

City of Glendale Directory of Departments

Building Safety

Central resource for building construction and code information, plans review, permit issuance and building construction inspection.

Administration (623) 930-2800

Cross Connection Control (623) 930-2800

Responsible for construction plan review, inspections and enforcement of maintenance and testing of backflow assemblies. This helps protect water quality in the public water distribution system and on-site water distribution from being contaminated or polluted through unprotected cross connections.

Development Service Center (623) 930-2800

Serves as central resource for development, construction and code information, project management, plans review, permit issuance and construction inspection. In charge of service counter on second floor of City

Inspection (623) 930-2800

Inspects the construction, quality of materials and maintenance of all buildings and structures within the city.

Plan Review (623) 930-2800

Regulates and controls the design of new construction or remodeling of all structures within the city through the review and examination of construction plans.

Coyotes/Cardinals Project (623) 930-2800

City Attorney's Office

Provides legal services for the city, its employees and the City Council.

City Attorney's Office (623) 930-2930

Defends the City, its officers and employees in civil suits; provides legal advice to City Council, Management Team and Department Heads; prepares ordinances and resolutions; reviews contracts; and issues legal

City Prosecutor's Office (623) 930-3475

Handles prosecution of all city code violations, misdemeanor violations of state law within Glendale and all appeals from City Court to Superior Court.

City Auditor's Office

Conducts independent financial and performance audits and provides consulting services that add value and improve businesses processes for the city.

City Auditor (623) 930-2239

City Clerk's Office

Conducts city elections and prepares minutes of City Council meetings and workshops. Supervises city's records management program, including circulating, recording, storing and microfilming all permanent legal documents. Also, supervises the codification, supplement and distribution of city code book.

Administration (623) 930-2252

Responsible for recording the minutes of Council meetings and conducting City elections.

Records Management (623) 930-3260

Responsible for maintaining records of City Council business. Serves as new passport application acceptance agency.

City Council Office

The elected legislative and policy-making body of the city. The City Council provides a forum for active public participation in establishing city policy. Each Council member represents a district of approximately 37,500 residents and serves for four years. (For more detailed information on Council members, see the "City Council" tab.)

Administration (623) 930-2249

Manages Council programs and provides administrative support.

City Council (623) 930-2249

City Court

The judicial branch of the city. All misdemeanors, traffic, parking, city code violations and some juvenile offenses occurring in Glendale are adjudicated by the court. The court issues Orders of Protection in domestic violence matters and Injunctions against Harassment. Upon request by law enforcement agencies, the court issues search warrants.

City Court (623) 930-2400

City Manager's Office

Provides policy advice to the City Council and to ensure Council goals are implemented and met through administration of the day-to-day operations of the city.

Administration (623) 930-2870

Provides administrative and program support for the City Manager's, City Council and Neighborhood Partnership offices.

City Management (623) 930-2870

Oversees the implementation of Council goals by all city departments.

Community Action Program (623) 930-2854

Helps citizens become self-sufficient while they are experiencing a financial hardship or crisis in their lives.

Civic Center (623) 930-4300

Operates the city's downtown meeting and banquet facility, including scheduling, booking events and managing day-to-day service operations.

Homeland Security (623) 930-2787

Administers the oversight of Homeland Security for the City of Glendale.

Code Compliance

Ensures residents compliance with community standards as established by various city codes. These codes preserve and promote the health, safety and general welfare of the community. They also protect neighborhoods from blighting and deteriorating conditions. Administers the Partners in Progress Program which is a collaborative effort that involves city staff and residents actively working together to preserve the quality of their neighborhoods.

Administration (623) 930-3610

Inspection (623) 930-3610

Community Housing & Revitalization

Neighborhood Services is comprised of Community Housing, which provides low income families with housing assistance; and Neighborhood Revitalization, which provides federal funds for housing rehabilitation, public services, voluntary demolition, economic development, and infrastructure and public facility improvements to qualified residents and neighborhoods.

Administration (623) 930-2180

Community Housing (623) 930-2180

Provides low-income families with housing assistance through the Department of Housing and Urban Development. The programs offered are Section 8 certificates and vouchers, conventional public housing and moderate rehabilitation rental assistance.

