City of Glendale

5850 West Glendale Avenue
Glendale, AZ 85301

City Council Workshop Agenda

Mayor Jerry Weiers
Vice Mayor Ian Hugh
Councilmember Jamie Aldama
Councilmember Samuel Chavira
Councilmember Gary Sherwood
Councilmember Lauren Tolmachoff
Councilmember Bart Turner

Tuesday, April 7, 2015	**1:30 PM**	**Council Chambers - Room B3**

Workshop

One or more members of the City Council may be unable to attend the Workshop or Executive Session Meeting in person and may participate telephonically, pursuant to A.R.S. § 38-431(4).

CALL TO ORDER

WORKSHOP SESSION

1. 15-154 COUNCIL ITEM OF SPECIAL INTEREST: STREET NAME CHANGES
Staff Contact: Jack Friedline, Director, Public Works
Staff Presenter: Cathy Colbath, Deputy Public Works Director
Staff Presenter: David Beard, City Engineer

2. 15-179 COUNCIL ITEM OF SPECIAL INTEREST: PUBLIC COMMENT PLACEMENT ON AGENDA
Staff Contact: Pamela Hanna, City Clerk

Attachments: Public Comment Placement - Survey Results

3. 15-180 COUNCIL ITEM OF SPECIAL INTEREST: FREEDOM OF INFORMATION ACT AND TRANSPARENCY
Staff Contact and Presenter: Pamela Hanna, City Clerk
Staff Presenter: Michael Bailey, City Attorney
Staff Presenter: Darcie McCracken, Deputy City Clerk

4. 15-225 COUNCIL ITEM OF SPECIAL INTEREST: RESEARCH DONATION DROP BOXES
Staff Contact: Sam McAllen, Director, Development Services
Staff Presenter: Sam McAllen, Director, Development Services
Staff Presenter: Jon M. Froke, AICP, Planning Director

5.   15-241   CITY MANAGER RECRUITMENT
                        Staff Contact: Jim Brown, Director, Human Resources and Risk
                        Management

Attachments: Exhibit A - Mercer Response to Council Questions

                        Exhibit B - Slavin Response to Council Questions

                        Exhibit C - CPS HR Consulting - Council Questions

6.   15-250   CITY TECHNOLOGY INFRASTRUCTURE AND EQUIPMENT MANAGEMENT
                        Staff Contact and Presenter: Tom Duensing, Director, Finance and
                        Technology
                        Staff Presenter: Chuck Murphy, Chief Information Officer

CITY MANAGER'S REPORT

This report allows the City Manager to update the City Council. The City Council may only acknowledge the contents to this report and is prohibited by state law from discussing or acting on any of the items presented by the City Manager since they are not itemized on the Council Workshop Agenda.

CITY ATTORNEY'S REPORT

This report allows the City Attorney to update the City Council. The City Council may only acknowledge the contents to this report and is prohibited by state law from discussing or acting on any of the items presented by the City Attorney since they are not itemized on the Council Workshop Agenda.

COUNCIL ITEMS OF SPECIAL INTEREST

Councilmembers may indicate topic(s) they would like to have discussed by the Council at a future Workshop and the reason for their interest. The Council does not discuss the new topics at the Workshop where they are introduced.

MOTION TO GO INTO EXECUTIVE SESSION

EXECUTIVE SESSION

1. LEGAL MATTERS

A. The City Council will meet with the City Attorney for legal advice, discussion and consultation regarding the city's position in pending or contemplated litigation, including settlement discussions conducted in order to avoid or resolve litigation. (A.R.S. § 38-431.03(A)(3)(4))

B. Council will meet to discuss and consider records exempt by law from public inspection and are specifically required to be maintained as confidential by state or federal law. (A.R.S. § 38-431.03(A)(4))

2. PERSONNEL MATTERS

A. Various terms have expired on boards, commissions and other bodies. The City Council will be discussing appointments involving the following boards, commissions and other bodies. (A.R.S. § 38-431.03(A)(3)(4))

1. Arts Commission

2. Aviation Advisory Commission

3. Board of Adjustment

4. Citizens Bicycle Advisory Committee

5. Citizens Transportation Oversight Commission

6. Commission on Neighborhoods

7. Commission on Persons with Disabilities

8. Community Development Advisory Committee

9. Glendale Municipal Property Corporation

10. Historic Preservation Commission

11. Industrial Development Authority

12. Judicial Selection Advisory Board

13. Library Advisory Board

14. Parks and Recreation Advisory Commission

15. Personnel Board

16. Planning Commission

17. Public Safety Personnel Retirement Board/Fire
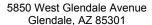
18. Public Safety Personnel Retirement Board/Police

19. Risk Management/Workers Compensation Trust Fund Board

20. Water Services Advisory Commission

Upon a public majority vote of a quorum of the City Council, the Council may hold an executive session, which will not be open to the public, regarding any item listed on the agenda but only for the following purposes:

(i) discussion or consideration of personnel matters (A.R.S. § 38-431.03(A)(1));
(ii) discussion or consideration of records exempt by law from public inspection (A.R.S. § 38-431.03(A)(2));
(iii) discussion or consultation for legal advice with the city's attorneys (A.R.S. § 38-431.03(A)(3));
(iv) discussion or consultation with the city's attorneys regarding the city's position regarding contracts that are the subject of negotiations, in pending or contemplated litigation, or in settlement discussions conducted in order to avoid or resolve litigation (A.R.S. § 38-431.03(A)(4));
(v) discussion or consultation with designated representatives of the city in order to consider its position and instruct its representatives regarding negotiations with employee organizations (A.R.S. § 38-431.03(A)(5)); or
(vi) discussing or consulting with designated representatives of the city in order to consider its position and instruct its representatives regarding negotiations for the purchase, sale or lease of real property (A.R.S. § 38-431.03(A)(7)).

Confidentiality

Arizona statute precludes any person receiving executive session information from disclosing that information except as allowed by law. A.R.S. § 38-431.03(F). Each violation of this statute is subject to a civil penalty not to exceed $500, plus court costs and attorneys' fees. This penalty is assessed against the person who violates this statute or who knowingly aids, agrees to aid or attempts to aid another person in violating this article. The city is precluded from expending any public monies to employ or retain legal counsel to provide legal services or representation to the public body or any of its officers in any legal action commenced for violation of the statute unless the City Council takes a legal action at a properly noticed open meeting to approve of such expenditure prior to incurring any such obligation or indebtedness. A.R.S. § 38-431.07(A)(B).

