

CITY OF GARDEN GROVE QUARTERLY REPORT

Q3 2024

(JULY - SEPTEMBER)



GARDEN GROVE

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Report Overview

This quarterly report provides an overview of the City's achievements during the months of July, August, and September in 2024. Our City continues to make great progress in key priority areas established by the City Council. These priorities encompass a focus on infrastructure, economic development, public safety, homelessness, code enforcement, and celebration of our community's cultural diversity. Our dedicated staff and community partners have worked hard to ensure that Garden Grove remains a great place to live, work, and play. We take pride in the notable progress achieved in the previous quarter and remain steadfast in our commitment to serving the needs of our community with excellence and integrity. Thank you for your support and trust in the City of Garden Grove!

Matters Before The Council

Below are highlights from the City Council meetings during the months of July, August, and September.

July 9, 2024 – The City Council accepted City Project No. CP1350000-1 Central Cities Navigation Center Project as complete.

July 23, 2024 – The July 23, 2024 City Council meeting was cancelled.

August 13, 2024 – The City Council recognized Joe Chandler and Joan Grosse for being named the 2024 Strawberry Ball King and Queen/Senior Volunteer Man and Woman of the Year.

August 13, 2024 – The City Council approved new lease agreements with the County of Orange for the Tibor Rubin and Chapman Library branches.

August 27, 2024 – The City Council approved Amendment No. 4 to the Agreement with Graffiti Protective Coatings, Inc. for on-call graffiti removal.

August 27, 2024 – The City Council accepted the Caltrans Fencing Improvement Project (CFIP) – Phase 1, as complete.

September 10, 2024 – The City Council approved a lease agreement with Farmers and Merchants Bank for office space located at 12966 Euclid Street.

September 24, 2024 – The City Council received the FY23-24 Consolidated Annual Performance and Evaluation Report (CAPER).

September 24, 2024 – The City Council approved an amendment to Project Finance Advisory Limited for the P3 Project Feasibility and Project Management consultant services for the Garden Grove Civic Center Project.

City Manager’s Office Highlights

Throughout the third quarter of 2024, the City Manager’s Office continued to provide administrative support for City Council initiatives and inquiries from the public in the following ways:

City Council

Agenda Reports Reviewed and Processed	40
Agendas and Minutes Prepared	11
Agenda Packets Compiled	20
Public Hearing Notices Published	5
Resolutions Processed	11
Ordinances Processed	4
Proclamations Processed	10

Council Liaison

Council Meetings and Site Visits Scheduled	36
Certificates Ordered / Delivered	15
Communications	8,845
Legislative Response Letters Drafted	3
Finance Enterprise Reconciliations	40
Trips Scheduled	0

Office of Community Relations

Total Translated Materials	50
- Vietnamese Translations	26
- Spanish Translations	16
- Korean Translations	8
CityWorks Publications Completed	2
Vietnamese Newsletters Published	2
Community Spotlight Scripts	5
Press Releases Issued	32
Social Media Posts	303

City Clerk’s Office / Administration

Public Records Act Requests Received	201
Average PRAs per Month	73
Average PRA Turnaround Time	6.8 days
Bid Openings Conducted	5
Agreements Processed	15
Agreements Archived	13
Claims Received	36
Summons Received	0
PAFs Processed	0

Legislative Advocacy

The City Manager's Office coordinates an active legislative advocacy program focused on protecting the interests of our community and identifying resources available to enhance City services and programs. Our legislative efforts include researching and monitoring federal and state legislation, preparing letters and related communications in response to proposed legislation, and working with our legislative representatives and their staff to promote the interests of our community in alignment with the City's Legislative Advocacy Program. The City's Legislative Advocacy Program can be found on the City's website at https://ggcity.org/sites/default/files/legislative-advocacy-program-2023-24_0.pdf.

OPPOSE POSITIONS

AB 98 Warehouse Design and Build Standards Bill

AB 98 limits new or expanded logistics use developments and warehouses on existing and rezoned industrial sites within 900 feet of sensitive receptors (including homes, hospitals, schools, and public recreational areas) unless specific standards are met. The bill would also require all local governments to update their circulation elements logistic use development information, including truck routes, signage, parking, and idling, and would authorize the Attorney General to fine local jurisdictions \$50,000 every six months if they are not in compliance.

AB 2561 (McKinnor) Local Public Employees: Vacant Positions

AB 2561 requires cities with bargaining unit vacancy rates exceeding 15% for more than 180 days to meet with the representative of the recognized employee organization within 21 days about strategies to fill vacancies. The bill requires the public agency to present this plan during a public hearing to the governing legislative body and to publish the plan on its internet website for public review for at least one year.

AB 2557 (Ortega) Local Agencies: Contracts for Special Services and Temporary Help: Performance Reports

AB 2557 is overly burdensome and inflexible, which will likely result in worse outcomes for vulnerable communities and diminished local services for our residents. With the additional requirements of AB 2557 for local agencies with represented workforces and their contractors, we can expect fewer nonprofit providers, community-based organizations, and other private service providers willing to engage with local agencies. The requirements will also exacerbate already-demanding caseloads and workloads for our existing staff and increase city costs. AB 2557 requires contractors to provide information about employees and retain records. This private employee data would be accessible to any member of the public. Public employee data subject to the CPRA has resulted in data mining for profit, as well as subjecting employees to harassment and threats.

Investment Toward Infrastructure

In line with the City Council’s priority of improving the City’s aging infrastructure, the City developed and adopted a Five-Year Capital Improvement Plan, committing nearly \$173 million in funding over the next five years to improve citywide capital infrastructure. The Capital Improvement Plan focuses on allocating resources towards the enhancement of city streets, parks, facilities and other essential infrastructure.

The following major capital improvement projects are underway during Q3 2024:

Haster Street Rehabilitation Project – Lampson to Chapman

Status: 100% Complete
Completed: September 2024



Springdale Avenue Rehabilitation Project – Lampson to Chapman

Status: 100% Complete
Completed: September 2024



Lampson Street Rehabilitation Project – Euclid to 9th

Status: 100% Complete
Completed: September 2024



Sewer Main Lining and Spot Repairs 5 & 6 - \$1.8M

This project consists of rehabilitating approximately 20,000 linear ft of 8-inch & 10-inch sewer using UV-Cured Glass Reinforced Plastic cured-in-place liner. The project will be at various locations throughout the City. The project will also include spot repairs, sewer lateral reinstatements and top hat sewer lateral seals. The contractor is working on sewer lining near Chapman Avenue and Nutwood Street.

Status: 90% Complete
Anticipated Completion: October 2024



Sewer Main Replacement Project 4 - \$2.7M

The Sewer Rehabilitation Plan Phase 1, Sewer Main Replacement Project 4 (at Emerson Avenue, Russell Avenue, Andy Reese Court, Central Avenue, Imperial Avenue, Hope Street, Larson Avenue, Dakota Avenue and Flower Street) is one of many projects designed to address defective sewer pipe (sags, cracks and offsets) throughout the City. The sewer improvements will consist of approximately 5,100 feet of sewer pipes, includes both design and optional construction management/inspection services. Contractor is currently replacing sewer pipes in Russel Street.

