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— IS YOUR —  
*Market*

CITY OF GARDEN GROVE  
**PERFORMANCE REPORT**

Fiscal Year July 1, 2016 - June 30, 2017





# CITY OF GARDEN GROVE



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Phat Bui  
*Mayor Pro Tem - District 4*  
Kris Beard  
*Council Member - District 1*  
John R. O'Neill  
*Council Member - District 2*  
Thu-Ha Nguyen  
*Council Member - District 3*  
Stephanie Klopfenstein  
*Council Member - District 5*  
Kim Bernice Nguyen  
*Council Member - District 6*

January 11, 2018

Honorable Mayor and City Council Members:

I am pleased to present the City of Garden Grove's Fiscal Year (FY) 2016-2017 Performance Report. This report highlights the most noteworthy 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 continued its focus on implementing the Community Vision and steadily progressed forward in developing new programs, providing quality services and completing projects outlined in the City's FY 2016-17 Action Plan to achieve City Council priorities. Primary areas of emphasis centered on economic development to grow City revenues, enhancing public safety staffing and infrastructure, community engagement, financial sustainability, effective and transparent government and implementation of a new City operated animal care services program.

In the Police Department, staffing was augmented with five new police officers and much needed infrastructure upgrades were completed. The Records Division and Police lobby were remodeled to realize more working space, implement ADA improvements, and add features to enhance the customer services experience. Specific improvements included private interview rooms for criminal investigations, information technology and audio visual upgrades, bullet resistant public service windows and walls, new floor finishes, and the addition of a kiosk so visitors can "take a number" instead of stand in line to conduct business. In the Communications Center, outdated equipment was replaced with smaller, more powerful versions.

Accomplishments in the Fire Department included a ground breaking ceremony at West Haven Park to officially commemorate the new location of Fire Station No. 6. This new facility will replace the station currently located at 12111 Chapman Avenue and will be the first new fire station in more than 45 years. Once completed, the new fire station will meet the needs of the community, including the Grove District - Anaheim Resort, for the next 50 years. Another notable achievement was the creation of a strong public/private partnership with Care Ambulance through a new ambulance contract. Under the new agreement, four ambulances under the control of fire dispatch will increase operational efficiency by 25% and reduce overall response times. A new "Paramedic Drive Back Provision" will also allow paramedics to return to their fire station at the conclusion of a

medical call when only one paramedic is required, further enhancing service efficiency to the community.

Several major development projects will continue strengthening Garden Grove's economic base and growth potential. In June 2017, the City Council approved a ground lease for the development of SteelCraft Garden Grove. This exciting project consisting of boutique eateries, a brewery, wine vendor, micro retail space, incubator space, and communal dining areas will bring fresh new faces to the Civic Center and bridge the gap between Main Street and the upcoming Cottage Industries project. Important progress was also made toward implementation of the Site C hotel development resulting in Planning Commission approval of the site plan and tract map in November 2017 and City Council approval of a related development agreement in December 2017. Upon completion the project will add 769 new hotel rooms, 39,000 square feet of conference space and 45,000 square feet of commercial space and will generate approximately \$3.8 to \$4.9 million in additional tax revenue to the City.

The City's infrastructure and facilities also saw substantial enhancements. Street rehabilitation improvements were completed on Knott and Valley View streets; medians on Magnolia Street were retrofitted with new subsurface drip irrigation and drought tolerant landscape; old light poles at Hare School Park, Eastgate Park and Faylane Park were replaced with sturdy new energy efficient poles; and new playground equipment, rubberized playground surfacing and a pedestrian walking trail were installed at Eastgate Park.

Finally, as part of the Re:Imagine Campaign, the City presented Open Streets 2017. This third annual event drew nearly 15,000 people to Garden Grove filling nearly three miles of car-free streets. Residents and visitors were able to experience Garden Grove in fun and unique ways: cycling along future bicycle paths, ziplining on Garden Grove Boulevard, posing for cool photo ops atop oversized Adirondack chairs and tasting homemade ice cream powered by a pedal-powered smoothie bike. The event was also an opportunity for Cottage Industries to offer a sneak peek at the unique goods and services they plan to bring to the downtown area.

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 commitment of our employees continue to enrich the quality of life for the residents of Garden Grove.

Sincerely,



Scott C. Stiles  
City Manager

# INTRODUCTION

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

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

## **DIRECT SERVICE DEPARTMENTS**

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

- **Police**
- **Fire**
- **Public Works**
- **Community and Economic Development**
- **Community Services**

## **INDIRECT SERVICE DEPARTMENTS**

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

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

The following pages present information on the mission of each department, its major accomplishments for Fiscal Year (FY) 2016 – 2017, and various photographs, charts, and graphs highlighting items of particular interest.

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PART I

# **DIRECT SERVICES**

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# POLICE DEPARTMENT



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

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

The Police Department consists of three Bureaus: Community Policing Bureau, Support Services Bureau, and Administrative Services Bureau. The significant achievements of FY 2016-17 for the Police Department included the following:

## **RECORDS DIVISION REMODEL**

■ The Police Department recently transitioned to a state-of-the-art software system that eliminated the need for paper files. This provided the opportunity to capture the much needed space where the large and cumbersome file shelves previously existed. The plans provide more working space for the Records Specialists and include added features to enhance the customer service experience, such as private interview rooms for criminal investigations that are initiated in the front desk lobby.





The remodel project includes the redesign of the front lobby. Enhancements will include aesthetic improvements as well as other improvements that will have a positive impact on customer service and employee safety. The front desk windows will have safety glass and the walls will have ballistic panels to protect our Records Division personnel in case of a violent attack from the lobby. There will also be a kiosk installed so visitors can "take a number" instead of stand in line to conduct business. The kiosk will also include some "self help" features.

Construction on the project began in July and is expected to last approximately two months. The Records Division was temporarily relocated to the Juvenile Justice Center Building that is just east of the main police building during renovation.

### **COMMUNICATIONS CENTER REMODEL**

■ The Communications Center has not been remodeled in over 20 years. New computers and communications software technology have created a need to redesign and update this important public safety hub. Public Works will be doing the construction-related work and a private contractor will handle the old wire removal and the installation of new wire and fiber optics.

The project will begin after July and is expected to take one month to complete. During the time that the center is being remodeled, Dispatch operations will take place in the department's Mobile Command Post. Although the working space will be small during construction, the wait will pay off. All new consoles and furniture will be installed and extra space will be captured as old equipment is replaced with smaller and more powerful versions.



## COMPUTER TABLETS FOR FIELD OFFICERS



- The Police Department issued computer tablets to all police officers and report writers to help with efficiency. These tablets have proven to be time savers and will keep the cop on the street instead of out-of-service at the station. The tablets have been a great complement to the new software system. Officers can use them to take field reports, log evidence, and take crime scene photos. The information is seamlessly transmitted to the Spillman system via a secure WiFi connection that exists in every patrol car.

## POLICE DEPARTMENT RECRUITMENT

- The Professional Standards Division of the Police Department continued its efforts to increase the recruitment of the Police Department's work force to become more reflective of its service area. The team has been extremely successful in attracting lateral police officer candidates from police agencies up and down the state. This is a great opportunity for the Police Department since lateral officers have basic police training as well as field experience. They are able to function as police officers much sooner than entry level new hires.

During Fiscal Year 2016-17 the Professional Standards Division hired 15 lateral officers and seven new officers who recently graduated from local police academies. Three additional academy recruits were hired this year and started the Long Beach Police Academy in May 2017. They are set to graduate November 30, 2017. One lateral reserve police officer was hired and has started the field training program.



Our civilian hires for this past fiscal year included two police records specialists and a records shift supervisor. Two new community service officers were hired and assigned to our Community Liaison Division. A senior communications call taker was hired for our Communications Division. Additionally, three part-time police cadets were hired for the department.

## POLICE DEPARTMENT FAST FACTS

During FY 2016-17 the Police Department responded to 68,359 calls for service with an average response time of 4 minutes, 52 seconds for priority calls. Specific statistics regarding calls for service and response times are contained in the following tables:

<b>Calls for Service – FY 2016-17</b>	
<b>Priority 1</b> Immediate Dispatch <i>Lights and Sirens Authorized</i>	2,092
<b>Priority 2</b> Immediate Dispatch <i>Lights and Sirens NOT Authorized</i>	8,132
<b>Priority 3</b> Felony Just Occurred Crime Against Person Just Occurred Threat of Violence <i>Lights and Sirens NOT Authorized</i>	28,104
<b>Priority 4</b> Cold Felony Reports No Threat of Violence But Could Escalate <i>Lights and Sirens NOT Authorized</i>	8,681
<b>Priority 5</b> Property Crime Just Occurred No Threat of Violence <i>Lights and Sirens NOT Authorized</i>	13,916
<b>Priority 6</b> All Other Low Priority Calls <i>Lights and Sirens NOT Authorized</i>	7,055
<b>Priority 7</b> Phone Reports Abandoned Vehicles Sex and Drug Registrants	379
<b>Total Calls for Service</b>	<b>68,359</b>

<b>Calls for Service/Response Times</b>	<b>FY 16-17</b>	<b>FY 15-16</b>	<b>Change</b>
<b>Priority Calls for Service (Priorities 1 and 2)</b>	10,224	10,525	-2.9%
<b>Non-Priority Calls for Service (Priority 3 and greater)</b>	58,135	52,016	11.8%
<b>Total Calls for Service</b>	68,359	62,541	9.3%
<b>Average Response Time - Priority</b>	4 m 52 s	4 m 38 s	0 m 14 s
<b>Incoming Phone Calls</b>	164,741	171,453	-6,712

# FIRE DEPARTMENT



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

The Fire Department provides the community with efficient, cost effective fire and life safety protection, and emergency medical services. This is accomplished through department-wide proactive fire programs within two divisions: Operations Division and Administrative Division.

The significant achievements of FY 2016-17 for the Fire Department included the following:

## **CUSTOMER SERVICE**

The Fire Department continued to implement changes using industry best practices in the management of the organization to maximize customer service. A collaborative process is used in decision-making, both operationally and administratively, which includes management, labor and department members. Despite the ever increasing emergency call volume and fire prevention activity, the department continues to seek every opportunity to maximize the effectiveness of its limited resources and funding.

**New Ambulance Contract:** The City and Care Ambulance created a strong private/public relationship with a new contract that allows the City to provide faster ambulance service without any additional cost to the tax payer. Key components of the new agreement include:

- Four dedicated ambulances under the control of fire dispatch, increasing operational efficiency by 25% and reducing overall ambulance response times.



- All four ambulances fully equipped with Advanced Life Support equipment, including cardiac monitors and drugs. This improves efficiency in emergencies and response resiliency by increasing the daily available cache of paramedic supplies.
- “Paramedics Drive Back Provision”: Care Ambulance now returns paramedic/s to their fire station at the conclusion of a medical call when only one paramedic is required. Engine companies that have two assigned paramedics can now return quickly to their primary district as a one paramedic “Paramedic Assessment Unit (PAU)” because they no longer have to follow up to the hospital. This is a resource magnifier providing more uninterrupted paramedic services to the community 24 hours a day without any additional cost.

The Fire Prevention Bureau develops programs focused on great customer service, collaboration and compliance with both the business communities and school district.

- All fire permit and services fees were revised and updated. These modest increases are the first step in recovering the basic cost of services provided.
- Fire prevention inspectors have gone paperless using iPads to complete inspections and provide real-time documentation and information to businesses at the time of inspection.

## **PUBLIC RELATIONS**

The department increased its social media presence in the community and actively communicated public education, emergency, and City information through its social media platforms. The department’s Facebook page has over 4,500 Likes (followers) and is linked to many city community groups. A recent poll conducted by the fire department on Nextdoor showed that 68% of people go to Facebook for information.



Current media platforms used by the department:

- Facebook – Community page used to educate, inform, and engage
- Instagram – Utilized to give people an inside look at the fire department
- Nextdoor – Web program used to reach specific neighborhoods with information
- Twitter – Used to update followers, particularly the media, of a working incident. This was a great resource to connect citizens with city resources during the winter flooding events.

The department works collaboratively with other City public information officials to maximize the flow of accurate and timely information to the community. The formation of the City’s Social Media Committee assists in this task.





