



CIVIC CENTER
REVITALIZATION

CITY OF GARDEN GROVE PERFORMANCE REPORT

FISCAL YEAR JULY 1, 2023 - JUNE 30, 2024



CANINE TRAINING FACILITY



NAVIGATION
CENTER



HOME 2 SUITES



COTTAGE INDUSTRIES



EUCLID BUILDING



FOODS OF GARDEN GROVE LIVE



CITY OF GARDEN GROVE

Stephanie Klopfenstein
Mayor

Joe DoVinh
Mayor Pro Tem - District 4

George S. Brietigam
Council Member - District 1

Phillip Nguyen
Council Member - District 2

Cindy Ngoc Tran
Council Member - District 3

Yesenia Muneton
Council Member - District 5

Ariana Arestegui
Council Member - District 6

January 15, 2025

Honorable Mayor and City Council Members:

I am pleased to present the City of Garden Grove's Fiscal Year (FY) 2023-24 Performance Report. This report highlights the most notable accomplishments of each City department during the last fiscal year. The report is intended to assist in the evaluation of the City's short and long-term goals, and to demonstrate our commitment to providing the highest quality of service as efficiently and effectively as possible.

On an organization-wide basis, the City maintained its focus on implementing the City Community Vision and made great strides in strengthening the City's financial position, providing quality services, and completing projects outlined in the City's FY 2023-24 Action Plan to achieve City Council priorities. Primary areas of emphasis centered on public safety, infrastructure, economic development and support of local businesses, homelessness, code enforcement, and celebration of Garden Grove's cultural diversity.

The City has capitalized on its enhanced financial position to further economic development, boost critical services, protect reserves, and fund much needed programs and projects. Key economic development projects for FY 2023-24 included the groundbreaking for the City's Civic Center Revitalization Project, acquisition of the 12966 Euclid building, continued development of Cottage Industries Phase 1 Farm Block, relaunch of the Foods of Garden Grove (FoGG) program, and the grand opening of Home 2 Suites hotel, Yoshiharu Ramen, the Habit Burger Grill (Pavilion Plaza West), and Valley View Lanes. In FY 2023-24, the City also continued to make significant progress on infrastructure improvements under the Pavement Management Acceleration program and successfully completed construction of the Central Cities Navigation Center and Caltrans Fencing Improvement Project in its efforts to address homelessness.

In the Police Department, recruitment and training continued to remain a top priority. Eight new police officers, three police cadets, and one community service officer were added to the department. In efforts to meet the needs of our community, four (4) of

our newly-hired officers were Asian-American and three (3) were females. As a result of these efforts, GGPD's sworn authorized strength is currently at 183 officers.

In the Public Works Department, the Pavement Management Acceleration program saw significant progress. The Garden Grove Boulevard Rehabilitation project repaved Garden Grove Boulevard from Harbor Boulevard to Fairview Street, and Brookhurst Street to Gilbert Street, while the Harbor Boulevard Rehabilitation project repaved Harbor Boulevard from Westminster Avenue to Trask Avenue. The Public Works Department continued to improve water quality efforts throughout the City with PFAS treatment planning, lead service line inspections, and water conservation leak detection programs. Facility improvements and equipment updates further supported city operations, emphasizing safety, sustainability, and community service.

The Community Services Department had a very successful year, offering a diverse range of recreational, cultural, and wellness activities that engaged the community. Popular activities and seasonal celebrations attracted large participation, while cultural events like International Week, Flower Street on Historic Main, and Cinco de Mayo fostered inclusivity. The City's park and field operations saw a high volume of activity as much needed capital improvements brought new life to Magnolia Park in the form of updated playground equipment, picnic shelters, and a vibrant citrus theme.

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

Sincerely,



Lisa Kim
City Manager

INTRODUCTION

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

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

DIRECT SERVICE DEPARTMENTS

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

- **Police**
- **Fire (contracted with Orange County Fire Authority)**
- **Public Works**
- **Community Development**
- **Economic Development and Housing**
- **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) 2023 – 2024, and various photographs, charts, and graphics highlighting items of particular interest.

TABLE OF CONTENTS

PART I: DIRECT SERVICES

Police Department	1 – 11
Fire Services	12 – 15
Public Works	16 – 36
Community Development	37 – 52
Economic Development and Housing	53 – 71
Community Services	72 – 84

PART II: INDIRECT SERVICES

City Manager’s Office	86 – 93
Finance Department	94 – 97
Information Technology	98 – 101
Human Resources	102 – 104

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 Department consists of three Bureaus: Community Policing Bureau, Support Services Bureau, and Administrative Services Bureau. The significant achievements of FY 2023-2024 for the Police Department included the following:

POLICE DEPARTMENT RECRUITMENT AND TRAINING

The Department's sworn authorized strength is 183 officers. During FY 2023-2024, GGPD was able to operate at a staffing level of approximately 93%. With a recruiting plan that involved community outreach, social media, word-of-mouth, and other creative methods, we were able to hire eight (8) new officers. In efforts to meet the needs of our community, four (4) of our newly-hired officers were Asian-American and three (3) were females. The Department also focused on our "farm" system which concentrates on mentoring police cadets and preparing them for careers in law enforcement. Four (4) of GGPD's officers that were hired during FY 2023-2024 were

former police cadets. We also hired three (3) new police cadets and one (1) Community Service Officer.



Training is an integral component to the success of the Garden Grove Police Department. The Training Division ensures that all of the police officers meet or exceed state mandated training requirements, which are certified by the California Peace Officers Standard and Training (POST). Many of these training courses are annual, bi-annual, or every two years. Recognizing the importance of these trainings, the Department often times provides additional training to GGPD employees beyond the POST minimum requirements. During FY 2023-2024, GGPD employees received the following training:

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

PROBLEM SOLVING EFFORTS

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

Community Policing Bureau

The Garden Grove Police Department received a complaint from a local business owner about criminal activity that was negatively impacting the surrounding area of their business. The identified issues were vandalism, drug use/sales, and subjects loitering and panhandling. The complaint was forwarded to patrol and a “Crime Triangle” was initiated by a patrol officer to address the quality of life issues. A Crime Triangle is a tool used by law enforcement to help officers analyze crime and community problems to develop short and long-term strategies to reduce or eliminate identified issues. The Crime Triangle focused on the area of the south side of Chapman Avenue from Gilbert Street to Brookhurst Street, and spanned from June 3, 2024 until July 17, 2024.

Officers contacted local businesses to discuss the issues and the officers encouraged the businesses to contact the Garden Grove Police Department when criminal activity was observed. The Community Liaison Division conducted a “Pop Up” event at 9632 Chapman Avenue to provide information about this. The event was successful as community members attended, voiced their concerns, and received resources.

The Gang Suppression Unit coordinated the removal of the vandalism in the area with Public Works. The Gang Suppression Unit and the Community Impact Unit conducted surveillances of the cleaned up areas in an effort to arrest the person(s) committing vandalism. One suspect was identified and later arrested for committing vandalism in the area. The officers identified multiple vacant businesses that appeared to be the focal point of the criminal activity. The officers coordinated with Code Enforcement and the Special Resources Team. Code Enforcement coordinated with a property owner and the property is scheduled for redevelopment.

At the conclusion of the Crime Triangle, there was no visible vandalism and calls for service were reduced. The redevelopment of the vacant property and the coordination with the local business owners to be more proactive in calling for police assistance, will help ensure the quality of life issues do not return.

Enforcement Action:

- Arrests – 5 Felony / 51 Misdemeanor
- Reports – 9
- FI's – 7

Additionally, the area surrounding Harbor Boulevard and Trask Avenue encompasses several small businesses, a gas station, a motel/newer hotel, and numerous on and off ramps to the East and Westbound 22 Freeway. The freeway overpasses provide shelter for homeless people who frequent the areas businesses. Due to this, the area has become a haven for illegal drug use, littering, assaults, and other crimes. As a result, the Garden Grove Police Department received numerous complaints from surrounding business owners and stakeholders.

Another Crime Triangle was initiated by patrol officers and the Special Resource Team, which played a pivotal role in addressing the issues surrounding the intersection of Harbor Boulevard and Trask Avenue. Spanning from June 1, 2024, to July 14, 2024, the Crime Triangle's success was a testament to the coordinated efforts of area patrol officers and the Special Resource Team.

Officers contacted local businesses to discuss the issues and encouraged them to contact the Garden Grove Police Department when criminal activity was observed. During this phase, officers discovered that business owners understood homeless people were panhandling in their complexes and permitted them to use the money collected to support their establishments. Both parties decided upon a zero-tolerance policy during the Officer/Owner meetings. Officers identified property owners/agents who will be the point of contact for arrests and future prosecutions during business hours, and they also instructed business owners on how to use private person's arrests. Throughout the six weeks, the officers and business owners collaborated to find a solution.

Upon the completion of the Crime Triangle, a notable shift was observed in the business owners' approach and accountability. Inspired by the zero-tolerance approach, they became more proactive in the arrest and prosecution process. This change, combined with the effective strategies of the Crime Triangle, resulted in a significant reduction in criminal activity. The success of the Crime Triangle's

strategies reassured everyone involved that the right approach was being taken, instilling a sense of confidence in the process.

Enforcement Action:

- Arrests – 5 Felony / 52 Misdemeanor
- Reports – 89
- FI's – 6
- Citations – 55

Special Resources Team

In April 2024, SRT continued its collaboration with CalTrans by completing phase one of the CalTrans Fencing Improvement Project. Deterrence fencing was installed in three locations along CalTrans' right of way to deter homeless people from creating encampments and encourage them to seek and accept resources. This project is the first of its kind in the State of California and made an immediate improvement toward the quality of life for the citizens of Garden Grove. The impact was so large, that in June of 2024, CalTrans approved an additional \$1,000,000 of funding to expand this project to other locations throughout the City of Garden Grove. Phase II of this project is currently underway.

In June of 2024, the Central Cities Navigation Center was opened, providing shelter to homeless individuals from the cities of Garden Grove, Westminster, and Fountain Valley. To date, the center is near capacity and has made a noticeable impact in the homeless population. While offering short-term assistance, long-term housing solutions for the chronically homeless remain a critical opportunity for positive change.

With the hard work of the Special Resource Team, alongside the collaboration with BeWell, Healthcare in Action, Volunteers of America, PATH, and various other homeless outreach entities, the City of Garden Grove successfully lowered their Point in Time count by over 35% while all other cities saw a rise in their population.

Emergency Operation Coordinator

Emergency Operation Management is vital to overseeing the City's preparedness efforts and overall response and recovery success during critical incidents and natural disasters. For fiscal year 2023-2024, Emergency Management's core objectives were to meet FEMA and the California's Office of Emergency Services (CalOES) emergency operations compliance standards. To ensure operational readiness a stand-up Emergency Operation Center (EOC) was created in the newly acquired Purcell building which will function as the City's primary EOC until the new Public Safety

building is completed in 2026. As part of the EOC readiness objectives, EOC Position Specific Guides for the 42 EOC positions were developed and created to support a multi-level EOC activation. To comply with requirements set by FEMA's Core Capabilities an Emergency Preparedness, a Multi-Year Training Plan was developed which identifies employees' emergency roles and response positions and outlines each position's training requirements. The identified training will be available both online and in-person starting 2025 to meet the CalOES program and annual training requirements. The Garden Grove Disaster Service Worker (DSW) program was created and exercised during the ShakeOut exercise where 150 employees activated as DSWs assigned positions, and received their DSW training. Emergency Operations Management continues to investigate all grant opportunities and during 2023-2024 has assisted in securing \$1.2 million in appropriation funds for the new Public Safety building's EOC, a FEMA Hazard Mitigation Plan grant totaling \$200,000 to revise the City's Hazard Mitigation Plan, and secured new CERT trailer and emergency equipment valued at \$45,000.

Neighborhood Traffic Unit

In 2023, the NTU faced a significant increase in traffic fatalities, particularly involving pedestrians and bicyclists. In response to this alarming trend, the NTU directed its resources toward developing strategies that emphasize public education on traffic safety, implementing targeted enforcement measures, and conducting thorough analyses of traffic data to optimize resource allocation. Numerous directed enforcement operations were carried out in high-risk areas identified through statistical analysis, leading to hundreds of citations issued and numerous educational interactions with pedestrians, bicyclists, and motorists.

Additionally, NTU secured funding from the California Office of Traffic Safety (OTS) through a Step-Grant, enabling participation in various traffic safety initiatives. This funding supported several critical operations, including DUI checkpoints, saturation patrols, and campaigns focused on bicycle and pedestrian safety, as well as distracted driving and motorcycle safety. The financial support also allowed officers to undergo advanced training, such as DUI Checkpoint Management School and Drug Recognition Expert School, significantly enhancing their skills in managing traffic safety operations.

The outcomes of these initiatives have been noteworthy. The enforcement operations not only led to increased citations but also fostered educational contacts that improved compliance and awareness among road users. Furthermore, officers trained through OTS programs are better equipped to address traffic safety concerns effectively. The NTU's efforts have strengthened community relations by promoting a better understanding of traffic laws and safety practices among all road users.

Community Impact Unit

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

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

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

Special Investigations Unit

The Special Investigation Unit (SIU) primarily focuses on narcotic problems within the City. SIU has seized three thousand eight hundred three (3,803) pounds of marijuana, twenty-one (21) pounds of methamphetamine, seven (7) pounds of cocaine, seven (7) pounds of fentanyl, twenty-seven (27) pounds of ecstasy, twenty-four (24) firearms, and made one hundred sixty nine (169) arrests. SIU also authored and served fifty-four (54) search warrants.

Gang Suppression Unit

The Garden Grove Police Department Gang Suppression Unit (GSU) is comprised of Officers and Detectives whose primary duties are to be pro-active in suppressing gang activity and to investigate all gang related crimes that occur in the city. In addition to their day-to-day gang enforcement duties, GSU participates in the Orange County Gang Reduction Intervention Partnership Program (GRIP), which the Orange County DA's Office facilitates. GSU meets with "at-risk" children in elementary and middle schools, potentially exposed to gang environments.

The investigations that GSU has investigated over the last year have ranged from graffiti to shootings in which the investigations concluded with violent criminals being

taken into custody and removed from the community. In one case, GSU responded to investigate a gang related shooting that had occurred in which a suspect shot at a vehicle as it drove through a neighborhood. Although the suspect fled on the day of the crime, GSU was able to identify the suspect after several weeks of investigations. GSU, with the assistance of SWAT, served a search warrant at the suspect's residence and were able to take the suspect into custody. During a search of the residence, GSU located 4 firearms, hundreds of rounds of ammunition and 19 pounds of methamphetamine.

As a result of GSU's enforcement efforts and investigations over the last year, the unit made over 525 arrests, seized 48 firearms, and authored/served 42 search warrants.

Crimes against Persons Unit

The Crime Against Persons Unit (CAP) investigates many different types of violent crimes, including robbery, sexual assaults, weapons violations, aggravated assaults with weapons, and homicide. Detectives in CAP have an exceptionally large caseload and are tasked with investigating the most violent and sensitive cases. During the 2023-2024 fiscal year, CAP investigated 145 robberies, 189 sex crimes, 295 weapons violations, 174 aggravated assaults with weapons, 21 attempted homicides, and 4 homicides. Notably, CAP investigated the kidnapping of a toddler who was in the custody of Los Angeles County Social Services. The suspects took the toddler and fled the county. CAP detectives learned that the suspects had severely injured the toddler in the past, which added to the severity of the investigation.

CAP detectives utilized all available units within the department and outside agencies to track the whereabouts of the suspects and the kidnapped toddler. They employed technology-based databases, search warrants, and investigative intelligence to locate the suspects at a train station in Palm Springs. As the suspects were attempting to leave the state, CAP detectives confronted them. The suspects refused to release the toddler during the arrest. After a short standoff, CAP detectives convinced the suspects to release the toddler, and they were taken into custody. The detectives successfully brought the toddler to safety, uninjured.

A goal of the Crimes Against Persons Unit is to stay at the cutting edge of technology and investigative methods. CAP detectives attended numerous training classes and conferences this year, including the California Homicide Conference, homicide schools by the San Diego PD, sexual assault school, domestic violence school, and arson death investigation schools. CAP detectives also began using new technology,

including Flock Safety cameras, which have assisted in solving homicides, attempted homicides, and sex crimes.

YOUTH SERVICE UNIT

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

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

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

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



In response to an increase in school-related threats, YSU has partnered with the Orange County Sheriff Department's School Mobile Assessment and Resource Team (SMART). SMART is utilized in school situations and incidents related to violence, threats, possession and/or use of weapons, unstable behaviors, and suicidal actions or tendencies. SMART works collaboratively with school officials, the Probation Department, the District Attorney's Office, and the Health Care Agency to help

resolve safety issues and concerns involving all personnel associated with schools. The goal of SMART is to evaluate and assess each incident individually, resolve the matter through the least intrusive means available (while still maintaining safety and security for the school), and ultimately return staff and students to their daily routines.

POLICE DEPARTMENT FAST FACTS

During FY 2023-24 the Police Department responded to 66,730 calls for service with an average response time of 5 minutes, 09 seconds for priority calls. Statistics regarding calls for service and response times are contained in the following tables:

Calls for Service – FY 2023-24	
Priority 1 Immediate Dispatch <i>Lights and Sirens Authorized</i>	1,667
Priority 2 Immediate Dispatch <i>Lights and Sirens NOT Authorized</i>	8,059
Priority 3 Felony Just Occurred Crime Against Person Just Occurred Threat of Violence <i>Lights and Sirens NOT Authorized</i>	25,230
Priority 4 Cold Felony Reports No Threat of Violence But Could Escalate <i>Lights and Sirens NOT Authorized</i>	12,662
Priority 5 Property Crime Just Occurred No Threat of Violence <i>Lights and Sirens NOT Authorized</i>	12,114
Priority 6 All Other Low Priority Calls <i>Lights and Sirens NOT Authorized</i>	6,176
Priority 7 Phone Reports Abandoned Vehicles Sex and Drug Registrants	822
Total Calls for Service	66,730

Calls for Service/Response Times	FY 23-24	FY 22-23	Change
Priority Calls for Service (Priorities 1 and 2)	9,726	10,077	-3.5%
Non-Priority Calls for Service (Priority 3 and greater)	57,004	58,548	-2.6%
Total Calls for Service	66,730	68,535	-2.6%
Average Response Time – Priority	5m 09s	4m 31s	0m 38s
Incoming / Outgoing Phone Calls	185,216	193,786	-4.4%

FIRE SERVICES



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

ORANGE COUNTY FIRE AUTHORITY (OCFA)

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



OCFA operationally serves Garden Grove 911 calls from seven fire stations with seven paramedic units staffing five engine companies and two truck companies supported by a Division Chief, three Battalion Chiefs, an Administrative Captain, an

Administrative Assistant, and a Community Education Specialist.

Our Community Risk Reduction Department, formerly known as Fire Prevention, adopts and enforces codes and ordinances relative to fire and life safety issues, reviews plans and conducts inspections of construction projects, coordinates annual life safety inspections of all existing commercial buildings, provides long-range analysis of impacts on resources associated with future land use and development, and investigates all fires.

