

Celebrating 70 Years of Simply Better Service for a World-Class Community

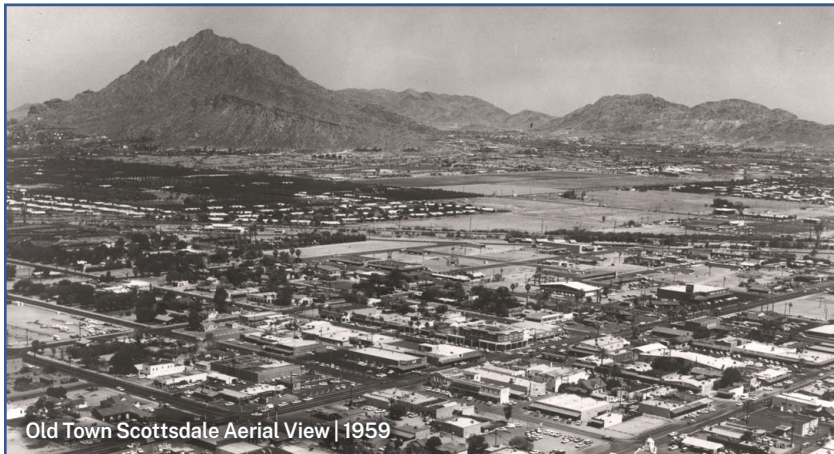
A lot has changed in 70 years, but one thing remains the same: Scottsdale’s commitment to Simply Better Service for a World Class Community. Scottsdale’s mayor and six council members govern the city, and along with 2,549 employees and 2,313 volunteers, serve more than 240,000 residents.

This annual report provides an overview of the City of Scottsdale’s priorities, strategic initiatives, and performance measures. It is organized around the six strategic goals the city uses to achieve its mission. If you have comments or suggestions on how we can improve this document, please contact the City Manager’s Office: 480-312-2800 | citymanager@ScottsdaleAZ.gov



Value Scottsdale’s Unique Lifestyle and Character

Scottsdale honors the past while embracing the future



Scottsdale residents continue to enjoy a high quality of life.

**Overall
Quality
of Life**



Percent rating positively (excellent/good)
Source: 2020 Scottsdale Community Survey

Learn more at ScottsdaleAZ.gov, search “survey”

Highlighted Accomplishments

- Scottsdale’s Tourism and Events Department created micro-events in partnership with local Old Town businesses as part of Scottsdazzle and Western Week programming. This was to keep attendance under the 50-person pandemic threshold, while still delivering the western charm. The micro-events proved to be so successful that staff will continue providing these offerings into the future.

Looking Forward

- The Scottsdale General Plan 2035 will be on the November 2021 ballot for a public vote. The City Council unanimously adopted the plan in June 2021, which was developed working with a citizen review committee, city boards and commissions, city-wide public outreach with residents, and public hearings.

Scottsdale Timeline

1951

Scottsdale incorporated

1955

Spring training comes to Scottsdale

1968

City Hall and Civic Center Library open

1969

World’s first automated garbage pickup with a truck named “Godzilla”



Seek Sustainability

Scottsdale strives to conserve and sustain our desert community

Highlighted Accomplishments

- The Scottsdale Fire Department created a new inspection program to reduce wildland fires related to new construction.
- Scottsdale diverted 27 percent of recyclables collected from residential curbside recycling program from landfills through public outreach, educational programs, and technology. Residents can find more information by searching “Know Before you Throw” at ScottsdaleAZ.gov to ensure proper disposal of recyclables.

Looking Forward

- Scottsdale is partnering with Arizona State University to engage the public and develop a Sustainability Plan to be adopted by the City Council by the end of 2022.
- The Scottsdale Water Resources Division plans to expand the Residential Outdoor Efficiency Checks program and integrate it into the customer WaterSmart portal to facilitate better customer water management and efficiency.



Godzilla Automated Garbage Truck | 1969

The typical Scottsdale household pays less for monthly water, wastewater, trash and recycling service than the average rates for other Valley cities.

Actual bills may vary based on actual usage and size of property.
Source: City of Tempe 2021



\$70
Chandler



\$92
Scottsdale



\$94
Average



\$132
Mesa



Preserve Meaningful Open Space

Scottsdale values our desert and green spaces

Highlighted Accomplishments

- The Scottsdale Parks and Recreation Department replaced playgrounds, resurfaced with wood fiber wood chips, and added shade structures at Rio Montana, Comanche, Shoshone, and Zuni Parks.
- Scottsdale, along with the Preserve Commission, are gathering public input to develop and refine recommendations for the City Council regarding land acquisition, trailhead and trail master plans, and other projects impacting preserve operations.



McDowell Sonoran Preserve established | 1994

Looking Forward

- Construction of the Pima Dynamite Trailhead will be completed in Fall 2021, which will include a community celebration event.



Learn more at ScottsdaleAZ.gov, search “preserve”

1971

Indian Bend Wash project begins

1975

McCormick-Stillman Railroad Park opens

1985

Fire sprinkler ordinance enacted

1995

Citizens approve first sales tax to acquire land for McDowell Sonoran Preserve



Advance Transportation

Scottsdale provides and maintains an outstanding transportation system

Highlighted Accomplishments

- 2,632,878 square yards of pavement on our city streets were treated, resulting in extended lifespan and deferred maintenance costs. This was coordinated with pavement maintenance projects to install 7.8 new bike lane miles, 7.4 buffered bike lane miles and 3.4 wider bike lane miles to improve rider comfort through greater separation from vehicles and to increase on-street active transportation options.

Looking Forward

- The Scottsdale Transportation and Streets Department is planning a comprehensive evaluation of the city’s transit system to help in achieving ridership goals, on-time performance and improve efficiencies through potential route changes.



