



City of Glendale

5850 West Glendale Avenue
Glendale, AZ 85301

**City Council
Workshop Agenda
AMENDED 03/05/2026*
UPDATED 03/06/2026****

***Mayor Jerry Weiers
Vice Mayor Ray Malnar
Councilmember Leandro Baldenegro
Councilmember Lupe Conchas Jr.
Councilmember Dianna T. Guzman
Councilmember Lauren Tolmachoff
Councilmember Bart Turner***

Tuesday, March 10, 2026

12:30 PM

**Glendale Civic Center
5750 W Glenn Drive
Glendale, AZ 85301**

Workshop

One or more members of the City Council may be unable to attend the Council Meeting in person and may participate telephonically, pursuant to A.R.S. § 38-431(4). The public will have access to where the meeting is taking place a minimum of thirty (30) minutes prior to the meeting start time posted on this agenda, pursuant to A.R.S. 38.431.02(H).

CALL TO ORDER

ROLL CALL

WORKSHOP SESSION

1. UPDATE ON THE CITY'S AMERICANS WITH DISABILITIES ACT (ADA) & ACCESSIBILITY PROGRAM
Presented by: Tabitha Perry, ADA & Accessibility Program Officer
Human Resources & Risk Management Department

Attachments

PowerPoint Presentation

2. WATER METER REPLACEMENT WITH ADVANCED METERING INFRASTRUCTURE UPDATE
Presented by: Ron Serio, P.E., Director, Water Services
Sue Breeding, Director, Communications

Attachments

PowerPoint Presentation (Added 3/6/2026)**

3. COUNCIL ITEM OF SPECIAL INTEREST – SERVICE LINE WARRANTY PROGRAM
Presented by: Ron Serio, P.E., Director, Water Services

Attachments

PowerPoint Presentation (Added 3/5/2026)*

4. COUNCIL ITEM OF SPECIAL INTEREST – PERFORMANCE BASED CONTRACTS
Presented by: Michelle Woytenko, Director, Field Operations

Attachments

PowerPoint Presentation (Added 3/5/2026)*

5. *COUNCIL ITEM OF SPECIAL INTEREST - CODE CASES SUBMITTED BY AN INDIVIDUAL
Presented by: Rick St. John, Deputy City Manager

Attachments

PowerPoint Presentation

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 AND CALL TO ENTER INTO EXECUTIVE SESSION

EXECUTIVE SESSION

6. **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))

7. **PERSONNEL MATTERS**

- A. The City Council will be discussing appointments and matters relating to the following boards, commissions and other bodies (A.R.S. § 38-431.03(A)(3)(4)):
 - 1. Arts Commission
 - 2. Audit Committee
 - 3. Aviation Advisory Commission
 - 4. Board of Adjustment
 - 5. Citizens Transportation Oversight Commission
 - 6. Citizens Utility Advisory Commission
 - 7. Commission on Community and Culture
 - 8. Community Development Advisory Committee
 - 9. Historic Preservation Commission
 - 10. Industrial Development Authority
 - 11. Library Advisory Board
 - 12. Municipal Property Corporation
 - 13. Parks and Recreation Advisory Commission
 - 14. Personnel Board
 - 15. Planning Commission
 - 16. Public Safety Personnel Retirement Boards - Fire and Police
 - 17. Risk Management/Workers Compensation Trust Fund Board

8. ***LITIGATION/LEGAL ADVICE**

- A. *Discussion/consultation with the City Attorney to receive an update, to consider its position, and to provide instruction/direction to the City Attorney regarding Glendale's position in connection with pending or contemplated litigation with, or in settlement discussions conducted in order to avoid or resolve litigation for the following matters: (A.R.S. §38-431.03 (A)(3)(4))
 - 1. Legal advice regarding condemnation proceedings.
 - 2. Legal advice regarding Arizona Department of Revenue audits.

ADJOURNMENT

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:

1. Discussion or consideration of employment, assignment, appointment, promotion, demotion, dismissal, salaries, disciplining or resignation of a public officer, appointee or employee of any public body, except that, with the exception of salary discussions, an officer, appointee or employee may demand that the discussion or consideration occur at a public meeting. The public body shall provide the officer, appointee or employee with written notice of the executive session as is appropriate but not less than twenty-four hours for the officer, appointee or employee to determine whether the discussion or consideration should occur at a public meeting. (A.R.S. § 38-431.03(A)(1));
2. Discussion or consideration of records exempt by law from public inspection, including the receipt and discussion of information or testimony that is specifically required to be maintained as confidential by state or federal law. (A.R.S. § 38-431.03(A)(2));
3. Discussion or consultation for legal advice with the attorney or attorneys of the public body. (A.R.S. § 38-431.03(A)(3));
4. Discussion or consultation with the attorneys of the public body in order to consider its position and instruct its attorneys regarding the public body'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));
5. Discussions or consultations with designated representatives of the public body in order to consider its position and instruct its representatives regarding negotiations with employee organizations regarding the salaries, salary schedules or compensation paid in the form of fringe benefits of employees of the public body. (A.R.S. § 38-431.03(A)(5));
6. Discussion, consultation or consideration for international and interstate negotiations or for negotiations by a city or town, or its designated representatives, with members of a tribal council, or its designated representatives, of an Indian reservation located within or adjacent to the city or town. (A.R.S. § 38-431.03(A)(6));
7. Discussions or consultations with designated representatives of the public body 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));
8. Discussion or consideration of matters relating to school safety operations or school safety plans or programs. (A.R.S. § 38-431.03(A)(8));
9. Discussions or consultations with designated representatives of the public body in order to discuss security plans, procedures, assessments, measures or systems relating to, or having an impact on, the security or safety of buildings, facilities, operations, critical infrastructure information and information technology maintained by the public body. Records, documentation, notes, or other materials made by, or provided to, the representatives pursuant to this paragraph are confidential and exempt from public disclosure under this chapter and title 39, chapter (A.R.S. § 38-431.03(A)(9)).

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).

SPECIAL ACCOMMODATIONS

It is the policy of the City of Glendale that all City-sponsored public meetings and events are accessible to people with disabilities. If you need assistance in participating in this meeting or event due to a disability as defined under the ADA, please call the City's ADA Coordinator at 623-930-2270 or e-mail adacompliance@glendaleaz.com at least three (3) business days prior to the scheduled meeting or event to request an accommodation.

POSTING VERIFICATION

This agenda was posted on 2/27/2026 at 3:30 p.m. by MM.

This amended agenda was posted on 3/5/2026 at 4:30 p.m. by MR.

This amended updated agenda was posted on 3/6/2026 at 2:30 p.m. by MR.



CITY COUNCIL REPORT

MEETING DATE: 03/10/2026
SUBMITTED FOR: Jim Brown, Director
DEPARTMENT: Human Resources

Subject

UPDATE ON THE CITY'S AMERICANS WITH DISABILITIES ACT (ADA) & ACCESSIBILITY PROGRAM

Presented by: Tabitha Perry, ADA & Accessibility Program Officer
Human Resources & Risk Management Department

Purpose and Recommended Action

The purpose of this item is to provide City Council with an informational update on the City's ADA and Accessibility Program, including federal ADA requirements, the City's current recent efforts, progress to date, and planned next steps. This item is informational only. No Council action is requested.

Background

ADA is a federal civil rights law that prohibits discrimination based on disability and requires state and local governments to ensure equal access to programs, services, activities, facilities, and digital content.

Under Title II of the ADA, cities are required to:

- Designate an ADA Coordinator
- Provide a grievance procedure
- Evaluate their facilities, programs, and services for accessibility
- Develop and maintain an ADA Transition Plan
- Ensure effective communication, including accessible documents and digital content

Analysis

With a new ADA Coordinator in place, the city has undertaken a renewed effort to update its ADA Transition Plan, identify opportunities to enhance accessibility, improve cross-department coordination on programs and projects, and engage with the public for feedback on the plan to improve accessibility for our residents and visitors.

Community Benefit/Public Involvement

Improving ADA accessibility ensures equal access to City programs, services, and facilities for residents and visitors with disabilities, while also increasing overall community participation and improving usability for everyone. These efforts strengthen inclusion, improve everyday usability for the community, and support meaningful engagement. Public involvement is supported through outreach efforts, opportunities for feedback, coordination with advisory bodies, and accessible grievance and accommodation processes.

