served a total of 11,041 individuals for the year with 65,322 frozen meals.

The Senior Mobility Program normally provides transportation services through a contracted taxi service provider. Due to the pandemic, trips were drastically reduced. The Center used this service to deliver meals to approximately 46-50 seniors who were unable to pick up meals weekly, which totaled 10,471 meals for the year.

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



A special COVID-19 edition of the bi-monthly SCOOP newsletter was published and mailed to seniors to ensure they had access to the most up-to-date community resources.



The Center launched a social support/case management program focused on linking seniors with community resources. Center staff along with Masters in Social Work (MSW) interns conducted wellness calls, outreach, case management, and counseling services. A weekly virtual program called “Let’s Chat About It” was also offered and focused on technology, community resources, health and wellness topics, and interactive crafts.

On June 15, the Center reopened its doors to provide modified in-person programming. The Center’s volunteer instructors offered line dancing, balance and mobility, Tai Chi, and Longevity Stick classes.

### **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) – as well as after-hour bookings at the Senior Center (SC). The facilities are utilized for weddings, quinceañeras, baby showers, and birthday parties, as well as business meetings and workshops.



Due to the pandemic, gatherings were not allowed and so for most of the year, the rental facilities were closed.

FY 2020-21

Revenue-generating bookings: CMC - 3/ CYC -1

Co-sponsorship bookings: CMC - 3/ CYC - 0

Internal bookings: CMC - 131/ CYC - 17

Total bookings: 155

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

During the pandemic, athletic fields were closed then reopened in phases based on the state’s color-tiered system categorizing high-risk to low-risk sports activities. In March of 2021, guidelines once again allowed for activities to resume. Since then, there have been 882 permitted user groups at City park sites. During this time, field permits generated \$32,790.50.

In addition, staff documented the following: 270 non-permitted users; seven calls to animal control; 2,994 illegally parked vehicles; 7,272 occurrences of transients on

park grounds; 60 instances of graffiti vandalism; 2,143 reports of dogs off leashes; 18 occurrences of golf play; 27 instances of alcohol consumption; and 635 calls for information and assistance.

Picnic shelter and building rentals were also closed due to COVID-19 for most of the year until they were able to resume in June of 2021.

In August 2020, a new portion of the bike and pedestrian path along the Pacific Electric Right-of-Way opened. The Garden Grove City Council approved the official naming of the trail as the "Congressional Medal of Honor Bike and Pedestrian Trail" in honor of the three Garden Grove residents who were awarded the Medal of Honor for military valor.

The City's Showmobile stage is available for use by community non-profit organizations in addition for use at City events. Due to the COVID-19 pandemic restrictions on large group gatherings, its usage was limited for most of the year.

### **Theaters**

After a year of closing its door, the GEM Theater was able to resume indoor programming with a reduced capacity. It re-opened the season with a fan favorite, *Always...Patsy Cline*, that ran from April 22-May 16.

The Festival Amphitheatre (Garden AMP) remained closed for the year.

### **Garden Grove Community Foundation**

The Garden Grove Community Foundation (GGCF) is a 501(c)(3) non-profit organization that was incorporated in 1998 to create a more progressive image of Garden Grove regionally, while showcasing the community's unique features, diversity, and economic vitality. The City Council and community leaders sought to enhance the quality of life for Garden Grove residents and businesses. Community Services staff provide support for GGCF. Due to the pandemic, the GGCF/Chamber annual Golf Classic and Summer Concert Series were cancelled. Instead the GGCF focused its efforts in supporting drive-thru movie events for the community and financially supporting efforts to help the senior population.

### **COVID-19 Vaccination Clinics**

The Community Services Department played a vital role in organizing vaccine clinics throughout the city during the peak of the vaccine distribution efforts. Clinics were held at the Garden Grove Sports and Recreation Center, Buena Clinton Youth and Family Center, Garden Grove Hospital, Christ Cathedral, and H. Louis Lake Senior Center. It is estimated that over 3,500 residents received their COVID-19 vaccines at one of these clinics coordinated by the department.