SCOTTSDALE EZ

Reporting Issues is EZ, ScottsdaleEZ

Residents made 36,899 requests using ScottsdaleEZ. The number one request? Residential container repair. Have a broken recycling container or other issues? Report it at ScottsdaleAZ.gov, search "EZ."



Enhance Neighborhoods

Scottsdale commits to create thriving present and future neighborhoods

Highlighted Accomplishments

- The city leveraged new CARES Act and other funding sources to approve nearly \$3.9 million in emergency rent and mortgage assistance through Vista del Camino’s Community Action Program (CAP) office.
- Scottsdale Library launched a virtual branch called Pegasus for digital resource access and Pony Express @ Appaloosa to allow patrons to use the Appaloosa Library without library staff.
- Scottsdale had an impressive 86 percent voter turnout for the 2020 General Election, with 76 percent of Scottsdale residents being registered to vote.

Looking Forward

- Construction of the Bell Road Sports Complex will be completed in time for a “soft opening” in December 2021, prior to the Barrett-Jackson Collector Car Auction and the Waste Management Phoenix Open in 2022.



5:24 minutes average police response time



5:29 minutes average fire response time



Fire Department public education and outreach connected with 15,264 people



Scottsdale libraries welcomed more than 285,000 visitors



12 volunteers with Vista del Camino & Paiute Neighborhood Centers



16,706 food boxes provided at senior and community centers

Note: Reduced library and community center service due to COVID-19.

2005

Scottsdale Fire Department created (prior fire service contracted)

2008

SkySong, the ASU Scottsdale Innovation Center opens

2013

Tony Nelson Equestrian Center opens at WestWorld

2021

David D. Ortega takes office as Scottsdale’s 12th mayor



Support Economic Vitality

Scottsdale prioritizes economic and fiscal health

Highlighted Accomplishments

- The City of Scottsdale launched a small business training program for Scottsdale businesses impacted by the COVID-19 pandemic, which included 14 small business training sessions and one-on-one assistance. This is in addition to the over 20,000 virtual sessions offered on the ChooseScottsdale.com website.

Looking Forward

- The Scottsdale Airport will complete the runway rehabilitation project, which will remove and replace existing asphalt pavement for the full length, reconstruct the runway shoulders and blast pads, and relocate edge lighting to meet Federal Aviation Administration standards.



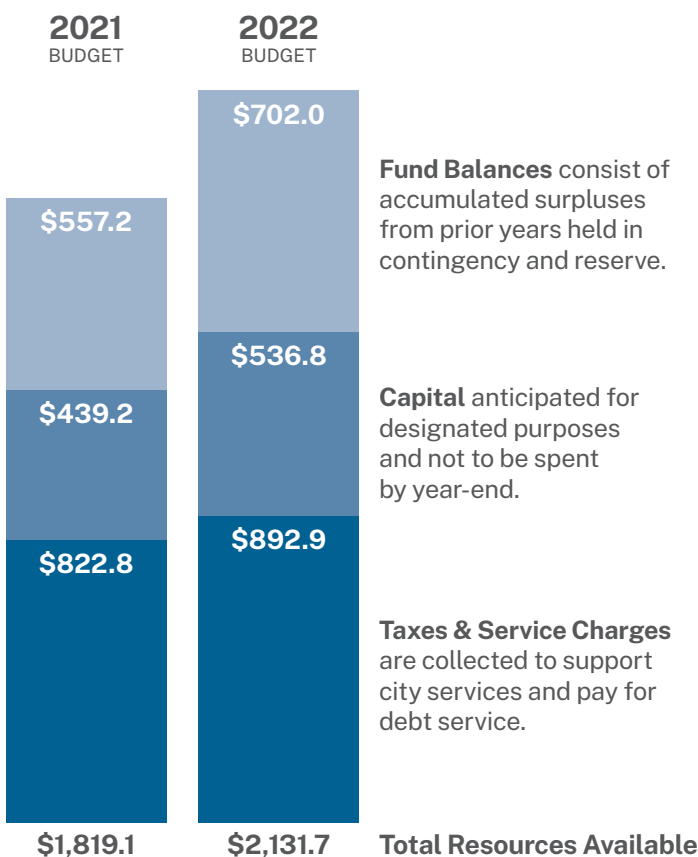
Scottsdale Airport Aerial View | 1970

Resources and Expenses

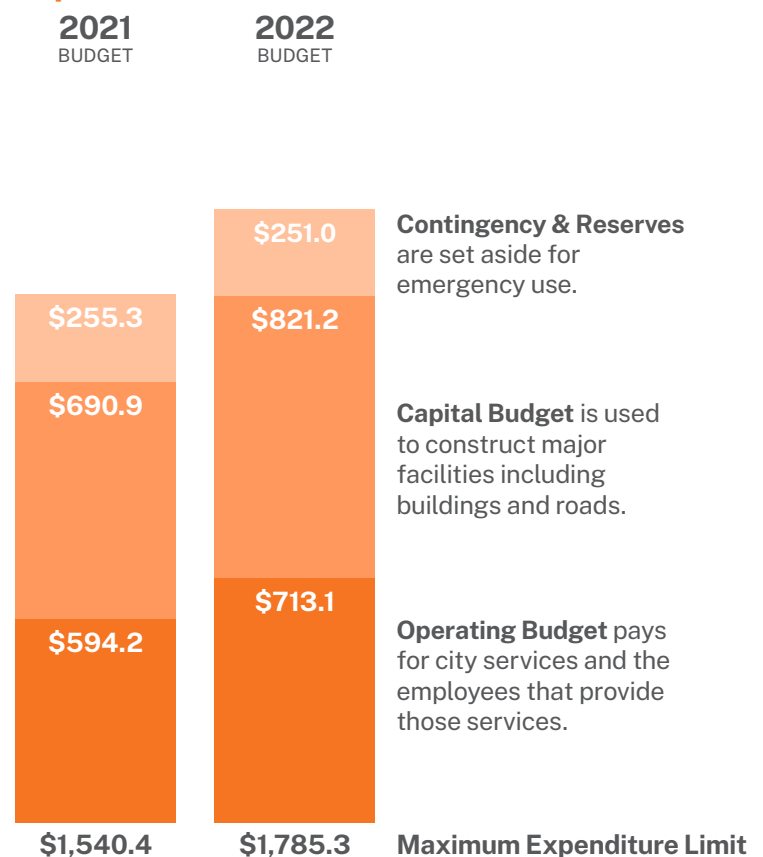
Scottsdale is required by law to adopt a budget each year and cannot spend more than that total amount. This includes all city funds for the fiscal year ending June 30. These numbers were adopted by the City Council in June 2021. The city’s financial statements are audited annually by an independent auditor. The most recent audit for 2020 received a clean opinion.

