

CITY OF GARDEN GROVE CITY COUNCIL POLICY MANUAL

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SUBJECT:	NEIGHBORHOOD MEETINGS	<u>POLICY NUMBER</u>	<u>EFFECTIVE DATE</u>
		100-01	06-16-70
		AMENDED:	04-01-88

It is the policy of the City Council that staff and Council Members conduct neighborhood meetings within the City to discuss matters of mutual interest, and to gain input from local residents.

City Council Members will be notified of all neighborhood meetings and will be provided with a report summarizing the meeting.

SUBJECT:

CITY MOTTO

POLICY
NUMBER

100-02

EFFECTIVE
DATE

11-12-88

It is the policy of the City Council that "CITY OF YOUTH AND AMBITION" is the City motto.

SUBJECT:

OFFICIAL FLOWER

POLICY
NUMBER

100-03

EFFECTIVE
DATE

04-01-75

It is the policy of the City Council that the ORANGE TROPICANA ROSE has been designated the official flower of the City of Garden Grove as adopted by Resolution No. 4761-75.

SUBJECT:

CONSTITUTIONALLY
GUARANTEED FREEDOM

POLICY
NUMBER

100-04

EFFECTIVE
DATE

11-06-68

It is the policy of the City Council that the City will continue to welcome any responsible person into the community regardless of race, religion or national origin.

SUBJECT:

PARTICIPATION IN FEDERAL AID
PROGRAMS

POLICY
NUMBER
100-05

EFFECTIVE
DATE
05-02-72

It is the policy of the City Council that the City of Garden Grove shall make applications to the appropriate government agencies for applicable federal, state, and county grant funds.

SUBJECT:	HISTORICAL MONUMENT	<u>POLICY</u>	<u>EFFECTIVE</u>
	1926 LA FRANCE FIRE ENGINE	<u>NUMBER</u>	<u>DATE</u>
		100-06	02-11-75
		AMENDED:	08-16-2019

It is the policy of the City Council that the 1926 La France Fire Engine is a Historical Monument; that title remain with the City; that control of the equipment shall remain with the City Manager, and that any plans to refurbish and house the fire engine shall meet with the approval of the City Manager.

SUBJECT:		POLICY	EFFECTIVE
	APPOINTMENTS - COMMITTEES,	NUMBER	DATE
	BOARDS AND COMMISSIONS	100-07	04-13-71
		AMENDED:	11-27-18

It is the policy of the City Council that pursuant to Government Code Section 40605 and to the Municipal Code Section 2.21.010, the Mayor, with the approval of the City Council, shall make all appointments to boards, commissions, and committees unless otherwise specifically provided by statute.

On or before December 31st of each year, the City Clerk shall prepare a local appointments list for all regular and ongoing boards, commissions, and committees referred to herein. The local appointment list will contain the following information:

A list of all appointive positions that will expire during the next calendar year, with the name of the incumbent appointee, date of appointment, date the term expires, and the necessary qualifications for the position; and

A list of all boards, commissions, and committees and the necessary qualifications for each position.

SUBJECT:		POLICY	EFFECTIVE
	ACTIONS OF	NUMBER	DATE
	COMMITTEES, BOARDS, COMMISSIONS AND ZONING ADMINISTRATOR	100-08 AMENDED:	02-04-75 11-27-18

It is the policy of the City Council that the Staff provide Council Members with copies of minutes on those matters brought before committees, boards, commissions and the Zoning Administrator at their meetings.

SUBJECT:		POLICY	EFFECTIVE
	NON-USE OF CITY LETTERHEAD	NUMBER	DATE
	OR TITLE ON PERSONAL	100-09	10-14-69
	MATTERS	AMENDED:	02-04-92
		AMENDED:	11-27-18

It is the policy of the City Council that the use of City logo, letterhead, and/or title on personal matters not be permitted.

Further, it is the policy of the City Council that all business cards printed hereafter will contain only the person's name, title, city hall address, telephone number, and city email with home and/or business telephone numbers optional. Business names and/or addresses are prohibited.

SUBJECT:		POLICY	EFFECTIVE
	DISPLAY OF COUNCIL MEMBERS	NUMBER	DATE
	PHOTOGRAPHS	100-10	06-17-58
		AMENDED:	11-27-18

It is the policy of the City Council that photographs be taken of the Mayor and each Council Member and that they be placed in City Hall.

SUBJECT:

AGING

POLICY
NUMBER

100-11

EFFECTIVE
DATE

08-19-75

The City of Garden Grove finds:

- A. The elderly comprise a large and growing segment of our population.
- B. The contributions of the elderly to society and the economy have been enormous, and most want to continue contributing.
- C. Many elderly, even those who planned carefully for retirement, now find themselves with inadequacies in income, health care, housing, and community services such as transportation, recreation, and other social services. Many are also isolated and lonely.
- D. The institutions and organizations that could help the elderly have become increasingly complex, inaccessible, and narrowly focused on the segment of need they address, while the needs of the elderly cut across all these institutions and organizations and require that a more broad-based, integrative approach be taken.

Therefore, it shall be the policy of the City of Garden Grove to create options that will enable older persons to live in dignity, independence, and health. This will be accomplished by stimulating the development of comprehensive and coordinated services systems that make maximum use of existing and potential resources. Special attention will be focused on those most in need, including the minority and low income elderly. Further, it shall be the policy of the City of Garden Grove to ensure the participation of the elderly in every phase of planning and programming that affects their lives.

Specifically, the City will encourage:

- 1. provision for an adequate income in retirement.
- 2. opportunity for employment without discriminatory age practices.
- 3. the best possible health care for all elderly, regardless of ability to pay, and directed toward maximum independence of the individual.
- 4. housing that is suitable to the needs of the elderly at a cost they can afford.
- 5. effective and available community services, including transportation, education, recreation, and other social services.
- 6. effective information services, including legal advice and advocacy to inform the elderly of what is available to them and rightfully theirs and to assure professional representation.
- 7. improved public understanding of the problems and needs of the elderly and what can and should be done to alleviate them.
- 8. opportunity to participate in the administration and evaluation of programs that affect their lives and well-being.

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9. opportunity to participate in civic, cultural, and recreational programs that will reduce isolation and loneliness.

SUBJECT:	MAYOR'S BOX AT THE GEM THEATRE	POLICY	EFFECTIVE
		NUMBER	DATE
		100-12	08-02-79
		AMENDED:	11-17-83
		AMENDED:	11-27-18

It is the policy of the City Council that the Mayor will have first right of refusal for use of the Mayor's Box at the Gem Theatre. The Council Members are encouraged to use the box on a first come, first served basis. The Mayor and City Council Members are also encouraged to use the Village Green Amphitheatre.

If the box is not reserved for use by the Garden Grove Mayor or a City Council Member, it may be reserved for use by the Garden Grove City Manager. If an organization reserves the entire theatre, the organization may also use the Mayor's Box.

Reservations for the Mayor's Box are to be made through the Community Services Department with detailed arrangements being made for each performance separately. It is the intent of this policy that the individual reserving the Mayor's Box be in attendance with guests.

SUBJECT:		POLICY	EFFECTIVE
	EVENTS AND FESTIVALS AT THE	NUMBER	DATE
	VILLAGE GREEN PARK	100-13	07-01-80
		AMENDED:	11-27-18

It is the policy of the City Council that the Village Green Park and its cultural facilities are an integral part of the Civic Center. They have become the focal point for cultural arts programs in Garden Grove and the surrounding community. The area has been designed to represent the people, their hopes, enthusiasm and dreams as expressed through the arts, and we expect our programs and cultural events to represent these ideals.

It is the policy of the City Council that events and festivals held at the Village Green Park and surrounding grounds, provide a balanced mixture of entertainment including dramas, comedies, musicals, and children's theatre. All programs should be suitable for viewing by members of the community and the use of vulgarity or deviant behavior within productions should be discouraged.

SUBJECT:	ALCOHOLIC BEVERAGES	POLICY	EFFECTIVE
		NUMBER	DATE
		100-14	06-24-80
		AMENDED:	05-07-84
		AMENDED:	11-27-18

It is the policy of the City Council that no City funds shall be expended directly for the purchase of alcoholic beverages nor shall any City funds be used to reimburse any City employee or elected official for the purchase of alcoholic beverages except under the following circumstances:

- When alcoholic beverages are served as part of a ceremonial occasion such as a dedication, ground breaking, or reception.
- When alcoholic beverages are included as a menu package cost of the meal.
- When alcoholic beverages are served during the course of a meal, and as part of the meal, such costs may be reimbursed on behalf of the City's guests and staff members present where such guests are not employees of the City, or City of Garden Grove elected officials, or do not have any contractual arrangements with the City. No City funds shall be used to reimburse the costs of alcoholic beverages where such alcoholic beverages are consumed by elected City officials, or where dining party consists entirely of City employees, prospective employees, contractual employees or any combination thereof.

It is the legislative intent of this policy to exclude payment for the use of alcoholic beverage for personal consumption or private entertainment expense on the part of elected officials or employees of the City.

SUBJECT:

CITY COUNCIL COMMITTEE
MEETING ATTENDANCE

POLICY
NUMBER

100-15

EFFECTIVE
DATE

08-26-80

It is the policy of the City Council that the Mayor is an ad hoc member of all Council committees, and when a Council committee member cannot attend a committee meeting, the Mayor will attend. If the Mayor cannot attend, he shall designate the Mayor Pro Tem to represent him at committee meetings. In the event that the Mayor Pro Tem cannot attend, another Council Member will be invited to attend, in order of seniority.

SUBJECT:		POLICY	EFFECTIVE
	EXPENSE GUIDELINES AND	NUMBER	DATE
	EXPENSE REIMBURSEMENT	100-16	11-18-80
		AMENDED:	02-28-06
		AMENDED:	04-25-06

A. AUTHORIZED EXPENSES

The following type of occurrences qualify any City Council and other legislative body members, including all City commission members and Council-appointed committee members, to receive reimbursement for expenses incurred in the performance of official duties relating to travel, meals, lodging, and other actual and necessary expenses that constitute authorized expenses, provided the requirements of this policy are met:

1. Communicating with representatives of regional, state, and national government on issues or matters affecting the City or on City adopted policy or political positions;
2. Attending conferences and/or educational seminars designed to improve the member's expertise and information levels, including, but not limited to, ethics training required pursuant to Government Code Section 53234;
3. Participating in regional, state, and national organizations whose activities or interests may affect the City's interests;
4. Attending City sponsored or co-sponsored events or other community events; and
5. Implementing a City-approved strategy for attracting or retaining businesses to the City.

Reimbursement for expenditures incurred in connection with activities and events but not listed above shall be approved by the city Council in a public meeting before the expense is incurred. In addition, the following expenses require prior City Council approval:

1. Out-of-state or international travel;
2. Expenses exceeding any annual budgeted amounts for the above-referenced authorized expenses; and
3. Expenses foreseeably exceeding \$1,500 per trip per member.

Examples of personal expenses that the City will not reimburse include, but are not limited to:

1. The personal portion of any trip taken at City expense;
2. Political contributions or events;

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3. Travel companion expenses, including spouse, friend, or partner expenses when accompanying a member on City-related business, as well as children- or pet-related expenses;
4. Charitable contributions;
5. Social events, unless the event has a direct relationship to City business, is approved by the City Manager and does not exceed \$250.00;
6. Entertainment expenses, including theater, movies (either in-room or at the theater), sporting events (including gym, massage, and/or golf related expenses), or other cultural events;
7. Non-mileage automobile expenses incurred, including repairs, traffic citations, insurance, or gasoline;
8. Personal losses incurred while on City business (e.g., theft or property destruction); and
9. Under no circumstances shall alcohol be reimbursable for meal or any other expenses.

Any questions regarding the propriety of a particular type of expense should be resolved before the expense is incurred.

B. EXPENSE AND REIMBURSEMENT GUIDELINES

To conserve City resources and keep expenses within appropriate standards for public agencies, expenditures, whether paid directly by the City or reimbursed to a member of a City legislative body, should comply with the following guidelines. Unless otherwise specifically provided herein, reimbursement for travel, meals, lodging, and other actual and necessary expenses shall be at the Internal Revenue Service rates presently in effect as established in Publication 463 or any successor publication. All expenses not covered by this policy, or which are in excess of the reimbursable rates set forth in this policy, shall not be reimbursable unless approved by the City Council at a public meeting before the expense is incurred.

Transportation

The most economical mode and class of transportation reasonably consistent with scheduling needs and space requirements must be used, using the most direct and time-efficient route. In the event that a more expensive transportation form or route is used, the cost borne by the City will be limited to the cost of the most economical, direct, efficient, and reasonable transportation form. Government and group rates offered by a provider of transportation services shall be used when available.