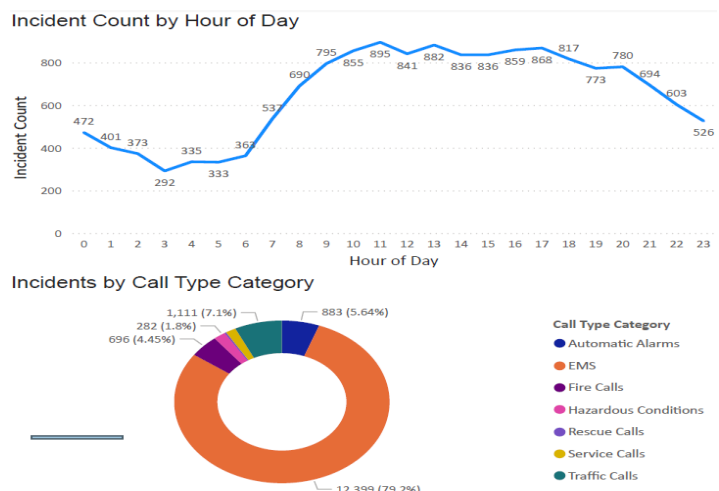
The Planning and Development Services Section of the Orange County Fire Authority interacts with developers, architects, and engineers to meet the fire protection requirements for buildings and developments by reviewing all architectural development plans and proposals submitted in Garden Grove. This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

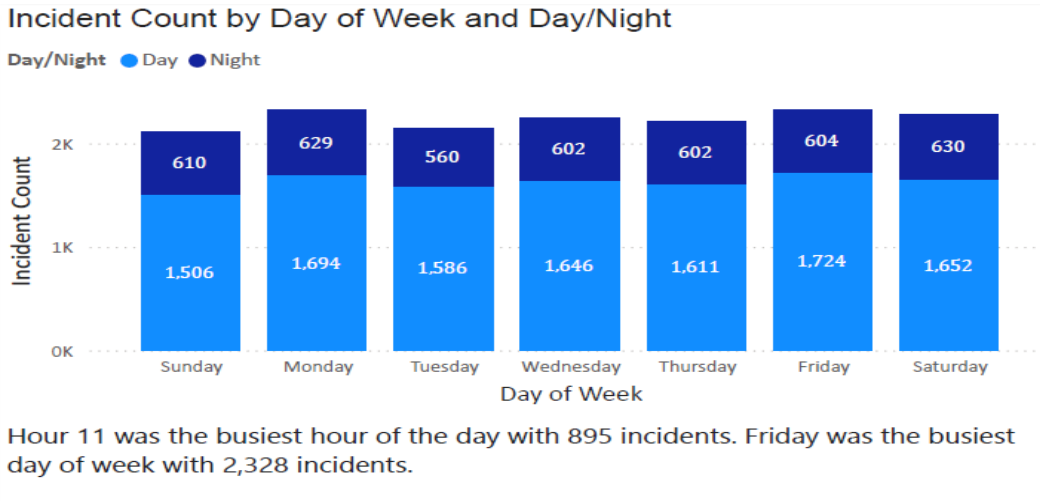
The Prevention Field Services section’s mission is to assist stakeholders in maintaining and enhancing safe communities. We accomplish this by conducting fire safety inspections, enforcing and educating about applicable fire codes and ordinances, and assuring that public safety issues are researched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

Significant statistics related to the City of Garden Grove for FY 2023-24 included the following:

CALLS FOR SERVICE

- 15,656 Total Calls
 - Fires: 696
 - Medical aid: 12,399
 - Traffic collisions: 1,111
 - Hazardous Conditions: 282
 - Rescue Calls: 883





COMMUNITY EDUCATION

- Community events: 26
- School visits: 20
- Presentations: 12
- GGPD collaboration events: 2
- Station tours: 16



PLAN REVIEW

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

PLANNING AND DEVELOPMENT OF NEW CONSTRUCTION

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

PREVENTION FIELD SERVICES ACTIVITIES

Operations Personnel Inspections

- Operations personnel conducted 1,639 inspections that included multi-family residential buildings (including 3+ unit apartment buildings, hotels/motels, restaurants, daycares, public schools, and assemblies such as churches, gyms, or theaters).
- Conducted 30 fireworks stand inspections.

Fire Prevention Inspections

- Conducted 14 high-rise building inspections.
- Conducted 647 annual inspections of restaurants, public high schools, assemblies (churches, gyms, or theaters), repair garages, commercial and industrial facilities with regulated hazards (high-piled storage, hazardous materials, dust-producing operations, liquefied petroleum gas, welding, spraying, and dipping facilities, etc.), and residential care facilities with more than seven clients.
- Processed and inspected 32 special event permits in coordination with the City of Garden Grove departments.
- Resolved 45 fire hazard complaints/referrals.
- Performed 47 fire clearance licensing inspections for residential care, daycare, and medical facilities.



PUBLIC WORKS



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

The Public Works Department is responsible for the maintenance and construction of all municipal facilities, equipment, and 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.

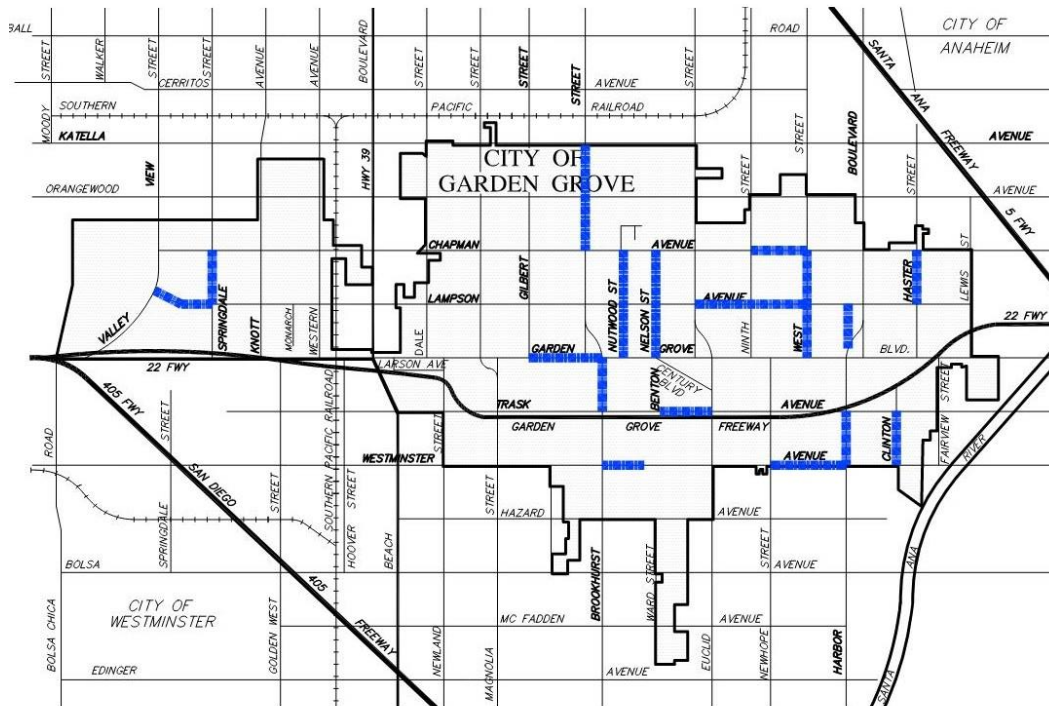
The significant achievements of FY 2023-24 for the Public Works Department included the following:

STREETS REHABILITATION PROJECTS

The City rehabilitated various streets throughout the City. Improvements included the rehabilitation of the following:

- Garden Grove Boulevard, from Brookhurst Street to Gilbert Street
- Trask Avenue, from Euclid Street to Benton Street
- Haster Street, from Lampson Avenue to Chapman Avenue
- Springdale Street, from Lampson Avenue to Chapman Avenue
- West Street, from Lampson Avenue to Chapman Avenue
- Lampson Avenue, from Euclid Street to West Street
- Buaro Street, from Harbor Boulevard to Lampson Avenue
- Harbor Boulevard From Westminster Avenue To Trask Avenue
- Clinton Street From Westminster Avenue To Trask Avenue
- Chapman Avenue From 9th Street To West Street
- Brookhurst Street From Trask Avenue To Garden Grove Boulevard

- Brookhurst Street From Chapman Avenue To Katella Avenue
- Westminster Avenue From Brookhurst Street To Bowen Street
- Lampson Avenue From Valley View Street To Springdale Street
- West Street From Garden Grove Boulevard To Lampson Ave
- Nutwood Street From Garden Grove Boulevard To Chapman Avenue
- Nelson Street From Garden Grove Boulevard To Chapman Avenue
- Westminster Avenue from Newhope Street to Harbor Boulevard (Cooperative Project with City of Santa Ana)



LOCATION MAP
NOT TO SCALE

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

Garden Grove Boulevard from Brookhurst Street to Gilbert Street

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

PRE-CONSTRUCTION



POST-CONSTRUCTION



West Street from Lampson Avenue to Chapman Avenue

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

PRE-CONSTRUCTION



POST-CONSTRUCTION



Harbor Boulevard from Westminster Avenue to Trask Avenue

Status: 100% Complete
Completed: September 2023

PRE-CONSTRUCTION



POST-CONSTRUCTION



Brookhurst Street from Trask Avenue to Emmerson Avenue

Status: 100% Complete
Completed: August 2023

PRE-CONSTRUCTION



POST-CONSTRUCTION



Westminster Avenue from Newhope Street to Harbor Boulevard

The City of Santa Ana approached the City to rehabilitate Westminster Avenue from Newhope Street to Harbor Boulevard. Approximately one-sixth of the work lies within the City. Cooperative projects are a great way to extend our design and construction dollars.

Status: 100% Complete
Completed: May 2024

PRE-CONSTRUCTION



POST-CONSTRUCTION



PRIVATE DEVELOPMENT OF RESIDENTIAL & COMMERCIAL PROJECTS

In FY 2023-24, the Land Development Section in the Public Works Engineering Division oversaw the planning and construction of projects comprised of private, residential, and commercial development. Major projects and their status at the end of the fiscal year are listed below.

Projects Completed in Fiscal Year 2023-24

- Habit Burger on Harbor Blvd.
- 12691 Pala Drive, Industrial Building
- 9071 Lampson Avenue, 13-Unit Small Lot Subdivision

Projects Under Construction During Fiscal Year 2023-24

- Brookhurst Triangle Phase II
- Garden Grove Police Headquarters
- 8218-8242 Garden Grove Blvd. Apartments

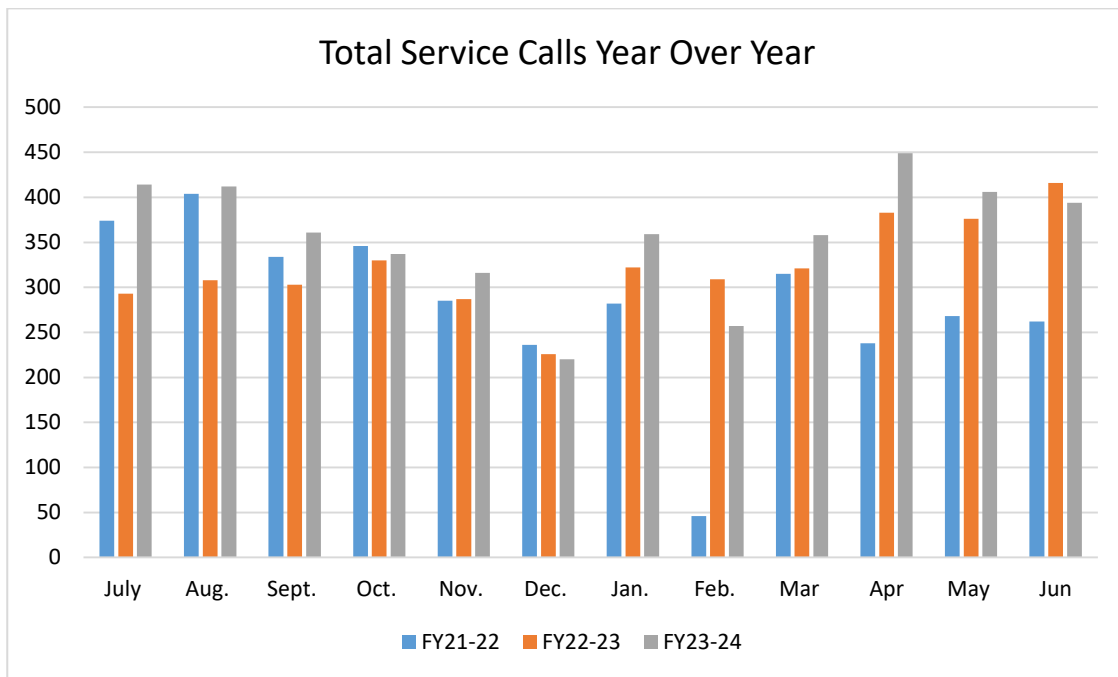
- 12692 Garden Grove Boulevard, Medical Plaza
- 10691 Westminster Avenue
- 13361 Yockey St., Residential
- 12828 Newhope St. 15-Unit Small Lot Subdivision
- Orchard Grove Apartment, Offsite Improvements
- 12352 Brookhurst St. Brookhurst Town Homes

Projects in Permitting and Plan Check Phase during Fiscal Year 2023-24

- Self-Storage Facility on Harbor Boulevard
- Chapman Avenue Storage Facility
- Site C Hotel
- Wendy's Restaurant on Brookhurst St.
- 8772 Garden Grove Blvd.
- 7390 & 7440 Lincoln Way, Industrial Bldg.
- 12771 Lorna St. Multi-Family Residential
- 10201 & 10231 Garden Grove Blvd. Multi-Family Residential & Offices
- 12542 Chapman Ave. Pollo Campero Restaurant
- 8811 Orangewood Ave. New Religious Institution
- 9891 Bixby Avenue, New Apartments
- 12681 Haster St. New Residential Apartment Building
- 12233 Choisser Road, Choisser Apartments
- 11432 Stanford Avenue, Five-Story Senior Apartment Bldg.
- 13171 Jefferson St. 8 Multiple-Family Rental Units
- 12701 Buaro St. 35, Three-Story Residential Condominium Units
- 9891 Garden Grove Blvd. 98-Unit Multi-Family Residential Project
- Woodbury Park Upgrades
- Costco New Gas Station

ANIMAL CARE SERVICES

Animal Care Services received 4,283 calls for field service during Fiscal Year 2023-24, which amounts to a 14% increase in field calls over the previous fiscal year, with the winter months of November, December, and February being the slowest months averaging 264 calls; the spring months of April, May, and June significantly increased call volumes averaging 416 field calls per month. The figure below displays field service calls by month, year over year.



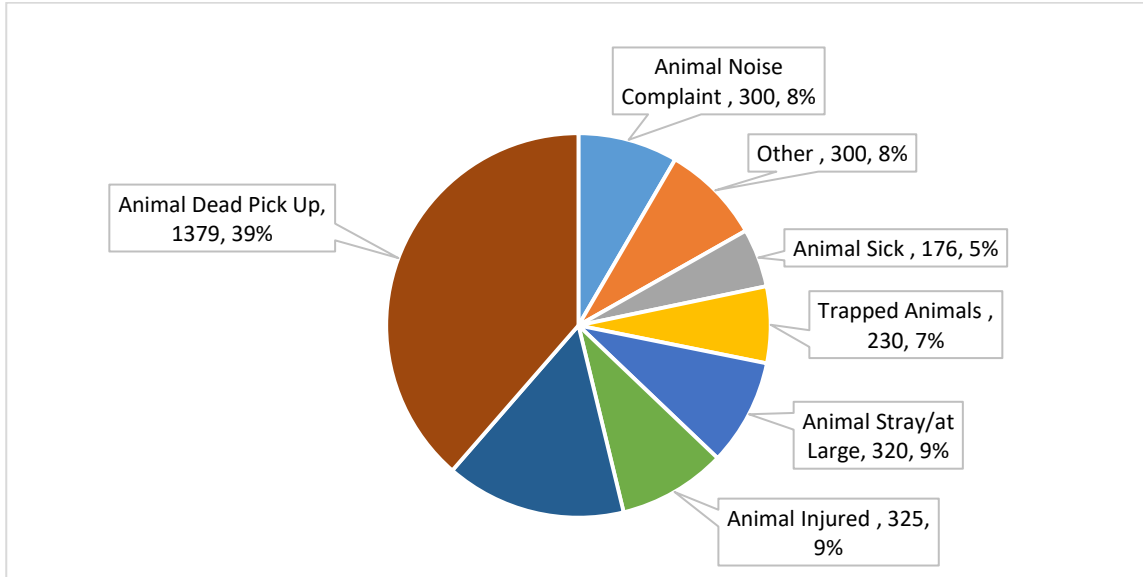
Total Number of Calls:

FY2021-22 = 3,390

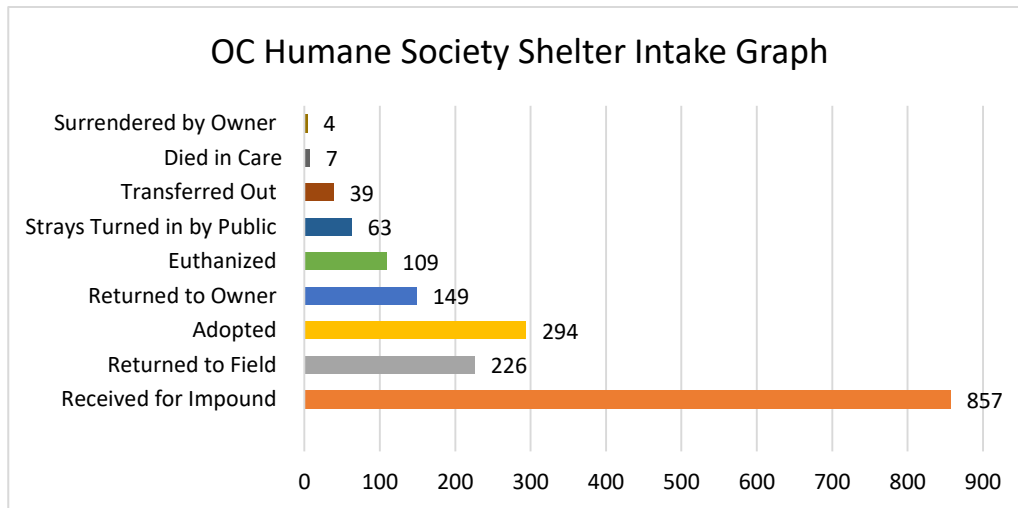
FY2022-23 = 3,874

FY2023-24 = 4,283

The highest number of call types continues to be for pick-up of deceased animals which was 1,379 calls serviced. The second highest call type is for confined animal(s) where 542 calls for service were handled. The third highest call for services are for sick/injured animals at 501 calls. The figure below displays a breakdown of top service calls by category.



Animal Control Officers impounded a total of 1,455 animals this fiscal year with 829 being cats, 518 dogs, and 108 others. At least 857 animals from the City of Garden Grove were taken to our contract shelter, Orange County Humane Society. The graph below displays the distribution of animal intakes and outcomes by category.



STAFFING AND TEAM DEVELOPMENT

Animal Care Services was excited to welcome a new Animal Control Officer to the team in March 2024, and is currently in the process of hiring one full-time Principal Office Assistant completing a team of seven (7). The team participated in community outreach events, such as National Night Out and the Garden Grove Police

Department’s Citizen Academy. The Animal Care Services Section also continues to work with residents to implement the Return to Field (RTF) cat program where 226 community cats were spayed/neutered, microchipped, given flea medication and vaccinated in FY2023-24 to help reduce the City’s stray cat population.

