



City of Glendale

MEMORANDUM

DATE: August 12, 2014

TO: Mayor and Council

FROM: Julie Watters, Communications Director

SUBJECT: City Suite Program for City Volunteers

Please consider this a follow-up to a Council Item of Special Interest workshop presentation from several months ago. You may recall our presentation on the city's suites at the arena and spring training stadium. As a result, it was recommended that we revise our suite policy to give City of Glendale volunteers, who meet the minimum volunteer hour requirement, the opportunity to use the suites as a way to thank them. We understand how critical our volunteers are to the city and know that our services are enhanced because of their generosity and the time they devote!

Attached you will find the new policy for the City of Glendale Volunteer City Suite program. In summary:

- Active volunteers who have donated a minimum of 25-hours a year will be given the opportunity to be part of a random drawing to win two (2) tickets to either the city's suite at the arena or the suite at the spring training stadium. Five (5) hockey games and four (4) spring training games each season will be designated as "volunteer days," in which the suite will be filled with the city's volunteers who won the random drawing.
- We will have 26 tickets to raffle for each of the designated five hockey events at Jobing.com Arena and 8 tickets to raffle for each of the designated four spring training events at Camelback Ranch- Glendale. All totaled, 162 tickets will be dedicated each hockey and spring training season to honor the city's volunteers who qualify.
- The goal is to give each participating department the opportunity for tickets at least once a year.
- For departments -- Attached, you will also find the Volunteer Suite Request form. If you have volunteers in your department, we encourage you to fill out this form and send it to Management Assistant, Debbie Denuit. (ddenuit@glendaleaz.com or x2956) Once Debbie receives the completed form, she will add you to the master list and make sure your department is in the running for the drawings.
- Finally, we have attached a "one sheet" that will be given to volunteers (along with their two tickets) that are selected in the drawing.

Thank you to the various departments that provided input for this new program including Human Resources, Risk Management, the CAO, Audit and other city staff who have experience in coordinating and managing the city's volunteers.

We are very excited about this new program and hope for an enthusiastic response citywide. Please let us know if you have any questions.

Thank you,

Julie Watters
Communications Department
City of Glendale, Arizona
(623) 930-2088



Communications

Memorandum

DATE: August 11, 2014
TO: Department Heads
FROM: City Manager's Office
SUBJECT: Policy for use of city suites at Jobing.com Arena and Camelback Ranch by City of Glendale volunteers

The City of Glendale possesses suites at Jobing.com Arena and Camelback Ranch – Glendale Stadium for the following uses:

1. Conducting city business
2. City Council city business
3. Activities for youth and recognized, non-profit organizations
4. City of Glendale Volunteers

PURPOSE:

To honor and reward city volunteers for donating their time to citywide services and programs. Eligible volunteers would be given the opportunity to be part of a random drawing to win two (2) tickets to either the city's suite at the arena or the suite at the spring training stadium. In order for volunteers to be eligible they must be an active volunteer who has donated a minimum of 25-hours a year at the end of the fiscal year.

PROCESS:

- The Communications Department will choose five (5) hockey games and four (4) spring training games each season that will be designated as "volunteer days" in which the suite will be filled with the city's volunteers who won the random drawing. We will have 26 tickets to raffle for each of the five hockey events at Jobing.com Arena and 8 tickets to raffle for each of the four spring training events at Camelback Ranch- Glendale. All totaled, 162 tickets will be dedicated each hockey and spring training season to honor the city's volunteers who qualify.
- As past practice, per city policy, on event dates the suites are occupied by nonprofit groups who do not use all of their tickets, the city will offer spare tickets to volunteers as part of this program. Departments may be contacted on short notice if extra tickets are available for them to offer to their volunteers.
- A master list of participating departments will be created and all departments will be encouraged to participate as a way to recognize and reward their volunteers. Communications staff will put an annual call out to all department heads to see if they would like to participate. The Communications Department will manage this list of participating departments.
- Departments will become part of a rotation from the master list. As tickets become available, the next department or group of departments in the rotation (depending on number of volunteers and number of available tickets) will be contacted. It will be up to those departments to draw names from their pool of volunteers and contact the volunteers to offer the tickets. To

insure fairness and accuracy, it is recommended that two employees at the management level (the department head and/or his/her management designee) should be involved in the drawing to avoid any type of conflict of interest situation. Departments will have 2 days to make contact with volunteers and determine if they can use the tickets. If departments are not able to use the tickets, they will decline to the Communication Department and the next department or group of departments on the list will be contacted. Department liaisons will then contact the Communications Department suite liaison to convey the names of the ticket users. The Communications Department must receive these names after they are drawn for record keeping purposes.

