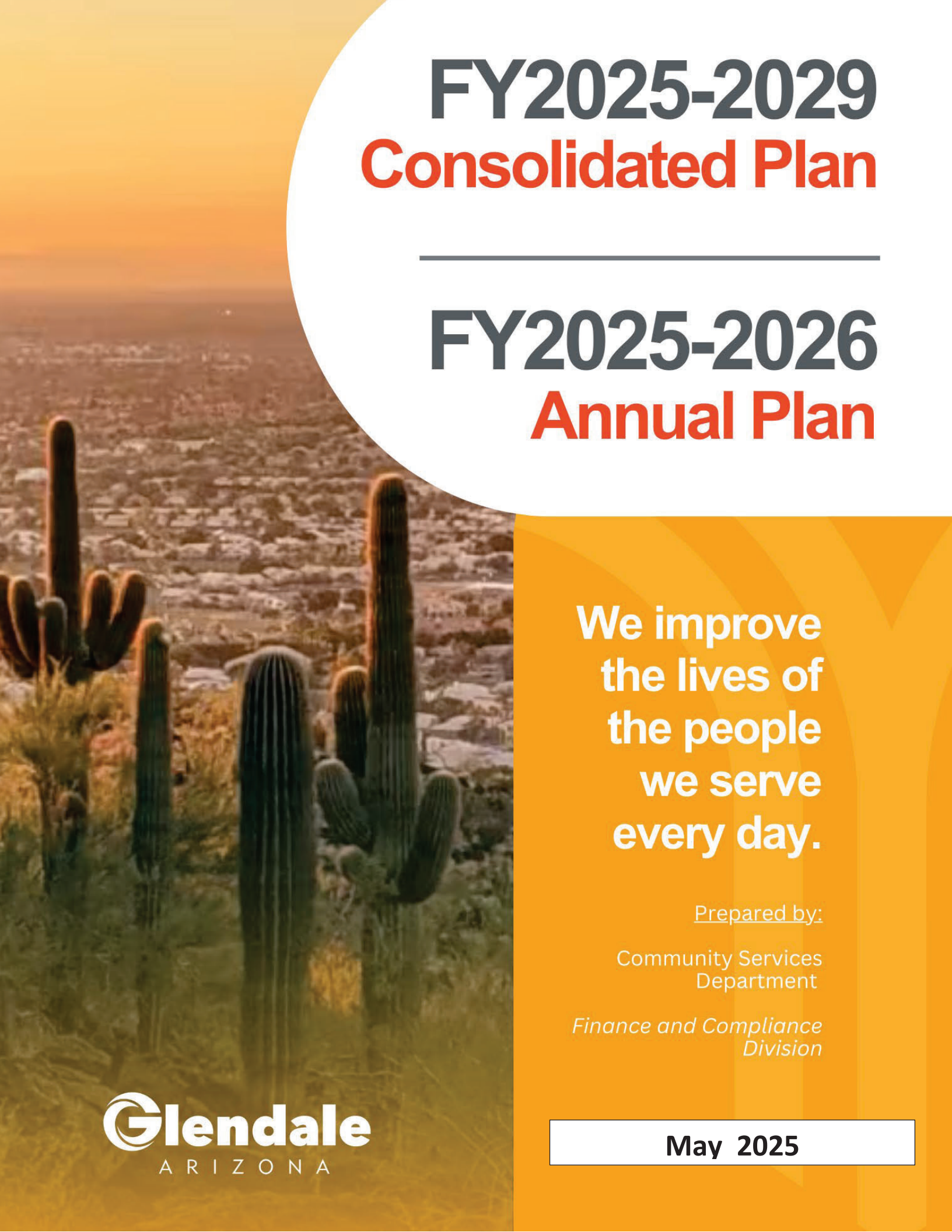




FY2025-2029 Consolidated Plan

FY2025-2026 Annual Plan

**We improve
the lives of
the people
we serve
every day.**

Prepared by:

Community Services
Department

*Finance and Compliance
Division*

Executive Summary

ES-05 Executive Summary – 24 CFR 91.200(c), 91.220(b)

1. Introduction

As a recipient of Community Development Block Grant and Emergency Solutions Grant Program funds, the City of Glendale is required to submit a Consolidated Plan under Federal regulations at 24 CFR Part 91. The Consolidated Plan must be prepared every five years and must be updated annually via the preparation of the Action Plan. The purpose of the city of Glendale's FY 2025-2029 Consolidated Plan is to: 1. Assess the city's housing and community development needs; 2. Analyze the city's housing market and economy; 3. Establish housing and community development priorities, goals and strategies to address the identified needs; 4. and Identify the resources available from Community Development Block Grant (CDBG) and Emergency Solutions Grant (ESG) entitlement grants and the HOME Investment Partnerships (HOME) Program through the Maricopa HOME Consortium, as well as program income received to address the community needs and implement the strategies identified. Glendale is a participant in the Maricopa Regional Continuum of Care (CoC) and a member of the Maricopa Association of Governments (MAG).

2. Summary of the objectives and outcomes identified in the Plan Needs Assessment Overview

Identified below are the goals and outcomes that the city of Glendale has identified as the basis for its strategies and related activities to be carried out under the Consolidated Plan for fiscal years 2025-2029. Actual activities may vary each Plan year and will be based on priorities established during the Consolidated Plan process and the amount of the city's annual allocation. While goals and outcomes are identified in the Consolidated Plan with estimated funding, actual funding for activities will be based on the Annual Action Plan Goals and Objectives.

The city began the Consolidated Plan process in September 2024 and undertook a robust public participation process that included 2 public hearings, 8 public meetings and hearings, a community and resident survey that yielded 402 resident and 369 open responses (772 total), and 10 key stakeholder interviews.

GOAL 1: Increase Access to Decent Affordable Housing

Glendale will increase the availability of affordable, quality housing for its residents by addressing the needs of low- and moderate-income families. The city may achieve this through activities such as: new construction, rehabilitations, and targeted support for both renters and homeowners. By offering resources like homeownership assistance and rental support programs, Glendale aims to help families obtain and maintain safe, decent, and affordable housing.

Outcome Indicators: Homeowner Emergency Home Repairs: 350 units; Rental households assisted: 100 households.

GOAL 2: Increase Access to Homeless Services

Through its ongoing Strategic Planning process and work with the Maricopa Regional Continuum of Care, the city will identify ways to partner with government, nonprofit and private sector organizations to increase availability of homeless services. The city may achieve this through activities such as: emergency shelter, transitional housing, permanent and supportive housing, and necessary supportive services to mitigate crisis situations and promote self-sufficiency to homeless people and those at risk of homelessness.

Outcome Indicators: Homeless persons sheltered: 213 Persons sheltered; Homelessness prevention: 375 persons assisted; Homeless rapidly re-housed: 200 persons assisted; Homeless provided with employment opportunities: 50 persons assisted.

GOAL 3: Increase Access to Public Services for Vulnerable Populations

Through our funding of nonprofit agencies, the city will provide additional services to support low- and moderate-income people, particularly food assistance and senior and youth services. Other vulnerable groups may include those with disabilities, survivors of domestic violence, children in or aged out of foster care, those suffering from addiction or mental health diseases and possibly others.

Outcome Indicators: Public service activities other than Low/Moderate Income Housing Benefit: 10,000 Persons Assisted

GOAL 4: Advance Fair Housing Initiatives

Per 42 U.S.C. §§ 3601-19, the Fair Housing Act, all Federal programs relating to housing and urban development be administered in a manner that comply with the statutory requirements of the Fair Housing Act.

Outcome Indicator: Public service activities other than Low/Moderate Income Housing Benefit: 100 Persons Assisted;

3. Evaluation of past performance

As a recipient of CDBG program funds, the city is required to submit at the end of each program year a Consolidated Annual Performance and Evaluation Report (CAPER). The CAPER summarizes the accomplishments of the prior program year, and the progress made towards the goals established in the Consolidated Plan.

The past five CAPERs were reviewed to assist with the formulation of goals and objectives as stated in this Plan. Over the past five years, Glendale has made significant strides in addressing affordable housing, homelessness, and public service needs through strategic use of federal funding. The city's rehabilitation programs improved hundreds of housing units, ensuring low- and moderate-income homeowners had safe and habitable conditions. Tenant-Based Rental Assistance (TBRA) programs successfully rehoused dozens of households, providing long-term stability for vulnerable families. Through the Glendale Homelessness Solutions Alliance (GHSA), since FY 2021 through the current fiscal year (FY 24-25) over 100,000 service units provided. The Glendale Works program supported employment opportunities for individuals experiencing homelessness, leading to permanent housing placements for homeless residents. Public services for vulnerable populations exceeded expectations,

serving thousands annually, particularly youth, seniors, and individuals with disabilities. Infrastructure improvements like the Downtown Café Lighting Project enhanced safety in low- and moderate-income neighborhoods. The city's pandemic response leveraged CARES Act and ARPA funds to implement eviction prevention and utility assistance programs, mitigating housing crises for thousands of families. The city also operated a microenterprise program to assist businesses negatively impacted by the pandemic. Fair housing education initiatives expanded awareness, though further outreach remains a priority. Across all programs, Glendale maintained a focus on efficiently utilizing resources to meet federal standards and delivering impactful results for a large population.

4. Summary of citizen participation process and consultation process

The City of Glendale demonstrated a commitment to community engagement through its citizen participation and consultation processes, ensuring that residents and stakeholders play an active role in shaping community development activities over the next five years.

As part of its Citizen Participation Plan, the city provided multiple opportunities for residents to comment on the process and proposed activities and funding priorities. Public notices were published in local newspapers, announcing public comment periods and hearings. Drafts of reports, including the Consolidated Plan and Annual Action Plan, were made available for review at locations commonly frequented by the public, such as city offices, public libraries, community centers, and the city's website. In addition, email notifications were sent to stakeholders, subrecipients, and nonprofit partners to broaden awareness of opportunities to participate.

Public hearings and forums were a cornerstone of the consultation process, providing residents a platform to share their input on housing, homelessness, and public service priorities. The community needs assessment conducted by the city provided critical insights into the housing, economic, and social challenges faced by Glendale residents. In all, we received 772 responses to our Community Needs Survey. Zero (0) people attended the two (2) public meetings hosted by the city. No public comments were received during the open comment period.

The consultation process was also closely tied to the city's collaboration with regional partners, including the Maricopa County HOME Consortium and Continuum of Care (CoC). These partnerships enhanced the city's ability to assess local and regional needs, coordinate resources, and align its strategies with broader community goals. Specific efforts included participation in CoC planning meetings and consultation with housing providers, homeless service organizations, and other agencies to develop data-driven plans and prioritize funding.

Overall, Glendale's citizen participation and consultation processes reflected a comprehensive approach to community planning, emphasizing transparency, ease of engagement, and stakeholder collaboration. These efforts ensured that the city's housing and community development initiatives were informed by varying perspectives and aligned with community needs and priorities.

5. Summary of public comments

During the open comment period, copies of the 2025-2029 Consolidated Plan were placed Online at www.glendaleaz.com/communityservicesplans and in 6 different physical locations, including:

- Glendale Main Public Library – 5959 W. Brown Street

- Velma Teague Branch Library – 7010 N. 58th Avenue
- Foothills Library – 19055 N. 57th Avenue
- Heroes Park Library – 6075 N. 83rd Avenue
- Glendale Public Housing Authority – 6842 N. 61st Avenue
- System of Care Center (SoCC) – 7677 W Bethany Home Rd. Building E

No public comments were received

6. Summary of comments or views not accepted and the reasons for not accepting them

N/A - the City of Glendale accepted all comments from the public.

7. Summary

As one of Arizona’s fastest-growing cities, Glendale faces both opportunities and challenges in expanding housing and economic opportunities for its citizens. The city’s rapid growth, particularly in the single-family housing market, has driven upward trends in housing prices, making affordable housing a persistent challenge. In response, Glendale is committed to addressing housing affordability and stability through strategic use of federal resources and community partnerships.

To tackle housing challenges, Glendale will continue its investments in programs that provide affordable housing options. These include offering Tenant-Based Rental Assistance (TBRA) through a subrecipient and providing rehabilitation assistance to help low- and moderate-income residents—especially seniors and individuals with disabilities—remain in their homes. Additional priorities include rental, and utility assistance programs to prevent homelessness and help residents maintain stable housing.

Public services remain a critical focus, with funding allocated to nonprofit agencies that provide food assistance, senior and youth services, and other programs targeting vulnerable populations. Additionally, Glendale will work with the Continuum of Care and other partners to prevent and reduce homelessness through emergency shelters, transitional housing, supportive services, and long-term housing solutions for at-risk individuals and families.

Glendale has a proven record of leveraging partnerships throughout the West Valley and Maricopa County to maximize the impact of its resources. By building on the strengths of its community and regional organizations, the city strives to ensure that all residents have the opportunity to achieve stability, independence, and productive lives.

The Process

PR-05 Lead & Responsible Agencies - 91.200(b)

1. Describe agency/entity responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source

The following are the agencies/entities the Consolidated Plan and those responsible for administration of each grant program and funding source.

Agency Role	Name	Department/Agency
CDBG Administrator	GLENDALE	Finance and Compliance Division
ESG Administrator	GLENDALE	Finance and Compliance Division

Table 1– Responsible Agencies

Narrative

The following are the agencies/entities responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source.

Consolidated Plan Public Contact Information

Ms. Trilese DiLeo, Interim Human Services Grants Administrator
Finance and Compliance Division, Community Services Department
City of Glendale
7677 W Bethany Home Rd, Bldg E
Glendale, AZ 85303
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PR-10 Consultation - 91.100, 91.110, 91.200(b), 91.300(b), 91.215(l) and 91.315(l)

1. Introduction

The City of Glendale conducted a comprehensive consultation process to ensure meaningful engagement with residents, service providers, community organizations, and other stakeholders in the development of the Consolidated Plan. This effort was designed to identify housing, community development, and public service needs, as well as priorities for federal funding allocations.

Through a multi-faceted approach, the city collected a range of perspectives to inform the Plan's priorities and strategies. These efforts were guided by HUD's requirements for citizen participation and collaboration with relevant organizations, ensuring a data-driven and community-centered approach to addressing local needs.

Provide a concise summary of the jurisdiction's activities to enhance coordination between public and assisted housing providers and private and governmental health, mental health and service agencies (91.215(l)).

The City of Glendale Community Services Department actively collaborates with internal and external partners to enhance coordination between public and assisted housing providers and health, mental health, and service agencies. Recognizing the interconnected needs of residents, the Finance and Compliance Division works closely with other Divisions internal to the Community Services department, such as the Glendale Community Action Program, the City Libraries and the Glendale Public Housing Authority to ensure seamless referrals to supportive services.

The city partners with over a dozen local nonprofits and service agencies to expand services for low-income households, individuals experiencing homelessness, and other vulnerable populations. Key partners include Phoenix Rescue Mission, YWCA, Boys & Girls Clubs of Metro Phoenix, and A New Leaf, among others. These organizations provide critical resources such as emergency shelter, food assistance, case management, and job readiness programs.

The Glendale Public Housing Authority administers Housing Choice Voucher and Public Housing Programs, prioritizing Glendale residents and individuals experiencing homelessness through a local preference policy. In addition to housing assistance, the city provides rental, mortgage, and utility assistance through the Community Action Program, helping prevent eviction and displacement.

Additionally, partnerships with governmental and private health and mental health service providers facilitate connections to behavioral health counseling, substance abuse treatment, and medical care for residents in need.

By fostering strategic partnerships across sectors, the City of Glendale strives to ensure that residents receive holistic, wraparound services that address housing stability, economic empowerment, and overall well-being.

Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness

The City of Glendale actively coordinates efforts with the Maricopa Regional Continuum of Care (CoC), serving on the ESG committee, working with regional partners to address homelessness. Glendale supports nonprofit and faith-based organizations such as Phoenix Rescue Mission, A New Leaf, Central Arizona Shelter Services (CASS), and Maggie's Place to provide outreach, shelter, and supportive services for homeless individuals and families.

Internally, various city Departments work together to address homelessness, including Community Services, Police, Fire, the City Manager's Office, Parks and Recreation, and Transportation to coordinate resources and homeless response efforts. Through these initiatives, the City strengthens its approach to chronic homelessness, families with children, veterans, and unaccompanied youth, while also expanding prevention services for those at risk of homelessness.

Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards and evaluate outcomes, and develop funding, policies and procedures for the administration of HMIS

The City of Glendale actively collaborates with the Maricopa Regional Continuum of Care (CoC). As a member of the CoC, Glendale participates in regular CoC planning and coordination meetings to ensure ESG resources are aligned with regional priorities and tailored to address local needs effectively. Through these discussions, the city works alongside other municipalities, nonprofit organizations, and service providers to identify funding priorities and determine strategies to address homelessness comprehensively.

The city also actively participates in the annual Point-in-Time (PIT) Count, an activity coordinated by the CoC to assess the scope of homelessness in the region. Glendale staff and volunteers join the effort to gather data on unsheltered individuals and families, which informs funding decisions, policy development, and program planning. The data collected during the PIT Count directly supports the allocation of ESG funds and ensures programs address the most urgent community needs.

In partnership with the CoC, Glendale helps establish performance standards for ESG-funded activities, including emergency shelters, rapid rehousing, and homelessness prevention programs. These standards are used to evaluate program effectiveness in reducing homelessness and improving housing stability.

For HMIS, the city follows CoC-established policies and procedures to ensure consistent and accurate data collection. All entities utilizing CoC funds enter their information into HMIS to help the CoC coordinate services among multiple providers, and the CoC continually reviews the data and updates its strategies to address homelessness. Glendale requires all ESG subrecipients to participate in HMIS and provides technical support to maintain data quality. This collaborative effort supports regional planning and enhances the ability to monitor program outcomes effectively.

2. Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdiction's consultations with housing, social service agencies and other entities

Agency/Group/Organization	Agency/Group/Organization Type	What section of the Plan was addressed by Consultation?	How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?
City of Glendale - City Manager's Office	Other government - Local	Housing Need Assessment Homelessness Strategy Needs Assessment – Non-housing Community Development Needs - Homeless Needs - Chronically homeless Housing Market Analysis- Affordable Housing	The Assistant City Manager (ACM) was consulted and identified Housing and Homelessness and Infrastructure Improvements as the top priorities. They emphasized that affordable housing is fundamental to preventing homelessness and promoting long-term stability, as individuals without stable housing face greater challenges in education, employment, and self-sufficiency. To address this, they highlighted the city's LIHTC fee waivers, Glendale Works program, and partnerships with MROP and CAP to connect individuals to services and promote self-sufficiency. The consultation also emphasized the need for infrastructure investments in public housing, streets, and parks to improve neighborhood livability. The ACM stressed the importance of ongoing collaboration with regional partners and suggested reassessing community priorities through future surveys to measure the impact of the city's efforts.
City of Glendale Community Services Department	Other government - Local	Housing Need Assessment Homeless Needs - Families with children Economic Development Market Analysis Anti-poverty Strategy Housing Market	The Community Services Department Director was consulted as part of the city's community needs assessment and identified Housing and Homelessness and Economic Development as the top priorities. They emphasized that housing stability is critical, as rising costs directly contribute to homelessness. To combat this, the department is developing a workforce development

		Analysis- Affordable Housing	strategy to help residents secure stable, higher-paying jobs and reduce reliance on emergency services. This includes hiring events, skills training, and employer partnerships to connect job seekers with local career opportunities. The consultation underscored the need for collaboration with Economic Development to align job creation efforts with housing stability initiatives, fostering long-term self-sufficiency for Glendale residents.
Community Action Program	Other government - Local	Housing Need Assessment Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Non-Homeless Special Needs Economic Development Market Analysis Anti-poverty Strategy	The City of Glendale's Community Action Program (CAP) Administrator was consulted, which identified key needs including increased onsite case management for unemployed and underemployed residents, expanded capacity for workforce support, and improved resume and job coaching resources. CAP also highlighted urgent challenges with rent affordability due to limited assistance funding and long delays in utility assistance processing through DES, which can lead to service shutoffs. These insights point to the need for stronger coordination with workforce partners and more timely access to housing and utility support.
Glendale Housing Authority	Housing- Public Housing Authority	Housing Need Assessment Public Housing Needs	The Public Housing Administrator was consulted through internal coordination meetings and discussions focused on aligning housing services with broader community needs. Key issues identified include the ongoing challenge of rent burden among low-income households, limited availability of affordable units, and the need for supportive services to help residents maintain housing stability. The consultation also highlighted the need to engage more private landlords to accept Housing Choice Voucher recipients, as limited landlord participation continues to be a barrier to housing access.
Glendale Economic	Other government -	Economic	The City of Glendale's Department of Economic

Development Department	Local Planning organization	Development Housing Market Analysis- Affordable Housing Anti-Poverty Strategy	Development identified Economic Development and Housing and Homelessness as the top community needs over the next five years. They emphasized that stable housing is essential for workforce stability, as individuals in crisis cannot effectively contribute to or benefit from economic growth. Conversely, successful economic development generates the revenue and resources needed to support housing initiatives. The department highlighted ongoing collaboration with Community Services and regional partners, such as WEST-Mec, Westmarc, and the Greater Phoenix Economic Council, to align housing stability efforts with workforce development and business growth strategies. This consultation underscored the need for coordinated efforts to strengthen Glendale's overall economic and social ecosystem.
Glendale Misdemeanor Repeat Offender Program (MROP) Squadron	Other government - Local	Housing Need Assessment Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homeless Needs – Seniors Homeless Needs – Unaccompanied Youth Economic Development Anti-poverty Strategy Needs Assessment – Non-housing Community Development Needs	The Glendale Police Department's MROP Squadron identified Community and Public Facilities and Economic Development as a key priority, emphasizing the need for proactive services to support vulnerable populations, including older adults and at-risk youth. They highlighted the lack of dedicated facilities for aging residents to access resources, such as cooling centers or service hubs, and stressed the need for enhanced coordination between public safety and social services. For youth, they proposed skills-based training programs with local businesses to offer career pathways and deter involvement in crime. The consultation underscored the need for expanded facilities, preventative programs, and stronger interdepartmental collaboration to address both homelessness and broader community challenges.

Phoenix Rescue Mission	Services-homeless	Housing Need Assessment Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - People with Mental Illness Anti-poverty Strategy Housing Market Analysis- Affordable Housing	Phoenix Rescue Mission identified Human/Public Services and Housing and Homelessness as a top priority for Glendale over the next five years, emphasizing that affordable housing is essential to breaking the cycle of homelessness. They noted that while eviction prevention programs provide a vital safety net, they can sometimes create dependency without offering long-term solutions. The organization highlighted the need for more affordable housing units and shelter space that can accommodate individuals with complex needs, such as mental health conditions and medical issues. They also raised concerns about limited access to new shelters, as larger municipalities, like Phoenix, often reserve most of the available beds. The consultation reinforced the need for expanded housing capacity and stronger regional coordination to ensure Glendale residents have access to both preventative services and stable, long-term housing solutions.
Glendale Union High School District	Services-homeless Services-Education Regional organization	Housing Need Assessment Homelessness Strategy Homeless Needs - Families with children Housing Market Analysis- Affordable Housing Anti-poverty Strategy	City The Glendale Elementary School District (GESD) was consulted as part of the city's community needs assessment and identified Housing and Homelessness and Human/Public Services as top priorities. They highlighted the growing demand for rental and utility assistance and the lack of affordable housing, especially for large families. GESD also emphasized the rising need for food security and mental health services, noting that food assistance requests have significantly increased in recent years. To address these needs, they collaborate with St. Mary's Food Bank, school food drives, and nine mental

			health partners to serve families directly at school sites. The consultation underscored the need for expanded access to affordable housing and public benefits programs, stronger partnerships with food distribution networks, and enhanced outreach and service delivery through mobile distribution efforts.
Maricopa Association of Governments	Other government - County Regional organization Planning organization	Homelessness Strategy Homeless Needs - Chronically homeless Homeless Needs - Families with children Housing Market Analysis- Affordable Housing	The Maricopa Association of Governments (MAG) was consulted as part of the city's community needs assessment and identified Housing and Homelessness and Human/Public Services as the top priorities. Representing the Continuum of Care (CoC), they emphasized that housing shortages, particularly for extremely low-income (ELI) households—are the primary driver of homelessness, with insufficient affordable units forcing many residents to spend well beyond the standard housing cost burden. MAG highlighted funding instability at the federal, state, and local levels as a major challenge, making it harder to sustain homelessness interventions. They also noted ongoing regional efforts to standardize service delivery for shelter, eviction prevention, rapid rehousing, and permanent supportive housing through collaboration with AHCCCS and other partners. The consultation underscored the need for expanded affordable housing, stable funding streams, and coordinated intervention strategies to effectively address homelessness and support housing stability.

Table 2– Agencies, groups, organizations who participated

Identify any Agency Types not consulted and provide rationale for not consulting

N/A

Other local/regional/state/federal planning efforts considered when preparing the Plan

Substantial Final Draft

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Envision Glendale 2040 General Plan Land Use Map	City of Glendale Planning Division	The General Plan Land Use Map identifies areas of the city in which the city envisions opportunities for different zoning densities.
City of Glendale 5 Year PHA Plan 2025	City of Glendale Public Housing Authority	The Plan outlines long-term goals, policies, and strategies for managing public housing and the Housing Choice Voucher (HCV) program.
Pathways Home	Maricopa Association of Governments	The action plan identifies strategic activities developed through the consultation of nonprofits, the Continuum of Care, local governments and other agencies to create a regional approach to addressing homelessness.
State of Arizona Analysis of Impediments to Fair Housing	State of Arizona	The Analysis of Impediments (AI) analyzes the current state of fair housing and identifies new and ongoing impediments to fair housing choice and creates an action plan to address those impediments. Consideration of these impediments are critical to the city's compliance with Fair Housing Act.
City of Glendale Balanced Scorecard Strategy	City of Glendale City Manager Office	The Scorecard strategy aligns community experience, processes, workforce development, and financial management with housing, community development, and economic growth, ensuring effective federal funding allocation for lasting community impact.

Glendale Transit Plan 2020	City of Glendale Transportation Department	The plan identifies transit needs and improvement priorities that impact housing availability, economic opportunity, and community development. The plan's focus on enhancing existing services, aligning with regional transit standards, and improving connections to major transit routes supports broader goals of equitable development and economic mobility.
Historic Preservation Plan	City of Glendale Historic Preservation Commission	The Historic Plan offers information regarding the city's significant assets within neighborhoods that have lower household incomes and older housing stock with more housing problems than the rest of the city.
Historic Preservation Districts Map	City of Glendale Historic Preservation Commission	As above, this map provides location information for the city's historic district for understanding their relationship to the city's identified areas of need.

Table 3– Other local / regional / federal planning efforts

Describe cooperation and coordination with other public entities, including the State and any adjacent units of general local government, in the implementation of the Consolidated Plan (91.215(l))

The City of Glendale works closely with the Maricopa Association of Governments, the Continuum of Care, and Maricopa County, as well as other community partners and stakeholders, in the implementation of the Consolidated Plan. Through these groups, and through other collaborations with other West Valley cities, Glendale seeks to maximize the effects of its funding to help homeless and low-income people.

Narrative

The city relies on the expertise of its various governmental and nonprofit partners and works closely with other West Valley governments to share expertise and develop strategies to maximize the effectiveness of city resources.

PR-15 Citizen Participation - 91.105, 91.115, 91.200(c) and 91.300(c)

**1. Summary of citizen participation process/Efforts made to broaden citizen participation
Summarize citizen participation process and how it impacted goal-setting**

Survey responses from 402 residents and 369 open respondents and agencies (772 total), 7 public meetings and hearings and 10 key stakeholder interviews ensured a comprehensive citizen participation process in setting the goals for this Consolidated Plan.

Citizen Participation Outreach

Sort Order	Mode of Outreach	Target of Outreach	Summary of Response & Attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
1	Public Meeting	CDAC Monthly Meeting Non-targeted, broad community	Held 11/21/2024; 8 CDAC members	CDAC members provided feedback on the strategic goals, with one suggesting rewording "promote affordable housing" to clarify it refers to creating affordable units rather than advertising. Others expressed concerns about the lack of economic development in the goals, emphasizing the need for sustainable growth by ensuring housing is built near employment hubs with well-paying jobs. Despite these concerns, the members reached a consensus on the presented goals.	All comments accepted	N/A

Sort Order	Mode of Outreach	Target of Outreach	Summary of Response & Attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
2	Public Meeting	Council Workshop Non-targeted, broad community	Held 12/10/2024; 7 Council members, 16 other government officials	Council members provided feedback and consensus on the strategic goals for the FY 25-26 Annual Action Plan. A member of the Council expressed interest in blight remediation (or neighborhood improvements).	All comments accepted	https://www.youtube.com/live/-egBvlf5at8?si=PLti_Ap88l146Vk9
3	Public Hearing	Non-targeted, broad community	Held 12/12/2024; 0 attendees	No members of the public attended. No comments were received during the public comment period.	All comments accepted	N/A
4	Public Meeting	CDAC Monthly Meeting Non-targeted, broad community	Held 02/06/2025; 7 CDAC members	CDAC members provided feedback and consensus on the funding recommendations for the FY 25-26 Annual Action Plan. A member of the committee expressed the need for and importance of programming and activities for youth.	All comments accepted	N/A
5	Public Meeting	Council Workshop Non-targeted, broad community	Held 02/25/2025; 7 Council members, 16 other government officials	Council members provided consensus on the funding allocations for the FY25-26 Annual Action Plan.	All comments accepted	https://www.youtube.com/live/xBGD9JGwcpw?si=8_kTu79O8hqQonGX

Sort Order	Mode of Outreach	Target of Outreach	Summary of Response & Attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
6	Public Hearing	Non-targeted, broad community	Held 03/11/025; 0 attendees	No members of the public attended. No comments were received during the public comment period.	All comments accepted	N/A
7	Public Meeting	Council Workshop Non-targeted, broad community	Held 04/22/2025; 7 Council members, 16 other government officials	Council members approved the FY 2025-2029 Consolidated Plan, FY 25-6 Annual Action Plan for submission to HUD upon final allocation	All comments accepted	

Table 4— Citizen Participation Outreach

Substantial Final Draft

Needs Assessment

NA-05 Overview

Needs Assessment Overview

Utilizing a variety of CHAS/ACS and Census Bureau data, city and regional planning documents, needs assessments, and the stakeholder feedback contained within our 772 survey responses, 10 interviews, and 7 public meetings and hearings, the City of Glendale developed a needs assessment of housing and community development needs.

Affordable Housing: Housing insecurity remains a critical issue in Glendale, driven by limited affordable housing inventory and persistent challenges for renters in securing and maintaining stable housing, evictions continue to climb, and the Glendale ZIP code 85301 recorded the highest number of evictions in Maricopa County in 2024.

Physical and Community Facility Improvements: Infrastructure improvements were widely supported among respondents, particularly road repairs, water and sewer upgrades, flood drainage, and tree planting (over 80% consensus), while electric vehicle charging stations received significantly less support (35%). Glendale residents and stakeholders prioritized investments in parks and recreation centers, healthcare facilities, and public buildings with physical improvements for people with disabilities and facilities for domestic violence survivors.

Homelessness: In 2024, homelessness in Glendale increased and showed a rise in unsheltered individuals. Despite these challenges, community support for housing services remains strong, particularly for vulnerable populations, homebuyers, and permanent affordable housing initiatives. Unlike countywide trends, the majority of Glendale's homeless population is sheltered. While chronic homelessness and Glendale One service requests related to homelessness have declined, targeted housing interventions and eviction prevention efforts remain essential to reducing housing instability and supporting cost-burdened residents.

Public Services: Glendale residents and stakeholders identified heat relief during summer months as the most urgent need, followed by transportation, healthcare, and childcare services. Fair housing initiatives, food and clothing assistance, and financial literacy programs also received strong community support. These priorities emerged from the Glendale Resident Community Survey, stakeholder interviews, and public meetings, reinforcing the need for continued investment in public services.

NA-40 Homeless Needs Assessment - 91.405, 91.205 (c)

Introduction:

Trends in homelessness were analyzed by examining data from the Community Survey, the annual Point-In-Time Count (PIT Count), eviction trends, submissions to the city's service portal (Glendale ONE) and other regional planning documents.

In the most recent community survey conducted in November 2024, 402 Glendale residents and 369 additional respondents participated (772 responses total). A key finding from the results is that at least

two-thirds of respondents consider most housing services for low- and moderate-income individuals to be a critical need. The result of the report is as follows:

In the survey, respondents were asked to assess the importance of supporting 10 housing services for people with low or moderate incomes. All 10 services were deemed very or moderately important by at least half of the respondents. The services deemed more important were providing housing for people with special needs (78% rated it as very or moderately important), making low-interest loans to homebuyers (77%) and creating affordable, permanent housing (76%). (Polco, City of Glendale 2024 Resident Survey)

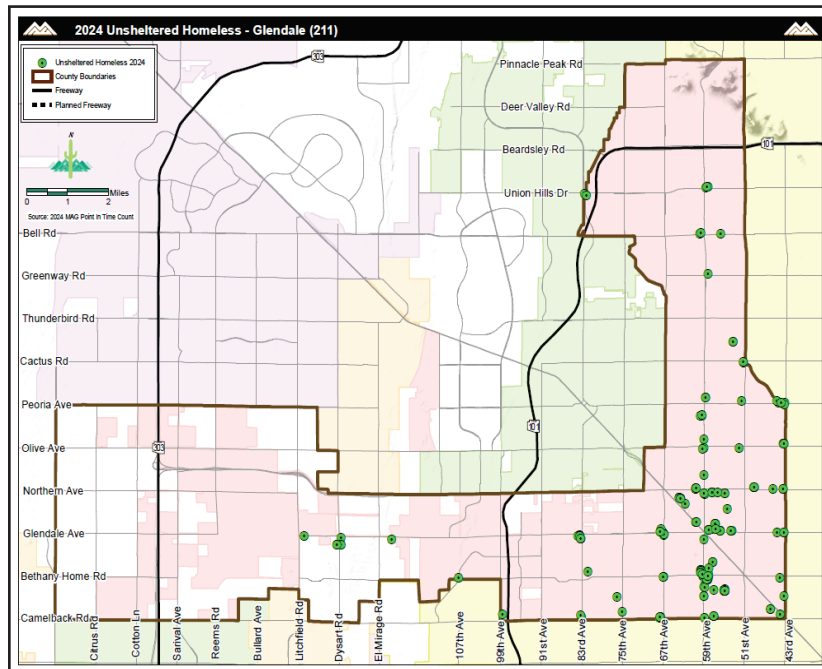
In the City of Glendale, homelessness trends continue to show signs of increase. After reaching its highest peak of 406 in 2022, unsheltered homelessness levels reflected in the PIT Count dropped to 170 in 2023, similar to pre-pandemic levels. However, in 2024 homelessness increased once again by 24% to 211 individuals ([Maricopa Association of Governments, 2024 PIT Report](#)). The location and concentration of homeless individuals has remained largely consistent over time, with the majority of unsheltered persons residing in zip codes 85301 and 85302.

Evictions in Glendale have been on the rise in recent years. Following the expiration of COVID eviction moratoriums, cases surged from 6,871 in 2022 to 8,226 in 2023, highlighting increasing housing instability. In 2024, evictions totaled 7,940 which demonstrates ongoing housing instability. Glendale residents remain heavily impacted, with ZIP code 85301 experiencing the highest eviction rate in Maricopa County.

Glendale ONE service requests related to homelessness, such as encampment reports or self-referrals for help, similarly spiked in 2022 (483 reports) and have somewhat decreased from 283 reports to 231 as of October 2024.

If data is not available for the categories "number of persons becoming and exiting homelessness each year," and "number of days that persons experience homelessness," describe these categories for each homeless population type (including chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth):

Across Maricopa County, according to a [Homeless Trends Report](#) for July-September 2024, it is estimated that 933 households experienced homelessness for the first time, while 448 households exited homelessness into permanent housing (positive exits). Compared to the same period last year, new households experiencing homelessness have generally increased and positive exits have decreased. The report published by the County does not report on number of days that persons experience homelessness. Reviewing historical Glendale PIT Count data, the number of individuals experiencing



chronic homelessness decreased from 2023 to 2024 from 43 individuals to six.

Population	Estimate the # of persons experiencing homelessness on a given night	
	Sheltered	Unsheltered
Persons in Households with Adult(s) and Child(ren)	0	10
Persons in Households with Only Children	0	0
Persons in Households with Only Adults	0	201
Chronically Homeless Individuals	0	50
Chronically Homeless Families	0	0
Veterans	0	9
Unaccompanied Child	0	0
Persons with HIV	0	0

Nature and Extent of Homelessness: (Optional)

Race:	Sheltered:	Unsheltered (optional)
White	0	87
Black or African American	0	35
Asian	0	0
American Indian or Alaska Native	0	7
Pacific Islander	0	1
Ethnicity:	Sheltered:	Unsheltered (optional)
Hispanic	0	75
Not Hispanic	0	112

Estimate the number and type of families in need of housing assistance for families with children and the families of veterans.

Currently, there is no additional data available from the 2024 Point-in-Time Count specifying the number and characteristics of families in need of housing assistance among the sheltered homeless population. However, through the stakeholder interviewing process with the Glendale Elementary School District, they stated that of the 1,600 intakes they conducted from July 2024 up to February 2025, 440 individuals and families were in need of rental or utility assistance and 282 were homeless and in need of shelter.

Describe the Nature and Extent of Homelessness by Racial and Ethnic Group

Of the 211 homeless individuals surveyed, 11% did not report their racial information. Of the 187 people who provided their race, 41.2% were White; 26.1% were Hispanic or Latino only; 16.6% were Black or African American; 3.3% were American Indian or Alaska Native; and 0.5% were Native Hawaiian

or Other Pacific Islander. Of those who reported their ethnicity, 36% were Hispanic/Latino. By way of context, [2020 Census estimates](#) stated that among Glendale residents, 69.7% were White; 7.3% were Black or African American; 1.6% were American Indian or Alaska Native; 4.4% were Asian; and 0.1% were Native Hawaiian or Other Pacific Islander. Additionally, 39% of residents in 2020 were Hispanic/Latino.

Describe the Nature and Extent of Unsheltered and Sheltered Homelessness.

In 2024, the total number of Unsheltered homeless increased by 24% to 211 individuals. Considering all housing and shelter units located or otherwise affiliated with Glendale, sheltered homelessness decreased by 3% from 1,776 to 1,726. Looking at shelter beds alone, during the Point-in-Time Count, a total of 54 of 78 were occupied.

Discussion:

Of those experiencing homelessness in Glendale, 11% were unsheltered and 89% were sheltered, which sharply contrasts from countywide trends, in which 43% of individuals experiencing homelessness are unsheltered, and 57% are sheltered ([Maricopa Association of Governments, 2024 PIT Report](#)). These figures highlight significant differences in how homelessness manifests locally versus across the broader region.

If the PJ will establish a preference for a HOME TBRA activity for persons with a specific category of disabilities (e.g., persons with HIV/AIDS or chronic mental illness), describe their unmet need for housing and services needed to narrow the gap in benefits and services received by such persons. (See 24 CFR 92.209(c)(2) (ii))

The City of Glendale established a preference for a HOME Tenant-Based Rental Assistance (TBRA) activity for low-barrier homeless residents to address the critical shortage of affordable housing and support services for this vulnerable population. While the city provides much-needed support services, they are not enough to meet the growing demand. The unmet need includes limited permanent housing options, insufficient rental assistance, and gaps in supportive services such as case management, mental health care, and employment assistance. To narrow this gap, the TBRA program prioritizes rental subsidies and service coordination, ensuring homeless individuals gain stable housing and essential support for long-term self-sufficiency.

NA-50 Non-Housing Community Development Needs - 91.415, 91.215 (f)

Describe the jurisdiction’s need for Public Facilities:

Parks and recreation centers were considered the most important, followed by healthcare facilities, with about 8 in 10 respondents rating both as very or moderately important. Other facilities with higher importance ratings included public buildings with physical improvements for the disabled (79%), facilities for survivors of domestic violence (77%), senior and youth centers (73% each), and childcare facilities (72%). Meanwhile, residential treatment centers and facilities for persons living with HIV/AIDS were considered important by 66% and 48% of respondents, respectively.

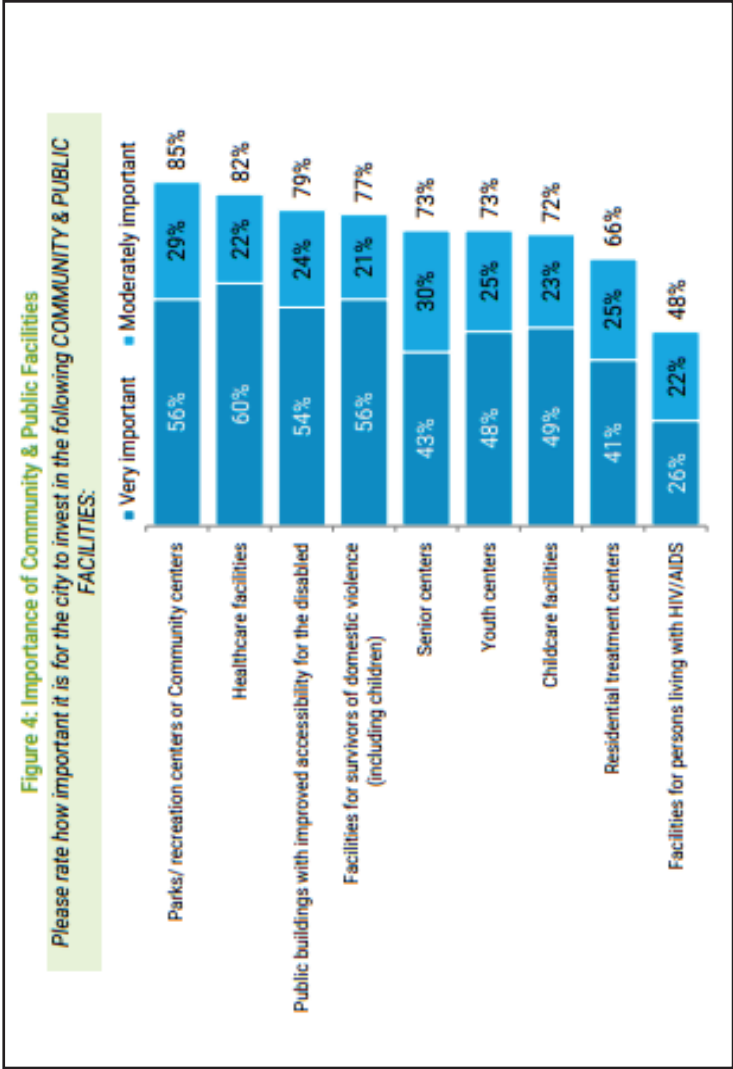
Female respondents tended to place more importance than male respondents on investing in youth centers, childcare facilities and healthcare facilities, among others. Meanwhile, residents aged 35 and older were more concerned about investing in senior centers compared to younger respondents. Geographically, the importance of childcare facilities was rated higher among the residents of the Ocotillo and Yucca Districts than in the remaining districts of Glendale (City of Glendale 2024 Resident Survey: Report of Results, 2024)

How were these needs determined?

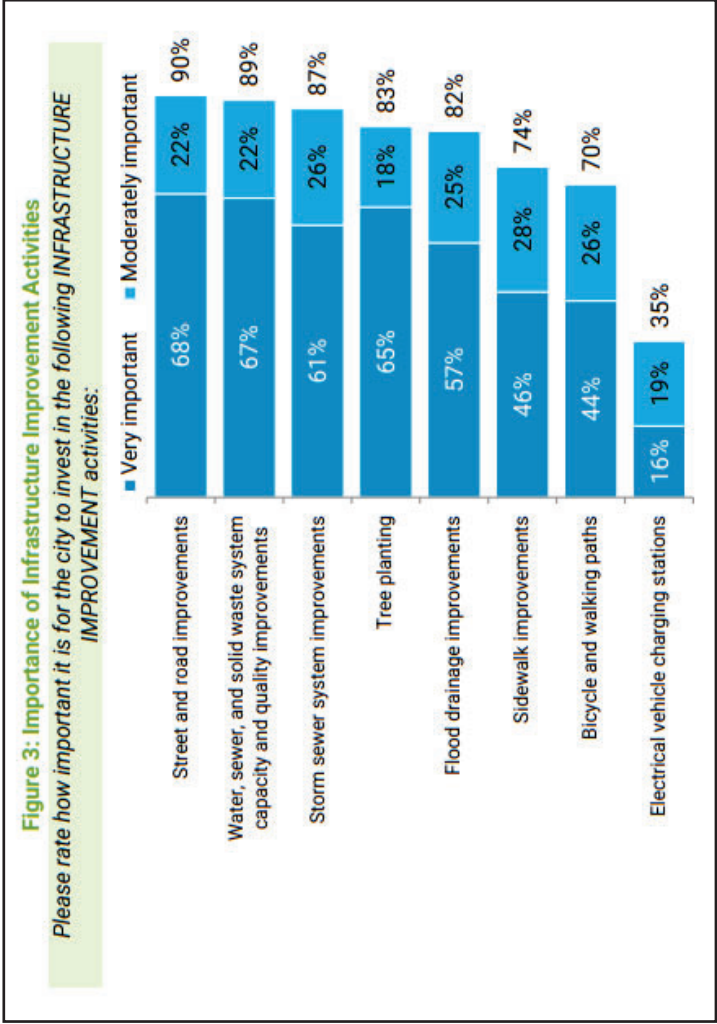
The needs cited above are based on the feedback of respondents to the Community Survey, consisting of 402 Glendale residents and 369 open respondents from neighboring communities, in addition to 7 public meetings and hearings and 10 key stakeholder interviews.

Describe the jurisdiction’s need for Public Improvements:

About 9 in 10 residents considered street and road improvements, as well as improvements to water, sewer, solid waste, and storm sewer systems, to be important infrastructure activities for Glendale. Other activities of high importance included tree planting (83%), flood drainage improvements (82%), sidewalk improvements (74%), and bicycle and walking paths (70%). The construction of



electric vehicle charging stations was the only item considered important by a minority of respondents (35%) (City of Glendale 2024 Resident Survey: Report of Results, 2024).



How were these needs determined?

The needs cited above are based on the feedback of respondents to the Community Survey, consisting of 402 Glendale residents and 369 open respondents from neighboring communities, in addition to 7 public meetings and hearings and 10 key stakeholder interviews.

Describe the jurisdiction’s need for Public Services: Heat relief during summer months was the public service deemed most important by Glendale residents; about 9 in 10 respondents said it was very or moderately important to invest in. The remaining 8 public services were considered important by at least 65% of the respondents. About 8 in 10 respondents considered it very or moderately important to invest in transportation, healthcare and childcare services. Three-quarters of residents also highlighted the importance of fair housing activities, food and clothing bank programs and financial literacy education. Residents in Cholla tended to give lower importance ratings to these public services than respondents in other areas of Glendale (City of Glendale 2024 Resident Survey: Report of Results, 2024).

How were these needs determined?

The needs cited above are based on the feedback of respondents to the Community Survey, consisting of 402 Glendale residents and 369 open respondents from neighboring communities, in addition to 8 public meetings and hearings and 10 key stakeholder interviews.

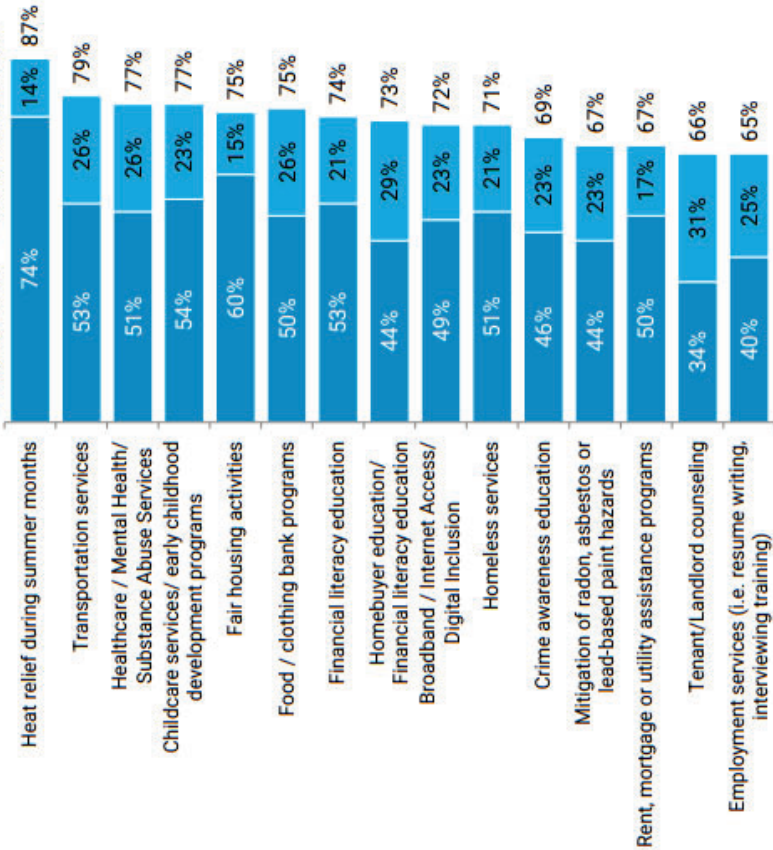
Based on the needs analysis above, describe the State's needs in Colonias

N/A

Figure 5: Importance of Public Services

Please rate how important it is for the City to invest in the following PUBLIC SERVICES:

■ Very important ■ Moderately important



Housing Market Analysis

MA-05 Overview

Housing Market Analysis Overview:

Glendale faces significant housing affordability challenges, with 32% of owner and renter households classified as cost-burdened, spending more than one-third of their income on housing costs. Renters experience greater affordability constraints, while homeownership remains increasingly unattainable due to rising housing prices and high mortgage rates. The rental market is highly competitive, with only 53% of available units deemed affordable for low- to moderate-income (LMI) households.

As of the most recent data, Glendale, Arizona, continues to experience escalating housing costs. The median gross rent in the City is \$1,397, according to the [U.S. Census Bureau's 2019-2023](#) data.

In the broader Phoenix-Mesa-Scottsdale Metropolitan Statistical Area (MSA), the Fiscal Year 2025 Fair Market Rents (FMRs) established by the U.S. Department of Housing and Urban Development (HUD) are as follows:

Unit Size	FY 2020 FMR	FY 2025 FMR	Percentage Increase
Efficiency	\$847	\$1,530	80.6%
One-Bedroom	\$958	\$1,679	75.3%
Two-Bedroom	\$1,173	\$1,950	66.3%
Three-Bedroom	\$1,676	\$2,624	56.5%
Four-Bedroom	\$1,916	\$2,934	53.2%

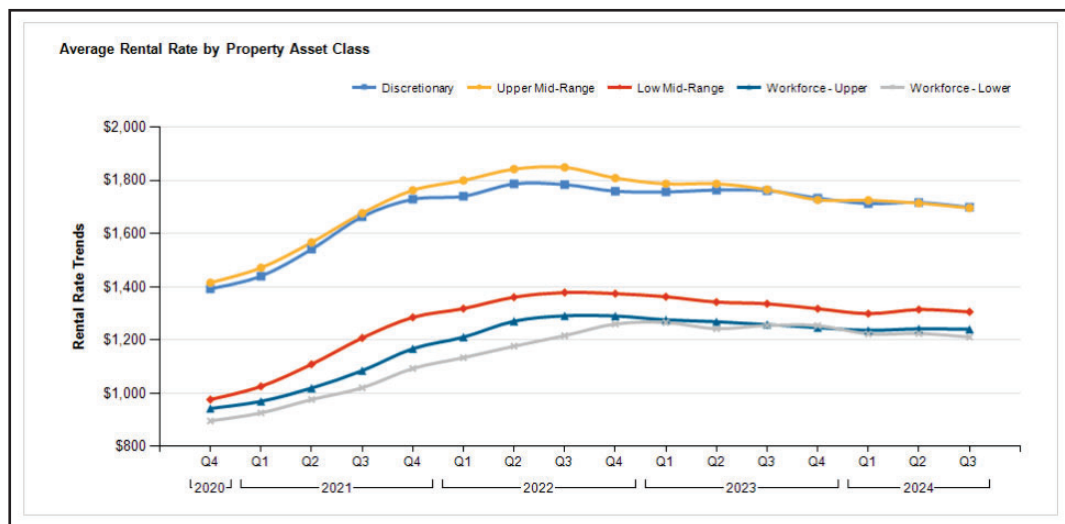
[HUD Data](#)

These substantial increases, ranging from 53.2% to 80.6% depending on unit size, highlight the rapidly escalating housing costs within the city and the surrounding metropolitan area. Geographically, the lowest rental rates within Glendale are concentrated in the extreme southeast corner of the city, as indicated by the CPD Map of Median Contract Rent. These trends highlight the growing affordability challenges faced by residents, particularly those with low to moderate incomes.

Glendale has a total of 90,711 housing units, with 59% consisting of single-family detached homes. Multi-unit structures comprise a smaller share of the housing inventory, with 5.6% in 10- to 19-unit buildings and 13.2% in structures with 20 or more units ([2022 ACS 5-Year Estimates, Housing Characteristics](#)). The City has a 92% housing occupancy rate, with 83,955 occupied units, consisting of 37,050 renter-occupied and 46,095 owner-occupied units. Renters face greater affordability challenges than homeowners, with 67% of renter households classified as LMI, compared to 33% of owner-occupied households. Among renters, 23% are very low income and severely cost-burdened, meaning they spend over 50% of their income on rent. Homeowners also experience financial strain, though to a lesser extent, with 20% cost-burdened and 6% classified as very low income and severely cost-burdened ([2017-2021 CHAS](#)).

The affordable rental range for households earning 80% of the area median income (AMI) is between \$1,000 and \$1,500 per month. However, only 53% of available rental units fall within this range, leading to significant competition for affordable housing ([Maricopa Association of Governments, 2024](#)). The

rental market is further segmented by property asset classes, which define housing based on location and amenities. This segmentation leads to a clear divide between luxury (Discretionary) and affordable (Upper/Lower Workforce) housing, leaving limited options for renters with moderate incomes (Yardi, 2024).



Homeownership affordability presents additional challenges, with a median household income in Glendale of \$70,600, translating to an affordable housing payment of \$1,765 per month (30% of gross income) ([2023 ACS 1-Year Estimates, Income in the Past 12 Months](#)). However, considering the median home price in Glendale at \$446,730 combined with a 6.4% 30-year mortgage interest rate, a typical monthly mortgage payment—excluding property taxes and PMI—would be approximately \$2,247, which is 127% above the affordability threshold ([Maricopa Association of Governments, 2024](#)). This affordability gap continues to push homeownership out of reach for many Glendale residents.

To address these challenges, Glendale is actively expanding its affordable housing stock, targeting the development of 1,382 units by 2025 through strategic partnerships leveraging Low-Income Housing Tax Credits (LIHTC). Additionally, the City’s Community Action Program (CAP) provides direct financial assistance, while the Transcending, Hope, Resiliency into Viable Empowerment (THRIVE) initiative offers long-term self-sufficiency coaching focused on asset-building, education, financial literacy, and housing stability—all aimed at preventing homelessness and fostering long-term self-sufficiency.