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 2020-21 included the following:

### **ECONOMIC FOCUS**

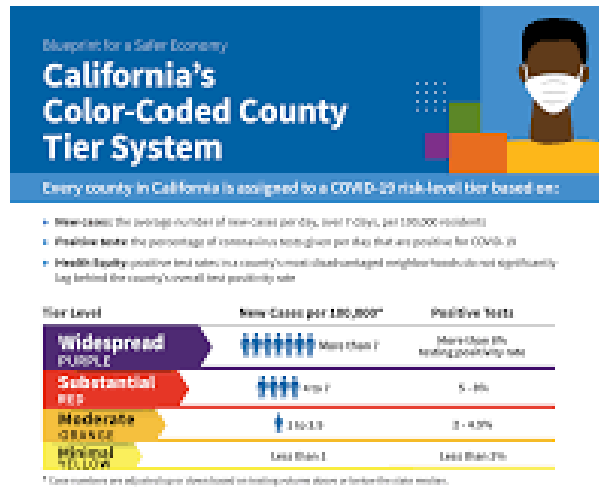
During the first half of the fiscal year, COVID-19 continued to sweep across the nation and world, severely affecting the national and global economies. Local development and business activity slowed and the City Manager's Office, in conjunction with all City departments, took immediate steps to contain costs, promote public safety, pursue federal aid funding, and begin assisting local businesses and community members.

Much like surrounding local agencies, the City expected to grapple with ongoing budget deficits requiring the use of reserves to maintain essential services. Fortunately, Congress passed the American Rescue Plan Act (ARPA) to provide local governments much needed financial relief. Garden Grove was allocated more than \$48 million in funding, which will provide an opportunity for the City to rebuild critical services, protect reserves, and plan for facility and infrastructure improvements. This, combined with the reopening of California in June 2021 and continued focus on the City's key economic development projects (e.g., Home2 Suites, Garden Brook Senior Village,



Site C Hotel, Pavilion Plaza West, and Valley View retail improvements), has put the City on a solid path of economic recovery. (More specific information on the City’s response to the COVID-19 pandemic and actions to support the community and local economy is provided below.)

## **COVID-10 RESPONSE AND RECOVERY**



In February 2020, Orange County proclaimed a local emergency in response to the COVID-19 pandemic. In accordance with the State and County’s response, the City of Garden Grove undertook immediate health and safety measures aimed at reducing the spread and risks associated with the virus. This included activating the City’s Emergency Operations Center in March 2020, declaring a local emergency, and modifying City operations to meet County and State health guidance.

Gradually, in compliance with state and county health guidelines, the City moved forward in supporting businesses to reopen by establishing and promoting a variety of local, state, and federal grant and loan programs funded by the Coronavirus Aid, Relief, and Economic Security (CARES) Act. Among these programs were the Small Business Administration Loan and Paycheck Protection Program, Jobs 1<sup>st</sup> Grant Program, and Micro Business Relief Grant Program.

The City also aggressively pursued federal and state grant funds, including FEMA reimbursements and American Rescue Plan Act funds, to maximize assistance to the community and reimburse the City for direct costs and revenue losses associated with the COVID-19 pandemic. To date, the City has received \$6.7 million in related CARES funds and \$24 million in ARPA funds. An additional \$24 million in ARPA funds is anticipated in FY 2021-22.

On June 15, 2021, Governor Newsom lifted the executive order for physical distancing, capacity limits, and the tier system outlined in the Blueprint for a Safer Economy. However, the City Manager’s Office, in collaboration with all City departments, has continued to maintain local emergency operations, promote vaccinations, and follow State and County guidance to facilitate further reopening of our local economy, protect public health, and meet community needs.

