



CIVIC CENTER REVITALIZATION PROJECT

# CITY OF GARDEN GROVE PERFORMANCE REPORT

FISCAL YEAR JULY 1, 2024 - JUNE 30, 2025



DOIG INTERMEDIATE  
SCHOOL MURAL



STREET IMPROVEMENT PLAN



PLAN-BUILD-BEAUTIFY



PARK IMPROVEMENTS



STRAWBERRY ZEST UNVEILING



FOODS OF GARDEN GROVE

**Stephanie Klopfenstein**  
Mayor

**George S. Brietigam**  
Mayor Pro Tem - District 1

**Phillip Nguyen**  
Council Member - District 2

**Cindy Ngoc Tran**  
Council Member - District 3

**Joe DoVinh**  
Council Member - District 4

**Yesenia Muñeton**  
Council Member - District 5

**Ariana Arestegui**  
Council Member - District 6

January 27, 2026

Honorable Mayor and City Council Members:

I am pleased to present the City of Garden Grove’s Fiscal Year (FY) 2024-25 Performance Report. This report highlights the most notable accomplishments of each City department during the last fiscal year. The report is intended to assist in the evaluation of the City’s short and long-term goals, and to demonstrate our commitment to providing the highest quality of service as efficiently and effectively as possible.

On an organization-wide basis, the City maintained its focus on implementing the City’s community vision and made great strides in strengthening the City’s financial position, providing quality services, and completing projects outlined in the City’s FY 2024-25 Action Plan to achieve City Council priorities. Primary areas of emphasis centered on public safety, infrastructure, economic development and support of local businesses, homelessness, code enforcement, and celebration of Garden Grove’s cultural diversity.

The City has capitalized on its enhanced financial position to further economic development, boost critical services, protect reserves, and fund much needed programs and projects. Key economic development projects for FY 2024-25 included:

- Continued construction of the City’s \$152 million Civic Center Revitalization Project;
- Approval of an Agreement with Great Wolf Lodge to support a \$40 million renovation project;
- Execution of a lease agreement with Farmers and Merchant’s Bank at the 12966 Euclid building;
- Redevelopment of the Orchard Grove affordable housing project on Tamerlane Drive;
- Successful launch of the inaugural Foods of Garden Grove (FoGG) LIVE event.

In FY 2024-25, the City also continued to make significant progress on infrastructure improvements under the Pavement Management Acceleration program and successfully

completed three phases of the Caltrans Fencing Improvement Project in its efforts to address homelessness.

In the Police Department, recruitment and training continued to remain a top priority. Thirteen new police officers and six police cadets were added to the department. In efforts to meet the diverse needs of our community, one (1) of our newly-hired officers were Asian-American and three (3) were females. As a result of these efforts, GGPD's number of sworn personnel is currently at 183 officers.

In the Public Works Department, the 2024 Arterial Streets Rehabilitation Project and 2024 Residential Street Rehabilitation Project saw significant progress. The 2024 Arterial Streets Rehabilitation Project repaved several streets including segments of Chapman Avenue, Lampson Avenue, Trask Avenue, Dale Street, Garden Grove Boulevard, Longden Street, and Stanford Avenue. The 2024 Cooperative Rehabilitation Project with the City of Westminster also repaved Garden Grove Boulevard from the 22 Freeway to Beach Boulevard. Additionally, the Public Works Department continued to improve water quality efforts throughout the City with PFAS treatment planning, lead service line inspections, and water conservation leak detection programs. Facility improvements and equipment updates further supported city operations, emphasizing safety, sustainability, and community service.

The Community Services Department had a very successful year, offering a diverse range of recreational, cultural, and wellness activities that engaged the community. Popular activities and seasonal celebrations like the inaugural Foods of Garden Grove LIVE event attracted large participation from the community, while cultural events like International Week, Flower Street on Historic Main, and Cinco de Mayo fostered inclusivity. The City's park and field operations saw a high volume of activity as the City awarded a contract to begin construction of the Woodbury Park Revitalization and Expansion Project. The new 3.8-acre park will include the installation of a new walking trail, outdoor fitness equipment, recreational swimming pool, two playground areas, picnic shelters, a skate spot, basketball courts, lighting, restrooms, and a parking lot.

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

Sincerely,



Lisa Kim  
City Manager

# INTRODUCTION

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

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

## DIRECT SERVICE DEPARTMENTS

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

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

## INDIRECT SERVICE DEPARTMENTS

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

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

The following pages present information on the mission of each department, its major accomplishments for Fiscal Year (FY) 2024 – 2025, and various photographs, charts, and graphics highlighting items of particular interest.

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PART I

# **DIRECT SERVICES**



## POLICE

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

The Garden Grove Police Department is committed to providing quality, customer-based law enforcement services to residents, merchants, and visitors alike. In doing so, the Department maintains a community policing, problem-solving approach to the protection of life and property, and commits to resolve the concerns of those we serve in a timely, effective manner. Our highest priority is to ensure our City remains a safe community, and that residents and business owners live and work without the fear of crime and with an improvement in their overall quality of life. The Department consists of three Bureaus: Community Policing Bureau, Support Services Bureau, and Administrative Services Bureau. The significant achievements of FY 2024-2025 for the Police Department included the following:

### **POLICE DEPARTMENT RECRUITMENT AND TRAINING**

The Department's sworn authorized strength is 183 officers. During FY 2024-2025, GGPD was able to operate at a staffing level of approximately 85%. With a recruiting plan that involved community outreach, social media, word-of-mouth, job fairs, and other creative methods, we were able to hire thirteen (13) new officers. In efforts to meet the needs of our community, one (1) of our newly-hired officers is Asian-American and three (3) are females. The Department also focused on our "farm" system which concentrates on mentoring police cadets and preparing them for careers in law enforcement. Two (2) of GGPD's officers that were hired during FY 2024-2025 were a former police Cadet and a police Explorer. We also hired six (6) new police cadets.



Training is an integral component to the success of the Garden Grove Police Department. The Training Division ensures that all of the police officers meet or exceed state mandated training requirements, which are certified by the California Peace Officers Standard and Training (POST). Many of these training courses are annual, bi-annual, or every two years. Recognizing the importance of these trainings, the Department often times provides additional training to GGPD employees beyond

the POST minimum requirements. During FY 2024-2025, GGPD employees received the following training:

- Vehicle Pursuit Policy update
- Mental Illness Training
- First Aid / CPR / AED
- Driver Training
- CLETS (California Law Enforcement Telecommunications System) Test
- Blood borne Pathogens
- Ethics Training
- Active Shooter
- Mobile Field Force
- Arrest and Control Techniques/ Use of Force Update
- Strategic Communication/ De-escalation
- Tactical Firearms
- High Technology Crimes

### **PROBLEM SOLVING EFFORTS**

Garden Grove Police Department has maintained a pro-active philosophy in tackling crime. Fortunately in our City, we have been able to “keep a lid” on crime in comparison to other jurisdictions. Patrol officers and specialized units continued their pro-active approach to serving the community with long term problem solving efforts throughout the year. These enforcement actions have resulted in hundreds of arrests for various crimes such as weapons violations, narcotics, vehicle burglaries, state parole violations, fraud, theft, graffiti, trespassing, and many other violations. Below are some examples of the police work being conducted by our patrol officers and specialized units:

### **COMMUNITY POLICING BUREAU- EAST DIVISION**

The Garden Grove Police Department’s Community Policing Bureau, East Division, initiated an S.A.R.A. (Scanning, Analysis, Response, and Assessment) project in response to multiple citizen complaints concerning Haster Basin Park and the surrounding neighborhood near Haster Street and Lampson Avenue. Residents reported ongoing quality-of-life and criminal activity issues, including transient encampments within the park, acts of vandalism, individuals living in vehicles within the parking lot, and a range of incidents from infractions to felony-level assaults. The S.A.R.A. model was employed as a structured problem-solving tool to analyze the issues, develop strategic responses, and implement both short and long term solutions to address the identified concerns.

The project, conducted between January and July 2025, focused on Haster Basin Park and the surrounding residential area bordered by Haster Street, Lampson Avenue, Aspenwood Lane, and Volkwood Street. Assigned officers collaborated closely with

the Community Liaison Division, Public Works Department, the Orange County Sheriff's Department, and other partnering entities to address both enforcement and environmental factors contributing to criminal activity and disorder. The coordinated effort emphasized proactive policing, resource allocation, and community engagement to restore safety and improve neighborhood conditions.

During the seven-month period, officers handled a total of 125 calls for service, consisting of 36 dispatched calls and 89 self-initiated calls. These calls resulted in 12 crime reports and 28 arrest reports, the majority of which were generated through proactive enforcement. Department personnel conducted numerous enforcement operations, surveillance activities, and targeted sweeps to mitigate ongoing issues. Additionally, community meetings were organized to allow residents to voice their concerns, receive information, and connect with available social and public resources.

In conclusion, the Haster Basin Park S.A.R.A. Project exemplified the Department's commitment to proactive problem-solving, interagency collaboration, and community partnership. Through sustained effort and coordinated action, the initiative achieved its objectives of reducing criminal activity, addressing quality-of-life concerns, and promoting a safer and more cohesive neighborhood environment.

### **SPECIAL RESOURCES TEAM**

In January 2025, the Special Resource Team (SRT) continued its partnership with CalTrans by completing Phase Two of the CalTrans Fencing Improvement Project. Deterrence fencing was installed at 13 additional locations along CalTrans' right-of-way to discourage the creation of homeless encampments and encourage individuals to seek supportive resources.

This initiative, the first of its kind in the State of California, has made a measurable and immediate improvement in the quality of life for Garden Grove residents. As a direct result of these coordinated efforts, the city has experienced a 95% reduction in encampments across its jurisdiction.

Following the opening of the Central Cities Navigation Center (CCNC), the cities of Garden Grove, Westminster, and Fountain Valley have continued to work collaboratively to provide essential services to the unhoused population. In partnership with regional outreach teams, these efforts have led to numerous individuals obtaining permanent housing, securing employment, and successfully reintegrating into the community. The Navigation Center remains near capacity, reflecting both the demand for and success of the program. While these short-term interventions have proven effective, the need for long-term housing solutions for the chronically homeless continues to present a critical opportunity for sustained progress.

Toward the end of 2024, the City of Garden Grove was awarded an Encampment Resolution Fund (ERF) Grant, providing crucial funding for continued outreach along Beach Boulevard and Garden Grove Boulevard, two of the city's most impacted corridors. A portion of these funds was allocated to SRT, allowing for increased officer

presence and expanded outreach operations in the area. During the grant period, SRT successfully housed more than 15 individuals and provided outreach and services to over 400 homeless citizens, further demonstrating the team's ongoing commitment to improving safety, accessibility, and quality of life throughout the city.

### **EMERGENCY OPERATION COORDINATOR**

Emergency Operation Management is vital to overseeing the City's preparedness efforts and overall response and recovery success during critical incidents and natural disasters. For fiscal year 2024-2025, Emergency Management's core objectives were to meet FEMA and the California Office of Emergency Services (CalOES) emergency operations compliance standards. To ensure operational readiness, a stand-up Emergency Operations Center (EOC) was recently created in the Purcell building, which the City has recently acquired and is equipped with grant-funded state-of-the-art touch-screen smartboards.

The new Purcell building EOC serves as a backup EOC in the event that City Hall is rendered inoperable. Additionally, this EOC serves as a multipurpose room, designated for both CERT (Civilian Emergency Response Team) and police personnel training. This was an essential need that our current Police building could not facilitate. The Police Department is currently in the testing process for a new Emergency Operations Coordinator and has a strong interest in numerous qualified candidates who should be filled by December 2025. Lately, the Police Department has applied for and received \$28,000 to fund our future Emergency Management Coordinator for the fiscal year 2025-2026.

### **NEIGHBORHOOD TRAFFIC UNIT**

In 2024, the NTU continued to experience a high number of traffic fatalities, particularly among pedestrians and bicyclists. In response, the unit focused its efforts on strategies emphasizing public education, targeted enforcement, and data-driven resource allocation. Through statistical analysis, high-risk areas were identified, leading to multiple directed enforcement operations that resulted in hundreds of citations and numerous educational interactions with pedestrians, bicyclists, and motorists. The NTU also conducted several crosswalk and bicyclist safety operations aimed at reducing traffic collisions and fatalities.

The NTU secured funding from two separate grants, including the California Office of Traffic Safety (OTS) STEP Grant, which supported a wide range of traffic safety initiatives. This funding enabled DUI checkpoints, saturation patrols, and public awareness campaigns addressing bicycle and pedestrian safety, distracted driving, and motorcycle safety. It also provided officers with access to advanced training programs—such as DUI Checkpoint Management School and Drug Recognition Expert School—further enhancing their ability to manage and enforce traffic safety operations effectively.

These initiatives have produced significant results. Enforcement operations not only increased citation numbers but also improved public awareness and compliance with traffic laws. Notably, the NTU has observed a substantial reduction in pedestrian- and bicyclist-involved fatalities this year. Additionally, more officers who have completed OTS-sponsored training are now better equipped to address complex traffic safety challenges. Through these ongoing efforts, the NTU has strengthened community trust and promoted safer behaviors among all road users.

### **COMMUNITY IMPACT UNIT**

The primary mission of the Community Impact Unit (CIU) is to identify, apprehend, and successfully prosecute career criminals, emphasizing on homicide, major assaults, robbery and felonious property crimes. The Community Impact Unit is a proactive and independent unit and, while supportive of other departmental units, such as the Detective Bureau, Special Investigations Unit and Gang Suppression Unit, it has its own distinctive mission. Generally, cases are selected by the unit based upon the seriousness of the criminal activity and in compliance with the following criteria:

- Violent crimes under investigation, such as but not limited to;
- Homicide
- Kidnapping
- Major assaults
- Robbery
- Felonious property crimes
- Open cases where the suspect(s) are believed to be involved in a series of crimes, that if the criminal activity continued, would pose a risk to public safety
- Any case in which the Support Services Bureau Commander deems necessary for the unit to investigate.

In addition to the above criteria, CIU makes it a priority to proactively identify crime trends and areas of the city that have seen an increase in criminal activity. CIU can easily blend into the community which allows Investigators to identify the persons responsible for the crimes being committed.

Over the last year CIU has made over four hundred and fifty arrests.

### **SPECIAL INVESTIGATIONS UNIT**

The Special Investigation Unit (SIU) primarily focuses on narcotic problems within the City. SIU has seized over one-thousand (1,000) pounds of marijuana, one-hundred fifty-three (153) pounds of methamphetamine, eighty-three (83) pounds of cocaine, twenty-two (22) pounds of fentanyl, forty-eight (48) pounds of ecstasy, four (4) firearms, and one hundred thirteen (113) arrests. In addition to the seized narcotics SIU discovered a pill press operation and a DMT extraction laboratory. SIU also authored and served fifty-one (51) search warrants.

## **GANG SUPPRESSION UNIT**

The Garden Grove Police Department Gang Suppression Unit (GSU) is a team of Officers and Detectives dedicated to proactively suppressing gang activity and investigating all gang-related crimes in the city. Beyond their regular gang enforcement duties, GSU actively participates in the Orange County Gang Reduction Intervention Partnership Program (GRIP), facilitated by the Orange County DA's Office. This program involves GSU meeting with "at-risk" children in elementary and middle schools, who may be exposed to gang environments. Over the past year, GSU has conducted a range of investigations, from graffiti-related cases to shootings. These investigations have resulted in the apprehension and removal of violent criminals from the community. For instance, during a vehicle stop, GSU officers discovered that the lone occupant was in possession of multiple gun manufacturing parts for ghost guns. The subject was prohibited from possessing these parts and was subsequently arrested. Believing the subject was illegally manufacturing firearms from his residence, GSU obtained a search warrant and subsequently seized five illegally manufactured firearms, two 3D printers, ammunition loaders, and numerous gun manufacturing equipment. The efforts and investigations of GSU over the past year have yielded significant results. The unit made over 562 arrests, seized 29 firearms, and authored or served 30 search warrants.

## **CRIMES AGAINST PERSONS UNIT**

The Crime against Persons Unit (CAP) investigates many different types of violent crimes, including robbery, sexual assaults, weapons violations, aggravated assaults with weapons, and homicide. Detectives in CAP have an exceptionally large caseload and are tasked with investigating the most violent and sensitive cases. During the 2024-2025 fiscal year, CAP investigated 131 robberies, 183 sex crimes, 289 weapons violations, 197 aggravated assaults with weapons, 18 attempted homicides, and 3 homicides.

On notable investigation was an armed robbery series solved by CAP. Between January 2<sup>nd</sup> and January 18<sup>th</sup>, 2025, five armed robberies occurred in Garden Grove. During the investigation, CAP demonstrated exceptional investigative skills by connecting the cases and identifying that a single suspect was likely responsible for all the robberies. CAP prepared a detailed crime bulletin, which led to contact from the Anaheim Police Department, who reported two additional robberies believed to have been committed by the same suspect.

Despite the suspect's efforts to conceal his identity during the robberies, CAP pursued the case with tenacity and resourcefulness. They collaborated with the OC District Attorney's Office, who provided invaluable assistance in developing an "area search"

warrant. Upon approval of the warrant, CAP identified a cellular device that was present at each robbery location during the respective times.

Recognizing the violent nature of the crimes and the ongoing threat to public safety, CAP obtained exigent records from the cell phone provider. Through further investigation, the suspect was identified as a violent career criminal.



CAP initiated surveillance in the area where the suspect's cell phone was actively pinging. This led to the suspect being observed leaving the Grove Motel and approaching a vehicle that had been used in multiple robberies. Utilizing the GGPD SWAT team, the suspect was apprehended without incident at the motel.

A continual goal of the Crimes Against Persons Unit is to stay at the cutting edge of technology and investigative methods. CAP detectives attended numerous training classes and conferences this year, including the California Homicide Conference, homicide schools, sexual assault school, and domestic violence school. CAP detectives also began using new technology, including First Two, Linx, video enhancement technology, and the newly developed Wireless Aerial Support Program (WASP). These new technologies have assisted in solving homicides, attempted homicides, and sex crimes.

### **YOUTH SERVICE UNIT**

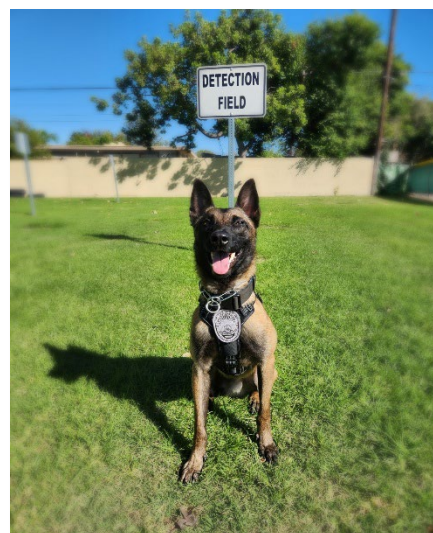
The Youth Services Unit (YSU) is responsible for addressing issues related to schools and at-risk youth within the city of Garden Grove. The YSU is comprised of two detectives, six School Resource Officers (SROs), and a police cadet. The focus of the YSU is student and school safety, with education serving as a significant secondary aspect of their efforts.

One detective is assigned to all juvenile-related criminal cases, reviews all juvenile arrests, conducts selective enforcement in youth-frequented areas, assists SROs with school-related problems, investigates non-gang-related graffiti, and attends student attendance review board meetings. The second detective is assigned to the SMART team, as described below.

SROs are responsible for addressing issues related to Garden Grove Unified Schools and at-risk youth within the city. The primary focus of the unit is student and school safety, with education being a significant secondary aspect of their efforts.

Three of the SROs are part of the Support Canine Unit and have assigned police support dogs. K-9 Nellie, K-9 Shelby, and K-9 Heart visit Garden Grove Unified Schools to promote social-emotional wellness, as well as provide social-emotional support to victims of traumatic crimes. The canine team interacts with over 10,000 students each school year. The Support Canine Team has received approval from the Police Officer Standards and Training (POST) for its week-long West Coast Support Canine Conference, which they hold annually. This conference trains Support Canines and handlers from around the United States.

In response to an increase in school-related threats, YSU has partnered with the Orange County Sheriff Department's School Mobile Assessment and Resource Team (SMART). SMART is utilized in school situations and incidents related to violence, threats, possession and/or use of weapons, unstable behaviors, and suicidal actions or tendencies. SMART works collaboratively with school officials, the Probation Department, the District Attorney's Office, and the Health Care Agency to help resolve safety issues and concerns involving all personnel associated with schools. The goal of SMART is to evaluate and assess each incident individually, resolve the matter through the least intrusive means available (while still maintaining safety and security for the school), and ultimately return staff and students to their daily routines. In response to numerous school threats referencing a firearm, YSU obtained a new addition to their unit - K-9 Hancho. K-9 Hancho is a social and playful dog assigned to an SRO, however, he is trained for the single purpose of gun detection. Using his superior sense of smell, K-9 Hancho can effectively search for firearms at schools, homes, and businesses in about half the time it would take a group of police officers and detectives to complete. The GGPD is excited and proud to have such an effective tool such as K-9 Hancho to help keep our schools, children, and community safe.



## POLICE DEPARTMENT FAST FACTS

During FY 2024-25 the Police Department responded to 62,762 calls for service with an average response time of 5 minutes, 20 seconds for priority calls. Statistics regarding calls for service and response times are contained in the following tables:

Calls for Service – FY 2024-25	
<b>Priority 1</b> Immediate Dispatch <i>Lights and Sirens Authorized</i>	1,661
<b>Priority 2</b> Immediate Dispatch <i>Lights and Sirens <b>NOT</b> Authorized</i>	7,687
<b>Priority 3</b> Felony Just Occurred Crime Against Person Just Occurred Threat of Violence <i>Lights and Sirens <b>NOT</b> Authorized</i>	22,908
<b>Priority 4</b> Cold Felony Reports No Threat of Violence But Could Escalate <i>Lights and Sirens <b>NOT</b> Authorized</i>	12,251
<b>Priority 5</b> Property Crime Just Occurred No Threat of Violence <i>Lights and Sirens <b>NOT</b> Authorized</i>	11,512
<b>Priority 6</b> All Other Low Priority Calls <i>Lights and Sirens <b>NOT</b> Authorized</i>	5,925
<b>Priority 7</b> Phone Reports Abandoned Vehicles Sex and Drug Registrants	818
<b>Total Calls for Service</b>	<b>62,762</b>

Calls for Service/Response Times	FY 24-25	FY 23-24	Change
<b>Priority Calls for Service (Priorities 1 and 2)</b>	9,348	9,726	-3.89%
<b>Non-Priority Calls for Service (Priority 3 and greater)</b>	53,414	57,004	-6.30%
<b>Total Calls for Service</b>	62,762	66,730	-5.95%
<b>Average Response Time – Priority</b>	5m 20s	5m 09s	0m 11s
<b>Incoming / Outgoing Phone Calls</b>	172,917	185,215	-6.64%



## ORANGE COUNTY FIRE AUTHORITY

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

### ORANGE COUNTY FIRE AUTHORITY (OCFA)

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



OCFA operationally serves Garden Grove from seven fire stations with five engine companies and two truck companies, each of which are paramedic units. Those companies are supported by a Division Chief, three Battalion Chiefs, an Administrative Captain, an Administrative Assistant, and a Community Education Specialist.

Our Community Risk Reduction Department, formerly known as Fire Prevention, adopts and enforces codes and ordinances related to fire and life safety issues, reviews plans, conducts inspections of construction projects, coordinates annual life safety inspections of all existing commercial buildings, provides long-range analysis

of impacts on resources associated with future land use and development, and investigates all fires.