The department is active in public outreach and in developing relationships with the community. This year's participation included 15 demonstrations, 10 fire station tours and 35 special events. We also participated in:

- Spark of Love
- Stuff a Bus
- National Night Out
- Fire Service Day
- Strawberry Festival and Tet Parades



The department worked directly with the Community Relations Division in promoting Garden Grove as a great place to work and have a business. We regularly attend community workshops and meetings to gain insight on community needs and to build relationships with businesses in the region.

### **FIRE DEPARTMENT INFRASTRUCTURE**

The Fire Department has taken significant steps in replacing all non-compliant safety clothing (Turn-Outs) and firefighting equipment. The purchase of new turn-outs, along with being awarded an Assistance for Firefighters Grant (AFG) to replace aging fire nozzles, will increase firefighter safety and reduce potential liability to the City.

In addition to construction of the new Fire Station 6 at Westhaven Park, which broke ground in May 2017, security upgrades are in progress at all the fire stations following a series of break-ins. These improvements include an ID card entry system to control access into fire facilities. This new system is also being evaluated for implementation by City Hall.

### **DISASTER PREPAREDNESS**

Initial Fire Department Operation Center (DOC) & Alternate City Emergency Operation Center (EOC) training of department staff has been conducted in the last fiscal year. This training was put into operation managing the city-wide flooding during the recent winter storms and was also used to manage several large City special events.



The Fire Department Operation Center (DOC), located in the fire administration offices, has technology upgrades that now allow real-time communication with other City departments, safety agencies and the county operational area during a major emergency.

## **RECRUITMENT**

The Fire Department actively worked with the Human Resources Department to assure that vacancies and internal promotions were filled in an expedient manner, while assuring that the best qualified person was selected. This approach continues to help control internal labor cost and assures that the work force is resilient and can provide the best service to the community.

Specific leadership training, as well as specific job training, was provided throughout the year with a focus on organizational succession planning. The department's work force has become younger over the past several years and it is essential that we continue to bridge the experience gap with additional education. The following are the new hires and promotions that occurred during FY 2016-17:

- 4 Firefighters or Firefighter Paramedics
- 2 Promotions to Division Chief
- 2 Promotions to Fire Battalion Chief
- 2 Promotions to Fire Captain
- 2 Promotions to Fire Engineer
- 1 Fire Prevention Staff



## **CITIZEN EMERGENCY RESPONSE TEAM (CERT)/EMERGENCY PREPAREDNESS**



The CERT program is a volunteer organization within the Garden Grove Fire department. The mission and purpose of Garden Grove CERT are twofold: 1. To provide Basic Emergency Preparedness Training to people who live and/or work in the City of Garden Grove; and 2. To develop a cadre of trained and willing volunteers to aid Garden Grove's Professional Emergency Responders in the event of a declared emergency. CERT members are instructed on how to prepare for, respond to, and recover from a disaster.

The Fire Department continued to actively support its CERT team, and has been developing additional opportunities for CERT members to be involved in regional training. Several new volunteer missions are being developed, including citizen patrols which could be activated in the event of a major earthquake or disaster to provide vital information to the department's emergency responders.

## ALTERNATIVE FUNDING

The department continued to search for alternative methods to augment funding for programs and equipment. During FY 2016-17 both private and public grants such as FEMA's Firefighter Assistant Grant were pursued. The department sought out the following grant opportunities:

<b>Grant Name</b>	<b>Description</b>	<b>Amount</b>
State Homeland Security Emergency Services	Emergency Services Salary Reimbursement	\$27,5269

## **FIRE DEPARTMENT FAST FACTS**

During 2016 the Fire Department responded to 14,914 calls for service.

	<b>2015</b>	<b>2016</b>
<b><i>Incidents in Jurisdiction</i></b>	<b>12,496</b>	<b>13,099</b>
Fire	336	356
Medical	10,829	11,321
Hazardous Materials	80	69
Other Emergencies	517	552
Service	734	801
<b><i>Incidents outside Jurisdiction</i></b>	<b>2,131</b>	<b>1,815</b>
Fire	222	255
Medical	1,776	1,457
Hazardous Materials	28	20
Other Emergencies	73	53
Service	24	17
Regional Emergencies	8	13
<b>Total Calls for Service</b>	<b>14,627</b>	<b>14,914</b>

## COMPARISON

		<b>2015</b>	<b>2016</b>
<b>Incidents in Jurisdiction</b>	<b>+4.83%</b>	<b>12,496</b>	<b>13,099</b>
<b>*Incidents outside Jurisdiction</b>	<b>-14.83%</b>	<b>2,131</b>	<b>1,815</b>
<b>Total Calls for Service</b>	<b>+1.96%</b>	<b>14,627</b>	<b>14,914</b>

Inequity between the aid provided to OCFA and received by Garden Grove has been corrected with the use of dispatch business rules established by GGFD. The City of Garden Grove no longer provides significantly more aid than received.



## PUBLIC WORKS



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

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

The significant achievements of FY 2016-17 for the Public Works Department included the following:

### **ANIMAL CARE PROGRAM**

On January 1, 2017, the City's new Animal Care Services (ACS) program assumed animal care and control operations from Orange County Animal Care (OCAC). The purpose of the transition was to better manage escalating costs while also providing more responsive services to the community. The new model called for ACS, a new division with the Public Works Department, to provide field services in Garden Grove and for shelter services to be provided by the Orange County Humane Society (OCHS). The OCHS also provides similar services to the City of Costa Mesa. Since the City took over these services, staff has been working diligently to establish and refine protocols, become more knowledgeable about the program, implement effective training, and strengthen relationships with contractors. As a result of these efforts, the program is continuing to evolve and improve. Many successes are also being achieved, including fewer animals being sent to the shelter, more animals being returned directly to owners, reduced euthanasia and greater cost management. Staff is





committed to providing quality animal care services and will seek to implement ongoing program enhancements.

### **LAMPSON STORM DRAIN IMPROVEMENTS & RANCHERO WAY ALLEY DRAINAGE**

- Public Works completed storm drain improvements that were located on Lampson Avenue and Ranchero Way. The work included the removal and replacement of existing catch basins, sidewalks, curb and gutter, access ramps and cross gutters; rehabilitation of existing alleys; adjustment of utility covers to finish surfaces; installation of traffic loop detectors, and other pertinent work.

### **KNOTT STREET REHABILITATION (GARDEN GROVE BOULEVARD TO LAMPSON AVENUE)**

- Construction for the Knott Street Rehabilitation project was partially funded through a federal grant and included roadway rehabilitation by full depth reclamation and cement treatment, asphalt paving, cold milling, replacement of PCC sidewalk, curb and gutter, drive approach, bus pad, local depression and handicap ramps, installation of catch basin inlet filters, adjustment of utility covers to finish grade, installation of video detection system and traffic signal detector loops, installation of traffic striping, raised pavement markers and signage, reestablishment of centerline ties and monuments, and installation of irrigation and landscaping.



### **VALLEY VIEW STREET REHABILITATION (SR 22 WESTBOUND OFF-RAMP TO TIFFANY AVENUE)**



- Construction on Valley View Street included roadway rehabilitation by full depth reclamation and cement treatment, asphalt paving, cold milling, replacement of PCC sidewalk, curb and gutter, drive approach, bus pad, local depression and handicap ramps, installation of catch basin inlet filters, adjustment of utility covers to finish grade, installation of video detection system and traffic signal

detector loops, installation of traffic striping, raised pavement markers and signage, reestablishment of centerline ties and monuments, and installation of irrigation and landscaping.

## **MAGNOLIA STREET IRRIGATION RETROFIT (WESTMINSTER TO TRASK & LAMPSON TO CHAPMAN)**

- The project was partially funded with a local grant, and consisted of removal of grass, shrubs and trees from existing medians, planting of native and drought-tolerant shrubs with exposed soil covered by mulch, and included the installation of a new subsurface drip irrigation system as well as installation of new Calsense irrigation controllers for irrigation efficiency. The project also installed Bio Clean Round Curb Inlet Filters within existing catch basins to remove 100% of trash and debris that flow into the catch basins.

## **PRIVATE DEVELOPMENT OF RESIDENTIAL & COMMERCIAL PROJECTS**

- The Engineering Division's Land Development staff facilitated the private development of both residential and commercial projects, which included:
  - Brookhurst Triangle: Condominium project on 14 acres of land. (In-Progress)
  - Jamboree Housing: 47 units of low-income housing and Head Start school at 12741 Main Street. (Completed-August 2017)
  - Central Avenue: Seven new single-family homes. (Completed-June 2017)
  - Lorna St. Apartments: Seven two-story apartments. (Completed-June 2016)
  - Lorna St. Cottages: Three two-story condominiums. (Completed-June 2016)
  - 11th Street: Four new single-family homes. (In-Progress)
  - Garden Grove LLC: Six new single-family homes. (Completed-October 2017)
  - Nelson Street: Four new single-family homes. (In-Progress)

## **RECYCLED ASPHALT PAVEMENT (RAP) SLURRY SEALING PROJECT**

- As part of the Pavement Management Program, an On-Call Recycled Asphalt Pavement (RAP) slurry sealing project encompassing 1.2 million square feet. was completed on various residential and collector streets within the City totaling 12.6 lane miles. This has proven to be a cost-effective preservation treatment that extends the life of existing asphalt while sealing it from the harmful effects of water penetration, excessive heat and infra-red rays of the sun, which all contribute to the degradation of the asphalt pavement. Slurry preparations include the following:

- Removing and replacing 118,266 sq. ft. full-depth sections of street and repaving with 2,840 tons of asphalt.
- 15.6 lane miles of crack sealing utilizing 27,000 pounds of crack sealant material.
- Numerous asphalt patching and grinding on various streets where irregularities impacting "drivability" previously existed.



## **STREET MAINTENANCE**

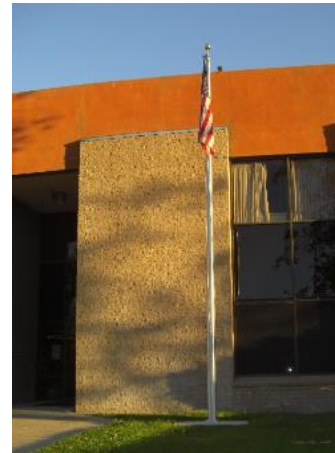
- The Streets Maintenance Division accomplished the following during this fiscal year:



- 1,305 work orders completed.
- 1,034 potholes repaired.
- 3,511 ln. ft. concrete curb and gutter removed and replaced.
- 28,636 sq. ft. concrete sidewalk removed and replaced.
- 2,195 sq. ft. concrete driveway aprons removed and replaced.

## **FACILITIES IMPROVEMENTS**

- Two air chillers were replaced at the Police Department.
- Energy efficient LED lighting fixtures were installed at City Hall.
- A new HVAC system was installed at the preschool building at Edgar School Park.
- A gas main replacement at Edgar School Park was completed to address a gas leak.
- New flagpoles were installed at Fire Stations #1 and #4.
- The interior of Fire Station #2 was painted.



## **PARK IMPROVEMENTS**

- The light poles at City park sites are over 50 years old and have non-concrete bases, which make these poles more susceptible to corrosive damage from water deterioration and threaten the structural integrity. To address these concerns, light poles have been replaced at Hare School Park, Eastgate Park and Faylane Park. These new light poles are energy efficient and have concrete bases. To further enhance safety, an assessment report was completed to evaluate and provide recommendations on repairs or replacements needed for all light poles at City park sites.



- New fitness equipment was installed at Garden Grove Park in the spring. Parks staff helped with the preliminary work involved prior to the contractor installing the equipment.
- In late June, Parks staff completed the installation of playground equipment and rubberized playground surface at Eastgate Park. Staff worked with Community Services on developing a pedestrian path walkway along the park and re-routed the irrigation system to accommodate the new walkway.



- A re-seeding project was completed at Village Green Park in June following the special events that took place during the fiscal year. This project helps restore and sustain the turf.
- In May, the Civic Center Drive monument was replaced with pressurized Styrofoam material which is safer than concrete in the event of an accident.