The FY 2020/21 budget was designed to weather the financial difficulties brought on by the COVID-19 pandemic. However, the city has emerged on solid financial footing. While continuing to be conservative, the focus of the FY 2021/22 budget is to make progress in returning the city’s economy to its pre-COVID-19 levels.

Resources (in millions of dollars)



Expenses (in millions of dollars)

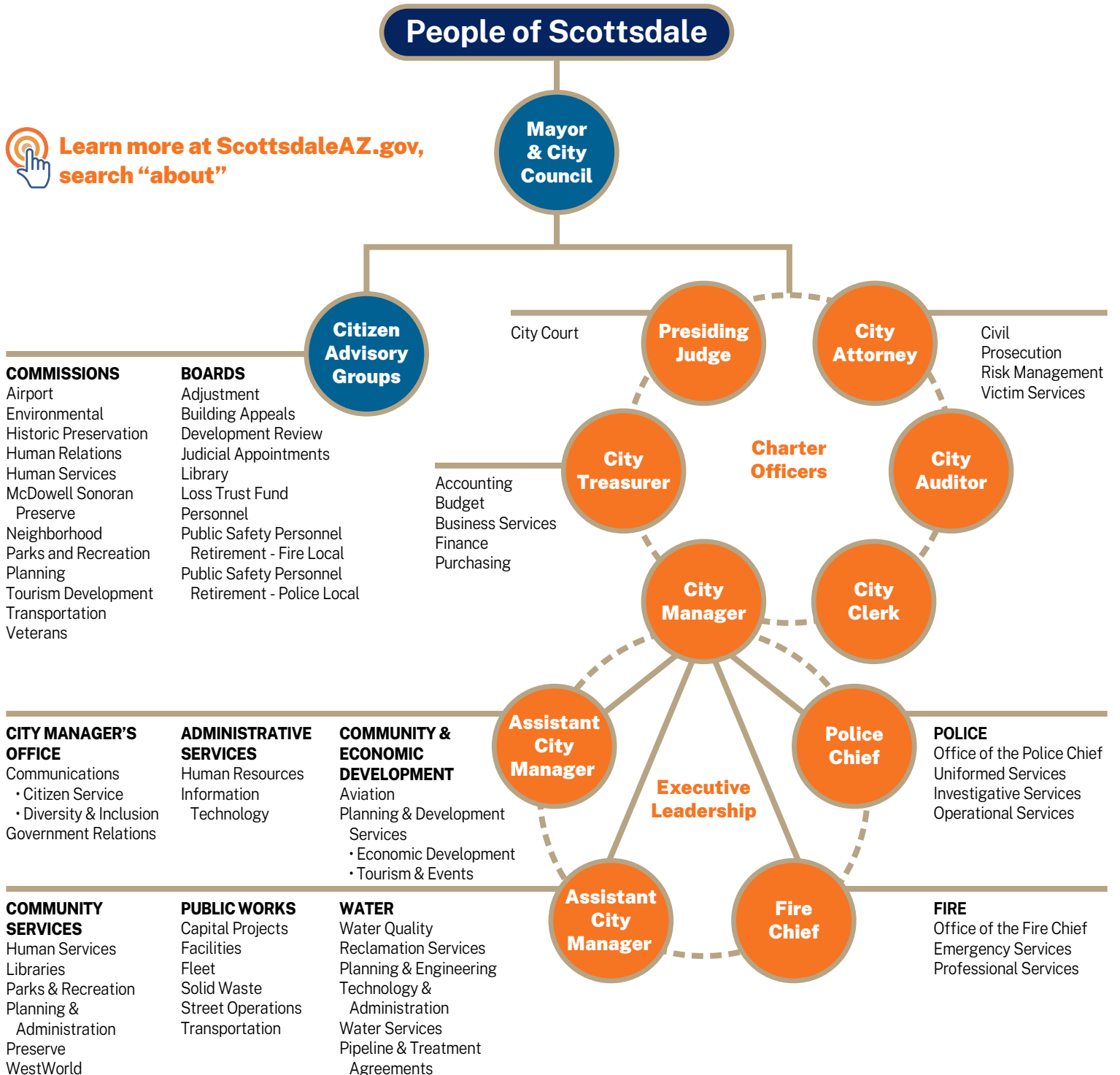


[Learn more at ScottsdaleAZ.gov](https://www.scottsdaleaz.gov), search “budget”

Some numbers may not add correctly due to rounding.

An Introduction to Our Leadership

Scottsdale celebrated its 70th anniversary in 2021. The voter-approved City Charter established the Council Manager form of government, which combines the strong political leadership of elected officials with the professional experience of an appointed local government manager.



