



CITY OF GARDEN GROVE PERFORMANCE REPORT

FISCAL YEAR JULY 1, 2019 - JUNE 30, 2020

OCFA proudly welcomes
Garden Grove Fire Department

GGFD
TRANSITION
TO OCFA



CONGRESSIONAL MEDAL
OF HONOR BIKE AND
PEDESTRIAN TRAIL



HOMES 2 SUITES
BY HILTON
GROUNDBREAKING



PEDESTRIAN
COUNTDOWN
SIGNALS



WEAR A MASK.
Slow the spread.



RESPONSES TO COVID-19

OUTREACH
CENSUS
2020



BE COUNTED, CALIFORNIA!

CITY OF GARDEN GROVE

Steven R. Jones
Mayor
Kim Bernice Nguyen
Mayor Pro Tem - District 6
George S. Brietigam
Council Member - District 1
John R. O'Neill
Council Member - District 2
Diedre Thu-Ha Nguyen
Council Member - District 3
Patrick Phat Bui
Council Member - District 4
Stephanie Klopfenstein
Council Member - District 5

January 4, 2021

Honorable Mayor and City Council Members:

I am pleased to present the City of Garden Grove's Fiscal Year (FY) 2019-20 Performance Report. This report highlights the most notable accomplishments of each City department during the last fiscal year. The report is intended to assist in the evaluation of the City's short and long-term goals, and to demonstrate our commitment to providing the highest quality of service as efficiently and effectively as possible.

On an organization-wide basis, the City maintained its focus on implementing the Community Vision and made great strides in strengthening the City's financial position, providing quality services, completing projects outlined in the City's FY 2019-20 Action Plan and responding to the unanticipated COVID-19 pandemic. Primary areas of emphasis centered on financial sustainability, public safety, economic development to preserve and grow City revenues, community engagement, and effective and transparent government.

In November 2018, Garden Grove voters passed Measure O – Garden Grove Public Safety/9-1-1 and Vital City Services Measure providing a reliable source of locally-controlled revenue for Garden Grove's public safety and quality-of-life services. This allowed for the expansion of the Police Department's ranks by adding 11 new police officers and three new school resource officers. The new positions increased the department's sworn authorized strength to 182 officers. In addition, Measure O allowed for the hiring of five additional full-time non-sworn positions to help with dispatch and records. At the conclusion of FY 2019-20, all of the new Measure O positions were filled. The additional staffing has allowed the Department to keep up with the growing needs of the City's nearly 180,000 residents and to be more effective with confronting increased crime and addressing the City's homeless population.

In August 2019, Public Safety was further enhanced with the successful transition of the Garden Grove Fire Department to the Orange County Fire Authority (OCFA). As part of the transition, sworn Fire personnel were trained in OCFA's standard operating procedures and essential equipment and vehicles were transferred to OCFA. OCFA is now providing efficient, top-quality fire and paramedic services to the residents, businesses and visitors of Garden Grove.

In the first half of the fiscal year, the City experienced substantial economic progress. SteelCraft celebrated its Grand Opening; the first new hotel south of the freeway—

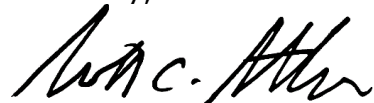
Home2Suites—broke ground; Christ Cathedral completed its \$72 million renovation and new businesses opened including Nova Kitchen & Bar, Kia, and Taco Bell. Several new development projects that will strengthen Garden Grove's economic base also continued to progress, including Garden Brook Senior Village, Site C Hotel, and Valley View theater and retail improvements. However, in the second half of the fiscal year, COVID-19 began to sweep across the nation and world, severely affecting the national and global economies. Local development and business activity began to slow and the City took immediate steps to contain costs, promote public safety, pursue federal aid funding, and begin to assist Garden Grove businesses and community members. To date, the City has received \$6.7 million in Coronavirus Aid, Relief, and Economic Security Act funding to help impacted businesses and community members, and reimburse the City for direct costs.

A cash rebate from Southern California Edison allowed the Public Works Department to complete the retrofit of all Edison owned streetlights from High Pressure Sodium (HPS) to Light Emitting Diode (LED) and convert all of the City's remaining City-owned streetlights and intersection safety lights from HPS to LED. Additionally, several state and federal grants provided funding to implement important traffic signal and pedestrian safety improvements throughout the City. Traffic signal upgrades were made at Garden Grove Boulevard and 9th Street, Magnolia Street and Orangewood Avenue, and Haster Street and Lampson Avenue. Six hundred and twelve pedestrian countdown signal heads were also installed at 99 signalized intersections citywide greatly enhancing pedestrian safety. Another noteworthy accomplishment was the completion of the Congressional Medal of Honor Bike and Pedestrian Trail. This \$1.8 million grant project extended the existing trail from Nelson Street to Brookhurst Street, creating a one-mile 12-foot wide, bi-directional bicycle and pedestrian path for active recreation and transportation.

Finally, the Community Services Department continued to provide Garden Grove residents with over 200 wonderful recreation classes and programs including cartooning for kids, ballet, tumbling, tennis, multi-sports, martial arts, summer concerts, movies in the park and special holiday events. In response to the COVID-19 pandemic, new programming and a webpage were created featuring virtual and at-home activities for the community to enjoy while inside. In December, Garden Grove residents were treated to a winter wonderland at Village Green Park. Garden Grove's Community Services Department, with the help of some creative elves, turned the park into a safe, socially distanced drive-through holiday party. The sold-out event was a hit with the kids and kept the Winter in the Grove tradition alive in the City during this very different holiday season.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Scott C. Stiles", written in a cursive style.

Scott C. Stiles
City Manager

INTRODUCTION

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

The organization of the City government consists of nine departments, 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**
- **Public Works**
- **Community and Economic Development**
- **Community Services**

INDIRECT SERVICE DEPARTMENTS

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

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

The following pages present information on the mission of each department, its major accomplishments for Fiscal Year (FY) 2019 – 2020, and various photographs, charts, and graphs highlighting items of particular interest.

TABLE OF CONTENTS

PART I: DIRECT SERVICES

Police Department.....	1 – 5
Fire Department.....	7 – 10
Public Works.....	11 – 22
Community and Economic Development.....	23 – 35
Community Services.....	37 – 47

PART II: INDIRECT SERVICES

City Manager’s Office.....	51 – 61
Finance Department.....	63 – 64
Information Technology.....	65 – 68
Human Resources.....	69 – 70

PART I

DIRECT SERVICES

POLICE DEPARTMENT



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

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

The Police Department consists of three Bureaus: Community Policing Bureau, Support Services Bureau, and Administrative Services Bureau. The significant achievements of FY 2019 – 20 for the Police Department included the following:

POLICE DEPARTMENT RECRUITMENT AND TRAINING

Measure O was passed by Garden Grove voters in November 2018 and allowed for the expansion of the department's ranks by adding 11 new police officers and hiring three new school resource officers. These new positions were budgeted to begin in FY 2019-20. The new sworn positions increased the department's sworn authorized strength to 182 officers. In addition to the sworn positions, Measure O allowed for the hiring of five additional full-time non-sworn positions to help with dispatch and records.

At the conclusion of FY 2019-20, all of the new Measure O positions were filled with qualified candidates. The Professional Standards Division hired 19 police officer recruits, two lateral police officers, two Level-1 reserve police officers, one records supervisor, four records specialists, four public safety dispatchers, five community

service officers, and three part-time employees. A total of 40 new Garden Grove employees were welcomed to the Garden Grove Police Department.



Training has remained a top priority for the department. The Training Division ensures that all of the police officers meet or exceed state mandated training requirements, such as the Racial Profiling/Bias-based Policing training that is mandated for every five years. However, recognizing the importance of this training, the department provides GGPD employees annual training in this area. Officers are also required to attend a bi-annual two-hour Interpersonal Communication and De-escalation training course certified by the California Peace Officer Standards and Training (POST). Every GGPD officer was not only re-certified with this POST class in 2019, but also received additional training beyond the POST minimum requirement: they attended an additional four-hour de-escalation course in February 2020 and were taught updated de-escalation skills.

Mental Health/Crisis Intervention is an important topic and skill every Garden Grove Police Department officer uses on a daily basis. California Senate Bill (SB11) requires each officer receive a block of instruction on this topic while in the police academy, and there is no mandated requirement to receive additional training beyond this. Under guidance from the Commission on Accreditation for Law Enforcement Agencies (CALEA), GGPD officers receive training on this important topic every three years. In March 2019, officers took a two-hour POST-certified course on Mental Health/Crisis Intervention. Additionally, officers attended a four-hour course in February 2020 to learn new skills in crisis intervention and in handling individuals with mental health disorders.

PROBLEM SOLVING EFFORTS

The year 2020 with COVID-19 brought significant changes to the Garden Grove Police Department's enforcement activity. COVID-19 and the economic downturn severely affected all of the hotels in the city, and resulted in an increase in calls-for-service in the resort area. Recognizing the notable increase in activity, the police department increased its enforcement efforts in the area. Since March 2020, these enforcement actions resulted in at least 100 arrests for various crimes including for weapons possessions, narcotic violations, vehicle burglaries, state parole violations, fraud, theft, graffiti, trespassing, and other violations.

On June 3, 2020, the Garden Grove Police Department also managed the largest protest in Orange County that was organized for the Black Lives Matter movement. The police department met with protest leaders and provided them with safe options for a peaceful protest. This event and three subsequent protests resulted in no arrests, no damage to city businesses, and no harm to protesters, community members, or police officers.

Patrol officers and specialized units continued their problem solving efforts throughout the year using the S.A.R.A. problem solving model (Scanning, Analysis, Response, Assessment) and the Crime Triangle tool, successfully addressing quality-of-life related crimes throughout the city. Many of these successful strategies included partnering with Garden Grove's Code Enforcement, Public Works, Parks and Recreation, and city attorneys; the State's Caltrans and California Highway Patrol; and private and County resources. Responding to the increase in crime, police officers continue to work diligently to make Garden Grove a safe place to live, visit, and work.

COMMUNITY IMPACT UNIT

The Community Impact Unit was created in January 2020 after the passage of Measure O to focus on the needs of the community, residents, and businesses, and to address the myriad of problems and issues that affect them. The mission of the Community Impact Unit is to find new and innovative ways to fight crime and partner with the community. They do so by utilizing problem solving techniques such as the Crime Triangle to address problems when they are identified.

The Community Impact Unit, comprised of six officers and one sergeant, primarily functions as a uniform detail, but the unit has the ability to work in an undercover capacity and participate in community events. Each officer is responsible for addressing issues and partnering with the community for their specific beat. The officers partner with the crime analysis unit, communicate with patrol officers, and respond to community complaints to identify crime trends and issues.

Directed enforcement in high crime areas is also a key component of the Community Impact Unit. This unit has self-initiated over 100 felony arrests and 100 misdemeanor arrests, recovered 29 occupied stolen vehicles, and seized multiple firearms and large quantities of narcotics.



POLICE DEPARTMENT FAST FACTS

During FY 2019-20 the Police Department responded to 63,992 calls for service with an average response time of 5 minutes 02 seconds for priority calls. Specific statistics regarding calls for service and response times are contained in the following tables:

Calls for Service – FY 2019-20	
Priority 1 Immediate Dispatch <i>Lights and Sirens Authorized</i>	1,649
Priority 2 Immediate Dispatch <i>Lights and Sirens NOT Authorized</i>	7,338
Priority 3 Felony Just Occurred Crime Against Person Just Occurred Threat of Violence <i>Lights and Sirens NOT Authorized</i>	25,974
Priority 4 Cold Felony Reports No Threat of Violence But Could Escalate <i>Lights and Sirens NOT Authorized</i>	9,772
Priority 5 Property Crime Just Occurred No Threat of Violence <i>Lights and Sirens NOT Authorized</i>	11,449
Priority 6 All Other Low Priority Calls <i>Lights and Sirens NOT Authorized</i>	6,306
Priority 7 Phone Reports Abandoned Vehicles Sex and Drug Registrants	1,504
Total Calls for Service	63,992

Calls for Service/Response Times	FY 19-20	FY 18-19	Change
Priority Calls for Service (Priorities 1 and 2)	8,987	9,306	-3.4%
Non-Priority Calls for Service (Priority 3 and greater)	55,005	57,136	-3.7%
Total Calls for Service	63,992	66,442	-3.7%
Average Response Time – Priority	5 m 02 s	4 m 51 s	0 m 11 s
Incoming / Outgoing Phone Calls	184,323	181,442	1.6%

FIRE DEPARTMENT



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

ORANGE COUNTY FIRE AUTHORITY (OCFA)

On April 16, 2019, the Garden Grove City Council voted to enter into an agreement with the Orange County Fire Authority to transition fire, medical, and fire prevention services to OCFA. Both agencies worked diligently to ensure a smooth and efficient transition between departments. The transition to OCFA was completed on August 16, 2019. The following tasks were completed in FY 19-20:

- Trained sworn personnel in OCFA's Standard Operating Procedures.
- Transferred equipment and vehicles, and closed out grants, including the Assistance to Firefighters' Grant and Urban Areas Security Initiative program.
- Invoiced the State of California for Firefighter Strike Teams reimbursements.
- Notified the State Fire Marshal to transfer Knox Box program to OCFA.
- Worked with the City Clerk's Office for proper storage and destruction of documents.
- Finalized agreements to terminate dispatch services and use of training facilities.



While transitioning to OCFA, the Fire Department continued to provide the community with efficient, cost effective fire and life safety protection, and emergency medical services. This was accomplished through department-wide proactive fire programs within two divisions: Operations Division and Administrative Division.