Status: 40% Complete
Anticipated Completion: January 2025



Acacia Parkway Sewer Main Replacement Project - \$1.2M

This project consists of constructing new and replacement sewer lines, and removal and disposal of existing sewer lines in Acacia Parkway from Euclid Street to Civic Center Drive and in Civic Center Drive from Acacia Avenue to Garden Grove Boulevard. Each of the proposed sewer main will be connected into existing or new sewer manholes at the beginning and end of the alignment. The overall length of this project is approximately 1,235 linear feet of 8-inch diameter VCP sewer. It also includes the construction of four new manholes with one drop inlet, core drilling and modification to one existing manhole shelf and channel, 9 sewer lateral reconnections, and one sewer lateral extension. The contractor will complete the construction of the Acacia Parkway Sewer Mains by the end of September.

Status: 75% Complete
Anticipated Completion: October 2024



SCADA Implementation Project – FP2 Pressure Monitoring Upgrade - \$419,180

This project consists of furnishing all labor, materials, tools, equipment, and incidentals necessary for the complete construction and installation of six pressure monitoring stations. Process control strategy implementation, including PLC programming and SCADA configuration, is not included in the Contractor's scope of work. Contractor is awaiting for SCE to energize the last station at Valley View Street.

Status: 95% Complete
Anticipated Completion: October 2024



SCADA Implementation Project – Sanitation Lift Stations SCADA Improvement - \$713,200

This project is the implementation of the SCADA upgrade for the three sewer pump stations. The project consists of demolishing and retrofitting Programmable Logic Controller (PLC) Control Panels, replacing existing wet well intrusion switches and level transmitters, and connecting Modbus TCP Ethernet communications between the new PLC and the existing generator, Automatic Transfer Switch (ATS), and Motor Saver for each pump. New conduit, conductors, and junction boxes will be installed as indicated on the Drawings. The contractor is working on punch list items.

Status: 98% Complete
Anticipated Completion: October 2024



Civic Center Revitalization

The Civic Center Revitalization Project (Project) consists of the design and construction of an approximately 102,000 square foot public safety facility, a four-level parking structure that will provide approximately 300 parking spaces, and a reconfigured 2.8-acre Reimagined Civic Center Park, as well as the demolition of the existing police building located at 11301 Acacia Parkway.



In the second quarter of 2024, the Project Agreement was executed, the groundbreaking ceremony was a success, financial close was achieved, and the Notice to Proceed was issued to commence work. As we approach the end of the third quarter of 2024, significant progress has been made. The design and construction team submitted and received feedback on the Design Milestone 4 Submission (50% Construction Drawings). With these drawings now 50% complete, the team has been actively securing trades and has selected three local firms: Southland Industries, GB Cooke, and SoCal Industries. Additionally, the team has advanced the design of the Police Memorial, finalized the equipment list, and made interior design selections. A LEED charrette was also conducted to outline the steps needed to achieve a Silver LEED certification.



The site preparation of the Project site is nearing completion. With the help of Public Works, Memorial Trees have been transplanted around the Civic Center, filling empty tree wells and enhancing the Library and Community Meeting Center. Site grading is almost finished, and sewer work on Euclid Street has started. Vibro stone columns will be constructed throughout September and into October. The next major milestone is the Design Milestone 5 Submission (100% Construction Drawings), due on September 26, 2024.

On July 23, 2024, the project administration team, along with City staff, hosted a Civic Center Revitalization Project Open House. Several interactive stations were set up for community engagement. The landscape architect shared his vision for the Reimagine Civic Center Park with many community members, who also had the opportunity to provide their input and suggestions. Residents received updates on the project and were informed about the progress being made by Community Services on additional parks in the city. Public Works also participated, sharing insights on park maintenance in the city.

Additionally, the project team took part in National Night Out on Tuesday, August 6, 2024. They set up a booth at the event, providing another opportunity to update and inform the community about the Project.

Medal of Honor Bike and Pedestrian Trail – Eagle Scout Project

The City’s Medal of Honor Bike and Pedestrian Trail is a one-mile trail that runs from Nelson Street northwest to Brookhurst Street, along the old Pacific Electric Right-of-Way. In March 2024, the Economic Development and Housing Department received a proposal from a local Boy Scout who wanted to make improvements to the trail as part of his Eagle Scout Project. City staff met with the scout to go over the proposal and agreed to a collaborative effort to install eight (8) pet waste stations as a way to mitigate the ongoing issue of pet wastes left behind by trail-goers.

In July 2024, the scout held a fundraiser and successfully secured funding necessary to purchase supplies and materials for the project. City staff coordinated with the scout to identify the optimal locations for each station and procured a contractor who installed the poles for the stations. In August 2024, the scout and his troop worked together to complete the assembly of each station, and then received the City’s approval certifying the completion of his Eagle Scout Project. The scout’s contribution to the community will ensure a cleaner public space and improve the quality of life for the residents and visitors who frequent the trail.



Encourage Economic Development

Cottage Industries

Following Smoke Queen BBQ and EcoNow, Junbi is the next operator 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. Construction began this quarter.

The owners of Cottage Industries has hired Retail Insite to assist in tenanting the remaining spaces at the Farm Block; this strategic move has garnered significant attention from potential tenants. Currently Retail Insite is in discussions with a pho restaurant and an ice cream retailer. Additionally, the developer has installed a shaded structure above the fan-favorite amphitheater and added lights to trees to enhance the customer experience and provide a cool resting area.



Foods of Garden Grove Program

In April 2024, the City relaunched its Foods of Garden Grove (FoGG) Program to further support local eateries and promote Garden Grove’s vibrant and diverse culinary scene. Partnering with a multimedia marketing consultant, the City revitalized the FoGG Program and expanded its roster of participating restaurants and cafes. By strategically enhancing its presence on social media, the City attracted attention from various media outlets and publishers. With ongoing support from the consultant, the City consistently shares fresh content that highlights Garden Grove businesses, showcasing a rich variety of ethnic cuisines and artisanal beverages to boost visibility and connect with a broader audience. Social media update for Q3 is as follows:



Followers: Number of users subscribed to the FoGG Instagram
July – 16
August – 33
September – 251

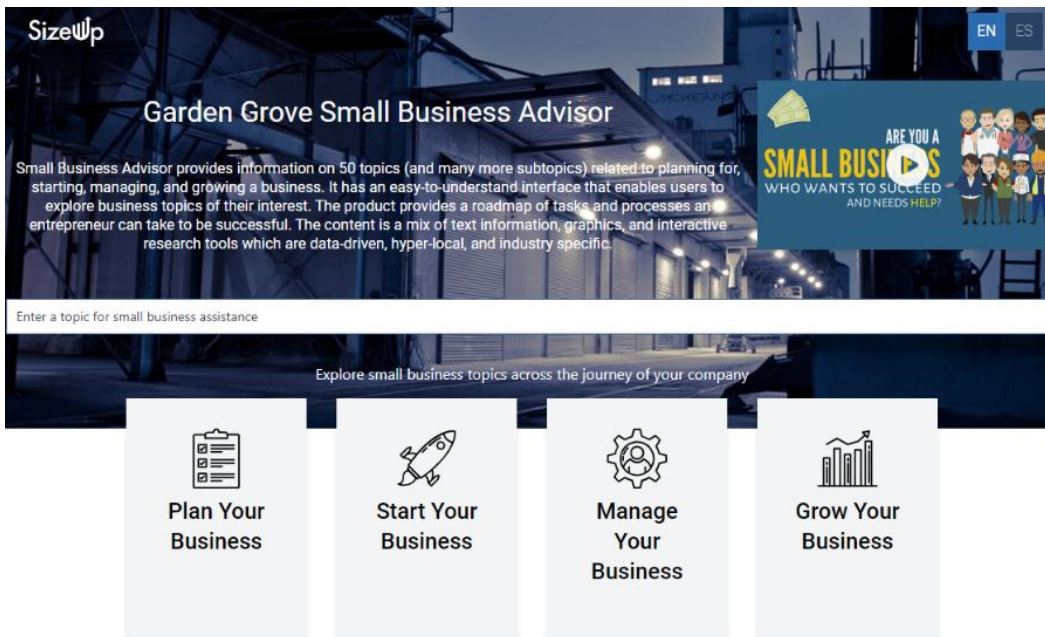
Impressions: Number of times content has been viewed by users, including repeat views
July – 20,218
August – 18,383
September – 73,213