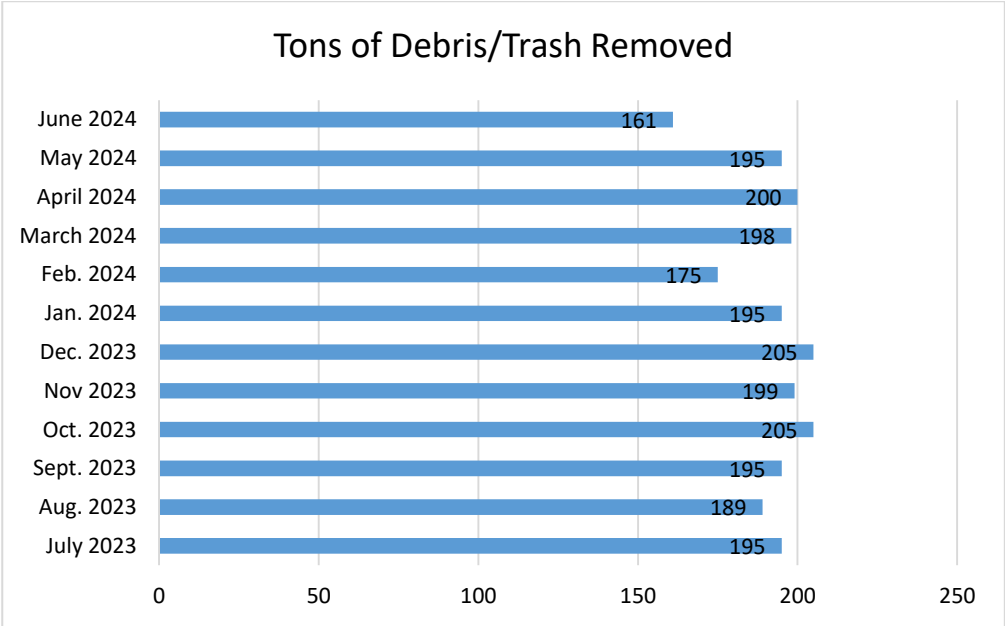
PARKING ENFORCEMENT

During the year, the team focused on continuing to train all Parking Control Specialists to enforce all parking municipal codes and vehicle codes to ensure they were addressing community concerns. The team is working daily to ensure that pedestrian and vehicle right-of-way access points remain clear. They are also enforcing misuse of handicap placards and working in collaboration with the Police Department to improve curb turnover.

Total Citations Issued:

38,317 Total Citations in FY2023-24 (PD + PW)

Street Sweeping Total Debris/Trash Removed



Curb Miles Swept

July 2023	Aug. 2023	Sept. 2023	Oct. 2023	Nov. 2023	Dec. 2023
1,503	1,453	1,499	1,512	1,516	1,174
Jan. 2024	Feb. 2024	March 2024	April 2024	May 2024	June 2024
1,305	997	1,499	1,512	1,454	1,503

STREET MAINTENANCE

During Fiscal Year 2023-2024, the Streets Maintenance Section completed the following slurry preparations:

- **6,789** Tons of asphalt used for patching for the FY2024 Slurry Seal Project
- **18,000** Pounds of crack sealant material used for crack sealing work
- **5,329** Linear feet of concrete curb and gutter removed and replaced
- **33,208** Square feet of sidewalks and driveway aprons removed and replaced
- **1,788,961** Square feet of slurry work completed

REHABILITATION WORK

Staff completed local rehabilitation on some of the most deteriorated streets in the City. This project consisted of fifty (50) residential streets. The asphalt was treated with 1-1/2" grind and cap followed by a slurry seal once all the streets were finished. This method is a quick and cost-effective alternative that improves the durability of the road base, sustains increased traffic volumes, and provides better and long-term performance.



Staff also completed work at Magnolia Park parking lot, Court Yard Center parking lot, and finished the Grove parking lot behind Main St, that consisted of, removing and replacing curb and gutter, removing and replacing trees, grind and cap of the asphalt surface, re-striping the lot and new regulatory signs. Public Works Streets Division also ground and repaved 13 alleyways located throughout the City. This is an innovative paving technique that addresses pothole issues ensuring longer durability and safer conditions.

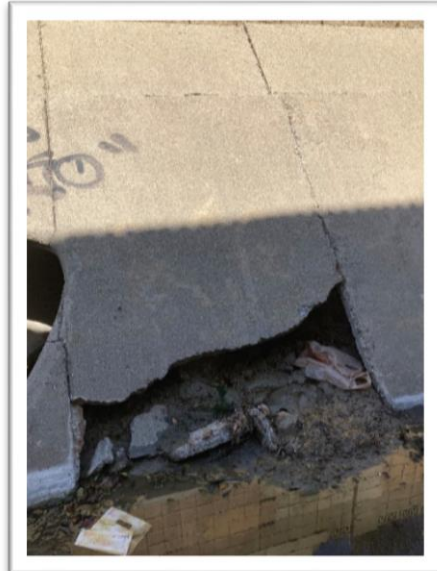
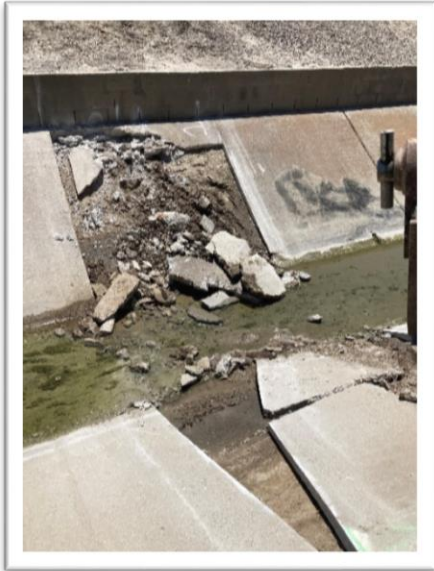
SIDEWALK FOOD VENDOR PROGRAM

The Public Works Streets Section is working in tandem with Code Enforcement and the County of Orange Health Department to clean and clear sidewalks throughout the city from unpermitted food sales.

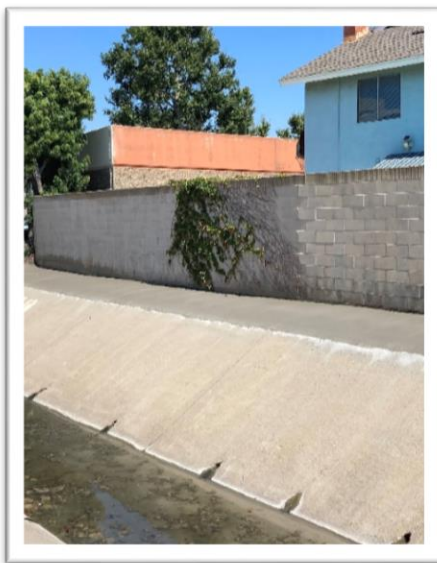
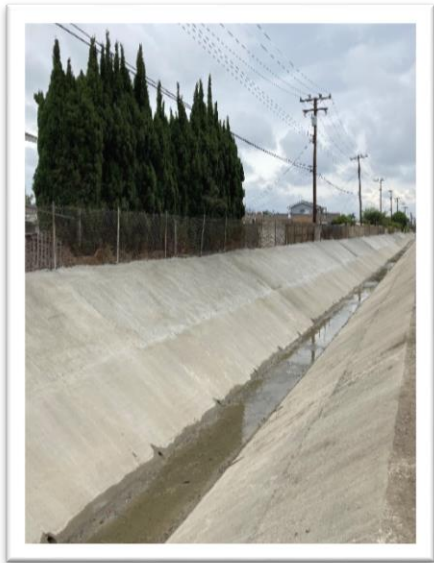
Streets Flood Control Maintenance

The Streets Section also completed repairs to the Valley View Flood Control Channel, Belgrave Flood Control Channel and Emerald Channel: 35,522 square feet of vertical wall was removed and replaced along with 1,900 square feet of flood control channel floors were removed and replaced.

BEFORE



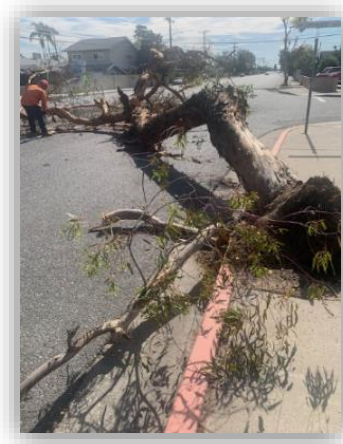
AFTER



TREES/STORM DRAIN MAINTENANCE

For Fiscal Year 2023-24, City staff completed 1,665 total work orders for tree maintenance and flood control services, responding to five (5) emergency after-hour calls during the busy winter storm season and 132 weather-related work orders.

2,741 trees were trimmed and 142 dead, diseased, dying or problematic trees were removed; planting efforts were significantly increased. Nearly 500 trees were planted as replacements in open tree wells and through the City's Adopt-a-Tree and Memorial Tree Programs. New procedures to help grow and care for young trees has been established. The City's total tree inventory now exceeds 16,000 trees because of these efforts. The City Celebrated Arbor Day and once again became recognized with Tree City USA Certification after a 12-year pause.



Increased focus on flood control operations has made a noticeable difference in the City's storm drain infrastructure. Working closely with the Garden Grove Police Department, staff increased inspections this past year. Homeless encampments have been removed, fencing has been repaired or replaced, and graffiti has been removed. Staff and contractors also cleaned approximately 1,096 catch basins, installed 59 new CPS devices and the City's five (5) major storm channels were cleaned as well - removing more than 15 tons of trash and debris.

FACILITIES IMPROVEMENTS

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

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

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

- Tibor Rubin, Chapman Branch Library, and Amphitheatre Roof Replacements
- Heating, Ventilation, Air Conditioning Units Replacements at Courtyard Center
- City Hall Electrical Bldg. Connections for Emergency Generator & Electrical Panel Improvements

EQUIPMENT MAINTENANCE

During Fiscal Year 2023-24, the Vehicle Maintenance Section closed approximately 1,800 work orders. Of these, about 800 were for Public Safety vehicles and 1,000 were for Public Works and City Hall vehicles and equipment. Additionally, 426 work orders were for scheduled maintenance and almost 1,400 were repair work orders, either noted by users or noted during scheduled maintenance. Notable purchases included a new camera van for the Sanitation Section, a multi-use mini backhoe/loader for the Parks Section, a new Mini Paver and root cutter for the Streets Section, and 15 new officer cars for the Police Department.



WATER QUALITY UPDATES

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

On April 10, 2024, the Federal Environmental Protection Agency adopted stricter regulations for PFAS and lowered the maximum contaminant levels to the following:

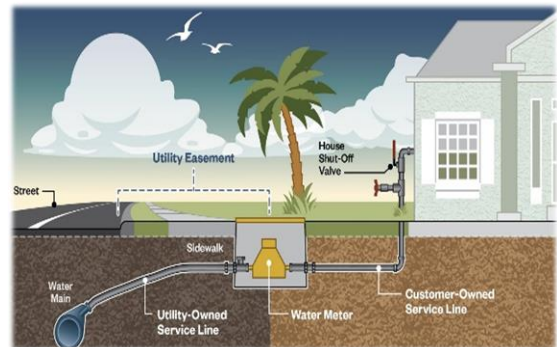
- PFOA-4.0 ppt (parts per trillion) (lowered by 1.1 ppt)
- PFOS-4.0 ppt (lowered by 2.5 ppt)



This new drinking water regulation has resulted in the need for additional water PFAS water treatment facilities to be built within the next three to five years, depending on when the State Water Resources Control Board (SWRCB) adopts state requirements. The sites affected by PFAS contamination include Well 22, 25, 26 and 27. The Orange County Water District will fully fund the planning, design and construction of these new PFAS water treatment facilities. On behalf of the City, the Orange County Water District is applying for a PFAS grant under the Drinking Water State Revolving Fund (DWSRF) Emerging Contaminant Principal Forgiveness Program which is administered by the SWRCB.

LEAD AND COPPER RULE (LCR) UPDATES

City has completed the Lead Service Line Initial Inventory (LSLI) required by U.S. EPA's Lead and Copper Rule Revisions (LCRR). The deadline for the LSLIs is October 16, 2024. Through completing a historical records review and field investigations, City has determined it has no lead or galvanized requiring replacement service lines in its distribution system. This includes any privately-owned or customer-owned service lines.



City reviewed all applicable sources of information, including:

Available construction and plumbing codes to assess historical regulation of lead service line disallowance (e.g. National Lead Ban, State Codes, County Codes, the Codes and Standards of the incorporated cities before the statewide lead ban in 1986

including City, Stanton, Santa Ana, and Westminster cities).

Water system records which indicate the service line materials, billing/customer data, historical capital improvement or master plans, and standard operating procedures. Water distribution system records which indicate the service line materials, GIS data, distribution system maps and drawings, as-built, meter installation records, work orders, inspections conducted during the course of normal operations including 2023 data with 35,495 records.

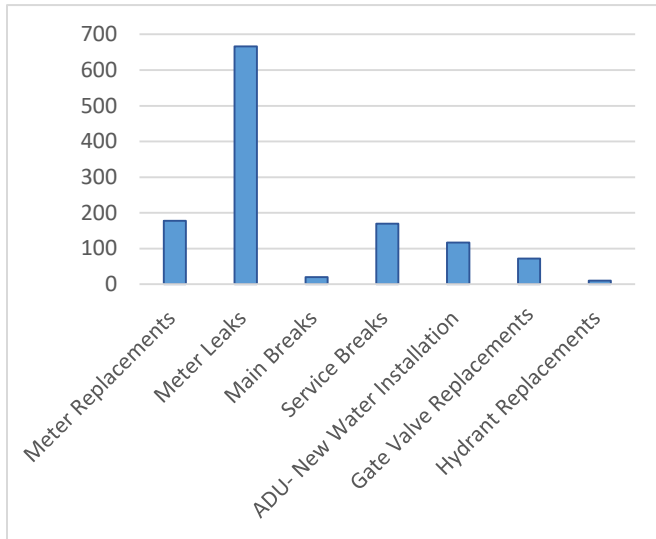
In addition to reviewing the above sources of information, City used an alternative method to develop the LSLI that was approved by the State Water Resources Control Board Division of Drinking Water on a case-by-case basis.

City used stratified random sampling to develop the LSLI. Stratified random sampling involves physically inspecting a subset of randomly selected service lines in the distribution system. That subset is stratified or divided into groups based on certain characteristics (e.g., years the service lines were installed). Stratification allows for a sample or subset of service lines to be more representative of the service lines in the distribution system.

City inspected 553 service lines on the utility-side, 1,682 service lines on the customer-side, and 295 service lines on both sides and the service lines were inspected non-lead. No lead or galvanized requiring replacement service lines were identified. After investigating a statistically significant subset of service lines, the remaining service lines were classified as non-lead service lines.

City intends to document service line material information obtained from normal operations, such as service line maintenance, after October 2024 and will update the LSLI, as required by the State Water Resources Control Board Division of Drinking Water.

WATER DISTRIBUTION WORK ORDERS FY 2023/24



WATER CONSERVATION PROGRAM

Water Loss

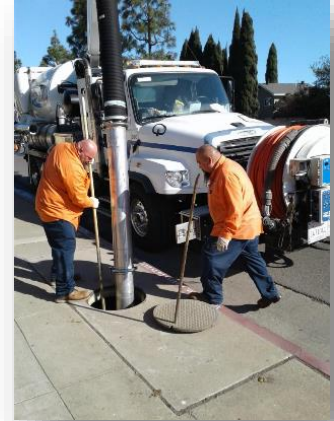
Senate Bill (SB) 1420 and SB 555 require water agencies to prepare and submit a validated water loss audit annually to the California Department of Water Resources. Beyond state requirements, a water loss audit program presents opportunities for better resource conservation and improved fiscal responsibility.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

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

SEWER SYSTEM MAINTENANCE

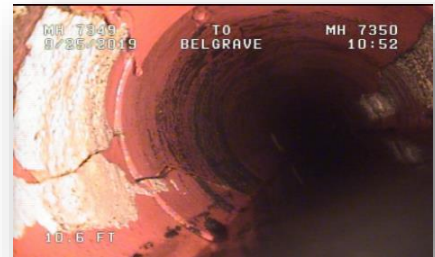
Key accomplishments for this fiscal year include:

- Removal and replace of 25 manhole rings and covers
- Inspection of approximately 2,900 out of 9,700 manholes
- Completion of closed circuit television (CCTV) work for 47,068 linear feet of sewer line and approximately 1,209,900 linear feet of cleaning
- Completion of the Root Control Program covering 13,106 linear feet of sewer lines
- Diverted 22 possible sewer system overflows
- Continuation of Roach Spraying Program addressing 1,237 manholes
- Completion of the cleaning of 620 hot spots



Sewer Monitoring Devices

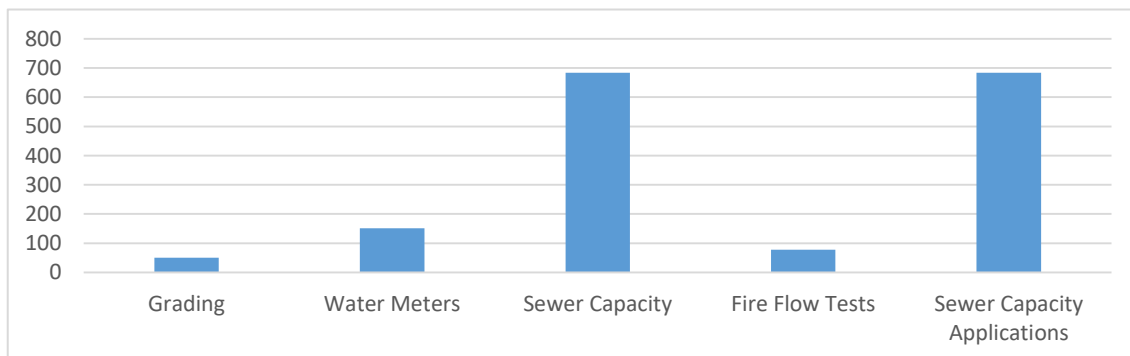
Several sewer monitoring systems have been installed throughout the City at locations with a history of sanitary sewer overflows. This SmartCover technology provides continuous real-time data transmitted through two-way wireless remote sensors and is viewed on a web-based interface. When wastewater levels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



In addition to these devices, staff also identifies potential sewer blockages through CCTV inspections and sewer line cleaning. As a result, staff was able to divert a total of 263 sewer blockages during the reporting year.

WATER SERVICES ENGINEERING

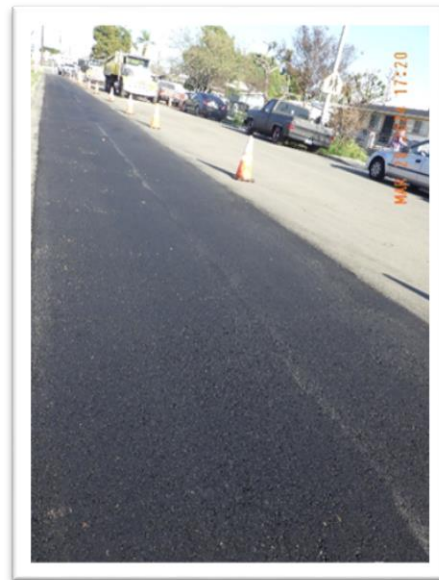
Plan Checks in FY 23-24



WATER AND SEWER CAPITAL IMPROVEMENT PROJECTS

Woodbury Road and Anabel Avenue Water Improvement Project

This water main improvements project was recently completed and addressed the fire flow capacity deficiency in this area. The project involved replacing approximately 820 feet of 12-inch diameter pipe and 2,915 feet of 8-inch diameter pipe. Additionally, it included the installation of 82 water services, 10 hydrants, various fittings and appurtenances, as well as trenching, backfilling, compaction, and pipe disinfection and testing.



