

CITY OF GLENDALE  
INTEROFFICE MEMORANDUM

TO: Roubik Golanian, Interim City Manager  
FROM: Elena Bolbolian, Director of Innovation, Performance & Audit (IPA)  
RE: Weekly Report – January 22, 2021

## What audits are in the works?

**Sameel Salim** is busy diving deep into the City’s contract with **Dell**. He will be looking to see if adequate controls exist in contact administration. He will also determine whether the City is paying competitive pricing for the recent large volume of **computer purchases** from the City’s quick shift to remote work in response to COVID-19.

**Natalie Minami-Valdivia** is shifting gears after having just completed an audit of the City’s pandemic plan, and is about to start a research project on the **Enterprise Risk Management (ERM)** framework. Natalie will explore how other government agencies manage their risks, how their ERM framework is adopted, and how they manage staffing.

**Ani Antanesyan** is in the learning stage of her audit, where she is conducting research on the City’s **Compressed Natural Gas Fueling Facility** and resulting contract. Ani will be focusing on the parts of the contract that address fuel pricing to ensure that the billing is based on the contract terms, and that the terms follow industry best practices.

## Championing a culture of continuous improvement at City Hall

Promoting a culture of continuous improvement is a top priority at City Hall. This involves focusing on making incremental positive changes that help the organization in the long-term. One way to accomplish this is through “lean” principles that encourage the organization to continually look at our processes and work on ways to improve them.

To this end, the City has selected 15 staff members (shown in the table below) from 11 departments to participate in Lean Six Sigma training. Lean Six Sigma is a program that provides a framework for **creating efficiencies** in an organization. It combines a Six Sigma focus of quality improvement with the Lean emphasis of streamlining processes. This training is being presented in partnership with Glendale Community College’s Professional Development Center (PDC).

Abigail Luczon	Hovig Tchagaspanian	Nancy Park
Alina Asmarian	Ida Babayan	Nicole De La Mora
Ani Pogossian	Irina Kassabian	Parni Abnousyan
Catalina Lee	Lisa Rodriguez	Petra Beglarian
Gor Galstyan	Lyova Zalyan	Sona Arakelyan

Given the COVID-19 pandemic, these students will be virtually engaging in the training program. Half-day classes will take place for 15 weeks beginning next week. As part of their training, these students will be placed into teams and work on process improvement projects at City Hall. These students make up the third cohort of this training. Past cohorts have delivered process efficiencies and City management looks forward to seeing the results of this team in the coming months.



---

## A chance for City Hall to win \$1 Million

COVID-19 has changed daily life for people around the world, including requiring cities to do more with fewer resources than ever before. Yet, even in the face of a public health crisis, social unrest, major budget shortfalls, and mounting climate challenges, cities like Glendale are innovating and taking bold steps to tackle the most pressing challenges.

In order to help cities continue on this innovative path, Bloomberg Philanthropies has issued the **2021 Global Mayors Challenge**. The Global Mayors Challenge asks cities to submit ideas that address one or more of the following 4 themes:

### Health & wellbeing

Addressing the medical, behavioral, and social determinants of health for residents.

### Climate & environment

Tackling the root causes and effects of climate change in order to build more livable and resilient cities.

### Economic recovery & inclusive growth

Creating systems and solutions that allow all city residents to overcome economic distress and thrive.

### Good governance & equality

Using city powers to tackle oppression, promote fairness, and improve participation.

*What makes a great idea?* The Mayors Challenge is looking for solutions to the major challenges of today – or tomorrow. These innovations could have been imagined or launched in the wake of the COVID-19 pandemic and can be in any stage of implementation. More specifically, Bloomberg Philanthropies is seeking ideas that are **bold**, have the potential for meaningful **impact**, can be successfully **implemented**, and have potential to **spread** to other cities.

50 cities will be chosen and earn funding and coaching to further improve their solutions. Ultimately, 15 grand prize winners will earn **\$1 million** each to help implement their breakthrough ideas and to scale those ideas to other cities across the world.

If you have an idea, please send an email to: [ipa@glendaleca.gov](mailto:ipa@glendaleca.gov) and share your thoughts with us. The employee whose idea is ultimately submitted to Bloomberg will win a \$200 gift card to a local business.