



City of Glendale Municipal Building

## **APPOINTED & ELECTED OFFICIALS**

Office of the Mayor  
Council Office  
City Attorney  
City Clerk  
City Court



Council Chambers in Downtown City of Glendale

## **MAYOR AND CITY COUNCIL**

The Mayor and City Council constitute the elected legislative and policy-making body of the city. The Mayor is elected at-large every four years. Councilmembers also are elected to four-year terms from one of six electoral districts in Glendale.

One of the highest priorities of the Mayor and Council is to involve the public in their decision-making process. They regularly appoint citizens to 18 advisory boards and commissions and often form public committees to address specific citywide issues.

The Mayor and Council each become involved in the support and economic development of Glendale's six districts. The Mayor hosts numerous community events throughout the year. Councilmembers host meetings in their districts or meet with small groups of citizens throughout the year to resolve local issues. These meetings ensure citizens are informed on projects in and around their homes and businesses and give the Mayor and Council input and feedback from their constituents. The Mayor and Council also communicate with citizens through electronic media such as electronic bulletins and programming on Glendale 11, the city's cable station.

City staff that support the Mayor and Council work closely with constituents to resolve any issues or questions they have about city programs and services.

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The Glendale City Council approves strategic goals that guide the future vision and policy direction for the city.

### **07-08 City Council Strategic Goals**

Our Vision for Glendale:  
"One Community"

- One Community With Strong Neighborhoods
  - One Community Focused On Public Safety For Citizens And Visitors
  - One Community With Quality Economic Development
  - One Community With A Vibrant City Center
  - One Community With An Active Partnership with Luke Air Force Base
  - One Community With High Quality Services for Citizens
  - A City That Is Fiscally Sound
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## **Accomplishments**

### **Strong Neighborhoods**

- Engaged citizens by hosting more than two dozen community events such as Community Conversations with Mayor Scruggs, Council District meetings, Legislative Link meetings, special district events and a Boards and Commissions Recruitment Fair.
- Improved neighborhoods by awarding \$538,320 in Neighborhood improvement grants throughout Glendale.
- Continued to support Glendale's 185 Registered Neighborhoods & HOAs.
- Continued the successful Neighborhood Protection Plan designed to ensure that residents living near the University of Phoenix Stadium would continue to have access to their neighborhood during major events, such as Super Bowl XLII, while eliminating cut through traffic and neighborhood parking.

### **Public Safety for Citizens and Visitors**

- Held a Special Election for Proposition 401, a Public Safety Enhancement Fund. Passage of the funding is helping to improve response time and neighborhood protection through additional positions and critical public safety equipment.
- Established a United Public Safety Command, made up of municipal, county, state and federal agencies to ensure the security of our community during Super Bowl XLII.
- Celebrated the opening of the Glendale Regional Public Safety Training Center.
- Approved a contract with Air Evac Services to provide helicopter emergency medical services to the citizens of Glendale. The HALO-Flight Air Ambulance is stationed at the Glendale Municipal Airport.
- Instituted Minimally Interrupted Cardiac Resuscitation, a new, more effective CPR technique used by Glendale paramedics. Partnered with Midwestern University and Priority One Enterprises to offer free training for citizens in the bystander version of this new technique during monthly classes.
- Installed a photo red light system at the intersection of 59th and Peoria avenues. This pilot program is an effort to reduce the number of car accidents caused by drivers running red lights.
- Received funding of \$399,982 from the Department of Justice's Office on Violence Against Women to provide funding for programs and services for victims of domestic violence.

### **Quality Economic Development**

- Successfully hosted Glendale's first Super Bowl.
- Broke ground on the Cactus League's newest spring training facility. Located at 111th Avenue, west of the Loop 101 between Camelback Road and Glendale Avenue, the development will reach across both Glendale and Phoenix city borders.
- Supported expansion projects at Banner Thunderbird Medical Center and Midwestern University – including the announcement of a Dental Clinic on the Glendale Campus.
- Celebrated openings of 9 new hotels and an array of restaurants and shops at Westgate & Zanjero.

- Welcomed new employers – Wells Fargo, Delta Dental and Southwest Ambulance.
- Expanded the Glendale Municipal Airport and completed renovations on the Airports Fixed Based Operator Facility.
- Celebrated the opening of the Glendale Park and Ride at 99<sup>th</sup> and Glendale avenues. The facility, which will serve as a regional Park and Ride, is the first environmentally friendly structure of its kind.

### **A Vibrant City Center**

- Visited urban areas with successfully revitalized corridors on *Glendale Corridor Redevelopment trips*; brought back findings to study and share with the public.
- Received the Public Works Project of the Year in the Historical Restoration/Preservation category from the Arizona Chapter of APWA for work on the Downtown Glendale Pedestrian Enhancement Project. The project included landscaping, new brick sidewalks and crosswalks; pedestrian lighting; bench repair and additional bicycle racks.
- Welcomed shoppers and diners to park in the new downtown Glendale parking structure, which boasts 600 parking spots and 11,000 square feet of retail and office space.
- Created a pilot project called *Glendale Express*, a free shuttle service that transports residents and visitors between historic downtown Glendale and the sports and entertainment district, including Westgate City Center, Zanjero District, hotels and shops.
- Continued support of the Downtown Dining District, a program developed to help restaurants by offering interior improvement grants and low interest loans that can be applied to equipment, restroom facilities, pipes, wiring and more.