Learn more at ScottsdaleAZ.gov, search "about"

Scottsdale City Council

The City Council consists of the mayor and six council members who are elected to represent the city at large and serve overlapping, four-year terms. These seven citizens oversee city government as they set policy, approve programs, appropriate funds, enact laws, select charter officers, and appoint residents to serve on advisory boards. The mayor is the chair of the Scottsdale City Council and presides over its meetings, which are typically held on Tuesdays in the City Hall Kiva Forum located at 3939 N. Drinkwater Blvd. in Old Town Scottsdale.



Mayor David D. Ortega

Mayor David D. Ortega began his term of office in January 2021. He is focused on safeguarding public health and safety; maintaining Scottsdale's family-friendly neighborhoods; protecting the McDowell Sonoran Preserve and strengthening Scottsdale's world-renowned reputation. As mayor, he is committed to equal rights for all, responsive city government and adoption of citizen-driven General Plan 2035 to support economic vitality. Mayor Ortega is a registered Arizona architect and designed many landmark buildings in Old Town Scottsdale. He is a graduate of the University of Arizona and was an apprentice architect to Bennie Gonzales FAIA, the award-winning designer of Scottsdale City Hall, Civic Center Library and Scottsdale Center for the Performing Arts. Throughout his life, Mayor Ortega has served on numerous city, county and state commissions, and on many civic and nonprofit organizations including serving as a Scottsdale City Councilman from 2000 to 2004, on the Scottsdale Downtown Architectural Guidelines Committee, Scottsdale Development Review Board, the State of Arizona School Facilities Board and the Governor's Latino Advisory Council. He is a member of the American Institute of Architects, Scottsdale Leadership and Friends of the Scottsdale Library. He is a past president of the Scottsdale Sunrise Rotary Club. Mayor Ortega and his wife, Rosemary Gannon, have been married for 40 years. They live in the Park Scottsdale neighborhood near Saguaro High School where they raised their children Alexandra and Luke.

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**Councilwoman
Betty Janik**

Councilwoman Janik began her first term on the Scottsdale City Council in January 2021. She was born and raised in Chicago and earned a Bachelor of Science in Chemistry from the University of Illinois Chicago. After college, she was employed by GD Searle, where her primary research concentrated on dissolving blood clots – an endeavor which was

awarded in international publication. Thereafter she took time off to start a family. She taught math and science for nearly 10 years at both the middle school and high school levels in the Denver area. After relocating to Scottsdale, she has served in many volunteer roles including as the past treasurer of Protect Our Preserve and past president of the Board of the Coalition for Greater Scottsdale. She and her husband, Joe, a pediatric surgeon (now retired), have been married for 48 years. They have three grown children, all physicians, and eight delightful grandchildren.

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**Councilmember
Linda Milhaven**

Linda Milhaven began serving on the Scottsdale City Council in January 2011 and was re-elected to a third term that began in January 2019. She has served in numerous volunteer capacities including Chair of the Board of Trustees of the Scottsdale Cultural Council, Chair of the Board of the Scottsdale Area Chamber of Commerce and Chair

of the Board of the Better Business Bureau. She was a member of Class VIII of Scottsdale Leadership and in 2009 earned their Frank B. Hodges Alumni Achievement Award. As part of her 30 year banking career, she was a community bank president in Scottsdale from 1993 to 2005. Councilwoman Milhaven graduated from Paradise Valley High School. She holds a Bachelor of Arts degree in Psychology from Wellesley College in Wellesley, Massachusetts, and a Masters in Business Administration from Columbia University in New York.

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**Councilmember
Tom Durham**

Councilmember Durham began his first term on the Scottsdale City Council in January 2021. He grew up in a small town in Iowa and attended Cornell College in Mt. Vernon, Iowa, where he graduated Phi Beta Kappa and magna cum laude in 1977, with majors in philosophy and history. After graduating from Cornell College, he attended New York

University Law School. He then joined international law firm Mayer Brown, where he specialized in tax controversy, representing the firm's clients in audits, trials, and appeals of local, state, and federal tax cases. During his time at Mayer Brown, he was recognized by Chambers USA as one of the top 25 tax controversy lawyers in the nation. Councilmember Durham retired from Mayer Brown in April 2015 and soon thereafter became a full-time resident of the city of Scottsdale. He served as treasurer of the Protect Our Preserve political action committee and has also volunteered as a mock trial coach at a local high school, teaching trial skills, teamwork, and the rules of evidence. His wife Martha serves as an Episcopal Deacon at a local church and they have two sons.

TDurham@ScottsdaleAZ.gov • 480-312-7456



**Councilwoman
Tammy Caputi**

Councilwoman Caputi began her first term on the Scottsdale City Council in January 2021. She has lived and worked in Scottsdale for over 20 years. She is the president and owner of Yale Electric West, Inc, a company she founded in Scottsdale in 2001. Councilwoman Caputi holds a Bachelor of Arts degree in Economics from Wellesley College in Wellesley,

Massachusetts and a Master of Business Administration from Simmons University in Boston. Councilwoman Caputi is a Fellow with the Flinn-Brown Arizona Center for Civic Leadership and Leading for Change and current chair of the Scottsdale Coalition of Today and Tomorrow (SCOTT), an organization dedicated to promoting, enhancing, and improving Scottsdale's quality of life and economic vitality through community education and involvement in public policy issues. Councilwoman Caputi along with her husband, Steve, enjoys many outdoor activities and physical pursuits. They have three young daughters who attend local public schools.

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**Councilwoman
Kathy Littlefield**

Kathy Littlefield began her second term on the Scottsdale City Council in January 2019. She has 25 years of financial and management experience. She co-founded (with her husband Bob Littlefield, who served three terms on the Scottsdale City Council from 2002 to 2015) and continues to manage a successful Scottsdale-based

computer company, NetXpert Systems, Inc. Her previous professional experience includes working in the Budget Office of the City of Plano, Texas, as an office manager for a local greetings company, and as the finance director for Girls Ranch, a nonprofit organization formerly in Scottsdale. She served as president of her Civitan Club (an organization that helps developmentally disabled and underprivileged children), where she was chosen "Civitan of the Year" for her efforts. Councilwoman Littlefield is a Scottsdale native. She attended the Scottsdale Unified Schools Ingleside Elementary and Arcadia High and graduated with distinction from Arizona State University in 1970 with a bachelor's degree in business education.