City of Glendale

Legislation Description

File #: 15-154, **Version:** 1

COUNCIL ITEM OF SPECIAL INTEREST: STREET NAME CHANGES
Staff Contact: Jack Friedline, Director, Public Works
Staff Presenter: Cathy Colbath, Deputy Public Works Director
Staff Presenter: David Beard, City Engineer

Purpose and Policy Guidance

At the January 6, 2015 Council Workshop, Vice Mayor Hugh suggested renaming one of the streets in the Sports and Entertainment District to Martin Luther King Jr. Boulevard. At the February 3, 2015 Workshop, Councilmember Aldama added that he also would like to see a street named after Cesar Chavez, and Councilmember Chavira suggested that these two streets might even intersect. Councilmember Turner also mentioned a street might be named for Marty Robbins. These Councilmembers requested a report on the possibility of changing the names of streets in Glendale.

Background

Currently, the Engineering Division of the Public Works Department assigns street names in Glendale when a new development comes into the city. Glendale's street names retain consistency with our neighboring cities-Phoenix to the east and south; and Peoria to our west and north-with few exceptions. This continuity allows for ease of navigation and efficient travel throughout the Valley.

The Maricopa Association of Governments (MAG) has published an Address & Street Assignment Policy Manual for its member cities to provide a coordinated approach to street names and addressing; however, each jurisdiction is responsible for street naming within its boundaries. This manual discourages street name changes due to the impact on regional services such as postal service, utilities and emergency service deployment.

Analysis

While cities follow the MAG guidelines, some exceptions have been made for recognizing distinguished individuals. Several options exist for street naming and renaming opportunities. These options include:

- Honorary or ceremonial designations of existing streets
- Formal street renaming
- Incorporating the recognition as new streets are added
- Renaming a street that does not have any development on it

The first option, ceremonial or honorary renaming, retains the original name of the street, but provides the opportunity for the community to honor and recognize an individual. With this option, there is no financial

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impact to the residents or business owners located on the roadway, as the formal road name remains intact. The honorary designation is "overlaid" by adding an additional street name sign on top of the existing sign.

A second option is to formally change the name of a portion of or an entire existing roadway. This option is more comprehensive, as it actually changes the name rather than retaining the current name and adding an additional sign indicating the honorary designation. This option has a financial impact to the residents and business owners located on the street, as documents such as bank accounts, letterhead, business cards, deeds, licenses, signage and a variety of other items would need to be changed to reflect the new address. Additional impacts of this option include notification of private mapping services such as Google, MapQuest, Bing or Yahoo, which need the information to update maps to reflect accurate street names. Per an inquiry with the City of Phoenix, this process could take a prolonged period to document a street name change.

A third option is to incorporate the recognition naming as new streets are added. This option would result in no cost or inconvenience to existing residences or businesses, as addresses will not be established until after the road is completed. Obviously, the location and timing will be determined by where and when new development occurs.

A final option is to rename a street that does not currently have any buildings on it. In this instance, no businesses or residences would be impacted. An example of a street in Glendale where this would apply is New River Road, located south of Glendale Avenue. This, however, is an obscure roadway and may not convey the significance of the issue as intended.

Should Council direct staff to implement the honorary street name change in Glendale, then installing additional signs with the new, honorary name designation could be implemented. Staff suggests the most ideal location for this would be in the downtown area. The alignments of 57th Drive from Grand Avenue north to Glenn Drive, along with Glenn Drive, from 51st to 59th avenues, would provide high-visibility corridors that also intersect. Council suggested the possibility of locating these streets in the vicinity of the Sports and Entertainment District. A corridor to consider in this area could be 95th Avenue along with Maryland Avenue.

Community Benefit/Public Involvement

Honoring distinguished leaders in this manner demonstrates the City of Glendale's recognition and appreciation of their impacts and contributions to society.

Budget and Financial Impacts

It is estimated that sign manufacturing and installation will cost approximately $100 per sign at signalized intersections.

File #: 15-179, **Version:** 1

COUNCIL ITEM OF SPECIAL INTEREST: PUBLIC COMMENT PLACEMENT ON AGENDA
Staff Contact: Pamela Hanna, City Clerk

Purpose and Policy Guidance

On February 3, 2015, Councilmember Tolmachoff requested information be presented regarding changing the placement of the Public Comments portion of the agenda to the beginning of the meeting.

Background

At the January 28, 2014 City Council meeting, the Council Meeting Rules and Procedures were updated by Resolution 4767 New Series to reflect the change in the amount of time Citizen Comment speakers had to speak from five minutes to three.

At the Council workshop on January 21, 2014, Council reviewed the item and determined by consensus to return the Citizen Comments to the end of the meeting and at that time changed the allowable time per speaker to three minutes from five.

At the September 10, 2013 City Council voting meeting, the Council Meeting Rules and Procedures were updated, adding Section 3.4, Prayer/Invocation at Council Voting Meetings, with Resolution 4721 New Series.

At the June 18, 2013 City Council workshop, Council discussed the placement of Citizen Comments in the Order of Business at City Council meetings. At the August 13, 2013 City Council meeting, action was taken to move Citizen Comments to the beginning of the Council meeting agendas for the next six months to determine if it was an effective measure for public participation.

Previous to the actions in 2013, the placement of Citizen Comments was discussed September 4, 2012, but failed to move forward due to a lack of consensus.

The Council Meeting Rules and Procedures were originally adopted by City Council by Resolution 3136 New Series on July 8, 1997.

Analysis

Currently the public has two opportunities to speak during City Council meetings:

- Citizen Comments - This applies to citizens wishing to discuss items that are not on the Council meeting agenda. Currently occur at the end of the Council meeting and are limited to three minutes per speaker.   (Blue speaker card)
- Public Hearing Items and Non-Public Hearing Item Comments - This applies to items that are on the Council meeting agenda. Occurs throughout the meeting and are limited to five minutes per speaker. (Gold speaker card)

- A check of other cities and towns using the City Clerk listserve (attached) resulted in 62 responses:

    - 37 at the beginning of the meeting

    - 15 at the end

    - 9 with an opportunity at both the beginning and the end

    - 1 with the opportunity in the middle.

Time Limit:

- 36 cities/towns limit public comment to 3 minutes

- 12 are limited to 5 minutes

- 2 cities/towns had no limit on the allowable time

- 10 cities/towns did not supply their allowable time

- 1 city had a 10 minute limit

- 1 city had a 4 minute limit.

Notable:

- Several of the other cities give citizens the opportunity to speak at their work study sessions (workshops) and there are a couple that require the citizen to notify them in writing ahead of the meeting that they intend to speak.

- One of the more interesting changes since the last time we conducted this survey, was the City of Phoenix. Previously Phoenix had Citizen Comments at the end of the meeting, they were not televised, and only the designated Councilmember stayed to hear the comments. Currently Phoenix has potential speakers arrive before the meeting, and start the public comments 15 minutes before the meeting and if there are still more speakers they are asked to wait until the end of the meeting, at which time they are allowed to speak. The comments are not televised.