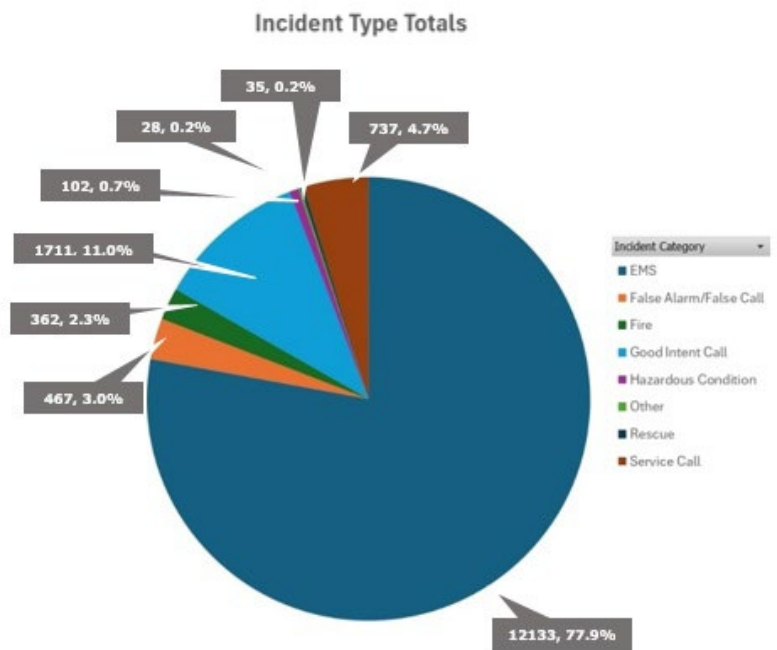
The Planning and Development Services Section of the Orange County Fire Authority interacts with developers, architects, and engineers to meet the fire protection requirements for buildings and developments by reviewing all architectural development plans and proposals submitted in Garden Grove. This includes tract and parcel maps, conditional use permits, site development, coastal development, and other items related to the developmental process.

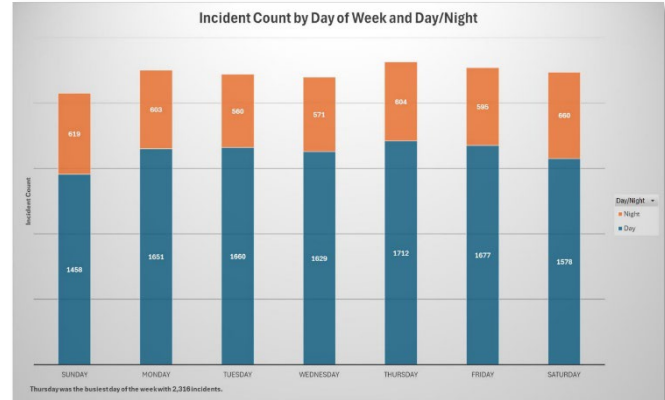
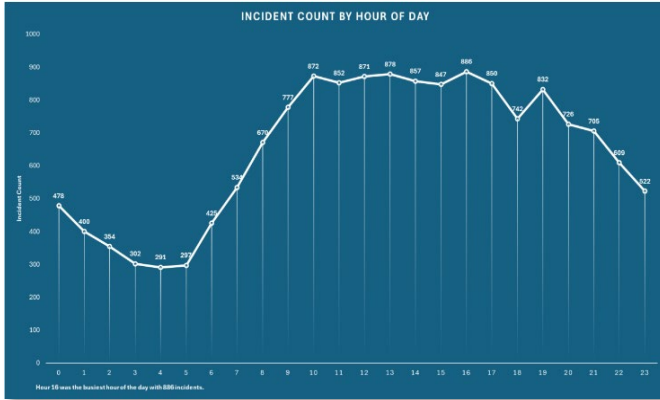
The Prevention Field Services section's mission is to assist stakeholders in maintaining and enhancing safe communities. We accomplish this by conducting fire safety inspections, enforcing and educating about applicable fire codes and ordinances, and ensuring that public safety issues are researched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

Significant statistics related to the City of Garden Grove for FY 2024-25 include the following:

### CALLS FOR SERVICE

- 15,577 Total Calls
  - Fires: 364
  - Medical aid: 12,133
  - Traffic collisions: 1,069
  - Hazardous Conditions: 102
  - Rescue Calls: 35





## COMMUNITY EDUCATION

- Community events: 37
- School visits: 29
- Presentations: 7
- GYPD collaboration events: 2
- Station tours: 10

## PLAN REVIEW

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



## PLANNING AND DEVELOPMENT OF NEW CONSTRUCTION

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

## PREVENTION FIELD SERVICES ACTIVITIES

### Operations Personnel Inspections

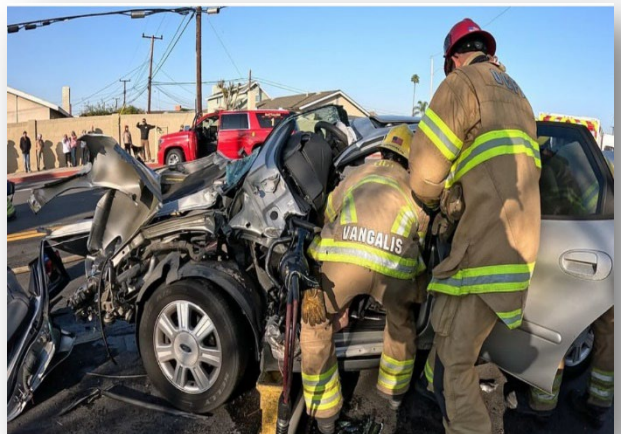
- Operations personnel conducted 1,609 inspections that included multi-family residential buildings (including 3+ unit apartment buildings, hotels/motels, restaurants, daycares, public schools, and assemblies such as churches, gyms, or theaters).
- Conducted 28 fireworks stand inspections.

### Fire Prevention Inspections

- Conducted 15 high-rise building inspections.
- Conducted 302 annual inspections of restaurants, public high schools, assemblies (churches, gyms, or theaters), repair garages, commercial and industrial facilities with regulated hazards (high-piled storage, hazardous

materials, dust-producing operations, liquefied petroleum gas, welding, spraying, and dipping facilities, etc.), and residential care facilities with more than seven clients.

- Processed and inspected 42 special event permits in coordination with the City of Garden Grove departments.
- Resolved 29 fire hazard complaints/referrals.
- Performed 35 fire clearance licensing inspections for residential care, daycare, and medical facilities.





## PUBLIC WORKS

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

The Public Works Department is responsible for the construction, maintenance and operation of all municipal facilities, equipment and infrastructure: public streets, sidewalks, community parks, public buildings, public trees, flood control channels, storm drains, traffic signals, city-owned vehicles and equipment, and the water and sewer system. The Department also oversees the City’s refuse contract, recycling services, and animal care operations.

The significant achievements of FY 2024-25 for the Public Works Department included the following:

### STREET REHABILITATION PROJECTS

#### 2024 Arterial Streets Rehabilitation Project

Street Segment	Limits
Chapman Avenue	Harbor Boulevard → Lewis Street
Lampson Avenue	City Limits → Valley View Street
Lampson Avenue	Nelson Street → Euclid Street
Trask Avenue	Brookhurst Street → Benton Street
Dale Street	Garden Grove Boulevard → Lampson Avenue
Garden Grove Boulevard	Magnolia Street → Gilbert Street
Longden Street	Anthony Avenue → Stanford Avenue
Stanford Avenue	Longden Street → Owen Street

Cerulean Avenue	Valley View Street → Topaz Street
Wakefield Avenue	Euclid Street → City Limits

**2024 Various Streets Micro-Surfacing Project**

<b>Street Segment</b>	<b>Limits</b>
Knott Street	Lampson Avenue → Chapman Avenue
Valley View Street	22 Freeway → City Limits
Brookhurst Street	Hazard Avenue → Westminster Avenue
Lampson Avenue	Springdale Street → Knott Street
Ward Street	Hazard Avenue → Morningside Drive
Euclid Street Parking Lot	Farmers & Merchant Bank

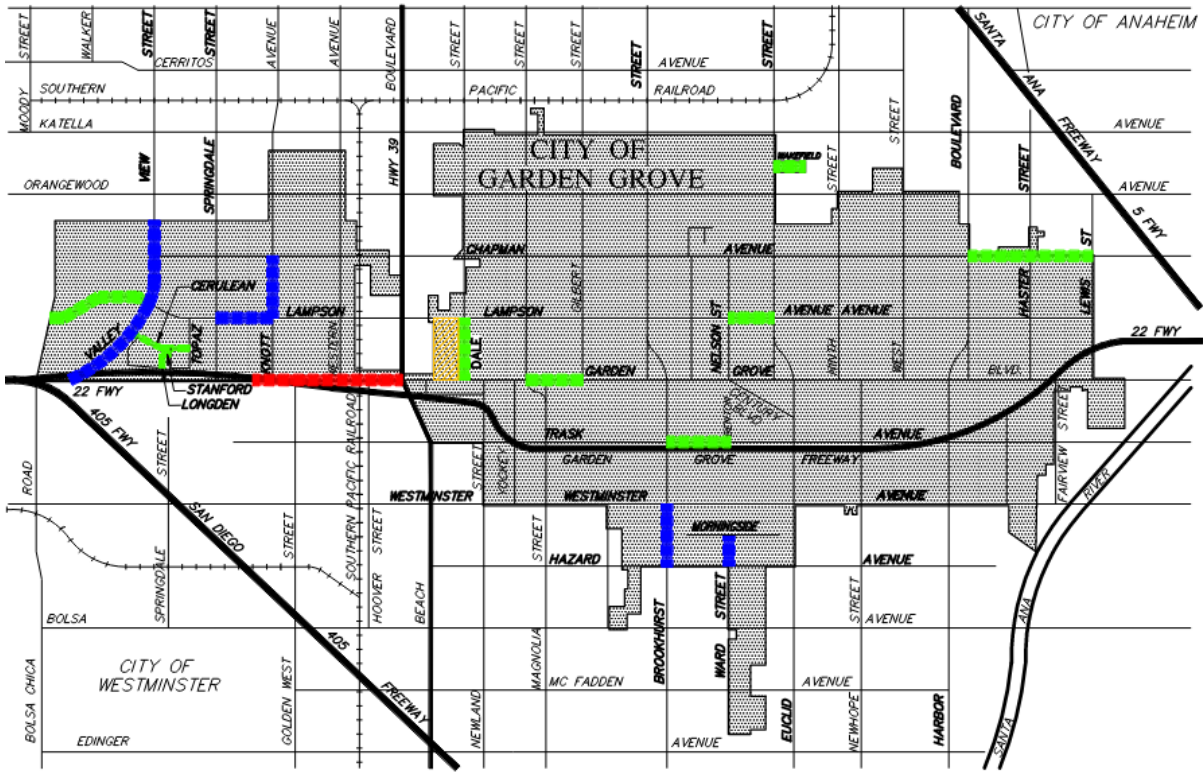
**2024 Residential Streets Rehabilitation Project**

<b>Street Segment</b>	<b>Limits</b>
Fern Street	Garden Grove Boulevard → Stanford Avenue
Jackson Street	North of Acacia Avenue
Wynant Drive	North of Acacia Avenue
Jefferson Street	North of Acacia Avenue
Jackson Street	North of Stanford Avenue
Wynant Drive	North of Stanford Avenue
Monroe Street	North of Acacia Avenue
Killarney Road	East of Monroe Street
Lenore Street	East of Monroe Street
Trinette Drive	East of Monroe Street

Cerulean Drive	East of Monroe Street
Monroe Street	Stanford Avenue → Lampson Avenue
Stanford Avenue	Fern Street → Dale Street
Acacia Avenue	Fern Street → Dale Street

**2024 Cooperative Rehabilitation Project**

Garden Grove Boulevard, from 22 Freeway to Beach Boulevard (Cooperative Project with City of Westminster)



- LEGEND**
- 2024 ARTERIAL STREETS REHABILITATION PROJECT
  - 2024 VARIOUS STREETS MICRO-SURFACING PROJECT
  - 2024 RESIDENTIAL STREETS REHABILITATION PROJECT
  - 2024 COOPERATIVE REHABILITATION PROJECT

**LOCATION MAP**

NOT TO SCALE

Each segment had varying issues surrounding rehabilitation needs and these were addressed with different measures to properly manage the unique circumstances of each street, which involved some of the following elements: street section removal and replacement (dig outs), cold milling, micro-surfacing, asphalt paving, asphalt rubber and aggregate membrane (ARAM). Concrete rehabilitation included repair of damaged sidewalk, curb and gutter, cross gutter, catch basin, median curb and handicap access ramps. Other improvements included restoration of traffic signing, striping, pavement markers and reestablishment of centerline ties and monuments. The projects were funded by Gas Tax, General Fund, and Community Development Block Grant.

**Lampson Avenue from Nelson Street to Euclid Street**

**Status: 100% Complete  
Completed: January 2025**

PRE-CONSTRUCTION



POST-CONSTRUCTION



**Knott Street from Lampson Avenue to Chapman Avenue**

**Status: 100% Complete  
Completed: April 2025**

PRE-CONSTRUCTION



POST-CONSTRUCTION



**Euclid Street Parking Lot (Farmers and Merchant Bank)**

**Status: 100% Complete  
Completed: January 2025**



**Fern Street from Garden Grove Boulevard to Acacia Ave**

**Status: 100% Complete  
Completed: September 2024**

PRE-CONSTRUCTION



POST-CONSTRUCTION



## **Garden Grove Boulevard from Knott Street to Beach Boulevard**

The City of Westminster approached the City to rehabilitate Garden Grove Boulevard from Knott Street to Beach Boulevard. Approximately one-tenth of the work lies within the City of Garden Grove. Cooperative projects are an efficient way to extend design and construction dollars.

**Status: 100% Complete**  
**Completed: October 2024**

PRE-CONSTRUCTION



POST-CONSTRUCTION



## **STORM DRAIN IMPROVEMENTS**

### **Chapman and Jetty Storm Drain Improvement Project**

Engineering staff addressed a sinkhole on Chapman Avenue at Jetty Drive intersection by removing the failed Corrugated Metal Pipe and installing a Reinforced Concrete Pipe storm drain system. To successfully complete the project, staff also coordinated with Southern California Gas to lower the gas line to clear the alignment of obstructions for the new storm drain installation.

**Status: 100% Complete**  
**Completed: November 2024**

PRE-CONSTRUCTION



POST-CONSTRUCTION

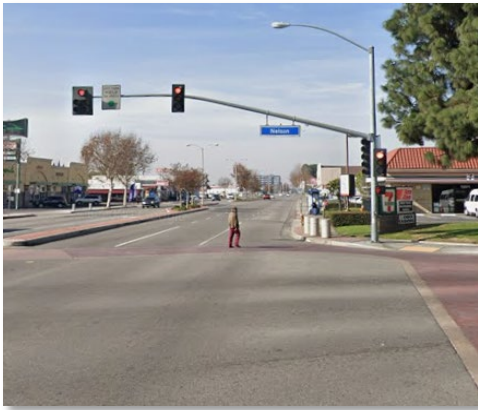


## TRAFFIC SIGNAL MODIFICATIONS

### Garden Grove Boulevard and Nelson Street

Status: 100% Complete  
Completed: September 2025  
(Grant Funded)

PRE-CONSTRUCTION



POST-CONSTRUCTION



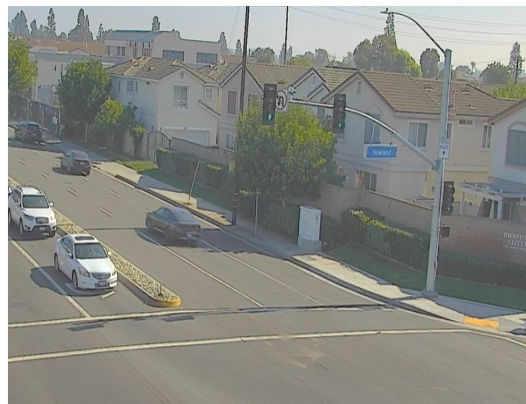
### Garden Grove Boulevard and Newland Street

Status: 100% Complete  
Completed: September 2025  
(Grant Funded)

PRE-CONSTRUCTION



POST-CONSTRUCTION



**Magnolia Street and Lampson Avenue**

**Status: 100% Complete  
Completed: September 2025**

PRE-CONSTRUCTION



POST-CONSTRUCTION



**Garden Grove Boulevard and Galway Street**

**Status: 100% Complete  
Completed: September 2025**

PRE-CONSTRUCTION



POST-CONSTRUCTION



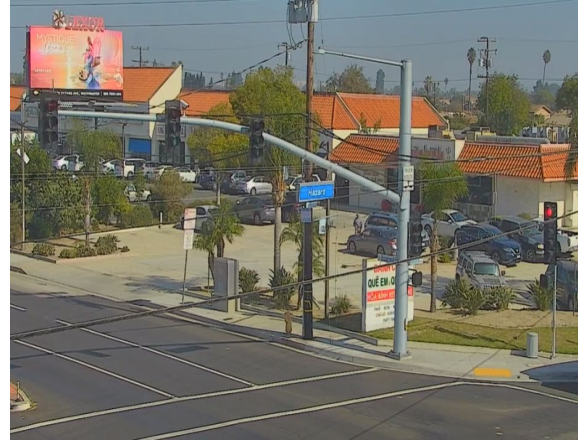
## Brookhurst Street and Hazard Avenue

**Status: 100% Complete  
Completed: September 2025**

PRE-CONSTRUCTION



POST-CONSTRUCTION



### LAND DEVELOPMENT

#### PRIVATE DEVELOPMENT OF RESIDENTIAL & COMMERCIAL PROJECTS

In FY 2024-25, the Land Development Section in the Public Works Engineering Division oversaw the planning and construction of projects comprised of private, residential, and commercial development. Major projects and their status at the end of the fiscal year are listed below.

#### Projects Completed in Fiscal Year 2024-25

Project	Address / Description
Dutch Bros Coffee	
10691 Westminster Avenue	
12542 Chapman Avenue	Pollo Campero Restaurant
12828 Newhope Street	15-unit small lot subdivision
New Gas Station @ Costco	

## Projects Under Construction in Fiscal Year 2024-25

Project	Address / Description
Chapman Avenue Storage Facility	
Brookhurst Trainable Phase II	
8218-8242 Garden Grove Boulevard	Apartments
Garden Grove Police Headquarters	
12692 Garden Grove Boulevard	Medical Plaza
Orchard Grove Apartment	On-site and offsite improvements
12352 Brookhurst Street	Brookhurst Town Homes
12701 Buaro Street	35-unit three-story condominium units
Woodburry Park	Upgrades by Parks & Rec

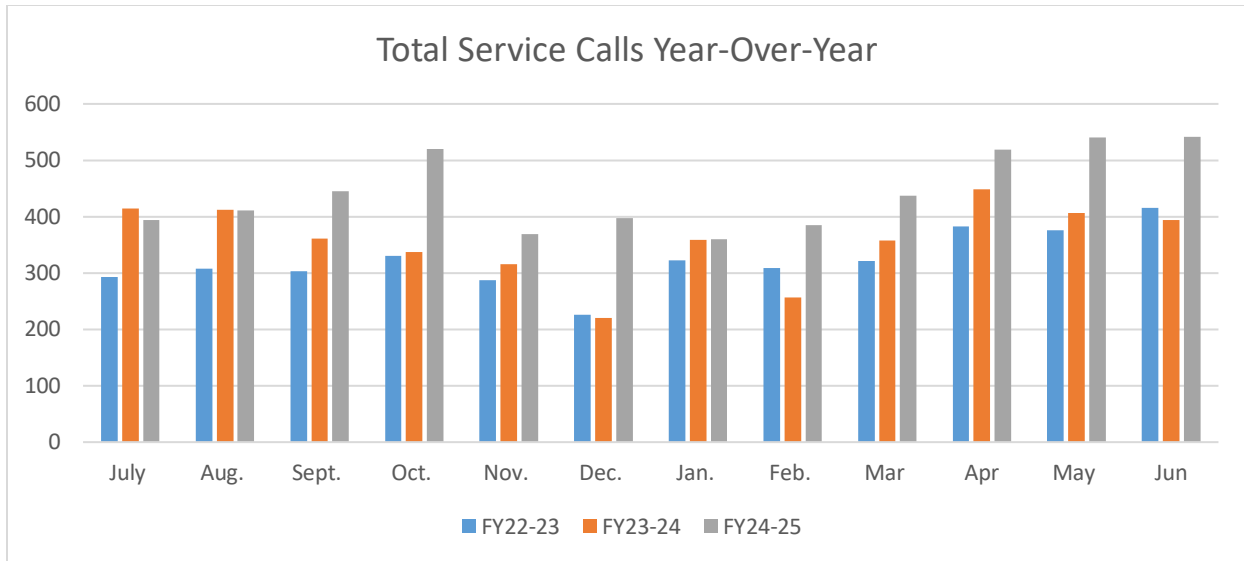
## Projects in Permitting/Plan Check Phase in Fiscal Year 2024-25

Project	Address / Description
13781 Newhope Street	New warehouse
9032 Trask Avenue	Upgrade to In-N-Out drive-through & parking lot expansion
7441 Lincoln Way	Shell Industrial Building
11462 Stanford Avenue	Apartment building & elderly residential care
10852 Lampson Avenue	7-unit development
9562 Chapman Avenue	36-unit rental apartment
13040 Coast Street	34-unit apartment building
9891 Garden Grove Boulevard	98-unit multifamily residential project
13171 Jefferson Street	8 multiple-family rental units
11432 Stanford Avenue	Five-story senior apartment building

12681 Haster Street	New residential apartment building
12233 Choisser Road	Choisser Apartments
11236 Dale Street	New religious institution
9891 Bixby Avenue	New apartments
8811 Oranewood Avenue	New religious institution
7390 & 7440 Lincoln Way	Industrial building
12771 Lorna Street	Multi-family residential
8772 Garden Grove Boulevard	
10201 & 10231 Garden Grove Boulevard	Multi-residential & offices
Site C Hotel	
13361 Yockey Street	Residential self-storage facility on Harbor Blvd

## ANIMAL CARE SERVICES

Animal Care Services received **5,319 calls** for field service during Fiscal Year 2024-25, which amounts to a 24% increase in field calls over the previous fiscal year, with the winter months of November, December, January, and February being the slowest months averaging 377 calls per month. The spring months of April, May, and June significantly increased call volumes averaging 533 field calls per month. The figure below displays field service calls by month, year-over-year.