SCADA Implementation Project – FP2 Pressure Monitoring Upgrade

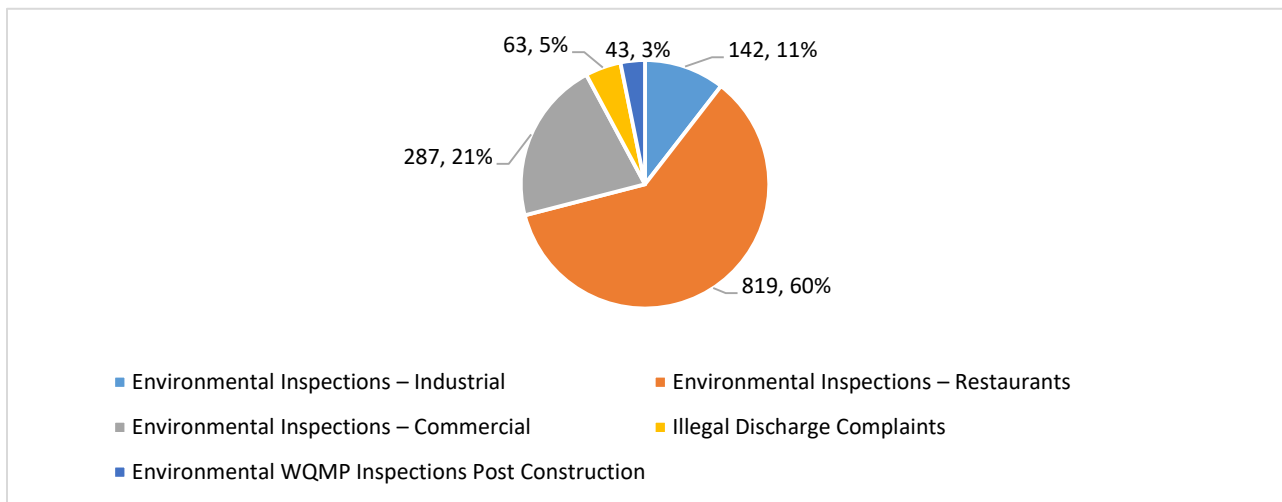
This project is one of the 22 projects identified in the 2020 Supervisory Control and Data Acquisition (SCADA) Master Plan. This project included installation of six pressure monitoring stations which include new pressure transmitters, new control panels that communicate with the Global SCADA system. This project also included the implementation of new control strategy implementation and PLC programming.



ENVIRONMENTAL SERVICES

In June 2024, the Santa Ana Regional Water Quality Control Board (State) conducted a storm water program audit. This comprehensive audit involved evaluating the City's National Pollutant Discharge Elimination System (NPDES) Permit. The State reviewed the City's industrial/commercial inspections, water quality management plan inspection program for post construction of new development/re-development, engineering priority development and water quality management plan process, city response program for illegal/illicit discharge of hazardous materials/pollutants, environmental enforcement, legal authority, and multiple database management systems utilized for the NPDES program. This audit resulted in no deficiencies found and no violations issued.

INSPECTIONS FY 23/24



Solid Waste

During Fiscal Year 2023-2024, the Garden Grove Sanitary District focused on several areas relating to solid waste.

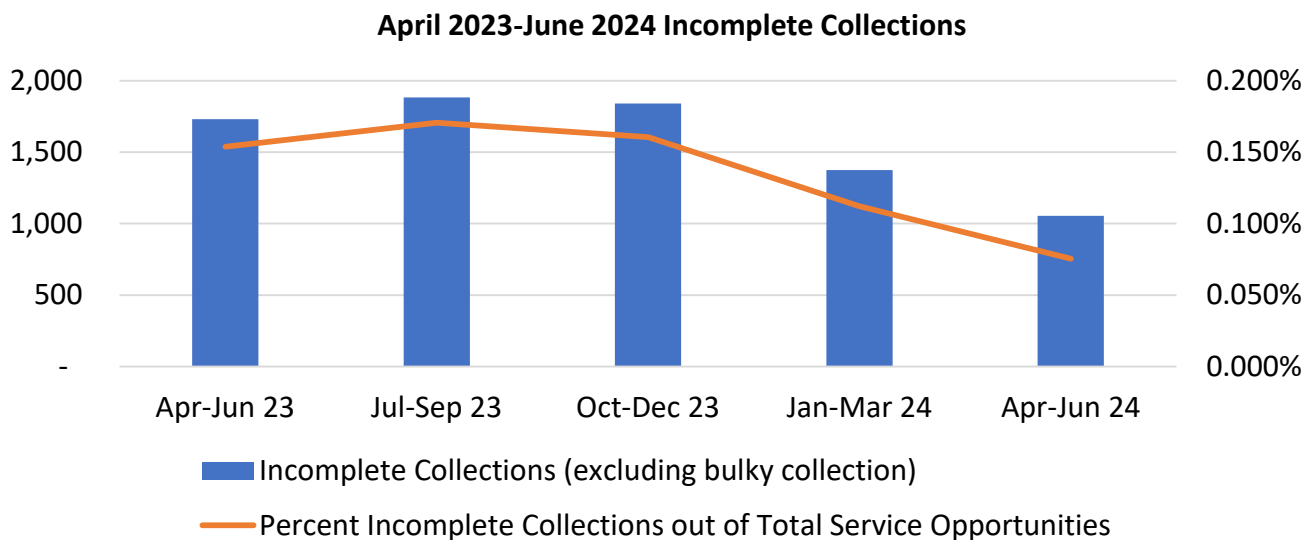
Staff continued and concluded its implementation of Senate Bill (SB) 1383, Assembly Bill (AB) 341 and 1826, which requires the diversion of organic waste (yard waste and food waste) and traditional recyclables for all residences and commercial properties within the District.



In working with Republic Services and the Women’s Division of the Garden Grove Chamber of Commerce, the District implemented a scholarship program for high school seniors. The scholarship program awards seven \$1,000 scholarships to students who live within the District.

Additionally, a household battery collection began. This program allows residents and employees to dispose of batteries in City Hall, Public Works, and the Police Department.

Republic also made operational adjustments to increase service reliability in the commercial routing and driver assignments during this period, adding an additional 10 routes and trucks to the Garden Grove operation. The additional trucks and routes helped to reduce the frequency of incomplete/missed pick-ups in the community.



Starting in January 2024, a series of six Community Clean Up events were held every other month, lasting through November 2024. In past years, these events were conducted every two weeks in the spring time. At the events, District residents can dispose of unwanted items such as mattresses, furniture, and non-refrigerant appliances. Electronic waste items were also collected to ensure proper diversion and disposal away from the landfill. In partnership with Orange County Waste and Recycling, approximately 5 tons of bagged compost is given away at each event.



PUBLIC WORKS DEPARTMENT TOTAL WORK ORDERS

Description	FY2022-23	FY2023-24	%
Total Work Orders Opened During FY	26,138	30,108	+15%
Total Work Orders Closed During FY	25,592	30,249	+15%

COMMUNITY DEVELOPMENT



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

The Community Development Department (CD) offers a broad spectrum of services to the community. The Department consists of three units and an administration section. The Building & Safety Division consists of the Building and Code Enforcement Units. The Building Unit has the plan check, permit center, and building inspection teams that ensure construction complies with building codes. The Code Enforcement Unit works cooperatively with the community to ensure continued municipal code compliance. Planning Services is comprised of advance planning who oversees implementation of the City's General Plan, current planning including zoning and land use administration, and entitlements related to commercial/residential development. Department administration directly oversees contract and grant administration, budget and accounting, information technology, and personnel. Significant achievements of FY 2023-24 for the Community Development Department are provided below.

Civic Center Revitalization Project

During FY 2023-24, the City continued its Civic Center Revitalization Project. The project kicked off with the Planning Services Division conducting community outreach at various open houses and City held events. The project was then presented to and approved by the Planning Commission, after which project plans were submitted for building plan check. CD has actively engaged with developer Edgemoor Infrastructure & Real Estate,



**civic center
revitalization
project**

design-builder Clark Construction, and architect AC Martin to review and ensure building code compliance for the new Civic Center police headquarters and parking structure.

Plan-Build-Beautify

In April 2024, CD launched a 3-month, multi-language awareness campaign, highlighting information and services available in Planning, Building & Safety, and Code Enforcement. Planning was highlighted in April 2024, Building & Safety in May 2024, and Code Enforcement in June 2024. Themed “Plan-Build-Beauty”, the campaign provided valuable information on social media and in flyers at City Hall about topics such as opening a business in the City and building an accessory dwelling unit. Staff was interviewed on multiple Vietnamese and Spanish-language video and radio programs talking about the services offered by CD. The campaign also included two give-away raffles where lucky winners received gift cards and a cooler filled with must-have home improvement tools. A dedicated website was created and can be accessed at <https://gcity.org/plan-build-beautify> for more information.



Staffing

FY 2023-24 was a time of active recruitment to fill vacant CD positions. The following positions were filled in the fiscal year: Code Enforcement Supervisor, two Code Enforcement Officers, Senior Planner, two Planning Aides, Urban Planner, Administrative Analyst, Building Inspector, and two Lobby Receptionists. These positions assure the department is able to give quality customer service to businesses, developers, and residents of Garden Grove.

New Director

Community Development was split from the Economic Development Department in FY 2023-24. With the split, the City welcomed Community Development Director Niki Wetzel. Niki Wetzel, a 27-year community development professional, joined the City of Garden Grove on July 10, 2023. Niki is responsible for overseeing the Planning Services and Building & Safety divisions.

BUILDING & SAFETY

GGReady Update

GGReady had reached its one (1) year anniversary on February 2024. GGReady is the City’s permitting system that allows for individuals to apply for building permits online. In celebration of its anniversary, the system has been gradually improving from staff and customer feedback. Since its inception, GGReady has rolled out the following updates:

- Public and internal notation system to better facilitate communication
- Plan check project filtering for Plan Checkers

- Picture attachment capabilities
- Increased upload file size
- Hold feature for project evaluation
- Additional inspection types to allow for better tracking

These features were implemented in FY 2023-24. CD hopes to continually improve the GGReady system to allow for easy permit application. Upcoming additions to the GGReady system will include a new Planning Module, separate SB9 applications, and upgrade to the review process. For additional information on GGReady, <https://ggcity.org/development-access>

Building Permits, Plan Checks, and Inspections

Building Activity	FY 22-23	FY 23-24	Activity Trend from Prior Fiscal Year
Permits Issued	5,892	6,270	6% increase
Permit Fees	\$1,279,548.23	\$6,222,951.49	386% increase ¹
Plan check	1,777	2,237	25% increase
Plan check Fees	\$653,721	\$1,124,378.10	72% increase
Valuations	\$122,332,222	\$356,979,137	192% increase ²
Inspections	20,111	15,785	21% decrease

Select Certificates of Occupancy (C of O) Issued		
Address	Scope of Work	Date Issued
100800 Garden Grove Blvd	Garden Brook Senior Village	07/01/2023
9816 Chapman Ave	Moge Tee Shop	07/31/2023
10702 Westminster Ave	Eco Optometry	08/08/2023
11742 Stuart Dr	American Family Housing	08/08/2023
12771 Pala Dr	Sebco Inc - Warehouse	08/30/2023
10902 Westminster Ave	HMZ Retail - Beauty Salon	09/21/2023
12492 Galway St	Van Anh Beauty Inc - Beauty Office	09/21/2023
9881 Chapman Ave	Devbha Threading - Eyebrow Threading Salon	11/06/2023
9672 Garden Grove Blvd	BB.Q Chicken & Pub	12/07/2023
9812 Chapman Ave	Yoshihura Ramen	12/08/2023
10152 Westminster Ave	Medical Office	12/11/2023
12221 Monarch St	Quoc Viet Foods	01/03/2024
12145 Valley View St	Boiling Point	01/17/2024
12159 Valley View St	Taqueria De Anda Grill	01/17/2024
12130 Brookhurst St	Dr. Tan Trung Nghiem - Dental Office	03/19/2024

¹ Large increase in Permit Fees due to commercial and multifamily developments proceeding to building phases

² Large increase in Valuations due to commercial and multifamily developments

13650 Harbor Blvd	Home 2 Suites	04/25/2024
12941 9 th St ³	Smoke Queen Barbecue	05/01/2024
9858 Chapman Ave	The Habit Burger Grill	06/18/2024

Pioneer Park

The Pioneer Park renovation project aimed to upgrade the park's infrastructure and enhance its recreational areas, accessibility, and overall safety to better serve the local community. This effort aligns with the City of Garden Grove's broader initiative to improve public spaces for residents. A major contributor to the success of the project was the Building & Safety Division, which played a pivotal role from start to finish.

Building & Safety provided comprehensive design drawings that formed the foundation of the project's development. In addition to design contributions, the team took a hands-on approach in managing key aspects of the construction, ensuring that every stage of the process adhered to the highest safety and regulatory standards. Involvement was critical in coordinating with other departments, troubleshooting potential issues, and maintaining project timelines. Thanks to the diligent oversight and expertise, the project was completed efficiently, marking a significant milestone for the City and setting a high standard for future community improvement initiatives.

Code Enforcement

4,236 Active Cases (FY23-24) 2,081 Closed Cases (FY23-24)

Municipal Code Amendment

During FY 2023-24, the City Council passed Ordinance No. 2945. Ordinance No. 2945 amended Chapter 6.44 of Title 6 of the Garden Grove Municipal Code pertaining to the regulation of the sale of tobacco products. The amendment reflected recent changes in State law concerning tobacco sales and expressly prohibits the sale of tobacco products to persons under 21 years of age, the sale of tobacco products through vending machines, and the sale of flavored tobacco products.

Community Outreach

The Code Enforcement Unit has increased its outreach, public awareness, and education. These activities have focused on informing the public about Code Enforcement, its responsibilities, new trends, and ways to submit a request for service. Presentations have been made via a number of mediums, including presentations during City Council meetings, television, radio, social media, and community events. CD ensures outreach is provided in a variety of languages to ensure our diverse community understands the benefits of Code Enforcement. CD has made multiple informative flyers, which are available on the City webpage and

³ Temporary Certificate of Occupancy

at City Hall. Code Enforcement also revamped its webpage to be more informative and user-friendly. <https://ggcity.org/code-enforcement>.

Code Enforcement Volunteer Program



FY 23-24 saw the restart of the Code Enforcement Volunteer Program. Not only do Code Enforcement Volunteers play an important role within the Code Enforcement Unit, but they also play a pivotal role in serving our community. Applicants for the Code Enforcement Volunteer program express an interest in the Code Enforcement field and seek to acquire

insight into the profession. After being selected, Code Enforcement Volunteers undergo an extensive training and shadow our Code Enforcement Officers. Upon successful completion of training, Code Enforcement Volunteers assist with an active load of Code Enforcement cases. Currently, our Code Enforcement Volunteer program has 5 volunteers assisting our staff. If you are interested in becoming a Code Volunteer, please visit <https://ggcity.org/code-enforcement/volunteer>.

Vacant Lots and Buildings Program

For FY 2023-24, the Code Enforcement Unit has placed an emphasis on addressing the blight and nuisances associated with vacant lots and buildings. Unoccupied, vacant, and neglected properties place a strain on City resources, with increased Code Enforcement, Police, Fire and other department responses. A majority of the vacant lots and buildings are located among the City's busiest corridors giving the City a negative image. Additionally, vacant lots and buildings hinder progress and development. To combat these issues, Code Enforcement is better tracking vacant lots and buildings, while providing shorter and stricter deadlines to address any ongoing code violations. For any vacant lot or building that continues to be an active nuisance to the community, Code Enforcement is exploring additional means of compliance, which include: receiverships, nuisance abatement, civil injunction, and/or a criminal prosecution. Code Enforcement has already seen successes, with some of the most problematic properties being demolished voluntarily by the property owners. Other properties are undergoing planned development with new long term uses being established.

Westminster Avenue & Newhope Street



Before



After

11800 Cardinal Circle



Before



After

12542 Chapman Avenue



Before



After

Illegal Street Vendors

The City of Garden Grove has seen an increase in unpermitted vending. In response, the Code Enforcement Unit engaged in an educational campaign which contacted unpermitted vendors and provided educational material. The educational material instructed vendors on how to obtain the necessary permits to lawfully operate within the City. Education occurred in May-June 2024. Despite heavy education and notification, no vendors approached the City to acquire necessary permits. To address illegal vending, the Code Enforcement Unit is entering into a Memorandum of Understanding with Orange County Health Care Agency to perform a minimum of one joint operation a week. The joint partnership, which includes the Public Works Department, will dispose of perishables and confiscate equipment owned by the unpermitted vendors. Code Enforcement has also expanded hours of operations, which now includes 7 day coverage and weekend night coverage to address illegal vending.



PLANNING SERVICES

Housing Element Update

The City of Garden Grove's 2021-2029 Housing Element for the 6th Regional Housing Needs Allocation (RHNA) Cycle was certified by the California Department of Housing and Community Development (HCD) on December 12, 2023. This certification confirms that Garden Grove's Housing Element complies with State Law requirements, and ensures that the City meets its housing needs for all income levels during the 2021-2029 planning period. This certification followed a two-year process that began on November 9, 2021 when the City Council adopted the 2021-2029 Housing Element. After adoption, City staff submitted the document to HCD for review, and comments were received. City staff continued to collaborate with HCD to address their comments. On August 14, 2023, HCD issued a letter stating that the draft Housing Element was substantially in compliance with State Housing Law. On October 10, 2023, the City Council approved an amendment to the Adopted 2021-2029 Housing Element that addressed HCD's comments, which led to final certification. <https://ggcity.org/housing-element>



Under State Housing Law, the Regional Housing Needs Assessment (RHNA) quantifies the housing need, for all income levels, within each jurisdiction. Garden Grove's RHNA allocation for the 2021-2029 planning period, which covers the period from

October 15, 2021 through October 15, 2029, totals 19,168 housing units to accommodate population, employment, and household growth in the region. The City planned for the majority of its RHNA to be met by planning for growth on underutilized sites, primarily on major corridors close to jobs and public transit, and the remainder through ADUs and SB 9 units. Pursuant to State Housing Law, the City maintains, and regularly monitors, its Sites Inventory ensuring there are adequate sites and capacity to accommodate its remaining RHNA. As of June 30, 2024, the City has permitted a total of 1,176 housing units, which includes lower income and above moderate income units.

ADU Program

In 2021, the Southern California Association of Governments (SCAG) selected the City of Garden Grove as a recipient of a Regional Early Action Planning (REAP) grant to offer technical assistance to local jurisdictions in promoting housing and sustainable development. The primary focus of the SCAG grant was to advance Accessory Dwelling Unit (ADU) production by streamlining the permitting process for ADUs through pre-approved plans.



SCAG enlisted the services of a consultant, Woodsong Associates, to provide planning assistance to the City of Garden Grove. Their role was to refine the City’s existing ADU process and to formalize an ADU program. The grant was completed in June 2024, and the City received architectural drawings for studio, one, two, and three bedroom unit design options that range in size from 447 square feet to 1,000 square feet. The City will continue to refine the plans and develop a process for the plans to be available to the public on the City’s webpage.

Substance Abuse Moratorium

On December 20, 2023, the City Council adopted Urgency Ordinance No. 2949, establishing a 45-day moratorium on issuing new licenses, approvals, or entitlements for Substance Abuse Treatment Centers to protect public health, safety, and welfare. On January 23, 2024, the City Council extended this moratorium through Urgency Ordinance No. 2950, granting an additional 10 months and 15 days, for a total of one year, to allow staff time to study potential regulations and identify suitable locations for such centers. Staff commenced research on Substance Abuse Treatment Centers, including surveying other cities and touring facilities, to evaluate potential development standards.