Public Comment Placement

City/Town	Beginning	End	Both	Notes
Apache Junction		X		3 mins - not televised
Avondale	X			3 mins
Benson	X			5 mins
Bisbee	X			3 mins
Bullhead City	X			3 mins - only change is rep of a group is given 5 mins
Camp Verde			X	3 mins
Carefree	X			3 mins
Casa Grande				Middle of the meeting - 3-5 mins
Cave Creek	X			3 mins
Central Arizona Project		X		
Chandler	X			3 mins - Scheduled Public Appearances for study sessions
Chino Valley	X			3 mins - 30 mins total
Coolidge	X			5 mins
Dewey-Humboldt			X	3 mins
Douglas	X			may change from 5 mins to 3 and 90 to 30 mins/under review
Eagar	X			3 mins
El Mirage	X			3 mins
Flagstaff			X	Reg mtg is broken into 2 segments - evening is at the end, 3 mins
Florence			X	May change based on new council preference, 3 mins
Fountain Hills	X			3 mins
Gila Bend		X		
Gilbert	X			3 mins ea spkr/15 mins total for Comm from citizens
Goodyear	X			3 mins
Jerome	X			
Kingman	X			3 mins
Lake Havasu City			X	5 mins
Litchfield Park	X			3 mins
Marana	X			3 mins
Maricopa	X			5 mins
Maricopa Special Health Care District	X			3 mins
Mesa		X		
Miami	X			3 mins
Nogales	X			5 mins
Oro Valley			X	3 minute limit - no limit for # of people at either end
Page	X			10 mins
Paradise Valley	X			3 mins
Parker		X		3 mins
Payson			X	Mayor decides if the speaker is at the beginning or the end
Peoria		X		
Phoenix			X	15 mins before mtg have speakers and after mtg if necessary
Pinetop-Lakeside	X			3 mins
Prescott	X			5 mins - req in writing Weds before meeting
Prescott Valley		X		5 mins
Queen Creek	X			3 mins
Safford	X			3 mins
Sahuarita	X			3 mins
San Luis		X		5 mins
Scottsdale			X	5 cards at beginning, 5 cards at the end/3 mins each
Sedona	X			3 mins
Show Low		X		New Mayor wants to move to the beginning
Sierra Vista		X		5 mins
Star Valley		X		
Surprise		X		4 mins
Tempe		X		3 mins - Work Study Sessions allows public comment at beginning
Tolleson	X			3 mins
Tucson	X			3 mins spkr/30 mins tota for call to the audience
Wickenburg		X		no limit
Willcox	X			3 mins
Williams	X			5 mins
Winslow		X		
Youngtown	X			changed to beginning - no time limit
Yuma	X			5 mins
TOTAL	37	15	9	

File #: 15-180, **Version:** 1

COUNCIL ITEM OF SPECIAL INTEREST: FREEDOM OF INFORMATION ACT AND TRANSPARENCY
Staff Contact and Presenter: Pamela Hanna, City Clerk
Staff Presenter: Michael Bailey, City Attorney
Staff Presenter: Darcie McCracken, Deputy City Clerk

Purpose and Policy Guidance

On December 16, 2014 Councilmember Bart Turner requested information be presented regarding the Freedom of Information Act and Transparency. Specifically he expressed an interest in the process if there was feedback from the requester, if there is an established "best practice" and the possibility of developing a survey to determine satisfaction.

Background

The City Attorney's office will give an overview of the laws that impact Public Records Requests. There are four departments in addition to the City Clerk Department that process their own public records requests. These are Police, Fire, Building Safety and the City Court. The Court has rules, policies, procedures and specific statutes that govern the research and release of court records. The requests processed by the Court are not included in the following numbers. In addition to those departments that actually receive and process public records requests, other departments are involved in the process such as Communications, Information Technology (IT), City Attorney's office, and the City Manager's office.

The number of public records requests by calendar year	2012		2013		2014	
Total PRR's		13560		10933		9944
The number of requests completed in less than 3 days.	75.37%	10220	75%	8246	77%	7654
The number of requests completed in 4 to 10 days.	13.53%	1835	15%	1616	14%	1427
The number of requests completed in 11 to 30 days.	8.21%	1113	7%	751	6%	615
The number of requests completed in over 30 days.	2.89%	392	3%	320	3%	249

Each day, on average, the city receives approximately 40 public records requests and 77% of the requests received are completed in three days or less. Over 91% are completed within 10 days.

Media requests have increased greatly. In 2014, we received and processed 16 requests between January 1

and February 20 with 50% being completed in 10 days or less. In 2015, between January 1 and February 20, we received 64 requests and completed 77% or 49 in 3 days or less.

Making a Public Records Request

The City Clerk Department receives thousands of requests each year and many are from citizens or businesses not in Glendale. Examples are: insurance companies requesting police reports, school projects, candidate information and political information requests, crime victims requesting reports, unsuccessful bidders requesting all bidding information, pre-litigation research from attorneys, database companies and commercial requests for uncashed checks, financial reports, frivolous 911 calls and new business licenses.

The City Clerk is designated as the Records Manager for the City by statute. The City has a decentralized records management program; however, the Clerk Department does maintain a records center and houses many records. This means that when the Clerk receives a request for public records it needs to be sent out to the most likely department involved to obtain the requested records or to Information Technology to do a query of the system for records.

A public records request is made in one of several possible ways: Online, In-person, by Fax, or by e-mail. We are proud to say that the City of Glendale was the first city in the valley to have an online request form and that is how a majority of our requests are received each day. It is accessible 24/7, is sent directly to the City Clerk staff and has spaces for the information to assist staff in directing the request to the correct department. Once the department receives the request they respond with either the requested records or with a timeframe as to when the documents can be provided. Departments are assisted in searches for e-mails by IT who searches for electronic records, while staff searches for any hard copy documents that may be kept in files, yet are no longer in the city's e-mail system. The department provides the document and City Clerk staff then review and redact any information that is prohibited from disclosure. Every page of every document is reviewed by Clerk staff and some documents are then reviewed by the city attorney's office.

Once redactions have been made, the requester is notified that the request is ready. The City Clerk often e-mails the documents to the requester; however, not all records can be e-mailed. For those responses that cannot be e-mailed, the requester can pick the records up, or we can mail them. For requests with a large number of pages for a response, we can scan the pages to a disk and have the requester pick up the disk or we can mail the disk.   All told, the staffing involved would equate to at least one additional FTE in the City Clerk Department; however, the process is currently managed as a portion of ever Clerk employee's duties.

Records on the Web

There are a number of records that have been posted on the city's webpage. Contracts, Ordinances and Resolutions are posted to the webpage as a regular course of business. Currently we have 2,201 contracts, 765 ordinances and 1,494 resolutions and are posted online for people to view at any time. (<http://www.glendaleaz.com/Clerk/index.cfm>) The contracts were added to the city's website in the last several years to assist requesters in finding necessary information and to continue to expand transparency efforts.