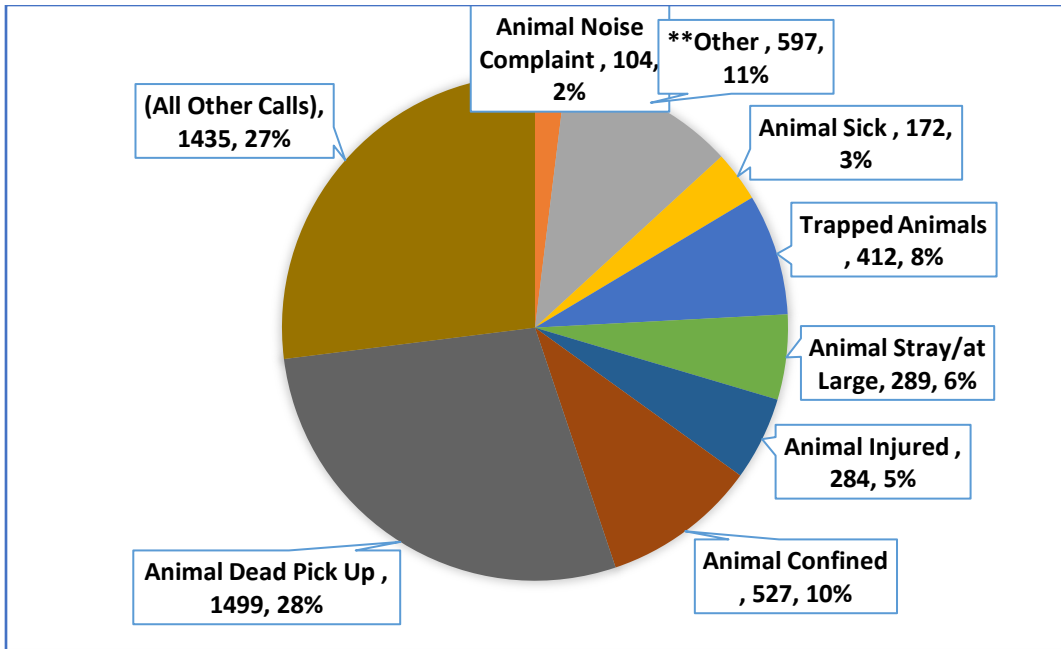
**Total Number of Calls:**

FY2022-23 = 3,874

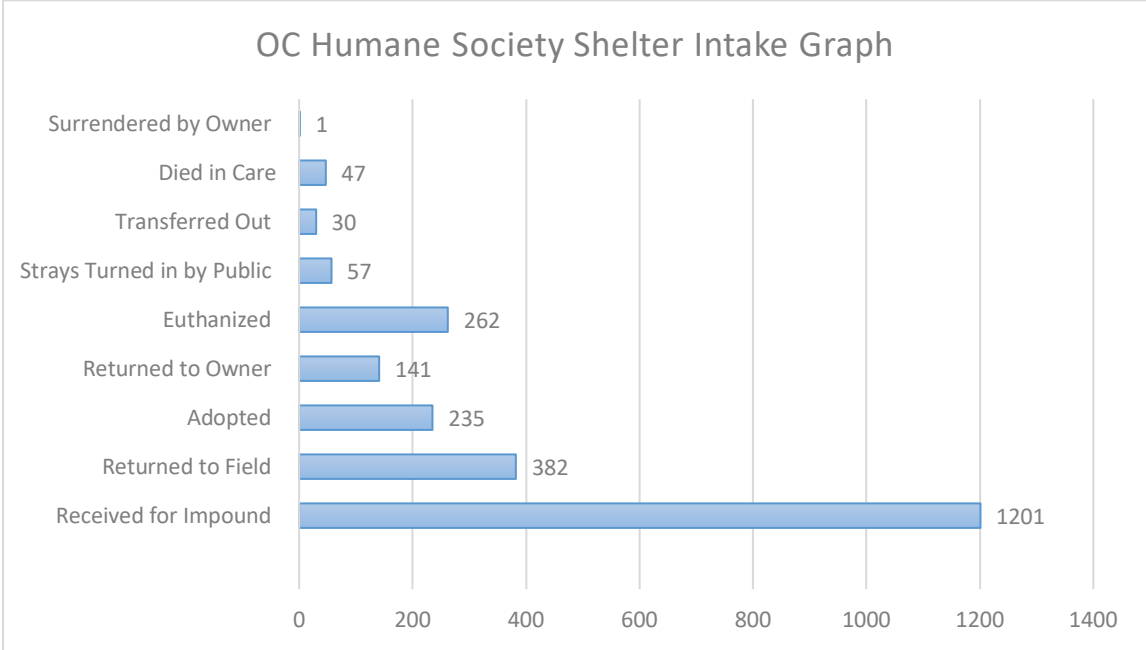
FY2023-24 = 4,283

FY2024-25 = 5,319

The highest number of call category continues to be for deceased animal pick-ups which totaled 1,499 calls. The second highest call type is for confined animal(s) where 527 calls for service were serviced. The third highest call for services are for sick/injured animals at 456 calls. The figure below displays a breakdown of top service calls by category.



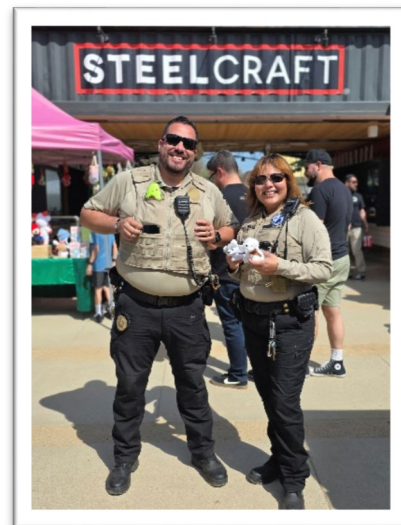
Animal Control Officers impounded a total of 1,556 animals this fiscal year with 986 being cats, 498 dogs, and 72 others. At least 1,201 animals from the City of Garden Grove were taken to our contract shelter, Orange County Humane Society. The graph below displays the distribution of animal intakes and outcomes by category.



## STAFFING AND TEAM DEVELOPMENT

Animal Care Services was excited to start the recruitment process for a vacant Animal Control Officer position in March 2025, which has recently been filled. The Section is currently in the process of onboarding one full-time Principal Office Assistant totaling seven full-time employees for the Section. The team participated in community outreach events, such as National Night out, the Garden Grove Police Department's Citizen Academy, CalAnimals Animal Welfare CEO Forum, Steel Craft Pet Adoption Day, Mitchell Elementary Career-Day, and a very successful community towel drive to help keep our furry little friends warm and comfortable while in our care. Animal Care Services also started the first ever, "Pet at the Podium", which showcases an adoptable shelter pet from the Orange County Humane Society at City Council meetings. All animals showcased have been adopted!

The Animal Care Services Section also continues to work with residents with the Return to Field (RTF) cat program to help reduce the City's stray cat population. This fiscal year 382 community cats were spayed/neutered, given flea medication, and vaccinated, which is 156 more cats successfully put through the program than last fiscal year. Residents continue to enjoy being engaged to help their community, with over 135 residents obtaining permits for the program.



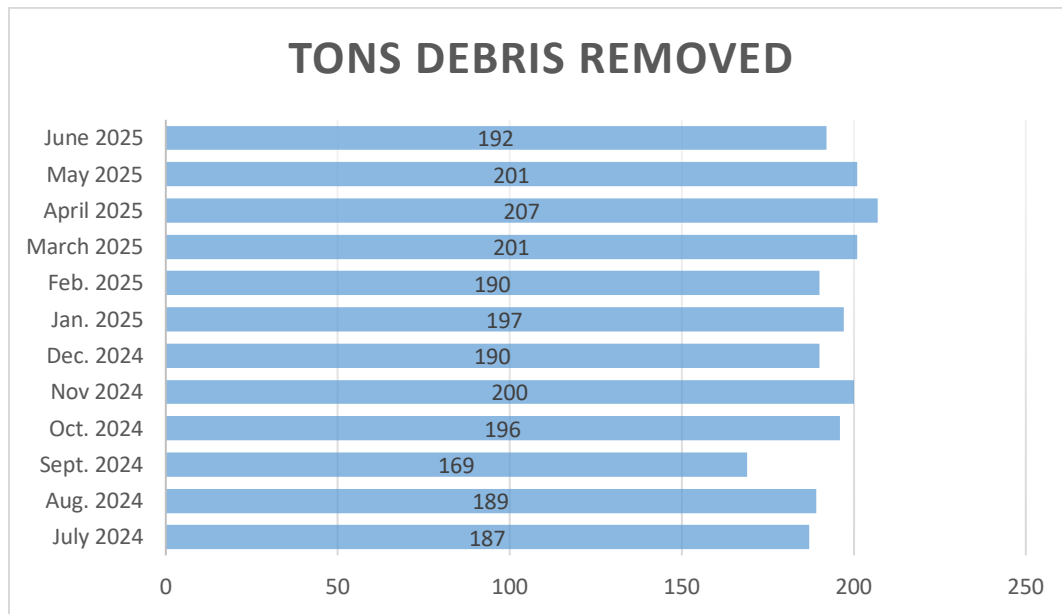
## STREET SWEEPING & PARKING ENFORCEMENT PROGRAM

Effective **September 1, 2025**, the **Street Sweeping and Parking Enforcement Program** was fully transitioned to the **Police Department**. Over the past several months, Public Works staff worked closely with the Police Department to complete cross-training and transfer all program-related contracts, budget accounts, website content, and staffing. Shown below are data corresponding to Fiscal Year 2024-25.

### Total Citations Issued:

35,618 Issued Citations for Public Works and the Police Department

### Street Sweeping Total Debris & Trash Removed (Tonnage)



### Curb Miles Swept

<b>July 2024</b>	<b>Aug. 2024</b>	<b>Sept. 2024</b>	<b>Oct. 2024</b>	<b>Nov. 2024</b>	<b>Dec. 2024</b>
1,452	1,514	1,429	1,525	1,342	1,376
<b>Jan. 2025</b>	<b>Feb. 2025</b>	<b>March 2025</b>	<b>April 2025</b>	<b>May 2025</b>	<b>June 2025</b>
1,384	1,341	1,442	1,509	1,442	1,502

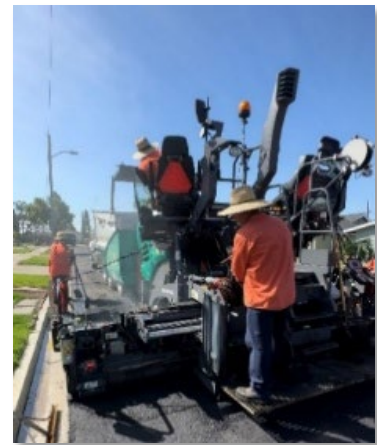
## STREET MAINTENANCE

During Fiscal Year 2024-25, the Streets Maintenance Section completed the following slurry preparations:

- **5,487** Tons of asphalt used for the FY2025 Slurry Seal Project
- **13,500** Pounds of crack sealant material used for crack sealing work
- **4,194** Linear feet of concrete curb and gutter removed and replaced
- **24,247** Square feet of sidewalks and driveway aprons removed and replaced
- **1,407,333** Square feet of slurry work completed

## REHABILITATION WORK

Staff completed local rehabilitation on some of the most deteriorated streets in the City. This project consisted of (44) residential streets. The asphalt was treated with 1-1/2" grind and cap followed by a slurry seal once all the streets were finished. This method is a quick and cost-effective alternative that improves the durability of the road base, sustains increased traffic volumes, and provides better and long-term performance.



Staff also completed work at (10) alleyways located throughout the City. The Section also helped out with the Neighborhood Beatification on Buena/Clinton area and on the Tibbs Circle area this year in coordination with Code Enforcement and the Police Department.

## COMMUNITY BEAUTIFICATION PROGRAM

The Public Works Streets Section is also working in tandem with Code Enforcement, Community Services, Police Department and GPC graffiti services to keep our neighborhoods clean, safe, and welcoming. Through regular clean-ups, graffiti removal, enforcement of property standards, and targeted outreach with the public, the team works together to quickly address graffiti and improve overall neighborhood appearance. This program helps restore community pride, reduces vandalism, and creates better environment for residents and businesses.

## Tibbs Circle Alley Way Maintenance

The section recently completed repairs along Tibbs Circle alley and Verde Street alley to address safety and appearance concerns. Crews removed and replaced deteriorated asphalt to restore a smooth driving surface, covered up any graffiti and replaced damaged or faded street and alley signs to improve aesthetics and discourage further vandalism.

## TREES AND FLOOD CONTROL MAINTENANCE

In Fiscal Year 2024-25, City staff completed 2,465 work orders, as compared to 1,665 from the prior fiscal year, marking a 48% increase in work volume for the Section. Crews also responded to six (6) emergency requests and 111 urgent calls.

The Section was able to trim 6,096 trees - doubling the number of trees trimmed during last fiscal year; 227 trees were planted as replacements in open tree wells and through the City's Adopt-a-Tree and Memorial Tree Programs. Close to 264 trees were established and treated as part of the ongoing small tree maintenance and tree plant health care program.



For professional development and training, staff attended the annual ISA Arborist conference, American Public Works Association Institute, Pesticide Application training, CPR/First Aid training, Arborist safety, Aerial Lift/Fall Protection, Traffic Safety and Confined Space training. In respect to flood control maintenance operations, the Section continues weekly channel inspections in collaboration with the Police Department. Crews completed nine (9) major fencing repairs, the annual trimming of *creeping fig* on major arterials, clean up of five major flood control channel, and clearing of 1,096 catch basins.

## BUILDING MAINTENANCE

The Public Works Department Facilities Division is responsible for the maintenance of all city buildings. In 2019, the City contracted with a consultant to perform a comprehensive Facilities Condition Assessment (FCA) of City-owned buildings. The FCA includes forecasts on the useful lifecycle and costs of building maintenance needs, and replacement of major assets inside each building. Additionally, the assessment captured current building deficiencies and categorizes them by factors including Safety, Performance/Integrity, Accessibility, Environmental, Retrofit/Adaptation and Lifecycle/Renewal. Priorities are determined within each of these categories.

In accordance, the City established a Buildings and Structures Rehabilitation Fund, an internal service fund to provide for the accumulation and distribution of funds to fund these ongoing capital improvements.

The following are ongoing key capital replacement projects for the Section:

- City Hall Roofing Project
- Tibor Rubin and Chapman Libraries Improvements, including HVAC

- Municipal Yard Building Improvements
- Teen Center at Eastgate Park
- HVAC Improvements at Municipal Services Center, Community Meeting Center, Courtyard Center

## **EQUIPMENT MAINTENANCE**

During Fiscal Year 2024-25, the Vehicle Maintenance Section closed approximately 1,908 work orders. Additionally, 462 work orders were for scheduled maintenance and almost 1,446 were repair work orders, either noted by users or noted during scheduled maintenance. Notable purchases to widen the city’s vast fleet include a new clam loader truck to assist tree removal in the trees section, two new trucks for Animal Care Services to aid in response times and many additional trucks for the Street Maintenance and Parks & Grounds Maintenance Sections.

## **WATER QUALITY UPDATE**

The Water Quality Section is responsible for administering records, files, and technical standards for State mandated water quality and cross-connection programs.

### **Water Treatment**

As of August 6, 2025, the Division of Drinking Water (DDW) implemented new Notification and Response Levels (NLs/RLs) for PFAS compounds:

- PFOA – 4 ng/L (NL) | 10 ng/L (RL)
- PFOS – 4 ng/L (NL) | 40 ng/L (RL)
- PFHxS– 3 ng/L (NL) | 10 ng/L (RL)

These new drinking water standards have created the need for additional PFAS treatment facilities to be built within the next six years, depending on when the State Water Resources Control Board (SWRCB) adopts state enforcement requirements.

The City currently operates treatment facilities at Wells 21, 23, 28, 29, 30, and 31, with new PFAS treatment systems at Wells 19, 22, 26, and 27 either under construction or in the planning phase to meet updated water quality standards. The Orange County Water District (OCWD) fully funded the construction of the existing treatment plants and is also funding the design and construction of the new PFAS treatment projects.

Under a 30-year agreement ending in April 2050, OCWD provides the City with annual partial reimbursements for operating costs, covering up to 50% of expenses and approximately \$80 per acre-foot of treated water. On behalf of the City, OCWD is also applying for a PFAS grant under the Drinking Water State Revolving Fund (DWSRF) Emerging Contaminant Principal Forgiveness Program, administered by the SWRCB.

## CROSS-CONNECTION CONTROL POLICY HANDBOOK

On December 19, 2023, the State Water Resources Control Board adopted the Cross-Connection Control Policy Handbook (CCCPH), which became effective on July 1, 2024, replacing Title 17 as the governing regulation for cross-connection control. In response, the City updated and submitted its Cross-Connection Control Plan to the State Water Board to ensure full compliance with the new CCPH requirements. Program requirements under the updated policy include the following:

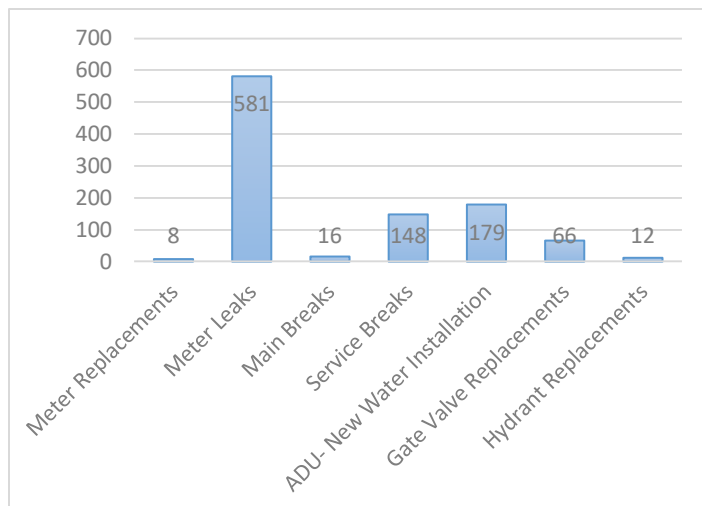


- A city-wide survey of all service connections will be implemented to identify and document potential hazards.
- Follow-up evaluations will occur for new, altered, or reconnected services.
- Existing non-testable single check valves on fire protection systems must be replaced with approved testable double check (DC) assemblies within 10 years.

## RISK AND RESILIENCE ASSESSMENT AND UPDATE AN EMERGENCY RESPONSE PLAN

On October 23, 2018, Congress signed into law the America’s Water Infrastructure Act (AWIA). Per Section 2013 of Title II, the AWIA requires all drinking water utilities to conduct a risk and resilience assessment of their community water system and develop a corresponding emergency response plan. The risk and resilience assessment determines the risk and resilience of all drinking water assets (physical, operational, and cyber) owned, utilized, or operated by the City in accordance with industry standards. These documents have been updated this year and recertified to the Environmental Protection Agency (EPA).

## WATER DISTRIBUTION WORK ORDERS FY 2024/25



## **WATER CONSERVATION PROGRAM**

### **Water Loss**

Senate Bill (SB) 1420 and SB 555 require water agencies to prepare and submit a validated water loss audit annually to the California Department of Water Resources. Beyond state requirements, a water loss audit program presents opportunities for better resource conservation and improved fiscal responsibility. The City has partnered with the Municipal Water District of Orange County to participate in various water loss programs offered through cost sharing between agencies that lowers costs through economies of scale.



On an annual basis, the City participates in leak detection and meter testing to ensure accuracy. The leak detection program involves segments of the City surveyed for leaks on both the city-owned side of the water meter and the privately-owned side of the water meter. This allows all city-owned side leaks detected to be addressed in a timely manner. Residents or businesses are notified of privately-owned side leaks to allow them the opportunity to fix the leak and prevent future water waste.

### **New State Regulations on Water Conservation**

In 2018, the California State Legislature enacted two policy bills, Senate Bill (SB) 606 and Assembly Bill (AB) 1668, to establish a new foundation for long-term improvements in water conservation and drought planning through a water-budget based approach. These bills are commonly referred to as the Conservation Framework "*Making Conservation a California Way of Life*". Under this regulation, there are several components that involve the following:



- Citywide Aggregate Annual Reporting on Water Use Budget through evaluation of the City's volumetric indoor residential use, outdoor residential use and water distribution system water losses.
- Identifying and re-classifying Commercial, Industrial and Institutional (CII) accounts into specific categories (e.g. restaurants, retail services, lodging offices, etc.).
- Identifying CII dedicated irrigation meters and CII mixed use meters to develop a targeted CII best management practices for water conservation.

Each component has a series of specific deadlines. The state will be evaluating overall compliance beginning January 1, 2027. Staff is working on reviewing the City's existing water conservation programs and assessing readiness to meet compliance. Once the readiness assessment is complete, a specific task-based compliance plan will be developed.

## SEWER SYSTEM MAINTENANCE

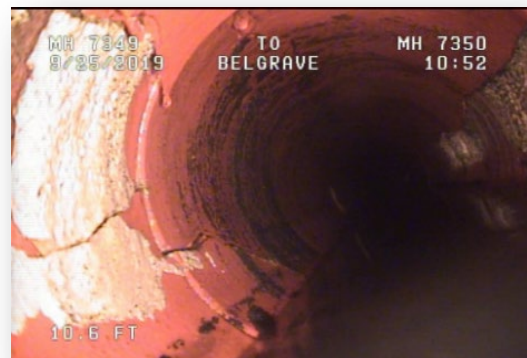
Key accomplishments for this fiscal year include:

- Removal and replacement of 10 manhole rings and covers
- Inspection of approximately 3,425 out of 9,700 manholes
- Completion of closed circuit television (CCTV) work for 336,511 linear feet of sewer line and approximately 1,157,519 linear feet of cleaning
- Approximately 462,000 linear feet of line cleaning and CCTV was completed by contractors as part of the District's Rehabilitation Plan – Phase 3. This is a condition assessment of our sewer system and allows the District to develop rehabilitation and maintenance plans for the sewer system.
- Completion of the Root Control Program covering 26,270 linear feet of sewer lines
- Diverted 15 possible sewer system overflows
- Continuation of Roach Spraying Program addressing 3,113 manholes
- Completion of 1,863 hot spot cleanings



### Sewer Monitoring Devices

Several sewer monitoring systems have been installed throughout the City at locations with a history of sanitary sewer overflows. This SmartCover technology provides continuous real-time data transmitted through two-way wireless remote sensors and is viewed on a web-based interface. When wastewater levels rise above average conditions, the sensors send a high water alarm to staff. Early detection of potential sanitary sewer overflows through this remote monitoring technology allows District staff to respond quickly and potentially prevent sanitary sewer overflows before they occur. In Fiscal Year 2024-25, staff added an additional seven (7) Smart Cover Units.

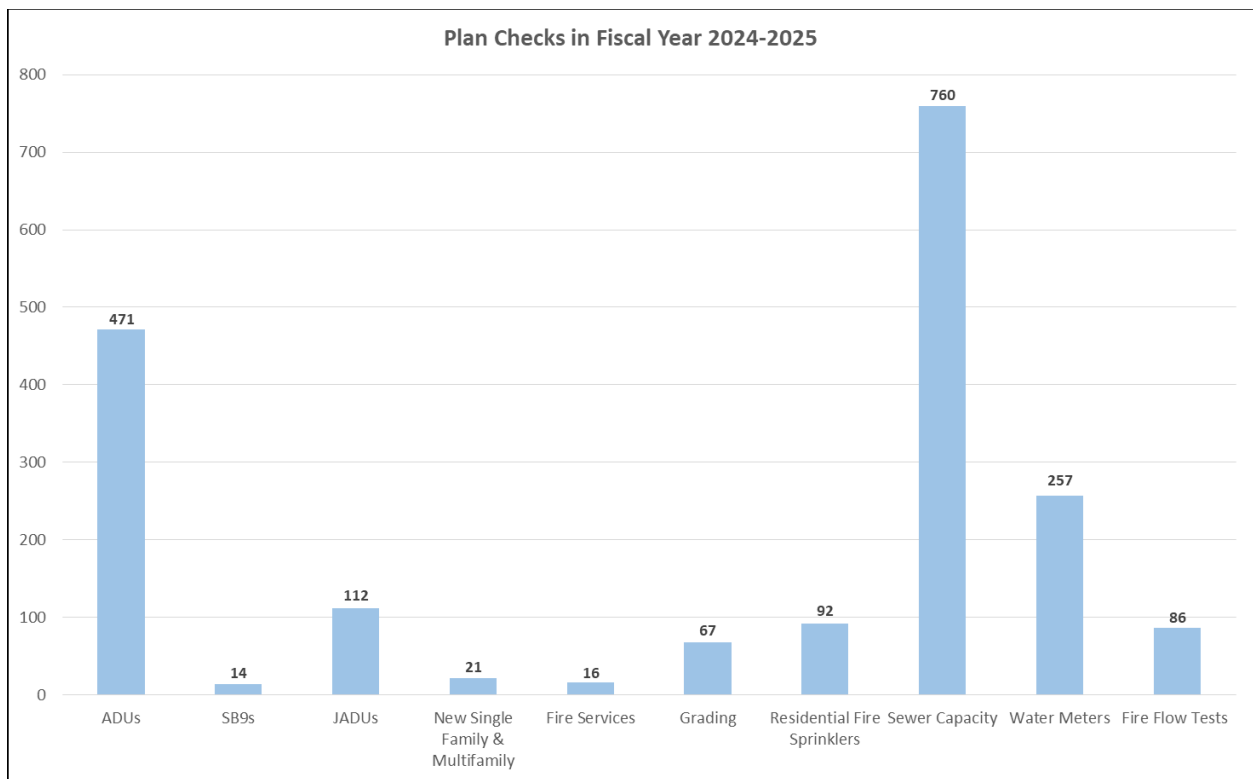


In addition to these devices, staff also identifies potential sewer blockages through CCTV inspections and sewer line cleaning. As a result, staff was able to divert a total of 197 sewer blockages during the reporting year.