Airfare at the best available economy class rate is reimbursable.

Automobile mileage is reimbursable at Internal Revenue Service rates presently in effect, and as such rates may be periodically adjusted. (See www.irs.gov) these rates are designed to compensate the driver for gasoline, insurance, maintenance,

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and other expenses associated with operating the vehicle. This amount does not include bridge and road tolls, which are also reimbursable.

In conjunction with travel outside of the City, members on City business may have need for public transportation, taxi, limousine, or shuttle service to get from transportation terminals and for commuting in destination cities. Reasonable and necessary charges for public transportation, taxi, limousine, or shuttle service are reimbursable at actual cost with receipts.

Rental vehicles may be used during out-of-County travel. Rental vehicles may be used when the efficient conduct of City business precludes the use of other means of transportation or when a car rental is the most economical mode available. Unless the prior approval of the City Manager is obtained, the reimbursable rate shall not exceed the best available rate for an intermediate or mid-sized car. Itemized receipts must be submitted with vehicle rental reimbursement requests.

Lodging

Lodging costs will be reimbursed or paid for when travel on official City business reasonably requires an overnight stay. Government or group rates offered by a provider of lodging services shall be used when available. In the event that government or group rates are not available at the time of booking, lodging rates that do not exceed \$275.00 per night are presumed reasonable and are reimbursable.

If such lodging is in connection with a conference or organized educational activity, lodging costs shall not exceed the maximum group rate published by the conference or activity sponsor, provided that lodging at the group rate is available to the member at the time of booking. If the group rate for lodging in connection with a conference or organized educational activity is not available, the member shall use comparable lodging that is: (a) consistent with the Internal Revenue Service rates for reimbursement of lodging as established by IRS Publication 463, or any successor publication; (b) at a government rate, if offered by a lodging provider; or (c) as is otherwise set forth in this policy.

Lodging charges shall be based on single-occupancy rates. The City will not reimburse members for lodging expenses incurred by family members or guests when a member's family, spouse, or guest accompanies him or her, or for any charges above the single occupancy rate if the lodging establishment charges more for additional guests in the same room.

Receipts must accompany all member requests for lodging reimbursements.

Meals

Meal expenses and associated gratuities should be moderate, taking into account for community standards and the prevailing restaurant costs of the area. Actual

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meal expenses and associated gratuities will be reimbursed or paid when incurred by the member in the performance of official duties.

Reimbursable meal expenses and associated gratuities may not exceed the following rates:

Breakfast:	\$20.00
Lunch:	\$35.00
Dinner:	\$60.00

Such amounts will be annually adjusted to reflect changes in the cost of living in accordance with statistics published by the United States Department of Labor, Bureau of Labor Statistics Consumer Price Indexes, all urban consumers for the Los Angeles Metropolitan Area. (The annual adjustment will be based on this area whether travel is within the area or not.)

Telephone/Fax/Cellular/Computer

Council Members will be reimbursed for actual telephone, fax, computer and internet expense incurred on City business. Telephone bills should identify which call were made on City business. For cellular calls when the member has a particular number of minutes included in the member's calling plan, the member can identify the percentage of calls made on City business. If other equipment charges are imposed as part of a plan or flat rate charge, the member may identify the percentage of use attributable to City business.

Garage and Parking

Actual parking and/or garage expenses and associated gratuities will be reimbursed or paid when incurred by the member in the performance of official duties. In obtaining the necessary parking or garage space, the member should use facilities which are reasonably convenient and at reasonable rates for the area. Long-term airport parking should be used for travel exceeding 24 hours.

Baggage Charges, Tips and Gratuities

Baggage handling fees of up to \$2 per bag and gratuities of up to 20 percent will be reimbursed or paid when incurred by the member in the performance of official duties.

Other

Miscellaneous expenses for registration, tuition, parking and educational materials provided at conferences are reimbursable for City authorized business. All miscellaneous expenses must be supported with itemized receipts.

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Expenses for which members receive reimbursement from another agency are not reimbursable.

C. EXPENSE REPORT CONTENT AND SUBMISSION DEADLINE

Members shall use the standard form provided by the City for documenting their travel and business expenses. This form (A002/8/80, or its successor) is referred to as the Expense Report. Expense Reports must document that the expense in question meets the requirements of this expense reimbursement policy.

Members must submit their Expense Reports within the later of 45 days of an expense being incurred, or from returning from a trip during which an expense was incurred, which shall be accompanied by receipts documenting each expense. Restaurant receipts, in addition to any credit card receipts, are also part of the necessary documentation.

D. AUDITS OF EXPENSE REPORTS

All expenses are subject to verification of compliance with this policy.

E. BRIEF REPORTS TO THE CITY COUNCIL

At the next regularly scheduled meeting of the member's legislative body following the event for which expenses are incurred, the member shall briefly report, orally or in writing, on the meeting attended at City's expense. If multiple members attended the meeting at City's expense, a joint report may be made to the legislative body.

F. COMPLIANCE WITH LAWS

Members should keep in mind that some expenditures may be subject to reporting under the Political Reform Act and other laws. All documents related to reimbursable City expenditures, including, but not limited to, expense reports, receipts, and written evidence of direct City advances or payments for expenses, are public records subject to disclosure under the Public Records Act.

SUBJECT: CONFERENCES, MEETINGS AND TRAINING	POLICY NUMBER	EFFECTIVE DATE
	100-17	11-18-80
	AMENDED:	03-28-85
	AMENDED:	08-18-92
	AMENDED:	01-19-93
	AMENDED:	02-28-06
	AMENDED:	11-27-18

It is the policy of the City Council that City officers and employees attend conferences, meetings and training sessions which are of benefit to the City.

For the purposes of this policy, conferences are defined as meetings organized by professional or technical associations for professional development and training purposes usually characterized by substantial advance notice and a formal program.

Training sessions are conducted for educational purposes and are usually sponsored by colleges or universities, professional associations or independent organizations. They are characterized by substantial advance notice and a formal "classroom/seminar" program.

Meetings may be held for many different purposes and the sponsoring organizations may be another governmental agency or a private organization. Meetings may be called with limited advanced notice and no formal program.

The City Manager shall submit a listing of proposed staff attendance at overnight conferences, meetings, and training opportunities for the Council's approval as part of the annual budget adoption process. Once the City Council has approved this listing, the City Manager is authorized to approve specific attendance at conferences, meetings, and training seminars in conformance with the list. The City Manager also may authorize the substitution of different conferences, meetings, or training seminars for those on the approved listing. Requests for staff conference attendance which are not approved as part of the budget adoption process and are not substitutions for approved conferences must be reviewed as a regular City Council agenda item prior to the conference.

The lodging expense policy defining allowable expenditures is covered in Policy No. 100-16 of this manual. An employee is responsible for all expenses incurred on behalf of family members who accompany him/her on a trip.

Registration fees charged for registration at any conference or training session authorized by the City Manager are allowed for reimbursement. Some verification of such fees must be provided with the Expense Report. These documents often

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substantiate conference package arrangements affecting portions of the lodging, meal, and transportation expenses as well as registration fees.

In times of budgetary constraint, staff may be asked to pay for some portion of the costs to attend conferences, meetings, and training seminars.

SUBJECT:	METHODS AND CLASSES OF TRANSPORTATION	POLICY	EFFECTIVE
		NUMBER	DATE
		100-18	11-18-80
		AMENDED:	11-27-18

It is the policy of the City Council that:

City cars should be used whenever possible except for long distances or trips requiring several working days. Receipts should be obtained for all City car expenses whenever possible.

Private cars should be used for official business only when a City car is not available or it is not feasible to use one. When the use of a private car is authorized, the reimbursement rate will be at the current City rate per mile.

It is the policy of the City Council that travel arrangements be made in advance for City officers and employees who are authorized to travel outside the City and who must use some mode of transportation other than the automobile, i.e., airplane, bus, train.

Air travel should be used for all out of state trips and some medium range trips within the state when time is a major factor. Bus, train or other methods of travel will be authorized in lieu of air travel for justifiable cause under special circumstances which indicate such modes of travel are most appropriate and economical. If a private vehicle is used, reimbursement shall be made pursuant to the AAA mileage guide at the current City rate per mile or round trip air fare, whichever is less.

It may be necessary for a City officer or employee to rent an automobile at his/her destination point because commercial sources of transportation are impractical. The individual authorized to travel should determine this before the trip.

SUBJECT:	AUTHORIZATION FOR TRAVEL EXPENSES	<u>POLICY NUMBER</u> 100-19	<u>EFFECTIVE DATE</u> 11-18-80
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It is the policy of the City Council that:

Justification for all City paid travel expenses will be evaluated in terms of the benefit to the City of such travel based on the criteria of usefulness of information to be obtained, need for personal representation and contacts by the City, or personnel training.

All anticipated travel expenses should be included in the budget, and no travel should be undertaken unless the anticipated expenses are funded.

All travel by any employees outside of the State of California must receive specific approval by the Department Head, the City Manager and the City Council.

Requests for conference attendance shall be processed through the City Manager as a City Council agenda item if said conference involves an overnight stay.

It is recognized that there may be occasions when due to unusual circumstances or time constraints advance approval for travel cannot be secured. A written statement providing an explanation for the trip and the reason for the exception should be submitted with the Expense Report form.

SUBJECT:	ADVANCES AND PREISSUED CHECKS	<u>POLICY NUMBER</u> 100-20	<u>EFFECTIVE DATE</u> 11-18-80
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It is the policy of the City Council to provide cash advances or preissued checks where necessary to authorized officers and employees of the City.

Advances may not be made by the City in excess of the estimated "out of pocket" expenses for City business which will be reasonably incurred by the individual.

All such advances and preissued checks shall be accounted for on the City's standard Expense Report form by the individual submitting the report.

SUBJECT:		POLICY	EFFECTIVE
	PREPAYMENTS	NUMBER	DATE
		<u>100-21</u>	<u>11-18-80</u>
		AMENDED:	11-27-18

It is the policy of the City Council that:

Air, bus and train transportation, hotel deposits, conference and seminar registration fees and other costs normally payable in advance of a trip or conference shall be made through the City's authorized purchasing process.

All such prepayments shall be accounted for on the City's standard Expense Report form by the individual submitting the report.

SUBJECT:

CREDIT CARDS

POLICY
NUMBER

100-22

EFFECTIVE
DATE

11-18-80

It is the policy of the City Council to issue major charge cards (bank or general use cards) to selected City officials.

It is the individual official's responsibility to see that the charge card(s) are secured and that they are used in accordance with the City's Travel and Business Expense Policies.

All charge card expenses shall be accounted for on the City's standard Expense Report form by the individual authorized to use the card and who is submitting the report.

The City Manager is the City Officer responsible for authorizing the issuance of charge cards to City officials.

Minor credit cards (defined as vendor credit cards, i.e., gasoline credit cards) are restricted to City business use and require Department Head approval before they can be obtained.

SUBJECT:		POLICY	EFFECTIVE
	PETTY CASH	NUMBER	DATE
		<u>100-23</u>	<u>11-18-80</u>
		AMENDED:	03-03-91

It is the policy of the City Council that City officers and employees will not use department petty cash funds for travel or business expense purposes.

City General petty cash funds may be used for travel or business expenses of less than \$100.

Individuals using petty cash shall not make use of this form of reimbursement as a means of avoiding the preparation of a standard Expense Report form.

SUBJECT:

RESTAURANT USE

POLICY
NUMBER

100-24

EFFECTIVE
DATE

11-18-80

It is the policy of the City Council not to maintain open accounts with local restaurants.

Meal expenses for City business shall be paid for by a City-issued credit card or an expense reimbursement.

SUBJECT:

GRANT FUNDS

POLICY
NUMBER

100-25

EFFECTIVE
DATE

11-18-80

It is the policy of the City Council to use grant funds for business and travel expenses when appropriate.

SUBJECT:

EXCEPTIONS

POLICY
NUMBER

100-26

EFFECTIVE
DATE

11-18-80

It is the City Council's basic position to allow no exceptions to these policies. Nevertheless, there may be occasions when City officers and employees are unable to comply with them. It is the responsibility of the City officer or employee to prepare a full written and signed statement as to why exception(s) should be approved. Approval of exceptions to these policies shall be made by the City Manager and/or the City Council as appropriate.

SUBJECT:		POLICY	EFFECTIVE
	TRAVEL AND BUSINESS	NUMBER	DATE
	EXPENSE AUDITS	<u>100-27</u>	<u>11-18-80</u>
		AMENDED:	11-27-18

It is the policy of the City Council that the Finance Director shall be charged with the responsibility to develop and carry out an internal audit program of incoming Expense Reports which assures that expenses claimed by City officials and employees are reimbursed in accordance with City policies and procedures pertaining to such expenses.