MA-30 Homeless Facilities and Services - 91.410, 91.210(c)

Introduction

As part of Maricopa County Continuum of Care, Glendale's homeless residents can be referred to emergency services and housing assistance through countywide coordinated entry points, which connect individuals and families to shelters, transitional housing, and permanent supportive housing programs. While Glendale does not have emergency shelters within its city boundaries, it collaborates with regional partners to ensure that residents in need can take advantage of emergency housing solutions in nearby areas. The city actively supports individuals and families experiencing homelessness through a range of targeted programs designed to provide stability, employment opportunities, and long-term housing solutions.

The Glendale Works program offers a unique approach to addressing homelessness by providing day labor employment for those experiencing homelessness. Participants are connected with work opportunities such as landscaping, community beautification projects, and other public works assignments, allowing them to earn wages while receiving case management services. This program aims to help individuals regain financial stability and work towards self-sufficiency.

To further promote housing stability, Glendale administers a Tenant-Based Rental Assistance (TBRA) program, which provides rental subsidies to formerly homeless households. Through case management, TBRA participants receive support in maintaining stable housing, utilize employment resources, and connecting with supportive services that promote long-term independence.

Recognizing the increasing impact of substance use and mental health challenges among the homeless population, Glendale is expanding its homelessness response efforts by integrating opioid settlement funds to enhance services for individuals affected by substance use disorder and related health issues. These funds will support peer navigation services, which help individuals get connected critical healthcare, mental health treatment, and substance use recovery programs. By addressing these underlying challenges, the City aims to provide a more holistic and sustainable approach to ending homelessness.

Glendale also works closely with nonprofit and faith-based organizations to enhance its homelessness response. Through partnerships with organizations like Phoenix Rescue Mission, the City ensures that individuals experiencing homelessness that are contacted through street outreach services are connected to case management, emergency resources, and pathways to permanent housing. These collaborations help to bridge service gaps and provide a coordinated approach to homelessness that integrates housing solutions with supportive services.

Beyond these efforts, Glendale continues to seek opportunities for expanding its role in homelessness prevention and response by advocating for additional funding, fostering regional partnerships, and exploring innovative housing solutions. While significant progress has been made, ongoing investment in affordable housing, supportive services, and employment initiatives remains essential to reducing homelessness and ensuring that all Glendale residents have safe, stable housing.

Facilities Targeted to Homeless Persons

	Emergency Shelter Beds		Transitional Housing Beds	Permanent Supportive Housing Beds	
	Year Round Beds (Current & New)	Voucher / Seasonal / Overflow Beds	Current & New	Current & New	Under Development
Households with Adult(s) and Child(ren)	0	0	0	0	0
Households with Only Adults	0	0	0	0	0
Chronically Homeless Households	0	0	0	0	0
Veterans	0	0	0	0	0
Unaccompanied Youth	0	0	0	0	0

Table 5- Facilities Targeted to Homeless Persons

Describe mainstream services, such as health, mental health, and employment services to the extent those services are used to complement services targeted to homeless persons.

In addition to the direct services provided, the City leverages a range of mainstream services to address the health, mental health, and employment needs of individuals experiencing homelessness. One key initiative is the Multiple Repeat Offender Program (MROP) squadron, which conducts targeted outreach to homeless individuals with frequent interactions with the justice system. This program provides a structured path toward diversion, offering referrals to substance use treatment, mental health support, and case management services to reduce recidivism and promote long-term stability.

To enhance availability of these critical services, the City connects individuals with a 24/7 referral hotline, which offers real-time assistance in locating shelter, housing support, behavioral health services, and employment resources. By directing individuals to these essential services, Glendale ensures a coordinated response to homelessness that prioritizes both immediate needs and long-term self-sufficiency.

Recognizing the significant impact of the opioid crisis on the homeless population, the City is integrating opioid settlement funds into its broader homeless response strategy. Through a recent Request for Proposals (RFP) process, Glendale is selecting a provider to deliver peer navigation services, which will support individuals experiencing homelessness in getting connected to healthcare, substance use treatment, and other supportive resources. These peer navigators will play a critical role in building trust, reducing barriers to care, and promoting engagement with treatment and support services.

List and describe services and facilities that meet the needs of homeless persons, particularly chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth. If the services and facilities are listed on screen SP-40 Institutional Delivery Structure or screen MA-35 Special Needs Facilities and Services, describe how these facilities and services specifically address the needs of these populations.

The City of Glendale is committed to addressing homelessness through a comprehensive, multi-faceted approach that prioritizes housing stability, prevention, outreach, and supportive services for individuals and families experiencing homelessness, with particular attention to those who are chronically homeless.

To expand availability of stable housing, Glendale leverages Community Planning and Development (CPD) funding to support Low-Income Housing Tax Credit (LIHTC) projects. By the end of 2025, these efforts will have added 1,382 affordable housing units, significantly increasing long-term housing opportunities for individuals and families. Additionally, the City's Tenant-Based Rental Assistance (TBRA) program provides up to two years of rental assistance, coupled with case management, to help households transition from homelessness to stable housing. Since its inception, 75 households (216 individuals) have been successfully housed, receiving an average rent subsidy of \$1,350 per month. However, with a 130-day average processing time for lease-ups, the shortage of affordable housing units remains a challenge.

To prevent homelessness before it occurs, Glendale operates the Community Action Program (CAP), which provides rental and utility assistance for at-risk households. CAP case managers collaborate with Phoenix Rescue Mission to connect clients to workforce development programs, equipping individuals with the skills and resources necessary to secure stable employment and financial independence. CAP also delivers the THRIVE program, an intensive case management model that develops individualized housing and financial stability plans, helping participants achieve long-term self-sufficiency.

For those already experiencing homelessness, Glendale provides targeted street outreach and employment opportunities through Glendale Works, a partnership with Phoenix Rescue Mission. This program offers day labor employment, allowing participants to earn income while receiving case management support, housing referrals, and essential resources. Additionally, Maggie's Place provides specialized case management for survivors of domestic violence, ensuring they receive the necessary support to transition into stable housing.

Recognizing the barriers to stability for chronically homeless individuals, Glendale operates the Misdemeanor Repeat Offender Program (MROP) Diversion Initiative in collaboration with Phoenix Rescue Mission. This program offers an alternative to incarceration, diverting individuals into substance use treatment, mental health services, and long-term case management rather than the criminal justice system. The City is also integrating opioid settlement funds to support peer navigation services, connecting individuals to healthcare, behavioral health treatment, and recovery services.

To help low-income residents maintain housing stability, Glendale administers an Emergency Home Repair Program, which ensures homes remain safe and habitable by addressing critical repairs, including plumbing, HVAC, and air conditioning systems. To improve service delivery, the program was brought in-house in September 2024, streamlining operations and improving efficiency. Since then, 22 households have been served, with 52% of recipients over the age of 62.

The Glendale Homeless Solutions Alliance oversees the City's coordinated homelessness response, ensuring that all interventions—from prevention to permanent housing—are effectively integrated. Through housing assistance, workforce development, emergency response, and cross-sector partnerships, Glendale continues to strengthen its efforts to address homelessness, reduce housing instability, and support vulnerable residents in achieving long-term well-being.

MA-45 Non-Housing Community Development Assets - 91.410, 91.210(f)

Introduction

Glendale, Arizona, is the sixth-largest city in the state, with a population of approximately 253,855 as of July 1, 2023. ([US Census, 2023](#)). Glendale's economy employs over 118,000 people, with the most prominent industries being Education and Health Care; Retail Trade; and Professional, Scientific and Management Services. The city offers a blend of entertainment, shopping, and business community. Glendale is home to major employers across various industries. For healthcare, organizations such as Banner Health and Abrazo Health collectively employing thousands of professionals. In the defense sector, companies such as Lockheed Martin, Honeywell, and Magellan Aerospace have a significant presence. The city serves as an employment hub for other major employers like Red Bull, Ball Corporation, Bechtel, and Nestlé.

Economic Development Market Analysis

Business Activity

Business by Sector	Number of Workers	Number of Jobs	Share of Workers %	Share of Jobs %	Jobs less workers %
Agriculture, Mining, Oil & Gas Extraction	559		0.5		
Arts, Entertainment, Accommodations	10,214		8.7		
Construction	10,789		9.1		
Education and Health Care Services	25,747		21.8		
Finance, Insurance, and Real Estate	10,179		8.9		
Information	1,824		1.5		
Manufacturing	8,677		7.4		
Other Services	5,755		4.9		
Professional, Scientific, Management Services	13,013		11		
Public Administration	4,372		3.7		
Retail Trade	16,419		13.9		
Transportation and Warehousing	7,825		6.6		
Wholesale Trade	2,645		13.9		
Total	118,018		100		

Table 6 - Business Activity

Data Source U.S. Census Bureau. "Selected Economic Characteristics." 2022: ACS 5-Year
Comments: Estimates Data Profiles

Labor Force

Total Population in the Civilian Labor Force	123,570
Civilian Employed Population 16 years and over	116,455
Unemployment Rate	5.7%
Unemployment Rate for Ages 16-24	15.71

Unemployment Rate for Ages 25-65	3.5
----------------------------------	-----

Table 7 - Labor Force

Data U.S. Census Bureau. "Selected Economic Characteristics." 2023: ACS 5-Year Estimates
Source: Data Profiles

Occupations by Sector	Number of People Median Income
Management, business and financial	24,495
Farming, fisheries and forestry occupations	6,105
Service	13,595
Sales and office	28,005
Construction, extraction, maintenance and repair	12,065
Production, transportation and material moving	8,740

Table 8 – Occupations by Sector

Data 2016-2020 ACS
Source:

Travel Time

Travel Time	Number	Percentage
< 30 Minutes	57,610	54%
30-59 Minutes	40,168	37%
60 or More Minutes	9,623	9%
Total	107,401	100%

Table 9 - Travel Time

Data 2016-2020 ACS
Source:

Education:

Educational Attainment by Employment Status (Population 16 and Older)

Educational Attainment	In Labor Force		Not in Labor Force
	Civilian Employed	Unemployed	
Less than high school graduate	12,705	775	7,140
High school graduate (includes equivalency)	25,500	1,645	9,950
Some college or Associate's degree	32,370	1,600	8,630
Bachelor's degree or higher	23,155	500	4,815

Table 10 - Educational Attainment by Employment Status

Data 2016-2020 ACS
Source:

Educational Attainment by Age

	Age				
	18–24 yrs	25–34 yrs	35–44 yrs	45–65 yrs	65+ yrs
Less than 9th grade	415	1,550	2,170	5,105	2,895
9th to 12th grade, no diploma	4,295	3,125	3,715	4,965	2,205
High school graduate, GED, or alternative	10,630	11,650	8,555	16,910	8,760
Some college, no degree	7,870	8,840	6,070	15,655	7,450
Associate's degree	1,730	4,105	2,250	6,040	2,165
Bachelor's degree	1,925	6,010	4,230	8,260	3,620
Graduate or professional degree	170	2,010	2,705	5,340	2,570

Table 11 - Educational Attainment by Age

Data 2016-2020 ACS

Source:

Educational Attainment – Median Earnings in the Past 12 Months

Educational Attainment	Median Earnings in the Past 12 Months
Less than high school graduate	54,514
High school graduate (includes equivalency)	65,965
Some college or Associate's degree	87,218
Bachelor's degree	106,639
Graduate or professional degree	131,165

Table 12 – Median Earnings in the Past 12 Months

Data 2016-2020 ACS

Source:

Based on the Business Activity table above, what are the major employment sectors within your jurisdiction?

As indicated by the Business Activity table, Education and Health Care Services (25,747) Retail Trade (16,419) and Professional, Scientific, Management Services (13,013) comprise the largest business sectors within the city, nearly half of the city's workers.

Describe the workforce and infrastructure needs of the business community:

The Glendale business community requires a broad range of workforce skills to adequately meet the needs of its growing workforce. The local Chamber of Commerce aims to identify and close the resource gaps by connecting people and companies to each other when a need arises by providing workforce training opportunities to its members. According to a recent report on West Valley labor market trends by Maricopa County ([2023](#)) the sectors anticipating the most growth include Manufacturing (3.4%) Information Technology (3.3%) and Transportation and Logistics (1.5%). Expansion in these sectors will require a skilled workforce to meet the needs of these industries, with credentials such as Welding, Computer Numerical Controlled (CNC) Machining Certificate, Certified Information Systems Security Professional (CISSP) and Commercial Driver's Licenses (A and B).

Describe any major changes that may have an economic impact, such as planned local or regional public or private sector investments or initiatives that have affected or may affect job and business growth opportunities during the planning period. Describe any needs for workforce development, business support or infrastructure these changes may create.

Glendale supports a broad range of businesses from global manufacturers to Fortune 100 companies to local enterprises. Its location offers strategic proximity to a skilled workforce and has six post-secondary educational institutions. Recent and upcoming developments demonstrate the city's economic growth:

- Amazon Facility: The GEU2 facility spans 1.2 million square feet, employing over 300 individuals with plans to grow to 2,000 jobs at full capacity.
- Nestlé: The new 630,000-square-foot manufacturing plant produces creamers for brands like Coffee Mate and Starbucks. Staffing includes 250 employees currently, with a target of 400 at full capacity.
- Chicken N Pickle: A 68,000-square-foot venue in the Westgate Entertainment District, providing 132 jobs.
- Everhome Suites: A 122-room extended-stay hotel opened in September 2024 near Northern and the 101 Freeway.
- Thirsty Lion Gastropub: Opened in October 2024, this 14,000-square-foot location accommodates up to 515 guests across two floors, creating 100 jobs.
- Mario Andretti's Indoor Karting: Opening in Spring 2025, this 95,000-square-foot entertainment hub features a three-level go-kart track, arcade games, laser tag, and virtual reality attractions.
- Moxy Hotel: The Moxy hotel by the Marriott will be located at 95th and W Maryland Ave, which is expected to finish construction by Summer of 2025 and anticipated to open in late 2026. It will feature 209 rooms with an outdoor patio, a resort-style pool, and bar.
- VAI Resort: Opening in late 2025, the VAI resort is a luxury hotel development located on a 60-acre property near Cardinals Way and the 101 freeway, it will create 1,800 new jobs for Glendale.

How do the skills and education of the current workforce correspond to employment opportunities in the jurisdiction?

The local Chamber of Commerce actively monitors evolving workforce demands, including skills needed for emerging industries, expanding businesses, and updates to existing roles. The Chamber has reported that large employers in the Glendale-Phoenix area have not expressed concerns regarding workforce readiness, indicating that the region's labor force is well-aligned with current industry needs.

Describe any current workforce training initiatives, including those supported by Workforce Investment Boards, community colleges and other organizations. Describe how these efforts will support the jurisdiction's Consolidated Plan.

The city's Chamber of Commerce partners with the local community college to provide advanced training or skills training for Chamber of Commerce members or their employees. The instructors are all business professionals who have significant experience.

Does your jurisdiction participate in a Comprehensive Economic Development Strategy (CEDS)?

No.

If so, what economic development initiatives are you undertaking that may be coordinated with the Consolidated Plan? If not, describe other local/regional plans or initiatives that impact economic growth.

The city does not participate in a CEDS at this time. Glendale is beginning the extensive process of strategic planning at the broadest level, which will then lead to individually focused plans at the department level, such as Economic Development.

Discussion

At this time, a specific economic development initiative is not proposed to directly coordinate with the Consolidated Plan. However, through our Economic Development Department, we actively consider opportunities to support small businesses, workforce development, and job creation, which align with broader economic growth goals. The department works to attract and retain businesses, encourage investment in key sectors, and support entrepreneurs through various business assistance programs.

Additionally, Glendale's Economic Development Strategic Plan and regional partnerships with organizations such as the Greater Phoenix Economic Council (GPEC) and the Arizona Commerce Authority play a role in shaping local economic initiatives. These efforts focus on strengthening industries, enhancing job opportunities, and ensuring a sustainable economic environment that indirectly supports the housing and community development goals outlined in the Consolidated Plan. While there is no direct alignment between specific economic development initiatives and the Consolidated Plan at this time, the city continues to explore opportunities for collaboration that support both economic growth and housing stability.

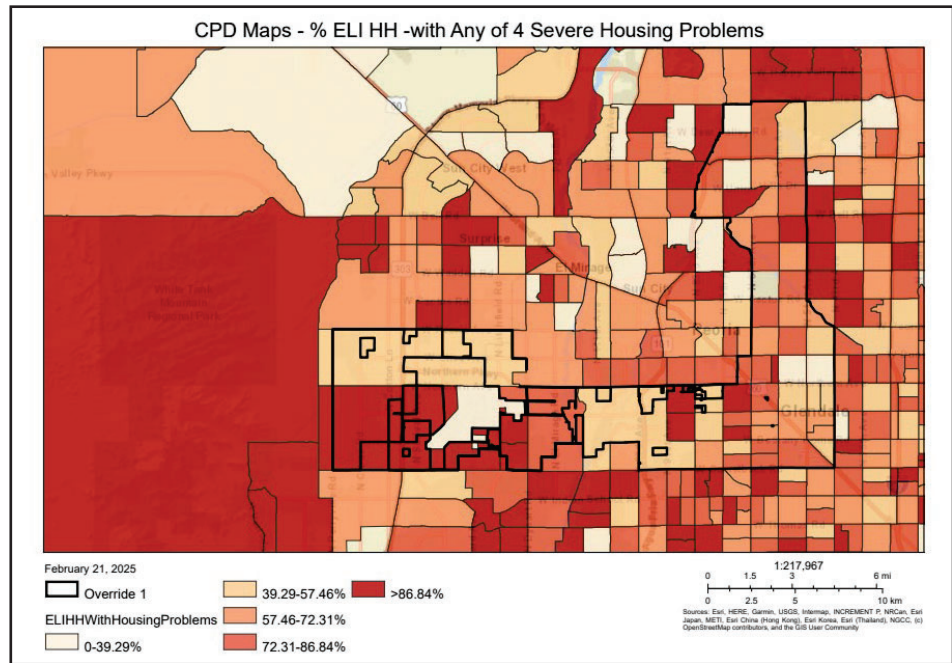
MA-50 Needs and Market Analysis Discussion

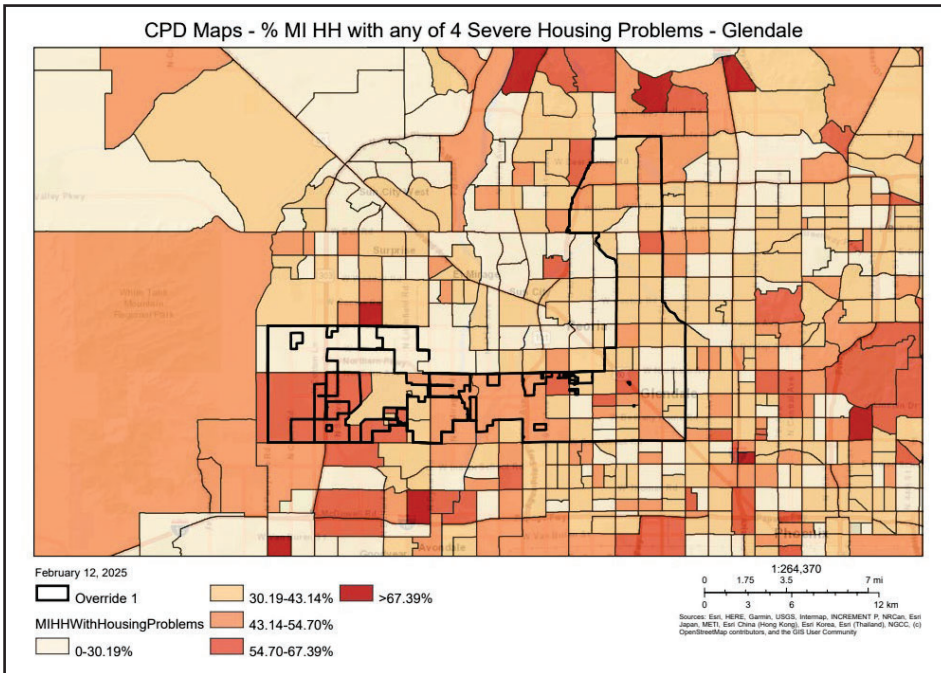
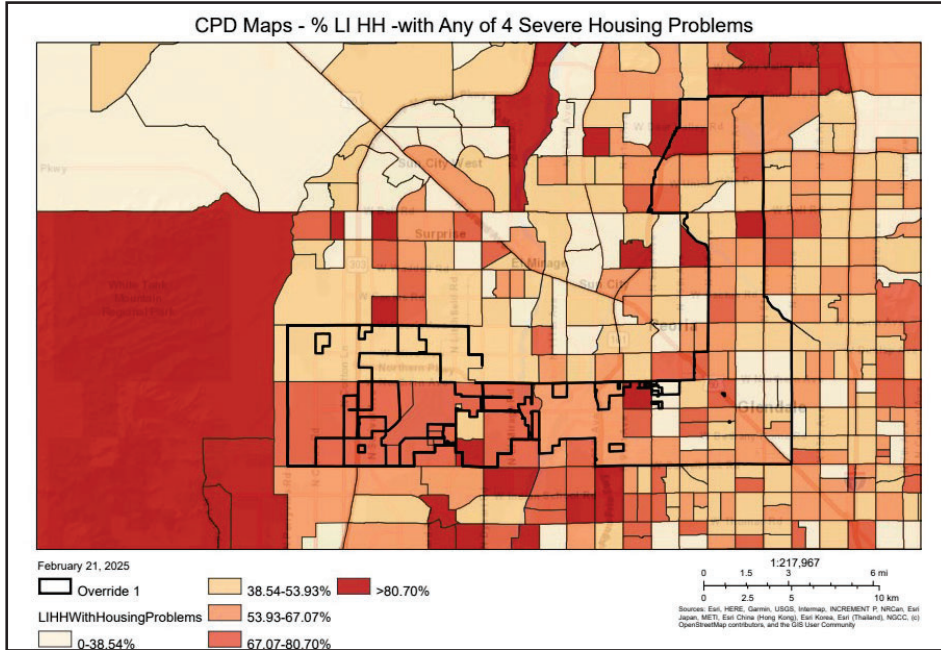
Are there areas where households with multiple housing problems are concentrated? (include a definition of "concentration")

Our definition of concentration of multiple housing problems are areas in which the proportion of people in a particular area reporting multiple housing problems is over 54.70%. The attached CPD maps divides the city into quintiles based on the distribution of a particular data point; this analysis focuses on the top two quintiles for housing problems in order to illustrate a concentration.

According to CPD Maps, households with Extremely Low Incomes (ELI) experience at least one of four severe housing problems across the city. The highest concentrations of ELI households facing these issues (> 86.84% of households) are found in the Northeast, Central, and Southwest areas of the corporate city limits. While moderate-income households are generally less likely to face severe housing issues, the geographic patterns of these problems persist, with certain tracts emerging as 'hot spots' where severe housing problems present consistently. These tracts include:

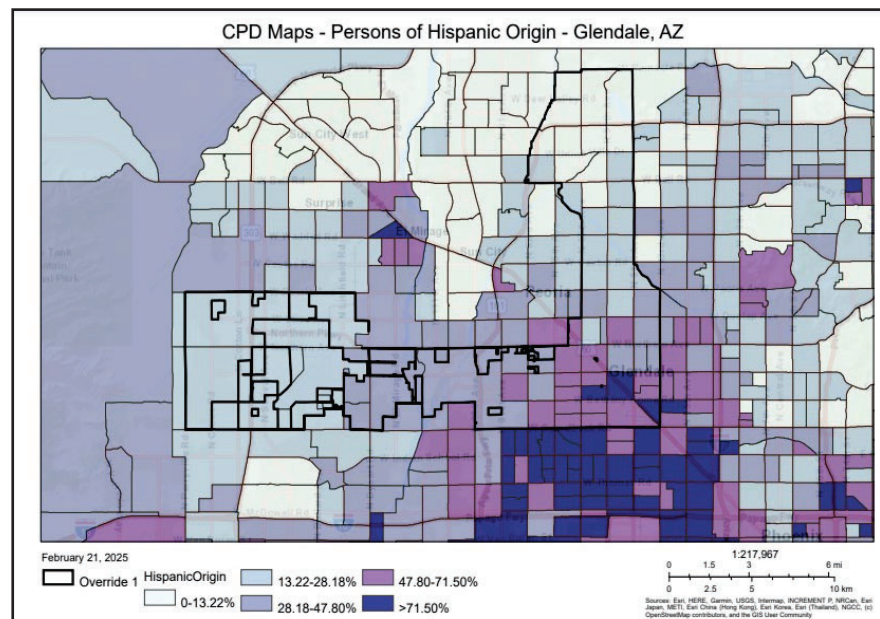
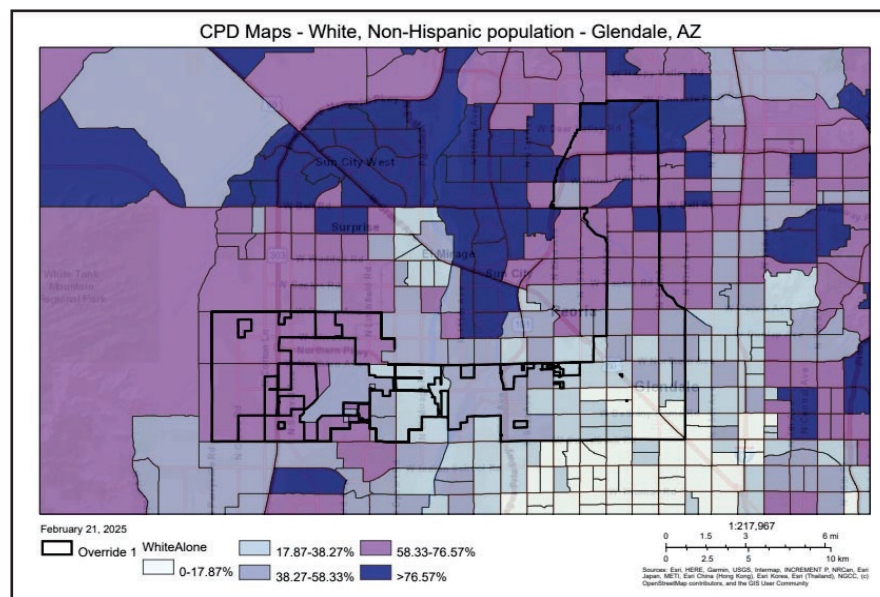
Region	Census Tract
Northeast	• 1042.14
Central	• 926
	• 927.17
	• 927.21
Southwest	• 610.45

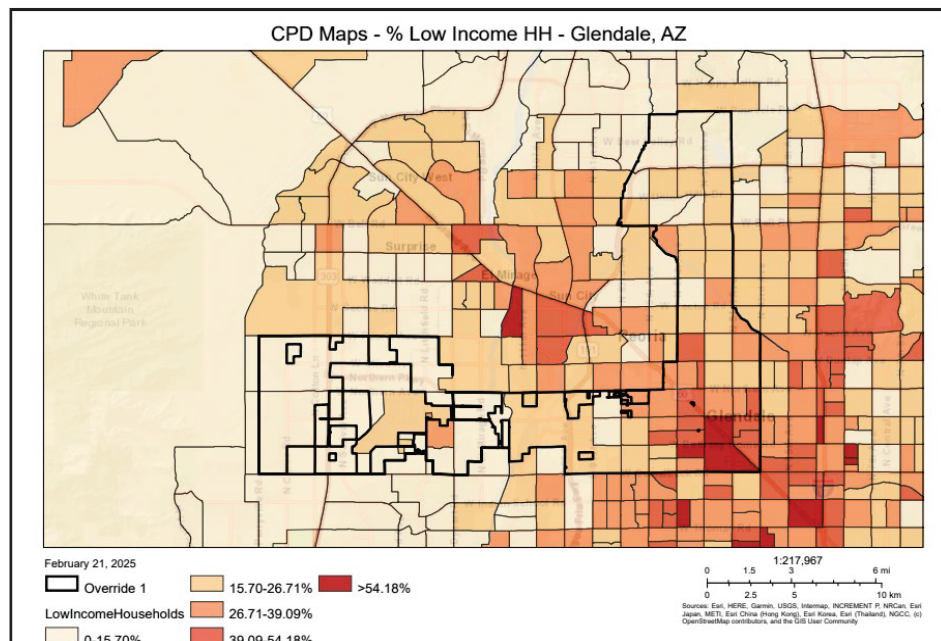
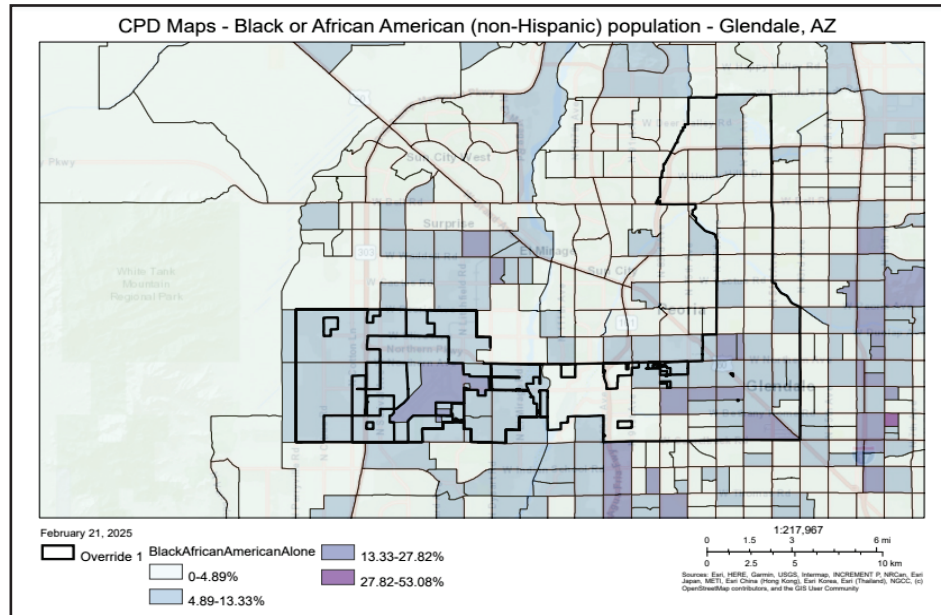




Are there any areas in the jurisdiction where racial or ethnic minorities or low-income families are concentrated? (include a definition of "concentration")

The city defines a concentration of racial or ethnic minorities as areas where the White, Non-Hispanic population is below 58.33%. Based on this definition, racial and ethnic minorities are primarily concentrated in the south-central and southwestern parts of the city, near AZ Loop 101, US 60 Grand Ave, and N 43rd Ave. In these areas, Black or African American residents comprise 13.33%–27.82% of the population, while Persons of Hispanic Origin make up 47.80%–71.50% or more. These regions also align with concentrations of low-income households, defined as areas where more than 39.09% of households have low incomes.





What are the characteristics of the market in these areas/neighborhoods?

The 85301 zip-code in Glendale is characterized by its rich history and community-centric atmosphere. Many homes in this area were constructed between the 1940s and 1960s, and a significant number are still occupied by first- and second-generation owners who have aged in place. Due to financial constraints, some of these home-owners face challenges in maintaining or updating their residences, leading to visible signs of aging in the housing stock.

A notable feature of this area is the Catlin Court Historic District, established in 1914. This district has early to mid-20th-century bungalow and ranch-style houses, many of which have been thoughtfully converted into small retail businesses, creating a unique blend of residential charm and commercial activity.

The area also encompasses Downtown Glendale, which serves as a hub for local small businesses, specialty shops, restaurants, and residences. Key civic facilities, including City Hall and other municipal buildings are situated here along with a mixed-use parking structure that supports both commercial and public needs.

To enhance the vibrancy and functionality of Downtown Glendale, the city has initiated the Downtown Campus Reinvestment Project. This comprehensive renovation effort focuses on updating critical infrastructure such as City Hall and its parking garage, Council Chambers, the E. Lowell Rogers Amphitheater, and the adjacent Murphy Park. The project aims to revitalize these central facilities, ensuring they remain welcoming and efficient spaces for public engagement and community events.

These renovations are anticipated to have a positive impact on the surrounding areas by attracting more visitors, supporting local businesses, and fostering a renewed sense of community. The improvements are expected to stimulate economic growth, enhance the aesthetic appeal of the downtown area, and provide updated amenities that benefit both residents and visitors alike.

Are there any community assets in these areas/neighborhoods?

Many neighborhoods are home to small, family-owned businesses that have been established for generations, creating a strong sense of community and local economic resilience. In the 85301 zip-code, residents benefit from two youth centers and an aquatic center, providing recreational and educational opportunities that contribute to community engagement and overall. Additionally, the area features over a dozen districts and buildings listed on the National Register of Historic Places, highlighting its rich architectural, cultural, and economic history. The city's Preservation Plan ensures that these historic assets continue to be protected, allowing future generations to enjoy and appreciate Glendale's social, cultural, economic, and architectural heritage.

To improve connectivity and transportation, the area is served by the Glendale Urban Shuttle (GUS), which provides residents with an affordable transit option to navigate key destinations within the city. Additionally, as part of Glendale's 100+ mile Bikeways and Bicycle Program, several streets in the area

are equipped with bike lanes, enhancing alternative transportation options and promoting a more pedestrian-friendly urban environment.

A key enhancement to the area's economic vitality and streetscape appeal is the Café Lighting Project on Glendale Avenue. This project introduced decorative overhead lighting that enhances pedestrian safety, nighttime visibility, and the aesthetic appeal of Glendale's historic downtown corridor. By improving walkability and ambiance, the lighting project supports local businesses, encourages community events, and attracts visitors to the area, reinforcing Glendale's identity as a vibrant, welcoming destination for both residents and tourists.

Collectively, these characteristics make the area a unique blend of historic charm, community-driven commerce, and modern infrastructure improvements, ensuring that it remains an attractive place to live, work, and visit while supporting economic growth and cultural preservation.

Are there other strategic opportunities in any of these areas?

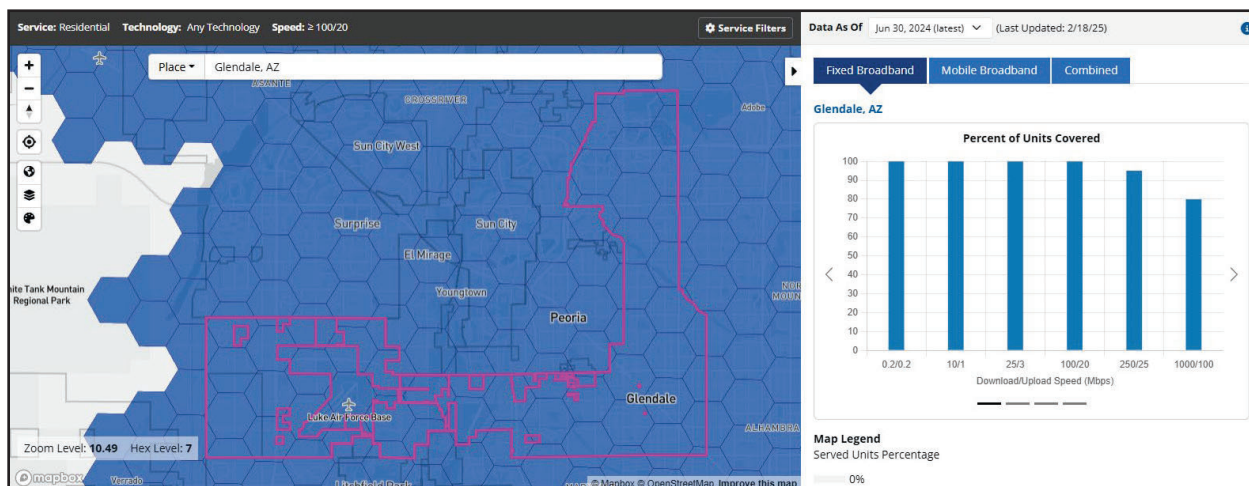
The Glendale Centerline area, encompassing approximately three-square miles bounded by Maryland Avenue to Orangewood Avenue and 43rd to 67th Avenue, is a focal point for growth under the Envision Glendale 2040 Plan. This strategic plan aims to revitalize the downtown area by introducing additional civic and cultural venues, expanding retail and office spaces, enhancing transportation infrastructure, increasing hospitality activities, and promoting distinctive architecture that reflects Glendale's historical heritage. The Centerline Zoning Overlay also provides opportunities for higher density and administrative accommodations that facilitate high-quality development.

A significant development within this area is the Centerline on Glendale project, located at 6775 N. 67th Avenue. This multimillion-dollar initiative, developed by Gorman & Co., will add 368 mixed-income housing units, serving residents earning up to 80% of the area median income. The development includes one-, two-, and three-bedroom units, with rents ranging from \$497 to \$1,837 per month. Amenities feature on-site supportive services, a splash pad, dog park, business incubation space, fitness and recreation center, a 13-acre walking path, and electric vehicle charging stations. Additionally, an on-site commercial kitchen operated by Local First Arizona will support entrepreneurs running small food-based businesses in the West Valley.

Furthermore, the Envision Glendale 2040 Plan identifies Grand Avenue, a diagonal thoroughfare intersecting the 85301-zip code alongside active train tracks, as an area with untapped potential. Given its heavy utilization, strategic improvements along Grand Avenue could enhance connectivity, attract businesses, and further stimulate economic development in the surrounding neighborhoods.

MA-60 Broadband Needs of Housing occupied by Low- and Moderate-Income Households - 91.210(a)(4), 91.310(a)(2)

According to the FCC, 100% of Glendale residents have connection to Broadband Internet, with download speeds ranging from 20-100 Mbps. For higher speeds ranging above 250 Mbps, there is about 95% availability city-wide; and for speeds above 1,000 Mbps it is 80% ([FCC, National Broadband Map](#)). According to a CNET article, “Around 94% of Glendale households have access to a wired or fixed wireless internet connection,” ([Anders, 2025](#)). Glendale’s average download speed is 218Mbps, which is 69th fastest compared to other major US cities ([Speedtest.net, Speedtest Global Index](#)).



Describe the need for broadband wiring and connections for households, including low- and moderate-income households and neighborhoods.

While fixed broadband internet is readily available in Glendale, with 100% of residents having access to speeds ranging from 20 to 100 Mbps, access to fiber-optic internet remains limited, reaching only 9% of households. This limitation seems to impact LMI households, as they often have fewer service provider options and may be restricted to lower-speed DSL or cable connections, which can be less reliable and more expensive over time.

Fiber availability is highest south of W. Northern Avenue along N. Dysart Road, but many LMI neighborhoods still lack access to affordable, high-speed fiber connections, which are essential for remote work, online education, telehealth, and job searching ([Anders, 2025](#)). The need for expanded broadband wiring in underserved areas is critical to ensuring equitable access to high-speed internet, allowing all Glendale residents to fully participate in the digital economy.

Investments in fiber infrastructure and other broadband initiatives could help bridge this gap, ensuring that LMI households and neighborhoods can have high-quality, cost-effective internet to support economic mobility, education, and overall quality of life.

Describe the need for increased competition by having more than one broadband Internet service provider serve the jurisdiction.

Although 10 leading providers offer fixed broadband services, many LMI neighborhoods are served by only one or two dominant ISPs, limiting competition that would otherwise drive affordable pricing, improved service quality, and higher speeds. Expanding fiber-optic infrastructure in these areas could reduce disparities in internet access, ensuring that more households have reliable and high-speed connections necessary for remote work, online education, telehealth services, and job searching—all of which are critical for economic mobility.

In the mobile broadband market, competition is stronger, with AT&T, Verizon, T-Mobile, and Dish Network providing widespread coverage. However, for LMI households, cost remains a major barrier to high-speed internet, particularly after the expiration of the Affordable Connectivity Program (ACP) in 2024, which previously provided subsidies for low-income families. Increasing competition among ISPs in Glendale, particularly in underserved neighborhoods, would help lower costs and improve service reliability, ensuring that LMI residents can fully participate in the digital economy.

MA-65 Hazard Mitigation - 91.210(a)(5), 91.310(a)(3)

Describe the jurisdiction's increased natural hazard risks associated with climate change.

Glendale is included within the [Maricopa County Multi-Jurisdictional Hazard Mitigation Plan](#), which was officially adopted on February 9, 2022 and the Federal Emergency Management Agency (FEMA) found the Plan to be in conformance with Title 44 Code of Federal Regulations Part 201.6 Local Mitigation Plans. FEMA's approval of the Plan is for a period of 5 years, with an effective date of May 11, 2022. The jurisdiction's natural hazard risks associated with climate change are as follows: flooding, dam failure, drought, heat & wildfire, groundwater depletion & land instability, severe weather risks. ([Maricopa County, Multi-Jurisdictional Hazard Mitigation Plan](#), 5.3 Hazard Risk Profiles, pp. 192-285)

Describe the vulnerability to these risks of housing occupied by low- and moderate-income households based on an analysis of data, findings, and methods.

Housing occupied by low-moderate income persons are more likely to be affected by natural disasters and hazards due to the increased environmental, social and financial challenges experienced by these households. Generally, people of low incomes and less education are less prepared for disaster ([SAMHSA](#), 2017). They are also more likely to be at risk of damage or destruction to their homes due to living in houses that are lower quality in construction, are older homes or are mobile homes; which contrasts with communities living in newly-constructed units and better environments which serve as protective factors against risk ([SAMHSA](#), 2017; [Chen et al., 2021](#)). Vulnerability of low-income households persist across all types of natural disasters, including those that affect Arizonans. The impacts of rising temperatures and extreme weather are worsened by the built environment of low-income neighborhoods (i.e., largely concrete landscapes) that contribute to the urban heat island effect; and by limited availability of services such as healthcare ([Tidal Basin](#), 2024). In a long-term study conducted in California from 2009-2019 found that hospitalizations for cardiorespiratory issues increased by 7% on days of extreme heat and toxic air from wildfires in zip codes where people were likelier to be poor ([Pineda](#), 2024). Finally, when low-income households are impacted by disaster, it can lead to significant economic consequences such as job loss and long-term financial hardship due to lags in recovery aid, which can take "...over two years to become available to eligible households," ([Martin et al.](#), 2023).

Strategic Plan

SP-05 Overview

Strategic Plan Overview

This Strategic Plan Overview highlights the elements of our Plan to provide decent, safe and affordable housing; shelter and services for homeless individuals and families; public services for vulnerable populations; and a suitable living environment and expanding economic opportunities principally for low- and moderate-income persons.

Geographic Priorities

The city in general does not allocate CDBG, ESG, and HOME funding by geographic priorities. The city provides services such as housing rehabilitation, new construction of homeownership units, public services, and homeless prevention on the basis of income eligibility. The city has identified several low- to moderate-income target areas where 51% or more of the population includes households with incomes below 80% of area median income, where public facilities and infrastructure improvement activities may be located. However, the city recognizes that LMI households exist across the city, and does not target its direct benefit activities (i.e. residential rehabilitation) to any particular area.

Priority Needs

The city identified housing and community development needs through the public participation and community input process, including 772 surveys; 7 public meetings and hearings, including the input of the City Council and the Community Development Advisory Committee; and 10 key stakeholder interviews. Additionally, other government planning documents; the city's competitive grant application process; and historical funding allocations helped determine the most urgent community priorities. The top priorities identified were affordable housing, housing and services for homeless people and those at-risk of homelessness; services for vulnerable groups, and complying with fair housing initiatives.

Anticipated Resources: The City of Glendale anticipates receiving the following FY 2025- 26 allocations: \$2,351,551.00 in CDBG funds and \$206,952 in ESG funds. The Maricopa County HOME Consortium is expected to allocate \$655,225 in HOME funding for FY2025-2026. Assuming the same allocation levels for the following four years of this period, the anticipated funding for those four years would be \$9,406,204 in CDBG funds; \$827,808 in ESG funds; and \$2,620,900 in HOME funds, although these levels are subject to change based on actual Federal appropriations. Additionally, it is estimated that the CDBG and HOME programs will provide up to \$50,000 in Program Income for each of the next five years.

Institutional Delivery Structure: Glendale's Finance and Compliance Division will serve as the entity responsible for managing the CDBG and ESG grants and HOME funding. One of the strengths of the Division is its close working relationships with other agencies under the Community Services Department umbrella under which it serves. including the city's Public Housing Authority, Library,

Community Programs and Community Action Programs. Additionally, the city serves on MAG's ESG committee and has participated in MAG's CoC grant rank and review in 2024.

The city and its public and private partners offer a rich variety of services within the community, particularly among homeless prevention services and public supportive services. The gaps in the city's institutional delivery system relate to a shortage of funding relative to community need, as well as an opportunity to strengthen partnerships among agencies serving low- and moderate-income people, including homeless people. The shortage of funding negatively affects city agencies as well as nonprofits serving these populations.

Based on the needs and priorities determined through the community survey and needs assessment, analysis of relevant data and consideration of available funding; the city, per the direction of the CDAC and City Council, has identified for the city following Strategic Goals:

1. Increase Access to Decent Affordable Housing
2. Increased Access to Homeless Services
3. Increase Access to Public Services for Vulnerable Populations
4. Advance Fair Housing Initiatives

SP-10 Geographic Priorities - 91.415, 91.215(a)(1)

Geographic Area

Table 13 - Geographic Priority Areas

1	Area Name:	CDBG Target Areas -85301 and 85302
	Area Type:	Local Target area
	Other Target Area Description:	
	HUD Approval Date:	
	% of Low/ Mod:	67%
	Revital Type:	Comprehensive
	Other Revital Description:	
	Identify the neighborhood boundaries for this target area.	85301 is located in the city's southeast corner and is generally bounded by Northern Ave. on the north, Camelback Rd. on the south, 43rd Ave. on the east and 67th Ave. on the west. 85302 is located to the north of 85301 and is generally bounded by Peoria Ave. on the north, Northern Ave. on the south.
	Include specific housing and commercial characteristics of this target area.	
	How did your consultation and citizen participation process help you to identify this neighborhood as a target area?	The process provided direct input from residents, community organizations, and stakeholders, highlighting the areas housing challenges, infrastructure needs, and economic disparities.
	Identify the needs in this target area.	
	What are the opportunities for improvement in this target area?	
2	Area Name:	Citywide
	Area Type:	Local Target area
	Other Target Area Description:	
	HUD Approval Date:	
	% of Low/ Mod:	
	Revital Type:	Comprehensive
	Are there barriers to improvement in this target area?	

Other Revital Description:	
Identify the neighborhood boundaries for this target area.	
Include specific housing and commercial characteristics of this target area.	
How did your consultation and citizen participation process help you to identify this neighborhood as a target area?	The process provided direct input from residents, community organizations, and stakeholders, highlighting the areas housing challenges, infrastructure needs, and economic disparities.
Identify the needs in this target area.	
What are the opportunities for improvement in this target area?	
Are there barriers to improvement in this target area?	

General Allocation Priorities

Describe the basis for allocating investments geographically within the state

The City of Glendale has identified LMI target areas where more than 51% of households earn at or below 80% of the Area Median Income (AMI), as determined and adjusted annually by HUD. However, rather than limiting assistance to these designated areas, the city primarily allocates resources based on the income of beneficiaries.

Census tracts with a higher concentration of LMI households include 924, 925, 926, 926.01, 926.02, 926.05, 927.15, 927.17, 927.18, 928, 930.01, and 930.02. In accordance with CDBG, ESG, and HOME program regulations, funding is directed citywide to support public service activities, affordable housing, and emergency home repair programs. As a result, CDBG and ESG public service funds are distributed throughout Glendale, ensuring assistance reaches residents based on need rather than geographic location.

SP-25 Priority Needs - 91.415, 91.215(a)(2)

Priority Needs

Priority Need Name:	Affordable Housing
Priority Level:	High
Population	• LMI individuals and families • Homeless individuals • Individuals • Families with Children • Children • Children aging out of foster care • Seniors • Veterans • Survivors of domestic violence • People with disabilities • People with alcohol or drug addiction • People with mental illness • People with HIV/AIDS • Public Housing Residents
Geographic Areas Affected	Citywide
Associated Goals	• Increase Access to Affordable Housing • CDBG and ESG Program Administration
Description	Glendale will promote and increase the availability of affordable quality housing throughout the city through a variety of activities that may include; construction, rehabilitation and replacement of owner and renter housing, homeownership assistance, and/or rental assistance that helps low- and moderate-income families obtain or maintain housing.
Basis for Relative Priority	Surveys, interviews, and public meeting feedback addressed five priority needs, including Affordable Housing. The city's median household income is \$70,600. Per ACS data, more than 45% of renters allocate at least one-third of their income to housing costs, while 25% spend more than half, making them cost-burdened households. The median gross rent in the city is \$1,397 while the median home sales price as of June 2024 was \$446,730. The shortage of affordable housing for low- and moderate-income households is particularly acute in the 85301 and 85302 zip codes.

Priority Need Name:	Housing and Services for Homeless/At-Risk
Priority Level:	High
Population	• LMI individuals and families • Homeless individuals • Individuals • Families with Children • Children • Children aging out of foster care • Seniors • Veterans • Survivors of domestic violence • People with disabilities • People with alcohol or drug addiction • People with mental illness • People with HIV/AIDS
Geographic Areas Affected	Citywide
Associated Goals	Increase Access to Homeless Services CDBG and ESG Program Administration
Description	Recognizing that an individual or family's homelessness may be chronic, episodic, or situational in nature, the City of Glendale has developed a strategic approach to support the specific needs of the homeless population through the Glendale Homeless Solutions Alliance. Working with the Maricopa Association of Governments Continuum of Care programs and local and County nonprofits, the City of Glendale seeks to provide housing and human service assistance and referrals to homeless people and those at-risk of homelessness
Basis for Relative Priority	Homelessness trends continue to show signs of an increase. After reaching its highest peak of 406 in 2022, unsheltered homelessness reports reflected in the PIT Count dropped to 170 in 2023, similar to pre-pandemic levels. However, in 2024 homelessness increased once again by 24% to 211 individuals. Glendale ONE service requests related to homelessness, such as encampment reports or self-referrals for help, similarly spiked in 2022 (483 reports) and have somewhat decreased from 283 reports to 231 as of October 2024. The location and concentration of homeless individuals has remained largely consistent over time, with the majority of unsheltered persons residing in zip codes 85301 and 85302.

Priority Need Name:	Increase Access to Public Services for Vulnerable Populations
Priority Level:	High
Population	• Homeless individuals • Families with Children • Children • Children aging out of foster care • Seniors • Veterans • Survivors of domestic violence • People with disabilities • People with alcohol or drug addiction • People with mental illness • People with HIV/AIDS
Geographic Areas Affected	Citywide CDBG Target Areas –85301 and 85302
Associated Goals	Increase Access to Public Services for Vulnerable Populations CDBG and ESG Program Administration
Description	Through the funding of nonprofit agencies with Public Service funds, the City will provide additional services to support low- and moderate-income people, particularly food assistance and senior and youth services. Other vulnerable groups may include those with disabilities, survivors of domestic violence, children in or aged out of foster care, those suffering from addiction or mental health diseases and possibly others
Basis for Relative Priority	Glendale residents and stakeholders identified heat relief during summer months as the most urgent need, followed by transportation, healthcare, and childcare services. Fair housing initiatives, food and clothing assistance, and financial literacy programs also received strong community support. These priorities emerged from the Glendale Resident Community Survey, stakeholder interviews, and public meetings, reinforcing the need for continued investment in public services.

Priority Need Name:	Fair Housing
Priority Level:	High

Population	• Homeless individuals • Families with Children • Children • Children aging out of foster care • Seniors • Veterans • Survivors of domestic violence • People with disabilities • People with alcohol or drug addiction • People with mental illness • People with HIV/AIDS
Geographic Areas Affected	Citywide
Associated Goals	Increase Access to Affordable Housing Advance Fair Housing Initiatives CDBG and ESG Program Administration
Description	The City recognizes the importance of complying with all regulations of the Fair Housing act and providing support for all Glendale residents, which is a high priority for the city.
Basis for Relative Priority	Compliance with federal regulations for fair housing is an important foundation for supporting all residents of Glendale. Per <i>42 U.S.C. §§ 3601-19, the Fair Housing Act</i> , all Federal programs relating to housing and urban development be administered in a manner that complies with the Fair Housing Act.

Table 14 – Priority Needs Summary

Narrative (Optional)

The City of Glendale’s comprehensive public citizen participation process, research, and analysis identified four key priorities for the community that are the basis of the city’s 2025-29 Consolidated Plan goals. With a strong network of governmental and nonprofit partners, the city is committed to addressing these needs while maximizing available resources. Through these efforts, Glendale aims to create meaningful changes and enhance the quality of life for all residents.

SP-35 Anticipated Resources - 91.420(b), 91.215(a)(4), 91.220(c)(1,2)

Introduction

In all, the city has received \$2,351,551 in CDBG funding; \$217,342 in ESG funding; and \$655,225 in HOME funding.

Anticipated Resources

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Remainder of ConPlan: \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
CDBG	Public-Federal	Acquisition Admin and Planning Economic Development Housing Public Improvements Public Services	2,351,551	50,000	0	2,401,551	9,606,204	Estimates assume first-year funding remains constant for all four subsequent years.
ESG	Public-Federal	Conversion and rehab for transitional housing Financial Assistance Overnight shelter Rapid Re-housing Rental Assistance Services Transitional housing Outreach Eviction Prevention	206,952	0	0	206,952	827,808	Estimates assume first-year funding remains constant for all four subsequent years.

HOME	Public-Federal	Affordable Housing – acquisition; construction and/or rehabilitation of affordable renter or owner-occupied single or multifamily housing; Tenant Based Rental Assistance; First Time Homebuyer Assistance	655,225	50,000	0	705,225	2,820,900	Estimates assume first-year funding remains constant for all four subsequent years.
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Table 15 – Anticipated Resources

Explain how federal funds will leverage those additional resources (private, state and local funds), including a description of how matching requirements will be satisfied

Over the five-year Consolidated Plan period, the City of Glendale will continue to fund local nonprofits that leverage additional financial resources to expand services for residents. This approach has proven effective, with funded nonprofits leveraging significant investments that maximize community impact. Additionally, the city and its subrecipients will provide the required matching funds for HOME and ESG programs, ensuring that federal investments are amplified to support affordable housing, homelessness prevention, and essential community services. By strategically leveraging these resources, Glendale will enhance long-term sustainability and maximize the impact of its HUD programs.

If appropriate, describe publicly owned land or property located within the state that may be used to address the needs identified in the plan

Undeveloped city-owned land is scarce, but the city will consider the potential use of publicly owned land in the future.

Discussion

The city will utilize \$9,606,204 in CDBG funding; \$827,808 in ESG funding; and \$2,820,900 in HOME funding and program income, over the next five years.

SP-40 Institutional Delivery Structure - 91.415, 91.215(k)

Explain the institutional structure through which the jurisdiction will carry out its consolidated plan including private industry, non-profit organizations, and public institutions.