## **FY 2020-21 ACTION PLAN**

The City Manager’s Office oversaw implementation of the FY 2020-21 Action Plan to achieve the City Council’s priorities. Among the significant accomplishments were:

### **Economic Development**

- West Grove Center – Phase 1 improvements were completed, including theater renovations and the opening of a new Jack-in-the-Box and carwash

- Pavilion Plaza West broke ground, bringing the first Sprouts Farmers Market to Garden Grove
- New businesses opened: AUM Beer House, Phuc Long Coffee and Tea, and 7 Leaves Cafe
- Construction progressed on Garden Brook Senior Village (former Galleria), Home2 Suites, and Cottage Industries Farm Block
- A major remodel of the Walmart Supercenter was completed
- The Medal of Honor Bike and Pedestrian Trail opened with a ribbon cutting and dedication
- New art installations were completed: a mosaic at Magnolia Family Resource Center and utility box paintings throughout the City



### Public Safety

- GGPD effectively led the Emergency Operation Center response to the COVID-19 pandemic
- Maintained the Measure O Public Safety Staffing Plan
- Launched a new Mobile Mental Health Response Program in partnership with Be Well OC
- Finalized the design plan for new City Hall security enhancements
- Implemented the Coffee-with-a-Cop Program
- Reactivated the Citizen Emergency Response Team (CERT) under GGPD leadership to support citywide COVID-19 vaccination efforts
- Updated City emergency response plans and related employee training; conducted drills

### Community Engagement/Outreach

- Disseminated important Coronavirus information via all City communication mediums
- Promoted resources to help businesses affected by COVID-19
- Supported and promoted Citywide vaccine distribution events





- Promoted community participation in the Housing Element Update
- Completed 2020 Census complete count outreach initiatives
- Promoted City job opportunities, programs, and news through use of customized multilingual media



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

### **Financial Sustainability**

- Developed and implemented the FY 2021-22 & 2022-23 budget
- Established an infrastructure funding policy that includes increased funding for street maintenance
- Implemented COVID-19 cost containment and recovery initiatives
- Completed Phase I of the new enterprise resource system (ERP) implementation
- Created an American Rescue Plan Act webpage; completed ARPA funding report and recommendations
- Utilized Coronavirus Aid, Relief, and Economic Security Act allocations to address community and business impacts

### **Effective, Transparent Government**

- Submitted the Prop 68 Park Bond grant application to improve Woodbury Park
  - Implemented a network security plan
  - Restored 17 full-time positions, including the addition of a full-time code enforcement officer



### **Other Community Issues**

- Completed a comprehensive 5-Year Strategic Plan to address homelessness
- Implemented PFAS water filtration improvements
- Implemented a pavement management acceleration program
- Implemented a citywide Community Cleanup Day program
  - Replaced street signs in poor condition
  - Enhanced the graffiti removal program with additional funding and color matching
  - Implemented a more robust traffic and parking enforcement program

### **2020 CENSUS OUTREACH AND RESULTS**

Every 10 years, as mandated by the U.S. Constitution, the federal government undertakes a census of the U.S. population to determine the allocation of seats held by each state in the House of Representatives. The census is also used to distribute federal funding to states and local governments to support programs that benefit residents. With the goal of ultimately achieving an accurate complete count, the City established the Garden Grove Complete Count Committee, comprised of key

stakeholders and community groups throughout the city, to collectively brainstorm ways to educate, outreach, and encourage participation in the 2020 Census.

To this end, the City partnered with the Garden Grove community to promote participation in the 2020 Census by:

- Sharing Census information on the City's webpage and in City publications
- Distributing multilingual Census print materials at all City counters
- Producing multilingual public service announcements via GGTV3
- Uploading 2020 Census reminders on the City's message boards
- Collaborating with Census partners to educate the community
- Hosting Complete Count Committee meetings
- Conducting outreach at City events and participating in a Census Caravan



Through these collaborative efforts, the City of Garden Grove achieved a very positive self-response rate of approximately 79.1%, a significant increase from the previous 2010 Census response rate of 73.5%. Garden Grove achieved the third highest ranking in self-response rates in the nation and second highest ranking in the state among cities with similar populations.

In August 2021, the U.S. Census Bureau released the results of the 2020 Census efforts. According to 2020 Census results, the City of Garden Grove's population increased from the 2010 Census findings, growing from a population size of 170,958 to 172,346.

### **REDISTRICTING**

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

The City contracted with redistricting consultant Compass Demographics to review the City's established Council districts, ensure population equality, and begin the redistricting process. For the City of Garden Grove, this redistricting process must be completed by April 17, 2022.