SUBJECT:	PURCHASE AND DISPLAY OF GARDEN GROVE CITY FLAG	POLICY	EFFECTIVE
		NUMBER	DATE
		100-28	11-18-80
		AMENDED:	11-27-18

It is the policy of the City Council that the official Garden Grove City Flag shall be made available to any non-profit service, civic, educational, cultural, or church group whose primary purpose is service to the community.

Flag Display: Garden Grove City Flag shall be displayed in the same manner and with the same respect as is shown the Federal, State or any other governmental or organizational flag. The same rules of protocol that govern the placement of other flags also apply to the City Flag in relationship to the Federal Flag.

Flag Purchase: The City Flag may be obtained from the Office of Community Relations. The flags will be sold to organizations as mentioned above, at a price equal to the City's actual costs. The exterior flag will be reserved for use at City facilities.

SUBJECT:	CITY MEMBERSHIPS IN MAJOR ORGANIZATIONS	<u>POLICY NUMBER</u> 100-29	<u>EFFECTIVE DATE</u> 11-18-80
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It is the policy of the City Council that City memberships in major organizations be submitted to the City Council prior to payment of dues to the organization.

SUBJECT:		POLICY	EFFECTIVE
	TIME FOR CITY COUNCIL	NUMBER	DATE
	PUBLIC HEARINGS	100-30	11-18-80
		AMENDED:	11-27-18

It is the policy of the City Council that whenever possible no public hearing before the City Council shall begin after the hour of 11:00 p.m.

When it is anticipated that a public hearing will draw a large number of people, the item may be held on a date other than a regular City Council meeting date.

SUBJECT:		POLICY	EFFECTIVE
	EMPLOYEE GROUP USE OF	NUMBER	DATE
	COMMUNITY MEETING CENTER	100-31	06-19-89
	OR COURTYARD CENTER	AMENDED:	11-27-18

It is the policy of the City Council that the City shall allow each of the employee groups to utilize either the Community Meeting Center or the Courtyard Center for one major activity each year at no cost. Due to the high public demand on the weekends, employee groups have been encouraged to schedule these annual activities during non-peak business hours at the Center (non-peak hours are Monday 8:00 a.m. through Thursday and working Fridays at 5:00 p.m.).

SUBJECT:	DISPLAY OF POW/MIA FLAG	POLICY	EFFECTIVE
		NUMBER	DATE
		100-32	08-03-89
		AMENDED:	02-18-92
		AMENDED:	11-27-18

It is the policy of the City Council that a flag pole at the Memorial Plaza be available for displaying of a POW/MIA flag on a daily basis.

SUBJECT:	CITY COUNCIL CLOSED SESSIONS	POLICY NUMBER <u>100-33</u> AMENDED:	EFFECTIVE DATE <u>08-06-89</u> 4-26-16
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It is the policy of the City Council that Closed Sessions at City Council meetings be held no later than 9:00 p.m. if possible when an outside paid professional is needed in the Closed Session.

SUBJECT:	ORAL COMMUNICATIONS - PUBLIC	POLICY	EFFECTIVE
		NUMBER	DATE
		100-34	11-19-90
		AMENDED:	10-25-16
		AMENDED:	11-27-18

It is the policy of the City Council that all public meetings, other than social functions, of the City of Garden Grove as Successor Agency to the Garden Grove Agency for Community Development, the Sanitary District, the Housing Authority, the Industrial Development Authority, the Public Finance Authority and any combination thereof, shall have an agenda item of Oral Communications for public comment without the use of electronic media such as PowerPoint presentations.

SUBJECT:

CODE OF ETHICS

POLICY
NUMBER

100-35

EFFECTIVE
DATE

06-27-95

It is the policy of the City Council that public officials be independent and impartial in their judgment and actions; that public office not be used for personal gain; that the public have confidence in the integrity of its government and public officials; and that public deliberations and actions be conducted in an atmosphere free from personal animosity and hostility.

The City Council finds and determines that the adoption of a Code of Ethics for members of the City Council and members of its boards and commissions would further the goals set forth above.

It is the policy of the City Council that the following Code of Ethics be adopted for each member of the City Council and each member of any board or commission.

Each member of the City Council and each member of any City board or commission has a duty to:

1. Respect and adhere to the American ideals of government, the rule of law, the principles of public administration, and high ethical conduct in the performance of public duties.
2. Represent and work for the common good of the City and not for any private interest.
3. Refrain from accepting gifts or favors or promises of future benefits which might compromise or tend to impair independence of judgment or action.
4. Provide fair and equal treatment for all persons and matters coming before the Council (board or commission).
5. Learn and study the background and purposes of important items of business before voting.
6. Faithfully perform all duties of office.
7. Refrain from disclosing any information received confidentially concerning the business of the City or received during any closed session of the Council (board or commission) held pursuant to state law.
8. Decline any employment incompatible with public duty.

COUNCIL POLICY NO. 100-35

9. Refrain from abusive conduct, personal charges, or verbal attacks upon the character, motives, ethics, or morals of other members of the Council (board or commission) or the public, or other personal comments not germane to the issues before the Council (board or commission).
10. Listen courteously and attentively to all public discussions at Council (board or commission) meetings and avoid interrupting other speakers, including other Council (board or commission) members, except as may be permitted by established Rules of Order.
11. Faithfully attend all sessions of the Council (board or commission) unless unable to do so for some compelling reason or disability.
12. Maintain the highest standard of public conduct by refusing to condone breaches of public trust or improper attempts to influence legislation.

SUBJECT:		POLICY	EFFECTIVE
	REIMBURSEMENT TO COUNCIL	NUMBER	DATE
	MEMBERS FOR TIME SPENT ON	100-36	02-11-97
COURT AND RELATED MATTERS	AMENDED:		11-27-18
CONNECTED TO CITY BUSINESS			

It is the policy of the City Council that a Council Member shall be entitled to reimbursement from the City for time expended and direct expenses incurred in attending court proceedings, administrative matters, or attendance at meetings required by City's legal counsel arising out of litigation involving the City.

Documentation shall be completed by the Council Member stating the nature of the legal matter, the time expended, direct expenses incurred, and any other information required by the Finance Department.

The amount of reimbursement shall be sufficient to cover the dollar value of time expended by the member based upon that person's compensation (prorated) at his/her regular employment. Reimbursement for out-of-pocket expenses shall be based upon submitted receipts.

SUBJECT:

LEGAL COUNSEL DUAL
REPRESENTATION

POLICY
NUMBER

100-37

EFFECTIVE
DATE

10-08-02

It is the policy of the City Council that legal counsel employed by the City may approve as "to form" legal agreements involving the City and other public agencies also represented by the City's legal counsel where: a) the agreements are ministerial in character (e.g., the award of grant funds by a regional agency to City), and b) there is no substantial involvement in the formation of the agreement by counsel other than to approve as "to form".

In those cases, where a dispute or potential dispute arises or could arise between the two public agencies, city's legal counsel shall give notice to City of such situation as soon as possible.

SUBJECT:

PROCESS ON QUESTIONS
FROM COUNCIL MEMBERS

POLICY
NUMBER

100-38

EFFECTIVE
DATE

7-14-09

It is the policy of the City Council that Council Members do not need to obtain approval by the City Council before making information requests of staff or legal counsel. All Council Members will receive copies of written responses, if any, from staff and/or legal counsel, along with the question generating the written response. Should requests become excessive and cause a strain on resources, the City Manager is to bring the matter to the City Council at a City Council meeting.

SUBJECT:

AUTHORIZING RELEASE
OF LAW ENFORCEMENT
RECORDS EXEMPT FROM
DISCLOSURE IN CERTAIN
CIRCUMSTANCES INVOLVING
ELECTED PUBLIC OFFICIALS

POLICY
NUMBER

100-39

EFFECTIVE
DATE

10-27-2015

It is the policy of the City Council that notwithstanding the exemption in Government Code Section 6254(f), the City Clerk and Police Department records staff shall release law enforcement complaints and investigatory records, including code enforcement records, involving elected public officials whenever no other exemption applies and disclosure would not interfere with an active law enforcement or code enforcement investigation. Adopted by Resolution No. 9325-15.

SUBJECT:	FIVE YEAR PLAN	POLICY NUMBER	EFFECTIVE DATE
		200-01	04-13-71
		AMENDED:	12-23-75
		AMENDED:	11-27-18

In accordance with the Garden Grove Municipal Code Section 2.08.160, it is the policy of the City Council that the City Manager prepare and submit a proposed five-year plan for the City. The plan is to include the five-year forecasts and their allocation with regard to resources, i.e., financial, physical, managerial, and technical. The five-year plan is to be updated and modified concurrently with adoption of the biennial budget.

SUBJECT:		POLICY	EFFECTIVE
	REVENUE FROM TRANSIENT	NUMBER	DATE
	OCCUPANCY TAX	200-02	06-09-78
		AMENDED:	11-27-18

It is the policy of the City Council that revenues received from the Transient Occupancy Tax be placed in the General Fund and be utilized for funding of the City Council Budget.

SUBJECT:		POLICY	EFFECTIVE
		NUMBER	DATE
	PAYROLL DEDUCTIONS FOR	<u>200-03</u>	<u>05-19-59</u>
	CHARITABLE CONTRIBUTIONS	AMENDED:	01-22-80
		AMENDED:	11-27-18

It is the policy of the City Council that the Finance Director make payroll deductions for City employees who desire to contribute to United Way and/or the Community Health Charities Drive in that manner.

SUBJECT:		POLICY	EFFECTIVE
	CITY PURCHASES FROM LOCAL	NUMBER	DATE
	BIDDERS/SUPPLIERS	200-04	12-05-72
		AMENDED:	11-27-18

It is the policy of the City Council that where the price and/or services to be provided by a bidder or supplier are equal, preference shall be given to local merchants.

SUBJECT:

RECYCLED PRODUCTS -
PROCUREMENT

POLICY
NUMBER
200-05

EFFECTIVE
DATE
03-02-93

It is the policy of the City Council that the City of Garden Grove purchase and use recycled products whenever possible except when such use significantly increases costs or negatively impacts health, safety or operational efficiency. Also, the purchase of products that cannot be recycled or reused is strongly discouraged.

SUBJECT:

DEBT MANAGEMENT

POLICY
NUMBER

200-06

City Council
Resolution No.
9408-17
Sanitary District
Resolution No.
3766-17

EFFECTIVE
DATE

1-24-2017

The Debt Policy may be amended or waived pursuant to Section F by City Council as it deems appropriate from time to time in the prudent management of the debt of the City. The Debt Policy will also apply to any debt issued by the Successor Agency to Garden Grove Agency for Community Development, Garden Grove Sanitary District, Garden Grove Housing Authority, Garden Grove Public Financing Authority, or any other public agency or non-profit public benefit corporation affiliated with the City.

1. Debt Management Objectives

The Debt Policy sets objectives in the issuance and management of debt by the City of Garden Grove or its affiliated entities. The Debt Policy shall govern all debt undertaken by the City and its affiliated entities.

The City recognizes that a fiscally prudent debt policy is required in order to:

- Maintain the City's sound financial position;
- Ensure the City has the flexibility to respond to changes in future service priorities, revenue levels, and operating expenses;
- Protect the City's credit-worthiness; and
- Ensure that the City's debt is consistent with the City's planning goals and objectives and capital improvement program or budget, as applicable.

The main objectives are to establish conditions for the use of debt:

- To ensure that debt capacity and affordability are adequately considered
- To minimize the City's interest and issuance costs
- To maintain the highest possible credit rating
- To provide complete financial disclosure and reporting
- To maintain financial flexibility for the City.

Debt, properly issued and managed, is a critical element in any financial management program. It assists in the City's effort to allocate limited resources to provide the highest quality of service to the public. A properly managed debt program promotes economic growth and enhances the vitality of the City of Garden Grove for its residents and businesses.

2. Policies

COUNCIL POLICY NO. 200-06

A. Purposes For Which Debt May Be Issued

The City will consider the use of debt financing primarily for capital improvement projects (CIP) when the project's useful life will equal or exceed the term of the financing or otherwise comply with Federal tax law requirements and when resources are identified sufficient to fund the debt service requirements. An exception to this CIP driven focus is the issuance of short-term instruments such as tax and revenue anticipation notes, which are to be used for prudent cash management purposes and conduit financing, as described below. Bonded debt should not be issued to finance normal operating expenses.

