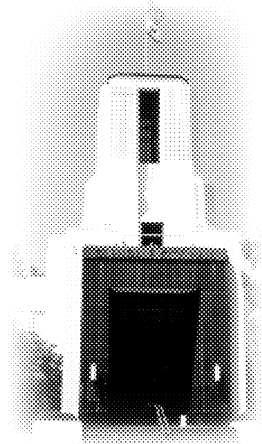


# Chapter 2

## Organization of Glendale City Government

### An Overview

The legislative power of the City of Glendale is vested in the City Council. The City Council consists of five persons who are elected by the citizens of Glendale. Through its powers to pass ordinances, levy taxes, award contracts, and appoint certain City officers, committees and commissions, the City Council directs the course of City government. The Mayor, who is a member of the City Council, signs official documents, chairs Council meetings, and acts as the official head of the City on public and ceremonial occasions. Other elected officials are the City Clerk and the City Treasurer.



Glendale City Hall

The City Council is assisted by several citizen commissions and boards, including: the Civil Service Commission, the Planning Commission, the Parks, Recreation and Community Services Commission, the Glendale Water and Power Commission, the Building and Fire Board of Appeals, the Housing Commission, the Historic Preservation Commission, the Design Review Boards, the Transportation and Parking Commission, the Board of Zoning Adjustments, the Arts and Culture Commission, and the Environmental Planning Board. The City Council appoints members to each of these bodies.

The day-to-day affairs of the government are directed by the City Manager, who is appointed by the City Council as the chief administrative officer of the government in Glendale. To facilitate effective administration, the organization is divided into the following operating divisions:

- I. Administrative Services Division
  - a. Finance Section
  - b. Graphics Section
  - c. Purchasing Section
2. City Clerk's Division
3. City Treasurer's Division
4. Community Development and Housing Division
  - a. Community Development Block Grant (CDBG) Section
  - b. Housing Assistance Section
  - c. Housing Development and Preservation Section
  - d. Workforce Development Section
  - e. Neighborhood Services Section

5. Development Services Division
6. Fire Division
  - a. Administration Section
  - b. Operations Section
  - c. Prevention Section
  - d. Support/E.M.S. Section
  - e. Training Section
7. Glendale Water and Power Division
  - a. Administration
  - b. Customer Services Section
  - c. Electrical Services Section
  - d. Mechanical Maintenance and Warehouse Section
  - e. Power Management Section
  - f. Water Services Section
8. Information Services Division
  - a. Applications
  - b. Support Services
  - c. Technical Services
9. Legal Division (City Attorney)
10. Library Division
  - a. Administrative Services Section
  - b. Access Services Section
  - c. Adult Services Section
  - d. Automation Services Section
  - e. Neighborhood Libraries and Children's Services Section
11. Management Services Division (City Manager)
  - a. Management/Administration
  - b. Internal Audit Section
  - c. Public Information Section
12. Parks, Recreation and Community Services Division
  - a. Park Planning and Development Section
  - b. Park Services Section
  - c. Recreation and Community Services Section
13. Personnel and Employee Relations Division
  - a. Employee Benefits Section
  - b. Employee Health Services Section
  - c. Personnel Services and Employee Relations Section
  - d. Recruitment/Examination and Classification Section
  - e. Safety Services Section
  - f. Training Section
  - g. Workers' Compensation Section

- 14. Planning Division
  - a. Planning Services Section
  - b. Zoning Section
  
- 15. Police Division
  - a. Office of the Chief
  - b. Administrative Services Section
  - c. Field Services Section
  - d. Investigative Services Section
  - e. Support Services Section
  
- 16. Public Works
  - a. Administration Section
  - b. Building and Safety Section
  - c. Engineering Section
  - d. Integrated Waste Management Section
  - e. Maintenance Services Section
  - f. Mechanical Maintenance Section
  - g. Traffic and Transportation Section

The following brief overview of the work performed by each of the City's divisions will give you a general idea of what your fellow City employees do.

### ADMINISTRATIVE SERVICES DIVISION

The Administrative Services Division is responsible for the Financial, Purchasing and Graphics internal staff support functions of the City. The Division is divided into three major sections:

#### Finance Section

This Section performs all the financial control and administrative functions of the City. All expenditures by the City must be authorized by some form of legal act and it is the Director of Administrative Services' responsibility to determine that all expenditures have been properly authorized. The Section also serves as the chief financial advisor to the City Council, City Manager and City divisions. Other functions include payroll preparation, accounts payable, insurance administration and budget.