In addition to the regular business documents, items of high interest such as Coyotes documents and the

associated financial information have been posted to the web and are available for viewing from the city's home page. (<http://www.glendaleaz.com/>) Agendas, minutes and meeting notices are additional examples of documents available on the city webpages.

Challenges to filling requests

Non-specific request: As examples, the phrases such as: all writings of any kind, including, but not limited to, emails, memoranda, notes, and forms, that refer or relate to, are terms and phrases that expand the request and are not specific. For example: *Any and all memos, emails and internal communication within the city of Glendale (see list below for desired departments) and between the city of Glendale and any member, official and representative of the Tohono O'odham Nation between 7/15/14 and 11/20/14.*

These types of requests will require many hours of staff time and resources to fill. Clerk staff will contact IT to search for emails using key words. Each email inbox with a potential hit will need to be converted from PST to PDF and then each folder reviewed to determine if there are responsive records. Each conversion takes 2-3 minutes and is multiplied by the number of in-boxes, it takes a great deal of time. In cases like this, the Clerk staff will contact the requester and ask if the request can be limited by time, involved parties, or any other parameter that will help take a general request and make it more specific.

Multiple requests all at once:
The Clerk Department received 15 complex requests from the same person over the course of 5 business days over the Christmas holiday. Some of the requests, the city of Glendale did not have anything responsive. Clerk staff contacted the requester and it turns out that this was all part of a College Journalism project. Staff took the time to educate the requester about how best to obtain information - specific records involving a specific timeframe etc., and filled as many of the requests as possible in the time the requester had before her project was due.

Multiple requests by the same person for the same thing:
Many times a person will make a request and when the exact record is not received that they are asking for, they will then do an additional request for the same document with very little variance in the request itself. In the past, staff has made contact with the requester and has worked with the requester to get a better idea as to what they are hoping to get.

Not asking for the document that they really want:
There are times when a person is looking for a very specific document but do not want to ask for the document outright. When we receive a request that is somewhat vague and requires more information, we contact the requester and ask what they are looking for. Sometimes they are still not clear and we spend a good deal of time researching and may not come back with what they are really wanting. We ask that people be specific to avoid this situation.

Asking for items that the City does not have:
There are times when a record is requested that the city simply does not have.   Examples of this would be a candidate's lease agreement, Last Will and Testament, property ownership records, marriage licenses, citizenship documents and documents for addresses with a Glendale mailing address that are actually within another jurisdiction. When we receive requests for such items, we point the requester to the entity that may

have the record, such as Vital Statistics, the county recorder or another jurisdiction.

Items we are unable to provide:
There are times when we are unable to provide a document or we provide heavily redacted documents. Examples include HIPAA protected information, utility bills, protected infrastructure and personal information. It is also possible that a record has been destroyed per established retention policies and schedules.

Analysis

The City Clerk Department has not conducted a satisfaction survey. A check of other cities resulted in none of the cities/towns that responded having done a satisfaction survey. The following cities/towns responded to the question: Buckeye, Casa Grande, Dewey-Humboldt, El Mirage, Gilbert, Litchfield Park, Parker, Prescott Valley and Star Valley.

We work with many of our requesters to provide them with the information they want quickly and expeditiously. It is our sincere hope that if someone is not happy with our service or the documents that they have received that they will contact our office and let us know immediately. We do receive feedback in the form of responses to e-mails. For example: *"Thank you for your prompt response." "Thank you so much for the rapid-fire response to my request yesterday. I know you have a lot of pressure for material all the time, and I appreciate the extra effort that was made." "Thank you very much for your assistance." T*hese statements were made in the month of February and are just two of the thank you's that our office receives.

A check of other cities provided information that most cities process records requests in a similar fashion. There are a few exceptions where the City Attorney's office, City Manager's office, or Communications manages the public records request process.

As far as best practices, the common thread through all the information received from other cities was the need to stay on top of the other departments and get the request completed quickly. Other cities are also experiencing the increase in requests for e-mails which has increased the amount of time to complete requests, much as it is with our own city.

Budget and Financial Impacts

Any budget and financial impacts are dependent upon the direction Council chooses. The Survey Monkey website was visited and it was determined that a free survey could be conducted for up to 100 responses. Anything after 100 would need to have a paid subscription. Subscriptions run $26 per month or $228 per year which allows up to 1000 responses to a survey. A subscription that would allow unlimited responses would be $300 per year. Additionally, the survey would only be available to those with a computer. This would require staff time to develop the survey as well as monitor responses.

There are some inherent risks with a tool like this in that the results are not statistically valid. The software makes it possible to allow multiple responses from one computer so a person could complete the survey multiple times and over and over again. A good deal of staff time would be devoted to a statistically invalid survey.

Other budgetary considerations include the money expended for software to convert e-mails. IT provides e-mails requested as part of a public records request, to the deputy Clerk who then uses software to convert from a PST to a PDF. A PST file is not viewable without the conversion. This is very time consuming and only allows one folder to be converted at a time.

There are other software products available that track requests for records from inception to completion. If Council requests additional information on those products, the City Clerk can provide the information at a later date.

File #: 15-225, **Version:** 1

COUNCIL ITEM OF SPECIAL INTEREST: RESEARCH DONATION DROP BOXES
Staff Contact: Sam McAllen, Director, Development Services
Staff Presenter: Sam McAllen, Director, Development Services
Staff Presenter: Jon M. Froke, AICP, Planning Director

Purpose and Policy Guidance

At the February 3, 2015 Council Workshop, Councilmember Aldama identified a Council Item of Special Interest asking about the potential of regulating donation drop boxes for clothes, shoes, etc., throughout the city. This report provides City Council with possible options associated with this Council Item of Special Interest.

Background

Glendale does not regulate donation drop boxes. Throughout the city it is common to find donation drop boxes on commercial properties, schools and churches.

The City of Phoenix recently adopted regulations for charitable drop boxes in their city. Both the City of Peoria and the City of Surprise are working on adopting regulations for charitable drop boxes in their cities.

Establishing regulations on the placement of donation drop boxes in the City of Glendale is possible.

Analysis

The process to establish regulations regarding where donation drop boxes can be located in Glendale would be achieved through a Zoning Text Amendment (ZTA). The ZTA would potentially establish the following:

    a. Provide a definition of donation drop boxes, bins, etc.
    b. Identify which zoning districts donation bins would be permitted.
    c. Criteria for where donation bins could be located such as paved surfaces, outside of landscape buffers, outside of required building setbacks, etc.
    d. Identify the process in which donation bins would be approved such as administrative, establishing a process for a temporary use permit or potentially requiring a conditional use permit or design review.

The ZTA would include a citizen participation process including industry leaders, property owners, neighbors, and other interested parties. This would take approximately nine months to one year to complete.