If a department has any project which is expected to use debt financing, the department director is responsible for expeditiously providing the City Manager and the Director of Finance with reasonable cost estimates, including specific revenue sources that will provide payment for the debt service. This will allow an analysis of the project's potential impact on the City's debt capacity and limitations. The department director shall also provide an estimate of any incremental operating and/or additional maintenance costs associated with the project and identify sources of revenue, if any, to pay for such incremental costs.

(i) Long-Term Debt. Long-term debt may be issued to finance or refinance the construction, acquisition, and rehabilitation of capital improvements and facilities, equipment, and land to be owned and/or operated by the City.

- (a) Long-term debt financings are appropriate when the following conditions exist:
- When the project to be financed is necessary to provide basic services; and
 - When the project to be financed will provide benefit to constituents over multiple years; and
 - When total debt does not constitute an unreasonable burden to the City and its taxpayers and ratepayers; or
 - When the debt is used to refinance outstanding debt in order to produce debt service savings or to realize the benefits of a debt restructuring.
- (b) Long-term debt financings will not generally be considered appropriate for current operating expenses and routine maintenance expenses.
- (c) The City may use long-term debt financings subject to the following conditions:
- The project to be financed has been or will be approved by the City Council or the governing board of the appropriate affiliated entity;
 - The City estimates that sufficient income or revenues will be available to service the debt through its maturity;
 - The City determines that the issuance of the debt will comply with the applicable requirements of state and federal law; and
 - The City considers the improvement/facility to be of vital, time-sensitive need of the community and there are no plausible alternative financing sources.
- (d) Periodic reviews of outstanding long-term debt will be undertaken to identify refunding opportunities. Refunding will be considered (within federal tax law constraints, if applicable,) if and when there is a net economic benefit of the

COUNCIL POLICY NO. 200-06

refunding. Refundings which are non-economic may be undertaken to achieve City objectives relating to changes in covenants, call provisions, operational flexibility, tax status of the issuer, or the debt service profile. In general, refundings which produce a net present value aggregate savings of at least three (3) percent of the refunded debt will be considered economically viable. Refundings which produce a net present value aggregate savings of less than three (3) percent or negative savings will be considered on a case-by-case basis, and are subject to City Council approval.

(ii) Short-term debt. Short-term borrowing may be issued to generate funding for cash flow needs. Short-term borrowing, such as commercial paper, Tax and Revenue Anticipation Notes (TRANS), and lines of credit, will be considered as an interim source of funding in anticipation of long-term borrowing. Short-term debt may be issued for any purpose for which long-term debt may be issued, including capitalized interest and other financing related costs. Prior to issuance of short-term debt, a reliable revenue source shall be identified to secure repayment of the debt. The final maturity of the debt issued to finance the project shall be consistent with the economic or useful life of the project. Short-term debt may also be used to finance short-lived capital projects such as lease-purchase financing for equipment.

(iii) Financings on Behalf of Other Entities. The City may also find it beneficial to issue debt on behalf of other governmental agencies or private third parties in order to further the public purposes of City. In such cases, the City shall take reasonable steps to confirm the financial feasibility of the project to be financed and the financial solvency of any borrower and that the issuance of such debt is consistent with the policies set forth herein. In no event will the City incur any liability or assume responsibility for payment of debt service on such debt.

B. Types of Debt

In order to maximize the financial options available to benefit the public, it is the policy of the City to allow for the consideration of issuing all generally accepted types of debt, including, but not exclusive to the following:

- General Obligation (GO) Bonds: General Obligation Bonds are suitable for use in the construction or acquisition of improvements to real property that benefit the public at large. Examples of projects include libraries, parks, and public safety facilities. All GO bonds shall be authorized by the requisite number of voters in order to pass.
- Revenue Bonds/Certificates of Participation (COPs): Revenue Bonds are limited-liability obligations tied to a specific enterprise or special fund revenue stream where the projects financed clearly benefit or relate to the enterprise or are otherwise permissible uses of the special revenue. Generally, no voter approval is required to issue this type of obligation but in some cases, the City must comply with proposition 218 regarding rate adjustments.
- Joint Powers Authority (JPA) Revenue Bonds: As an alternative to COPs, the City may obtain financing through the issuance of debt by a joint exercise of powers agency with such debt payable from amounts paid by the City under a lease, installment sale agreement, or contract of indebtedness.

COUNCIL POLICY NO. 200-06

- Loans: The City is authorized to enter into loans, installment payment obligations, or other similar funding structures secured by a prudent source, or sources of repayment.
- Lease-Backed Debt/Certificates of Participation (Lease Revenue Bonds/COPs): Issuance of Lease-Backed Debt is a commonly used form of debt that allows a City to finance projects where the debt service is secured via a lease agreement and where the payments are budgeted in the annual budget appropriation by the City. Lease-Backed Debt does not constitute indebtedness under the State or the City's constitutional debt limit and does not require voter approval. Lease Revenue Bonds may be issued by the Garden Grove Public Financing Authority on behalf of the City.
- Special Assessment/Special District Debt: The City will consider requests from developers for the use of debt financing secured by property based assessments or special taxes in order to provide for necessary infrastructure for new development under guidelines adopted by City Council, which may include minimum value-to-lien ratios and maximum tax burdens. Examples of this type of debt are Assessment Districts (AD) and Community Facilities Districts (CFD) or more commonly known as Mello-Roos Districts. In order to protect bondholders as well as the City's credit rating, the City will also comply with all State guidelines regarding the issuance of special district or special assessment debt.
- Tax Allocation Bonds: Tax Allocation Bonds are special obligations that are secured by the allocation of tax increment revenues that are generated by increased property taxes in the designated redevelopment area. Tax Allocation Bonds are not debt of the City. Due to changes in the law affecting California redevelopment agencies with the passage of ABX1 26 (as amended, the Dissolution Act) as codified in the California Health and Safety Code, the Garden Grove Agency for Community Development (RDA) was dissolved as of February 1, 2012, and its operations substantially eliminated but for the continuation of certain enforceable RDA obligations to be administered by the Successor Agency to the Garden Grove Agency for Community Development (Successor Agency). The Successor Agency may issue Tax Allocation Bonds to refinance outstanding obligations of the RDA, subject to limitations included in the Dissolution Act.
- Multi-Family Mortgage Revenue Bonds: The City is authorized to issue mortgage revenue bonds to finance the development, acquisition, and rehabilitation of multi-family rental projects. The interest on the bonds can be exempt from Federal and State taxation. As a result, bonds provide below market financing for qualified rental projects. In addition, the bonds issued can qualify projects for allocations of Federal low-income housing tax credits, which can provide a significant portion of the funding necessary to develop affordable housing.
- HUD Section 108 Loan Guarantee Program: The U.S. Department of Housing and Urban Development (HUD) Section 108 Loan Guarantee Program allows cities to use their annual Community Development Block Grant (CDBG) entitlement grants to obtain federally guaranteed funds large enough to stimulate or pay for major community development and economic development projects. The program does not require a pledge of the City's General Fund, only of future CDBG entitlements. By pledging future CDBG entitlement grants as security, the City can borrow at favorable interest rates because of HUD's guarantee of repayment to investors.

COUNCIL POLICY NO. 200-06

- **Refunding Bonds:** The City shall refinance debt pursuant to the authorization that is provided under California law, including but not limited to Articles 10 and 11 of Chapter 3 of Part 1 of Division 2 of Title 5 of the California Government Code, as market opportunities arise. The Finance Director shall identify refunding opportunities and prepare a present value analysis that describes the economic effects of a refunding. Refundings may be undertaken in order: (i) to take advantage of lower interest rates and achieve debt service costs savings; (ii) to eliminate restrictive or burdensome bond covenants; or (iii) to restructure debt to lengthen the duration of repayment, relieve debt service spikes, reduce volatility in interest rates or free up reserve funds. Generally, the City shall strive to achieve a minimum of 3% net present value savings for a current refunding and a minimum of 5% net present value savings for an advance refunding. Upon the advice of the Finance Director and with the assistance of a financial advisor and bond counsel, the City will consider undertaking refundings for other than economic purposes upon a finding that such a restructuring is in the City's overall best financial interest.

The City may from time to time find that other forms of debt would be beneficial to further its public purposes and may approve such debt without an amendment of this Debt Policy.

To maintain a predictable debt service burden, the City will give preference in the future to debt that carries a fixed interest rate. An alternative to the use of fixed rate debt is variable rate debt. The City has in the past and may choose in the future to issue securities that pay a rate of interest that varies according to a pre-determined formula or results from a periodic remarketing of securities. When making the determination to issue bonds in a variable rate mode in the future, consideration will be given in regards to the useful life of the project or facility being financed or the term of the project requiring the funding, market conditions, credit risk and third party risk analysis, cost benefit of employing interest rate caps, and the overall debt portfolio structure when issuing variable rate debt for any purpose. The use of derivative products can, among other things, increase City financial flexibility and provide opportunities for interest rate savings or enhance investment yields. Careful monitoring of such products is required to preserve City credit strength and budget flexibility. Swaps will not be used to speculate on perceived movements in interest rates. Before the City enters into any derivative product associated with debt, the City Council or appropriate governing body shall consider and approve the plan and product separately.

C. Relationship of Debt to Capital Improvement Program and Budget

The City intends to issue debt for the purposes stated in this Debt Policy and to implement policy decisions incorporated in the City's capital budget and the capital improvement plan.

The City shall seek to avoid the use of debt to fund infrastructure and facilities improvements that are the result of normal wear and tear, unless a specific revenue source has been identified for this purpose.

The City shall integrate its debt issuances with the goals of its capital improvement program by timing the issuance of debt to ensure that projects are available when needed in furtherance of the City's public purposes.

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The decision to incur new indebtedness should be integrated with the City Council adopted annual Operating Budget and Capital Improvement Program Budget. The annual debt service payments shall be included in the Operating Budget.

D. Policy Goals Related to Planning Goals and Objectives

The City is committed to financial planning, maintaining appropriate reserves levels, and employing prudent practices in governance, management and budget administration. The City intends to issue debt for the purposes stated in this Debt Policy and to implement policy decisions incorporated in the City's annual operating budget.

It is a policy goal of the City to protect taxpayers, ratepayers and constituents by utilizing conservative financing methods and techniques so as to obtain the highest practical credit ratings, if applicable, and the lowest practical borrowing costs.

The City will comply with applicable State and Federal law as it pertains to the maximum term of debt and the procedures for levying and imposing any related taxes, assessments, rates, and charges. Except as described in Section 2.A., when refinancing debt, it shall be the policy goal of the City to realize, whenever possible, and subject to any overriding non-financial policy considerations minimum aggregate net present value debt service savings equal to or greater than 3% of the refunded principal amount.

E. Internal Control Procedures

When issuing debt, in addition to complying with the terms of this Debt Policy, the City shall comply with any other applicable policies regarding initial bond disclosure, continuing disclosure, post-issuance compliance, and investment of bond proceeds. The Director of Finance has the responsibility to determine and oversee internal control procedures. The City will periodically review the requirements of and will remain in compliance with the following:

- Federal securities law, including any continuing disclosure undertakings under SEC Rule 15c2-12;
- Any federal tax compliance requirements, including without limitation arbitrage and rebate compliance, related to any prior bond issues;
- The City's investment policies as they relate to the investment of bond proceeds; and
- Government Code section 8855(k) and the annual reporting requirements therein.

The City shall be vigilant in using bond proceeds in accordance with the stated purpose at the time that such debt was issued. Whenever reasonably possible, proceeds of debt will be held by a third-party trustee and the City will submit written requisitions for such proceeds. The City will submit a requisition only after obtaining the signature of the City Manager or the Director of Finance.

F. Amendment and Waivers of Debt Policy

- The Debt Policy will be reviewed and amended from time to time as appropriate subject to City Council approval.

COUNCIL POLICY NO. 200-06

- There will be circumstances from time to time when strict adherence to a provision of this Debt Policy is not possible or not in the best interest of the City.
- If the City staff has determined that a waiver of one or more provisions of this Debt Policy should be considered by the City Council, it will prepare an analysis for the City Council describing the rationale for the waiver and the impact of the waiver on the proposed debt issuance and on taxpayers, if applicable.
- Upon a majority vote of the City Council, one or more provisions of this Debt Policy may be waived for a debt financing.
- The failure of a debt financing to comply with one or more provisions of the Debt Policy shall in no way affect the validity of any debt issued by the City in accordance with applicable laws.

G. Professional Assistance

The City shall utilize the services of independent financial advisors and bond counsel on all debt financings. The Director of Finance shall have the authority to periodically select service providers as necessary to meet legal requirements and minimize net City debt costs. Such services, depending on the type of financing, may include financial advisory, underwriting, trustee, bond counsel, disclosure counsel, verification agent, escrow agent, arbitrage consulting, continuing disclosure consultants, and special tax consulting. The goal in selecting service providers, whether through a competitive process or when appropriate, a sole-source selection, is to achieve an appropriate balance between service and cost.