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**Councilwoman
Solange Whitehead**

Councilwoman Whitehead began her first term on the Scottsdale City Council in January 2019. She came to Scottsdale in 1996 from San Diego for 'just six months', fell in love with everything Arizona and never went back. Councilwoman Whitehead graduated from the University of Florida where she earned a degree in electrical

engineering. She is an accomplished businesswoman, currently working in the real estate field. She served 10 years as executive director of the Environmental Fund for Arizona and in that capacity was named Arizona Wildlife Federation's "Arizona Conservationist of the Year" in 2009. Councilwoman Whitehead is a former Scottsdale McDowell Sonoran Preserve Commissioner, proudly helped lead the monumental effort to pass Proposition 420 in November 2018 and provided funding for the initial 3D Printer Lab at Scottsdale Community College. She and her husband Mike have three grown children and spend a lot of time outdoors.

SWhitehead@ScottsdaleAZ.gov • 480-312-7423

Charter Officers

The City Council hires six officers to advise them on policy issues and run day-to-day operations. They are collectively known as the charter officers because their positions are spelled out in the City Charter, a voter-approved document which describes the organization and authority of the city government in Scottsdale. These positions are the city attorney, city auditor, city clerk, city manager, city treasurer, and presiding city judge. The city manager is the chief executive officer and is responsible for about 90 percent of the city's work force.



Jim Thompson
City Manager
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480-312-2800



Sherry R. Scott
City Attorney
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Sharron Walker
City Auditor
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Ben Lane
City Clerk
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Sonia Andrews
City Treasurer
SAndrews@ScottsdaleAZ.gov
480-312-2364



Joseph Olcavage
Presiding Judge
JOlcavage@ScottsdaleAZ.gov
480-312-2442

Highlighted Recognition

Scottsdale Water awarded \$1.5 million sustainability grant.

Scottsdale Water – the city's municipal water and sewer utility – has been awarded a \$1.5 million grant from the U.S. Bureau of Reclamation to support the city's long-term water supply sustainability program. The highly competitive WaterSMART Water and Energy Efficiency Grant provides funding for projects that "result in quantifiable and sustained water savings, increase the production of hydropower or support broader water reliability benefits." Scottsdale was awarded the grant to support construction of its Aquifer Storage and Recovery (ASR) Well Field Project, which will enable the city to recharge a portion of its Colorado River surface water allocation received through the Central Arizona Project (CAP) into aquifers within the city's service area.

Neighborhood Advisory Commission recognizes the people that embody the Spirit of Scottsdale.

The Spirit of Scottsdale awards, sponsored by the city's Neighborhood Advisory Commission, recognize people and places that embody the spirit of our community by preserving, improving, and strengthening neighborhoods. The 2020 Group/Organization Winner was the small group of dedicated volunteers that form the Parada del Sol Committee, who work hundreds of hours each year to ensure this tradition continues. The 2020 Individual Winner honored Dana Close, whose efforts led to the City Council prioritizing the redevelopment of the McDowell Road Corridor. To showcase the improved neighborhood, Dana created the annual Scottsdale Home Tour events.

Scottsdale celebrates staff through Employee Awards.

The City of Scottsdale recognizes outstanding performance and commitment in the annual Employee Awards Program. The winners were among 531 employees nominated in several categories. The Thanks to You award, which recognizes employees for providing such excellent service that residents contacted the city to say thank you, went to Denise Plug. Denise responded quickly to residents' concerns of a destroyed monument. Vincent Durazo took home the Showing Caring and Compassion for Others award. Vincent went above and beyond to ensure a truck-loving young resident always got to see his weekly recycling pick up. It comes as no surprise that The People's Choice Award went to the COVID-19 IT Response team, who ensured the city's 2500+ employees were quickly set up and supported with technology allowing them to work remotely in just a few weeks. These highlight just a few of the 53 employees and group of volunteers honored this year.



Find more recognitions and rankings at [ScottsdaleAZ.gov](https://www.scottsdaleaz.gov), search "recognition"

Welcome to Scottsdale, Arizona

A World-Class Community

Located in the beautiful Sonoran Desert, Scottsdale is nestled at the foot of the McDowell Mountains in the Valley of the Sun. Scottsdale is a premier community known for a high quality of life with attractive residential, working and shopping areas. It is an internationally recognized visitor destination and a thriving location for businesses of all kinds.

Scottsdale consistently ranks among the nation's best places to live, with top-rated schools, award-winning parks, low crime rates and a vibrant economy. Old Town Scottsdale is home to many restaurants, retail shops, art galleries and resort hotels. Scottsdale's McDowell Sonoran Preserve is a permanently protected Sonoran Desert habitat encompassing nearly 48 square miles. There are recreational opportunities for everyone with many golf courses, tennis courts, parks, pools, bike paths and trails.

Scottsdale was founded by Army Chaplain Winfield Scott in 1888 but was not incorporated until 1951 when Scottsdale was a small community of 2,021 residents situated on about two square miles of land. Today, Scottsdale has more than 240,000 residents enjoying the rich diversity of experiences offered within the city's 185 square miles.