### **CITY HALL SECURITY ENHANCEMENT**

In 2017, the Orange County Intelligence Assessment Center conducted a Vulnerability Assessment of City Hall. The vulnerability assessment and subsequent mitigation report identified several areas for improvement, including a number of security deficiencies within the existing City Hall facility.

Based on the vulnerability assessment findings, the City requested proposals to secure conceptual designs for City Hall Security Enhancements. Dewberry Architects, Inc. was subsequently hired to complete a comprehensive security redesign of City Hall.

In October 2021, the City issued an invitation for bids to identify a construction firm to implement the security design upgrades produced by Dewberry Architects, Inc. Upon selection of a construction firm, City Hall security enhancements are expected to begin in February 2022 with an estimated completion date of October 2022.

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

The Office of the City Clerk administers democratic processes for municipal elections and provides access to legislative actions and public records. The City Clerk is the local Filing Official and Parliamentarian ensuring compliance with the Brown Act, the Political Reform Act, and the Public Records Act, ensuring transparency and timely information to the City Council, staff, and the public.

Achievements specific to this function included:

- As the Local Filing Officer, continued to adhere to the Fair Political Practices Commission and State of California mandate for compliance and transparency by providing accessible and searchable online campaign committee filings and annual conflict of interest filings.
- Continued to enhance organizational efficiency by administering a web-based document submittal system using Novus Solutions for electronic City Council agendas and reports.
- Initiated Municipal Code updates as enacted by the City Council for timely online access.
- Continued compliance with the California Public Records Act by responding to requests primarily received on the City's website with an average of 77 per month ([https://ggcity.org/records\\_request/](https://ggcity.org/records_request/)).
- Implemented social media archiving for the City's social media platforms.
- Supported City departments in adhering to the City's retention schedule for records storage and destruction.
- Served as a resource to the City's Commission secretaries on procedures to ensure compliance with the Brown Act.
- Provided Government to Government (G2G) county recordation service for online recording of certain documents.
- Partnered with the County Registrar's Office to provide access during City Hall business hours for a mobile ballot box for the 2021 Gubernatorial Recall Election.



## **HOUSING AUTHORITY**

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

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



■ In FY 2019-20, the Housing Authority scored 100 percent and earned the designation of “High-Performance Agency” from the Department of Housing and Urban Development. Due to the COVID-19 pandemic, HUD waived the SEMAP scoring for FY 2020-21.

### **Housing Authority Rental Vouchers**

■ Staff assisted approximately 2,204 low-income households through the Section 8 Rental Assistance Program.

■ Over 400 applicants from the waiting list were contacted to schedule initial qualification interviews. Priority was given to applicants who were Garden Grove residents with U.S. Veteran status or victims of domestic violence.

### **Housing Portability Program**

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

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

■ 211 initial inspections were conducted to ensure that subsidized units meet Housing Quality Standards and Building and Safety Codes. Due to the pandemic, there were no annual/follow-up inspections, and no special inspections conducted.

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

■ The Coronavirus Aid, Relief, and Economic Security (CARES) Act allowed HUD to allocate additional vouchers to housing authorities to help them prevent, prepare for, and respond to the pandemic. As a result, Garden Grove Housing Authority received 75 Mainstream vouchers with the initial annual budget authority of \$1,125,000 to cover Housing Assistance Payments (HAP) plus additional administrative fees upon units leased. Mainstream vouchers are to assist non-elderly disabled families between the ages of 18 to 61. In addition to assisting Mainstream qualified applicants from the current waiting list, the Housing Authority set aside 30 Mainstream vouchers to provide for homeless individuals and families. Eight of the 30 vouchers will be 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.

### **Emergency Housing Vouchers**

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

### **OFFICE OF COMMUNITY RELATIONS**

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

From July 1, 2020 to June 30, 2021 the office produced and distributed 118 City press releases, many of which were translated into Vietnamese, Spanish, and Korean languages; shared 50 County of Orange press releases; published nine CityWorks water bill newsletters (monthly and bi-monthly), along with four Connections PR pieces, and eight Vietnamese-language newsletters.