Attachments

PowerPoint Presentation



AMERICANS with DISABILITIES ACT (ADA) & ACCESSIBILITY PROGRAM UPDATE

City Council Workshop, March 10, 2026





ADA: Federal Framework for Cities

- Federal civil rights law
- Prohibits disability discrimination
- Applies to state and local governments
- Covers facilities, programs, services, and digital content



What Cities Are Required to Do

- Designate an ADA Coordinator
- Establish and Maintain an ADA Transition Plan
- Identify and prioritize barriers
- Provide accessible public information
- Show ongoing progress



Why This Matters

- Ensures equal access
- Improves usability for all
- Reduces legal risk
- Supports inclusive communities



Federal Enforcement Environment: Most Common Deficiencies

- Outdated or missing Transition Plans
- No prioritization or timelines
- Inaccessible facilities and sidewalks
- Inaccessible websites and documents



Glendale's ADA Program: Progress to Date

- ADA Coordinator designated
- ADA policies and procedures updated
- Facility evaluations initiated
- Cross-department coordination underway
- Digital accessibility enhancements
- ADA Transition Plan update in progress
- Public Outreach Scheduled



ADA Program Phasing

- Phase 1: Planning & Foundation
- Phase 2: Implementation
- Phase 3: Monitoring & Updates



Phase 1 – Current Focus

- Onboard of ADA Consultant
- Establish ADA Committee
- Facility evaluations
- ADA Transition Plan Update
- Barrier identification and prioritization
- Governance and coordination



Phase 2 & Phase 3 – Looking Ahead

- Barrier remediation projects
- Capital planning alignment
- Digital accessibility remediation
- Annual monitoring



Community Outreach & Public Participation

- Collaborating with Commission on Community and Culture for Public Outreach (ongoing)
- Informational tables at City libraries and Glendale Adult Center – March 20
- Glendale Live community event – March 21
- Public feedback opportunities will be ongoing



AMERICANS with DISABILITIES ACT (ADA) & ACCESSIBILITY PROGRAM UPDATE

City Council Workshop, March 10, 2026





CITY COUNCIL REPORT

MEETING DATE: 03/10/2026
SUBMITTED FOR: Ron Serio, Director
DEPARTMENT: Water Services

Subject

WATER METER REPLACEMENT WITH ADVANCED METERING INFRASTRUCTURE UPDATE

Presented by: Ron Serio, P.E., Director, Water Services
Sue Breiding, Director, Communications

Purpose and Recommended Action

The purpose of this item is to provide City Council with an update regarding the city's water meter and meter reading system.

Background

The Water Services Department maintains a vast network of approximately 1,100 miles of pipe that delivers 13 billion gallons of water annually. The City manually reads over 67,000 accounts monthly. The department plans to use technology to convert the existing water meter system to an Advanced Metering Infrastructure (AMI) system over the next few years.

In January 2022, the city entered into a professional service agreement with Arcadis U.S., Inc. (Arcadis), Contract No. C22-0044 to provide water meter replacement consultant services. The multi-year, multi-phase project involved a needs assessment and business case analysis of the AMI system architecture, including water meters, sensors, data collection hardware, AMI software, system integration, and the corresponding impacts on people and processes.

At the February 13, 2024, City Council workshop, staff presented the recommendations from the needs assessment and business case analysis, where Council reached consensus to proceed with an RFP. The City issued an RFP for advanced water meter replacement in August 2024. In December 2024, a five (5) member committee evaluated six (6) proposals and selected Badger Meter as the most responsive and responsible of the proposals. On June 10, 2025, staff provided City Council a project update regarding the status of the project and next steps in the process.

Analysis

This update will inform the City Council of progress and next steps on the water meter replacement project with AMI, including the pilot phase, the development of a communications plan, and public outreach efforts.

Previous Related Council Action

On June 10, 2025, Council received an update regarding the city's water meter and reading system for water meter replacement with Advanced Meter Infrastructure.

On February 13, 2024, Council received information regarding the city's water meter and reading system for water meter replacement with Advanced Meter Infrastructure.

On January 11, 2022, Council awarded RFP 21-52 and authorized the City Manager to enter into a

Professional Services Agreement with Arcadis U.S., Inc. to provide water meter replacement consultant services.

Community Benefit/Public Involvement

Updating the water services infrastructure and metering system ensures efficient service delivery in a cost-effective manner to Glendale residents and businesses.

Attachments

PowerPoint Presentation (Added 3/6/2026)**



Water Meter Replacement with Advanced Metering Infrastructure Update

Council Workshop

March 10, 2026





Agenda

- 1 Project Goals and Objectives**
- 2 Current and Future State**
- 3 Project Schedule**
- 4 AMI Pilot Program**
- 5 Communication and Public Outreach**
- 6 Next Steps**



Project Goals & Objectives

Goal

- Modernize metering infrastructure and improve the customer experience

Objectives

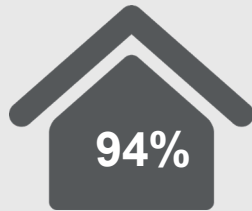
- Optimize water conversation efforts with improved water usage analytics to reduce water waste and leak detection
- Improve customer experience by providing water usage & billing information more quickly
- Optimize in-house operations and processes
- Improve metering accuracy and reduce non-revenue water
- Strengthen sustainability to support environmental goals



Current and Future Water Metering

CURRENT

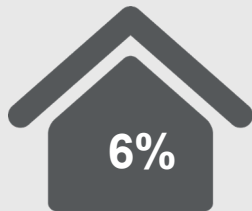
Approximately 67,000 total water meters, located outdoors in water meter boxes.



Visual Read Mechanical Meters



Walk By Meter Reading

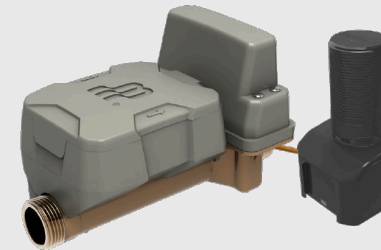


Radio Read Mechanical Meters

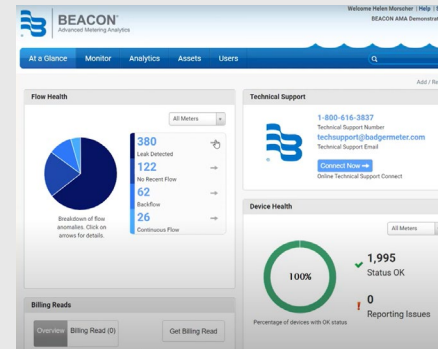


Drive By Meter Reading (AMR)

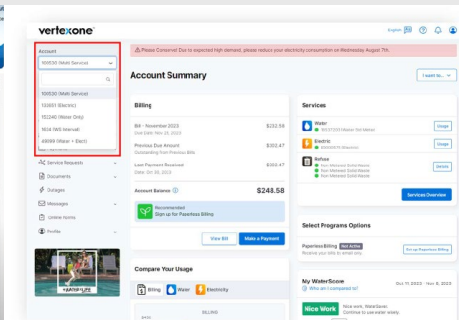
FUTURE WITH AMI



Badger Meter E-Series Ultrasonic Water Meters with Orion Cellular AMI Endpoints



Badger Beacon AMI Software-as-a-Service



VertexOne Customer Portal Software-as-a-Service



AMI Project Schedule

- Year 1 – Pilot Program
- Years 2-3 – Citywide Implementation



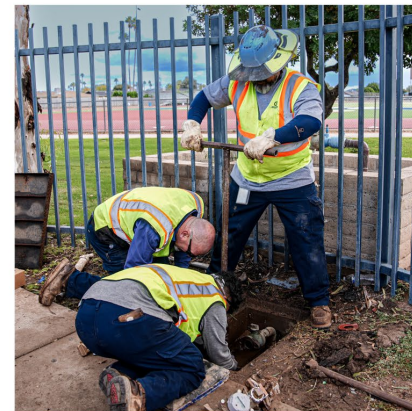
AMI Pilot Program

- Approximately 3,500 accounts
 - Residential
 - Commercial
 - Opt-in Voluntary Pilot Program
- 8-12 Months to Complete
- Robust Quality Control, Testing and Acceptance Plan



Glendale, Arizona
**WATER METER
REPLACEMENT**

Keeping You Informed



GLENDALE AT A GLANCE

FEBRUARY 2026

CONNECT WITH US ONLINE! [f](#) [i](#) [@GlendaleAZ](#)



PLAY BALL! SPRING TRAINING IS BACK

Spring Training at Camelback Ranch-Glendale, your hometown ballpark, begins on Saturday, February 21! Games at the ballpark are your first opportunity to see the back-to-back World Series Champions, the Los Angeles Dodgers, and the Chicago White Sox. **Glendale residents offer:** \$7 lawn or \$10 baseline reserved seats to all Sunday – Thursday games, subject to availability, through the West Valley Resident Pass presented by Credit Union West. Residents must pre-register at camelbackranchbaseball.com. Details available online or 623-302-5099.

MEET NICK QUINTELA

Water Services Representative Nick Quintela has spent the past eight years keeping Glendale's water system flowing smoothly – one step at a time. On any given day, Nick clocks more than 21,000 of them, trekking 8–10 miles as he reads meters across the city.

Along the way, he meets residents, answers questions and often helps track down leaks or other issues. For Nick, those moments of helping someone solve a problem are the most rewarding part of the job.



WATERSENSE TOILET
UP TO \$100

IRRIGATION TECH
UP TO \$750

ENERGY STAR WASHER
UP TO \$200

SAVE WATER, EARN MONEY

You can adopt small habits to save water every day. Make your home more water-efficient by upgrading old, inefficient products such as toilets, irrigation technology, and clothes washers to water-efficient products – and you could get a rebate!

Find 100+ ways to save water at wateruseitwisely.com



Glendale
ARIZONA

GlendaleAZ.gov

GlendaleOne.com
GlendaleOne provides access to non-emergency services 24/7

COMMUNITY NEWS



HOLIDAY TREE DROP-OFF BEGINS DEC. 26

Glendale's Solid Waste Department is offering the gift of tree recycling! Drop-off sites for residents to bring trees for recycling will be available Dec. 26 – Jan. 4.

