



# Cactus Weekly Update



**Vice Mayor Ian Hugh - Glendale, Arizona**

**January 16, 2015**

**Councilmember Ian Hugh Appointed Vice Mayor.** Councilmember Ian Hugh has been appointed to serve as the Vice Mayor of Glendale.

The City Council selected Hugh for the position at its meeting on Tuesday (Jan. 13). The Vice Mayor performs the duties of the Mayor during the Mayor's absence. City Council guidelines require councilmembers to nominate candidates for Vice Mayor each year.

Hugh was elected in November 2012 to represent the Cactus District and was appointed in November 2012 to fill the Cactus District vacancy before beginning his term in January 2013. He previously served on the City Council from 1986-91 and also served as Vice Mayor from 1990-91.

Hugh currently serves on Glendale's Government Services Committee and the National League of Cities Community and Economic Development Policy and Advocacy Committee. In addition, he is a member of the Glendale West Rotary Club. Councilmember Hugh's extensive resume in leadership also includes the Glendale Union High School District School Board, 2004-2012, serving as President in 2011-2012. Hugh served as Chairman of the Glendale Utilities Committee 1989-90 and was a member and past vice chair of the Glendale Community Development Corporation.

Councilmember Hugh was born and raised in Glendale. He and his wife, Sharon, have been married for 38 years and have owned their own business, Ian Hugh Tire and Auto at 51st Avenue and Glenn Drive, for most of that time. They have enjoyed living in the same home in the Cactus District for 36 years. They have two daughters and four grandchildren.

For more information on the Glendale City Council, visit our [website](#).

**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 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.

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. The city's customer service division continues 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.

**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 Recreation staff maintains 54 basketball courts, more than 40 baseball fields, over 40 racquetball courts and over 35 of both volleyball and tennis courts.

Glendale is a playground for the outdoor enthusiast with 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. "Glendale is also home to two skate parks that give inline skaters, skateboarders and BMX riders a place to ride and operate two swimming pools and splash pads during the hot summer months."

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.

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

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