Key Developments

Commercial Developments

The City continues to approve commercial projects that focus on the development of in-fill projects through the redevelopment of underutilized properties. These projects not only stimulate economic activity but also enhance the aesthetics of the community by revitalizing neglected or underdeveloped areas. By fostering a diverse range of commercial developments, Garden Grove continues to encourage thoughtful development that creates a visually appealing urban landscape while contributing to the overall quality of life for residents and the community. The significant commercial projects approved during FY 2023-2024 include:

Civic Center Revitalization Project and Outreach

In December 2023, the Planning Commission approved a Conditional Use Permit (CUP) authorizing the construction and operation of a new police headquarter facility along with adoption of the corresponding environmental document at 11201 Acacia Parkway. This milestone was achieved following extensive planning coordination and public involvement. As part of the outreach efforts, an open house was held in December 2023, offering community members the opportunity to receive an update on the building design, community survey results, and project milestones. The project has now advanced to the building design and plan check review phase.

Pollo Campero

In February 2024, the Planning Commission approved a Site Plan and Variance to allow the construction of a 1,977 square foot drive-thru pad restaurant building at 12542 Chapman Avenue. The restaurant would be operated by Pollo Campero, an international Latin-American chicken restaurant chain with locations throughout Central and South America and the United States. This will be the first Pollo Campero location in Garden Grove. The project has now advanced to the City’s plan check review phase.



Costco Warehouse Fueling Station

In June 2024, the Planning Commission approved a Site Plan and Conditional Use Permit to allow the construction and operation of a new Costco fueling station with an 11,800 square foot fueling canopy and fifteen dispensing units, with two pumps per unit, at 11000-11100 Garden Grove Boulevard. The project includes relocation and demolition of an existing Costco fueling station, located on the same project site,



and the demolition of an existing commercial building, currently occupied by Office Depot, to accommodate the new fueling station. The project has now advanced to the City’s plan check review phase.

Housing Developments

The City continues to make significant progress in fulfilling its housing obligation by approving housing projects, including projects with include affordable units. Through these efforts, the City is addressing the growing need for affordable housing, and ensuring that a variety of housing options are available to residents of different income levels. This commitment demonstrates Garden Grove's dedication to meeting state housing requirements while fostering an inclusive community where all individuals and families can access quality, affordable homes. The significant housing projects approved during FY 2023-2024 include:

Bixby Apartments

In December 2023, the Planning Commission approved a Site Plan to allow the construction of a three-story, 27-unit residential apartment complex with three (3) affordable housing units for "very-low income" households on a 0.83-acre site located at 9691 Bixby Avenue. The unit design includes one, two, and three bedroom units that range in size from 656 square feet to 1,136 square feet. Recreational amenities would include private balconies/decks, clubhouse/business center, community garden, outdoor active area with barbeques and tables with seating. The project has now advanced to the City’s plan check review phase.



Melia Homes

In December 2023, the Planning Commission approved a Site Plan and Tentative Tract Map to allow the construction of a 30-unit, three-story, residential townhome development with three (3) affordable housing units for "moderate income" households on a 1.22-acre site located at 13252 Brookhurst Street and 10052 Central Avenue. The unit type includes two and four bedroom units that range in size from 1,302 square feet to 1,902 square feet. Recreational amenities would include private patio/deck for each unit, common recreation area with outdoor furniture, tables, seating, and community gardens. The project has now advanced to the City’s plan check review phase.



Olson Urban Housing Development



In May 2024 , the City Council approved a Zoning Amendment, residential Planning Unit Development, Site Plan, and Vesting Tentative Tact Map for the construction of a 15-unit, three-story, residential condominium development on a .088-acre site located at 12828

Newhope Street. Each unit will be 1,675 square feet in size with three-bedrooms and a two-car attached garage. Recreational amenities would include private rear yards for each unit and a common recreation area. The project has now advanced to the City’s plan check review phase.

Key Developments (Commercial & Residential)

Project	Address/Location	Description
Sabroso! Mexican Grill	13091 Harbor Boulevard (Southwest corner of Harbor Boulevard and Garden Grove Boulevard)	Exterior building façade tenant improvements and new 927 square foot patio dining area to facility the relocation of an existing restaurant, along with a new State Alcoholic Beverage Control (ABC) Type “47” (On-Sale, General) License
GKN Aerospace Transparency Systems	12242 Western Avenue (East side of Western Avenue, south of Chapman Avenue)	A 2,510 square feet building addition and a 580 square feet equipment yard enclosure to accommodate additional equipment and a clean room
True Jesus Church	11236 Dale Street (East side Dale Street, between Katella Avenue and Orangewood Avenue)	A new, 7,430 square foot, two-story, religious facility building for a congregation hall, multi-purpose room, and meeting room on an existing church
Residential Duplex	13122 Westlake Street	Two-story residential duplex
Residential Duplex	10651 Mckeen Avenue	Two-story residential duplex

Key Conditional Use Permits / Other Land Use Entitlements

Project	Address/Location	Description
Elks Lodge	11551 Trask Avenue (Northeast corner of Newhope Street and Trask Avenue)	A new standard monument sign with electronic changeable copy
Hyundai	9898 Trask (South side of Trask Avenue, between Brookhurst Street and Magnolia Street)	Modification to an existing freeway sign and construction of a secondary freeway dealer sign

AT&T Mobile	7580 Chapman Avenue (South side of Chapman Avenue just east of Western Avenue)	New colocation of cellular antennas on an existing electrical transmission utility tower
The Wharf	12941 Main Street (West side of Main Street, between Acacia Parkway and Garden Grove Boulevard)	Operation of an existing restaurant with two (2) incidental pool tables and extension of hours of operation
RT7 Beauty School	9836 and 9838 Garden Grove Boulevard (South side of Garden Grove Boulevard, between Kerry Street and Galway Street)	Operation expansion of an existing vocational beauty school with a maximum capacity of five (5) instructors and sixty-five (65) students
Adult Day Health Care	12191-12211 Magnolia Street (West of Magnolia Street, between Chapman Avenue and Garden Grove Boulevard)	New Adult Day Health Care facility with 120 clients
Garden Grove Adult Day Health Care	8100 Garden Grove Boulevard (South side of Garden Grove Boulevard, east of Beach Boulevard)	Expansion of an existing Adult Day Health Care Facility with 273 clients
128 Luxury Spa	10868 Garden Grove Boulevard (South of Garden Grove Boulevard, between Taft Street and Century Boulevard)	Operation of a new spa-massage establishment
White Lotus Society	8550 Garden Grove Boulevard (Southeast corner of Garden Grove Boulevard and Wilson Street)	Operation of a new tattoo parlor
Freedomhouse OC Church	10912 Katella Ave (Southwest corner of Katella Avenue and Euclid Street)	New religious facility with church services, an accredited bible college, and a child day care (up to 75 children), all within an existing 46,287 square foot tenant space
The Hive	12865 Main Street (Southwest corner of Main Street and Acacia Parkway)	New restaurant operating with a new Alcoholic Beverage Control (ABC) Type "23" (Small Beer Manufacturer) License and limited live entertainment
West Grove Pizza	12155 Valley View Street (West side of Valley View Street, between Chapman Avenue and Belgrave Avenue)	New restaurant operating with a new State Alcoholic Beverage Control (ABC) Type "41" (On-Sale, Beer & Wine, Public Eating Place) License
Taqueria De Anda Grill	12159 Valley View St (West of Valley View Street, between, Belgrave Avenue and Chapman Avenue)	New restaurant operating with a new State Alcoholic Beverage Control (ABC) Type "41" (On-Sale, Beer and Wine, Public Eating Place) License
Yoshiharu Ramen	9812 Chapman Avenue (South of Chapman Avenue, west of Brookhurst Street)	New restaurant operating with a new State Alcoholic Beverage Control (ABC) Type "41" (On-Sale, Beer & Wine, Public Eating Place) License
Thirsty Cow	5939 Chapman Avenue (Northwest corner of Valley View Street and Chapman Avenue)	New restaurant operating with a new State Alcoholic Beverage Control (ABC) Type "47" (On-Sale, General, Public Eating Place) License
Doheny's Tavern Grill and Sports Bar	13062 Chapman Avenue (Southeast corner of Chapman Avenue and Haster Street)	Existing restaurant operating with a new State Alcoholic Beverage Control (ABC) Type "47" (On-Sale, General, Public Eating Place) License
Liquor Logic	12500 Valley View St #A (East side of Valley View Street, between Lampson Avenue and Cerulean Avenue)	New liquor store operating with a new State Alcoholic Beverage Control (ABC) Type "21" (Off-Sale, General) License
Chevron Gas Station	8032 Garden Grove Boulevard (Southeast corner of Garden Grove Boulevard and Beach Boulevard)	Existing service station convenience store operating with a new State Alcoholic Beverage Control (ABC) Type "21" (Off-Sale, General) License

2024 Planning Awards

The Planning Services Division received distinguished honors during the 2024 Planning Awards from the American Planning Association (APA) local Orange Section and the statewide California Chapter. The Division earned first place (Award of Excellence) locally and second place (Award of Merit) at the state level in two



award categories, Planning Agency Award and Hard-Won Victories Award. The **Planning Agency Award** highlights the division's exemplary work on the Housing Element, ADU processing, and the innovative and extensive public outreach for the Civic Center Revitalization Project. The **Hard-Won Victories Award** recognizes the successful development of the Garden Brook Senior Village which was made possible through the use of creative zoning tools to overcome challenges to deliver this affordable senior housing project. These achievements reinforce the Planning Services Division's ongoing commitment to excellence, and its dedication to supporting the community.

ADMINISTRATION SECTION

GRANT APPLICATIONS AND AWARDS

The Administration Section of CD oversees the department budget and contract and grant administration which includes oversight of award and budget of Local, State, and Federal grant projects. In FY 2023-24, CD applied for \$2.96 million of potential grant funding and was awarded \$80,000 in grants.

Tobacco Law Enforcement Grant Program – 2024 Grant Cycle



In June 2024, the City submitted an application to the State of California Department of Justice (CADOJ) for the 2024 Tobacco Grant Program for the performance and funding duration of 36 months beginning 2024-2027 in the amount of \$2,710,630 in personnel costs including 3 full-time tobacco officer and partial payment of the Code Enforcement Supervisor position. In addition, the proposed funding will cover operation costs included but not limited to training seminars, administrative cost, and supplies. The award announcement is anticipated in October 2024.

Active Transportation Program (ATP) – Cycle 7

The City submitted an application to the State of California Department of Transportation (Caltrans) for the Active Transportation Program (ATP) Cycle 7. The City applied for a grant amount of \$250,000 to



fund the Garden Grove Safe Routes to School: Phase II Master Plan. The Garden Grove Safe Routes to School: Phase II Master Plan will serve as another significant step towards improving the everyday lives of Garden Grove students by furthering the Safe Routes to School (SRTS) movement in the City. Safe Routes to School is an international movement that strives to increase the number of children walking or biking to school by removing barriers that prevent them from doing so. SRTS programs address problems such as childhood obesity, air quality, and traffic congestion around schools. The Phase II Plan will build on the efforts of the Phase I Plan by focusing on enhancing safe routes for eight additional schools that are particularly within disadvantaged community (DAC) areas in Garden Grove. The Plan will provide engineering recommendations for infrastructure improvement; guidance for educational, encouragement, evaluation, and enforcement programs; and strategies to implement the recommendations and programs that are supportive of the SRTS vision. The award announcement is anticipated in July 2025.

Brownfields Multipurpose, Assessment, and Cleanup (MAC) Grant

In November 2023, the City signed a Letter of Commitment with the Orange County Council of Governments (OCCOG) to continue the collaboration with OCCOG and formally joining OCCOG's coalition to secure the United States Environmental Protection Agency (EPA) Brownfield Assessment Grant



funding. In May 2024, OCCOG was awarded by the EPA the EPA Brownfields Grant to administer \$1.5 million dollars to OCCOG Partners to conduct grant activities. OCCOG Partners include the Cities of Orange, Santa Ana, and Garden Grove and NeighborWorks OC. Grant activities will be aimed at cleaning up contaminated sites and promoting a vibrant community in Orange County. Activities in Garden Grove will focus on the International West and Harbor Boulevard neighborhoods. The City anticipates grant funding award and announcement from OCCOG in winter 2024.

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

The City was awarded \$80,000 from the California Energy Commission (CEC) to implement automated solar permitting. The grant funds software that will review solar permit applications in real time. The software will verify code compliance and issue permits in real time for solar energy systems. The City has partnered with Symbium, LLC for implementing the automated solar permitting software. The project is anticipated to be completed in winter 2024.



GRANT IMPLEMENTATION AND COMPLETION

Administration works in coordination with external local agencies and internal divisions to facilitate on-going grant projects including the support of: Office of Community Relations, Reprographics, Engineering, Accounting, Community Services, Human Resources, and Community Liaison divisions. During FY 2023-24, CD managed \$1.57 million in current grant projects and completed \$855,000 in projects.

SB 2 Planning Grants Program (Awarded 2020)

The City was awarded \$310,000 from the California Department of Housing and Community Development (HCD) funding for Planning Grants Program (PGP) for technical assistance to prepare, adopt, and implement plans and process improvements that streamline housing approvals and accelerate housing production.



The grant funds covered the development of the City's Housing Element, Density Bonus Ordinance, and a UCI Housing Study, in addition to public outreach requirements related to the General Plan Element updates. The City's Housing Element was certified by the HCD on December 12, 2023. The project was completed in September 2023.

www.ggcity.org/housing-element

Local Early Action Planning Grant Program (Awarded 2020)



The City was awarded \$500,000 from the California Department of Housing and Community Development (HCD) funding for Local Action Planning Grants (LEAP) for technical assistance preparing and adopting the planning documents and also processing improvements that 1) accelerate housing production and 2) facilitate compliance to implement the 6th cycle Regional Housing Needs Assessment (RHNA). The grant funds covered the development of Focused Zoning Amendment (FZA), Focused General Plan Update and Zoning Amendments (FGPUZA), Safety Element update, Environmental Justice

Element update, as well as the implementation and integration of new electronic Permitting Software (VivaCivic) and online Plan Routing platform (E-PlanSoft) to assist with streamlining and expediting processes for Accessory Dwelling Unit (ADU) review. The project was completed in October 2023. <https://ggcity.org/development-access>

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

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

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

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

Regional Early Action Planning Grant (Awarded 2022)

The City was awarded \$45,000 of the SCAG’s Regional Early Action Planning (REAP) Grant from the Orange County Council of Governments (OCCOG). The grant funds covered housing planning and production support services. Services helped expedite plan checks for Accessory Dwelling Units (ADU) by providing on-call planning assistance. The project was completed in Fall 2023.

SCAG Sustainable Communities Program: ADU Implementation (Awarded 2021)

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



www.ggcity.org/planning/adu

ECONOMIC DEVELOPMENT AND HOUSING DEPARTMENT

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

The Economic Development and Housing Department (EDHD) is comprised of four divisions, each dedicated to delivering a wide range of services to the community. The Office of Economic Development (OED) focuses on business attraction, retention, and expansion. The Neighborhood Improvement Division is committed to enhance Garden Grove neighborhoods through targeted programs and services. The Housing Authority administers rental subsidies to support low-income families. The Administration Division provides comprehensive administrative support to all divisions, overseeing contract and grant management, department budget and fiscal analysis, personnel management, real property, and various other administrative and support functions. Significant achievements of FY 2023-24 for the EDHD are outlined below.

ECONOMIC DEVELOPMENT

The OED is responsible for the implementation of the Economic Development Strategic Plan (EDSP). EDSP was updated in 2021 and prioritizes six (6) Economic Development goals to be undertaken over the next three years. The goals of the EDSP are detailed below:

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

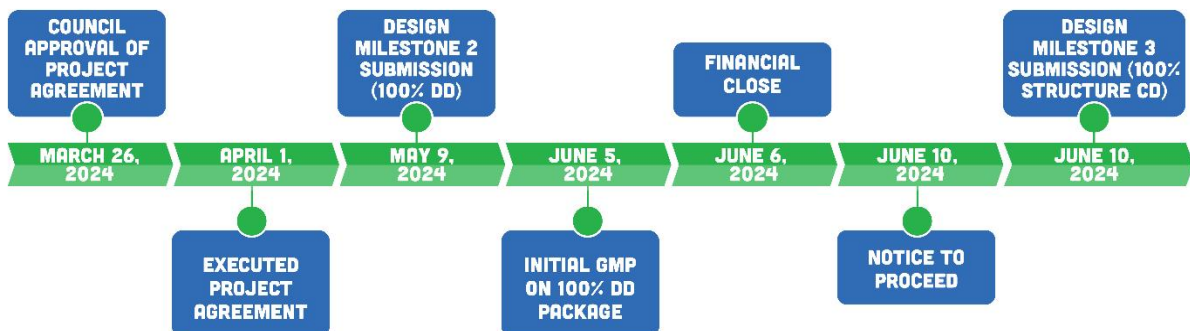
GOAL 1: COMMUNITY BASED DEVELOPMENT

Civic Center Revitalization Project:

The Garden Grove Civic Center Revitalization project creates a new state-of-the-art public safety facility for the Garden Grove Police Department, an attached parking structure, and a redesigned Civic Center Park. The public safety facility will address the need for more space and upgraded systems so Garden Grove’s public safety staff can best serve the community. The new park will feature a memorial grove, a walking trail, event lawn and more.



In Fall of 2023, the City selected Edgemoor Infrastructure & Real Estate to develop the project under a public-private partnership and approved an agreement on March 26, 2024. Ground breaking took place in May 2024 and Phase I of the project is now under construction. Phase I consists of the public safety building and parking structure, and is scheduled for completion in Fall 2026. Phase II, the demolition of the existing police building and development of the reimagined Civic Center Park, will begin immediately following Phase I’s completion. The entire project will be complete in Fall 2027.





Cottage Industries:

Smoke Queen BBQ unveiled its culinary delights in the first quarter of 2024. They continue to be a foodie destination, prompting the owners to expand their hours of operation.

EcoNow, a zero waste shop and bulk refill station, had their grand opening on June 11, Arbor Day. As Orange County’s first zero waste and refillery shop, they strive to promote locally sourced, eco-friendly merchandise and educate the community in making sustainable choices. Their hours of operation are from Thursday to Sunday, 11:00 a.m. to 4:00 p.m.

Junbi is the next operator expected to open its doors. They continue to work through Orange County Health Department to obtain all their permits to operate as a food service retailer. Their expertise in matcha green tea has established them as a highly sought-after tea house.

The owners of Cottage Industries hired Retail Insite to assist in tenanting the remaining spaces at the Farm Block; this strategic move has garnered significant attention from potential tenants. Additionally, the developer added a shaded structure above the fan-favorite amphitheater to enhance the customer experience by providing a cool resting area for the upcoming summer months.



GOAL 2: LEVERAGE CREATIVE FUNDING & FINANCING TOOLS

California Fuels and Lubricants:

California Fuels and Lubricants (CFL) was founded in Garden Grove with only two (2) employees in September 2004, dedicated to delivering high-quality name brand petroleum products and services. The City entered into an Operating Covenant Agreement to allow CFL to be more competitive in the fuel industry. In 2016, CFL requested to amend the 2015 Agreement. The 2016 Amended Agreement allowed CFL to grow into a thriving business that now employs 80 team members with sales increasing by over 350%. On July 16, 2023, the City Council approved an amendment to their Amended Agreement to extend their agreement through 2056.

The intention of the 2023 Amendment to the Amended Agreement is to encourage CFL to remain in Garden Grove through 2056, make significant capital investments to increase sales and employment opportunities in the community. By leveraging tax revenue funds, we anticipate significant increase in sales tax revenues to the City's General Fund, the creation of additional employment opportunities for residents, the long-term maintenance of the site in a first class condition, and other tangible and intangible benefits to the City.