Don't forget to remove all stands, ornaments, tinsel and decorations before dropping off the tree.



Scan QR for details



MEET JOANNE TOMS FROM THE WATER SERVICES DEPT.

"The helper." It may be succinct, but that's how Joanne Toms, Environmental Program Administrator, describes her work. Joanne just celebrated her 20th anniversary with the city and has dedicated her career to conservation and sustainable living. She helps Glendale water customers save water and money through education and rebates.

Follow. Like. Stay Informed. @GlendaleAZ

Follow the city of Glendale's social media channels to stay in the know about the latest news, events and city services. Our social media is your go-to source for timely, reliable information. Stay connected and engaged with what's happening in your city.



MAYOR
JERRY P. WEIERS

2026 GLENDALE UNIVERSITY (GU101) PROGRAM

I invite all Glendale residents and business owners to join the Spring 2026 Glendale University (GU101) program! Applications open Monday, Jan. 5, 2026.

GU101 is a free, ten-week program sponsored by Arizona State University, designed to give participants a behind-the-scenes look at how our city operates. Each week, you'll meet city staff, explore a different department, and tour a facility to see firsthand how Glendale serves its community.

Classes are held Wednesday evenings, March 4 through May 6, 2026. Space is limited to keep sessions engaging and interactive. Up to 40 students will be accepted into the program. Participants must be 18 or older and either live in Glendale or own a Glendale business.

Those who attend at least eight sessions will be recognized during a special ceremony on the final night of class.

No college credit is given for this program.

Apply online at glendaleaz.gov/glendaleuniversity. For questions, contact my office at GlendaleUniversity@glendaleaz.com or 623-930-2260.

In Your Service,
Jerry P. Weiers
Glendale Mayor

Glendale
ARIZONA



GLENDALE AT A GLANCE

MARCH 2026

CONNECT WITH US ONLINE! [f](#) [i](#) [@GlendaleAZ](#)

MEET WATER SERVICES TECHNICIAN BART MORGANEGG

Bart Morganegg has been keeping Glendale's water flowing strong for seven years as a senior water services system technician, and he still loves coming to work every single day. What makes the job so rewarding? He says the unpredictability of what he'll be charged with handling makes his job exciting, plus working with great people makes him love the work. Bart's sense of pride in serving our community keeps him motivated and reminds us why Glendale is a great place to call home.



2026 UTILITY RATES

<<<<< WATER & SEWER | SOLID WASTE >>>>>

Scan QR codes with your smartphone camera for information.



FOLK & HERITAGE FESTIVAL

Join us on Saturday and Sunday, Feb. 28 and March 1 from 10 a.m. to 5 p.m. for a FREE celebration of folk music, its history and culture at the city's beautiful Historic Sahuaro Ranch Park (9802 N. 59th Ave.). Visit glendaleaz.gov/events for more information.



LIVE! – MARCH 2026

Live! in downtown Glendale (58th Avenue & Glenn Drive) will be rocking with live music on Saturday, March 21 from 5 to 9 p.m. Gates open at 4 p.m. Admission and parking are free. More info is available at glendaleaz.gov/events



Glendale
ARIZONA

GlendaleAZ.gov

GlendaleOne.com
GlendaleOne provides access to non-emergency services 24/7



Next Steps

Contract	Total Contract Value	Description
1. Badger Meter – Equipment and Services March 24, 2026	\$29,045,000	AMI equipment and water meter installation services
2. Badger Meter – Beacon Software-as-a Service March 24, 2026	\$10,038,503	AMI software estimated costs for 20 years.
3. Arcadis Contract Total Cost March 24, 2026	\$1,457,745	Project Management and Construction Services
4. Vertex One-Software-as-a-Service Summer 2026		Customer Portal implementation and software



Thank You!





CITY COUNCIL REPORT

MEETING DATE: 03/10/2026
 SUBMITTED FOR: Ron Serio, Director
 DEPARTMENT: Water Services

Subject

COUNCIL ITEM OF SPECIAL INTEREST – SERVICE LINE WARRANTY PROGRAM
 Presented by: Ron Serio, P.E., Director, Water Services

Purpose and Recommended Action

This item is a follow-up to the October 28, 2025, Council Item of Special Interest (CIOSI) requested by Councilmember Turner regarding water and sewer service line protection plans. Staff is seeking consensus from City Council to move forward with information gathering and analysis to determine if Council wants to enter into a partnership for a service line protection program.

Background

The City of Glendale is responsible for maintaining and repairing over 67,000 water service lines and 60,000 sewer service lines within the city's right-of-way. However, homeowners are responsible for maintaining and repairing the sewer and water lines that are located on private property.

On October 28, 2025, Councilmember Turner requested information about water and sewer service line protection plans. These plans cover repairs for broken or leaking water and sewer lines on private property and outside the City's area of responsibility.

Analysis

The analysis would include researching other Arizona cities that endorse a service line protection program, the different program options, direct and indirect costs, and potential revenue opportunities.

RESOURCES

It is estimated to take approximately 40-50 hours of staff time to research service line warranty partnership opportunities.

Previous Related Council Action

In December 2015, service line protection program partnership opportunities were presented to Council at a workshop.

Community Benefit/Public Involvement

A service line protection program will provide Glendale residents with the opportunity to purchase a service line protection plan through a private partnership with the city.

Attachments

PowerPoint Presentation (Added 3/5/2026)*



CIOSI-Service Line Protection Program

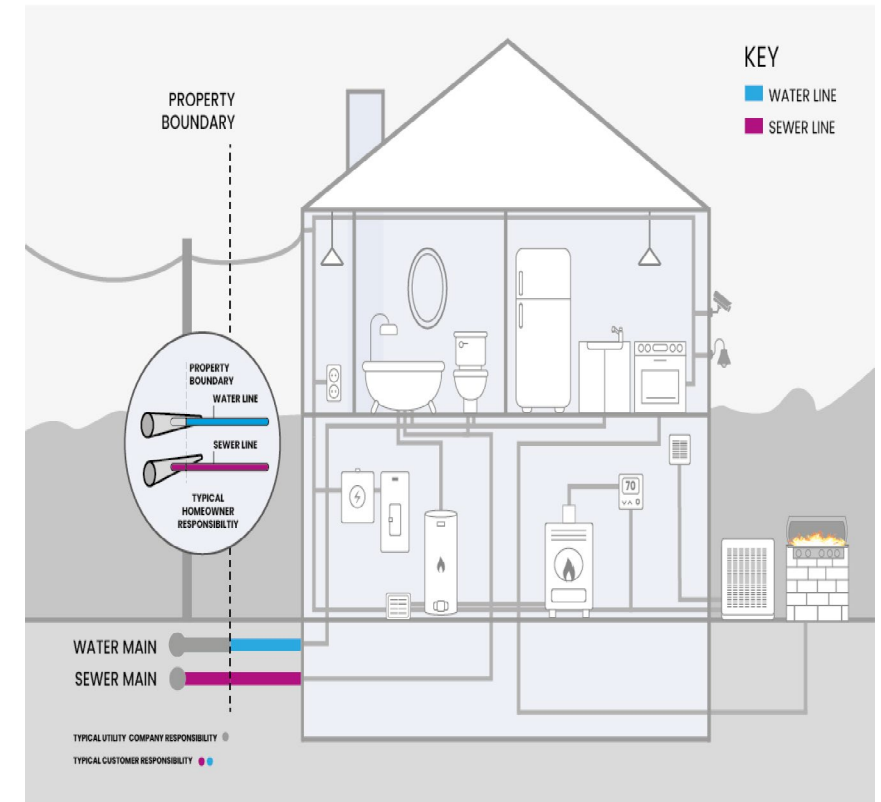
March 10, 2026





CIOSI-Service Line Protection Program

CM Turner requested to consider entering into a partnership with a private water and sewer service line protection vendor





Analysis

Gather and analyze information to determine if Council wants to enter a marketing partnership with a vendor that offers water and sewer service line protection plans to Glendale residents



It is estimated to take approximately 40-50 hours of staff time to complete this CIO SI



Consensus?



CITY COUNCIL REPORT

MEETING DATE: 03/10/2026
SUBMITTED FOR: Michelle Woytenko, Director
DEPARTMENT: Field Operations

Subject

COUNCIL ITEM OF SPECIAL INTEREST – PERFORMANCE BASED CONTRACTS

Presented by: Michelle Woytenko, Director, Field Operations

Purpose and Recommended Action

This item is a follow-up to the November 25, 2025, Council Item of Special Interest (CIOSI) requested by Mayor Weiers requesting the status of the performance based contracts.

Background

The City entered into agreements with two separate companies to complete various construction related activities across multiple city locations, each of which was projected to save the city operating costs through energy and/or water usage. The contracts were entered into with McKinstry Essention, LLC and Midstate Energy LLC (who subsequently became Veregy West LLC) on September 26, 2023.