File #: 15-241, **Version:** 1

CITY MANAGER RECRUITMENT
Staff Contact: Jim Brown, Director, Human Resources and Risk Management

Purpose and Recommended Action

The purpose of this report is to have discussion and receive direction from council on the selection of a professional executive search firm for the recruitment of the City Manager.

Background

Information regarding the three proposed executive search firms for the City Manager search was presented to Council in the March 17th workshop. At that time, Council gave direction for the Human Resources Director to obtain additional questions from the Council and to get each search firm's responses regarding those questions and return those to Council for further discussion. The questions submitted by Council were as follows:

1) Please provide information on how your firm practices diversity in your search process.
2) Please provide data on diverse placements your firm has made for the position of City Manager.
3) How many of your City Manager placements came from your firm's pool of established candidates verses those who may have seen a flier or saw the job posting on-line and applied as a result of the advertisement?
4) What is the average retention of the City Managers you have placed?

Analysis

The executive search firms of The Mercer Group, Inc., Slavin Management Consultants, and CPSHR were provided the four questions and asked to provide responses for Council review. Question responses are provided in the following exhibits attached to this council report:

- Exhibit A: The Mercer Group, Inc.
- Exhibit B: Slavin Management Consultants
- Exhibit C: CPSHR

Budget and Financial Impacts

The cost of the recruitment for a new City Manager is not a budgeted item and will be funded by the City Manager's Office in a yet-to-be-determined account. The total fiscal impact will not exceed $34,000.

March 23, 2015

Jim Brown
Director of Human Resources and Risk Management
City of Glendale, AZ

Dear Jim:

Below are the answers to the 4 questions you sent to us this morning.

#1. Information on how your firm practices diversity in your search process.

It is the policy of The Mercer Group, Inc., to assure equal opportunity based on ability and fitness for all employees or applicants considered for our client organizations regardless of race, color, religion, sex, age, marital or veteran's status, national origin, or the presence of any sensory, mental or physical disability. Such policy shall apply, but not be limited to, hiring, placement, job classification, transfer or promotion, demotion, recruitment, advertising or solicitation for employment, rates of pay or other forms of compensation, selection for training, career development, layoff or termination.

This policy shall be disseminated to clients, suppliers and prospective applicants. The intent of this policy will apply to internal operations, recruitment and consulting activities conducted by our firm as well.

This being our policy, we compare each resume with the recruitment brochure put together with the hiring party to see if the applicant has the skills, knowledge and abilities the client is seeking. This takes us to our short list of candidates which we take to the client to break down into the list of 5-7 finalist candidates. When we have our finalist list we send each a request for information (no questions about **race, color, religion, sex, age, marital or veteran's status, national origin, or the presence of any sensory, mental or physical disability** are included in these questions). However, we also, with the candidates knowledge and agreement request credit, criminal and educational background checks on the candidates. Sometimes these come back with some of the information regarding **race, color, religion, sex, age, marital or veteran's status, national origin, or the presence of any sensory, mental or physical disability**. Several times we know the candidates applying for the position or in talking with people about the candidates we learn about diversity issues. Rarely, but on occasion, we learn of diversity issues when we meet them.

Because our firm knows so many of the good candidates for a position of city manager in a city like Glendale we are probably aware of any diversity issues.

PINPOINTING WORKABLE SOLUTIONS FROM OUR OFFICES NATIONWIDE
www.mercergroupinc.com

#2 Data on diverse placements your firm has made for the position of city manager:

<u>Protected Classes</u> (placements with diverse backgrounds)
Those in bold are city/county manager/administrator placements (also includes deputy and assistant city/county manager/administrator placements). Those with an * before them are placements made by present members of our firm before they became members of our firm.

Alachua County, Florida - County Administrator - 1984
Alexandria, Virginia - Director of Real Estate Appraisals - 1993
Angel Fire, New Mexico - Villager Administrator - 2011
Ann Arbor, Michigan - City Attorney (Limited Scope Search) - 1995
Asheville, North Carolina - City Attorney - 2014
Arlington County, Virginia - Director of Management & Finance - 1999
Aspen, Colorado - City Manager - 1989
Atlanta/Fulton Community Action Authority, Georgia - Executive Director - 1991
Atlanta Regional Commission, Georgia - Executive Director - 2011
Augusta, Georgia - City Administrator - 2013
Austin, Texas - City Manager - 1988
Avondale, Arizona - Utilities Director - 2002
Baltimore, Maryland - Finance Director - 2004
Bangor, Maine - City Manager - 2012
Bangor, Maine - Airport Director - 2001
Bellaire, Texas - City Clerk (Limited Scope Search) - 1997
Bexar County, Texas - Executive Director, Information Services - 2000
Bexar County, Texas - Director of Infrastructure - 1998
Billings, Montana - City Administrator - 2006
Billings, Montana - Assistant City Administrator - 2003
*Bonnet House & Gardens, Inc., Fort Lauderdale, Florida - Executive Director - 2002
Boulder, Colorado - City Manager - 2008
Bowie, Maryland - Chief of Police - 2011
Bowie, Maryland - Chief of Police - 2006
Brazos River Authority, Texas - Director of Human Resources - 2000
*Broward County Sheriff's Office, Florida - Human Resources Director - 1997
Capital Area Transportation Authority, Lansing, Michigan - Executive Director - 1985
Champaign, Illinois - Assistant City Manager - 2007
Charleston County, South Carolina - Human Resources Director - 2010
Charlotte, North Carolina - City Manager - 1996
Charlotte, North Carolina - Director of Neighborhood Development (Limited Scope Search) - 1996
Charlottesville Redevelopment and Housing Authority (Virginia) - Executive Director - (Limited Scope Search) - 1999
Chesapeake Redevelopment & Housing Authority - Executive Director - 1998
*Chesapeake, Virginia - City Manager - 2008
*Chesapeake, Virginia - City Manager - 2006
Children's Services Council of Palm Beach County, Florida - Executive Director - 1987
Cincinnati Board of Health, Ohio - Health Commissioner - 2005