Scottsdale Civic Center



Lunch program at Granite Reef Senior Center



Scottsdale Leadership 35th Anniversary Exhibit



Paddle board yoga at McDowell Mountain Ranch Aquatic Center



Hiking on the Gateway Loop Trail



Work Hard, Play Hard

Business

Scottsdale is one of the state's leading job centers with a robust economy anchored by bio-life science companies, high-tech innovation, financial services, tourism and corporate headquarters. More than 25,000 companies do business in Scottsdale, supplying roughly 200,000 jobs. SkySong, the ASU Scottsdale Innovation Center, is designed to help companies grow through a unique partnership with Arizona State University. Scottsdale's downtown, Old Town Scottsdale, is an emerging center for high-tech businesses. To the north, the Scottsdale Airpark is the city's largest employment area, and the Scottsdale Cure Corridor is a partnership of premier health care providers and biomedical companies.

Tourism

With great weather, fantastic scenery and a calendar full of special events, Scottsdale is a popular tourist destination in Arizona that welcomes millions of visitors annually. The city boasts many hotels and resorts, restaurants and spas. That activity adds up to big business. The annual economic impact of Scottsdale visitors is estimated at \$3.3 billion dollars. Visitors generate more than \$55 million dollars of annual tax revenue—representing about one in every five city tax dollars.

Special Events

Every January through March, Scottsdale captures the national spotlight with an eclectic mix of sport and cultural events that draw hundreds of thousands of spectators and millions of television viewers. Scottsdale resorts annually host Fiesta Bowl teams and Old Town becomes a focal point for pep rallies and fan parties. The Barrett-Jackson Collector Car Auction headlines a week of automotive attractions and becomes the star of more than 40 hours of live television coverage. The Waste Management Phoenix Open unfolds at Tournament Players Club Scottsdale, featuring more national TV coverage and the largest, loudest galleries in golf. The Scottsdale Arabian Horse Show — among the largest horse shows in the nation — and Scottsdale's festive Parada del Sol Parade and Rodeo follow later. In March, Major League Baseball takes center stage. Old Town Scottsdale serves as the spring home of the San Francisco Giants and makes the city a home base for visiting fans and media from across the nation.



Scottsdale Top Attractions



1. Pinnacle Peak Park



2. Preserve Gateway and Scottsdale's McDowell Sonoran Preserve



3. TPC Scottsdale



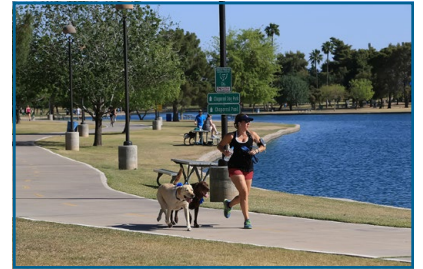
4. WestWorld



5. Scottsdale Airport/Airpark



6. McCormick-Stillman Railroad Park



7. Indian Bend Wash Greenbelt



8. Scottsdale Fashion Square



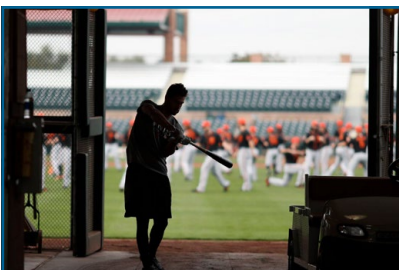
9. Old Town Scottsdale



10. Scottsdale Historical Museum



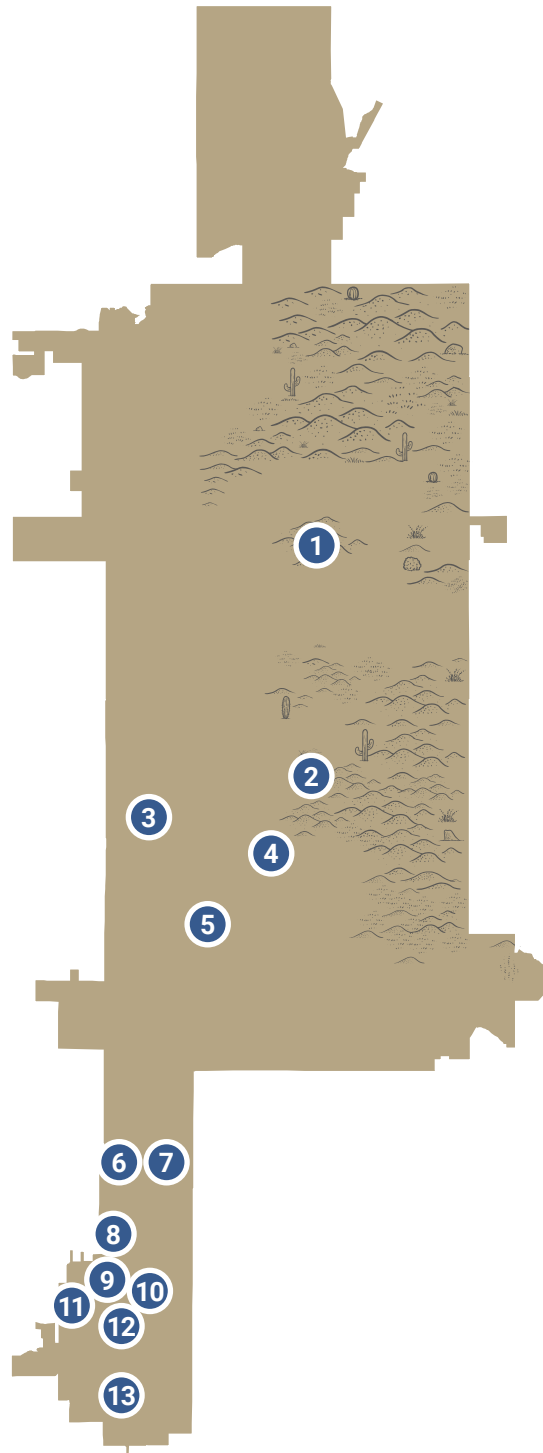
11. Scottsdale's Museum of the West



12. Scottsdale Stadium



13. SkySong





WestWorld Gallops Ahead of the Rest

WestWorld captured the 2020 Facility of the Year Award in a national contest sponsored by The League of Agricultural & Equine Centers. This award recognizes not only one of the best event facilities in the nation, but it also demonstrates a commitment to safety and community service that makes Scottsdale a world-class community.