### **An Active Partnership with Luke Air Force Base**

- Partnered with 13 West Valley communities to form the West Valley Partners as a coalition of government agencies with the sole purpose of protecting the mission of Luke Air Force Base.
- Through work with Arizona's congressional delegation, helped to secure \$5.5 million for phase I the Luke AFB runway replacement project.
- Continued support for additional federal funding for phase II of the Luke runway replacement project, as well as, funding for upgrades to the Barry M. Goldwater Range.
- Secured community donations for the creation of an educational DVD which highlights how communities are managing growth around Luke AFB and the significance of legislation enacted over the last decade which is now used as a model across the nation.
- Brought together interested citizens for a unique Glendale University Graduate class. Students toured and learned about the mission and operations of the world's largest F-16 training base.

### **High Quality Services for Citizens**

- Expanded online services to include online bill-pay for utility services, tickets and court fines; online registration for Parks and Recreation programs, Glendale Bulletins, Podcasts and a Neighborhood Information System.

- Adopted a dust control ordinance that includes air quality measures that restrict vehicular use and parking on vacant lots, require paving or stabilization of existing unpaved parking lots, restrict off-road vehicle use, and strengthen trespassing laws and ordinances.
- Awarded \$83,360 in Performing Arts Grants to 15 local organizations to support 27 performing arts projects throughout Glendale.
- Joined professional skateboarders and BMX riders at the grand opening of the new X-Court, Glendale's first skateboarding and BMX facility.
- Upgraded trails and removed evasive vegetation at Thunderbird Conservation Park.
- Continued to support Glendale's signature special events including the 25<sup>th</sup> Annual Glendale Jazz and Blues Festival and holiday favorite Glendale Glitters.

### **Fiscally Sound**

- Received the Distinguished Budget Presentation Award from the Government Finance Officers Association. This award represents a significant achievement by the organization reflecting the commitment of elected officials, city manager and staff to meeting the highest principles of governmental budgeting.
- Received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA) for Glendale's comprehensive annual financial report (CAFR). This marks the nineteenth consecutive year that Glendale has been recognized with this award.
- Awarded the *Outstanding Agency Accreditation Award for 2007* by the National Institute of Governmental Purchasing (NIGP). This award formally recognizes excellence in public procurement by establishing a body of standards that should be in place for a solid purchasing operation.
- Received an upgrade to Glendale's junior-lien water and sewer obligations from A2 to A1, from Moody's, the nation's leading investor service. The rating upgrade reflects a growing and largely residential customer base, and a history of sound decisions by city policy-makers to ensure that system revenues provide satisfactory debt service coverage for bondholders.

### **Interesting Facts**

- In the weeks leading up to Super Bowl XLII, close to 3,000 television stories were broadcast about Glendale to a nationwide audience of more than 350 million people.
- The city of Glendale earned straight A's from Valley Forward for the Valley's 2008 Environmental Report Card. Glendale was graded in the following areas: Air, Land Use, Transportation, and Water.
- The Glendale Transportation department recently received the 2007 Excellence Award for Outstanding Transit Organization in the state of Arizona by the Arizona Transit Association.
- The Glendale Civic Center was selected as the No. 2 meeting/convention location for facilities 49,999 square feet or less in Ranking Arizona's "The Best of Arizona Business 2008."



**City of Glendale  
Budget Summary by Department**

**Mayor**

<b>FUND NUMBER / BUDGET BY PROGRAM</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Budget</b>	<b>FY 07-08 Estimate</b>	<b>FY 08-09 Budget</b>	<b>Percent Over FY 08 Budget</b>
(1000) Office of the Mayor	\$344,327	\$365,488	\$359,297	\$378,211	3%
<b>Total - Mayor</b>	<b>\$344,327</b>	<b>\$365,488</b>	<b>\$359,297</b>	<b>\$378,211</b>	<b>3%</b>

<b>BUDGET BY CATEGORIES OF EXPENDITURES</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Budget</b>	<b>FY 07-08 Estimate</b>	<b>FY 08-09 Budget</b>	<b>Percent Over FY 08 Budget</b>
Wages/Salaries/Benefits	\$299,953	\$315,449	\$315,449	\$326,832	4%
Supplies and Contracts	\$34,547	\$41,123	\$34,932	\$43,843	7%
Internal Premiums	\$5,864	\$5,433	\$5,433	\$4,169	-23%
Internal Service Charges	\$3,963	\$3,483	\$3,483	\$3,367	-3%
<b>Total - Mayor</b>	<b>\$344,327</b>	<b>\$365,488</b>	<b>\$359,297</b>	<b>\$378,211</b>	<b>3%</b>