Responsible Entity	Responsible Entity Type	Role	Geographic Area Served
Community Action Program	Government	Homelessness Ownership Rental Assistance	Jurisdiction
City of Glendale Housing Authority	Government	Homelessness Public Housing	Jurisdiction
City of Glendale Finance and Compliance Division	Government	Planning Neighborhood Improvements Grant Administration Grant Finance and Accounting	Jurisdiction
City of Glendale Community Programs	Government	Neighborhood Improvements Rehabilitation Emergency Repair	Jurisdiction
City of Glendale Homeless Solutions Alliance	Government	Homelessness	Jurisdiction
City of Glendale Public Services	Government	Public Services Non-homeless special needs	Jurisdiction
Phoenix Rescue Mission	Nonprofit	Homelessness - Street Outreach	Maricopa County
A New Leaf	Nonprofit	Homelessness – Tenant Based Rental Assistance	Maricopa County

Table 15 - Institutional Delivery Structure

Assessment of Strengths and Gaps in the Institutional Delivery System

The City of Glendale’s Finance and Compliance Division is responsible for managing CDBG, ESG, and HOME funding, ensuring compliance and effective program implementation. A key strength of the Division is its strong collaboration with internal city departments and external partners, creating a coordinated and efficient service delivery system for residents. Recognizing the overlap in client needs,

the Division works closely with the city's Public Housing Authority, Community Programming, Library, and Community Action Programs to ensure residents are referred to appropriate services.

The city also maintains strong partnerships with nonprofit organizations to expand service capacity and effectively allocate resources. These partnerships allow for the rapid deployment of funds to meet critical needs such as Homeless Prevention, Rapid Rehousing, and Supportive Services. Additionally, Glendale plays an active role in regional collaboration, serving on Maricopa Association of Government's ESG Committee to align strategies with other municipalities and strengthen efforts to address homelessness.

While Glendale and its partners offer a wide range of services, the City continues to face gaps in funding relative to community needs, impacting both City agencies and nonprofits serving low- and moderate-income residents. Additionally, there remains an opportunity to further strengthen partnerships and coordination among agencies to enhance service delivery. Addressing these challenges will require leveraging additional resources, expanding partnerships, and continuing to align local and regional strategies to maximize impact.

Availability of services targeted to homeless persons and persons with HIV and mainstream services

Homelessness Prevention Services	Available in the Community	Targeted to Homeless	Targeted to People with HIV
Homelessness Prevention Services			
Counseling/Advocacy	X	X	X
Legal Assistance	X	X	
Mortgage Assistance	X	X	
Rental Assistance	X	X	
Utilities Assistance	X	X	
Street Outreach Services			
Law Enforcement	X	X	
Mobile Clinics		X	X
Other Street Outreach Services	X	X	
Supportive Services			
Alcohol & Drug Abuse	X	X	
Child Care	X		
Education	X	X	
Employment and Employment Training	X	X	X
Healthcare	X	X	X
HIV/AIDS	X	X	X
Life Skills	X	X	X
Mental Health Counseling	X	X	
Transportation	X	X	
Other			
Other	X	X	X

Table 16 - Homeless Prevention Services Summary

Describe how the service delivery system including, but not limited to, the services listed above meet the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth)

The City of Glendale employs a coordinated service delivery system to support homeless individuals and families, including those who are chronically homeless, families with children, veterans, and survivors of domestic violence. Through ESG, HOME, and leveraged funding sources, the city collaborates with nonprofits, regional partners, and service providers to ensure connections to housing assistance, supportive services, and long-term stability resources.

ESG funds support Rapid Rehousing (RRH) and Homeless Prevention (HP) programs, providing rental assistance, case management, and shelter operations for at-risk populations. The Tenant-Based Rental Assistance (TBRA) program, funded through HOME, offers up to 24 months of rental support in partnership with A New Leaf, helping individuals transition to permanent housing. Glendale has also prioritized veterans by investing in the Veterans Community Project and providing city-owned land at a reduced sales price to expand affordable transitional housing options for homeless veterans.

The city maintains active participation in the Maricopa Regional Continuum of Care (CoC) and its Pathways Home Initiative, ensuring alignment with countywide homelessness strategies and partnerships with shelters and housing providers.

Describe the strengths and gaps of the service delivery system for special needs population and persons experiencing homelessness, including, but not limited to, the services listed above

The City of Glendale's service delivery system for special needs populations and individuals experiencing homelessness is strengthened by collaborative partnerships, targeted funding allocations, and a coordinated regional approach. The city works closely with local nonprofits, housing providers, and the Maricopa Regional Continuum of Care (CoC) to expand services, including Rapid Rehousing (RRH), Tenant-Based Rental Assistance (TBRA), and emergency shelter programs. Investments such as the Veterans Community Project and LIHTC developments further enhance affordable housing opportunities for vulnerable populations

However, gaps remain due to high demand and limited funding, particularly in permanent supportive housing and specialized services for individuals with disabilities, HIV/AIDS, and the chronically homeless. Expanding affordable housing options, supportive services, and regional collaboration will be critical to addressing these service gaps and enhancing long-term stability for Glendale's most vulnerable residents.

Provide a summary of the strategy for overcoming gaps in the institutional structure and service delivery system for carrying out a strategy to address priority needs

The City of Glendale recognizes that a coordinated local and regional response enhances support for homeless and low-income populations. To maximize impact, the Finance and Compliance Division will explore opportunities to strengthen partnerships across city departments, particularly within

Community Services, as well as with nonprofit organizations, public entities, and regional agencies at the city, County, and State levels.

The city may also identify ways to support training efforts for staff and service providers in areas such as affordable housing, fair housing, economic development, and community development to improve service delivery. Additionally, Glendale will continue to engage with regional collaborations, including the Maricopa Regional Continuum of Care (CoC), to align strategies and resources that address homelessness and housing needs

SP-45 Goals - 91.415, 91.215(a)(4) Goals Summary Information

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Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Increase Access to Affordable Housing	2025	2029	Affordable Housing Public Housing	Citywide CDBG Target Areas -85301 and 85302	Affordable Housing Fair Housing	CDBG: \$2,351,551	Homeowner Housing Added: 10 Household Housing Unit Homeowner/ Rental Housing Rehabilitated: 100 Household Housing Unit Tenant-based rental assistance / Rapid Rehousing: 75 Households Assisted
2	Increase Access to Homeless Services	2025	2029	Homeless	Citywide CDBG Target Areas -85301 and 85302	Housing & Services for Homeless/At-Risk People	CDBG: \$920,348 ESG: \$178,280	Homeless Persons Overnight Shelter: 100 Persons Assisted Homelessness Prevention: 100 Persons Assisted
3	Increase Access to Public Services for Vulnerable Populations	2025	2029	Non-Homeless Special Needs	Citywide	Services & Facilities for Vulnerable Groups	CDBG: \$538,374	Public service activities other than Low/Moderate Income Housing Benefit: 1560 Persons Assisted
4	Advance Fair Housing Initiatives	2025	2029	Fair Housing	Citywide	Fair Housing	CDBG: \$5,000	Public service activities other than Low/Moderate Income Housing Benefit: 150 Persons Assisted

5	CDBG and ESG Program Administration	2025	2029	Program Administration	Citywide	Affordable Housing Housing & Services for Homeless/At- Risk People Services & Facilities for Vulnerable Groups Employment, Job Training, Financial Literacy Improved Neighborhood Facilities Fair Housing	CDBG: \$495,469 ESG: \$16,300	Other: 1000 Other
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Table 18 – Goals Summary

Goal Descriptions

#	Goal Name	Goal Description
1	Increase Access to Affordable Housing	Glendale will work to promote availability of decent, affordable quality housing throughout the city through a variety of activities that may include: construction, rehabilitation and/or replacement of owner and renter housing, homeownership assistance, or rental assistance that helps low- and moderate-income families obtain or maintain housing. CDBG National Objective(s): BENEFIT TO LMI PERSONS/HOUSEHOLDS; SLUM/BLIGHT
2	Increase Access to Homeless Services	Through its ongoing Strategic Planning process with the MAG Continuum of Care, the city will identify ways to partner with government and nonprofit providers to offer additional emergency shelter, transitional shelter, permanent supportive housing, and necessary services to mitigate crisis situations and promote self-sufficiency to homeless people and those at risk of homelessness. CDBG National Objective(s): BENEFIT TO LMI PERSONS/HOUSEHOLDS
3	Increase Access to Public Services for Vulnerable Populations	Through the funding of nonprofit agencies, the city will provide additional services to support low- and moderate-income people, including food assistance and senior and youth services. CDBG National Objective(s): BENEFIT TO LMI PERSONS/HOUSEHOLDS
4	Advance Fair Housing Initiatives	Per 42 U.S.C. §§ 3601-19, the <i>Fair Housing Act</i>, all Federal programs relating to housing and urban development be administered in a manner that complies with the Fair Housing Act. CDBG National Objective(s): BENEFIT TO LMI PERSONS/HOUSEHOLDS
5	CDBG and ESG Program Administration	Per 24 CRF 570.206(a)(1), the city will fund Program Administrative Costs. ELIGIBLE ACTIVITY: Program Administration Costs; Planning and Capacity-Building

Estimate the number of extremely low-income, low-income, and moderate-income families to whom the jurisdiction will provide affordable housing as defined by HOME 91.315(b)(2)

The City of Glendale estimates that the TBRA program will provide affordable housing to approximately 75 low- to moderate-income households over the five-year Consolidated Plan period, based on available HOME funding and program capacity.

SP-60 Homelessness Strategy - 91.415, 91.215(d)

Describe how the jurisdiction's strategic plan goals contribute to:

Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs.

The city currently operates a street outreach program called Glendale Works, in partnership with the Phoenix Rescue Mission. This program follows a progressive engagement model, initially connecting individuals experiencing homelessness through day labor employment at a minimum wage rate. Participants are connected to work opportunities such as landscaping, community beautification projects, and other public works assignments, allowing them to earn wages while receiving case management services. To encourage sustained engagement, continued work eligibility is contingent upon participation in case management services, which provide support in addressing barriers to housing and employment. This approach incentivizes individuals to remain engaged in services, helping them work toward financial stability and self-sufficiency.

Glendale Works is funded through a hybrid model utilizing both federal and general funds, ensuring the program remains sustainable while maximizing available resources. Through this initiative, the city aims to create meaningful pathways out of homelessness by combining immediate income opportunities with long-term support.

Additionally, the Multiple Repeat Offender Program (MROP) squadron, conducts targeted outreach to homeless individuals with frequent interactions with the justice system. This program provides a structured path toward diversion, offering referrals to substance use treatment, mental health support, and case management services to reduce recidivism and promote long-term stability.

Addressing the emergency and transitional housing needs of homeless persons

The City of Glendale recognizes the critical need for emergency and transitional housing for individuals and families experiencing homelessness. While the city does not currently operate a shelter program due to past challenges with provider compliance, we remain committed to ensuring that those in need have safe and stable housing options.

To support individuals seeking shelter, the city actively coordinates with the Coordinated Entry System and partners with Central Arizona Shelter Services (CASS), which operates family and individual shelters throughout the region. Although CASS does not currently have a shelter location in Glendale, its network of facilities provides vital resources and housing solutions for those experiencing homelessness in our community.

Further, the city has entered into an agreement with the Maricopa County Human Services Department to develop a 50-unit transitional housing project for homeless veterans. This project, which broke ground in February 2025, is anticipated to be completed by 2027, providing a critical housing resource for those who have served our country.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again.

The city is committed to helping individuals and families transition from homelessness to permanent housing and independent living by supporting programs that provide both immediate shelter and long-term stability. Through HOME-ARP funding, the city supports Maggie's Place, which offers case management and shelter for homeless pregnant women, ensuring they receive the resources necessary for a stable future. Additionally, the City funds A New Leaf through CDBG and HOME, providing tenant-based rental assistance to homeless families, children, and victims of domestic violence, helping them secure safe, stable housing.

Recognizing the importance of youth-specific interventions, Glendale also supports case management services through Homeless Youth Connection through HOME-ARP, which helps homeless youth overcome barriers to completing high school and graduating, significantly improving their long-term success and preventing future cycles of homelessness.

The city has entered into an agreement with the Maricopa County Human Services Department and the Veterans Community Project to develop a 50-unit transitional housing project for homeless veterans. This project, which broke ground in February 2025, and is anticipated to be completed by 2027, providing a critical housing resource for those who have served our country.

By wrapping these vulnerable populations in supportive services and long-term housing solutions, the city helps individuals and families heal, accumulate savings, and achieve lasting stability, ultimately improving their long-term outcomes and reducing the likelihood of returning to homelessness.

Help low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families who are likely to become homeless after being discharged from a publicly funded institution or system of care, or who are receiving assistance from public and private agencies that address housing, health, social services, employment, education or youth needs.

The city is dedicated to preventing homelessness among low-income individuals and families, particularly those at imminent risk due to financial instability or discharge from publicly funded institutions. Through the Community Action Program (CAP), the city operates Eviction Prevention and Rapid Rehousing programs, providing direct financial assistance to cover rental arrears and stabilize individuals and families in their existing homes.

To further support housing stability, the city partners with the Department of Economic Security (DES) to administer the Low-Income Home Energy Assistance Program (LIHEAP), helping households afford essential utility costs and prevent service disconnections that could lead to homelessness.

Additionally, CAP offers the THRIVE program, an intensive coaching case management model that creates individualized plans to address housing needs, financial literacy, and long-term goals, such as educational attainment. By providing targeted support and resources, THRIVE helps individuals and families achieve self-sufficiency and reduce the risk of future homelessness.

Through these strategic programs, the city ensures that vulnerable populations receive the financial support, case management, and resources needed to maintain stable housing, avoid homelessness, and build a more secure future.

SP-65 Lead-based Paint Hazards - 91.415, 91.215(i)**Actions to address LBP hazards and increase access to housing without LBP hazards**

The city will mitigate lead-based paint (LBP) hazards through its Eviction Prevention, Rapid Rehousing, and Emergency Home Repair Programs. In accordance with 24 CFR Part 35, lead-based paint must be controlled before the rehabilitation, sale, or lease of housing units. To comply with these regulations, the city conducts the required LBP assessments based on the level of federal funding invested in rehabilitating units built before 1978. Additionally, the city performs Housing Quality Standards (HQS) inspections—which include an inspection of paint in the unit —before placing clients in a rental unit.

How are the actions listed above integrated into housing policies and procedures?

Based on the results of Lead-Based Paint (LBP) Risk Assessments, the city addresses identified hazards using interim controls or abatement practices. All construction activities adhere to Safe Work Practices to prevent contamination. Additionally, if a prospective unit for an Eviction Prevention or Rapid Rehousing program participant fails the LBP inspection, case managers assist the participant in securing housing in a compliant unit and/or complex.

SP-70 Anti-Poverty Strategy - 91.415, 91.215(j)

Jurisdiction Goals, Programs and Policies for reducing the number of Poverty-Level Families

Reducing poverty requires a comprehensive approach that addresses housing affordability, economic opportunities, and workforce development. In addition to expanding availability of safe and affordable housing, the City of Glendale has actively worked to attract new industries and employers, creating hundreds of new jobs and expanding opportunities for residents. These efforts provide a strong foundation for job training programs and workforce development initiatives, helping low-income families secure stable employment and achieve financial independence.

How are the Jurisdiction poverty reducing goals, programs, and policies coordinated with this affordable housing plan

The City of Glendale's poverty-reduction goals are closely aligned with its affordable housing strategies to ensure a comprehensive approach to economic stability and self-sufficiency for low- and moderate-income residents. The city continues to support job training, workforce development, and economic initiatives aimed at increasing household income and reducing dependency on public assistance.

The city's economic development efforts, such as the annexation and development of the Loop 303 corridor, are expected to create hundreds of jobs across various industries over the next decade. These employment opportunities provide a pathway for residents to attain higher wages and long-term financial stability. The City coordinates with local educational institutions, workforce boards, and community-based organizations to ensure residents—especially those in affordable housing—are aware of and connected to job training programs, apprenticeships, and career advancement services.

SP-80 Monitoring - 91.230

Describe the standards and procedures that the jurisdiction will use to monitor activities carried out in furtherance of the plan and will use to ensure long-term compliance with requirements of the programs involved, including minority business outreach and the comprehensive planning requirements.

The city maintains agreements with partner agencies and internal departments that include provisions for monitoring, requiring monthly or quarterly reports on activities, accomplishments, and expenditures. To ensure compliance and accountability, the city conducts on-site or desk reviews before annual funds are fully expended.

A risk-based approach guides the city's monitoring of subrecipients, considering factors such as grant management experience, staff tenure, award size, and other key indicators of organizational capacity. Additionally, the city provides technical assistance, as needed, to help agencies maintain compliance with relevant, federal funding requirements.

Subrecipient monitoring evaluates various aspects of program operations, including but not limited to: Financial management systems, adherence to Fair Housing, Equal Employment Opportunity (EEO), and nondiscrimination policies, procurement standards (including minority business outreach), beneficiary eligibility, and general compliance with contractual obligations.

The city is currently implementing a web-hosted technology upgrade that will consolidate planning, service delivery, financial management, reporting, and records retention for all HUD CPD programs as well as other non-federal programs operated by the Community Services Department. Once fully implemented, this system will significantly streamline these processes and save considerable administrative time.

The city's comprehensive planning process is self-monitored and aligns with our Citizen Participation Plan and the requirements of 24 CFR 91. This includes conducting the necessary public hearings, maintaining appropriate comment periods, and implementing strategies to maximize engagement from a variety of stakeholders, including low- and moderate-income residents, business owners, nonprofit partners, elected officials, and others.

Expected Resources

AP-15 Expected Resources - 91.420(b), 91.220(c)(1,2)

Introduction

In all, the city has received \$2,351,551 in CDBG funding; \$217,342 in ESG funding; and \$655,225 in HOME funding.

Anticipated Resources

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1			Expected Amount Available Remainder of ConPlan: \$		Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
CDBG	Public-Federal	Acquisition Admin and Planning Economic Development Housing Public Improvements Public Services	2,351,551	50,000	0	2,401,551	9,606,204	Estimates assume first-year funding remains constant for all four subsequent years.
ESG	Public-Federal	Conversion and rehab for transitional housing Financial Assistance Overnight shelter Rapid Rehousing Rental Assistance Services Transitional housing Outreach Eviction Prevention	206,952	0	0	206,952	827,808	Estimates assume first-year funding remains constant for all four subsequent years.

HOME	Public-Federal	Affordable Housing – acquisition; construction and/or rehabilitation of affordable renter or owner-occupied single or multifamily housing; Tenant Based Rental Assistance; First Time Homebuyer Assistance	655,225	50,000	0	705,225	2,820,900	Estimates assume first-year funding remains constant for all four subsequent years.
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Table 19 – Expected Resources – Priority Table

Explain how federal funds will leverage those additional resources (private, state and local funds), including a description of how matching requirements will be satisfied

The City of Glendale's service delivery strategy prioritizes funding for local nonprofits that leverage additional resources to maximize services for residents. The City and its subrecipients provide matching HOME and ESG funding, ensuring that federal dollars are used strategically to attract local, state, and federal financial resources that enhance the impact of Glendale's HUD programs. HUD encourages funding recipients to demonstrate leveraged financial commitments, as combining multiple funding sources increases project efficiency, expands project scopes, and enhances overall effectiveness.

In FY 2025-26, the City of Glendale will allocate HOME funds from the Maricopa HOME Consortium to continue the Tenant-Based Rental Assistance Program operated by A New Leaf. The 25% required HOME match for FY 2025-26 will be covered by prior-year HOME match carryover. Additionally, some planning and administrative costs related to managing federal grants, such as staffing and training expenses, will be funded through the city's General Fund.

The city will allocate its full FY 2025-26 ESG allocation to support and sustain the Homelessness Prevention and Rapid Rehousing efforts, with an equal non-federal funding match to further strengthen the city's response to homelessness.

If appropriate, describe publicly owned land or property located within the jurisdiction that may be used to address the needs identified in the plan.

The City of Glendale does not hold fee-simple title to very much developable land, however it has invested significantly in expanding affordable housing opportunities, particularly for veterans. The city has partnered with the Veterans Community Project, selling a parcel of land at a reduced rate to support the development of affordable housing for veterans. Additionally, Glendale continues to invest in Low-Income Housing Tax Credit (LIHTC) projects, which not only expands affordable housing but leverages external funding sources that benefit the city. LIHTC developments attract a variety of other investments, helping Glendale maximize its affordable housing resources and drive long-term community growth. Since 2020, LIHTC-awarded projects located in the city have contributed over \$500 Million in private investment in the development of nearly 1,400 new affordable units.

Discussion

By strategically leveraging multiple funding sources, Glendale ensures that federal resources generate the greatest possible impact, enhancing housing stability, preventing homelessness, and improving the quality of life for its residents.

Over the next five years, the City of Glendale will continue to strategically leverage federal funds alongside state, local, and private sources to maximize the impact of its housing, homelessness, and community development initiatives. By combining CDBG, HOME, and ESG funding with additional investment sources, the city aims to expand affordable housing, enhance homelessness prevention efforts, and support critical community services. This approach ensures that every dollar is used

efficiently, creating sustainable, long-term benefits for Glendale residents and strengthening the city's ability to address evolving community needs.

Annual Goals and Objectives

AP-20 Annual Goals and Objectives - 91.420, 91.220(c)(3)&(e)

Goals Summary Information Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Increase Access to Affordable Housing	2025	2029	Affordable Housing Public Housing	Citywide CDBG Target Areas - 85301 and 85302	Affordable Housing Fair Housing	CDBG: \$2,351,551	Homeowner Housing Added: 10 Households Homeowner/ Rental Housing Rehabilitated: 100 Households Tenant-based rental assistance / Rapid Rehousing: 75 Households Assisted
2	Increase Access to Homeless Services	2025	2029	Homeless	Citywide	Housing & Services for Homeless/At- Risk People	CDBG: \$920,348 ESG: \$178,280	Homeless Persons Overnight Shelter: 100 Persons Assisted Homelessness Prevention: 100 Persons Assisted
3	Increase Access to Public Services for Vulnerable Populations	2025	2029	Non-Homeless Special Needs	Citywide	Services & Facilities for Vulnerable Groups	CDBG: \$538,374	Public service activities other than Low/Moderate Income Housing Benefit: 1560 Persons Assisted
4	Advance Fair Housing Initiatives	2025	2029	Fair Housing	Citywide	Fair Housing	CDBG: \$5,000	Public service activities other than Low/Moderate Income Housing Benefit: 150 Persons Assisted

5	CDBG and ESG Program Administration	2025	2029	Program Administration	Citywide	Affordable Housing Housing & Services for Homeless/At- Risk People Services & Facilities for Vulnerable Groups Employment, Job Training, Financial Literacy Improved Neighborhood Facilities Fair Housing	CDBG: \$495,469 ESG: \$16,300	Other: 1000 Other
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Table 20 – Goals Summary

Goal Descriptions

	Goal Name	Goal Description
1	Increase Access to Affordable Housing	Glendale will work to promote availability of decent, affordable quality housing throughout the city through a variety of activities that may include: construction, rehabilitation and/or replacement of owner and renter housing, homeownership assistance, or rental assistance that helps low- and moderate-income families obtain or maintain housing. <u>CDBG National Objective(s)</u>: BENEFIT TO LMI PERSONS/HOUSEHOLDS; SLUM/BLIGHT
2	Increase Access to Homeless Services	Through its ongoing Strategic Planning process with the MAG Continuum of Care, the city will identify ways to partner with government and nonprofit providers to offer additional emergency shelter, transitional shelter, permanent and supportive housing, and necessary services to mitigate crisis situations and promote self-sufficiency to homeless people and those at risk of homelessness. <u>CDBG National Objective(s)</u>: BENEFIT TO LMI PERSONS/HOUSEHOLDS
3	Increase Access to Public Services for Vulnerable Populations	Through our funding of nonprofit agencies, the city will provide additional services to support low- and moderate-income people, including food assistance and senior and youth services. <u>CDBG National Objective(s)</u>: BENEFIT TO LMI PERSONS/HOUSEHOLDS
4	Advance Fair Housing Initiatives	Per 42 U.S.C. §§ 3601-19, <i>the Fair Housing Act</i>, all Federal programs relating to housing and urban development be administered in a manner that adhere to the statutory requirements of the Fair Housing Act. <u>CDBG National Objective(s)</u>: BENEFIT TO LMI PERSONS/HOUSEHOLDS
5	CDBG and ESG Program Administration	Per 24 CFR 570.206(a)(1), the city will fund Program Administrative Costs. <u>ELIGIBLE ACTIVITY</u>: Program Administration Costs; Planning and Capacity-Building

AP-35 Projects - 91.420, 91.220(d)

Introduction

The following section provides the list of approved projects/activities for the use of entitlement grant funds under the Community Development Block Grant (CDBG), Emergency Solutions Grants (ESG) HOME Investment Partnerships Program (HOME) and for FY 2025-26.

Grant Source and Amount:

- CDBG \$2,351,551
- ESG \$206,952
- HOME \$665,225

Total FY 2025-26 Allocations: \$3,223,728

The following activity will be funded with the city's FY 2025-26 HOME allocation provided through the Maricopa HOME Consortium and appear as a project in the Maricopa Home Consortium's Annual Action Plan for FY 2025-26. A total of \$655,225 in HOME funds is expected to be received in FY 2025-26:

- **Tenant Based Rental Assistance (TBRA)** (24 CFR 92.209) – Provide HOME funding to A New Leaf for rental assistance and security deposits to eligible households through the city's TBRA program- \$614,273
- **HOME Administration** will be retained by the city – \$40,952.

#	Project Name	
1	Residential Rehabilitation	The City of Glendale Community Programs Division through the use of contractors
2	ESG Program Activities – Rapid Rehousing and Eviction Prevention	The Community Action Program and/or other agencies that participate in the Glendale Homeless Solutions Alliance
3	Public Housing Improvements	Glendale PHA and Community Programs through use of contractors
4	LIHTC Delivery	Glendale Community Programs
5	Public Services for Vulnerable Populations	Various subrecipients (see section AP-38)
6	Home Buyer Assistance	A subrecipient to be determined
7	CDBG Administration	The City of Glendale Finance and Compliance Division

Table 17 – Project Information

Describe the reasons for allocation priorities and any obstacles to addressing underserved needs

CDBG: Allocation priorities for the use of CDBG funds were based on the city's housing and community development needs assessment contained within the Consolidated Plan, deliberations of the CDAC and City Council, as well as funding applications received through the city's competitive grant application cycle. The application process relies on specific criteria to ensure that funds are allocated to the agencies that will use them in the most efficient and cost-effective manner. Organizations providing housing and community development services to address underserved needs were also consulted regarding their current activity levels and the needs of their constituent population. The efficient use of the previous year's resources and the field observations garnered by providers helped to determine levels of needs. The Comprehensive Housing Affordability Strategy (CHAS) data and other studies and

planning documents were also used to guide the determination of priorities.

ESG: In addition to the above criteria such as the needs assessment, request for proposal responses, CDAC and City Council deliberations, and previous expenditures, the city consulted with the Continuum of Care, along with other homeless service providers in determining allocation priorities for ESG funding.

AP-38 Project Summary

Project Summary Information

1	Project Name	Residential Rehabilitation and Emergency Home Repair
	Target Area	Citywide
	Goals Supported	Increase Access to Affordable Housing
	Needs Addressed	Rehabilitation of existing homeowner and rental units
	Funding	CDBG: \$500,000
	Description	The city will administer emergency home repair, roof and exterior repair, and home modifications for people with disabilities for private, single, and multifamily, renter and owner-occupied units. These activities will serve low- to moderate-income residents of the City of Glendale with assistance in maintaining safe, decent, affordable housing by ensuring families can remain in their homes, free of hazards or mobility impairments per CDBG regulations at 24 CFR 570.202, 570.201(I).
	Target Date	6/30/2027
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 85 households will be assisted. CDBG National Objective: Benefit to Low- and Moderate-Income Persons -- on a limited clientele basis; Matrix code: 03T; 24 CFR 570.201 (e)
	Location Description	Citywide

	Planned Activities	Funding for this activity will focus on life and safety issues, (e.g., roofing, HVAC, electrical and plumbing) and will cover the following program costs: construction; planning and permitting; title expenses; environmental reviews; hazard testing, mitigation and abatement; temporary relocation of occupants; and direct program delivery staff costs for residential rental rehabilitation, emergency housing rehabilitation, roof and exterior repair, and other owner- occupied rehabilitation. These costs are eligible under 24 CFR 570.202(a)(1) – CDBG matrix codes: 14A and 14B; 24 CFR 570.202(b)(2) – CDBG matrix code 14I; 24 CFR 570.202(b)(4) – CDBG matrix code 14F; 24 CFR 570.202(b)(5) – CDBG matrix code: and 24 CFR 570.202(b)(9) – CDBG matrix code 14H
2	Project Name	ESG Program Activities – Rapid Rehousing and Eviction Prevention
	Target Area	Citywide
	Goals Supported	Increase Access to Homeless Services Increase Access to Affordable Housing Public Services for Vulnerable Populations
	Needs Addressed	Affordable Housing & Services for Homeless/At-Risk People Services & Facilities for Vulnerable Groups
	Funding	ESG: \$206,952
	Description	The city’s full ESG activity award will be allocated to support Rapid Rehousing and Eviction Prevention activities.
	Target Date	6/30/2027
	Estimate the number and type of families that will benefit from the proposed activities	Approximately 25 individuals will benefit.
	Location Description	Citywide
	Planned Activities	The city will allocate the entire ESG activity allocation (\$191,431) to support Rapid Rehousing and Eviction Prevention activities in Glendale and will reserve the eligible 7.5% of the award (\$15,521) for administration. The city will allocate an equal amount (\$95,715.50) to both Rapid Rehousing and Eviction Prevention. These activities are eligible under 24 CFR 576.103-106.
3	Project Name	COG Public Housing Improvements
	Target Area	None

	Goals Supported	Increase Access to Decent Affordable Housing Improve Quality of Public Facilities
	Needs Addressed	Affordable Housing General Public Facilities and Improvements
	Funding	CDBG: \$750,000
	Description	The city will review its Public Housing Capital Improvement Plan and Needs Assessment to determine priority of work to be completed at one or more of the city's three public housing campuses. Work may include, but is not limited to: roofing, attic insulation, exterior painting, site improvements, and others as defined in the Public Housing CIP and will improve the water and/or energy conservation of the public housing units or properties.
	Target Date	6/30/2027
	Estimate the number and type of families that will benefit from the proposed activities	Up to 155 households may benefit across three public housing campuses.
	Location Description	6106 W Lamar Rd (Lamar Homes); 5320 W. Maryland Ave (Cholla Vista Apartments) and 5215 W Ocotillo Rd (Glendale Homes), Glendale, AZ 85301
	Planned Activities	Funds will be available for construction, engineering, architectural planning and permitting, environmental review, hazardous material testing and abatement, staff costs and others that may be required to complete this activity. National Objective: Low/Mod Housing (LMH); matrix code: 14C eligible under 24 CFR 570.202(a)(2).
4	Project Name	Multi-Housing Delivery
	Target Area	Citywide
	Goals Supported	Increase Access to Homeless Services Increase Access to Affordable Housing
	Needs Addressed	Affordable Housing
	Funding	CDBG: \$68,509
	Description	This project will support the development of affordable housing by ensuring compliance with HUD requirements, including labor standards enforcement, environmental reviews, and federal reporting obligations.

	Target Date	6/30/2027
	Estimate the number and type of families that will benefit from the proposed activities	Up to 500 households may benefit across all LIHTC Multi-housing projects.
	Location Description	Citywide
	Planned Activities	The planned activity will provide funds to complete HUD required environmental reviews, labor standards compliance, Section 3 requirements, fair housing, federal reporting, and other project related costs associated with LIHTC Multi-Housing projects.
5	Project Name	CDBG Services for Vulnerable Populations
	Target Area	Citywide
	Goals Supported	Public Services for Vulnerable Populations
	Needs Addressed	Services & Facilities for Vulnerable Groups
	Funding	CDBG: \$352,732
	Description	These programs will provide nutritional assistance, activities, wellness programs, transportation, paperwork assistance, and other services to Glendale seniors, youth, persons with disabilities, survivors of domestic violence and other vulnerable populations.
	Target Date	6/30/2026
	Estimate the number and type of families that will benefit from the proposed activities	The planned activities will benefit up to 587 individuals, with a focus on Seniors, People with disabilities, and Veterans. CDBG National Objective: Benefit to Low- and Moderate-Income Persons - on a limited clientele basis; Matrix code: 05A; 24 CFR 570.201 (e)
	Location Description	Citywide

Planned Activities	• <u>Arizona YWCA Metro Phoenix: The Senior Nutrition Program</u> will provide home-delivered meals, dining room meals at four Glendale locations, offering socialization and recreational activities, wellness programs and events, pet food distribution, and transportation. (\$90,000) • <u>Boys & Girls Clubs of the Valley: Swift Kids Club</u> offers after-school, school break, and summer programs aimed at preventing academic decline. It provides homework help, tutoring, STEAM modules, and exposure to visual and performing arts. (\$15,000) • <u>Chrysalis Shelter</u>: The shelter program provides trauma-informed case management for domestic violence survivors, including counseling, victim advocacy, and life skills and job readiness classes. It also offers referrals to housing, legal aid, mental health, substance use services, childcare, financial assistance, employment, and healthcare. (\$17,000) • <u>Duet: Partners In Health & Aging</u>: The program offers free volunteer services for low-income, homebound seniors, including transportation to appointments, pharmacies, and senior centers. Volunteers also assist with grocery shopping, minor home repairs, friendly visits, and socialization support. (\$30,000) • <u>A New Leaf</u>: The emergency and transitional housing program serves single adults and families fleeing abuse. It offers wrap-around services, including crisis stabilization, safety planning, case management, childcare, financial empowerment, life skills workshops, and assistance with permanent housing and other referrals. (\$113,732) • <u>Friendship Retirement Corporation (Glencroft)</u>: Provides on-site food pantry for low-income seniors that reside on campus within their apartments. (\$42,000) • <u>Sun City Area Interfaith Services, Inc./Benevilla</u>: The program offers adult day programs for seniors, including memory care, medication assistance, and nutritious meals, while providing relief for caregivers. It also features engaging activities like exercise and creative projects. (\$10,000) • <u>One Step Beyond Inc.</u>: The award funds renovations, kitchen equipment, and food costs for the Glendale Culinary Training and Catering Program, which teaches adults with intellectual
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		disabilities cooking skills to promote independence and employment. (\$20,000) • <u>Big Brothers Big Sisters of Central Arizona</u>: The program provides one-on-one mentoring for low-income, at-risk youth aged 6-18, pairing them with adult volunteers for emotional support, leadership activities, and homework help. Youth also receive professional case management. (15,000)
6	Project Name	CDBG Homebuyer Assistance Program
	Target Area	Citywide CDBG Target Areas -85301 and 85302
	Goals Supported	Increase Access to Homeless Services Increase Access to Affordable Housing
	Needs Addressed	Affordable Housing
	Funding	CDBG: \$210,000
	Description	This program will support low-to-moderate income households transitioning from rental housing to homeownership by providing direct financial assistance—including down payment support, closing cost coverage, mortgage subsidies and others eligible under 24 CFR 570.201(n), Matrix Code 13B. Additionally, participants may receive housing counseling services, reported separately under Matrix Code 13A, to ensure informed and sustainable homeownership.
	Target Date	6/30/2027
	Estimate the number and type of families that will benefit from the proposed activities	The planned activities will benefit up to 5 households. CDBG National Objective: Benefit to Low- and Moderate-Income Persons; Matrix code: 13A and 13B; 24 CFR 570.201 (n)
	Location Description	Citywide
	Planned Activities	The planned activity includes direct financial assistance such as down payment support, closing cost assistance, and mortgage subsidies. In addition, the program may provide participants with housing counseling services, including financial literacy, homeownership education, and budgeting support as a project delivery cost under homeownership assistance.

7	Goals Supported	CDBG Program Administration
	Needs Addressed	Affordable Housing Housing & Services for Homeless/At-Risk People Services & Facilities for Vulnerable Groups Employment, Job Training, Financial Literacy Improved Neighborhood Facilities Fair Housing
	Funding	CDBG: \$470,310
	Description	General administration and oversight activities, such as payroll, supplies, training, overhead and other possible costs eligible under 24 CFR 570.206.
	Target Date	6/30/2026
	Estimate the number and type of families that will benefit from the proposed activities	All program beneficiaries will benefit from the completion of administrative activities.
	Location Description	Primary administrative functions occur at the City of Glendale's Community Services Office at 7677 W Bethany Home Road, Building E, Glendale, AZ 85303.
	Planned Activities	General administration and oversight activities, such as payroll, supplies, training, overhead and other possible costs eligible under 24 CFR 570.206.
	Planned Activities	General administration and oversight activities, such as payroll, supplies, training, overhead and other possible costs eligible under 24 CFR 570.206.

AP-50 Geographic Distribution - 91.420, 91.220(f)

Description of the geographic areas of the entitlement (including areas of low-income and minority concentration) where assistance will be directed.

The City of Glendale has identified LMI target areas where 51% or more of households have incomes at or below 80% of the AMI as defined and adjusted annually by HUD. The city does not strictly direct funding to these areas. In accordance with CDBG, ESG, and HOME regulations, resources are allocated based on the income characteristics of beneficiaries. As such, the city allocates resources for public service activities, affordable housing, and emergency home repair on a citywide basis, ensuring assistance reaches eligible low- to moderate-income households regardless of geographic location.

The city estimates 90% of funding will be allocated citywide, while approximately 10% may focus in ZIP codes 85301 and 85302, due to the areas having a higher concentration of LMI households and affordable housing needs.

Geographic Distribution

Target Area	Percentage of Funds
Citywide	90
CDBG Targeted Areas – 85301 and 85302	10

Table 18 - Geographic Distribution

Rationale for the priorities for allocating investments geographically

Generally, allocation of funds is not based on geographic priorities except an area benefit National Objective is utilized under the CDBG program.

Discussion

The City of Glendale implements activities that provide direct benefits to LMI households and individuals and area-wide benefits that enhance neighborhoods with high concentrations of LMI residents. The Annual Action Plan outlines specific activities and details the compliance method used to meet CDBG's National Objective, ensuring that programs effectively serve and improve conditions for LMI residents regardless of where City they reside in the City.

AP-65 Homeless and Other Special Needs Activities - 91.420, 91.220(i)**Introduction**

The city is committed to addressing homelessness and supporting homeless individuals and families in need through strategic planning and coordinated efforts. By leveraging local, regional, and federal resources, the city works to maximize the impact of its investments in housing, supportive services, and homelessness prevention. Through collaboration with service providers, nonprofit organizations, and other regional partners, Glendale aims to create sustainable solutions that improve housing stability and enhance the well-being of its most vulnerable residents.

Describe the jurisdictions one-year goals and actions for reducing and ending homelessness including; reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs

CDBG remnant funding will continue to support the Glendale Works program, which provides daytime employment opportunities and engagement with case management for individuals experiencing

homelessness. All FY 2025-26 ESG funding will be directed to the Community Action Program (CAP) for Rapid Rehousing and Eviction Prevention, ensuring households facing housing instability receive rental assistance, case management, and supportive services.

Additionally, the city has allocated HOME funds through Maricopa County for Tenant-Based Rental Assistance (TBRA) to provide up to 24 months of rental assistance for individuals and families transitioning from homelessness to permanent housing. These coordinated efforts aim to reduce homelessness, prevent evictions, and support individuals in achieving long-term housing stability.

Addressing the emergency shelter and transitional housing needs of homeless persons

The City of Glendale has limited emergency housing options but is actively working to expand shelter availability and outreach services. The City supports programs such as *Maggie's Place*, which offers shelter and supportive services for homeless pregnant women and mothers with young children. Glendale also partners with *Phoenix Rescue Mission* to provide street outreach, case management, and housing navigation services that connect individuals experiencing homelessness with shelter and critical resources to address their housing needs.

In addition, the City is exploring new partnerships with existing providers to reserve dedicated emergency shelter bed spaces, enabling a more immediate response for individuals and families in crisis. Glendale is also exploring opportunities to restart the *IHELP* (Interfaith Homeless Emergency Lodging Program) in collaboration with other West Valley cities, which would expand access to temporary shelter through coordinated community-based efforts.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again

The City of Glendale is committed to reducing homelessness, increasing availability of permanent housing, and preventing individuals and families from re-entering homelessness. To streamline connections to housing, the city has adopted a local preference policy for Public Housing, prioritizing Glendale residents on the waitlist experiencing homelessness. To further support housing stability, the city funds rental, mortgage, and utility assistance programs through local nonprofits and the Community Action Program (CAP), ensuring that families at risk of homelessness can maintain stable housing. The city is also investing multiple years of HOME and CDBG funds to support a Tenant-Based Rental Assistance (TBRA) program, providing medium-term rental and utility assistance for up to two years. Priority is given to households currently experiencing or at imminent risk of homelessness.

Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth

facilities, and corrections programs and institutions) or, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs.

The City of Glendale works to prevent homelessness by providing direct financial assistance, service coordination, and housing stability programs for individuals and families at the greatest risk of homelessness. The city seeks to fund rental, mortgage, and utility assistance through the Community Action Program (CAP) and local nonprofit partners, ensuring that low- and extremely low-income households can maintain stable housing.

The city collaborates with public safety agencies, homeless service providers, healthcare organizations, and mental health agencies to support individuals exiting publicly funded institutions and systems of care. Through these partnerships, individuals are connected to housing navigation, case management, workforce development, and educational programs. They may also be referred to other supportive services that promote stability and encourage long-term independence. These efforts help reduce the risk of homelessness. The Tenant-Based Rental Assistance (TBRA) program offers medium-term rental assistance, prioritizing those at imminent risk of homelessness, including individuals discharged from foster care. Through these coordinated efforts, Glendale aims to provide proactive solutions that prevent homelessness and support successful reintegration into stable housing.

Discussion

The City of Glendale's FY 2025-26 Annual Action Plan allocates over \$1 million in CDBG, HOME, ESG, and related funding sources to address homelessness and housing instability through a comprehensive strategy. These funds support a range of initiatives, including Rapid Rehousing and Eviction Prevention, Tenant-based Rental Assistance, utility assistance, food and case management services, employment programs, shelter, and supportive services. Additional investments focus on homeless and housing navigation, street outreach, self-sufficiency programming, and long-term housing solutions aligned with the Housing First model. Through these targeted efforts, the city aims to prevent homelessness, provide immediate support to those in crisis, and create sustainable pathways to housing stability.

AP-85 Other Actions - 91.420, 91.220(k)

Introduction

The following sections will address the city's approach to meet the need for, foster, and maintain affordable housing, reduce lead-based paint hazards, reduce the number of poverty-level families, develop institutional structure, and enhance coordination between public and private agencies.

Actions planned to address obstacles to meeting underserved needs

In addition to the CDBG and ESG activities described in previous sections, the city will continue its strategy of leveraging its HOME resources, along with those of nonprofit agencies, to maximize the impact of funding dollars in meeting housing needs of residents. The city has also expanded its efforts to participate in regional coalitions, such as MAG and various subcommittees of the CoC, to coordinate its efforts to support homeless families and those facing significant housing problems or cost burdens. Glendale also continues to seek out additional funding from local, state, or Federal sources to supplement its efforts.

Actions planned to foster and maintain affordable housing

The city of Glendale will continue to expand and strengthen programs that support housing stability and affordability for low- and moderate-income residents. The Tenant-Based Rental Assistance (TBRA) program helps families maintain stable housing while serving as a bridge to permanent and sustainable housing after two years of assistance.

The city will also continue partnering with the Community Action Program (CAP) to provide Rapid Rehousing and Eviction Prevention assistance, including rental, mortgage, and utility assistance for eligible households at risk of displacement. Additionally, Glendale will invest in its Emergency Home Repair Program to preserve and improve the existing affordable housing stock, ensuring that low-income homeowners can maintain safe and habitable living conditions while preventing loss of affordable units due to deterioration.

To foster availability of stable housing, Glendale leverages Community Planning and Development (CPD) funding to support Low-Income Housing Tax Credit (LIHTC) projects. By the end of 2025, these efforts will have added 1,382 affordable housing units, significantly increasing long-term housing opportunities for individuals and families. The city currently has approximately \$2 million set aside for the purpose of providing local gap financing for future 9 and 4% LIHTC deals.

Actions planned to reduce lead-based paint hazards

The city will address lead-based paint (LBP) hazards within the implementation of its home repair programs. HUD regulations, at 24 CFR Part 35, require that lead-based paint be controlled before the rehabilitation of housing units, particularly if children under the age of six occupy the units. The city conducts the required LBP Risk Assessment (LRA) based on the level of Federal funds invested in the rehabilitation of units constructed prior to 1978. Based on the results of LRAs, the city requires that

contractors use interim controls or abatement practices to address identified hazards. All construction regardless of level hazard includes the use of Safe Work Practices to prevent contamination.

Actions planned to reduce the number of poverty-level families

The city of Glendale, in collaboration with nonprofit partners, will continue to provide assessments, referrals, and supportive services to help low-income and homeless individuals and families achieve self-sufficiency. Local service providers will offer food assistance, housing navigation, and case management to connect residents with stable housing and essential resources. Additional programs will include employment referrals, job training, financial literacy education, and debt management support, equipping individuals with the tools needed to increase financial stability and reduce reliance on assistance programs.

Actions planned to develop institutional structure

The City of Glendale recognizes that a coordinated local and regional response is essential to effectively supporting homeless and low-income populations. To maximize impact, the city will strengthen partnerships across departments, particularly within Community Services, and collaborate with nonprofit organizations and public entities at the city, county, and state levels to enhance service delivery.

The city will also explore opportunities to provide or support training for staff and service providers on affordable housing, fair housing, economic development, and community development to ensure effective program administration and compliance. By reinforcing these partnerships and expanding training efforts, Glendale aims to improve the institutional capacity needed to address housing and social service challenges efficiently.

Actions planned to enhance coordination between public and private housing and social service agencies

The city will continue to rely on the guidance of the Community Development Advisory Committee, comprised of a cross-section of Glendale residents including public housing residents, to review applications and make recommendations for funding public services. Through its CDBG, HOME, and ESG funding, the city works with numerous government, nonprofit, and private housing programs to meet the housing and service needs of Glendale residents.

Discussion

The city has a wide network of partners to coordinate services to address the needs of the community which includes various city Departments, Boards/committees, nonprofit agencies; and for-profit businesses. Working cooperatively to develop appropriate and efficient structures is a priority in order to maximize leverage of skills, funding and resources to address the city's housing, homelessness, social and economic needs.

Program Specific Requirements

AP-90 Program Specific Requirements - 91.420, 91.220(I)(1,2,4)

Introduction

The following section provides information related to the city's program income and National Objective considerations, followed by considerations for the use of ESG funds.

Community Development Block Grant Program (CDBG)

Reference 24 CFR 91.220(I)(1)

Projects planned with all CDBG funds expected to be available during the year are identified in the Projects Table. The following identifies program income that is available for use that is included in projects to be carried out.

1. The total amount of program income that will have been received before the start of the next program year and that has not yet been reprogrammed	Est \$6000.00
2. The amount of proceeds from section 108 loan guarantees that will be used during the year to address the priority needs and specific objectives identified in the grantee's strategic plan.	0
3. The amount of surplus funds from urban renewal settlements	0
4. The amount of any grant funds returned to the line of credit for which the planned use has not been included in a prior statement or plan	0
5. The amount of income from float-funded activities	0
Total Program Income:	Est \$6000.00

Other CDBG Requirements

1. The amount of urgent need activities	0
2. The estimated percentage of CDBG funds that will be used for activities that benefit persons of low and moderate income. Overall Benefit - A consecutive period of one, two or three years may be used to determine that a minimum overall benefit of 70% of CDBG funds is used to benefit persons of low and moderate income.	90.00%

**Emergency Solutions Grant (ESG)
Reference 91.220(l)(4)**

1. Include written standards for providing ESG assistance (may include as attachment)

The city maintains program policies and procedures, to guide the administration of its programs. This information is stored on a cloud-based file sharing system, available to all Community Services Department employees. ESG standards for providing assistance are also included in all subrecipient agreements with service providers.

The city actively collaborates with the Continuum of Care (CoC) and its lead agency, the Maricopa Association of Government, by serving on its ESG Committee to standardize the contracting, eligibility, monitoring and reporting documentation processes to fulfill the requirements of the ESG program. The Continuum includes the State of Arizona and the city of Phoenix.

2. If the Continuum of Care has established centralized or coordinated assessment system that meets HUD requirements, describe that centralized or coordinated assessment system.

The Maricopa Association of Governments (MAG) administers the regional Continuum of Care (CoC). According to the MAG CoC Regional Committee on Homelessness Governance Charter and Operating Policies, the CoC approved the Service Prioritization Decision Assessment Tool (SPDAT) and the Family SPDAT as the region's common assessment tool. The tool was developed in collaboration with municipalities, homeless services providers, and funders. The goal of the Coordinated Assessment System is to end homelessness quickly and effectively by following a housing first approach. The assessment system provides multiple coordinated entry points throughout the region, streamlines the referral process, and prioritizes individuals and families with the highest level of needs.

Homeless Management Information System (HMIS)

HMIS is an electronic data collection system that facilitates the collection of information on persons who are homeless or at risk of becoming homeless. The HMIS is administered by Solari, who collaborates with Maricopa County and AZ Balance of State Continuums of Care. ESG subrecipients are required to report program participant-level data such as the number of persons served and their demographic information (i.e., Universal Data Elements) in the HMIS database, in accordance

with HUD published HMIS and data standards, and other community standards as may be adopted by the City of Glendale and/or the CoC.

3. Identify the process for making sub-awards and describe how the ESG allocation available to private nonprofit organizations (including community and faith-based organizations).

The City of Glendale allocates its Emergency Solutions Grant (ESG) funding for Rapid Rehousing and Homelessness Prevention services through an internal allocation to the Community Action Program (CAP), in accordance with City Council direction. Rather than utilizing a competitive grant application process, the City Council has directed that these ESG funds be administered internally to ensure consistent, streamlined service delivery to eligible residents.

CAP staff deliver ESG-funded services directly and in compliance with HUD requirements, focusing on stabilizing households and preventing or ending homelessness through targeted financial assistance and case management. While the ESG program is administered internally, the City continues to collaborate with private nonprofit, community-based, and faith-based organizations to support coordinated outreach, referrals, and supportive services that complement the City's ESG-funded efforts.

If the jurisdiction is unable to meet the homeless participation requirement in 24 CFR 576.405(a), the jurisdiction must specify its plan for reaching out to and consulting with homeless or formerly homeless individuals in considering policies and funding decisions regarding facilities and services funded under ESG.

The Continuum of Care is governed by a Board which is the policy-setting and decision-making body for the CoC and receives input from various committees including the ESG Committee, on which the city serves as a member and participates in its coordination of efforts to address homelessness in the region. The city will meet the requirement at 24 CFR 576.405(a) since at least one homeless or formerly homeless individual serves on the CoC Board as well as on the Committee on Homelessness. The Committee on Homelessness is responsible for making recommendations and providing input to the CoC Board.

4. Describe performance standards for evaluating ESG.

The city will evaluate performance under the ESG program primarily by tracking goals related to the number of beneficiaries assisted with Homeless Prevention, Rapid Rehousing, or Emergency Shelter. The city will also use the timely distribution of funds as a performance standard. Program outcomes will be reported in the Consolidated Annual Evaluation Report (CAPER). The city will monitor ESG subrecipients to ensure that funds have been spent on eligible costs and that program regulations and requirements have been met. The city will also consult with the CoC on meeting regional goals to end homelessness as identified in the regional action plan, Pathways Home. The ESG program requires that the city must provide a 100% match from other sources. The city shall ensure that match amounts including other grants, cash, general funds, in kind services and costs are tracked and documented for both its own operations and the operations of its subrecipients under the

program.

Discussion

NA

Appendix - Alternate/Local Data Sources

1	Data Source Name The City of Glendale Resident Survey and Needs Assessment
	List the name of the organization or individual who originated the data set. City of Glendale Organizational Performance Division.
	Provide a brief summary of the data set. Online surveys from 402 residents and 369 open respondents and agencies (772 total) in the City of Glendale.
	What was the purpose for developing this data set? To assist the City in identifying its housing and community development needs and priorities as a part of the community consultation process for the Consolidated Plan and Annual Action Plan.
	Provide the year (and optionally month, or month and day) for when the data was collected. The survey was launched in July 2024 and results analyzed in November 2024.
	Briefly describe the methodology for the data collection. An online survey questionnaire for residents consisted of 14 questions regarding respondents' demographics such as age, race/ethnicity, income level, household size, zip code, and respondents were asked to identify and rank housing and community development activities and services that they would like to see in the city over the next five years.
	Describe the total population from which the sample was taken. The resident survey was disseminated through links on the city's website, printed flyers were mailed to residents, information was provided at public meetings and community events and direct email communications were sent to non-profit and community stakeholders.

Describe the demographics of the respondents or characteristics of the unit of measure, and the number of respondents or units surveyed.

A total of 772 individuals completed the Glendale Resident Survey and needs assessment. The following is a breakdown of the demographic characteristics of the respondents:

Characteristic	Population Norm	Probability Sample Survey		Open Participation Survey	
		Weighted Data	Unweighted Data	Weighted Data	Unweighted Data
Rent home	43%	18%	39%	6%	22%
Own home	57%	82%	61%	94%	78%
Detached unit*	60%	85%	64%	97%	82%
Attached unit*	40%	15%	36%	3%	18%
White	62%	82%	64%	89%	74%
Not white	38%	18%	36%	11%	26%
Not Hispanic	65%	80%	67%	87%	73%
Hispanic	35%	20%	33%	13%	27%
Female	52%	52%	53%	62%	61%
Male	48%	48%	47%	38%	39%
18-34 years of age	35%	9%	30%	5%	23%
35-54 years of age	33%	27%	34%	26%	32%
55+ years of age	32%	64%	36%	68%	45%
Females 18-34	17%	5%	15%	3%	10%
Females 35-54	17%	15%	18%	19%	23%
Females 55+	18%	32%	20%	39%	28%
Males 18-34	17%	4%	15%	2%	13%
Males 35-54	16%	12%	17%	8%	10%
Males 55+	14%	32%	15%	29%	17%



CITY OF GLENDALE 2024 RESIDENT SURVEY

Report of Results

November 2024



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Executive Summary

Survey Background and Methods

The Glendale Resident Survey allows residents to rate important aspects of their community such as housing services, infrastructure improvement, community and public facilities, business and economic development and neighborhood improvement. The survey gathers community-wide feedback and helps map residents' priorities for community planning and resource allocation.

The 2024 Glendale Resident Survey was administered to 9,500 randomly selected households within the city. Of those, 6,000 households received two postcard invitations with a URL to take the survey online. The remaining 3,500 households received a postcard and a paper survey. In total, 402 completed surveys were obtained from the 9,019 households who had a chance to participate (for 481 mailers were returned by the post office as undeliverable/vacant). This resulted in a response rate of 5%.

The margin of error is plus or minus 5 percentage points around any given percentage for the entire sample. The margin of error is important because it helps decision-makers understand the reliability of the data and make informed judgments. A smaller margin of error indicates more confidence in the results.