**CITY VEHICLES**

- Fuel dispensers were replaced at the Police Department and Fire Station. Staff also purchased replacements for a Brush Truck and an Aerial Truck.



## **WATER SYSTEM UPGRADES**

- As part of the Water Master Plan, the following design and/or construction projects were completed:

### **Construction**

- Citywide Water Services Replacement Project – Phase I: This project included the construction of a \$1.1 million of water services replacement involving the replacement of 377 aged and outdated water service lines and meters within the area bounded by Orangewood Avenue, Magnolia Street, Katella Avenue, and Brookhurst Street.
- Metropolitan Water District Interconnect and PRV Facilities Rehabilitation Project: This project included the construction of a \$0.6 million water facility rehabilitation involving the improvement of five underground vaults and associated equipment.



### **Design**

- Magnolia Water Storage Reservoir Rehabilitation Project: This project included the design of a \$2 million water facility rehabilitation involving the rehabilitation and improvement of a 5-million gallon underground storage reservoir and associated equipment.

## **DROUGHT UPDATE**

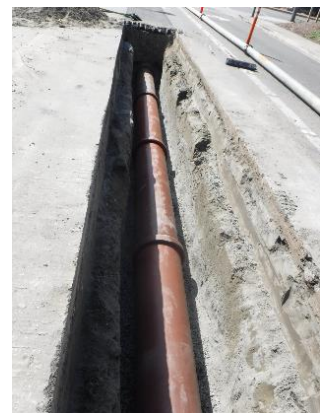
- In September 2016, the City transitioned from a Stage 2 – Mandatory Water Conservation level to a Stage 1 - Voluntary Conservation level. The Governor declared an end to the state's drought emergency in April 2017, but kept prohibitions on water wasting practices, such as water runoff and watering during or after rainfall in place. The City mailed approximately 75 notification letters to customers who wasted water by overwatering, washing down driveways, or not fixing broken sprinklers.

## **SEWER SYSTEM IMPROVEMENTS**

- As part of the State regulated Sewer System Management Plan, the following design and/or construction of sewer improvements were completed:

### **Construction**

- Nutwood Street and Imperial Avenue Sewer Improvement Project: This project involved replacement of approximately 3,500 linear feet of pipeline and 17 manholes. The project relieved sewer capacity deficiencies along Nutwood Street, from Malma Circle to Garden Grove Boulevard and Imperial Avenue, and from Magnolia Street to Vaughn Lane.





## Design

- Westminster Avenue Sewer Improvement Project: Approximately 620 linear feet of pipeline and four manholes were replaced as part of this project, relieving sewer capacity deficiencies along Westminster Avenue from Anita Place to Euclid Street.
- Priority Sewer Improvement Projects Nos. 51, 63, 76 & 91: This project involved replacement of approximately 3,196 linear feet of pipeline and 15 manholes. The project will relieve sewer capacity deficiencies along Stanford Avenue from Blackburn Street to Brookhurst Street, Newland Street from Route 22 to Gloria Avenue, Josephine Street from Acacia Avenue to Garden Grove Boulevard, and Trask Avenue from Jackson Street to Coast Street.

## PUBLIC OUTREACH

■ In 2014, the City formed a partnership with the Discovery Cube in an Eco Challenge School Program developed to help educate students on the importance of recycling. This program involves a lecture, take-home activities and a visit to an interactive exhibit at the Discovery Cube. Approximately 1,700 fifth and sixth grade students from the Garden Grove Unified School District participated during this fiscal year. Student participation in the program helps fulfill the educational component for the State's goal for diverting waste from the landfills.



■ In March 2017, staff gave educational presentations on the water distribution system to over 350 elementary school students at a two-day event for the Orange County Water District Children's Water Education Festival. The students had the opportunity to relay race against each other in building their own distribution system and transporting water from a "reservoir" to a "house." The objective of the presentation was to help students understand where their faucet water comes from and how the City provides that water.



## **GRANT APPLICATIONS & AWARDS**

- The City received \$194,000 in Highway Safety Improvement federal funding for the Garden Grove Boulevard and Ninth Street Protected Left-Turn Phasing Project. The Project includes the installation of protected left-turn phasing and secondary traffic signal heads to east/west approaches to provide safe stopping space for vehicles crossing the intersection.

- The City received \$217,000 from the Highway Safety Improvement Program for the Magnolia Street and Orangewood Avenue Project, which will include the installation of protected left-turn phasing to all four intersection approaches.

- The City received \$202,000 from the Highway Safety Improvement Program for the installation of 612 pedestrian countdown signal heads throughout the City.

- The City received \$784,326 from the Orange County Transportation Authority’s Comprehensive Transportation Funding Program (CTFP) for the acquisition of Right-of-Way for the Euclid/Westminster Intersection Improvement Program. The Project plans to add a southbound right-turn lane along Euclid Street and an eastbound right-turn lane along Westminster Avenue.

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



- The City received approximately \$50,000 in state funding for a Used Oil Recycling Program. This program has established State Certified Used Oil Collection Centers throughout the City, a Residential Used Oil Curbside Collection Program and a public education campaign. The goal is to keep used motor oil out of the waste stream, storm drains and groundwater by building public awareness of the proper and legal disposal of used oil.

### **PUBLIC WORKS FAST FACTS**

	<b>2015</b>	<b>2016</b>	<b>%</b>
Department Work Orders Completed	18,174	18,547	2%
Graffiti-Related Work Orders Completed	6,012	5,488	-9%
Sewer Main Lines Cleaned (Million Linear Ft)	1.48	1.50	1%
Parking Citations	28,239	19,278	-32%

## COMMUNITY AND ECONOMIC DEVELOPMENT



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

The Community and Economic Development Department offers a broad spectrum of services to the community. The Department administers the City's General Plan, as well as the City's zoning and building regulations, to ensure the orderly physical growth of the community. There are four divisions in the Department that include: the Planning Services Division comprised of advance and current Planning; Building & Safety Division consisting of plan check services, permit counter, building inspections, and building abatement; Office of Economic Development; and Neighborhood Improvement and Code Enforcement. The Department also oversees the Community Development Block Grant program.

The significant achievements of FY 2016-17 for the Community and Economic Development Department included the following:

### **OFFICE OF ECONOMIC DEVELOPMENT**

#### **13650 Harbor Boulevard**

In January 2016, the City approved the sale of the City-owned real property consisting of approximately 1.45 acres at 13650 Harbor Boulevard to BN Group for the development of a Home 2 Suites hotel. The developer is working on the entitlements for a new 124 room Home 2 Suites by Hilton. The hotel is expected to start construction 4<sup>th</sup> quarter 2018.



## **12361 Chapman Avenue**

On March 22, 2016, the City of Garden Grove, as Successor Agency to the Garden Grove Agency for Community Development, approved a Purchase and Sale Agreement between Investel Harbor Resorts, LLC and the City, for the sale of property located at 12361 Chapman Avenue for the fair market value of \$1.1 million. The property consists of a vacant 10,883 square foot restaurant/banquet hall situated on an approximately 0.48-acre site adjacent to the Hyatt Regency Orange County in Garden Grove. The Buyer plans to remodel and renovate the property by late 2018.

## **Kam Sang Company - Nickelodeon Resort**

In April 2017, City Council approved the first Amendment to the Exclusive Negotiation Agreement (ENA) between the City and New Age Garden Grove, LLC for the development of approximately 10 acres of real property. The ENA provides a period to negotiate with the City and determines the terms of the development agreement including the economics of the development, the site plan, and the specific uses of the development. The developer has proposed a Nickelodeon Resort comprised of a 600 room resort hotel with resort pool and Nickelodeon amenities.

## **Site C Project**



The Garden Grove Planning Commission approved a Site Plan and Tentative Tract Map at the November 2017 meeting to implement a resort hotel development project known as the Site C Project, which was previously approved by the City Council in 2012 through Planned Unit Development No. PUD-128-12. The Developer has approvals for a proposed program for the Site C Project with up to 769 rooms and

ancillary hotel uses such as pools, spas, and fitness centers within two resort hotels, one full-service and one limited-service, with up to 104,000 aggregate square feet of conference/meeting banquet space, hotel restaurant space, freestanding pad restaurant, and a multi-level parking garage with 1,297 parking spaces on approximately 4.3 acres of the PUD-128-12. Upon completion, it is anticipated the project will generate approximately \$3.8 to \$4.9 million in additional annual tax revenue to the City.



## **Garden Grove Tourism Improvement District (GGTID)**

In June 2017, the City approved the annual report for the Garden Grove Tourism Improvement District (GGTID). The GGTID was established in 2010 to fund collective tourism marketing efforts under the umbrella of the Anaheim/Orange County Visitor & Convention Bureau, now Visit Anaheim. GGTID's main task is marketing and promotion of tourism, specifically, conventions benefiting the hotels within the Grove District.

## **Brookhurst Place**

The Office of Economic Development worked with the Kam Sang Co. developer of the Brookhurst Place to coordinate the construction of Phase I of the 13.9-acre mixed-use project. The total build-out of the project includes a mixed-use development with a minimum of 80,000 square feet and up to 200,000 square feet of commercial/retail space, and a maximum of 600 residential units. The master plan for the project includes residential rentals, for-sale condominiums, and affordable housing units. The first phase of this project is being built on the northern portion of



the site and will feature 180 apartment units, a pool, and a clubhouse. Kam Sang Co. Phase I construction is to be completed by March 2018. The developer is finalizing its plans for the first phase of Phase II construction, which will include up to 200 new apartment homes and a one-acre park.

## **KIA Relocation**

Negotiations are near completion to provide economic assistance to Kia Garden Grove to be relocated in the City of Garden Grove. At the October 2017 meeting, the City Council approved an Operating Covenants and Restrictive Covenants Agreement with Garden Grove Automotive for a new Kia Dealership to be located at 13731 Harbor Boulevard.





### **Red Mountain Group**

The Red Mountain Group (RMG) is completing the renovation of the 90,000 square-foot retail space at the corner of Euclid Street and Katella Avenue, which now has new businesses including Gold's Gym, Smart and Final "Extra", and Octapharma. In addition to the commercial space, RMG is completely renovating the parking lot to include new asphalt, parking stalls, and landscaping.



### **SteelCraft Garden Grove (Re:Imagine Downtown)**

On June 13, 2017, City Council approved a lease with Howard CDM for the development of SteelCraft. SteelCraft Garden Grove is a unique venture that ties together open spaces and public places to create a sustainable indoor/outdoor urban eatery built primarily out of recycled metal shipping containers. SteelCraft will feature

boutique eateries, a brewery and wine vendor, micro-retail, and incubator space. Entrepreneurs can rent these incubators, which provide a low-risk opportunity to create a local artisanal food business. The site is located on the southwest side of City Hall at 12900 Euclid Street. SteelCraft anticipates opening in 2018.



### **Cottage Industries (Re:Imagine Downtown)**



In May 2016, the City approved the sale of City land to Lab Holdings. Lab Holdings is developing Cottage Industries, a development that repositions cottages as commercial businesses and invigorates outdoor activities. The City has amended the Zoning (CC-1 Mixed Use) to allow this development located in the neighborhoods south of Acacia Parkway, north of Garden Grove Boulevard, west of Ninth Street, and east of Civic Center Boulevard. The first phase of Cottage Industries known as Farm Block will open in summer of 2018.

## **ECONOMIC DEVELOPMENT STRATEGIC PLAN**

The Office of Economic Development is completing implementation of its three-year, 2014 Economic Development Strategic Plan. Accomplishments to date are detailed below:

**1. Garden Grove Ambassador Business Retention Bureau Contract**

On July 1, 2016, the City entered into an agreement with the Garden Grove Chamber of Commerce to provide services as part of the Ambassador Business Retention Bureau (ABRB) program. Over 25 meetings were held with new businesses that were looking to expand in Garden Grove.

**2. International Council of Shopping Centers**

Staff attended the 2017 International Council of Shopping Centers Recon, the global convention for the shopping center industry. The conference provided networking, deal making, and educational opportunities. At this year's convention, staff exhibited and displayed economic development programs and opportunities within the City of Garden Grove. Staff facilitated over 20 pre-scheduled meetings with investors, developers and commercial real estate brokers.