Neighborhood Revitalization (623) 930-3670

Administers programs designed to help low- and moderate-income homeowners in Glendale improve their homes. These programs are funded through the Community Development Block Grant (CDBG) and HOME programs. Several services are provided directly by the city, while others are offered through non-profit agencies.

Community Partnerships

Encourages partnerships between the city, citizens and community-based organizations such as schools, business and other civic leaders to assist in the revitalization of Glendale neighborhoods and encourage greater civic participation.

Administration (623) 930-2868

Community Mediation Program (623) 930-4410

Provides basic voluntary community mediation services to promote the peaceful and effective resolution of

Community Volunteer Program (623) 930-2868

Coordinates recruitment of volunteers and volunteer groups for city-sponsored community volunteer projects; identifies needs and areas of community service; promotes volunteerism in Glendale; supervises volunteer groups; provides tools and supplies for community volunteer activities.

Neighborhood Partnership Program (623) 930-2868

Maintains database of all neighborhood associations; administers special \$1 million self-help program for neighborhood associations who want to revitalize and enhance neighborhoods that are 15 years and older; and helps form partnerships among neighborhood associations and the city, schools, churches, and business.

Deputy City Manager's Office

Each deputy oversees the work of the departments under their direction as well as any support services assigned to them. The Deputy City Managers are a part of the City Manager's Management Team.

Community Development Group	(623) 930-2254
Community Services Group	(623) 930-2254
Public Works Group	(623) 930-2254
Support Services	(623) 930-2254

Provides clerical and administrative support for all Deputy City Managers.

Economic Development

Directs programs to attract and retain businesses that create jobs, increase tax base, improve land values and enhance central city vitality.

Administration	(623) 930-2983
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Oversees the administration of all divisions and handles clerical support.

Business Development	(623) 930-2983
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Develops and manages programs to attract and retain employment generating businesses and retail operations.

Redevelopment	(623) 930-2983
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Manages redevelopment programs with focus on enhancing central city vitality and improvement of under-performing properties citywide.

Engineering

Responsible for providing design, survey, construction inspection and materials testing services for public works projects constructed within the city.

Administration	(623) 930-3630
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Oversees the administration of all divisions and handles the clerical staff support.

Construction	(623) 930-3622
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Provides construction inspection and materials testing for city departments and projects in the city.

Design/Survey	(623) 930-3630
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Provides design, survey and materials testing services.

Land Management	(623) 930-3630
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Provides property management, landscape design and plan review and right-of-way management.

Mapping and Records	(623) 930-3656
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Provides mapping services and records management.

Environmental Resources

Ensures the city has sustainable water resources to meet current and future demand, complies with environmental laws and continually improves its environmental performance.

Environmental Resources	(623) 930-2581
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Water Conservation	(623) 930-3596
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Administers the city's Water Conservation Program; promotes wise water use

Water Quality Laboratory	(623) 930-3885
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Administers city's water quality lab; performs lab analysis; reports results to federal, state and county agencies and the public.

Field Operations

Consists of five divisions and 230 employees who provide a wide range of services to the community and other city departments. Included in this department are Right-of-Way and Street Maintenance, Facilities Management, Equipment Management, Sanitation, Landfill and Recycling.

Administration	(623) 930-2600
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Provides administrative and clerical support for all divisions.

Equipment Management	(623) 930-2627
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Responsible for maintaining all city-owned and operated vehicles and equipment.

Facilities Management	(623) 930-2640
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Responsible for the maintenance and operations of all city-owned buildings and property.

Landfill	(623) 930-2191
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Responsible for the day-to-day operation of the landfill.

- Materials Recovery Facility** (623) 930-2661
Responsible for the day-to-day recycling operations.
- Right-of-Way** (623) 930-2670
Responsible for the maintenance and litter removal of the city's right of ways.
- Sanitation** (623) 930-2660
Responsible for collecting residential and commercial garbage and recycling.
- Streets** (623) 930-2670
Repairs and maintains streets and other paved surfaces.

Finance

Provides financial information to residents, City Council, bond holders, grantor, auditor, and other city departments.