Survey results were weighted so that the characteristics of gender, age, race, ethnicity, tenure, housing unit type and district of residence are represented in proportions reflective of the entire city population.

Key Findings

Most housing services for people with low or moderate incomes are considered important by at least two-thirds of respondents.

- Glendale residents were asked to assess the importance of supporting 10 housing services for people with low or moderate incomes. All 10 services were deemed very or moderately important by at least half of the respondents. The services deemed more important were providing housing for people with special needs (78% rated it as very or moderately important), making low-interest loans to homebuyers (77%) and creating affordable, permanent housing (76%). Only the repair of existing homes was considered important by less than two-thirds of respondents.
- When asked about the importance of having different types of housing in the city, about 8 in 10 respondents said it was very or moderately important to have more housing for survivors of domestic violence, senior housing (such as nursing homes) and single-family (detached) housing.

Road improvements and water and sewer systems are considered the most important infrastructure improvement activities.

- About 9 in 10 residents considered street and road improvements, as well as improvements to water, sewer, solid waste, and storm sewer systems, to be important infrastructure activities for Glendale. Other activities highly rated as important included tree planting (83%), flood drainage improvements (82%), sidewalk improvements (74%), and bicycle and

walking paths (70%). The construction of electric vehicle charging stations was the only item considered important by a minority of respondents (35%).

- Respondents were also asked to rate the importance of 9 community and public facilities. Parks and recreation centers were considered the most important, followed by healthcare facilities, with about 8 in 10 respondents rating both as very or moderately important. Other facilities that rated highly in importance included public buildings with improved accessibility for the disabled (79%), facilities for survivors of domestic violence (77%), senior and youth centers (73% each), and childcare facilities (72%).

Living wage employment and housing were identified by survey respondents as the greatest challenges faced by low-income households.

- Respondents were asked to rate how important it was for the City to invest in human and public services for 14 vulnerable population groups. More than three-quarters of respondents thought it was at least moderately important to invest in human services aimed to assist survivors of domestic violence (84%), veterans (83%), children aging out of the foster care system (79%), persons with physical disabilities (79%), children (79%), seniors (78%), persons with severe mental illness (77%) and developmental disabilities (76%).
- Living wage employment and housing were identified by survey respondents as the greatest challenges faced by Glendale's low-income households, with approximately half of the respondents selecting each as a top concern. Ranked lower in terms of challenges were energy costs, education, childcare, healthcare costs, public transportation, and job training.

Retention of existing businesses was considered the most important area of investment for businesses and economic development.

- Retention of existing businesses was considered by 9 in 10 respondents the most important area of investment for businesses and economic development. In second place, with about 8 in 10 respondents saying it was very or moderately important was the attraction of new businesses, followed by fostering businesses with higher paying jobs. Other activities that were deemed important by at least 7 in 10 residents were providing job training, the enhancement of business infrastructure and the expansion of existing businesses.

Organized neighborhood clean-up is deemed as the most important activity for neighborhood improvement.

- About 8 in 10 residents considered it very or moderately important to invest in organized clean-up to improve neighborhoods. About 3 in 4 respondents also considered it important to stabilize or improve vacant buildings and to demolish vacant and dilapidated buildings. Meanwhile, 7 in 10 residents judged it important to work on landscape, exterior repair or window replacement assistance for low-income residents and to implement block watch activities.

When asked to prioritize across all areas, housing and homelessness topped the agenda

- When asked to name the two most important priorities, respondents ranked housing and homelessness at the top of the list. About 6 in 10 respondents considered these issues a high priority for the city to address. In second place were economic development and infrastructure improvements, with 34% and 32% of the mentions, respectively.

Survey Background

Survey Purpose

The Glendale Resident Survey allows residents to rate important aspects of their community such as housing services, infrastructure improvement, community and public facilities, business and economic development and neighborhood improvement. The survey gathers community-wide feedback and helps map residents' priorities for community planning and resource allocation. The City of Glendale funded this research. Please contact Jenny Durda of the City of Glendale at JDurda@glendaleaz.com if you have any questions about the survey.

Methods

The 2024 Glendale Resident Survey was administered to 9,500 randomly selected households within the city. Of those, 6,000 households received two postcard invitations with a URL to take the survey online. The remaining 3,500 households received a postcard followed by a paper survey one week later. In total, 402 completed surveys were obtained from the 9,019 households who had a chance to participate (for 481 mailers were returned by the post office as undeliverable/vacant). This resulted in a response rate of 5%.

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). The traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be calculated for any size sample and quantifies the "sampling error" or precision of the estimates made from the survey results because some residents' opinions are relied on to estimate all residents' opinions. The margin of error for the entire sample (402 respondents) is plus or minus 5 percentage points around any given percentage. The margin of error is important because it helps decision-makers understand the reliability of the data and make informed judgments. A smaller margin of error indicates more confidence in the results.

Survey results were weighted so that the characteristics of gender, age, race, ethnicity, tenure, housing unit type and district of residence are represented in proportions reflective of the entire city population (see Table 111 on page 139). For more information on the methodology see *Appendix F: Survey Methodology*. For a copy of the survey instrument see *Appendix G: Survey Materials*.

Open Participation Survey

In addition to the probability sample survey (with randomly selected households), an open participation survey was also implemented by the City of Glendale. This survey was conducted entirely online and was publicized by the City. The questionnaire was identical to the probability sample survey, with the addition of a question asking how respondents had heard of the survey. A total of 369 survey responses were obtained through this effort. In the analysis, these survey responses were kept separate from the probability sample survey response. Responses to the open participation survey can be found in *Appendix D: Comparison of Probability Survey and Open Participation Survey Responses* and *Appendix E: Verbatim Responses to Open-ended Questions from Open Participation Survey*.

How the Results Are Reported

For the most part, the full set of frequencies or the “percent positive” are presented in the body and narrative of the report. The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important”).

On many of the questions in the survey, respondents could give an answer of “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix A: Complete Set of Probability Survey*. These “don’t know” responses have been removed from the analyses presented in the body of the report, unless otherwise indicated (generally when 30% or more of respondents said “don’t know”). In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages rounding to the nearest whole number.

Comparing Survey Results by Demographic Subgroups

Selected survey questions were compared by certain demographic characteristics of survey respondents and are discussed throughout the body of the report when differences were statistically significant. These crosstabulations are presented in tabular form in *Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics*. Where differences between subgroups are statistically significant, they are marked in these tables.

Survey Results

Housing Services

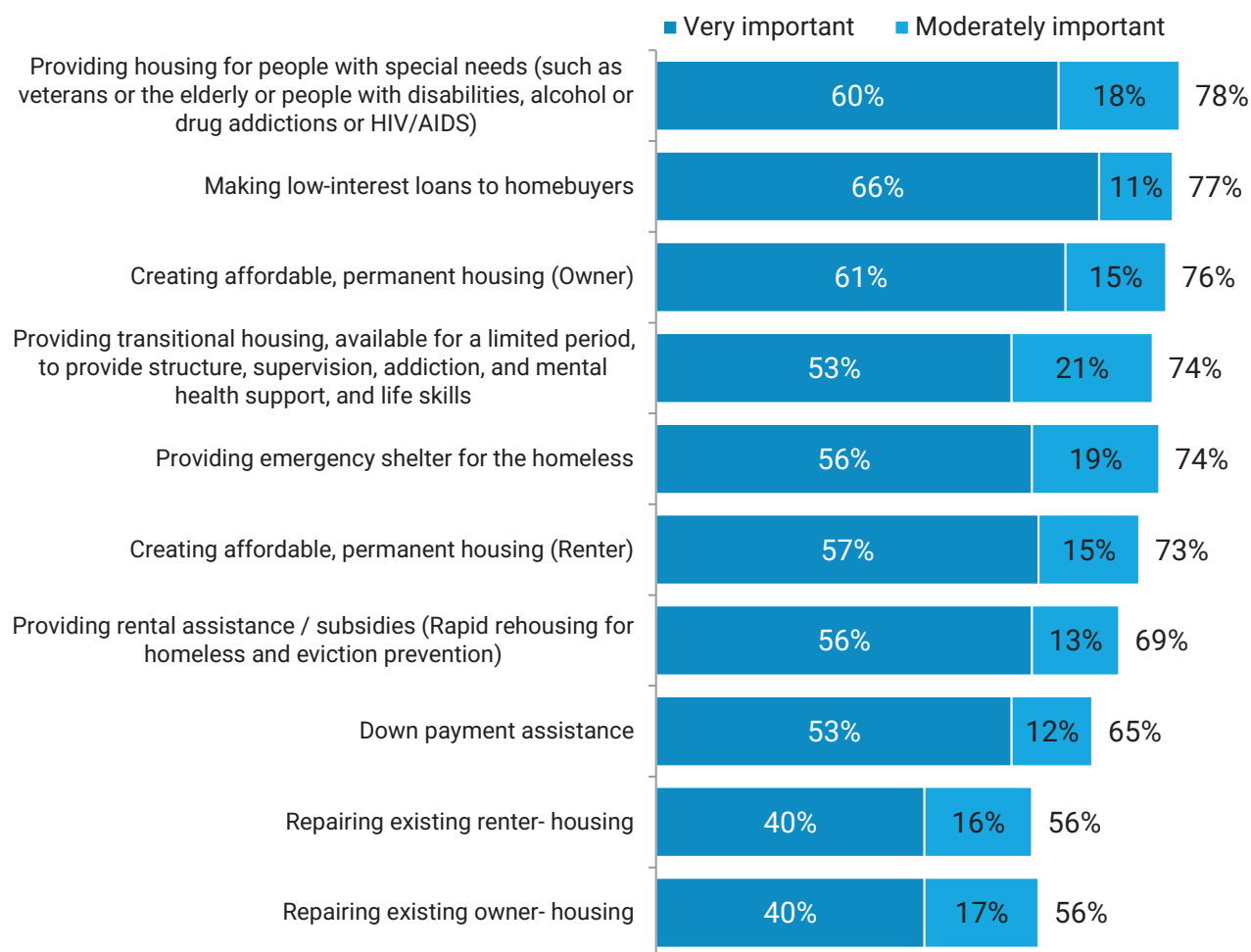
Glendale residents were asked to assess the importance of supporting 10 housing services for people with low or moderate incomes. All 10 services were deemed very or moderately important to support by at least half of the respondents. The services deemed more important were providing housing for people with special needs (78% rated it as very or moderately important), making low-interest loans to homebuyers (77%) and creating affordable, permanent housing (76%).

Other services considered important by at least 7 in 10 residents were: providing transitional housing, providing shelter for the homeless and creating affordable, permanent rental housing. The service considered least important was repairing existing housing (56%).

Female respondents and non-white non-Hispanic respondents tended to give higher importance to all housing services compared to male respondents and white non-Hispanic respondents (see *Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics*).

Figure 1: Importance of Housing Services

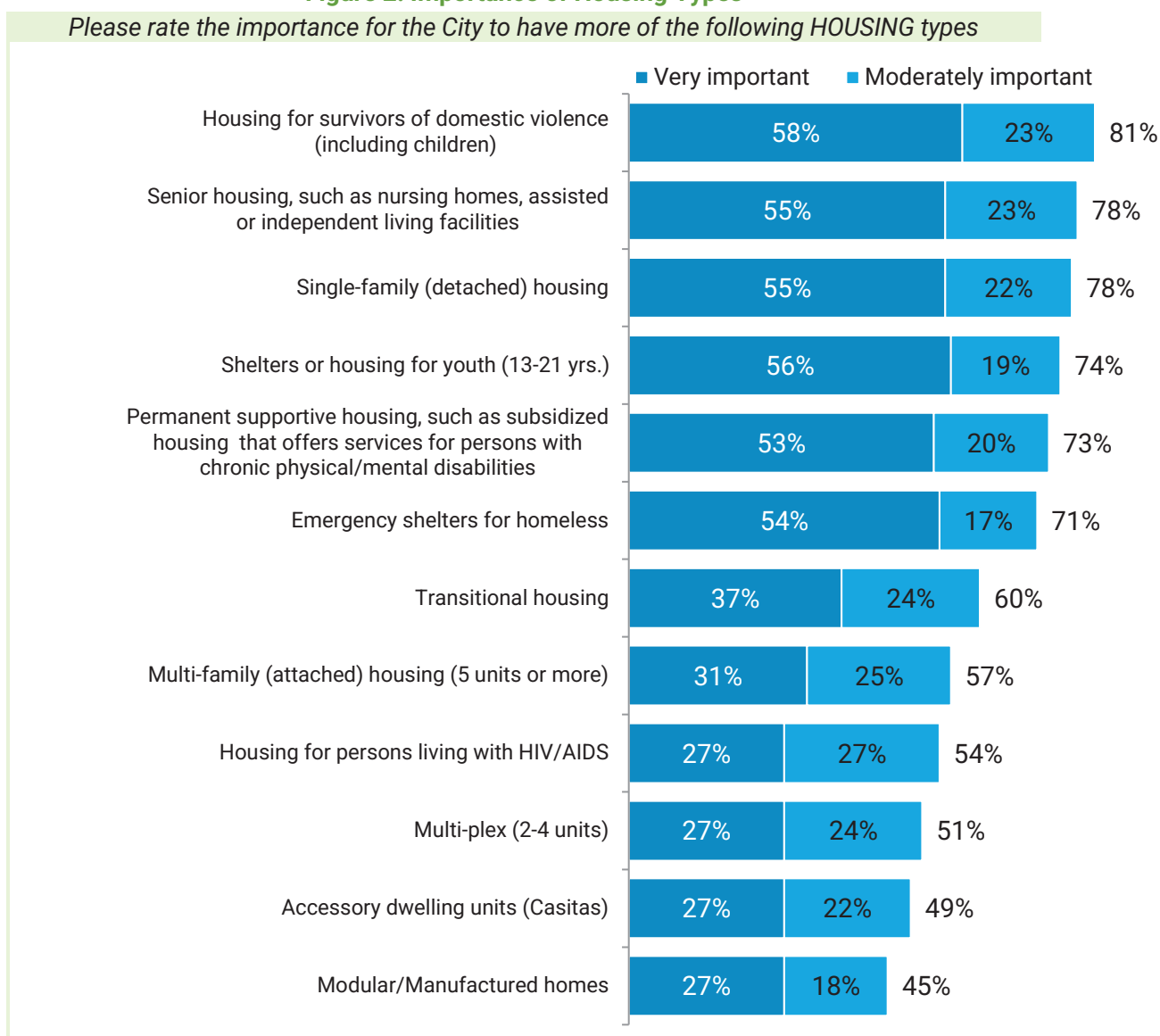
Please rate how important it is for the City to support the following HOUSING services for people with low or moderate incomes?



When asked about the importance of having different types of housing in the city, about 8 in 10 respondents considered it very or moderately important to have more housing for survivors of domestic violence, senior housing (such as nursing homes) and single-family (detached) housing. About 7 in 10 rated it as very or moderately important to have more shelters or housing for youth, permanent supportive housing, and emergency shelters for the homeless. More than half respondents considered it important to have more transitional housing, multifamily housing, housing for persons living with HIV/AIDS and multiplex. Finally, just under half of respondents considered it important to have more accessory dwelling units (Casitas) and modular/manufactured homes.

Renters and respondents living in households making less than \$50,000 had higher importance ratings for all housing types compared to homeowners and those with higher household incomes (see *Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics*).

Figure 2: Importance of Housing Types

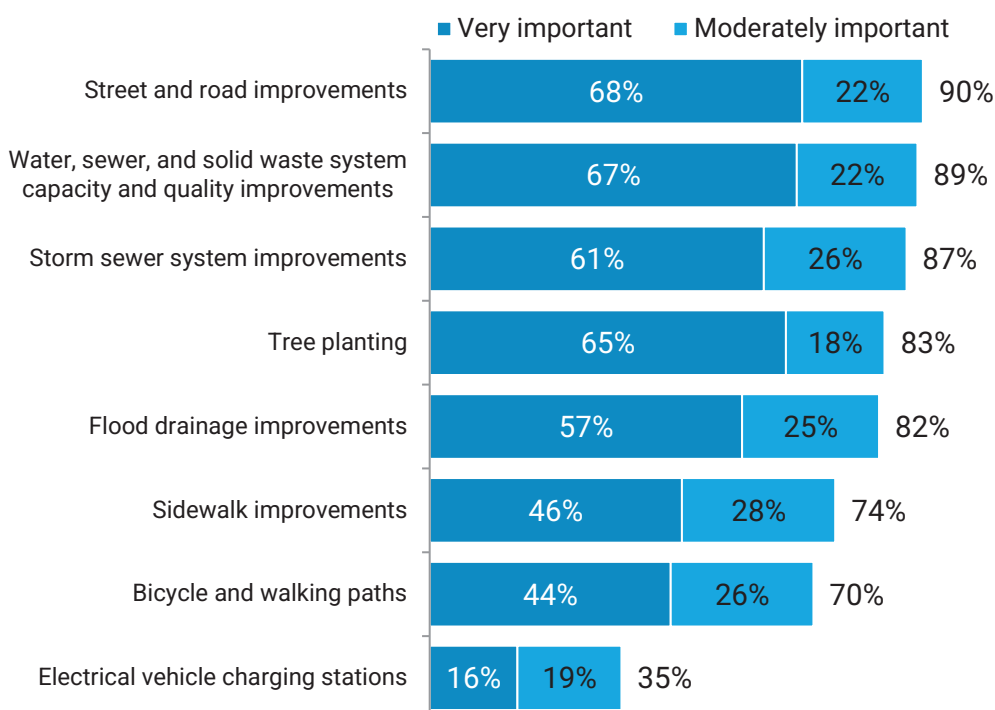


Community Infrastructure and Facilities

About 9 in 10 residents considered street and road improvements, as well as improvements to water, sewer, solid waste, and storm sewer systems, to be important infrastructure activities for Glendale. Other activities of high importance included tree planting (83%), flood drainage improvements (82%), sidewalk improvements (74%), and bicycle and walking paths (70%). The construction of electric vehicle charging stations was the only item considered important by a minority of respondents (35%).

Figure 3: Importance of Infrastructure Improvement Activities

Please rate how important it is for the city to invest in the following INFRASTRUCTURE IMPROVEMENT activities:

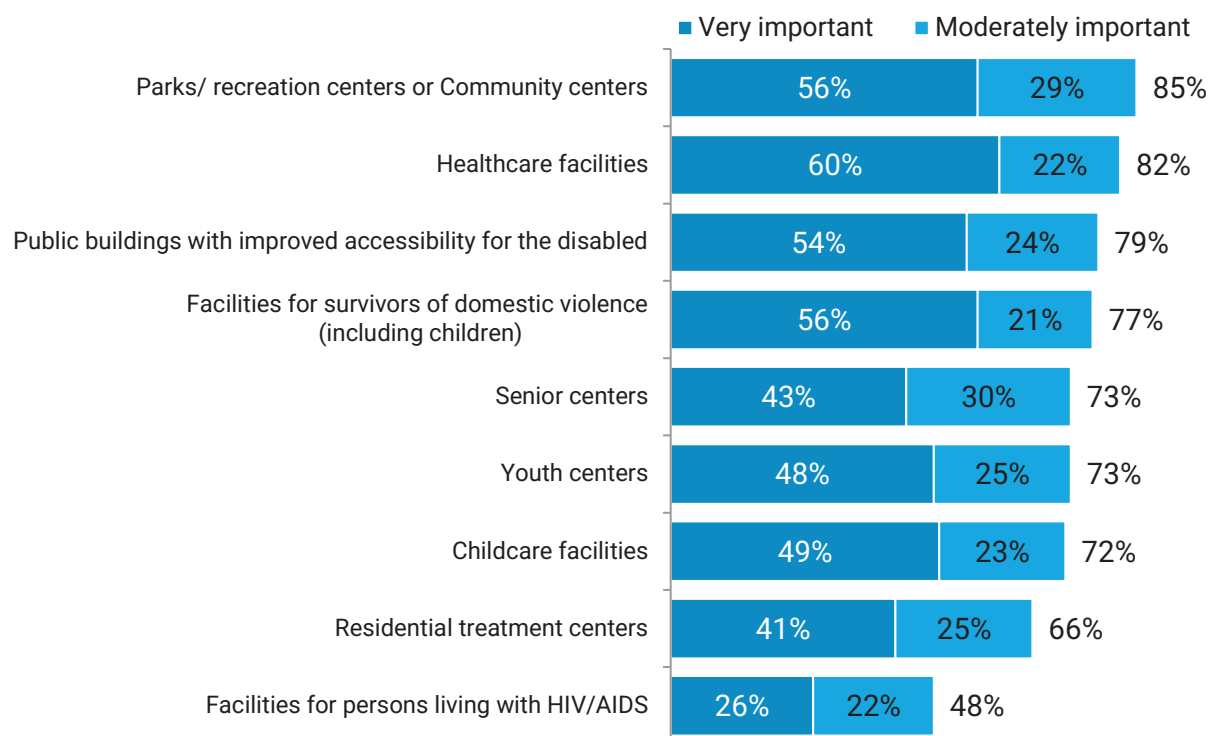


Respondents were also asked to rate the importance of nine community and public facilities. Parks and recreation centers were considered the most important, followed by healthcare facilities, with about 8 in 10 respondents rating both as very or moderately important. Other facilities with higher importance ratings included public buildings with improved accessibility for the disabled (79%), facilities for survivors of domestic violence (77%), senior and youth centers (73% each), and childcare facilities (72%). Meanwhile, residential treatment centers and facilities for persons living with HIV/AIDS were considered important by 66% and 48% of respondents, respectively.

Female respondents tended to place more importance than male respondents on investing in youth centers, childcare facilities and healthcare facilities, among others. Meanwhile, residents aged 35 and older were more concerned about investing in senior centers compared to younger respondents. Geographically, the importance of childcare facilities was rated higher among the residents of Ocotillo and Yucca than in the remaining districts of Glendale (see *Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics*).

Figure 4: Importance of Community & Public Facilities

Please rate how important it is for the city to invest in the following COMMUNITY & PUBLIC FACILITIES:



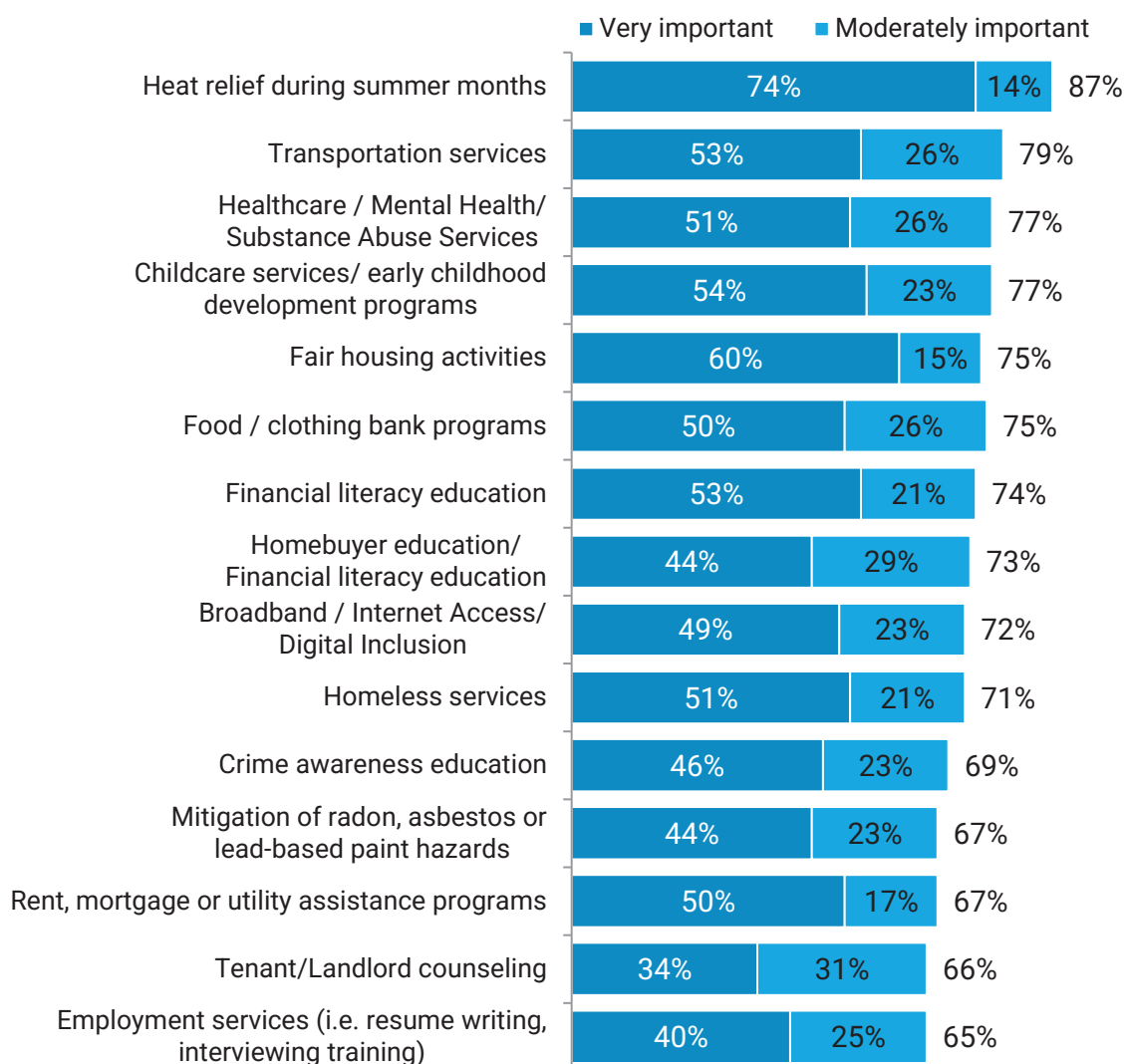
Public Services

Heat relief during summer months was the public service deemed most important by Glendale residents; about 9 in 10 respondents said it was very or moderately important to invest in. The remaining 8 public services were considered important by at least 65% of the respondents. About 8 in 10 respondents considered it very or moderately important to invest in transportation, healthcare and childcare services. Three-quarters of residents also highlighted the importance of fair housing activities, food and clothing bank programs and financial literacy education.

Residents in Chola tended to give lower importance ratings to these public services than respondents in other areas of Glendale (see *Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics*).

Figure 5: Importance of Public Services

Please rate how important it is for the City to invest in the following PUBLIC SERVICES:



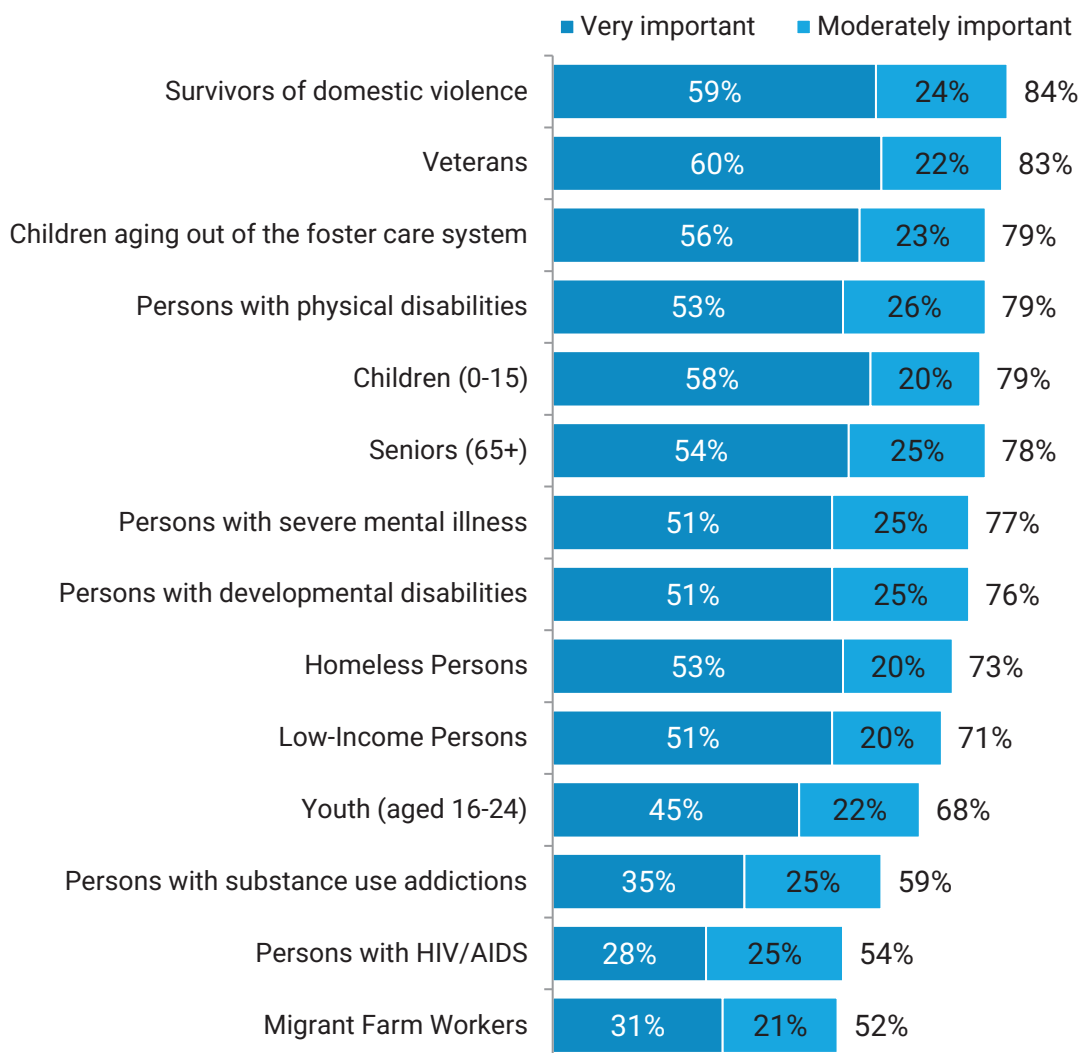
Respondents were also asked to rate how important it was for the City to invest in human and public services for 14 vulnerable population groups. More than three-quarters of respondents said it was at least moderately important to invest in human services aimed to assist survivors or domestic violence (84%), veterans (83%), children aging out of the foster care system (79%), persons with physical disabilities (79%), children (79%), seniors (78%), persons with severe mental illness (77%) and developmental disabilities (76%).

Other vulnerable populations deemed somewhat less important to invest in were homeless persons (73%), low-income persons (71%), youth (68%), persons with substance additions (59%), with HIV/AIDS (54%) and migrant farm workers (52%).

Renters and residents living in the city for 5 years or less tended to give more importance to investing in vulnerable populations than homeowners and residents living in the city for more than 5 years (see *Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics*).

Figure 6: Importance of Human Services

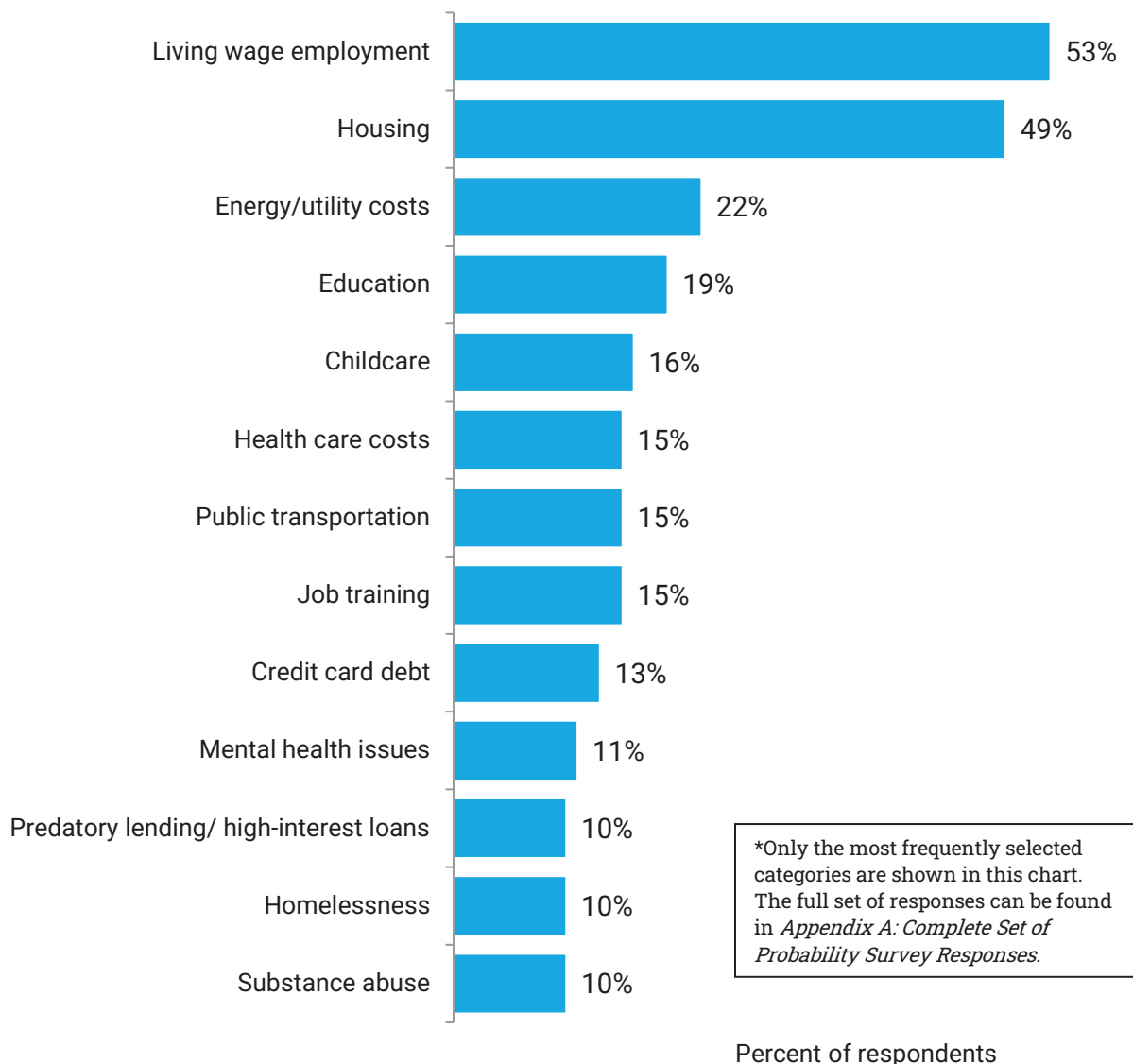
Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups:



Living wage employment and housing were identified by survey respondents as the greatest challenges faced by low-income households in Glendale, with approximately half of the respondents selecting each as a top concern. Ranked lower in terms of challenges were energy costs (22%), education (19%), childcare (16%), healthcare costs (15%), public transportation (15%), and job training (15%). Other issues mentioned less frequently included credit card debt, mental health issues, high-interest loans, homelessness, and substance abuse.

Figure 7: Barriers for Low-income Households

*Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (Select up to THREE)**

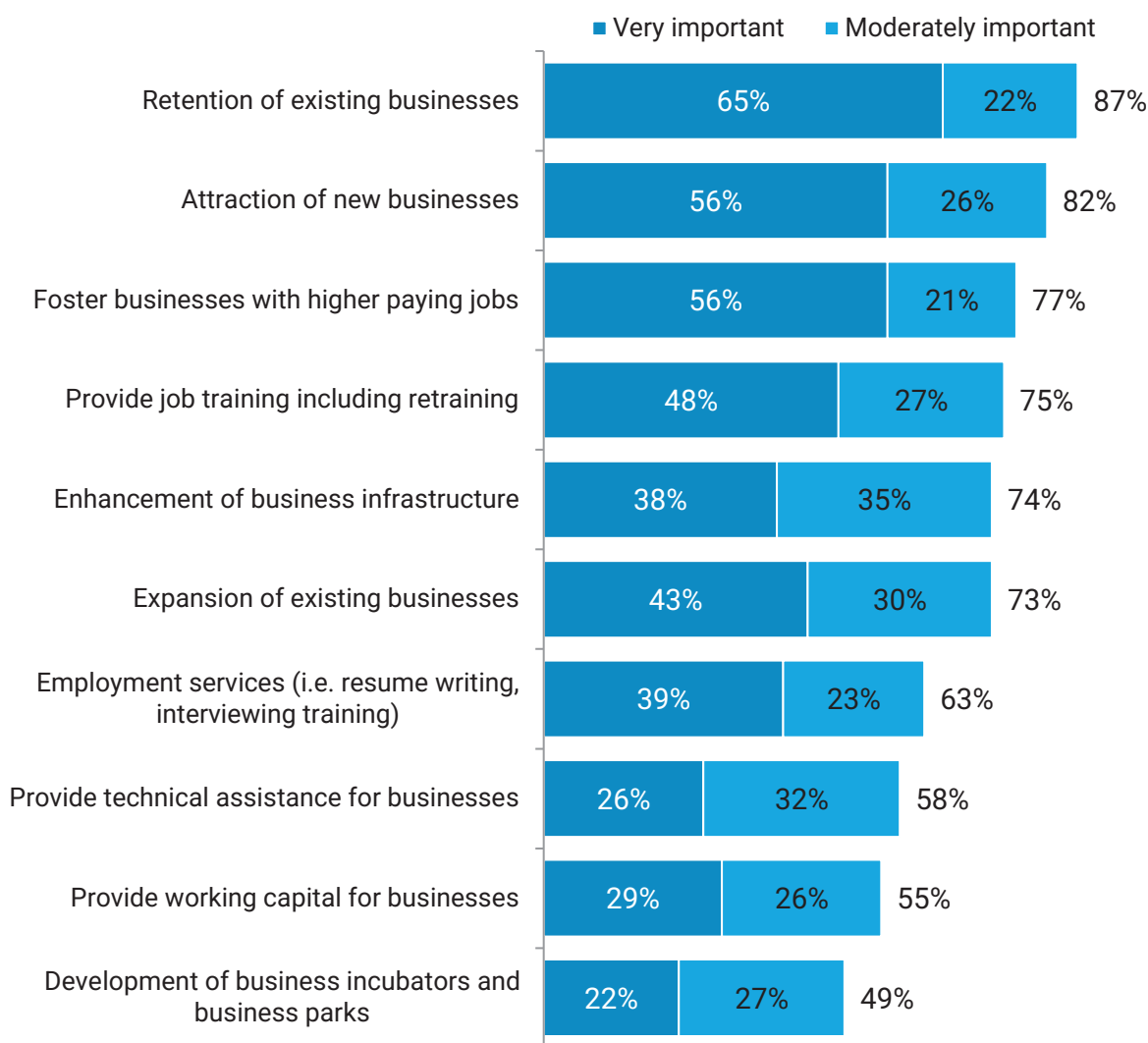


Business and Economic Development

Retention of existing businesses was considered the most important area of investment for businesses and economic development by 9 out of 10 respondents. In second place, with about 8 in 10 respondents considering it very or moderately important, was attracting new businesses, followed by fostering businesses with higher paying jobs. Other activities that were deemed important by at least 7 in 10 residents were providing job training, the enhancement of business infrastructure and the expansion of existing businesses.

Figure 8: Importance of Business and Economic Development Activities

Please rate how important it is for the City to invest in the following BUSINESS AND ECONOMIC DEVELOPMENT activities:



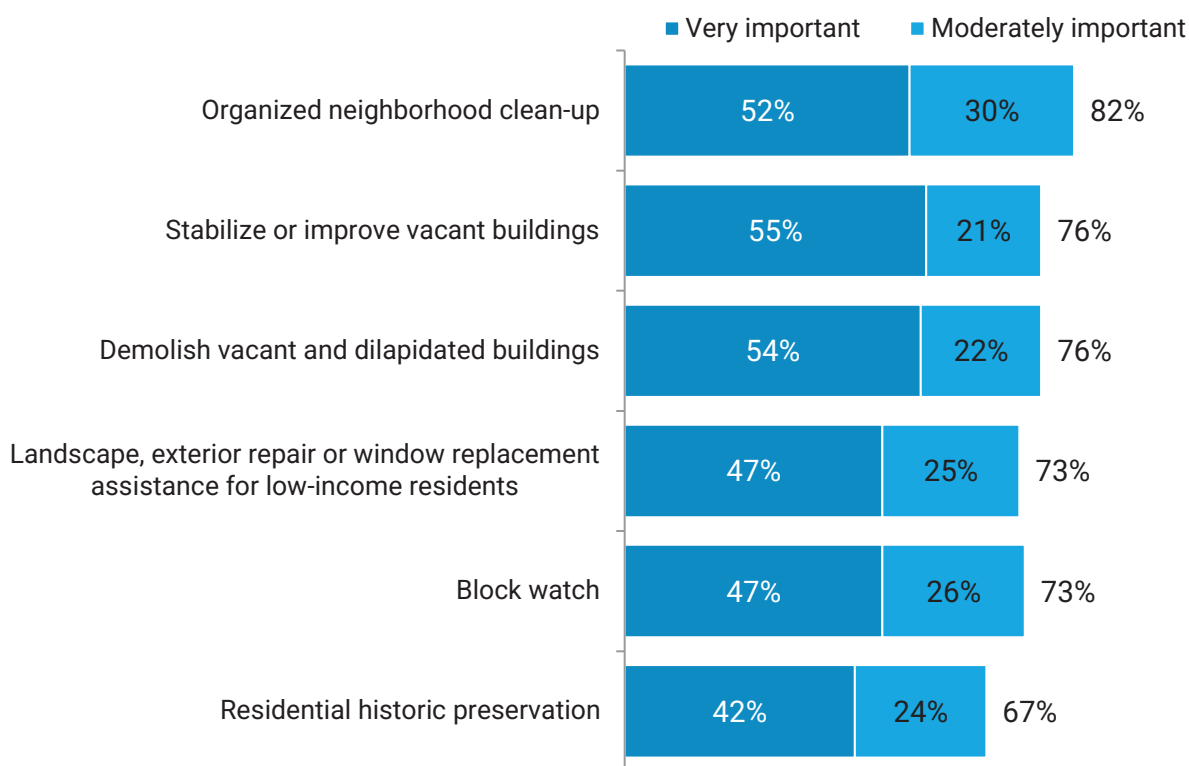
Neighborhood Improvement

About 8 in 10 residents considered it very or moderately important to invest in organized clean-ups to improve neighborhoods. About 3 in 4 respondents also considered it important to stabilize or improve vacant buildings and to demolish vacant and dilapidated buildings. Meanwhile, 7 in 10 residents judged it important to work on landscape, exterior repair or window replacement assistance for low-income residents and to implement block watch activities. Finally, about two-thirds of respondents deemed strengthening residential historic preservation as very or moderately important.

Residents who have been living in Glendale for 5 years or less and members of households making less than \$100,000 a year tended to give higher importance to working on landscape, exterior repair or window replacement assistance for low-income residents than residents living in the city for longer time and those with higher incomes (see *Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics*).

Figure 9: Importance of Neighborhood Improvement Activities

Please rate how important it is for the City to invest in the following NEIGHBORHOOD IMPROVEMENT activities:

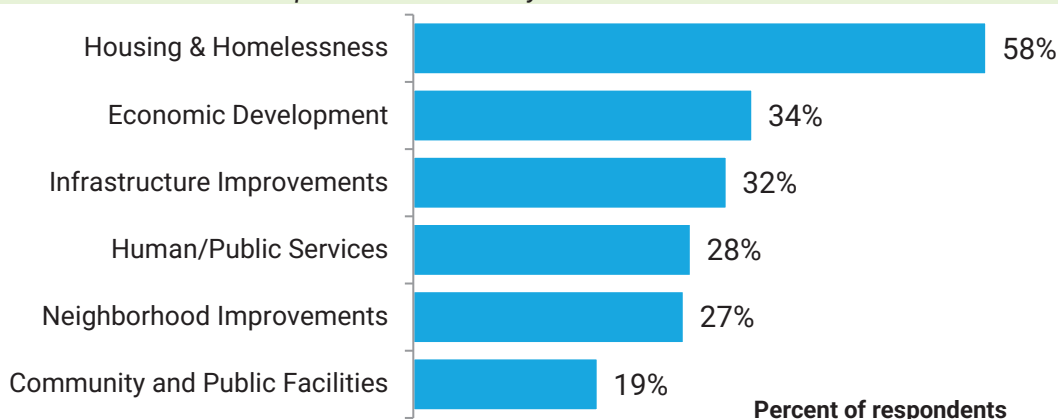


Prioritization of Housing and Community Development Challenges

When asked to name the two most important priorities from all mentioned in the survey, respondents ranked housing and homelessness at the top of the list. About 6 in 10 respondents considered these issues the highest priority for the city to address. In second place were economic development and infrastructure improvements, with 34% and 32% of the mentions, respectively. Slightly lower in the rankings were human/public services (28%) and neighborhood improvements (27%), followed by community and public facilities (19%).

Figure 10: Priorities for the City of Glendale

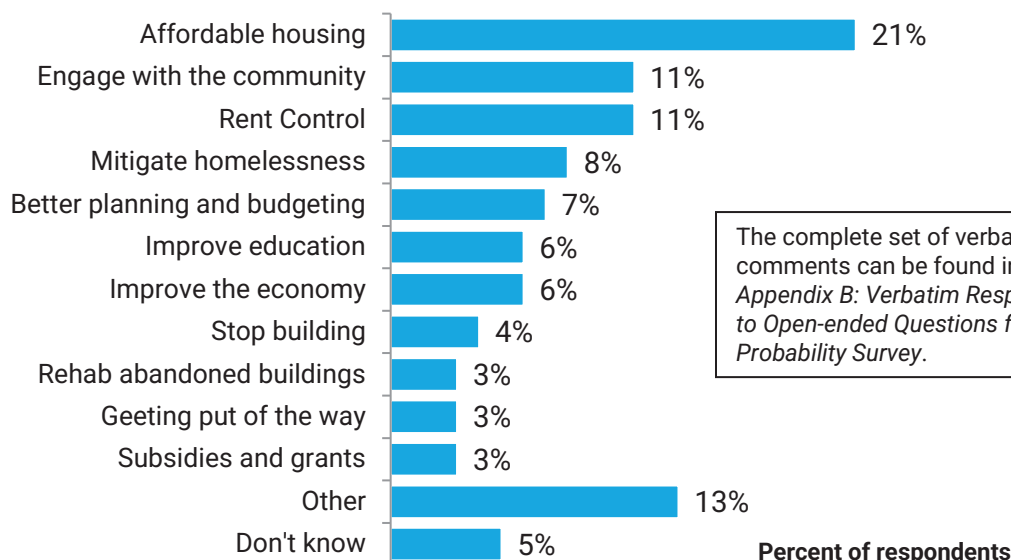
Thinking about the various activities discussed in the survey above, please select your top TWO priorities for the City of Glendale.



The survey also included an open-ended question where respondents could write in their own words how they believe the City could address its housing and community development challenges. About 2 in 10 comments referred to building affordable housing, while 1 in 10 pointed to rent control and community engagement. Other frequently mentioned actions were mitigating homelessness and a better planning/budgeting process.

Figure 11: Addressing Housing and Community Development Challenges

In your opinion, how can the City better address housing and community development challenges?



The complete set of verbatim comments can be found in *Appendix B: Verbatim Responses to Open-ended Questions from Probability Survey*.

Sources of Information

To better understand communication patterns, residents were asked about the sources of information they commonly use to obtain information about the City of Glendale and its activities, services and programs. Half of the respondents acknowledged that they read the newsletter included in their water bill. The proportion of readers was highest among homeowners, those who have lived in the city for more than 5 years and those aged 35 and older.

Figure 12: Reading the Newsletter Included with the Monthly Water Bill

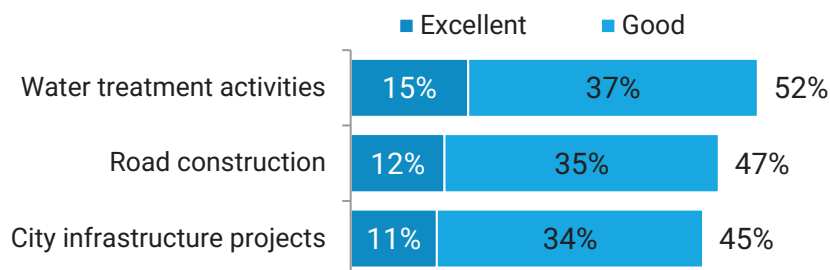
Do you read the newsletter included in your monthly water bill?



About half of respondents felt that the city does an excellent or good job sharing and explaining information about water treatment activities, road construction, and city infrastructure projects.

Figure 13: Rating the City's Communication and Information Sharing

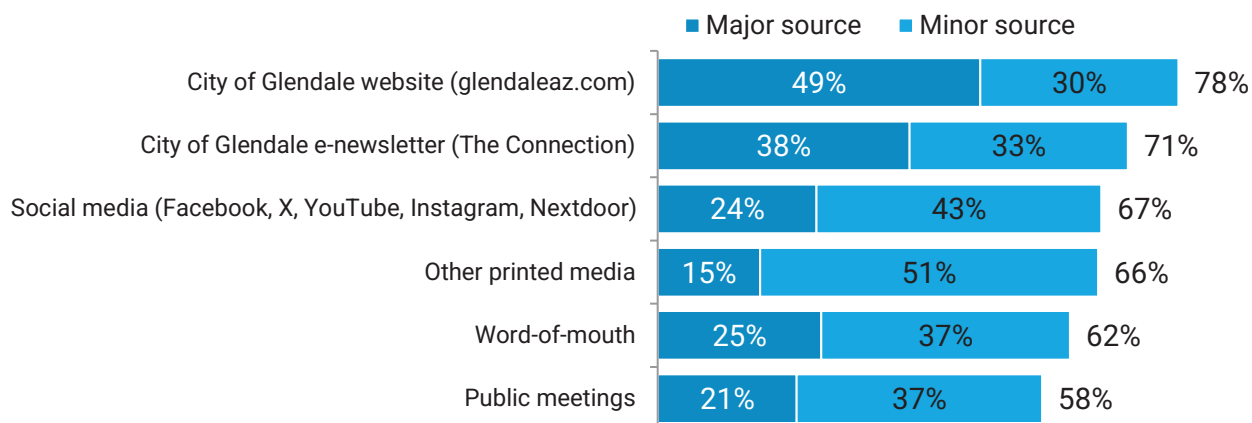
Please rate how well the city does at sharing and explaining information about the following:



The city's website was considered to be a major or minor source for obtaining information about the City of Glendale and its activities by about 8 in 10 respondents. Additionally, about 7 in 10 noted the city's newsletter as a source of information, while 2 in 3 considered social media and other printed media as sources. Lastly, word-of-mouth and public meetings were considered a source of information by about 6 in 10 respondents.

Figure 14: Sources of Information About the City of Glendale

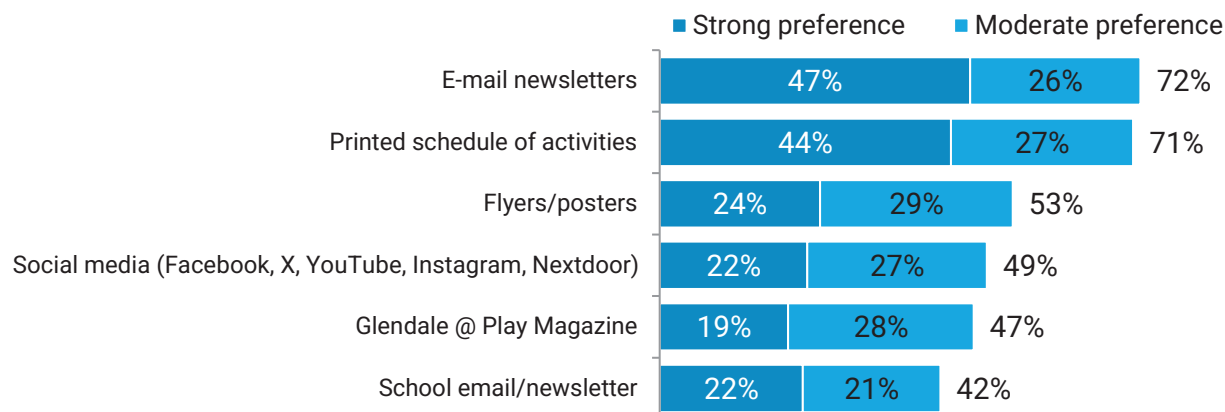
How much of a source, if at all, do you consider each of the following to be for obtaining information about the City of Glendale and its activities?



Respondents were also asked about their preferred communication channels for receiving information about parks and recreation services. Printed schedules of activities and e-mail newsletters emerged as the most preferred channels, with about 7 in 10 respondents expressing strong or moderate preferences for both. Flyers/posters, social media platforms, and The Glendale @ Play Magazine were strongly or moderately preferred by about half of the respondents, while the school newsletter was a preferred channel for around 4 in 10 respondents.

Figure 15: Preferred Communication Channels for Parks and Recreation Services

In which way do you prefer to receive information on Glendale parks and recreation services and programs?

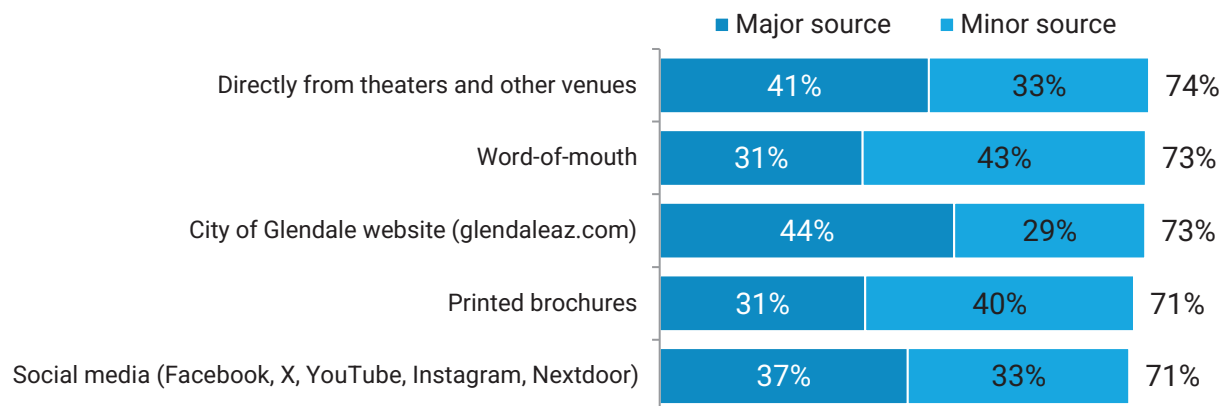


When it comes to sources of information about cultural activities, then venues themselves, word-of-mouth, printed brochures, social media, and the city's website received very similar ratings: about 7 in 10 respondents saw these as a major or minor source of information.

Female respondents were more likely than male respondents to consider word-of-mouth and theaters/venues as a major or minor source of information. Additionally, residents aged 54 and younger were more likely to use social media for information about arts/cultural/music activities compared to older residents (see *Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics*).