College Park, Georgia - City Manager - 2013
College Station, Texas - Assistant City Managers (two positions) - 2006
***Colma, California - City Manager - 1998**
Colorado Municipal League - Legislative & Policy Advocate - 2012
Coliseum Central Business Improvement District, Hampton, Virginia - Executive Director - 2006
Community Redevelopment Agency of Delray Beach, Florida - Executive Director - 2000
Coral Springs, Florida - Assistant City Manager - 2000
Covington, Georgia - City Manager - 2013
Cumberland County, North Carolina - County Manager - 2014
Cuyahoga Metropolitan Housing Authority, Ohio - Director of Communications (Limited Scope Search) - 1998
Cuyahoga Metropolitan Housing Authority, Ohio - General Counsel (Limited Scope Search) - 1998
Cuyahoga Metropolitan Housing Authority, Ohio - Labor/Management Attorney (Limited Scope Search) - 1998
Cuyahoga Metropolitan Housing Authority, Ohio - Vice President, Administrative Services - 1998
Cuyahoga Metropolitan Housing Authority, Ohio - Vice President, Customer Service Administration - 1998
Cuyahoga Metropolitan Housing Authority, Ohio - Vice President of Neighborhood and Housing Development - 1998
Cuyahoga Metropolitan Housing Authority, Ohio - Director of Section 8 - 1998
Dallas, Texas - Director of Housing - 1994
Danville, Kentucky - Chief of Police - 2012
Dayton, Ohio - Aviation Director - 2006
Dayton, Ohio - City Manager - 2006
Dayton, Ohio - Assistant City Manager/Economic Development - 2007
Daytona Beach, Florida - Development Services Director - 2005
Daytona Beach, Florida - Fire Chief - 2006
Decatur, Georgia - Personnel Administrator - 2002
Des Moines, Iowa - Chief of Police - 2007
District of Columbia Government - Chief Financial Officer - 1999
District of Columbia Government - Inspector General - 1999
Downers Grove, Illinois - Village Manager - 2006
Downers Grove, Illinois - Director of Finance - 2007
Durham, North Carolina - City Manager - 2005
East Lansing, Michigan - Chief of Police - 1991
East Point, Georgia - City Manager - 2012
Edmond, Oklahoma - Director of Electric Utilities (Limited Scope) - 2010
Eloy, Arizona - City Engineer - 2001
El Paso, Texas - City Manager - 2004
El Paso, Texas - Human Resources Director - 2005
El Reno, Oklahoma - City Manager - 2006
Fort Lauderdale, Florida - City Manager - 1998
*Foster City, California - Human Resource Director - 2001
Franklin Village, Michigan - Village Administrator - 1998
Glen Ellyn, Illinois - Village Manager - 2006
Glendale, Arizona - Deputy City Manager (2) - 2004
Glendale, Arizona - Human Resources Director - 2004

Goodyear, Arizona - Human Resources Director - 2011
Greensboro, North Carolina - City Attorney - 2011
Greensboro, North Carolina - Assistant City Manager (Limited Scope Search) - 1996
Greensboro, North Carolina - Chief of Police - 1998
Hampton, Virginia - City Manager - 2009
Hampton Roads Transit Authority, Virginia - Executive Director (Limited Scope Search) - 1998
Hampton Roads Transit Authority, Virginia - Director of Planning - 2000
Harrisburg, North Carolina - Finance Director - 2008
*Henderson, Nevada - Human Resource Director - 1997
Highland Park, Michigan - Interim City Manager - 2002-2003
Hillsborough County, Florida - Director, Division of Cultural Services - 1988
Homebuilders Association of Greater Spartanburg, South Carolina - Executive Director - 1998
Indian Rocks Beach, Florida - Treasurer (Limited Scope Search) - 1995
Ithaca Housing Authority, New York - Executive Director - 1993
Jackson, Michigan - Fire Chief - 1997
Jackson County, Missouri - Director of Parks & Recreation - 2007
Jackson County, Missouri - Deputy Chief Administrative Officer - 2007
Jacksonville, Florida - Chief, Information Technology - 1999
Johnson County, Kansas - County Administrator - 1998
*Lake Arrowhead Community Services District - F.D., California - Finance Director/District Engineer - 2000
Lakeland, Florida - Assistant City Manager - 2003
Lakeland, Florida - Assistant City Manager - 2000
Lake Worth, Florida - City Manager - 2010
Laredo, Texas - Chief of Police - 2008
Largo, Florida - Assistant Director of Community Development - 2004
*Lauderdale Lakes, Florida - Human Resources Director - 2008
Lee's Summit, Missouri - City Attorney - 2008
Leon County, Florida - County Administrator - 1989
***Livermore, California - City Manager - 2000**
*Livermore, California - Deputy City Attorney - 2000
*Livermore, California - Assistant City Attorney - 2001
Los Alamos County, New Mexico - County Administrator - 2003
Los Alamos County, New Mexico - Utilities Manager - 2003
Los Alamos County, New Mexico - Human Resources Manager - 2003
Macon, Georgia - Chief Administrative Officer - 2008
Martin County, Florida - Assistant County Administrator - 2006
*Mendocino County, California - Personnel Director -1998
Mesa County, Colorado - County Administrator - 2011
Michigan Theatre, Jackson, Michigan - Executive Director - 1998
Montgomery County, Ohio - Director of Job and Family Services - 2007
Montgomery County, Maryland - Director of Office of Management & Budget - 2003
Montgomery Village, Illinois - Village Manager - 2000
Mound, Minnesota - City Manager - 2000
Norfolk Redevelopment and Housing Authority, Virginia - Executive Director - 2001

Norfolk Redevelopment and Housing Authority, Virginia - Deputy Executive Director - 2000
Norfolk, Virginia - Director of Human Resources - 1988
Norfolk, Virginia - Assistant Director of Human Resources - 1999
Norfolk, Virginia - Chief of Police - 1993
Norfolk, Virginia - City Manager - 1999
Norfolk, Virginia - Director of Human Resources - 1998
Norfolk, Virginia - Finance Director - 1995
Norfolk, Virginia - Solid Waste Superintendent - 2000
Norfolk, Virginia - Assistant City Manager - 1998
Norman, Oklahoma - Director of Planning and Community Development - 2008
North Miami Beach, Florida - City Manager - 2002
North Myrtle Beach, South Carolina - Public Safety Director - 2010
Northern Kentucky Independent District Health Department - Director of Health - 2010
*Oakland Park, Florida - Assistant City Manager - 2004
*Oakland Park, Florida - Human Resources Director - 2004
*Oakland Park, Florida - Assistant City Manager - 2002
Oak Ridge, Tennessee - Chief of Police - 2011
Oklahoma City, Oklahoma - City Manager - 1986
Orange Beach, Alabama - Director of Community Development - 2002
Orange County, North Carolina - County Manager - 2008
Orlando, Florida - Chief Administrative Officer - 2005
Orlando, Florida - Chief Financial Officer - 2005
Osceola County, Florida - Human Resources Director - 2006
Osceola County, Florida - Building Department Director - 2005
Owosso, Michigan - Chief of Police - 2002
Palm Beach County, Florida - Director of Planning, Building and Zoning - 1988
Palm Beach County, Florida - Assistant Director of Financial Management and Budget - 1986
Palm Beach County Health Care District, Florida - Administrator - 1988
Peoria, Arizona - Financial Services Manager - 2007
Peoria, Arizona - Revenue Manager - 2007
Peoria, Illinois - City Manager - 2009
Pinellas County Juvenile Welfare Board, Florida - Executive Director - 2006
Pinetop-Lakeside, Arizona - Town Attorney - 2007
*Pleasanton, California - Library Director - 2002
*Pleasanton, California - Library Services Manager - 1999
Polk County Conservation Board - Executive Director - 2004
Port Arthur, Texas - City Manager - 2012
Port of Los Angeles, California - Director of Construction and Maintenance - 2008
*Portsmouth, Virginia - City Manager - 2008
*Portsmouth, Virginia - Chief Financial Officer - 2008
Portsmouth, Virginia - Director of Human Resources - 1999
Portsmouth, Virginia - Chief of Police - 1998
Portsmouth, Virginia - Director of Risk Management - 1998
Portsmouth, Virginia School System - Director of Risk Management - 1998