#### Graphics Section

The Graphics Section is another staff support office which performs all art, graphics, printing and duplication services for the various City divisions. The Graphics Administrator heads a staff of artists, illustrators and duplicating machine operators.

#### Purchasing Section

The Purchasing Section is responsible for obtaining the supplies and equipment needed by the various City divisions. Centralized purchasing procedures provide for bulk purchasing at reduced cost, the elimination of duplication of effort and the uniformity of City-wide materials and supplies.

## CITY CLERK'S DIVISION

The record keeping function is a major responsibility of the City Clerk's Division. Among such records are resolutions of the Council, Redevelopment Agency and Housing Authority, as well as ordinances, deeds, easements, variance applications, special permits, Council meetings, property descriptions, and other contracts. Other functions include the recording of legal documents, providing for publication of legal notices, improvement notification, registration of voters, conducting of municipal elections, administration and enforcement of license ordinances, issuing licenses and permits, City Hall public information operators, and processing business applications.

## CITY TREASURER'S DIVISION

The City Treasurer is the custodian, or banker, of all City funds and must keep exact records of all receipts and disbursements through the City's bank accounts. Perhaps the most important role of the City Treasurer is directing the investment of the City's idle funds. The Treasurer is also responsible for the management of all securities, bonds, or notes authorized by the City, and for proper payment of principal and interest as they come due to the holders.

## COMMUNITY DEVELOPMENT AND HOUSING DIVISION

The Community Development and Housing Division provides a wide variety of services to the community in the areas of neighborhood beautification, housing and rehabilitation, and employment training. It consists of the five following sections:

### **Community Development Block Grant (CDBG) Section**

The Block Grant Section administers federal block grant funds for a variety of neighborhood beautification and community services programs. It plans and directs neighborhood revitalization programs, including streets, in partnership with developers to ensure that new developments meet the City's goals. This Section also works with community agencies to fund local community social service programs, and works with non-profit sponsors to develop affordable housing. It also is responsible for providing fair housing services and landlord-tenant consumer information to Glendale residents.

### **Housing Assistance Section**

The Housing Assistance Section administers federally-funded Section 8 rental assistance to lower income households or individuals to provide housing opportunities, and to help property owners maintain a stable and profitable rental market. It also seeks ways to encourage private developers to participate in public/private partnerships to construct affordable housing.

### **Housing Development and Preservation Section**

This Section promotes the improvement of the City's housing stock by providing loans to property and apartment owners to make needed repairs and improvements. Staff members conduct inspections and assist owners in identifying hazards and building code violations in need of rehabilitation.

**Workforce Development Section**

This Section administers the federally-funded Verdugo Workforce Investment Board (VWIB) programs, which offer no-cost job training and placement to qualified community residents. Through a strong partnership with business and education sectors, the JTPA Section acts as a broker to business by matching unemployed residents who are looking for work with employers who have job openings.

**Neighborhood Services Section**

This Section coordinates the City's efforts at maintaining a high quality physical and aesthetic environment for the citizens of the community. This Section responds to citizen complaints regarding unsightly litter and graffiti, as well as structures, activities or uses which appear to violate building or zoning codes. The Neighborhood Services staff mediates residential disputes among neighbors, and coordinates litter clean-up, graffiti removal, shopping cart removal, newsrack regulation, and sign ordinance.

**DEVELOPMENT SERVICES DIVISION (GLENDALE REDEVELOPMENT AGENCY)**

The Development Services Division serves as professional staff to the Glendale Redevelopment Agency, which is made up of the five City Council members. This Division plans and directs the revitalization of the City's commercial redevelopment district. Since the Redevelopment Agency began in 1972, this Division has overseen the development of a vibrant downtown commercial center that offers an ever-increasing variety of services, shopping, restaurants, entertainment, and tens of thousands of jobs. The Development Services staff manages the various development projects throughout the city, dealing with developers, property acquisitions, and relocation activities. Development Services also houses the Business Assistance work unit, which seeks to attract and retain business within the city.