<b>STAFFING BY PROGRAM</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Budget</b>	<b>FY 07-08 Estimate</b>	<b>FY 08-09 Budget</b>	<b>Percent Over FY 08 Budget</b>
Office of the Mayor	4	4	4	4	0%
<b>Total -Mayor</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>0%</b>



**City of Glendale  
Budget Summary by Department**

**Council Office**

<b>FUND NUMBER / BUDGET BY PROGRAM</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Budget</b>	<b>FY 07-08 Estimate</b>	<b>FY 08-09 Budget</b>	<b>Percent Over FY 08 Budget</b>
(1000) Barrel District	\$75,567	\$96,301	\$79,754	\$99,060	3%
(1000) Cactus District	\$66,798	\$96,143	\$82,051	\$98,902	3%
(1000) Cholla District	\$72,035	\$101,600	\$79,644	\$104,511	3%
(1000) Council Office	\$542,058	\$582,716	\$576,115	\$586,333	1%
(1000) Ocotillo District	\$59,000	\$95,389	\$85,733	\$98,155	3%
(1000) Sahuaro District	\$72,969	\$96,362	\$79,367	\$99,121	3%
(1000) Yucca District	\$86,174	\$96,279	\$73,668	\$99,037	3%
<b>Total - Council Office</b>	<b>\$974,601</b>	<b>\$1,164,790</b>	<b>\$1,056,332</b>	<b>\$1,185,119</b>	<b>2%</b>

<b>BUDGET BY CATEGORIES OF EXPENDITURES</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Budget</b>	<b>FY 07-08 Estimate</b>	<b>FY 08-09 Budget</b>	<b>Percent Over FY 08 Budget</b>
Wages/Salaries/Benefits	\$748,371	\$816,527	\$809,926	\$825,882	1%
Supplies and Contracts	\$194,747	\$316,128	\$214,271	\$331,425	5%
Internal Premiums	\$22,132	\$20,868	\$20,868	\$16,664	-20%
Internal Service Charges	\$9,351	\$11,267	\$11,267	\$11,148	-1%
<b>Total - Council Office</b>	<b>\$974,601</b>	<b>\$1,164,790</b>	<b>\$1,056,332</b>	<b>\$1,185,119</b>	<b>2%</b>

<b>STAFFING BY PROGRAM</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Budget</b>	<b>FY 07-08 Estimate</b>	<b>FY 08-09 Budget</b>	<b>Percent Over FY 08 Budget</b>
Barrel District	1	1	1	1	0%
Cactus District	1	1	1	1	0%
Cholla District	1	1	1	1	0%
Council Office	7	7	7	7	0%
Ocotillo District	1	1	1	1	0%
Sahuaro District	1	1	1	1	0%
Yucca District	1	1	1	1	0%
<b>Total -Council Office</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>0%</b>



## CITY ATTORNEY'S OFFICE

Craig Tindall

### Department Description:

The City Attorney's Office is the city's in-house legal department. The civil division attorneys and staff provide legal advice and guidance related to city governance, operations and transactions.

### Interesting Department Fact:

In 2007, the City Attorney's Office reviewed 417 contracts. Of those, 43% were reviewed the same day the contract was received.

The criminal division of the City Attorney's Office handles prosecution of violations of City codes and misdemeanor violations of state law within Glendale and all appeals from City Court to Superior Court.

### Mission Statement:

Provide the highest level of legal services to the city and its officials, by adhering to professional standards, garnering strong understanding of city operations, and incorporating all relevant information into the legal advice and guidance provided.

To serve the people of Arizona by prosecuting violations of the City Code and misdemeanor violations of state law in an ethical manner in order to assure that justice is done.

## FISCAL YEAR 2009

GOALS	
<b>Goal</b>	Provide high-quality, professional and timely legal services to the Mayor, City Council and city staff.
<b>Related Council Goal</b>	A city with high-quality services for citizens.
<b>Activities</b>	Continue to provide excellent legal and procedural guidance to City Council and administrative bodies as needed for city operations.
<b>Desired Outcomes (Perf. Measures)</b>	Develop strong relationships with departments and attend 100% of the meetings or hearings as needed or requested.
<b>Goal</b>	Serve the people of Arizona by assuring the consistent and ethical application of criminal justice.
<b>Related Council Goal</b>	One community focused on public safety for citizens and visitors.
<b>Activities</b>	Continue to aggressively prosecute City Code and state law misdemeanor violations.
<b>Desired Outcomes</b>	Obtain 80% conviction rate including verdicts and plea agreements

<b>(Perf. Measures)</b>	on misdemeanor charges. When appropriate, facilitate resolution of cases by mediation and successful completion of diversion programs.
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**FISCAL YEAR 2008**