The scope of the contracts included light pole replacement, electrical service entrance replacements and new pole bases at Grand Linear Park, O'Neil Park, Northern Horizon Park and Lins Park; air cooled chillers, air handling units, variable flow valves and electrical services at the Main Library with Veregy West LLC. The projects with McKinstry Essention LLC included solar installation, building commissioning, maintenance planning, cooling tower replacements, lighting upgrades and other energy saving items as specifically identified in the investment grade audit. The CIOSI was requested to present the status and verifiable cost savings.

Analysis

- Staff will present the current status of the performance-based contracts.
- Staff will discuss a timeframe for a presentation on cost savings and other benefits for construction activities associated with the projects.

Resources:

It is estimated to take approximately 40 hours of staff time to complete this analysis

Attachments

PowerPoint Presentation (Added 3/5/2026)*



CIOSI: Performance-Based Contracts Update

March 10, 2026





Background

- November 25, 2025 request for status update
- September 26, 2023 contracts with McKinstry Essention and Midstate Energy (now Veregy West LLC)



Types of Projects

- Mechanical Upgrades
- Interior LED Lighting Upgrades
- Exterior LED Lighting Upgrades
- Solar PV Array Installations



Mechanical Upgrades



Main Library



FRAC



Mechanical Upgrades

Project List	Construction Completion
ADULT CENTER Cooling Tower, Chillers & Pumps	100%
FOOTHILLS LIBRARY Chiller & Pumps	100%
FRAC Chillers, Pump, VFDs, FCU, and Controls	95%
MAIN LIBRARY Air-cooled Chillers, AHUs, VAVs, Controls, & SES Maintenance	80%

Interior LED Lighting Upgrades



Fire Station 151



Civic Center

Interior LED Lighting Upgrades



Adult Center



GRPSTC



Interior LED Lighting Upgrades

Project List	Construction Completion
ADULT CENTER	100%
ADVOCACY CENTER	100%
CIVIC CENTER	100%
CIVIC CENTER ANNEX	100%
FIRE STATION 151	100%
FIRE SUPPORT SERVICES	100%
FOOTHILLS LIBRARY	95%
FRAC	100%
GRPSTC	100%
MAIN LIBRARY	100%
PARK-N-RIDE	100%

Exterior LED Lighting Upgrades



Grand Canal Linear Park



Northern Horizon Park



Exterior LED Lighting Upgrades

Project List	Construction Completion
FOOTHILLS LIBRARY	100%
GRAND CANAL LINEAR PARK	90%
LIONS PARK	95%
NORTHERN HORIZON PARK	100%
O'NEIL PARK	85%
PARK-N-RIDE	100%



Solar PV Array Installations



FRAC Carport



GRPSTC West Carport



Solar PV Array Installations

Project List	Construction Completion
FRAC Carport Arrays	98%
GRPSTC West Carport Arrays	100%
GRPSTC North Ground-mounted Arrays	100%
GRPSTC South Ground-mounted Arrays	100%



Questions?



CITY COUNCIL REPORT

MEETING DATE: 03/10/2026
SUBMITTED FOR: Rick St.John, Deputy City Manager
DEPARTMENT: City Manager's Office

Subject

*COUNCIL ITEM OF SPECIAL INTEREST - CODE CASES SUBMITTED BY AN INDIVIDUAL
Presented by: Rick St. John, Deputy City Manager

Purpose and Recommended Action

Staff is bringing back a conversation with Mayor and Council on the administrative decision in February 2024 to limit the number of code cases any individual can submit per week from five (5) cases to two (2) cases. This was previously discussed in October 2025, and was tabled pending additional analysis.

Background

Glendale One was implemented by the city in early 2020. The intent of Glendale One was to allow people in the community to communicate concerns or issues they come across with the city in order to get problems resolved. Having a software that enhances communication with the community enables the city to more efficiently handle concerns and issues such as potholes in roadways, streetlights with burnt-out bulbs, and code violations to name a few.

The Code Division began using Glendale One as their case management system in 2020.

In January 2024, the City Manager's Office met with several code inspectors who wanted to talk about a handful of individuals that were submitting very high numbers of code complaints. The inspectors stated that as they were attempting to work their way proactively through their grid, the constant influx of new cases through Glendale One was causing them to have to move around the grid differently and less efficiently. This, in turn, led to a reduction in proactive cases generated.

Additionally, admin support staff in the Code Division said that they were spending a great deal of time managing the cases coming through Glendale One. A few members of the community seemingly got into the habit of submitting sometimes as many as 20 cases at a time. The cases would be stacked by admin support staff and then activated in Glendale One, five (5) cases per week. Admin support also had to try and verify that the code violation still existed. Many times cases would be stacked and on hold for weeks or even months before being activated.

As a result of the meeting, the City Manager's Office made the administrative change to reduce the number of code complaints an individual can submit to two (2) cases per week. The decision was also made to not stack cases and activate them two (2) at a time per week. Any cases submitted beyond the allowable two (2) per week were rejected by Glendale One with a note that told the submitter that they exceeded their two cases per week and would need to resubmit the complaint the following week. It should also be noted that no restrictions were placed on code cases involving life safety issues or cases belonging to any other city division or department.

When the changes were implemented and communicated to the public, the city received only one complaint about the changes. We assured this person that in addition to their two (2) cases per week, they did have the ability to call directly to let us know about something particularly egregious.

Analysis

Code Compliance worked with Organizational Performance on what metrics we wanted to review and understand for this conversation with Council. Going back to 2022 (going back earlier than 2022 brings in some COVID confusion) we see that proactive cases have gone up from a little over 38% to just over 62%. In the same time period, violations increased by 65% with Sahuaro, Barrel, and Ocotillo having the highest rates of violations.

Along with these metrics, we looked at staffing in the Code Division over the years, case management changes, and changes in Code's functions. In 2021, Code was staffed with 17 members, 12 of whom were inspectors. In 2024, Code was staffed with 24 members, 17 of whom are inspectors. These additional inspectors have allowed Code to take on more responsibility for conducting inspections needed by the City. Around September 2022, Code began inspecting short-term rentals after a new State law gave cities the ability to regulate these types of rentals, and in May 2023, Code took on inspections for group homes, primarily sober living homes, when sober living homes were flooding the market. In March of 2023, Code began business license inspections for Tax and License to assist with assuring these businesses were remitting taxes to the City.

Previous Related Council Action

The community benefits from having the opportunity to interact with the City on issues they face in their neighborhoods and streets that impact overall quality of life, property values, or neighborhood aesthetics as a whole.