CUSTOMER SERVICE

The Fire Department continued industry best practices in managing the organization to maximize customer service. A collaborative process was used in decision-making, both operationally and administratively, which included management, labor, and department members. Despite the ever increasing emergency call volume and fire prevention activity, the department continued to provide excellent service and maximize organization effectiveness.

The Fire Prevention Bureau continued to develop programs focused on greater customer service, collaboration, and compliance with both the business communities and the school district. The Bureau was able to achieve 100% completion of mandatory fire prevention inspections, including for churches, schools, and apartments. Due to this achievement, OCFA was able to implement its prevention program with a clean slate.

PUBLIC RELATIONS

The department provided updates on the upcoming transition through social media and actively communicated public education, emergency notifications, and City information through its social media platforms. Social media was a cost-effective method to connect to the community.



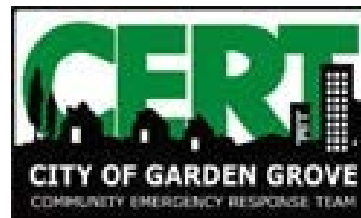
Social media platforms used by the department:

- Facebook – Community page used to educate, inform, and engage
- Instagram – Utilized to give people an inside look at the fire department
- Nextdoor – Web program used to reach specific neighborhoods with information
- Twitter – Used to update followers of working incidents

The department provided accurate and timely information to the community.

CITIZEN EMERGENCY RESPONSE TEAM (CERT) / EMERGENCY PREPAREDNESS

The CERT program was a volunteer organization within the Garden Grove Fire Department. With the transition of services to OCFA, the CERT program was transferred to the Garden Grove Police Department. The mission and purpose of Garden Grove CERT are twofold: 1. To provide Basic Emergency Preparedness Training to people who live and/or work in the City of Garden Grove; and 2. To



develop a cadre of trained and willing volunteers to aid Garden Grove's Professional Emergency Responders in the event of a declared emergency. CERT members are instructed on how to prepare for, respond to, and recover from a disaster.

FIRE DEPARTMENT FAST FACTS

¹From July 1, 2019, to August 16, 2019, the Garden Grove Fire Department responded to 2,100 calls for service.

	2017	2018	2019¹
<i>Incidents in Jurisdiction</i>	13,195	13,238	1,602
Fire	382	385	51
Medical	11,275	11,317	1,367
Hazardous Materials	80	81	9
Other Emergencies	563	593	73
Service	895	862	102
<i>Incidents outside Jurisdiction</i>	1,815	2,156	498
Fire	290	330	61
Medical	1,419	1,679	419
Hazardous Materials	22	34	3
Other Emergencies	58	78	13
Service	26	21	1
Regional Emergencies	-	14	1
<i>Total Calls for Service</i>	15,010	15,394	2,100

COMPARISON

	2014	2015	2016	2017	2018	2019 ¹
Incidents in Jurisdiction	11,162	12,496	13,099	13,195	13,238	1,602
Incidents outside Jurisdiction	786	2,131	1,815	1,815	2,156	498
Total Calls for Service	11,948	14,627	14,914	15,010	15,394	2,100



The Fire Department transitioned to OCFA on August 16, 2019.

PUBLIC WORKS



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

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

The significant achievements of FY 2019-20 for the Public Works Department included the following:

CITY-OWNED STREET LIGHTS & SAFETY LIGHTS LED RETROFIT PROJECT

In 2019, the City received a cash rebate from Southern California Edison to complete the retrofit of all Edison-owned street lights from High Pressure Sodium (HPS) to Light Emitting Diode (LED). With the receipt of these funds, the City was able to convert all remaining (665) City-owned streetlights and intersection safety lights from HPS to LED. Other project improvements included converting all SR-22 freeway underpass lighting to LED, including tagging all City-owned streetlights.



2019 TRAFFIC SIGNAL MODIFICATIONS & PEDESTRIAN COUNTDOWN HEAD INSTALLATION

The City received three Highway Safety Improvement Program grants for the implementation of traffic signal modifications at Garden Grove Boulevard and 9th



Street, Magnolia Street and Orangewood Avenue, and Haster Street and Lampson Avenue. The City also received a federal grant for the installation of 612 pedestrian countdown signal heads at 99 signalized intersections citywide. Left-turn phasing was provided for all directions, and

traffic signal improvements included installing new signal equipment, cabinets, poles, conduits, cables, vehicle video detection and emergency vehicle preemption systems.



CANNERY-IMPERIAL STORM DRAIN PROJECT

The Cannery-Imperial Interim Storm Drain Improvement Project, from Gilbert Street and Imperial Avenue to Garden Grove Boulevard and Cannery Street, involved the construction of a new storm drain line, junction structures and catch basins – including the relocation of existing water and sewer mains – roadway resurfacing, replacement of various PCC improvements, striping, and minor amounts of irrigation and



landscaping. These improvements will significantly reduce the risk of flooding and road closures on Magnolia Street from Central Avenue to Garden Grove Boulevard.



LA BONITA STORM DRAIN IMPROVEMENTS

The Project included construction of a new storm drain system on La Bonita Street from Westminster Avenue to Anabel Street, including installation of catch basins, new traffic striping, and removal and replacement of concrete cross gutters.



LEWIS STREET REHABILITATION

Through a cooperative agreement between the Cities of Garden Grove and Orange, the City of Orange, as project lead, rehabilitated Lewis Street from Garden Grove Boulevard to Chapman Avenue, of which Garden Grove owns approximately ten percent. Improvements included traffic control, inclusion of ADA ramps and traffic detector loops, asphalt concrete grinding, overlaying, and pavement striping.



LARSON AVENUE & VARIOUS RESIDENTIAL STREETS REHABILITATION PROJECT

Improvements included the rehabilitation of the following streets: Larson Avenue from Brookhurst Street to Bowen Street; Bowen Street from Central Avenue to Garden Grove Boulevard; Deanann Place from Dakota Avenue to Central Avenue; Cypress Street from Trask Avenue to Garden Grove Boulevard; Nelson Street/Paloma Avenue from Westlake Street to south of Century Boulevard; Westlake Street from Trask Avenue to Century Boulevard; Central Avenue from Brookhurst Street to Cypress Street; Imperial Avenue from Cypress Street to Westlake Street; Alan Way cul-de-sac at Imperial Avenue; and Glen Way cul-de-sac at Imperial Avenue. The projects were partially funded with Community Development Block Grant funding and transportation funding.



EUCLID STREET, GARDEN GROVE BOULEVARD, WOODBURY ROAD AND PALMWOOD SIDEWALK IMPROVEMENT

The City rehabilitated Euclid Street from Chapman Avenue to Katella Avenue, Garden Grove Boulevard from Brookhurst Street to Nelson Street, and Woodbury Road from 750 feet west of Harbor Boulevard to Harbor Boulevard. The project also included the installation of sidewalk on Palmwood Drive from Vegas Way to Patricia Drive.

PRIVATE DEVELOPMENT

Land Development staff facilitated the following projects:

- Buaro Street Town Homes: 17 attached town homes (completed).
- Shea Homes: 70 single-family detached residential units (in-progress). Last Phase will be completed by the end of 2020.
- Charter Communication: Data center (completed).
- Christ Cathedral: Campus expansion (in-progress, under construction).
- Trask Apartments: Triplex-residential (under construction).
- Home 2 Suites By Hilton: New two-story hotel (under construction).
- McDonald's: Rebuild McDonald's w/ dual-lane drive thru (completed).
- Taco Bell: Construct new Taco Bell (completed).
- Fast 5 Carwash: New carwash (tied to Valley View Cinema Project) (completed).
- Valley View Cinema: Expand/remodel existing theater and add restaurant (under construction). New Jack in the Box as part of this development is completed and in operation.
- Far West: 16-unit work/live building (under construction).
- Melia Homes: 31 new townhomes (in-progress).
- Cottage Industries (Phase I): Convert existing single family dwellings into new restaurant/ retail use (plans for Phase I have been approved).
- Garden Brook Senior Village (formerly Galleria): Senior housing project (under construction).

- Garden Grove Plaza: Two-story professional building (under construction).
- Pearl Street Mixed Use Project: Four-story, 10-unit mixed-use development (Plan Check Phase).
- Garden Grove Apartments: 46-unit affordable housing project (under construction).
- Smallwood Plaza: Three-story mixed use building (plans have been approved).
- Site C Hotel: Hotel development (Plan Check Process).
- Landfill Surcharge for Longston Pit: (In Design).
- Target Center expansion: (In Design).
- Harbor Boulevard Storage Facility: (Plan Check)
- Pavilion Shopping Center: (Pre-Submittal for entitlements)
- New Citibank on Chapman Avenue: (Plan Check)
- Loara Street Development: Two-unit residential development (Pre-Submittal for entitlements).
- Site B-2: (Pre-submittal for entitlements).
- Seven Leaves Coffee Shop: (Plan Check).
- Monarch Street Industrial Development: (Pre-Submittal for entitlements).
- Starlight Cinema Phase II: (Pre-Submittal for entitlements).
- Target: Shopping center expansion on Westminster Avenue and Brookhurst Street (Pre-Submittal for entitlements).
- 13361 Yockey Street: Multi-residential (Pre-Submittal for entitlements).
- 6911 Garden Grove Boulevard Car Wash (Pre-submittal for entitlement).
- 11241 and 11251 Trask Avenue: Multi-residential (Pre-Submittal for entitlements).
- Raising Cane's on Harbor Boulevard: (Pre-Submittal for entitlements).
- 12592 Chapman Avenue Carwash: (Pre-Submittal for entitlements).
- 7441 Chapman Avenue Storage Facility: (Pre-Submittal for entitlements).

ANIMAL CARE SERVICES

As with many other City operations, the COVID-19 pandemic affected Animal Care Services operations. Following direction from OC Animal Care, Garden Grove Animal Care Services and other animal control agencies in the County switched from in-person contact to remote contact when possible for a variety of situations, including animal bites, to reduce employee exposure to the virus. Additional personal protective equipment, such as face masks, gloves and Tyvek suits, was purchased and provided to employees. Animal Care Services uses the disinfectant Rescue™ for everyday cleaning, a product approved by the EPA as part of its Emerging Viral Pathogen program and shown to be effective against the COVID-19 virus.

FIELD STATUS JULY 2019 – JUNE 2020

FIELD SERVICE CALL DESCRIPTION	CITY OF GARDEN GROVE			
	DOG	CAT	OTHER	TOTAL
Animal Bite	100	12	1	113
Animal Confined	250	124	51	425
Animal Dead Pick Up	74	564	436	1074
Animal Injured	49	89	139	277
Animal Stray/at Large	270	19	12	301
Animal Noise Complaint	45	0	0	45
Animal Sick	4	50	8	62
Vicious Animal	26	0	0	26
Live Wildlife	0	0	112	112
Animal Cruelty	47	12	7	66

TOTAL SERVICE/FIELD CALLS RECEIVED											
JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
306	304	251	236	218	217	221	230	217	253	265	334

BARKING DOG	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Complaints Received	1	12	2	2	4	3	4	3	3	6	2	3
Hearings	0	0	0	0	0	0	0	0	0	0	0	0
Citations	0	0	0	0	0	0	0	0	0	0	0	0

STREET MAINTENANCE

As part of the Pavement Management Program, an On-Call Recycled Asphalt Pavement (RAP) slurry sealing project encompassing 692,681 sq. ft. was completed on 22 residential and collector streets. This has proven to be a cost-effective preservation treatment that extends the life of existing asphalt while sealing it from the harmful effects of water penetration, excessive heat, and infra-red rays of the sun, which all contribute to the degradation of the asphalt pavement.



Slurry preparations include the following:



- 5,254 tons of asphalt used in patching paver passes and in removal of defective areas for the slurry seal project.
- 18,000 pounds of crack sealant material used.
- 3,971 linear feet of concrete curb and gutter removed and replaced; 17,040 sq. ft. of sidewalks, 3,000 sq. ft. of driveway aprons, and 12 new ADA ramps installed.

Staff installed paver passes at the intersections of Stanford Avenue and Knott Street and at Hazard Street from Euclid Street to Ward Street. This is an innovative paving technique that addresses pothole issues for a longer period of time. This new technique is also being applied on City alleyways.



Staff began managing a Local Streets Rehabilitation Project funded by gas taxes and CDBG funds. This project covers Barclay Drive, Maureen Drive, Fraley Street, Vons Drive, Larkin Drive, Oma Place, Gamble Avenue, Huber Street, and Dewey Drive. The



asphalt was treated with FDR (full-depth reclamation) and cement, and four inches of asphalt was applied. This method is a quick and cost-effective alternative that improves the stiffness and durability of the road base layer, sustains the increased traffic, and provides better long-term performance. Staff performed a slurry seal and concrete improvements on the remaining streets.

Additional work performed and planned work include the following:

- 1,983 work orders pertaining to asphalt completed.
- 232 work orders for signs completed.
- Signs along Valley View Street were replaced with new signs, posts, and anchors.
- 8 full map pages of signs and street name signs are scheduled to be replaced next fiscal year.

FACILITIES IMPROVEMENTS

■ **Park Facilities:** Staff addressed deferred maintenance upgrades at park sites that involved replacement of wood rot, repairs of rusted metal, and painting of restroom buildings, picnic shelters, pump houses, and other facility buildings.



This work was performed at the following sites: Faylane Park, Magnolia Park, Atlantis Park, Village Green Park, Gutosky Park, and Eastgate Park. Staff began planning for the replacement of the electrical panel and exposed ridged piping at grade, and the replacement of a sinking and undersized transformer.



■ **Covid-19 Mitigation/Response:** Staff fabricated and installed sneeze guard barriers throughout City Hall, Senior Center, Buena Clinton, Magnolia Park, Housing Authority, and the Police building (main building, Youth Services Unit (YSU), annex, and satellite office). Sneeze guard installation for the Council Chamber is in the design phase. Also, staff developed and implemented a response procedure to disinfect possible contaminated areas.