Vehicle Rebate Program:

The Vehicle Rebate Program (VRP) was established in 2019 and offers Garden Grove residents and businesses a \$500 rebate when purchasing a new vehicle from one of the six franchised local auto dealers: Volkswagen Garden Grove, Simpson Chevrolet of Garden Grove, Russell Westbrook Hyundai of Garden Grove, Toyota Place, Garden Grove Nissan, and Garden Grove Kia. To date, the program has been a success with over 2,836 applicants.

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

Site C:

On November 12, 2024, the City approved the Site C Final Map, marking a critical milestone in the creation of a premier resort destination. Originally approved in 2017, the Site C project will include a 400-room Marriott Hotel and a 369-room Kimpton Hotel, offering a total of 769 rooms with upscale amenities such as 104,000 square feet of conference and banquet space, pools, spas, fitness centers, and a multi-level parking garage with 1,297 spaces.



The project is anticipated to generate \$3.8 to \$4.9 million in annual tax revenue, leveraging demand from key regional drivers like Disney’s expansion, the 2028 LA Olympics, and the OC Vibe entertainment district. An innovative financing model ensures the City will receive significant tax revenue shares: 60% of Transient Occupancy Tax (TOT) and 50% of Sales Tax from the Upper Upscale Hotel for 20 years, and 50% of both TOT and Sales Tax from other hotels for ten years. Retail, restaurant, and entertainment components will contribute 50% of Sales Tax revenue for 20 years.

Despite economic challenges like inflation and rising interest rates, SCG America, the project’s developer, is in the final stages of completing the building and planning plan-check process. Model rooms for the Le Meridien and Kimpton Hotels are finished and under brand review. To sustain progress, the City approved extensions to the Development Agreement and Amendments No. 10 and 11 to the Development and Disposition Agreement (DDA).

With final map approval and strong collaboration between the City and SCG America, Site C is poised to create jobs, drive economic growth, and establish itself as a world-class destination.

Grant Status Report:

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

Grant Name	Description	Amount	Status
Bicycle Corridor Improvement Program (BCIP)	15 miles of bicycle signing and striping improvements throughout five major corridors within the City of Garden Grove	\$1.2M	Complete
Caltrans Fencing Improvement Project Cooperative Agreement (CFIP-CO-OP)	Beautification and homeless deterrence initiatives within the City along certain underpasses of the 22 Freeway (SR-22) from Springdale St to Garden Grove Blvd	\$1.0M	Complete
AB 2766 Motor Vehicle Subvention Program	Development of measures or projects to promote reduction of motor vehicle emissions	\$110K	Ongoing
Clean California Local Grant Program (CCLGP)	Community enhancement project to beautify and improve the Medal of Honor Bike and Pedestrian Trail	\$441K	In Progress
Caltrans Fencing Improvement Project Delegated Maintenance Agreement (CFIP-DMA)	Debris, abatement, graffiti removal, and fencing maintenance in the approved areas under the 22 Freeway (SR-22)	\$266K	Applied
Encampment Resolution Fund Grant Program (ERF-3-L)	Operations of the Central Cities Navigation Center (CCNC), street outreach, services coordination, and administrative costs	\$1.92M	Applied
Community Based Transit Circulator Program (CTFP)	Cost-effective, fixed-fee shared transportation services via an all-electric, eco-friendly fleet	2.27M	Applied

GOAL 3: EXPAND AND PRESERVE LOCALLY-GENERATED TAX REVENUE

Pavilion Plaza West:

Pavilion Plaza West began its redevelopment journey in 2021. Located at 9852 Chapman Avenue near the intersection of Brookhurst & Chapman Avenue, Pavilion Plaza West is anchored by Sprouts Farmer's Market, and junior anchors include Habit Burger Grill, Mattress Firm, Ulta Beauty, and Jersey Mike's Subs. In FY23-24, Pavilion Plaza West welcomed in Yoshiharu Ramen and Hummus Republic in December 2023.



Economic Development Toolbox

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

JOBS 1st Program:

The JOBS 1st 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 with their expansion efforts. The JOBS 1st Program utilized \$300,000 in CDBG funds to create and/or retain 12 jobs for low-income Garden Grove residents in FY 2024

Workforce Activation and Readiness Program:

On March 1, 2021 the City implemented the Workforce Activation and Readiness Program (WARP) using U.S. Housing and Urban Development (HUD) Community Development Block Grant Coronavirus (CDBG-CV) funding to support the homeless or at-risk populations. WARP was designed to help individuals secure and maintain full-time employment during the post-COVID recovery period. In FY 2023-24 approximately \$83,332 in CDBG-CV funding was allocated to provide workforce development services to 38 low-income residents.

Foods of Garden Grove Program:

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

The following is the social media metrics for FY2023-24:

Followers: 2,772 → 7,792

Number of users subscribed to the FoGG account

Impressions: 97,572

Number of times FoGG content has been viewed by users

Average Reach: 1,265

Average number of users who have viewed the FoGG content in a single day



GOAL 4: TOURISM INITIATIVES AND DEVELOPMENT OF THE RESORT

Home 2 Suites:

On October 9, 2023, the City of Garden Grove, the Garden Grove Chamber of Commerce, and developer BN Group celebrated the grand opening of Home2 Suites by Hilton, a significant new hotel development south of the SR-22 Freeway and just south of the Grove District Anaheim Resort. This addition enhances the city's hospitality offerings, providing convenient access to major freeways, shopping centers, and renowned Southern California attractions such as Disneyland Resort, Knott's Berry Farm, and the region's scenic beaches.

Key Features:

- **Location:** 13650 Harbor Boulevard, Garden Grove, CA 92843
- **Developer:** BN Group

- **Specifications:**
 - Total Area: 64,673 square feet on a 1.23-acre lot
 - Structure: 5-story hotel with 124 rooms and 100 parking spaces
 - Amenities: A fitness room and pool
 - Suites: Studio and 1-bedroom suites with spacious, stylish interiors, ergonomic workspaces, and ample personal storage
 - In-suite kitchens featuring a fridge, dishwasher, sink, microwave, toaster, utensils, and china place settings for six



City of Garden Grove’s delegation visit to Anyang, South Korea:

City of Garden Grove's delegation visit to Anyang, South Korea, from September 17-23, 2023, to celebrate the 50th anniversary of its Sister City relationship. The delegation participated in various cultural events, media engagements, and tourism seminars aimed at strengthening ties and promoting the Grove District as a premier destination. This effort, conducted in partnership with Visit Anaheim and key travel partners, extended to a tourism mission in Seoul and a sales mission in Tokyo, showcasing Garden Grove to major Korean and Japanese travel trade companies and media, enhancing the city’s international profile.



GOAL 5: PROMOTE/EXPAND HOMELESS RESOURCES AND SERVICES

Central Cities Navigation Center

In alignment with the Comprehensive Strategic Plan to Address Homelessness (CSPA), the Central Cities Navigation Center (CCNC) has emerged as a paramount collaborative endeavor between the cities of Garden Grove, Fountain Valley, and Westminster. The CCNC will serve as a transitional and emergency facility, offering crucial supportive services to individuals experiencing homelessness. The construction of the CCNC completed and its operations commenced in June 2024.



Comprehensive Strategic Plan to Address Homelessness (GG-CSPA)

The Garden Grove Comprehensive Strategic Plan to Address Homelessness (GG-CSPA) was established since fiscal year 2020-2021 and was built on the Garden Grove Coalition to End Homelessness framework. This is a five-year plan that outlines the City's homelessness efforts and sets goals to enhance public engagement, expand housing options, and establish comprehensive care for homeless and at-risk populations.

Be-Well OC Mobile Response Team:

In October 2021, the Be-Well OC in Garden Grove Mobile Response Team (Be-Well) was implemented to assist individuals who are experiencing a mental health and/or health crisis. The program provides for a mobile response team working in collaboration with the City’s Special Resource Team and homeless service providers to help serve the City’s homeless population. During FY 2023-24, Be-Well team assisted 5,071 individuals.



CalOptima Street Medicine Program:

In partnership with CalOptima and Healthcare in Action, the City’s Street Medicine Program delivers medical care to homeless individuals in the Garden Grove community using a medical van. During FY23-24, Healthcare in Action reached out to a total of 462 individuals. By the end of June 2024, 304 clients were served and 159 clients were still enrolled. Of the 159 enrolled, 93% of the clients received PCP engagement and 7% did not.



GOAL 6: INCREASE HOUSING OPPORTUNITIES AND INVESTMENT

Orchard Grove:

The Orchard Grove Affordable Housing Project is a transformative initiative aimed at providing increased affordable housing. This project encompasses fifteen small, multi-family properties, totaling 78 apartments, located along Tamerlane Drive. On February 8, 2024, the project reached a key milestone by closing escrow.

Under the project agreement, the developer is undertaking substantial rehabilitation and upgrades across these properties, consolidating them into a single affordable housing development. The renovated apartments will be available to Extremely Low, Very Low, and Low Income households at affordable rental rates. To support the long-term affordability of the project, the City of Garden Grove issued a residual receipts loan to the developer, which will remain in effect for a 55-year affordability period. Rehabilitation work began in May 2024, with an anticipated completion timeline of 18 to 24 months, bringing a renewed and sustainable housing option to the community.



Brookhurst Triangle:

Brookhurst Place is a dynamic public-private partnership between the City of Garden Grove and New Age Brookhurst ("the Developer"), which will transform a 14-acre area into a vibrant, mixed-use community. The development, planned in multiple phases, will ultimately feature up to 700 residential units, an inviting 1-acre public park, an urban trail, 18,000 square feet of commercial and retail space, and a 100-key hotel.



Phase I, completed in July 2018, introduced the first 180 residential units along with a clubhouse and pool. Phase II, which is currently under construction broke ground in June 2023 and will bring the remaining residential units and the planned commercial and retail spaces, further enhancing the area's appeal and amenities.

The project is anticipated to make a significant economic impact, creating between 200 and 400 permanent jobs and generating an estimated \$3.1 million in annual property tax revenue. Upon completion, Brookhurst Place will serve as a vibrant hub for residents, businesses, and visitors alike, enhancing the urban landscape and providing valuable resources for the local community.

HOUSING AND SUPPORTIVE SERVICES

The City is a U.S. Department of Housing and Urban Development (HUD) entitlement jurisdiction that receives Community Development Block Grant (CDBG), Emergency Solutions Grant (ESG), and HOME Investment Partnership (HOME) funding annually from the federal government. The CDBG funding offers a variety of tools to the community for housing and supportive service activities. The ESG program provides funds to support homeless prevention and intervention services. The HOME program makes available a wide range of affordable housing activities. During FY 2023-24 the City expended \$3,049,088 to assist approximately 18,068 low- and moderate-income residents through housing rehabilitation, senior services, fair housing activities, infrastructure improvements, tenant-based rental assistance, and homelessness activities.

Public Services Programs

In FY 2023-24, the City funded the Garden Grove Police and Community Services Departments and Meals on Wheels to provide public services to the low-income community. Below is a breakdown of the public service accomplishments in FY 2023-24:

- **Special Resource Team** - The Garden Grove Police Department's Special Resource Team provided 5,370 homeless individuals with essential services. They were able to refer 1,025 of those individuals to housing.
- **H. Louis Lake Senior Center** - The Community Services Department provided assistance to **721** seniors at the H. Louis Lake Senior Center.
- **Meals on Wheels** - Meals on Wheels of Orange County provided home-delivered and congregate meals to **223** new seniors.



Public Infrastructure:

CDBG funding was used to complete the Marchand Avenue Street Rehabilitation Project that repaired various residential streets that were substandard in low-income neighborhoods off of Marchand Avenue. The Marchand Avenue Street Rehabilitation Project assisted approximately 1,215 low-income individuals.

Home Rehabilitation Program:

- **Home Repair Program** – Habitat for Humanity of Orange County assisted 21 low-income Garden Grove residents with rehabilitation services for their homes.
- **Re-Roof Loan Program** – City Staff was able to assist 2 Garden Grove households with major roof repairs and rehabilitation through the Re-Roof Loan Program.



Tenant-Based Rental Assistance Program:

The City launched the Homeless Emergency Assistance Rental Transition (HEART) pilot program in FY 2020-21 to provide tenant-based rental assistance and supportive services for up to 24 months to Garden Grove households experiencing homelessness. The main goal of the HEART Program is to transition homeless households into rental housing and provide wrap around supportive services for them to be self-sustainable. In FY 2023-24, approximately \$250,000 in HOME funding was used to provide assistance to 33 at-risk and homeless Garden Grove households.

ESG Funded Homeless Services:

In FY 2023-24, \$142,438 in ESG funds were programmed to provide homeless services to 214 individuals who were homeless or at risk of becoming homeless. Services included: street outreach, emergency shelter, rapid rehousing, homeless

prevention, and homeless information management system. An additional \$145,018 in Emergency Solutions Grant Coronavirus (ESG-CV) funds were programmed to expand homeless services to individuals impacted by the COVID-19 pandemic. Garden Grove's homeless service providers were able to assist an additional 329 individuals with these resources.

First-Time Home Buyer Program:

The First-Time Home Buyer Program provides loans of up to \$110,000 to assist low-income applicants with down payment assistance on homes purchased in Garden Grove. In FY 2023-24, nine (9) applicants received pre-approvals through this program.

HOUSING AUTHORITY

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

Section 8 Management Assessment Program (SEMAP):

In FY 2023-2024, the Housing Authority scored 100 percent and earned the designation of "High-Performance Agency" from the Department of Housing and Urban Development.

GGHA Housing Choice Vouchers:

Staff assisted approximately 2,253 low-income households through the Section 8 Rental Assistance Program with the annual budget authority of \$39,877,745 in FY 2023-2024 to cover the Housing Assistance Payments.



Over 100 applicants from the waiting list were contacted to schedule initial qualification interviews. Priority was given to applicants who were Garden Grove residents with U.S. Veteran status or victims of domestic violence.

Housing Portability Program:

An additional 314 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 \$33,700 a month in administrative fees.

Housing Quality Standards and Building & Safety Codes Compliance:

335 initial inspections and 1387 annual inspections were conducted to ensure that subsidized units meet Housing Quality Standards and Building and Safety Codes. 1271 re-inspections were conducted on units that failed their first inspection.

Housing CARES Funds to Respond to the Coronavirus:

The Coronavirus Aid, Relief, and Economic Security (CARES) Act allowed HUD to allocate additional vouchers to housing authorities to help them prevent, prepare for, and respond to the pandemic. As a result, Garden Grove Housing Authority received 75 Mainstream vouchers with the annual budget authority of \$1,308,291 in FY 2023-2024 to cover the Housing Assistance Payments (HAP) plus additional administrative fees upon units leased. Mainstream vouchers are to assist non-elderly disabled families between the ages of 18 to 61. In addition to assisting Mainstream qualified applicants from the current waiting list, the Housing Authority set aside 30 Mainstream vouchers to provide for homeless individuals and families. Eight of the 30 vouchers were successfully converted to project-based vouchers for the Stuart Drive permanent supportive housing project, while the remaining 22 are being matched to homeless households through referrals. All referrals are from the City's network of non-profit service providers, who also provide ongoing case management and housing sustainability services to participating households for a period of 6-12 months after the initial lease up. To date, the housing authority has successfully leased up 73 families with Mainstream vouchers.



Emergency Housing Vouchers:

In May 2021, the Housing Authority was awarded with 117 Emergency Housing Vouchers (EHVs) and funding from HUD, as authorized by the American Rescue Plan Act of 2021. The EHVs are provided to help assist individuals and families who are (1) homeless, (2) at risk of homelessness, (3) fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking, or (4) recently homeless. To ensure that the EHVs assist families who are most in need, the Housing Authority will work with community partners to determine the best use and targeting for the vouchers along with other resources available in the community. To date, the Housing Authority has successfully leased up 107 families with EHV vouchers. In FY 2023-2024, we received the annual budget authority of \$2,317,692 to cover the Housing Assistance Payments (HAP) for the EHV program.

Housing Opportunity Through Modernization Act of 2016 (HOTMA):

The Housing Authority staff members attended a two-day Training Summit organized by Nan McKay & Associates, Inc. on May 14th and 15th in Anaheim, CA to prepare for the implementation of the Housing Opportunity Through Modernization Act of 2016 (HOTMA). The Summit included an in-depth review and provided guidelines for the changes that will be taken place in terms of tenant's income and asset verification.



California Advancing and Innovating Medi-Cal (CalAIM):

In March 2024, the Housing Authority attended the celebration meeting of the partnership between CalOptima and Orange County's four Public Housing Authorities, the first of its kind in the state of California. Through the California Advancing and Innovating Medi-Cal (CalAIM), a five-year initiative by the Department of Health Care Services, the partnered agencies aim to provide better access to health care services—physical, behavioral, developmental, dental, and long-term care needs.

Family Self-Sufficiency Program (FSS):

The Family Self-Sufficiency (FSS) Program is a voluntary program that helps Housing Choice Voucher participants become financially self-sufficient through employment. Through the FSS program, participants can develop their skills, obtain better employment, and start building a tax-free escrow savings account.

In FY 2023-2024, the program size has grown over 30% with 17 new enrollments. Out of the 47 active contracts, there were 26 escrow accounts maintaining a balance, and 21 monthly escrow deposits.

Seven participants have successfully graduated from the program by fulfilling their goals at the end of the contract, to which the Housing Authority has issued a total of \$107,360.65 in escrow disbursement.

Aside from maintaining an internal FSS caseload, in compliance with HUD's requirement, the Housing Authority established a Program Coordinating Committee (PCC), which includes the Housing Authority, its partner Public Housing Authorities and a variety of local resource providers, to assist in developing the FSS Action Plan securing commitments of public and private resources for the operation of the program, and playing an overall advisory role to the program.

The PCC meets quarterly to provide members with updates on the latest community resources. This fiscal year, the Housing Authority has participated in 4 quarterly PCC meetings in July 2023, October 2023, January 2024 and April 2024.

ADMINISTRATION

REAL ESTATE

Euclid Building Acquisition

On August 8, 2023, the City Council approved the Purchase and Sale Agreement for the acquisition of 12966 Euclid Street, which includes a five-story office building and parking facilities, for \$12,189,000. The property, built in 1985, encompasses 64,402 rental square feet and is situated on a 2.014-acre lot. The City purchased this significant property to facilitate future growth and expansion as part of the master planning for the Civic Center. In the interim, the City plans to continue fully leasing the building and enhancing the parking lot.