**FIRE DIVISION**

The principal functions of the Fire Division are the prevention and extinguishing of fires, and the response to emergency medical situations. In an effort to reduce the number of fires and resultant damage, a modern fire prevention program is administered that includes inspection, investigation, education and emergency disaster preparedness. The Fire Division operates nine stations throughout the City, as well as the Verdugo Communications Center, which provides emergency fire and medical dispatch service to several cities within the Burbank, Glendale, and San Gabriel Valley region. The Division also provides paramedic services and operates the Environmental Management Center, where recyclable materials and hazardous wastes can be deposited. Fire employees are given continuous and vigorous training to perfect their skills, and they are on the job around the clock at strategic locations throughout the City.

**GLENDALE WATER AND POWER DIVISION**

Glendale Water and Power (GWP) is the single largest and most diverse of all divisions of the City. It is a municipally owned utility which provides electric and water service to the City. The functions of this Division are performed by five operating sections.

### **Administration Section**

The GWP Administration office oversees the operations of the entire division, under the direction of the Director of Glendale Water and Power.

### **Customer Services Section**

The Customer Services Section handles all applications for water, light and power services, as well as meter reading and the processing of hi/low bill investigations and billing and service payments. The Section also processes parking citation payments, and coordinates electric and water resource efficiency programs, which include both the investigation and education of the public on conservation-related issues.

### **Electrical Services Section**

The Electrical Services Section is responsible for distributing electrical power throughout the City. Power enters the system at 69,000 volts; through a series of substations and transformers, the voltage is reduced to a usable level for the residential, commercial and industrial customers. These transmission and distribution power facilities are located both overhead and underground. The Section also constructs, maintains and operates over 400 miles of electrical power lines with 14 electric stations and the related electrical equipment.

### **Mechanical Maintenance and Warehouse Section**

The Mechanical Maintenance and Warehouse Section repairs and maintains the automotive and mechanical equipment used by all Glendale Water and Power sections.

### **Power Management Section**

Power Management is responsible for long- and short-term electrical power planning, power management operations, and the operation and maintenance of Glendale's power plant. Although Glendale has the ability to generate all its electrical needs at its power plant, the majority of all energy is purchased from other utilities in adjacent states and from Canada because it is less expensive than Glendale's fuel oil and natural gas-generated energy.

### **Water Services Section**

Glendale's Water Services Section coordinates water distribution for residents and businesses of the City. Much of the City's water supply is pumped from the San Fernando and Verdugo Groundwater Basins. This local supply, plus imported water from the Metropolitan Water District, provides the total water requirements for the City. Much of the water used in the City is imported. Wells, pumping stations, storage reservoirs, and other appurtenant equipment are operated and maintained by Water Section crews. Another function of this Section is the construction of innumerable water line extensions and water service connections needed to meet the new demands of our growing City.

## **INFORMATION SERVICES DIVISION**

Information Services coordinates major automation planning, implementation and support for all divisions within the City. Information Services also maintains the computer communications infrastructure, administration of City-wide applications such as e-mail, land information, administrative

and other mission critical production systems, as well as ensuring an optimum, secure, and coordinated environment for information generated during City business transactions. Finally, Information Services manages all telephone and radio communication systems, and provides training, instruction, troubleshooting and repair assistance to users throughout the organization.

## LEGAL DIVISION (CITY ATTORNEY)

The City Attorney and Legal Division staff have three primary responsibilities: (1) to furnish advice to the City Council, City Commissions and City officers regarding legal aspects of all City business, including approving bonds and contracts and drafting ordinances; (2) to represent the City in litigation to which the City is a party or in which it has an interest; and (3) to prosecute certain misdemeanor criminal cases for violation of the City Municipal Code and other offenses.

## LIBRARY DIVISION

The Glendale Public Library is an important resource center for the citizens of Glendale, providing information for research, education and recreation. The Glendale Public Library system includes the Central Library at 222 East Harvard Street, Brand Library and Art Center, four Neighborhood Libraries and the Bookmobile. The Library owns more than 600,000 volumes and circulates 1,000,000 items per year. The Glendale Public Library shares an online catalog with the Pasadena Public Library, providing easy access to materials from both library systems. The collections of other libraries, including over thirty public libraries in the Los Angeles area, are also accessible through Interlibrary Loan. The Library offers a variety of special programming for all ages, listed in the "Library Events of the Month" brochure.