**Business Practice/Service Delivery Improvement:**

- The City Attorney’s Office provides legal advice to the City Council, City Manager and approximately 28 departments. It also staffs various city boards and commissions, represents the city in legal proceedings and ensures that city operations comply with all federal, state and local laws.
- Civil division attorneys represent the city in local, state and federal courts, as well as before administrative agencies and legislative bodies. In addition to representing the city in litigation and settlement negotiations, the attorneys work with the departments they represent in providing general legal advice, negotiating transactions, preparing ordinances/resolutions and reviewing contracts and other documents.
- Each city department has been assigned a general counsel attorney to provide it the legal services necessary to its operations. The advantage this arrangement allows the attorney to gain a familiarity with the operation of the department and develop expertise in the specific field. Certain situations require specialized expertise. In those instances, attorneys with that expertise will handle a matter in that field of law across departmental lines. By using this combination, the general counsel attorney works with the specialist to provide consistent and expert legal services.
- The City Prosecutor’s Office handles prosecution of city code violations, misdemeanor violations of state law within Glendale, and all appeals from City Court to Superior Court.

**Accomplishments:**

- Continued to represent the city in litigation brought by third parties.
- Vigorously prosecuted all city code violations and misdemeanor violations of state law that are supported by probable cause and ensure that justice is served.

<b>GOAL UPDATES</b>	
<b>Goal</b>	Provide high-quality, professional and timely legal services to the Mayor, City Council and city staff.
<b>Related Council Goal</b>	A city with high-quality services for citizens.
<b>Was the goal met?</b>	Yes.
<b>What were the Performance Measures?</b>	Attend 100% of the meetings/hearings as needed or requested.
<b>Obstacles/Challenges</b>	None.



<b>Goal</b>	Serve the people of Arizona by assuring the consistent and ethical application of criminal justice.
<b>Related Council Goal</b>	One community focused on public safety for citizens and visitors.
<b>Was the goal met?</b>	No. The City Prosecutor's Office obtained an 83% conviction rate or plea agreements on misdemeanor charges.
<b>What were the Performance Measures?</b>	Obtain 85% conviction rate or plea agreements on misdemeanor charges.
<b>Obstacles/Challenges</b>	The City Court now has a Treatment Court that features a multi-faceted approach for addressing domestic violence. In these cases, successful dispositions result in completion of treatment programs and then dismissal of charges. Although statistics reflect dismissals and not convictions, the disposition of these cases is favorable and beneficial to the community.

**FISCAL YEAR 2007**

**Accomplishments:**

- Vigorously prosecuted all violations of city codes and misdemeanor violations of state law that are supported by probable cause and ensure that justice is served.
- Continued to represent the city in litigation brought by third parties.

<b>GOAL UPDATES</b>	
<b>Goal</b>	High quality, professional and timely legal services to the Mayor, City Council and city staff.
<b>Related Council Goal</b>	A city with high-quality services for citizens.
<b>Was the goal met?</b>	Yes.
<b>What were the Performance Measures?</b>	Attend 100% of the meetings/hearings as needed or requested.
<b>Obstacles/Challenges</b>	None.
<b>Goal</b>	Provide timely and valuable guidance in the negotiation of significant economic development transactions.
<b>Related Council Goal</b>	One community with quality economic development.
<b>Was the goal met?</b>	Yes.
<b>What were the Performance Measures?</b>	Relevant legal issues are addressed in a timely manner and significant value is added to each transaction.
<b>Obstacles/Challenges</b>	None.



**City of Glendale  
Budget Summary by Department**

**City Attorney**

<b>FUND NUMBER / BUDGET BY PROGRAM</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Budget</b>	<b>FY 07-08 Estimate</b>	<b>FY 08-09 Budget</b>	<b>Percent Over FY 08 Budget</b>
(1000) Attorney-Spec Proj Fees/Costs	\$852,849	\$575,000	\$575,000	\$575,000	0%
(1000) City Attorney	\$2,357,794	\$2,787,567	\$2,787,669	\$2,886,534	4%
<b>Total - City Attorney</b>	<b>\$3,210,643</b>	<b>\$3,362,567</b>	<b>\$3,362,669</b>	<b>\$3,461,534</b>	<b>3%</b>

<b>BUDGET BY CATEGORIES OF EXPENDITURES</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Budget</b>	<b>FY 07-08 Estimate</b>	<b>FY 08-09 Budget</b>	<b>Percent Over FY 08 Budget</b>
Wages/Salaries/Benefits	\$2,113,060	\$2,575,941	\$2,490,138	\$2,666,110	4%
Supplies and Contracts	\$1,037,474	\$734,251	\$749,006	\$748,122	2%
Internal Premiums	\$40,629	\$43,948	\$43,948	\$38,248	-13%
Internal Service Charges	\$2,829	\$8,427	\$9,577	\$9,054	7%
Operating Capital	\$17,851		\$70,000		
Work Order Credits	(\$1,200)				
<b>Total - City Attorney</b>	<b>\$3,210,643</b>	<b>\$3,362,567</b>	<b>\$3,362,669</b>	<b>\$3,461,534</b>	<b>3%</b>