Figure 16: Sources of Information about Cultural Activities

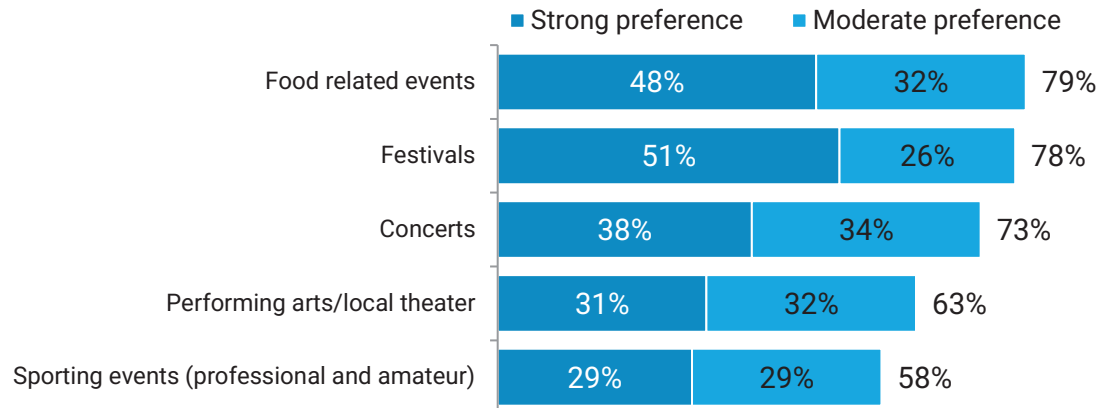
How much of a source, if at all, do you consider each of the following to be for finding arts/cultural/music activities to attend in Glendale?



Respondents were also asked what type of special events they most enjoy attending. About 8 in 10 respondents showed strong or moderate preferences for food related events and festivals, while 7 in 10 has stronger preferences for concerts. Lastly, about 6 in 10 residents said they had strong or moderate preferences for performing arts and sporting events.

Figure 17: Preferences for Special Events Attended

When thinking of the special events you most enjoy attending, what preference do you have for the following?



Appendix A: Complete Set of Probability Survey Responses

The full set of responses to each survey question are displayed in the tables in this appendix. Many survey questions included a “don’t know” response option. Most of the analyses in the body of the report were for respondents who had an opinion as eliminating “don’t know” responses allow for easier comparison between evaluative responses. For questions that included a don’t know response, two sets of tables are provided in this appendix; the first with the “don’t know” responses excluded, to show the proportion of respondents with an opinion giving a response; and the second with the “don’t know” responses included, to allow examination of the magnitude of unfamiliarity with certain items.

Table 1: Question #1 with don't know responses

Please rate how important it is for the City to support the following HOUSING services for people with low or moderate incomes?	Very important		Moderately important		Somewhat important		Not important		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Repairing existing owner- housing	37%	N=147	16%	N=61	26%	N=102	15%	N=59	6%	N=25	100%	N=394
Repairing existing renter- housing	37%	N=145	15%	N=60	20%	N=78	21%	N=82	7%	N=27	100%	N=391
Creating affordable, permanent housing (Owner)	58%	N=227	15%	N=58	12%	N=46	11%	N=42	4%	N=17	100%	N=390
Creating affordable, permanent housing (Renter)	55%	N=216	15%	N=58	10%	N=40	16%	N=63	4%	N=15	100%	N=392
Making low-interest loans to homebuyers	64%	N=252	11%	N=42	12%	N=49	10%	N=41	3%	N=11	100%	N=396
Down payment assistance	51%	N=204	11%	N=46	17%	N=68	17%	N=66	3%	N=13	100%	N=397
Providing rental assistance / subsidies (Rapid rehousing for homeless and eviction prevention)	54%	N=214	13%	N=51	16%	N=62	15%	N=58	3%	N=12	100%	N=397
Providing housing for people with special needs (such as veterans or the elderly or people with disabilities, alcohol or drug addictions or HIV/AIDS)	58%	N=231	17%	N=69	14%	N=54	8%	N=30	3%	N=12	100%	N=397
Providing emergency shelter for the homeless	54%	N=213	18%	N=72	15%	N=61	9%	N=37	3%	N=14	100%	N=397
Providing transitional housing, available for a limited period, to provide structure, supervision, addiction, and mental health support, and life skills	51%	N=202	20%	N=80	18%	N=70	8%	N=32	3%	N=12	100%	N=396

Table 2: Question #1 without don't know responses

Please rate how important it is for the City to support the following HOUSING services for people with low or moderate incomes?	Very important		Moderately important		Somewhat important		Not important		Total	
	%	N	%	N	%	N	%	N	%	N
Repairing existing owner- housing	40%	N=147	17%	N=61	28%	N=102	16%	N=59	100%	N=369
Repairing existing renter- housing	40%	N=145	16%	N=60	21%	N=78	23%	N=82	100%	N=365
Creating affordable, permanent housing (Owner)	61%	N=227	15%	N=58	12%	N=46	11%	N=42	100%	N=373
Creating affordable, permanent housing (Renter)	57%	N=216	15%	N=58	11%	N=40	17%	N=63	100%	N=377
Making low-interest loans to homebuyers	66%	N=252	11%	N=42	13%	N=49	11%	N=41	100%	N=385
Down payment assistance	53%	N=204	12%	N=46	18%	N=68	17%	N=66	100%	N=384
Providing rental assistance / subsidies (Rapid rehousing for homeless and eviction prevention)	56%	N=214	13%	N=51	16%	N=62	15%	N=58	100%	N=384
Providing housing for people with special needs (such as veterans or the elderly or people with disabilities, alcohol or drug addictions or HIV/AIDS)	60%	N=231	18%	N=69	14%	N=54	8%	N=30	100%	N=385
Providing emergency shelter for the homeless	56%	N=213	19%	N=72	16%	N=61	10%	N=37	100%	N=383
Providing transitional housing, available for a limited period, to provide structure, supervision, addiction, and mental health support, and life skills	53%	N=202	21%	N=80	18%	N=70	8%	N=32	100%	N=384

Table 3: Question #2 with don't know responses

Please rate the importance for the City to have more of the following HOUSING types.	Very important		Moderately important		Somewhat important		Not important		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Single-family (detached) housing	52%	N=207	21%	N=83	12%	N=46	9%	N=37	6%	N=23	100%	N=396
Multi-family (attached) housing (5 units or more)	30%	N=116	24%	N=94	22%	N=87	19%	N=73	5%	N=21	100%	N=390
Emergency shelters for homeless	52%	N=203	16%	N=65	19%	N=73	10%	N=38	3%	N=14	100%	N=393
Transitional housing	34%	N=135	22%	N=88	23%	N=89	15%	N=57	6%	N=25	100%	N=394
Shelters or housing for youth (13-21 yrs.)	53%	N=210	18%	N=70	15%	N=59	9%	N=37	5%	N=19	100%	N=394
Senior housing, such as nursing homes, assisted or independent living facilities	53%	N=210	23%	N=90	15%	N=59	6%	N=25	3%	N=10	100%	N=394
Permanent supportive housing, such as subsidized housing that offers services for persons with chronic physical/mental disabilities	51%	N=200	20%	N=77	18%	N=71	8%	N=30	4%	N=14	100%	N=392
Housing for persons living with HIV/AIDS	25%	N=98	25%	N=97	21%	N=83	21%	N=84	8%	N=33	100%	N=395
Housing for survivors of domestic violence (including children)	56%	N=222	22%	N=89	14%	N=57	4%	N=15	4%	N=15	100%	N=397
Modular/Manufactured homes	25%	N=98	16%	N=62	23%	N=90	27%	N=107	10%	N=39	100%	N=395
Multi-plex (2-4 units)	25%	N=98	22%	N=87	26%	N=101	19%	N=74	8%	N=32	100%	N=392
Accessory dwelling units (Casitas)	24%	N=97	20%	N=80	22%	N=88	24%	N=94	9%	N=37	100%	N=395

Table 4: Question #2 without don't know responses

Please rate the importance for the City to have more of the following HOUSING types.	Very important		Moderately important		Somewhat important		Not important		Total	
	%	N	%	N	%	N	%	N	%	N
Single-family (detached) housing	55%	N=207	22%	N=83	12%	N=46	10%	N=37	100%	N=373
Multi-family (attached) housing (5 units or more)	31%	N=116	25%	N=94	24%	N=87	20%	N=73	100%	N=370
Emergency shelters for homeless	54%	N=203	17%	N=65	19%	N=73	10%	N=38	100%	N=379
Transitional housing	37%	N=135	24%	N=88	24%	N=89	16%	N=57	100%	N=369
Shelters or housing for youth (13-21 yrs.)	56%	N=210	19%	N=70	16%	N=59	10%	N=37	100%	N=375
Senior housing, such as nursing homes, assisted or independent living facilities	55%	N=210	23%	N=90	15%	N=59	7%	N=25	100%	N=384
Permanent supportive housing, such as subsidized housing that offers services for persons with chronic physical/mental disabilities	53%	N=200	20%	N=77	19%	N=71	8%	N=30	100%	N=377
Housing for persons living with HIV/AIDS	27%	N=98	27%	N=97	23%	N=83	23%	N=84	100%	N=363
Housing for survivors of domestic violence (including children)	58%	N=222	23%	N=89	15%	N=57	4%	N=15	100%	N=383
Modular/Manufactured homes	27%	N=98	18%	N=62	25%	N=90	30%	N=107	100%	N=357
Multi-plex (2-4 units)	27%	N=98	24%	N=87	28%	N=101	21%	N=74	100%	N=361
Accessory dwelling units (Casitas)	27%	N=97	22%	N=80	24%	N=88	26%	N=94	100%	N=359

Table 5: Question #3 with don't know responses

Please rate how important it is for the city to invest in the following INFRASTRUCTURE IMPROVEMENT activities:	Very important		Moderately important		Somewhat important		Not important		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Street and road improvements	68%	N=264	22%	N=86	9%	N=34	1%	N=2	0%	N=1	100%	N=387
Electrical vehicle charging stations	15%	N=61	18%	N=71	24%	N=96	38%	N=151	4%	N=16	100%	N=396
Sidewalk improvements	44%	N=173	27%	N=103	21%	N=83	4%	N=15	4%	N=15	100%	N=389
Water, sewer, and solid waste system capacity and quality improvements	66%	N=260	21%	N=85	9%	N=37	1%	N=4	2%	N=10	100%	N=395
Storm sewer system improvements	59%	N=233	25%	N=98	10%	N=41	2%	N=7	4%	N=16	100%	N=395
Flood drainage improvements	55%	N=218	24%	N=93	15%	N=60	2%	N=9	4%	N=15	100%	N=396
Bicycle and walking paths	42%	N=168	26%	N=101	22%	N=85	8%	N=31	3%	N=12	100%	N=397
Tree planting	63%	N=250	17%	N=68	12%	N=47	6%	N=23	2%	N=8	100%	N=396

Table 6: Question #3 without don't know responses

Please rate how important it is for the city to invest in the following INFRASTRUCTURE IMPROVEMENT activities:	Very important		Moderately important		Somewhat important		Not important		Total	
	%	N	%	N	%	N	%	N	%	N
Street and road improvements	68%	N=264	22%	N=86	9%	N=34	1%	N=2	100%	N=386
Electrical vehicle charging stations	16%	N=61	19%	N=71	25%	N=96	40%	N=151	100%	N=380
Sidewalk improvements	46%	N=173	28%	N=103	22%	N=83	4%	N=15	100%	N=374
Water, sewer, and solid waste system capacity and quality improvements	67%	N=260	22%	N=85	10%	N=37	1%	N=4	100%	N=386
Storm sewer system improvements	61%	N=233	26%	N=98	11%	N=41	2%	N=7	100%	N=379
Flood drainage improvements	57%	N=218	25%	N=93	16%	N=60	2%	N=9	100%	N=381
Bicycle and walking paths	44%	N=168	26%	N=101	22%	N=85	8%	N=31	100%	N=385
Tree planting	65%	N=250	18%	N=68	12%	N=47	6%	N=23	100%	N=387

Table 7: Question #4 without don't know responses

Please rate how important it is for the city to invest in the following COMMUNITY & PUBLIC FACILITIES:	Very important		Moderately important		Somewhat important		Not important		Total	
	%	N	%	N	%	N	%	N	%	N
Youth centers	48%	N=180	25%	N=94	24%	N=92	3%	N=12	100%	N=377
Parks/ recreation centers or Community centers	56%	N=215	29%	N=111	15%	N=57	1%	N=2	100%	N=385
Childcare facilities	49%	N=184	23%	N=86	22%	N=82	6%	N=24	100%	N=376
Senior centers	43%	N=164	30%	N=115	21%	N=82	6%	N=23	100%	N=385
Healthcare facilities	60%	N=232	22%	N=84	14%	N=53	5%	N=18	100%	N=386
Residential treatment centers	41%	N=151	25%	N=92	22%	N=81	12%	N=45	100%	N=368
Public buildings with improved accessibility for the disabled	54%	N=203	24%	N=92	17%	N=62	5%	N=19	100%	N=376
Facilities for survivors of domestic violence (including children)	56%	N=217	21%	N=81	17%	N=66	5%	N=21	100%	N=385

Table 8: Question #4 with don't know responses

Please rate how important it is for the city to invest in the following COMMUNITY & PUBLIC FACILITIES:	Very important		Moderately important		Somewhat important		Not important		Total	
	%	N	%	N	%	N	%	N	%	N
Youth centers	46%	N=180	24%	N=94	24%	N=92	3%	N=12	100%	N=389
Parks/ recreation centers or Community centers	55%	N=215	28%	N=111	14%	N=57	1%	N=2	100%	N=393
Childcare facilities	47%	N=184	22%	N=86	21%	N=82	6%	N=24	100%	N=395
Senior centers	42%	N=164	29%	N=115	21%	N=82	6%	N=23	100%	N=393
Healthcare facilities	59%	N=232	21%	N=84	13%	N=53	4%	N=18	100%	N=395
Residential treatment centers	39%	N=151	23%	N=92	21%	N=81	11%	N=45	100%	N=390
Public buildings with improved accessibility for the disabled	52%	N=203	23%	N=92	16%	N=62	5%	N=19	100%	N=392
Facilities for survivors of domestic violence (including children)	55%	N=217	21%	N=81	17%	N=66	5%	N=21	100%	N=393

Table 9: Question #5 with don't know responses

Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups:	Very important		Moderately important		Somewhat important		Not important		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Homeless Persons	51%	N=200	19%	N=74	17%	N=69	9%	N=35	4%	N=17	100%	N=395
Low-Income Persons	49%	N=193	19%	N=75	19%	N=74	9%	N=34	4%	N=17	100%	N=394
Seniors (65+)	51%	N=205	24%	N=95	16%	N=62	5%	N=21	4%	N=15	100%	N=398
Youth (aged 16-24)	44%	N=174	22%	N=86	21%	N=82	10%	N=41	4%	N=14	100%	N=397
Children (0-15)	56%	N=221	19%	N=77	15%	N=58	6%	N=22	4%	N=18	100%	N=395
Migrant Farm Workers	28%	N=111	19%	N=76	23%	N=90	22%	N=85	8%	N=32	100%	N=394
Persons with severe mental illness	48%	N=191	24%	N=94	17%	N=68	5%	N=19	6%	N=23	100%	N=394
Persons with physical disabilities	51%	N=200	25%	N=97	16%	N=64	4%	N=15	5%	N=19	100%	N=394
Persons with developmental disabilities	48%	N=191	24%	N=94	18%	N=73	5%	N=18	5%	N=19	100%	N=395
Persons with substance use addictions	33%	N=130	24%	N=93	24%	N=95	15%	N=58	5%	N=18	100%	N=394
Persons with HIV/AIDS	26%	N=101	23%	N=90	22%	N=84	21%	N=81	9%	N=33	100%	N=390
Survivors of domestic violence	57%	N=224	23%	N=92	11%	N=42	5%	N=20	4%	N=16	100%	N=394
Veterans	59%	N=229	22%	N=84	12%	N=46	5%	N=19	3%	N=12	100%	N=391
Children aging out of the foster care system	54%	N=214	22%	N=88	15%	N=59	5%	N=20	4%	N=16	100%	N=397
Persons recently released from jail/prison	23%	N=91	24%	N=93	30%	N=116	17%	N=67	6%	N=25	100%	N=392

Table 10: Question #5 without don't know responses

Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups:	Very important		Moderately important		Somewhat important		Not important		Total	
	%	N	%	N	%	N	%	N	%	N
Homeless Persons	53%	N=200	20%	N=74	18%	N=69	9%	N=35	100%	N=378
Low-Income Persons	51%	N=193	20%	N=75	20%	N=74	9%	N=34	100%	N=376
Seniors (65+)	54%	N=205	25%	N=95	16%	N=62	5%	N=21	100%	N=382
Youth (aged 16-24)	45%	N=174	22%	N=86	21%	N=82	11%	N=41	100%	N=383
Children (0-15)	58%	N=221	20%	N=77	15%	N=58	6%	N=22	100%	N=377
Migrant Farm Workers	31%	N=111	21%	N=76	25%	N=90	24%	N=85	100%	N=362
Persons with severe mental illness	51%	N=191	25%	N=94	18%	N=68	5%	N=19	100%	N=371
Persons with physical disabilities	53%	N=200	26%	N=97	17%	N=64	4%	N=15	100%	N=375
Persons with developmental disabilities	51%	N=191	25%	N=94	19%	N=73	5%	N=18	100%	N=376
Persons with substance use addictions	35%	N=130	25%	N=93	25%	N=95	15%	N=58	100%	N=376
Persons with HIV/AIDS	28%	N=101	25%	N=90	24%	N=84	23%	N=81	100%	N=356
Survivors of domestic violence	59%	N=224	24%	N=92	11%	N=42	5%	N=20	100%	N=378
Veterans	60%	N=229	22%	N=84	12%	N=46	5%	N=19	100%	N=378
Children aging out of the foster care system	56%	N=214	23%	N=88	15%	N=59	5%	N=20	100%	N=381
Persons recently released from jail/prison	25%	N=91	25%	N=93	32%	N=116	18%	N=67	100%	N=367

Table 11: Question #6 Quality with don't know responses

Please rate how important it is for the City to invest in the following PUBLIC SERVICES:	Very important		Moderately important		Somewhat important		Not important		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Childcare services/ early childhood development programs	52%	N=202	22%	N=84	13%	N=52	9%	N=33	5%	N=19	100%	N=392
Transportation services	51%	N=199	25%	N=95	16%	N=60	5%	N=18	4%	N=15	100%	N=387
Healthcare / Mental Health/ Substance Abuse Services	49%	N=190	25%	N=96	16%	N=61	7%	N=26	3%	N=13	100%	N=386
Food / clothing bank programs	48%	N=189	25%	N=97	18%	N=68	7%	N=27	2%	N=8	100%	N=389
Rent, mortgage or utility assistance programs	49%	N=192	16%	N=63	22%	N=84	11%	N=41	3%	N=10	100%	N=391
Fair housing activities	57%	N=221	15%	N=57	14%	N=56	9%	N=36	5%	N=20	100%	N=390
Financial literacy education	52%	N=200	20%	N=77	18%	N=72	7%	N=27	3%	N=12	100%	N=388
Tenant/Landlord counseling	32%	N=126	30%	N=116	22%	N=84	11%	N=44	5%	N=19	100%	N=389
Homebuyer education/ Financial literacy education	42%	N=163	28%	N=110	17%	N=67	9%	N=35	4%	N=15	100%	N=389
Crime awareness education	45%	N=175	22%	N=86	22%	N=84	9%	N=34	3%	N=10	100%	N=390
Mitigation of radon, asbestos or lead-based paint hazards	42%	N=164	22%	N=85	20%	N=78	11%	N=44	5%	N=20	100%	N=391
Homeless services	49%	N=192	20%	N=78	18%	N=72	10%	N=37	2%	N=9	100%	N=388
Employment services (i.e. resume writing, interviewing training)	38%	N=150	23%	N=91	23%	N=90	11%	N=41	5%	N=18	100%	N=390
Broadband / Internet Access/ Digital Inclusion	47%	N=178	22%	N=83	17%	N=66	9%	N=35	5%	N=20	100%	N=383
Heat relief during summer months	73%	N=284	13%	N=53	9%	N=35	3%	N=14	2%	N=7	100%	N=392

Table 12: Question #6 Quality without don't know responses

Please rate how important it is for the City to invest in the following PUBLIC SERVICES:	Very important		Moderately important		Somewhat important		Not important		Total	
	%	N	%	N	%	N	%	N	%	N
Childcare services/ early childhood development programs	54%	N=202	23%	N=84	14%	N=52	9%	N=33	100%	N=372
Transportation services	53%	N=199	26%	N=95	16%	N=60	5%	N=18	100%	N=372
Healthcare / Mental Health/ Substance Abuse Services	51%	N=190	26%	N=96	16%	N=61	7%	N=26	100%	N=373
Food / clothing bank programs	50%	N=189	26%	N=97	18%	N=68	7%	N=27	100%	N=381
Rent, mortgage or utility assistance programs	50%	N=192	17%	N=63	22%	N=84	11%	N=41	100%	N=381
Fair housing activities	60%	N=221	15%	N=57	15%	N=56	10%	N=36	100%	N=370
Financial literacy education	53%	N=200	21%	N=77	19%	N=72	7%	N=27	100%	N=375
Tenant/Landlord counseling	34%	N=126	31%	N=116	23%	N=84	12%	N=44	100%	N=370
Homebuyer education/ Financial literacy education	44%	N=163	29%	N=110	18%	N=67	9%	N=35	100%	N=374
Crime awareness education	46%	N=175	23%	N=86	22%	N=84	9%	N=34	100%	N=380
Mitigation of radon, asbestos or lead-based paint hazards	44%	N=164	23%	N=85	21%	N=78	12%	N=44	100%	N=371
Homeless services	51%	N=192	21%	N=78	19%	N=72	10%	N=37	100%	N=379
Employment services (i.e. resume writing, interviewing training)	40%	N=150	25%	N=91	24%	N=90	11%	N=41	100%	N=372
Broadband / Internet Access/ Digital Inclusion	49%	N=178	23%	N=83	18%	N=66	10%	N=35	100%	N=363
Heat relief during summer months	74%	N=284	14%	N=53	9%	N=35	4%	N=14	100%	N=385

Table 13: Question #7

Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (Select up to THREE)	%	N
Living wage employment	53%	N=205
Job training	15%	N=57
Education	19%	N=75
Public transportation	15%	N=57
Personal transportation (access to a vehicle)	9%	N=37
Housing	49%	N=189
Energy/utility costs	22%	N=86
Budgeting	6%	N=25
Credit card debt	13%	N=51
Health care costs	15%	N=58
Chronic illness	1%	N=5
Mental health issues	11%	N=44
Medical/dental care access	4%	N=15
Parenting education/support	2%	N=8
Childcare	16%	N=63
Special needs children	1%	N=5
Teen pregnancy	0%	N=2
Family violence	2%	N=6
Family/child abuse	1%	N=2
Substance abuse	10%	N=38
Healthy food selection	2%	N=9
Language barriers	2%	N=7
Landlord/tenant Issues	3%	N=10
Fair Housing Discrimination	1%	N=3
Homelessness	10%	N=38
Predatory lending/ high-interest loans	10%	N=38
Other	1%	N=6

Total may exceed 100% as respondents could select more than one option

Table 14: Question #8 with don't know responses

Please rate how important it is for the City to invest in the following NEIGHBORHOOD IMPROVEMENT activities:	Very important		Moderately important		Somewhat important		Not important		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Attraction of new businesses	54%	N=207	25%	N=97	13%	N=50	5%	N=17	4%	N=14	100%	N=386
Retention of existing businesses	62%	N=243	21%	N=82	12%	N=47	0%	N=1	5%	N=18	100%	N=391
Expansion of existing businesses	41%	N=159	29%	N=112	19%	N=72	8%	N=29	4%	N=15	100%	N=387
Provide job training including retraining	46%	N=182	26%	N=102	17%	N=68	7%	N=27	3%	N=13	100%	N=392
Foster businesses with higher paying jobs	55%	N=214	20%	N=78	16%	N=63	6%	N=25	3%	N=11	100%	N=392
Enhancement of business infrastructure	36%	N=139	33%	N=128	20%	N=77	5%	N=18	7%	N=26	100%	N=388
Provide working capital for businesses	28%	N=108	24%	N=95	28%	N=109	14%	N=56	5%	N=21	100%	N=390
Provide technical assistance for businesses	25%	N=96	30%	N=117	27%	N=104	14%	N=53	5%	N=19	100%	N=390
Development of business incubators and biz parks	20%	N=76	25%	N=97	31%	N=120	16%	N=61	9%	N=34	100%	N=388
Employment services (i.e. resume writing, interviewing training)	38%	N=148	23%	N=89	26%	N=100	11%	N=41	3%	N=13	100%	N=391

Table 15: Question #8 without don't know responses

Please rate how important it is for the City to invest in the following NEIGHBORHOOD IMPROVEMENT activities:	Very important		Moderately important		Somewhat important		Not important		Total	
	%	N	%	N	%	N	%	N	%	N
Attraction of new businesses	56%	N=207	26%	N=97	13%	N=50	5%	N=17	100%	N=372
Retention of existing businesses	65%	N=243	22%	N=82	13%	N=47	0%	N=1	100%	N=373
Expansion of existing businesses	43%	N=159	30%	N=112	19%	N=72	8%	N=29	100%	N=371
Provide job training including retraining	48%	N=182	27%	N=102	18%	N=68	7%	N=27	100%	N=379
Foster businesses with higher paying jobs	56%	N=214	21%	N=78	17%	N=63	7%	N=25	100%	N=381
Enhancement of business infrastructure	38%	N=139	35%	N=128	21%	N=77	5%	N=18	100%	N=362
Provide working capital for businesses	29%	N=108	26%	N=95	30%	N=109	15%	N=56	100%	N=368
Provide technical assistance for businesses	26%	N=96	32%	N=117	28%	N=104	14%	N=53	100%	N=371
Development of business incubators and business parks	22%	N=76	27%	N=97	34%	N=120	17%	N=61	100%	N=353
Employment services (i.e. resume writing, interviewing training)	39%	N=148	23%	N=89	26%	N=100	11%	N=41	100%	N=377

Table 16: Question #9 with don't know responses

Please rate how important it is for the City to invest in the following NEIGHBORHOOD IMPROVEMENT activities:	Very important		Moderately important		Somewhat important		Not important		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Demolish vacant and dilapidated buildings	53%	N=204	21%	N=81	19%	N=72	5%	N=19	3%	N=10	100%	N=387
Stabilize or improve vacant buildings	54%	N=210	21%	N=82	17%	N=68	6%	N=25	2%	N=7	100%	N=392
Residential historic preservation	41%	N=159	23%	N=91	22%	N=85	11%	N=41	3%	N=11	100%	N=388
Organized neighborhood clean-up	51%	N=198	29%	N=114	14%	N=54	4%	N=17	2%	N=10	100%	N=392
Block watch	46%	N=178	25%	N=98	17%	N=66	9%	N=37	3%	N=12	100%	N=391
Landscape, exterior repair or window replacement assistance for low-income residents	46%	N=180	24%	N=96	17%	N=67	9%	N=37	3%	N=11	100%	N=391

Table 17: Question #9 with don't know responses

Please rate how important it is for the City to invest in the following NEIGHBORHOOD IMPROVEMENT activities:	Very important		Moderately important		Somewhat important		Not important		Total	
	%	N	%	N	%	N	%	N	%	N
Demolish vacant and dilapidated buildings	54%	N=204	22%	N=81	19%	N=72	5%	N=19	100%	N=377
Stabilize or improve vacant buildings	55%	N=210	21%	N=82	18%	N=68	7%	N=25	100%	N=385
Residential historic preservation	42%	N=159	24%	N=91	23%	N=85	11%	N=41	100%	N=377
Organized neighborhood clean-up	52%	N=198	30%	N=114	14%	N=54	4%	N=17	100%	N=382
Block watch	47%	N=178	26%	N=98	17%	N=66	10%	N=37	100%	N=379
Landscape, exterior repair or window replacement assistance for low-income residents	47%	N=180	25%	N=96	18%	N=67	10%	N=37	100%	N=380

Table 18: Question #10

Thinking about the various activities discussed in the survey above, please select your top TWO priorities for the City of Glendale.		%	N
Housing & Homelessness		58%	N=227
Infrastructure Improvements		32%	N=124
Community and Public Facilities		19%	N=73
Human/Public Services		28%	N=110
Economic Development		34%	N=135
Neighborhood Improvements		27%	N=107

Total may exceed 100% as respondents could select more than one option

Table 19: Question #12 without don't know responses

Do you read the newsletter included in your monthly water bill?		%	N
No		49%	N=190
Yes		51%	N=197
Total		100%	N=386

Table 20: Question #13 with don't know responses

Please rate how well the city does at sharing and explaining information about the following:		Excellent		Good		Fair		Poor		Don't know		Total	
		%	N	%	N	%	N	%	N	%	N	%	N
Water treatment activities		11%	N=44	28%	N=110	26%	N=99	11%	N=44	23%	N=91	100%	N=389
Road construction		10%	N=39	29%	N=113	31%	N=121	14%	N=54	15%	N=60	100%	N=387
City infrastructure projects		9%	N=35	28%	N=107	31%	N=119	14%	N=53	18%	N=71	100%	N=386

Table 21: Question #13 without don't know responses

Please rate how well the city does at sharing and explaining information about the following:		Excellent		Good		Fair		Poor		Total	
		%	N	%	N	%	N	%	N	%	N
Water treatment activities		15%	N=44	37%	N=110	33%	N=99	15%	N=44	100%	N=298
Road construction		12%	N=39	35%	N=113	37%	N=121	16%	N=54	100%	N=327
City infrastructure projects		11%	N=35	34%	N=107	38%	N=119	17%	N=53	100%	N=314

Table 22: Question #14

How much of a source, if at all, do you consider each of the following to be for obtaining information about the City of Glendale and its activities?	Major source		Minor source		Not a source		Total	
	%	N	%	N	%	N	%	N
City of Glendale e-newsletter (The Connection)	38%	N=144	33%	N=125	29%	N=111	100%	N=380
City of Glendale website (glendaleaz.com)	48%	N=183	30%	N=112	22%	N=82	100%	N=377
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	24%	N=91	43%	N=163	33%	N=127	100%	N=381
Other printed media	15%	N=57	51%	N=190	34%	N=126	100%	N=374
Word-of-mouth	25%	N=92	37%	N=140	38%	N=143	100%	N=375
Public meetings	21%	N=79	37%	N=140	42%	N=160	100%	N=379
Other	9%	N=25	19%	N=52	72%	N=195	100%	N=272

Table 23: Question #15

In which way do you prefer to receive information on Glendale parks and recreation services and programs?	Strong preference		Moderate preference		Low preference		No preference		Total	
	%	N	%	N	%	N	%	N	%	N
E-mail newsletters	47%	N=176	26%	N=96	17%	N=63	11%	N=41	100%	N=376
Printed schedule of activities	44%	N=166	27%	N=104	21%	N=79	8%	N=30	100%	N=379
Glendale @ Play Magazine	19%	N=70	28%	N=101	27%	N=96	26%	N=95	100%	N=361
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	22%	N=82	27%	N=99	27%	N=98	24%	N=89	100%	N=368
Fliers/posters	24%	N=91	29%	N=110	30%	N=114	17%	N=64	100%	N=378
School email/newsletter	22%	N=78	21%	N=75	22%	N=81	36%	N=129	100%	N=364
Other	12%	N=23	7%	N=14	6%	N=11	74%	N=138	100%	N=185

Table 24: Question #16

How much of a source, if at all, do you consider each of the following to be for finding arts/cultural/music activities to attend in Glendale?	Major source		Minor source		Not a source		Total	
	%	N	%	N	%	N	%	N
City of Glendale website (glendaleaz.com)	44%	N=166	29%	N=108	27%	N=102	100%	N=376
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	37%	N=137	33%	N=123	29%	N=108	100%	N=368
Directly from theaters and other venues	40%	N=149	33%	N=122	26%	N=98	100%	N=369
Word-of-mouth	30%	N=112	43%	N=157	27%	N=99	100%	N=369
Printed brochures	31%	N=114	40%	N=149	29%	N=106	100%	N=370
Other	11%	N=20	15%	N=29	74%	N=138	100%	N=186

Table 25: Question #17

When thinking of the special events you most enjoy attending, what preference do you have for the following types of events?	Strong preference		Moderate preference		Low preference		No preference		Total	
	%	N	%	N	%	N	%	N	%	N
Festivals	51%	N=201	26%	N=103	14%	N=55	8%	N=31	100%	N=391
Concerts	38%	N=148	34%	N=133	15%	N=59	12%	N=47	100%	N=387
Sporting events (professional and amateur)	29%	N=112	29%	N=109	27%	N=101	16%	N=60	100%	N=382
Performing arts/local theater	31%	N=122	31%	N=122	26%	N=101	11%	N=43	100%	N=388
Food related events	48%	N=185	31%	N=122	13%	N=49	8%	N=31	100%	N=388
Other	11%	N=17	12%	N=20	3%	N=5	74%	N=122	100%	N=164

Table 26: Question D1

In general, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Access the internet from your home using a computer, laptop, or tablet computer	65%	N=256	13%	N=52	8%	N=31	4%	N=15	9%	N=34	1%	N=5	100%	N=392
Access the internet from your cell phone	79%	N=308	10%	N=38	4%	N=16	1%	N=6	5%	N=21	0%	N=1	100%	N=390
Visit social media sites such as Facebook, X (formerly Twitter), Nextdoor, etc.	47%	N=182												
Use or check email	64%	N=251	14%	N=55	11%	N=41	5%	N=19	21%	N=81	2%	N=7	100%	N=385
Share your opinions online	6%	N=25	2%	N=8	20%	N=75	13%	N=48	56%	N=215	3%	N=12	100%	N=383
Shop online	9%	N=34	6%	N=21	32%	N=121	36%	N=137	15%	N=57	2%	N=7	100%	N=377

Table 27: Question D2

Please rate your overall health.		%	N
Excellent		29%	N=115
Good		38%	N=152
Fair		19%	N=77
Poor		10%	N=38
Don't know		3%	N=13
Total		100%	N=395

Table 28: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	%	N
Very positive	7%	N=27
Somewhat positive	19%	N=73
Neutral	36%	N=142
Somewhat negative	27%	N=104
Very negative	12%	N=45
Total	100%	N=391

Table 29: Question D4

How many years have you lived in Glendale?	%	N
Less than 2 years	14%	N=56
2-5 years	23%	N=89
6-10 years	16%	N=65
11-20 years	12%	N=49
More than 20 years	35%	N=137
Total	100%	N=396

Table 30: Question D5

Which best describes the building you live in?	%	N
Single-family detached home	63%	N=251
Townhouse or duplex (may share walls but no units above or below you)	11%	N=44
Condominium or apartment (have units above or below you)	23%	N=92
Mobile home	1%	N=4
Other	1%	N=4
Total	100%	N=396

Table 31: Question D6

Do you rent or own your home	%	N
Rented	39%	N=152
Owned	61%	N=238
Total	100%	N=390

Table 32: Question D7

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	%	N
Less than \$300	5%	N=18
\$300 to \$599	7%	N=28
\$600 to \$999	10%	N=37
\$1,000 to \$1,499	27%	N=104
\$1,500 to \$2,499	36%	N=139
\$2,500 to \$3,999	13%	N=50
\$4,000 to \$6,999	2%	N=9
\$7,000 to \$9,999	0%	N=1
\$10,000 or more	0%	N=0
Total	100%	N=388

Table 33: Question D8

Do any children 17 or under live in your household?	%	N
No	69%	N=270
Yes	31%	N=121

Table 34: Question D9

Are you or any other members of your household aged 65 or older?	%	N
No	70%	N=273
Yes	30%	N=116
Total	100%	N=390

Table 35: Question D10

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household)	%	N
Less than \$25,000	13%	N=49
\$25,000 to \$49,999	16%	N=59
\$50,000 to \$74,999	19%	N=71
\$75,000 to \$99,999	16%	N=59
\$100,000 to \$149,999	19%	N=72
\$150,000 to \$199,999	12%	N=44
\$200,000 to \$299,999	4%	N=13
\$300,000 or more	3%	N=11
Total	100%	N=379

Table 36: Question D11

Are you of Hispanic, Latino/a/x, or Spanish origin?	%	N
No, not Spanish, Hispanic or Latino	67%	N=261
Yes, I consider myself to be Spanish, Hispanic or Latino	33%	N=128
Total	100%	N=389

Table 37: Question D12

Race	%	N
American Indian or Alaska Native	4%	N=14
Asian	9%	N=35
Black or African American	7%	N=26
Native Hawaiian or Other Pacific Islander	1%	N=5
White	69%	N=265
A race not listed	18%	N=69
Total may exceed 100% as respondents could select more than one option		

Table 38: Question D13

In which category is your age?	%	N
18-24 years	6%	N=22
25-34 years	24%	N=96
35-44 years	16%	N=62
45-54 years	19%	N=73
55-64 years	13%	N=52
65-74 years	14%	N=55
75 years or older	8%	N=33
Total	100%	N=393

Table 39: Question D14

What is your gender?	%	N
Woman	52%	N=205
Man	47%	N=186
Identify in another way	1%	N=3
Total	100%	N=394

Appendix B: Verbatim Responses to Open-ended Questions from Probability Survey

The following pages show the responses to the open-ended questions. Responses are presented here in verbatim form, including any typographical, grammatical or other mistakes. Responses were categorized, and then presented in alphabetical order within the category.

Question 7: Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (OTHER)

- A culture that enables and promotes bad behavior without consequences.
- DEMOCRATS WHO'VE DESTROYED THE ECONOMY AND CAUSED UNPRECEDENTED INFLATION, TO START.
- Government intervention for people who make bad decisions in life.
- Living near high crime area
- stronger families
- They need to be taught to be independent - not dependent on city / county services.

Question 11: In your opinion, how can the City better address housing and community development challenges?

Affordable Housing

- Affordable housing
- Affordable housing and economic development
- Affordable housing and living wages
- By making more affordable
- Casas accesibles, mejor opciones de credito
- Continuing to stray away from single family housing and moving towards a multi-plex, multi-family housing plan that provides many more shelters per project. This could help alleviate some of the homelessness going on in the valley while helping to supplement more funding for community projects that are neighborhood specific.
- create affordable housing/ rent control
- Create affordable single family home housing for people that work from home (4bed). And make sure home inspectors do their job and not fake sign a home saying it is livable without doing a proper inspection.
- Develop affordable housing and create more accessible mental health resources. If we could solve those, a lot of issues would improve. The excessive money that people put into rent doesn't go anywhere else but a landlord's pocket, it doesn't get reinvested in the community. The stress that high housing costs put on a person worsens their quality of life and physical health, especially for those with lower incomes who live paycheck to paycheck. Mental health has huge impacts on physical and emotional health, which can in turn lead to other effects (road rage, shoplifting, risky driving behaviors, etc.) that harm the overall community.
- Develop affordable housing areas for low income residents. Place when people have easy access to public transportation.
- Develop low income housing
- encourage "cluster" zones where affordable housing and commercial centers are in close proximity to allow low income to easily access various services and goods readily
- Help people find decent priced living either buying or renting. Setting boundaries

- Incentivize developers to build affordable housing for seniors, 1st time buyers, low-income residents.
- incentivize developers to build smaller "starter homes" and small multifamily homes such as duplexes in order to lower the barrier of entry to homeownership. enforce strict pro-tenant policies on landlords.
- Increase accessibility to housing at low costs
- Long range planning for more neighborhood planned affordable housing.
- Lower housing costs
- Make housing affordable
- Make housing affordable.
- Make sure people can afford the housing they are applying for
- Preserve affordable housing, putting in place rent control
- Provide apartments with reasonable rent for senior citizens and low income citizens.
- Require developers to build more low income or affordable housing.
- Small houses and mobile homes
- Subsidize low income housing
- Viviendas ms asequibles y ofrecer ms oportunidades de empleo
- We need affordable housing including small or tiny homes and vocational rehab or skill training to assist people to get jobs that pay well enough to cover their bills
- We need to provide more affordable housing developments. I'm calculating less than 10% of Glendale residents have access to affordable housing, but I can guarantee more than 10% residents are living below the poverty line in Glendale in 2024. These people need help now; 779 units is not enough for a city with 250k residents.

Rent Control

- cap rents to match incomes
- Capping rent prices.
- Crack down on landlords with abusively high rent increases, for the last 3 years using inflation as an excuse, that were far above previous 28 years. Bel Aire Manor MHC is a good example of this. Normal annual rent increases went from \$20/year to \$30/mo, \$60/mo and \$80/mo in the last 3 years. I qualified for rental assistance for 2 years, but City of Glendal employees said they wouldn't help me unless I was already in eviction court, so I received NO help, and the federal funds eventually ran out. Thanks for the help, City of Glendale. I now know what discrimination feels like.
- Get high rent under control
- Lower mortgages and rent
- Lower rent and increase mental health help
- Lower rents
- Make renting and owning a home affordable again so young people and low income families can afford to live.
- Manny are in need of homes rent is very unbearable, especially on S.S.I. Our streets are hazardes and we need help and no where to go and get true help if you make a dollar to much you don't qualify.
- Not allowing unjust rent increases and first time home owners assistant to be paid back with low interest loans.
- Que cuente menos la renta
- Rent control
- Rent control
- Rent control and more affordable housing. More recreational/youth facilities to keep kids off streets
- Rent control or some equivalent solution - nobody should be paying \$2000/mo for a 1 bed apartment.
- Rent control. Stop making everything so expensive

- Rent is too high and not affordable
- Restrict amount of homes being bought to then be rented out (not those who offer affordable rent)
- Set scale for charging rent
- Stop predatory landlords, businesses owning houses driving up the market, create more community events for neighborhoods and groups living in similar areas to get to know each other. Even city sponsored neighborhood pages on social media would help.

Improve the economy

- Assistance with gaining living wage jobs and affordable housing so that housing CAN be obtained as well as being able to live, not just survive.
- By letting residents keep more of their income
- improving jobs
- Increasing salary wages for all employees including salary base employees such as educators. If the city focuses on education and only allowing high qualified educators to teach then they are setting up students for future success less crime, and less homelessness.
- Invest more money when needed
- it is important to help foster business that are willing and able to pay livable wages for the greedy price gouging economic conditions we currently face. People making \$13/hour can't afford the cost of living. It's impossible to afford a standard rate of \$2,000/month for a rental for low wage income.
- Money
- More jobs with decent pay. They could be provided internship or temporary jobs with the city to earn a wage and learn a trade.
- More opportunities
- Tener ms trabajo

Improve education

- Be more transparent and offer services to educate what is everything being communicated.
- Create programs to help people get job training, work with employers to hire these people.
- Education on what is available and how to attain it.
- I believe that the City of Glendale provides a good and healthy environment. Possibly more educational information for projects min the community. Would like to see changes made are for the benefit of all whenever possible.
- Improve the quality of public education.
- Invest in educating our youth with great speed and determination
- Job training and employment opportunities so people can and will work to get housing/personal needs
- Mental health issues and lack of job skills and social skills are preventing people from being able to hold a job. We own a business and the 20-30 population have extremely poor academic and social skills which makes it hard for them to keep a job and hard for us to grow. We pay entry level starting pay of \$19-23 hour plus bonuses.
- More education
- Offer classes to take to better themselves

Engage with the community

- All you have to do is get the people of city of Glendale the residents to come in to our town hall meeting and you guys take down recommendations of how to better the community and it will work out because you getting the ideas from the people that live in that community that could better living situations and better off helping City of Glendale so that will be my ideal of developing community.

- Be more interactive in the community
- Being proactive
- Better planning
- Bring together the community with stakeholders and developers to discuss the needs and the concerns in the community.
- By engaging the community
- Communicate needs to churches and private companies.
- complete an assessment /inventory of existing housing and community development projects and determine where there are gaps and develop a coalition (gov., private, and business sectors) to address. Challenges are too great for just the City to address-also important to have buy-in and participation from the various sectors
- Create task force, provide funding, get community input.
- Get out of the way of private enterprise such as real estate development, work through local churches who are in touch with individual needs.
- Get the citizens involved, no better way to get dirty together and have a great outcome and turnout of neighbors Collaboration together.
- Get the neighborhoods involved and let them know the improvements you're trying to make
- Hold open forums/discussions with Glendale residents to brainstorm solutions to these issues.
- How to get residents to participate
- I think it is important to get existing homeowners and business owners involved in the process. Have the people in the city take ownership in the projects and in the community
- Input requires localized meetings; not just downtown.
- Involve the citizens, like this survey.
- Listen more to the citizens and not special inside interests
- Meeting with people living in the various districts. Workshops at the libraries.
- Organizando juntas/reuniones en los vecindarios.
- Perhaps by acknowledging the concerns/pain points of city residents, and cleaning up the streets and parks, etc. making the city a desirable place overall, the City can begin to address some of these issues.
- Social Media public gatherings
- Through partnerships with other agencies nonprofits community colleges universities. Also partnerships with four profit businesses, grants from state and federal governments.
- Treat people as humans and not as group members
- WORK EXTENSIVELY WITH SERVICES/RESOURCES POINTED OUT BY AGENCIES SUCH AS COMMUNITY BRIDGES, INC. AND NOT MAKE ACCESS TO THESE SERVICES NOT SO DAMN COMPLICATED.
- Working WITH the community, residents and businesses. Remove the illegal immigrants!

Subsidies and grants

- Federal grants?
- Grants and low interest loans from the government. A small tax increase designated solely for this purpose
- Help subsidize rent for those that need help and come up with better solutions for community development.
- Ofrecer recursos
- Provide better incentives; e.g. discounted tax burden
- Provide citizens a rebate if they install neighborhood camera systems (like ring cameras). Or provide them to citizens disenfranchised by crime in their area.
- provide low interest loans for those struggling to meet monthly demands

- Subsidize multi-family projects as well as multi-plex housing. Work with existing nonprofits to find innovative ideas for solutions. Provide consistent and enthusiastic leadership.
- Subsidizing and creating partnerships with non-profits and local business to provide safe, clean affordable housing for low-income families and residents with medical and mental health issues.
- Work with Feds and State to receive housing grants

Mitigate homelessness

- Based on my current knowledge about the subject, perhaps temporary development employment centers for the homeless. To help them get back on their feet. In another word, types of shelters that also help promote temporary jobs and gives them options. I understand that there are already employment security services out there, but do they offer employment development classes? for example.
- Clean up the homeless problem
- Closing the border would get a lot of homeless, drug abusers and criminals out of our city! Start by firing every democrat and every under qualified DEI hire in the city of Glendale govt.
- Concentrate on mitigating homelessness
- Don't allow homeless to flourish
- Export the homeless that refuse to help themselves.
- Get the homeless off our streets and parks and no labor camps. Crack down on crime and gangs.
- GET THE HOMELESS OFF THE STREETS.
- Glendale is much better than Phoenix at removing the plaque of the homeless and panhandlers. Glendale needs to be a bubble of safety in the Phoenix area where homelessness and illegal immigrants are not hindering the economy and development of the city. Glendale needs to be a place crime is not tolerated and illegals are not welcomed.
- Help homelessness folks. Be better with keeping on top of owners letting their house and yards going into disrepair.
- Help the homeless get back on their feet and off the streets. Support home owners who are experiencing homeless persons living in alleys, parks, etc leaving trash, stealing and bringing down property value. No business will come to an area where homeless persons are living.
- Hey the homeless out clean up the streets and then more people will want to move here
- Homeless need an area like Utah's mini houses. City needs to support local small business that have unique goods & services.
- Homelessness is out of control. Rents are too high for most people. Glendale needs apartments that have low rent and lots of them. They need to have case workers to then help the housed people find jobs, deal with mental health issues and substance abuses
- I think the issue with unhoused people is that they don't have access to enough resources. If there could be more food banks, heat relief centers (like in Phoenix), homeless shelters for them, that would be great. In terms of community development, the construction around town is encouraging but we need more pedestrian friendly roads, bicycle lanes, better access to public transportation so we don't have to always rely so heavily on personal cars
- Lower cost of living. Clear the bus stops from the homeless.
- Make it a priority to end homeless.
- More places for those that are homeless.
- Our number one issue is homelessness. Those without homes are roaming our community, most high on drugs. My children can't even go outside to play because it's not safe. Problem number two is the over planting. It is beyond my understanding how we can be in a water shortage, yet the city of Glendale is grossly over planted and its water use is disgusting. I came from California and the cities will not let homeowners use have the water Glendale wastes.

- Start with basics: Homelessness, opportunities for those who lack financial resources to have a chance to function within society
- Start with having housing communities for our homeless veterans. Help those with mental & drug issues get off drugs. Help them learn job skills.
- There has been a huge increase in homeless population around our areas. Ensuring that there are services available to support these individuals and get them off the streets is important

Stop building

- Prevent over crowding in our neighborhoods.
- Stop building tiny home developers, they will only become slums in the future, have seen it in other city's.
- Stop building we do not have the water to support all the people coming here.
- Stop bungalow and apartment building. We need more grocery stores and local restaurants instead of car washes and strip malls.
- Stop letting filthy rich people/investment groups control housing costs for average and below average income people. 2. Require companies to pay their employees a liveable wage even if it reduces their mega profits.
- Stop or slow big investors from buying up residential properties. Cap the amount of assets they can buy when it comes to residential. Not commercial but residential. Maybe, take away their tax benefits. Also, slow the rate of rent hikes. Ours went up \$600 in one year which lead us to buy an inflated junky home so that we could lock in a monthly payment. We didn't have the luxury of buying a home here 10 years ago.
- Stop out of control building. Focus on traffic improvement. Preserve water by limiting development. We are turning into a city of apartment buildings, and creating constant traffic jams.
- Try to limit the amount of apparents being built and build more affordable housing

Geeting put of the way

- get out of the way in zoning laws
- Go back to basics. Prioritize the city's required responsibilities. Let the non-profit and private sectors take care of the individual needs of society at large
- If the City wants to be socially responsible, stay in your own Lane and attract the private sector to assume the costs and responsibilities.
- Let non-profits do the heavy lifting
- Let the private sector do it. Keep government out of it.
- Most of these things should be handled by the private sector and the best thing the city can do is remove red tape and impediments for individuals and businesses to step up and provide the needs of those less fortunate in our community.
- Stay out of the way for the most part.
- The City should provide the structure to allow enterprise and nonprofit groups to provide the social, education, and financial living improvements organically. Give someone a fish you feed for a day, teach someone to fish you feed for a life time.
- The city's main job is NOT to be a social service agency giving public money to all sorts of individual needs.
- To much gov't involement - poeple need to learn to take care of themselves instead of gov't.

Rehab abandoned buildings

- Demolish vacant building and make housing for low income.
- develop shelters and cooling stations

- I have seen in some cities where they have retrofitted vacant schools (those that are no longer needed in older neighborhoods) to accommodate either an influx of new migrants or maybe homeless families. There are bathrooms cafeterias and lots of rooms. Just a thought.
- Learn from other cities like Long Beach California. The had old run down or vacant buildings, homeless, prostitution, and various crimes happening in downtown Long Beach and through the years they clean downtown up; old buildings demolished and new buildings up. Some properties are historic and have been cleaned up.
- Offer housing and improve existing space
- Refurbish existing housing into temporary low-income housing.
- Rehab abandoned buildings for housing.
- Use existing structures live metrocenter or the kmort by the 17 to temporarily house homeless.
- Use some of the old motels as housing for the homeless or low income families.
- Utilize empty business complexes / building.

Better planning and budgeting

- Be more careful when handing out huge tax incentives just to attract employers that don't last or complete their building projects on time.
- BETER USE OF FUNDS.
- Change zoning laws to allow more housing to be built, including backyard sheds, etc
- Change zoning laws, such as allowing casitas and building really low income housing.
- Direct taxes more towards community facilities for residents to enjoy for free.
- Enforcement of existing rules and regulations
- Have current employees put in charge of these issues --they should be familiar with the issues --
- Make it a priority and follow through!
- Mejor administration de los dineros publicos, mejor administration economica, voluntary political, politicos honestos con un sentido verdadero de lo que es servir al projimo. Que cuide los calories familiares promueva la unidad de la comunidad. Lideres verdaderos lideres.
- Plan better
- Put more of our budget towards those that need help rather than to large businesses who can and should pay their fair share. We individuals receive zero subsidy for moving to Glendale, purchasing a home and paying numerous fees and taxes.
- Research other successful big cities and how they handled housing and community development challenges- DALLAS for example
- Stop allowing tax breaks for businesses.
- Stop mental health facilities from continued expansion in Glendale releasing these individuals into our community.
- Stop paying for stadiums & wealthy business owners developments. Stop taxing residents to pay for the same. Tax businesses, not residents. Trickle down economics is a LIE.
- Stop pouring tax dollars into projects like West Gate and the \$50 million you spent on spring training ball parks located in the city of Phoenix. Build the rec center at Heroes Park you have been promising for the past 25 years. Enact an ordinance prohibiting camping and sleeping on public sidewalks, in parks and other public areas. Clean them out and force them to leave. Enforce the existing laws and get the unlicensed and uninsured motorcycles, scooters, go carts, and electric bicycles off of the sidewalks and walking trails. Get control over whoever is in charge of the grossly mismanaged traffic control related to events at West Gate and the surrounding area. Make them stop blocking access for local residents to the 101 Freeway from Cardinals Way which is usually totally unnecessary. Don't build anymore butt ugly apartment buildings.

- Streamline the permitting process and combat the fables of NIMBYism, especially for low-moderate housing options
- Streamline the process, stop the permit bureaucracy to get a project started and completed..

Other

- Americans first!
- Assist the elderly with home repairs
- Attract private industry and refine zoning and city regs
- Be more aware that the tax payers are paying for all the "give-away" housing programs and social challenges the city wants to solve but are not addressed by the federal or state governments.
- By being on time to do the job! & keep appointments.
- By enforcing homeowners to maintain the appearance of their property, otherwise it affects the value of the others in the neighborhood.
- car free, sustainable, walkable small village communities
- cut wasteful spending.
- Every new housing development requires at least 10% housing assistance and 10% homes for low-income.
- Find out where those are needed the most.
- Get people to clean up the exterior of their homes. People don't want to live by trash.
- Give the person a bus ticket to San Francisco. Give the person a plane ticket to wherever they have family or friends. That would be the easy answer. Most people have mental illness. Most of those in trouble or problem have been dis owned by family and friends. Some have had horrible parents. Government did not help them. This question is insane. I do not know how to answer. The city is not responsible for providing "better housing and community" development. I get depressed when the "government is here to help". I run in the opposite direction. Government brought us the COVID response. Maybe house the individuals in government employees housing or government buildings. Maybe in the fire stations that are being built in my neighborhood that was torn down (an ok and aged building but a decent building). Maybe put them in abandoned buildings. Please do not do anything. When the government does things, prices go up. This is a very difficulty question. The funniest statement is when the government provides "affordable housing". There is no such thing. Covid inflated prices, increased the mental illness, increased more deaths due to the response. Much of the problems was the breakdown in society from Covid that accelerated the problems that we face as a population. Government is sick! Government is NOT the answer. Government depresses me. Thank you for allowing me to vent.
- Guarantee home
- Helping the [?] elderly & [?] housing.
- I really feel like Glendale is missing some beautification efforts I see in other towns. For example, art, murals on public service boxes, etc. Water is also a concern of mine, along with safer sidewalks and tree/plant care. Why are so many sidewalks right up against 7 lanes of traffic? I can't feel good about my family walking or biking so close to that traffic.
- I support low income and elderly assistance to improve the look of properties. But rent assistance and other subsidies always end up destroying the neighborhoods for the other owners.
- Infrastructure Improvements
- Light rail expansion
- Make downtown a destination like downtown Chandler.
- More common sense education and to allocate taxpayer funds more appropriately. to eliminate failed programs and redundancy in government agencies. Also to have term limits all government positions.