Information is the common currency of today's global community, and the Glendale Public Library uses the Internet to bring information to Glendale 24 hours a day. The Library subscribes to electronic magazine and newspaper indexes with full-text articles, college catalogs, poetry indexes and other specialized databases on the Glendale Library Electronic Network (G.L.E.N.). Many of these electronic resources are available on the Library's web site. City employees with a valid Library card can use these products from home or office on the Library's web site at [library.ci.glendale.ca.us](http://library.ci.glendale.ca.us).

The Library and City web sites, developed and maintained by the Glendale Public Library, provide a broad array of business, entertainment and government information about Glendale, including government documents, job listings, and a community calendar. City employees with Internet access can "visit" the Library at [library.ci.glendale.ca.us](http://library.ci.glendale.ca.us), or the City of Glendale at [ci.glendale.ca.us](http://ci.glendale.ca.us).

Internet workstations are available for free on a sign-up basis at all libraries. Anyone using these Internet workstations must agree to the Library's policies and guidelines as outlined in the "Internet at the Library" and "Kids on the Internet" brochures.

The Brand Library and Art Center is located in Brand Park in El Miradero, the Moorish style mansion of Leslie C. Brand. It houses an excellent collection of art and music materials, including books, scores,

compact discs and reproductions of fine paintings. The Brand Art Galleries offer eight annual exhibits showcasing contemporary art of Southern California. The Recital Hall has seating for 150 people and is available to art and music groups or individuals on a rental basis.

Neighborhood Libraries provide the community with local access to library services and respond to neighborhood interests and needs. Each Neighborhood Library maintains reference and circulating collections for adults and children, and is connected to the Glendale Library Electronic Network (G.L.E.N.). The Bookmobile makes weekly visits to selected schools and retirement homes and brings the library experience to people who might find it difficult getting to Central Library or Neighborhood Libraries.

City employees are welcome to visit the Glendale Public Library and receive a free Library Card. Reference librarians are available to help with work related assignments, as well as other information needs. For more information, call Reference Services at (818) 548-2040.

### **MANAGEMENT SERVICES DIVISION (City Manager's Office)**

Management Services is the division through which the City Manager, the chief administrative officer of the City, directs and coordinates the official services and business affairs of the City. The Management Services staff works closely with the City Council, recommending policy alternatives and assuring the proper and efficient implementation of Council-approved policies, programs and directives. The Internal Audits group, a part of the Management Services Division, is responsible for examining every phase of operations to insure the City's assets are properly recorded and safeguarded and that operations are conducted in an efficient and effective manner. Also a unit of the Management Services Division, the Public Information Office (PIO) oversees the dissemination of information to the public through various publications such as City Views and the City's Government Access Channel 6 on Charter Cable. The PIO also serves as a liaison with the media and oversees the City's cable franchise agreement. Management Services also coordinates the development of new divisions and sections, assists in their management, and is responsible for the preparation and presentation of the annual City budget to the City Council for its review and adoption.

### **PARKS, RECREATION AND COMMUNITY SERVICES DIVISION**

The Parks, Recreation and Community Services Division is made up of the following three sections:

#### **Park Planning and Development Section**

This Section is responsible for the design and development of new park and recreational facilities and the renovation of existing facilities. This includes working with landscape and building architects, contractors and others to ensure that quality facilities are built to meet City standards.

#### **Park Services Section**

The Park Services Section is responsible for grounds and building maintenance of 23 parks, 5

community buildings, 2 senior citizen centers, 8 special use facilities, 140 municipal landscape sites, and street medians. This Section also helps coordinate park events with community groups, enforces the indigenous tree ordinance and protects parks and the public through the Park Ranger Program.

**Recreation and Community Services Section**

This Section provides an extensive schedule of recreation and social service activities which include sports, aquatics, senior citizen programs, after-school playground activities, day camp, adaptive programs for the disabled, excursions, special interest classes, arts, cultural and city-wide special events, and community building and Civic Auditorium usage. This Section also supports the Glendale Youth Coalition and the Arts and Culture Commission.