Content Interactions: Number of user interaction with posts, stories, reels, and videos.
July – 552
August – 654
September – 1,694

Business Intelligence Platform: SizeUp

In alignment with City Council priorities to foster economic growth and support local businesses, the City partnered with SizeUp, a business intelligence platform that offers local businesses, both new and established, continuous access to critical data and analytics. SizeUp enables businesses to benchmark their performance against competitors, identify potential customers, and analyze market conditions through the use of their four (4) key tools—Small Business Advisor (SBA), Small Business Intelligence (SBI), Shop Local, and Pulse—offering valuable insights to make informed business decisions. By leveraging these features, businesses can refine marketing strategies, enhance operations, and position themselves more competitively in the marketplace.

The City is committed to expanding the use of SizeUp and expects to introduce more updates in the coming months. This ongoing initiative ensures that Garden Grove’s small businesses have access to the same high-level data and insights previously available only to large corporations. By continuing to provide these resources at no cost, the City is empowering local entrepreneurs and reinforcing its commitment to economic sustainability and equitable access to business resources.



Placer.ai Venue Analytics

To make smarter, data-driven decisions to refine marketing efforts and fuel business expansion, the City teamed up with Placer.ai, a data analytics platform that provides extensive demographic and psychographic information. Placer.ai delivers powerful insights that drive economic development by analyzing demographic trends, customer movement and behaviors, and retail dynamics. This invaluable data equips the City with the tools to pinpoint high-potential commercial zones, attract new businesses, and bolster existing ones. Understanding where consumers shop and spend their time enables the City to strategically allocate resources and investments to areas with the most promising economic growth.

On the tourism front, Placer.ai enhances visitor experiences and boosts economic impact by providing detailed tracking of tourist origins and movements throughout the City. This intelligence will help the City craft targeted marketing campaigns to draw visitors from key regions and ensure that public events like festivals and concerts maximize economic returns.



JOBS 1st Program

The City is currently working on changes to the JOBS 1st Program that include providing technical assistance to microenterprises (businesses with 5 or less employees) in Garden Grove. The program will also offer loans to businesses who will be creating jobs to help them expand their operations in Garden Grove. The City released a Request for Proposals on August 27, 2024 to select the technical assistance provider and operator for the program, and the program is anticipated to relaunch in November 2024. Staff will pursue additional funds to capitalize a larger loan fund that targets a more varied business demographic.

Vehicle Rebate Program Extension

The City of Garden Grove's Vehicle Rebate Program (VRP), which includes six franchised dealerships, was approved for a five-year extension by the City Council on July 9, 2024. The participating dealerships—Garden Grove Kia, Nissan, Hyundai, Simpson Chevrolet, Toyota Place, and Volkswagen—offer a \$500 rebate to residents and businesses purchasing new vehicles. Eligible participants must document their purchases using specific forms and submit them for reimbursement, which the City provides within 30 days. The VRP has successfully incentivized over 2,500 residents, mitigating a potential 69.7% decline in vehicle sales to just 21%, while also reducing lease volume by 68% without the rebate.

Euclid Building – 12966 Euclid Street

The City-owned property located at 12966 Euclid Street—a 2.1 acre, five (5) story office building with 64,402 rental square feet and 160 parking stalls—is approximately 82% occupied. In the third quarter, the City executed lease agreements with the following tenants:

- Farmers & Merchants Bank of Long Beach in Suite 150 for a lease term of 11 years
- Runinmaps, Inc / EasyFlex Texas, Inc in Suite 515 for a lease term of 5 years

On September 18, 2024, the City finalized the commercial real estate broker transition from Silverstone Property Management Company to CBRE Inc. CBRE Inc, the current lease broker for the property, will now oversee both the property management and the leasing operations of the building. In November 2024, the City will begin construction to improve the building’s parking lot and anticipate completion in January 2025.



Public Safety – Police



GGPD Calls for Service – Q3

Calls for Service – Phone Calls

	July	August	September	Q3 Total
9-1-1 phone calls	5,027	5,012	4,750	14,789
Non-emergency phone calls	10,816	10,898	10,068	31,782
Total phone calls	15,843	15,910	14,818	46,571

Calls for Service – Dispatched

	July	August	September	Q3 Total
Citizen Generated	4,973	4,850	4,478	14,301
Officer Generated	1,271	1,578	1,394	4,243
Total Incidents Dispatched	6,244	6,428	5,872	18,544

Top 5 Citizen-Generated Call Types

	July	August	September	Q3 Total
Disturbing the Peace - Transients	661	629	513	1803
Audible Burglary Alarms	259	212	200	671
Suspicious Person	221	235	170	626
Welfare Check	204	250	218	672
Illegal Parking	127	135	150	412
Abandoned Vehicle (New)	155	158	124	437

Response Times

	July	August	September	Q3 Average
Priority Calls (Average)	5m 04s	4m 42s	5m 9s	4m 58s

Public Safety – OCFA



OCFA Calls for Service – Q3

Calls for Service – Medical Aid	July	August	September	Q3 Total
Automatic Paramedic Alarm	13	22	17	52
Back to Bed / Lift Assist	17	21	22	60
Cardiac	83	108	107	298
Stroke	168	196	181	545
Diabetic Emergency	20	16	15	51
Respiratory	138	92	126	356
Fall / Injury / Trauma	183	147	154	484
Illness	182	165	160	507
Abdominal Pain	73	82	82	237
Seizure	41	40	34	115
Traffic Collision	98	112	75	285
Miscellaneous	181	154	166	501

Calls for Service – Fire	July	August	September	Q3 Total
Structure	18	18	19	55
Vehicle / Dumpster	9	10	6	25
Vegetation / Brush / Tree / Bush	28	28	41	97
Miscellaneous – Hazardous Condition	106	110	89	305

Response Times	July	August	September	Q3 Avg
Priority Calls (Average)	6m 29s	6m 20s	6m 47s	6m 32s

Address Homelessness/Housing

Central Cities Navigation Center (CCNC)