- Accounting** (623) 930-2480
Prepares external financial reports including the Comprehensive Annual Financial Report. Also handles the processing of accounts payable.
- Administration** (623) 930-2480
Responsible for debt management, banking services and investment management.
- Billing / Tax / License - Admin.** (623) 930-2210
Responsible for Billing Services, Sales Tax, Business Licensing, Revenue Recovery and Regulatory Telecommunications.
- Billing Services** (623) 930-2210
Prepares billings for all city services customers including water, sanitation and facility use. Receives payments and applies all incoming monies due the city in our cashing and mail payment processing areas. Also responsible for preparing large volume mailings for delivery to the post office.
- Customer Relations** (623) 930-3190
Handles licenses for businesses, administers the sales tax code and serves as a one-stop center for water and sanitation service connections and disconnections.
- Regulatory & Communications** (623) 930-2210
Administers all regulatory activities for cable, telecommunications, open video systems, liquor, adult businesses, bingo and off-track betting.
- Revenue Recovery** (623) 930-2210
Responsible for the collection of revenues due the city not collected during the normal billing process.
- Tax and License** (623) 930-2210
Administers Glendale's sales tax and business license programs.
- Materials Management (Purchasing)** (623) 930-2862
Assists departments in obtaining needed goods and services at the best possible price. Develops bid and proposal packages to distribute to prospective vendors, evaluates returned bids and proposals and, with departments, develops award recommendations.
- Materials Control (Warehousing)** (623) 930-2690
Maintains an inventory of selected supplies and parts for departments. Orders replacement stock at the appropriate time and disposes of surplus materials in accordance with applicable ordinances.

Fire

Provides a variety of emergency services including fire suppression, emergency medical, hazardous materials and specialized rescue response. The department consists of eight paramedic engine companies, one ladder company and one command responder out of seven fire stations. The department also strives to ensure citizen safety through fire and injury prevention programs and the aggressive enforcement of the Uniform Fire Code.

- Administrative Services** (623) 930-3400
Responsible for office systems, financial services, assessment and planning, communications, water systems and capital projects.
- Assessment/Planning** (623) 930-3407
Manages department strategic plan, action plans, accreditation, risk assessment, mapping, data analysis and special projects.
- Community Relations** (623) 930-3418
Provides safety education, public information, school programs, fire pals, clown troope and urban survival.
- Disaster Mgmt./Special Operations** (623) 930-3408
Manages the city's disaster plan and the Emergency Operations Center.
- Emergency Medical Services** (623) 930-3448
Manages all aspects of the emergency medical response capabilities, including organizing paramedic continuing education; monitoring paramedic state certifications; coordinating operations with the base hospitals; and acquiring the medical supplies and equipment used in the field by firefighters.

Financial Resources (623) 930-3412

Responsible for department budget, payroll, CIP, contracts and agreements.

Fire Marshal's Office (623) 930-3401

Responsible for inspections, EMS and fire reports, plan checks, permits, investigations and enforcement.

Human Resources/Safety & Training (623) 930-3418

Responsible for recruit selection, policies and procedures, promotions, pay and classifications, risk management, officer training, incident critique and safety education.

Life Safety Services (623) 930-3459

Responsible for fire protection services, operations, service delivery, personnel deployment and emergency response. Central District responsible for Fire Stations 150, 151, 152, 157 and L152. North District responsible for Fire Stations 153, 154, 155 and 156.

Special Operations, HazMat and PIO (623) 930-3479

Coordinates the department's special operations, hazardous materials response capabilities and continued training of hazmat technicians. Provides public information.

Support Services (623) 930-3470

Responsible for emergency services, training, resource management and the management and maintenance of all fire facilities, apparatus and suppression equipment used in the field by firefighters.

Human Resources

Provides leadership that fosters the growth and development of all employees. Provides proactive, innovative and quality customer service in the areas of Employment and Staffing, Employee Development/Relations, Benefits & Worker's Compensation, Compensation and HR Information System.