SUBJECT:	GENERAL FUND RESERVE	POLICY NUMBER	EFFECTIVE DATE
		200-07	12-17-19
		Resolution No. 9602-19	

It is the City Council Policy to be committed to prudent fiscal practices and maintaining adequate General Fund reserves to ensure consistent, uninterrupted municipal services in the event of unexpected temporary revenue shortfalls or unpredicted one-time expenditures, as well as the credit worthiness of the City. The General Fund Reserve Policy (the Policy) establishes the appropriate level of unassigned fund balance in the General Fund, sets conditions warranting its use, and outlines the plan to replenish it if the balance fell below the Policy level.

The General Fund is the City’s primary operating fund. It is not connected to any one revenue source and pays for general services provided by the City as well as public safety and capital improvements. A key attribute of financially stable organization is having appropriate level of reserves. It allows the City to mitigate current and future financial risks resulting from economic instability or catastrophic loss.

1. The City shall establish and maintain adequate financial reserves in order to prepare for the impact economic cycles and physical disasters have upon essential services to the public and assure annual fluctuation in revenue do not impeded the City’s ability to meet expenditure obligations.
2. Fund balance as a measurement of financial resources available in a governmental fund is used in both financial reporting and budget. There are differences between the two and will likely result in different amounts reported in the financial statements and the budget. Financial statements report the total of all General Fund and its sub-funds’ fund balances, yet budgetary fund balance typically focuses on the General Fund itself only. In addition, the timing difference in recognition of revenues and expenditures also contributes to the variance between the two. For example, encumbrances arising from purchase orders and contracts reduces budgetary fund balance, yet it has no impact on the financial statements.
3. In the context of financial reporting, the term *fund balance* is used to describe the difference between the assets and liabilities reported in a governmental fund. Under current accounting standards, there are five separate components of fund balance:
 - *Nonspendable Fund Balance* (inherently non-spendable, such as inventory)

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- *Restricted Fund Balance* (externally enforceable limitations on use, such as grants, contributions, or endowments)
- *Committed Fund Balance* (self-imposed limitation on use through City Council action)
- *Assigned Fund Balance* (limitation resulting from intended use)
- *Unassigned Fund Balance* (residual net resources)

The first two components listed above are not specifically addressed in the Policy due to the nature of their restrictions.

4. Committed Fund Balance

The City Council, as the City's highest level of decision-making authority, may commit fund balance for specific purposes pursuant to constraints imposed by formal actions taken, such as an ordinance or resolution. These committed amounts cannot be used for any other purpose unless the City Council removes or changes the specified use through the same type of formal action taken to establish the commitment. City Council action to commit fund balance needs to occur within the fiscal period, however, the amount can be determined subsequently.

Three types of committed reserves are set aside by the City to address unforeseen emergencies or disasters, significant changes in the economic environment, and key initiatives including economic development, infrastructure and capital projects.

Catastrophic Reserve

Funds reserved under this category shall be used to mitigate costs associated with public emergency such as a natural disaster or other unforeseen catastrophic events. The Catastrophic Reserve shall be used to respond to extreme, one-time events, such as earthquakes, fires, floods, civil disturbance, and terrorist attacks. This reserve will not be used to meet operation shortfalls or to fund new programs or personnel. It will be restricted and only expanded in the event such expenditures are necessary to ensure the safety of the City's residents and their property.

Stability Reserve

Stability Reserve shall be maintained to mitigate financial risks associated with unexpected revenue shortfalls due to changes in the economic environment. In times of economic downturn, if revenues are insufficient to meet the normal operating requirements of essential services, funds contained in the Stability Reserve may be used if authorized by two-third vote of the City Council.

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Designated Revenues Reserve

The City Council may designate certain one-time revenue generated from non-operating activities outside the City's normal operations (Designated Revenues).

These one-time revenues include but not limited to proceeds from sale of City property, settlement, contribution, or one-time project and/or transaction. The Designated Revenues are committed by formal action of the City Council. Upon request from the City Manager, Designated Revenues may be appropriated for departmental use if authorized by two-third vote of the City Council. Those Designated Revenues not appropriated at fiscal year end are reported as Committed Fund Balance.

5. Target Levels for Committed Fund Balance

The Government Finance Officers Association (GFOA) recommends, at a minimum, that general purpose governments, regardless of size, maintain unrestricted budgetary fund balance in their General Fund of no less than two months of regular General Fund operating revenues or expenditures. Following sound financial practices and adhering to the GFOA recommendation, the City commits to maintaining a minimum level of 16.7% (or two months) of adopted operating revenues, with a goal of reaching 30% over time. This target reserve level does not include the amount set aside for Designated Revenues Reserve.

The 30% target reserve level will be allocated as follows:

- 16.7 % Stability Reserve, and
- 13.3% Catastrophic Reserve

6. Methodology to Meet Target Reserve Levels

At the end of each fiscal year, the Finance Department reports on the audited fiscal results. Should actual General Fund revenues exceed expenditures and encumbrances/carryovers, a year-end operating surplus shall be reported. The year-end surplus could be used to support funding the target reserve levels as recommended by the City Manager and approved through the adoption of the biennial budgets.

7. Replenishment of General Fund Reserves

A replenishment schedule shall be adopted simultaneously with the appropriation from the reserve funds, with the exception of the use of the Designated Revenues Reserve. Replenishment shall begin no later than 5 years from the year of the appropriation and be completed within 10 years.

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8. Assigned Fund Balance

Amounts that are constrained by the City's intent to be used for specific purposes, but are neither restricted nor committed, are considered as Assigned Fund Balance. This policy hereby delegates the authority to assign amounts to be used for specific purposes to the City Manager. Assigned Fund Balance could include:

- Encumbrances – goods and services on purchase orders and contracts that are to be delivered
- Carryover – appropriation by City Council for specific projects or programs that were not completed and not encumbered by fiscal year end.
- GASB 31 Gain – unrealized investment gains that have been recorded in the financial statement in accordance with governmental accounting standards.
- Set Asides – amount designated for certain capital replacement, reduction of debt, special events or non-recurring expenditure needs of the City.

9. Unassigned Fund Balance

Unassigned fund balance results from fund balance exceeds the combined total of non-spendable, restricted, committed and assigned fund balances. Upon final close of the fiscal year, any unassigned fund balance may be used to fund liabilities, including but not limited to debt service, pension, and other post-employment benefits. Priority shall be given to those items that relieve General Fund budget or financial and operating constraints in the future.

10. Excess Unrestricted Fund Balance

In the event the unrestricted fund balance exceeds the Policy requirement, at the end of each fiscal year, any excess may be used to fund the activities that relieve budget or financial operating constraints in the future, subject to City Council approval, including but not limited to:

- Debt reduction, including outstanding long-term obligation, pension, and other post-employment benefit;
- Revenue generating initiatives that result in continuous revenue stream; and
- Cost saving efforts that result in ongoing cost reduction; and
- One-time expenditures that advances a goal of the City Council's priorities.

SUBJECT:

PENSION FUNDING

POLICY
NUMBER

200-08
Resolution
No. 9584-19

EFFECTIVE
DATE

08-13-19

It is the policy of the City Council to establish a systematic and disciplined method to accumulate resources to be used towards funding pension liability and future benefit payments, and to provide reasonable assurance that the cost of pension benefits will be funded in an equitable and sustainable manner.

1. The City shall establish a plan to pay down its pension liabilities and/or stabilize future contribution rates.
2. Pension fund contributions shall have the same budget priority as other personnel costs such as salaries and benefits.
3. Actuarially Determined Contribution (ADC) shall be obtained annually and serve as the basis for pension fund contributions to the respective plans.
4. The ADC should be calculated in a manner that fully funds the long-term costs of promised benefits, while balancing the goals of:
 - a. Keeping contributions relatively stable; and
 - b. Equitably allocating the costs over the employees' period of active service.
5. The City shall continue to contribute a minimum of 100% of the ADC annually to the respective plans.
6. Changes in net pension liabilities, each plan's funded status, and other related ratios shall be communicated to the public annually through the publication of the City's Comprehensive Annual Financial Report.
7. Pension benefit increases that require a CalPERS contract amendment should not be recommended nor approved until the pension plan reaches 100% funded status.

SUBJECT:

IDENTIFICATION CARDS

POLICY
NUMBER

300-01

EFFECTIVE
DATE

02-26-57

It is the policy of the City Council that identification cards be provided for City employees.

SUBJECT:

TEMPORARY JOBS FOR
RESIDENT STUDENTS

POLICY
NUMBER
300-02

EFFECTIVE
DATE
06-29-65

It is the policy of the City Council to encourage the use of resident school students for temporary jobs within the budget allocations.

SUBJECT:		POLICY NUMBER	EFFECTIVE DATE
	CITY EMPLOYEES	<u>300-03</u>	<u>01-23-84</u>
	PARTICIPATION		
	IN HOUSING AND URBAN	AMENDED:	01-15-90
	DEVELOPMENT/COMMUNITY	AMENDED:	11-27-18
	DEVELOPMENT BLOCK GRANT		
	PROGRAMS		

It is the policy of the City Council to encourage residents to participate in the Housing and Neighborhood Improvement programs. In conjunction with this, residents of the City who are either employees or Commissioners shall also be given the opportunity to participate in these programs, subject to those individuals meeting all Federal/State/Local requirements, as prescribed by law. With respect to City employees, the following shall apply:

1. All mid-managers and department directors shall be prohibited from participation in any Housing and Neighborhood Improvement programs.
2. All City employees shall be prohibited from participating in programs to assist owners to rehabilitate rental property.
3. Participation in all other Housing and Neighborhood Improvement programs shall be open to all City employees who meet program guidelines.
4. The Community and Economic Development Director shall review each application and make a recommendation to the City Manager or his designee.

SUBJECT:		POLICY	EFFECTIVE
	SALARY INCREASES	NUMBER	DATE
	NON-REPRESENTED EMPLOYEES	300-04	10-01-90
		AMENDED:	01-28-03
		AMENDED:	11-27-18

It is the policy of the City Council that the City Manager present recommendations regarding salary and benefit changes for the employees in full time classifications not represented by a recognized bargaining unit to the City Council prior to the first of July of each year, as needed. Those recommendations adopted by the City Council will be effective at the beginning of the first full pay period in July.

In setting the salary of non-represented employees who serve in a supervisory capacity, it is the policy of the City Council that such employees be paid at a salary range that is greater than the salary range of the highest paid employee whom they supervise. In line with this policy, the salary of the City Manager shall at all times exceed the salary of the highest paid department director by at least eight percent (8%).

SUBJECT:	OFF-DUTY USE BY FIREFIGHTERS OF UNIFORMS AND RESERVE EQUIPMENT	<u>POLICY NUMBER</u> 300-05	<u>EFFECTIVE DATE</u> 05-28-91
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It is the policy of the City Council that off-duty Garden Grove firefighters be authorized to wear their uniforms and utilize reserve fire apparatus for a once-a-year one-day Muscular Dystrophy Association "Fill the Boot" fund raising campaign.

This event is subject to all required permits and approvals. The fees for any required permit shall be waived.

SUBJECT:		POLICY	EFFECTIVE
	TEMPORARY SEASONAL HOLIDAY	NUMBER	DATE
	SALES	400-01	11-17-64
		AMENDED:	11-27-18

It is the policy of the City Council that permission be granted for staff approval of routine Business Tax License applications for Temporary Seasonable Holiday sales where no zoning problems or other complications exist.

SUBJECT:

ABANDONED BUILDINGS

POLICY
NUMBER

400-02

EFFECTIVE
DATE

10-06-77

It is the policy of the City Council that the Building Official take necessary steps to insure security of abandoned buildings and abate hazards by boarding up or ordering the building demolished in cases of extreme hazard.

SUBJECT:

PUBLIC ALLEYS

POLICY
NUMBER

400-03

EFFECTIVE
DATE

09-10-84

It is the policy of the City Council to discourage the establishment of additional new public alleys. It is also the policy of the City Council to vacate or abandon existing public alleys when all the adjacent property owners concur and agree to establish Covenants, Conditions and Restrictions providing for joint access or appropriate disposition, and maintenance of the alley.

SUBJECT:

MOBILEHOME PARK TENANT
NOTIFICATION OF PUBLIC
HEARINGS

POLICY
NUMBER
400-04

EFFECTIVE
DATE
03-14-88

It is the policy of the City Council that every effort possible be made to notify those residents who reside in a mobilehome park of pending public hearing cases and similar items that may affect their respective park, whether it be direct or indirect. Said notification shall apply to those mobilehome parks that lie within 300 feet of the subject property for which the public hearing case item is being held.