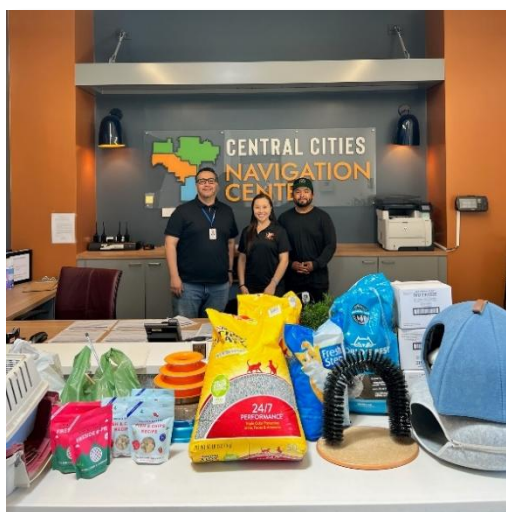
The Central Cities Navigation Center Project (CCNC) is a partnership between the cities of Fountain Valley, Westminster, and Garden Grove, aimed at providing emergency shelter and comprehensive services to unhoused individuals. The center is operated by Volunteers of America of Los Angeles (VOALA) in collaboration with the homeless taskforce units of the tri-city police departments and street outreach providers, including VOALA, BeWell OC, Healthcare in Action, and PATH, for outreach, referrals, and intakes. The City of Garden Grove is currently contracted with the Illumination Foundation to provide housing navigation assistance for CCNC clients from Garden Grove.

In the first three months of operation, the CCNC has achieved the following milestones:

1. Onboard and train staff
2. Streamline referral, intake, and on-site client protocols
3. Obtain clients' documentation and complete their HMIS registration
4. Expand local outreach, leverage donations, and develop a program of client activities
5. Execute key contracts to support CCNC operations.

By the end of the first operating quarter, the CCNC reached approximately 89% capacity (76 clients). A total of 127 clients have been referred to the center, with 51 clients exiting. Most exits occurred due to unauthorized absences of more than 72 hours or negative behavior on-site. Two clients were successfully reunited with their families.

On-site clients have been registered in the HMIS system and are prepared for housing navigation. VOALA has partnered with WAGS, a local pet shelter, to receive donations for pets and provide weekly volunteer opportunities for CCNC clients. Additionally, VOALA is working with Our Redeemer Lutheran Church to offer Bible study sessions and one-on-one therapy for clients by appointment. Tours of the facility have been provided to the County of Orange, garnering positive feedback from both clients and visitors.



CITIES	MALE	FEMALE	COUPLE -MALE	COUPLE -FEMALE	TOTAL
GARDEN GROVE	56	25	1	1	83
WESTMINSTER	16	9	3	2	30
FOUNTAIN VALLEY	7	5	1	1	14
TOTAL REFERRED CLIENTS					127
EXITS					51
TOTAL CURRENT INTAKE CLIENTS					76

Caltrans Fencing Improvement Project (CFIP)

In response to the growing number of homeless encampments following multiple clean-up efforts, the City partnered with Caltrans under a Cooperative Agreement and Delegated Maintenance Agreement (DMA) to actively address these encampments within city boundaries. The Caltrans Fencing Improvement Project (CFIP) – Phase 1 began on February 5 and was completed on June 30, 2024.

During this project, the Garden Grove Police Department’s Special Resource Team (SRT) recognized the critical role that fencing plays in deterring encampments. Additional fencing locations were identified within the project scope as crucial for enhancing the aesthetics of the City of Garden Grove and preventing the reappearance of encampments. On May 20, 2024, Caltrans issued a memorandum approving an additional \$500,000 under the Clean California initiative, increasing the total Cooperative Agreement amount from \$1,000,000 to \$1,500,000. This expansion also launched CFIP Phase 2 to include the additional fencing locations identified by the SRT.

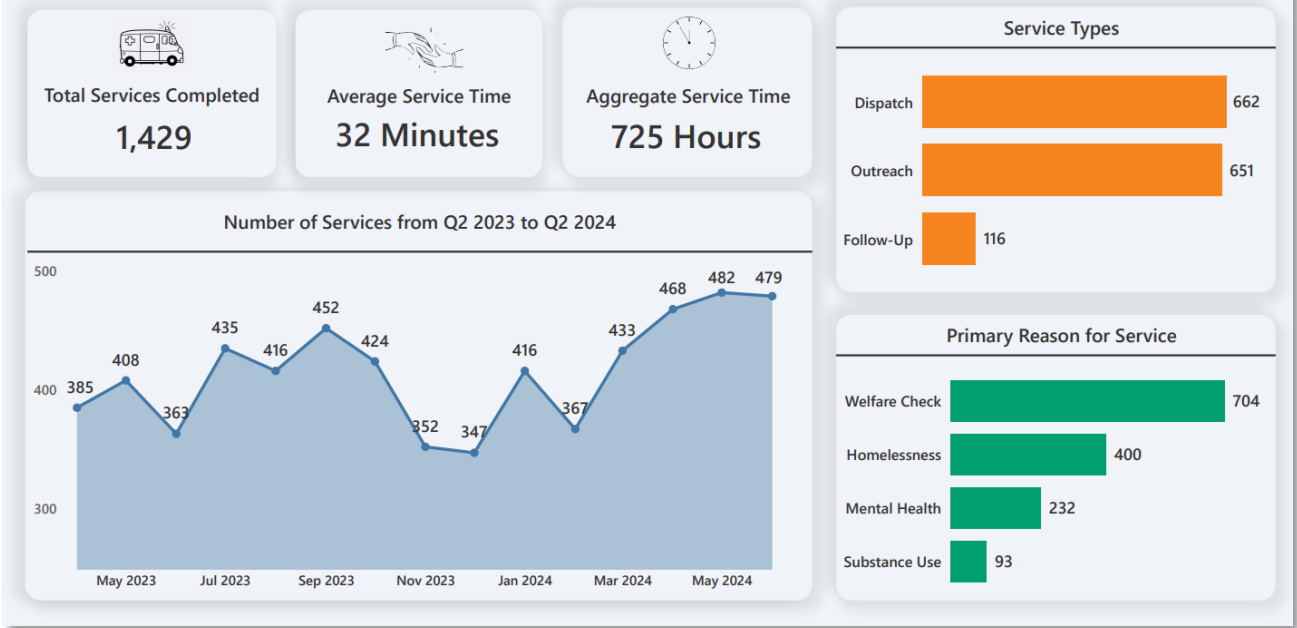
On August 13, 2024, the City Council approved Amendment No. 2 to the construction agreement with Quality Fence Co. to implement Phase 2 of the CFIP at a cost of \$466,459.90. Under this amendment, Quality Fence Co. will install fencing, gates, galvanized vines, and conduct rock slope paving at the designated locations.