Public Technology, Inc - Executive Assistants (2) - 1973
Questa, New Mexico - Village Administrator - 2011
Raleigh, North Carolina - City Clerk - 1972
Raleigh, North Carolina - Community Relations Director - 1971
Raleigh, North Carolina - Assistant to the City Manager - 1971
Ramsey County Public Library, Minnesota - Director (Limited Scope Search) - 2
Reading, Pennsylvania - Managing Director - 2004
*Redwood City, California - Library Director - 1997
***Reno, Nevada - City Manager - 1995**
*Reno, Nevada - Redevelopment Administrator - 1998
Richland, Washington - City Manager - 2007
Richland County, South Carolina - County Administrator - 2006
Richmond, Virginia - Chief Administrative Officer - 2009
Richmond Redevelopment and Housing Authority, Virginia - Director of Housing Operations - 2000
Roanoke, Virginia - City Manager - 1999
San Antonio, Texas - Human Resources Director - 2009
San Antonio Water System, Texas - President/CEO - 2008
San Antonio Water System, San Antonio, Texas - Vice President of Communications and Community Relations - 2005
San Diego, California - Deputy City Manager - 1988
*San Diego, California - Parks and Recreation Director - 2000
***San Diego, California - Assistant City Manager - 2000**
San Diego, California - General Manager, San Diego Wastewater Management District - 1988
*San Mateo, California - Chief of Police - 2000
Sandy Springs, Georgia - Finance Director - 2010
Sarasota, Florida - Director of Human Resources - 1986
Sarasota County, Florida - Director of Internal Audit - 2012
South Florida Workforce - Executive Director - 2005
Southeastern Public Service Authority, Virginia - 1998
Spartanburg, South Carolina Housing Authority - Executive Director - 2008
Spartanburg, South Carolina Housing Authority - Executive Director - 1992
Spartanburg, South Carolina Housing Authority - Deputy Executive Director - 1994
Spartanburg, South Carolina Housing Authority - Director of Maintenance - 1994
State of Delaware - Director, Division for the Visually Impaired - 1996
Sun n Lake of Sebring, Florida - General Manager - 2002
Sun Valley, Idaho - City Administrator - 2012
Takoma Park, Maryland - City Manager - 2004
Taos County, New Mexico - Director of Community and Economic Development - 2007
Taos, New Mexico - City Manager - 2011
Taos, New Mexico - Town Police Sergeant - 2003
Thornton, Colorado - Public Information Officer - 1989
Tracy, California - Chief of Police - 2008
Tucson, Arizona - Chief Information Officer - 2005
Tucson, Arizona - Human Resources Director - 2005
University City, Missouri - City Manager - 2005
Vallejo, California - Deputy Fire Chief - 2014
Village of Questa, New Mexico - Village Administrator - 2011
Virginia Beach, Virginia - Director of Human Resources - 1987
Wasco, Washington - Community Development Director - 2012
Wayne County Economic Development Commission, North Carolina - President/Chief Operating Officer - 2000

West Des Moines, Iowa - Manager, Westcom - 2003
West Palm Beach, Florida - Housing and Community Development Director - 2007
Westminster, Maryland - City Administrator - 2006
White House, Tennessee - City Administrator - 2005
Wilmington, North Carolina - City Manager - 2002
Yankton, South Dakota - City Manager – 2012

#3. How many of your City Manager placements come from your firm's pool of established candidates verses those who may have seen a flier or seen the job posting on-line and applied as a result or the advertisement?

90% of our placements came from our firm's established or directly sourced candidates with about 10% coming from various methods of advertisement.

#4. What is the average retention of the City Managers you have placed?

While the average retention of our City Manager placements has been 8 years, we have had several stay 20 or more years. Unfortunately we lost one after 1 year to a massive heart attack which killed him. Quite unexpected.

If you need more information please contact us.

Thank you,

Karolyn Prince-Mercer

Karolyn Prince-Mercer
THE MERCER GROUP, INC.

**SLAVIN MANAGEMENT
CONSULTANTS**

March 23, 2015

GLENDALE, ARIZONA REQUEST FOR SUPPLEMENTAL INFORMATION REGARDING RFP FOR CITY MANAGER RECRUITMENT

1) Please provide information on how your firm practices diversity in your search process.

   <u>Response</u>

   Slavin Management Consultants' (SMC) search process includes extensive outreach to diverse candidates from protected groups. One way this is done is through advertising. SMC routinely uses the following advertisement publications for City Manager recruitments: International City/County Management Association (ICMA) JOB targeted to diversity candidates; National Forum for Black Public Administrators (NFBPA); and the International Hispanic Network. Another way this is done is by contacting candidates with diverse backgrounds via e-mail and telephone to encourage them to apply for the position.

2) Please provide data on diverse placements your firm has made for the position of City Manager.

   <u>Response</u>

   Approximately 25 percent of SMC's placements are from protected groups. Appendix C of SMC's recruitment proposal provides examples of some of these placements.

3) How many of your City Manager placements came from your firm's pool of established candidates verses those who may have seen a flier or seen the job posting on-line and applied as a result of the advertisement?

   <u>Response</u>

   With the caveat that SMC does not maintain hard data on this matter, approximately 60 percent of SMC's City Manager placements are due to SMC proactively contacting candidates with the other 40 percent learning of opportunities only through advertisements.

4) What is the average retention of the City Managers you have placed?

<u>Response</u>

More than 95 percent of SMC's City Manager placements have remained in these positions for more than five years.

CPS HR CONSULTING

TO:	Jim Brown
	Director of Human Resources and Risk Management
	City of Glendale, AZ
FROM:	Pam Derby
	CPS Executive Search
DATE:	March 26, 2015
SUBJECT:	**City Manager Recruitment Services Proposal – Additional Information**

1) Diversity Plan – The best way to ensure a deep, diverse candidate pool is to employ the tactic we do in any recruitment for a position of this magnitude, i.e., reaching out to city managers, deputy and assistant managers nationwide typically in those cities above a certain population threshold. Those parameters would be discussed in our candidate profiling sessions with the Council. While we would be reaching out to a broad spectrum of diverse candidates, we would specifically research those cities with a large Hispanic/Latino population given Glendale's 25% Hispanic population. There are at least 100 cities in the US with Hispanic populations of that percentage or higher. We would cross reference this information with population size and other factors the Council may desire, for example, previous rapid growth, large entertainment/sports complexes, tourism, etc. in order to drill down to those candidates who would best fit the City's ideal candidate profile.

