

FOR IMMEDIATE RELEASE

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GLENDALE MAKES COMMUNICATING WITH THE CITY QUICK AND CONVENIENT

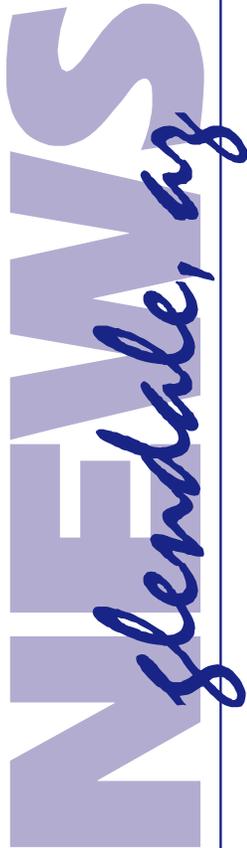
GLENDALE, Ariz. – The city of Glendale makes customer service a top priority and encourages its residents to communicate questions, concerns, issues or even kudos as often and conveniently as possible. That’s why the city uses the Ask Glendale function on the web.

Residents can communicate online at www.glendaleaz.com, through the ‘Online Services’ tab on the top bar of the homepage. The system generates a form that is distributed to dozens of city employees across several departments, ensuring that any questions, comments or concerns will be addressed in a timely manner, and that the appropriate staff member(s) follow up. In addition, the City Manager’s Office oversees the program for prompt response and staff in the mayor and council offices monitor the system regularly.

The city receives, on average, more than 700 requests for service each year. Each request is handled on a one-on-one basis, with the ultimate goal of resolution for the citizen, in as timely a manner as possible.

There are other resources on Glendale’s website that residents can use to provide feedback to the city, such as:

~ more ~



Home
of the NFL's
2008 Super Bowl

Home
of Arizona's
Best Hometown
Festivals

Home
of the
NHL Coyotes,
Arizona
Cardinals and
Fiesta Bowl

Home
of Luke AFB,
the largest F-16
training base
in the world

City of Glendale
5850 W. Glendale Ave.
Glendale, AZ 85301
(623) 930-2960
www.glendaleaz.com

Ask Glendale
Add 1.1.1

- Issues such as abandoned vehicles and property maintenance complaints are handled by the Code Compliance Department. Complaints can be taken over the phone at 623-930-3610 or online at www.glendaleaz.com/codecompliance. If it is not a code-related matter, the friendly staff in Code Compliance will determine which department can help resolve the issue or concern.
- Public Safety welcomes feedback from residents online, as well. Both the police and fire departments have online tools for submitting questions, concerns or commendations for officers or firefighters. Residents can find forms at: www.glendaleaz.com/police or www.glendaleaz.com/fire.
- Another great option for residents or visitors on the city's tourism site, www.visitglendale.com, is called "Ask Lorraine," in which Glendale's Convention and Visitor's Bureau Manager will answer anything and everything related to what to see and do, as well as great places to eat or where to shop in the city. So whether you're a new Glendale resident or traveling here for a vacation Lorraine is a wealth of information on all things Glendale!

For more information on Glendale's many resources online, visit www.glendaleaz.com and click on 'Online Services' on the top navigation bar.

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