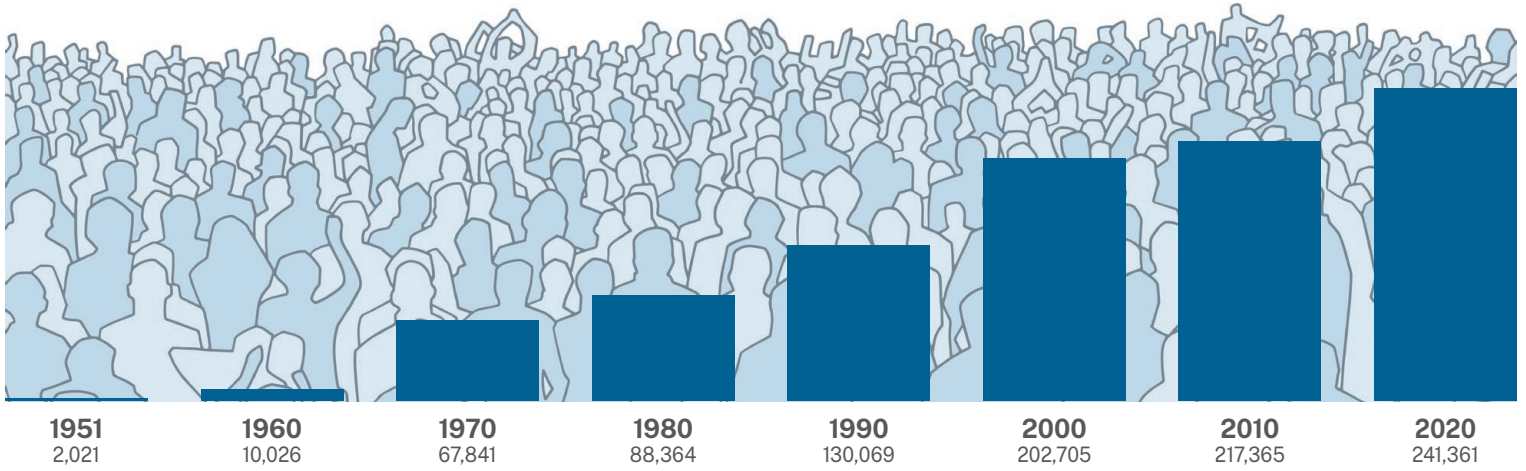
WestWorld is nestled on 386 acres of pristine desert at the base of the McDowell Mountains. It encompasses more than 300,000 square feet of exhibition space that offers unlimited possibilities for event producers and planners. The facility hosts horse shows, auto auctions, expos, concerts and more. Annual major events hosted at WestWorld included the Barrett-Jackson Collector Car Auction, Scottsdale Arabian Horse Show, International Motorcycle Show, Good Guys Car Show and International Sportsmen's Expo. With such a flexible space, WestWorld often hosts multiple events at once and boasts 531 days of special events last year alone!

What all can you do at WestWorld? Run with the herd at a horse show. Prepare your needles for the Quilt, Craft, and Sewing Festival. Find treasures at the Junk in the Trunk Vintage Market. You can even spend the night in WestWorld's RV park. Congratulations to WestWorld for standing out in a class of its own; you could call this facility "WestWorld-Class!"

 [Learn more at WestWorldAZ.com](https://www.westworldaz.com)



Scottsdale by the Numbers: A Demographic Summary



Source: U.S. Census (2020)

Scottsdale is the 45th largest city in the U.S. by area.

Source: U.S. Census and City of Scottsdale (2010)

Nearly 5,000 people directly serve the residents of Scottsdale.

Source: U.S. Census (2020) and City of Scottsdale

6 Council Members

6 Appointed Officers

1 Mayor

159 Board & Commission Members

**SCOTTSDALE'S
241,361
CITIZENS
ARE SERVED BY**

2,158 Full-time Employees

2,313 Volunteers

(including board and commission members)