- Our goal is to give each participating department the opportunity for tickets at least once a year. Depending on the number of participating departments, this may limit the number of tickets offered at each time. The number of tickets offered to each department will also vary, depending on the number of volunteers in that department.
- Each volunteer who qualifies for the program will get two tickets so they can bring a guest with them. Volunteers will be limited to tickets for one event per year.
- Ticket holders will receive an information sheet (like a “one sheet”) explaining the city’s policy when they pick up their tickets. Information will include:
 - Requirement that names of all suite users are listed on appropriate city forms and posted on the city website and are subject to public records requests.
 - The tickets cannot be traded or sold but must be used by the volunteer and his or her guest. Violation of this policy will result in the volunteer being eliminated from future drawings and ineligible to receive tickets through this program in the future.
 - The city does not purchase food or drink for the event.
 - The city does not provide a parking pass for the event.



City of Glendale Volunteer Recognition Program
Via

City Suites at Jobing.com Arena and Camelback Ranch-Glendale

The City of Glendale would like to honor and reward city volunteers for donating their time to citywide services and programs. If your department has one or more volunteers who donate a minimum of 25-hours a year to Glendale, please fill out this form to be added to the list of participating departments.

Eligible volunteers will be given the opportunity to be part of a random drawing to win two (2) tickets to either the city's suite at the arena or the suite at the spring training stadium. As tickets become available, departments will be contacted when it is their turn in the rotation (depending on number of volunteers and number of available tickets). It will be up to those departments to draw names from their pool of volunteers and contact the volunteers to offer the tickets. Departments will have 2 days to make contact with volunteers and determine if they can use the tickets. If departments are not able to use the tickets, they will decline to the Communication Department and the next department or group of departments on the list will be contacted. Department liaisons will then contact the Communications Department suite liaison to convey the names of the ticket users. Volunteers will be limited to tickets for one event per year.

Participating Department: [Click here to enter text.](#)

Department Contact: [Click here to enter text.](#) Phone Number: [Click here to enter text.](#)

Number of volunteers donating 25 or more hours per year: [Click here to enter text.](#)

Please email, interoffice or fax (623-915-2696) this document to Debbie Denuit in the Communications Department.

Department Head Signature

Date



City of Glendale Volunteer Recognition Program
Via

City Suites at Jobing.com Arena and Camelback Ranch-Glendale

Congratulations! The City of Glendale would like to honor and reward city volunteers, such as yourself, for donating time to citywide services and programs. Your name was drawn as part of the city's volunteer recognition program that pertains to the city's suite program. To be eligible for this program, you have donated a minimum of 25-hours in the last year to the City of Glendale. We thank you for your service and hope you will enjoy the tickets!

- Please note that your name will be submitted to the Communications Department as an attendee of the event so that you can be added to the form. All forms pertaining to the suite are posted on the city's website and are subject to public records requests.
- These tickets cannot be traded or sold but must be used by you, the volunteer, and your guest. Violation of this policy will result in elimination from future drawings and you will be unable to receive tickets through this program in the future.
- The City of Glendale does not purchase food or drink for the event. Additionally, the city does not provide a parking pass for the event. Parking and any food or beverage purchases will be at the expense of the ticket holder.

Jobing.com Arena – Suites 1238/1239 – This is all one suite
9400 W Maryland Avenue • Glendale, Arizona 85305

Information on Parking: http://www.jobingarena.com/parking_map.aspx

The most reasonably priced lots are lots X and Y. The cost is \$10 per car. Please see the parking map on the Jobing.com Arena website (link above) for further details.

Camelback Ranch – Suite 12
10710 W. Camelback Rd. • Phoenix, AZ 85037

Crossroads: 101 and Camelback Road. Take either I-10 or I-17 to Loop 101 (Agua Fria Freeway). Take Loop 101 West, if traveling on I-17, or Loop 101 North if traveling on I-10. From Loop 101, exit Camelback Rd west (exit 5). Camelback Ranch Baseball is approximately one mile down on the north side of Camelback Road. Parking is free.

Finally, thank you again for all that you do for the City of Glendale. We hope you enjoy yourself at the event.