■ **Police Department Facilities:**

Staff replaced a failing rooftop HVAC unit at the property and evidence building, and replaced rippled and torn carpet at the YSU. Staff repaired a hidden leak in the briefing room and replaced damaged flooring and cabinets.



■ **Courtyard Center Facility:** Staff removed flooring, cabinets, damaged walls, and hazardous material resulting from a water heater leak in the Courtyard Center activity room. A contractor will replace the damaged flooring, cabinets, walls, paint, and plumbing. Staff

are in the process of removing trip hazards in the patio area where tree roots have raised up courtyard pavers and concrete. The HVAC equipment has reached its life expectancy and is failing: staff will replace the equipment in the next fiscal year.



- City Hall Facility: Staff replaced damaged carpet in the council conference room. Cabinets were painted and installed in the third floor training room; the flooring will be replaced in the next fiscal year. Electrical upgrades were applied to the second and third floor City Hall server rooms.
- New Bikepath: Staff began planning for the upgrade of the new bikepath walkway lighting from solar to photocell.
- Mosquito Control: Staff worked with OC Vector Control to address potential West Nile virus areas at City facilities.
- Municipal Service Center: Staff worked on electrical upgrades for Electrical Vehicle charging stations.

EQUIPMENT MAINTENANCE

A new addition to Fuel Focus will help capture vehicle data and make fueling for end users much easier. With this new system, users will be able to pump gas without having to type in the mileage or pump number, while the system simultaneously updates the vehicle records. Vehicles are in the process of being outfitted with the necessary equipment for this new upgrade.



STREET TREES MAINTENANCE

A total of 382 diseased, dead, or problematic trees were removed throughout the city. This allowed the Asphalt/Concrete division to replace damaged sidewalks, curbs, and gutters. 319 trees were planted to either replace existing trees or to fill empty tree wells, and 2,329 street trees were trimmed by City staff and the contractor. Staff began replacing some of the dead Oleanders on Chapman Avenue that encompass over two miles with the more disease-resistant Tecoma Stans and Thevetia Shrubs. These replacements will take time due to the large coverage area.

STORM DRAIN MAINTENANCE

During the fall cleanup, our contractors cleaned approximately 4.6 miles of open flood control channels and removed 13.12 tons of trash from 974 catch basins.

RIGHT OF WAY MAINTENANCE

In FY 2019-20, one employee completed 959 work requests, which was an increase of almost 400 requests from the prior year. This is attributed to adaptations in the workflow due to COVID-19 and Republic Services's limiting its bulky item collection. As more items were being illegally dumped or abandoned in areas of the City, an inspection system was implemented to verify that the items were dumped on public property. 952 locations were referred to Republic Services for the collection of abandoned and dumped items. Working in conjunction with the Police Department, Public Works responded to 158 homeless-related requests, which consisted of storing and removing items from public property such as sidewalks and parks. The graffiti contractor worked six days a week and addressed 10,742 graffiti requests over the course of the fiscal year.

WATER QUALITY UPDATES

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

In February 2020, the California Division of Drinking Water issued two advisory levels for PFOA and PFOS in drinking water supplies and is pursuing advisory levels for seven additional PFAS in 2020. The Notification Level (NL) for PFOA is 5.1 ppt and the NL for PFOS is 6.5 ppt. The NL is the level at which water agencies are to notify local elected officials and governing bodies of the presence of PFOA or PFOS in local water supplies. The Response Level (RL) for PFOA is 10 ppt and the RL for PFOS is 40 ppt. The RL is the level at which the state recommends the water not be served.

Monitoring orders from the Division of Drinking Water were issued in September 2020 to conduct quarterly sampling beginning in October 2020 until further notice.

In response to these new water notification requirements, staff are working closely with the Orange County Water District and Municipal Water District of Orange County to monitor groundwater through routine sampling. Staff have proactively begun evaluating treatment options to remove PFOA and PFOS chemicals and a plan to address this issue is underway. Staff are seeking economically feasible solutions that may involve methods such as recalibrating the equipment and retesting, mixing our water with imported water that is free of the chemical, and treating water with some form of activated carbon. The Water Services Division is committed to providing safe, reliable, and high quality drinking water that meets state and federal standards.

WATER SYSTEM UPGRADES

The following design and/or construction phases of water improvements were completed:



Construction

- **Westhaven Reservoirs Rehabilitation Project:** Westhaven Reservoirs are two of the eight reservoirs in the City and were originally built in 1970. The project consisted of the repair work for the buried pre-stressed concrete at the west and east reservoirs located in West Haven Park, and included crack repair, spall repair, joint repair, construction of a seismic curb, roof waterproofing, rust spot repair, and the addition of a fall protection system for the reservoirs. Site improvements included replacement of two 16-inch butterfly valves, flap gate replacements, conduit installation for future intrusion alarms, removal and replacement of PCC and AC concrete pavement within the West Haven Pump Station site, construction of a steel picket perimeter fence on the west and north sides on the park, curb cut and driveway approach improvements, construction of concrete pads for park benches, furnishing and installation of park benches, and restoration of turf and irrigation facilities.

ENGINEERING STUDY

- **2020 Water Master Plan Update:** The 2020 Water Master Plan (WMP) Update was completed to ensure the water system continues to provide adequate service to customers, meet the latest regulatory requirements, and accommodate any factors and events within the last 10 years that impact the water system. The WMP Update provided a list of capital improvements for the next 20 years. In addition, the project also provided an updated hydraulic model of the water distribution system, a comprehensive SCADA Master Plan, and a Facility Conditional Assessment.

SEWER SYSTEM IMPROVEMENTS

As part of the State regulated Sewer System Management Plan, the following sewer improvements were completed:

Construction

- **Westminster Avenue and Lexington Avenue Sewer Improvement Project 7833:**

This project consisted of replacing 670 linear feet of 12-inch sewer pipe, 282 linear feet of 8-inch sewer pipe, and six manholes on Westminster Avenue from Euclid Street to Anita Place and Lexington Avenue from Donegal Drive to Lexington Avenue.



- **Ward Street Sewer Improvement Project 7824:** This project consisted of replacing approximately 820 linear feet of 8-inch sewer pipe and five manholes in Ward Street.

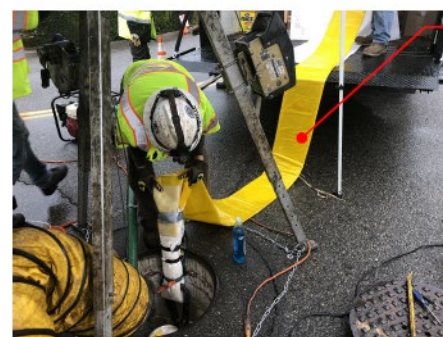
- **Sewer System Rehabilitation Plan Phase I, Sewer Main Lining, and Spot Repair Projects 1&2:**

This project has rehabilitated 17,430 linear feet of 8-inch sewer pipe using UV-Cured Glass Reinforced Plastic Cured-In-Place liner. This has extended the useful life of these sewer pipes for another 50 years.



- **Sewer System Management Plan 2020 Update:**

Staff updated the Sewer System Management Plan (SSMP) according to the Statewide General Waste Discharge Requirements and the Monitoring and Reporting Program (WDR) Order No. 2006-0003-DWQ. The SSMP is intended to serve as a comprehensive management plan for preventing sanitary sewer overflow (SSO) and ensuring compliance with the WDR order and the regulations of the State of California and the federal government. Overall, the plan provides for a financially sound and sustainable infrastructure replacement and improvement program, the implementation of best management practices, an emergency spill response plan, and a routine operations/preventative maintenance plan.



PUBLIC OUTREACH

■ In 2014, the City formed a partnership with the Discovery Cube, formerly named Discovery Science Center, in an Eco Challenge School Program developed to help educate students on the importance of recycling. This program involves a lecture, take-home activities, and a visit to an interactive exhibit at the Discovery Cube. A new change in the program effective September 2019 includes a take home booklet, as well as a family survey focused on organics recycling. Students who complete this program receive a free ticket to the Discovery Cube. Approximately 1,738 fifth and sixth grade students from the Garden Grove Unified School District participated in this program during this fiscal year. This program helps fulfill the educational component for the State's goal for diverting waste from the landfills.



GRANT APPLICATIONS & AWARDS

■ Local Roadway Safety Plan – As part of the Highway Safety Improvement Program (HSIP) grant requirements, the City applied for and received a Local Roadway Safety Plan Grant in the amount of \$72,000 to identify and analyze safety problems and recommend a list of prioritized improvements for future HSIP grant funding.

■ The City received approximately \$40,000 in state funding to form a partnership with the Orange County Conservation Corps (OCCC) to provide beverage container recycling and litter abatement at various City park sites and facilities. OCCC also provides assistance in public works-related maintenance services, such as tree trimming, mowing, edging, and minor construction projects.



■ The City received approximately \$45,000 in state funding for a Used Oil Recycling Program. This program has established State Certified Used Oil Collection Centers throughout the City, a Residential Used Oil Curbside Collection Program, and a public education campaign. The goal is to keep used motor oil out of the waste stream, storm drains, and groundwater by building public awareness of the proper and legal disposal of used oil.

PUBLIC WORKS FAST FACTS

	2019	2020	%
Department Work Orders Completed	18,071	22,521	25%
Sewer Main Lines Cleaned - million linear ft. (Decrease due to first phase of contractor performing CCTV work)	0.23	0.23	0%
Parking/Street Sweeping Citations	34,508	28,430	-18%

COMMUNITY AND ECONOMIC DEVELOPMENT



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

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

Significant achievements of FY 2019-20 for the CEDD included the following:

OFFICE OF ECONOMIC DEVELOPMENT

The Office of Economic Development continues to implement the 2018 Economic Development Strategic Plan. The plan outlined specific economic development goals and priorities: increase the city's tax base and other revenue sources, create and retain jobs within the city, address sales tax leakage and diversify the sales tax base, create new markets, and build local and regional relationships. In this fiscal year, the Office of Economic Development continued to be proactive in its business development activities, which include business attraction, business retention, and marketing efforts. Provided is a brief summary of activities that were achieved.

SteelCraft Garden Grove

On June 13, 2017, City Council approved a lease with Howard CDM for the development of SteelCraft, a unique venture that ties together open spaces and public places to create a sustainable indoor/outdoor urban eatery built primarily out of recycled metal shipping containers. The project located on the southwest side of City Hall at 12900 Euclid Street celebrated its Grand Opening in September 2019 and is now open for business.

Cottage Industries

In May 2016, the City approved the sale of city-owned properties to Lab Holdings for future development of Cottage Industries, an adaptive reuse of residential properties for artisan retail and commercial uses. The Planning Commission approved the first phase of Cottage Industries known as the Farm Block in March 2018. In November 2019, the Planning Commission approved the second phase known as Art Block. Due to COVID-19, the project was briefly on hold but was re-engaged in June 2020 with improvements anticipated to begin in spring 2021.



Home2 Suites by Hilton

The BN Group acquired the city-owned property located at 13650 Harbor Boulevard and completed entitlement approvals for development of a Home2 Suites by Hilton. The new Hilton hotel is the first new hotel to be built south of the Garden Grove freeway. A ground-

breaking ceremony was held on June 27, 2019 and the hotel is anticipated to open summer 2021.

NOVA Kitchen & Bar

On July 29, 2019, the opening of NOVA Kitchen & Bar launched a new Asian-fusion restaurant adjacent to the Hyatt Regency of Orange County. Nova Kitchen & Bar occupies over 10,828 square feet and has expanded capacity to host private events and seat approximately 475 guests.



Kam Sang Company - Nickelodeon Resort

Pursuant to an Exclusive Negotiation Agreement (ENA) between the City and New Age Garden Grove, LLC, the developer is proposing to bring forth development of a Nickelodeon Resort comprised of a 500-room resort hotel and amenities. COVID-19 has temporarily delayed the project, but efforts are in place to re-engage the planning entitlement process.

Garden Grove Tourism Improvement District (GGTID)

The annual report for the Garden Grove Tourism Improvement District (GGTID) was approved in June 2020. Established in 2010, the GGTID provides collective support for tourism marketing efforts under the umbrella of Visit Anaheim, formerly known as the Anaheim/Orange County Visitor & Convention Bureau, in areas of tourism promotion, specifically for conventions benefiting the hotels within the Grove District. GGTID continued its Community Give Back Initiative to support local non-profit organizations such as the Boys & Girls Club, the Orange County Food Bank, The Hope Foundation, and the Garden Grove Community Foundation.



Site C Project

The Planning Commission approved a Site Plan and Tentative Tract Map at the November 2017 meeting to implement a resort hotel project known as Site C. The approvals provided for a proposed development of a hotel project of up to 769 rooms and ancillary hotel uses such as pools, spas, and fitness centers within three resort hotels – one full-service and one

limited-service – with up to 104,000 aggregate square feet of conference/meeting banquet space, hotel restaurant space, freestanding pad restaurant, and a multi-level parking garage with 1,297 parking spaces on approximately 4.3 acres of the PUD-128-12. Upon completion, the project is anticipated to generate approximately \$3.8 to \$4.9 million in additional annual tax revenue to the City. The project is forecast to start construction in spring 2021.

New Residential and Development Projects **Brookhurst Place**

Following the completion of Phase I of Brookhurst Place in July 2018, Kam Sang Company continued to advance Phase II: 462 apartment homes, of which up to 120 will be affordable housing units and 58 for-sale condominiums; up to 200,000 square feet of commercial and retail space; and a 100-key hotel. Upon completion, the 14-acre community project will include 700 new residential units and a one-acre park. Once concurrence from the State Department of Finance (DOF) is received, conveyance of the Phase II properties will begin.