SUBJECT:

POLICY FOR DRIVEWAY
OPENINGS INTO SEPARATE
PARCEL ON GARDEN GROVE
CITY STREETS

POLICY
NUMBER
400-05

EFFECTIVE
DATE
08-15-90

I. DEFINITION OF SEPARATE PARCEL

- A. A parcel of land under one ownership.
- B. A parcel of land under 15 years lease or longer, operated under separate management.
- C. A group of separately owned parcels operated under group management.

II. ALLOWABLE WIDTH (IN FEET) OF ALL DRIVEWAYS ON EACH STREET INTO EACH SEPARATE PARCEL AS DEFINED ABOVE

(Driveway widths shall be measured at bottom of fully depressed area and shall not include any portion of the tapered curb.)

A. Chart

		Maximum Total		
		Total Frontage of Parcel	Allowable Width of all Driveways*	Maximum Number of Driveways
0	-	40	24	1
41	-	80	30	1
81	-	90	50	2
91	-	150	60	2
151	-	200	70	3
201	-	300	80	3
301	-	400	105	4
401	-	1000	120	4
Over	-	1000	150	5

* Total driveway widths shall not exceed 60% of the parcel frontage.
(Measured at the curb line, not including the curb return.)

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- B. Driveways or tapered curbs will not be permitted to encroach into curb return.
- C. No separate driveway shall exceed 30 feet in width unless as determined by the City Engineer when conditions warrant a greater width.
- D. Unless some unusual condition exists, 2 feet (minimum) of full height curb will be required between driveway and property line extended.
- E. Full height curb length between driveways serving the same parcel shall be 22 feet (minimum).
- F. Joint use driveways for adjacent properties may be required at specific arterial highway locations determined by the Traffic Engineer.
- G. Residential properties shall have vehicle access from a local street only, unless as determined by the Traffic Engineer some unusual condition requires the vehicle access to be from an arterial street.
- H. No unused driveway will be permitted to remain.

Reference: Municipal Code Section 11.04.060

SUBJECT:	ELEMENTARY SCHOOL ADULT CROSSING GUARDS	POLICY NUMBER <hr/> 500-01 AMENDED:	EFFECTIVE DATE <hr/> 02-06-76 11-27-18
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The purpose of a policy for the use of elementary school crossing guards is to establish its justification. The criteria to be used are in accordance with the California MUTCD, Section 7E.02, "Adult Crossing Guards."

1. REQUEST FOR INVESTIGATION:

Any person or agency wishing to have an elementary crossing guard at a route to school crosswalk shall first contact the Traffic Engineering Section of the City's Public Works Department to request an investigation. The request shall be in written form.

An investigation will then be conducted.

2. INVESTIGATION:

The investigation shall consist of field observations, school pedestrian volume counts, and vehicular volume counts in the area. The field observations and school pedestrian volume counts shall correspond with the arrival and departure times of students attending the school and shall be conducted by the Traffic Engineering staff and the Police Department. The vehicular volume counts shall be taken for a period of 24 hours and shall survey all vehicular traffic approaching the school crosswalk. The vehicular volume counts shall be conducted under the authority of the Traffic Engineer.

3. CRITERIA:

The criteria for the use of adult crossing guards involve establishing need in the form of numerical requirements such as volume of vehicular and school pedestrian traffic. The school crosswalks which satisfy such warrants will be evaluated separately with emphasis on vehicular and school pedestrian traffic, location with respect to the school, type of street, speed of vehicles, and accidents.

A priority list will be established from these evaluations which will include current locations as well as new locations for adult crossing guards.

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4. STUDY:

The California MUTCD, Section 7E.02, "Adult Crossing Guards," shall be used to determine if the school crosswalk in question meets the criteria for the use of an elementary school crossing guard. This section states that crossing guards may be used under the following conditions:

- a. "At uncontrolled crossings where there is no alternate controlled crossing within 600 feet; and
 - i. In urban areas where the vehicular traffic volume exceeds 350 during each of any two hours (not necessarily consecutive) in which 40 or more school pedestrians cross daily while going to or from school; or
 - ii. In rural areas where the vehicular traffic volume exceeds 300 during each of any two hours (not necessarily consecutive) in which 30 or more school pedestrians cross daily while going to or from school.

Whenever the critical (85 percentile) approach speed exceeds 40 mph, the guidelines for rural areas should be applied.

- b. At stop sign-controlled crossings:

Where the vehicular traffic volume on undivided highways of four or more lanes exceeds 500 per hour during any period when the school pedestrians are going to or from school.

- c. At traffic signal-controlled crossings:

- i. Where the number of vehicular turning movements through the school crosswalk exceeds 300 per hour while school pedestrians are going to or from school; or
- ii. Where justified through analysis of the operations of the intersection.

Uncontrolled crossings are crosswalks that are in areas where there are no signs and/or traffic signals to regulate the flow of traffic.

Controlled crossings are crosswalks that are in areas where there are signs and/or traffic signals to regulate the flow of traffic.

5. ACTION:

If the study shows that the criteria is satisfied for the use of an elementary school crossing guard, then the Traffic Engineering staff shall notify the school district and the Police Department and present the study before the Traffic

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Commission. If a favorable recommendation is made it will then be submitted to the City Council for approval.

Upon approval by the City Council, the City will initiate negotiations with the school district to establish funding for the implementation of a crossing guard.

In the event that funding sources are not available and the school district wishes to pursue the matter further, one option that can be implemented is for the school district to train and use volunteers from the school as elementary school crossing guards.

If the study does not satisfy the criteria for the use of an elementary school crossing guard, then the Traffic Engineering staff shall notify the school district and the school and explain the reasons why the request was denied based on the study. Should the school district and/or the school wish to pursue the matter further, then staff will set up a meeting to discuss other options that can be implemented.

SUBJECT:

POLICE CALLS OUTSIDE
THE CITY LIMITS

POLICY
NUMBER
500-02

EFFECTIVE
DATE
04-13-71

It is the policy of the City Council that Police Officers shall not be dispatched to calls located outside the City limits unless the call is either in response to a mutual aid request from another law enforcement agency, or the call concerns a matter within the jurisdiction of the Police Department and it is in the best interest of the City that a Police car be dispatched. Should a violation be observed by an on-duty officer, the proper action is to be taken regardless of location.

SUBJECT:	CONDITIONAL USE PERMIT AND ALCOHOLIC BEVERAGE SALE APPLICATION REVIEW BY POLICE CHIEF	<u>POLICY NUMBER</u> 500-03	<u>EFFECTIVE DATE</u> 12-12-78 Rev. 03-7-83 Rev. 4-16-90
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It is the policy of the City Council that whenever deemed necessary, the Police Chief may file a protest on the application for and/or transfer of licenses of establishments whose service is either "on-sale" or "off-sale," as such terms are defined by the State Department of Alcoholic Beverage Control, and which location of that license falls within the criteria set forth in Rule 61.3 or 61.4 of the State Department of Alcoholic Beverage Control. The Police Chief also has the ability, with the review of the City Manager, to file a protest based on his analysis that the application would have a negative impact on the general health, safety or welfare of the community.

In addition, the Police Chief may protest the issuance of a Conditional Use Permit Application for a proposed "on-sale" or off-sale" establishment based upon the high crime and/or undue concentration standards set forth in Rule 61.3 of the State Department of Alcoholic Beverage Control.

SUBJECT:	OVERHIRE POLICY FOR FIRE DEPARTMENT	POLICY NUMBER <u>500-04</u> AMENDED:	EFFECTIVE DATE <u>01-09-79</u> 11-27-18
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It is the policy of the City Council that the Fire Department Constant Manning concept include an over-hire provision based on Fire Department needs.

SUBJECT:		POLICY	EFFECTIVE
	BLOCK PARTY/STREET CLOSURE	NUMBER	DATE
	PERMITS	600-01	07-15-69
		AMENDED:	11-27-18

It is the policy of the City Council that, upon receipt of application, the City Manager or his designee is authorized to issue block party permits for a street closure to those adult individuals who have obtained signatures from 100 percent of the properties affected, stating they have no objection to the street closure. When the special street closure is issued, copies of the permit are sent to all City departments involved. Only City of Garden Grove barricades can be used to block off the street and are to be picked up by the permitted applicant at the City Yard located at 13802 Newhope Street. The applicant is responsible for permit and barricade fees and for placement and removal of barricades. The applicant is also responsible for returning the barricades to the City Yard and will be provided with a due date as provided on the permit.

SUBJECT:	BUMPER STICKERS ON MUNICIPALLY OWNED VEHICLES	<u>POLICY NUMBER</u> 600-02	<u>EFFECTIVE DATE</u> 4-13-71
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It is the policy of the City Council that bumper stickers not be permitted on municipally owned vehicles unless authorized by the City Manager.

SUBJECT:		POLICY	EFFECTIVE
	SIDEWALKS ALONG SCHOOL	NUMBER	DATE
	ACCESS STREETS	600-03	01-14-75
		AMENDED:	11-27-18

It is the policy of the City Council that as resources become available, sidewalks be constructed along local streets where said street is the principal access to a school and requires sidewalks for the safety and welfare of the children.

SUBJECT:

COMPLETION OF STREET
IMPROVEMENTS

POLICY
NUMBER

600-04

EFFECTIVE
DATE

12-23-75

It is the policy of the City Council, whenever possible, to complete street improvements including sidewalks, curbs, gutters, storm drains and landscaping simultaneously.

SUBJECT:

SHOWMOBILE

POLICY
NUMBER

600-05

EFFECTIVE
DATE

10-21-85

It is the policy of the City Council to encourage the use of the City-owned Showmobile for the benefit of the citizens of Garden Grove. The Council shall establish a fee schedule for the use of the Showmobile and reserves the right to establish exemptions for any charge in connection therewith at the Council's sole discretion, if it is in the best interests of the City to do so.

SUBJECT:	USE OF LIGHT STANDARDS BY NON-PROFIT GROUPS	<u>POLICY NUMBER</u> 600-06	<u>EFFECTIVE DATE</u> 01-09-96
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It is the policy of the City Council to allow the display by non-profit organizations of appropriate flags, banners, decorations or other devices on light standards in public rights-of-way.

In order to protect the public health, safety and convenience, no such placement shall be allowed without the following:

Express written permission from the City Manager and the owner of the light standard, if other than the City.

Proof of appropriate liability insurance, listing both the City and the light standard owner as additional insured.

An agreement of express indemnification of both the City and the light standard owner by the organization for any liability arising from damage to persons or property caused by the flag, banner, decoration or other device.

If any decoration utilizes electrical power, the organization must also make arrangements for an appropriate deposit to cover the cost of such electricity.

SUBJECT:

MONUMENT POLICY

POLICY
NUMBER

700-01

EFFECTIVE
DATE

06/13/17

SECTION I. PURPOSE AND INTRODUCTION

The City may, from time to time, decide to install permanent outdoor monuments on City property to provide the City's commemoration of persons or events of note, or to otherwise convey the City's position on various topics (referred to as "Government Speech").

By placing monuments on City property, the City intends only to engage in government speech and does not intend to open a public forum for free speech activity.

The purpose of this Policy is to establish criteria and guidelines for the consideration and installation of monuments outdoors in parks or plazas deemed by the City to be appropriate to serve as the site for a monument. In doing so, the City recognizes the following considerations:

- Monuments can convey a powerful connection between Garden Grove and its history, and in some instances its future.
- It is therefore important that the placement of monuments be limited to circumstances of the highest community-wide importance, both to maintain the significance of such monuments and to minimize conflicts with the active and variable use of public spaces.

Notwithstanding the foregoing, the City may decide, in its sole discretion, to reject a proposal for a monument and/or may determine the appropriate site for any and all City monuments.

Additional Review Process if a Monument is Primarily an Original "Work of Art"

The Community Services Director shall recommend and advise the City Manager, whether a proposed monument is primarily an original "work of art". A "work of art" is defined as a monument that is designed by and crafted by or under the supervision of a professional artist. A monument that is deemed primarily a "work of art" shall be considered "public art" and shall become part of the City's Art in Public Places inventory.

For monuments determined to be primarily "public art," the Community Services Department shall:

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- Coordinate the review of monuments that are “public art” with the Parks, Recreation and Arts Commission. The Commission shall review and make recommendations regarding the monument as to proposed site, artistic merit, durability, maintainability, and consistency with this Policy. Further, the Community Services Department shall coordinate the findings and recommendations of the Parks, Recreation and Arts Commission to the City Council.
- Coordinate with the Department of Public Works, the inspection, design, location, and other logistical components of monuments that are “public art.”
- Prepare and monitor all necessary records and documentation of monuments that are “public art.”
- Oversee the maintenance of “public art” monuments.