**PERSONNEL AND EMPLOYEE RELATIONS DIVISION**

The Personnel and Employee Relations Division is responsible for a wide variety of human resource and employee relations services, programs, and functions, all administered through the following sections:

**Employee Benefits Section**

This Section administers employee benefits such as medical, dental, and retirement plans. This includes all processing of employee enrollments and changes, as well as the administration of agreements with the various service providers.

**Employee Health Services Section**

The Employee Health Services Section provides a comprehensive program designed to meet the health and wellness needs of City employees. This Section provides pre-placement physical examinations for new or promotional employees, treatment for minor non-industrial illness and injury, health screening examinations for employees, return-to-work medical evaluations, the Annual Employee Health Fair, and a variety of "Wellness" education classes and activities centered around the needs of employees. Employee Health Services also coordinates the Employee Assistance program, which is a confidential counseling, referral and employee support system available to employees for a wide variety of personal problems.

**Personnel Services and Employee Relations Section**

This Section handles the administration of the City's employee relations program, including the negotiation, implementation and administration of contracts covering wages, hours, and terms and conditions of employment between the City and recognized employee associations, as well as the administration of grievances, personnel related resolutions, administrative investigations, and other related employee issues. Additional important activities include work force diversity programs and compliance with discriminatory workplace policy requirements.

**Recruitment/Examination and Classification Section**

The Personnel and Employee Relations Division serves as staff to the Civil Service Commission in enforcement of Civil Service Rules and Regulations as set forth in the City Charter. The Commission itself

also serves as an appellate body, rendering decisions on employee appeals or disciplinary action, and other subjects covered in the Civil Service Rules. The major responsibility of this Section is the recruitment, testing, selection, promoting and classifying of employees to meet organizational staffing needs.

### **Safety Services Section**

The Safety Services Section works with the various divisions throughout the City to help ensure a safe working environment for all employees, free from potential hazards. The Safety staff conducts ongoing inspections of work facilities and equipment, investigations of potential unsafe working conditions, a variety of safety training and development programs, and also assists with monthly safety meetings. In addition, the Safety staff coordinates the City-wide Loss Prevention Committee. All of these programs and activities are designed to reduce workplace accidents and injuries, and provide a safe and healthy work environment for employees.

### **Training Section**

This Section administers City-wide employee training and development programs, including the scheduling and coordination of the wide-ranging Glendale University Training Program. Each year, a comprehensive training catalog is distributed to all employees, listing the numerous training and development programs available to our employees. Another important activity of the Training Section is the administration of the City's Management Development Program.

### **Workers' Compensation Section**

The City's self-insured workers' compensation program is administered by the Personnel Division. Included is the management of claims and benefits, as well as representation of the City on cases which are appealed to the Workers' Compensation Appeals Board. The City maintains a full-time staff of claims adjusters to assist employees during regular working hours.

## **PLANNING DIVISION**

The Planning Division is responsible for the development of plans and policies relating to planning issues, as well as the review of various projects to determine compliance with those plans and policies. As such, it functions as an advisory agency to the City Council, City Manager, Planning Commission, Board of Zoning Adjustments, Design Review Boards, Environmental Planning Board and Historic Preservation Commission. To accomplish this function, the Division is divided into the following two operational sections:

### **Planning Services Section**

The Planning Services Section processes all subdivisions, zone changes, and parcel maps, and acts in an advisory capacity to the City Council, Planning Commission, and Environmental and Planning Board. This Section prepares General Plan elements and amendments; coordinates annexation applications; completes all required environmental documentation, including Environmental Impact Reports and Negative Declarations; develops new ordinances and amendments to existing ones in response to community needs, policy changes and plan changes; coordinates planning items with County, Regional, State and Federal agencies; and provides public information, demographics, census data, and various

other socio-economic information pertaining to Glendale.

**Zoning Section**

The Zoning Section's responsibilities primarily involve the application of existing planning and zoning laws. Staff reviews all plans for the design-review process, investigates zoning issues, and processes special permits, use and occupancy permits, and home occupation permits. The Zoning Administrator considers variance applications, conditional use permits and numerous other entitlement permits.

Zoning provides staff support to the Board of Zoning Adjustments and two Design Review Boards. The staff acts in an advisory capacity with all of these boards and provides technical expertise to several other City divisions.