Major press announcements included the 14-month Housing Element/General Plan update; 2020 General Election; completion of Gardenia by Shea Homes housing development; Urban Forest Management Plan; passing of Garden Grove Police Lieutenant John Reynolds; Pavilion Plaza West/Sprouts Farmers Market groundbreaking; dedication of the Garden Grove

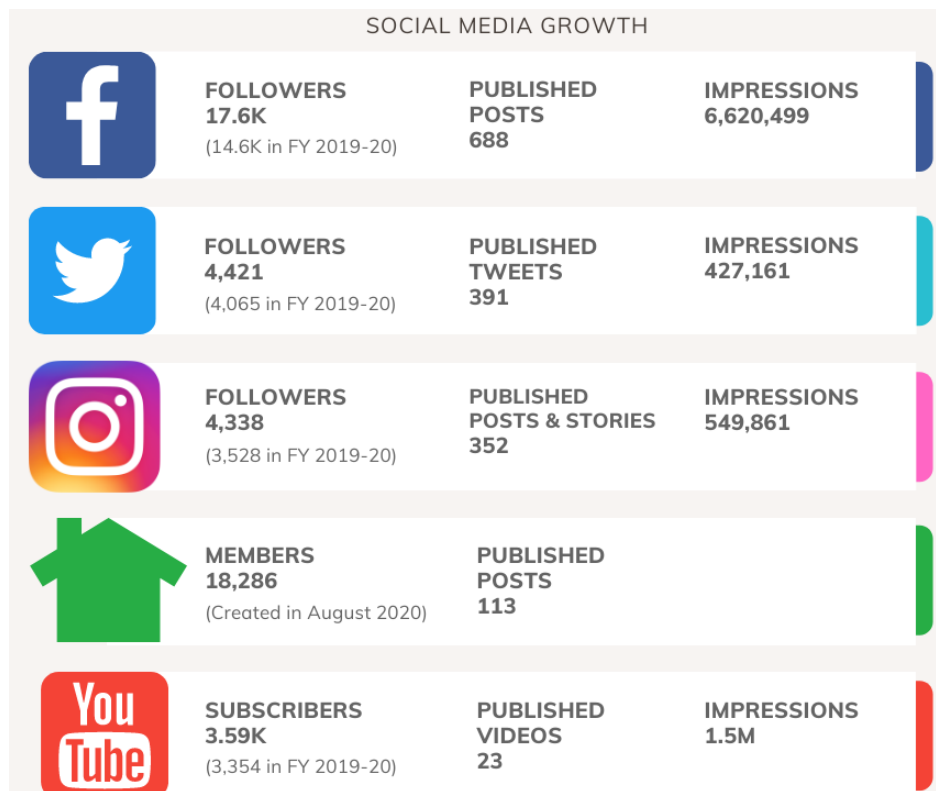
Medal of Honor Bike and Pedestrian Trail; and the opening of the Garden Brook Senior Village tenant list.

Working closely with the County of Orange, the Office of Community Relations—together with GGTV3—provided topical, multi-language COVID-19 information to the local community, ranging from



business closures and outdoor recreation guidelines, to testing sites and vaccination PODS. The division placed extensive efforts into publicizing City business relief programs, such as Accessible Businesses and Jobs 1<sup>st</sup>, modified City Hall services, and virtual community programs and events that included the division’s own State of the City mayoral address and the Garden Grove College Graduates’ Reception. The office also continued to manage the coronavirus webpage, send emergency notifications through the City’s mobile application, and tailor outreach to the Vietnamese community via its Vietnamese Community Liaison.

Social media continued to provide the most extensive and immediate reach when communicating crucial COVID-19 information and other important City matters, supported by continued growth for all platforms. In August 2020, the office created a City Nextdoor account, targeting messages to specific neighborhoods and amplifying Garden Grove’s social media presence.



