



Barrel District Network News



Councilmember Bart Turner - Glendale, Arizona

January 16, 2015

SAVE THE DATE! Barrel District Meeting
Wednesday, February 11, 2015
6 to 8 p.m.
Glendale Adult Center, 5970 W. Brown Street, Room #108

S&P 500 Gives Glendale a Boost. Glendale receives improved rating outlook from Standard & Poor's. The improved ratings can mean lower interest rates for Glendale and will help with recruiting new businesses to the city.

Newly Elected Vice-Mayor. Councilmember Ian Hugh was appointed Vice Mayor by his peers in last Tuesday's City Council meeting. Vice Mayor Hugh will immediately assume his new responsibilities.

Martin Luther King, JR. Holiday Notice. City of Glendale offices will be closed on Monday, January 19, in observance of the Martin Luther King, Jr. holiday.

All households' scheduled garbage and recycling will be shifted one day due to the holiday. The Glendale Municipal Landfill will be closed. For more information about the city's sanitation services, please call 623-930-2660.

Only Gus Bus One will run, operating on a Sunday schedule from 8 a.m. to 6 p.m. For Dial-a-Ride service that day; reservations must be made by noon on Friday, January 16, by calling 623-930-3500. No same-day service on Monday will be available. Valley Metro buses will operate on a holiday schedule.

While the Glendale Municipal Airport will remain open during the holiday, the airport's administrative offices will be closed.

In addition, Glendale's three public libraries will be closed, as well as the Glendale Convention and Visitors Bureau.

Glendale's Foothills Recreations and Aquatics Center will remain open on the MLK holiday from 7 a.m. to 7 p.m. For more information, call 623-930-4600.

For additional information on the city of Glendale's programs and services, click [here](#).

Glendale Arts Council 52nd Annual Juried Fine Arts Exhibition. Enjoy a unique exhibit featuring Arizona artists at Sahuaro Ranch Park, 9802 N. 59th Ave. 10 a.m. to 5 p.m., Wednesday, January 14 through Sunday, January 25. Juried oils, water colors, sculptures, and more on display in the Fruit Packing House Gallery. FREE ADMISSION!

Glendale Customer Service Office Boasts Improved Numbers. The City of Glendale starts the new year celebrating dramatic improvements to customer services.

In the past year, the city's Customer Services division saw the volume of customer calls answered within the first 30 seconds go from 22 percent to 75 percent with nearly 90 percent of all calls now answered within the first two minutes. A year ago, the average customer wait times were closer to seven minutes.

Answering calls more efficiently has also contributed to a vast decrease in the number of abandoned calls or callers who hung up before being connected to a customer service representative. Last year about 25 percent of incoming calls were abandoned, a number that is now less than two percent.

Improvements are being attributed to a redesigned call flow structure, a focus on performance metrics and improved call monitoring.

"These efforts go far beyond customer service," Glendale's Finance Director, Tom Duensing explains. "To provide this type of quality service to the residents builds trust in our city, and I feel trust is the ultimate compliment."

Glendale's Customer Service Manager, Don Rhoden said Glendale has continued plans for improving customer service for residents and businesses in Glendale. "Wait time complaints are part of our past as we are now focused on compliments about our excellent service today."

Among those plans soon to be implemented is the ability for residents to pay their water bills with cash or credit cards at payment kiosks located inside various Circle K stores around Glendale. This means saving customers a trip to City Hall because they only have cash. We continue to evaluate other improvements to the automated phone system and the city's website which should add more features for customers to service their accounts 24 hours a day, 7 days a week in addition to the payments they can already make.

"Our goal", according to Rhoden, "is to provide our residents with cost effective options for how they want to interact with us as our water customers. This means understanding their needs, leveraging technology and doing so with a focus on service delivery excellence."

Glendale Voted Third Best Arizona City for Active Living. The City of Glendale has proudly been named the third best city in Arizona for an active lifestyle by WalletHub, the leader in industry and financial comparison tools.

WalletHub ranked the best and worst cities for an active lifestyle in the United States. Glendale ranked the 36th best city in the U.S based on city programs supporting active living, facilities available for active living, support of sport clubs and leagues, outdoor activity accessibility like golf courses, trails, parks and more.

"Glendale Parks and Recreations Division has received national recognition for the parks and services provided to the people of Glendale. Our staff maintains 54 basketball courts, more than 40 baseball fields, over 40 racquetball courts and over 35 of both volleyball and tennis courts," said Glendale's Parks, Recreation and Community Services Administrator, Michael Gregory.

Glendale is a playground for the outdoor enthusiast. Glendale maintains miles of trails and acres of parks for those that like to hike or bike. The city offers approximately 40 miles of hiking trails open from sunrise to sunset. Trails include Skunk Creek Linear Park (a 3.5-mile linear trail that connects to Thunderbird Paseo Path), Thunderbird Park (a series of trails that spans 20 miles), Bridle Path (a 9-mile trail over a decomposed granite path meant for equestrian use), Thunderbird Paseo Path (a 4-mile long linear trail), and the Grand Canal Linear Park (a 3.25-mile long linear trail). Cyclists looking for bike trails will find more than 100 miles of bike routes in Glendale. Cyclists will enjoy the Grand Canal Linear Park, Sahuaro Ranch Park and Thunderbird Paseo Park.

Glendale Parks also host nearly 100 play-structures across the city that allows children the opportunity to play, run and stay active. "It is equally important for us to make sure the kids of Glendale have activities to keep them off the couch," said Gregory. "Glendale is home to two skateparks that give inline skaters, skateboarders and BMX riders a place to ride. In addition during the hot summer months we operate two swimming pools and splash pads."

The City of Glendale Parks and Recreation Division received the distinguished Commission for Accreditation of Park and Recreation Agencies (CAPRA) accreditation this past year. This mark of distinction indicates that the City of Glendale has met rigorous standards related to the management and administration of lands, facilities, resources, programs, safety and services.

"Our parks and recreation department strives to provide our community with great parks, playgrounds, programs and facilities including our skate parks and aquatic center. We have a very dedicated and professional staff that deserves the recognition of this accreditation as evidence of the fantastic job they do, day in and day out," said Community Service's Director, Erik Strunk.

Learn more about Glendale's various [park and recreation services](#).

Contact Councilmember Bart Turner

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