**POLICE DIVISION**

The Police Division enforces laws and ordinances concerned with the security of life and property of Glendale citizens. A 24-hour-a-day service is rendered to deter and prevent crime, apprehend criminals, regulate traffic, assist in the event of disaster, and provide information and service to the general public. Glendale's full-service Police Division has separate bureaus dealing with patrol, investigative services, communications dispatch, juvenile matters, vice/narcotics, traffic, tactics, custody, budget, records, professional standards and training, crime prevention, and long-range planning. The Division has its own helicopter service, firing ranges, crime lab, jail, maintenance garage, and various substations throughout the community. Sworn and non-sworn personnel receive intensive training in contemporary police techniques, maintaining the highest standards in law enforcement.

**PUBLIC WORKS DIVISION**

The Public Works Division is responsible for maintaining the infrastructure needs of the City. This includes responsibility for the design, engineering and/or maintenance of City streets, sewers, storm drains, traffic control, waste management and a variety of building and construction-related projects. The Division is made up of seven major sections, as follows:

**Administration Section**

The Public Works Administration office oversees the operations of the entire Division. Under the direction of the Director of Public Works, the Administrative Section is responsible for budget analysis and control, legislative review, and the coordination of major projects. The Section also represents the Public Works Division at City Council, Building and Fire Board of Appeals, and Transportation and Parking Commission meetings.

**Building and Safety Section**

The Building and Safety Section streamlines the City's permit processing, plan checking, building inspection and code compliance processes all into one office, in order to provide quick and efficient service to those seeking permits. Planning, zoning, building, engineering and fire permits are all issued by

this Section. Professional staff provide assistance to homeowners, developers and architects regarding planning and zoning regulations and provide enforcement of the City's building, plumbing, electrical, mechanical, heating, ventilation, air conditioning and handicap codes, as well as other state and local requirements relevant to construction and occupancy of private or public structures. The Section's inspectors provide enforcement through inspection of new commercial and residential construction. Building cap allocations, variances, conditional use permits, subdivision maps, parcel maps, appeals, environmental forms, lot line adjustments, home occupations, and design review are all processed through this Section as well.

**Engineering Section**

This Section is primarily responsible for the development and management of various Capital Improvement Projects, which includes survey, design and construction inspection. In addition, the Section maintains official public records such as maps and property records, provides project management for large-scale City building projects, maintains and updates the Geographic Information System, oversees operation of the two City-owned landfills, administers the Storm Water Program and manages the sewer system.

**Integrated Waste Management Section**

The Integrated Waste Management Section operates the City's solid waste collection, recycling and waste management planning programs. City-wide refuse collection and disposal is the major function of this Section. Employees utilizing state-of-the-art trucks and mechanical equipment provide collection for nearly all commercial and residential units within the City. The waste is then transported to the City-owned Scholl Canyon Landfill. The City's Recycling Program, which coordinates the collection of paper, aluminum, plastics and other reusable products, is the most advanced of its kind in Southern California. The City also has a full administrative staff to conduct short and long-range planning to reduce and divert potential sources of solid waste, in compliance with California state laws.

**Maintenance Services Section**

The Maintenance Services Section manages street repairs, road striping, sidewalk repair and maintenance, and the maintenance and repair of all City facilities (excluding Parks buildings). The Section is also responsible for sewer cleaning and repair, street sweeping, street tree planting and maintenance, and parking lot and meter maintenance.

**Mechanical Maintenance Section**

The Mechanical Maintenance Section repairs and maintains the automotive and mechanical equipment used by all Public Works sections, and the Parks, Recreation and Community Services Division. Many of these vehicles are highly sophisticated trucks and/or hydraulic equipment, including traditional and automated sanitation trucks, street sweepers, sewer cleaners, cement trucks, tractors, etc. This Section is also actively involved in the testing of alternative fuels.

**Traffic and Transportation Section**

The Traffic and Transportation Section performs engineering work relative to the development and maintenance of a coordinated City-wide traffic program. This not only includes the engineering, design and analysis of City traffic patterns, but also the coordination and planning of current and future local transit needs, including operation of the Glendale Beeline Shuttle, Dial-a-Ride and other related

transportation systems. The employee ridesharing and trip reduction program is also coordinated through this Section.