<b>STAFFING BY PROGRAM</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Budget</b>	<b>FY 07-08 Estimate</b>	<b>FY 08-09 Budget</b>	<b>Percent Over FY 08 Budget</b>
City Attorney	27	27	27	28	4%
<b>Total -City Attorney</b>	<b>27</b>	<b>27</b>	<b>27</b>	<b>28</b>	<b>4%</b>



## CITY CLERK'S DEPARTMENT

Pam Hanna

### Department Description:

The City Clerk's Department is responsible for preserving permanent documents and retaining other public documents as required by state statute; coordinating citywide record management and training; improving the retention and access to public records through technology; conducting municipal elections and receiving campaign finance filings; preparing and maintaining the official record of City Council meetings; coordinating the publishing and posting of the city's public notices; digitally recording official documents; codifying ordinances to be included in the Municipal Code and accessed through enhanced multi-media options and providing passport information and new passport filing services.

### Interesting Department Fact:

The City Clerk's Department has provided passport information and services to over 6,300 people in the 2007 calendar year.

### Mission Statement:

To constantly maintain superior service to the citizens, elected officials and staff by providing an accurate and current legislative record including the City Code Book; a comprehensive and accessible records management system; a responsible and effective public notification program; an impartial and efficient municipal election and campaign finance process; and other public services such as passport application assistance and acceptance and gathering information to preserve an accurate historical record of events in the City of Glendale.

## FISCAL YEAR 2009

### GOALS

<b>Goal</b>	Convert paper-based municipal records to electronic media.
<b>Related Council Goal</b>	A city with high quality services for citizens.
<b>Activities</b>	Assist consultant with analysis of current electronic records management system. Develop a comprehensive plan for implementation in the city court.
<b>Desired Outcomes (Perf. Measures)</b>	Completion of the analysis of the system and a plan for implementation in the city court.
<b>Goal</b>	Conduct a September 2008 primary election and, if necessary, a November 2008 general election.
<b>Related Council Goal</b>	A city with high quality services for citizens.

<b>Activities</b>	Complete a September 2008 primary election including all tasks necessary such as candidate assistance, campaign finance filings, Justice Department submittal, notifications and the canvass of the vote, etc.
<b>Desired Outcomes (Perf. Measures)</b>	A successful election with all tasks completed by December 31, 2008.

**FISCAL YEAR 2008**

**Business Practice/Service Delivery Improvement:**

- The City Clerk's Department trained appropriate staff in passport acceptance to expedite the service to the residents and reduce waiting times.

**Accomplishments:**

- Successfully completed a fall special election in September of 2007.
- Successfully completed the RFP process and hired a consultant for the electronic records management systems.

<b>GOAL UPDATES</b>	
<b>Goal</b>	Use technology including the Internet, intranet, optical and other electronic media to deliver information to and to retain information for the citizens and the organization.
<b>Related Council Goal</b>	A city with high quality services for citizens.
<b>Was the goal met?</b>	The internet and intranet were used extensively to post information and allow citizens access to city services.
<b>What were the Performance Measures?</b>	The City Clerk's Department posted all necessary information and kept pertinent web pages updated.
<b>Obstacles/Challenges</b>	The City Clerk's Department was challenged in getting information from other departments in a timely manner.
<b>Goal</b>	Strict adherence to city purchasing and contracting procedures.
<b>Related Council Goal</b>	A city that is fiscally sound.
<b>Was the goal met?</b>	The City Clerk's Department followed all city purchasing and contracting procedures.
<b>What were the Performance Measures?</b>	100% compliance was achieved in all purchasing.
<b>Obstacles/Challenges</b>	No obstacles were met in this area.

**FISCAL YEAR 2007**

**Accomplishments:**

- The successful planning and implementation of the City of Glendale 2006 primary and general election including all aspects of the candidate process, as well as planning and implementing the bond election in May of 2007.
- The successful planning and implementation of record purge day: twenty-four city departments participated in an organized purging of records per their record retention and disposition schedules. For the first time, through the cooperation of the Field Operations Department, 17,200 pounds. of purged records were shredded and recycled.

<b>GOAL UPDATES</b>	
<b>Goal</b>	Provide timely, convenient and efficient election services in compliance with state and federal laws, City Code and the City Charter.
<b>Related Council Goal</b>	A city with high quality services for citizens.
<b>Was the goal met?</b>	Citizens received timely and efficient service during the 2006 primary and general elections as well as 2007 bond election.
<b>What were the Performance Measures?</b>	100% of the time: Call of election 4 months, contract with county 5 months, final ballot proof 60 days before regular elections. 100% of the time meet all legal notice, state and federal notice requirements.
<b>Obstacles/Challenges</b>	Translation of all legal documents and coordination of work with other departments and outside entities.
<b>Goal</b>	Electronic records management planning.
<b>Related Council Goal</b>	A city with high quality services for citizens.
<b>Was the goal met?</b>	Citizen and organization requirements for service were met.
<b>What were the Performance Measures?</b>	100% of the time: City Council packet posted on internet as required by City Manager's Office; summary minutes posted within three days; public notices posted as required; Internet City Code Book supplemented within 2 weeks of ordinance approval; legal documents scanned within 3 days of completion and election material posted on internet 3 months prior to election.
<b>Obstacles/Challenges</b>	Challenge to coordinate with other departments and outside entities.



