

• CONTENTS • • • • •

- Sanitation • 1-3
- Water Services • 4-5
- Conservation & Sustainable Living • 6-7
- Transportation Services • 7
- Water Conservation • 8

Working Together for a Greener Future



Glendale Clean & Green

The 2014 Edition from the city of Glendale, Arizona



GARBAGE

Place Containers
3 FEET
Apart for Better Service



RECYCLE

www.GlendaleAZ.com/Sanitation



City Adopts New Policy for Residential Container Placement

The city of Glendale recently updated its ordinance on placement of residential containers. After careful review and with agreement by the city's Commission on Persons with Disabilities, the policy change takes effect on Jan. 1, 2014. City crews have been placing informational tags on residential containers explaining the change of placing containers in the street at the curb.

There are a few exceptions to this new requirement, which include:

- If your residence is located on an arterial street (a main thoroughfare) you will not place your containers in the street due to vehicle traffic. Place containers on the sidewalk, close to the curb (please allow pedestrians to walk on the sidewalk with no obstructions).
- If you live in an area with alleys behind your home, you will continue to take your trash to the sanitation container in the alley, and now you will place your recycling container in the street in front of your home.
- A property with no access to the street and no sidewalk will place their containers at the edge of the driveway closest to the street.
- A property with a detached sidewalk (open area between sidewalk and curb) in front of the home will place the container in the street at the curb.

The safety of residents is the city's number one priority. This modification will provide unrestricted access to city sidewalks for all pedestrians in the community, reducing the need for pedestrians to navigate around sanitation containers and onto private property or city streets.

The city would like to remind residents that containers should be continued to be placed three feet apart on collection days, as well. For additional information, questions or concerns, visit glendaleaz.com/sanitation or call the Sanitation Division at 623-930-2660.

New Recycling Project at the Glendale Municipal Landfill

In October of 2012, the Glendale City Council approved the ground lease and waste supply agreements between the city and Vieste SPE, LLC. This agreement is the start of a two-phase project to process solid waste more efficiently.

Phase one broke ground in July of 2013 and is currently underway to complete a municipal solid waste (MSW) facility, processing 180,000 tons annually and diverting approximately 20-30,000 tons of recyclable items out of the waste stream. Phase one is scheduled to be completed in April of 2014 and will employ an estimated 50 people.

Phase two of the project will be a waste-to-energy facility. For more information on this project, visit www.glendaleaz.com/publicworks/landfill.



City of Glendale
Sanitation Division
6210 W. Myrtle Ave., Suite 111
Glendale, AZ 85301-1700

SANITATION

The Right Time for Bulk Trash

Bulk Trash collection is a valued service for residents, in which sanitation crews remove landscaping and large items on a monthly basis. In order to maintain our neighborhoods and keep residents safe, the city wants to remind customers of the proper procedures for bulk trash service.

Glendale's bulk trash collection program is based on the city divided into four sections. (See the schedule on the right or visit www.glendaleaz.com/sanitation/bulktrash.cfm.)

Each section is assigned a week for collection. Crews start the section and work through until the entire area is completed. However, some months are five weeks instead of four and some weeks are partial, which affects how collection is handled. Consider the new year, 2014. January collections are: Jan. 6, 13, 20 and 27. February and March are the same. In April, the first day of the month is a Tuesday. Scheduling will change for collection on April 7, 14, 21 and 28. This gives crews four full weeks to collect materials. This same scenario occurs in July.

Just a simple rule to remember: The first day of the month must start on a Sunday or a Monday to have the week included as the first week in the Bulk Trash schedule for the month. If not, collection will begin the following week, and continue those four weeks of the month.

Items placed out too early (no earlier than the Thursday before the week of collection and no later than 6 a.m. the Monday of your collection week) or too late (after 6 a.m. crews have started collection and may already collected in your neighborhood) become blight to the area. This may allow scavengers the opportunity to "pick" through the piles and wind can often carry small items throughout the neighborhood.

Not sure what can be collected for bulk trash? Materials placed out for collection can be large or small. Large items that will not fit into your regular refuse container might include household items such as couches or water heaters. Small items are also collected such as lamps and chairs, that also may take up too much room in your container. Landscaping is also accepted. Cut branches into four-foot lengths and bag and tie all loose items including grass and small debris. This service is not to be used for food waste, hazardous items and fiberglass. Items must be placed neatly on the first four feet of your property. Materials cannot be placed in such a way as to damage decorative borders, cable boxes, sprinklers etc. Items such as cactus need to be boxed for the safety of our crews.

Last year, Glendale collected 13,000 tons of bulk trash from residents. Glendale crews are here to serve you. Remembering just a few simple rules will keep neighborhoods looking their best and facilitate the removal of unwanted items quickly. Direct any questions to the Sanitation Division at 623-930-2660.

Options for Household Hazardous Waste Disposal Year-round

Many items received during the city's Household Hazardous Waste Collection are recyclable at local stores. Condensed Florescent Bulbs (CFLs), lead-acid batteries (non-automotive), NiCad and rechargeable batteries are all recycled as part of nationwide programs. Contact the store the where the items were purchased or call the service desk of a local store to find out where you can drop these items off any time. You can also contact Earth 911, an organization designed to provide the public with options and locations to dispose of your unwanted items. Get this and other environmentally-friendly information by calling toll-free 1-800-CLEANUP or by visiting www.Earth911.org.

Dispose of Household Hazardous Waste – We Make it Easy

Many household products contain hazardous materials that can be harmful when used or discarded incorrectly. The city of Glendale has taken an earth friendly step to make sure these items are properly disposed of, by coming to residents' homes to pick up and transport hazardous materials for you safely.

Here is a list of common household hazardous items:

- Antifreeze and automotive products, including car batteries, oil and filters.
- Flammables
- Mercury
- Oil-based paint
- Pesticides
- Pool chemicals
- Propane tanks
- Paint, oil, gasoline, antifreeze and other automotive liquids (20-gallon limit).

Twice a year, residents can contact the city to schedule appointments to have hazardous waste picked up.