## Sewer System Management Plan Update

On May 2, 2006, the SWRCB adopted the Statewide General Waste Discharge Requirements and the Monitoring and Reporting Program by issuing Order 2006-0003-DWQ, which required GGSD to submit an updated Sewer System Management Plan (SSMP). The goal of the SSMP is to provide a plan and schedule to properly manage, operate, and maintain all parts of the sanitary sewer system. This is to help reduce and prevent Sanitary Sewer Overflows (SSOs), as well as mitigate any SSOs that do occur. For continued coverage under the Order, the SSMP was to be updated every five years. This plan was updated earlier this year.

## WATER SERVICES ENGINEERING Plan Checks in FY 2024-25



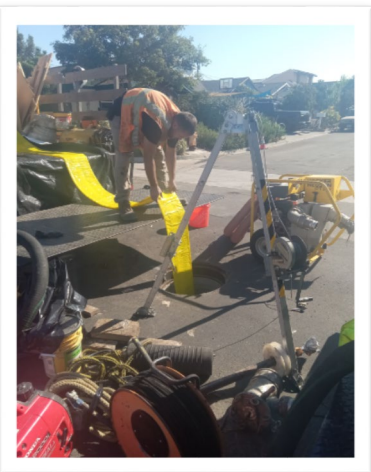
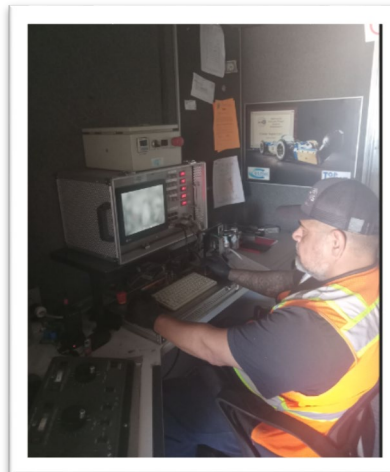
## WATER AND SEWER CAPITAL IMPROVEMENT PROJECTS

**Acacia Sewer Main Replacement Project** - This project involved the construction of new and replacement sewer mains, as well as the removal and disposal of existing sewer lines along Acacia Parkway from Euclid Street to Civic Center Drive and along Civic Center Drive from Acacia Avenue to Garden Grove Boulevard. The new 8-inch vitrified clay pipe (VCP) sewer mains, totaling approximately 1,235 linear feet, were connected to existing or newly constructed manholes at each end of the alignment. The project also included the installation of four new manholes (including one with a drop inlet), core drilling and modification of one existing manhole shelf and channel, reconnection of nine sewer laterals, and extension of one sewer lateral.

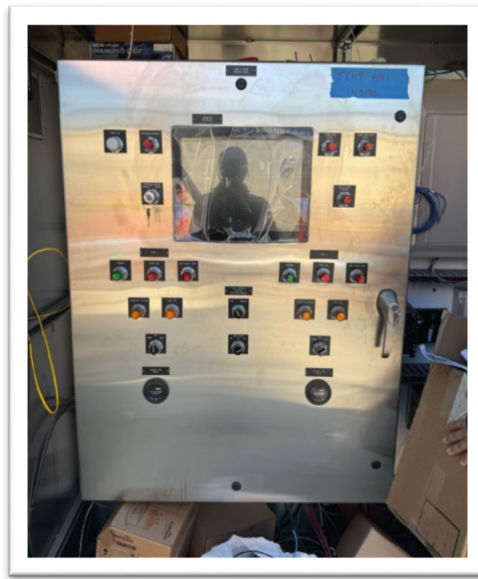


### Sewer Main Lining and Spot Repairs Projects 5 & 6

This project involved the rehabilitation of approximately 20,000 linear feet of 8-inch and 10-inch sewer mains using ultraviolet (UV) light-cured glass-reinforced plastic (GRP) cured-in-place pipe (CIPP) liners. The improvements were completed at various locations within the area bounded by Trask Avenue, Brookhurst Street, Chapman Avenue, and Newhope Street. The project also included spot repairs, sewer lateral reinstatements, and installation of top hat seals at sewer lateral connections to enhance system integrity and extend the service life of the existing infrastructure.

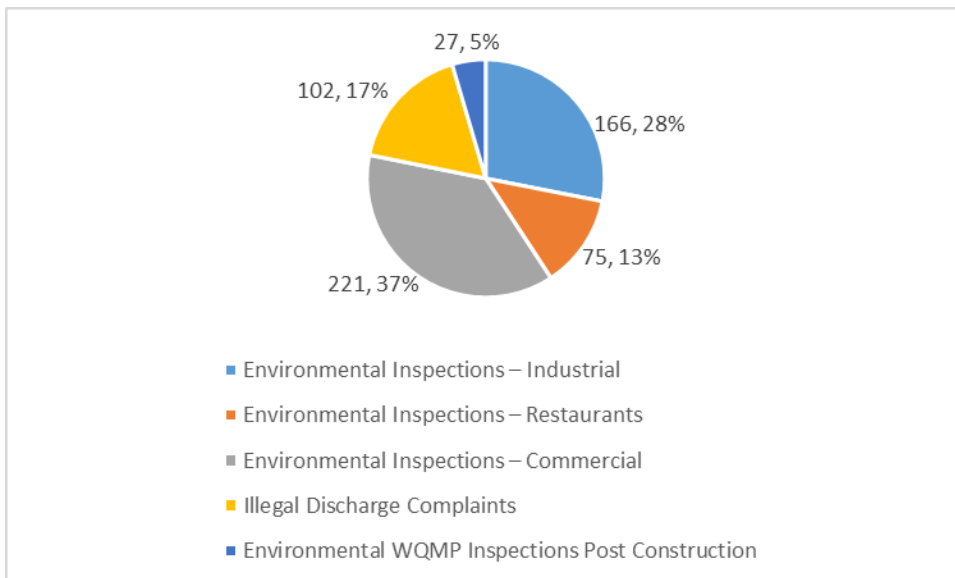


**SCADA Implementation Project – Sanitation Lift Stations SCADA Improvement Project** – This project involved upgrading the Supervisory Control and Data Acquisition (SCADA) system at three sewer pump stations. The improvements included demolition and retrofitting of Programmable Logic Controller (PLC) control panels, replacement of existing wetwell intrusion switches and level transmitters, and establishment of Modbus TCP Ethernet communication between the new PLCs and each station’s existing generator, Automatic Transfer Switch (ATS), and Motor Saver system.



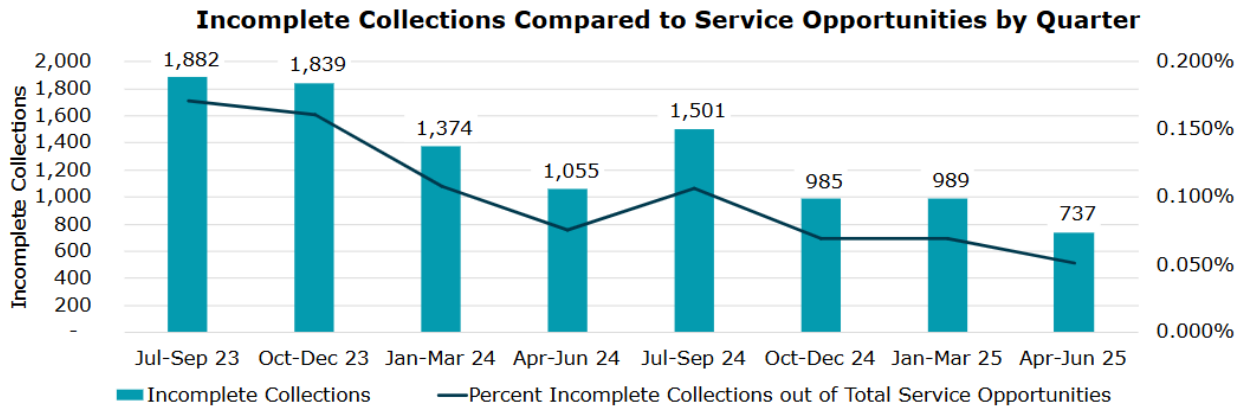
## ENVIRONMENTAL SERVICES

### INSPECTIONS FY 2024-25

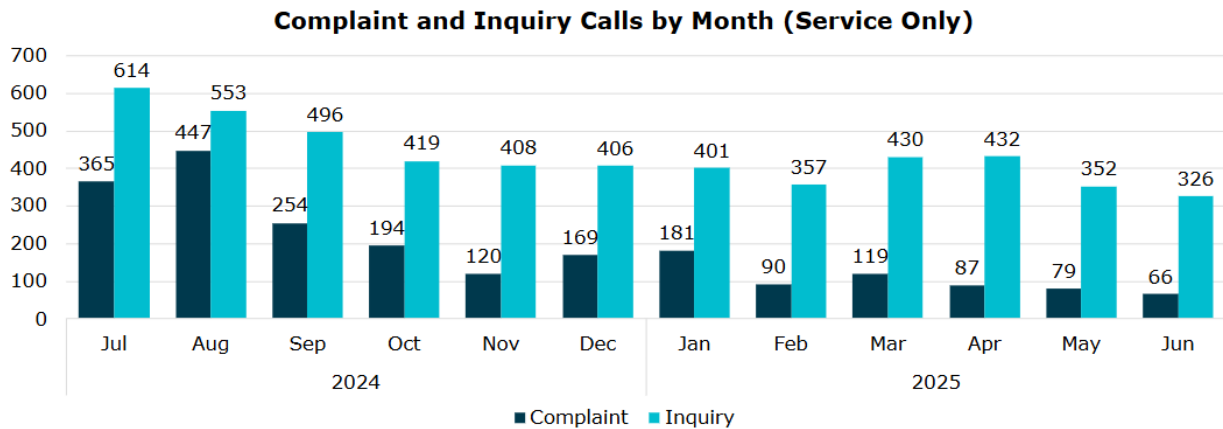


## Solid Waste

Republic Services continued to improve its performance under the 2022 Amended and Restated agreement. Significant progress was made in reducing incomplete collections compared to FY2023-24 as outlined below.



Republic Service’s improved performance also led to a reduction in service-related complaints, as shown below.



Staff continued and concluded its implementation of Senate Bill (SB) 1383, Assembly Bill (AB) 341 and 1826, which requires the diversion of organic waste (yard waste and food waste) and traditional recyclables for all residences and commercial properties within the District. Since enrollment began in 2023, 1,222 commercial accounts and 695 multi-family accounts have initiated mandated services or qualified for a waiver. There are 271 remaining accounts currently under review to determine if account records require updating, services and/or waivers need to be provided, or if District enforcement action should be taken.

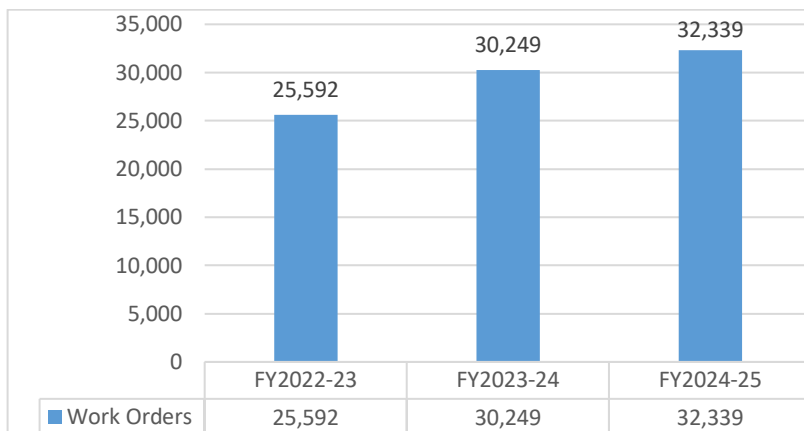
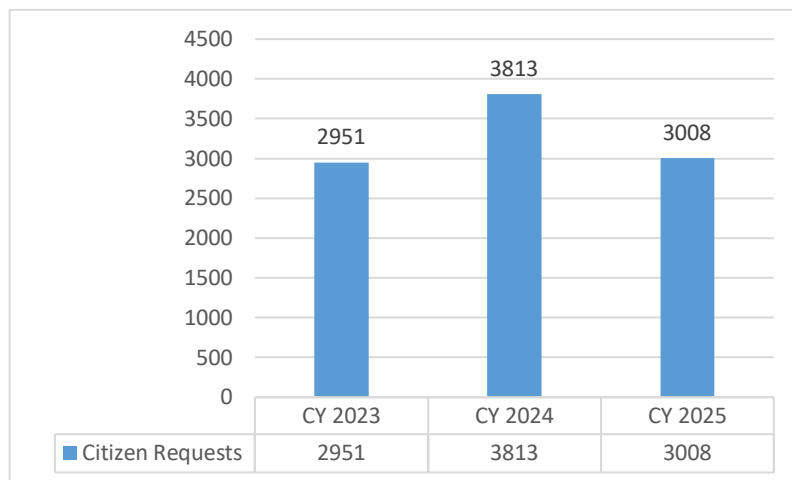


Under the SB 1383 guidelines, District staff has finalized the procedures and begun to issue Notices of Violation for non-compliance with the State mandates and the Sanitary District Code of Regulations after Republic’s Sustainability Advisors have provided multiple rounds of direct outreach.

Due to the popularity of the six Community Clean up Events held yearly, Republic agreed to expand paper shredding from one event to all six, and also introduced household battery collection. Additionally, the Annual Compost Giveaway event has been expanded to two events every spring. These enhanced events will be ongoing through the end of the agreement in 2032.

District staff is currently working with other Orange County agencies on a revised proposed landfill disposal agreement with Orange County Waste and Recycling. The agreement is a revision of the existing Waste Disposal Agreement, originally agreed to in 1997 and amended several times since then. The current agreement expired on June 30, 2025, but all parties agreed to a one year extension through June 30, 2026.

### PUBLIC WORKS QUICK STATS





## COMMUNITY DEVELOPMENT

*The mission of the Community Development Department is to provide quality services through creativity and collaboration that ensures Garden Grove is a thoughtfully planned, safely built, and well maintained community.*

The Community Development Department (CD) offers a broad spectrum of services to the community. The Department consists of three units and an administration section. Planning Services is comprised of Advance Planning—which oversees implementation of the City’s General Plan—and Current Planning, which includes zoning and land-use administration, as well as entitlements related to commercial and residential development. The Building & Safety Division includes the Building and Code Enforcement Units. The Building Unit oversees the plan check, permit center, and building inspection teams, which ensure that construction complies with building codes. The Code Enforcement Unit works cooperatively with the community to ensure ongoing compliance with municipal codes. Department administration directly oversees contract and grant administration, budgeting and accounting, information technology, and personnel functions. Significant achievements for FY 2024–25 for the Community Development Department are provided below.

### **Civic Center Revitalization Project**

During FY 2024–25, the City continued its Civic Center Revitalization Project. The project steadily achieved key milestones throughout the fiscal year. Groundbreaking occurred in July 2024, and the building officially topped off in March 2025. CD has



### **civic center revitalization project**

actively engaged with Edgemoor Infrastructure & Real Estate, design-builder Clark Construction, and architect AC Martin to review and ensure building code compliance during construction of the new Civic Center police headquarters and parking structure. As construction progresses, the Building & Safety Division has been instrumental in conducting inspections and keeping the project on its projected timeline.

## Fee Update

In FY 2023–24, ClearSource Financial Consulting (ClearSource) was commissioned to examine planning- and building-related user and regulatory fees. The fee study was commissioned because these fees had not been updated since September 2016, and CD to ensure appropriate cost recovery. The fee study began in FY 2023–24 and was finalized in FY 2024–25.

On January 28, 2025, the City Council reviewed the fee study results. The fee study showed that planning and building user and regulatory fees recovered less than the City’s full cost of providing fee-related services, resulting in a General Fund subsidy of approximately \$1,702,000 per year.

During the presentation, staff and ClearSource provided the City Council with three options for implementing the fee update: a three-year phase-in, a two-year phase-in, or an immediate adjustment. The City Council selected the immediate adjustment option, initiating an immediate fee schedule update for full cost recovery. In addition, planning and building user and regulatory fees may be updated annually based on the prior year’s percentage change in the Consumer Price Index for All Urban Consumers in the Los Angeles–Long Beach–Anaheim, California region (CPI).

Description	Cost of Service	Fee Cost Recovery	General Fund Subsidy	Incremental Change	Overall Cost Recovery
Current	\$5,492,000	\$3,790,000	\$1,702,000		69%
Year 1	\$5,492,000	\$5,492,000	\$0	\$1,702,000	100%
Total				\$1,702,000	

The City Council approved a resolution adopting and amending various user and regulatory fees, and the updated fees went into effect on July 1, 2025.

## Scanning Effort

In FY 2023–24, CD initiated a comprehensive scanning effort to digitize all paper plans and documents within the department. Upon completion, all digitized materials will be uploaded into the City’s archiving system. This transition will enhance the department’s ability to retrieve information efficiently and provide timely assistance to the public. The project is scheduled for completion in winter 2025.

## BUILDING & SAFETY

### GGReady Update

In 2023, CD introduced its new permitting system. The new system ushered the City’s permitting into current era, creating a full electronic permitting system. As the system continues to grow, new modules are in development. Production of a Code Enforcement module is currently underway and remains on track for completion in FY 2025-26. This enhancement will significantly improve staff workflow, case management, and overall operational efficiency. In addition, several system

upgrades have been implemented, including new messaging features within project files and the ability to flag projects for easier tracking and internal coordination. These improvements continue to strengthen GGReady as a comprehensive and user-friendly platform for both staff and the public.

<https://ggcity.org/development-access>

### Building WebPage Update

The Building and Safety Division has enhanced its public webpage to improve transparency and user access. Recent updates include expanded access to the City’s permit archives, allowing users to retrieve both historical and current permit records more easily. The page now features enhanced mapping functionality, enabling better visualization of active construction projects and inspection data. Additionally, new performance metrics have been added to highlight key Building and Safety statistics, such as permit activity, inspection volumes, and turnaround times offering residents and stakeholders a clearer view of the Division’s operational performance.

### Building Permits, Plan Checks, and Inspections

Building Activity	FY 23-24	FY 24-25	Activity Trend from Prior Fiscal Year
Permits Issued	6,270	6,903	1% increase
Permit Fees	\$6,222,951.49	\$11,131,403.18	45% increase <sup>1</sup>
Plan check	2,237	2,376	6% increase
Plan check Fees	\$1,124,378.10	\$1,340,518.83	17% increase
Valuations	\$356,979,137	\$345,041,417.67	4% decrease
Inspections	15,785	24,581	36% increase

Select Certificates of Occupancy (C of O) Issued		
Address	Scope of Work	Date Issued
13234 Harbor Boulevard	Wingstop Restaurant	8/27/2024
12900 Euclid Street Unit C-110	Candle Lab	9/12/2024
13122 & 13128 Westlake Street	Duplex	9/16/2024
12691 Pala Drive	Industrial Warehouse	9/23/2024
12411 – 12462 Serene Court	New Single Family (13 total)	10/3/2024
9820 Garden Grove Boulevard	Hamni Bank Tenant Improvement	11/27/2024
10691 Westminster Avenue	New Medical Building	1/14/2025
14221 Euclid Street	Tack Café (Restaurant)	1/23/2025
13236 Harbor Boulevard	The Habit Burger Grill Restaurant	1/27/2025
10254 & 10246 Westminster Avenue	5W Meat Factory Restaurant	2/5/2025
13818 Brookhurst Street	Retail Store	3/5/2025

<sup>1</sup> Large increase in Permit Fees due to commercial and multifamily developments proceeding to building phase

12934 8th Street	Cottage Industries (Open Air Assembly Campus)	4/16/2025
11072 Magnolia Street	Fresh Farm Outlet Market (Retail)	4/17/2025
9828 Garden Grove Boulevard Ste 101	Pharmacy	5/6/2025
7051 Garden Grove Boulevard	Human Bean Coffee (Café)	5/7/2025
9961 Chapman Avenue	Burlington (Retail)	5/7/2025

## Code Enforcement

**4,423 Active Cases (FY 24-25)      2,872 Closed Cases (FY 24-25)**

### Beautify Buena Clinton

As a part of CD’s Plan, Build, Beautify campaign, Code Enforcement kicked off its first ever Beautification event focusing on the Buena Clinton neighborhood on April 26, 2025. Community volunteers and City staff removed graffiti, cut back overgrown vegetation, and disposed of bulky items. Even though the event was impacted with heavy rain, roughly 40 volunteers from Living Spring Ministry assisted with trash pick-up and other efforts. Residents came out during the rain and learned about various resources and connected with the City’s community partners at a resource fair, and music and lunch were provided.





Beautify Buena Clinton Part 2 occurred on June 21, 2025. Code Enforcement Staff, the Police Gang Unit and volunteers from Living Spring Ministry completed tasks originally planned for the first event which were delayed due to rain.

Code Enforcement will identify additional neighborhoods for future beautification efforts. Code Enforcement plans on completing three beautification efforts each year.

### **Code Enforcement Volunteer Program**

Code Enforcement continues to accept applications for Code Volunteers. Code Volunteers continue to help Code Enforcement Officers with their heavy caseloads. In return, Code Volunteers acquire experience and skills in the Code Enforcement profession. They also play a pivotal role in preserving and enhancing our communities. If you are interested in becoming a Code Volunteer, please visit <https://ggcity.org/code-enforcement/volunteer>.

### **Community Outreach**

Code Enforcement has ramped up its outreach efforts, creating educational handouts providing information on the following topics:

- What is Code Enforcement?
- Single-Family Residential Property Standards
- Substandard Living Conditions
- Lunch Trucks

The public may access all of Code Enforcement's flyers utilizing the following link:

<https://ggcity.org/code-enforcement/educational-flyers>

### **Unpermitted Street Vendors**

Code Enforcement provides 7 day coverage, including evenings and weekends. As a part of this 7 day coverage, Code Enforcement continues to monitor the City for any unpermitted sidewalk vendor operations. When Code Enforcement staff makes contact with unpermitted sidewalk vendors, they are provided with educational information, which includes information on how to acquire the necessary permits and

approvals. Unpermitted sidewalk vendors who continue to operate without the necessary permits are issued Administrative Citations.

**Vacant Properties**

Code Enforcement’s Vacant Lots & Abandoned Buildings program continues to be a Code Enforcement priority. Code Enforcement proactively monitors the City’s 59 vacant lots and abandoned buildings, with the assistance of the Code Volunteers. Properties found out of compliance are expeditiously issued notices of violation with shortened timelines to bring the property into compliance.