Garden Brook Senior Village

Construction of Garden Brook Senior Village by AMG & Associates, a mixed-use project with 394 new affordable senior units and up to 12,938 square feet of commercial space, continued in FY 2019-20. The development is a collaboration between the City of Garden Grove, AMG & Associates, the Hoag Foundation, and the Boys and Girls Club of Garden Grove to progress an Intergenerational Program to bring youth and seniors together. Completion is anticipated in fall 2021.

Willowick Golf Course

Efforts to work in collaboration with the Cities of Garden Grove and Santa Ana to explore possible redevelopment of the Willowick Golf Course property began in April 2018. Development of a visioning plan, community engagement, and a market assessment analysis were completed. The passage of Assembly Bill 1486 changed the way the Surplus Land Act is implemented and now necessitates review of the disposition process.

Business Development Programs

Garden Grove ABRB Contract

On July 1, 2019, the City entered into an agreement with the Garden Grove Chamber of Commerce to provide business development services for FY 2019-20 as part of the Ambassador/Business Retention Bureau (ABRB) program. During COVID-19, the Garden Grove Chamber implemented modified business outreach and assistance to support businesses during reopening and assisted over 40 business via virtual teleconferences.

Multi-Chamber Collaboration

In 2019, the City continued to collaborate with the Vietnamese American Chamber of Orange County, Korean American Chamber of Orange County, and Orange County Hispanic Chamber to establish stronger relationships and work in partnership to better assist all businesses across the City. During COVID-19, the chambers provided support with translation for the City's Business Resource and Resiliency Plan.

Breakfast with Police Chiefs

On July 25, 2020 the Economic Development Division partnered with the Korean American Chamber of Commerce of Orange County to host a panel discussion about public safety with Police Chiefs from Buena Park, Fullerton, Irvine, and Garden Grove.

Orange County Small Business Summit

In partnership with the Orange County/Inland Empire Small Business Development Center Network and Wells Fargo Corporate Philanthropy and Community Relations Group, the City participated in the Orange County Small Business Summit on November 19, 2019. The conference featured regional, state, and federal economic development leaders discussing opportunities to grow the regional small business economy of Orange County, with a specific focus on advancing access to capital, small business development, and innovative public-private partnerships.

Small Business Development Center (SBDC) Workshop Series

In partnership with SBDC Orange County, the division planned a series of workshops to provide small business entrepreneurs with resources and tools to enhance their businesses. Provided below is a list of recent SBDC workshops:

DATE	TIME	TOPIC
October 16 & 23, 2019	12:00pm-1:30pm	Join the Fast Track to Starting Your Business
November 13, 2019	9:00am-12:00pm	Crack the Code of Online Retail
June 11, 2020	2:00pm VIRTUAL	How to Start Your Own Home-Based Food Business

*As a result of COVID-19 all March & April 2020 workshops were cancelled and virtual meetings were held for all subsequent workshops.

Small Business Tax Seminar and Resource Expo

In partnership with Assembly member Tyler Diep and Orange County Supervisor Andrew Do, the City hosted a Small Business Tax Seminar & Resource Expo on May 3, 2019. The event provided an opportunity to perform outreach to all local business owners through collaboration with various agencies on the following topics:

PARTNER AGENCY	TOPICS
California Department of Tax and Fee Administration	Sales and Use Tax Basics
Franchise Tax Board	Forms of Ownership
Employment Development Department	Employee or Independent Contractor
Internal Revenue Service	Better Business Through Better Records
Governor's Office of Business and Economic Development	Go-Biz, State Tax Credit, Exemptions & Financing Instruments

GO-Biz Workshops

The City continues to partner with the Governor's Office of Business and Economic Development to promote GO-Biz, a program designed to help businesses apply for the California Competes Tax Credit, which offers tax credits to businesses adding jobs in California.

Buy in Garden Grove Program (BiGG)



Buy in Garden Grove (BiGG), the City's "Shop Local" program, was redesigned to support local businesses, provide shopper discounts, and keep needed tax dollars in the city. The program allows for Garden Grove residents to receive a discount by mentioning the BiGG program to any participating business. Some new features of the BiGG program include the Vehicle Rebate Program (VRP) that offers Garden Grove residents and businesses a \$500 rebate when purchasing a new vehicle from one of the six franchised local auto dealers: Volkswagen Garden Grove, Simpson Chevrolet of Garden Grove, Russell Westbrook Hyundai of Garden Grove, Toyota Place, Garden Grove Nissan, and Garden Grove Kia. The VRP program commenced on July 1, 2019.

Office of Economic Development Website

In March 2020, the Office of Economic Development revamped its website to include new resources to help businesses affected by the COVID-19 pandemic. These new resources included: a new business resource kit linking to the City's partners for business reopening, the City Jobs First Program, the City's Micro Grant Program, and the Accessible Businesses Program.

JOBS 1st Program

The JOBS 1st Program was modified in response to COVID-19 and the subsequent allocation of Community Development Block Grant - Coronavirus (CDBG-CV) funding. This program offers job creation loans of up to \$50,000 and job retention grants of up to \$25,000 to assist Garden Grove business owners affected by the pandemic. The JOBS 1st Program will utilize \$830,000 in CDBG-CV funds to create and/or retain over 137 jobs for low-income Garden Grove residents.

Micro Business Relief Program (Micro Biz Program)

Through the County of Orange and the First District Supervisor, Andrew Do, the City received Coronavirus Relief Funds for economic support in the amount of \$617,600 to assist small businesses impacted by COVID-19. In June 2020, the Micro Biz Program was established in conjunction with an online application portal (ggcity.org/businesses) to streamline the application submittal process for eligible small businesses and non-profit organizations. The program provided economic support to 125 Garden Grove small businesses with grants up to \$5,000 to be used for rent relief payments and business innovation activities. The City has estimated that the balance of this portion of the Coronavirus Relief Funds will be exhausted by November 2020.

Accessible Businesses Program

The Office of Economic Development strives to deliver innovative business development programs and initiatives to assist local business owners in navigating their business operations through reopening in Stage 2 of the Resiliency Roadmap. The creation of the Accessible Businesses Program provided a process for local businesses to apply for a 60-day Temporary Outdoor Businesses Permit to expand outdoor dining and/or retail uses onto adjacent sidewalks within a shopping center or in privately owned parking lots.

International Council of Shopping Centers (ICSC)

On September 16 – 18, 2019, the Office of Economic Development attended the ICSC Western Conference & Deal Making at the Los Angeles Convention Center. The three-day event offered opportunities to learn about industry trends, network with other industry professionals, and make deals with colleagues in the same region. One optional item that was available to attendees was a Downtown L.A. Retail Tour. The tour was a great added feature to the conference: it gave attendees who were not familiar with the downtown LA area a chance to see up-and-coming development trends and expanding retailers.

Industrial Development Authority (IDA)

In December 2019, the Garden Grove City Council approved the Garden Grove Industrial Development Authority (IDA) annual report. Under the State of California guidelines, the IDA acts as the official local coordinating body for low-cost development bonds for industrial companies seeking expansion. The IDA's role is to assist industrial-related businesses by facilitating their requests for tax-exempt Industrial Development Bonds.

Community Development Block Grant (CDBG) and Emergency Solutions Grant (ESG) Activities

The Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), and HOME Investment Partnership (HOME) programs are funded by the U.S. Department of Housing and Urban Development (HUD). The CDBG program offers a variety of tools for public service and community improvement grants and projects. The ESG program provides funds to support homeless prevention and intervention services. The HOME program makes available a wide range of affordable housing activities.

Public Programs, Services, and Infrastructure

In this fiscal year, CDBG funds in the amount of \$2,100,000 were programmed to benefit low- and moderate-income residents through housing rehabilitation, senior services, fair housing activities, infrastructure improvements, and gang suppression activities. Additionally, \$95,000 in CDBG-CV funding was allocated to provide hot meals and boxes of food to seniors and low-income Garden Grove residents.

Homeless Services

In FY 2019-20, \$177,733 of ESG funds were programmed to provide homeless services to individuals at risk of becoming homeless, as well as those who were homeless. Homeless services include: street outreach, emergency shelter, rapid rehousing, homeless prevention, and homeless information management system. Additionally, \$500,000 in HOME funding were used to provide rapid rehousing and homeless prevention services to at-risk and homeless Garden Grove residents. An additional \$602,486 in Emergency Solutions Grant Coronavirus (ESG-CV) funds were programmed to expand homeless services to individuals impacted by the COVID-19 pandemic.

BUILDING & SAFETY DIVISION

Code Enforcement

Code Enforcement continues to prioritize active Building Abatement cases. Through voluntary enforcement measures, staff were able to achieve compliance through the building permit process to address removal of non-permitted structures. This has resulted in Code Enforcement successfully closing 377 cases relating to non-permitted additions, conversions, and/or alterations.

Collaborative efforts continued with the Garden Grove Police Department to resolve substandard properties. Structures that were identified as "attractive nuisances"

were cleared by the Police Department, and resolved through abatement by Code Enforcement. This has reduced the calls for service throughout the city.



Building Permits & Inspections

The Building & Safety Division issued a total of 3,055 building permits. The new California Standard Codes were adopted in November 2019: one of the new codes impacts the building industry by adding requirements for the installation of a solar system on new residential dwelling projects.

Due to the onset of COVID-19, Planning and Building & Safety staff collectively created an automated and digital paperless plan check process. New software products are being researched to better support the streamline efforts.

Notable development milestones accomplished include: completion of construction for SteelCraft Garden Grove, permit issuance for the Garden Brook Senior Village project, permit issuance for Shea Homes Gardenia project, permit issuance for the West Grove Center, and completion of the Christ Cathedral renovations.

PLANNING SERVICES

Some Key Conditional Use Permits / Land Use Entitlements

Address	Project Description
10672 Katella	Approval to operate the Cave Sports Bar with new original Type "48" (On-sale, General) ABC License.
12965 Beach	Approval to operate a new Club Pilates gym in an integrated shopping center.
12600 Westminster	Approval to operate a contractor's storage yard.
8762 Garden Grove	Approval to operate a new restaurant, Secret Pho, with a Type "41" (On-sale, Beer and Wine) ABC license.
11931 Harbor	Approval to operate the Residence Inn with a new Type "41" (On-sale, General) ABC license for a proposed lounge/bar in the existing lobby area of the hotel.
1332 Century	Approval to operate a new 3,372 sq.ft. cosmetology school in an integrated shopping center.
8604 Garden Grove	Approval for an existing liquor store, Crazy Liquor, to operate with a type "21" (Off-sale, General) ABC license.
10582 Garden Grove	Approval for an existing convenience store to operate with at Type "21" (Off-sale, General) ABC License.
12332 Brookhurst	Approval to operate an existing restaurant, Tam's Restaurant and Sandwich, with a Type "41" (On-sale, Beer and Wine) ABC license.

12942 Main	Approval to allow outdoor dining in the public right-of-way for Louie's on Main, which currently operates with a Type 47" (On-sale, General) ABC license.
12900 Euclid	Approval to establish a new wine-tasting establishment, Wilson Creek Winery, in SteelCraft with a new Type "20" (Wine grower, On and Off-sale wine) ABC license.
10870 Katella	Approval to operate a new 29,112 sq.ft. trade school, UEI College, in an integrated shopping center.
9906 Westminster	Approval to operate a new restaurant, Tam Bien Restaurant, a Type "41" (On-sale, Beer and Wine) ABC license.
12111 Harbor	Approval to allow Target with a Type "21" (Off-sale, General) ABC license.
13071 Century	Approval to re-establish an auto repair business in an existing auto repair building.
11832 S Euclid	Approval to construct and operate a new 60 ft. tall wireless telecommunication facility disguised as a pine tree on the First Presbyterian Church property.

Some Key Developments (Commercial & Residential)

Address	Project Description
9191 Westminster	Approval to construct a 7,140 sq.ft. 3 rd floor addition to an existing 29,736 sq.ft. medical office building.
12671 Nelson	Approval to convert 2 single-family homes to office and meeting space for St. Columban Church.
12931 Louise	Approval to construct a four-unit, two-story apartment complex.
12862 Garden Grove	Approval to relocate two static billboards with four faces and convert them into one digital freeway-oriented billboard with 2 faces.
12821 Knott	Approval to construct a 45,335 sq.ft., one-story addition to an existing 119,836 sq.ft. industrial building along with the vacation of a portion of Brady Way.
11712 Lampson	Approval to subdivide a 47,286 sq.ft. lot into four separate lots in order to building 4 single-family homes.
12881 Adelle	Approval to demolish an existing duplex and construct a four-unit, three-story apartment complex.
11841 Magnolia	Approval to subdivide a 15,552 sq.ft. lot into two separate lots in order to construct 2 single-family homes.
7051 Garden Grove	Approval of a one-year extension to construct a new service station with mini-mart.
9665 Chapman	Approval to construct a a new 4,200 sq.ft. City Bank building on a new building pad along Chapman Avenue within the Promenade shopping Center.
11352 Acacia Parkway, 12902, 12911, 12912, & 12932 7 th , 11361 & 11391 Garden Grove, and 12911 8 th	Approval to convert 9 single-family homes and 9 accessory structures, along with the construction of 6 new commercial structures to accommodate new commercial, restaurant, office, and motel uses for phase 2 of the Cottage Industries project.
City Wide	In response to the COVID-19 closures, staff created the Temporary Outdoor Business Permit process.