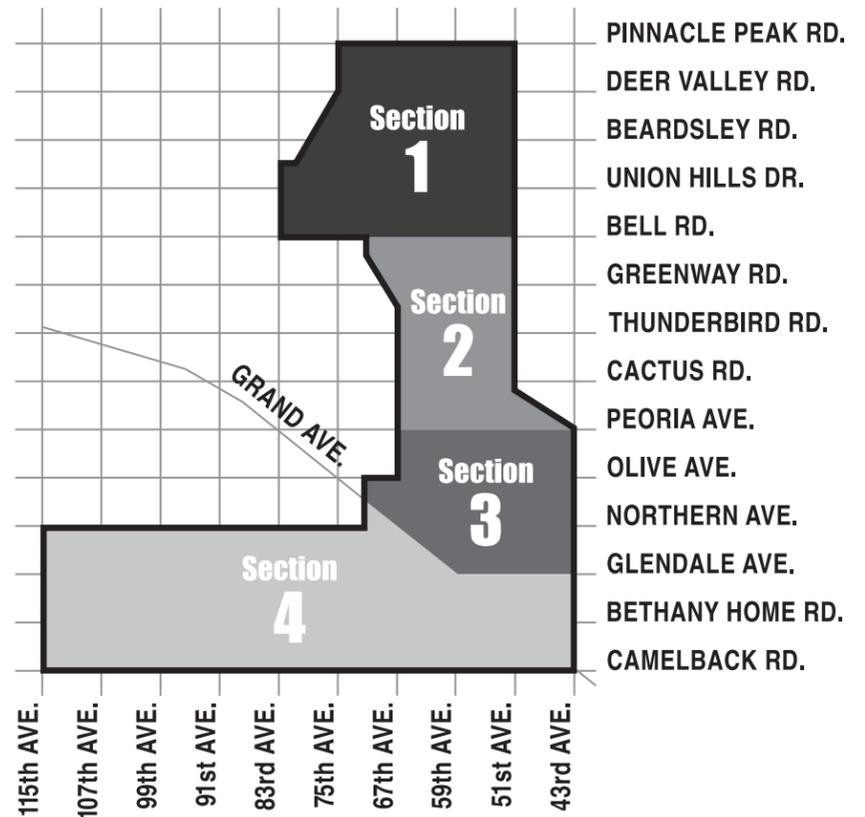
The service is free and the process is as simple as 1, 2, 3:

1. During the call-in period, schedule a pick-up time and discuss the items you have for disposal.
2. Place the items out for collection on the scheduled pick-up day

Mark your calendar for the dates listed below to be sure to clear your house of unwanted toxic and hazardous materials. Call 623-930-2660 when spring and fall dates arrive.

2014 Household Hazardous Waste Schedule	
Spring	Fall
Appointments: Feb. 24 - March 21	Appointments: Sept. 29 - Oct. 24
Collections: March 17 - April 4	Collections: Oct. 20 - Nov. 7

2014 Bulk Trash Set-out & Collection Schedule



Your collection week will be:

■ Section 1

January 6-10
February 3-7
March 3-7
April 7-11
May 5-9
June 2-6
July 7-11
August 4-8
September 1-5
October 6-10
November 3-7
December 1-4

■ Section 3

January 20-24
February 17-21
March 17-21
April 21-25
May 19-23
June 16-20
July 21-25
August 18-22
September 15-19
October 20-24
November 17-21
December 15-19

■ Section 2

January 13-17
February 10-14
March 10-14
April 14-18
May 12-16
June 9-13
July 14-18
August 11-15
September 8-12
October 13-17
November 10-14
December 8-12

■ Section 4

January 27-31
February 24-28
March 24-28
April 28-May 2
May 26-31
June 23-27
July 28-August 1
August 25-29
September 22-26
October 27-31
November 24-28
December 22-26

Items must be ready for collection no later than Monday at 6 a.m. the week of your collection.

Residents may place out bulk trash no earlier than the Thursday before the scheduled service week (Ex. Thursday, Jan 2 for Monday, Jan. 6) and no later than 6 a.m. the Monday of your scheduled service.

For more information, check out the website:
www.glendaleaz.com/sanitation/bulktrash.cfm.
Or call the Sanitation Office at: 623-930-2660

2014-15 Residential Garbage & Recycling Holiday Collection Schedule

On holiday weeks, collection of both trash and recycling shifts one day later to avoid the holiday. If your regular curbside service day falls on or after a holiday, city crews will provide service the following day. Residents whose service day falls before the holiday are not affected.

New Year's Day – Wednesday, January 1

Wednesday (1/1) to Thursday (1/2)
Thursday (1/2) to Friday (1/3)
Friday (1/3) to Saturday (1/4)

Martin Luther King Day – Monday, January 20

Monday (1/20) to Tuesday (1/21)
Tuesday (1/21) to Wednesday (1/22)
Wednesday (1/22) to Thursday (1/23)
Thursday (1/23) to Friday (1/24)
Friday (1/24) to Saturday (1/25)

Presidents' Day – Monday, February 17

Monday (2/17) to Tuesday (2/18)
Tuesday (2/18) to Wednesday (2/19)
Wednesday (2/19) to Thursday (2/20)
Thursday (2/20) to Friday (2/21)
Friday (2/21) to Saturday (2/22)

Memorial Day – Monday, May 26

Monday (5/26) to Tuesday (5/27)
Tuesday (5/27) to Wednesday (5/28)
Wednesday (5/28) to Thursday (5/29)
Thursday (5/29) to Friday (5/30)
Friday (5/30) to Saturday (5/31)

Independence Day – Friday, July 4

Friday (7/4) to Saturday (7/5)

Labor Day – Monday, September 1

Monday (9/1) to Tuesday (9/2)
Tuesday (9/2) to Wednesday (9/3)
Wednesday (9/3) to Thursday (9/4)
Thursday (9/4) to Friday (9/5)
Friday (9/5) to Saturday (9/6)