**Hotel/Motel Clean Up**

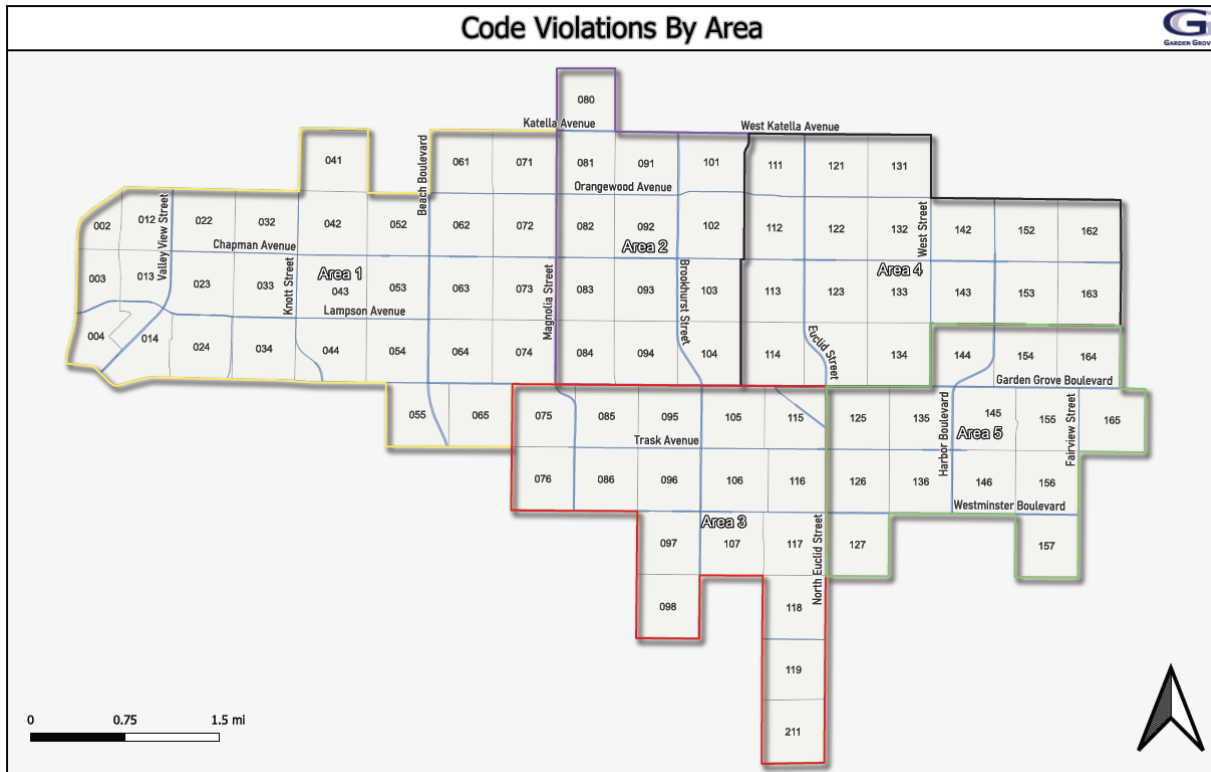
Garden Grove Code Enforcement has re-initiated its Hotel/Motel Enforcement Program. After reviewing data for Police Department calls for service, the Garden Grove Inn, 7912 Garden Grove Blvd., was identified as the first hotel/motel to be comprehensively inspected. On April 21, 2025, Code Enforcement, Police Department, OC Health Care Agency, Be Well OC and Animal Care conducted an inspection of the entire complex and inspections of every room. Substandard



conditions, unpermitted modifications and various nuisances were identified and documented. At time of inspection, room 124 was red tagged due to substandard conditions including an accumulation of debris, trash, and feces. Code Enforcement is currently working with the property representatives to address all other outstanding issues.

## Code Enforcement Areas

On July 2024, the Code Enforcement Unit re-introduced code areas. Code areas divide the City into five regions, each with a designated a Code Enforcement Officer. Code Enforcement Officers are to maintain code cases within their area. The goals of Code areas are to encourage an officer's familiarity with their assigned area and to foster communication and relationships with residents.



## Tobacco Enforcement Program

In continuation with the California Department of Justice's Tobacco Enforcement Grant, Code Enforcement Staff continuously monitors and inspects smoke shops and tobacco retailers. Code Enforcement also partnered with the Police Department and utilized their police explorers for minor decoy purchases. Smoke shops and their employees that sold tobacco products to minors were issued administrative citations.



**PLANNING SERVICES**

**ADU GO**

In December 2024, the Community Development Department launched a Pre-Approved Accessory Dwelling Unit Program, named ADU Go! The **ADU Go Program** is intended to **simplify the process** for homeowners to build Accessory Dwelling Units (ADUs) on their properties. The program offers



**free, city-owned, pre-approved ADU architectural plans** ranging from studios to three-bedrooms. In addition, **third-party designers and architects** may submit their own ADU plans for **City pre-approval**. Once reviewed and approved, these third-party plans will be made available to the public **for purchase directly from the designer**, offering homeowners a wider variety of pre-approved design options while maintaining the program’s goal of streamlining ADU development citywide.

**2025 Planning Awards**

The Community Development Department’s awareness campaign, Plan-Build-Beautify, received first place honors, Award of Excellence, in the Communications Initiative and Outreach category of the 2025 Orange County American Planning Association (OC-APA) Planning Awards Program. This category recognizes individuals, projects, or programs that effectively use information and education to raise public awareness of planning and its role in enhancing the community’s quality of life. **Plan-Build-Beautify** was a three-month (from April 2024 to June 2024), multilingual awareness campaign that showcased the Community Development Department’s Planning, Building and Safety, and Code Enforcement Divisions. The campaign aimed to educate residents, business owners, and developers about CD’s services.



**Key Developments**

**Commercial Developments**

The City continues to approve commercial projects that focus on the development of in-fill projects through the redevelopment of underutilized properties. These projects not only stimulate economic activity but also enhance the aesthetics of the community by revitalizing neglected or underdeveloped areas. By fostering a diverse range of commercial developments, Garden Grove continues to encourage thoughtful development that creates a visually appealing urban landscape while contributing to the overall quality of life for residents and the community. The significant commercial projects approved during FY 2024-2025 include:

## In-n-Out Burger



In June 2025, the Planning Commission approved a Site Plan and Lot Line Adjustment to allow the construction of a 778 square foot freestanding outdoor dining patio structure and to reconfigure the drive-thru lane and parking area for the In-N-Out Burger restaurant located at 9032 and 9062 Trask Avenue. The project includes the demolition of an existing

vacant restaurant building, formerly occupied by Mae's Café, to accommodate additional drive-thru vehicle queuing and parking spaces for the restaurant.

## Industrial Building

In June 2025, the Planning Commission approved a Site Plan to allow the construction of a 50,300 square foot shell industrial building along with other associated site improvements for general industrial use located at 7441 Lincoln Way. The existing 22,108 square foot industrial building will be demolished. The project has now advanced to the City's plan check review phase.



## Housing Developments

The City is addressing the growing need for housing, and ensuring that a variety of housing options are available to residents of different income levels. This commitment demonstrates Garden Grove's dedication to meeting state housing requirements while fostering an inclusive community where all individuals and families can access quality, affordable homes. The significant housing projects approved during FY 2024-2025 include:

### **Buaro Apartments**

In July 2024, the Planning Commission approved a Site Plan and Tentative Parcel Map to allow the construction of a three-story, 35-unit, for-sale residential condominium development with two (2) affordable housing units for



"very-low income" households on a 1.4-acre site located at 12701 Buaro Street. The unit design includes one, two, and three bedroom units that range in size from 972 square feet to 1,562 square feet. Common open space and active recreation area would be provided in the form of "pocket parks" and perimeter walkway trails. The recreational amenities include seating areas and a barbecue station. The project is currently under construction.

### **Stanford Avenue Residential Apartments**

In October 2024, the Planning Commission approved an Interpretation of Use, Tentative Parcel Map, Site Plan, and Conditional Use Permit to develop a six-story mixed-use development on a net 0.94-acre lot consisting of a 78-unit senior apartment complex and an 82-bed Residential Care Facility for the Elderly at 11432 and 11462 Stanford Avenue.



The proposal includes four (4) affordable housing units for "very low-income" households. The senior apartment units include one and two bedroom units that range in size from 627 square feet to 903 square feet. The project includes outdoor and indoor recreational facilities such as a club house, business centers, and a wellness center/gym. Recreational amenities include lounge seating with tables, synthetic "chess board" turf, a yoga area, and a spa area.

### **Haster Street Apartments**

In October 2024, the Planning Commission approved a Site Plan and Tentative Parcel Map to allow the construction of a four-story, 76-unit residential apartment building with eight (8) affordable housing units for “very low-income” households on a 1.58-acre lot located at 12681 Haster Street. The unit type includes one, two, and three bedroom units that range in size from 750 square feet to 1,050 square feet. The project includes private and common open space. Private open space for the units are provided in the form of ground-level patios or upper-floor balconies. Common recreational area would include a pickleball court, a community garden area, and an indoor clubhouse. Recreational amenities include a pool and barbecue grills.



### **Garden Grove Boulevard Residential Apartments**



In January 2025, the City Council approved a Site Plan and Lot Line Adjustment to allow the construction of a seven-story, 98-unit multiple-family residential apartment complex with 10 (ten) affordable housing units for “very low-income” households on a 1.35-acre (Gross) site at 9891, 9897 and 9901 Garden Grove Boulevard. The unit type includes one, two, and three bedroom

units that range in size from 681 square feet to 1,132 square feet. The project includes outdoor and indoor recreational facilities such as two (2) half basketball courts, outdoor spa gym/yoga area, a community garden, an indoor gym, a business center with workstations, and a clubhouse. Recreational amenities would include outdoor seating, fire pit tables, and lounge seating.

### **Brandywine Homes**

In April 2025, the City Council approved a General Plan Amendment, a Zoning Map Amendment, a Tentative Parcel Map, a Tentative Tract Map, a Variance, a Site Plan and a



Conditional Use Permit to develop a 26-unit, two-story, residential townhome project, on a portion of an approximately 3.025-acre site developed with a parking lot of the Grace Baptist Church, located at 5802 Santa Catalina Avenue. The unit type includes two, three and four bedroom units that range in size from 1,223 square feet to 1,745 square feet. The project provides a combination of private and common open space,

which includes open patio area for each unit, and an active recreational amenities that include a yoga lawn area, outdoor exercise stations, cornhole boards and seating. The project is currently under construction.

**Chapman Avenue Residential Apartments**



In June 2025, the Planning Commission approved a Site Plan to allow the construction of a four-story, 36-unit residential apartment building with four (4) affordable units for “very low-income” households on a 0.82-acre lot at 9562 Chapman Avenue. The unit type includes one, two, and three bedroom units that range in size from 656 square feet to 1,136

square feet. The project includes private and common open space. The recreational areas and amenities include a basketball court, a community garden, a community clubhouse, a business center, an indoor or outdoor gym, a spa, lounge seating, barbecues, and landscaping.

**Key Developments (Commercial & Residential)**

<b>Project</b>	<b>Address/Location</b>	<b>Description</b>
Industrial Building	13781 Newhope Street	New 5,658 square foot industrial building
AMB	7191 Acacia Avenue	A 1,806 square foot building addition to an existing industrial building
Cao Dai Church	8811 and 8791 Orangewood Avenue	A two-story, 4,285 square foot, ancillary building to an existing religious facility
Simpson Chevrolet	10150 Trask Avenue	A one-story 3,625 square foot freestanding steel structure for vehicle maintenance
Dao Medical Group	9191 Westminster Avenue	A 7,140 square foot third floor addition to an existing two-story 29,000 square foot medical office building
Residential Apartments	13171 Jefferson Street	A three-story, eight (8) unit, residential apartment building with one (1) affordable housing unit for a “very low-income” households
Residential Apartments	10852 Lampson Avenue	A three-story, seven (7) unit, residential apartment building with one (1) affordable housing unit for a “very low-income” household
Residential Duplex	10061 Dakota Avenue	Two-story residential duplex
Residential Duplex	13082 Coast Street	Two-story residential duplex

## Key Conditional Use Permits / Other Land Use Entitlements

Project	Address/Location	Description
Lot Consolidation	13402 Lucille Street	Consolidation of two (2) parcels into one to facilitate the construction of an Accessory Dwelling Unit (ADU)
The Glen Bar and Grill	13132 Garden Grove Boulevard	Extending live entertainment to seven (7) days a week
Chibi Claw	12871 Harbor Boulevard Suite H-6	Operation of a new, 2,900 square-foot, arcade
Dawa Kitchen	12506 Westminster Avenue	Existing restaurant operating with a new State Alcoholic Beverage Control (ABC) Type "41" (On-Sale, Beer & Wine, Public Eating Place) License
Shai Restaurant	8516 Garden Grove Boulevard	Existing restaurant operating with a new State Alcoholic Beverage Control (ABC) Type "41" (On-Sale, Beer & Wine, Public Eating Place) License
Mr. Care Inc.	11074-11076 Magnolia Street	New Adult Day Care Facility with 464 clients
Break-Off Gym	8610 Garden Grove Boulevard	Operation of a new, 2,300 square foot, gym

## ADMINISTRATION SECTION

### GRANT APPLICATIONS AND AWARDS

The Administration Section of CD oversees the department budget and contract and grant administration which includes oversight of award and budget of Local, State, and Federal grant projects. In FY 2024-25, CD was awarded \$735,990 in grants.

### Tobacco Law Enforcement Grant Program – 2024 Grant Cycle (Awarded October 2024)

In October 2024, the City was awarded \$735,990 in state funding from the California Department of Justice (DOJ) to fund tobacco retailer inspections, minor and shoulder tap decoy operations, undercover buy operations, retail and officer education of tobacco laws and ordinances, and prosecution of tobacco sales violations. Grant funds will be used for personnel costs including one full-time tobacco officer, partial payment of the Code Enforcement Supervisor position, and cover operation costs. The total amount awarded to the City will be distributed incrementally over a four year period from FY 2024-25 through FY 2027-28 as follows:



Category	Awarded FY 2024-25	Awarded FY 2025-26	Awarded FY 2026-27	Awarded FY 2027-28	Total Awarded
Personnel	\$1,894	\$3,248	\$3,248	\$1,353	\$9,743
Operating	\$134,400	\$230,400	\$230,400	\$96,000	\$691,200
Administrative	\$6,815	\$11,682	\$11,682	\$4,868	\$35,047
<b>Total</b>	<b>\$143,109</b>	<b>\$245,330</b>	<b>\$245,330</b>	<b>\$102,221</b>	<b>\$735,990</b>

Grant activities commenced in January 2025.

**GRANT IMPLEMENTATION AND COMPLETION**

Administration works in coordination with external local agencies and internal divisions to facilitate on-going grant projects including the support of: Office of Community Relations, Reprographics, Engineering, Accounting, Community Services, Human Resources, and Community Liaison divisions. During FY 2024-25, CD managed \$1.5 million in current grant projects and completed approximately \$717,000 in projects.

**Brownfields Multipurpose, Assessment, and Cleanup (MAC) Grant**

In November 2023, the City signed a Letter of Commitment with the Orange County Council of Governments (OCCOG) to continue the collaboration with OCCOG and formally joining OCCOG’s coalition to secure the United States



Environmental Protection Agency (EPA) Brownfield Assessment Grant funding. In May 2024, OCCOG was awarded by the EPA the EPA Brownfields Grant to administer \$1.5 million dollars to OCCOG Partners to conduct grant activities. OCCOG Partners include the Cities of Orange, Santa Ana, and Garden Grove and NeighborWorks OC. Grant activities will be aimed at cleaning up contaminated sites and promoting a vibrant community in Orange County.

For the City of Garden Grove, the former Longsdon Pit and Sierra Park Landfill, located north of Chapman Avenue and west of Harbor Boulevard, have been identified as eligible sites for the grant. On March 3, 2025, the Environmental Protection Agency (EPA) approved these sites as eligible. A Reuse Feasibility Study will be conducted to evaluate potential future uses of the property, including preparation of an environmental review and existing site conditions assessment.

**Tobacco Law Enforcement Grant Program - Cycle 2 (Awarded 2021)**

In 2021, the City was awarded \$467,699 in state funding from the California Department of Justice (DOJ) to promote a healthier California by reducing illegal sales and marketing of tobacco products to minors. The total amount awarded to the City was distributed incrementally over a four (4) year period as follows:

Category	Awarded FY 2021-22	Awarded FY 2022-23	Awarded FY 2023-24	Awarded FY 2024-25	Total Awarded
Personnel	\$74,955	\$144,970	\$218,276	\$8,000	\$446,201
Operating	\$0	\$500	\$1,987	\$490	\$2,977
Administrative	\$3,748	\$7,245	\$7,128	\$400	\$18,521
<b>TOTAL</b>	<b>\$78,703</b>	<b>\$152,715</b>	<b>\$227,391</b>	<b>\$8,890</b>	<b>\$467,699</b>

The awarded funds focused on implementation of a Local Tobacco Enforcement Program under the Code Enforcement Unit. A contract code enforcement officer was assigned to the City’s commercial areas to seek compliance through standard compliance methods. The code enforcement officer in charge of tobacco compliance inspected businesses for tobacco licenses and educates businesses regarding state laws. The program was completed in fall 2024.

**SCAG Sustainable Communities Program: ADU Implementation (Awarded 2021)**

The City received approximately \$250,000 in Sustainable Communities Program (SCP) funding for the Advanced Accessory Dwelling Unit (ADU) Implementation selected by SCAG’s Regional Early Action Program (REAP) grant program, funded under the California Department of Housing and Community Development (HCD). This program aimed to provide planning assistance and technical assistance related to effective ADU policies, design standards, development process, and prototype designs. The consultant selected was Woodsong Associates and the project was completed in winter 2024.



[www.gqcity.org/adu-go](http://www.gqcity.org/adu-go)

**California Automated Permit Processing (CalApp): SolarApp+ (Awarded July 2023)**

The City was awarded \$80,000 from the California Energy Commission (CEC) to implement automated solar permitting. The grant funds software that will review solar permit applications in real time. The software will verify code compliance and issue permits in real time for solar energy systems. The City has partnered with Symbium, LLC for implementing the automated solar permitting software. The project is anticipated to be completed in winter 2025.



# ECONOMIC DEVELOPMENT AND HOUSING

*The mission of the Economic Development and Housing Department is to drive sustainable economic growth to enhance community prosperity and leverage public funds to enable housing security.*

The Economic Development and Housing Department (EDHD) is comprised of four divisions, each dedicated to delivering a wide range of services to the community. The Office of Economic Development (OED) focuses on business attraction, retention, and expansion. The Neighborhood Improvement Division is committed to enhance Garden Grove neighborhoods through targeted programs and services. The Housing Authority administers rental subsidies to support low-income families. The Administration Division provides comprehensive administrative support to all divisions, overseeing contract and grant management, the department budget, special projects, fiscal analysis, personnel management, real property, and other administrative and support function. Significant achievements of FY 2024-25 for the EDHD are outlined below.

## **ECONOMIC DEVELOPMENT**

The OED is responsible for implementing the Economic Development Strategy (EDS). Updated in 2025, the EDS prioritizes four (4) Economic Development goals to be pursued over the next five years. The goals of the EDS are detailed below:

**GOAL 1** – Drive employment and investment through business development initiatives

**GOAL 2** – Attract real estate investors and developers in targeted sectors; tourism, manufacturing, healthcare and housing

**GOAL 3** – Foster economic impact through tourism, cultural events and regional collaboration

**GOAL 4** – Convey Garden Grove’s value by crafting strategic messaging

## **GOAL 1: DRIVE EMPLOYMENT AND INVESTMENT THROUGH BUSINESS DEVELOPMENT INITIATIVES**

### **Business Retention and Expansion (BRE) Visitation**

Garden Grove’s Business Retention and Expansion (BRE) program is designed to support local businesses, strengthen the economy, and promote job growth. Through business visits, the City aims to build relationships with business leadership, identify business needs, and provide targeted support to help Garden Grove businesses grow and stay rooted in the community.

### **California Fuels and Lubricants:**

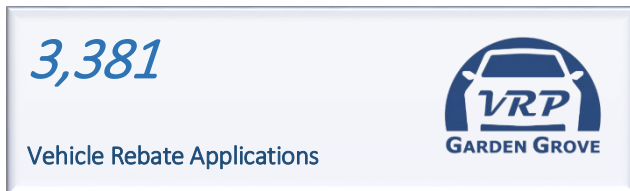
California Fuels & Lubricants is based in Garden Grove, California and reported annual revenue of approximately \$60 million in 2025, with about 25 employees RocketReach. The company is one of the largest petroleum distributors in the greater Southern California area, offering a wide range of products including diesel, gasoline, racing fuel, jet fuel, and various lubricants and greases LinkedIn.

The company has been actively growing through strategic acquisitions. In April 2024, they acquired Mathisen Oil, a recognized provider of commercial fuels and lubricants in the Inland Empire that had been operating since 1965 JobbersWorld. California Fuels & Lubricants operates out of seven facilities with service coverage across the entire State of California and Las Vegas, and serves as a principal distributor for Shell Lubricants and the primary Shell Marine distributor in California JobbersWorld. The company appears to be maintaining strong operational standards. Their products are delivered by certified HAZMAT drivers, and they offer technology solutions that allow customers to track fuel consumption online and manage their fuel needs remotely LinkedIn. They're also positioned well within California's evolving regulatory environment, serving commercial and marine markets in a state with increasingly stringent environmental standards.



### Vehicle Rebate Program:

The Vehicle Rebate Program (VRP) was established in 2019 and offers Garden Grove residents and businesses a \$500 rebate when purchasing a new vehicle from one of the six franchised local auto dealers: Volkswagen Garden Grove, Simpson Chevrolet of Garden Grove, Russell Westbrook Hyundai of Garden Grove, Toyota Place, Garden Grove Nissan, and Garden Grove Kia. To date, the program has been a success with over:



By leveraging funds through the VRP, the city promotes economic development by encouraging local spending, which in turn supports local businesses and generates additional sales tax revenue. This initiative not only stimulates the local economy but also helps maintain and create jobs within the community. The increased economic activity from vehicle sales contributes to the overall financial health and growth of Garden Grove.

**For more information:** <https://ggcity.org/big/vrp>

### Pavilion Plaza West:

Pavilion Plaza West stands as a clear example of strategic redevelopment done right. Located at 9852 Chapman Avenue, at the busy Brookhurst–Chapman intersection, the project transformed a dormant 7.2-acre former Von’s site into a destination retail center with real pulling power. The redevelopment delivered a 24,605-square-foot Sprouts Farmers Market as the primary anchor, supported by three additional retail buildings totaling 37,529



square feet and a future pad ready for expansion. Sprouts and Ulta Beauty now lead the tenant mix, backed by strong junior anchors including The Habit Burger Grill, Mattress Firm, Pacific Dental, and Jersey Mike’s Subs. The trade area is robust—roughly 289,000 residents within three miles, earning an average household income north of \$108,000. That’s the kind of demographic profile retailer’s fight for. The center sits in the heart of a proven commercial corridor, surrounded by national operators like Walmart, 24-Hour Fitness, Marshalls, Ross, CVS, PetSmart, and Five Below. This isn’t accidental placement, it’s a deliberate clustering strategy that amplifies foot traffic and strengthens cross-shopping.

Sterling Organization took a blighted, underperforming parcel and turned it into an active, revenue-generating asset for the community. Pavilion Plaza West is no longer a dead corner—it's an economic engine with long-term stability and undeniable market relevance.

**Economic Development Toolbox**

The City is constantly assessing and evaluating its resources to support business growth and innovation. This include tools and initiatives designed to promote business attraction, retention, expansion, and entrepreneurship.

**MicroBiz Program:**

The City launched the MicroBiz Program on November 18, 2024, aimed at helping small businesses start or expand their operations in Garden Grove. This program focuses exclusively on microenterprise businesses and includes a mandatory one-on-one technical assistance component for all participating businesses. Additionally, the MicroBiz Program will allow business owners to apply for a loan of up to \$50,000 once they have completed the required technical assistance component of the program. The loan amount will be based on the need of each business and will be capped at \$25,000 per full-time employee the business plans to hire or retain.