**City of Glendale  
Budget Summary by Department**

**City Clerk**

<b>FUND NUMBER / BUDGET BY PROGRAM</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Budget</b>	<b>FY 07-08 Estimate</b>	<b>FY 08-09 Budget</b>	<b>Percent Over FY 08 Budget</b>
(1000) City Clerk	\$368,373	\$404,673	\$404,673	\$446,864	10%
(1000) Elections	\$236,743	\$277,990	\$115,682	\$116,990	-58%
(1000) Passport Services	\$2,356	\$2,000	\$2,000	\$1,135	-43%
(1000) Records Management	\$215,940	\$184,247	\$184,247	\$181,972	-1%
<b>Total - City Clerk</b>	<b>\$823,412</b>	<b>\$868,910</b>	<b>\$706,602</b>	<b>\$746,961</b>	<b>-14%</b>

<b>BUDGET BY CATEGORIES OF EXPENDITURES</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Budget</b>	<b>FY 07-08 Estimate</b>	<b>FY 08-09 Budget</b>	<b>Percent Over FY 08 Budget</b>
Wages/Salaries/Benefits	\$459,898	\$464,794	\$464,794	\$511,934	10%
Supplies and Contracts	\$316,498	\$379,000	\$216,692	\$212,903	-44%
Internal Premiums	\$45,213	\$20,520	\$20,520	\$17,871	-13%
Internal Service Charges	\$1,803	\$4,596	\$4,596	\$4,253	-7%
<b>Total - City Clerk</b>	<b>\$823,412</b>	<b>\$868,910</b>	<b>\$706,602</b>	<b>\$746,961</b>	<b>-14%</b>

<b>STAFFING BY PROGRAM</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Budget</b>	<b>FY 07-08 Estimate</b>	<b>FY 08-09 Budget</b>	<b>Percent Over FY 08 Budget</b>
City Clerk	4	4	4	4	0%
Records Management	2	2	2	2	0%
<b>Total -City Clerk</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>0%</b>

## CITY COURT

### Judge Finn

**Department Description:**

Glendale City Court adjudicates criminal misdemeanors, City Code violations, traffic violations and certain juvenile offenses committed in the City of Glendale. In cases of domestic violence and harassment, the court issues protective orders. In felony matters, the court has the authority to issue search warrants.

**Interesting Department Fact:**

Glendale City Court is able to provide translation services in more than 170 different languages.

**Mission Statement:**

To provide a forum for prompt, fair and just resolution of cases in a professional, efficient and courteous manner.

### FISCAL YEAR 2009

GOALS	
<b>Goal</b>	Achieve capital improvements that facilitate the highest quality delivery of services to Court customers.
<b>Related Council Goal</b>	A city with high quality services for citizens.
<b>Activities</b>	Collaborate regularly with the project manager and architectural consultants on the new courthouse throughout construction and seek continuous input from court staff on design elements.
<b>Desired Outcomes (Perf. Measures)</b>	Ongoing meetings with the court project team and monthly court staff meetings and weekly management meetings.
<b>Goal</b>	Identify innovative ways to reduce operating costs.
<b>Related Council Goal</b>	A city that is fiscally sound. One community focused on public safety for citizens and visitors.
<b>Activities</b>	Offer all eligible nonviolent defendants the opportunity to be placed on home detention with electronic monitoring and random alcohol screening rather than be incarcerated.
<b>Desired Outcomes (Perf. Measures)</b>	Reductions in police detention prisoner maintenance expenses as a result of home detention orders.

## FISCAL YEAR 2008

### **Business Practice/Service Delivery Improvement:**

- **Automation Enhancements:** The court strives to reduce or eliminate manual data entry and other non-automated reporting methods and requirements involved in case processing. This is being accomplished through reductions in the court's reliance on paper forms, improvements to ongoing automation projects and the development of new automation projects. The court initiated a new online web payment system in August. Through the first six months of web payments, the court collected about \$183,000 through this service. The court installed two new touch-screen information kiosks in the lobby to allow defendants to conduct web payments and view photo red light citations. The court continues to work toward automated citation data transfer from electronic hand-held e-citation devices. A recent grant award from the Governor's Office on Highway Safety will result in the purchase of several additional e-citation devices this year. The court's status as pilot department for the electronic document management system advanced with the recent selection of the consulting services vendor. AtDoc LLC has completed a three-day court site visit to review document management needs and is preparing recommendations for improvement. The vendor is also conducting citywide analysis and review of multiple departments to identify document management solutions. The court's domestic violence services website added a virtual online tour to assist victims in seeking protective order relief. The court continues to participate in the Supreme Court's automated FARE (fines, fees and restitution enforcement) program to recover unpaid and overdue court financial obligations. Over \$1.4 million was collected through FARE last fiscal year. FARE participation also allows the court to achieve automated interception of state income tax refunds for defendants in arrears on court payments. Many on-site training classes have been offered at the court to educate staff on the variety of recent automation enhancements. The court continues to explore effective automation standards as we prepare the design and programming elements for the new courthouse.
- The court has continued its participation in an intergovernmental agreement with Scottsdale to provide WIZARD, a front-end module for the AZTEC case management system, to West Valley city courts. FY 2007 programming enhancements to receipting, querying, and generating Court forms improved service delivery.