BeWell Mobile Response Team

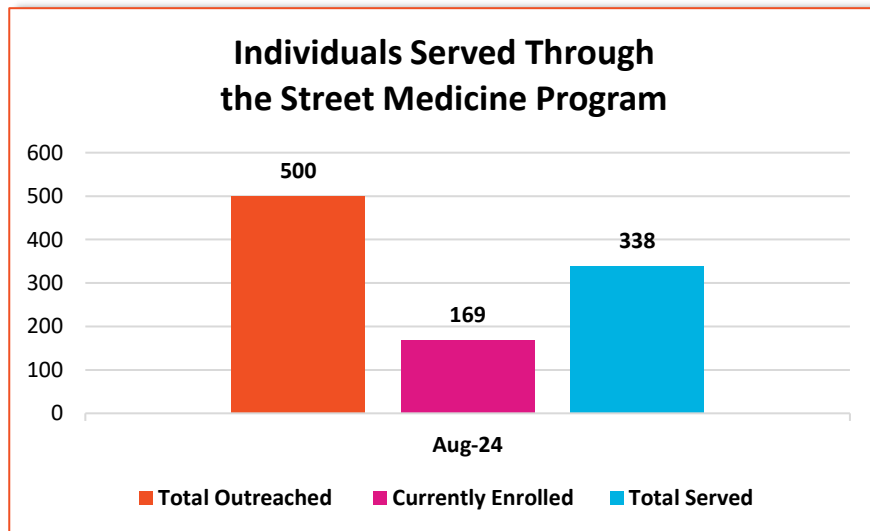
Garden Grove’s Be-Well Mobile Response Team provides in-community assessment and stabilization for individuals experiencing substance abuse, psychological crises and homelessness. On July 25, 2023, the City Council approved the extension of the Be-Well Mobile Response Team contract for the next 5 years. The mobile response team has assisted **12,813** individuals with mobile medical and mental health services since October 2021.

- July – **487** individuals
- August – **491** individuals
- September – **452** individuals
- Q3 2024 Total – **1,430** individuals



CalOptima Street Medicine

In partnership with CalOptima and Healthcare in Action, the City’s Street Medicine Program delivers medical care to homeless individuals in our community using a medical van. Since its inception in April 2023, the target for the program was to serve a total of 200 individuals. As of August 2024, Healthcare in Action conducted outreach to 500 individuals, of which 338 individuals were served and 169 are still enrolled in the program.



Orchard Grove

The Orchard Grove Project continues to advance with notable progress across several areas.

Permanent Relocation:

Residents of 24 units, including 19 market-rate units, have been permanently relocated in compliance with Federal and State Relocation Assistance Guidelines. Each household received an average relocation assistance payment of approximately \$38,000.

Temporary Relocation:

Residents of 12 units have been temporarily relocated to on-site hotel accommodations while their units undergo rehabilitation.

Site Improvements:

Key site improvements include the establishment of a contractor staging area and temporary resident parking, both secured with fencing and monitored by security cameras. The demolition of garages and carports has been completed, along with the removal of miscellaneous concrete block partition walls. Trees and shrubs have been cleared to make way for future construction and landscaping. Additionally, the Developer has successfully obtained approval from Southern California Edison for the placement of new site-wide electrical transformer locations, facilitating future electrical installations.



Building Improvements:

Termite fumigation tenting has been completed on three buildings, with the remaining building to be treated as they become vacant. Roofing work, including installation of facial boards, shingles, and gutters, has been finished on four buildings, with progress ongoing on the remaining structures. Interior demolition is underway in 12 units, preparing them for the next phase of renovations.



These developments mark substantial progress in the Orchard Grove Project's mission to deliver quality affordable housing to the community.

Home Repair Program

The City of Garden Grove provides grants of up to \$5,000 to low-income residents for minor home improvements through its Home Repair Program. The program opens its application portal twice a year, accepting ten applicants per round. The first round of applications opened in July 2024, with ten Garden Grove homeowners selected to receive grants. Rehabilitation work for these recipients is currently underway and is expected to be completed in the coming months. Additionally, during the 3rd quarter of 2024, two projects from the previous round were successfully completed.



Re-Roof Loan Program

The City's Re-Roof Loan Program provides financial assistance of up to \$20,000 to low-income homeowners in Garden Grove for replacing substandard roofs. Recently, one of the program's approved projects was successfully completed, with a total rehabilitation cost of \$17,411.30. Additionally, another approved project is currently in progress, with estimated rehabilitation costs of \$22,758.

First Time Home Buyer Program

The City's First-Time Home Buyer (FTHB) Program continues to face difficulties in keeping pace with the rapidly increasing housing market and rising costs of single-family homes in Garden Grove. The program requires applicants to meet income eligibility guidelines established by the California Department of Housing and Community Development (HCD) for Orange County. Additionally, applicants must qualify for a mortgage loan that covers the cost of a home in Garden Grove, which has become increasingly challenging due to escalating housing prices.

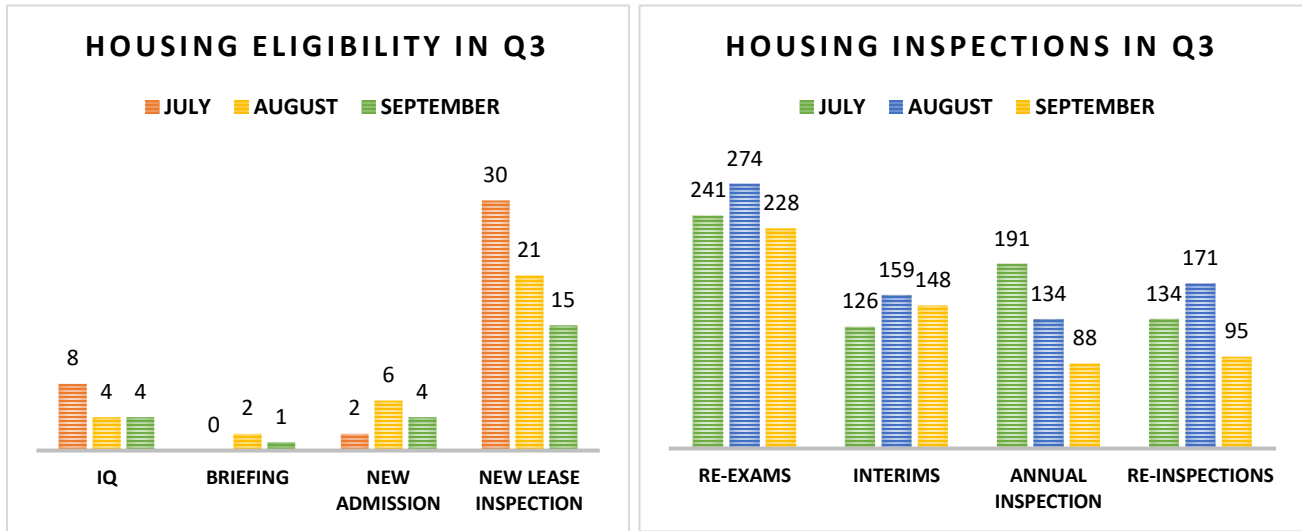
In the third quarter of 2024, five applicants were issued pre-approvals through the FTHB program, reflecting the ongoing difficulty in securing affordable housing in the current market.

To raise awareness and promote the program, City staff participated in two key outreach events. On July 13, 2024, they presented the FTHB Program at the "Homebuyer Day" event hosted by the City of Garden Grove, which attracted over 150 attendees who visited the booth to learn more about homeownership opportunities. Additionally, on July 20, 2024, staff attended the Advancing Homeownership Event held in the City of Santa Ana, where they marketed the program and answered questions from prospective buyers.