**Program Highlights:**



**For more information:**  
<https://gcity.org/neighborhood-improvement/microbiz>

**Workforce Activation and Readiness Program:**

The Workforce Activation and Readiness Program (WARP) supports individuals in building job skills and gaining hands-on work experience to obtain and maintain full-time employment.

**Program Highlights:**



**Business Intelligence Platform:**

The City partnered with SizeUp, a business intelligence platform that gives local businesses ongoing access to key data and analytics. Through its four tools—Small Business Advisor, Small Business Intelligence, Shop Local, and Pulse—SizeUp helps businesses benchmark performance, identify customers, analyze market conditions, and make informed decisions to improve marketing, operations, and competitiveness.

To further support data-driven growth, the City also teamed up with Placer.ai, a platform that provides detailed demographic, psychographic, and consumer behavior insights. This data helps the City identify high-potential commercial areas, attract new businesses, support existing ones, and strategically direct resources to locations with the greatest economic growth potential.

**For more information:**

<https://ggcity.org/business-resources>

**Foods of Garden Grove Program:**

The Foods of Garden Grove (FoGG) Program was a local initiative designed to support Garden Grove businesses and safeguard local jobs by encouraging both residents and visitors to explore Garden Grove’s rich multicultural food scene. Since its relaunch in April 2024, the program has garnered significant attention on social media, strengthening the local economy and fostering lasting connections through community engagement and awareness.

The following is the social media metrics for FY2024-25:



## **GOAL 2: ATTRACT REAL ESTATE INVESTORS AND DEVELOPERS IN TARGETED SECTORS; TOURISM, MANUFACTURING, HEALTHCARE AND HOUSING**

### **International Council of Shopping Centers (ICSC) Conference**

The City of Garden Grove exhibited at ICSC Las Vegas from May 19-21 2025, joining 25,000 industry professionals for three days of high-impact deal-making. The city's team held 35 targeted meetings with national retailers and developers, welcomed hundreds of prospects to the booth, and showcased the top 12 retail opportunities available in key commercial and resort corridors. Major projects in the Grove District, including the upcoming Le Méridien and Kimpton hotels, were highlighted reinforcing Garden Grove's position as a premier destination for growth and investment in Southern California.



### **CALED Conference**

The City of Garden Grove's Economic Development team was honored with a prestigious Award of Merit from the California Association for Local Economic Development (CALED) at the 2025 annual conference held on May 7-9 in Ontario, CA. The City's Foods of Garden Grove program (FOGG) was recognized for outstanding achievements and contributions to economic development and its positive impact on the community. Celebrated for its innovative approach to promoting local restaurants and supporting small businesses, FOGG reflects the City's ongoing commitment to building a vibrant and inclusive local economy.



### **Cottage Industries:**



Phase 1 opened in spring 2024, bringing together neighborhood-oriented businesses within a park-like setting in the heart of Garden Grove. Current tenants include Smoke Queen BBQ, Eco Now, and Junbi matcha café. The project, situated from 9th Street to Civic Center Drive and north of Garden Grove Boulevard, aims to bring unique small businesses to the area to add appeal to the city's historic core. The project represents an innovative adaptive reuse development that transforms older Craftsman homes into unique retail and dining destinations, contributing to Garden Grove's downtown revitalization efforts

### **GOAL 3: FOSTER ECONOMIC IMPACT THROUGH TOURISM, CULTURAL EVENTS AND REGIONAL COLLABORATION**

**Site C:** In November 2017, the Planning Commission approved the Site C resort hotel project, allowing development of up to 769 hotel rooms in two full-service hotels with conference and banquet space, restaurants, pools, and a 1,297-space parking garage on approximately 4.3 acres, projected to generate \$3.8 to \$4.9 million in additional annual tax revenue for the City. The project relies on an innovative public-private financing strategy in which the City shares portions of Transient Occupancy and Sales Tax revenues with the developer over defined periods, making the project more financially feasible and attractive. This creative approach has helped reduce upfront costs, encourage long-term investment, and support local economic growth. Despite challenges from inflation and rising interest rates, SCG America continues to advance the project, with model rooms for the Le Meridien and Kimpton hotels completed and under brand review, and a second extension to the Development Agreement and Amendments No. 10 and 11 to the DDA approved to keep the project moving forward.



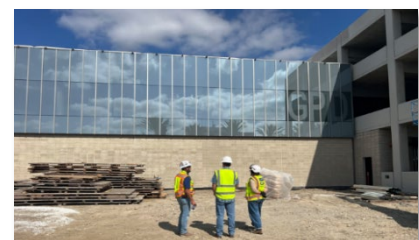
#### **Garden Grove Tourism Improvement District**

The Garden Grove Tourism Improvement District (GGTID) delivered strong year-over-year gains between July 1, 2024, and June 30, 2025, driving measurable growth in visitation, marketing reach, and district improvements. Through its partnership with Visit Anaheim, the GGTID generated 221,106 booked room nights, 104.6 million marketing impressions, and more than \$17 million in visitor spending from targeted digital campaigns, while Visit Anaheim’s website saw a 42% increase in unique users and its email subscriber base expanded by 62% to over 822,000. Locally, the Garden Grove Tourism Promotion Corporation advanced district-focused initiatives including enhanced private security along Harbor Boulevard, upgraded maintenance and landscaping, and strategic investments in destination marketing such as expanding the Foods of Garden Grove LIVE festival and developing the new Grove District tourism website. Together, these efforts strengthened Garden Grove’s visitor experience, supported hotel performance, and positioned the district for continued growth heading into FY 2025–26.

## **GOAL 4: CONVEY GARDEN GROVE'S VALUE BY CRAFTING STRATEGIC MESSAGING**

### **Civic Center Revitalization Project:**

The Garden Grove Civic Center Revitalization Project is estimated to cost \$152 million, with funding from Measure O, a 1% sales tax supporting public safety services and facilities. The project is structured as a design-build-finance public-private partnership with developer Edgemoor Infrastructure & Real Estate, design-builder Clark Construction Group, and architect AC Martin. The Garden Grove City Council approved the project agreement on March 26, 2024, and the project broke ground on May 14, 2024. On April 8, 2025, the City celebrated the topping out ceremony for Phase I, marking a significant construction milestone. Move-in to the new public safety facility is scheduled for Fall 2026. Phase I encompasses approximately 2.75 acres and includes a new 103,000-square-foot, three-story public safety facility for the Garden Grove Police Department and a four-level parking structure at the corner of Acacia Parkway and Euclid Street. The building will consolidate police administration, records, evidence and property, communications, investigations, community policing, SWAT, shared training amenities, and a larger temporary holding area into one facility. Phase II includes the demolition of the old public safety facility and construction of a redesigned 2.7-acre Civic Center Park with open green space, memorial grove, walking trail, and event lawn, estimated to be complete in Fall 2027. The current public safety facility remains open and operational during Phase I construction.



**For more information:** <https://gcity.org/civic-center>

## **HOUSING AND SUPPORTIVE SERVICES**

The City is a U.S. Department of Housing and Urban Development (HUD) entitlement jurisdiction that receives Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), and HOME Investment Partnership (HOME) funding annually from the federal government. The CDBG funding offers a variety of tools to the community for housing and supportive service activities. The ESG program provides funds to support homeless prevention and intervention services. The HOME program makes available a wide range of affordable housing activities. During FY 2024-25 the City expended \$2,309,792 to assist approximately 18,146 low- and moderate-income residents through housing rehabilitation, senior services, fair housing activities, infrastructure improvements, tenant-based rental assistance, and homelessness activities.

### **Public Services Programs**

In FY 2024-25, the City funded the Garden Grove Police and Community Services Departments and Meals on Wheels to provide public services to the low-income community. Below is a breakdown of the public service accomplishments in FY 2024-25:

- **Special Resource Team** - The Garden Grove Police Department's Special Resource Team provided 6,055 homeless individuals with essential services. They were able to refer 1,053 of those individuals to housing, which included 67 street exits.
- **H. Louis Lake Senior Center** - The Community Services Department provided assistance to 668 unduplicated seniors at the H. Louis Lake Senior Center.
- **Meals on Wheels** - Meals on Wheels of Orange County provided 43,054 home-delivered and congregate meals to 202 new seniors.



### Public Infrastructure:

CDBG funding was used to complete the Monroe Street Rehabilitation Project that repaired various residential streets that were substandard in low-income neighborhoods off of Monroe Street. The Monroe Street Rehabilitation Project assisted approximately 3,100 low-income individuals.

### Home Rehabilitation Program:

- **Home Repair Program** – Habitat for Humanity of Orange County assisted 20 low-income Garden Grove residents with rehabilitation services for their homes.
- **Re-Roof Loan Program** – City Staff was able to assist 2 Garden Grove households with major roof repairs and rehabilitation through the Re-Roof Loan Program.

### Tenant-Based Rental Assistance Program:

The City’s Homeless Emergency Assistance Rental Transition (HEART) program provides up to 24 months of tenant-based rental assistance and wraparound supportive services to help homeless and at-risk Garden Grove household’s transition into stable housing and achieve self-sufficiency.

HEART Program Assistance Overview:



### ESG Funded Homeless Services:

ESG funds are programmed to provide services to individuals who are homeless or at risk of becoming homeless. Services included: street outreach, emergency shelter, rapid rehousing, homeless prevention, and homeless information management system.

ESG- Funded Services Overview:



### First-Time Home Buyer Program:

The First-Time Home Buyer Program offers eligible first-time buyers deferred, 0% interest loans up to \$110,000 for low- and moderate-income households to assist with down payments and closing costs.

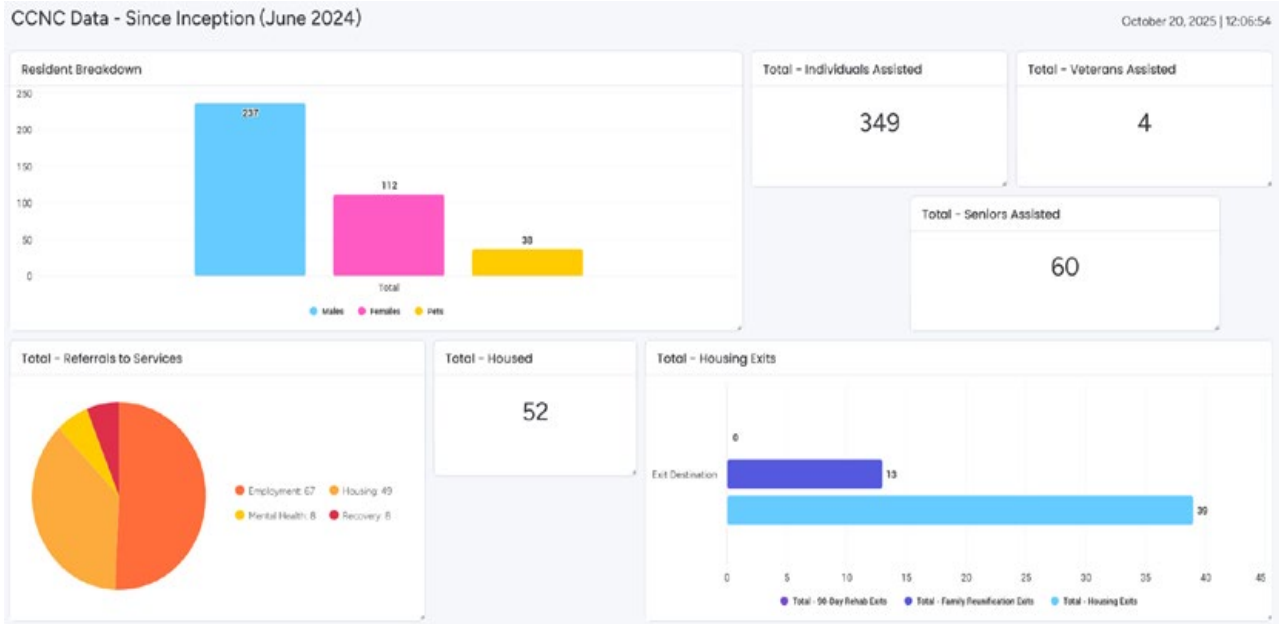
### Program Highlights:



For more information:  
<https://ggcity.org/FTHB>

### Central Cities Navigation Center

Since opening in June 2024, the Central Cities Navigation Center (CCNC) has served 349 individuals, including 4 veterans and 60 seniors ages 55 and older. To date, 52 residents have transitioned into permanent housing, representing approximately 15% of all clients served—consistent with industry benchmarks. The majority of participants continue to be male (70%), with steady engagement from older adults. The sustained number of seniors accessing services highlights the ongoing need for targeted and supportive resources for the aging population.



### **2025-2030 Garden Grove Homelessness Strategy:**

The 2025–2030 Garden Grove Homelessness Strategy, adopted by the City Council on March 11, 2025, builds upon the foundation of the Garden Grove Comprehensive Strategic Plan to Address Homelessness. This five-year strategy outlines the City’s coordinated approach to homelessness and establishes four key goals that will guide our efforts through 2030:

1. Strengthen communication and community engagement;
2. Enhance the service delivery system to improve responses to homelessness;
3. Leverage partnerships, funding, and resources to maximize support for clients; and
4. Improve the quality of life for Garden Grove residents, businesses, and stakeholders.

**For more information:**

<https://ggcity.org/neighborhood-improvement>



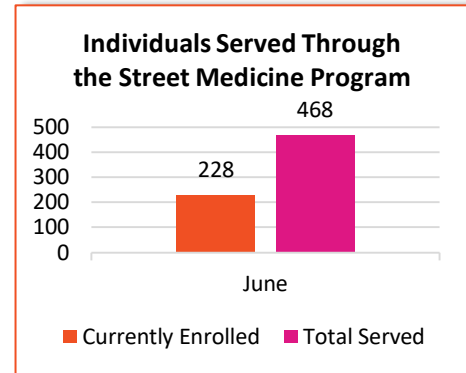
### **Be-Well OC Mobile Response Team:**

In October 2021, the Be-Well OC in Garden Grove Mobile Response Team (Be-Well) was implemented to assist individuals who are experiencing a mental health and/or health crisis. The program provides for a mobile response team working in collaboration with the City’s Special Resource Team and homeless service providers to help serve the City’s homeless population. During FY 2024-25, the Be-Well Mobile Response Team assisted 5,288 individuals.



### CalOptima Street Medicine Program:

In partnership with CalOptima and Healthcare in Action, the City’s Street Medicine Program delivers medical care to homeless individuals in our community using a medical van. Since its inception in April 2023, the target for the program was to serve a total of 200 individuals. As of June 2025, Healthcare in Action conducted outreach to 696 individuals, of which 468 individuals were served and 228 are still enrolled in the program.



### Orchard Grove:

During FY 24–25, the Orchard Grove Affordable Housing Project advanced significantly across several areas. Permanent relocation activities were completed in compliance with Federal and State Relocation Assistance Guidelines, with residents of 24 units, including 19 market-rate units, successfully relocated and receiving an average relocation assistance payment of approximately \$38,000. Residents requiring temporary relocation during rehabilitation were provided on-site hotel accommodations to ensure minimal disruption while their units were under construction. Site improvements progressed steadily, including the



establishment of a contractor staging area and temporary resident parking, both secured with fencing and monitored by security cameras. Demolition work included the removal of garages, carports, and miscellaneous concrete block partition walls, along with the clearing of trees and shrubs to

prepare for construction and future landscaping. In addition, the developer secured approval from Southern California Edison for the placement of new site-wide electrical transformer locations, facilitating upcoming electrical installations.

Building improvements also continued across multiple structures. Termite fumigation tenting was completed for all buildings. Interior rehabilitation, roofing work, including the installation of fascia boards, shingles, and gutters, and egress improvements were completed for four of the fifteen buildings. Collectively, these accomplishments demonstrate substantial progress toward the City’s goal of delivering high-quality, sustainable affordable housing and improving neighborhood livability for current and future residents through the Orchard Grove Project.

## **HOUSING AUTHORITY**

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



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

- In FY 2024-2025, the Housing Authority scored 100 percent and earned the designation of "High-Performance Agency" from the Department of Housing and Urban Development.

### **GGHA Housing Choice Vouchers**

- Staff assisted approximately 2,253 low-income households through the Section 8 Rental Assistance Program with the annual budget authority of \$43,543,752 in FY 2024-2025 to cover the Housing Assistance Payments.

### **Housing Portability Program**

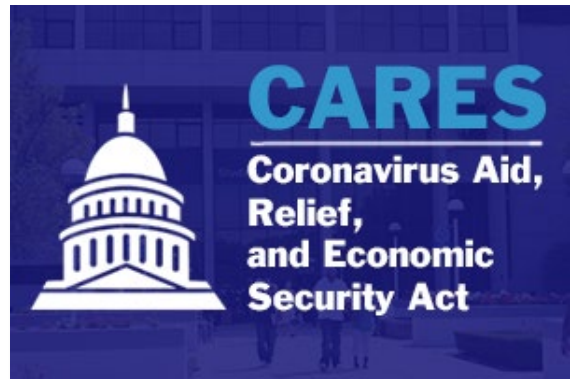
- An additional 326 tenants from other jurisdictions, primarily Santa Ana, were administered through the Portability program. By fully administering tenants through the Portability program, the Housing Authority earns approximately \$34,000 a month in administrative fees.

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

- 214 initial inspections and 1198 annual inspections were conducted to ensure that subsidized units meet Housing Quality Standards and Building and Safety Codes. 1,366 re-inspections were conducted on units that failed their first inspection.

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

■ The Coronavirus Aid, Relief, and Economic Security (CARES) Act allowed HUD to allocate additional vouchers to housing authorities to prevent, prepare for, and respond to the pandemic. As a result, the Garden Grove Housing Authority received 75 Mainstream vouchers with an annual budget authority of \$1,361,572 in FY 2024–2025 to cover Housing Assistance Payments (HAP) and related administrative fees. Mainstream vouchers serve non-elderly disabled families ages 18–61. Of the 75 vouchers, 30 were set



aside for homeless individuals and families; 8 of these were converted to project-based vouchers for the Stuart Drive permanent supportive housing project, and the remaining 22 are being matched to homeless households through referrals from the City's network of non-profit service providers, who also provide case management and housing sustainability services for 6–12 months after lease-up. To date, the Housing Authority has successfully leased up 71 families with Mainstream vouchers.

## **Emergency Housing Vouchers**

■ On May 2021, the Housing Authority was awarded with 117 Emergency Housing Vouchers (EHVs) and funding from HUD, as authorized by the American Rescue Plan Act of 2021. The EHV's are provided to help assist individuals and families who are (1) homeless, (2) at risk of homelessness, (3) fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking, or (4) recently homeless. To ensure that the EHV's assist families who are most in need, the Housing Authority will work with community partners to determine the best use and targeting for the vouchers along with other resources available in the community. To date, the Housing Authority has successfully leased up 93 families with EHV vouchers. In FY 2024-2025, we received the annual budget authority of \$2,315,991 to cover the Housing Assistance Payments (HAP) for the EHV program.

## **Training Highlights for Upcoming Housing Program Changes**

■ In FY 2024-2025, GGHA prioritized staff development by participating in several targeted trainings to solidify foundational knowledge and prepare for future program revisions. These trainings, covering the Enterprise Voucher Management System (eVMS), Section Eight Management Assessment Program (SEMAP), and Partial HOTMA compliance, are essential as the agency prepares for anticipated regulatory shifts and system transitions. By investing in these seminars, GGHA aims to ensure program integrity, and its readiness to stay in compliance with upcoming changes.



## California State University, Fullerton Leadership Development Program for Public Agencies

■ On June 5, 2025, the graduation ceremony for the California State University, Fullerton Leadership Development Program was held virtually via Zoom, recognizing staff from a variety of public agencies who successfully completed the intensive three-month course. The program was designed to equip participants with the tools to grow professionally, reinforce core qualities essential to public sector leadership, and strengthen participants' commitment to public service. GGHA have nominated two staff members to take part in this valuable leadership experience, supporting their growth and further investing in the future of our team.

## Family Self-Sufficiency Program (FSS)

■ The Family Self-Sufficiency (FSS) Program helps Housing Choice Voucher participants work toward financial independence through employment and savings. Participants strengthen their job skills, advance in the workforce, and build tax-free escrow accounts as their earnings grow.

In FY 2024–2025, the program expanded from 47 to 68 active participants, marking a **45% increase** from the prior year. A total of \$56,348.46 in escrow funds were disbursed to two graduates.

One graduate received \$41,625.82, the *second-highest* escrow payout in the agency's history, and was recognized in the Success Story feature of the national FSS Hours as well as at the Annual FSS Showcase hosted by the HUD Los Angeles office.



Aside from maintaining an internal FSS caseload, and in compliance with HUD requirements, the Garden Grove Housing Authority (GGHA) also established a Program Coordinating Committee (PCC). The PCC includes representatives from partner Public Housing Authorities, and local resource providers. Its role is to assist in developing the FSS Action Plan, securing commitments of public and private resources for program operations, and serving in an overall advisory capacity.

The PCC meets quarterly to share updates on community resources and strengthen collaboration among members. During this fiscal year, the GGHA participated in four quarterly meetings held in July 2024, October 2024, January 2025, and April 2025.

The GGHA has also been awarded \$151,002 in HUD grant funding to continue operating the FSS program, and supporting participants in building financial stability in FY 2024-2025.

**FAMILY SELF-SUFFICIENCY**  
**PROGRAM COORDINATING COMMITTEE MEETING**

Mission: To advise and support the Housing Authorities of the County and Cities (Anderson, Garden Grove, Orange County and Santa Ana) in providing opportunities and services necessary for program participants to achieve self-sufficiency.

**Tuesday, January 7**

**9 am - 11 am**

**Garden Grove Housing Authority**  
 11277 Garden Grove Blvd, #100  
 Garden Grove, CA 92843

**RSVP NOW!**

COME JOIN US TO LEARN MORE ABOUT:  
**BE WELL OC**  
**GARDEN GROVE**  
**MOBILE REPOSE PROGRAM**




## **ADMINISTRATION**

The Administration Division provides comprehensive support to ensure the department operates efficiently and effectively. The team oversees a range of administrative functions, including budgeting, contracts, grant management, fiscal analysis and general operations. It also manages organizational resources, personnel, and Real Property activities to support the department’s goals. In addition, the Division coordinates major projects and facility needs, ensuring that programs and initiatives are carried out smoothly and in alignment with the City’s overall objectives.

**Grant Status Report:** The City actively pursues grant opportunities to complement available resources and effectively leverage General Fund dollars for capital improvement projects and social services programs. Below is a chart showing the status of applications submitted by EDHD.

