

The Risk Management Division is responsible for protecting the City of Glendale against the financial consequences of property damage or public injury by city employees or volunteers. They offer the following guidelines:

If involved in an auto accident/incident:

1. DO assist individuals in any way to prevent further injury or damage to property.
2. DO call for professional help – an ambulance, rescue, fire department, etc.
3. DO document all details you can following an incident whether or not you consider it to be a possible liability.
4. DO call the Glendale Police Department (Accident Investigations) to investigate and document their findings. It is vital to establish facts in any case in which the City is involved whether it is the City's fault or not.
5. DO make a phone call to the Risk Management Division on the same day as the incident occurs or within twenty-fours (24) hours of the occurrence so that the City's liability exposure can be evaluated and the appropriate people can be notified. The phone number is (623) 930-2856.

If involved in an auto accident/incident:

1. DO NOT make statements to the media or anyone at the accident scene to indicate your assessment of the City's responsibility for what happened or your personal feelings on the matter. "NO COMMENT" is the smartest reply at this point.
2. DO NOT make any promises or commitments to the other party involved except to indicate that Risk Management will be informed and will determine what action will be taken.
3. DO NOT send a letter of apology to the other party.
4. DO NOT discuss matters about the case directly with the other party or his/her attorney after a claim or suit has been filed. Refer them to the Risk Management Division at 623-930-2856.