ACTIVE TRANSPORTATION GRANT PROJECTS

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



Downtown Parking Management Strategic Plan (DPMSP)

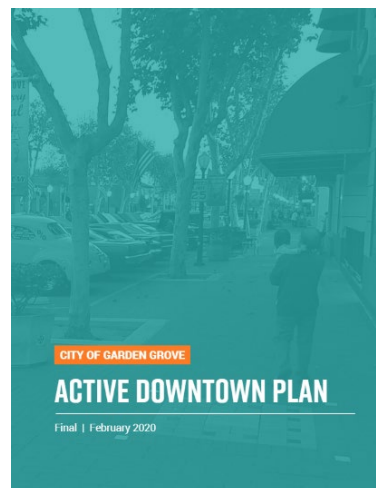
In 2017, Fehr & Peers was retained to provide parking consultant services to address responses to the Re:Imagine initiatives in which the community expressed their desire to have bike lanes, community events, market food halls, and most importantly, enough parking to accommodate future development. With participation from the Downtown Commission and the Advisory Committee members, the firm conducted an analysis of a point-in-time count to determine a baseline of parking spaces within the downtown area. The Downtown Parking Management Strategic Plan (DPMSP) is the first comprehensive study the City has conducted of parking utilization in the downtown and Civic Center area. The data show that the study area currently has sufficient parking supply and can accommodate the demand generated by existing land uses in the area. The DPMSP was completed in July 2019. (ggcity.org/planning/downtown-parking-management)



GARDEN GROVE ACTIVE DOWNTOWN PLAN (GGADP)



In 2018, the City was awarded the Caltrans Sustainable Communities Planning Grant, and in 2019, City Council awarded the contract to KOA Corporation to develop the Garden Grove Active Downtown Plan to identify mobility and safety needs. Building upon the momentum of Re:Imagine, the City envisioned downtown as a unique and inclusive place where Garden Grove's diverse residents and visitors can easily walk, bike, and use alternative modes of transportation. Part of the process included forming an Advisory Committee to encourage business owners, stakeholders, and residents in the community to participate in helping the City identify

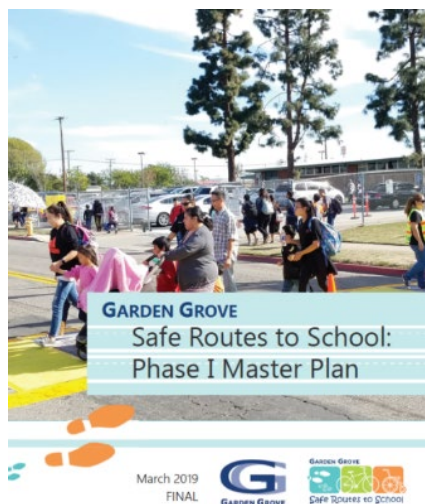


challenges in the downtown study area. This grant project included extensive community outreach and engagement efforts to gather input from the general public to develop the Plan. The Garden Grove Active Downtown Plan team hosted multiple pop-up booths at several key events and the Plan was adopted by City Council in February 2020.

(ggcity.org/planning/garden-grove-active-downtown-plan)

Safe Routes to School (SRTS)

In 2016, the City was awarded a planning grant under Southern California Association of Governments (SCAG). KOA Corporation was awarded the contract to partner with the Garden Grove Unified School District (GGUSD) to assist the City in selecting six



target schools to be included in the project: A.J. Cook Elementary, Donald S. Jordan Intermediate, Thomas Paine Elementary, Brookhurst Elementary, John Murdy Elementary, and Merton E. Hill Elementary. The schools were selected using needs-based criteria which include student participation in free lunch programs, income, and high-risk bike/pedestrian collisions. In June 2019, City Council adopted the Garden Grove Safe Routes to School (SRTS) Phase 1 Plan. The STRS Plan serves as a guiding document to assist the City in identifying the existing conditions at each school and explore improvements when additional funding opportunities arise.

(ggcity.org/planning/safe-routes-to-school-phase1)

Bicycle Corridor Improvement Program Cycle 1 Grant (BCIP)

In 2018, following a competitive RFP process, City Council awarded a contract to Mark Thomas & Company, Inc. to provide engineering design services for the Bike Corridor Improvement Program (BCIP). The City received the grant award through OCTA/Caltrans to improve the on-street bicycle infrastructure by 75%. The project scope incorporates 15 miles of both new and improved bike lanes located along five priority corridors including Brookhurst Street, West Street, Gilbert Street, Chapman Avenue, and Lampson Avenue. The first phase, Engineering Design, was completed in fall 2019. The second phase, construction, is anticipated to be completed in winter 2021.





Congressional Medal of Honor Bike and Pedestrian Trail

In 2015, the City was awarded approximately \$1.8 million for the bike and pedestrian path project called "The First Mile." On June 9, 2020, the Garden Grove City Council approved the official naming of the trail as the "Congressional Medal of Honor Bike and Pedestrian Trail." This project is part of the Caltrans Active Transportation Program (ATP) Cycle 2 Grant. The

City has completed all four phases of the project: the engineering design, environmental study, Right-of-Way (ROW) certification, and construction. The construction of the trail extended a bicycle pilot project that was previously constructed from Nelson Street to Stanford Avenue. The extension continues the trail from Stanford Avenue to Brookhurst Street to create a one-mile 12-foot wide bi-directional bicycle path and accompanying pedestrian trail. The construction phase was completed June 2020.

(ggcity.org/bikeped)



BikeSafe Garden Grove (BSGG)

Funded by the Caltrans' ATP grant, "BikeSafe Garden Grove" is the non-infrastructure segment of the grant for the larger project for the "Congressional Medal of Honor Bike and Pedestrian Trail" that provides programming for bicycle education and encouragement. Staff have worked collaboratively with the Police Department's Crime Prevention Unit and Accident Reduction Team (ART), and the Office of Community Relations to promote, market, and implement the program. The program aims to educate and encourage

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

In February 2020, the City received authorization to proceed with the project and planned for events to take place from March 2020 through June 2020. However, due to COVID-19 all outreach programs, including a bike trailer with bike repair workshops, were cancelled. (ggcity.org/bikeped)

Meet on Beach

In November, 2019, the City participated in a Meet on Beach event with six other Orange County cities. Garden Grove featured an interactive exhibit,



“Safe Moves City,” that allowed children to experience different traffic situations as pedestrians and bicyclists in a safe environment. The training materials, traffic safety equipment, and bike safety giveaway items were funded by the Caltrans ATP Cycle 2 Grant, “BikeSafe Garden Grove,” which provides programming for bicycle education and encouragement.



Urban and Community Forestry Grant Program

In 2018, the City was awarded the Urban and Community Forestry Grant by CAL FIRE (California Department of Forestry and Fire Protection). The grant requires that an Urban Forest Management Plan (UFMP) be adopted and implemented by June 2021. In 2019, after releasing an RFP, the City selected Davey Resource Group as the consultant to prepare the plan with input from residents and stakeholders. The UFMP is expected to be completed by January 2021.

The CAL FIRE grant also provided funds to plant 363 trees on “The First Mile” segments of the Pacific Electric ROW trail from Nelson Avenue to Brookhurst Street. The City selected Davey Evans and Associates to prepare the landscape and irrigation plans. Completion of the irrigation and landscaping improvements is anticipated in winter 2021.
(ggcity.org/planning/urban-forest-management-plan)



COMMUNITY SERVICES



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

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

RECREATION, HUMAN SERVICES, AND FACILITIES

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



RECREATION

Contract Classes

Community Services offered a total of 265 classes to the Garden Grove community. Classes offered include cartooning for kids, ballet, tumbling, tennis, multi-sports, martial arts, and dog obedience. A few of the new classes offered this year include science camps, art camps, archery, and Fortnite Fitness. The contract classes served over 1,300 participants from the Garden Grove community. Unfortunately, due to the COVID-19 pandemic, all in-person contract classes were cancelled from March to beyond the conclusion of this fiscal year. However, even with the pandemic, contract classes still had an increase in participation and revenue. They generated \$81,297, a 14% increase from the previous year.

Aquatics

One of the most popular recreational activities offered are swim lessons during the spring and summer at three park pools – Gary Hall, Magnolia, and Woodbury. Revenue from swim lessons for the 2019 season totaled \$190,000; recreational swim open to the public brought in over \$8,200.

Day Camp

The Summer Day Camp program is open to youth 5-12 years old, including a teen Counselor-in-Training (CIT) program for ages 13-17. Over the last five years, Day Camp participation has doubled. The program focuses on teaching responsibility and teamwork, and creates lasting memories. The participants go on weekly group field trips to fun, local theme parks and historical museums. For the 10 weeks this program was offered in 2019, there were 818 Day Camp and CIT registrations with all weeks having a waiting list; it generated about \$70,614 in revenue. Due to COVID-19, the 2020 Summer Day Camp program was cancelled.



Tiny Tots & Kare Bears

Community Services provides a preschool-age program for 4-year olds (Tiny Tots) and 3-year olds (Kare Bears) at Edgar Park from September through June. Children participate in recreation activities under the direct leadership of a trained instructor. The goal is to foster growth and development by instilling a sense of self-worth, confidence, and respect through a safe and positive experience. Due to the pandemic, the City had to close in-classroom programming in March 2020, and began offering virtual learning in September 2020.

Sports and Recreation Center

The Sports and Recreation Center is home to all of the basketball league games played by youth ages 4-14. The Center generated over \$27,000 in revenue through Youth Drop-In, Basketball and Badminton Drop-In, Adult Basketball and Volleyball Leagues, and Korean Senior Badminton. Private rentals for the gym this year totaled \$23,000 in revenue.

Youth Basketball

Local youth, ages 4-14, enjoyed basketball during the summer and winter seasons. The program attracted over 500 participants.

Atlantis Play Center

This iconic landmark has been dubbed “one of the few remaining fantastically-themed vintage parks.” The Play Center is home to highly-photographed features like the dragon slide, blue whale, waterfall lagoon, King Neptune pavilion, and splash pad. In April 2020, a new construction project began to replace the existing chain-link fence surrounding the park perimeter with more durable, secure, and attractive fencing. During FY 19-20, Atlantis Play Center hosted a total of nine “Exclusive” rentals and

11 "After Hours" rentals. Between pavilion and table rentals, patrons held 64 parties within the park. Atlantis Play Center closed in March of 2020 due to the COVID-19 pandemic, resulting in significant declines in daily attendance, park rentals, and special events. Total attendance for the fiscal year was 15,200, though that figure does not include attendance from private rentals or special events, including two staged by City staff: Family Campout and Jack O'Lantern Jamboree.

■ Family Campout

This event featured the movie *The Incredibles 2*, along with superhero-themed crafts, lawn games, and an Incredibles character meet-and-greet. Giveaways, a spaghetti dinner provided by Carolina's, s'mores, and a continental breakfast were also offered to families. Attendance was approximately 150.

■ Jack O' Lantern Jamboree

A custom pumpkin patch, a magic show to entertain the crowds, a reptile show, inflatable bouncers for kids, airbrush tattoos, carnival games, a petting zoo, train rides, and crafts were part of what made this event memorable. Attendance was approximately 430.



■ Eggs-cavation

The 2020 Eggs-cavation was cancelled due to the COVID-19 pandemic and subsequent closure of Atlantis Play Center.

Virtual Recreation Center

In response to COVID-19, Community Services created a special webpage as part of its portal to feature virtual and at-home activities for the community to enjoy while inside. Social media pages on Facebook and Instagram were also created to utilize new avenues of communication with Garden Grove residents. These pages will continue to be used to promote services and events organized by the department.

Special Events

Below is a list of City Special Events for FY 2019-20. Due to the pandemic, many were cancelled, or modified, to accommodate COVID-19 restrictions and protocol.

<i>August 22, 2019</i>	<i>Movie at The Garden Amp</i>
<i>December 7, 2019</i>	<i>2nd Annual Winter in the Grove</i>
<i>January 14, 2020</i>	<i>Sister City Reception</i>
<i>January 29, 2020</i>	<i>State of the City Address</i>
<i>March 7, 2020</i>	<i>2nd Annual Re:Imagine Art in the Park</i>
<i>June 26, 2020</i>	<i>Movie in the Park(ing) Lot at Hyatt Regency</i>

Winter in the Grove

On December 7, 2019, Community Services hosted the 2nd annual "Winter in the Grove" event, located at Village Green Park. The 2018 inaugural event was so successful that the event was brought back with even more fun holiday activities for all ages. The 2019 Winter in the Grove was tremendously successful, with 6,000-7,000 members of the community attending. The traditional elements of the event were brought back such as the spectacular lighting of the City's 25-foot Christmas tree; performances by local music and dance groups; a variety of food options; multiple photo op backdrops; free crafts for kids; and of course, a visit from Santa and Mrs. Claus. The event also was expanded with three major additions: the "Snowtopia" area grew by 10 tons of snow (50 tons total) to create an additional four snow slides (12 slides total); 20 holiday-themed craft boutique booths were added; and most notably, the non-profit OC Drive contributed over 50 exotic and classic cars to fill "Santa's Garage" for everyone to view.



HUMAN SERVICES

Buena Clinton Youth and Family Center (BCYFC)

The Buena Clinton Youth and Family Center (BCYFC) serves youth and families with the vision to become a "well-maintained, peaceful, and safe community of self-sufficient and healthy residents." The Center is dedicated and committed to the community's well-being and offers programs and services that focus on youth enrichment, community involvement, and neighborhood safety.



- The year started off with summer programming for 100 youth, including 67 school-age children in summer day camp programs, 17 teen volunteers, and 16 teens in the junior high camp.

- The Center continues to partner with Second Harvest Food bank to serve lunches and snacks to children under the age of 18. During the seven weeks of summer programming 4,859 meals were served. It also partnered with the food bank to host two food pantry distributions pre-COVID-19. A total of 1,081 individuals (270 families) received bags of food.

- The Center distributed free backpacks and school supplies to 128 children.

- 38 participants enrolled in Buena Clinton's after-school program during the first part of the school year.

- 41 teens participated in the Center's True Neighborhood Teens (TNT) volunteer program.