- MORE PEOPLE COMING TO AREA: I SEE POLICE VERY RARELY: HOW ABOUT SAFETY & POLICE ENFORCING TRAFFIC LAWS PRO ACTIVELY.
- Most homeowners do not want drastic changes within existing well kept neighborhoods. These challenges are better suited for areas that would benefit from development. Address those areas first.
- Park improvements would be so welcome for us. Our local park is unusable in summer months due to no shade over the playground and it's made of metal.
- Provide more housing options across the spectrum (multi family and single family; rentals and houses to own)
- Rather than send out surveys to citizens who do not have insight into the specific problems at hand and insight into the spectrum of possible solutions for the available from the municipal government level it might better serve Glendale to host focus groups of citizens and government officials where the problems are sufficiently explained and brainstorming/root cause analyses are conducted. Then you can go out to the public to get specific feedback on the solutions which are considered to be the most effective. You are welcome to contact me for an explanation of how this process could be implemented. - Joe Reyes
- Reduce Short term rentals and limit that amount of houses LLC or corporations can own.
- Run the slum lords out of town!
- Set aside budget items and professional follow through.
- SHORTEN WAIT FOR HUB HOUSING.
- Should be basen low income. Lost of income seniors or single parent with children
- Study successful community development and implement needed characteristics.
- Supervisando areas. Multar casas habitadas que no mantiene su propiedad limpia afectando al vecindario y el costo de las propiedades alrededor.
- Support building more houses and lowering cost of living.
- The people who rent, need their Landlords to better maintain their property. Rental homes are not kept up well.
- THEY DON'T HAVE TOO. IF YOU CAN'T AFFORD TO LIVE HERE UP TO NEIGHBORHOOD STANDARDS. MOVE! GET OUT!
- Work on eliminating HOAs . It is the cause of homelessness. Abuse of fines and fees to then foreclose due to the financial abuse is a growing issue in Arizona. A growing cause of homelessness.

Don't know

- don't know
- I do not know what the challenges are.
- I don't know
- I don't know.
- I don't know.
- I have no answer for this.
- I have no idea,
- I have no idea. I've never needed help.
- I have no idea. Professionals should have the best ideas
- IDK I feel they could put more resources toward it, money or bodies.
- no comment
- No comment
- no opinion
- No opinion
- No opinion

- No opinion
- No Opinion
- No se
- not sure
- not sure
- Unsure, would honestly like more transparency and knowledge on the subject and happenings.

Question 14: How much of a source, if at all, do you consider each of the following to be for obtaining information about the City of Glendale and its activities? (OTHER)

- A news letter put out after all council meetings and major projects.
- Anuncios en los proyectos
- Ask a council member.
- Block watch
- Can't delete
- channel 11
- councilpersons news letter via web
- Glendale newspaper & AZ Republic.
- Hearing it on the news in the evening.
- Home Owner Association (HOA) communications
- I auto pay my water bill and never see the newsletter
- I believe social media is ineffective because it depends on a user's algorithm and subscriptions as to whether they receive pertinent information about the city.
- I currently reside in an apartment, not a house. I do not get any or very little information about Glendale and its activities.
- I don't use other but can't deselect it.
- I get my water bills electronically and I don't see a link to the Connection newsletter
- I know city officials.
- I live in Glencroft Assisted Living. We receive no information.
- I rarely go to meeting, I rarely go the website. I am busy working and helping family and working on my mental illness and helping others.
- I read the Glendale play magazine
- Independent newspapers
- Just selected it
- Libraries
- Local news
- Local Channel TV News
- Local newspaper
- mainly my HOA meetings
- Media
- My experience living here
- News cast on all local stations specifically addressing any and all issues.
- No
- no comment
- No response.
- Not aware of other sources
- only recently moved here so not familiar with info sources

- Paper for me would be best sources
- Printed Newsletters and Publications
- radio and TV
- Sight and to feel comfort again.
- T.V CHANNEL - CITY COUNCIL & PLANNING.
- T.V., NO COMPUTOR SP? COUNSLEMAN'S BAR-B-QUE.
- Televised events on local cable channel
- Unknown what the issues are --
- Unsure.
- Water bill newsletter
- When I patronize the local businesses, I see flyers listing local events in Glendale
- WORD OF MOUTH.
- Yearly calendar
- Yucca District newsletter and I attend City Council meetings.

Question 15: In which way do you prefer to receive information on Glendale parks and recreation services and programs? (OTHER)

- As new resident not familiar with sources
- City of Glendale website
- Direct mailings.
- Door to door to know about information offered or hanging flyers on doors
- Have not seen any of these except water bill, at least 3 school districts.
- I am in a wheelchair so I don't get out much.
- Libraries
- Local TV
- MEDIA.
- no opinion
- No response.
- online advertising and commercials
- Radio and TV
- Regular mail.
- Related to email, but monthly reminders to look at the website for information updates. I don't participate in social media and don't have children so some of the suggestions are nonstarters for me. Not sure what Glendale @ Play Magazine is.
- Special word of mouth.
- TEXT MESSAGING.
- Text.
- Text/phone messages
- usps
- Water bill newsletter
- website/email is the best.

Question 16: In which way do you prefer to receive information on Glendale parks and recreation services and programs? (OTHER)

- Advertising at another event
- An emailed newsletter

- As a senior in a senior facility have limited access to sources
- don't care
- Email
- Flyers
- I don't use other but can't deselect it.
- Included in city newsletter.
- Libraries
- Library Email
- Library website
- Library.
- local smaller circulation magazines, and newspapers
- Newspaper.
- NO \$, POOR HEALTH.
- No response.
- none
- radio and TV
- Radio announcements.
- Water bill newsletter
- Website and email are the best.
- When Libraries include the events in their info.

Question 17: When thinking of the special events you most enjoy attending, what preference do you have for the following types of events? (OTHER)

- Anything cool (temperature), free, and kid-friendly
- Arts and crafts
- CAN'T ATTEND NO \$ AND POOR HEALTH.
- Community yard sales, craft shows
- Culture festival
- Events directed towards children.
- Fairs, farmer's markets, etc.
- Family centered events.
- Family style events that can be enjoyed by all ages
- Farmer's Markets, Art exhibits
- Farmers Market
- Farmers markets, Pet adoptions
- Golfing at the 2 courses closest to my house (Legends and Arrowhead CC)
- Homelessness son una carga y una molestia para nuestra ciudad. No tenemos por que cargar con alguien que eligio el mal camino y que quieren seguir en el. Vecinos molestos musica alta hasta altar horas de la noche, fuegos artificiales en hollydays, perturban a los ancianos, enfermos de autismo, mascotas etc. Multas mas altas para infracciones en nuestras calles, mas vigilancia en nuestras escuelas departe del departamento de policia en horas de salida y de entrada de nuestros nios de Glendale.
- I do not have a preference.
- Library related activities like theatre, arts and crafts, expert sessions.
- local artisan and small business markets
- No response.
- None

- nothing
- Parques de diversiones para adultos
- social events
- website and email, but I rarely attend events.

Question 18: Please share any other Community concerns not found in this survey that you would like to see addressed.

Public safety

- Crime and violence has increased in our area and I feel it is important to invest in neighborhood block watch, more patrolling by police and education for neighborhoods on crime reporting and prevention. In addition, the homeless population and squatting in vacant homes has increase and more supervision and resources from city of Glendale are needed to help mitigate these issues. On another note, it would be nice to refurbish some of the existing tennis courts into pickleball courts at local neighborhood parks.
- Crime in south Glendale and west gate makes me not want to go there or bring my family there.
- Crime watch
- Fear of my kids walking outside and something happens with the rise of people who are out in the streets
- How many arrests for gun shot violations?
- I hate the fact that the city moved sexual offenders into neighborhoods. We've received notices on 3 individuals who moved into our neighborhood and meet houses away from us.
- I would like the police and fire departments to update current events. When a helicopter is hovering over my house for an hour and I need to know if it is safe to go outside to blow bubbles for my kids and I cannot find out, should I call non emergency numbers and clog lines? Wouldn't it be better if the police had a facebook post up saying "current situation near such and such. Please be on alert. " or "helicopters circling for traffic incident" I can gauge how safe we are.
- Lowering crime and showing more support for the police. Also making apartment rent cheaper
- More police presence to cut down on speeding.
- MORE POLICE PRESENCE: ENFORCEMENT OF NON-EXISTENT TRAFFIC LAWS.
- Public safety and first responders

Speeding

- Adding speed bumps in neighborhoods (such as Maryland, west of 71st avenue)
- Clean up the traffic mess being created by events held at West Gate. Get the homeless camps off of the streets. Get the motorized vehicles off of the sidewalks and hiking trails before someone gets killed.
- I would love to see speed humps on Greenway/N 66th Ave :) or see more police ticketing. People fly down my road, and I'm afraid they will hit a kid soon.
- need traffic cops to many people committing 0infractions
- Red Light Runners
- Red light runners!! Speeding in residential areas.
- Speeding and reckless drivers
- Speeding on city streets
- Speeding/red light running/ traffic enforcement
- stop street racing
- street racing, illegal fireworks, school improvements
- traffic speeding

- Traffic violators. I think that Glendale has a HUGE problem with speeding and street racing and red light runners as does the rest of the Phoenix area. Where are the police? When I was in law enforcement in Illinois we actually wrote tickets to these blatant offenders. Not only is it a huge safety issue but it's a revenue stream. What politician doesn't love a revenue stream. Start enforcing the traffic laws. It would do a great deal to help the credibility of the PD.
- Traffic. Make the cardinals pay their own way. Let them leave if they want. Quit letting them blackmail us into giving in.

Parks, green spaces and recreation

- Hacer parques de diversiones para jvenes de 15-30 aos ejemplo sky zone pero grande para adultos
- more splash pads for kids in better neighborhoods. I've got a lot of friends that wish the same.
- More trees planted in our parks.
- Not enough activities for special needs children and adults.
- Public art ie statues, murals and sculptures
- Youth sports, art and dance classes

Homelessness

- 1. Provide solutions for high number of homeless 2. Provide interventions for increased rates substance abuse (we see people on street corners using) 3. STOP over planting 4. STOP over watering Reallocate funds for plants and water to social services. We don't need more trees for crying out loud. We need to clean up our streets and support children before they enter Kinder.5. Improve early childhood education
- Homeless facilities
- Homeless hanging out in parks
- Homeless people, trash everywhere, graffiti
- Homelessness we have too many homeless individuals roaming the streets decreasing our property value.
- I dislike the groups of men who loiter in parking lots
- I would like to see the City of Glendale address the homelessness that is occurring on 59th and Northern and the little neighborhood the Walmart the stores I would like to see the city of Glendale have more patrol officers patrolling the Pacific areas where it is affected with fentanyl and drugs that need to be addressed in city of Glendale.
- More help for Homeless. Compare what other cities are doing.

Education / Schools

- Accessibility to schools
- I would like the city to address the overall education system. City of Glendale student population has decrease from the public schools. Schools are struggling to keep highly qualified staff members and as a result students are performing lower than those in other nearby cities.
- Mejora de las escuelas. Actualizaciones tecnologicos y de seguridad. Invertir en programas tcnicos para los que no quieren ir a la universidad

Infrastructure

- 83rd from Glendale to northern has been in disrepair for well over 25 years Joyce Clark continues to inform us it will be fixed and has never happened, our vehicles are being damaged by the inability to have this fixed correctly, we pay our taxes yet it goes towards repairing Glendale Ave by Westgate after it was already re-paved for the Super Bowl, mismanagement of our tax revenue for projects like this makes no sense.

- as our city grows in population and area need to be concerned about water
- More affordable water refills
- More street lights in neighborhoods are needed. More speed bumps in neighborhoods are needed.
- Need more bike and walking paths so active transportation is not competing with so much traffic.
- Programas de captacion de agua de lluvia necesitamos tratar de implementation programas mas ambiciosos para la captacion de agua. Las grandes industrias que llegan a nuestro valle de phoenix estan acaparando nuestra agua ellos necesitan pagar mas dinero por ello, nosotros no.
- Putting in lighted crosswalks across from the new Heroes park
- Road repair on 83rd Ave between Glendale Ave and Northern.
- Since electric vehicles are becoming more popular, maybe the city could research building strategically located and inexpensive rapid charging stations.
- Water quality.
- We need to greatly improve bike safety and encourage more bicycling and less auto travel. PROTECTED bike lanes on all major streets.

Transportation

- I can't go to things because there isn't adequate transportation nights and weekends.
- Light rail expansion to stadiums
- Need more mass transit, like light rail
- subsidized senior transportation for non-medical purposes along lines of Scottsdale's subsidized taxi services

Better caring and cleaning

- A ton of new trees were just put along 67th north of Union Hills and it does not appear like they were put in using best practices that an arborist would recommend. I'm concerned that those expensive, beautiful trees are going to bake with all the rock pressed right up against their trunks. They should not have rock around the trunk. I think we can do a better job of preserving the green spaces that we have and making sure we are consulting with arborists instead of just using landscapers. Also, many of the trees that are Aleppo pines in this area appear to have the beetle that causes them to look like they are just turning yellow. You can actually treat for this instead of just letting the whole tree die. It's a tragedy to lose 30-40 year old shade trees to something that is treatable.
- Better care at cleaning areas where needed
- I would like to see community clean-up events where our wealthy residents physically help and/or financially pay to clean up less fortunate people's neighborhoods. It is important for the healthy balance of any community to see that we're all in this life together.
- Remove dead trees from public areas
- That the recycling truck would actually empty my dumpster.
- Treat the sewers for cockroaches they are out of control and the water/collections team don't care!
- We have too many dump days. It makes the neighborhood look trashy. We should do a quarterly pick up. It will save money.

Code enforcement

- Help with barking dogs in neighborhoods. Requiring 2 different neighbors to document barking is almost impossible. As home owners, we have to continue living next door to each other. We need a third party to address & resolve.
- Incessant Fireworks occurring all throughout the year and the lack of enforcement
- More regulation on animals for example roosters on homes with less than 10000 sf. lot.

- ongoing city code violations regarding upkeep of front yards/property/homes; red light/speed enforcement; side road appearance (developers maintain side roads until developments completed then abandon maintenance of side road)
- Stray animals

Better government leadership and services

- accountability of elected officials and are they respected by their community.
- As the days past, more people appear lost. More people are just losing it. The future generation that inherits the bonds the government passes is sick! Morally wrong! Pay now for items. Government needs to stop spending and reaching out to as many community groups, churches as possible. Stop giving out benefits to the Arizona Cardinals and the sport teams. Stop giving out incentive for businesses in Glendale. I hate government, they always seem to "F" things up and the firefighters seem to rob as much money as possible! The social workers work twice as hard as the firefighters and get paid 1/2 as much! You have a tough job, but you are not in it for the \$\$\$. I would work one day at Glendale and get depressed with all the paperwork and mental illness and physically unhealthy in the community especially post covid. Most of the residents just complain, especially the old ones that attend the meetings and have the money. Young people don't go to the meetings.
- Ensuring tax funded services and programs are for US and City Citizens ONLY.
- GIVEN INCORRECT INFO WHEN SEEKING HELP.
- I could use your website for more information. And my preference would be to have digital access information. I just relied on the print of material provided to me through my bills. I would be interested in more usage of electronic communication information about the city of Glendale. Although not mentioned in the survey, The sanitation services, especially big trash pick up is very well done and very helpful. Kudos to the team that does that on the front lines.
- I want city leaders to protect the legal citizens and taxpayers more than they cater to those that are not willing to contribute the the general good of the community.
- If it does not already exist - The City of Glendale to start a big savings account called a prudent reserve so it can pay cash for unforeseen big expenses.
- People take advantage of the government.
- Poor leadership city traffic department, west gate weekend of 07/25 understand street repair, to allow contractors to have multiple lanes closed and turn lanes closed on a weekend no work being done no event weekend bumper to bumper traffic because of it, No oversight No planning Can you say Sales Tax ? If you want to be a Pro F Ball city, get rid of the city government slakers and grow up to the big league
- Reach out programs needed to let people know what services are already in place.

Other

- 51st Ave and Peoria is becoming more like Phoenix in a bad way. Please help get respectful strong businesses into that strip mall. With all those houses being built we need healthy stores to support the families not a dying intersection of soon to be crime scenes.
- Abolishing HOAs but after the first 20 years of existence, thereby transferring park and street light maintenance back to the city.
- Assuming HOA functions even if it requires an added fee to the water bill to cover the cost.
- Do away with assault weapons!
- Glendale Police being investigated for abuse of power is good & bad. Good it's finally happening and bad the bad apples still have jobs.
- housing crisis for people with addictions and all the litter around town/in canals.
- I believe there need to be better training for police officers when dealing with those who have mental health issues.

- Lack of affordable housing. My child who holds a Masters Degree is unable to afford a getting into a house.
- New housing with multi family apartments, over crowding existing neighborhoods, traffic is getting bad, downtown Glendale looks abandoned. Downtown Glendale is no place to take visitors/guests.
- Public access for golf carts to legally cross the 101 to go to and from the Legends and Arrowhead CC
- Rental properties (VRBO, Air BNB) within existing neighborhoods. They are disruptive and discourteous. Existing neighbors are hesitant to address concerns with "unknown" renters. It's recurs week over week over week. The best parts of the year, when we look forward to opening doors and windows, we're subjected to hours and hours of Marco Polo during the day, and rowdy conversations and music overnight. It's incredibly grating.
- revitalization of Historic Glendale; Has huge potential; strong demand for Local in Communities; benefit economy and way of life
- Stop raising the price of utilities
- that vai resort is a monstrosity has destroyed our view of the beautiful mountains. absolutely incredible how such a place was approved to be built in that location. what were you thinking...?
- There are areas in Glendale that have a shortage of stores like Natural Grocers, Whole Foods Market, Sprouts Farmers Market. We need more natural grocery stores. Central Glendale is missing more restaurant choices. There are a lot of junk food choices but not much else. There are no places like True Foods Kitchen, California Pizza Kitchen, Chop House. There are not enough stores and restaurants or shopping districts in our area in central Glendale. A lot of existing places are 10, 15 or 20 miles away outside of Glendale. Glendale needs improvements in this area. It is great that the area around Westgate and Arrowhead have improved but the other parts of Glendale don't have much to pick from if you are not a Walmart shopper or don't want junk fast food like McDonald's, Taco Bell, KFC or places like this. There needs to be a Costco Wholesale in central Glendale. There are a lot of empty shopping centers and spaces that could be utilized. Another topic, an issue with police corruption in Glendale needs to be addressed and conditions should be improved. Police have been engaged in activity they should not be doing,. Tthe City of Glendale has let this problem culminate for a while. Police should not be tasering anyone in the testicles. Police should not be stimulating or escalating issues to make them more serious and create more problems for people. In other words, the police shouldn't use their position to instigate, antagonize or make a situation worse. Police should not be abusing their badge and positions to take advantage of citizens and residents. Police should not be beating people with a taser until they end up in a hospital. Police should not falsify police reports to punish victims. These situations have happened too often in the past. Police have been able to manipulate, edit, suppress or omit body camera footage that pertains to critical situations. The department has exhibited a lot of corruption, and nothing has really happened to i
- Too many house rentals in residential neighborhoods.
- We would like to have backyard chickens.

Nothing

- Have only been here for 2 years. I need to do a better job of learning more about Glendale
- I don't know of any others at this time.
- No comment
- none
- None
- None
- None
- NONE.
- There is nothing that comes to mind at this time.

Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics

Understanding the Tables

For ease of comparison, responses have been condensed to show only the proportion of respondents selecting specific response options; for example, the percent of respondents who gave an evaluation of “excellent or good”, or who said they “strongly or somewhat agree” with an item.

Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

For each pair or set of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper-case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper-case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 40 on the following page, 70% of female respondents rated the importance of “repairing existing owner- housing” as very or moderately important to compared to 42% of male respondents. Because this difference is statistically significant, on the row for “Repairing existing owner- housing” the cell for Female respondents contains an “B” under the 70%. The B in the cell for female respondents indicates that proportion is statistically significantly higher than the proportion of those who are male (Column B).

There are several groups of respondent characteristics examined in each table in this appendix. The letters start over for each new characteristic, and the letters only refer to the other subgroups within that characteristic, e.g., female respondents are in Column A and male respondents are Column B, and then for the next characteristic – Age - those aged 18-35 are in Column A while those aged 36-54 are in Column B, and those aged 55+ are in column C.

Responses to Probability Survey by Gender, Age and Race/Ethnicity

Table 40: Question #1 by Demographics

Please rate how important it is for the City to support the following HOUSING services for people with low or moderate incomes? Percent very or moderately important	Gender		Age			Race and ethnicity			Overall
	Female (A)	Male (B)	18-34 (A)	35-54 (B)	55+ (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)		
							(A)	(B)	
Repairing existing owner- housing	70% B	42%	55%	61%	56%	52%	63% A	56%	
Repairing existing renter- housing	75% B	35%	57%	61%	53%	50%	64% A	56%	
Creating affordable, permanent housing (Owner)	87% B	65%	82% C	82% C	68%	74%	81%	76%	
Creating affordable, permanent housing (Renter)	84% B	62%	86% B C	72%	66%	69%	79% A	73%	
Making low-interest loans to homebuyers	84% B	68%	83% C	79%	70%	70%	84% A	77%	
Down payment assistance	76% B	52%	72%	67%	59%	57%	74% A	65%	
Providing rental assistance / subsidies (Rapid rehousing for homeless and eviction prevention)	81% B	55%	80% C	66%	64%	59%	79% A	69%	
Providing housing for people with special needs (such as veterans or the elderly or people with disabilities, alcohol or drug addictions or HIV/AIDS)	87% B	68%	87% B	74%	77%	76%	82%	78%	
Down payment assistance	76% B	52%	72%	67%	59%	57%	74% A	65%	
Down payment assistance	76% B	52%	72%	67%	59%	57%	74% A	65%	

Table 41: Question #2 by Demographics

	Gender		Age			Race and ethnicity		Overall
	Female (A)	Male (B)	18- 34 (A)	35- 54 (B)	55+ (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	
Please rate the importance for the City to have more of the following HOUSING types. Percent very or moderately important								
Single-family (detached) housing	84% B	72%	79%	83%	71%	74%	82%	78%
Multi-family (attached) housing (5 units or more)	66% B	47%	68% B	52%	54%	54%	61%	57%
Emergency shelters for homeless	82% B	58%	75%	68%	70%	69%	74%	71%
Transitional housing	71% B	50%	65%	59%	60%	53%	69% A	60%
Shelters or housing for youth (13-21 yrs.)	84% B	64%	86% B C	71%	70%	73%	78%	74%
Senior housing, such as nursing homes, assisted or independent living facilities	81%	75%	73%	80%	81%	79%	79%	78%
Permanent supportive housing, such as subsidized housing that offers services for persons with chronic physical/mental disabilities	80% B	66%	76%	72%	73%	74%	74%	73%
Housing for persons living with HIV/AIDS	66% B	41%	60%	54%	50%	47%	61% A	54%
Housing for survivors of domestic violence (including children)	87% B	76%	86%	80%	80%	81%	84%	81%
Modular/Manufactured homes	54% B	36%	40%	47%	49%	42%	49%	45%
Multi-plex (2-4 units)	63% B	39%	51%	52%	54%	50%	54%	51%
Accessory dwelling units (Casitas)	58% B	39%	45%	54%	49%	41%	56% A	49%

Table 42: Question #3 by Demographics

	Gender		Age			Race and ethnicity		Overall
	Female (A)	Male (B)	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
			(A)	(B)	(C)	(A)	(B)	
Please rate how important it is for the city to invest in the following INFRASTRUCTURE IMPROVEMENT activities. Percent very or moderately important								
Street and road improvements	92%	90%	90%	88%	93%	86%	95% A	91%
Electrical vehicle charging stations	38%	31%	37%	32%	36%	31%	40%	35%
Sidewalk improvements	76%	72%	75%	77%	70%	65%	83% A	74%
Water, sewer, and solid waste system capacity and quality improvements	89%	90%	84%	92%	91%	85%	94% A	89%
Storm sewer system improvements	87%	88%	91%	86%	85%	81%	93% A	87%
Flood drainage improvements	86% B	76%	88%	77%	81%	74%	89% A	82%
Tree planting	84%	80%	82%	88%	78%	77%	89% A	82%

Table 43: Question #4 by Demographics

Please rate how important it is for the city to invest in the following COMMUNITY & PUBLIC FACILITIES. Percent very or moderately important	Gender		Age			Race and ethnicity			Overall
	Female (A)	Male (B)	18-34 (A)	35-54 (B)	55+ (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)		
Youth centers	78% B	66%	75%	72%	71%	68%	77% A		73%
Parks/ recreation centers or Community centers	88%	81%	87%	84%	83%	82%	87%		85%
Childcare facilities	77% B	65%	76%	73%	68%	65%	79% A		72%
Senior centers	75%	71%	62%	78% A	77% A	69%	77%		73%
Healthcare facilities	87% B	75%	81%	81%	83%	83%	82%		82%
Residential treatment centers	72% B	61%	76% C	64%	61%	56%	77% A		66%
Facilities for persons living with HIV/AIDS	60% B	34%	49%	45%	50%	38%	57% A		48%
Facilities for survivors of domestic violence (including children)	86% B	67%	77%	74%	82%	76%	79%		77%

Table 44: Question #5 by Demographics

Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups: Percent very or moderately important	Gender		Age			Race and ethnicity			Overall
	Female (A)	Male (B)	18-34 (A)	35-54 (B)	55+ (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)		
Homeless Persons	82% B	61%	80%	71%	69%	66%	80% A	73%	
Low-Income Persons	81% B	59%	76%	69%	71%	66%	77% A	71%	
Seniors (65+)	83% B	74%	69%	82% A	84% A	76%	83%	78%	
Youth (aged 16-24)	80% B	53%	72%	64%	69%	61%	75% A	68%	
Children (0-15)	83% B	74%	86%	73%	80%	73%	85% A	79%	
Migrant Farm Workers	68% B	34%	70% B C	43%	46%	31%	71% A	52%	
Persons with physical disabilities	87% B	69%	77%	80%	80%	78%	81%	79%	
Persons with developmental disabilities	83% B	67%	83%	70%	76%	71%	81% A	76%	
Persons with substance use addictions	73% B	44%	67%	57%	56%	53%	67% A	59%	
Persons with HIV/AIDS	67% B	38%	66% B C	48%	50%	43%	64% A	54%	
Survivors of domestic violence	88% B	77%	91%	80%	81%	81%	87%	84%	
Veterans	88% B	77%	74%	85%	88% A	81%	86%	83%	
Children aging out of the foster care system	88% B	69%	81%	77%	81%	79%	81%	79%	
Persons recently released from jail/prison	61% B	38%	54%	47%	50%	48%	53%	50%	

Table 45: Question #6 by Demographics

Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups: Percent very or moderately important.	Gender		Age			Race and ethnicity		Overall
	Female (A)	Male (B)	18-34 (A)	35-54 (B)	55+ (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	
Childcare services/ early childhood development programs	85% B	69% (B)	84% (A)	77% (B)	73% (C)	70% (A)	86% A	77% (A)
Transportation services	88% B	69% (B)	82% (A)	75% (B)	81% (C)	73% (A)	86% A	79% (A)
Healthcare / Mental Health/ Substance Abuse Services	84% B	67% (B)	87% B C	74% (B)	72% (C)	73% (A)	82% A	77% (A)
Food / clothing bank programs	84% B	64% (B)	81% C	78% (B)	67% (C)	72% (A)	80% (B)	75% (A)
Rent, mortgage or utility assistance programs	84% B	49% (B)	67% (A)	70% (B)	65% (C)	58% (A)	77% A	67% (A)
Fair housing activities	86% B	64% (B)	79% (A)	79% (B)	70% (C)	68% (A)	84% A	75% (A)
Tenant/Landlord counseling	79% B	50% (B)	70% (A)	63% (B)	65% (C)	53% (A)	79% A	66% (A)
Homebuyer education/ Financial literacy education	84% B	61% (B)	81% C	73% (B)	67% (C)	59% (A)	87% A	73% (A)
Crime awareness education	75% B	62% (B)	63% (A)	74% (B)	70% (C)	58% (A)	80% A	69% (A)
Mitigation of radon, asbestos or lead-based paint hazards	72% B	63% (B)	71% (A)	71% (B)	62% (C)	54% (A)	80% A	67% (A)
Homeless services	84% B	57% (B)	71% (A)	74% (B)	69% (C)	67% (A)	76% A	71% (A)
Employment services (i.e. resume writing, interviewing training)	76% B	52% (B)	63% (A)	70% (B)	62% (C)	53% (A)	78% A	65% (A)
Broadband / Internet Access/ Digital Inclusion	80% B	64% (B)	83% C	75% (B)	62% (C)	60% (A)	88% A	72% (A)
Heat relief during summer months	92% B	82% (B)	92% (A)	87% (B)	84% (C)	86% (A)	90% (B)	87% (A)

Table 46: Question #7 by Demographics

Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (Select up to THREE)	Gender		Age			Race and ethnicity		Overall
			18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	
	Female (A)	Male (B)	(A)	(B)	(C)	(A)	(B)	(A)
Living wage employment	58% B	47%	58%	55%	48%	49%	58%	53%
Other	0%	2%	0%	2%	1%	1%	1%	1%
Job training	13%	17%	11%	11%	21%	19% B	11%	15%
Education	16%	23%	14%	21%	23%	16%	22%	19%
Public transportation	20% B	9%	20%	13%	12%	12%	18%	15%
Personal transportation (access to a vehicle)	11%	8%	11%	9%	9%	9%	10%	9%
Housing	54% B	43%	52%	46%	48%	47%	51%	49%
Energy/utility costs	23%	21%	15%	27%	24%	25%	20%	22%
Budgeting	5%	8%	8%	4%	7%	8%	5%	6%
Credit card debt	7%	19% A	24% B C	11%	6%	10%	16%	13%
Health care costs	13%	17%	15%	12%	18%	22% B	9%	15%
Chronic illness	1%	2%	0%	0%	3%	1%	2%	1%
Mental health issues	12%	9%	9%	15%	8%	8%	14% A	11%
Medical/dental care access	3%	5%	2%	8%	2%	3%	5%	4%
Parenting education/support	3%	2%	2%	2%	2%	1%	2%	2%
Childcare	14%	20%	15%	18%	16%	23% B	10%	16%
Special needs children	1%	2%	0%	1%	3%	1%	1%	1%
Teen pregnancy	0%	1%	0%	1%	0%	1%	0%	0%

Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (Select up to THREE)	Gender		Age			Race and ethnicity			Overall
	Female (A)	Male (B)	18-34 (A)	35-54 (B)	55+ (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)		
Family violence	2%	1%	0%	2%	2%	2%	1%	2%	
Family/child abuse	1%	1%	0%	0%	2%	1%	0%	1%	
Substance abuse	11%	8%	15% B	5%	10%	7%	12%	10%	
Healthy food selection	3%	2%	0%	5%	2%	3%	2%	2%	
Language barriers	3% B	0%	1%	2%	2%	2%	2%	2%	
Landlord/tenant Issues	5% B	1%	3%	3%	2%	4%	1%	3%	
Fair Housing Discrimination	2%	0%	1%	0%	1%	0%	1%	1%	
Homelessness	10%	9%	9%	10%	11%	8%	12%	10%	
Predatory lending/ high-interest loans	5%	15% A	13%	10%	7%	10%	9%	10%	

Table 47: Question #8 by Demographics

	Gender		Age			Race and ethnicity		Overall
	Female (A)	Male (B)	18- 34	35- 54	55+	White alone, not Hispanic	Hispanic and/or other race	
			(A)	(B)	(C)	(A)	(B)	
Please rate how important it is for the City to invest in the following BUSINESS AND ECONOMIC DEVELOPMENT activities:								
Percent very or moderately important								
Attraction of new businesses	77%	87% A	85%	77%	82%	79%	85%	82%
Retention of existing businesses	85%	89%	88%	82%	91%	88%	88%	87%
Expansion of existing businesses	72%	74%	71%	68%	80%	73%	74%	73%
Provide job training including retraining	81% B	68%	84%	72%	72%	69%	82% A	75%
Foster businesses with higher paying jobs	79%	74%	69%	81%	81%	74%	79%	77%
Enhancement of business infrastructure	74%	75%	78%	77%	68%	69%	80% A	74%
Provide technical assistance for businesses	65% B	50%	58%	64%	52%	41%	75% A	58%
Development of business incubators and business parks	50%	48%	42%	52%	54%	40%	59% A	49%
Employment services (i.e. resume writing, interviewing training)	73% B	51%	62%	68%	59%	48%	79% A	63%

Table 48: Question #9 by Demographics

Please rate how important it is for the City to invest in the following NEIGHBORHOOD IMPROVEMENT activities: Percent very or moderately important	Gender		Age			Race and ethnicity		Overall
	Female (A)	Male (B)	18-34 (A)	35-54 (B)	55+ (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	
Demolish vacant and dilapidated buildings	76%	76%	79%	68%	80%	76%	77%	76%
Stabilize or improve vacant buildings	80%	72%	79%	76%	75%	75%	78%	76%
Residential historic preservation	75% B	57%	58%	75% A	65%	64%	69%	67%
Organized neighborhood clean-up	85%	79%	82%	81%	82%	76%	88% A	82%
Block watch	78% B	67%	51%	83% A	81% A	70%	76%	73%
Landscape, exterior repair or window replacement assistance for low-income residents	84% B	59%	73%	76%	70%	62%	83% A	73%

Table 49: Question #10 by Demographics

Thinking about the various activities discussed in the survey above, please select your top TWO priorities for the City of Glendale.	Gender		Age			Race and ethnicity		Overall
	Female (A)	Male (B)	18- 34	35- 54	55+	White alone, not Hispanic (A)	Hispanic and/or other race (B)	
			(A)	(B)	(C)	(A)	(B)	(A)
Housing & Homelessness	68% B	47%	73% B C	49%	54%	56%	61%	58%
Infrastructure Improvements	21%	43% A	31%	29%	35%	34%	27%	32%
Community and Public Facilities	13%	25% A	29% C	20% C	9%	17%	21%	19%
Human/Public Services	36% B	20%	20%	31%	32%	31%	25%	28%
Economic Development	34%	33%	36%	30%	35%	30%	39%	34%
Neighborhood Improvements	26%	30%	11%	40% A	30% A	30%	25%	27%

Table 50: Question #11 by Demographics

In your opinion, how can the City better address housing and community development challenges?	Gender		Age			Race and ethnicity			Overall
	Female (A)	Male (B)	18-34 (A)	35-54 (B)	55+ (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)		
Affordable housing	27% B	13%	35% C	19%	10%	12%	27% A	21% (A)	
Rent Control	13%	8%	12%	15%	7%	11%	11%	11%	
Improve the economy	7%	5%	12% C	5%	1%	2%	9% A	6%	
Improve education	10% B	2%	13% B	2%	4%	5%	8%	6%	
Engage with the community	6%	17% A	0%	15%	16%	11%	12%	11%	
Subsidies and grants	3%	3%	0%	4%	4%	5%	1%	3%	
Mitigate homelessness	8%	7%	7%	8%	8%	9%	7%	8%	
Stop building	1%	7% A	7%	3%	3%	4%	4%	4%	
Geeting put of the way	1%	5%	0%	3%	5%	4%	1%	3%	
Rehab abandoned buildings	3%	3%	0%	4%	4%	3%	2%	3%	
Better planning and budgeting	6%	8%	0%	11%	9%	9%	5%	7%	
Other	9%	18% A	14%	10%	15%	17%	10%	13%	
Don't know	5%	4%	1%	1%	13% A B	9% B	3%	5%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	

Table 51: Question #12 by Demographics

Do you read the newsletter included in your monthly water bill?	Gender		Age			Race and ethnicity		Overall
	Female (A)	Male (B)	18- 34	35- 54	55+	White alone, not Hispanic (A)	Hispanic and/or other race (B)	
			(A)	(B)	(C)	(A)	(B)	
Yes	49%	53%	21%	63% A	65% A	54%	47%	51%
No	51%	47%	79% B C	37%	35%	46%	53%	49%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Table 52: Question #13 by Demographics

Please rate how well the city does at sharing and explaining information about the following: Percent excellent or good	Gender		Age			Race and ethnicity		Overall
	Female (A)	Male (B)	18- 34	35- 54	55+	White alone, not Hispanic (A)	Hispanic and/or other race (B)	
			(A)	(B)	(C)	(A)	(B)	
Water treatment activities	50%	55%	43%	44%	66% A B	58%	49%	52%
Road construction	44%	50%	40%	41%	58% A B	59% B	38%	47%
City infrastructure projects	43%	50%	35%	45%	53% A	55% B	39%	45%

Table 53: Question #14 by Demographics

	Gender		Age			Race and ethnicity		Overall
	Female (A)	Male (B)	18- 34	35- 54	55+	White alone, not Hispanic (A)	Hispanic and/or other race (B)	
			(A)	(B)	(C)	(A)	(B)	
How much of a source, if at all, do you consider each of the following to be for obtaining information about the City of Glendale and its activities? Percent mayor or minor source								
City of Glendale e-newsletter (The Connection)	74%	67%	49%	79% A	82% A	68%	73%	71%
City of Glendale website (glendaleaz.com)	83% B	74%	74%	87% A C	74%	78%	79%	78%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	70%	64%	75% C	71% C	56%	59%	76% A	67%
Other printed media	68%	63%	63%	66%	68%	58%	73% A	66%
Word-of-mouth	62%	63%	70%	56%	62%	53%	71% A	62%
Public meetings	60%	55%	48%	61%	63% A	48%	66% A	58%
Other	32%	24%	23%	28%	35%	15%	38% A	28%

Table 54: Question #15 by Demographics

In which way do you prefer to receive information on Glendale parks and recreation services and programs? Percent strong or moderate preference	Gender		Age			Race and ethnicity		Overall
	Female (A)	Male (B)	18- 34 (A)	35- 54 (B)	55+ (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	
E-mail newsletters	77%	69%	65%	77%	76%	71%	74%	72%
Printed schedule of activities	79%	62%	60%	77%	75%	67%	76%	71%
	B			A	A			
Glendale @ Play Magazine	54%	41%	40%	55%	46%	41%	54%	47%
	B						A	
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	55%	44%	54%	56%	40%	37%	61%	49%
	B			C			A	
Flyers/posters	63%	43%	61%	56%	42%	38%	68%	53%
	B		C				A	
School email/newsletter	46%	40%	50%	49%	29%	27%	58%	42%
			C	C			A	
Other	25%	15%	16%	21%	26%	7%	31%	20%
							A	

Table 55: Question #16 by Demographics

How much of a source, if at all, do you consider each of the following to be for finding arts/cultural/music activities to attend in Glendale? Percent mayor or minor source	Gender		Age			Race and ethnicity		Overall
	Female (A)	Male (B)	18-34 (A)	35-54 (B)	55+ (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	
City of Glendale website (glendaleaz.com)	77%	69%	70%	76%	74%	69%	78%	73%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	72%	69%	82% C	80% C	53%	59%	82% A	71%
Directly from theaters and other venues	80% B	66%	71%	78%	72%	70%	78%	74%
Word-of-mouth	79% B	68%	81%	71%	68%	63%	82% A	73%
Printed brochures	73%	69%	63%	76%	73%	64%	79% A	71%
Other	38% B	15%	22%	26%	32%	15%	36% A	26%

Table 56: Question #17 by Demographics

	Gender		Age			Race and ethnicity		Overall
	Female (A)	Male (B)	18- 34	35- 54	55+	White alone, not Hispanic (A)	Hispanic and/or other race (B)	
			(A)	(B)	(C)	(A)	(B)	
When thinking of the special events you most enjoy attending, what preference do you have for the following types of events? Percent strong or moderate preference								
Festivals	88% B	66%	70%	86% A	76%	70%	85% A	78%
Concerts	77% B	68%	72%	77%	68%	67%	78% A	73%
Sporting events (professional and amateur)	59%	57%	48%	66% A	60%	55%	60%	58%
Performing arts/local theater	71% B	53%	58%	70%	61%	57%	69% A	63%
Food related events	84% B	74%	84%	82%	73%	74%	85% A	79%
Other	29%	18%	26%	25%	14%	14%	33% A	22%

Table 57: Question #18 by Demographics

Please share any other Community concerns not found in this survey that you would like to see addressed	Gender		Age			Race and ethnicity		Overall
	Female (A)	Male (B)	18-34 (A)	35-54 (B)	55+ (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	
Public safety	20% B	7%	26%	7%	8%	11%	14%	12%
Speeding	10%	9%	8%	5%	19%	10%	11%	10%
Parks, green spaces and recreation	12% B	2%	13%	3%	4%	5%	7%	6%
Homelessness	10%	11%	0%	28% C	2%	5%	16%	11%
Education / Schools	10%	0%	14%	0%	1%	0%	8%	4%
Infrastructure	3%	20% A	18%	13%	7%	12%	13%	12%
Transportation	4%	2%	0%	2%	6%	6%	0%	3%
Better caring and cleaning	9%	6%	11%	3%	9%	15%	0%	7%
Code enforcement	2%	10%	11%	7%	3%	4%	9%	6%
Better government leadership and services	5%	6%	0%	3%	12%	5%	5%	6%
Other	11%	19%	0%	26%	17%	17%	14%	15%
Nothing	3%	9%	0%	5%	12%	9%	3%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Responses to Probability Survey by Length of Residency, Tenure and Household Income

Table 58: Question #1 by Demographics

	Length of residency			Housing tenure		Household income			Overall
	5 years or less (A)	6 to 20 years (B)	More than 20 years (C)	Rent (A)	Own (B)	Less than \$50,000 (A)	\$50,000 to \$99,999 (B)	\$100,000 or more (C)	
Please rate how important it is for the City to support the following HOUSING services for people with low or moderate incomes? Percent very or moderately important									
Repairing existing owner- housing	55% (A)	55% (B)	60% (C)	60% (A)	56% (B)	67% C	63% C	45% (C)	56% (A)
Repairing existing renter- housing	66% C	52% (B)	50% (C)	74% B	45% (B)	80% B C	53% (B)	43% (C)	56% (A)
Creating affordable, permanent housing (Owner)	82% (A)	73% (B)	74% (C)	87% B	70% (B)	79% (A)	80% (B)	76% (C)	76% (A)
Creating affordable, permanent housing (Renter)	84% B C	69% (B)	66% (C)	94% B	60% (B)	87% B C	71% (B)	70% (C)	73% (A)
Making low-interest loans to homebuyers	85% C	73% (B)	70% (C)	83% B	73% (B)	81% (A)	78% (B)	75% (C)	77% (A)
Down payment assistance	79% B C	61% (B)	54% (C)	79% B	57% (B)	73% (A)	66% (B)	61% (C)	65% (A)
Providing rental assistance / subsidies (Rapid rehousing for homeless and eviction prevention)	77% C	66% (B)	63% (C)	85% B	59% (B)	89% B C	71% C	53% (C)	69% (A)
Providing housing for people with special needs (such as veterans or the elderly or people with disabilities, alcohol or drug addictions or HIV/AIDS)	84% (A)	75% (B)	74% (C)	91% B	71% (B)	91% B C	73% (B)	75% (C)	78% (A)
Down payment assistance	79% B C	61% (B)	54% (C)	79% B	57% (B)	73% (A)	66% (B)	61% (C)	65% (A)
Down payment assistance	79% B C	61% (B)	54% (C)	79% B	57% (B)	73% (A)	66% (B)	61% (C)	65% (A)

Table 59: Question #2 by Demographics

	Length of residency			Housing tenure		Household income			Overall
	5 years or less (A)	6 to 20 years (B)	More than 20 years (C)	Rent (A)	Own (B)	Less than \$50,000 (A)	\$50,000 to \$99,999 (B)	\$100,000 or more (C)	
Please rate the importance for the City to have more of the following HOUSING types. Percent very or moderately important									
Single-family (detached) housing	86% C	73%	72%	84% B	74%	78%	88% C	68%	78%
Multi-family (attached) housing (5 units or more)	68% C	54%	47%	77% B	44%	75% B C	53%	50%	57%
Emergency shelters for homeless	72%	70%	69%	84% B	61%	83% B C	65%	68%	71%
Transitional housing	65%	58%	57%	70% B	56%	74% C	60%	51%	60%
Shelters or housing for youth (13-21 yrs.)	81% C	76%	67%	83% B	70%	82% C	79%	69%	74%
Senior housing, such as nursing homes, assisted or independent living facilities	78%	79%	77%	89% B	71%	92% B C	78%	68%	78%
Permanent supportive housing, such as subsidized housing that offers services for persons with chronic physical/mental disabilities	76%	77%	67%	89% B	63%	85% C	72%	67%	73%
Housing for persons living with HIV/AIDS	63% B	47%	49%	77% B	39%	75% B C	46%	46%	54%
Housing for survivors of domestic violence (including children)	85%	84%	75%	94% B	73%	90% C	80%	77%	81%
Modular/Manufactured homes	58% B C	38%	38%	66% B	31%	65% B C	42%	35%	45%
Multi-plex (2-4 units)	62% C	52%	39%	70% B	39%	62%	50%	48%	51%
Accessory dwelling units (Casitas)	56%	49%	42%	60% B	43%	57% C	54%	39%	49%

Table 60: Question #3 by Demographics

	Length of residency			Housing tenure		Household income			Overall
	5 years or less (A)	6 to 20 years (B)	More than 20 years (C)	Rent (A)	Own (B)	Less than \$50,000 (A)	\$50,000 to \$99,999 (B)	\$100,000 or more (C)	
Please rate how important it is for the city to invest in the following INFRASTRUCTURE IMPROVEMENT activities. Percent very or moderately important									
Street and road improvements	89%	94%	90%	92%	89%	96% C	95% C	83%	91%
Electrical vehicle charging stations	39%	35%	31%	40%	31%	37%	27%	41%	35%
Sidewalk improvements	74%	76%	72%	82% B	70%	80% C	81% C	66%	74%
Water, sewer, and solid waste system capacity and quality improvements	94% C	89%	85%	95% B	86%	92%	87%	90%	89%
Storm sewer system improvements	91%	89%	82%	95% B	82%	96% B C	85%	82%	87%
Flood drainage improvements	81%	82%	82%	90% B	76%	92% C	83%	72%	82%
Tree planting	85%	87%	76%	81%	85%	78%	83%	86%	82%

Table 61: Question #4 by Demographics

Please rate how important it is for the city to invest in the following COMMUNITY & PUBLIC FACILITIES. Percent very or moderately important	Length of residency			Housing tenure		Household income			Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	
Youth centers	77% C	77%	64%	87% B	64%	83% B	67%	69%	73%
Parks/ recreation centers or Community centers	87%	89%	79%	92% B	81%	84%	83%	86%	85%
Childcare facilities	84% C	73% C	58%	84% B	66%	73%	78%	66%	72%
Senior centers	79% C	77%	64%	88% B	64%	80%	73%	67%	73%
Healthcare facilities	82%	87%	77%	91% B	76%	86%	81%	79%	82%
Residential treatment centers	75% C	69%	55%	85% B	55%	77% C	64%	61%	66%
Facilities for persons living with HIV/AIDS	61% B C	44%	37%	66% B	36%	63% B C	45%	40%	48%
Facilities for survivors of domestic violence (including children)	86% B C	72%	72%	86% B	72%	85% C	79%	70%	77%

Table 62: Question #5 by Demographics

Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups: Percent very or moderately important	Length of residency			Housing tenure		Household income			Overall
	5 years or less (A)	6 to 20 years (B)	More than 20 years (C)	Rent (A)	Own (B)	Less than \$50,000 (A)	\$50,000 to \$99,999 (B)	\$100,000 or more (C)	
Homeless Persons	71%	77%	71%	90% B	61%	90% B C	66%	68%	73%
Low-Income Persons	74%	73%	68%	88% B	61%	90% B C	64%	65%	71%
Seniors (65+)	82% C	87% C	68%	92% B	70%	92% B C	74%	73%	78%
Youth (aged 16-24)	79% C	69%	55%	82% B	59%	82% B C	66%	60%	68%
Children (0-15)	87% C	84% C	67%	86% B	74%	83%	77%	77%	79%
Migrant Farm Workers	59% C	55%	42%	64% B	45%	68% B C	49%	43%	52%
Persons with physical disabilities	82%	81%	73%	91% B	70%	90% B C	77%	73%	79%
Persons with developmental disabilities	83% C	78%	66%	90% B	66%	88% C	77%	67%	76%
Persons with substance use addictions	64%	50%	62%	75% B	49%	80% B C	52%	51%	59%
Persons with HIV/AIDS	63% B	47%	49%	68% B	45%	65% B	47%	52%	54%
Survivors of domestic violence	92% C	82%	77%	93% B	77%	88%	85%	79%	84%
Veterans	86%	87%	76%	91% B	78%	91% B C	78%	79%	83%
Children aging out of the foster care system	83%	78%	77%	87% B	74%	85%	78%	78%	79%

Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups: Percent very or moderately important	Length of residency			Housing tenure		Household income			Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	
	53%	51%	47%	61% B	43%	62% B	42%	50%	
Persons recently released from jail/prison									50% (A)

Table 63: Question #6 by Demographics

	Length of residency			Housing tenure		Household income			Overall
	5 years or less (A)	6 to 20 years (B)	More than 20 years (C)	Rent (A)	Own (B)	Less than \$50,000 (A)	\$50,000 to \$99,999 (B)	\$100,000 or more (C)	
Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups: Percent very or moderately important									
Childcare services/ early childhood development programs	86% C	77%	70%	88% B	71%	85% C	81%	70%	77%
Transportation services	84%	73%	79%	82%	77%	83%	81%	75%	79%
Healthcare / Mental Health/ Substance Abuse Services	84% C	79%	67%	90% B	69%	88% B C	72%	74%	77%
Food / clothing bank programs	79% C	81% C	66%	94% B	64%	87% C	75%	68%	75%
Rent, mortgage or utility assistance programs	69%	69%	63%	82% B	59%	85% B C	66%	58%	67%
Fair housing activities	80%	77%	70%	89% B	67%	90% B C	72%	70%	75%
Tenant/Landlord counseling	77% B C	60%	59%	74% B	61%	80% B C	59%	62%	66%
Homebuyer education/ Financial literacy education	83% C	76% C	59%	87% B	65%	86% B C	68%	68%	73%
Crime awareness education	81% C	74% C	52%	77% B	64%	76%	66%	67%	69%
Mitigation of radon, asbestos or lead-based paint hazards	72% C	73% C	57%	80% B	60%	79% B C	64%	63%	67%
Homeless services	69%	76%	69%	89% B	60%	88% B C	63%	69%	71%
Employment services (i.e. resume writing, interviewing training)	73% C	67%	55%	72% B	61%	78% C	66%	56%	65%
Broadband / Internet Access/ Digital Inclusion	78% C	76%	63%	87% B	65%	88% B C	63%	71%	72%

Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups: Percent very or moderately important	Length of residency			Housing tenure		Household income			Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)						
Heat relief during summer months	92% C	90%	81%	94% B	84%	93% C	89%	82%	87%

Table 64: Question #7 by Demographics

Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (Select up to THREE)	Length of residency			Housing tenure		Household income			overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall (A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	
Living wage employment	57%	58%	44%	58%	51%	60%	54%	48%	53%
Other	0%	2%	2%	0%	2%	0%	2%	2%	1%
Job training	12%	11%	22%	13%	16%	8%	21% A	14%	15%
Education	13%	26% A	21%	10%	26% A	16%	17%	22%	19%
Public transportation	17%	14%	13%	20% B	11%	22% B	10%	14%	15%
Personal transportation (access to a vehicle)	11%	4%	12%	12%	8%	11%	7%	11%	9%
Housing	57% C	46%	41%	63% B	40%	60% C	50%	40%	49%
Energy/utility costs	23%	24%	20%	18%	25%	22%	24%	23%	22%
Budgeting	7%	7%	5%	4%	8%	3%	11%	4%	6%
Credit card debt	16%	9%	13%	16%	11%	15%	12%	13%	13%
Health care costs	15%	22% C	9%	15%	15%	8%	14%	19% A	15%

Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (Select up to THREE)	Length of residency			Housing tenure		Household income			overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	
Chronic illness	2%	0%	1%	1%	1%	1%	1%	2%	1%
Mental health issues	8%	12%	13%	13%	9%	19%	5%	11%	11%
Medical/dental care access	3%	3%	5%	2%	5%	3%	1%	7%	4%
Parenting education/support	2%	4%	2%	0%	3%	0%	3%	3%	2%
Childcare	15%	13%	20%	12%	19%	9%	17%	21%	16%
Special needs children	0%	4%	0%	2%	1%	3%	1%	1%	1%
Teen pregnancy	1%	0%	0%	0%	1%	0%	0%	1%	0%
Family violence	2%	1%	2%	1%	2%	0%	2%	2%	2%
Family/child abuse	0%	0%	1%	0%	1%	1%	0%	0%	1%
Substance abuse	9%	8%	13%	11%	9%	11%	9%	10%	10%
Healthy food selection	1%	4%	3%	2%	3%	2%	1%	3%	2%
Language barriers	3%	0%	2%	1%	2%	2%	2%	1%	2%
Landlord/tenant Issues	2%	1%	5%	1%	4%	3%	1%	4%	3%
Fair Housing Discrimination	0%	2%	1%	1%	1%	0%	2%	0%	1%
Homelessness	8%	9%	12%	13%	7%	16%	8%	7%	10%
Predatory lending/ high-interest loans	11%	5%	13%	7%	11%	2%	18%	9%	10%
							A	A	

Table 65: Question #8 by Demographics

Please rate how important it is for the City to invest in the following BUSINESS AND ECONOMIC DEVELOPMENT activities: Percent very or moderately important	Length of residency			Housing tenure		Household income			Overall
	5 years or less (A)	6 to 20 years (B)	More than 20 years (C)	Rent (A)	Own (B)	Less than \$50,000 (A)	\$50,000 to \$99,999 (B)	\$100,000 or more (C)	
Attraction of new businesses	87% C	84%	74%	89% B	77%	85%	81%	79%	82%
Retention of existing businesses	87%	88%	86%	94% B	83%	91%	84%	87%	87%
Expansion of existing businesses	75%	76%	68%	81% B	68%	74%	72%	72%	73%
Provide job training including retraining	81% C	79%	67%	85% B	69%	80%	77%	71%	75%
Foster businesses with higher paying jobs	79%	81%	70%	76%	77%	72%	75%	80%	77%
Enhancement of business infrastructure	79% C	81% C	62%	81% B	69%	78%	66%	79%	74%
Provide technical assistance for businesses	68% C	59%	46%	69% B	51%	73% C	65% C	41%	58%
Development of business incubators and business parks	57% C	56% C	34%	57% B	44%	53%	54%	43%	49%
Employment services (i.e. resume writing, interviewing training)	66%	67%	56%	75% B	56%	79% B C	60%	53%	63%