<b>Grant Name</b>	<b>Description</b>	<b>Amount</b>	<b>Status</b>
<b>Caltrans Fencing Improvement Project Cooperative Agreement (CFIP-CO-OP)</b>	Beautification and homeless deterrence initiatives within the City along certain underpasses of the 22 Freeway (SR-22) from Springdale St to Garden Grove Blvd.	\$1.0M	Complete
<b>AB 2766 Motor Vehicle Subvention Program</b>	Development of measures or projects to promote reduction of motor vehicle emissions.	\$110K	Ongoing
<b>Clean California Local Grant Program (CCLGP)</b>	Community enhancement project to beautify and improve the Medal of Honor Bike and Pedestrian Trail	\$441K	In Progress

<b>Caltrans Fencing Improvement Project Delegated Maintenance Agreement (CFIP-DMA)</b>	<b>Debris, abatement, graffiti removal, and fencing maintenance in the approved areas under the 22 Freeway (SR-22)</b>	<b>\$266K</b>	<b>In Progress</b>
<b>Encampment Resolution Fund Grant Program (ERF-3-L)</b>	Operations of the Central Cities Navigation Center (CCNC), street outreach, services coordination, and administrative costs	\$1.92M	Ongoing
<b>Community Based Transit Circulator Program (CTFP)</b>	Cost-effective, fixed-fee shared transportation services via an all-electric, eco-friendly fleet	2.27M	Applied
<b>Regional Investment Initiative–Catalyst Program</b>	Funded the Little Saigon Community Business District (LS-CBD) Project.	\$550,000	Pending
<b>Community Cleanup and Employment Pathway Grant (CCEP)</b>	If awarded, funding will be applied for the Garden Grove Community Beautification Project (GG-CBPP). GG-CBPP which focuses on beautification, transitional employment, and community engagement to enhance public spaces and improve residents’ quality of life.	\$133,000	Pending
<b>EDA Public Works Economic Adjustment Assistance Grant (PWEAA)</b>	Harbor corridor construction project involving pavement rehabilitation, landscaping installation, and median construction.	4.4M (City Match: 1.7M)	Pending

**SPECIAL PROJECTS**

**Little Saigon 50th Anniversary:**

On June 5, 2025, Garden Grove, along with Westminster, Fountain Valley, Santa Ana, the OCIE SBDC Network, and the Vietnamese American Chamber of Commerce, hosted the “50 Years of Little Saigon’s Resilience” event at the Great Wolf Lodge in Garden Grove. The event celebrated the achievements of the Vietnamese American community over the past 50 years. It also provided valuable resources from the OCIE SBDC Network and featured a panel of experts from different industries. Over 800 people attended, and 16 local restaurants participated in the event.



## **Eagle Scout Project:**

The City's Medal of Honor Bike and Pedestrian Trail, a one-mile path from Nelson to Brookhurst Street along the old Pacific Electric Right-of-Way, received an enhancement proposal from a local Boy Scout in March 2024 as part of his Eagle Scout Project. The project aimed to address pet waste left by trail users through the installation of eight pet waste stations. After securing funding through a successful fundraiser in July 2024, the scout worked with City staff and contractor to determine optimal station locations and installed the poles. In August 2024, the scout and his troop assembled the stations, which were later approved as part of his Eagle Scout Project. This collaboration improved the trail's cleanliness and the overall experience for the community.



## **REAL PROPERTY**

### **Euclid Building**

City-owned Euclid Building at 12966 Euclid Street is a 2.1-acre, five-story, 64,402-square-foot office building with 160 parking stalls and approximately 82% occupancy. In January 2025, Garden Grove Plaza completed a major parking lot renovation, featuring resurfacing and structural repairs, the installation of energy-efficient LED lighting, expanded ADA-compliant parking spaces and accessible pathways, integration of smart parking technology, and upgraded landscaping. Other notable accomplishments included new leases with Farmers & Merchants Bank of Long Beach (Suite 150, 11-year term) and Runinmaps, Inc / EasyFlex Texas, Inc (Suite 515, 5-year term), and as of September 18, 2024, CBRE Inc. has assumed both property management and leasing operations.



**Management of City-Owned Properties:**

Location	Service Description
Medal of Honor Bike and Pedestrian Trail	Debris abatement, electrical, graffiti abatement, landscaping, and trash pickup services
Historic Main Street	Electrical box and tree lighting maintenance services
Brady Way	Landscaping maintenance services
11277 Garden Grove Blvd (Purcell Building)	Building repair, maintenance, management, and administrative services
12966 Euclid St (Euclid Building)	Building management and administrative services
13871 West St (Navigation Center)	Building management and administrative services
11390 Stanford Ave (Credit Union)	Fire and intrusion monitoring services
City-Wide Properties (Harbor, Tamerlane, Thackery, Homestead, Ranchero)	Debris/Weed abatement and fencing maintenance services

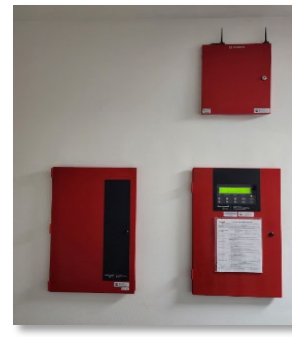
**City-Owned Property Maintenance Photos:**



**Medal of Honor**



**Brady Way Landscaping**



**Purcell Alarm System**

## COMMUNICATIONS

### Public Outreach Events:

Name of Event	Date	Description
First-Time Home Buyer Program	3/22/25	In partnership with Wells Fargo, the Neighborhood Improvement Division hosted a Homeownership Education & Literacy Program event to educate residents about the homebuying process and promote the City's assistance program.
First-Time Home Buyer Program	10/5/24	The Neighborhood Improvement Division participated in Homebuyer Day, hosted with NeighborWorks Orange County, which brought together lenders, realtors, and representatives from the Cities of Anaheim, Santa Ana, and Garden Grove for a resource fair and presentations on the services each organization offers to support homebuyers.





## COMMUNITY SERVICES

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

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

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

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

### **CAPITAL IMPROVEMENT PROJECTS**

#### **Woodbury Park Revitalization and Expansion Project**

In June 2025, the City of Garden Grove awarded the construction contract to Act 1 Construction. The project is a complete renovation and expansion of the 3.3-acre park, and expansion of half acre on the southeast corner of the park, on school district property. The new 3.8-acre park will include the installation of a new walking trail, outdoor fitness equipment, recreational swimming pool, two playground areas, picnic shelters, a skate spot, basketball courts, lighting, restrooms, and a parking lot.



## **RECREATION**

### **Atlantis Play Center**

This iconic landmark remains one of the few fantastically themed vintage parks in Southern California. Atlantis Play Center features the beloved dragon slide, blue whale, waterfall lagoon, King Neptune Pavilion, and splash pad. The handcrafted mosaic mural commissioned for the park's golden anniversary in 2013 highlights these attractions, while the bust of Jack Wallin, installed in 2019, continues to honor his legacy and contributions to the City of Garden Grove.

During the FY 2024-25, Atlantis Play Center hosted a total of 12 "exclusive" rentals and 7 "after-hours" rentals. Between pavilion and table rentals, park patrons held 57 parties within the park. Total attendance for the fiscal year was 11,864, though that figure does not include attendance from private rentals or special events, of which two were staged by City staff, including the following:

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

Jack O' Lantern Jamboree was held on Saturday, October 26, 2024. The three-hour event featured a pumpkin patch, reptile and bubble shows, inflatable obstacle courses for kids of all ages, face painting, race car train rides, carnival games, and crafts. Local vendor C&M Ohana sold kettle corn and ice cream to attendees. Local public service agencies including OCFA and OCTA conducted community outreach with a fun activity. Event attendance was approximately 800 youth and adults.

### **Eggscavation**

Eggscavation was held on Saturday, April 19, 2025. The event featured egg hunts, crafts, inflatable slides, petting zoo, train rides, and face painting. C&M Ohana provided ice cream, kettle corn, and fresh lemonade. The Easter Bunny was also on hand for photographs. Attendance for the day was approximately 730 youth and adults.

### **Outdoor Movie Series**

The 2025 Outdoor Movie Series kicked off on Friday, June 6, 2025 at Magnolia Park with a showing of *Inside Out 2* (2024). Families enjoyed a free dinner provided by Bracken's Kitchen and the Magnolia Park Family Resource Center distributed complimentary bags of kettle corn by C&M Ohana. Estimated attendance for the event was approximately 500 guests.

### **Foods of Garden Grove Live**

On Friday, October 4, 2024, the City hosted the inaugural *Foods of Garden Grove Live* event at Village Green Park in downtown Garden Grove. This tasting event featured an international selection of the city's most acclaimed and customer-favored food and drink establishments, accompanied by free live music at the Garden Amp and family-friendly activities. Admission to the event and concert was free. The event was a resounding success, selling out completely with over 14,000 tickets issued and more than 16,000 food samples enjoyed by approximately 4,000 attendees. Due to its success, the event will return in the fall of 2025.

### **Contract Classes**

Community Services offered a total of 284 classes to the Garden Grove community. Classes offered include ballet, volleyball, line dance, tennis, multi-sports, martial arts, and dog obedience. A few of the new classes offered this year include Muay Thai Kickboxing for youth ages 6-17; Skyhawks multi-sport motor skills classes for youth 18 months- 9 years old; Challenger Sports soccer development geared for youth ages 2-5; and Beginner Dog Obedience classes. Contract classes served 1,925 participants and generated \$121,161 in revenue.

### **Day Camp**

The Summer Day Camp program is open to participants 5-12 years old, and includes a teen Counselor-in-Training (CIT) program for ages 13-17. In 2025, the Summer Day Camp program was held at Edgar Park for a third year. Campers attended the 9-week camp in "group" format which consisted of 6 groups with 10 campers in each group. Day Camp generated \$80,753 and served 481 campers during the 2025 summer season.

### **Aquatics**

One of the City's most popular recreational offerings continues to be the Garden Grove Aquatics Program. In 2025, the City provided American Red Cross Learn to Swim lessons at Gary Hall Pool and Magnolia Park Pool, serving 2,157 participants and generating \$151,060 in revenue. Both facilities also welcomed 4,029 participants to their recreational swim sessions, generating \$7,909 in revenue. In addition, 46 private pool rentals brought in \$7,600 in revenue. The 2025 Aquatics Program also created meaningful employment for 30 local teens and young adults, who received professional lifesaving and leadership training and gained early experience in community service and aquatic safety. Altogether, the program generated a total of \$166,569 in revenue.

### **Youth Basketball**

The City offers two seasons of youth basketball where local youth, ages 4-14, enjoy an opportunity to learn the fundamentals of basketball and teamwork. This past year, the program attracted 214 participants for the winter season and 240 participants for the summer season. This program would not exist without the dedicated 40 volunteers that help coach or assist each year.

### **Sports and Recreation Center**

This site is home to all of the City's basketball league games played by youth ages 4-14. The Center generated \$125,000 in revenue through youth drop-in, pickleball, basketball and badminton drop-in, volleyball leagues, and the Korean Senior Badminton Club.

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

During the 2024-2025 school year, GGAC enrollment was up 35%, with an average of 55 teens (ages 13-17) actively participating from September to May. Throughout the year, the teens were given opportunities to volunteer at various City events and hear from guest speakers on a monthly basis. Additionally, GGAC established more partnerships with local non-profit organizations and logged over 714 volunteer hours during the 2024-2025 program year. In addition to the regular program, GGAC teens held the inaugural Teen Educational Summit with 78 teens from the GGUSD and surrounding cities in attendance. The year ended with the program's annual awards ceremony attended by Mayor Stephanie Klopfenstein, Garden Grove Community Foundation board members, and teens and their parents. The Garden Grove Community Foundation also provided \$2,000 in scholarship money that was awarded to five (5) exceptional teens.



### Winter in the Grove



This Christmas-themed event held annually at Village Green Park continues to be wildly popular, attracting approximately 8,000 guests in 2024. The event once again featured nine snow hills crafted from 50 tons of snow for sledding by all ages (with this year snow slides being offered for free, courtesy of sponsorship funds); letters to Santa and free holiday crafts for kids; the lighting of the 24-foot community holiday tree by the City Council; performances from local dance groups and school choirs; and the arrival of Santa and Mrs. Claus, via an OCFA engine. The Crafters Fair

was once again successful, with over 40 crafter booths offering holiday gifts for sale. Local non-profits and athletic booster clubs offered food for sale, while City public safety departments offered free, holiday-themed giveaways.



### Garden Grove Gems

This virtual home beautification program allows the community to not only self-nominate their homes online for judging, but also gives residents the easy option of then choosing the winning homes online. Homeowners and renters who reside in one of the city's six districts are eligible to nominate their home by submitting a photo, then the community-at-large has the chance to vote. A total of 43 nominations were received in 2025, with a total of 973 votes casted. After voting online for a favorite home in each district, winners and runners-up are then chosen. Once a nominee has become the winner for the 3rd time, they are then inducted into the Hall of Fame. This year the City inducted one Hall of Fame winners from District 5 and one Hall of

Fame winner from District 6. All of these winners and runners-up were then invited to a reception before the City Council meeting, along with being recognized during the Community Spotlight portion of the meeting.

## **HUMAN SERVICES**

### **Buena Clinton Youth and Family Center**

The Buena Clinton Youth and Family Center (BCYFC) continues to be a vibrant, trusted resource in the Buena Clinton community—empowering youth, supporting families, and fostering safety, connection, and pride among residents. Through partnerships, programs, and volunteerism, BCYFC remains steadfast in its mission to build a stronger and more resilient neighborhood.



During the summer, BCYFC provided engaging and educational programming for 55 youth through its Summer Day Camp, Teen Camp, and VolunTeen programs. Throughout the school year, the Center continued its commitment to education and personal development by offering an after-school enrichment

program for school-aged children and the True Neighborhood Teens (TNT) leadership program, together serving 83 youth.

In partnership with Second Harvest Food Bank, the Center offered a free meal and snack program for all participating children and local youth under 18. Through this collaboration, the Center distributed a total of 4,377 meals and snacks throughout the year.

The True Neighborhood Teens (TNT) program was highly active, volunteering in 12 community events and extending its service to support the after-school program. In total, TNT participants completed 1,396 hours of community service this past year.



To foster career and life skills, TNT hosted several guest presentations, including Hope Builders on career exploration, Cinderella's Closet introducing participants to their prom donation program, a résumé-building workshop, and a face-painting training session that allowed teens to contribute to BCYFC's Día de los Muertos celebration and provide a photo booth for four senior center dances.

In collaboration with Community Action Partnership of Orange County (CAPOC), the Clementine Trolley served the neighborhood with monthly distributions of food and diapers for seven months. This initiative reached 1,155 individuals (representing 385 duplicated families, averaging 55 families per month) with fresh produce, frozen foods, and pantry staples. While funding for the program ended in March 2025, BCYFC continued its partnership with CAPOC's Diaper Program, distributing 25,450 diapers to 501 families (88 unduplicated) and 536 children (95 unduplicated).

BCYFC's family events continue to be a highlight for the community, offering fun, entertainment, and access to valuable resources. Notable events this year included: Summer Movie Night featuring *Kung Fu Panda* (204 attendees); Magic Show Night (204 attendees); Día de los Muertos Celebration (406 attendees); and Spring Family Night & Egg Hunt (278 attendees). In partnership with the Community Development Department, the Center also hosted Beautify Buena Clinton, which despite a rain cancellation welcomed 90 residents for resources, food, and music. In total, 1,182 residents (584 families) participated in family engagement events this year. Thanks to continued partnership with Bracken's Kitchen, BCYFC also provided approximately 1,200 free meals to families and seniors during these events.



BCYFC hosted AltaMed Dental's Mobile Clinic, providing comprehensive dental care to 113 low-income residents in the neighborhood. In partnership with the Orange County Public Library, the Center offered an outdoor mobile library, giving residents access to books, DVDs, Chromebooks, and Wi-Fi hotspots. This partnership served 327 individuals before pausing operations from March through June; it is scheduled to resume next fiscal year.



The Center also expanded its educational programming through its partnership with Santa Ana College and other local agencies, offering Digital Literacy, Self-Defense & Fitness, Conversational English, and How to Start a Small Business courses, serving 164 students. Additional workshops included developmental screenings, Fair Housing education, and creative jewelry-making and paper art classes.

BCYFC continued its tradition of supporting families through seasonal drives: Back-to-School Drive distributed backpacks and supplies to 108 children (82 families); Holiday Toy Drive provided toys to 233 children (111 families); and the Thanksgiving Program, in partnership with Orange Coast Optimist Club and Bracken's Kitchen, served 350 individuals (85 families) with turkeys and meals.

BCYFC provided comprehensive case management and counseling services, supported by Master's in Social Work interns (MSWi's) and Magnolia Park Family Advocate who is stationed one day per week. MSWi's offered ongoing support and psychoeducational workshops. Over 100 clients were linked with resources, with 43 receiving case management/counseling services. MSW Interns facilitated a Women's Empowerment Group with 22 participants, and two Social Emotional Learning (SEL) groups served

students in grades 1–6, teaching coping strategies, conflict resolution, social skills, and emotional regulation.

The Center remains a cornerstone for community safety by collaborating closely with the Garden Grove Police Department (GGPD). Quarterly Vietnamese resident meetings and GREAT (Garden Grove Responsible Effective Apartment Team) meetings were re-established with property owners and landlords. Code Enforcement representatives attended monthly Cafecito meetings, and GGPD officers maintained a visible presence at family nights and special events to strengthen relationships with residents.

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



MPFRC’s Community Action Engagement Council (CEAC) hosted their annual Women’s Recognition Event that celebrated the strength and resiliency of women who have overcome adversity and continued to thrive despite life’s challenges. The event honored the journey of women who have faced trauma and emerged with renewal purpose of hope. The keynote speaker, Giselly Torres, who is an Associate Clinical Social Worker, delivered an inspiring message on understanding attachment styles and the lasting effects of Adverse Childhood

Experiences (ACEs), shedding light on how early experiences shape relationships and emotional well-being. The event served as a powerful reminder of the healing that comes from connection, self-awareness, and community support.

Through the support of many community partners, MPFRC has been able to provide free diapers to Garden Grove families on a monthly basis. MPFRC provided free diapers to 86 families/106 children, and distributed a total of 29,050 diapers throughout the year. MPFRC in partnership with Bracken’s Kitchen provided meals to 1,684 individuals at their community-wide events.



MPFRC provided a three-week summer program with a different theme each week: Colors of the Week, Around the World, and Magnolia Olympics. Each week consisted of themed crafts and outdoor games. The program was offered to children from 1<sup>st</sup> to 5<sup>th</sup> grade, with a total of 27 children served. The three-week program concluded with a fun pool party.

Through various donations, MPFRC was able to distribute free backpacks and school supplies to 158 children/71 families. During the holiday season, 25 families received a Thanksgiving meal/basket and free toys were provided to 383 children (166 families).

One hundred one individuals participated in individual, family, and group counseling services offered by MPFRC. The groups that were offered included women's support group, stress and anxiety group, personal empowerment group, and a self-esteem group for teen girls.



Two hundred twenty eight individuals participated in educational workshops, which included parenting, mental health leadership workshops, personal empowerment program classes, a father's only parenting group, and family strengthening workshops. MPFRC collaborated with agencies such as Human Options, Olive Crest, MoMS OC, UCI, Interval House, Boys & Girls Clubs of Garden Grove, The Priority Center, and Radiant Futures to provide these free classes and workshops.

MPFRC continues to engage with fathers by providing different opportunities for them to come together for peer support and to learn more about family strengthening skills/techniques. By providing a monthly peer group and several fun activities where fathers and their children can come together to participate in bonding activities has allowed a richer experience for the fathers. In FY 2024-2025 MPFRC provided 6 monthly peer groups where approximately 15 dads participated on regular basis, and two father/child bonding activities that included a holiday gingerbread house making contest, and a fieldtrip to an Anaheim Angels baseball game. There were a total of 11 fathers and their children that participated in these activities.



MPFRC's Teen Group, SOL (Strengthening Our Leadership), continues to meet weekly. During the year, teens completed a 10-week Social Emotional Learning (SEL) program provided by Phoenix House, which helped them build self-awareness, emotional regulation, and positive relationship skills. In addition, they took part in workshops on stress management, healthy relationships, and higher education, offered in collaboration with UC Irvine and Human Options. To further enhance their learning, teens attended the Teen Summit hosted

by the City of Garden Grove Teen Action Collaborative and the "Love Shouldn't Hurt" Conference hosted by Human Options. "Love Shouldn't Hurt" is an annual conference that empowers youth through education on teen dating violence prevention and healthy relationships. Throughout the year, teens also had an opportunity to volunteer at several MPFRC events such as the Trunk or Treat, Spring Event, and Family Movie Night.

Through comprehensive case management services, 110 families were served by the MPFRC's Family Support Specialists. Families were linked to parenting education, rent and utility assistance, counseling, and basic needs services. Due to the increase need of housing

assistance, MPFRC collaborated with Interval House and assisted 15 families with either partial or full rent.

The partnership with AltaMed has allowed MPFRC to provide free dental screenings and services for children and adults. Healthy Smiles' mobile clinic is on site monthly, and was able to serve 124 individuals, a 46% increase from last year.

Children's Health Initiative of OC (CHIOC) and Eligibility Technicians from Orange County Social Services are on site monthly to help families apply for MediCal, CalFresh (food stamps), CalWorks and General Relief. They assisted 60 families with accessing government benefits.

In FY 2024-2025, 1,778 referrals were made for 1,560 individuals seeking services. Individuals contacted the Center in need of housing/rental assistance resources, parent education, recreational activities, food resources, and mental health services.

## H. Louis Lake Senior Center

The H. Louis Lake Senior Center continues to provide vital programs and services that enrich the lives of Garden Grove's older adult community. This past year, the Center served approximately 751 unduplicated individuals.

Nutrition remains a key focus, through its partnership with Meals on Wheels Orange County (MOWOC) and Bracken's Kitchen. The MOWOC Lunch Café operated five days per week, serving an average of 60 participants daily and providing 15,670 hot meals. The Home Delivered Meals Program, also in partnership with MOWOC, served an average of 35 clients weekly and delivered 42,668 meals to homebound seniors. Bracken's Kitchen continued to offer nutritious meal options, with 2,525 hot breakfasts distributed throughout the year. They also provided 160 frozen meals distributed weekly, for a total of over 8,300 frozen meals this year.



Transportation services through the Senior Mobility Program, funded by OCTA M2 funds, remained essential in helping seniors maintain independence and access to critical destinations. The Center processed 158 new applicants and provided 14,399 one-way trips throughout the year. Of these, 1,871 trips were for medical appointments, 8,934 were for nutrition, 2,359 were to and from the Senior Center, and 1,235 were for grocery shopping. The program also continued to coordinate excursions that promote socialization and mental well-being, including Duffy Boat trips in July and August that served 45 participants; a holiday lights excursion to San Juan Capistrano in December that brought holiday cheer to over 40 participants; and a Regal Cinema outing in April where 17 seniors enjoyed a movie together.



The Senior Center continues to be a welcoming space for older adults, fostering connection, independence, and well-being. Through individualized case management, information and referral, and counseling services, seniors received personalized guidance to navigate housing, health, and social service systems. All services were provided by Master of Social Work (MSW) interns, who offered compassionate, client-centered support. This year, the Center served 204 seniors, connecting them to community resources, comprehensive case management, and participating in counseling and group sessions that promoted socialization and peer support.

Collaborations with Alzheimer’s Orange County, Community Legal Aid of Orange County, the Fair Housing Foundation, provided participants with direct access to workshops, clinics, and consultations that addressed a range of needs from legal issues and housing rights, to healthcare enrollment and mental health awareness.

Health and wellness activities continued to thrive, with popular fitness classes including Adaptive Line Dancing, Balance and Mobility, Tai Chi, Fit Mind Fit Body, Longevity Stick, and Chair Yoga offered through Santa Ana College (SAC). Educational and wellness workshops remained a strong part of programming and reached a broad segment of the community. Legal Aid provided legal assistance to 58 participants; Alzheimer’s Orange County engaged 173 participants across two brain health workshops, as well as conducting 3 onsite memory screenings; GGPD provided outreach and safety presentations for 59 participants; and OCAPICA reached 42 individuals through a Vietnamese wellness presentation. In total, 405 participants benefited from these educational and wellness sessions, helping seniors stay informed, active, and connected.