Administration (623) 930-2270

Develops policies and assists with personnel issues citywide. Service functions include: employee service and retirement awards, employee suggestion program, employment verifications, parking permit data base, bulletin board maintenance, tuition reimbursement and Disability Commission liaison.

Compensation/HR Info. System (623) 930-2270

Compensation: Provides policy development and administration of the city's compensation programs. Includes pay policies such as pay plan design, incentive plan design, over-time compensation, assignment pay, shift differential, pay increases and payment of vacation and sick leave accruals. Personnel Files: Provides maintenance and management of personnel transactions and records. Job Evaluation Functions: Job/market studies, review committee, position control.

Employee Benefits (623) 930-2860

Provides employee benefits programs and services in the areas of medical, dental, vision, life insurance and disability benefits. Includes administration of the Arizona State and Public Safety Retirement Systems, flexible spending accounts, deferred compensation, employee assistance, wellness, occupational health services, worker's compensation self-insurance, medical leave, disability benefits and commercial drivers license

Employee Development/Relations (623) 930-2270

Provides management and employee relations services in the areas of conflict mediation and resolution. Personnel investigations, discipline and grievance administration, substance abuse issues, harassment complaints and diversity issues. Provides educational and organizational resources for employees that include training seminars, career counseling, on-site continuing educational programs, tuition reimbursement and organizational development in support of citywide initiatives.

Employment/Staffing Services (623) 930-2270

Provides recruitment, interviewing, selection and orientation services. This includes applications, eligibility lists, test administration, EEO/Affirmative Action, new hire processes, new employee physicals, transfers, promotions, demotions, terminations, temporary employment; job description surveys and exit interviews. Volunteer Service functions include recruitment/placement, recognition, employee/volunteer orientation and job description surveys. provides a wide range of education and development resources that include training seminars, and an on-site Bachelor Degree program; organization development; performs professional work in the coordination, implementation and presentation of organization development programs for city employees. Participates in various organization development activities in support of citywide organization initiatives.

Risk Management (623) 930-2855

Manages the city's self-insured liability and employee safety programs. Receives and investigates claims against the city, determines validity of claim and processes payments as applicable. Purchases outside insurance when it is in the best interest of the city.

Human Resources/Safety & Training (623) 930-2920

Responsible for recruit selection, policies and procedures, promotions, pay and classifications, risk management, officer training, incident critique and safety education.

Information Technology

Manages the electronic data processing functions in the city by maintaining and operating the main computer and telephone systems and providing PC networking and support.

Administration (623) 930-2880

Responsible for administration and secretarial support for the department.

Application Systems Programming (623) 930-2888

Responsible for the analysis, design, development and programming for all citywide application systems. These systems include Police CAD, comprehensive records management (CHIPS), utility billing, sales tax, building permits, RFS, Finance, Human Resources and Payroll.

Help Desk (623) 930-3499

Provides PC and network support to city departments.

Network/Communications (623) 930-2891

Responsible for the citywide local area network, data communications, network management, and PC support. PC support includes set-up, installation and Help Desk.

PeopleSoft Administration (623) 930-2895

Responsible for analysis, design, development and programming for PeopleSoft applications.

Voice Communications (623) 930-2884

Provides and supports citywide voice communications.

Intergovernmental Relations

Serves as the city's link with other political jurisdictions at local, regional, state and federal levels of government. Also analyzes state and federal legislation and the impacts to the city.

Intergovernmental Relations (623) 930-2872

Responsible for the implementation of the city's federal and state legislative programs; maintaining communication with the city's congressional delegation and state legislators; coordinating and assisting with state and local government projects and activities.

Library

Responsible for the selection and circulation of materials in various formats and for programming geared for all age levels and interests.

Foothills - Administration (623) 930-3830

Responsible for the administrative and clerical functions of the branch library.

Foothills - Adult Reference (623) 930-3866

Responsible for adult programming and the operation of the reference desk including the selection and maintenance of the adult reference and circulating collections, answering patron questions and instructing patrons on the use of the library.

Foothills - Circulation (623) 930-3855

Responsible for policies and procedures associated with the circulation of library materials including overdue materials collection, reserve materials, shelving, library cards and materials check-in and return.