### **Accomplishments:**

- The court was awarded a \$400,000 continuation grant from the U.S. Department of Justice Office on Violence Against Women to provide ongoing enhancements to improve coordinated justice agency responses to critical issues impacting domestic violence victims and offenders. The original award of \$400,000 in 2005 provided funding for a treatment court compliance specialist, court-based victim advocate, part-time pro tem judge to preside over lunch hour protective order hearings, and police overtime to serve outstanding domestic violence arrest warrants and other services. The continuation grant added a Prosecutor's Office victim notification clerk to provide victim input at Treatment Court and assist victims with restitution issues.

- Court staff achieved 100% compliance to Arizona Supreme Court judicial education training requirements. The court’s training coordinator assisted this achievement by serving on a work group comprised of other county training coordinators who organized a three-day training blitz in June of more than 100 training classes at more than a dozen sites across the county. Approximately 40 classes were offered on-site at Glendale City Court throughout the year. This resulted in savings of travel time to other sites to accomplish the education requirements for all judges and staff.

<b>GOAL UPDATES</b>	
<b>Goal</b>	To demonstrate a solid commitment to public safety and enhancing staff security.
<b>Related Council Goal</b>	One community focused on public safety for citizens and visitors.
<b>Was the goal met?</b>	The court is on pace to meet this goal. Court security staff screened 63,490 customers prior to entering the court facility between July 1, 2007 and December 31, 2007. Zero known incidents of weapons occurred beyond the security checkpoint, and no weapons-related incident reports were generated. Security staff confiscated 3,247 prohibited items, including 828 knives, 244 box cutters, 82 handcuffs, 72 razor blades, 55 mace canisters and 38 ammunition items.
<b>What were the Performance Measures?</b>	All court customers are screened by security staff upon entering the building and zero incidents of weapons beyond the security checkpoint.
<b>Obstacles/Challenges</b>	None.
<b>Goal</b>	To provide timely, fair justice and superior service to all court customers.
<b>Related Council Goal</b>	A city with high quality services for citizens.
<b>Was the goal met?</b>	The court established a case flow/case management committee comprised of court staff, judges, prosecutors, and defense counsel. One committee goal is to regularly monitor the volume of calendar activity at the court at any given time. After initiating this monitoring, the court was able to quickly discover large sustained increases in volume with one particular matter type. Through a combination of adding additional slots in one courtroom, and using open calendar slots with a different matter type, the court was able to effectively reduce the volume and lessen the number of weeks for which cases had to be scheduled in the future. The court now is able to react more quickly to increases in caseloads. Over the last six months, at least three temporary changes have been made to the division calendar enabling the court to handle proceedings more efficiently.

<b>What were the Performance Measures?</b>	Monitor Court calendars for settings, sizes and trends. Respond to growth with increased access and better service to customers/Settings added to address increases in cases.
<b>Obstacles/Challenges</b>	None.

**FISCAL YEAR 2007**

**Accomplishments:**

- Treatment Court was developed in 2004 to provide frequent ongoing judicial review of domestic violence and DUI offenders in Glendale. Since its inception, Treatment Court has been challenged with managing its ever-increasing caseload volume. This fiscal year was no exception. Two half-days of calendared Treatment Court proceedings have been added. Treatment providers were tasked with supplying automated progress reports on participants to streamline case flow. The Treatment Court matrix was revised to bring swift and consistent sanctions. Meanwhile, Treatment Court continues to benefit from enhancements made possible through its Department of Justice domestic violence grant. Specific enhancements are listed below under FY 2006 accomplishments.
- To provide timely, fair justice and service to all court customers, the court significantly increased courtroom availability. Public defender pre-trial slots increased from 180 to 300, resulting in the addition of six half-courtroom days. Two new part-time public defenders, two court room clerks and an additional pro tem judge were hired. Protective Order Hearings increased from two days per week to three. Two additional half-days of Treatment Court have been added. A special half-day Treatment Court was held on December 4, 2006.