Other promotional campaigns undertaken by the Office of Community Relations included:

- 2020 Census Virtual Concert & Caravan
- ADUs/ADU 101 Forum
- Buy in Garden Grove - Vehicle Rebate Program; Black Friday Goes BiGG
- Drowning Prevention
- Garden Grove CERT
- Garden Grove Coalition to End Homelessness
- GGPD Recruitment
- GGPD Virtual National Night Out
- July 4 No Illegal Fireworks
- Magnolia Park Family Resource Center 21<sup>st</sup> Anniversary
- Neighborhood Improvement Programs
- Small Business Resources/Webinars
- Spay/Neuter Pets
- Summer Recreation Programs
- Tree Art Contest
- Virtual events: Eggscavation, Winter in the Grove, Jack O'Lantern Jamboree
- West Nile Virus

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

Garden Grove TV3 informs, educates, and entertains 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 on YouTube and carried on AT&T as well as on Little Saigon Television.

Emmy Award-winning GGTV3 supports all City departments with promotional videos, produces public service announcements and news stories, and provides live and recorded coverage of Garden Grove City Council meetings. Staff manages the Garden Grove TV3 YouTube Channel, which averages nearly 8,000 views per month. The channel has over 3,500 subscribers and nearly 4 million total views.



GGTV3 embraced COVID-19 restrictions as an opportunity to adjust workflows to continue providing crucial support in reaching audiences with updated news and information. A new video feature called "Headlines with Mayor Steve Jones" presents the most current topics in Garden Grove. Zoom interviews and news reports were utilized to share information on the changing COVID-19 environment. COVID-19 protocols also required City Council meetings to be recorded, streamed, and cablecast from an alternate meeting room. GGTV3 also managed the City Council Chamber video equipment upgrade from standard definition (SD) to high definition (HD), including complete retooling of the TV control room.

Productions during the last fiscal year included:

- Accessible Businesses Promo
- Census Caravan Coverage
- Drive Sober and Save Lives PSA
- GGTV3 News Reports/Special Reports
- Garden Grove Strong Video
- Headlines with Mayor Steve Jones
- Housing Element Video
- Lt. John Reynolds' Services Live Streamed
- National Night Out Special Video
- Think BiGG - Buy in Garden Grove Promo
- Virtual State of the City Recording
- Virtual College Graduates' Reception Live Streamed
- Zoom Economic Development Business Seminars

GGTV3 received four national awards and two regional awards for programming excellence:

NATO Awards (National)

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

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

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

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

SCAN NATO Star Awards (Regional)

1<sup>st</sup> Place: Garden Grove Animal Care Serving You (<https://youtu.be/O5LuiAhAmww>)

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





# FINANCE DEPARTMENT

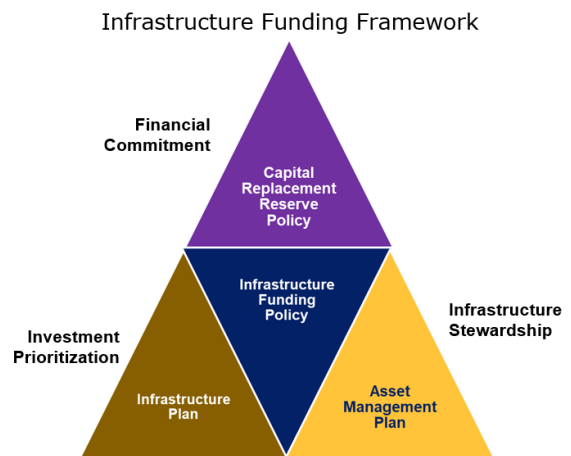
**The mission of the Finance Department is to provide financial and related organizational services to City staff, the City Council, and citizens of the community, which are timely, accurate, and in accordance with, or exceeding, industry standards.**

The Finance Department carries a fiduciary responsibility to manage public funds in the most responsible manner. The department is comprised of 34 full-time and two part-time employees, covering citywide financial activities in five functional areas – Budget, Fiscal Services, Purchasing, Revenue, and Risk Management. The Finance Department serves our community as well as other City departments by providing the following services: budget development, cash and investment management, municipal procurement, 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 2020-21 included the following:

## S&P Global Ratings

- Improved the City’s underlying credit rating by two notches to ‘AA’ from ‘A+’ with a stable outlook. S&P stated material improvement in the City’s credit quality, such as the more institutionalized financial management discipline which would ensure long-term credit stability despite the COVID-19 pandemic.
- Refunded the City’s 2010 water revenue bonds, and realized savings of \$1.6 million, or 15.3% of the refunded debt.
- Implemented the Infrastructure Funding Policy and established a comprehensive framework to address the City’s infrastructure needs.
- Established formal procedures and delegating authority for processing and settling claims.
- Installed remote deposit scanners to improve efficiency in revenue collection and enhance cash flow.