Housing Authority Quarterly Status Report

The Housing Choice Voucher Program supports low-income families, seniors, and individuals with disabilities by subsidizing their monthly rent. Qualified participants contribute a portion of their adjusted household income, while the City's Housing Authority covers the remaining rent using funds from the Department of Housing and Urban Development (HUD). Units rented through the program are inspected biennially to ensure they meet standards for safety, sanitation, and building codes. Currently, approximately 2,362 seniors, disabled individuals, and families benefit from the Section 8 Rental Assistance Program.

Below is the status report for the third quarter:



- **IQ:** initial qualifying interviews in which eligibility is verified
- **Briefings:** program briefings to issue a housing voucher
- **New Admission:** participants admitted to the program
- **New Lease Inspection:** initial inspections completed prior to tenant moving in the unit
- **Re-examinations:** re-examination interviews with current participants to determine continued eligibility
- **Interims:** interim changes in income or contract rent which necessitates an adjustment to the participant's portion of the rent
- **Annually:** annual inspections conducted on units to qualify for rental assistance payments
- **Re-inspections:** inspections conducted on units that previously failed

Family Self-Sufficiency (FSS) Program Coordinating Committee (PCC) Meeting

In compliance with HUD's requirement to maintain an effective Family Self-Sufficiency (FSS) Program, the Garden Grove Housing Authority (GGHA) established a Program Coordinating Committee (PCC) 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. GGHA and its partner Public Housing Authorities recruit and invite representatives from a variety of resource providers, including, but not limited to: Social Services Agencies, Regional Occupational Programs, Colleges, Employment Services Providers, Subsidized Childcare Programs, and agencies that provide assistance with basic needs.

The PCC meets quarterly to provide members with updates on the latest community resources. On July 10, 2024, the PCC was conducted at the Friendly Center located in the city of Orange, with the attendance of representatives from the Garden Grove Housing Authority, Santa Ana Housing Authority, Santa Ana Workforce Center, Orange County Housing Authority, Anaheim Housing Authority, OC Community Corporation, Thomas House Shelter and other partner agencies.



The meeting was presented by Jessica Ruelas, Friendly Center Executive Director. Friendly Center was established in 1924 by a men's bible study to help local farmers and their families. In March 1967, it officially became a non-profit corporation, continuously growing to 4 family resource centers in 3 cities that serve thousands of clients every year. Today, Friendly Center's wrap-around services continue to help families overcome crisis and barriers of poverty, such as providing free food pantry, weekly food trucks, financial counseling, housing case management services etc.

Community Code Compliance

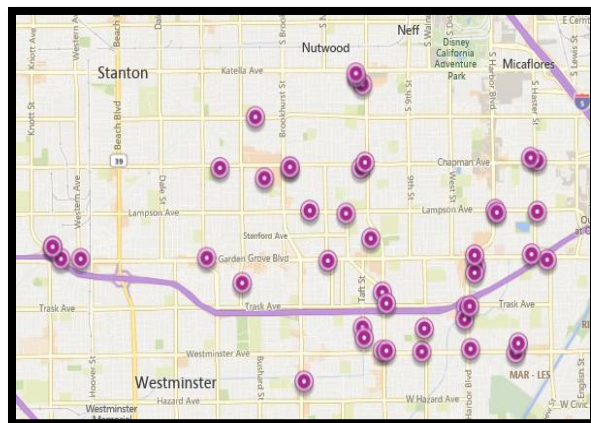
Volunteer Program

The Community Development Department's Code Enforcement Division has revitalized its volunteer program. Currently, the program boasts 3 volunteers that assist code staff with case intake, follow-up, and research. After undergoing rigorous training and shadowing our Code Enforcement Professionals, the volunteers have demonstrated to be a pivotal resource. The Code Enforcement Division is actively accepting volunteer applications.



Illegal Vending Enforcement

Code Enforcement has conducted efforts to educate street vendors about municipal code requirements related to street vending and the process to acquire necessary approvals to operate legally. Educational materials were provided to unpermitted vendors, including food carts, outdoor kitchen setups, expanded food truck dining areas, and single-product vendors. In addition to educating street vendors, the Code Enforcement Division, with the assistance of the Public Works Department, collaborated with Orange County Health Care Agency (OCHCA) to conduct operations to address ongoing concerns related to unpermitted sidewalk vendors. Code Enforcement and OCHCA plan to continue joint operations by conducting monthly enforcement activities. The City of Garden Grove has seen a decrease in unpermitted vending, due to the collaboration and ongoing enforcement. The City is also using data in an effort to concentrate resources and ensure efficiency.



Vacant Properties

In an ongoing effort to combat vacant properties, Code Enforcement staff have worked diligently to communicate with the owners of vacant properties. Through the staff's work efforts, they have cleared properties and removed blighted buildings to enable new development in the City of Garden Grove.



Figure 2: 9562 Chapman Ave (Before)



Figure 3: 9562 Chapman Ave (After)



Figure 4: 9706 Chapman Ave (Before)



Figure 5: 9706 Chapman Ave (After)

Code Enforcement Statistics for Q3 2024

Code Enforcement Activity	Statistical Data
Open Cases	754
Closed Cases	874
Cases Pending Customer Requests	758
Active Cases	2,496
Top Commercial Cases	Unpermitted Vendor
Top Residential Cases	Building Code Violation
Reported Short Term Rentals	49
Red Tagged Properties	31
Cases Referred to City Attorney	20
Receiverships	1
Building Permits	Statistical Data
Applications Submitted	2,342
Plans Submitted	571
Permits Issued	1,914
ADU Permits Issued	139
Finalized Projects	1,364
Inspections	Statistical Data
Inspections Performed	5,824

Maintain Fiscal Health

During the third quarter, City staff began closing the books for Fiscal Year 2023-24. Preliminary operating results of the General Fund showed a deficit of \$19.8 million due to several major one-time expenditures, including the defeasance of the Garden Grove Public Financing Authority Lease Revenue Bonds Series 2015A for \$20.7 million and the acquisition of an office building in the Civic Center Plaza for \$11.9 million. Excluding these one-time expenditures, the General Fund closed out the fiscal year with an operating surplus of \$12.9 million.

Below is a summary of unaudited General Fund revenue for fiscal year ended June 30, 2024:

Revenue Source	FY 2023-24		Variance	
	Adopted	Preliminary	\$	%
Property Tax	\$ 60,890,200	\$ 65,760,902	\$ 4,870,702	8%
Sales Tax	60,307,600	59,132,284	(1,175,316)	-2%
Hotel Visitor's Tax	25,000,000	28,502,016	3,502,016	14%
Other GF Revenue	21,039,600	30,898,937	9,859,337	47%
Total Operating Revenue	167,237,400	184,294,138	17,056,738	10%

Table below illustrate preliminary General Fund expenditures reported for FY2023-24:

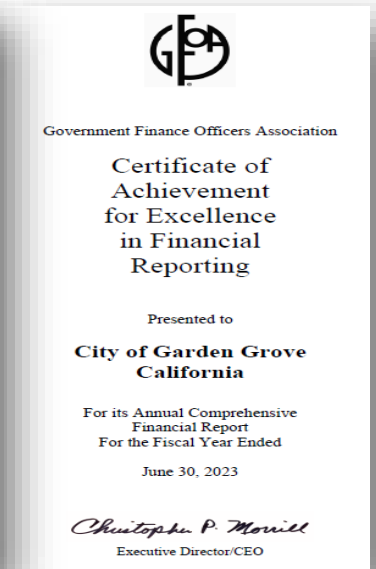
Department	FY 2023-24		Variance	
	Amended	Preliminary	\$	%
Fire	\$ 31,759,700	\$ 31,604,001	\$ 155,699	0%
City Administration	12,476,200	10,628,490	1,847,710	15%
Community Development	6,879,310	6,848,734	30,576	0%
Community Services	6,851,700	5,704,385	1,147,315	17%
Police	80,570,200	76,662,749	3,907,451	5%
Public Works	21,621,200	20,328,361	1,292,839	6%
Economic Development	6,926,400	6,017,185	909,215	13%
Non-Departmental	2,245,000	1,562,888	682,112	30%
Other Expenditures*	45,207,290	44,724,063	483,227	1%
Total	\$ 214,537,000	\$ 204,080,856	\$ 10,456,144	5%

The City’s five-year capital improvement plan (CIP), actual expenditures for FY2023-24 totaled \$34.9 million across all seven CIP categories. This represents 48% of the adopted budget. The remaining balance will be carried over to future years to complete the projects.