Foothills - Youth Services (623) 930-3837

Responsible for youth programming and the operation of the youth reference desk including the selection and maintenance of the youth reference and circulating collections, answering patron questions and instructing patrons on the use of the branch library.

Main - Administration (623) 930-3566

Responsible for the administrative functions of the Library Department including personnel and financial records, building maintenance, courier, and budget preparation and monitoring. Responsible for policies and procedures associated with collections.

Main - Adult Reference (623) 930-3531

Responsible for adult programming and the operation of the reference desk including the selection and maintenance of the adult reference and circulating collections, answering patron questions and instructing patrons on the use of the library.

Main - Circulation (623) 930-3530

Responsible for policies and procedures associated with the circulation of library materials including overdue materials, reserve materials, shelving, library cards and materials check-in and return.

Main - Technical Services (623) 930-3575

Responsible for the acquisition, cataloging and processing of library materials and the maintenance of the library's automation system.

Main - Youth Services (623) 930-3537

Responsible for youth programming and the operation of the youth reference desk including the selection and maintenance of the youth reference and circulating collections, answering patron questions and instructing patrons on the use of the library.

Velma Teague - Administration (623) 930-3438

Responsible for the administrative functions of the Velma Teague Branch Library.

Velma Teague - Adult Reference (623) 930-3431

Responsible for adult programming and the operation of the reference desk including the selection and maintenance of the adult reference and circulating collections, answering patron questions and instructing patrons on the use of the branch library.

Velma Teague - Circulation (623) 930-3430

Responsible for policies and procedures associated with the circulation of library materials including overdue materials collection, reserve materials, shelving, library cards and materials check-in and return.

Velma Teague - Youth Services (623) 930-3437

Responsible for youth programming and the operation of the youth reference desk including the selection and maintenance of the youth reference and circulating collections, answering patron questions and instructing patrons on the use of the branch library.

Management and Budget

Provides budget preparation and monitoring, grants administration, purchasing, warehousing and risk management services for city departments.

Budget and Research (623) 930-2264

Responsible for the preparation and monitoring of the city's annual operating budget, preparation of the annual 5 year capital improvement plan, preparation of the 10 year financial forecast, revenue analysis and reporting and special research projects.

Grants Administration (623) 930-2265

Facilitates and coordinates the city's effort to obtain federal and state grants for the operation of essential services and programs. Works with departments to develop programs for potential grant funding and to ensure that funded programs operate according to grant requirements.

Marketing/Communications

Develops strategies and implements communications programs, special events, tourism and marketing campaigns to enhance the city's image. Provides public relations consulting to Mayor and Council and all city departments.

Administers the city's media relations programs, operates the city's cable television station and produces printed and electronic materials to promote the city. Responsible for the city's Internet and Intranet web sites.

Administration (623) 930-2960

Develops strategies and marketing campaigns to attract new businesses, residents, visitors and shoppers to increase the tax base. Provides marketing and public relations support to all city departments, performs media relations functions including press releases, oversees the city's written materials, produces newsletters and promotional materials and publicizes city programs.

Graphics (623) 930-2967

Provides graphic design and desktop publishing services as well as purchasing of outside printing for city departments.

KGLN Channel 11 (623) 930-2972

Operates KGLN-TV Channel 11 station on Cox and Qwest Cable systems and produces original programming for the channel as well as in-house training videos.

Special Events (623) 930-2960

Produces and promotes major festivals that showcase the amenities of Glendale, build a sense of pride for residents as well as awareness to non-residents, and provide positive economic impact to the city.

Tourism (623) 930-4500

Develops and implements strategies and marketing campaigns to attract tourists, visitors and shoppers to Glendale to increase the tax base. Works as liaison with downtown and area businesses to create a consistent marketing plan for Glendale.

Mayor's Office

The Mayor, working in conjunction with the City Council, provides the executive leadership and direction needed to operate city government efficiently and effectively. The Mayor's Office staff assists the Mayor in performing her official duties and responds to the needs and concerns of residents.

Administration (623) 930-2260

Provides administrative support and helps manage the Mayor's programs and special advisory groups such as Mayor's Youth Advisory Commission and Mayor's Alliance for Youth.