Attachments

PowerPoint Presentation



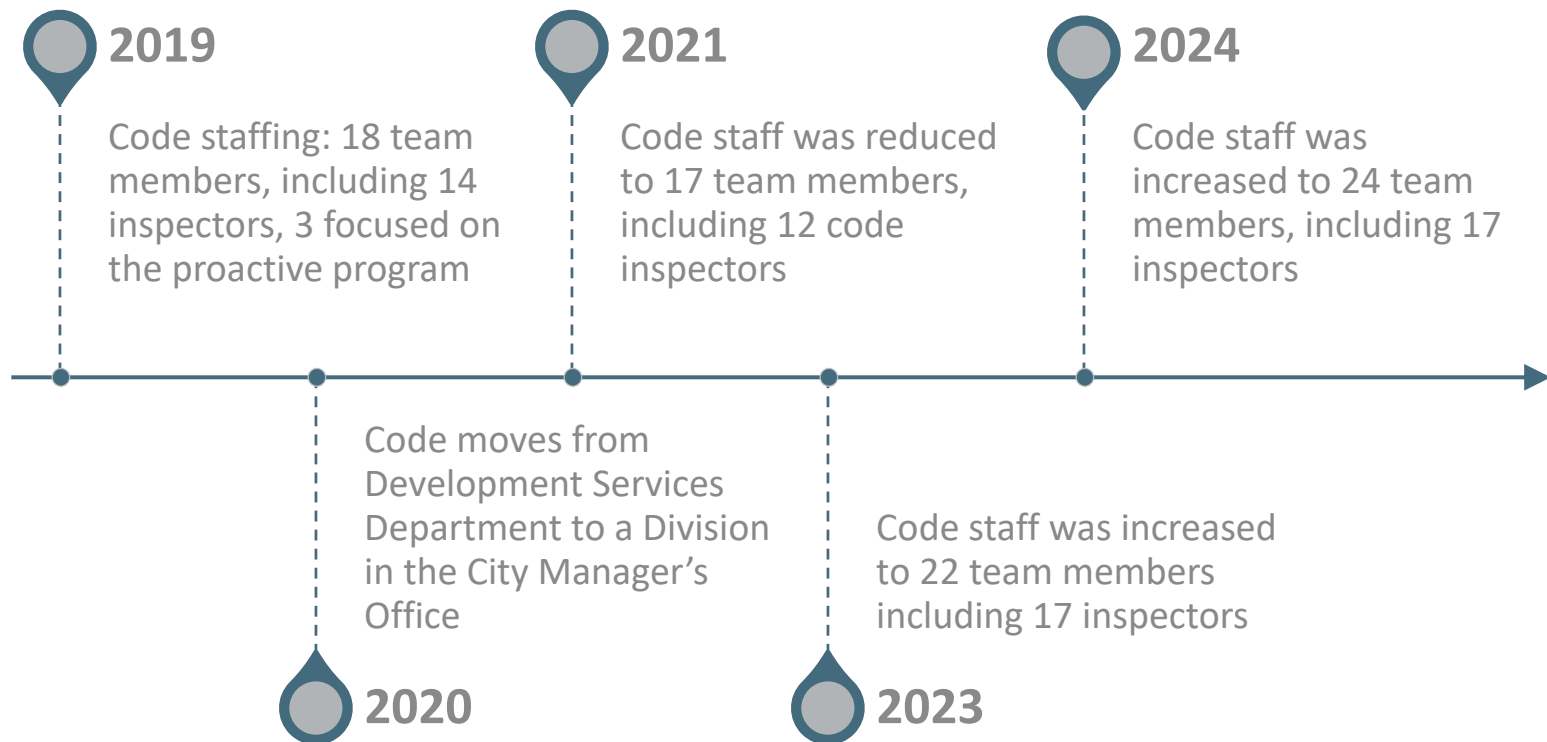
Code Compliance

History and Workload from 2019 to 2025



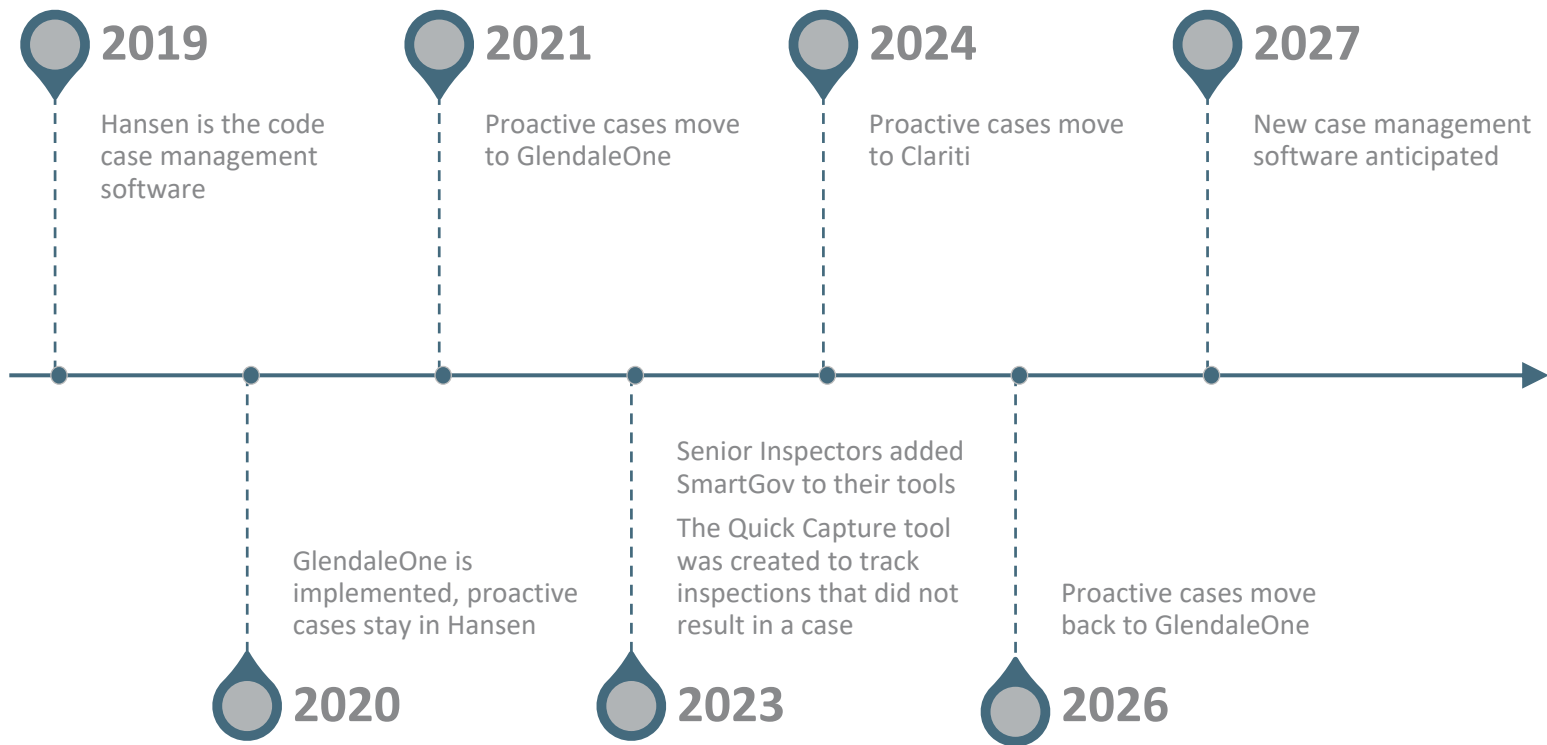


Staffing and Structure Changes



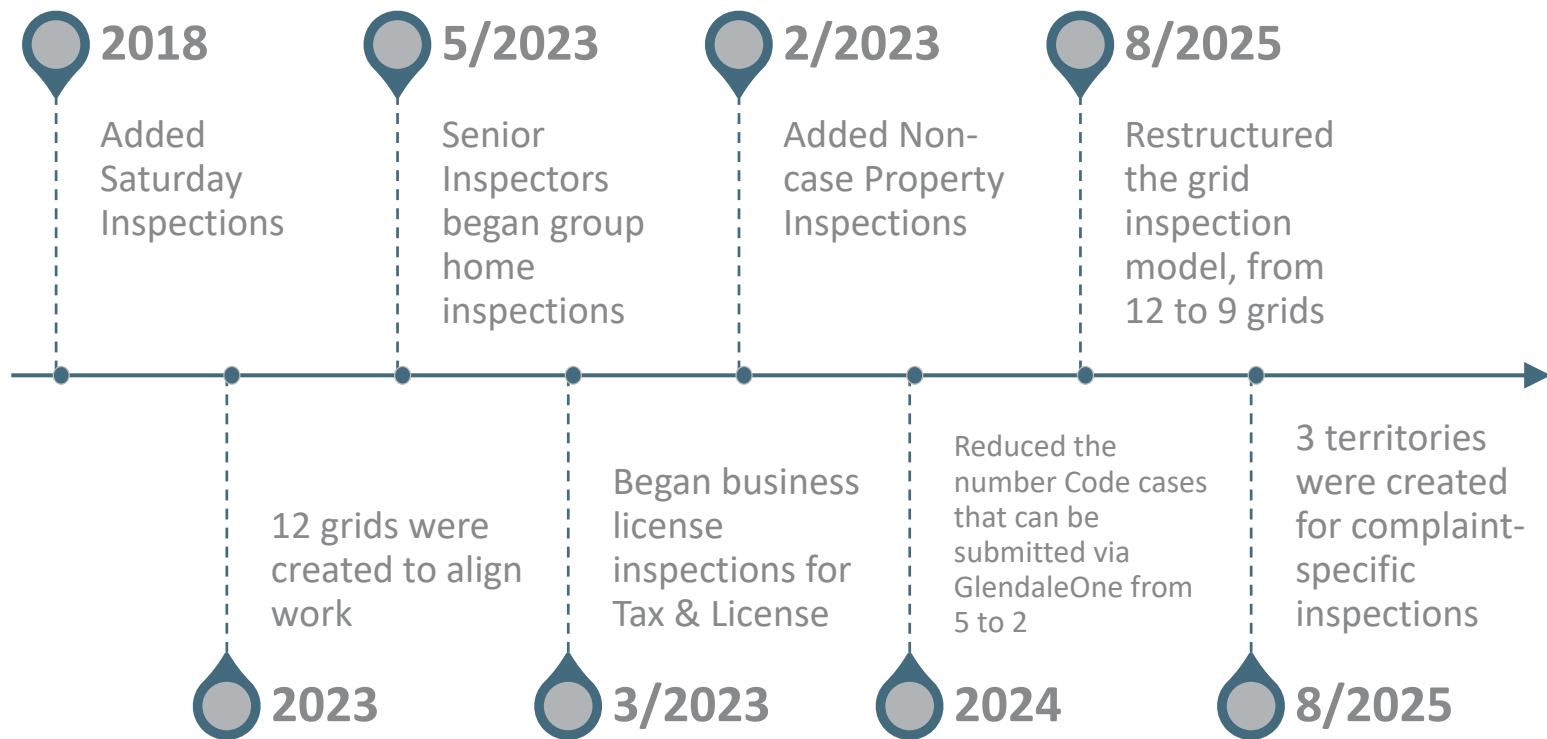


Code System Changes

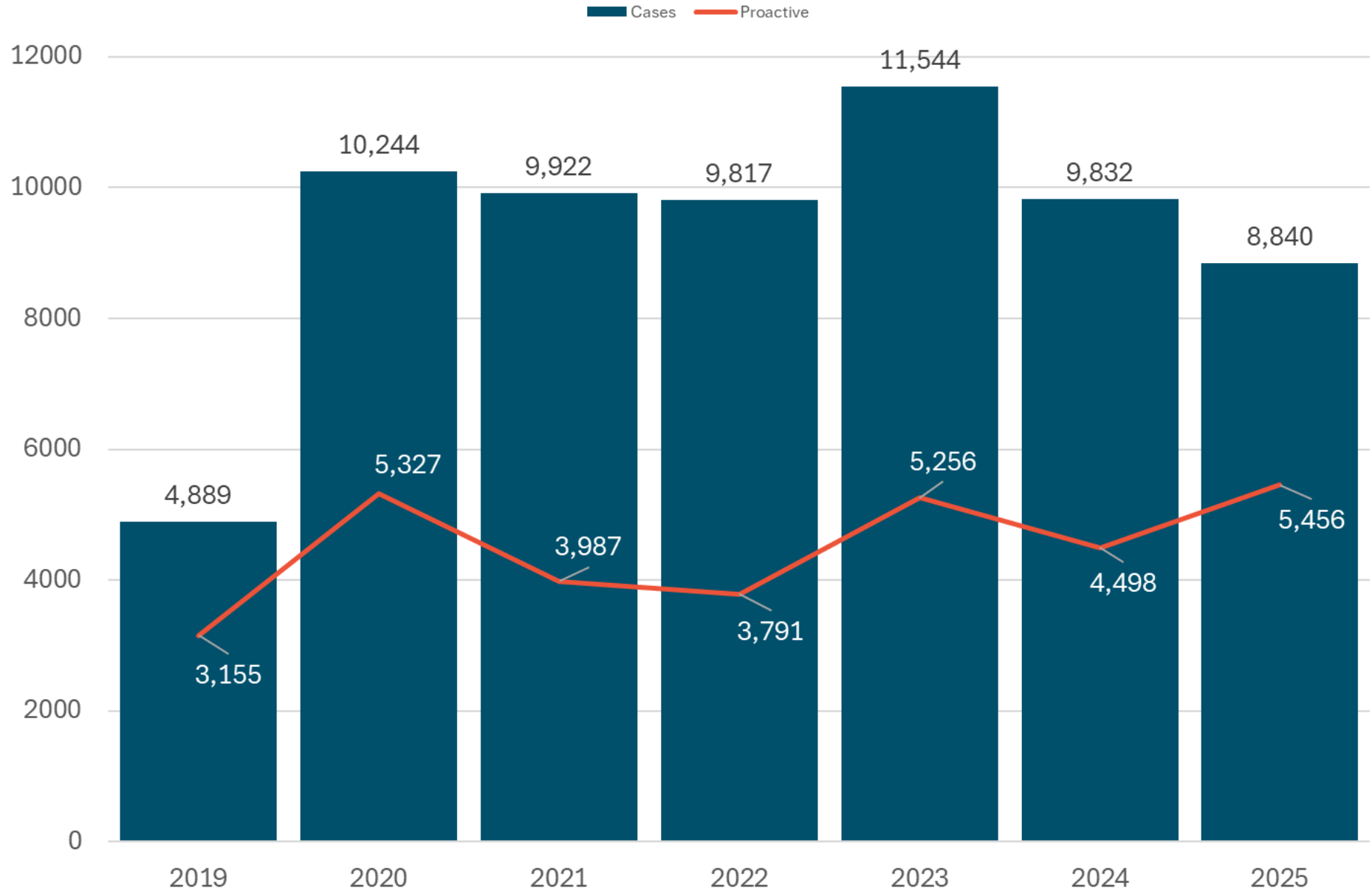