Table 66: Question #9 by Demographics

	Length of residency			Housing tenure		Household income			Overall
	5 years or less (A)	6 to 20 years (B)	More than 20 years (C)	Rent (A)	Own (B)	Less than \$50,000 (A)	\$50,000 to \$99,999 (B)	\$100,000 or more (C)	
Please rate how important it is for the City to invest in the following NEIGHBORHOOD IMPROVEMENT activities: Percent very or moderately important									
Demolish vacant and dilapidated buildings	75%	79%	74%	80%	73%	82%	68%	80%	76%
Stabilize or improve vacant buildings	81%	70%	76%	83% B	72%	78%	75%	79%	76%
Residential historic preservation	68%	69%	62%	68%	65%	66%	74%	61%	67%
Organized neighborhood clean-up	89% C	79%	77%	83%	82%	81%	86%	78%	82%
Block watch	71%	81%	68%	77%	70%	79% C	77% C	62%	73%
Landscape, exterior repair or window replacement assistance for low-income residents	83% B C	66%	68%	78%	69%	84% C	79% C	61%	73%

Table 67: Question #10 by Demographics

	Length of residency			Housing tenure		Household income			overall
	5 years or less (A)	6 to 20 years (B)	More than 20 years (C)	Rent (A)	Own (B)	Less than \$50,000 (A)	\$50,000 to \$99,999 (B)	\$100,000 or more (C)	
Thinking about the various activities discussed in the survey above, please select your top TWO priorities for the City of Glendale.									Overall (A)
Housing & Homelessness	65%	52%	55%	75% B	47% A	67% C	60%	51%	58%
Infrastructure Improvements	28%	29%	37%	21%	38% A	27%	30%	36%	32%
Community and Public Facilities	22%	15%	18%	15%	21%	15%	20%	21%	19%
Human/Public Services	24%	29%	32%	30%	27%	32%	29%	22%	28%
Economic Development	40% C	37%	25%	40% B	30%	34%	27%	39%	34%
Neighborhood Improvements	21%	34%	29%	19%	33% A	22%	31%	30%	27%

Table 68: Question #11 by Demographics

In your opinion, how can the City better address housing and community development challenges?	Length of residency			Housing tenure		Household income			overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	
Affordable housing	22%	22%	17%	27%	17%	26%	21%	20%	21%
Rent Control	7%	16%	11%	17% B	7%	15%	14%	6%	11%
Improve the economy	9%	4%	3%	4%	8%	0%	7%	11% A	6%
Improve education	6%	11%	2%	12% B	2%	14% B C	1%	3%	6%
Engage with the community	10%	3%	19% B	16% B	7%	13%	12%	9%	11%
Subsidies and grants	4%	3%	1%	3%	3%	5%	0%	4%	3%
Mitigate homelessness	7%	13%	5%	7%	8%	8%	8%	6%	8%
Stop building	7%	3%	1%	0%	7%	0%	9%	3%	4%
Geeting put of the way	0%	5%	4%	0%	5%	0%	3%	6%	3%
Rehab abandoned buildings	0%	5%	5%	0%	5%	1%	3%	4%	3%
Better planning and budgeting	8%	2%	9%	5%	8%	2%	15% A C	3%	7%
Other	18%	7%	12%	9%	16%	10%	3%	21% B	13%
Don't know	2%	5%	11% A	0%	9%	6%	5%	2%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 69: Question #12 by Demographics

	Length of residency			Housing tenure		Household income			overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Do you read the newsletter included in your monthly water bill?									
Yes	34%	56%	65%	24%	68%	38%	60%	52%	51%
	A	A	A		A		A		
No	66%	44%	35%	76%	32%	62%	40%	48%	49%
	B C			B		B			
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 70: Question #13 by Demographics

	Length of residency			Housing tenure		Household income			Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	Overall
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Please rate how well the city does at sharing and explaining information about the following:									
Percent excellent or good									
Water treatment activities	39%	63%	52%	35%	61%	43%	58%	56%	52%
	A	A			A				
Road construction	33%	60%	48%	31%	55%	36%	47%	55%	47%
		A			A			A	
City infrastructure projects	36%	53%	46%	33%	52%	37%	50%	49%	45%
					A				

Table 71: Question #14 by Demographics

	Length of residency			Housing tenure		Household income			Overall
	5 years or less (A)	6 to 20 years (B)	More than 20 years (C)	Rent (A)	Own (B)	Less than \$50,000 (A)	\$50,000 to \$99,999 (B)	\$100,000 or more (C)	
How much of a source, if at all, do you consider each of the following to be for obtaining information about the City of Glendale and its activities? Percent mayor or minor source									(A)
City of Glendale e-newsletter (The Connection)	64%	70%	79% A	65%	75% A	68%	72%	70%	71%
City of Glendale website (glendaleaz.com)	70%	87% A	80%	79%	78%	77%	80%	79%	78%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	66%	71%	64%	72%	64%	72%	66%	65%	67%
Other printed media	65%	64%	69%	65%	67%	75% B	57%	66%	66%
Word-of-mouth	55%	65%	67%	63%	62%	66%	53%	67%	62%
Public meetings	55%	55%	63%	56%	60%	67% C	55%	50%	58%
Other	29%	24%	31%	34%	24%	43% B C	25%	18%	28%

Table 72: Question #15 by Demographics

	Length of residency			Housing tenure		Household income			Overall
	5 years or less (A)	6 to 20 years (B)	More than 20 years (C)	Rent (A)	Own (B)	Less than \$50,000 (A)	\$50,000 to \$99,999 (B)	\$100,000 or more (C)	
In which way do you prefer to receive information on Glendale parks and recreation services and programs? Percent strong or moderate preference									
E-mail newsletters	64% (A)	85% A	71% (C)	70% (A)	74% (B)	64% (A)	69% (B)	81% (C) A	72% (A)
Printed schedule of activities	74%	71%	69%	68%	73%	71%	81% C	62%	71%
Glendale @ Play Magazine	53%	50%	39%	53%	43%	53%	50%	43%	47%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	52% C	58% C	40%	52%	48%	43%	47%	56%	49%
Flyers/posters	62% B	44%	51%	60% B	49% (B)	66% C	51%	46%	53%
School email/newsletter	48% C	49% C	31%	51% B	37% (B)	53%	39%	39%	42%
Other	19%	21%	19%	27% B	13% (B)	34% C	17%	12%	20%

Table 73: Question #16 by Demographics

How much of a source, if at all, do you consider each of the following to be for finding arts/cultural/music activities to attend in Glendale? Percent mayor or minor source	Length of residency			Housing tenure		Household income			Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
City of Glendale website (glendaleaz.com)	70%	75%	75%	73%	73%	76%	73%	72%	73%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	74% C	83% C	57%	78% B	66%	69%	71%	74%	71%
Directly from theaters and other venues	65%	87% A C	71%	72%	74%	76%	73%	75%	74%
Word-of-mouth	73%	76%	71%	74%	72%	77%	71%	73%	73%
Printed brochures	74%	71%	70%	70%	71%	76%	70%	70%	71%
Other	32%	22%	23%	31%	22%	39% C	22%	17%	26%

Table 74: Question #17 by Demographics

When thinking of the special events you most enjoy attending, what preference do you have for the following types of events? Percent strong or moderate preference	Length of residency			Housing tenure		Household income			Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)
Festivals	76%	79%	78%	72%	82% A	80%	78%	77%	78%
Concerts	68%	78%	74%	70%	74%	74%	76%	69%	73%
Sporting events (professional and amateur)	58%	61%	55%	56%	60%	53%	62%	58%	58%
Performing arts/local theater	65%	63%	61%	61%	64%	63%	68%	59%	63%
Food related events	84%	79%	75%	81%	79%	75%	81%	83%	79%
Other	29%	25%	13%	19%	27%	24%	29%	14%	22%

Table 75: Question #18 by Demographics

Please share any other Community concerns not found in this survey that you would like to see addressed	Length of residency			Housing tenure		Household income			overall
	5 years or less (A)	6 to 20 years (B)	More than 20 years (C)	Rent (A)	Own (B)	Less than \$50,000 (A)	\$50,000 to \$99,999 (B)	\$100,000 or more (C)	
Public safety	10%	28% C	4%	23% B	7%	23%	11%	9%	12%
Speeding	13%	6%	11%	7%	12%	10%	16%	3%	10%
Parks, green spaces and recreation	12%	0%	4%	10%	4%	0%	2%	12%	6%
Homelessness	8%	1%	20%	15%	8%	23%	4%	12%	11%
Education / Schools	5%	8%	1%	0%	7%	9%	5%	1%	4%
Infrastructure	18%	12%	6%	4%	17%	3%	21%	10%	12%
Transportation	5%	1%	2%	5%	2%	5%	0%	3%	3%
Better caring and cleaning	13%	1%	4%	12%	4%	0%	1%	18% B	7%
Code enforcement	0%	13%	9%	0%	10%	0%	15% C	1%	6%
Better government leadership and services	2%	9%	9%	4%	7%	8%	2%	8%	6%
Other	12%	7%	25%	11%	17%	12%	13%	20%	15%
Nothing	3%	14%	4%	10%	4%	6%	9%	3%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Responses to Probability Survey by District

Table 76: Question #1 by District

Please rate how important it is for the City to support the following HOUSING services for people with low or moderate incomes? Percent very or moderately important	District						Overall
	Barrel (A)	Cactus (B)	Cholla (C)	Ocotillo (D)	Sahuaro (E)	Yucca (F)	
Repairing existing owner- housing	66% C	78% C E	38%	72% C	46%	54%	56%
Repairing existing renter- housing	64% C	77% C E	37%	65% C	45%	61% C	56%
Creating affordable, permanent housing (Owner)	75%	87%	66%	83%	72%	83%	76%
Creating affordable, permanent housing (Renter)	77%	94% C E	57%	69%	65%	81% C	73%
Making low-interest loans to homebuyers	79%	91% C E	62%	91% C E	64%	83% C	77%
Down payment assistance	63%	74% C	44%	75% C	61%	81% C	65%
Providing rental assistance / subsidies (Rapid rehousing for homeless and eviction prevention)	85% C E	85% C	40%	92% C E	62% C	67% C	69%
Providing housing for people with special needs (such as veterans or the elderly or people with disabilities, alcohol or drug addictions or HIV/AIDS)	84% E	88% E	69%	85% E	60%	89% C E	78%
Down payment assistance	63%	74% C	44%	75% C	61%	81% C	65%
Down payment assistance	63%	74% C	44%	75% C	61%	81% C	65%

Table 77: Question #2 by District

Please rate the importance for the City to have more of the following HOUSING types. Percent very or moderately important	District						Overall
	Barrel (A)	Cactus (B)	Cholla (C)	Ocotillo (D)	Sahuaro (E)	Yucca (F)	
Single-family (detached) housing	75%	82%	73%	84%	66%	91% E	78%
Multi-family (attached) housing (5 units or more)	58%	65%	39%	69% C	50%	69% C	57%
Emergency shelters for homeless	75% C	84% C	52%	79% C	62%	82% C	71%
Transitional housing	69% C	61%	37%	80% C	59%	66% C	60%
Shelters or housing for youth (13-21 yrs.)	78%	79%	60%	82%	65%	88% C E	74%
Senior housing, such as nursing homes, assisted or independent living facilities	95% C E F	88% C	65%	87%	70%	74%	78%
Permanent supportive housing, such as subsidized housing that offers services for persons with chronic physical/mental disabilities	78%	86%	64%	76%	63%	79%	73%
Housing for persons living with HIV/AIDS	63% C	70% C	33%	67% C	44%	56%	54%
Housing for survivors of domestic violence (including children)	87% E	93% C E	71%	86%	66%	91% C E	81%
Modular/Manufactured homes	54% C	60% C F	23%	66% C F	49% C	31%	45%
Multi-plex (2-4 units)	53% C	64% C	25%	70% C	54% C	55% C	51%
Accessory dwelling units (Casitas)	54%	55%	32%	75% C F	54%	39%	49%

Table 78: Question #3 by District

Please rate how important it is for the city to invest in the following INFRASTRUCTURE IMPROVEMENT activities. Percent very or moderately important	District						Overall
	Barrel (A)	Cactus (B)	Cholla (C)	Ocotillo (D)	Sahuaro (E)	Yucca (F)	
Street and road improvements	87%	99%	85%	96%	91%	92%	91%
Electrical vehicle charging stations	34%	30%	33%	38%	35%	38%	35%
Sidewalk improvements	77%	77%	67%	72%	71%	79%	74%
Water, sewer, and solid waste system capacity and quality improvements	87%	96%	86%	85%	93%	90%	89%
Storm sewer system improvements	93% C	90%	76%	87%	90%	90%	87%
Flood drainage improvements	83%	87%	69%	86%	73%	96% C E	82%
Tree planting	85%	80%	68%	98% C E	76%	92% C	82%

Table 79: Question #4 by District

Please rate how important it is for the city to invest in the following COMMUNITY & PUBLIC FACILITIES. Percent very or moderately important	District						Overall
	Barrel (A)	Cactus (B)	Cholla (C)	Ocotillo (D)	Sahuaro (E)	Yucca (F)	
Youth centers	72%	82% C	52%	83% C	70%	85% C	73%
Parks/ recreation centers or Community centers	84%	88%	80%	99% E	75%	90%	85%
Childcare facilities	64%	77%	54%	98% A C E	63%	90% A C E	72%
Senior centers	82% C	78% C	53%	77%	66%	83% C	73%
Healthcare facilities	86%	83%	74%	86%	76%	88%	82%
Residential treatment centers	70% C	69% C	42%	86% C E	51%	85% C E	66%
Facilities for persons living with HIV/AIDS	50%	50%	33%	64% C	35%	60% C	48%
Facilities for survivors of domestic violence (including children)	81%	83%	74%	89% E	61%	83% E	77%

Table 80: Question #5 by District

Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups: Percent very or moderately important	District						Overall
	Barrel (A)	Cactus (B)	Cholla (C)	Ocotillo (D)	Sahuaro (E)	Yucca (F)	
Homeless Persons	81% C	81% C	50%	74%	71%	83% C	73%
Low-Income Persons	78% C	88% C	44%	76% C	67% C	84% C	71%
Seniors (65+)	86% C	92% C	61%	79%	73%	85% C	78%
Youth (aged 16-24)	71%	83% C	51%	83% C	64%	69%	68%
Children (0-15)	81%	88%	66%	96% C E	70%	84%	79%
Migrant Farm Workers	54% C	69% C	20%	74% C E	44% C	66% C	52%
Persons with physical disabilities	85% C	89% C	63%	69%	76%	92% C	79%
Persons with developmental disabilities	83% C	80% C	55%	89% C	67%	88% C E	76%
Persons with substance use addictions	63%	65%	47%	57%	59%	67%	59%
Persons with HIV/AIDS	50%	60%	40%	67%	46%	66% C	54%
Survivors of domestic violence	84%	92% E	77%	97% C E	67%	94% C E	84%
Veterans	91% E	88%	76%	82%	71%	89%	83%
Children aging out of the foster care system	84%	91% E	72%	77%	64%	91% C E	79%
Persons recently released from jail/prison	59%	53%	39%	36%	43%	65% C D	50%

Table 81: Question #6 by District

Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups: Percent very or moderately important.	District						Overall
	Barrel (A)	Cactus (B)	Cholla (C)	Ocotillo (D)	Sahuaro (E)	Yucca (F)	
Childcare services/ early childhood development programs	83% C	89% C	57%	96% C E	66%	87% C E	77%
Transportation services	79%	87%	74%	95% E	67%	84%	79%
Healthcare / Mental Health/ Substance Abuse Services	76%	91% C E	62%	92% C E	62%	91% C E	77%
Food / clothing bank programs	77%	92% C	57%	79%	69%	85% C	75%
Rent, mortgage or utility assistance programs	73% C	85% C E	40%	75% C	57%	82% C E	67%
Fair housing activities	86% C	93% C E	44%	87% C	66% C	87% C E	75%
Tenant/Landlord counseling	73% C E	73% C	46%	80% C E	49%	83% C E	66%
Homebuyer education/ Financial literacy education	80% E	77%	59%	82%	57%	87% C E	73%
Crime awareness education	70%	77%	58%	82% E	52%	82% C E	69%
Mitigation of radon, asbestos or lead-based paint hazards	73% C	88% C E	41%	84% C E	55%	75% C	67%
Homeless services	77% C	87% C	55%	70%	66%	78% C	71%
Employment services (i.e. resume writing, interviewing training)	76% C E	68%	46%	81% C E	50%	79% C E	65%
Broadband / Internet Access/ Digital Inclusion	80% C	77%	53%	90% C	63%	82% C	72%
Heat relief during summer months	94% C E	98% C E	77%	95% E	74%	93% C E	87%

Table 82: Question #7 by District

Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (Select up to THREE)		Barrel (A)	Cactus (B)	Cholla (C)	Ocotillo (D)	Sahuaro (E)	Yucca (F)	Overall (A)
Living wage employment		51%	49%	47%	72%	44%	62%	53%
Other		0%	0%	4%	4%	2%	0%	1%
Job training		13%	7%	29% F	22%	12%	6%	15%
Education		13%	16%	22%	34%	18%	18%	19%
Public transportation		29% B	3%	12%	11%	12%	16%	15%
Personal transportation (access to a vehicle)		4%	26% A C F	5%	20% F	10%	3%	9%
Housing		44%	66% C	39%	38%	39%	66% C E	49%
Energy/utility costs		27%	29%	23%	8%	18%	23%	22%
Budgeting		2%	4%	3%	17%	12%	5%	6%
Credit card debt		10%	4%	13%	15%	20%	14%	13%
Health care costs		13%	15%	21%	7%	12%	18%	15%
Chronic illness		0%	1%	3%	0%	2%	1%	1%
Mental health issues		21%	10%	12%	2%	8%	10%	11%
Medical/dental care access		6%	4%	1%	0%	3%	7%	4%
Parenting education/support		2%	0%	1%	0%	6%	1%	2%
Childcare		20%	15%	25%	5%	15%	11%	16%
Special needs children		0%	1%	1%	1%	2%	3%	1%
Teen pregnancy		0%	0%	2%	0%	0%	0%	0%
Family violence		2%	0%	1%	2%	2%	3%	2%
Family/child abuse		1%	1%	1%	0%	1%	0%	1%
Substance abuse		13%	11%	5%	11%	14%	6%	10%
Healthy food selection		2%	3%	3%	0%	1%	4%	2%
Language barriers		0%	1%	2%	5%	2%	1%	2%

Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (Select up to THREE)	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	Overall
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Landlord/tenant Issues	2%	2%	6%	0%	1%	3%	3%
Fair Housing Discrimination	1%	0%	0%	0%	3%	1%	1%
Homelessness	12%	12%	4%	0%	18%	9%	10%
Predatory lending/ high-interest loans	7%	10%	6%	21%	15%	5%	10%

Table 83: Question #8 by District

Please rate how important it is for the City to invest in the following BUSINESS AND ECONOMIC DEVELOPMENT activities: Percent very or moderately important	District					Overall
	Barrel	Cactus	Cholla	Ocotillo	Yucca	(A)
Attraction of new businesses	85%	73%	79%	95%	83%	80%
Retention of existing businesses	95%	83%	89%	78%	84%	88%
Expansion of existing businesses	70%	67%	67%	74%	76%	81%
Provide job training including retraining	82%	81%	63%	87%	64%	81%
Foster businesses with higher paying jobs	76%	82%	78%	81%	73%	75%
Enhancement of business infrastructure	75%	76%	66%	81%	68%	74%
Provide technical assistance for businesses	68% C	58%	36%	93% B C E F	50%	59% C
Development of business incubators and business parks	58% C	48%	29%	61% C	45%	58% C
Employment services (i.e. resume writing, interviewing training)	74% C E	71% C E	39%	81% C E	42%	79% C E

Table 84: Question #9 by District

Please rate how important it is for the City to invest in the following NEIGHBORHOOD IMPROVEMENT activities: Percent very or moderately important	District						Overall
	Barrel (A)	Cactus (B)	Cholla (C)	Ocotillo (D)	Sahuaro (E)	Yucca (F)	
Demolish vacant and dilapidated buildings	77%	62%	72%	69%	83%	82%	76%
Stabilize or improve vacant building	80%	84%	66%	81%	70%	80%	76%
Residential historic preservation	73%	63%	58%	83%	60%	68%	67%
Organized neighborhood clean-up	91% C	80%	72%	94%	73%	84%	82%
Block watch	80%	81%	60%	76%	61%	84% C E	73%
Landscape, exterior repair or window replacement assistance for low-income residents	75% C	87% C	50%	95% C E	64%	80% C	73%

Table 85: Question #10 by District

Thinking about the various activities discussed in the survey above, please select your top TWO priorities for the City of Glendale.	Barrel (A)	Cactus (B)	Cholla (C)	Ocotillo (D)	Sahuaro (E)	Yucca (F)	Overall
	(A)	(B)	(C)	(D)	(E)	(F)	
Housing & Homelessness	70% C	65%	44%	44%	49%	72% C D	58%
Infrastructure Improvements	19%	34%	42% A	20%	44% A	26%	32%
Community and Public Facilities	10%	9%	21%	44% A B F	19%	16%	19%
Human/Public Services	36%	30%	28%	20%	30%	21%	28%
Economic Development	35%	37%	29%	40%	29%	39%	34%
Neighborhood Improvements	30%	24%	31%	30%	23%	25%	27%

Table 86: Question #11 by District

In your opinion, how can the City better address housing and community development challenges?	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	Overall
	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Affordable housing	25%	12%	14%	31%	16%	23%	21%
Rent Control	9%	24%	3%	4%	12%	18%	11%
Improve the economy	3%	17%	3%	0%	5%	10%	6%
Improve education	1%	1%	3%	18%	3%	12%	6%
Engage with the community	24% F	4%	14%	10%	6%	2%	11%
Subsidies and grants	2%	1%	6%	6%	2%	0%	3%
Mitigate homelessness	14%	11%	9%	0%	8%	4%	8%
Stop building	0%	0%	4%	17%	1%	4%	4%
Geeting put of the way	1%	0%	6%	0%	8%	1%	3%
Rehab abandoned buildings	0%	4%	2%	0%	5%	5%	3%
Better planning and budgeting	3%	9%	10%	5%	11%	6%	7%
Other	8%	15%	23%	3%	21%	9%	13%
Don't know	10%	1%	2%	7%	3%	6%	5%
Total	100%	100%	100%	100%	100%	100%	100%

Table 87: Question #12 by District

	District						Overall
	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	(A)
Do you read the newsletter included in your monthly water bill?	(A)	(B)	(C)	(D)	(E)	(F)	
Yes	54%	61%	58%	41%	44%	47%	51%
No	46%	39%	42%	59%	56%	53%	49%
Total	100%	100%	100%	100%	100%	100%	100%

Table 88: Question #13 by District

Please rate how well the city does at sharing and explaining information about the following: Percent excellent or good	District						Overall
	Barrel (A)	Cactus (B)	Cholla (C)	Ocotillo (D)	Sahuaro (E)	Yucca (F)	
Water treatment activities	45%	45%	52%	70%	51%	54%	52%
Road construction	45%	35%	55%	48%	54%	39%	47%
City infrastructure projects	41%	36%	49%	52%	47%	45%	45%

Table 89: Question #14 by District

How much of a source, if at all, do you consider each of the following to be for obtaining information about the City of Glendale and its activities? Percent mayor or minor source	District						Overall
	Barrel (A)	Cactus (B)	Cholla (C)	Ocotillo (D)	Sahuaro (E)	Yucca (F)	
City of Glendale e-newsletter (The Connection)	68%	82%	71%	82%	64%	68%	71%
City of Glendale website (glendaleaz.com)	80%	85%	76%	78%	70%	83%	78%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	65%	66%	56%	80%	57%	81% C E	67%
Other printed media	75% E	85% E	63%	79% E	50%	61%	66%
Word-of-mouth	59%	58%	57%	80%	51%	74%	62%
Public meetings	66% E	59%	56%	80% E	37%	60% E	58%
Other	47% B C E F	15%	20%	54% B C E F	20%	18%	28%

Table 90: Question #15 by District

In which way do you prefer to receive information on Glendale parks and recreation services and programs? Percent strong or moderate preference	District						Overall
	Barrel (A)	Cactus (B)	Cholla (C)	Ocotillo (D)	Sahuaro (E)	Yucca (F)	
E-mail newsletters	73%	76%	65%	64%	63%	89% C E	72%
Printed schedule of activities	71%	80%	69%	96% C E F	62%	65%	71%
Glendale @ Play Magazine	51% E	59% E	48% E	41%	24%	60% E	47%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	45%	44%	46%	60%	34%	70% A C E	49%
Flyers/posters	58%	63%	38%	84% C E F	42%	53%	53%
School email/newsletter	50% C	43%	25%	66% C E	32%	49% C	42%
Other	26%	39% C	3%	0%	8%	36% C D E	20%

Table 91: Question #16 by District

How much of a source, if at all, do you consider each of the following to be for finding arts/cultural/music activities to attend in Glendale? Percent mayor or minor source	District						Overall
	Barrel (A)	Cactus (B)	Cholla (C)	Ocotillo (D)	Sahuaro (E)	Yucca (F)	
City of Glendale website (glendaleaz.com)	76%	83% E	69%	83% E	55%	79% E	73%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	63%	77%	65%	85% E	55%	87% A C E	71%
Directly from theaters and other venues	79% E	82% E	76% E	76% E	48%	83% E	74%
Word-of-mouth	71%	72%	74%	77%	62%	83%	73%
Printed brochures	75% E	79% E	72% E	91% E	48%	74% E	71%
Other	24%	20%	6%	70% A B C E	10%	45% C E	26%

Table 92: Question #17 by District

When thinking of the special events you most enjoy attending, what preference do you have for the following types of events? Percent strong or moderate preference	District						Overall
	Barrel (A)	Cactus (B)	Cholla (C)	Ocotillo (D)	Sahuaro (E)	Yucca (F)	
Festivals	86% E	89% E	68%	88% E	64%	81%	78%
Concerts	79%	85%	78%	59%	61%	73%	73%
Sporting events (professional and amateur)	50%	71%	71% D E	43%	45%	66%	58%
Performing arts/local theater	76% C E	68%	53%	50%	52%	74%	63%
Food related events	76%	83%	79%	92% E	63%	90% E	79%
Other	11%	35%	12%	66% A C E	5%	33%	22%

Table 93: Question #18 by District

Please share any other Community concerns not found in this survey that you would like to see addressed	Barrel (A)	Cactus (B)	Cholla (C)	Ocotillo (D)	Sahuaro (E)	Yucca (F)	Overall (A)
Public safety	4%	3%	12%	29%	4%	24%	12%
Speeding	12%	22%	3%	9%	10%	6%	10%
Parks, green spaces and recreation	2%	21%	8%	0%	2%	4%	6%
Homelessness	26%	2%	9%	2%	16%	8%	11%
Education / Schools	12%	0%	0%	0%	0%	16%	4%
Infrastructure	8%	8%	7%	28%	0%	22%	12%
Transportation	6%	0%	0%	0%	10%	3%	3%
Better caring and cleaning	8%	0%	30%	0%	2%	0%	7%
Code enforcement	5%	0%	3%	26%	2%	0%	6%
Better government leadership and services	6%	5%	12%	0%	14%	0%	6%
Other	10%	20%	11%	3%	34%	18%	15%
Nothing	2%	20%	5%	3%	5%	0%	6%
Total	100%	100%	100%	100%	100%	100%	100%

Appendix D: Comparison of Probability Survey and Open Participation Survey Responses

Table 94: Question #1 by Outreach Method

Please rate how important it is for the City to support the following HOUSING services for people with low or moderate incomes? Percent very or moderately important	Address-based Probability Sample	Open Participation Sample
	(A)	(B)
Repairing existing owner- housing	56%	58%
Repairing existing renter- housing	56%	56%
Creating affordable, permanent housing (Owner)	76%	71%
Creating affordable, permanent housing (Renter)	73%	62%
	B	
Making low-interest loans to homebuyers	77%	72%
Down payment assistance	65%	63%
Providing rental assistance / subsidies (Rapid rehousing for homeless and eviction prevention)	69%	64%
Providing housing for people with special needs (such as veterans or the elderly or people with disabilities, alcohol or drug addictions or HIV/AIDS)	78%	74%
Down payment assistance	65%	63%
Down payment assistance	65%	63%

Table 95: Question #2 by Demographics

Please rate the importance for the City to have more of the following HOUSING types. Percent very or moderately important	Address-based Probability Sample	Open Participation Sample
	(A)	(B)
Single-family (detached) housing	78%	77%
Multi-family (attached) housing (5 units or more)	57%	52%
Emergency shelters for homeless	71%	66%
Transitional housing	60%	58%
Shelters or housing for youth (13-21 yrs.)	74%	74%
Senior housing, such as nursing homes, assisted or independent living facilities	78%	77%
Permanent supportive housing, such as subsidized housing that offers services for persons with chronic physical/mental disabilities	73%	71%
Housing for persons living with HIV/AIDS	54%	48%
Housing for survivors of domestic violence (including children)	81%	80%
Modular/Manufactured homes	45% B	36%
Multi-plex (2-4 units)	51% B	44%
Accessory dwelling units (Casitas)	49%	50%

Table 96: Question #3 by Demographics

Please rate how important it is for the city to invest in the following INFRASTRUCTURE IMPROVEMENT activities. Percent very or moderately important	Address-based Probability Sample	Open Participation Sample
	(A)	(B)
Street and road improvements	91%	90%
Electrical vehicle charging stations	35%	32%
Sidewalk improvements	74%	74%
Water, sewer, and solid waste system capacity and quality improvements	89%	86%
Storm sewer system improvements	87% B	78%
Flood drainage improvements	82% B	74%
Tree planting	82%	82%

Table 97: Question #4 by Demographics

Please rate how important it is for the city to invest in the following COMMUNITY & PUBLIC FACILITIES. Percent very or moderately important	Address-based Probability Sample	Open Participation Sample
	(A)	(B)
Youth centers	73%	74%
Parks/ recreation centers or Community centers	85%	83%
Childcare facilities	72%	69%
Senior centers	73%	79% A
Healthcare facilities	82%	77%
Residential treatment centers	66% B	56%
Facilities for persons living with HIV/AIDS	48%	44%
Facilities for survivors of domestic violence (including children)	77%	77%

Table 98: Question #5 by Outreach Method

Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups: Percent very or moderately important	Address-based Probability Sample	Open Participation Sample
	(A)	(B)
Homeless Persons	73% B	63%
Low-Income Persons	71%	66%
Seniors (65+)	78%	77%
Youth (aged 16-24)	68%	70%
Children (0-15)	79%	77%
Migrant Farm Workers	52%	49%
Persons with physical disabilities	79%	75%
Persons with developmental disabilities	76% B	68%
Persons with substance use addictions	59%	53%
Persons with HIV/AIDS	54%	47%
Survivors of domestic violence	84% B	77%
Veterans	83%	85%
Children aging out of the foster care system	79%	73%
Persons recently released from jail/prison	50%	48%

Table 99: Question #6 by Outreach Method

Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups: Percent very or moderately important.	Address-based Probability Sample	Open Participation Sample
	(A)	(B)
Childcare services/ early childhood development programs	77% B	69%
Transportation services	79% B	72%
Healthcare / Mental Health/ Substance Abuse Services	77% B	70%
Food / clothing bank programs	75% B	65%
Rent, mortgage or utility assistance programs	67%	63%
Fair housing activities	75%	70%
Tenant/Landlord counseling	66% B	56%
Homebuyer education/ Financial literacy education	73% B	66%
Crime awareness education	69%	71%
Mitigation of radon, asbestos or lead-based paint hazards	67% B	59%
Homeless services	71% B	64%
Employment services (i.e. resume writing, interviewing training)	65%	65%
Broadband / Internet Access/ Digital Inclusion	72%	67%
Heat relief during summer months	87%	83%

Table 100: Question #7 by Outreach Method

Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (Select up to THREE)	Address-based Probability Sample	Open Participation Sample
	(A)	(B)
Living wage employment	53%	57%
Other	1%	2%
Job training	15%	14%
Education	19%	15%
Public transportation	15%	19%
Personal transportation (access to a vehicle)	9%	15% A
Housing	49%	48%
Energy/utility costs	22%	26%
Budgeting	6%	13% A
Credit card debt	13%	9%
Health care costs	15%	12%
Chronic illness	1%	0%
Mental health issues	11%	8%
Medical/dental care access	4%	3%
Parenting education/support	2%	3%
Childcare	16%	14%
Special needs children	1%	1%
Teen pregnancy	0%	0%
Family violence	2%	2%
Family/child abuse	1%	2%
Substance abuse	10%	8%
Healthy food selection	2%	4%
Language barriers	2%	4% A
Landlord/tenant Issues	3%	3%
Fair Housing Discrimination	1%	0%
Homelessness	10% B	5%
Predatory lending/ high-interest loans	10% B	5%

Total may exceed 100% as respondents could select more than one option

Table 101: Question #8 by Outreach Method

Please rate how important it is for the City to invest in the following BUSINESS AND ECONOMIC DEVELOPMENT activities: Percent very or moderately important	Address-based Probability Sample	Open Participation Sample
	(A)	(B)
Attraction of new businesses	82% B	73%
Retention of existing businesses	87%	89%
Expansion of existing businesses	73%	70%
Provide job training including retraining	75%	70%
Foster businesses with higher paying jobs	77%	79%
Enhancement of business infrastructure	74%	70%
Provide technical assistance for businesses	58%	51%
Development of business incubators and business parks	49%	48%
Employment services (i.e. resume writing, interviewing training)	63%	56%

Table 102: Question #9 by Outreach Method

Please rate how important it is for the City to invest in the following NEIGHBORHOOD IMPROVEMENT activities: Percent very or moderately important	Address-based Probability Sample	Open Participation Sample
	(A)	(B)
Demolish vacant and dilapidated buildings	76%	78%
Stabilize or improve vacant buildings	76%	80%
Residential historic preservation	67%	68%
Organized neighborhood clean-up	82%	79%
Block watch	73%	76%
Landscape, exterior repair or window replacement assistance for low-income residents	73%	76%

Table 103: Question #10 by Outreach Method

Thinking about the various activities discussed in the survey above, please select your top TWO priorities for the City of Glendale.	Address-based Probability Sample	Open Participation Sample
	(A)	(B)
Housing & Homelessness	58% B	49%
Infrastructure Improvements	32%	37%
Community and Public Facilities	19%	17%
Human/Public Services	28%	26%
Economic Development	34% B	26%
Neighborhood Improvements	27%	42% A

Total may exceed 100% as respondents could select more than one option

Table 104: Question #12 by Outreach Method

Do you read the newsletter included in your monthly water bill?	Address-based Probability Sample	Open Participation Sample
	(A)	(B)
Yes	51%	74% A
No	49% B	26%
Total	100%	100%

Table 105: Question #13 by Outreach Method

Please rate how well the city does at sharing and explaining information about the following: Percent excellent or good	Address-based Probability Sample	Open Participation Sample
	(A)	(B)
Water treatment activities	52%	57%
Road construction	47%	55% A
City infrastructure projects	45%	45%

Table 106: Question #14 by Outreach Method

How much of a source, if at all, do you consider each of the following to be for obtaining information about the City of Glendale and its activities? Percent mayor or minor source	Address-based Probability Sample	Open Participation Sample
	(A)	(B)
City of Glendale e-newsletter (The Connection)	71%	81% A
City of Glendale website (glendaleaz.com)	78%	86% A
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	67%	67%
Other printed media	66%	71%
Word-of-mouth	62%	58%
Public meetings	58%	69% A
Other	28%	34%

Table 107: Question #15 by Outreach Method

In which way do you prefer to receive information on Glendale parks and recreation services and programs? Percent strong or moderate preference	Address-based Probability Sample	Open Participation Sample
	(A)	(B)
E-mail newsletters	72%	76%
Printed schedule of activities	71%	70%
Glendale @ Play Magazine	47%	46%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	49%	54%
Flyers/posters	53% B	45%
School email/newsletter	42%	36%
Other	20%	21%

Table 108: Question #16 by Outreach Method

How much of a source, if at all, do you consider each of the following to be for finding arts/cultural/music activities to attend in Glendale? Percent mayor or minor source	Address-based Probability Sample	Open Participation Sample
	(A)	(B)
City of Glendale website (glendaleaz.com)	73%	78%
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	71%	68%
Directly from theaters and other venues	74%	73%
Word-of-mouth	73%	71%
Printed brochures	71%	68%
Other	26%	30%

Table 109: Question #17 by Outreach Method

When thinking of the special events you most enjoy attending, what preference do you have for the following types of events? Percent strong or moderate preference	Address-based Probability Sample	Open Participation Sample
	(A)	(B)
Festivals	78%	79%
Concerts	73%	73%
Sporting events (professional and amateur)	58%	65% A
Performing arts/local theater	63%	71% A
Food related events	79%	79%
Other	22%	28%

Appendix E: Verbatim Responses to Open-ended Questions from Open Participation Survey

The following are responses to the open-ended questions. Responses are presented here in verbatim form, including any typographical, grammatical or other mistakes. Responses are in alphabetical order.

Question 7: Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (OTHER)

- Big Government
- drugs
- I would say all of these challenges
- Laziness/government owes them a living mentality
- lazy and user of social systems rather than working
- No preparation for adulthood.
- one of the choices should be all of the above .
- There is a high concentration of crime, poverty and blight in one area of the city. This is the same area where housing for seniors will be placed. Seniors deserve better. They should not be placed in high crime areas, blighted areas, food deserts or anywhere that they will be more vulnerable than they are all the time. Adding more high density "affordable" housing in blighted areas, far from groceries and jobs perpetuates the cycle of poverty, thereby increasing the burden to the city and the taxpayer. Poverty itself is not a crime but poverty puts everyone at a higher risk for crime. More taxpayer dollars. Impoverished communities have poor health outcomes. 85301 has the worst child health outcomes in the state. This also costs the taxpayer.

Question 11: In your opinion, how can the City better address housing and community development challenges?

- Actively engage with residents
- Adding more EV charging stations and encourage businesses to have solar panels.
- Addressing and resolving the drug issue
- Advocate for more teachers in our public schools as the neighborhood continues to grow new homes.
- Affordable housing and financial assistance for homeless and low income
- Affordable housing and supportive housing
- Affordable housing, job training programs
- Allocate funds better
- Allow more group homes in a residential areas
- Allow more multifamily type homes and single to two story apartments
- Allow the county and state to deal with it.
- Allow zoning changes for more density housing such. as townhomes...
- Annex to make the city larger
- Ask to lower payments for renters and home buyers
- Attract and retain businesses to increase the tax base and provide higher paying jobs.
- Attract better businesses and update Arrowhead Mall
- Balance the need for economic development with the need for affordable housing.
- Be realistic regarding projects and monitor funds closely.
- Better zoning

- Blacktop streets that are still on dirt roads
- Bobbie Kithcart
- Budget more money and encourage businesses to help with financing.
- build more affordable housing if water is available
- Build more single family homes. They're are so many empty fields, vacant malls and other dead spots that could be repurposed for housing. Most people don't want to live in a tiny apartment, but it seems that is all that is being built, and they are just as expensive as houses! Many people that moved here, including myself, came here because there were decent jobs and because it was affordable. It is no longer affordable. So much so, several people I know are moving out have moved to other states. Possibly me and my family in the future. My parents are currently spending every dime they have living at a hotel because they can't get into a rental. We should never be priced out of a desert.
- Building houses that low income people can live in.
- By attracting businesses/working opportunities for local jobs - and also by rejecting the Maricopa County Government organization's approval for Agenda2030 restrictions on energy etc.
- By facilitating non-profits to become more Glendale resident focused
- By helping those who wish to help themselves. Everyone should have some skin in the game. Too many people simply deciding not to work , not to play by he rules.
- By keeping police very active to keep crime low and neighborhoods safe. This will allow communities to grow safely and keep Glendale desirable.
- By lowering taxes
- Change parking minimums from required to recommended. We also need to get rid of setback regulations, single family zoning, and create places where people choose what happens. Garage/home-based businesses should also be allowed. This city is way too car-oriented.
- Cioty advisors on the street confronting issues/people
- City needs to stop approving new housing developments (single family and multi-family) in the Yucca district until they can build support services - specifically grocery stores. Yes, plural - STORES. There are not enough stores to support the rapid growth in the Yucca district. The residents are frustrated and moving out. As a 9 year Yucca resident we are under contract to purchase a home in Peoria (4 corners area) specifically because of the lack of grocery stores and other similar amenities in the Yucca district. We're sad to leave but feel after 9 years and no legitimate attempts or response from Joyce Clark and the city council were forced to leave to home we love and choose an area that is growing responsibly to support its citizens.
- Clean it up, make it look nice.
- Clean up neighborhood blight. Make slum lords take care of clean up and maintenance of homes and remove the dozens of burnt down buildings and residences.
- Connect with regular citizens
- Continue to focus on adding affordable housing in addition to low-income housing. Educate on the difference. Mixed use housing, apts, single family, multiplexes. Keep big corporate owners from buying up housing and under serving tenants. Clean up neighborhoods and help people develop pride in their dwellings.
- Convert unused commercial retail space for housing
- Counseling
- Crack down on unfair rental practices and predatory lending
- Create the enablers for a thriving business and economic environment and the rest will fall in place. Quit trying to "fix" the problems by enabling the poor behaviors. Create the economic opportunities and let the individual make their choice to participate and reap the consequences (good or bad).
- Creation of more reasonably priced homes for first time buyers

- Debt management education can be a game changer for young people. Knowing how to budget, understanding interest rates, etc.
- Do it don't just say it.
- Do something, anything would be a start
- Doing good now
- Don't do it, enable the free and voluntary markets to solve those challenges
- Education
- Education starting in grade school. Include civics but no DEI, ESG, CRT or 1619. Or gender mutilation!
- Endless studies don't get anything done you actually have to build facilities for the homeless and those heading into homeless. Don't overspend for drug addiction, they need to hit rock bottom and seek assistance or you could spend billions of dollars on lost causes. Limit government salaries and positions, is government positions becoming bloated? Must nip gang violence immediately.
- Enforcement of city ordinances, landscaping, rental properties, city cleanliness
- enforcement of code laws - and provide assistance if person(s) are unable to perform the clean up - improvements themselves- follow up with person(s) to maintain their housing according to code laws
- enhance public transportation, such as adding light rail, and build more affordable housing.
- Fair and open elections. Somehow secede from Maricopa County. Only elect republicans
- Find more opportunities for low and moderate income citizens to purchase their own AFFORDABLE homes. Also address issues of a small # of corporate landlords buying a majority of rentals and imposing an unreasonable rental burden on families and individuals.
- Find some way to crack down on slum lords that get away with abusing their renters.
- Fix up abandoned homes and sell them instead of building new homes.
- Focus on efficient/compliant improvements of City Infrastructure
- Focus on keeping the city residential standards, all these expenditures for housing programs will just solicit more if the same individuals to reap freebie benefits. Focus on gangs and violence at Westgate, it's out of control. Keep Glendale safe.
- For housing jobs that pay a livable wage and places to live for those with low paying jobs. Also comprehensive programs for those wanting to no longer be homeless. A place to live for free while getting budget counseling, job skills, mental health help to deal with what got them to the point of homelessness and then continued help once they leave the program. Comprehensive is vital for such a complex issue.
- Get people jobs
- Give homes to homeless
- glendale commissioners should hold or visit some senior buildings to discuss issues. city officials should be more involved also in other communities located in glendale. internet is not available to everyone
- Glendale does an amazing job.
- Glendale has very limited public transportation options. Make it easier for people to commute to jobs, school, and get resources they need by foot and by bike by installing dedicated and separated bike lanes and foot paths that keep people safe. The city is run by cars so if you are an individual without one you are isolated.
- Have a better plan/control on where and how much the monopoly homes, rentals etc are located; clean up lower income areas also.
- Have better programs for families will help improve the city and attract people
- Having each district provide relief in some capacity. By sharing the load no district is overwhelmed or singled out.
- Help fix the broken AZ education system.

- Help people help themselves. Work toward getting people off subsidies by promoting education and job preparation
- Help support providing services to the homeless in our community.
- Help the children and help parents with life skills.
- Hit the streets and see how our underserved families are surviving. Illegal citizens should be examined for citizenship qualifications. Database for needy families so they get what is necessary without being greedy.
- Housing and community development challenges can be better addressed by the city council being more present in the communities and understanding the challenges each faces. Laws seem to be made based on biases that council members have as opposed to community needs. And even then, the laws aren't enforced the same in every community. There needs to be enforcement in every community, not just the ones that complain the most.
- Housing first initiatives for the houseless.
- I believe all the issues raised are important, I just don't believe it is the local government's place to try and resolve issues when families, friends and churches should be performing those acts of service. Too much tax burden has proven to be detrimental to both the taxpayer and the intended recipient of such taxes. I just don't believe the gov. is efficient in doing these type programs
- I believe in single family homes. Not in clustered environments or in massive apartment complexes which remind me of old tenant housing. Home ownership is the beginning of wealth building so I hope Glendale promotes more single family permanent housing. I also hope for better maintenance of existing parks in the SOUTH GLENDALE AREA. Our parks are dry, brown brittle grass, weeds & dirt, gravel. A big difference from north side parks. There's also NO community/recreation center at Heroes Park yet. Why?? Parks are necessary to create better living for residents. Maintained parks increase the values of our homes & city. However our parks must be kept safe too, where taxpayers can take our kids any time of day. Vagrancy must be addressed & not dumped on our park system. I pay taxes to maintain the parks but won't visit if I feel threatened or if the park is littered with tents & garbage. Vagrancy in our parks has denied our children of safe, fun, playful environments. Outreach is important to hopefully convince those living on the streets to shelter. But it has been my observation that many of those living on the street want to be there to pursue their habits. Which I feel should be disallowed. I don't wish to continue to see the open , flagrant drug sales. I wish for better police presence & investigations.
- I don't have an answer; nobody has the solution for all the challenges.
- I don't know
- I get my water bill online so I don't receive a monthly newsletter and people need to be responsible for themselves and not continually getting handouts
- I have no knowledge of how city government gets things done; I just know that these items are most important to what I believe will make Glendale an exceptional place to live.
- I honestly feel that the city needs to stop approving the clearing of farmland and putting in more houses and apartments. We already have a stress on our water resources, and building more houses or apartments only puts a strain on that limited resource.
- I think the City has to approach the issue without sympathy and with the intention to provide opportunity but not to intend to become caregivers/keepers with forever responsibilities. No one can change people but themselves.
- I wish I had the perfect answer, but I don't. I do have a suggestion for the staff that takes payments from Glendale residents- be more respectful. Case in point, I've been experiencing financial problems and went to the office (new locations) and questioned one of the cashiers about help or a place that could help someone with difficulty paying. Her answer was "Nope. Next."
- I wish I knew..the addiction, mental illness & homelessness is a tragic blight

- I would like to see assistance, in purchasing or renting, for hospital workers, teachers, firefighters and police. Prices are out of control. Glendale is never on the list of places to move too. We need to have more community functions.
- I'm not really sure.
- Improve the area
- Incorporate more individual homeownership rather than allow venture cap. utilize government backed loans to buy large lots. New rental housing is robbing people of generational wealth. Sad this continues to occur only to benefit the wealthy.
- Interest rates and taxes, minimal affordable housing. Do not put section 8 into neighborhoods. Avoid sober living homes.
- Invest in infrastructure
- Invest in support to lift up residents, including homeless residents. Community centers, shelters and job training, affordable housing and supportive housing.
- Invest tax dollars in affordable housing and work with other cities and the state to create more affordable housing.
- Investing on those top priorities projects.
- It's not the City's business to address these situations.
- Laissez faire - keep your hands off.
- Learn about the people that are in the middle of these challenges, listen to their thoughts and ideas, then use common sense to create solutions.
- Less regulations, work with developers, educate rank and file employees that they are here to service the public
- Limit corporate and foreign ownership
- Limit short term rental units, perhaps by taxation policies or limits on how many units one entity can own.
- Listen - Be attentive to the needs of your residents.
- Listen to people
- longer open hours at the library for people to use the internet, research, adult education programs, etc.
- Low income services should be spread throughout the community, rather than being centered around downtown. Downtown Glendale should be developed into a destination for nightlife activities.
- Lower cost
- lower fees and assist with payments
- Lower the rental standards for those who can't afford housing.
- Make housing affordable for those not receiving a livable wage
- Make panhandling and sleeping on streets illegal
- Make use of any state or federal grants / assistance.
- Make utilities more affordable
- Mandate building color codes. Unsightly to see a bright yellow lantern shop or green and blue apartment building
- Might be able to get some places to have cheaper 2 bedrooms apt. So that our kids with family that are still living with mom n dad can afford their own place. With community could help seniors with home improvements, demolish buildings that are delayed and abandoned. Also speed bumps on Maryland between 51th n 59th.
- More affordable home ownership, condos, townhomes. Ownership is important. Fewer apartments and rental properties.

- More affordable housing, more good paying jobs, more access to services especially for special needs/developmentally disabled persons, and other vulnerable populations such as Veterans, Seniors, Victims of domestic violence and other violent crimes. I honestly have no idea how to do any of that, but i hope some of the folks running things do.
- More comprehensive relief services for at risk people
- More homes, more schools, control homelessness
- More police presence during these migrant and drug related issues.
- Need for public/private partnership
- Need to address drug issues first
- Need visionary leadership who can see the big picture and can create a strategy and plan. Current leadership does not have this. Looks at Scottsdale and Mesa! Why are they more progressive and have better services yet lower taxes! Glendale has poor managers with no vision!!
- No answer
- No comment
- No more condos
- No opinion
- No opinion; above my pay level.
- Not informed enough to address the problems.
- Not sure
- Not sure
- Not sure
- Not sure, but I hope taxes won't be raised.
- Not sure.
- Partnerships with existing succeeding nonprofits to address a limited number of challenges
- Perhaps if there were some regulations against air bnb and other short term rentals there would be more housing available to rent.
- pick one challenge at a time, do a focused job at improving it completely before tackling another mayor problem
- Prevent investors from buying up all the housing and jacking up all the rent!
- Promote Single Family Home Ownership and regulate Multi level Apartment Complexes.
- Proper assessment and better prioritization.
- Proper assessment of the needs and proper utilization of money used for the needs. Reduce waste of assets and waste of time. Assess, budget, move ahead.
- Provide and publish widely a one stop resource center for programs offered through city, state, and federal agencies for assistance
- Provide general information, but identified in common language
- Provide incentives to landlords and construction companies so they can offer more affordable housing
- Provide more shelters/services for the homeless that require counseling and treatment for the substance abuser and mentally ill. Also free legal programs for the low income.
- Provide places for homeless to stay
- Providing service that assists people fairly.
- Recruit companies that pay high wages, concurrently train residents for those jobs and make it a requirement of the recruited companies that they hire a set percentage of trained Glendale residents for new positions.
- reduce cost of living expenses like utilities instead of increasing rates, change housing market with legislation to reduce taxes etc surrounding housing, put a cap on rent increase percentages.
- Regular communication of community services available to low-income and homeless individuals

- regulate rental costs and provide lower cost housing options.
- Requiring old empty structures either be torn down or brought up to Code. I think we need to be tougher on the homeless hanging around in the streets and on the canals and what I mean by that is offering them alternatives, including heat relief stations.
- Respond to government "Fair Housing" license requirements in residential neighborhoods
- Rewrite draconian building codes. i.e. (Car repair is technically illegal over 3 times a year)
- Secure more affordable housing projects and hold tenants accountable for their rentals and behavior in said rentals. Also applies to Landlords and out of state property owners!!
- Seek out public input and then do what the citizens want not what the city manager wants
- Seek to help the ones in most need
- Sell bonds
- Shelter and support for the homeless
- Socioeconomic momentum has a number of barriers including livable wages, financial literacy, medical/disability support, housing infrastructure maintenance and repair. Education and financial success is a good start to improving community development challenges.
- Stop allowing cannabis business in Glendale. It attracts homelessness.
- Stop allowing drug addicts to take over our streets and bus stops. Crime is horrible and it is no longer safe to live in Glendale. Even the nicer neighborhoods are overwhelmed with the drug addicts and package thieves.
- Stop blaming the residents and start addressing: private equity firms and other high-income investors buying up property and setting outrageous rent/mortgage requirements that don't line up with resident income levels, forever increasing healthcare costs and subpar pain management system making pain/illness management and resolution very difficult for even the most productive and well informed of us leading to drug addiction and homelessness, price gouging by providers of basic services like food, transportation, and communication, the implementation of living wages for all residents, reducing the impact of climate change on residents, and endless money dumping into "public safety" over public care programs.
- Stop building new homes . Address the natural resources needed to have a healthy community. Find a way to utilize structures that are empty.
- STOP BUILDING!!!
- stop investors from buying up all the single family homes
- Stop the flow of drugs from the border
- Stop wasting money if not combating drugs
- STOP with low income housing Glendale is the Only city taking all low income. Glendale needs to get higher end areas and companies to help reduce crime and raise property values. Glendale is the only city in the state that wants all low income it's crazy.
- Stop with the stupid violations and go after the meth houses. The houses that have fallen in disrepair. We as tax payers are tired of the people that do nothing and we pay for it. Stop with the stupid and take care of the middle class, the home owners that work to pay YOU.
- Streamline the permitting processes and cut the bureaucracy. Also, make better choices in subcontractors who do the actual construction on public projects. Tired of the substandard materials and workmanship that currently exists.
- subsidize low income housing
- Support low income housing by private developers
- Support more low-income housing to be built - whether renting or buying, home prices have grown so high that lower income people struggle to afford adequate housing. There should be rent-controlled apartments / single family homes available for low income people to rent within their budget.