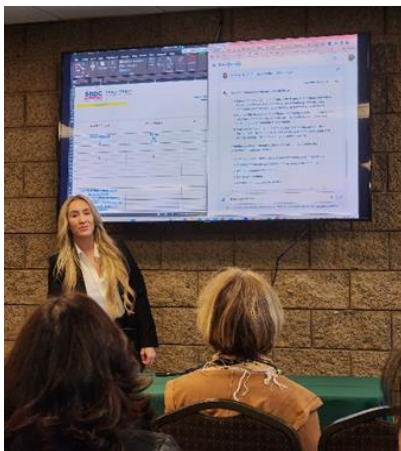
Management of City-Owned Properties:

Location	Service Description
Medal of Honor Bike and Pedestrian Trail	Debris abatement, electrical, graffiti abatement, landscaping, and trash pickup services
Historic Main Street	Electrical box and tree lighting replacement and maintenance services
11277 Garden Grove Blvd (Purcell Building)	Building repair, maintenance, and management services
12966 Euclid St (Euclid Building)	Building management and administrative services
13871 West St (Navigation Center)	Building management and administrative services
City-Wide Properties	Weed abatement and fencing maintenance services

COMMUNICATIONS

Public Outreach Events:

Name of Event	Date	Description
Small Business Outreach Resource Event	7/18/23	Resources and information on business grants, funding, marketing, and workshops.
National Night Out	8/1/23	Public outreach for Central Cities Navigation Center and Economic Development Programs
Small Business Outreach Resource Event	9/18/23	Resources and information on business grants, funding, marketing, and workshops.
AI Business Summit	10/3/23	AI summit for small businesses including dynamic workshops and demonstrations across sales, marketing, and operations
Startup Game Changer Summit 3.0	10/11/23	Conference series dedicated to helping Founders succeed including startup pitches, panel discussion, and networking.
Homebuyer Day Event	10/21/23	Resource fair to learn about down payment assistance, home buying process, credit readiness, and financing.
Civic Center Revitalization Open House	12/6/23	Community event to discuss project timeline and obtain feedback
Fair Housing Workshop	3/12/24	This workshop was for tenants, landlords, property managers, property owners, attorneys, realtors, and management companies to learn about their housing rights and responsibilities.
OC Workforce and Economic Development Career Fair	5/1/24	Career fair for potential candidates and prospective employers to facilitate meaningful connections and opportunities
Small Business Outreach Resource Event	5/29/24	Resources and information on business grants, funding, marketing, and workshops.



COMMUNITY SERVICES



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

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

RECREATION, HUMAN SERVICES, AND FACILITIES

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

CAPITAL IMPROVEMENT PROJECTS

Magnolia Park

In October of 2023, the City of Garden Grove broke ground on the Magnolia Park improvement project. The project included the following new park amenities:

- A 25'x25' picnic shelter
- Perimeter wrought iron fencing around the park pool
- Citrus-farm themed playground areas for pre-school and school-aged children
- Custom rubberized play surface throughout the play area
- New fitness equipment around the perimeter of the playground to allow caregivers to exercise while keeping an eye on their children
- Additional hardscape work to allow better ADA access to all areas listed above



The Magnolia Park improvement project was completed in early April 2024 with the ribbon cutting opening ceremony taking place on April 9, 2024. There were over 200 community members present including City Councilmembers, Parks, Recreation, and Arts Commissioners, and residents from the surrounding neighborhood.

Civic Center Bridge and Landscape Renovation Project

In June 2023, the City of Garden Grove contracted RG General Engineering, Inc. for the Civic Center Bridge and Landscape Renovation project. The project included construction of a new bridge on both the west side of the Community Meeting Center, new walkways on the east side, landscape improvements, and addressing ADA accessibility in the project area.

On November 28, 2023, the new bridge was dedicated by the City of Garden Grove in reverent memory of Garden Grove Police Corporal Han Cho for his 28 years of dedicated service to the City. On Monday, August 7, 2023, Corporal Cho, a 28-year veteran of the Garden Grove Police Department, was tragically killed during an off-duty motorcycle accident on his way back from work. During Corporal Cho’s career, he worked a variety of assignments that included Patrol, Gang Suppression Unit, Career Criminal Apprehension Team, Hostage Negotiation Team, Neighborhood Traffic Unit, and most notably as a Field Training Officer. Corporal Cho rose to the rank of Master Officer in 2006, then to Corporal in 2022.



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, and waterfall lagoon, along with a life-size King Neptune pavilion and splash pad. For its golden anniversary in 2013, Atlantis Play Center commissioned a permanent, handcrafted mosaic mural, which showcases these cherished attractions. In March of 2019, a bust featuring the likeness of Jack Wallin was installed in the park to commemorate his contributions to Atlantis Play Center and the city of Garden Grove.

During the FY 2023-24, Atlantis Play Center hosted a total of 15 “exclusive” rentals and 5 “after-hours” rentals. Between pavilion and table rentals, park patrons held 69 parties within the park. Total attendance for the fiscal year was 12,459, though that figure does

not include attendance from private rentals or special events, of which two were staged by City staff, including the following:

Jack O' Lantern Jamboree

Jack O' Lantern Jamboree was held on Saturday, October 28, 2023. The three-hour event featured a pumpkin patch, reptile shows, inflatable obstacle courses for kids of all ages, face painting, balloon twisting, carnival games, magic shows, and crafts. Local vendor C&M Ohana sold kettle corn and ice cream to attendees. Local public service agencies including OCFA and CERT conducted community outreach and first aid. Event attendance was approximately 800.

Eggscavation

Eggscavation was to be held on Saturday, March 30, 2024. Due to inclement weather the original event at Atlantis Play Center was canceled and a smaller event was organized at the Garden Grove Sport and Recreation Center. The event featured crafts and goodie bag distribution with candy filled eggs and activity book. The Easter Bunny was also on hand for photographs. Attendance for the day was approximately 150 with an additional 100 people who picked up goodie bags at Atlantis Play Center throughout the week.

Outdoor Movie Series

The Outdoor Movie Series was hosted on Friday nights at Eastgate Park (12001 Saint Mark St.) and Garden Gove Park (9301 Westminster Blvd.) during the months of June, July, and August. Attendees brought blankets and lawn chairs, with snacks like kettle corn and ice cream available for purchase from local vendor, C&M Ohana. The movie schedule and attendance were as follows:

July 7, 2023 at Eastgate Park
Lightyear (2022)
125 in attendance

August 11, 2023 at Garden Grove Park
Top Gun: Maverick (2022)
150 in attendance

June 14, 2024 at Eastgate Park
Barbie (2023)
115 in attendance

Contract Classes

Community Services offered a total of 437 classes to the Garden Grove community. Classes offered include ballet, volleyball, line dance, tennis, multi-sports, martial arts, and dog obedience. A few of the new classes offered this year include American Sign Language for youth and adults, Brazilian Ju-jitsu martial arts for youth and adults, and Young Rembrandts drawing classes for youth. Contract classes served 1,937 participants and generated \$129,823 in revenue.

Day Camp

The Summer Day Camp program is open to participants 5-12 years old, and includes a teen Counselor-in-Training (CIT) program for ages 13-17. In 2024, the Summer Day Camp program was held at Edgar Park for a second year, making this their new official home. Campers attended the 9-week camp in "group" format which consisted of 6 groups with 10 campers in each group. Day Camp generated \$75,185 and served 454 campers during the 2024 summer season.

Aquatics

One of the most popular recreational activities offered are swim lessons. The City is proud to offer the American Red Cross Learn to Swim Program at three city parks, Gary Hall Pool at Eastgate Park, Magnolia Park Pool, and Woodbury Park Pool. Gary Hall had a total of 785 participants in swim classes. Magnolia Park Pool reopened for the first summer since the pandemic and had 835 participants registered for swim classes. Woodbury Park Pool served about 1,032 participants in swim classes. A total of 2,652 students participated over the spring, summer, and fall seasons, generating \$162,114 in revenue. Each pool also offered recreational swim to the public, which had over 4,500 participants, generating \$8,300 in revenue.

Youth Basketball

The City offers two seasons of youth basketball where local youth, ages 4-14, enjoy an opportunity to learn the fundamentals of basketball and teamwork. This past year the program attracted 164 participants for the winter season and 210 participants for the summer season. This program would not exist without the dedicated 40 volunteers that help coach or assist each year.

Sports and Recreation Center

This site is home to all of the City's basketball league games played by youth ages 4-14. The Center generated \$138,135 in revenue through youth drop-in, pickle ball, basketball and badminton drop-in, volleyball leagues, and the Korean Senior Badminton Club.

Garden Grove Teen Action Collaborative (GGTAC)

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



During the 2023-2024 school year, GGTAC enrollment was up 41%, with an average of 30 teens (ages 13-17) actively participating from September to May. Throughout the year, the teens were given opportunities to volunteer at various City events and

hear from guest speakers on a monthly basis. Additionally, GGTAC established more partnerships with local non-profit organizations and logged over 732 volunteer hours during the 2023-2024 program year. The year ended with the program's first awards ceremony attended by Mayor Steve Jones, Garden Grove Community Foundation board members, and teens and their parents. Garden Grove Community Foundation also provided \$2,000 in scholarship money to be awarded to five (5) exceptional teens.

Winter in the Grove

This Christmas-themed event held annually at Village Green Park continues to be wildly popular, attracting approximately 9,000 guests in 2023. The event once again featured nine snow hills crafted from 50 tons of snow for sledding by all ages, with this year snow slides being offered for free, courtesy of sponsorship funds; letters to Santa and free holiday crafts for kids; the lighting of the 24-foot community holiday tree by the City Council; performances from local dance groups and school choirs; and the arrival of Santa and Mrs. Claus, via an OCFA engine. The Crafters Fair was once again successful, with over 40 crafter booths offering holiday gifts for sale. Local non-profits and athletic booster clubs offered food for sale, while City public safety departments offered free, holiday-themed giveaways.



Garden Grove Gems

This virtual home beautification program allows the community to not only self-nominate their homes online for judging, but also gives residents the easy option of then choosing the winning homes online. Homeowners and renters who reside in one of the city's six districts are eligible to nominate their home by submitting a photo, then the community-at-large has the chance to vote. A total of 54 nominations were received in 2024, with a total of 871 votes casted. After voting online for a favorite home in each district, winners and runners-up are then chosen. Once a nominee has become the winner for the 3rd time, they are then inducted into the Hall of Fame. This year the City inducted its first Hall of Fame from District 4. All of these winners and runners-up were then invited to a reception before the City Council meeting, along with being recognized during the Community Spotlight portion of the meeting.

Art in the Park

This annual event is staged in partnership with the GGUSD's First Impressions Art Gallery as a way to showcase the 1,200 pieces of student art on display at the Courtyard Center, and to further the mission behind the City's Re:Imagine Campaign, which is to enhance the overall presence of art in our community. For the 2023 event, Village Green Park was once again packed with hands-on art activities for all ages, featuring creative make-and-take options, as well as a Sip & Paint, a paint-along session led by a local accomplished muralist.

The return of 20, 4'x5' oversized easels placed near the Clock Tower, each featuring a student art piece on canvas, were on display for the weeks leading up to the event. Also returning to the park was a 6' x 50' banner that read 'ReImagine', with each letter of the word being designed by various middle and high school art classes.

HUMAN SERVICES

Buena Clinton Youth and Family Center

The Buena Clinton Youth and Family Center (BCYFC) 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 for the Buena Clinton area.

The Center offered summer programming for more than 60 youth through a summer day camp program, teen camp, and VolunTeen program. During the school year, the Center provided after-school enrichment and teen leadership program known as True Neighborhood Teens with a combined total of 60 youth being serviced. In partnership with Second Harvest Food Bank, the Center was able to offer free meal/snack program for children under 18 who are enrolled in these programs and youth living within the community. Through this partnership, The Center served a total of 4,789 meals/snacks for the year.



In partnership with Community Action Partnership Orange County (CAPOC), Clementine Trolley served the neighborhood with monthly distributions of food and diapers. The trolley was offered ten months out of the year, serving a total of 2,655 individuals (610 duplicated families averaging 55 families a month) with fresh produce, frozen, and shelf stable items. The Center continued to partner with CAPOC's Diaper Program to provide diapers to 433 families (56 unduplicated families), 455 children (62 unduplicated children) for a total of 27,062 diapers distributed.



The Center has continued family nights that feature entertainment, food and resources. In July the Center hosted its first Lucha Libre event. Additional family nights included a summer movie, the annual Día de los Muertos event featuring a Selena tribute band, “*Dreaming of You*” live concert, a Loteria themed spring event, a craft night, and Lego Family Night in June. In total, the Center served 1,809 attendees (1,455 families). The Center was fortunate to continue its partnership with Bracken’s Kitchen who provided a free dinner to all the individuals who participated, averaging 250-300 meals per family night.

Healthy Smiles of Orange County transitioned to AltaMed Dental Group, a comprehensive mobile dental clinic for low income children and adults that served 71 individuals this past year. The Center also partnered with the Orange County Public Library to offer an outdoor mobile library where residents could register for a library card, check out books, DVDs, chrome books, and hot spots to access free Wi-Fi. This has been a very successful partnership with over 317 individuals accessing services this past year.



The Center offered a variety of new classes this year in partnership with local agencies such as, Santa Ana College. These included a Digital Literacy course, a Women’s Health and Wellness series, and a fitness class. Additional workshops/classes offered at the Center included car seat safety, developmental screening, Fair Housing workshops, and jewelry making and paper art classes.

The Center continued to serve children and families with Back to School and Holiday Drives. BCYFC distributed free backpacks and school supplies to 133 children (67 families). They also provided toys for the community, serving 234 children (111 families) during the holiday season. The Center also collaborated with Bracken’s Kitchen to offer a holiday meal for 253 individuals (65 families). BCYFC partnered with Orange Coast Optimist Club and Bracken’s Kitchen to provide turkeys and Thanksgiving meals to families in need, serving 381 individuals (85 families) from the Buena Clinton area.

The Center focuses on neighborhood safety by partnering closely with the Garden Grove Police Department (GGPD). Vietnamese resident meetings are held quarterly at the Center. GGPD re-established quarterly GREAT (Garden Grove Responsible Effective Apartment Team) meetings with landlords and owners from the area. The Center has worked with code enforcement to come and speak with residents during

monthly Cafecito meetings, and GGPD has officers present during family nights/special events.

Magnolia Park Family Resource Center

Magnolia Park Family Resource Center (MPFRC) offers a variety of free services to support families. It's a one stop shop where families can access a range of services that include parent education, support groups, counseling, case management/family support services, youth program, and concrete support such as food and diapers. The goal of MPRFC is to strengthen families, prevent child abuse and neglect, and promote the well-being of children and parents.

MPFRC's Community Action Engagement Council (CEAC) hosted their annual Women's Recognition Event. This year's red carpet theme hosted 40 women who came together and enjoyed a dinner, a guest speaker and social connection. This annual event honors women who have completed services at MPFRC. This event is intended to empower, motivate, and celebrate these women's efforts. Irene Martinez was this year's guest speaker. She is an author and former non-profit management leader who has worked with, and developed programs that improved the lives of others in Orange County.



Through the support of many community partners, MPFRC has been able to provide free diapers and food to Garden Grove families on a monthly basis serving 145 children (101 families), and distributed a total of 58,500 free diapers throughout the year. Through the monthly food distribution, 3,602 individuals (765 families) received fresh produce and non-perishable items.



MPFRC provided a three-week summer program with a different theme each week: Happiest Week of Summer, Wild Wild West, and Out of this World. Each week consisted of themed crafts and outdoor games. The program was offered to children from 1st to 5th grade, with a total of 24 children served. On the last day of the program children learned how to make slime through a special guest from Mad Science. A total of 8 youth from MPFRC's youth group, SOL volunteered throughout the three weeks, supporting staff in the program's daily activities.

Through various donations, MPFRC was able to distribute free backpacks and school supplies to 131 children (59 families). During the holiday season, 25 families received a Thanksgiving meal/basket, and free toys were provided to 380 children (163 families).

A total of 106 individuals participated in individual, family, and group counseling services offered by MPFRC. Groups offered included: women's support group, self-esteem group, loss & grief group, personal empowerment group, and a healthy communication group for youth.



MPFRC has been intentional with engaging fathers by providing different opportunities for dads to come together for peer support and to learn more about family strengthening skills/techniques. Providing a monthly peer group and several fun activities where fathers and their children can come together to participate in bonding activities has allowed a richer experience for the fathers. In FY 2023-2024, MPFRC provided 6 monthly peer groups where approximately 18 dads participated

on regular basis, and two father/child bonding activities that included a holiday gingerbread house making contest, and a summer fun event with relay races and outdoor activities, 12 fathers and their children participated in these activities.

Due to MPFRC's teen program being so successful, SOL (Strengthening Our Leadership), the group has formed a middle school and high school group. This allows for workshops to be tailored to each age group. Each group meets every two weeks and participate in volunteer events, workshops, conferences, and other fun activities. This year they volunteered at MPFRC's Spring Event, Trunk or Treat event, summer program, food distributions, and City events. There were a total of 41 youth regularly participating in the program.



Through comprehensive case management services, 168 families were served by the MPFRC's Family Support Specialists. Families were linked to parenting education, rent and utility assistance, counseling, and basic needs services.

The partnership with AltaMed has allowed MPFRC to provide free dental screenings and services for children and adults. A mobile clinic is on site monthly, and was able to serve 58 individuals (22 children/36 adults).

Children's Health Initiative of OC (CHIOC) is on site monthly to help families apply for MediCal, CalFresh (food stamps), CalWorks, and General Relief. They assisted 74 families with accessing government benefits. In FY 2023-2024, 2,028 referrals were made for 2,366 individuals seeking services. Individuals contacted the Center in need of housing/rental assistance resources, parent education, recreational activities, food resources, and mental health services.

H. Louis Lake Senior Center

The H. Louis Lake Senior Center offers a variety of low to no cost programs and services to meet the needs of the growing older adult population. The Center served approximately 794 (unduplicated) individuals this past year, a 15 percent increase from the previous year.

Nutrition/food security is a large component of the Center. The Meals on Wheels Orange County (MOWOC) Lunch Café in-person dining program is offered five days a week. The program averaged 55 participants a day, serving 13,316 hot meals this fiscal year. The Home Delivered Meals Program (HDM) in partnership with MOWOC served an average of 45 seniors a week. The program works with community volunteers to deliver meals to homebound seniors; this year, a total of 56,150 meals were delivered. The partnership with Bracken's Kitchen continued with them offering a hot breakfast every Tuesday morning. The Center provided over 1,500 hot breakfast meals to participants, as well as 160 frozen meals once a week for a total of over 8,300 frozen meals for this fiscal year.



The Senior Mobility Program, funded by OCTA M2 funds, provides transportation services through a contracted taxi service for trips to the Center, grocery store, or doctor appointments. This year a total of 342 riders (127 new participants), averaged 783 trips monthly and 9,396 trips. This funding also allowed the Center to coordinate regular excursions that help promote socialization and mental wellbeing. Trips included; Newport Beach Duffy Boats, Angel's baseball game,

Newport Harbor Holiday Lights Cruise, Muzeo Museum and Cultural Center, Segerstrom Shelby Event Center, Irvine Spectrum Center, Lyon Air Museum, and South Coast Plaza.

The Center continues to grow its social support/case management program, managing 144 cases with social support services including case management, information and referral, and individual counseling. Educational workshops offered included a partnership with Hoag for health education, as well as clinics with Community Health Initiative of Orange County (CHIOC) to assist with medical insurance, and legal clinics provided by Community Legal of Orange County. The Center hosted its third annual Resource Fair in September 2023. The event included over 20 community based organizations, and a free vaccine booster/flu clinic for the community, serving over 100 individuals.



Bingo is one of the most popular recreational activities with an average of 65 participants playing weekly. Karaoke day continues to gain popularity, with an average of 25 participants a month. Participants also enjoyed a variety of holiday daytime parties that included Thanksgiving, Tree Trimming, St. Patrick's Day, Spring Celebration, Mother's and Father's Day celebrations, and Summer BBQ.

Implementing culturally relevant activities continues to be a focus. The Center hosted its 2nd Annual International Week that featured Ballet Folklorico, Polynesian dancers, Loteria games, and a variety of interactive cultural crafts /educational workshops. This event was followed by a Lunar New Year celebration. The Center also hosted a Cinco de Mayo celebration. Staff engaged the Latino population by offering social group, Mejor Juntos that provides Spanish speaking participants an opportunity to share their traditions, customs, and share their stories of immigration/assimilation.