Code Function Changes



Code Work: Total Code Cases with Proactive Cases 2019 to 2025

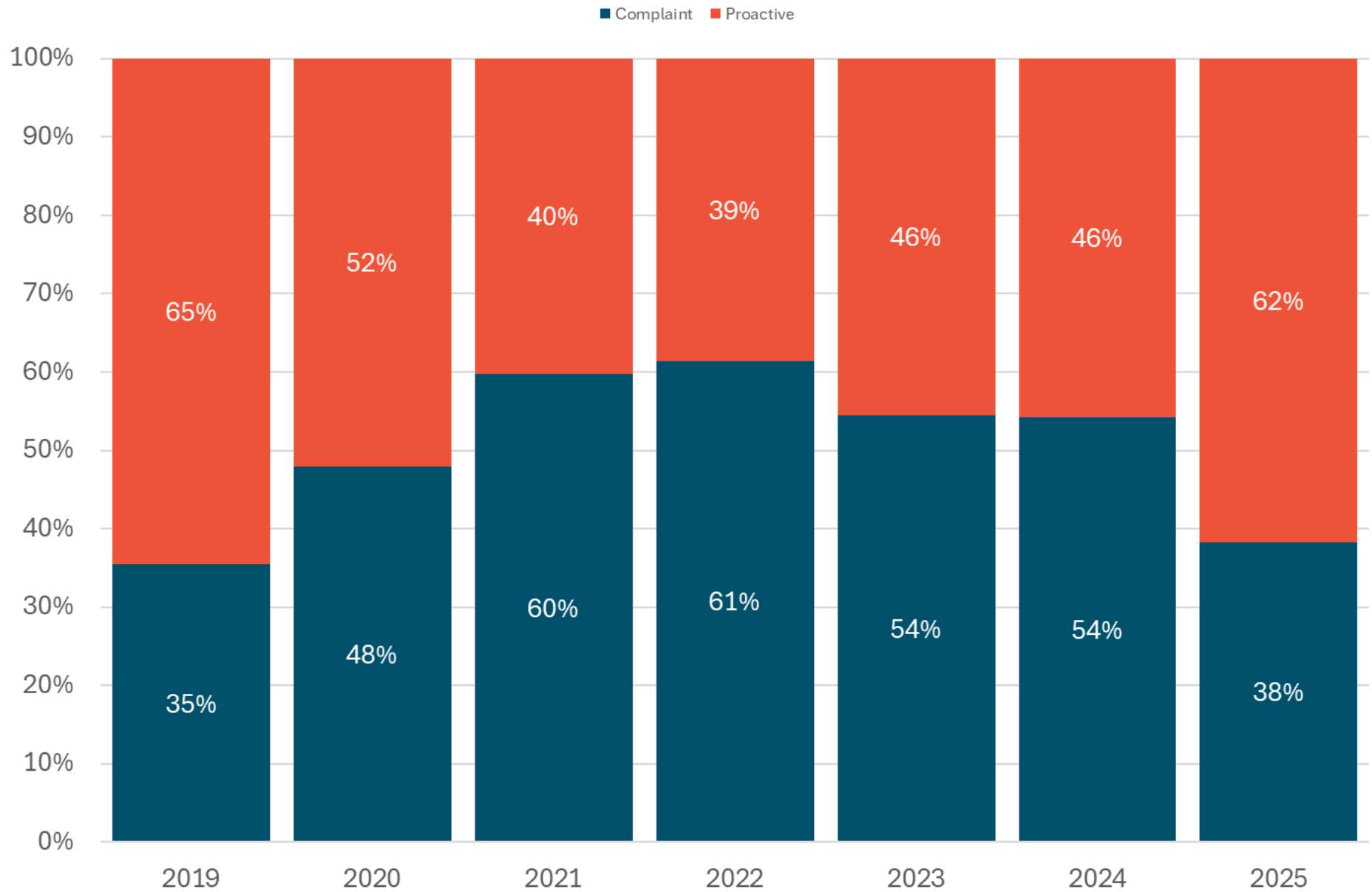




2025 Properties with Violations

- 45644 parcels in Glendale
- 7189 properties had violations
- 16% of the parcels in Glendale had a violation in 2025