CIP CATEGORIES	Adopted	FY2023-24	Variance	
	Budget	Preliminary	\$	%
Street Improvements	\$ 27,347,522	\$ 18,993,996	\$ 8,353,526	69%
Traffic Improvements	1,286,500	65,454	1,221,046	5%
Park Improvements	4,075,000	1,237,701	2,837,299	30%
Community and Econ Dev Improvements	8,234,867	6,410,935	1,823,932	78%
Facility Improvements	300,000	-	300,000	0%
Water Improvements	15,786,407	3,497,791	12,288,616	22%
Sewer Improvements	10,709,216	2,645,989	8,063,227	25%
TOTAL	\$ 67,739,512	\$ 32,851,866	\$ 34,887,646	48%

In August 2024, the City received the 39th consecutive award for excellence in financial reporting from the Government Finance Officers Association for our FY2022-23 Annual Comprehensive Financial Report. This award is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by the City.

Operationally, the Department processed 253 contracts and amendments and issued 5,128 purchase orders in FY2023–2024. In risk management, the City received 146 claims during the fiscal year that concluded on June 30, 2024 and paid out \$1.7 million in total losses.



Additional operational data can be found in the Finance Department’s Quarterly Comprehensive Financial Report: <https://gqcity.org/sites/default/files/march2024-final1.pdf>

Community Outreach

Office of Community Relations/GGTV3

During the third quarter of 2024, the Office of Community Relations (OCR) and GGTV3 focused publicity efforts on summer programs and community events that included National Night Out and the Outdoor Movie Series; major ongoing campaigns, such as a \$4 million check presentation for the Central Cities Navigation Center; and neighborhood improvement events and programs, including a homeownership fair and updated First-Time Home Buyer Program. The period was highlighted by the announcement of the Garden Grove Police Canine training facility, and the re-launch of the Foods of Garden Grove program and the Foods of Garden Grove Live event.

K-9 Training Facility

In August, the division coordinated the announcement and ribbon-cutting of the Garden Grove Police Canine Training Facility, a first-of-its-kind in Orange County. A two-year pilot program, the facility, located at Pioneer Park, is a collaboration with the Garden Grove Unified School District and the John Reynolds Youth Support Canine Foundation. The program provides field training for apprehension dogs as well support canines for law enforcement agencies in Orange County. The well-attended inauguration event included speeches by several elected officials along with a canine training demonstration.



Foods of Garden Grove/Foods of Garden Grove Live

In July, the City re-launched its Foods of Garden Grove initiative, tasking the division to bring further attention to more than 100 of the city's most acclaimed and customer-favored international food and drink establishments. The division promoted the Foods of Garden Grove webpage as well as its Instagram, TikTok, and YouTube social media platforms.

The following month, attention turned to the promotion of the inaugural Foods of Garden Grove Live tasting event. With only two weeks to promote the event, both OCR and GGTV3 undertook an extensive promotional campaign with a limited budget, focusing on digital, video, and social mediums. Colorful ads focused on the variety of international dishes to be featured at the event.



Social Media

During the third quarter, users were most interested in community events and programs, and other local happenings. Over \$1,500 was placed into boosted posts. The top five posts and their reach were:

- 1) Garden Grove Parks and Recreation Guide – 23,526 (Paid)
- 2) Garden Grove Strawberry Festival Parade News Story – 22,777 (Paid)
- 3) UnReel with Lisa Kim- 18,343 (Paid)
- 4) Garden Grove Teen Action Collaborative – 12,086 (Paid)
- 5) Garden Grove Parks and Recreation Guide – 10,630 (Paid)

Instagram saw large gains with 415 new followers, almost 200 more than the previous quarter, as well as YouTube. NextDoor continued to be the social medium with the largest quarterly growth with over 1,000 new followers.



GGTV3 Completed Productions

- 5 Live Events
- 5 City Council Meetings Livestreamed, Cablecast & Archived

19 Videos and/or Reels Produced

- 4th of July Safety Tips PSA
- No Illegal Fireworks in Garden Grove PSA
- Arbor Day Reel
- Sabroso! Ribbon Cutting Reel
- Garden Grove Gems Reel
- Matt West Welcome Reception News Story
- Harbinger Ribbon Cutting News Story
- 2024 National Night Out Promo Reel
- Day of Promo for National Night Out 2024
- Rep. Michelle Steel Funding Reel
- CERT 2024 Fall Academy Promo
- Movie Promo Reel for August 9th Movie
- 2024 Strawberry Festival Parade Edited Version
- Garden Grove Civic Center Revitalization Project Groundbreaking News Story
- Garden Grove Strawberry Festival Parade Behind the Scenes 2024 News Story
- New Playground Dedication Ceremony at Magnolia Park News Story
- Garden Grove Teen Action Collaborative Reel
- 2024 Foods of Garden Grove LIVE Promo
- UnReel with City Manager Lisa Kim (Food of Garden Grove LIVE Episode)



Community Events and Programs

Garden Grove Homebuyer Day 2024

In partnership with NeighborWorks Orange County, the Economic Development and Housing Department successfully hosted “Homebuyer Day 2024” on July 13th, 2024. The event was designed to help prospective homebuyers gain a better understanding of the home buying process and connect with mortgage lenders, community housing organizations, real estate agents, and Orange County Cities offering housing programs.

An estimated 150 participants attended the event. The Resource Fair featured booths from 17 partnering agencies and three cities (Cities of Garden Grove, Santa Ana, and Anaheim), each exhibiting programs and services that offer assistance in the home buying process.



Advancing Homeownership Fair

The City of Garden Grove's Economic Development and Housing Department participated in the Advancing Homeownership Fair at Santa Ana College on July 20, 2024, which attracted over 200 attendees. The event aimed to educate Orange County residents about the advantages and key considerations of homeownership, as well as introduce various programs that provide local down payment and closing cost assistance.

The City of Garden Grove set up a booth to promote its First-Time Homebuyer Program and also participated in a panel presentation, where they addressed questions related to first-time home buying and highlighted the specific support the city provides to new homeowners.