**3. Broker Outreach Program**

Several Broker Outreach luncheons took place with CBRE, Voit, Lee & Associates, and Newmark Grubb Knight Frank. The goal of the Broker Outreach is to expand communications with the brokerage community, which is on the front line when it comes to businesses wanting to expand, relocate or develop new start-ups.

**4. SCORE Workshops**

The City partnered with SCORE to sponsor four quarterly workshops dedicated to assisting small businesses in planning a new business, marketing & sales, and finance.

**5. Small Business Development Center (SBDC) Workshop Series**

The City is offering a series of workshops by SBDC Orange County. These workshops provide small businesses with the necessary information and tools to succeed. In addition, the department updated a new Business Portal section of the City website that offers helpful resources and information businesses need to thrive and prosper.



**6. GO-Biz Workshops**

The City partnered with the Governor's Office of Business and Economic Development to offer a workshop designed to help businesses apply for the California Competes Tax Credit, which offers tax credits.

**7. Multi-Chamber Collaboration**

The City has been in collaboration with the Garden Grove Chamber, Orange County Vietnamese Chamber, Korean American Chamber of Orange County and Orange County Hispanic Chamber to build more established relationships, and work in partnership to better assist all businesses across the City. The City has participated in events together and continues to collaborate with all chambers to be more inclusive.

**8. International Trade (Expanding Borders Initiative)**

Collaboration with Federal and State agencies and non-governmental organizations was initiated to promote local business growth and to explore various aspects related to exporting, trade and international trade for purposes of strengthening the City’s business economy and international profile in integrating into the global economy. The City arranged a tour of the Port of Los Angeles for Garden Grove Chamber members and local business owners to demonstrate the dynamics of world trade. The City also hosted the District Export Council of Southern California (DECSE) quarterly meeting. DECSE members are all appointed by the U.S. Secretary of Commerce based on their experience and expertise in international trade.



**9. Industrial Development Authority (IDA)**

In 2016, the City of Garden Grove approved the Garden Grove IDA annual report. Under the State of California guidelines, the IDA acts as the official local coordinating body for low-cost development bonds for industrial companies seeking expansion. The IDA’s role is to assist industrial-related businesses by facilitating their request for tax-exempt Industrial Development Bonds.

**10. West Garden Grove**

In March 2017, the Office of Economic Development hosted an open house for West Garden Grove residents, business owners, and property owners to discuss ongoing economic development strategies and to gather community stakeholders’ input.

**NEIGHBORHOOD IMPROVEMENT**

The Neighborhood Improvement division oversees the Emergency Solutions Grant (ESG) program, which provides homeless prevention and intervention services, and the Community Development Block Grant (CDBG) program, which offers a variety of tools for public service grants and community improvement grants and projects. ESG and CDBG programs are funded by the U.S. Department of Housing and Urban Development (HUD).

**ESG Program funded the following organizations:**

- Thomas House (\$29,339) to provide shelter and resources to 30 individuals from formerly homeless families in service-enriched transitional housing apartments.
- Interval House (\$83,802) to provide support services, homeless prevention and rapid re-housing to 90 victims of domestic violence.
- Mercy House (\$17,500) to provide emergency and temporary shelter, food, hygiene and other services to 70 homeless individuals.
- Illumination Foundation (\$10,000) to provide basic needs support to 200 unsheltered individuals in Garden Grove through street outreach activities and connect them with programs and services for their homeless needs.
- City Net (\$15,000) to serve 50 Garden Grove homeless neighbors through 10 street outreach events and connect them with emergency shelter, housing, or critical services.



**CDBG funded the following organizations:**

- Fair Housing Foundation (\$34,932) to fulfill, in part, the City’s commitment to affirmatively further fair housing:
  - Set up four booths to provide fair housing information at community events
  - Distributed 10,500 pieces of literature pertaining to fair housing
  - Held four management training classes (4 hours each)
  - Gave 23 presentations providing a synopsis of FHF services and statistics (20-40 minutes each)
  - Held nine tenant/landlord workshops (2 hours each)
  - Offered 10 walk-in clinics
  - Participated in 12 media activities to promote fair housing
  - Total attendance for the above actions was 2,980 people
- Community SeniorServ, Inc. (\$20,000) served 596 Garden Grove seniors through daily hot lunches at the Senior Center and other congregate dining, as well as home-delivered meals every day of the week.
- H. Louis Lake Senior Center (\$159,759) assisted the City in enhancing services and providing meals to 545 unduplicated seniors. The Center also offered a daily lunch program that provided approximately 60 meals per day (Monday-Friday).



- City of Garden Grove Gang Unit (\$109,984) improved neighborhood safety through gang violence prevention and intervention in defined CDBG areas:
  - Made 218 gang related arrests
  - Conducted 326 probation/parole checks
  - Completed 409 Field Interview cards
  - Performed 178 café/cyber café checks
  - Contacted 905 Garden Grove residents during outreach events

### **Tenant Based Rental Assistance Program**

The program provided funding for Tenant Based Rental Assistance for four families who were residing in the Civic Center properties that will be developed into the Cottage Industries Project.

### **Wesley Village**

Comprised of 2.2 acres, Wesley Village has been developed into a 47-unit affordable housing community for 31 working families and 16 senior households to create a true multigenerational community asset. Opening in August 2017, Wesley Village will showcase the success of an adaptive reuse project into a unique multi-use urban campus of quality affordable housing with educational, social and health services. The community recreation center houses the management offices, a health clinic, computer center, library, and multipurpose rooms accessible to local community service providers.



### **Sycamore Court**

In June 2017, the City entered into an Affordable Housing Agreement with Mariman and Company (Developer), for the acquisition and rehabilitation of a 78-unit apartment complex (Sycamore Court) located at 10632 Bolsa Ave. The City approved a loan to the Developer in the amount of \$1.2M in Federal HOME funds in exchange for 77-units of affordable housing, seven of which are designated as HOME units. The Sycamore Court project will be completed in December 2017 and adds an additional 77 units of affordable housing to the City's inventory.



## Code Enforcement

The Code Enforcement Division is committed to working with residents in a joint effort to preserve and improve our neighborhoods. Not only will this improve the quality of life for the families in the community, it will also protect property values.

During FY 2016-17, Code Enforcement handled 3,670 cases pertaining to property maintenance issues. During that period, the top three violations consisted of:

- 1) Storage of debris
- 2) Residential overgrown vegetation, weeds and mowing
- 3) Parking on an unpaved surface

The Code Enforcement Division continues to monitor Code Enforcement activity to determine new trends and apply a number of techniques to gain compliance and resolve municipal code violations.

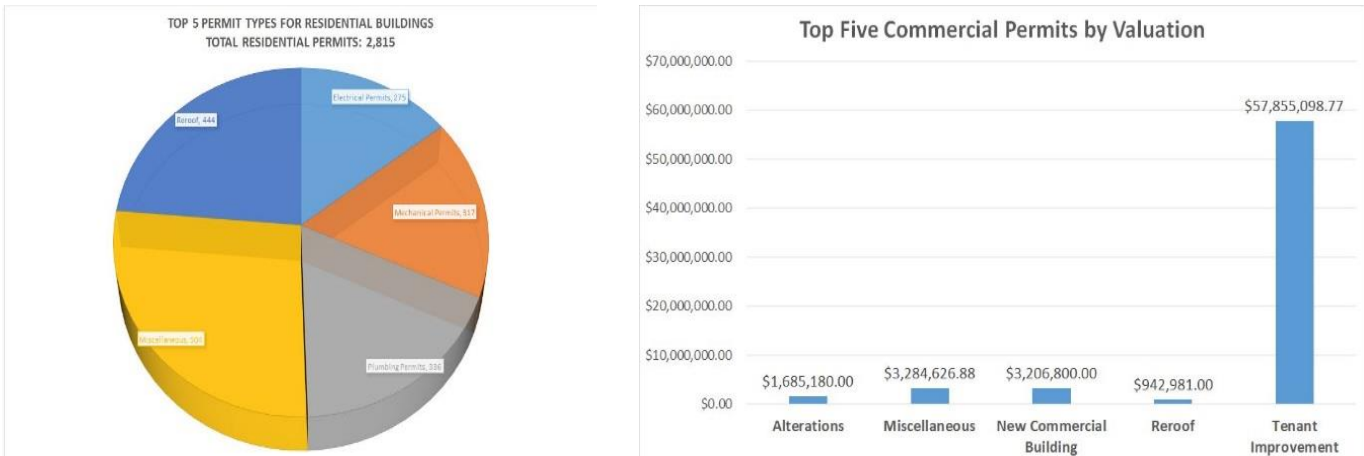
Top 3 Violations	Percentage
1. Storage of Debris	<b>26.5%</b>
2. Residential Overgrown Vegetation, Weeds and Mowing	<b>21.1%</b>
3. Parking on an Unpaved Surface	<b>21.1%</b>
4. Other	<b>31.3%</b>

Year	Proactive	Reactive	Total Cases
<b>2016</b>	2092	1160	3252
<b>2017</b>	2476	1194	3670

## BUILDING & SAFETY

### Building Permits & Inspections:

For FY 2016-17, the Building & Safety Division issued a total of 2,815 building permits with solar and reroofs topping the list with 504 and 444, respectively.



\*The previous year's "New Commercial Building" valuation total was \$300,000.00 for reference

## **Brookhurst Triangle**

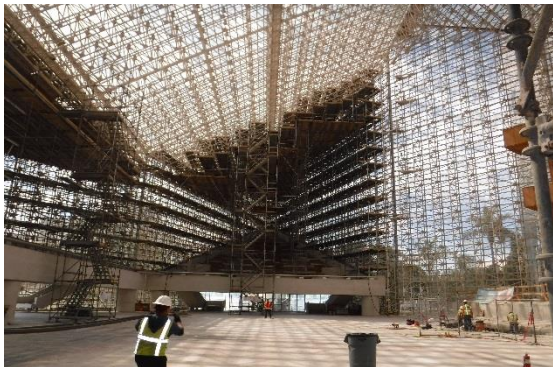
Construction of the Brookhurst Triangle Housing Project, located at 12801 Brookhurst Street, is now underway. Phase 1 of the development consists of a main apartment structure and community building. Building activity completed to date include:

1. The main apartment 180 unit building (Finishes are at 85%)
2. The community building (Framing is at 65%; mechanical, electrical, and plumbing are at 50%)



## **Christ Cathedral**

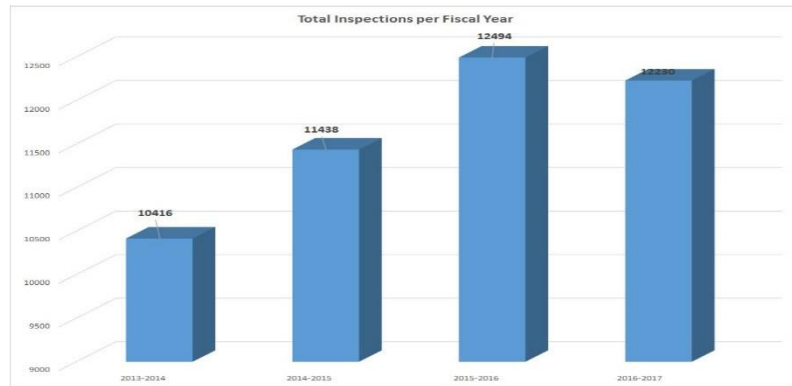
Christ Cathedral began construction on a \$45 million remodel and anticipated completion is by late spring 2018. Foundation work is nearing completion and alterations to the window system are in process.



## **Building Inspections**

- The Building & Safety Division has implemented online inspection scheduling and time frame notification to streamline the inspection process.

■ The City's Building Inspectors have responded to a total of 12,230 inspection requests. This averages 250 inspections a week for three inspectors. As the new ADU ordinance goes into effect, it is anticipated there will be an increase in inspection requests.



## Building Abatement



Building Abatement opened 479 new cases and closed 534, some of which were pending from the previous year. A majority of the cases are a result of non-permitted work associated with illegal occupancies. The area of focus will continue to be single-family dwellings converted to multi-family use, non-permitted additions, garage conversions and substandard housing conditions. Cases may range from Notices of Violations to prosecution and receiverships, or in severe cases, a red-tag to stop operation.