In addition to our direct outreach, advertising will be placed with association job boards specifically geared to a diverse candidate set such as the National Forum for Black Public Administrators and the International Hispanic Network (IHN). We would also contact all board members of these organizations to ascertain their interest in the position or obtain information regarding other possible candidates they feel are a good fit for Glendale. The preponderance of cities with significant Hispanic populations are located in Southern California, Arizona, Colorado, Florida and Texas and

the IHN Board of Directors includes members from each of those states, many of whom we already have relationships with, who could provide invaluable intel on sterling candidates.

2) Since 2011, we have placed 11 Assistant, Deputy or City or County Managers/Administrators. Three of those placements were female and/or minority candidates. Of the approximately 145 total recruitments we have conducted in the same timeframe, 32% were female/minority placements.

3) Of the 11 positions, four candidates were contacted directly and the others either responded due to advertising or having our outreach forwarded to them by other individuals who were contacted directly.

4) Our City Manager retention rate is 5+ years. This average also applies to our entire portfolio of work. We feel our direct outreach formula, thorough assessment of candidates and extensive background checking provide a complete picture of each finalist candidate. Coupled with the Council's personal appraisal of applicants, we find these evaluation processes make for the appointment of individuals who are not only technically sound but are also committed to public service and long-term professional engagements. Because of our successful retention rate, CPS HR increased our professional guarantee for a full recruitment from one to two years in 2010.

Thank you for your consideration. Please feel free to contact me with any questions or requests for additional information.

File #: 15-250, **Version:** 1

CITY TECHNOLOGY INFRASTRUCTURE AND EQUIPMENT MANAGEMENT
Staff Contact and Presenter: Tom Duensing, Director, Finance and Technology
Staff Presenter: Chuck Murphy, Chief Information Officer

Purpose and Policy Guidance

At the request of Mayor and Council during the January 27th Voting Meeting, item number 15-066 requesting contract amendment C-8820-1 with Insight Public Sector, was pulled for further discussion. During the 03/24/2015 voting meeting, this item was tabled for further discussion along with item 15-192 requesting contract amendment C-8671-1 with Insight Public Sector. Staff was requested to provide an overview of the funding and costs associated with maintaining the City's technology infrastructure.

Background

The City maintains a significant technology infrastructure necessary to support City operations which include departmental functions and online services for our Citizens. The infrastructure consists of both hardware and software which require ongoing maintenance, upgrades, and eventual replacement to maintain optimal service and ensure security of information. Hardware, software, and the related maintenance services are generally available directly through product vendors or designated third party suppliers. For example, Insight Public Sector is one of the designated State Contract vendors used by the City to acquire replacement hardware, maintenance, and software support.

Funding for technology infrastructure replacement hardware, maintenance, and support is typically appropriated in the City's Technology Fund and can fluctuate dependent upon the replacement needs of the City. Additionally, staff has been examining citywide technology purchases to ensure procurements are made utilizing cooperative contracts to optimize savings.

At the January 27th voting meeting, Council requested an overview at a Workshop of the funding and costs associated with maintaining the City's software applications, technology hardware, and maintenance and support of its technology.

Analysis

The amount and diversity of technology employed by the City creates an operationally complex environment. As an example, consider that each of the 160 patrol cars utilized by the Glendale Police Department has over fourteen different technology components that must be integrated and work reliably in a mobile environment.

The City maintains a significant technology infrastructure to support operations which requires an equally

significant investment to maintain. Keeping equipment current and viable is essential to support ongoing operations, maintain a level of compatibility with our business partners and to meet industry standard operations requirements.

The City's Technology Fund is one mechanism used to maintain and replace much of the technology used by the City. The fund supports approximately 3,700 assets with an acquisition value of $11.5 million. The value of equipment in the Technology Fund which has passed its replacement date is approximately $6.2 million. There is additional technology used in the City funded by grants, enterprise operations, or other funds for related acquisition and maintenance costs requiring approved vendors and support by Information Technology.

The Information Technology Division manages over 95 software applications in support of City operations. A sample of software applications used in City operations includes:

- Microsoft - Desktop software to include, Word, Excel, PowerPoint and Outlook email. SQL Server database support, SharePoint group collaboration software.
- Northstar - Utility billing software which generates approximately 65,000 water bills per month and accounting for approximately $90 million in revenue.
- PeopleSoft - Provides support for major financial and human resources functions including accounts payable, general ledger, staff management, payroll, and required compliance reporting.
- Hansen - Provides asset management, building permit and code compliance functionality.
- Intergraph - Supports police operations to include computer aided dispatch, call management, real-time patrol vehicle tracking.
- Security Applications - These applications provide anti-virus, malware and security event management to protect electronic communications and content.

The hardware required to support these applications is significant and includes personal computers, servers, network, phone systems, and audio visual equipment. To ensure proper support of the hardware and related software with current staffing levels, there is heavy reliance is placed upon maintenance and support services provided through these same vendors.

The extensive inventory necessary to support City operations aligns with the expenditure authority requests to vendors such as Insight Public Sector, SHI International and QCM Technologies. Further changes in technology or vendor contracts may result in new vendors replacing those previously mentioned.

The City regularly evaluates the costs associated with acquiring and maintaining technology related products and services. As noted, several vendors are used to provide the various products and services used by the City with many available under a cooperative purchasing agreement. The vendor choice is often dictated by product or service availability, however where options exist, the analysis always strives to optimize value in terms of cost and quality of service. Cooperative contracts are often utilized to obtain the best cost and terms service.

Previous Related Council Action

Linking Agreement C-8820 was approved by Council on 02/25/2014.

- A request to amend this agreement and increase the expenditure authority was tabled at the 1/27/2015 Voting meeting for further discussion.
- This request was tabled at the 03/03/2015 Workshop.
- This request was tabled at the 03/24/2015 Voting Meeting.

Linking Agreement C-8671 was approved by Council on 10/22/2013.

- A request to amend this agreement and increase the expenditure authority was tabled at the 3/24/2015 Voting meeting for further discussion.

Community Benefit/Public Involvement

The City's technology infrastructure is a foundation for the services provided to staff and citizens. This includes the most essential systems such as 911, water services and traffic management, to utility bill payment and those systems such as finance and human resources that support our staff and operations. The impact of technology within the City is broad and essential in facilitating the services we depend on daily. It is therefore important that we have the means and staffing available to keep it property supported.