- The Center celebrated its annual Día de los Muertos event with 524 attendees.

- The Center provided free toys to 296 children (132 families) during the holiday season.

- Prior to the COVID-19 pandemic, 2,158 individuals visited the Center to access services.

- 59 adults participated in a variety of recreation classes such as arts and crafts, wreath making, paper art, and jewelry making. The parents also expressed interest in health and wellness, and coordinated Zumba classes at the Center that drew up to 25 participants.

- The Center continues to offer educational classes for adults such as parent leadership, parenting classes, and IEP/educational workshops. It expanded its partnership with Santa Ana College to offer ESL and GED courses, and an entrepreneurial course. 134 adults participated in these different programs.

- The Center hosted a family movie night to promote its first parenting class tailored to fathers in partnership with Dads Matter.



In March, COVID-19 impacted the country and Center staff took prompt action to address community needs by working with their established local community partners as well as new donors to ensure families had access to food. In total, the Center served 12,557 individuals (5,149 families) with food resources from March to June 2020. It joined with Community Action Partnership and the OC Food Bank to provide



shelf-stable food boxes to 606 individuals as well as a restaurant meal program to provide hot meals to 142 individuals. It also continued to serve after-school snack meals to children 18 and under for a total of 10,103 meals. In partnership with Community Action Partnership, the Center brought Clementine Trolley to the neighborhood bi-monthly to serve families with food and diapers. It hosted the Trolley in March and May, serving a total of 464 individuals (108 families).

Magnolia Park Family Resource Center (MPFRC)

Magnolia Park Family Resource Center (MPFRC) received grant funding to provide family support services, case management, family workshops, parent education, clinical supervision, information and referrals, community outreach services, and teen programming. Funded partners include Interval House for domestic violence prevention and treatment services; Human Options for counseling services; and Team of Advocates for Special Kids (TASK) for parent workshops, IEP clinics, and services.



- The Center provided 2,035 referrals to 1,780 individuals. Approximately 45% percent of these referrals were for basic needs.
- 117 individuals participated in individual, family, and group counseling services.
- 43 women participated in domestic violence intervention/ prevention services.



- The Center helped 180 families with comprehensive case management services.
- 231 individuals participated in educational workshops, including parenting, relationship enhancement classes, financial literacy classes, health and nutrition classes, COVID-19 related classes, and family strengthening workshops. When families had to shelter in place because of COVID-19, MPFRC quickly transitioned all of its services

to a virtual platform. There was an increase of 24 individuals participating in educational workshops from the previous fiscal year..

- MPFRC provided weekly food distributions to approximately 175-180 families per week. By far, this has been the service that experienced the greatest growth from 297 families in FY 2018-19 to 2,153 families in FY 2019-20.
- In collaboration with YWCA Encore Plus program, MPFRC was able to provide free mammograms to 113 women ages 40 and older.
- The Center distributed free backpacks and school supplies to 137 children.
- MPFRC provided free toys to 528 children (187 families) during the holiday season.
- Through a collaboration with Orange County Social Services Agency (OCSSA) and Community Action Partnership, the Center assisted 113 families with applications for CalFresh (food stamps) and MediCal.

- MPFRC's youth teen group, SOL (Strengthening Our Leadership), continues to grow and provide valuable support to MPFRC and the community. Even though in person volunteer opportunities ended in March due to the pandemic, the teens were able to collectively provide 640 community service hours.



- Summer Programs: MPFRC collaborated with Boys and Girls Clubs of Garden Grove to provide a S.T.E.M. program for 21 4th – 6th graders. Additionally, with the assistance of SOL volunteers, MPFRC provided a three week summer program for 25 children in 1st - 6th grade.

- MPFRC's Community Action Council played a significant role with the CENSUS 2020 outreach this year.

H. Louis Lake Senior Center

The H. Louis Lake Senior Center offers a variety of programs and services to meet the needs of the growing senior population by offering low or no-cost services for seniors ages 50 and over. The Center had 1,033 enrolled participants who engaged in programs and activities during FY 2019-20.



- The Center hosts a variety of fun recreational activities that provide seniors the opportunity to socialize and engage with other seniors, keep them active, and promote good health.

- A Summer Day Camp program was offered to 20 seniors ages 50 and older.

- Recreational activities included weekly Bingo, Wii bowling, movie days/nights, pool tables for recreational play, and a variety of arts and crafts classes.



- The Senior Center hosted three holiday evening dances that attracted between 60-80 seniors at each dance. Due to COVID-19, the annual Strawberry Ball, which recognizes an outstanding male and female senior volunteer within the community to serve as the King and Queen for the year, was cancelled.

- Free dances were offered once a week during the congregate lunch program, sponsored by various senior health organizations. Additionally,

the Center hosted special monthly themed day parties for the seniors to socialize, dance, and engage with one another. Participant birthdays were recognized each month with a cake sponsored by the Visiting Angels program.

- Health and wellness classes/workshops and screenings were offered in partnership with a variety of organizations and included education on the following: diabetes, fall prevention, Alzheimer's, heart health, oral health, and hygiene. Flu shots and several health screenings were also offered. Other partnerships that benefit seniors include monthly clinics with Legal Aid, HICAP to assist with medical insurance, and free tax services during tax season through AARP.



- The Senior Mobility Program provided a total of 2,836 medical trips; 19,144 trips to the Center's nutrition program; and 442 grocery/shopping trips.

- In collaboration with Meals on Wheels Orange County (MOWOC), the Center served 18,052 congregate lunches to participants, and volunteer drivers for the HDM (Home Delivered Meals) Program delivered 36,508 daily meals to homebound seniors.

However, it implemented various programs for the community in response. The Center partnered with MOWOC to organize a weekly frozen meal distribution for approximately 325 participants. The Center also provided weekly frozen meal deliveries to approximately 41 participants. Staff made wellness calls to over 120 participants. A special COVID-19 edition of the bi-monthly SCOOP Newsletter was published. The Center partnered with Second Harvest to provide weekly fresh produce and emergency boxes of shelf-stable groceries to approximately 300



- Unfortunately, due to COVID-19, the Senior Center closed in March of 2020.

SCOOP Newsletter was published. The Center partnered with Second Harvest to provide weekly fresh produce and emergency boxes of shelf-stable groceries to approximately 300

participants. Carolina's Italian Restaurant donated meals for 3 weeks to 25 senior participants.

FACILITIES

Athletic Facility Lease Agreements

There are three athletic facilities currently operated by non-City partners: Orion Sports coordinates hockey programming at the outdoor hockey rink at the Chapman Sports Complex; Esparza Soccer Academic, Inc. oversees youth and adult indoor soccer programming at Garden Grove Park and youth and adult indoor soccer programming at Pioneer Park.

Community Meeting Center/Courtyard Center

The Community Services Department oversees the operation of two meeting and event centers – the Community Meeting Center (CMC) and the Courtyard Center (CYC) – as well as after-hour bookings at the Senior Center (SC). The facilities are utilized for events seven days a week, from weddings and quinceañeras to baby showers and birthday parties, as well as business meetings and workshops.

FY 2019-2020

- Revenue-generating bookings: 122
- City-supported bookings: 230
- Total bookings at the CMC/CYC/SC: 352

Groups that annually choose the Community Meeting Center for their events include Calvary Chapel, Community Home Education Program, Hawaiian Civic Club, Stanton University, and Westview Services.

The Garden Grove Unified School District hosts its annual large-scale events at the Community Meeting Center/Courtyard Center, including the Garden Grove Unified School District's CAC Student Awards Ceremony and First Impressions Art Show. In addition, the Strawberry Festival Association hosts its annual VIP Breakfast and Celebrity Luncheon at both facilities.

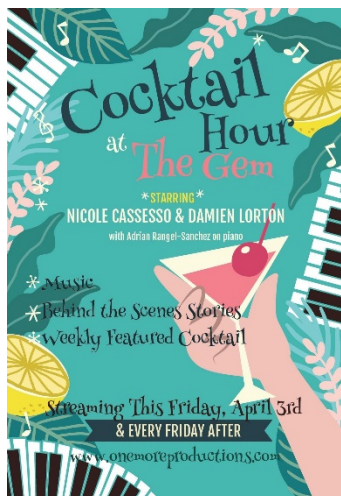
Fields, Park Patrol, Park Facilities, and Showmobile

Within this subdivision, staff coordinate the use of City athletic fields. There were nearly 50 field users – groups playing baseball, softball, soccer, rugby, and volleyball, including Garden Grove Pop Warner, Friday Night Lights, Pony Baseball, Little Saigon Soccer, and American Youth Soccer Organization Regions 28 and 59.

Park Patrol staff monitor recreational activities and enforce park rules and regulations at all 20 parks. They provide customer service by assisting park users with general information and address park complaints or concerns. Staff also provided information to park patrons regarding COVID-19 restrictions at City facilities and parks.

Staff also manage the rentals of the park shelters which are available to residents and non-residents for gatherings of 40-150 people. Over this past year, rentals were down due to restrictions implemented by Federal, State, and local authorities pertaining to COVID-19 at the various park sites.

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



The City's Showmobile stage is available for use by community non-profit organizations in addition to use at City events. However, due to COVID-19 and restrictions on large group gathering, the Showmobile's usage was limited after March.

Theaters

The Gem Theater and Festival Amphitheatre are Garden Grove's artistic venues located on Historic Main Street. Since mid-March, both theaters were shut down due to COVID-19.

Prior to the Gem Theater's temporary closure, One More Productions was able to perform *West Side Story* to sold out shows; hold a Cabaret series; bring to life a new musical, *Bright Star*, with music and lyrics by Steve Martin and Edie Brickell; present *Beauty and the Beast* for the first time; and hold one performance of *Guys and Dolls*. The remaining show on the program, *War Paint*, was not able to be performed due to the pandemic.

Also, prior to the interim closure, One More Production's Artistic Director, Damien Lorton, was recognized as Cypress Americana's Garden Grove Citizen of the Year for his contributions to the community.



LFA Group, Inc. operates the Festival Amphitheatre, also dubbed Garden Amp, year-round. In July, LFA was featured in the OC Weekly article, "Garden Grove Blooms with the Cultivation of the Garden Amp." With over 100 events featuring artists such as Saosin, the Marley family, and Katchafire, LFA has strengthened Garden Amp's reputation as a venue for indie rock, alternative rock, reggae, and tribute bands.

Garden Grove Community Foundation

The Garden Grove Community Foundation (GGCF) is a 501(c)(3) non-profit organization that was incorporated in 1998 to create a more progressive image of Garden Grove regionally, while showcasing the community's unique features, diversity, and economic vitality. The City Council and community leaders sought to enhance the quality of life for Garden Grove residents and businesses. Community Services staff provide support for GGCF.



Thousands enjoyed the 2019 Summer Concert Series which featured seven free concerts at three sites: Cat Reed and the Back Alley Band at the Elks Lodge; Trinity, Flogging Seagulls, The Answer, Knyght Ryder, and Soto at Eastgate Park; and

DSB on Main Street. The series included the 9th Annual Voice of Garden Grove, a local singing competition for Garden Grove high school students. Each week, students competed with their talented vocals for the top prize of \$500 cash and an additional \$500 toward their high school choir. The 2019 Voice of Garden Grove was awarded to Pacifica High School student Isaac Galleano, who performed "Somewhere Over the Rainbow" to a large crowd that filled Main Street. The runner-up, Annika Chavez, wowed the audience with her amazing rendition of Miley Cyrus' "The Climb" and took home \$250 for herself and her high school choir. With the Voice of Garden Grove competition, the Garden Grove Community Foundation is able to support local high school chorale programs and highlight talented students.



Due to the pandemic, the 2020 Golf Classic was cancelled.

Emergency Sheltering

The Community Services Department is responsible for providing care and shelter in the event of a disaster that requires a City facility to be opened and operated as an emergency shelter for the community. In September 2019, the City provided assistance to the American Red Cross Disaster Program by opening the H. Louis Lake Senior Center as a Care and Reception Center due to an apartment fire.

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, liaison, and ombudsman 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.

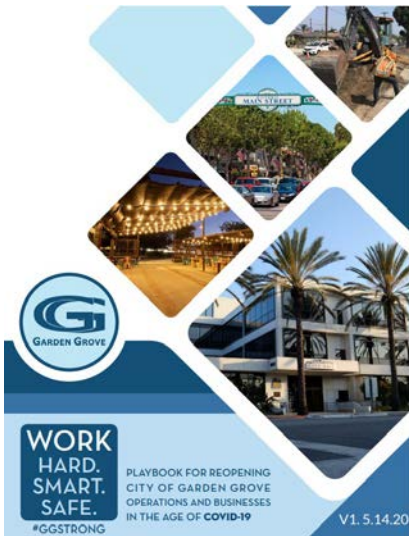
The significant achievements for the City Manager's Office for FY 2019-20 included the following:

ECONOMIC FOCUS

In the first half of the fiscal year, the City experienced substantial economic progress as a result of citywide efforts. In September 2020: SteelCraft celebrated its Grand Opening; the first new hotel south of the 22 freeway, Home2Suites, broke ground; and new businesses opened including Nova Kitchen & Bar, Kia, and Taco Bell. Several major development projects that will strengthen Garden Grove's economic base also continued to progress, including Garden Brook Senior Village, Site C Hotel, and Valley View theater and retail improvements. However, in the second half of the fiscal year, COVID-19 began to sweep across the nation and world, severely affecting the national and global economies. Local development and business activity began to slow and the City Manager's Office, in conjunction with all City departments, took immediate steps to contain costs, promote public safety, pursue federal aid funding, and begin to assist local businesses and community members. More specific information on the City's response to the COVID-19 pandemic and actions to support the community and local economy are provided on the next page.