Code Work: Percent of Proactive Cases 2019 to 2025





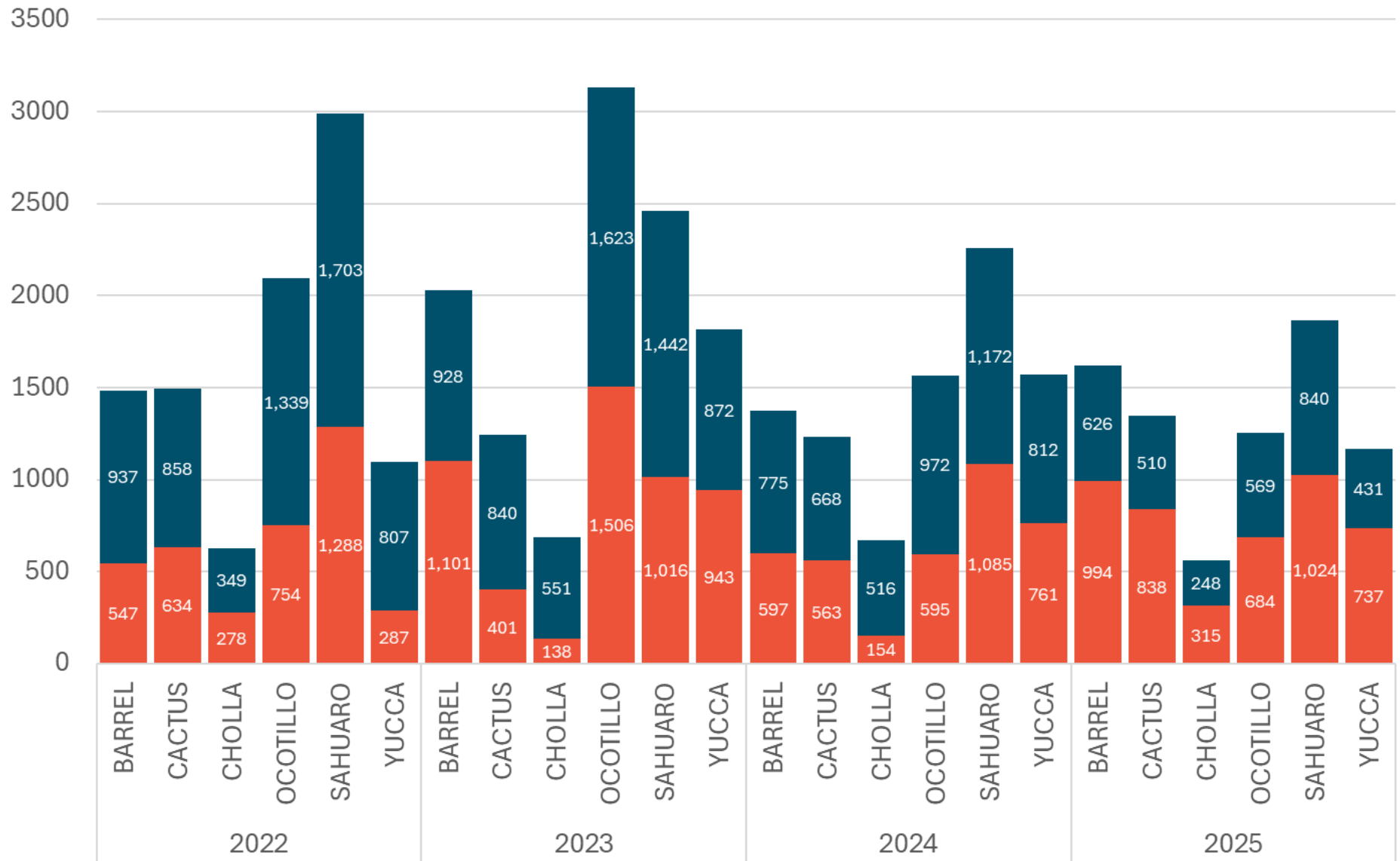
Proactive Inspectors Workload

- There are nine inspectors that are now assigned to be fully proactive, but they are still working through closing out their complaint-based cases

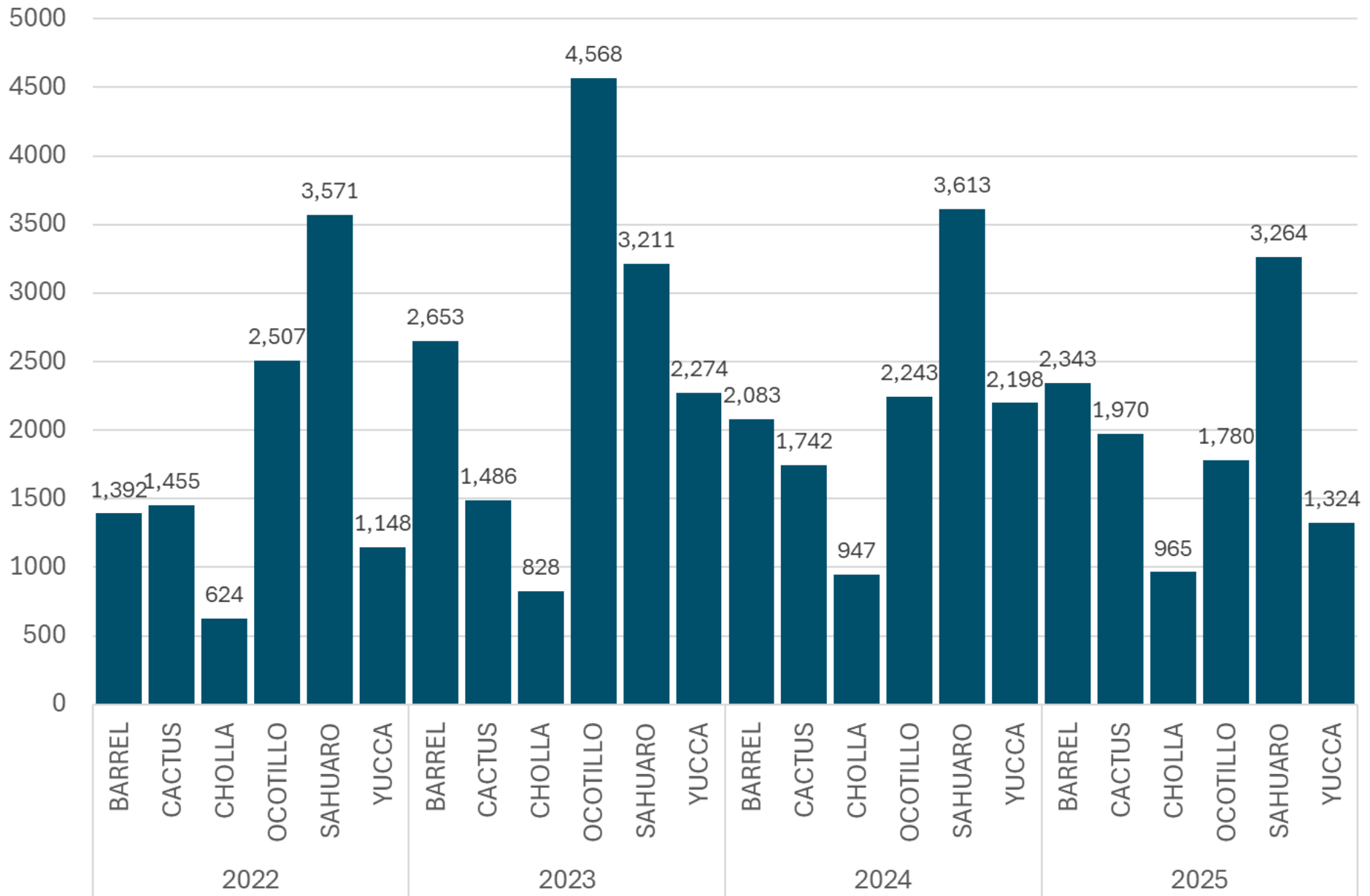
Proactive	Complaint
295	198
59.84%	40.16%