Columbus Day – Monday, October 13

Monday (10/13) to Tuesday (10/14)
Tuesday (10/14) to Wednesday (10/15)
Wednesday (10/15) to Thursday (10/16)
Thursday (10/16) to Friday (10/17)
Friday (10/17) to Saturday (10/18)

Veterans Day – Tuesday, November 11

Monday (11/11) to Tuesday (11/12)
Tuesday (11/12) to Wednesday (11/13)
Wednesday (11/13) to Thursday (11/14)
Thursday (11/14) to Friday (11/15)
Friday (11/15) to Saturday (11/16)

Thanksgiving – Thursday, November 27

Thursday (11/27) to Friday (11/28)
Friday (11/28) to Saturday (11/29)

Christmas Day – Thursday, December 25

Thursday (12/25) to Friday (12/26)
Friday (12/26) to Saturday (12/27)

New Year's Day 2015 - Thursday, January 1

Thursday (1/1) to Friday (1/2)
Friday (1/2) to Saturday (1/3)

'Tis the Season to Treecycle

Now that the holidays have passed, if you are wondering how to get rid of your tree, Glendale Sanitation has two options for you:

A. Use a posted drop off location. Glendale offers designated areas throughout the city starting right after the holidays and running through the first week of the New Year. Please remove all stands, ornaments, tinsel and decorations before dropping your tree. Use one the locations listed below:

Acoma Park	- 53rd Ave. & Acoma Rd.
Fire Station No. 156	- 67th Ave. & Deer Valley Rd.
Glendale Heroes Park	- 83rd Ave. & Bethany Home Rd.
Foothills Park	- 57th Ave. & Union Hills Dr.
Sahuaro Ranch Park	- Southeast corner of 63rd Ave. & Mountain View Rd.
O'Neill Park	- 64th & Missouri avenues
Rose Lane Park	- 51st & Marlette avenues

The drop off sites will be open between Thursday, Dec. 26 and Sunday, Jan. 12.

B. Have your tree ready for the monthly Bulk Trash collection scheduled in your area. If you need more information on any of the above information, call 623-930-2660.



Minor Change to Electronics Recycling Program at the Landfill

Did you know the city now offers a permanent drop-off location for electronics recycling? Now in its second year, the electronics recycling (E-Waste) program offers a convenient way to recycle unwanted electronic items safely and responsibly.

The E-Waste drop-off is located at the Glendale Landfill. Residents can bring both working and non-working electronic items to the landfill anytime during regular operating hours, free of charge. Not only is the program free for residents, it is no charge to the city to have these items recycled.

The types of electronic items that will be accepted are: personal computers, laptop and notebook computers, central processing units (CPU's), keyboards and mice, monitors, circuit boards, hard drives, other computer drives (floppy, CD-ROM, Zip, etc.), software, printers, copiers, scanners, fax machines, external storage devices, modems, electronic typewriters, calculators, adding machines, telephones, answering machines, cell phones, pagers, flat screen televisions and monitors videocassette recorders (VCRs), stereo equipment, speakers, cameras, radios and video game systems.

The type of electronic items no longer accepted are: Cathode Ray Tube (CRT) televisions and monitors (non-flat panel TV's and monitors), console and rear projection TV's. Please note that E-Waste items should NOT be placed into your residential curbside container.

The Glendale Landfill is located at 11480 W. Glendale Ave. Hours of operation are 7:30 a.m. to 4 p.m. Monday through Friday, 7 a.m. to 3 p.m. on Saturday and closed on Sunday.

For further recycling information or details on the E-Waste program, visit www.glendaleaz.com/sanitation/recycling or contact Recycling Coordinator Deb Coy at 623-930-2709.

SANITATION NEWS BRIEFS

Additional Containers

Each single-family residence is assigned one garbage container and one recycling container. Typically, half of most household waste is recyclable and the need for extra garbage capacity can be minimized or eliminated simply by recycling. However, if you would like additional garbage containers, they are available at an additional monthly cost. For service alternatives, call the Sanitation Division at 623-930-2660.

Bag and Tie for Everyone's Health

Bagging and tying isn't just a good idea, it's a county regulation monitored by the Maricopa County Health Department. Garbage, grass and other items placed in your garbage container may attract insects and cause unpleasant odors. Placing these items in securely tied plastic bags keeps your garbage container and the area around it clean. Always bag and tie your garbage and keep container lids closed.



Recycling Contamination

Contamination is placing anything other than specified residential recyclable materials into the recycling container. Crews may not be able to service recycling containers that contain any items unacceptable for recycling. If this occurs, your container may be left at the curb and marked with a tag explaining why it was not collected. After correcting the problem, set the container out the next recycling collection day. Not sure what is recyclable? Call 623-930-2660 or visit www.glendaleaz.com/sanitation/recycling.

ACCOMPLISHMENTS & AWARDS

Employees Excel in Competition

Jon Beachem, equipment mechanic I, took top honors for mechanics at the 2013 Solid Waste Association of North America (SWANA) Road-E-O. Beachem captured 1st place for the state Road-E-O on April 13 against four competitors and 1st place in the International ROAD-E-O in Denton, TX on Oct. 9, against eight competitors.

Several employees completed certified testing in solid waste through SWANA.

- Deb Coy, recycling coordinator completed testing and is a Certified Manager of Recycling Systems.
- Robert Southard, crewleader at the Materials Recovery Facility, completed testing and is a Technical Associate of Recycling Systems.
- Cheryle Topete, crewleader at the Glendale Landfill, completed required testing and is a Certified Manager of Landfill Operations.

LANDFILL FUN FACTS

For Fiscal Year 2012-2013:

- The Landfill processed and buried approximately 275,000 tons of refuse.
- The Materials Recovery Facility (MRF) processed 14,500 tons of single stream curbside recyclables.
- The MRF sold approximately 8,800 tons of processed material.