COVID-19 RESPONSE AND REOPENING PLAN



On February 26, 2020, Orange County proclaimed a local emergency in response to the COVID-19 pandemic. In accordance with the State and County's response, the City of Garden Grove undertook immediate health and safety measures aimed at reducing the spread and risks associated with the virus. This included activating the City's Emergency Operations Center in March 2020, declaring a local emergency, and modifying City operations to meet County and State health guidance.

Following Governor Newsom's allowance for the state to enter Stage 2 of his 4-step recovery roadmap, and mindful of the growing need to gradually re-open the local economy, the City moved forward in supporting businesses to reopen in compliance with state and county health guidelines. To facilitate this effort the

City published a reopening plan to serve as a resource for the City and local businesses. Concurrently, the City established and promoted a variety of local, state, and federal grant and loan programs funded by the CARES Act to help affected businesses. Among these programs are the Small Business Administration Loan and Paycheck Protection Program, Jobs 1st Grant Program, and Micro Business Relief Grant Program.

The City Manager's Office, in collaboration with all City departments, is continuing to work with county and state health agencies to facilitate further reopening of our local economy, protect public health, and meet community needs. The City is also aggressively pursuing federal and state grant funds and FEMA reimbursements to maximize assistance to our community and reimburse the City for direct costs and revenue losses associated with the COVID-19 pandemic. To date, the City has received \$6.7 million in related CARES funds.

FY 2019-2020 ACTION PLAN

The City Manager's Office oversaw implementation of the FY 2019-20 Action Plan to achieve the City Council's priorities. Among the significant accomplishments were:

■ Economic Development

- SteelCraft Grand Opening
- Completion of the Christ Cathedral renovation
- Home2Suites by BN Group broke ground
- Construction started on Garden Brook Senior Village (former Galleria)
- New Businesses Opened: Nova Kitchen & Bar, Kia, Taco Bell



- Major remodels completed: Target (Harbor Boulevard), Eastgate Plaza (Vons, Starbucks)
- Valley View improvements progressed and since have been completed (i.e., car wash, Jack in the Box, theater)
- Two Open Streets Mini Events held (i.e., Art in the Park, Meet on Beach)
- New art installations completed: mural at Courtyard Center, butterflies on Grove Street, aluminum signs of iconic locations in the City
- Six senior home improvement grants completed; 20 in progress (improvement examples include new paint and windows)

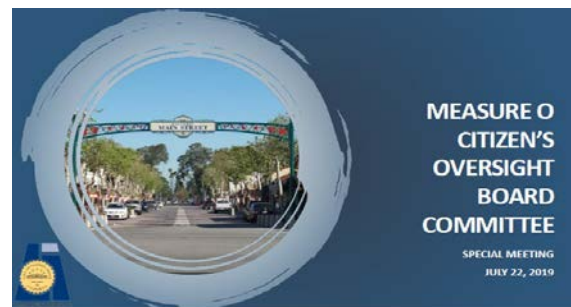
■ Public Safety

- 25 new police officers hired, including the addition of 14 sworn and 5 civilian positions
- Creation of a new parking enforcement team
- Transition to Orange County Fire Authority complete
- Increase in Homeless Special Resource Team (SRT) to four officers for seven days a week coverage
- Placement of a police officer in the Orange County Auto Theft Task Force
- School Resource Officer program funding partnership with GGUSD and three police officers assigned
- Community Impact Unit created in Police to enhance community policing
- Implemented Coffee with a Cop Program
- New police facility Needs Assessment completed
- Reactivated the Citizen Emergency Response Team under GGPD leadership



■ Community Engagement/Outreach

- New Coronavirus webpage created for posting important information
- District-specific webpages now on City's website
- Implemented Measure O Citizen's Oversight Committee
- Activated 2020 Census complete count program
- Promoted City job opportunities through use of customized multi-lingual media
- 30+ town halls/community forums held



■ Financial Sustainability

- Balanced biennial budget adopted for FY 2019-20 through 20-21

- Updated seven fees on the master fee schedule to achieve full/partial cost recovery and be consistent with neighboring cities
- Completed the first two milestones with new enterprise resource system (ERP) implementation
- New Council reserve policy adopted and funded stability Reserve
- New Council pension policy adopted and rate stabilization trust fund created
- Hired consultant to develop a full cost allocation plan to be used as basis for future year budget to recover indirect administrative costs

■ **Effective, Transparent Government**

- Parks Master Plan adopted by Council
- Prop 68 Park Bond Grant Application submitted
- Council district webpages created that link with citizen app
- Policies and procedures created for City's network security
- Network asset management system implemented
- Hired Emergency Operations Center (EOC) Coordinator to update emergency plans and assist with emergency programming and outreach



■ **Other Community Issues**

- Approved resolution to join and fund membership in the OC Housing Trust
- City Council Study Session held on homelessness
- Implemented Tenant Based Rental Assistance (TEBRA) programs to assist 20 homeless households
- Active participant in the ACC-OC Homeless Task Force
- Funded CitiNet, Mercy House, Interval House and Thomas House through

Emergency Solutions Grant



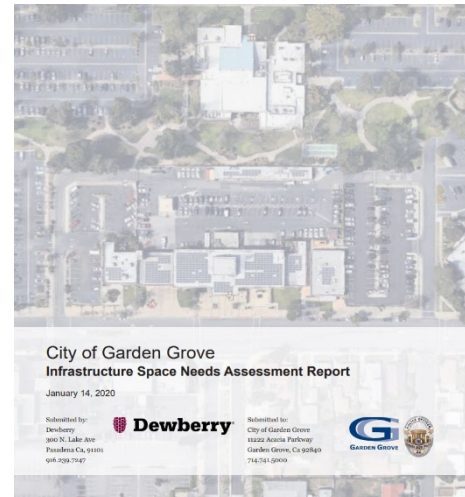
Emergency Solutions Grant (ESG) funding to provide homeless prevention/intervention services

- Issued 2,200 Section 8 rental assistance vouchers to families in need
- Expanded weekend code enforcement (residential and commercial)
- Added uniforms for code enforcement officers

MEASURE O PUBLIC SAFETY PLAN & SPACE NEEDS ASSESSMENT

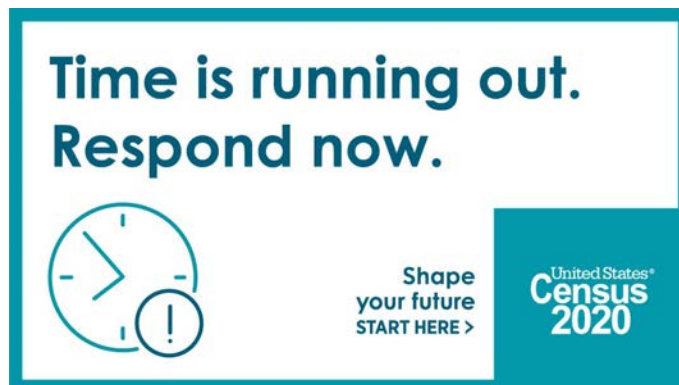
In December 2018, the City rolled out its new public safety plan resulting from the passage of Measure O. The plan focused on the recruitment of 16 additional police officers and police support personnel, the addition of one full-time police officer to the department's SRT (Special Resources Team) homeless task force, the creation of an RFP (request for proposal) for long-term police facility improvements, and ongoing oversight by the Measure O Citizens' Oversight Committee.

In line with the Measure O Public Safety Plan, in February 2019, the City of Garden Grove released a formal RFP to identify an architectural firm to conduct a space needs assessment of the existing Police facilities. In order to learn the necessary square footage to adequately accommodate GGPD's sworn and civilian personnel, the City entered into an agreement with Dewberry Architects in July 2019. With the help of City staff, Dewberry Architects conducted a comprehensive space needs assessment of the City's existing police facilities and presented their findings to the City Council on January 28, 2020. Dewberry's final report included a number of recommendations and options for addressing the City's current and future infrastructure needs. The final report can be found on the City's webpage.



2020 CENSUS OUTREACH AND RESULTS

Every 10 years, as mandated by the U.S. Constitution, the federal government undertakes a census of the U.S. population to determine the allocation of seats held by each state in the House of Representatives. In addition to determining federal representation, the census is used to distribute federal funding to states and local governments to support programs that benefit residents. In January 2019, the City of Garden Grove began discussions with the U.S. Census Bureau to prepare for the upcoming 2020 Census. With the goal of ultimately achieving a successful and



accurate complete count, the City established the Garden Grove Complete Count Committee, comprised of key stakeholders and community groups throughout the City, to collectively brainstorm ways to educate, outreach, and encourage participation in the 2020 Census.

Over the next year, the City partnered with the Garden Grove community to promote participation in the 2020 Census by:

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

Through these collaborative efforts, the City of Garden Grove was able to achieve a very positive self-response rate of approximately 79.1%, a significant increase from

the previous 2010 Census response rate of 73.5%. Based on the self-response rate, Garden Grove achieved the third highest ranking in the nation and second highest ranking in the state among cities with similar populations.

CITY HALL SECURITY ENHANCEMENT

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

Based on the vulnerability assessment findings, the City requested proposals from qualified architectural firms to secure conceptual designs for City Hall Security Enhancements. The selected consultant would be tasked with evaluating City Hall, taking into consideration the vulnerabilities and concerns identified in the Orange County Intelligence Assessment Center's Vulnerability Assessment, in order to produce a design to address security deficiencies.

In February 2020, the City Council awarded a contract to Dewberry Architects, Inc. to begin a comprehensive security redesign of City Hall. Upon completion of the design phase, City staff will issue a new RFP in order to identify a contractor to begin the construction phase.

OFFICE OF THE CITY CLERK

The Office of the City Clerk safeguards all official records of the City, conducts municipal elections, oversees legislative administration, and provides reliable, accurate, and timely information to the City Council, staff, and the general public.

Achievements specific to this function included:

- As the Elections Official, and per the California Elections Code, prepared for the November 2020 Election by processing nomination forms and election documents for four



Mayoral Candidates, two Council Member Candidates for District 2, two Council Member Candidates for District 5, and two Council Member Candidates for District 6.



- Enhanced transparency and efficiency by providing accessible and searchable online mandated Fair Political Practices Commission filings.
- Provided support to the City's elected and appointed officials and all open campaign committee holders for semi-annual filing of required forms and annual conflict of interest filings as mandated by the Secretary of State and the Fair Political Practices Commission.

- Continued to enhance organizational efficiency by using the NovusAgenda electronic agenda management program for City Council agendas and reports.
- Supported in-person and remote public access to City Council meetings in response to COVID-19 to ensure safety and maximize public participation.
- Adhered to the California Public Records Act by maintaining the City's public records and providing responses primarily through the Records Request system on the City's website. (Seventy-seven requests per month are filled on average.)
- Updated the Municipal Code as enacted by the City Council ensuring timely online access.
- Supported City departments in adhering to the City's retention schedule for records storage and destruction.
- Served as a resource to the City's Commission secretaries on procedures to ensure compliance with the Brown Act.
- Continued to partner with the County to provide Government to Government (G2G) access for the recordation of certain documents and implement voting centers and ballot box locations for the November 2020 election.



HOUSING AUTHORITY

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

Section 8 Management Assessment Program (SEMAP)



- In prior years, the Housing Authority scored 100 percent and earned the designation of "High-Performance Agency" from the Department of Housing and Urban Development. This year, due to the COVID-19 pandemic, HUD waived the SEMAP scoring for FY 2019-20.

Housing Authority Rental Vouchers

- Staff assisted approximately 2,212 low-income households through the Section 8 Rental Assistance Program.
- Over 300 applicants from the new waitlist were contacted to schedule initial qualification interviews. Priority was given to applicants who were Garden Grove residents with U.S. Veteran status or victims of domestic violence.

Housing Portability Program

■ An additional 310 tenants from other jurisdictions, primarily Santa Ana, were administered through the Portability program. By fully administering tenants through the portability program, the Housing Authority earns approximately \$23,000 a month in administration fees.

Housing Quality Standards and Building & Safety Codes Compliance

■ 210 initial inspections, 2,048 annual and follow-up inspections, and 30 special inspections were conducted to ensure that subsidized units meet Housing Quality Standards and Building and Safety Codes.



Housing Family Self-Sufficiency Program

■ During this fiscal period, one participant of the Family Self-Sufficiency program successfully completed their 5-year contract. All Family Self-Sufficiency participants sign a contract and are required to successfully complete classroom training or job training, become independent of welfare cash aide (if applicable), and obtain suitable

full-time employment based on their training, skills, and education. Through their training and education they increase their earning capacity, obtain improved employment, and become independent of welfare cash aide. As an outcome, the Housing Authority pays fewer subsidies and the client pays more subsidies. In some cases, the clients no longer need housing assistance.

Housing CARES Funds to Respond to the Coronavirus

■ The Coronavirus Aid, Relief, and Economic Security (CARES) Act provided appropriations for housing assistance payments (HAP) and administrative fee funding to prevent, prepare for, and respond to the coronavirus. As a result, the Housing Authority received \$1,257,995 in CARES HAP funds to cover an increase in HAP expenses related to the pandemic shutdown. The Authority also received two separate disbursements of CARES administrative funds, totaling \$1,152,338, to cover expenses for currently eligible housing administrative costs and new coronavirus-related activities. Funds were used to upgrade information technology and computer systems, purchase new laptops to enhance telework capacity, install protective shields for the front counter and desk areas, acquire various other personal protective equipment, share in the cost of upgrading the Council Chamber to accommodate social distancing, and support efficiencies associated with the Finance Enterprise Application.



