

SERVICE STATISTICS—FY 2010-11

Service Provided

- Police Department: 128,630 calls for service
- Web: 4 million people logged on to Glendale's websites
- 414,964 customers at Foothills Recreation Aquatics Center
- Glendale Fire: 43,431 calls for service
- Sanitation: Picked up 140,000 tons of garbage
- More than 2.5 million people used Glendale's transit system (6% increase)
- Planning: 823 Plan Reviews
- Library: 812,178 visitors
- Code Compliance: 13,239 cases (86% resolved within 30 days)
- Building Safety: Inspectors reviewed 17,359 buildings
- Police: 16% decrease in violent crime
- Clerk's Office: 852 public records requests – Citywide public records requests: 12,256
- Finance: Processed 720,000 utility bills & 120,000 sales tax returns
- Court: Processed 38,487 overall case filings
- Water Services : Treated 14.3 billion gallons of water & 2.4 billion gallons of wastewater
- Adult Center: 162,511 visitors
- Public Works delivered 245,000 tons of garbage to landfill
- Transportation applied almost 900,000 linear feet of yellow & white striping to roads
- Building Safety issued 6,244 permits
- Community Housing assisted 1,498 Section 8 families (4,061 family members)
- Code Compliance: Removed 15,577 illegal signs
- Court processed 2,493 protective orders - primarily filed by victims of domestic violence
- 151,098 records pages scanned by the Clerk's Office
- Transportation Results: Record low for streetlight outages – only 74 out of 19,556
- Budget: Developed a balanced budget of \$638M as presented in the 645 page budget book
- Public Works: Recycled more than 20 million pounds, generating \$2.2 million in revenue



A Helping Hand

- Community Revitalization Division & CAP helped 1,459 people process \$914, 122 in homeless prevention funds
- Police volunteers donated 23,746 hours of service
- Glendale Fire Crisis Response Team: 1,968 calls with volunteers donating 29,000 hours
- Neighborhood Partnerships: 73 volunteer projects with 2,630 volunteers giving 10,121 hours
- Code Compliance: 212 properties benefited from Clean and Lien
- Glendale Fire inspected and installed 235 child car seats & donated seats to 56 eligible families

Professional Growth & Development

- HR trained 953 employees in 63 professional development courses
- Innovate Team: Worked with 15 departments to complete 12 projects with 6 more still underway
- 400 employees attended four Diversity Dialogues

New Business

- Economic Development: 8 companies expand in Glendale and 5 new businesses locate here... results? 1,730 jobs
- Civic Center increased event days by 8%
- Transportation secured federal and regional funding for projects valued at \$48 million
- Purchasing Department maintained more than 200 contracts valued at more than \$60 million
- Finance: Wrote 6,000 checks
- Centerline: Economic Development networked with 161 developers and retailers about the advantages of locating in Centerline
- Transportation involved in four highway construction projects
- Innovate Team: Recruited and trained 11 new team members from 9 different departments to work on cross-departmental projects

Connecting the Community

- Marketing: 400,000 attended Glendale's festivals
- Transportation: Glendale's first cable stay pedestrian/bicycle bridge completed using \$2.5 million in federal funding
- 200 employees attend Cesar Chavez Luncheon
- Parks and Recreation provided 3,968 swimming lessons and hosted 68,427 recreational swimmers
- 126,000 visitors from 46 countries contacted the Glendale Visitor Center
- Public Works maintained more than 700 miles of streets & 1000 miles of curb, gutter and sidewalk
- 550 attend MLK Luncheon
- Court provided Spanish interpretation to 3,943 customers during courtroom proceedings
- 5,721 residents participated in Parks & Recreation special interest classes
- Environmental Resources taught conservation to 2,300 students
- 350 attend GHN Hispanic Heritage Lunch
- 15 Glendale Firefighters taught fire safety in 36 schools

Employee Benefits

- HR saved \$660,000 in medical claims through audits and process changes and negotiated dental and vision contracts resulting in a savings of \$106,000
- IT responded to 6,240 employee assistance calls

Recognition

- Glendale recognized by the Governor's Advisory Council on Aging and the AZ Dept of Commerce as Mature Worker Friendly
- Glendale 11 won two Rocky Mountain Emmy award nominations, 3 international awards from the International Festivals and Events Association and a statewide award from the Arizona Festival Association
- Environmental Resources received a new Designation of Assured Water Supply for the City
- Glendale presented with 2010 Municipality Safety Award for the Greatest Improvement in Safety Results

"Glendale Employees: By the Numbers" – Produced by Glendale 11 TV – June 2011