## PLANNING SERVICES

### New Development Projects (Commercial & Residential)

Address	Project Description
<b>10832 Katella Ave.</b>	Approval to construct a new 960 square foot steel-framed patio cover over an existing outdoor customer patio area.
<b>13512 Newhope St.</b>	Approval to relocate existing billboards and convert them into one two-sided electronic billboard along Garden Grove 22 Freeway.
<b>7180 Lampson Ave. and 12570 Industry St.</b>	Approval to subdivide an existing 3.3-acre property into two separate parcels.
<b>10150 Trask Ave.</b>	Approval to construct a 52-foot high auto dealership electronic freeway oriented sign for an existing automobile dealership, Simpson Chevrolet.
<b>9691 Bixby Ave.</b>	Approval to construct 10 units within a two-story apartment complex with a 20% affordable housing density bonus for low income households.
<b>10691 Westminster Ave.</b>	Approval to construct a new 3,000 square foot, one-story building to operate as retail meat market on a vacant 13,259 square foot lot.
<b>13200-13220 Harbor Blvd.</b>	Approval to construct a 4,954 square foot commercial pad building within an existing multi-tenant shopping center.

<b>11222 Garden Grove Blvd.</b>	Approval to construct a 16-unit condominium development that includes two work-live units on a vacant 25,000 square foot lot.
<b>12901 Lewis St.</b>	Approval to construct a 70-unit single-family residential small-lot subdivision with street and open space improvements on a 9.04 acre site, along with subdividing the property into 70 separate lots.
<b>8882 Lampson Ave.</b>	Approval to construct nine two-story, residential rental units within two buildings on a 24,600 square foot site.
<b>10232 Russell Ave.</b>	Approval to construct two two-story, multi-family dwelling units on a 9,260 square foot lot.
<b>12511 Josephine St.</b>	Approval to construct a new, two-story dwelling unit on a lot improved with an existing single-family dwelling unit for purpose of creating a duplex.
<b>12812 Lucille Ave.</b>	Approval to construct two-story multi-family dwelling units on 10,875 square foot lot.
<b>10092 Central Ave.</b>	Approval to construct a fifth full bathroom that deviates from the maximum allowance of four bathrooms in R-1 (Single-Family Residential) development standards for a new two-story single-family residence.
<b>12872 Hazel Ave.</b>	Approval to allow construction of a two-story, 1,571.5 square foot residential dwelling unit with 4 attached one-car enclosed garages at rear of property. The existing two-story unit will remain.
<b>12252 West St.</b>	Approval to allow the construction of an 8,308 square foot fire station in conjunction with associated site improvements at West Haven Park.



Shea Homes Development with 70 single-family homes at Garden Grove Boulevard and Lewis Street

### **CONDITIONAL USE PERMITS / ABC LICENSES**

- Processed one Type 41 (On-Sale, Beer and Wine) License for a restaurant.
- Processed two Type 48 (On-Sale, Public Place) Licenses for a bar/lounge within a hotel lobby area, and a restaurant.
- Processed one Type 20 (Off-Sale, Beer & Wine) License for a convenience store.
- Processed three Type 21 (Off-Sale, General) Licenses for two grocery stores and a liquor store.

### **CONDITIONAL USE PERMITS / LAND USE ENTITLEMENTS**

<b>Address</b>	<b>Project Description</b>
<b>12755 Brookhurst St.</b>	Approval to operate a 1,850 square foot after-school tutoring center for 46 students and six instructors.
<b>12827 Harbor Blvd.</b>	Approval to operate a 9,454 square foot UFC Gym within an existing shopping center.



<b>12072 Knott St. #A</b>	Approval to modify the approved floor plan and the hours of operation for an existing 2,400 square foot tenant space.
<b>10870 Katella Ave.</b>	Approval to operate a 44,007 square foot gym, Gold's Gym, in an existing shopping center.
<b>12455 Haster St.</b>	Approval to expand an existing restaurant into an adjacent tent space.
<b>9892 Westminster Ave. #311</b>	Approval to expand a 1,995 square foot restaurant into an adjacent tenant space.
<b>7274 Lampson Ave.</b>	Approval to allow the construction & operation of a 60' tall stealth wireless telecommunication facility disguised as eucalyptus (mono-eucalyptus).
<b>9822 Katella Ave.</b>	Approval to operate a new, 25,013 square foot gym, Crunch Fitness, in an integrated shopping center.
<b>13904 Brookhurst St.</b>	Approval to operate a 3,800 square foot karaoke studio.
<b>14271 Corporate Dr.</b>	Approval to construct and operate a 60'-0" mono-pole.

### **CODE AMENDMENTS**

- Code amendment to update the definition, the land use matrix, and special operating conditions for Accessory Dwelling Units.
- Code amendment to update portions of Title 9 of the Municipal Code to be consistent with state law relating to cannabis activities.
- Code amendment to update definitions, operating conditions, and development standards in the City's Land Use Code, pertaining to crematoriums, mortuaries, funeral homes, and cemeteries.
- Code amendment to update the landscape water efficiency requirements.

### **RE:IMAGINE DOWNTOWN CAMPAIGN**

The Planning Division continues its efforts to bring together the community, identify a sense of place and ownership, and improve Garden Grove's Downtown through the Re:Imagine Downtown initiative. The following highlights the General Plan Elements and activities for FY 2016-17.



### **LAND USE ELEMENT**

The Land Use Element, more than any other element, will shape the way that the City develops and redevelops over the next 20+ years. It will serve as a guide for both public officials and private citizens in its description of the type, intensity, and general distribution of uses of land for housing, business, industry, open space and public uses.



## **Downtown Parking Management Strategic Plan**

In accordance with the Land Use Element, a Downtown Parking Study is now underway to determine future parking needs for the downtown area. The objectives of the study are to analyze the City's current public and private parking utilization and design and to anticipate future parking needs. The consulting firm of Fehr and Peers is working in collaboration with an Advisory Committee of local stakeholders including Downtown Business Association (DBA) members, business owners from Main Street and Lab Holdings, the Garden Grove School District (GGUSD) and the LFA Company (the Amphitheater). The study will also provide ideas for new uses and shared parking opportunities that will create a more cohesive, walkable, lively Downtown, such as adding pocket parks, plazas, kiosks and other retail uses.



## **COMMUNITY DESIGN ELEMENT**

The Community Design Element represents a community identity and a visual image of the community that is held in the minds of residents and visitors.



Giant Adirondacks chairs at Civic Center Park



Construction of the giant Adirondacks chairs by the Southwest Carpenters Trust Fund



residential neighborhood connecting West Street with Downtown. Open Streets 2017 was the most successful event with an estimated 15,000 participants in attendance.

### **OCTA Grant Bike Corridor Improvement Plan (BCIP)**

In May 2016, a BCIP application was submitted requesting \$1,201,978 of grant funds to improve the on-street bicycle infrastructure by 75 percent and to provide a more consistent network by creating 14.76 miles of comfortable bikeways. The City competed among 27 countywide projects and was ultimately awarded \$1.2 million from the BCIP Program. The City's 12% local match will come from Ride Share funds. Of the 13 projects expected to receive BCIP grants, Garden Grove's bikeway improvement project was ranked No. 5 on the project award list.

Implementation of the grant anticipates the road rebalancing of West Street and the northern portion of Gilbert Street from 4 lanes to 3 lanes. This rebalancing required an amendment through OCTA of the Master Plan of Arterial Highways (MPAH). On December 12, 2016, the OCTA Board of Directors approved the amendment to the MPAH. The next step is to amend the general plan and comply with the requirements of the California Environmental Quality Act. Once the Environmental Review is sufficiently complete for both CEQA and NEPA, the City will have funds available. Design will begin in 2018, with the construction phase to be completed by 2019/2020.



### **Bike and Pedestrian Master Plan**

- The Final Active Streets Bicycle and Pedestrian Master Plan was completed in Spring of 2017.
- Planning Staff has consolidated the Environmental Review for the Active Streets Plan, the BCIP Grant, and the MPAH Amendment and currently has a consultant completing the Initial Study.
- The Active Streets Plan, BCIP Grant Bikeway Improvements, and the MPAH Amendment will be taken to Planning Commission and the City Council in the first quarter of 2018.

### **Active Transportation Program Cycle 2 Grant 2015 (ATP)**

The City was awarded \$1.8 million in funding to continue the temporary ROW bike path extension from Downtown (Stanford Avenue and Nelson Street) to Brookhurst Street. This project includes the design and construction of the "First Mile" of the bike and pedestrian path extension. The Environmental Review and Engineering phases of the project are in process.





## COMMUNITY SERVICES



**The mission of the Community Services Department is “Creating and Celebrating a Healthy and Vibrant Community”.**

The Community Services Department is comprised of two divisions, Recreation and Human Services and the Office of Community Relations, along with one non-profit foundation, the Garden Grove Community Foundation (GGCF).

**RECREATION AND HUMAN SERVICES** – Programs include activities at the Buena Clinton Youth and Family Center, Community Meeting Center, Courtyard Center, H. Louis Lake Senior Center, Magnolia Park Family Resource Center, as well as park facilities, Park Patrol, Special Events, and Recreation, which includes contract classes, Aquatics, Day Camp, preschool programming, and youth sports.

The division also provides administrative support for the Garden Grove Community Foundation (GGCF), founded as a 501(c)(3) non-profit organization, to create an enhanced, more progressive image of Garden Grove regionally, while showcasing the community’s unique features, diversity, and economic vitality.



**OFFICE OF COMMUNITY RELATIONS** – This office is comprised of the City’s Public Information Office and Garden Grove TV3 (GGTV3) government access cable channel. All press-related functions, promotional campaigns, City publications, social media, website content, Garden Grove Mobile App, and PR events originate from the Public Information Office. The office also provides written materials, presentation items, and event support to the Mayor and the City Council. GGTV3’s Emmy Award-winning video productions, including live-stream coverage of all City Council meetings, play



a vital role in delivering well-rounded communication between the City and local, regional, and national audiences.

## **RECREATION**

### **Contract Classes**

For this fiscal year, contract classes generated \$55,349. Community Services offered over 300 classes to the community, from art to dog obedience. This year, the department also added new classes, like robotics, CPR and First Aid, hip hop dance, musical theater, mental math, and science camps. Classes served over 1,000 participants from our community.

### **Sports and Recreation Center**

The 11-year-old recreational site is home to all of the basketball league games played by youth ages 4-14. The Center generated over \$42,200 in revenue through the Youth Drop-In, Basketball and Badminton Drop-In, Adult Basketball and Volleyball Leagues, and Korean Senior Badminton.



### **Aquatics**

One of the most popular recreational activities offered are swim lessons during the spring and throughout the summer at three park pools – Gary Hall, Magnolia and Woodbury. Revenue for FY 2016-2017 totaled \$98,000. Recreational Swim open to the public brought in over \$8,200 in revenue.

### **Youth Basketball**

Local youth, ages 4-14, enjoyed basketball during the winter and summer seasons. The program attracted over 800 participants.

### **Park Patrol**

Community Services has two part-time staff who monitor reservations at City parks, park shelters, and City facilities from sports leagues and residents. The presence of the uniformed Park Patrol provides an improved sense of safety and security for users.

### **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. For its golden anniversary in 2013, Atlantis Play Center commissioned a permanent, handcrafted mosaic mural, which showcases these cherished attractions.

Exclusive rentals at the Play Center for FY 2016-2017 totaled 21, with attendance reaching 28,267, though that figure does not include attendance from private rentals or special events, of which five were staged by City staff, including the following:

**Family Campout** This event featured the movie *Lilo & Stitch* along with a Kahoot Trivia Challenge. Giveaways, a home-cooked dinner (and s’mores), and a continental breakfast were offered to families. Attendance was approximately 150.

**Jack O'Lantern Jamboree** A custom Pumpkin Patch, a magic show to entertain the crowds, inflatable bouncers for the kids, themed carnival games and crafts, and an Instagram costume contest were part of what made this event memorable. Attendance was approximately 800.

**Winterfest** Santa was present for pictures, and the Bolsa Grande High School Carolers performed. Letters to Santa were also received. A snow play and snow hill area and train rides were featured attractions, along with themed crafts and carnival games. Attendance was approximately 1,000.