Health and wellness activities are very popular. Classes include: Adaptive Line Dancing, Balance and Mobility, Tai Chi, Fit Mind Fit Body, and Longevity Stick. A chair yoga class offered by Santa Ana College (SAC) was introduced this past year and has continued to garner popularity amongst participants, with the class operating at capacity throughout the year. The Center's partnership with SAC also provided seniors with an introductory computer class and a free laptop on loan.



The Center offered evening dances that included an end of summer Yacht Party, Halloween Dance, and Valentine's Dance, and the annual Strawberry Ball in May. The Ball was a huge success with 163 attendees, who enjoyed a night of fun, with dinner, live band entertainment, dancing, a photo booth, and prizes. The highlight was the crowning of the King, Joe Chandler and Queen Joan Grosse, both who were nominated by Garden Grove Police Department.

FACILITIES

Community Meeting Center/ Courtyard Center

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



Internal bookings: CMC - 205/ CYC - 38

Revenue-generating bookings: CMC – 45 / CYC – 29

Co-sponsorship bookings: CMC - 17/ CYC - 3

Revenue for CMC and CYC totaled \$123,077

Some improvements were made to the infrastructure that will enhance customer care for all patrons. A new 12'x18' tuffshed was installed at the Courtyard Center replacing the smaller storage unit that suffered a lot of damage over the years from the rain and trees. The shed allows a safer space for equipment and supplies used at the rental facilities and for events. Also at the Courtyard Center, the sound system was upgraded to provide clients with a better audio/visual amenity for users.

Fields, Park Patrol, Park Facilities, and Showmobile

Permits were issued for athletic field use at Chapman Sports Complex, Edgar Park, Garden Grove Park, Hare Park, and West Grove Park. In addition, there are three leased athletic facilities including the hockey rink at Chapman Sports Complex, and indoor soccer at Garden Grove Park and Pioneer Park. From July 1, 2023 through June 30, 2024, these rental facilities generated \$136,812 in field revenue.

Park Patrol staff documented the following on park grounds: 8,754 occurrences with unhoused individuals; 4,348 illegally parked vehicles; 2,519 reports of dogs off-leash; 1,298 permitted groups; 642 calls for information and assistance; 166 non-permitted user groups; 62 instances of graffiti vandalism; 18 calls for animal control; 10 instances of alcohol consumption; and 11 occurrences of golf play.

Picnic shelter rentals at various parks generated \$22,070 in revenue through 136 picnic shelter rentals and 48 Picnic Pavilion rentals.

There are two park buildings available for rent, West Grove Park and West Haven Park. Small group gatherings such as baby showers and birthday parties are suitable

for these buildings. This year building rentals generated approximately \$30,848 in revenue.

The City's show mobile stage was commissioned 13 times for City-run events and community-wide organizations.

Theaters

The GEM Theater is home to One More Productions, a non-profit organization providing high quality theatrical experiences to the Garden Grove community that included the following performances: *All Shook Up*, *La Cage Aux Folles*, *The Holiday Gem*, *Pippin*, and *Evita*.

The Festival Amphitheatre (Garden AMP) is Garden Grove's large outdoor amphitheater located at Village Green Park operated by LFA Group LLC. Concerts of a various genres are held year-round including tributes to Chicago, Duran Duran, Green Day, Guns and Roses, and Madonna.

A new 84' steel tubing fence was installed, replacing the dilapidated fencing along Main Street. The new fence secures the Garden Amp property on the west end.

Garden Grove Community Foundation

Established in 1998, the Garden Grove Community Foundation (GGCF) is a 501(c)(3) non-profit organization that was created to enhance the community's unique features, diversity, and economic vitality. Community Services department is the liaison between the Foundation and the City. Each year, the Foundation is responsible for the Free Summer Concert Series, one of the most popular free programs for the community. This year, the concerts were held on Historic



Main Street featuring Smokin' Cobras and at Eastgate Park featuring Taylor Nation (tribute to Taylor Swift), Redneck Rodeo, Jimmy's Buffet (tribute to Jimmy Buffet), and Tijuana Dogs. Each week, 2,500-3,000 people enjoyed the free entertainment including a special segment of the concert featuring local high school vocalists competing for cash prizes and the title, The Voice of Garden Grove.

PART II

INDIRECT SERVICES

CITY MANAGER'S OFFICE

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

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

The significant achievements for the City Manager's Office for FY 2023-24 included the following:

ECONOMIC FOCUS

In FY 2023-24, the City of Garden Grove maintained its economic focus in line with the priorities established by the City Council. The City continued to capitalize on its enhanced financial position to further economic development, provide critical services, protect reserves, and fund much needed programs and projects throughout the City.

Key economic development projects for FY 23-24 included the groundbreaking for the City's Civic Center Revitalization Project, acquisition of the 12966 Euclid building, completion of Cottage Industries Phase 1 Farm Block, retention of longstanding Garden Grove business California Fuels and Lubricants (CFL), and the grand opening of Home 2 Suites hotel, Yoshiharu Ramen, the Habit Burger Grill (Pavilion Plaza West), and Valley View Lanes.



In FY 23-24, the City also saw significant progress on infrastructure improvements with the completed construction and opening of the Central Cities Navigation Center in its efforts to address homelessness, and began the construction of the Civic Center Revitalization project, which will focus on the new public safety building and civic center.

FY 2023-24 ACTION PLAN

The City Manager's Office oversaw implementation of the FY 2023-24 Action Plan to achieve the City Council's priorities. Among the significant accomplishments were:

Economic Development

- Continued development at Pavilion Plaza West with the finalization of tenant leases for Yoshiharu Ramen and the Habit Burger Grill
- Completed construction on the Home2 Suites project and Cottage Industries Phase 1 – Farm Block
- Held the ground breaking ceremony for the Civic Center Revitalization project
- Relaunched of the Foods of Garden Grove program
- Completed construction of the Central Cities Navigation Center Project (CCNC)



Public Safety

- Commenced construction of the GGPD Headquarters as part of the Civic Center Revitalization Project
- Added a new Sr. Cybersecurity Analyst position to establish cybersecurity measures
- Maintained the Measure O Public Safety Staffing Plan
- Continued to support the Mobile Mental Health Response Program in partnership with Be Well OC
- Launched the City's new Canine Training Facility at Pioneer Park
- Coordinated multi-agency efforts to clean up Haster Basin
- Completed the construction of the Caltrans Fencing Improvement Project (CFIP) in response to the increase of homeless encampments

Community Engagement/Outreach

- Disseminated important City information via all City communication mediums
- Completed numerous GGTV3 productions including livestreamed City Council meetings, City activity promotions, informational sessions, and additional videos/reels
- Promoted multiple summer activities hosted by the H. Louis Lake Senior Center, Magnolia Park Family Resource Center, and Buena Clinton Youth and Family Center
- Promoted City job opportunities, programs, and news through use of customized multilingual media

Financial Sustainability

- Developed and adopted the FY 2024-25 Amended Budget
- Received the Distinguished Budget Presentation Award from the Government Finance Officers Association for the City's FY 2023-25 biennial budget
- Received the 39th consecutive award for Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA)
- Earned an 'AA' credit rating from Standard & Poor's Global Ratings

Effective, Transparent Government

- Completed and strategic defeasance of the Garden Grove Public Financing Authority Lease Revenue Bonds, Series 2015A, generating nearly \$11 million.
- Launched the City of Garden Grove Quarterly Report
- Launched the first Quarterly Comprehensive Financial Report to ensure City transparency and accountability



Other Community Issues

- Continued the citywide Community Cleanup Day program
- Continued implementation of the pavement management acceleration program
- Continued replacing street signs in poor condition
- Restarted the Code Enforcement Volunteer Program
- Continued the partnership with CalOptima and Healthcare in Action through the City's Street Medicine Program, delivering medical care to homeless individuals in Garden Grove.
- Continued production of the Strawberry Zest sculpture to increase community art.

OFFICE OF THE CITY CLERK

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

Achievements specific to these functions included:

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

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

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



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

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

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

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

OFFICE OF COMMUNITY RELATIONS

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

From July 1, 2023 to June 30, 2024 the office produced, distributed, or placed:



- 140 English press releases
- 1,716 social media posts
- 148 translated materials (includes press releases, flyers, and social media posts): 99 Vietnamese, 33 Spanish, and 16 Korean.
- Six CityWorks bi-monthly water bill newsletters
- Six bi-monthly Vietnamese newsletters
- One Connections PR piece
- One feature article
- 21 Community Spotlights
- Over 100 promotional ads in print and digital publications, websites, and social and outdoor media.

EMERGENCY ALERTS

In August 2023, OCR disseminated emergency information on the 3-day tropical storm watch for Hurricane Hilary through all social media, Amber Alert signs, outdoor digital boards, website, and Garden Grove mobile app notifications.

Introduced in 2014 by OCR with a current audience of over 8,600 subscribers, administration of the mobile app transitioned to the Information Technology department in September 2023.

COMMUNITY PARTICIPATION

At the end of 2023, OCR and GGTV3 focused publicity efforts on public hearings for the Housing Element and the water rate increase; community meetings for Organics Recycling, Woodbury Park expansion, and the Civic Center Revitalization Program; and facilitated dedications for Zlaket's Market and the late GGPD Corporal Han Cho.



MAYOR'S FINAL STATE OF THE CITY

The final State of the City annual address by Mayor Steve Jones in April 2024, themed after the "Back to the Future" movie, highlighted accomplishments and future developments founded on the community's 150-year history. The program ended with a GGTV3 video salute to the mayor's 25 years of service to the City.



In Spring 2024, the division launched a 3-month multi-language campaign highlighting the Community Development Department's three divisions—Planning, Building and Safety, and Code Enforcement, called "Plan, Build, Beautify."

MILESTONE EVENTS

The division also facilitated and publicized milestone events for key projects: the groundbreaking of the Garden Grove Civic Center Revitalization Project, and the ribbon cutting for the Central Cities Navigation Center, as well as publicity for the Magnolia Park Playground Dedication.



SOCIAL MEDIA

For FY 23/24, Nextdoor and Instagram’s growing popularity dominated over Facebook and X. GGTV3’s total YouTube views reached nearly 210,000. A total of \$8,800 was placed into 42 boosted posts.



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

FY 23/24 PRODUCTIONS INCLUDED:

- City Council Meetings, Livestreamed, Cablecast, and Archived (19)
- State of the City 2023 & 2024
- Street Medicine News Story
- Garden Grove Water Rate Story
- Strawberry Festival Gives Back Story
- Brookhurst Place Breaks Ground Story
- Garden Grove is the Center of Everything Promo: Anyang Trip
- 2024 Summer Concert Series Promo
- Garden Grove Gems Promo
- UnReel with Lisa Kim (3)
- Anyang Trip Reels (multiple)
- Corporal Han Cho Bridge Dedication Reel
- Niki Wetzel and Ursula Luna-Reynosa Welcome Reels
- Natural Products Expo Reel
- Winter in the Grove Event Live Promotion
- Organics Recycling Live
- National Night Out (Q&A and Live)
- Garden Grove CERT Academy Facebook Live
- Call to Duty Police Memorial Live
- Live & Recorded Garden Grove Strawberry Festival Parade & Story
- 2024 Housing & Community Development Funding Allocations Meetings



FINANCE DEPARTMENT

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

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

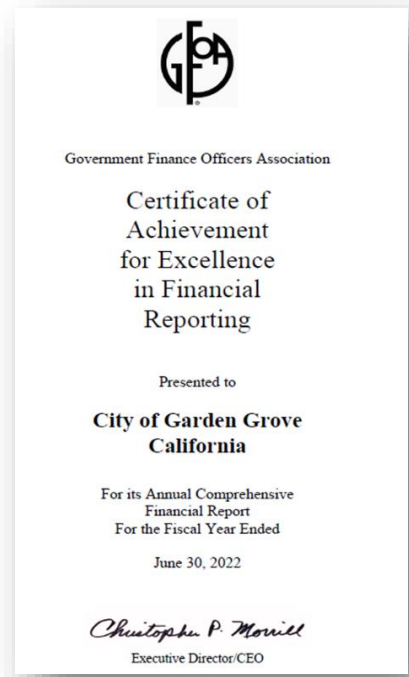
The Finance Department's significant achievements for FY 2023-24 included the following:

- In February 2024, the Department received the Distinguished Budget Presentation Award from the Government Finance Officers Association (the GFOA Budget Award) for the City's Fiscal Year 2023 -2025 biennial budget – the first time the City has achieved this prestigious recognition. Attaining the GFOA Budget Award marks a significant milestone in our budgeting efforts, reinforcing our commitment to the highest principles of governmental budgeting. This award not only recognizes our dedication but also helps build trust and transparency with our community.



- In December 2023, the City strategically defeased the Garden Grove Public Financing Authority Lease Revenue Bonds, Series 2015A. This action generated nearly \$11 million in cash flow savings and removed all encumbrances on Civic Center area properties, paving the way for the development of the Civic Center Revitalization Project.

- In November 2023, the City was awarded its 39th consecutive Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA). This prestigious award is the highest recognition in governmental accounting and financial reporting, representing a significant accomplishment for the City and its management team.



- In June 2024, the City successfully issued the \$140 million Garden Grove Public Financing Authority Lease Revenue Bonds, Series 2024A, to fund the Civic Center Revitalization project. This project includes constructing a 100,000-square-foot state-of-the-art public safety facility, and a re-imagined 2.8-acre Civic Center Park. The City’s strong credit profile and the financing team’s precise timing generated high demand for the bonds, resulting in an original issuance premium of nearly \$12 million.



- In April 2024, the City received its latest credit rating from Standard & Poor’s Global Ratings, earning an ‘AA’ underlying long-term rating with a Stable outlook. The report highlighted several key metrics that support this rating, including a strong economy, very strong budgetary performance and flexibility, very strong liquidity, robust management, adequate debt and long-term liabilities, and a strong institutional framework. This outstanding credit rating reflects the City’s commitment to effective financial management policies, disciplined spending, and long-term financial stability.

- In June 2024, the City adopted the Unclaimed Property Policy to establish clear procedures for handling long-standing unclaimed checks and deposits in accordance with state law. A web portal was also created, allowing claimants to access information and submit requests easily. This policy and portal reflect the Department’s ongoing commitment to best practices, promoting compliance, efficiency, and transparency.
- In December 2023, the Department successfully selected and implemented ClearGov, a budget development system designed to streamline the budgeting process. ClearGov will enhance decision-making, customize and track key performance indicators, and promote transparency. The Fiscal Year 2025–2027 biennial budget will be developed using this tool.
- In January 2024, the department launched its first Quarterly Comprehensive Financial Report. The Report is comprised of three sections:

- Financial Analysis section reports budgetary performance of the City’s major operating funds, including the General Fund, Water enterprise fund, and Sewer enterprise fund;
- Economic and Operational Statistics – provides summary of key economic indicators and the City’s financial operational data; and
- Investment Report – provides the City’s portfolio activities during the quarter, as well as cash flow and investment holdings at the quarter ending.



These quarterly reports are designed to provide timely financial and economic information to City departments and the community, ultimately promoting transparency and accountability.



- In April 2024, the Department amended the City's Debt Management Policy to ensure effective use of resources in meeting commitments and maintaining sound financial management practices. The revised policy emphasizes accountability, enhances transparency, reduces borrowing costs, and preserves financial flexibility while meeting capital funding requirements.

- Throughout the fiscal year, the Department conducted four Committee for

Operations and Organizational Policy meetings and facilitated the establishment of two new administrative regulations – the City Hall Security Camera Policy and the City of Garden Grove's Privacy and Security Statement. Additionally, four policies were revised, including the Procurement Card Policy, Catastrophic Leave Policy, Administrative Citation Regulations, and Rideshare Administrative Regulation.

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 2023-24 included the following:

POLICIES / PROCEDURES / PLANNING

- Created Privacy Policy

SYSTEMS / PC TECHNICAL SUPPORT

- New ESRI GIS server
- Purcell Building security enhancements
- Updated City Council Chamber equipment
- New computer lab/training room
- New agenda management program
- Samba Active Directory and Windows updates
- Replacement of 156 computers
- Nobel Implementation
- Integration of City's mobile app with City website
- Roll out PAF Salary/Evaluation changes
- Updated Council Chamber computers

WORD PROCESSING / GRAPHICS

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

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

Document / Spreadsheet Support:

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

Artwork:

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

- Vietnamese Newsletter
- Digital board updates
- Strawberry Festival posters
- Gems flyers and calendar
- Human Resources Recruitment Brochure
- GGTV3 Calendar
- GGCF/Chamber Golf Classic brochure/banners/program
- Laminate various signs
- Create City staff business cards
- Community Development Department flyers
- Civic Center Revitalization Banner
- Organics Recycling flyers

REPROGRAPHICS / MAILROOM

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

From July 1, 2023, to June 30, 2024, this division produced:

- 294,895 color photocopies
- 31,483 black and white photocopies

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

- Sort and deliver incoming mail/deliveries
- Weigh and meter outgoing mail
- Various folding and envelope stuffing jobs
- Produced copies of Council packets prior to meetings
- Various print jobs on black/white and color copiers
- Binding, hole punching, and production of tabs for large documents
- Paper refill and toner of City Hall copiers
- Print, fold, and stuff business license renewals and notices
- Fold and stuff monthly housing checks
- Print and bind booklets for the Gem Theater

- Print and fold brochures
- Produce bound copies of the City Budget book
- Create various sizes of City calendars
- Create various NCR forms for PD, Housing, and Community Development
- Print business cards for various departments
- Name plates and name tags
- Special events food tents, flyers, table top signs
- Print Parks and Recreation Guide and postcard
- Fold and insert accounts payable checks

HUMAN RESOURCES

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

The significant achievements for the Human Resources Department for FY 2023-24 include the following:

- Successfully conducted 84 recruitments resulting in the hiring of 26 full-time and 64 part-time employees, and 54 promotions.
- Implemented a Part-time Equity Study to ensure City salaries were at market and competitive with Garden Grove's 10 comparator cities for Part-time classifications.
- Developed City-specific Workplace Violence Prevention Program in compliance with new Labor Code Section 6401.9.
- Created new classification specification of Cybersecurity Officer for the Information Technology Department.
- Developed, tested and implemented FE personnel action workflows for merit increases and evaluations; trained and provided technical support to City staff.



- Conducted contact tracing for 52 COVID-19 positive employees; notified an additional 132 employees and their Union representative as required by Cal/OSHA for close contact protocols; monitored another 81 employees that were experiencing COVID-19 symptoms but tested negative.
- Managed the Workers' Compensation process for 53 new employee injury cases and closed 58 cases.

- Hosted benefit fair, and processed 274 benefit elections during Open Enrollment October 2023 through CalPERS, Delta Dental, Vision Service Plan, Lincoln Financial, The Advantage Group, and The Standard.
- Recognized years of service milestones for 108 employees, recognizing 1635 cumulative years of City service and hosted annual Employee Service Awards luncheon for 119 attendees.



- Administered volunteer program, processing 9 new volunteers for the Office of the City Manager, Community Services, and Community Development departments.

- 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.



- Reinstated vanpool program with 21 vanpool participants and 3 vans. Issued 10 Clean Air Vehicle Rebates for a total of \$25,000 from Rideshare Program AQMD funds, and processed 28 new participants for Rideshare through the Redemption Program, Clean Vehicle Car Rebate, Metrolink subsidies, or bus passes.

Human Resources Fast Facts

Category	FY	FY	FY	FY
	23/24	22/23	21/22	20/21
New Hires	90	95	89	35
Promotions	54	65	67	33
Reclassifications	9	7	12	3
Voluntary Demotion	2	1	0	1
Resignations	38	33	43	11
Retirements	17	14	18	5
Dismissal/No Pass Probation	4	3	1	3
End Temporary Employment	13	18	20	35