Contact Sanitation:

Sanitation/Recycling: 623-930-2660

Materials Recovery Facility: 623-930-4727

Landfill/general questions: 623-930-4730

WATER SERVICES

City Matches Right Water with Right Use

Virtually 100% of the wastewater generated within the city of Glendale's sewer service area is reclaimed and put to beneficial uses. Reclaimed water (cleaned and treated wastewater) is used for aquifer recharge, energy production, growing turf, and agricultural irrigation. Using reclaimed water, also known as effluent, significantly reduces Glendale's overall water demand because it can take the place of potable (drinking) water for some uses. Glendale sells more than half of its reclaimed water to the Palo Verde Nuclear Generating Station where it is used to help make electricity. The other half of Glendale's reclaimed water is recharged into the aquifer for future needs or used directly on landscapes. Glendale was an early adopter of direct reuse effluent for landscape use at the Arrowhead Lakes subdivision area, starting in the early 1980's. Glendale has constructed two aquifer storage facilities and, to-date, has recharged more than 118,000 acre feet into the aquifer, much of it in the form of effluent. Carefully planned and ongoing reuse projects continue to reduce surface water and groundwater supply needs by matching the right water with the right use.

Protect Air & Water Quality

When it comes to protecting our community's shared air and water resources, we all have a responsibility to make sure that we're not polluting our environment. Make a commitment to protect the air we breathe and water we drink, starting at your home.

Here's information to help you to stay connected to environmental issues in our community:

Air Quality

Too much dust adversely affects our air quality. Here are some simple ways to help protect air quality and public health:

- Maintain your landscape. Cover loose dirt with a protective cover like vegetation or gravel.
- Use a rake or broom instead of a leaf blower to minimize dust.
- Avoid using gas-powered lawn and garden equipment during High Pollution Advisory Days.
- Don't use wood-burning fireplaces and woodstoves on High Pollution Advisory Days.

Download the Clean Air Make More App to receive real-time air quality information on your phone or tablet at <http://cleanairmakemore.com/app/>.



Additional resources:

City of Glendale Fugitive Dust Ordinance -
www.glendaleaz.com/codebook

Maricopa County Air Quality Department -
www.maricopa.gov/aq/divisions/compliance/dust

Tips to Improve Air Quality - <http://cleanairmakemore.com/>

Water Quality

We all live downstream. When it rains, the water can carry fertilizers, pesticides, herbicides, and other chemicals into storm drains and eventually, our washes and waterways. Here are some simple ways to help protect water quality and public health:

- Use fertilizers, pesticides and herbicides sparingly and don't apply just before or during a rain event.
- Don't backwash or drain a pool or spa water into the street or alley way. Get the free publication "How to Legally Drain and Backwash Your Pool" at www.glendaleaz.com/waterconservation or call 623-930-3535.
- Don't dispose of out-of-date, unused, or unwanted medications down the toilet or sink. Take advantage of the free "take-back" program to responsibly dispose prescription drugs. Find more information at www.deadiversion.usdoj.gov/drugdisposal/takeback/.

Additional resources:

Tips to Reduce Stormwater Pollution -
<http://www.azstorm.org/>,

Medication Disposal Brochure -
www.glendaleaz.com/utilities/pretreatment/documents.cfm

Download the NOAA Weather App and receive forecasts, animated radar, and current conditions on your phone or tablet.
www.noaa.gov/mobile/.

Download the Earth911 App and find local places to recycle.
<http://earth911.com/irecycle/>.



Prevent Sewer Blockages!

Pouring fats, oils and/or grease (FOG) down your kitchen drain can cause sewer blockages at your house that impede the flow of wastewater from your home to the city's wastewater treatment plant. You can help prevent sewer blockages by:

- **Pouring used grease into a disposable container, sealing the lid, and disposing in the trash.**
- **Scraping dishes and cookware into the trash prior to washing.**
- **Putting strainers in sink drains to catch food scraps and disposing in the trash.**
- **Viewing the FOG prevention video at www.glendaleaz.com/waterservices**

How to Make a Sewer Appeal

Each year in May, your sewer charge is adjusted based on your actual water usage billed for the winter months of January, February and March. Although each customer has a water meter to determine water consumption, there is no meter to measure how many gallons each customer sends into the sewer system.

It is estimated that 90 percent of the water being used in a single-family house during these winter months is for indoor usage and goes down the drain into the sewer system. The remaining 10 percent is estimated for landscape irrigation.

An appeal can be made on the basis that a higher than normal amount of water was used outdoors from January to March or if there was a leak. Appeals are accepted for a period of 60 days after the May billing.

For more information, visit www.glendaleaz.com/utilities_new/RatesandFees.cfm or call 623-930-3190.

How to Read Your Water Bill

Reading your monthly water bill is one of the best ways to monitor your water usage. Your monthly water bill is designed to help you understand your water usage and other charges (e.g. sewer, sanitation, recycling, and taxes).

Your water meter is read on a monthly basis by city staff. Your current water bill depicts water usage, in units of one thousand gallons, that flowed through your water meter during the previous month.

The water rates for the city of Glendale are based on a conservation-based tiered rate. This means that the lower water users are charged less per 1,000-gallon unit than the average or higher water users are charged. Using less water can move your rate to a lower tier. Get more information about Glendale's water rates at www.glendaleaz.com/utilities/ratesandfees.cfm.

In addition, your water bill features a graph of historical water usage that allows you to compare your current water usage to that of previous months. You can also compare your current month's water usage to the same month in the previous year. If it increases significantly, you may have a leak.

Advisory Commission Learns about Glendale Water Services



In 2012, a 40-member Citizen Task Force met for nine months and provided a final report to the City Council including a recommendation to begin an ongoing Advisory Commission.

The city's Water Services Department hosted the inaugural meeting of the Water Services Advisory Commission on Sept. 18, 2013. Initially, the Water Services Advisory Commission will study and learn the operations of the Water Services Department including production, delivery, reclamation, metering, water quality testing, conservation, sustainability, stormwater, irrigation and billing. The commission's essential task is to be an informed voice for Glendale citizens and to provide the City Council with recommendations regarding water-related policies.

For more information on public meetings and agendas, call the Water Services Department at 623-930-4100 or visit www.glendaleaz.com/clerk.