OFFICE OF COMMUNITY RELATIONS/GARDEN GROVE TV3

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

From July 1, 2019 to June 30, 2020 the office produced and distributed 115 City press releases to local, regional, and national news mediums; published six CityWorks bimonthly water bill newsletters; re-introduced the magazine newsletter, Connections, as a wrap to the Parks and Recreation Guide (3 publications); created four quarterly Vietnamese newsletters and appeared in monthly Vietnamese television talk shows; and placed a multi-page advertorial on economic development in the Orange County Business Journal.

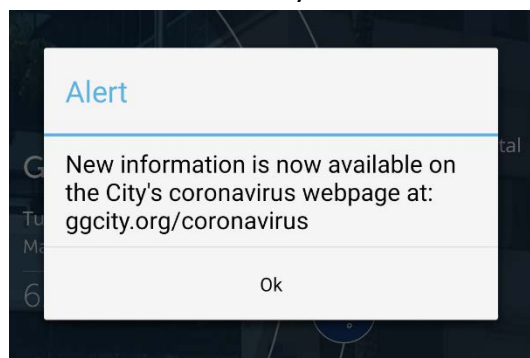


Major press announcements included: groundbreaking for Home2Suites by Hilton; selection process for Willowick master developer; grand opening of SteelCraft Garden Grove; Meet on Beach multi-city event; City/GGUSD inclusivity efforts; Esports participation/hosting; 2020 Census; and City curfews following George Floyd's death.



The unprecedented arrival of the COVID-19 pandemic in March 2020 initiated one of the most intense and overarching communication efforts to date. The division worked to quickly, effectively, and regularly disseminate coronavirus-related information that included City emergency operations; facility closures and changes in service; event cancellations; business relief programs; updated county and state health guidance, metrics, and resources; food distribution programs; City messages of encouragement; and community supporters.





Tasked with maintaining a heightened and more immediate level of communication, the division relied heavily on electronic mediums, starting with the creation of a coronavirus webpage (ggcity.org/coronavirus) in March. Following its announcement, the page received nearly 2,500 views per day.



Use of the City's mobile app push notification feature allowed subscribers to receive City emergency alerts instantly. Originally launched by the Office of Community Relations in 2014, the mobile app saw its number of subscribers skyrocket from approximately 2,000 pre-pandemic to 16,000

by mid-April. Viewership of the City's main website page and mobile app also spiked following the City's announcement of curfews in early June.

Social media continued to dominate over all other modes of communication, particularly during the pandemic. To highlight good deeds in the community, ranging from mask and food donations to electrical boxes painted to honor hometown heroes, the division successfully introduced #FeelGoodFriday in early April.

	@GardenGroveCityHall	Total Followers	Posts Sent	Total Engagements
		14.6K (12.6k in FY 2018-2019)	636	194.1K
	@CityGardenGrove	Total Followers	Posts Sent	Total Engagements
		4,065 (2,712 in FY 2018-2019)	445	18.1K (6,635 in FY 2018-2019)
	@GardenGroveCityHall	Total Followers	Media Sent	Total Engagements
		3,528 (1,974 in FY 2018-2019)	235	16.3K
	@GGTV3	Total Subscribers	Videos Posted	Total Impressions
		3,354	69	1.6 M

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

- Accident Reduction Team (ART)
- Active Downtown
- Active Transportation Program
- Art in the Park
- Buy in Garden Grove/Black Friday
- Call to Duty Police Memorial
- Citrus Greening Disease
- Coalition to End Homelessness
- Community Services/Police Recruitments
- Coyote Awareness
- Garden Grove is Your Market
- Garden Grove Kia Grand Opening
- Garden Grove Tourism Cares
- I-405 and SR-22 Improvement Projects
- Let's Talk Parks/Woodbury Grant
- National Night Out
- No Illegal Fireworks
- OC Streetcar
- Parks & Recreation Master Plan
- State of the City
- Urban Forest Management Plan
- West Nile Virus

Garden Grove TV3 (GGTV3)

GGTV3 informs, educates, and entertains residents while spreading positive messages locally and worldwide. The GGTV3 team programs and manages the City's Government Access Channel 3 on Spectrum Cable, which is also carried on AT&T, Verizon FiOS systems, and Little Saigon Television.



Emmy Award-winning GGTV3 supports all City departments with promotional videos as well as Public Service Announcements and City Council meeting coverage. Staff manage the Garden Grove TV3 YouTube Channel which averages nearly 12,000 views per month. The YouTube channel has over 3,000 subscribers and more than 3.9 million total views.

Despite COVID-19 health and safety restrictions limiting in-person and on-site videotaping, GGTV3 provided crucial support to the Public Information Office to reach audiences with updated news and information, as well as video messages from the Garden Grove City Council. Weekly Zoom news reports were utilized to bring immediate attention to City actions such as curfews and street sweeping citations, as well as calls-to-action for mask-wearing and coronavirus testing. COVID-19 restrictions also required City Council meetings to be held and broadcast from an alternate meeting room while simultaneously being live-streamed and teleconferenced on the GGTV3 YouTube channel.

Productions during the last fiscal year included:

- Christ Cathedral: A Historic Celebration of Faith
- City Partnerships
- College Graduates' Reception
- Far Apart Together Garden Grove
- Garden Grove Kia Grand Opening
- Garden Grove Working to Help Local Business
- Garden Grove's Virtual Recreation Center
- No Illegal Fireworks
- Sister Cities for 30 Years
- Steelcraft Garden Grove is Now Open
- The Alliance: School Resource Officers Movie Trailer
- National Night Out in Garden Grove

GGTV3 also received an Emmy nomination and six national and regional awards this year, including two first-place awards:

National Academy of Television Arts & Sciences, Pacific Southwest Chapter - "Garden Grove Animal Care Serving You"

WAVE (Western Access Video Excellence) Awards - "A Garden Grove Story in Shadow Dance" and "Garden Grove Animal Care Serving You"

NATOA (National Association of Telecommunications Officers and Advisors) - "City Partnerships," "Garden Grove Strawberry Festival Parade," "Jack Wallin Bust Unveiled at Garden Grove's Atlantic Play Center," and "The Alliance: School Resource Officers Movie Trailer"

FINANCE DEPARTMENT

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

The Finance Department carries a fiduciary responsibility to manage public funds in the most responsible manner. The department is comprised of 35 full-time and two part-time employees, covering citywide financial activities in five functional areas – Budget, Fiscal Services, Purchasing, Revenue, and Risk Management. The Finance Department serves our community as well as other City departments by providing the following services: budget development, cash and investment management, municipal procurement, debt administration, financial reporting and auditing, risk management, and fiscal transaction processing such as accounts receivable, accounts payable, business license, payroll, and utility billing.

The significant achievements for the Finance Department for FY 2019-20 included the following:

■ Implemented two important financial policies which set baseline standards for fiscal stewardship and to ensure structural balance. The Pension Funding Policy effectuated the establishment of a pension trust account in December 2019. Pursuant to the newly adopted General Fund Reserve Policy, \$22.5 million was committed as Stability Reserve as of July 1, 2019.

GOALS

- A. To prepare for economic uncertainty
- B. To set aside funds for catastrophic events
- C. To promote responsible spending

A	Stability Reserve <ul style="list-style-type: none"> • 2 months (16.7%) operating revenue – GFOA Recommendation • Require 2/3 vote to use
B	Catastrophic Reserve <ul style="list-style-type: none"> • Target at 13.3% of operating revenue for a total of 30% combined with Stability Reserve
C	Designated Revenue Reserve <ul style="list-style-type: none"> • One-time revenue from non-operating activities • Require 2/3 vote to use



■ The City successfully completed the first phase of its Enterprise Resource Planning (ERP) system implementation. Seven modules went live on July 1, 2020, including Accounts Payable, Accounts Receivable, Bank Reconciliation, General Ledger, Purchasing, Store/Inventory, and Reports. Phase I of the project was completed on time, and under budget.

■ The Purchasing Division revised the Purchasing Manual to incorporate best practices and new processes relevant to the City's new Enterprise Resource Planning (ERP) system. The revised Purchasing Manual was adopted by the City Council on June 23, 2020.



Government Finance Officers Association

Certificate of
Achievement
for Excellence
in Financial
Reporting

Presented to

**City of Garden Grove
California**

For its Comprehensive Annual
Financial Report
For the Fiscal Year Ended

June 30, 2019

Christopher P. Morill
Executive Director/CEO

■ The City received the Certificate of Excellence in Financial Reporting award from the Government Finance Officers Association for its Fiscal Year 2018-19 *Comprehensive Annual Financial Report* (CAFR). The CAFR is a set of audited financial statements and presents a wide variety of important financial and operational information to help readers properly understand the basic fiscal condition of the City. The award is the highest form of recognition in governmental accounting and financial reporting. This is the 35th consecutive year that the City has received this prestigious award.

■ The department implemented best practices in investment management, including the selection of an independent investment advisor through a formal competitive process, to revamp the City's investment policy. This allows for expanded allowable investment types, and clearly defines the percentage and duration of each investment holding to ensure compliance with government codes.

■ A new municipal advisor was hired through a formal competitive process to better leverage the new advisor's expertise and broad client base, which allowed the City to streamline debt management processes.

■ The Committee for Operations and Organizational Policy (COOP) revamped Section 2.14 of the Administrative Regulation on Cellular, Smartphones, Tablets and Wireless PC Cards.

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

■ The City's Budget was implemented and monitored for compliance with adopted objectives. When necessary, it was modified to consider overall organizational needs, new priorities, and policy direction. The City's Amended FY 2020-21 Budget was originally adopted as part of the FY 2019-2021 biennial budget, and was subsequently amended during mid-cycle review in June 2020. Despite the challenges caused by the COVID-19 pandemic and the anticipated significant revenue shortfall, the FY 2020-21 budget continues to represent a balanced financial plan which incorporates City Council directions and community needs.



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 2019-20 included the following:

POLICIES / PROCEDURES / PLANNING

- Updated Cyber Incident Response Plan

SYSTEMS / PC TECHNICAL SUPPORT

- Finance Enterprise (ERP) implementation
- Integrated new in-house Point-of-Sale system for ERP
- Added Work-from-Home capabilities for City staff
- Implemented remote City Council meetings
- System and hardware updates to support electronic plan checking
- Backup System updates
- Disaster Recovery site overhaul
- Expanded battery backup systems
- Upgraded WiFi / public network
- Expanded remote permit application and invoice payments
- Daily backup of Police home drives to AWS cloud
- New cloud-based backup for all critical servers
- IT Asset Management system
- Facilitated implementation of new body-worn cameras and IVS system
- DocuSign workflows for various departments
- Vehicle Rebate submission system
- Animal Care case management system
- Online Trespass Authorization system

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:

- Updates to quarterly budget spreadsheets and budget preparation details
- Budget Book
- Maintenance of City Telephone Directory & updates to Online Directory
- Creation of electronic forms & paper forms
- Resolutions and Recruitment Brochures for Human Resources
- "Buy in Garden Grove" materials
- VoIP training classes for employees
- Assembling of news stories for the Manager's Memo
- Formatting of manuals for various departments

Artwork:

- Triannual Parks and Recreation Guides
- COVID-19 posters and flyers
- 2020 Census logos, designs, and artwork
- CityWorks Publication
- City Calendars
- Various Water Bill inserts
- Employee Service Awards
- Strawberry Ball
- College Graduates' Reception
- Community Foundation Summer Concert Series
- Community Foundation Golf Tournament
- Community Services Volunteer Recognition Dinner
- Newsletters and flyers for various departments and events
- Police Annual Report
- Tree Lighting Ceremony
- Retirement announcements / receptions
- Winterfest / Jack-O-Lantern Jamboree / Eggscavation flyers and posters

- Senior Center City Events
- State of the City of Garden Grove
- Certificates / Proclamations / Recognitions
- Citizen Academy
- Explorer's Program
- Economic Development
- Voice of GG
- Traffic Fatality Prevention
- Outdoor Movie Series
- Day Camps

REPROGRAPHICS / MAILROOM

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

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

- 523,621 color photocopies
- 1,314,673 black and white photocopies
- 31,450 business cards

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

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

- Create custom Fire Department calendars
- Create various sizes of City calendars

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 2019-20 included the following:

- Administered 66 recruitments for all eight City departments.
- Recruited and selected 16 Police Recruits, one lateral Police Officer, and one Reserve Police Officer.
- Processed a total of 19 volunteers for the Community Services and Community and Economic Development departments.
- Processed the transition of 75 personnel to the Orange County Fire Authority.
- Managed the Worker's Compensation process for 85 employee injuries.
- Completed PERS audit on five years of reported employee compensation.
- Completed annual reporting to Cal/OSHA.
- Completed annual reporting to Office of Self Insurance Plans with new reporting requirements.
- Assured that the City was 100% compliant with ACA/PERS requirements of member information and submittal; continued implementation of necessary changes for Affordable Care Act compliance.
- Completed GASB 68 and GASB 75 records testing with auditors and verified PERS retirement data was 100% complete and accurate.
- Processed 548 benefit elections during Open Enrollment through CalPERS, Delta Dental, Vision Service Plan, Lincoln Financial, The Standard, and Empower Retirement.
- Responded and adjusted to new and changing guidelines and requirements relative to the 2020 pandemic, including implementing telecommuting agreements, the Families First Coronavirus Response Act (sick leave benefits), and COVID exposure protocols.
- Implemented the Working Parent Resource Team to assist employees facing the challenges of distance learning for their school-age children.
- Enrolled 18 employees into the Rideshare Program for a total of 97 participants.

Human Resources Fast Facts

Category	FY 16/17	FY 17/18	FY 18/19	FY 19/20
New Hires	110	94	103	49
Promotions	52	54	90	51
Reclassifications	3	5	0	3
Resignations	33	21	20	12
Retirements	30	24	64	7
Dismissal/No Pass Probation	1	1	1	1
Transition to OCFA				75
Layoff	0	0	0	0
End of Temporary Employment	48	52	46	53