Government Finance Officers Association

Certificate of Achievement for Excellence in Financial Reporting

Presented to

City of Garden Grove California

For its Comprehensive Annual Financial Report For the Fiscal Year Ended

June 30, 2020

Christopher P. Morrell Executive Director/CEO

The City received the Certificate of Excellence in Financial Reporting award from the Government Finance Officers Association for its Fiscal Year 2019-20 Annual Comprehensive Financial Report (ACFR). The ACFR is a set of audited financial statements and presents a wide variety of important financial and operational information to help readers properly understand the basic fiscal condition of the City. The award is the highest form of recognition in governmental accounting and financial reporting. This is the 36th consecutive year that the City has received this prestigious award.

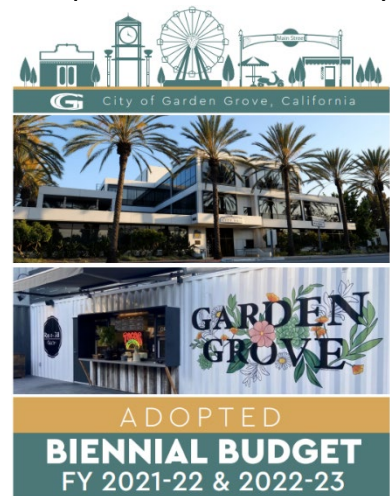
Implemented the Purchasing Card (P-Card) program and centralized the management of City credit cards. The new program allows the City to take advantage of the existing credit card infrastructure, make electronic payments, and streamline the process for small and incidental purchases.

Established administrative procedures for the use of the Online Citizen Request System. Revamped several administrative regulations including the Employee Computer Purchase Loan Program, Claims Procedures, and the Use of City Credit Cards.

Redesigned the City's Business License Tax Certificate to provide additional information to the business community and improve customer service.

Consistent with the goal of protecting City assets and shielding the City from major risk exposures, the Finance Department successfully completed the annual renewal of the City's insurance policies including property, employee dishonesty and faithful performance bonds, cyber, pollution, and excess workers' compensation and liability coverage. The Risk Management division continues to work with all departments to evaluate and mitigate the City's risk exposures and contain costs.

Adopted a balanced Fiscal Year 2021 - 2023 biennial budget. Despite the challenges caused by the COVID-19 pandemic and the significant revenue shortfall, the FY 2021-23 budget continues to represent a balanced financial plan which incorporates City Council directions and community needs. The biennial budget restored positions that were temporarily frozen due to the pandemic and incorporated major capital and infrastructure improvement plans funded by the American Rescue Plan Act.



# 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 2020-21 included the following:

## **POLICIES / PROCEDURES / PLANNING**

- Updated Cyber Incident Response Plan

## **SYSTEMS / PC TECHNICAL SUPPORT**

- Finance Enterprise (ERP) implementation
- Integrated new in-house Point-of-Sale system for ERP
- Added work-from-home capabilities for City staff
- System and hardware updates to support electronic plan checking
- Backup system updates
- Disaster recovery site overhaul
- Expanded battery backup systems
- Upgraded WiFi / public network
- Expanded remote permit application and invoice payments
- Daily backup of Police home drives to AWS cloud
- New cloud-based backup for all critical servers
- IT Asset Management system
- Facilitated implementation of new body-worn cameras and IVS system
- Online Trespass Authorization system
- Water customer service application

- New IT ticketing system
- Replaced PD MCT units
- Implemented false alarm billing system
- Foods of Garden Grove webpage
- End Homelessness portal
- VRP data dashboard
- Revamped ggcity.org
- Updated Council Meetings streaming and recording to HD
- Homeless Dashboard for public website
- ReGGister system updates
- ERP Benefits data conversion
- ERP integration with Housing

### **WORD PROCESSING / GRAPHICS**

The Word Processing and Graphics Division manages document and graphics needs for all departments and is very involved in numerous City-sponsored special events.