Hide & Seek

How to Detect a Water Leak

Learning how to read your meter is one of the best ways to detect a possible water leak.

Step One: Find Your Water Meter

Your water meter is located in the ground near the sidewalk or curb in front of your home. It typically has a metal lid or cover. Open cautiously and watch for any "critters" and insects that may inhabit the box.

Step Two: Check Your Water Meter

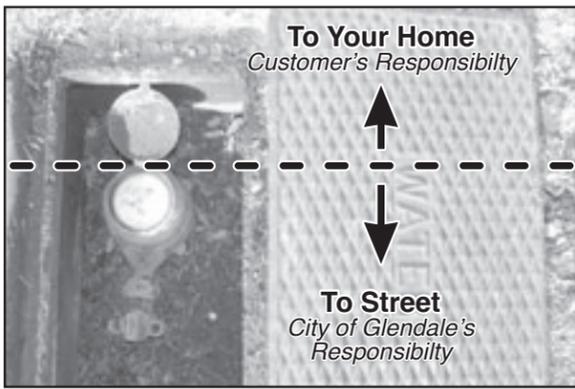
Make sure all water indoors and outdoors is off. Find the face of the water meter. If the small red "triangle" or "star" is moving, water is passing through your meter, and a leak is indicated. If it is not moving, you will need to check each station on your landscape irrigation system by turning them on one at a time and checking for leaks.

Step Three: Order a Free Leak Detection Kit

Order "The Complete Guide to Home Water Management" at www.glendaleaz.com/waterconservation/brochures.cfm or call 623-930-3535 to have one mailed to you.

Step Four: Make Repairs

The city of Glendale provides service and maintenance up to, and including, your water meter. Once water exits the meter, it enters the customer's private property and area of responsibility. You are responsible for making any necessary repairs from the meter to your house. It is recommended that you consult a certified plumber for repairs. Find a Green Plumber at www.greenplumbersusa.com/consumers/find-a-green-plumber/.



Homeowners are responsible for leak repairs from the meter to the house.

Working Better

Awards, Collaborations, & Partnerships

Twice as Nice

For the second year in a row, the city of Glendale Water Services Department Wastewater Division received the top honor of "Large Wastewater Collection System of the Year" from the AZ Water Association. The Wastewater division won top honors due to their proactive efforts to significantly reduce and prevent sanitary sewer overflows. The Wastewater staff systematically works to ensure that the city's sewer system is kept in optimum condition. Regular scheduling of hydro-cleanings (a high pressure cleaning of the pipes) and immediate attention to customer concerns reduces overflows and ensures that the city meets or exceeds all environmental standards.

Collaborations

Water Services environmental staff serves on the steering committee for the ASU Sustainable Cities Network (SCN). The SCN brings Arizona cities together to share expertise and provide real-world solutions in ways that are applicable, adaptable, and resourceful. In March 2013, the SCN was presented with the Pacific Southwest Region's Green Government award. This award recognizes programs that promote collaboration, cost-savings, and sharing of best practices with other governmental organizations.

Water Resources/Quality Partners

The city of Glendale partners with the following local organizations to enhance water resource planning, policy and education efforts.



STORM
Stormwater
Outreach for Regional
Municipalities
A regional
organization that
promotes stormwater
quality education.
www.azstorm.org



**Arizona Municipal
Water Users
Association**
A voluntary, non-profit
corporation established
by municipalities in
Maricopa County for the
development of urban
water resources policy.
www.amwua.org



Tap Into Quality
A regional organization
that promotes tap
water education.
www.tapintoquality.com

Facts & Figures

Water Services

Quality & Reliability - The city of Glendale's Water Quality Lab conducts more than 14,000 water quality tests and measurements each year to ensure your drinking water is clean and safe.

Tap Water Delivers - The city of Glendale's crews maintain 997 miles of water distribution pipes to provide our community with water, 24 hours a day.

You Can Count On Us! - The city of Glendale's sewer system is kept in optimum condition through proactive scheduling of hydro-cleanings and by immediate attention to customer concerns. This proactive approach ensures that the city meets or exceeds all environmental standards.

Excellent Insurance Rating - Safe and reliable water infrastructure is important for fighting fires and can also influence your insurance rating. The Water Services Department regularly inspects and maintains the city's thousands of fire hydrants and valves, ensuring that when the water is needed to put out a fire, it is available. According to the Insurance Services Office, the city of Glendale ranks in the highest levels of dependability. ISO has been a leading source of information about property/casualty insurance risk since 1970.

Environmental Resources

There's A Label for That - When shopping for appliances and fixtures look for the EnergyStar and the WaterSense labeled certified products.



Stormwater Pollution from Pet Waste

Why is undisposed-of pet waste a serious health issue? Because it contains disease-carrying bacteria that can make people sick. It gets mixed with stormwater that goes untreated into our urban lakes, washes, and retention basins where children and pets can play. With millions of people in the Valley, many of them dog owners, do the math. Then do this: pick up after your pooch. It is good manners and great health policy. For more tips to keep stormwater pollution-free, visit www.glendaleaz.com/environmentalresources



Glendale Water Services

Reliability • Quality • Value

Contact Information

Billing information	623-930-3190
Water turn on/off	623-930-3190
Low pressure, main leaks, meters	623-930-4100
Water quality	623-930-4100
How to legally drain pools	623-930-3535

Sewer	
Sewer billing	623-930-3190
Missing manhole covers	623-930-4100
Overflowing	623-930-4100
Roach problems	623-930-2741

Storm Drains	
Flooding	623-930-4100
Drains	623-930-4100

After Hours	
Water/sewer	623-934-7551

Free Programs to Help HOAs & Businesses Save

Landscape maintenance is often a large expense for HOAs and businesses. The city of Glendale Conservation and Sustainable Living Office offers free programs to help HOAs and businesses maintain an attractive and water-efficient landscape, while keeping costs within budget.