Mayor (623) 930-2260

The Mayor is elected every two years by the entire electorate and represents the city at-large.

Parks and Recreation

Provides a variety of recreational, educational, and social programs for residents from toddler to senior adult through special interest classes, the Adult Center, sports, aquatics, outdoors and youth/teen activities. The department is also responsible for park maintenance, planning and the scheduling of 44 facilities including meeting rooms, ramadas, swimming pools, lighted and unlighted play fields. The department is responsible for the park planning process, acquisition of land, design and construction of parks and recreational facilities.

Administration (623) 930-2820

Provides administrative and clerical support for the department.

Central District (623) 930-2820

Responsible for parks and recreations programs south of Olive Avenue (but including Sahuaro Ranch Park), the planning and development of parks in that area, and recreation programming including sports, youth/teen, adaptive, outdoor, Community Center and summer recreation.

Marketing (623) 930-2822

Provides marketing and graphics support for recreation programming and parks including flyers, the Glendale Parks and Recreation Quarterly magazine, news releases, public meeting promotions, maps, brochures, forms and the department web site.

North District (623) 930-2820

Responsible for parks and recreations programs north of Olive Avenue (excluding Sahuaro Ranch Park); the planning and development of parks in that area; and recreation programming including sports, youth/teen, adaptive, outdoor and summer recreation and the Equestrian Club.

Special Operations (623) 930-2820

Responsible for parks and recreation programs and facilities citywide. This includes support of the city's public art program; management of citywide parks and recreation functions including aquatics, audio visual, special interest, special events and the Adult Center; specialized functions such as park rangers, facility set up staff, special event support, trails, sprinklers, trades, facility allocation, vehicle inventory and maintenance and

Support Services (623) 930-2820

Provides administrative support for recreation programming, such as cash handling, purchasing, payroll, facility scheduling and special projects.

Planning

Maintains the General Plan, which is the official guide for future land use and development in the city, and reports on population growth and development trends. The department manages the review of all land use approvals prior to construction plans including General Plan Amendments, rezonings, conditional use permits, subdivision plats, variances and design plans. The department provides staff assistance to the Planning Commission, Board of Adjustment and the Historic Preservation Commission as well as the City Council. The department also administers the Zoning Ordinance and maintains the city's Historic Preservation Plan.

Administration (623) 930-2800

Administers the department.

Current Planning (623) 930-2800

Provides information on commercial, residential and industrial land use and reviews related development proposals.

Land Use and Design Review (623) 930-2800

Provides information on commercial, residential and industrial land use and reviews related development

Long Range (623) 930-2800

Performs General Plan updates, special studies, population estimates, historic preservation and geographic information mapping.

Zoning Admin. & Tech. (623) 930-2800

Assistance

Provides customer service for the development process including applications, variances and zoning ordinance interpretations.

Traffic Operations

(623) 930-2760

Responsible for the installation and maintenance of traffic signals, street signs, street markings and the handling of citizen requests.

Traffic Studies

(623) 930-2940

Responsible for working with residents to mitigate cut-through traffic and speeding, evaluating intersections for traffic control (i.e., yield, stop, signals), and coordinating with schools to create a safe traffic environment.

Transit

(623) 930-3501

Oversees the fixed-route bus system in Glendale and operates the Dial-A-Ride, G.U.S. the Bus and Luke Link transit services. Also constructs and maintains bus shelters and administers the Employee Trip Reduction.

Transportation Planning

(623) 930-2940

Responsible for the "Glendale Onboard!" Transportation Program and Transportation planning.

Utilities

Responsible for producing and distributing water which meets all state and federal drinking water standards; overseeing the collection and treatment of wastewater; developing water conservation programs; odor and roach infestation control; and monthly reading of water service meters.

Administration

(623) 930-2700

Provides administrative support to the department.

Plant Operations

(623) 930-3900

Oversees the production and distribution of drinking water and the collection and treatment of wastewater.

Utilities Operations

(623) 930-2700

Maintains water and sewer lines which make up the city's water and wastewater delivery systems and records water meter usage for billing purposes.