**Eggs-cavation** This event featured age-specific egg hunts (for 3-10 yr. olds), along with a candy grab for 2-and-under children. Inflatable bouncers, crafts booths, and carnival games filled the park. The Easter Bunny was on hand for photographs, and airbrushed tattoos and raffle prizes were offered. Attendance was approximately 800.

### **Facility Reservations**

Community Services offers an opportunity for residents to host picnics/parties at a variety of our parks by utilizing park shelters or building. The 11 park shelters and one park building accommodated approximately 445 events and netted \$28,075 in revenue.

### **Tiny Tots & Kare Bears**

Community Services provides a preschool-age program for 4-year olds (Tiny Tots) and 3-year olds (Kare Bears). Children have an opportunity to participate in recreation activities under the direct leadership of a trained instructor. Our goal is to foster growth and development by instilling a sense of self-worth, confidence and respect through a safe and positive experience. Currently, the City offers Tiny Tots and Kare Bears classes at Edgar Park from September through June.

### **Day Camp**

The Summer Day Camp Program is open to youth participants 5-12 years old. Over the last five years, Day Camp participation has increased 240%. The program focuses on teaching responsibility, teamwork, and creating lasting memories. For 10 weeks this summer, an average of 73 day campers and Counselor-in-Training (CIT) participants attended, with most weeks having a waiting list. There were a total of 734 day camp and CIT registrations this fiscal year, generating \$76,832 in revenue.

### **Theaters**

The Community Services Department serves as liaison to the Gem Theater and Festival Amphitheater, both located on Main Street. For nearly 10 years, the Gem Theater has been operated by One More Productions, a non-profit organization that is one of Southern California's leading musical theater companies. They produced the following productions, many of which were sold-out shows: *Bye Bye Birdie*, *Sweeney Todd*, *The Holiday GEM*, *Follies*, *Always Patsy Cline*, *Music Man* and *The Wedding Singer*.

Garden Grove has been home to Shakespeare Orange County (SOC) for over 20 years. Attendance has tripled in the past three years as SOC was named “Best Theatrical Makeover” by Orange Coast Magazine. Over the past few years, SOC has culturally diversified its audience and productions by presenting Shakespeare with a twist – incorporating Polynesian dancers in *A Midsummer Night’s Dream* and a Ballet Folklorico Troupe in *Romeo and Juliet*. Shakespeare Orange County has worked tirelessly to bridge relationships with artistic groups in the community, including: Theater Seoul and EMC Edutainment, Vietnamese American Arts and Letters Association, Viet Cam Performing Arts Group, Hitia O Te Ra Polynesian Dance, Relampago del Cielo Grupo Folklorico, the Orange County School of the Arts, and Orange County School of the Arts Acting Conservatory.

In 2016, the City entered into an Agreement with LFA Group, LLC which became the new operators of the City-owned facility. LFA Group, LLC plans to revitalize the theater by holding a variety of events year-round. In this first year, they will be working on some capital improvements to the Amphitheater which will enhance the audience’s theater experience.

**Special Events**

The following is a list of City Special Events for FY 2016-17, ranging from small receptions and dignitary visits, to large-scale community events. Special events staff also provide support to other departments in planning and hosting internal or community functions, as well as providing protocol guidelines.

**2016-2017**

- June 30 *Movie in the Park – Historic Main Street*
- August 17 *Movie in the Park – Village Green Park*
- December 6 *10<sup>th</sup> Annual Christmas Tree Lighting*
- December 13 *New Council Swearing-In*
- January 10 *Sister City Youth Exchange Reception*
- February 2 *State of the City Address*
- April 1 *3<sup>rd</sup> Annual Open Streets*
- May 23 *Fire Station 6 Groundbreaking*
- June 29 *Movie in the Park – Historic Main Street*



**3<sup>rd</sup> Annual Open Streets**

It was no joke – on April 1, nearly 15,000 people flocked to Garden Grove to fill car-free, closed streets, and celebrate the 3<sup>rd</sup> annual Open Streets event. Nearly three miles were off-limits to autos, but all-access to walkers, cyclists, and skateboarders. Residents and visitors were able to experience Garden Grove in fun and unique ways, such as by ziplining on Garden Grove Boulevard, posing for cool photo ops atop oversized Adirondack chairs and a giant Vans shoe car and tasting homemade ice cream created by a



pedal-powered smoothie bike. Other out-of-the-box, one-day wonders at Open Streets 3 included a parking-lot-turned-pop-up-skate-park, the debut of a neighborhood greenway lined with recycled bike wheel lawn flowers, a dog agility show and the unveiling of a temporary 4-D chalk art image, created especially for the event. When the sun set, Historic Main Street lit up with bistro lights, music and colorful strolling performers. The event was also an opportunity for Cottage Industries to offer a sneak peek at the unusual goods and services they plan to bring to the downtown area. Open Streets 3 attendees were able to share valuable input on non-motorized transportation options in Garden Grove, and learn about the City's bike and pedestrian Master Plan.

**HUMAN SERVICES**

**Community Meeting Center/Courtyard Center**

The Community Services Department oversees the operation of two meeting and event centers: the Community Meeting Center (CMC) and the Courtyard Center (CYC). Here are some highlights from FY 2016-17:

- Renovation of the Council Chamber during this fiscal year finalized the capital projects of both the Community Meeting Center and Courtyard Center over the past few years. The Chamber received a physical makeover to comply with ADA requirements. New décor includes a large colorful district wall map, an impressive City seal, an additional large screen monitor for audience viewing, and audiovisual improvements including electronic voting and timer system.
- At the CMC, hearing loops were installed in both the Butterfield AB Rooms and the Council Chamber. Hearing loops (audio induction loops) are a special type of sound system for use by people with hearing aids.

Revenue Generating Bookings: 227 Total	City Supported Bookings: 520 Total
67 banquets/memorials	460 Category I bookings
17 banquets for honorees age 21 and under	37 Category II bookings
59 business meetings	23 Category III bookings
84 church meetings	

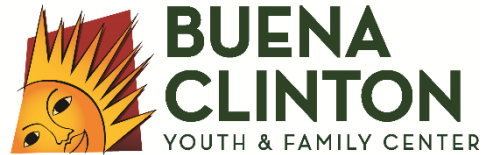
**Family Resource Centers**

The Community Services Department oversees the operation of two Family Resource Centers, one in the Buena Clinton neighborhood, and the other at Magnolia Park. Both centers provide no-to-low-cost programs and services. Listed below are the achievements for each Center for FY 2016-2017:

**Buena Clinton Youth and Family Center (BCYFC)**



- The Center hosted three mobile pantry food distributions -- a 50% increase. A total of 1,681 individuals and 458 families received bags of free food.
- Over 190 children, youth and families participated in summer programming, including 20 teen volunteers, 74 participants in day camp programs, 26 junior high teen participants, 68 children in summer reading programs, and 23 adults who participated in summer education and recreation programs.
- The after-school program served 35 youth participants during the school year; 26 teens participated in the Center's True Neighborhood Teens (TNT).
- 30 children (ages 0-5) were able to undergo developmental screenings and gain access to preventive treatments.
- 118 children and 54 families received free backpacks and school supplies.
- Holiday Drive: 316 children and 97 families received donated toys and food.
- 46 families received turkeys during the holidays from local service organizations.
- The Center's parent advisory committee awarded one local youth the Futuro Brillante Scholarship for \$500.
- Throughout the school year, parents participated in a variety of educational and recreational programs: 20 parents participated in parenting educational classes with Boys Town; 27 parents completed a Leadership course with Santa Ana College's Adult Education program; 10 families participated in a preschool readiness program, "Lets Read Together," in partnership with the Boys and Girls Clubs of Garden Grove; 15 parents participated in jewelry-making and paper art classes.
- 10 families received convertible car seats through the California Kids Plates Safety Equipment grant, in partnership with MPFRC and Garden Grove Police Department.



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

- 2,944 referrals were provided to 1,894 individuals, who called or walked-in to MPFRC in need of resources such as shelter and legal or health services.
- 98 individuals participated in individual, family, or group counseling services offered by MPFRC.
- 41 women participated in domestic violence intervention/prevention services.
- 242 individuals participated in educational workshops, which included parenting and life skills classes. MPFRC collaborated with agencies such as Boys and Girls Clubs of Garden Grove, Boys Town, Human Options, O.C. Health Care Agency, Team of Advocates for Special Kids, BIS Kids, Silverado Hospice and CHOC to provide these parenting classes and educational workshops.
- 19 fathers participated in a 6-week parenting class/support group.



- Our youth teen group, SOL (Strengthening Our Leadership), participated in a variety of volunteer opportunities this year that included helping with City-wide events, such as Jack O' Lantern Jamboree, Winterfest, Eggs-cavation and Movies in the Park. They also helped box food for the homeless at the O.C. Food Bank, and helped with children's activities at the local family shelter.
- Youth who participated in volunteer opportunities, weekly group meetings, and workshops were able to participate in several field trips this year that included hiking, apple picking, Skyzone, bowling and a Pirate Dinner Show.
- Through our comprehensive case management services, 172 families were served by the MPFRC's Family Advocate and Interns.
- MPFRC hosted three mobile pantry food distribution events, and served 398 families who received non-perishable food items and fresh produce.
- In collaboration with YWCA Encore Plus program, MPFRC was able to provide free mammograms to 128 women, 40 years and older.
- In collaboration with Family Support Network, 51 children under the age of 5 received comprehensive developmental screenings.
- 126 children received free backpacks.
- Holiday Drive: 407 children and 134 families received donated toys and food.
- The Shelf Stable Pantry program, sponsored by the Garden Grove Rotary Club, served 77 individuals.
- Through a collaboration with Orange County Social Services and Community Action Partnership, 447 families were assisted with the application for CalFresh (food stamps) and MediCal.
- MPFRC celebrated its 17<sup>th</sup> year anniversary with a "Picnic in the Park" event. There were over 450 individuals in attendance and over 25 community agencies participated in the resource fair.

### **Senior Center Programming**

- The H. Louis Lake Senior Center continued to offer low or no-cost recreational activities and classes promoting active living for seniors, ages 55 and over.
- The Center served 21,213 meals, which have a suggested donation of \$3 for seniors 60 years of age and over, and \$5 for seniors under 60.
- Volunteers delivered 37,329 daily meals to homebound seniors in a collaborative effort with Community SeniorServ.
- The Garden Grove H. Louis Lake Senior Mobility program promotes the continuation of an independent lifestyle for individuals age 60 and older through the provision of dependable door-to-door transportation services for residents of the city of Garden Grove. The Senior Mobility Program has served over 300 participants for the past three years. For the FY 2016-2017, the program serviced 751 medical trips, 15,273 trips for the congregate lunch program and 267 grocery shopping and prescription pickup trips.

## **GARDEN GROVE COMMUNITY FOUNDATION**

The Garden Grove Community Foundation (GGCF) is a non-profit organization that was initiated by the City Council in 1997, with the intention of enhancing the quality of life for all and making Garden Grove a better place to live, work and play. The Recreation Division provides staff support to GGCF.



The free Summer Concert Series is GGCF's most popular community activity. The six-week series at Eastgate Park featured community favorites Knyght Ryder and The Answer, as well as newcomers Queen Nation, Gold Rush Country and The Suffragettes.

The 2017 Golf Classic was held at Willowick Golf Course on May 10. It is the largest annual fundraiser for the Foundation. This year, the tournament was sold out at 144 participants. The GGCF also provided grants and donations to local organizations, community groups, programs and events including:

- \$10,000 donation to Re:Imagine Garden Grove – A Downtown Open Streets Event
- \$7,500 donation to City's 10<sup>th</sup> Annual Christmas Tree Lighting
- \$2,500 donation (each) to One More Productions (Gem Theater) and Shakespeare Orange County (Amphitheater)

## **OFFICE OF COMMUNITY RELATIONS (OCR)**

### **Public Information Office**

The Public Information Office continues to serve as the City's official news source. This year, it disseminated over 100 English and multi-language news releases to local, regional and national reporters. Press announcements included: the arrival of several new businesses, such as Aldi and Steelcraft; regular updates on the West Nile virus and citrus greening disease; and major infrastructure construction projects, led by the \$3 million Magnolia Street upgrades.