SECTION VII. PUBLIC RIGHT-OF-WAY

The public right-of-way shall not be considered as a site for monuments, except that the City may honor City employees who die or have died in the line of duty while serving the City, by placing a memorial plaque at or near the location of the City employee’s death. The City’s Public Work’s Director is authorized to install memorial plaques in the public right-of-way to commemorate City employees who have died in the line of duty while serving the City if each of the following conditions exist:

- A. The property owner adjacent to the location of the proposed memorial plaque has been consulted on the placement of the memorial. In the event the property owner does not agree to the proposed location, the City will attempt to locate a nearby alternative location.
- B. The memorial plaque must be flat and level with the sidewalk, and placed behind the curb.
- C. The memorial plaque must not interfere with the public use of the sidewalk or right-of-way area.

SECTION VIII. OTHER POLICIES

Nothing in this Policy is intended to supersede or limit any other City Council Policy including without limitation, the City’s Naming of Parks Policy (City Council Policy 700-03).

This Policy does not cover temporary installations on City property, nor does this Policy limit the City’s ability to place signage or plaques on City property to provide

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donor or sponsor recognition, public information regarding a City project, or to place historical markers, or to provide other information to the public. City departments may enact administrative guidelines regarding plaques or signage for donor or sponsor recognition in a manner consistent with Policy 700-03.

SUBJECT:		POLICY NUMBER	EFFECTIVE DATE
	USE OF RECREATION AND PARKS FACILITIES	<u>700-02</u>	<u>09-22-59</u>
		AMENDED:	11-27-18

It is the policy of the City Council that the citizens of Garden Grove be encouraged to properly utilize recreation and parks facilities; that inquiries pertaining thereto be made to the Community Services Department; and that fees and charges, as adopted by Ordinance or Resolution, may be made for the use of said facilities.

SUBJECT:

GUIDELINES FOR
NAMING OF PARKS

POLICY
NUMBER

700-03

EFFECTIVE
DATE

07-18-72

It is the policy of the City Council that the guidelines below be followed in the naming of parks:

II. PARKS TO BE NAMED AFTER PLACES AND FEATURE NAMES - (Priority #1)

- A. The name should reflect a recognizable area, neighborhood, street, or school in the community.
 - 1. The name should aid a person finding the park and should relate to the location name.
 - 2. When parks are adjacent to schools, or are a part of the school property, the park does not necessarily take on the school name. In some cases, however, it may be to an advantage to continue with the same name in order to aid in its location.
- B. Avoid the use of assumed names.
 - 1. A park should be named previous to acquisition or immediately thereafter in order to avoid being named after an assumed name, which may not meet the criteria for the permanent park name.
 - 2. Continuing with assumed names often leads to difficulty in changing the name which more properly meets the criteria for the permanent name.
- C. Naming parks with horticultural type names.
 - 1. Horticultural type names or features should be encouraged for park naming. Names such as Ferndale, Woodland, Forest, etc., often provide good names for park areas.
 - 2. This type of name should be consistent with the horticultural appearance of the park so as to have some logical relationship to the name.

III. NAMING PARKS AFTER MYTHOLOGICAL NAMES - (Priority #2)

- A. The mythological name must fit the general design and concept for the total park.
 - 1. Oftentimes, elements within a park will receive a mythological name to identify that particular segment, such as Atlantis Play Center.
 - 2. The mythological names should have a wholesome connotation and one which can be acceptable by the general community.
 - 3. The name should describe the total area involved.
- B. Parks can be named after a general theme.

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1. The theme adopted for the park should logically describe the entire park area.
2. Oftentimes, theme names are utilized only for certain elements or play areas in the park, rather than the total park.
3. A theme name should be used only when the total park is constructed commensurate with the theme name.

IV. NAMING PARKS AFTER HISTORICAL EVENTS - (Priority #3)

- A. The historic event must be of a major local or national significance.
 1. Such events as space missions, early settlement sites, discoveries, etc., would be satisfactory.
 2. The name should definitely tie in the park site with the event, if of local significance only.

V. PARKS TO BE NAMED AFTER PERSONS, UTILIZING PERSONAL NAMES
(Priority #4)

- A. Park areas donated by persons.
 1. The park could be named after the person if the major area of the park is donated by the person, or family.
- B. Naming parks for persons not donating park areas.
 1. The park could be named after persons living or dead, providing the following criteria are met:
 - (a) The person should be a Garden Grove resident who has gained national significance resulting from his public service.
 - (b) He should be as non-controversial as possible and held in high regard by the community.
 - (c) If not a local resident, the person should be recognized nationally for his significant contribution to the national public.
 - (d) The person should not be a contemporary local official. Naming parks after contemporary local officials should be avoided.
 - (e) If deceased, memorials could be named after persons of local significance and/or national significance.
- C. Parks should not be named after commercial businesses, even if land is donated by the business for park purposes. Personal names of businesses should be avoided.
- D. Total park areas would not be named after civic organizations; however, individual units within a park can be named as donated by civic organizations.
 1. The civic organizations often participate in the construction of units or elements in the park. These elements could be named after the organization, or in some way designate the organization as the donor.

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2. The park names should avoid giving the impression that the park is for use by a particular group or organization, such as Rotaryland, Girls' Park, Scout Haven, etc.

SUBJECT:		POLICY	EFFECTIVE
	RESIDENT PETITION FOR	NUMBER	DATE
	STREET TREE REMOVAL AND	700-04	11-07-72
REPLACEMENT	AMENDED:	11-27-18	

It is the policy of the City Council with reference to street tree removal and replacement resultant from citizen-initiated petitions, that:

Petitions presented by citizen action in a given area for the removal and replacement of present City trees, on the premise that, in the opinion of the petitioners, the trees are undesirable; and when the reasons given do not meet the existing criteria for removal, may be granted only if the following conditions are met:

1. The petition must be signed by the adjacent property owners in accordance with the following percentage schedule based upon the number of trees involved:

0 to 15 Trees	75%
16 to 25 Trees	80%
26 trees and over	85%

2. All costs for the removal and replacement with an approved species will be borne by the adjacent property owners.
3. The work is to be performed by contract, under City specifications and administered by the City. The contract cost will be the cost to be borne by the adjacent property owners and would be placed on deposit with the City prior to removal being initiated.
4. It will be the responsibility of the petitioners to collect and deposit the necessary funds with the City to cover the cost of the project.
5. In order to assure uniformity and provide for better appearance, as well as reduce long term maintenance in the area, all trees in the particular area petitioned would be removed and replaced.
6. In that granting requests initiated by petitions is a discretionary matter, each petition request will be considered individually and will be determined on the merits of the individual request.

SUBJECT:

TREE TRIMMING

POLICY
NUMBER

700-05

AMENDED:

EFFECTIVE
DATE

07-19-78

11-27-18

It is the policy of the City Council that City will provide the basic minimum frequency of tree trimming consistent with traffic and pedestrian safety.

SUBJECT:		POLICY	EFFECTIVE
	WATER UTILITY	NUMBER	DATE
	REVENUES AND FUNDS	<u>800-01</u>	<u>04-13-72</u>
		AMENDED:	11-05-90

It is the policy of the City Council that City staff shall use its utmost diligence to ensure that water funds are used solely for the benefit of those supplying the water funds.

SUBJECT:		POLICY	EFFECTIVE
	FUNDING OF ALL NEW	NUMBER	DATE
	WATER SYSTEM FACILITIES	<u>800-02</u>	<u>04-13-72</u>
		AMENDED:	11-27-18

It is the policy of the City Council to defray the costs of all new water system facilities from a combination of funds derived from water revenues and bonded indebtedness. The proportion of funds to be derived from bonded indebtedness shall be determined prior to the preparation of water rate studies.

SUBJECT:

RESERVE FOR CONTINGENCY

POLICY
NUMBER

800-03

EFFECTIVE
DATE

04-13-71

It is the policy of the City Council that at least \$500,000 shall be set aside in the Water Fund as a reserve for contingencies. The reserve is intended for emergency appropriation for the water operation or any city operation.

SUBJECT:	DELINQUENT WATER ACCOUNTS	<u>POLICY NUMBER</u>	<u>EFFECTIVE DATE</u>
		800-04	05-17-60
		AMENDED:	11-27-18

It is the policy of the City Council, upon recommendation of the Finance Director, to grant authorization to process delinquent bills for water system services, charges or other obligations in arrears through collection agencies.

SUBJECT:

METERING OF WATER
ACCOUNTS

POLICY
NUMBER
800-05

EFFECTIVE
DATE
09-26-67

It is the policy of the City Council that all water service connections served by the City of Garden Grove be equipped with a metering device, except by special provisions to municipal facilities, whether said accounts are located inside or outside of the City of Garden Grove.

SUBJECT:	UNDERGROUND UTILITIES	<u>POLICY NUMBER</u>	<u>EFFECTIVE DATE</u>
		800-06	12-16-69
		AMENDED:	04-01-75

It is the policy of the City Council to underground utilities wherever possible in connection with major street improvement projects.

SUBJECT:

FACILITY REPLACEMENT
PROGRAM FUNDED FROM
DEPRECIATION

POLICY
NUMBER
800-07

EFFECTIVE
DATE
08-12-75

It is the policy of the City Council that the Water Supply Program have a FUNDED DEPRECIATION - REPLACEMENT PROGRAM, and that this program be a part of the operating budget.

SUBJECT:

FEEES AND CHARGES
TO COVER EXPENSE

POLICY
NUMBER
800-08

EFFECTIVE
DATE
08-12-75

It is the policy of the City Council that all water fees and charges established in the Municipal Code be set at a rate to recover the City's expense.

SUBJECT:		POLICY	EFFECTIVE
	LIGHTING DISTRICT	NUMBER	DATE
	REVENUES AND FUNDS	800-09	05-23-77
		AMENDED:	11-19-90

Garden Grove lighting districts are operated and administered pursuant to government code regulations governing such districts.

It is the policy of the City Council that street lighting funds shall not be used for median construction or median maintenance.

SUBJECT:	POLICY NUMBER	EFFECTIVE DATE
DISCONTINUATION OF RESIDENTIAL WATER SERVICE IN COMPLIANCE WITH SB 998	800-10 Resolution No. 9609-20	02-01-20 02-11-20

1. **Application of Policy.** This Policy on Discontinuation of Residential Water Service (this “Policy”) shall apply to all City accounts for residential water service, but shall not apply to any accounts for non-residential service. To the extent this Policy conflicts with any other rules, regulations, or policies of the City, this Policy shall control.

2. **Contact Information.** For questions or assistance regarding your water bill, the City’s Customer Service staff can be reached at (714) 741-5078. Customers may also visit the City’s Customer Service desk in person Monday through Thursday, from 7:30 a.m. to 5:30 p.m. and alternating Fridays, from 7:30 a.m. to 5:00 p.m. (except on City holidays).

3. **Billing Procedures.** Water service charges are payable to the City once every two (2) months or at such other frequency as determined by the City Council from time to time. All bills for water service are due and payable thirty-five (35) days after mailing or e-mailing by the City. Any bills not paid within such period are considered delinquent.

4. **Discontinuation of Water Service for Nonpayment.** If a bill is delinquent for at least sixty (60) days, the City may discontinue water service to the service address.

4.1 Written Notice to Customer. The City will provide a written notice to the customer of record at least ten (10) days before discontinuation of water service. If the customer’s address is not the address of the property to which service is provided, the City will also mail the notice to the address of the property to which service is provided, addressed to “Occupant.” The notice will include the following information:

- (a) the name and address of the customer;
- (b) the amount of the delinquency;
- (c) the date by which payment or payment arrangements must be made to avoid discontinuation of water service;
- (d) a description of the process to apply for an extension of time to pay the delinquent charges;
- (e) a description for the procedure to petition for bill review and appeal;

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- (f) a description of the procedure by which the customer may request a deferred, reduced, or alternative payment schedule, including an amortization of the delinquent charges;
- (g) the procedure for the customer to obtain information on financial assistance, if applicable; and
- (h) the telephone number where the customer may request a payment arrangement or receive additional information from the City.

4.2 Written Notice to Occupants or Tenants.

(a) The City will make every good faith effort to also send a mailed notice to the occupants living at the water service address at least ten (10) days before discontinuation of water service under the following circumstances if the City furnishes individually metered water service to a single-family dwelling, multi-unit residential structure, mobile home park, or farm labor camp and the owner, manager, or operator is the customer of record. The notice will be addressed to "Occupant," and will inform the residential occupants that they have the right to become customers of the City, to whom water service will then be billed, without being required to pay the amount due on the delinquent account. Terms and conditions for occupants to become customers of the City are provided in Section 8 below.