<b>GOAL UPDATES</b>	
<b>Goal</b>	Achieve the highest quality records management standards to provide maximum customer satisfaction while maintaining the integrity of court-archived records.
<b>Related Council Goal</b>	A city with high quality services for citizens.
<b>Was the goal met?</b>	This goal is in progress. City Court has been identified as the pilot department for an electronic records management system. Phase one of a fully-integrated, enterprise-wide electronic records management (ERM) system would implement or upgrade electronic records in the City's Finance, Building Safety, Field Operations and City Clerk's Office. Additionally, the Court entered into an agreement with Iron Mountain Storage facility for physical court records storage.
<b>What were the Performance Measures?</b>	Collaboration with the City Clerk's Office resulting in the submittal of a supplemental budget request to fund ERM.
<b>Obstacles/Challenges</b>	Funding for ERM is contingent on council approval of the supplemental budget request submitted by the City Clerk's Office.



<b>Goal</b>	Improve the ease and increase the accuracy of submitting traffic citations from Glendale Police patrol officers to the court's case management system.
<b>Related Council Goal</b>	A city with high quality services for citizens.
<b>Was the goal met?</b>	This goal is in progress. Five electronic ticketing devices have been deployed to Glendale patrol officers. Electronic data transfer is being developed. A grant application is pending that would add 15 additional ticketing devices.
<b>What were the Performance Measures?</b>	Deployment of electronic citation ticketing devices.
<b>Obstacles/Challenges</b>	In partnership, the court and police rely on outside funding for this project.

### CITY COURT STATISTICS

	FY 07 Actuals	FY 08 Estimate	FY 09 Budget
<b>Inputs:</b>			
Number of full-time employees	51	51	51
Number of full-time Judges	4	4	4
Department operating expenditures	\$4,514,057	\$4,773,072	\$5,140,798
<b>Outputs:</b>			
			<b>FY 07-FY 08 % Change</b>
Revenues generated*	\$8,140,047	\$8,817,000	8.32%
Number of cases filed with the court	59,675	62,725	5.11%
Number of hearings held	596	640	7.38%
Number of trials held	80	70	-12.50%
Number of cases disposed	63,844	67,250	5.33%
Number of warrants issued	22,461	24,700	9.97%
Number of walk-in visitors	122,277	145,000	18.58%
<b>Effectiveness Measures:</b>			
			<b>FY 07-FY 08 % Change</b>
Fines, Assessment & Restitution Enforcement (FARE) collections	\$1,404,420	\$1,250,000	-11.00%
Taxes intercepted	\$109,510	\$96,000	-12.34%
<b>Efficiency Measures:</b>			
Department expenditures per capita	\$18.51	\$19.39	\$20.68
			<b>FY 07-FY 08 % Change</b>
Number of warrants outstanding	440	523	18.75%
Number of walk-in visits per FTE	2,398	2,843	18.58%
Number of trials and hearings per FT judge	169	178	5.03%

\*Revenues include pass through revenue for the state and county

\*\*Estimates based on YTD numbers through April



**City of Glendale  
Budget Summary by Department**

**City Court**

<b>FUND NUMBER / BUDGET BY PROGRAM</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Budget</b>	<b>FY 07-08 Estimate</b>	<b>FY 08-09 Budget</b>	<b>Percent Over FY 08 Budget</b>
(1000) City Court	\$4,088,607	\$4,599,468	\$4,514,543	\$4,625,868	1%
(1240) Court Security	\$274,091	\$299,644	\$319,962	\$347,578	16%
(1240) Court Time Payments	\$67,079	\$44,000	\$3,725	\$206,980	370%
(1240) Fill the Gap	\$84,259	\$42,000	\$54,000	\$57,000	36%
<b>Total - City Court</b>	<b>\$4,514,036</b>	<b>\$4,985,112</b>	<b>\$4,892,230</b>	<b>\$5,237,426</b>	<b>5%</b>

<b>BUDGET BY CATEGORIES OF EXPENDITURES</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Budget</b>	<b>FY 07-08 Estimate</b>	<b>FY 08-09 Budget</b>	<b>Percent Over FY 08 Budget</b>
Wages/Salaries/Benefits	\$3,581,614	\$4,036,243	\$3,931,389	\$4,169,261	3%
Supplies and Contracts	\$817,124	\$820,146	\$823,967	\$952,294	16%
Internal Premiums	\$61,012	\$55,243	\$55,243	\$51,882	-6%
Internal Service Charges	\$54,286	\$69,480	\$77,631	\$63,989	-8%
Operating Capital		\$4,000	\$4,000		
<b>Total - City Court</b>	<b>\$4,514,036</b>	<b>\$4,985,112</b>	<b>\$4,892,230</b>	<b>\$5,237,426</b>	<b>5%</b>

<b>STAFFING BY PROGRAM</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Budget</b>	<b>FY 07-08 Estimate</b>	<b>FY 08-09 Budget</b>	<b>Percent Over FY 08 Budget</b>
City Court	50	50	50	50	0%
Court Security	1	1	1	1	0%
<b>Total -City Court</b>	<b>51</b>	<b>51</b>	<b>51</b>	<b>51</b>	<b>0%</b>