The Office of Community Relations/GGTV3 worked on several Citywide promotional, educational and public service campaigns, producing a variety of creative marketing material and professional videos. Two of the largest projects were about the critical transition from Orange County Animal Care to Garden Grove Animal Care Services and the third Re:Imagine Garden Grove Open Streets event, which drew over 15,000 in attendance.

A major division endeavor is the Mayor's annual address at the Garden Grove Chamber of Commerce State of the City luncheon. This occasion marked the first official introduction of the new Mayor and City Council. This year's event was the most-attended to date.

Continuation of the City's extensive image campaign, Garden Grove is Your Market, saw the development and placement of print ads, outdoor advertising, community outreach and video productions. The campaign promotes the unique and beneficial aspects of living, working, visiting and investing in Garden Grove.



Working with print and electronic media, the office consistently produced various informational brochures, monthly water bill newsletters (Cityworks) and special publications (City Profile, Parks & Recreation Guide news). The division's Vietnamese Liaison, in collaboration with the Garden Grove Police Department, produced two quarterly Vietnamese newsletters.

Other division responsibilities included the daily maintenance of all front-page content on the City's website; marketing and maintenance of the Garden Grove Mobile App; and informing City employees on key activities and happenings in the city.

What continues to be one of the division's most immediate, effective, and engaging PR/communications tools continued to grow in scope and importance: social media.

Social Media FY 2016-2017 Performance (percentage increase over last year):

- Facebook: 148%
- Twitter: 128%
- Instagram: 125%

Most Viewed Posts:

- GGPD Accident Reduction Team Crosswalk Operation: Over 9.9M reached
- Announcement of SteelCraft Coming to Downtown Area: Nearly 35K reached

Social Media Campaigns:

- 3<sup>rd</sup> Annual Open Streets #GGOpenStreets
  - Using paid ads and boosted posts helped reach wider audiences; partnering with stakeholders and media outlets drew new followers to our own page; and conducting a social media challenge raised interest in the event.
- Accident Reduction Team Campaign #SafeStreetsGG #StayAlertGG
  - The ART campaign capitalized on social media and video to become one of the most viewed posts on the City's Facebook. From live-streamed police operations to traffic safety tips (#KeepingUpWithKathy), the



division raised efforts to educate the public on the dangers of distracted or unlawful driving.

- Animal Care Services
  - The imagery and immediacy of social media turned the community's attention to the new Garden Grove Animal Care Services. By quickly posting and sharing animal photos of lost or found animals on City and neighborhood group platforms, animals were more likely to be quickly reunited with their owners.

The Office of Community Relations continued to work closely with the City Manager's Office and City Clerk's Office to provide City Council materials, such as proclamations, speeches, certificates and letters, as well as Community Spotlight presentations and event protocol.

Besides the above mentioned projects, the Office of Community Relations facilitated, and/or promoted the following citywide programs, events, and campaigns:

- Fire Station No. 6 Groundbreaking
- 5th Annual Garden Grove College Graduates' Reception
- Public Information for Flooding EOC (with Police and Fire)
- Garden Grove Restaurant Week 2017
- Accident Reduction Campaign
- Wesley Village Groundbreaking Event
- Law Enforcement Torch Run for Special Olympics
- The Voice of Garden Grove
- Outdoor Movie Series
- 40th Anniversary 'Call to Duty' PD Memorial Service
- High & Mighty Music Festival
- GGTV3 Publicity Campaign
- Safety and Prevention Against Coyotes
- Anniversaries for Buena Clinton Youth and Family Center and Magnolia Park Family Resource Center
- Economic Development's Business Workshops
- Buy in Garden Grove Black Friday
- Star Wars Half Marathon
- Willowick Golf Course
- Ribbon Cuttings for New Businesses
- Water Rate Study



*Garden Grove Graduates' Reception*

### **GGTV3**

GGTV3 informs, educates and entertains residents while spreading Garden Grove's positive message worldwide. The GGTV3 team programs and manages the City's Government Access Channel 3 on Spectrum Cable, also carried on AT&T and Verizon Fios systems.

The Emmy Award-winning GGTV3 produced videos showcased at the State of the City luncheon, twice-per-month news reports and Strawberry Festival Parade coverage. They also created various video messages promoting the City and informing the public. GGTV3 supports all City departments with recruitment and promotional and Public Service Announcements. The staff manages the Garden Grove TV3 YouTube Channel which averages 21,000 views and 29,000 minutes watched-time per month. The YouTube Channel passed 3 million views during the past year on just over 1,600 carefully crafted stories and videos which tell Garden Grove’s positive message.

Productions during the last fiscal year included:

- 24 City Council Meetings presented live and recorded
- 24 GGTV3 News Reports
- Garden Grove is Your Market promotion
- Around Town with City Manager Scott Stiles (series)
- Police Department Accident Reduction Campaign
- Police Department Recruitment Video
- Garden Grove Strawberry Festival Parade, live and recorded in High Definition
- GGCF Summer Concert Series promotion and coverage
- Voice of Garden Grove promotion and coverage
- Garden Grove Police Memorial, 30<sup>th</sup> Anniversary
- Garden Grove Close to Everything promotion
- Open Streets promotion and recap
- Introduction to Garden Grove Animal Care
- Parks Make Life Better: Overall, Softball and Swimming



*GGTV3 crew on location for "Garden Grove is Your Market"*

Other GGTV3 Accomplishments:

- GGTV3 received an Emmy Award in the Informational/Instructional Category in the Pacific Southwest Region
- YouTube.com/ggtv3 passed 3 million views and 2,000 subscribers
- GGTV3 received 3 NATOA Awards, including First Place in Overall Excellence
- GGTV3 received 3 STAR Awards, also including First in Overall Excellence
- GGTV3 moved over to a new, re-designed City webpage



*GGTV3 staff at Emmy Awards*



PART II

# **INDIRECT SERVICES**

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## CITY MANAGER'S OFFICE

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

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

The significant achievements for the City Manager's Office for FY 2016-17 included the following:

### **ECONOMIC FOCUS**

■ The City Manager's Office continued to provide leadership and oversight to ensure completion of the enforceable obligations of Garden Grove's dissolved redevelopment agency. As a result of Citywide efforts, the City's largest commercial and residential development, Brookhurst Place, progressed substantially with Phase I construction projected to be complete in February 2018. At build out, this multiphase mixed use project will include up to 200,000 square feet of commercial/retail space and as many as 600 residential units.

■ Important progress was also made toward implementation of the Site C hotel project resulting in Planning Commission approval of the site plan and tract map in November 2017 and City Council approval of a related development agreement in December 2017 to further facilitate the project. Upon completion, the project will add 769 new hotel rooms, 39,000 square feet of conference space



and 45,000 square feet of commercial space and will generate approximately \$3.8 to \$4.9 million in additional annual tax revenue to the City.

## **FY 2016-2017 ACTION PLAN**

- The City Manager’s Office oversaw implementation of the FY 2016-17 Action Plan to achieve the City Council’s priorities. Among the significant accomplishments were:
  - Sale of property at 13650 Harbor Boulevard to further the BN Group hotel development (south of the 22 freeway)
  - Site clearance related to Site C hotel development (south of Target)
  - Sale and transfer of property related to the Cottage Industries project (Civic Center)
  - Implementation of 2017 Open Streets event
  - Addition of five new police officer positions
  - Fire Station 6 ground breaking
  - Palma Vista neighborhood enhancements
  - Transition to 2-Year budget
  - Transition to by-district election system
  - Animal care services transition
  - Implementation of GGPD Homeless Outreach Task Force
  - Implementation of public facing GIS maps



## **CITY COUNCIL WORKSHOP AND FY 2017-2018 COUNCIL PRIORITIES**

■ In March 2017, the City conducted a workshop with the Mayor, City Council and executive staff to review and affirm good governance principles, discuss the City’s current accomplishments, receive updates on the City’s financial forecast and identify priorities for the next fiscal year. During the workshop six focus areas were identified and specific City Council priorities were discussed and affirmed. A FY 2017-18 Action Plan was then developed to guide operations and resources toward achievement of the initiatives. An outline of the focus areas and key City Council priorities is provided below:

### ● **Economic Development**

- Use Economic Development to grow revenues
  - Complete and implement Citywide Economic Development study
  - Develop incentives strategy
  - Continue current development activities
  - Identify west-side development opportunities
  - Facilitate OC Street Car Project
- Continue Re:Imagine Downtown Initiatives
  - Civic Center Adaptive Reuse (Cottage Industries Project)





- Open Streets
- Complete Downtown Parking Management Plan
- Implement Bicycle Master Plan
- Market the City's assets
- Invest in beautification efforts

- **Public Safety**

- Continue to prioritize and enhance public safety
- Complete infrastructure projects that are underway
  - Fire station #6
  - Police lobby
  - Communications center
- Enhance neighborhood watch and other community policing programs
- Increase basic building security at public safety headquarters

- **Community Engagement/Outreach**

- Develop a Strategic Plan that engages the community
- Evaluate opportunities for enhanced communication to diverse groups
- Educate the public about local government

- **Financial Sustainability**

- Explore new revenue options
- Create a long-term financial forecast
- Achieve a balanced budget
- Implement New Financial System

- **Effective, Transparent Government**

- Implement management system review action plan items
- Continue to implement transparency initiatives
- Complete the Parks Master Plan
- Invest in Open Data Systems
- Develop a network security plan
- Conduct Fire negotiations
- Complete and implement an organization review of Community and Economic Development Department
- Ensure implementation of emergency plan
- Update the phone system and related services





- **Other Community Issues**

- Continue implementation of animal care transition
- Monitor homelessness issue and take appropriate action
- Evaluate code enforcement program and policies
- Develop a Latin hub that celebrates culture and heritage

To date, many of the action plan initiatives have been completed or are progressing substantially toward completion.

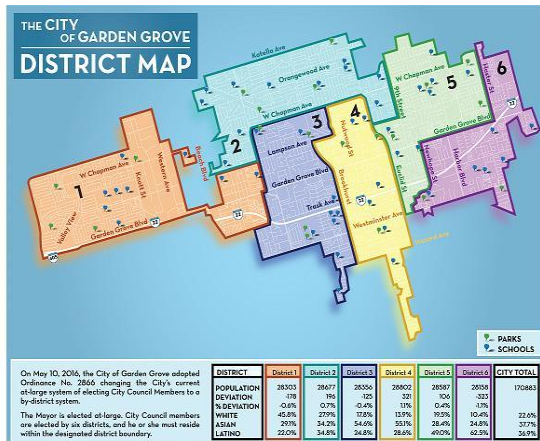
## RECREATIONAL VEHICLE PARKING RESTRICTIONS

■ In response to community concerns regarding public safety and neighborhood aesthetics, the Garden Grove City Council approved an ordinance that will require recreational vehicles parked on public and private streets to have a valid City-issued permit, at no cost. Under the new ordinance, residents may request up to 12 non-consecutive, 72-hour recreational vehicle parking permits for the sole purpose of loading or unloading before and after travel. Residents requiring longer accommodations may request weekly parking permits not to exceed seven days per permit. No more than six weekly permits will be allowed per residential address per year with at least one day in between each of the six permits.

## RECREATIONAL VEHICLE PARKING RESTRICTIONS



## DISTRICT BASED ELECTIONS



■ In May 2016, the City Council adopted Ordinance No. 2866 changing the City's at-large system of electing City Council members to a by-district election system, which divides the City of Garden Grove into six districts, with the Mayor continuing to be elected at large. The six-district electoral map, which was submitted by a member of the community, was also approved and went into effect for the November 2016 elections. Since this time, the City Manager's Office has worked to facilitate an effective transition to the new City Council district structure.

## GARDEN GROVE ANIMAL CARE SERVICES

■ In April 2016, the City Council approved creation of a new animal care services program, projected to save the City about \$9 million over the span of 10 years. Since that time the new program was developed involving a partnership between the City and the Orange County Humane Society. On January 1, 2017, Garden Grove Animal Care Services, a new division within the City's Public Works Department, began providing all field and licensing services and the Orange County Humane Society began providing shelter services. Pets are a huge part of our residents' lives and staff has been working diligently to provide owners with the best services possible. Under the new program, we are pleased to report more dogs are being reunited directly with their owners, fewer animals are being sent to the shelter and euthanasia rates have been reduced. Staff is committed to providing quality animal care and will continue to implement ongoing program enhancements.