- Surveys are a good start, but get out there and actively listen to people about their needs.
- That is beyond my pay grade.
- The City has appeared to ignore it's long-time residents and tax-payers and Envision Glendale 2040 Planning and Zoning plan in favor of business development and over-crowding in the name of "affordable housing". It's time to bring back Glendale to the residents who have supported the City for decades. Stop the pandering to big business and profiteers who seek to make money on the backs of those who don't have it.. What about access to healthy food, medical care, parks, and POLICE. We need more police. You have taken Envision Glendale 2040 plan and basically burned it following the empty promises of "Affordable Housing". Envision was the vision for Glendale that was voted on and now, it's gone. More Police, more grocery stores and parks and playground and BETTER SCHOOLS - you could have built such a beautiful place to want to live. Now you're creating a junk heap.
- The city might start by studying other cities to find out what ACTUALLY works, and try to copy that success.
- The city must balance economic development and human services. Investments must be made throughout the city, including the the southeast. Affordable housing must be included in all new developments and throughout the city. Especially where there is the highest concentration of jobs. The city does not need to prioritize attracting new businesses. That is something the city does well. It should not be at the expense of the working class, city programs or taxpayers in older parts of the city. The best thing a city can do to lift people out of poverty is have a robust economy, an influx of jobs that pay a living wages and affordable housing in all neighborhoods. If the city continues as it has for the last 5 years, Glendale will have a Tenderloin district.
- The City needs to pay better attention to neighborhood management: tighter control over residential property mismanagement, better Code Compliance management and finally not allow failed construction projects to languish and remain uncompleted for YEARS, such as the property on the NE corner of 58th Avenue and Paltaire. WHAT IS WITH THAT ANYWAY - been almost 20 years!!
- The city of Glendale has gotten so big it is hard to keep up with way too many people moving to this desert town. Too much traffic and crime and homeless people. We are in a 12,000. year drought and should curb the amount of scraping the desert for more people. It is a mess now and for those of us that have been here over a 100 years it is very sad they messed it up. NO open land, farmland or desert left, just concrete jungle. It was not planned properly!
- The cost of housing is getting out of reach for most people. Affordable housing should be the number one issue addressed by the City Council.
- The homeless problem doesn't seem to be addressed enough.
- The more the City spends on low income and homeless people the more you will attract these people and the more the City's costs will go up and the problems will become more severe. Do not follow a Leftist model to the City's destruction. There are unending examples now of US cities where the Leftists have a monopoly on power and run the cities into the ground in competition with Venezuela to maximize 3rd world status. Focus on supporting new businesses that will create the good paying jobs for hard working blue collar and white collar people.....and the city will flourish.
- The state of Arizona needs to close it's borders and stop the illegal migration that is causing many community problems and challenges for it's citizens. These social issues/problems and challenges have become our cities burden because of our government representatives' negligence to close the borders and control legal migration into our State. We "do not" want the city of Glendale to become a "Sanctuary City!" We need to continue to support our police, firemen and front line workers for the safety of our neighborhoods and communities. Our city should provide safety and protection for it's citizens/residents therefore, ensuring families/neighborhoods and communities a better quality of life. We need law and order! There should be consequences for criminal activities.

- There's too many apartments and tiny homes being built, there's no room on the roads for these people. The roads are terrible and there's not even enough police to manage the current population let alone all the incoming. Stop building apartments.
- This survey is extremely long with many of the same questions repeated. The city will do exactly what they want & my opinion is that they could care less about what the residents opinions are.
- Try to find a real solution for homelessness and drug addiction which is at the heart of the problem.
- Uniform application and enforcement of city ordinances and regulations, holding HOAs responsible for enforcing ordinances/regulations on behalf of city
- Use vacant buildings and houses instead of allowing new building. Revitalize Glendale using using an already existing foundation. Glendale government is destroying historical Glendale!
- Use vacant buildings and structures for temporary cooling stations/housing
- We need to have the light rail expansion to Glendale. Build or support section 8 housing or low income housing
- We seem to be the only city that gets all of the low income or at least the majority of let's start spreading and sharing with other cities rather than being top-heavy and making this area non-desirable for people that are working class. We need to still building higher and homes, restaurants, and shopping as well as places of employment that have higher salaries to make Glendale a great city like Scottsdale. We need some resorts and also some landmarks to make it a desirable location. It would be great if we could get an Odyssey or even a zoo as an attraction over here as well, but not everything centered around Westgate where all the shootings happen everyone that live in Glendale that I am aware of knows that all low income lives over there because of all the subsidize homes and that is where all the concentrated crime seems to happen we need further North Glendale, which is nicer area and we deserve it. We are sick of always having to be a part of the Glendale hood, which everyone associates with Glendale.
- When a city is full, it's full. Don't make Glendale a cramped in city. Let space be the niche that draws people to Glendale. and keeps them living here, which results in stable neighborhoods. Property values will stay up and the City will be nicer.
- Why are there no questions regarding police and crime? Rent jumped sky high; by the time they do anything it will be too late; Section 8 has been removed as has the tax program in most of the apartment complexes creating homelessness!
- Wish I knew
- Work close with neighborhoods and non for profits
- Work more closely with developers/builders on what business and rental properties that should be allowed to go in that will greatly improve America and AZ. Improve our water and support our AZ organic food growers and food rescue nonprofits (The 3000 club's Market on the Move, Borderlands P.O.W.W.O.W., meals on wheels, etc) provide the city with more shout outs to these wonderful cheaper food options and help to bring down food costs from the big box chains as a result. The more people can afford to live and thrive the better.
- Work with financial institutions to offer low interest loans to the working poor. Offer subsidized housing to the homeless / help assist in getting them off of the street by finding jobs for them.
- yes
- you can build all the housing you want, but if a resident can't afford it then what good is it?
- You have experts with degrees in house that we pay for with our taxes - they can better answer these questions. Get the homeless off the streets so they are not a nuisance; get them help so they can be better society members. Crime will go down if we can get block watches going. More non-police force to assist those homeless, in DV situations etc. They don't need additional jail unless they are committing a crime, they need to be rehabilitated.
- Zone for more affordable single family homes.

- Zone/subsidize for affordable housing projects, multi family rental units. More shelters for DV victims, and the homeless.

Question 14: How much of a source, if at all, do you consider each of the following to be for obtaining information about the City of Glendale and its activities? (OTHER)

- AARP and other news organizations are my reliable sources plus reading
- Advertising on buses
- Arizona Republic and on-line news articles. Not sure where that was in the answers provided.
- azcentral.com, azfamily.com and other media sites on line
- Block watch and coffee with a city official meeting
- Breakfast Meetups with police officers Council members emails
- Channel 11
- City Councilwoman's newsletter Tolmachoff is a major source
- Clicked in error
- Contact with City Council members
- Council member communications
- Council member weekly email
- Council members
- Council person's weekly newsletter
- Councilwoman Tomalchoff's weekly email newsletter
- District newsletter
- Email is how I receive my information n Google to find what I need
- Emails notifying residents of how their tax dollars are being invested in their community.
- Glendale One has worked well for me.
- Googling
- HOA Newsletter
- I do not receive the newsletter since I live in a townhouse and pay water to a private company.
- I don't know, wouldn't let me uncheck it
- I obtain some of my information from out HOA Management Company.
- I selected not a source
- I usually call in with my questions. I didn't know about a City of Glendale e-news letter. I get the Yucca District news letter from Joyce and that's where I find the best information.
- Library
- Local news but it's usually too late to participate by the time the information is actually broadcast on the news.
- Local News media
- Local newspapers
- My city council representative weekly newsletter via email!
- Na
- neighborhood reps
- Newsletters, like The Cactus District Newsletter (emails)
- No
- No. This is taking way too long.
- Our councilman's email newsletter is my number one source for information
- Parks and recreation bulletin that is mailed. Library newsletter
- Personal observations.
- Receive online water bill - didn't know if came with a news letter

- Seeing what exist and does not exist in the community. Experiencing the better restaurants, parks, events in other cities like Scottsdale and Mesa where sales tax is lower yet none of the same exist in Glendale yet we have higher taxes.
- television local news
- That doesn't make sense, or maybe I'm missing your point.
- The Glendale Independent newspaper has more relevant news about Glendale than any other media listed.
- The only information I receive is through the monthly newsletter - you need to find a way to more easily reach the city residents
- There is no other I'm aware of
- Thru involvement with 501c3 clubs
- TV and radio
- TV and radio.
- Tv news
- Watching council workshops and meetings is interesting - not a lot of respect.
- Why? Nothing is done. I won't waste any more of my time that I won't get back.
- Yucca District email from Joyce Clark.

Question 15: In which way do you prefer to receive information on Glendale parks and recreation services and programs? (OTHER)

- Billboard
- City of Glendale's website
- City Parks and Recreation website
- Council person newsletter
- Didn't mean to select.
- I like face to face talks
- I never heard of Glendale at Play magazine; don't have children in school; not interested in social media; I've never seen or received a flyer or poster.
- I selected no preference
- In my bill.
- Only because I'm old I have no interest.
- Printed media
- Social media preferred, but posting are ALWAYS too late. Info should be posted sooner
- The insert with the bill
- TV and radio
- TV shows, commercials, news shows highlights/interviews on projects, etc.
- Via city council representative newsletters.
- Water bill
- Water bill newsletter
- What is other. I don't know.
- When I need information of anything in the City of Glendale I go online to Glendale's portals.

Question 16: How much of a source, if at all, do you consider each of the following to be for finding arts/cultural/music activities to attend in Glendale? (OTHER)

- Again, Arizona Republic and other news outlets online.

- All I get is the newsletter that Ray Malnar sends out. Probably need to see if there is another newsletter with just activities.
- Cholla District Weekly Update email is primary source.
- City newsletter
- email
- Glendale Library e-mail newsletters.
- Glendale public Library newsletter
- I don't know of others
- I look online at the libraries and also for the community centers for arts, theater, activities etc
- I selected not a source
- Mailing
- Na
- News outlets
- Newspaper and city council newsletter.
- Not interested in using social media to find cultural activities; never received or seen a display of printed brochures.
- Our councilman's email newsletter
- Our monthly Glendale Newsletter "The Connection" we receive with our monthly bill from the City of Glendale.
- Printed media
- Social media- again too late posting. By the time events that require registration are posted, they're already full.
- Television news
- TV news, announcements

Question 17: When thinking of the special events you most enjoy attending, what preference do you have for the following types of events? (OTHER)

- Bring Glendale Glitters back as it was ~10 years ago!
- Coffee with a Cop!! Major super idea and very helpful.
- Conventions
- Cultural, food and craft festivals
- daytime events
- Downtown Glendale shops and events put on by the business owners were/are my preference. Used to be so nice.
- Events encouraging openness and free expression.
- Family events
- Family friendly events
- Farmer's Market - food and more.
- Gay and lesbian festival
- Glendale Glitters, Chocolate Affair
- Glendale glitters, day trips for glendale adult center to different venues. Not just for casinos.
- Guided Historical walks / tours with long-time resident or Mayoral Staff.
- Health events, i.e. Nutrition, Fitness etc.; Motivational speakers; Healthy events for the mind and body
- Holiday events for families

- Holiday events. Look at the events held in Scottsdale and Mesa and even Peoria. Let's not re-invent the wheel. If they can do it successfully, why can't Glendale do the same. Again, Glendale managers and public officials are not visionaries!
- Home shows
- Home shows and farmers markets
- I selected no preference
- Library craft events
- Library Events at the Main Library
- More holiday events in the Arrowhead (North Glendale) area.
- More weekends during Glendale Glitters
- Organized pub crawls or wine tastings, holiday celebrations, craft fairs, etc.
- Parades, holiday lighting festivities, Fiesta bowl festivities
- Veteran flag raising day
- we like concerts in the park during nice weather -
- Youth and family activities

Question 18: Please share any other Community concerns not found in this survey that you would like to see addressed.

- A. Code compliance issues: 1) weeds growing out of control 2) Neighbors playing extremely loud music at all times including the middle of the night 3) neighbors selling multiple vehicles throughout the year (4 or more) 4) Neighbors having multiple yard sales throughout the year, sometimes every other month. B. We have many roach coaches set up in front of the neighborhood businesses with seats and tables throughout our community. Are these compliant with the proper operating licenses and food handlers certifications? Is anyone inspecting these for legal operation?
- Adjusting traffic lights. some too long
- After visiting several small cities around the country and see their downtown development, we realize the downtown area of Glendale has been mismanaged. Having spoken with several business owners downtown, I realize the majority who leave do so due to feeling abandoned by the City Council. Too much emphasis on Westgate and not enough care and concern for preservation and revitalization of historic downtown Glendale.
- Assistants with Pool fences
- automobile noise abatement
- Ban fire works in Glendale all year
- Be specific about Glendale's "Revised Code Ordinance." What "reasonable restrictions" are included ? What is the enforcement level and potential sanctions? Who enforces it?
- Better neighborhood code enforcement particularly dealing with cars and weed control
- Better parks with playgrounds and restrooms
- Bring back Jazz & Blues Festival
- Bring more high paying corporate jobs over retail moderate paying jobs
- City code compliance officers harassment of homeowners with well landscaped and cared for homes when there are thousands of homes in disrepair and that are complete eyesores all around the city. It is ridiculous.
- City of Glendale Website needs to be updated and easier to find information.
- City streets in disrepair
- Clean up our Parks they are the worst in the Valley

- Clean-ups in parks, such as Butler Park. Care of that particular park has been notably sub-par ever since the self-imposed work slow-downs during the COVID years. Big concern: homeless using parks and other areas for living in. Homeless panhandling outside grocery stores, churches, libraries, and other public spaces.
- Climate change and urban heat island!
- Code of compliance exclusions
- Completely gut not REPAIR 51st Ave., from Northern to Bell Rd., not just put tar on deep cracks and potholes!
- Crime is a major issue. . Speeding in school zones. Running red lights. Need left hand turn signals at busy neighborhood and major street intersections (67th Ave/Utopia).
- Crime violence
- Discourage Electric charging stations Big waste of money and space
- Don't spend millions fixing up downtown Glendale or the city buildings!! Let that dream go!
- Enforce city codes better
- Enforcement of rentals within an HOA the HOA's do nothing to enforce rules on people who rent! It brings property values down. Parties all night long, noise, poor landscaping
- ENFORCEMENT OF THE LAWS. CELL PHONE USE WHILE DRIVING. WINDOWS SO DARK YOU CANNOT TELL WHO OR WHAT IS BESIDE YOU AT A TRAFFIC LIGHT. RED LIGHT RUNNERS. WE HAVE SO MANY LAWS THAT ARE NOT ENFORCED ANY LONGER AND YOU WORRY ABOUT HOUSING FOR PEOPLE??????? MAKE THE CITY SAFE.
- excessive speeding on 83rd Ave, 91st ave. lots of accidents on cardinals way due to speeding on curves (add speed humps??)
- Facility to have National Broadway Shows
- feral cat feeding - several neighbors continue to feed feral cats and the population and pooping in my yard is an ongoing issue.
- firing of guns in air in neighborhoods
- Get rail to sports complexes
- Glendale does a much worse job than other cities on landscaping parks and other public use areas. I run and am constantly fighting over grown trees and shrubs especially in the wash by the foothills center.
- Glendale really, really needs the equivalent of the Mesa Arts Center downtown. I hate traveling all the way to Mesa, and it would bring a lot of business and vitality to downtown Glendale.
- Hire more police
- Homeless and crime are major problems
- Homeless taking over neighborhoods, start a work program for them and stop attracting homeless with free-to-them handouts.
- Housing veterans
- I am shocked on the lack of money spent on our city parks. When I play tennis at City of Peoria parks, I am shocked at how pristine their parks are compared to the City of Glendale parks.
- I believe that Glendale's future is tied to the city's ability to effectively attract businesses that offer high paying jobs and then requiring of these employers, as part of their tax package, that previously trained Glendale residents must be hired for a high percentage of the available jobs. Target employers should be manufacturing and technology companies, not more distribution center operators which only pay average wages.
- I don't think that the city of Glendale really cares about it's residents
- I feel generally safe and happy as a lifelong Glendale resident. I live near 59th Ave and Bell so I am seeing a bit more homelessness, but nothing that affects me too much. No big complaints for the city but it would be nice if they could help me deal with feral cats in my neighborhood.

- I feel your survey covered all points.
- I have called attention to an unsafe parking situation twice to the city with no real solution from the city.
- I want to say I love Glendale's bulk trash schedule and how they do it every month.
- I was deeply disturbed to find activities at the Foothills library that seemed to support the LGBTQ agenda.
- I will repeat. There is not enough police monitoring our roads. It is very dangerous every time I get in my car as a result. Please install green arrow lights at every major intersection. Imagine how many lives you can save by these two things. Stop building apartments.
- I would like my council member Malnar to have regular meetings to hear concerns
- I would like to see dead trees/plants taken down and new ones planted.
- I would like to know why the residents of Glendale got a rate increase for water and water services, yet the 206 schools in Glendale have excessive landscapes that should be converted to desert landscaping like the ask residents to. And speaking of school landscaping, there're 4 schools in the area that I live in and it's a constant gutter rivers from the landscapes - which I don't see it addressed anywhere...?
- I would like to see Glendale take climate change and water shortages more seriously by having more green spaces, having businesses plant more trees (Arrowhead Mall) and less water used for Arrowhead Ranch. I realize it is wastewater, but we need to figure out how to make it potable.
- I would like to see neighbors be responsible for water running on ground day n night on thier own property but the neighbors property iis sinking causing house to shirt ground sinking
- I'm new to Arrowhead but it feels dated. Attracting newer businesses and brands that resonate with higher income classes will help encourage growth here. The mall has nothing for me and it's uninviting when you drive up to it.
- Illegal immigration, crime and enforcement of existing laws.
- Improve diversity and education to first responders especially police. It's still good old boys
- In helping the community, my concern is that the method chosen achieve the desired results.
- It's amazing I have lived in Glendale 24 years and have never heard from any official, or law enforcement but I come home from a beautiful vacation to, Donna Cook standing at my front door telling ME I can't park in my drive way anymore.24 years of parking in the same spot with the same type of vehicle and NOW I can no longer park in front of my own home. Is this because of all the California people? They love red tape it's how they make their money. Is it because of a neighbor I don't know your lovely Donna Cook would not tell me.So how about we cut out this bull **** and get to the really stuff.Get the streets fixed, maintain the grid. Let's clean up the meth houses and the people on the corners how about that.
- Keep up the great work! Born in Glendale and happy to call it my home.
- Lack of water conservation from too much housing development, too many people moving here. so not forward thinking. Heat island, drought, climate change and more traffic.
- landscape, curb appeal, value-building activities for existing homeowners
- Landscaping on medians and other public areas are not well kept
- Let's find a way to save/preserve our trees and greenery with chopping it down being only a last resort.
- Long term rentals with multiple occupants and vehicles in a nice or used to be nice neighborhood
- Making sure multiple road restriction projects don't overtly hinder traffic.
- Mall safety concerns. High property taxes and utility bills.
- More bike trails, better biking infatructure around glendale. More police doing traffic stops to slow down speeders and red light runners
- More code enforcement

- More diverse grocery options...better access to transportation options to connect Glendale to the rest of the valley. I'm sick and tired of seeing my transportation tax money. going to East Valley projects. Stop catering to special interests and develop. Glendale Avenue near downtown. ..The auto dealers . you wanted to protect from light. rail all left for Bell Rd. Now the main artery into Glendale is a slum instead of being redeveloped like Main Street in Mesa.
- More exclusive restaurants not chain owned and more exclusive stores and shops as well.
- More food banks, clothing banks and assistance with items like diapers and formula.
- More info shared on newspapers, TV shows, brochures
- Multiple grocery stores and other support services (gas stations, quality big box stores target super, etc) need to be built in the Yucca district ASAP. The rapid residential growth in the district specifically over the last 3-4 years has placed an overwhelming burden on the residents to seek their basic necessities outside of the district, and has left the surrounding area stores outside of the district to also become overburdened. We need to be able to get our necessities locally. The city needs to address this ASAP. The city has bl it worked in good faith to support its residents with basic needs
- N/A
- N/A
- need more boys and girls clubs
- Need term limits for Mayor and Council.
- Neighborhood street parking, using front yards as parking area, general yard maintenance of older homes without HOAs. Vehicle speeding. Diesel & large, heavy truck traveling through primarily residential neighborhoods, growing number of vehicles with Mexican license plates, badly needed street repair, street sweeping, LINEAR PARK PARK MAINTENANCE WATERING GRASS, BUILD HEROES PARK COMMUNITY/ RECREATION CENTER, general park maintenance & park ranger patrols.
- No
- No comment
- No opinion.
- No other concerns
- Parking at various events is terrible and communicating is does not exist.
- parks and trails are underfunded. Glendale should invest more in public parks, libraries, and trails.
- Pavement maintenance of city streets, ensuring compliance with city code
- Pedestrian bridge or crossing near Skunk Creek across 51st Avenue to continue the bike path for bicycling, walking and kids safety.
- People are driving like maniacs through stop signs, lights, etc. No police on the streets anymore! And we're paying for it through auto insurance! Just not fair to the consumer!
- Please ensure code enforcement on all the pop up roadside food and other vendors. The city should develop a few open-air, multi-use venues that are shaded and have misters.
- Please find a better way to loop traffic off 303 into Northern Ave going the direction toward the 101. 303 should have bypassed Northern Ave from being one of the main ways to get onto the 101 to the 10. Connect 303 to 101 to make it easier for these folks to get to the 101.
- Please refurbish parks. Peoria has cleaner parks with less worn equipment
- Plenty of police
- Police Services. Why were there no questions about supporting our own police and recruitment/hiring. Glendale keeps adding and adding and adding places to live, but no one to enforce the law. My neighborhood isn't the only one who has seen crime rates skyrocket. What isn't that in here?
- Public safety
- Re planting of trees lost at Foothills library. Landscaper should not be cutting down "volunteer " trees and wild flowers at Foothills. It looks awful on the east side!!!!

- Recently moved from PHX. Love Glendale. Every city employee I've met and talked to is fantastic! I love the libraries and Xmas celebration in historic part of town.
- Residing here nearly 34 yrs. -- there still have been no trees planted on walkway of Sahuaro parking lot! Yet \$\$\$ for a chain-link fence it peeves me to no ends! A noise ordinance to prohibit the sale of muffler (oxymoron) amplification devices must be enacted. I want peace & quality of life. Careless selfish behavior should be a given but it's not. An uncivil society over all your Q&A is most important. It is counterproductive for low-income residents to blow \$\$ on gambling, cigarettes booze, drugs -- then expect social services and such. We finally get street sweep the wk. after bulk trash p/up thank you! Rather than all the government services you listed -- halt the GRO food tax to help all residents. Surely, you're aware of GRO inflation? 'Freedom from GRO food taxation over assistance as noted is more the American way -- Marxism fails everywhere look at Venezuela. As Margret Thatcher quote still matter: "Socialism is great until we run out of everyone's money."
- Revitalization of downtown Glendale where city hall is.
- Revitalization of downtown!!
- Road repairs to 83rd Ave from Glendale Ave to Northern Ave
- Saguaro Ranch Park has declined in appearance and cleanliness, needs major clean up! In particular, there is an overgrown Oleander bush that is surrounding a palm tree that is truly "unsightly" and all of the orchards need to be cleaned up. This is a historical park and a "gem" to the City of Glendale but is not being treated as such. City of Glendale needs to be the "Host" when major events occur like the Super Bowl. All of the events were hosted in the East Valley which does not make sense at all. This is a major loss of revenue for the Hotels, Restaurants & other Businesses located in Glendale.
- School aged kids have no legit sports leagues or programs
- See written answer above.
- silly & wasteful to include a return envelope in water bill when people pay online
- Sound ordinance needs to be addressed with all things that would be associated with common offenders: Illegal fireworks and modified automobiles
- speed enforcement, speed bumps
- Speeding in neighborhoods
- State interventions against HOA's
- Stop keep trying to take low income housing we have more than enough let other cities take the low income housing. Try to get higher end homes, stores, restaurants, and businesses.
- Stop monthly large trash pick up. It's a waste of resources
- Stop signs and traffic lights in high traffic areas. Example: 87th ave and Camelback.
- Strong police presence
- Stronger enforcement from Code Compliance. I feel like the people answering the phones almost almost make you feel like you're a bad person for calling in your neighbor, but at the same time they don't realize how mentally exhausting it is to live next-door to someone that does not keep their property up I mean, literally it doesn't matter what you do to your property when their property looks like an abandoned Barry home in a Third World country. It doesn't help what you do to your property. In addition, I feel like it takes way too long for somebody to get out and look at the situation from the time you reported to the time the neighbor has to do something sometimes can be two months. That's ridiculous.
- Supply more bass in the community ponds.
- Swim lessons are only offered in the middle of the day which doesn't work for many working households forcing us to go to other cities.
- Take better care of parks tress, trim and replant
- Thank you for all the park improvements recently They are wonderful!!!
- The city manager running the show rather than the city council

- The City of Glendale code compliance department is incompetent. They do not resolve code violations, and advise violators how to get out of the infraction without addressing it. They delete violations for resident employees and show preferential treatment to resident reported employee's violations. The expectation of the 2 report a week limitation enacted earlier this year has taken its toll and Glendale looks like a ghetto compared to a couple years ago. I am embarrassed to inviting out of town relatives and have to make excuses that "it's not always this bad", but I have no hope it'll get better under current leadership. The proactive inspection paragraph on the website is a joke, and they do not perform follow up inspections even of actual citizen reports and ignore obvious ADA violations and public safety issues. The sanitation department, however is quite competent. I suggest code compliance discuss with sanitations on their success.
- The City of Glendale is doing a fantastic job keeping the city clean. I did not find any concerns not found in this survey to see addressed.
- The City's attention seems to be fixed on the entertainment industry, and not on the quality of life in neighborhoods.
- The main library lobby needs to be rehabilitation. It needs to be updated as the entry way has a foul moldy odor. I think small businesses should be able to sell their crafts and make that a place to beat the heat.
- The three main areas the City should be focused on are supporting small and large businesses; infrastructure improvements and crime prevention.
- There is a definite lack of traffic enforcement (speeding, red light running) in Glendale, AZ. I don't feel safe driving in Glendale, AZ.
- There seems to be a lot more homelessness, crime, and drug users than I've ever seen before in my 15 years living in Glendale.
- There was nothing at all about police: enforcing red light running that occurs at every intersection.
- There weren't a lot of questions about my current situation regarding housing like where I'm living, how much I'm making, and where I'd like to get to. I left my abusive husband and tried living on my own until rent increased. This forced my hand to have to move back into my husband's house and try to make it work with him. But I'm 43, I make \$63,000 a year before taxes and I can't afford to live on my own because rent is too high?!? The rent for a 3 bedroom home for me and my kids is now \$2000 a month. Then landlords want you to make 3x the rent amount to qualify?!? Why do they get to set the rent amount? How have I become poverty level all of a sudden, forced to live in an abusive home? Why hasn't the city stepped up and put a stop to this? Why do I have to get free handouts for 3 months at a time to just pay rent, I work hard for my money and I don't want free money - I just want rent to be affordable again.
- Thunderbird Paseo park is an embarrassment. Why did Glendale abandon it?
- Traffic by schools when dropping off and picking up kids.
- Traffic Signals, more blinking yellow arrows. How often are we at an intersection with no traffic and not being able to make a left turn?
- Traffic violations
- Traffic! We also need a traffic light at 83rd and Orangewood. The traffic gets very heavy at that intersection. The roads even in areas that are fairly new construction don't seem to have been designed for the level of traffic and growth of Glendale.
- transparency in government
- Tree trimming by the Canal and keeping canal mowed, by 59th Ave and Thunderbird.
- Trees and grass provide clean air, cooler temperatures, and beauty. I'm very upset that the grass was removed along the medians on North 67th Ave, between Union Hills and the 101.
- Upkeep of roads/sidewalks and shopping centers could be improved. Tired of looking at roads and shopping centers and surrounding areas not being kept up properly. Way too many weeds and untrimmed trees that can pose hazard to pedestrians and drivers.

- Upon retiring I sent an email to my councilmember voicing my interest in volunteering for a commission or other opportunity and never got a response.
- We need more community programs for youth, seniors, and all residents to enrich. And financial support for affordable housing, addiction services etc. These investments will reduce crime, and create a city where people can thrive.
- We need more trees to shade the roads and sidewalks. Especially some changes in the way neighborhoods are laid out to include more of those bump outs with a tree that catch water from the gutters.
- We need to create more mixed-use developments. PROTECTED cycling paths and pedestrian improvements are beyond needed. Paint does not count as infrastructure.
- We need to stop concentrating on low income, everything and all of these troubled individuals. The questionnaire asks the same questions over and over, trying to get people to agree to low income over here. There was nothing in the survey that even talked about growth within our community and trying to make it a better place to live. If you keep bringing the ghetto in then eventually the whole area becomes ghetto. We need to learn how to set the bar higher like Scottsdale or any other city really and try to make this is a nice place for everyone to live in our community that pays bills here and actually has jobs and works hard but right now it just seems like we just want to concentrate on freeloaders and bringing down the community and increasing our crime rate. Before you know it regular families that are hard-working are going to be forced to move out of the area because they do not want to be around the high crime rate that Glendale is known for. It seems really suspicious as if Jerry is getting a kickback to concentrate on low income. I have never seen any other city in the entire state so motivated to bring only low income to the area so I'm assuming there is some sort of backhanded deal going on and believe me I am not the only one with Glendale thinking of this
- While driving around the city a disparity can clearly be seen. The northern portions of our city are more cared for and valued, while downtown and south Glendale are not.
- Why are our necessary groceries being taxed can't we stop this? Why is trash pickup so expensive?
- Why is Glendale spending millions of dollars tearing down the amphitheater at downtown Murphy Park? What is the long term strategy for downtown Glendale. If a new building is going to be erected in place of the amphitheater, how is this going to be successful without considering and having a strategy and plan for all of the surrounding businesses and residents?
- Would like to see bulk trash pickup changed to quarterly pickup instead of monthly. So tired of my neighborhood looking like a dump!
- Would prefer to see strong local leadership, focused on local concerns/resources NOT hypothetical, pseudo-science about our environment, our energy usage, or other globalist/Marxist ideological/social theories and convoluted ways to steal from hard working people.

Appendix F: Survey Methodology

Survey Instrument Development

The 2024 Citizen Survey instrument for Glendale was developed through a collaborative process between City and Polco staff in which five-pages of questions were created and approved. The City of Glendale funded this research. Please contact Jenny Durda of the City of Glendale at JDurda@glendaleaz.com if you have any questions about the survey.

Selecting Survey Recipients

A total of 9,500 Glendale households were randomly selected to participate in the survey. To ensure households selected to participate in the survey were within the city of Glendale boundaries, the latitude and longitude of each address was plotted to determine its location within the city. Addresses that fell outside of the city boundaries were removed from the sample. Attached units within the city were oversampled to compensate for detached unit residents’ tendency to return surveys at a higher rate.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire regardless of year of birth. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.

Survey Administration and Response

The 9,500 households selected to participate in the survey were invited in two rounds. The first 6,000 households were sent two mailings: 1) a large-size (half-sheet) postcard explaining the purpose of the survey with a URL where they could respond to the survey sent in July 2024; and 2) a reminder postcard was sent a week later. The additional 3,500 households also received two mailings including a 1) a large-size (half-sheet) postcard in September 2024 and 2) a survey packet sent a week later that included a letter from the mayor, a paper questionnaire (with an option to complete the survey online if preferred) and postage-paid reply envelope.

A total of 402 completed surveys were obtained: 69 paper hard copy surveys and 333 online surveys for an overall response rate of 5%. There were 481 postcards that were returned as undeliverable by the post office (likely because the address was vacant), meaning that 9,019 households had a chance to participate.

Table 110: Survey Response Rates by District

	Barrel	Cactus	Cholla	Ocotillo	Sahuaro	Yucca	Overall
Total sample used	1769	1402	1639	1353	1575	1762	9500
I=Complete Interviews	74	54	93	26	96	59	402
NE=Not eligible	91	64	65	76	58	127	481
Response rate:	4%	4%	6%	2%	6%	4%	5%

95% Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). The traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be calculated for any size sample and quantifies the “sampling error” or precision of the estimates made from the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error around results for the entire sample (402 respondents) is plus or minus 5 percentage points around any given percentage.

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents indicate that a service is “excellent,” then a 5% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 70% and 80%. This source of error is called sampling error. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (potentially introducing non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

Results for subgroups will have wider confidence intervals. The margin of error rises to plus or minus 14% for a sample size of 50 and plus or minus 10% for 100 completed surveys. Therefore, where estimates are given for subgroups, they are less precise than the overall margin of error.

Survey Processing (Data Entry)

Mailed hard copy surveys were submitted via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; staff would choose randomly two of the three selected items to be coded in the dataset.

Once cleaned and numbered, all surveys were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

Data from the web surveys were automatically collected and stored while respondents answered the questions. The online survey data were downloaded, cleaned as necessary and appended to the mail survey data to create a final, complete dataset.

Open Participation Survey

In addition to the randomly selected probability sample survey, an open participation survey was also conducted by the City of Glendale. This survey was conducted entirely online and was publicized by the City. The questionnaire was identical to the probability sample survey, with the addition of a question asking how respondents had heard of the survey. A total of 369 completed surveys were obtained through this effort. These survey responses were kept separate from those from the probability sample outreach. Responses to the open participation survey can be found in

Appendix D: Comparison of Probability Survey and Open Participation Survey Responses and Appendix E: Verbatim Responses to Open-ended Questions from Open Participation Survey.

Weighting the Data

The demographic characteristics of respondents to the probability sample survey and the open participation sample survey were compared to those of adults who live in Glendale according to the US Census. Survey responses were weighted using the population norms to reflect the appropriate percentage of those residents in the city. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics. The variables used for weighting were respondent gender, age, race, tenure, housing unit type and district. The results of the weighting scheme are presented below.

Table 111: Glendale, MN 2024 Weighting Table

Characteristic	Population Norm	Probability Sample Survey		Open Participation Survey	
		Unweighted Data	Weighted Data	Unweighted Data	Weighted Data
Rent home	43%	18%	39%	6%	22%
Own home	57%	82%	61%	94%	78%
Detached unit*	60%	85%	64%	97%	82%
Attached unit*	40%	15%	36%	3%	18%
White	62%	82%	64%	89%	74%
Not white	38%	18%	36%	11%	26%
Not Hispanic	65%	80%	67%	87%	73%
Hispanic	35%	20%	33%	13%	27%
Female	52%	52%	53%	62%	61%
Male	48%	48%	47%	38%	39%
18-34 years of age	35%	9%	30%	5%	23%
35-54 years of age	33%	27%	34%	26%	32%
55+ years of age	32%	64%	36%	68%	45%
Females 18-34	17%	5%	15%	3%	10%
Females 35-54	17%	15%	18%	19%	23%
Females 55+	18%	32%	20%	39%	28%
Males 18-34	17%	4%	15%	2%	13%
Males 35-54	16%	12%	17%	8%	10%
Males 55+	14%	32%	15%	29%	17%
Barrel	20%	18%	19%	14%	17%
Cactus	11%	13%	12%	10%	16%
Cholla	19%	23%	20%	42%	26%
Ocotillo	11%	6%	10%	10%	11%
Sahuaro	18%	24%	20%	14%	16%
Yucca	20%	15%	19%	10%	12%

* Source: US Census -- American Community Survey

Analyzing the Data

The surveys were analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions are presented in the body of the report. Chi-square and ANOVA tests of significance were applied to breakdowns of selected survey questions by respondent and geographic characteristics (see Appendix C: Comparison of Responses to Probability Survey by Respondent Demographics). A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of our sample represent “real” differences among those populations. Differences between subgroups that were statistically significant were marked in the appendices.

Appendix G: Survey Materials

The 2024 survey instrument and mailed materials appears on the following pages.

Dear City of Glendale Resident,

We want to hear from you! If you have not yet completed Glendale's 2024 Community Survey, please do so. If you have completed it, we appreciate your participation! Do not respond twice.

You can go online and complete the **confidential survey** at:

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

Any adult 18 years or older in your household can complete this survey. If there are multiple adults in the household, the one who most recently had a birthday (regardless of birth year) should complete this survey.

If you have any questions about the survey, please call 623-930-3190 or e-mail at communitysurvey@glendaleaz.org

Thank you for helping create a better City!

Sincerely,



Jerry Weiers
Mayor

Estimado Residente de Glendale,

¡Queremos escuchar de ti! Si aún no ha completado la Encuesta Comunitaria 2024 de Glendale, hágalo. Si lo has completado, ¡agradecemos tu participación! No respondas dos veces.

Puede completar la **encuesta confidencial** en línea en español en:

<https://polco.us/xxplaceholder>

Por favor no comparta el enlace de su encuesta. Esta encuesta es solamente para hogares seleccionados al azar. La Ciudad conducirá una encuesta separada que está abierta a todos los residentes dentro de unas semanas.

Cualquier adulto mayor de 18 años en su hogar puede completar esta encuesta. Si hay varios adultos en el hogar, el que cumplió años más recientemente (independientemente del año de nacimiento) debe completar esta encuesta.

Si tiene alguna pregunta sobre la encuesta, por favor llame al 623-930-3190 o Email a communitysurvey@glendale.org.

¡Gracias por ayudar a crear una Ciudad mejor!

Atentamente,



Jerry Weiers
Alcalde



Glendale
A R I Z O N A

5752 W Glenn Dr.,
Civic Center Annex
Glendale, AZ 85301

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

Tell us what you think!
Complete the
Glendale
community survey.



¡Dinos qué piensas!
Completar la Glendale
encuesta comunitaria.



Dear City of Glendale Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in the City of Glendale's 2024 Community Survey. You can go online and complete the **confidential survey** at:

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

Any adult 18 years or older in your household can complete this survey. If there are multiple adults in the household, the one who most recently had a birthday (regardless of birth year) should complete this survey.

If you have any questions about the survey, please call 623-930-3190 or e-mail at communitysurvey@glendaleaz.org

Thank you for helping create a better City!

Sincerely,



Jerry Weiers
Mayor

Estimado Residente de Glendale,

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Su hogar ha sido elegido al azar para participar en Encuesta de la Comunidad del 2024 de Glendale. Puede completar la **encuesta confidencial** en línea en español en:

<https://polco.us/xxplaceholder>

Por favor no comparta el enlace de su encuesta. Esta encuesta es solamente para hogares seleccionados al azar. La Ciudad conducirá una encuesta separada que está abierta a todos los residentes dentro de unas semanas.

Cualquier adulto mayor de 18 años en su hogar puede completar esta encuesta. Si hay varios adultos en el hogar, el que cumplió años más recientemente (independientemente del año de nacimiento) debe completar esta encuesta.

Si tiene alguna pregunta sobre la encuesta, por favor llame al 623-930-3190 o Email a communitysurvey@glendale.org.

¡Gracias por ayudar a crear una Ciudad mejor!

Atentamente,



Jerry Weiers
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Tell us what you think!
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¡Dinos qué piensas!
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encuesta comunitaria.



Glendale Resident,

Join us in shaping the future of Glendale! You've been randomly selected to participate in the 2024 Glendale Community Needs Assessment. Your feedback is important - it will impact decisions that affect our community.

To hear from a representative group of residents, the adult 18 or older in your household who most recently had a birthday should complete this survey.

Please do not share your survey link. This survey is for randomly selected households only. Go online now and complete the confidential survey at:

polco.us/xxplaceholder

If you have any other questions about the survey, please call the City at 623-930-3190.

Thank you for your time and insights,

Residente de Glendale,

¡Ayúdenos a dar forma al futuro de Glendale! Su hogar ha sido seleccionado al azar para participar en la Encuesta de la Comunidad de Glendale del 2024. Sus opiniones son importantes e impactarán en decisiones que afectan a nuestra comunidad.

Para escuchar a un grupo representativo de residentes, el adulto mayor de 18 años que cumplió años más recientemente en su hogar debe completar esta encuesta.

No comparta el enlace de su encuesta. Esta encuesta es solo para hogares seleccionados al azar. Conéctese ahora y complete la encuesta confidencial en español en:

polco.us/xxplaceholder

Si tiene alguna otra pregunta sobre la encuesta, llame la Ciudad al 623-930-3190.

Gracias por su tiempo, y percepciones,



Jerry Weiers
Mayor/Alcalde



5752 W Glenn Dr.,
Civic Center Annex
Glendale, AZ 85301

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Boulder, CO
Permit NO. 94

Tell us what you think! Complete the Glendale community survey.
¡Dinos lo qué piensas! Completa la encuesta comunitaria Glendale.



Dear Glendale Resident:

Join us in shaping the future of Glendale! You've been randomly selected to participate in the 2024 Glendale Community Needs Assessment. Your feedback is important - it will impact decisions that affect our community. If you've already completed the survey online, thank you.

If you have not already completed the survey online, please fill out the enclosed survey. Your feedback is crucial since your household is among a select number invited to participate. Survey results will impact decisions that affect Glendale.

Important things to keep in mind:

- Please do not share your survey link. This survey is for randomly selected households only.
- Your responses are confidential and no identifying information will be shared.
- Complete the survey if you're 18 or older. If there are multiple adults in your household, have the one who most recently had a birthday complete the survey. This way, the person within your household is also randomized.
- You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:

Estimado Residente del Glendale,

¡Ayúdenos a moldear el futuro de Glendale! Usted ha sido seleccionado al azar para participar en la Encuesta Comunitaria de Glendale de 2024. Sus opiniones son importantes e impactarán en decisiones que afectan a nuestra comunidad. Si usted ya completó la encuesta en línea, gracias.

Si aún no ha completado la encuesta en línea, por favor responda la encuesta ahora. Para completar la encuesta en español, utilice el enlace que está más abajo. Su participación es muy importante, ya que su hogar es uno de los pocos invitados a participar.

Cosas importantes para recordar:

- No comparta el enlace de su encuesta. Esta encuesta es únicamente para hogares seleccionados al azar.
- Sus respuestas son confidenciales y no se compartirá ninguna información de identificación.
- Complete la encuesta si tiene 18 años o más. Si hay varios adultos en su hogar, el adulto que cumplió años más recientemente debe completar la encuesta.
- **Para acceder a la encuesta en español elija la opción 'español' en la parte superior del siguiente enlace:**

polco.us/xxplaceholder

QR Code
Placeholder

If you have any other questions about the survey, please call the City at 623-930-3190.

We appreciate your time and insights!

Thank you,

Si tiene alguna otra pregunta sobre la encuesta, llame la Ciudad al 623-930-3190.

¡Apreciamos su tiempo y sus ideas!

Gracias,


Jerry Weiers
Mayor/Alcalde

The City of Glendale 2024 Community Survey

Please complete this survey if you are the adult aged 18 or older and a resident of Glendale. Your responses are confidential and no identifying information will be shared.

1. Please rate how important it is for the City to support the following HOUSING services for people with low or moderate incomes?

	<u>Very important</u>	<u>Moderately important</u>	<u>Somewhat important</u>	<u>Not important</u>	<u>No opinion</u>
Repairing existing owner- housing	1	2	3	4	5
Repairing existing renter- housing.....	1	2	3	4	5
Creating affordable, permanent housing (Owner)	1	2	3	4	5
Creating affordable, permanent housing (Renter)	1	2	3	4	5
Making low-interest loans to homebuyers	1	2	3	4	5
Down payment assistance.....	1	2	3	4	5
Providing rental assistance / subsidies (Rapid rehousing for homeless and eviction prevention).....	1	2	3	4	5
Providing housing for people with special needs (such as veterans or the elderly or people with disabilities, alcohol or drug addictions or HIV/AIDS)	1	2	3	4	5
Providing emergency shelter for the homeless	1	2	3	4	5
Providing transitional housing, available for a limited period, to provide structure, supervision, addiction, and mental health support, and life skills	1	2	3	4	5

2. Please rate the importance for the City to have more of the following HOUSING types.

	<u>Very important</u>	<u>Moderately important</u>	<u>Somewhat important</u>	<u>Not important</u>	<u>No opinion</u>
Single-family (detached) housing	1	2	3	4	5
Multi-family (attached) housing (5 units or more)	1	2	3	4	5
Emergency shelters for homeless.....	1	2	3	4	5
Transitional housing.....	1	2	3	4	5
Shelters or housing for youth (13-21 yrs.)	1	2	3	4	5
Senior housing, such as nursing homes, assisted or independent living facilities	1	2	3	4	5
Housing designed for persons with disabilities.....	1	2	3	4	5
Permanent supportive housing, such as subsidized housing that offers services for persons with chronic physical/mental disabilities.....	1	2	3	4	5
Housing for persons living with HIV/AIDS.....	1	2	3	4	5
Housing for survivors of domestic violence (including children)	1	2	3	4	5
Modular/Manufactured homes.....	1	2	3	4	5
Multi-plex (2-4 units)	1	2	3	4	5
Accessory dwelling units (Casitas).....	1	2	3	4	5

3. Please rate how important it is for the city to invest in the following INFRASTRUCTURE IMPROVEMENT activities:

	<u>Very important</u>	<u>Moderately important</u>	<u>Somewhat important</u>	<u>Not important</u>	<u>No opinion</u>
Street and road improvements	1	2	3	4	5
Electrical vehicle charging stations.....	1	2	3	4	5
Sidewalk improvements	1	2	3	4	5
Water, sewer, and solid waste system capacity and quality improvements.....	1	2	3	4	5
Storm sewer system improvements.....	1	2	3	4	5
Flood drainage improvements.....	1	2	3	4	5
Bicycle and walking paths.....	1	2	3	4	5
Tree Planting.....	1	2	3	4	5

4. Please rate how important it is for the city to invest in the following COMMUNITY & PUBLIC FACILITIES:

	<u>Very important</u>	<u>Moderately important</u>	<u>Somewhat important</u>	<u>Not important</u>	<u>No opinion</u>
Youth centers.....	1	2	3	4	5
Parks/ recreation centers or Community centers.....	1	2	3	4	5
Childcare facilities	1	2	3	4	5
Senior centers.....	1	2	3	4	5
Healthcare facilities	1	2	3	4	5
Residential treatment centers.....	1	2	3	4	5
Public buildings with improved accessibility for the disabled.....	1	2	3	4	5
Facilities for persons living with HIV/AIDS	1	2	3	4	5
Facilities for survivors of domestic violence (including children)	1	2	3	4	5

5. Please rate how important it is for the City to invest in HUMAN AND PUBLIC SERVICES for each of the following vulnerable population groups:

	<u>Very important</u>	<u>Moderately important</u>	<u>Somewhat important</u>	<u>Not important</u>	<u>No opinion</u>
Homeless Persons.....	1	2	3	4	5
Low-Income Persons.....	1	2	3	4	5
Seniors (65+)	1	2	3	4	5
Youth (aged 16-24).....	1	2	3	4	5
Children (0-15)	1	2	3	4	5
Migrant Farm Workers.....	1	2	3	4	5
Persons with severe mental illness.....	1	2	3	4	5
Persons with physical disabilities.....	1	2	3	4	5
Persons with developmental disabilities.....	1	2	3	4	5
Persons with substance use addictions.....	1	2	3	4	5
Persons with HIV/AIDS.....	1	2	3	4	5
Survivors of domestic violence	1	2	3	4	5
Veterans	1	2	3	4	5
Children aging out of the foster care system.....	1	2	3	4	5
Persons recently released from jail/prison.....	1	2	3	4	5

6. Please rate how important it is for the City to invest in the following PUBLIC SERVICES:

	<u>Very important</u>	<u>Moderately important</u>	<u>Somewhat important</u>	<u>Not important</u>	<u>No opinion</u>
Childcare Services/ early childhood development programs	1	2	3	4	5
Transportation services.....	1	2	3	4	5
Healthcare / Mental Health/ Substance Abuse Services	1	2	3	4	5
Food / Clothing Bank Programs.....	1	2	3	4	5
Rent, mortgage or utility assistance programs	1	2	3	4	5
Fair housing activities.....	1	2	3	4	5
Financial literacy education	1	2	3	4	5
Tenant/Landlord counseling.....	1	2	3	4	5
Homebuyer education/ Financial literacy education.....	1	2	3	4	5
Crime awareness education	1	2	3	4	5
Mitigation of radon, asbestos or lead-based paint hazards.....	1	2	3	4	5
Homeless Services	1	2	3	4	5
Employment services (i.e. resume writing, interviewing training).....	1	2	3	4	5
Broadband / Internet Access/ Digital Inclusion.....	1	2	3	4	5
Heat relief during summer months.....	1	2	3	4	5

The City of Glendale 2024 Community Survey

7. Which of the following barriers do you believe are the greatest challenges currently faced by low-income households in Glendale? (Select up to THREE.)

- ☐ Living wage employment
- ☐ Job training
- ☐ Education
- ☐ Public transportation
- ☐ Personal transportation (access to a vehicle)
- ☐ Housing
- ☐ Energy/utility costs
- ☐ Budgeting
- ☐ Credit card debt
- ☐ Health care costs
- ☐ Chronic illness
- ☐ Mental health issues
- ☐ Medical/dental care access
- ☐ Parenting education/support
- ☐ Other: _____
- ☐ Childcare
- ☐ Special needs children
- ☐ Teen pregnancy
- ☐ Family violence
- ☐ Family/child abuse
- ☐ Substance abuse
- ☐ Healthy food selection
- ☐ Language barriers
- ☐ Landlord/tenant Issues
- ☐ Fair Housing Discrimination
- ☐ Homelessness
- ☐ Predatory lending/ high-interest loans

8. Please rate how important it is for the City to invest in the following BUSINESS AND ECONOMIC DEVELOPMENT activities:

	<u>Very important</u>	<u>Moderately important</u>	<u>Somewhat important</u>	<u>Not important</u>	<u>No opinion</u>
Attraction of new businesses.....	1	2	3	4	5
Retention of existing businesses	1	2	3	4	5
Expansion of existing businesses.....	1	2	3	4	5
Provide job training including retraining.....	1	2	3	4	5
Foster businesses with higher paying jobs.....	1	2	3	4	5
Enhancement of business infrastructure	1	2	3	4	5
Provide working capital for businesses	1	2	3	4	5
Provide technical assistance for businesses.....	1	2	3	4	5
Development of business incubators and business parks	1	2	3	4	5
Employment services (i.e. resume writing, interviewing training).....	1	2	3	4	5

9. Please rate how important it is for the City to invest in the following NEIGHBORHOOD IMPROVEMENT activities:

	<u>Very important</u>	<u>Moderately important</u>	<u>Somewhat important</u>	<u>Not important</u>	<u>No opinion</u>
Demolish vacant and dilapidated buildings	1	2	3	4	5
Stabilize or improve vacant buildings	1	2	3	4	5
Residential Historic Preservation.....	1	2	3	4	5
Organized neighborhood clean-up.....	1	2	3	4	5
Block Watch.....	1	2	3	4	5
Landscape, exterior repair or window replacement assistance for low-income residents	1	2	3	4	5

10. Thinking about the various activities discussed in the survey above, please select your top TWO priorities for the City of Glendale.

- ☐ Housing & Homelessness
- ☐ Infrastructure Improvements
- ☐ Community and Public Facilities
- ☐ Human/Public Services
- ☐ Economic Development
- ☐ Neighborhood Improvements

11. In your opinion, how can the City better address housing and community development challenges?

12. Do you read the newsletter included in your monthly water bill?

☐ No ☐ Yes

13. Please rate how well the city does at sharing and explaining information about the following:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Water treatment activities.....	1	2	3	4	5
Road construction	1	2	3	4	5
City infrastructure projects	1	2	3	4	5

14. How much of a source, if at all, do you consider each of the following to be for obtaining information about the City of Glendale and its activities?

	<u>Major source</u>	<u>Minor source</u>	<u>Not a source</u>
City of Glendale e-newsletter (<i>The Connection</i>).....	1	2	3
City of Glendale website (glendaleaz.com)	1	2	3
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	1	2	3
Other printed media.....	1	2	3
Word-of-mouth.....	1	2	3
Public meetings.....	1	2	3
Other (please specify).....	1	2	3

15. In which way do you prefer to receive information on Glendale parks and recreation services and programs?

	<u>Strong preference</u>	<u>Moderate preference</u>	<u>Low preference</u>	<u>No preference</u>
E-mail newsletters.....	1	2	3	4
Printed schedule of activities.....	1	2	3	4
Glendale @ Play Magazine	1	2	3	4
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor) .	1	2	3	4
Flyers/posters.....	1	2	3	4
School email/newsletter.....	1	2	3	4
Other (please specify).....	1	2	3	4

16. How much of a source, if at all, do you consider each of the following to be for finding arts/cultural/music activities to attend in Glendale?

	<u>Major source</u>	<u>Minor source</u>	<u>Not a source</u>
City of Glendale website (glendaleaz.com)	1	2	3
Social media (e.g., Facebook, X/Twitter, YouTube, Instagram, Nextdoor)	1	2	3
Directly from theaters and other venues.....	1	2	3
Word-of-mouth.....	1	2	3
Printed brochures.....	1	2	3
Other (please specify).....	1	2	3

17. When thinking of the special events you most enjoy attending, what preference do you have for the following types of events?

	<u>Strong preference</u>	<u>Moderate preference</u>	<u>Low preference</u>	<u>No preference</u>
Festivals	1	2	3	4
Concerts	1	2	3	4
Sporting events (professional and amateur)	1	2	3	4
Performing arts/local theater	1	2	3	4
Food related events	1	2	3	4
Other (please specify).....	1	2	3	4

18. Please share any other Community concerns not found in this survey that you would like to see addressed.

The City of Glendale 2024 Community Survey

Our last questions are about you and your household.

Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several <u>times a day</u>	Once <u>a day</u>	A few times <u>a week</u>	Every <u>few weeks</u>	Less often <u>or never</u>	Don't <u>know</u>
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, X (formerly Twitter), Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Please rate your overall health.

☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

☐ Very positive ☐ Somewhat positive ☐ Neutral ☐ Somewhat negative ☐ Very negative

D4. How many years have you lived in Glendale?

- ☐ Less than 2 years
☐ 2-5 years
☐ 6-10 years
☐ 11-20 years
☐ More than 20 years

D5. Which best describes the building you live in?

- ☐ Single-family detached home
☐ Townhouse or duplex (may share walls but no units above or below you)
☐ Condominium or apartment (have units above or below you)
☐ Mobile home
☐ Other

D6. Do you rent or own your home?

- ☐ Rent
☐ Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- ☐ Less than \$300 ☐ \$2,500 to \$3,999
☐ \$300 to \$599 ☐ \$4,000 to \$6,999
☐ \$600 to \$999 ☐ \$7,000 to \$9,999
☐ \$1,000 to \$1,499 ☐ \$10,000 or more
☐ \$1,500 to \$2,499

D8. Do any children 17 or under live in your household?

- ☐ No ☐ Yes

D9. Are you or any other members of your household aged 65 or older?

- ☐ No ☐ Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ Less than \$25,000 ☐ \$100,000 to \$149,999
☐ \$25,000 to \$49,999 ☐ \$150,000 to \$199,999
☐ \$50,000 to \$74,999 ☐ \$200,000 to \$299,999
☐ \$75,000 to \$99,999 ☐ \$300,000 or more

D11. Are you of Hispanic, Latino/a/x, or Spanish origin?

- ☐ No ☐ Yes

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- ☐ American Indian or Alaskan Native
☐ Asian
☐ Black or African American
☐ Native Hawaiian or Other Pacific Islander
☐ White
☐ A race not listed

D13. In which category is your age?

- ☐ 18-24 years ☐ 55-64 years
☐ 25-34 years ☐ 65-74 years
☐ 35-44 years ☐ 75 years or older
☐ 45-54 years

D14. What is your gender?

- ☐ Woman
☐ Man
☐ Identify in another way

Thank you!

GLENDALE >>>>>>>>>>

RESIDENT SURVEY

JOIN US IN SHAPING THE FUTURE OF OUR CITY!



Complete the Survey Today!

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