Summer Programming

Outdoor Movie Series

The Outdoor Movie Series was hosted on Friday nights at Eastgate Park (12001 Saint Mark St.) and on Historic Main Street during June and August. Attendees brought blankets and lawn chairs, with snacks like kettle corn and ice cream from local vendor, C&M Ohana. The movie schedule and attendance were as follows:

- Barbie (2023) on June 14, 2024, at Eastgate Park with 115 in attendance.
- Grease (1978) on August 9, 2024, on Historic Main Street with 280 in attendance.

Day Camp

The Summer Day Camp program is open to participants 5-12 years old, including a teen Counselor-in-Training (CIT) program for ages 13-17. The program was again held at Edgar Park from June 10th to August 9th. Campers attended the 9-week camp in a “group” format and went on weekly excursions to destinations such as Disneyland, an LA Sparks game, Knott’s Soak City, and more. Day camp generated \$78,595.00 and served over 450 campers during the 2024 summer season.

Aquatics

One of the most popular recreational activities offered by the Community Services Department is the staff-led swim lessons through the American Red Cross *Learn to Swim Program*. These lessons were taught at all three city pools, Gary Hall Pool at Eastgate Park, Woodbury Park Pool, and Magnolia Park Pool for the first time since before the Covid-19 pandemic. The aquatics program served approximately 2,600 participants over the spring, summer, and fall seasons, generating over \$163,000 in revenue. Each pool also offered recreational swimming to the public, which had over 4,500 participants, generating another \$8,300 in revenue.

Youth Basketball

The Recreation Division wrapped up its summer youth basketball season for children ages 4-14. Starting in June and running through late July, these youth enjoyed an opportunity to learn the fundamentals of basketball and teamwork in a competitive yet friendly league environment. This past summer, the program attracted 200 participants for the season with over 40 dedicated volunteer coaches. This program's long-lasting success is due to the volunteers who help coach each year.

Summer Concerts

In the third quarter, the Free Summer Concert Series brought five fantastic bands to the community. 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, 2500-3000 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.



H. Louis Lake Senior Center

Summer Excursions

The summer excursions included a Duffy Boat Trip on July 16, 2024. Due to popularity, a second trip was scheduled on August 20, 2024. A total of 45 seniors participated in both trips

Movie Day

On July 24, 2024, Back to the Future was featured at an indoor movie day along with themed concessions. About 39 people were in attendance.

Intergenerational Events

On July 3, 2024, The Center hosted a Fourth of July celebration in partnership with Meals on Wheels Orange County. The event featured a Bingo game, with 75 participants enjoying lunch provided by Meals on Wheels and root beer floats from the Senior Center. Additionally, a game day attracted 37 participants, including teens from Family Resource Centers who engaged in board games with seniors.



Evening Luau

On August 29, 2024, the Senior Center held an Evening Luau, featuring Hawaiian cuisine and desserts, music, and a Polynesian cultural performance. Attendees enjoyed a photo booth provided by True Neighborhood Teens, as well as an opportunity drawing and a 50/50 raffle. Parent volunteers from the Family Resource Centers assisted with meal service. About 78 people were in attendance.

4th Annual Older Adult Resource Fair

On September 25, 2024, the Senior Center hosted a 70s theme “Boogie on Down to Resource Town.” The event featured over 20 community agencies, dental screenings, and a vaccine clinic. Additionally, festivities included a yoga demonstration, DJ, opportunity drawing, a photo booth, dancing, and lunch provided by Bracken’s Kitchen. Over 150 older adults were in attendance.



Magnolia Park Family Resource Center

Bingo/Movie Night

The MPFRC hosted a movie and bingo night featuring a screening of Elemental, bingo games for the whole family to play, and raffles. Bracken’s Kitchen provided 305 hot meals and had 325 attendees at the event.

Clementine Food Distribution

In partnership with Bracken’s Kitchen and Community Action Partnership, free hot meals were provided during the month of August. Food distribution efforts served 75 registered families and Bracken’s Kitchen provided 310 hot meals.

Growing Up Garden Grove Pop Up Event

On July 11, 2024, and August 8, 2024, MPFRC in collaboration with Boys and Girls Club provided three “Summer Pop Up Events” for families with children aged 0-5. The events were designed to help families with young children learn more about early learning-focused community resources while participating in activities that supported child development. The Garden Grove School District, Olive Crest, Family Support Network, GGPD, the Garden Grove Library, and the Priority Center were among the agencies that took part in the resource fair. Approximately 35-40 families participated in each event.



Garden Grove Back to School Drive

Since 2009, the Buena Clinton and Magnolia Park Family Centers have organized an annual Back to School Drive to provide backpacks and necessary school supplies to help kids thrive in school. This program assists families who are struggling financially. Social media and the City's website both advertise donations. Thomas House, Davita Dialysis, and other local donors contributed more than 200 backpacks and supplies this year. About 226 children, including 154 families, were in attendance.

Summer Programming

The Magnolia Park Family Resource Center (MPFRC) summer program ran from July 8 to July 26, 2024, catering to children in 1st through 5th grade, with 30 attendees. About 12 youths from the MPFRC youth group assisted with the program by decorating according to weekly themes, helping with crafts, and facilitating outdoor games. The program culminated with a visit to the Magnolia Park Pool. In recognition of their contributions, the SOL teen youth group, which provided support throughout the program, enjoyed a field trip to Knott’s Berry Farm.



Buena Clinton Youth and Family Center

Back To School Drive

During the month of August, K-12 students who reside in the Buena Clinton area had the opportunity to receive free backpacks and school supplies. About 155 children, including 82 families, were in attendance.

September Family Night: Magic Show

The event included dinner provided by Bracken's Kitchen, a photo booth, and games provided by True Neighborhood Teens. About 204 people, including 144 families, were in attendance



Outdoor Movie Night

On August 1, 2024, an outdoor community movie night was hosted featuring the movie Kung Fu Panda. The event featured a rock climbing wall, a game booth, a photo booth, community resources, and a dinner prepared by Bracken's Kitchen. About 204 people, including 82 families, were in attendance.

Family Lego Night

This event was held on June 27, 2024, in partnership with Bricks for Kids. Families had an opportunity to enjoy building Legos, engage with a small resource fair, and have dinner provided by Bracken's Kitchen. About 192 people, including 98 families, were in attendance.



Summer Programming

Summer Programming took place from June 10, 2024, through July 24, 2024, and included a summer day camp Monday through Thursday for 1st - 6th grades, arts and crafts, STEM, music, movie days, sports, special guests, and a field trip. The center also hosted a Teen Camp for teens entering 7th to 8th grade in the fall of 2024. Activities include leadership, STEM, arts and crafts, games, and a field trip. VolunTEEN is a program geared to high school students entering 9th to 12th grade in the fall of 2024. Students will learn valuable job skills by assisting staff with summer day camp activities. Participants will build a career portfolio, participate in a field trip, and earn service hours. The Kids Cafe summer food program, in partnership with the Second Harvest Food Bank, provided children ages 0-18 with free summer lunch and snacks. Parent volunteers served 1,007 lunch meals and 1,102 snack meals, with a total of 2,109 meals. Additionally, the True Neighborhood Teens leadership program resumed in mid-August. The program focuses on career exploration in entrepreneurship, team building and socialization skills, and community service. Some program activities include volunteering in the Center's After School program, outreach, and leading photo booths for division special events. Over 50 young people are participating in the program.