**Garden Grove Animal Care Services Effective January 1, 2017**

The City of Garden Grove will launch its new Garden Grove Animal Care Services program on January 1, 2017, in partnership with the OC Humane Society. The City will provide all field services and the OC Humane Society will provide shelter services. The new program replaces services provided by Orange County Animal Care.

**Garden Grove Animal Care Services**  
Garden Grove Municipal Service Center  
13802 Newhope Street, Garden Grove, CA 92840  
(714) 741-5565 - After Hours/Emergency (714) 741-5704  
Email: [animalcare@ci.garden-grove.ca.us](mailto:animalcare@ci.garden-grove.ca.us)

**Orange County Humane Society**  
21632 Newland Street, Huntington Beach, 92646  
(714) 536-8480 • [ochumanesociety.com](http://ochumanesociety.com)

**Animal Licensing**  
[www.petdata.com](http://www.petdata.com) • (800) 510-7734 (Active January 1, 2017)

For more information visit:  
[www.garden-grove.org/animalcare](http://www.garden-grove.org/animalcare)

## OFFICE OF THE CITY CLERK

- The Office of the City Clerk safeguards all official records of the City, conducts municipal elections, oversees legislative administration and provides reliable, accurate and timely information to the City Council, staff and the general public. Achievements specific to this function included:
- Provided an orientation for the newly elected Mayor and City Council Members in collaboration with City Manager's Office staff and the City Attorney.
  - Provided support to the City's elected and appointed officials and all open campaign committee holders for semi-annual filing of required forms and annual conflict of interest filing as mandated by the Secretary of State and the Fair Political Practices Commission.
  - Provided live video streaming and archived media of City Council meetings, and electronic access to agendas, staff reports, meeting minutes, Ordinances and Resolutions via the City's website.
  - Continued to enhance organizational efficiency by using the NovusAgenda electronic agenda management program for City Council agendas and reports.



- Collaborated with Information Technology staff to provide training to the Mayor and Council Members in utilizing the NovusAgenda online agenda program and touch screen voting to progress with implementing a paperless system.
- Adhered to the California Public Records Act by maintaining the City’s public records and providing responses primarily through the Records Request system on the City’s website. (Seventy requests per month are filled on average.)
- Monitored and provided support to City departments in adhering to the City’s retention schedule for records storage and destruction.
- Maintained public access to the Municipal Code on the City’s website.
- Continued to serve as a resource to the City’s Commission secretaries on procedures to assure compliance with the Brown Act.
- Implemented G2G (Government to Government) access for the recordation of certain documents.

**HOUSING AUTHORITY**

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



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

- The Housing Authority scored 100 percent and earned the designation of “High-Performance Agency” for FY 2016-17 from the Department of Housing and Urban Development.

**Housing Authority Rental Vouchers**

- Staff assisted approximately 2,220 low-income households through the Section 8 Rental Assistance Program.
- Over 300 applicants from the new wait 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 300 tenants from other jurisdictions, primarily Santa Ana, were administered through the Portability program. By fully administering tenants from Santa Ana, the Housing Authority earns approximately \$17,000 a month in administration fees.

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

- 211 initial inspections, 2,418 annual and follow-up inspections, and 46 special inspections were conducted to ensure that subsidized units meet Housing Quality Standards and Building and Safety Codes.

### **Housing Family Self-Sufficiency Program**

- During the period, four participants of the Family Self-Sufficiency program successfully completed their 5-year contracts. All Family Self-Sufficiency participants sign a contract and are required to successfully complete classroom training or job training, become independent of welfare cash aide (if applicable) and obtain suitable full-time employment based on their training, skills, and education. Through their training and education they increase their earning capacity, obtain improved employment and become independent of welfare cash aide. As an outcome, the Housing Authority pays fewer subsidies and the client pays more subsidies. In some cases, the clients no longer need housing assistance.





## FINANCE DEPARTMENT

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

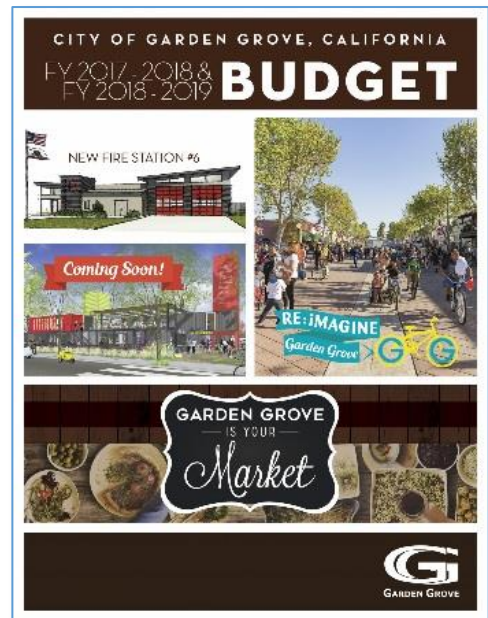
The Finance Department provides services to the following operations: The City of Garden Grove, the Garden Grove Sanitary District, Water Enterprise Operations, Garden Grove Economic Development, Street Lighting Assessment District, Garden Grove Community Foundation, Garden Grove Housing Authority, Garden Grove Cable Corporation, Main Street Commission, and the Successor Redevelopment Agency.

The significant achievements for the Finance Department for FY 2016-17 included the following:

- Consistent with the goal of protecting City assets and shielding the City from major risk exposures, the Finance Department successfully completed the annual renewal of the City's insurance policies including property, boiler and machinery, employee dishonesty and faithful performance bonds, computer fraud, pollution, excess workers' compensation and necessary excess liability coverage.

- The City's Budget was implemented and monitored for compliance with adopted objectives and when necessary, modified to consider the fluid status of funds availability, organizational needs and policy direction. The City's FY 2017-18 & FY 2018-19 Biennial Budget was constructed, presented and adopted. It represents a balanced financial plan which incorporates City Council direction and organizational needs.

- The City received the Certificate of Excellence in Financial Reporting award from the Government Finance Officer's Association for its Fiscal Year 2015-16 *Comprehensive Annual Financial Report* (CAFR) (annual financial statements), which was issued in December 2016. The City received a clean opinion on its Fiscal Year 2015-16 audit which was completed in October 2016.



- The Purchasing Division has made significant progress in revising the City's Purchasing Manual which was last revised in 2005. The revisions include updates

that reflect the most recent changes in government procurement in terms of legal compliance and best practices. The goal of the revised purchasing manual is to provide City staff with clear, accountable and enforceable procurement policies and procedures for the purchase of all equipment, materials, supplies and services.

■ In light of current economic uncertainties, participating in low cost Internet training and free seminars enhanced job knowledge and skills. Specific training included:

- California Society of Finance Officers: Be Prepared - Business Continuity, Investment Accounting Training, CDIAC Discussion of Public Investment Products Current & Future
- California Municipal Revenue and Tax Association Quarterly Training and Annual Conference
- GFOA: Annual GAAP Update
- Davis Farr: Annual Client Service Training
- White Nelson Diehl Evans LLP: Government Tax Seminar
- CSMFO: Orange County Chapter Meetings (various training topics)
- PERS: My CalPERS reporting updates – webinar & live trainings
- Public Works/Construction Law
- Purchasing Law
- Contract Risk Management

# 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 has enabled IT to continue to provide advance features, stability, flexibility and integration while realizing substantial cost savings.

The significant achievements for the Information Technology Department for FY 2016-17 included the following:

## **POLICIES / PROCEDURES / PLANNING**

- Updated Department Strategic Plan

## **SYSTEMS / PC TECHNICAL SUPPORT**

- Implemented the following systems: Accounts Payable, Payroll, and General Accounting Updates
- Created State Controller Payroll Report
- Council Chamber Renovation
- Granicus Migration / Novus Agenda Integration
- Implemented Fortinet - Next Generation Firewall
- Upgraded Spillman
- Implemented Spillman Quickest Route
- New Aerial Imagery
- Upgraded Internet Bandwidth - City Network and WiFi
- Police Department Tablet Deployment
- Police Department PC and Monitor Replacements
- Added Police to Electronic Time Sheets
- Updates to the Engineering Permit System

- Archived Documents Public Portal
- Scanning Legacy Planning Microfiche

## **WORD PROCESSING / GRAPHICS**

The Word Processing and Graphics Division manages document and graphics needs for all departments and is very involved in numerous City sponsored special events. The following is a list of projects handled by this division:

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

- Updates to Quarterly Budget Spreadsheets and Budget Preparation Details
- Budget Book
- Maintained City Telephone Directory & Updates to Online Directory
- Creation of Electronic Forms & Paper Forms
- Resolutions and Recruitment Brochures for Human Resources
- Garden Grove Pride research, address labels
- New Business Cards
- New Letterhead
- Buy In Garden Grove support
- Provided Windows 10, Word and Excel classes to employees
- Formatting of Engineering Specifications
- Assembled news stories for the Manager's Memo
- Formatting of manuals for various departments

### **Artwork:**

- Quarterly Parks and Recreation Guides
- CityWorks Water Bill Insert
- City Calendars
- Various Water Bill Inserts
- Employee Service Awards
- Garden Grove Pride
- Strawberry Ball
- Garden Grove Community Foundation Summer Concert Series
- Garden Grove Community Foundation Golf Tournaments / Other Fundraising Events
- Police Quarterly Employee Recognition



- Community Services Volunteer Recognition Dinner
- Newsletters and Flyers for Various Departments and Events
- Police Annual Report
- Tree Lighting Ceremony
- Retirement Announcements / Receptions
- Winterfest / Jack-O-Lantern Jamboree / Eggscavation Flyers, Posters
- Senior City Events
- State of the City of Garden Grove
- Certificates / Proclamations / Recognitions
- Citizen Academy
- Explorer's Program
- Economic Development
- Voice of GG
- Traffic Fatality Prevention
- Garden Grove is Your Market
- Re:Imagine Garden Grove
- Day Camps

### **REPROGRAPHICS / MAILROOM**

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

From July 1, 2016, to June 30, 2017, this division produced:

- 240,500 offset prints
- 309,086 color photocopies
- 872,824 black and white photocopies
- 26,783 business cards

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

- Sort and deliver incoming mail
- Weigh and meter outgoing mail (127,011 pieces, \$83,466 postage)
- Deliver outgoing mail (first increase in annual outgoing mail in 10 years)
- Various folding and envelope stuffing jobs

- Various print jobs on 2-color press
- Various print jobs on black/white and color copiers
- Binding, hole punching and production of tabs for large documents
- Maintenance of all City copiers
- Bulk scanning for Finance Department
- Print, fold, and stuff business license renewals and notices
- Fold and stuff monthly housing checks
- Print and bind booklets for the Gem Theater
- Produce bound copies of the City Budget
- Create custom Fire Department calendars
- Create various sizes of City calendars

## **HUMAN RESOURCES**

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

The significant achievements for the Human Resources Department for FY 2016-17 included the following:

- Administered 83 recruitments for all nine City departments.
- Recruitment and selection of staff for newly created Animal Services Unit.
- Recruitment and selection of 15 lateral Police Officers.
- Managed the Worker's Compensation process for 115 employee injuries.
- Negotiated new contract for Fire Association.
- Assured that City was 100% compliant with ACA/PERS requirements of member information and submittal.
- Continuing implementation of necessary changes for Affordable Care Act compliance.
- Completed GASB 68 records testing with auditors and verified PERS retirement data was 100% complete and accurate.
- Processed 624 open enrollments through CalPERS, Delta Dental, Vision Service Plan, and Empower Retirement.

## Human Resources Fast Facts

Category	FY 13/14	FY 14/15	FY 15/16	FY 16/17
New Hires	63	77	96	110
Promotions	31	59	70	52
Reclassifications	0	2	9	3
Resignations	20	11	30	33
Retirements	17	5	15	30
Dismissal/No Pass Probation	0	8	3	1
Layoff	0	0	0	0
End of Temporary Employment	5	37	39	48