The following is a list of projects handled by this division:

#### **Document / Spreadsheet Support:**

- Compiled Biennial Budget Book
- Compiled Annual Comprehensive Financial Report (ACFR)
- Maintenance of City Telephone Directory & updates to Online Directory
- Creation of electronic forms and paper forms
- Assembling of news stories/press releases for the Manager's Memo
- Formatting of manuals for various departments
- Maintained and updated all City mailing lists
- Created spreadsheets for volunteers to track hours for COVID-19 response

#### **Artwork:**

- Triannual Parks and Recreation Guides
- COVID-19 Response: poster, flyers, banners, general information
- COVID-19 Reopening Plan Manual
- CARES Act grant logos and flyers

- Vaccination site maps and information flyers
- Virtual Recreation Center banners
- PDAOC Program and Schedule of Events
- CityWorks publication
- City calendars
- Various water bill inserts
- Employee Service Awards
- College Graduates' Reception
- Community Services Volunteer Recognition Dinner
- Police Biennial Report
- Winter in the Grove/Jack-O-Lantern Jamboree/Eggscavation
- Senior Center City events
- State of the City of Garden Grove
- Certificates/Proclamations/Recognitions
- Citizen Academy
- Explorer's Program
- Bike Trail landscape project
- The Great Shakeout
- Housing Element
- Comprehension Stratgeic Plan to Address Homelessness Five-Year Road Map
- Coalition to End Homelessness
- Outdoor Movie Series posters and flyers

### **REPROGRAPHICS / MAILROOM**

The Reprographics and Mailroom Division manages the City's internal and external mail and printing needs. This division prints most of the documents and artwork produced by the Word Processing and Graphics Division.

From July 1, 2019, to June 30, 2020, this division produced:

- 369,289 color photocopies
- 725,036 black and white photocopies

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

- Sort and deliver incoming mail
- Weigh and meter outgoing mail
- Various folding and envelope stuffing jobs
- Produced copies of Council packets prior to meetings
- Various print jobs on black/white and color copiers
- Binding, hole punching, and production of tabs for large documents
- Maintenance of all City copiers
- Bulk scanning for Finance Department
- Print, fold, and stuff business license renewals and notices
- Fold and stuff monthly housing checks
- Print and bind booklets for the Gem Theater
- Print and fold brochures
- Produce bound copies of the City Budget book
- Create various sizes of City calendars
- Create various NCR forms for PD

## **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 2020-21 included the following:

- Implemented Implicit Bias online training, and trained all City employees.
- Created, implemented, and trained all City employees on COVID-19 Prevention Program per the new Cal/OSHA requirements.
- Responded and adjusted to new and changing guidelines and requirements relative to the 2020 pandemic, including implementing telecommuting agreements, the 2021 Supplemental Paid Sick Leave (SPSL) program, and COVID exposure and contact tracing protocols.
- Provided leadership, coordination, planning and tracking for many City volunteer hours for County-run vaccination PODs.
- Assessed and designed modifications to current Human Resources and Payroll processes and procedures to configure the HR/Payroll module of new ERP system.
- Administered 38 recruitments for all City departments, including eight Police Recruits, one lateral Police Officer, and two Police Cadets.
- Processed a total of seven volunteers for the Community Services, Community and Economic Development, and Police departments.
- Created new classification of Sewer Pump Station Electrician.
- Managed the Worker's Compensation process for 102 employee injuries.
- Completed annual reporting to Cal/OSHA.
- Completed annual reporting to Office of Self Insurance Plans with new reporting requirements.



- Assured that the City was 100% compliant with ACA/PERS requirements of member information and submittal; continued implementation of necessary changes for Affordable Care Act compliance.
- Completed GASB 68 and GASB 75 records testing with auditors and verified PERS retirement data was 100% complete and accurate.
- Processed 537 benefit elections during Open Enrollment through CalPERS, Delta Dental, Vision Service Plan, Lincoln Financial, The Standard, and Empower Retirement.

## **Human Resources Fast Facts**

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