Recreational and cultural programs continued to bring joy and connection to participants throughout the year. The Center hosted its Fourth Annual Older Adult Resource Fair in September, with over 150 attendees. They also hosted seasonal events such as the Fourth of July Celebration, evening Luau, Halloween Dance, Thanksgiving luncheon, and tree trimming party. Winter activities included the Winter Wellness Series and a sold-out holiday excursion to San Juan Capistrano. In February the Center held a Valentine’s Day Celebration for more than 60 seniors, followed by a lively St. Patrick’s Day celebration in March. Spring events included a cookie decorating workshop and Spring Celebration where attendees participated in an Easter egg hunt. Mother’s Day and Father’s Day celebrations drew 98 and 60 participants respectively, and the 48th Annual Strawberry Ball welcomed 189 community members for an evening of dining and dancing to celebrate the 2025 Strawberry Ball King and Queen. The fiscal year concluded



with a summer kick-off barbecue in June, where 80 participants enjoyed music, games, and fellowship.

Cultural and intergenerational engagement remained a vital part of the Center's programming. In January, the center hosted the 3<sup>rd</sup> annual International Week, which celebrated cultural diversity with 68 participants, and in May they celebrated Cinco de Mayo. The Mejor Juntos social support group continued to offer Spanish-speaking participants a space to share traditions, stories, and community connections. Through these cultural and intergenerational efforts, the Center continues to celebrate diversity and strengthen relationships among Garden Grove's diverse older adult population.



## **FACILITIES**

### **Community Meeting Center/Courtyard Center**

The Community Services Department oversees the operation of two centers – the Community Meeting Center (CMC) and the Courtyard Meeting Center (CYC). The facilities are utilized for baby showers, weddings, quinceañeras, anniversaries, celebrations of life, and birthday parties; as well as business meetings, workshops, seminars, and art exhibits.

Internal bookings: CMC – 216 / CYC – 15  
Revenue-generating bookings: CMC – 43 / CYC - 35  
Co-sponsorship bookings: CMC - 35 / CYC – 15



Revenue for CMC and CYC totaled \$85,595.19

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

Permits were issued for athletic field use at Chapman Sports Complex, Edgar Park, Garden Grove Park, Hare Park, and West Grove Park. In addition, there are three leased athletic facilities including the hockey rink at Chapman Sports Complex, and indoor soccer at Garden Grove Park and Pioneer Park. From July 1, 2024 through June 30, 2025, these rental facilities generated \$158,022.50 in field revenue.

In addition, staff documented the following on park grounds: 8,385 occurrences with unhoused individuals; 3,639 illegally parked vehicles; 2,459 reports of dogs off-leash; 1,513 permitted groups; 702 calls for information and assistance; 198 non-permitted user groups; 72 instances of graffiti vandalism; 23 calls for animal control; 22 instances of alcohol consumption; and 7 occurrences of golf play.

Picnic shelter rentals at various parks generated over \$27,581.36 in revenue through 184 individual rentals and 47 Picnic Pavilion rentals.

There are two park buildings available for rent at West Grove Park and West Haven Park. Small group gatherings such as baby showers and birthday parties are suitable for these buildings. For the fiscal year, the buildings generated approximately \$39,197.50 in revenue.

The City's mobile stage was offered 14 times for City-run and community-wide organizations.

### Theaters

The GEM Theater is home to One More Productions, a non-profit organization providing theatrical experiences of the highest quality to the Garden Grove community including the following performances: *Evita*, *Seussical the Musical*, *Cinderella*, *Damn Yankees*, and *Grease*.

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

### Garden Grove Community Foundation

Established in 1998, the Garden Grove Community Foundation (GGCF) is a 501(c)(3) non-profit organization that was created to enhance the community's unique features, diversity, and economic vitality. Community Services department is the liaison between the Foundation and the City. GGCF proudly hosts the annual summer concert series. This fiscal year report covers two summers of concerts with *Taylor Nation*, *Redneck Rodeo*, *Jimmy's Buffet*, *Tijuana Dogs* in 2024 and the *Dreambats* and *Wild Shot* in 2025.



All concerts took place at Eastgate Park with an average weekly attendance between 2,500-3,000 people. Four to five food trucks provided food/drink options. The Foundation supports arts in local schools and as such, sponsors a program in which local high school vocalists compete for cash prizes and the title, "The Voice of Garden Grove." The competition is part of the annual concert series with the finale at the last summer concert. Since its inception, the Foundation has awarded \$21,000 in winnings to GGUSD students and high school chorale programs.

PART II

# **INDIRECT SERVICES**

# CITY MANAGER'S OFFICE

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

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

The significant achievements for the City Manager's Office for FY 2024-25 included the following:

## **ECONOMIC FOCUS**

In FY 2024-25, the City of Garden Grove maintained its economic focus in line with the priorities established by the City Council. The City continued to capitalize on its enhanced financial position to further economic development, provide critical services, protect reserves, and fund much needed programs and projects throughout the City.

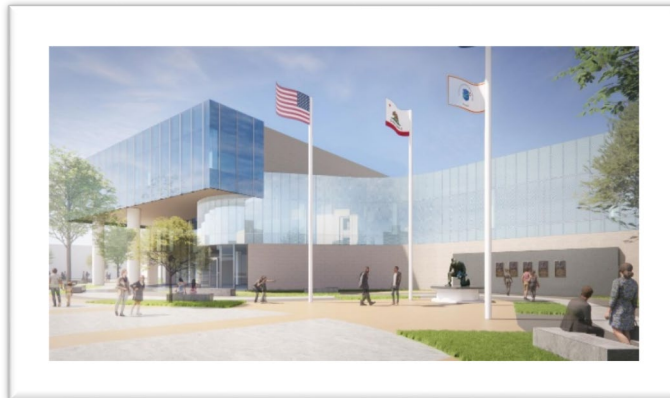
## **FY 2024-25 ACTION PLAN**

The City Manager's Office oversaw implementation of the FY 2024-25 Action Plan to achieve the City Council's priorities. Among the significant accomplishments were:

### **Economic Development**

- Completed implementation of the Orchard Grove redevelopment of Tamerlane
- Secured lease agreements with new tenants at the 12966 Euclid office building, including Farmers & Merchant's Bank
- Promoted Garden Grove's diverse food culture and local businesses through the launch of the inaugural Foods of Garden Grove LIVE event

- Extended the City’s Vehicle Rebate Program with a five-year extension
- Approved a Restrictive Covenant Agreement with Great Wolf Lodge to support a \$30 million renovation.
- Launched the Microbiz Program aimed at helping small businesses start and expand operations.
- Developed a new Economic Development Strategic Plan for FY2025-2030.



### Public Safety

- Continued construction of the GGPD Headquarters as part of the Civic Center Revitalization Project
- Promoted internally to fill the new Cybersecurity Officer position and establish cybersecurity measures
- Maintained the Measure O Public Safety Staffing Plan
- Continued to support the Mobile Mental Health Response Program in partnership with Be Well OC
- Completed Phase 2 and 3 of the Caltrans Fencing Improvement Project (CFIP) in response to the increase of homeless encampments

### Community Engagement/Outreach

- Disseminated important City information via all City communication mediums
- Completed numerous GGTV3 productions including livestreamed City Council meetings, City activity promotions, informational sessions, and additional videos/reels
- Promoted multiple summer activities hosted by the H. Louis Lake Senior Center, Magnolia Park Family Resource Center, and Buena Clinton Youth and Family Center
- Promoted City job opportunities, programs, and news through use of customized multilingual media
- Office of Community Relations brought on a new Public Information Officer
- GGTV3 hired a new video production specialist to assist with all City media productions

### Financial Sustainability

- Maintained quarterly budget monitoring process
- Produced monthly revenue/expense reports
- Submitted mid-year budget updates
- Completed payroll system cleanup tasks

- Implemented updated purchasing procedures
- Received the 40<sup>th</sup> consecutive GFOA Certificate for Achievement for Excellence in Financial Reporting

### Effective, Transparent Government

- Coordinated and completed the *Walk and Talk* series with Councilmembers and the community around each Garden Grove District
- Presented the State of the City Address
- Conducted quarterly volunteer program meetings
- Continued quarterly communications reports
- Launched redesigned newsletter format
- Produced annual performance metrics review
- Finalized community meeting schedule

## Walk & Talk

with your District Councilmember

Join your district council member and community for a walk around your district.



### Other Community Issues

- Continued the citywide Community Cleanup Day program
- Continued the partnership with Cal Optima and Healthcare in Action through the City's Street Medicine Program, delivering medical care to homeless individuals in Garden Grove
- Developed a new 5-Year Homelessness Strategy
- Completed the Strawberry Zest sculpture to increase community art.
- Unveiled the Doig Intermediate School Mural Project
- Hosted Flower Street on Main Street and Tet Festival at Garden Grove Park to highlight the City's cultural diversity

## **OFFICE OF THE CITY CLERK**

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

Achievements specific to these functions included:

- Continued commitment to transparency by facilitating online public access to committee filings and annual conflict of interest filings in compliance with the Political Reform Act.

- In adherence to the Public Records Act, ongoing coordination of public records request responses averaging between 70 and 75 per month.

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



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

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

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

- Partnership with the OC-Clerk Recorder's Office for Government to Government (G2G) access for the recordation of certain documents pertaining to City business.

## **OFFICE OF COMMUNITY RELATIONS**

The Office of Community Relations (OCR) serves as the City's Public Information Office, disseminating official City news and information to English and multi-language media and community. The office provides consistent and transparent communication through internal and external mediums that include the Emmy Award-winning Garden Grove TV3 (GGTV3) cable team. OCR also serves as the City's marketing and PR center, undertaking numerous informational and promotional campaigns and events.

The division produces a variety of written materials for the city council and participates in several community events.

From July 1, 2024 to June 30, 2025 the office produced, distributed, or placed:



- 106 English press releases
- 1,373 social media posts
- 189 translated materials (includes press releases, flyers, and social media posts): 166 Vietnamese, 23 Spanish, and 16 Korean.
- Six CityWorks bi-monthly water bill newsletters
- Five bi-monthly Vietnamese newsletters
- 16 Community Spotlights
- Over 120 promotional ads in print and digital publications, websites, and social and outdoor media

### MAYOR'S FIRST STATE OF THE CITY

In June 2025, Mayor Stephanie Klopfenstein delivered her first State of the City address, "Powered by Garden Grove," highlighting progress, partnerships, and long-term vision. The address cited public safety, economic development, housing navigation efforts, and infrastructure investments, while recognizing City staff and community partners advancing strategic priorities and a resilient future together.



### Walk & Talk

with your District Councilmember  
Join your district council member and community for a walk around your district.



The City of Garden Grove launched the Walk and Talk program which provided residents with an informal opportunity to engage directly with City leadership and staff while exploring local neighborhoods and facilities. These guided walks visited every district and encouraged open dialogue, transparency, and community connection, allowing participants to ask questions, share feedback, and learn more about City projects and services.

### MILESTONE EVENTS

The division also facilitated and publicized milestone events for key projects: the First Foods of Garden Grove and the groundbreaking of the Woodbury Park Revitalization and Expansion Project.



## SOCIAL MEDIA

For FY 24/25, Nextdoor's growing popularity dominated over Facebook, Instagram and X. GGTV3's total YouTube views reached nearly 245,000. A total of \$6,200 was placed into 27 boosted posts.



Emmy Award-winning GGTV3 supports City departments with promotional and informational videos, produces public service announcements and news stories, and provides live as well as recorded coverage of Garden Grove City Council meetings. The staff manages the Garden Grove TV3 YouTube Channel featuring hundreds of positive local stories and videos.

## **FY 24/25 PRODUCTIONS INCLUDED:**

- City Council Meetings, Livestreamed, Cablecast, and Archived (22)
- State of the City Presentation 2025
  - Garden Grove is a Destination
  - 2025 Garden Grove City Council Members Introduction
  - Powered by Garden Grove
- Call to Duty Police Memorial Livestream
- Grove Together Podcast (Holiday Edition)
- Live & Recorded Garden Grove Strawberry Festival Parade & News Story
- 4th of July Safety Tips PSA
- Garden Grove CERT Fall Academy Promo
- Garden Grove Gems Promos
- Foods of Garden Grove LIVE Promo
- Black Friday goes BiGG Promo
- Winter in the Grove Promo
- Garden Grove Disaster Service Worker Program Video
- Garden Grove has a New Mayor & Three Councilmembers News Story
- Harbinger Ribbon Cutting News Story
- Garden Grove Civic Center Revitalization Project Groundbreaking News Story
- New Playground Dedication Ceremony at Magnolia Park News Story
- UnReel with Lisa Kim
- Garden Grove Teen Action Collaborative Reel
- Walk & Talk Reels
- Tet Festival 2025 Reel
- Garden Grove College Graduates' Reception Valedictorian Sponsors' Video
- 2024-2025 Housing & Community Development Funding Allocations Meetings



# FINANCE

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

The Finance Department carries a fiduciary responsibility to manage public funds in the most responsible manner. The department is comprised of 33 full-time and five part-time employees, covering citywide financial activities in five functional areas – Budget and Payroll, Fiscal Services, Purchasing and Warehouse, Revenue, and Risk Management. The Finance Department serves our community as well as other City departments by providing the following services: budget development, cash and investment management, municipal procurement, grant management, debt administration, financial reporting and auditing, risk management, utility billing, business license, and citywide fiscal transaction processing such as accounts receivable, accounts payable, payroll, and central cashiering.

The Finance Department’s significant achievements for FY 2024-25 included the following:

- In November 2024, the Department received the 40th consecutive GFOA Certificate for Achievement for Excellence in Financial Reporting. This certificate is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by the City and its management.
- In December 2024, the Department successfully launched Lockbox services to streamline the utility bill payment process for our 35,000 water customers. Since implementation, more than \$8.0 million in water payments have been processed through the new system, making payment processing faster and more efficient.



Government Finance Officers Association

**Certificate of  
Achievement  
for Excellence  
in Financial  
Reporting**

Presented to

**City of Garden Grove  
California**

For its Annual Comprehensive  
Financial Report  
For the Fiscal Year Ended

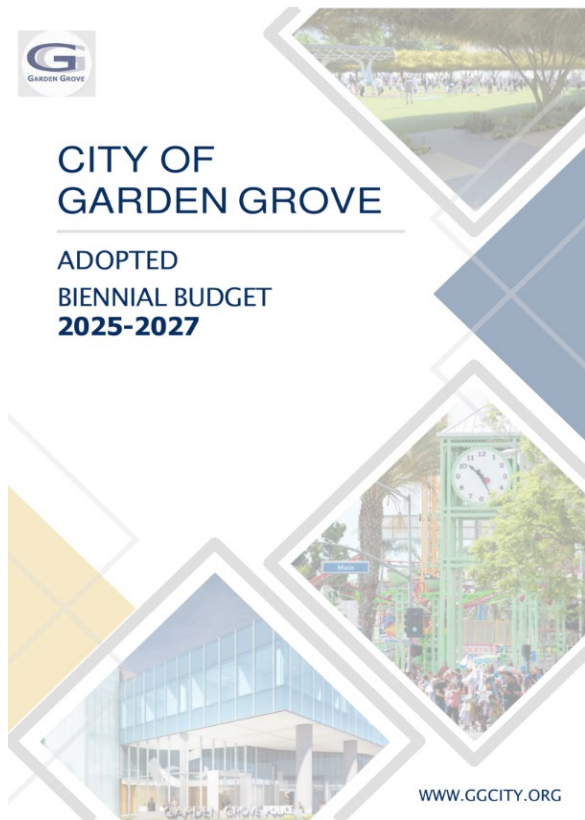
June 30, 2023

*Christopher P. Morill*  
Executive Director/CEO



# CITY OF GARDEN GROVE

ADOPTED  
BIENNIAL BUDGET  
2025-2027



- On June 10, 2025, the City Council adopted a balanced biennial budget for fiscal years 2026 and 2027. This budget is the culmination of the City Council’s visioning process — a collaborative effort involving elected officials, City leadership, and community input to help shape the City’s long-term future. It reflects a clear alignment between organizational priorities and the community’s goals and aspirations, ensuring that resources are allocated strategically and responsibly.

In October 2025, the City published its first interactive budget book on the official website. This new digital format enhances transparency, accessibility, and public engagement by allowing residents to easily explore budget information, view charts and trends, and better understand how City resources are being invested.

- During Fiscal Year 2024-25, the Department successfully closed 188 subrogation cases, securing over \$424,000 in reimbursements for damages to City property. This achievement reflects our strong commitment to protecting City resources and ensuring accountability.
- Business License Tax revenue reached a historic milestone this year, contributing more than \$3.2 million to the General Fund. Our team processed nearly 15,000 license renewals and issued over 2,000 new licenses, marking an outstanding year of growth and support for our business community.
- In October 2025, a Liability Claim Audit was successfully completed. The results were complimentary of the Department’s proactive investigation, litigation management and overall claims handling.



- In October 2025, the Department successfully completed the transition of the City's credit card processing service to a new vendor, Point & Pay, following a comprehensive competitive selection process. In addition to enhanced service features, the transition enabled the City to pass merchant fees to credit card users, resulting in an estimated annual savings of approximately \$400,000. These savings can now be redirected to support programs that benefit the community as a whole.

- During Fiscal Year 2024-25, the Department completed several Request for Proposal processes, and awarded several multi-year professional service contracts achieving cost savings in both contract value and operational efficiency. The contracts include:



- Investment advisory services to Meeder Investment Management;
  - Third-party liability claims administration services to Carl Warren;
  - Cost allocation plan development to Willdan Financials.
- Throughout the fiscal year, the Department conducted three Committee for Operations and Organizational Policy (COOP) meetings and facilitated the establishment of a new administrative regulation – City of Garden Grove Generative AI Policy. Additionally, five existing policies were updated, including the City Hall Security, ID Badge, and Access Control Policy; City of Garden Grove Privacy and Security Statement; the Use of Community Meeting Center and Park Buildings Policy; the Surplus Property Policy; and the Profile Photo Policy.

# INFORMATION TECHNOLOGY

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

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

The significant achievements for the Information Technology Department for FY 2024-2025 included the following:

## **POLICIES / PROCEDURES / PLANNING**

- Established the City's Cybersecurity Committee
- Updated the City's Website Privacy and Security Statement

## **SYSTEMS / PC TECHNICAL SUPPORT**

- City phone system replacement
- Deployed new cloud-based email system
- Added "Drop a Pin" feature to Report an Issue app
- Navigation Center Public Portal
- Foods of Garden Grove support/mobile app game
- Payment processing system transition
- Deployed customer kiosks to the City Hall lobby
- Internal GIS upgrade to GeoNode
- Launched City SEIM (Security Event and Information Management) system
- Enterprise asset tracking system procurement
- SCADA support for Public Works Water Services Division

- LexisNexis police reports implementation
- Updated central authentication server
- Modernized the Intranet website
- Added water loss calculations to Public Works Workorder System
- Next generation data backup solution
- Police drove video streaming support
- Replacement of 130 desktop computers

### **WORD PROCESSING / GRAPHICS**

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

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

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

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

#### **Artwork:**

- Central Cities Navigation flyers and posters
- Triannual Parks and Recreation Guides
- Recreation Center banners
- CityWorks publication
- City calendars
- Various water bill inserts
- Employee Service Awards
- College Graduates' Reception
- PD Volunteer Luncheon pamphlet
- Winter in the Grove/Jack-O-Lantern Jamboree/Eggscavation
- Magnolia Park Trunk or Treat/Spring Event
- Senior Center City events
- State of the City of Garden Grove Program
- Certificates/Proclamations/Recognitions
- Citizen Academy

- Outdoor Movie Series posters and flyers
- Summer Concert Series posters and flyers
- Summer Day Camp posters and flyers
- Holiday closure signs
- Police Biennial Report
- Vietnamese Newsletter
- Digital board updates
- Strawberry Festival posters
- Gems flyers
- GGTV3 Calendar
- GGCF/Chamber Golf Classic brochure/banners/program
- Laminate various signs
- Create City staff business cards
- Walk & Talk
- Graffiti abatement program summary
- Little Saigon 50<sup>th</sup> Anniversary
- Woodbury Park ground breaking
- Foods of Garden Grove Live

### **REPROGRAPHICS / MAILROOM**

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

From July 1, 2024, to June 30, 2025, this division produced:

- 1,472,163 color photocopies
- 1,055,608 black and white photocopies

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

- Sort and deliver incoming mail/deliveries
- Weigh and meter outgoing mail
- Various folding and envelope stuffing jobs
- Produced copies of Council packets prior to meetings
- Various print jobs on black/white and color copiers

- Binding, hole punching, and production of tabs for large documents
- Paper refill and toner of City Hall copiers
- Print, fold, and stuff business license renewals and notices
- Fold and stuff monthly housing checks
- Print and bind booklets for the Gem Theater
- Print and fold brochures
- Produce bound copies of the City Budget book
- Create various sizes of City calendars
- Create various NCR forms for PD, Housing, and Community Development
- Print business cards for various departments
- Name plates and name tags
- Special events food tents, flyers, table top signs
- Print Parks and Recreation Guide and postcard
- Fold and insert accounts payable checks

# HUMAN RESOURCES

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

## The significant achievements for the Human Resources Department for FY 2024-2025 include the following:

- Negotiated memoranda of understanding with the Garden Grove Police Officer Association, Garden Grove Police Management Association, and the Garden Grove Employees Association, and revised resolutions for the Central Management and Middle Management groups.
- Successfully conducted 91 recruitments resulting in the hiring of 32 new full-time employees, 66 new part-time employees, and 81 promotions.
- Administered the volunteer program, processing 15 new volunteers for the Community Services, Community Development, and Information Technology departments.



- Administered the AQMD Rideshare Program with a total of 78 participants. Through the program, 4 Clean Air Vehicle Rebates were issued for a total of \$10,000, and 54 participants earned a total of \$2,225 in gift card incentives for using alternative transportation methods that reduced carbon emissions.
- Provided a total of 11 training and development workshop opportunities for various levels of staff.
- Processed a total of 33 bilingual testing requests, resulting in 25 employees certified bilingual Spanish, 3 certified bilingual Vietnamese, and 1 certified bilingual Korean.

- Presented to City Council the City's annual Recruitment and Retention Report, demonstrating a retention rate of 97% and decrease in the vacancy rate from 8% to 5% for full-time positions in 2024.



- Managed the Workers' Compensation process for 65 new employee injury cases and closed 65 cases.
- Hosted Benefits Fair and processed 331 benefit elections during Open Enrollment October 2024 through CalPERS, Delta Dental, Vision Service Plan, Lincoln Financial, The Advantage Group, and The Standard.
- Recognized years of service milestones for 81 employees with 1,125 cumulative years of City service and hosted annual Employee Service Awards luncheon for 48 attendees.



## Human Resources Fast Facts

Category	FY 24/25	FY 23/24	FY 22/23	FY 21/22
New Hires	98	90	95	89
Promotions	81	54	65	67
Reclassifications	1	9	7	12
Voluntary Demotion	1	2	1	0
Full-time Resignations	20	38	33	43
Retirements	20	17	14	18
Dismissal/Did Not Pass Probation	4	4	3	1
End PT Temporary Employment	13	13	18	20

## FY 2025-2026 Goals

- Develop and implement a training program to support employee development, including training on leadership, supervision, business writing, diversity, inclusion, implicit bias, and cultural awareness.
- Revise and standardize bilingual testing exams across all three recognized languages, Spanish, Korean, and Vietnamese.
- Develop and implement a Department of Transportation random drug testing program for applicable positions to increase employee safety on the job.
- Increase workers' compensation and safety training for all City employees to educate them on the process, their rights, the City's legal requirements, and how to avoid injuries.
- Empower supervisory staff with the tools and knowledge of workplace accommodations for their employees through specialized training.
- Develop a notification process to increase efficiency in driver's license and medical certification renewals and ensure employee compliance with State law and job requirements.
- Ensure compliance with and regularly update policies and practices to align with California labor laws, including SB 827 training for local agency officials, SB 294 Workplace Know Your Rights Act, and CalPERS regulations.