(b) In the case of a detached single-family dwelling:

(i) the City will endeavor to provide a mailed notice of termination at least ten (10) days prior to the proposed termination of water service; and

(ii) in order for the amount due on the delinquent account to be waived, the occupant of a detached single-family dwelling who becomes a customer, must verify to the satisfaction of the City that the delinquent account customer of record is or was the landlord, manager, or agent of the dwelling. Verification may include, but is not limited to, a lease or rental agreement, rent receipts, or other documentation indicating that the occupant is renting the property,

(c) If the City furnishes water through a master meter in a multi-unit residential structure, mobile home park, or permanent residential structures in a labor camp and the owner, manager, or operator is the customer of record, the City will make a good faith effort to inform the occupants, by means of written notice posted on the door of each residential unit at least ten (10) days prior to termination, that the account is in arrears and the water service will be terminated on a date specified in the notice. If it is not reasonable or practicable to post the notice on the door of each unit, the City will post two (2) copies of the notice in each accessible common area and at each point of access to the structure or structures. The notice will inform the residential occupants that they have the right to become customers of the City without being required to pay the amount due on the delinquent account. The notice will also specify what the occupants are required to do in order to prevent termination of, or to reestablish water

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service; the estimated monthly cost of water service; the title, address, and telephone number of a representative of the City who can assist the occupants in continuing water service. Terms and conditions for occupants to become customers of the City are provided in Section 8 below.

4.3 Telephonic and In-Person Notice. The City will also make a reasonable, good faith effort to contact the customer of record or adult person living at the premises of the customer in person or by telephone at least ten (10) days before discontinuation of water service. The City will offer to provide in writing a copy of this Policy and to discuss options to avert discontinuation of water service for nonpayment, including but not limited to, alternative payment schedules, deferred payments, minimum payments, procedures for requesting amortization of the unpaid balance, and petition for bill review and appeal.

4.4 Posting of Notice at Water Service Address. If the City is unable to make contact with the customer or an adult person living at the water service address by telephone, and written notice is returned through the mail as undeliverable, the City will make a good faith effort to visit the residence and leave, or make other arrangements for placement in a conspicuous place of, a notice of imminent discontinuation of water service for nonpayment and a copy of this Policy. The notice and copy of this Policy will be left at the residence at least forty-eight (48) hours before discontinuation of water service. The notice will include the information specified in Section 4.1.

4.5 Circumstances Under Which Water Service Will Not Be Discontinued. The City will not discontinue water service for nonpayment under the following circumstances:

- (a) During an investigation by the City of a customer dispute or complaint under Section 5.1 below;
- (b) During the pendency of an appeal to the City Council under Section 5.3 below; or
- (c) During the period of time in which a customer's payment is subject to a City-approved extension, amortization, alternative payment schedule, or reduction under Section 6 below, and the customer remains in compliance with the approved payment arrangement.

4.6 Special Medical and Financial Circumstances Under Which Water Service Will Not Be Discontinued.

- (a) The City will not discontinue water service for non-payment if all of the following conditions are met:
 - (i) The customer, or a tenant of the customer, submits to the City the certification of a licensed primary care provider that discontinuation of water service will be life threatening to, or

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pose a serious threat to the health and safety of, a resident of the premises where water service is provided; and

- (ii) The customer demonstrates that he or she is financially unable to pay for water service within the City's normal billing cycle. The customer is deemed financially unable to pay during the normal billing cycle if: (a) any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or (b) the customer declares under penalty of perjury that the household's annual income is less than 200 percent of the federal poverty level; and
 - (iii) The customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment with respect to all delinquent charges.
- (b) For any customers who meet all of the above conditions, the City shall offer the customer one of the following options, to be selected by the City in its discretion: (1) an extension of the payment period; (2) amortization of the unpaid balance; (3) an alternative payment schedule; or (4) a reduced payment. The City's Finance Director or designee will select the most appropriate payment arrangement, taking into consideration the information and documentation provided by the customer, as well as the City's payment needs.
 - (c) The customer is responsible for demonstrating that the conditions in subsection (a) have been met. Upon receipt of documentation from the customer, the City will review the documentation within seven (7) days and: (1) notify the customer of the alternative payment arrangement selected by the City and request the customer's signed assent to participate in that alternative arrangement; (2) request additional information from the customer; or (3) notify the customer that he or she does not meet the conditions in subsection (a).
 - (d) The City may discontinue water service if a customer who has been granted an alternative payment arrangement under this section fails to do any of the following for sixty (60) days or more: (a) to pay his or her unpaid charges by the extended payment date; (b) to pay any amortized amount due under the amortization schedule; (c) to pay any amount due under an alternative payment schedule; (d) to pay the reduced payment amount by its due date; or (e) to pay his

or her current charges for water service. The City will post a final notice of intent to disconnect service in a prominent and conspicuous location at the water service address at least five (5) business days before discontinuation of water service. The final notice will not entitle the customer to any investigation or review by the City.

4.7 Time of Discontinuation of Water Service. The City will not discontinue water service due to nonpayment on a Saturday, Sunday, legal holiday, or at any time during which the City's Finance department is not open to the public.

4.8 Restoration of Water Service. Customers whose water service has been discontinued may contact the City by telephone or in person regarding restoration of water service. Restoration shall be subject to payment of: (a) any past-due amounts, including applicable interest or penalties; (b) any reconnection fees, subject to the limitations in Section 7.1, if applicable; (c) and a security deposit, if required by the City.

5. **Procedures to Contest or Appeal a Bill.**

5.1 Time to Initiate Complaint or Request an Investigation. A customer may initiate a complaint or request an investigation regarding the amount of a bill within five (5) days of receiving a disputed bill. For purposes of this Section 5.1 only, a bill shall be deemed received by a customer five (5) days after mailing and immediately upon e-mailing.

5.2 Review by City. A timely complaint or request for investigation shall be reviewed by the Finance Director, who shall provide a written determination to the customer. The review will include consideration of whether the customer may receive an extension, amortization, alternative payment schedule, or payment reduction under Section 6. The City may, in its discretion, review untimely complaints or requests for investigation; however, such complaints or requests are not subject to appeal.

5.3 Appeal to City Council. Any customer whose timely complaint or request for an investigation pursuant to this Section 5 has resulted in an adverse determination may appeal the determination to the City Council by filing a written notice of appeal with the City Clerk within ten (10) business days of the City's mailing of its determination. Upon receiving the notice of appeal, the City Manager Clerk will set the matter to be heard and mail the customer written notice of the time and place of the hearing at least ten (10) days before the hearing. The decision of the City Council shall be final.

6. **Extensions and Other Alternative Payment Arrangements.**

6.1 Time to Request an Extension or Other Alternative Payment Arrangement. If a customer is unable to pay a bill during the normal payment period, the customer may request an extension or other alternative payment arrangement described in this Section 6. If a customer submits his or her request within thirteen (13) days after mailing of a written notice of discontinuation of water service by the City, the

request will be reviewed by the Finance Director. The Finance Director's decisions regarding extensions and other alternative payment arrangements are final and are not subject to appeal to the City Council.

6.2 Extension. If approved by the City, a customer's payment of his or her unpaid balance may be temporarily extended for a period not to exceed six (6) months after the balance was originally due. The City's Finance Director shall determine, in his or her discretion, how long an extension shall be provided to the customer. The customer shall pay the full unpaid balance by the date set by the City and must remain current on all water service charges accruing during any subsequent billing periods. The extended payment date will be set forth in writing and provided to the customer.

6.3 Amortization. If approved by the City, a customer's payment of his or her unpaid balance may be amortized over a period not to exceed twelve (12) months, as determined by the City's Finance Director, in his or her discretion. If amortization is approved, the unpaid balance will be divided by the number of months in the amortization period, and that amount will be added to the customer's monthly bills for water service until fully paid. During the amortization period, the customer must remain current on all water service charges accruing during any subsequent billing periods. The amortization schedule and amounts due will be set forth in writing and provided to the customer.

6.4 Alternative Payment Schedule. If approved by the City, a customer may pay his or her unpaid balance pursuant to an alternative payment schedule that will not exceed twelve (12) months, as determined by the City's Finance Director, in his or her discretion. If approved, the alternative payment schedule may allow periodic lump-sum payments that do not coincide with the City's established payment date or may provide for payments made more or less frequently than the City's regular payment date. During the period of the alternative payment schedule, the customer must remain current on all water service charges accruing during any subsequent billing periods. The alternative payment schedule and amounts due will be set forth in writing and provided to the customer.

6.5 Failure To Comply. If a customer has been granted a payment arrangement under this Section 6 and fails to: (1) pay the unpaid charges by the extension date; (2) pay an amount due under an amortization schedule; (3) pay an amount due under an alternative payment schedule; or (4) pay a reduced payment amount by its due date, then the City may terminate water service. The City will post a final notice of intent to disconnect water service in a prominent and conspicuous location at the service address at least five (5) business days before discontinuation of water service. The final notice will not entitle the customer to any investigation or review by the City.

7. Specific Programs for Low-Income Customers.

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7.1 Reconnection Fee Limits and Waiver of Interest. For residential customers who demonstrate to the City a household income below 200 percent of the federal poverty line, the City will:

- (a) Limit any reconnection fees during normal operating hours to fifty dollars (\$50), and during non-operational hours to one hundred fifty dollars (\$150). The limits will only apply if the City's reconnection fees actually exceed these amounts. These limits are subject to an annual adjustment for changes in the Bureau of Labor Statistics' Consumer Price Index for All Urban Consumers (CPI-U) beginning January 1, 2021.
- (b) Waive interest charges on delinquent bills once every 12 months. The City will apply the waiver to any interest charges that are unpaid at the time of the customer's request.

7.2 Qualifications. The City will deem a residential customer to have a household income below 200 percent of the federal poverty line if: (a) any member of the household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or (b) the customer declares under penalty of perjury that the household's annual income is less than 200 percent of the federal poverty level.

8. **Procedures for Occupants or Tenants to Become Customers of the City.**

8.1 Applicability. This Section 8 shall apply only when the property owner, landlord, manager, or operator of a water service address is listed as the customer of record and has been issued a notice of intent to discontinue water service due to nonpayment.

8.2 Agreement to City Terms and Conditions of Water Service. The City will make water service available to the actual residential occupants if each occupant agrees to the terms and conditions of water service and meets the requirements of the City's rules and regulations. Notwithstanding, if one or more of the occupants are willing and able to assume responsibility for the subsequent charges to the account to the satisfaction of the City, or if there is a physical means, legally available to the City, of selectively discontinuing water service to those occupants who have not met the requirements of the City's rules and regulations, the City shall make water service available to the occupants who have met those requirements.

8.3 Verification of Tenancy. To be eligible to become a customer without paying the amount due on the delinquent account, the occupant shall verify that the delinquent account customer of record is or was the landlord, manager, or agent of the dwelling. Verification may include, but is not limited to, a lease or rental agreement, rent receipts, a government document indicating that the occupant is renting the property, or

information disclosed pursuant to Section 1962 of the Civil Code, at the discretion of the City.

8.4 **Methods of Establishing Credit.** If prior water service for a period of time is a condition for establishing credit with the City, residence and proof of prompt payment of rent for that period of time is a satisfactory equivalent.

9. **Language for Certain Written Notices.** All written notices under Section 4 and Section 6.5 of this Policy shall be provided in English, Spanish, Chinese, Tagalog, Vietnamese, Korean, and any other language spoken by ten percent (10%) or more people within the City's service area.

10. **Other Remedies.** In addition to discontinuation of water service, the City may pursue any other remedies available in law or equity for nonpayment of water service charges, including, but not limited to: securing delinquent amounts by filing liens on real property, filing a claim or legal action, or referring the unpaid amount to collections. In the event a legal action is decided in favor of the City, the City shall be entitled to the payment of all costs and expenses, including attorneys' fees and accumulated interest.

11. **Discontinuation of Water Service for Other Customer Violations.** The City reserves the right to discontinue water service for any violations of City ordinances, rules, or regulations other than nonpayment.

12. **Fees and Charges Incurred.** Except as otherwise expressly stated in this Policy, any fees and charges incurred by a customer under any other rules, regulations, or policies of the City, including, but not limited to, delinquent charges, shall be due and payable as set forth therein.

13. **Decisions by City Staff.** Any decision which may be taken by the City's Finance Director under this Policy may be taken by his or her designee.