Water Budget Program

Glendale staff assists HOAs and businesses manage landscape costs by providing a free landscape consultation and by developing a free month-to-month water budget tool that is site-specific.

Landscape Rebate Program

HOAs and businesses can receive up to \$3,000 for removing unwanted grass and participating in the water budget program. The amount of the rebate is dependent on how much grass is converted to low-water-use landscaping.

For information on how to participate in the water budget and landscape rebate programs, call Joanne Toms at 623-930-3535 or visit www.glendaleaz.com/waterconservation.

Leading By Example - Congratulations to the following HOAs and apartment complex for taking steps to become leaders in reducing their water use by voluntarily participating in the city's water budget program in 2013:

- Willow Estates HOA
- Oak Hollow Owners HOA
- Terrace Green HOA
- Shalimar HOA
- Ridgpoint Apartments

For more information, visit <http://www.glendaleaz.com/WaterConservation/hoaprograms.cfm>

Residential Rebate Program Easy as 1-2-3

Glendale residents: reclaim your weekend by spending less time watering, seeding, fertilizing, mowing, and dethatching your lawn. Convert your lawn to a low-water-use landscape and receive a rebate up to \$750. Here's how:

1. Get free how-to-information.

Free brochures with information on how to successfully convert grass to a water smart landscape are available at www.glendaleaz.com/waterconservation/brochures.cfm or simply call 623-930-3535 to have brochures mailed to you.

Gaze through a gallery of residential low-water-use landscapes, discover the diversity of desert-adapted plants, and get tips on how to maintain your landscape at www.glendaleaz.watersavingplants.com/ or call 623-930-3535 to have a CD-ROM mailed to you.

2. Remove at least 500 square feet of grass.

Converted area must be landscaped with water-efficient plants (not left as bare soil).

3. Call 623-930-3760 to schedule a post-installation inspection.

You will receive a rebate dependent on the amount of grass removed:

TURF CONVERSION	
REBATE AMOUNT	AMOUNT OF GRASS REMOVED
\$150	500 - 1500 sq. ft.
\$300	1500 - 2500 sq. ft.
\$450	2500 - 3500 sq. ft.
\$600	3500 - 4500 sq. ft.
\$750	4500 sq. ft & over



Over 4,500 Free Trees & Counting!

Through a partnership with the APS and SRP free shade tree programs, more than 4,500 trees were distributed to homeowners at the Glendale Main Library/ Xeriscape Demonstration Garden. APS and SRP offer free shade trees and classes to help homeowners maximize their energy savings.

Spring 2014 Glendale Green Living Series

The Glendale Conservation & Sustainable Living Office offers a free Green Living series in the spring and fall that feature ways to help you develop a more water- and energy-efficient home.

Here is the lineup of spring classes offered:

SRP Solar Basics Workshop

Saturday, Jan. 18 | 9:30 a.m. to 11:00 a.m.

Renovate Your Yard: Practical Landscape Design & Renovation

Saturday, Feb. 8 | 10:00 a.m. to Noon

Hug-A-Tree: Desert Tree Care & Glendale Xeriscape Demonstration Garden Walking Tour

Saturday, March 8 | 10:00 a.m. to Noon

Our Valley's Water Story: From Watershed to Showerhead

Saturday, March 29 | 9:00 a.m. to Noon

Reduce Your Outdoor Water Use: Programming Your Irrigation Timer

Thursday, April 17 | 6:00 p.m. to 7:45 p.m.

Green-Living classes are held at the Glendale Main Library, 5959 W. Brown St. Register via phone at 623-930-3760 or email at bpatrick@glendaleaz.com. Find additional class information at www.glendaleaz.com/green.



Got Shade? New Desert Tree Care Videos

Learn how to best care for your trees with new step-by-step videos led by the city of Glendale Conservation and Sustainable Living Office staff. Visit www.glendaleaz.com/trees/ to view the videos, or scan the QR code above. Find out what characteristics to look for when shopping for a desert-adapted tree; how to properly plant and stake a tree; what types of pruning tools to use and how to prune; and why trees should be watered deeply, but infrequently.

Get landscape watering advice in the "Landscape Watering By the Numbers: A Guide for the Arizona Desert" publication at www.wateruseitwisely.com/100-ways-to-conserve/landscape-watering-guide/ or call 623-930-3535 to have one mailed to you.

Become a Friend of the Garden Volunteer

Learn how to maintain your landscape by getting real-life plant care experience at the Glendale Xeriscape Garden. Volunteer workdays are scheduled for one Saturday each month (October to May). Individuals and groups are welcome to volunteer. Contact Joanne Toms at 623-930-3535 for more information on how to become a Friend of the Garden volunteer.



Volunteers contribute more than 750 hours of service to the garden every year.

What's Happening at the Glendale Xeriscape Garden?

Surrounding the Glendale Main Library, the award-winning four-acre Glendale Xeriscape (low-water-use) Garden will inspire you to transform your yard into a colorful, attractive, and water-smart landscape. Stay connected to the Xeriscape Garden by following us on social media, attending a class, or taking a tour in person.

Like Our Facebook Page at www.facebook.com/GlendaleAzGarden

Follow Our Pinterest Board at www.pinterest.com/glendalecvb/glendale-xeriscape-garden/

City of Glendale Receives Heritage Fund Grant

The city of Glendale Conservation and Sustainable Living Office received a Heritage Fund grant from the Arizona Game and Fish Department in Sept. 2013 for the "Habitat Garden Education Program." This grant will support public education and outreach programs on water efficient urban habitat gardening for visitors at the Glendale Xeriscape Garden. Plans include installation of a 4-sided educational kiosk and a guide on how to attract desert pollinators, such as birds and butterflies.

Glendale Water Services Supports STEM Education

Science, Technology, Engineering, and Math (STEM)-focused curriculum is gaining popularity in classrooms across the nation to better prepare students for future jobs. According to the U.S. Department of Commerce, Economics, and Statistics Administration, STEM occupations are growing by 19% while others are growing at a rate of only 9.8%. The city of Glendale Water Services Department supports STEM education in classrooms through its free Youth Education Program.