Code Work: Cases by Council District 2022 to 2025

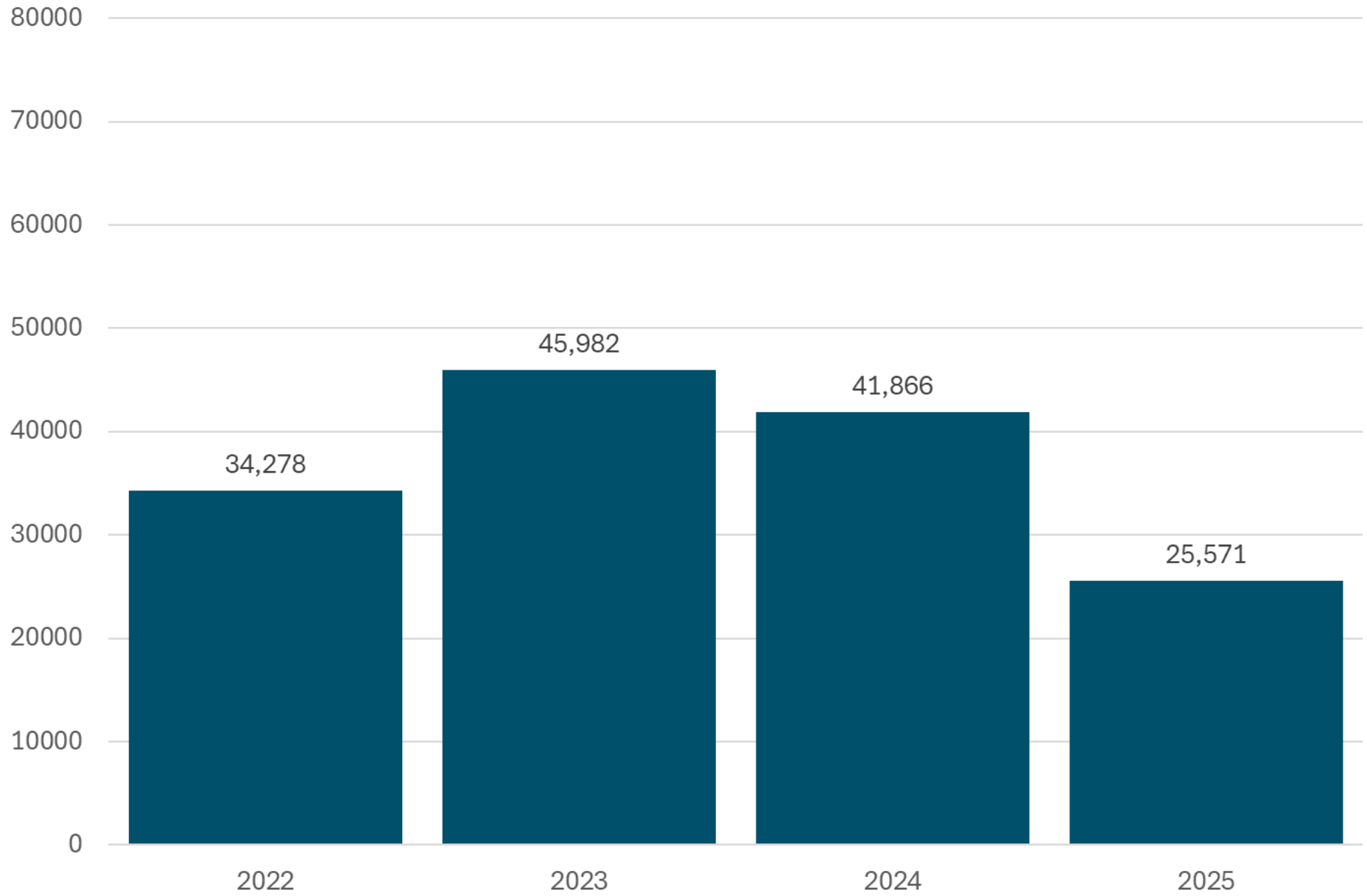
Proactive Complaint



Code Work: Number of Violations by Council District
2022 to 2025

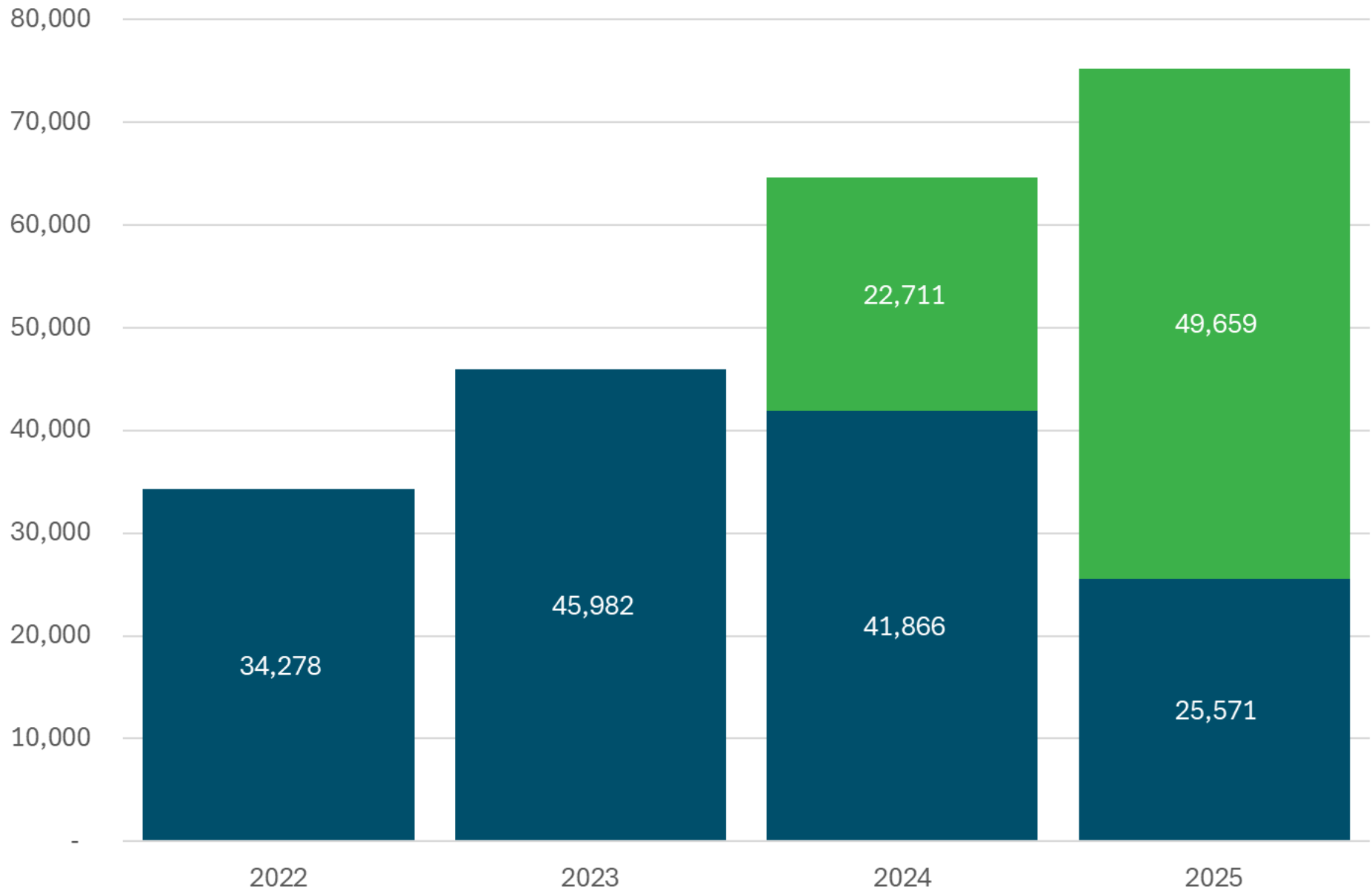


Code Work: Case Inspections 2022 to 2025

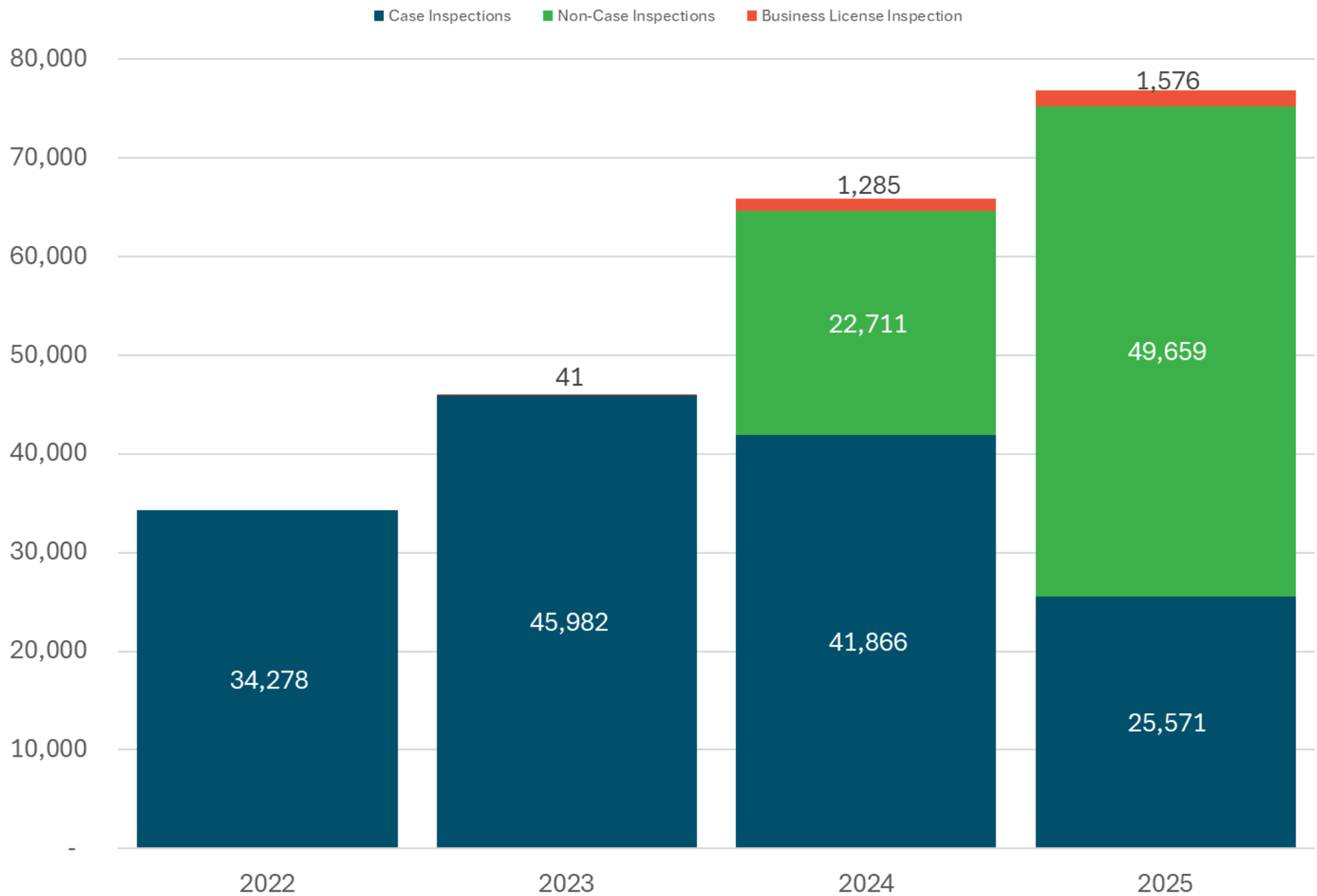


Code Work: Inspections - Case and Non-Case Inspections

■ Case Inspections ■ Non-Case Inspections



Code Work: Case Inspections, Non-case Inspections, Tax and License Support Inspections





Questions