Glendale teachers receive the following free resources and services:

- “Ask the Experts” classroom visits
- STEM-based lesson plans and support materials that are aligned to the Arizona Academic Standards
- Interactive “Discovery Stations” that connect students to their community’s unique energy and water portfolios
- Free efficiency devices for students that involve their families in take-home “green” audits

Since 2006, 150 classrooms and 4,500 students have participated in the youth program. Student assessment is an ongoing tool used to measure changes in their knowledge before and after participating in the program. On average, students demonstrate a 43% increase in knowledge of conservation behaviors and a 53% increase in knowledge of water- and energy-related vocabulary words. More than 1,500 students involved their families in a take-home “green” audit and received free water- and energy-efficient devices for their homes, which were funded by federal grants.



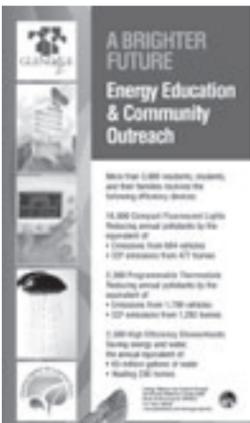
For more information about the free program for Glendale area schools, contact Tiffany Nangle at tnangle@glendaleaz.com or 623-930-3550.

Students experiment with solar cells to evaluate the pros and cons of renewable energy sources.

What Teachers Have to Say about the City’s STEM-Based Program.

- “The curriculum included high interest, hands-on lessons that covered many of the state science standards that are not addressed in the district’s FOSS curriculum.”
- “Loved the programs offered. Some of the students said it was the best lab we did all year. Exciting stuff to get middle school kids engaged in science.”
- “I loved the presentation and the way it was presented. My 6th graders were fully engaged and talking about this experience two weeks after they left. GREAT JOB.”
- “You really kept them engaged! The kids (and myself) learned so much and had fun doing it. I was very impressed with the lessons and the binder of lessons that I will be using.”

We Value Our Glendale Teachers!



The Glendale Teachers’ Night Out event on Sept. 18, 2013 provided teachers with resources, free materials, and community connections; along with a night of entertainment, fun, and appreciation. The event, coordinated by the Water Services Conservation and Sustainable Living Office, provided an opportunity for teachers to network with more than 20 local community programs and seven Glendale departments. Eleven local businesses donated raffle prizes such as gift cards, massages, and much more for the teachers. More than 200 participants attended the event.

What Teachers Have to Say about the Teachers’ Night Out Event:

- “Delightful, so much info on programs that I did not know about.”
- “The city of Glendale understands teachers and got it right with this event.”
- “Your event should be a model of what many of our schools and organizations should consider using for hosting.”
- “Everything was so well organized, fun and entertaining and well attended.”

More than 200 teachers connected with Glendale departments and local organizations at the event.

Glendale Family Bike Ride April 13

Year after year cyclists turn out for the popular Glendale Family Bike Ride, an event geared to cyclists of all levels and ages. In 2014 the event will be held on April 13, promoting exercise, bike safety and environmentally-friendly transportation. As the event nears, visit www.glendaleaz.com or call Glendale Transportation Services at 623-930-2940 for more information or to register.



It’s a Bird! It’s a Plane! No, It’s a HAWK!

A new traffic beacon called a HAWK, for High Intensity Activated CrossWalk, was installed on Glendale Avenue west of 65th Avenue in July of 2012. This traffic beacon assists pedestrians and drivers by using flashers to notify drivers of a person in the crosswalk. Even though this beacon has been operational for over a year, it is unique in its operation and important for drivers to become educated on how it works. Motorists can expect the HAWK beacon to remain dark until a pedestrian activates it by pushing the pedestrian button.

When activated, the lights will indicate:

- The yellow, flashing and solid, to warn motorists of the upcoming change
- The solid double red requires motorists to stop
- The blinking red requires motorist to stop and then proceed with caution if the pedestrian has cleared the crosswalk.

Another pedestrian-friendly feature is a countdown display to easily remind pedestrians how many seconds remain in the crossing time.

Bus Buddies/ B.A.G. I.T. Programs Go Green & Save Some Green!

If you’re thinking about getting with the green program and easing your strain at the gas pump, just B.A.G. I.T. (Bus and Gus Individual Training). Learn how to use the Valley Metro Transit system and Glendale Urban Shuttle, better known as GUS. It’s easy to learn when you take the B.A.G. I.T. class.

This class is offered at the Glendale Adult Center, 5970 W. Brown St. and open to all residents. It covers topics such as how to read a bus book, plan a trip online, find the closest bus stop, enter and exit a bus, especially for the physically challenged, signal the stop you need, purchase a transit pass and much more.

The city of Glendale was awarded federal funding to support the Bus Buddies/B.A.G. I.T. program through a New Freedom grant. For more information on the training, log on to www.glendaleaz.com/travelgreen or call 623-930-2940.



New Transit Show “Easy Riders: Public Transit for Everyone” on Glendale 11

Transportation teamed up Glendale 11, the city’s television station, to produce a new show designed to introduce residents to the public transportation system. This 30-minute show highlights a variety of free educational resources the city offers to first-time transit users and provides our residents with another tool to learn how to access public transportation. Specific tips are offered to riders with disabilities who often face unique challenges in their mobility options. Check out the Glendale 11 programming guide at www.glendaleaz.com/glendale11 to catch the show on Cox Communications or visit www.youtube.com/myglendale11 for a YouTube playlist.

The production of this new program was partially funded through a federal New Freedom grant.

Mark Your Calendar for the Annual Transportation Open House

Every April, Transportation Services staff holds the Glendale Onboard (GO) Open House where residents can learn more about current and future transportation projects in Glendale.

Attendees can speak with Glendale transportation representatives to learn more about current and upcoming transportation projects and provide input on the program. Representatives will be on hand to answer questions on such projects as the Light Rail, Grand Avenue, the Northern Parkway, Loop 303, and the Grand Canal and New River Pathway projects.

For more information on Glendale’s transportation program, call 623-930-2940 or visit the city’s website at www.glendaleaz.com/transportation.

City Using New Propane Dial-a-Ride Bus

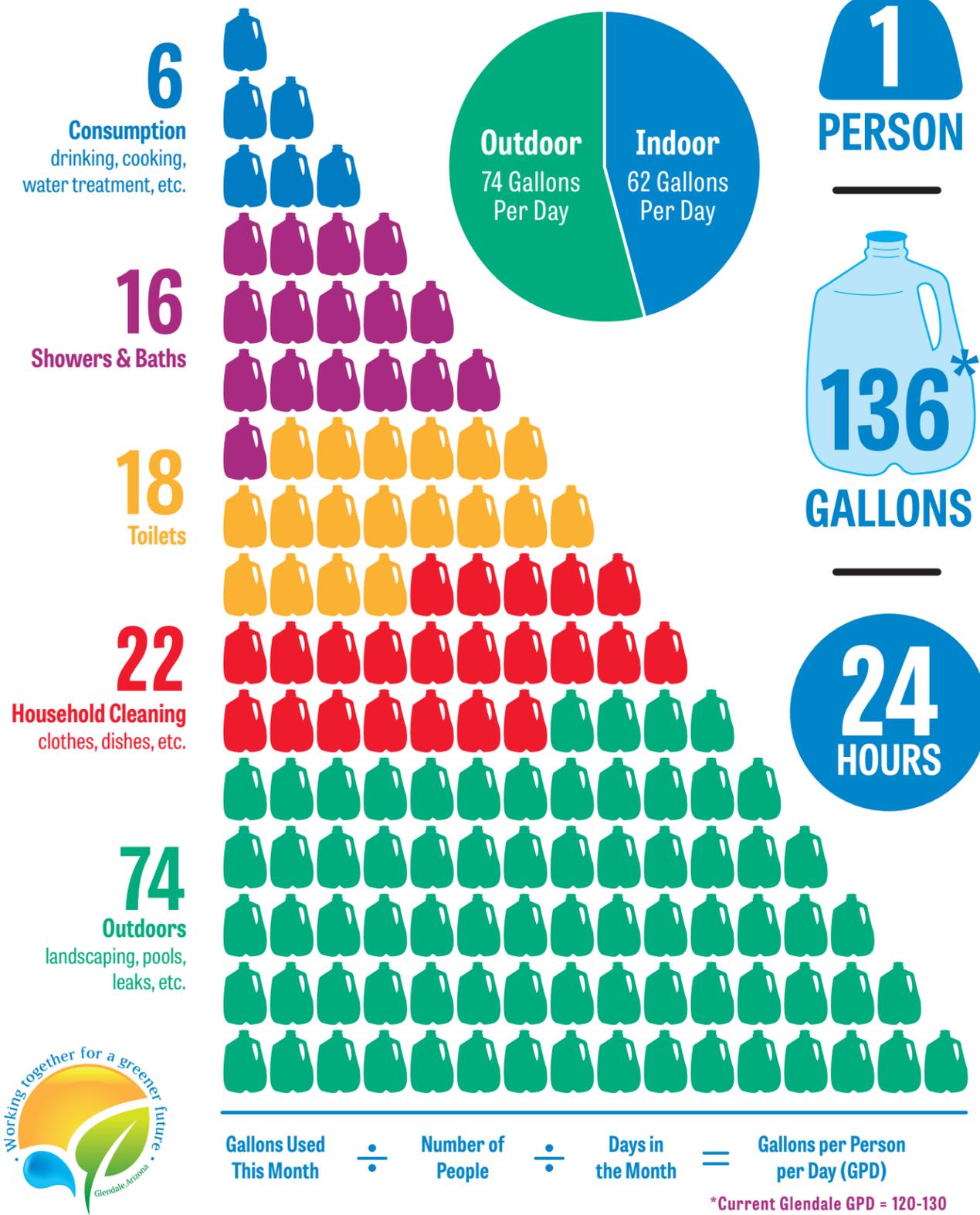
The city of Glendale has purchased three new propane Dial-A-Ride buses. Why propane? Propane burns cleaner than gasoline and reduces the emissions of harmful pollutants into the atmosphere. Propane, also known as liquefied petroleum gas (LPG), is domestically produced and a well-established, clean-burning fuel. Using propane to fuel vehicles reduces dependence on foreign oil and helps to improve the environment. Plus, propane costs less than gasoline and offers a comparable driving range to conventional fuel.

West Phoenix / Central Glendale Transit Corridor Study

In early 2013, Valley Metro initiated a transit corridor study for the West Phoenix/Central Glendale area. The purpose of the study is to work with the cities of Glendale and Phoenix, as well as the community, to determine what type of transit (light rail, streetcar or bus rapid transit) is best for the corridor and the location of the route. Route options are being considered for a transit service area between 19th Ave to the east, 67th Ave to the west, Northern Ave to the north and Camelback Rd to the south. The study will conclude in early 2015 with a preferred alternative for the corridor. Please visit www.valleymetro.org/glendale to learn more and to give your input on the proposed route options.

WATER CONSERVATION

Average Daily Water Usage



Water Conservation Partners

The City of Glendale partners with the following organizations to enhance water conservation education efforts.



A regionally-coordinated public information campaign to promote wise water use. www.wateruseitwisely.com



A partnership program to protect the future of our nation's water supply by promoting water-efficient appliances and fixtures. www.epa.gov/watersense/



Water Education for Teachers
cals.arizona.edu/arizonawet/

Shower Better with WaterSense Labeled Showerheads

The city of Glendale Conservation and Sustainable Living Office has distributed more than 2,500 high-efficiency showerheads to Glendale residents through the Energy Efficiency and Conservation Block Grant Program. Get a free showerhead at the SRP

Solar Basics Workshop at the Glendale Main Library (5959 W. Brown St.) on Saturday, Jan. 18 from 9:30 a.m. to 11:00 a.m. Register to attend at www.srpnet.com/solarclasses.