Scottsdale's Municipal Land Area History

Source: City of Scottsdale long range planning services

Annexation Year

2000 - Current

1990 - 1999

1985 - 1989

1980 - 1984

1975 - 1979

1970 - 1974

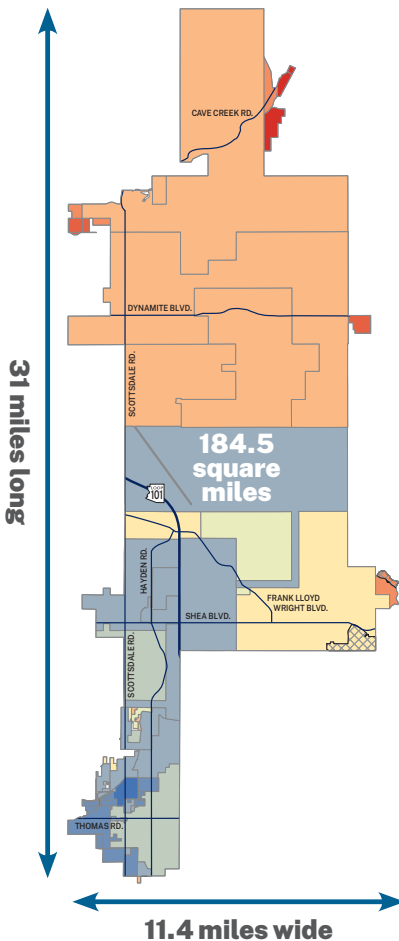
1965 - 1969

1960 - 1964

1952 - 1959

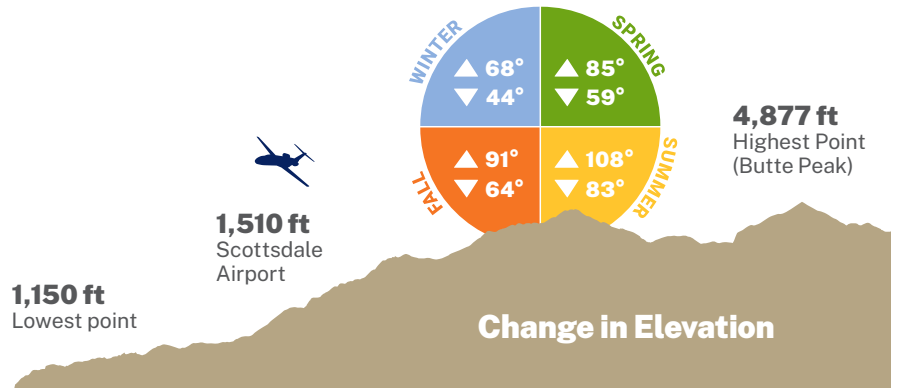
1951

DE-ANNEXATION



Scottsdale's elevation rises by nearly 4,000 feet from south to north.

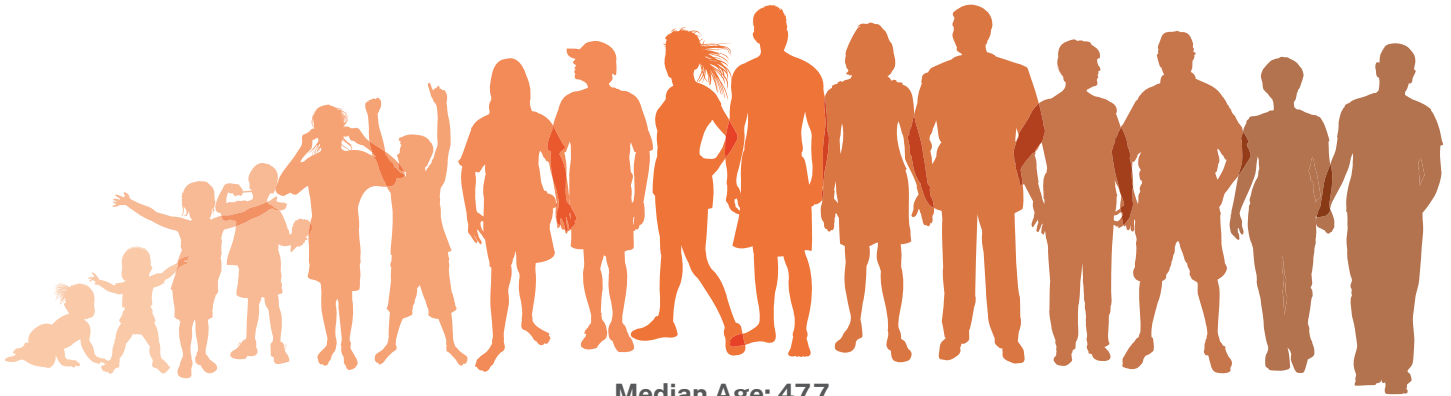
Source: City of Scottsdale and Scottsdale Airport Weather Station (2020-21)



Scottsdale Residents

Scottsdale's median age of 47.7 is almost 10 years older than the U.S. median age of 38.1.

Source: U.S. Census (2015-2019 ACS)

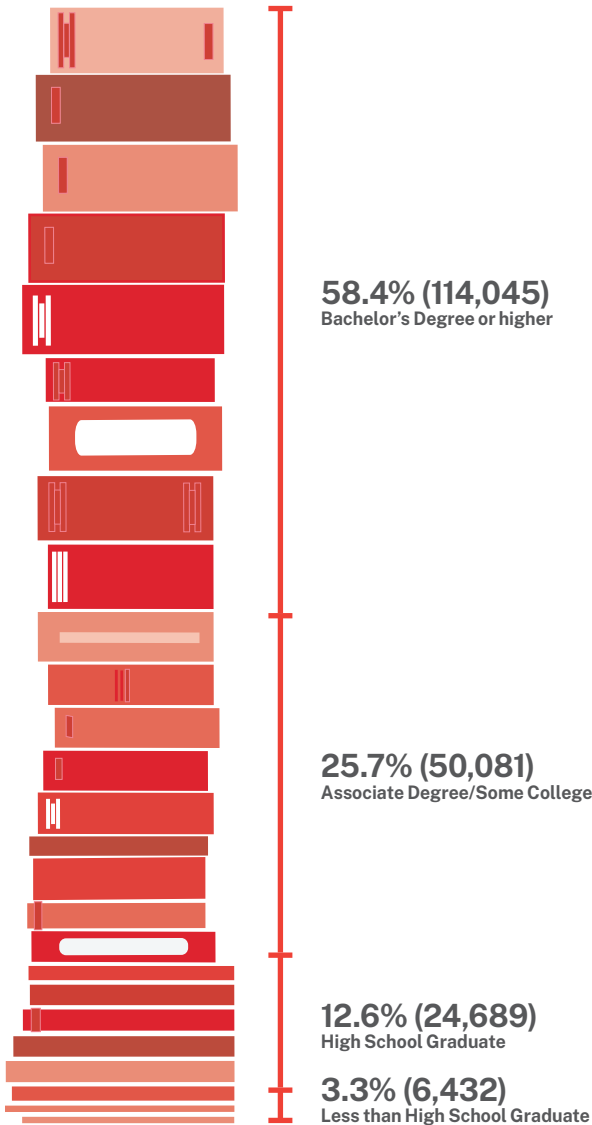


Median Age: 47.7



Nearly 4 out of 7 Scottsdale adults have earned a bachelor's degree or higher.

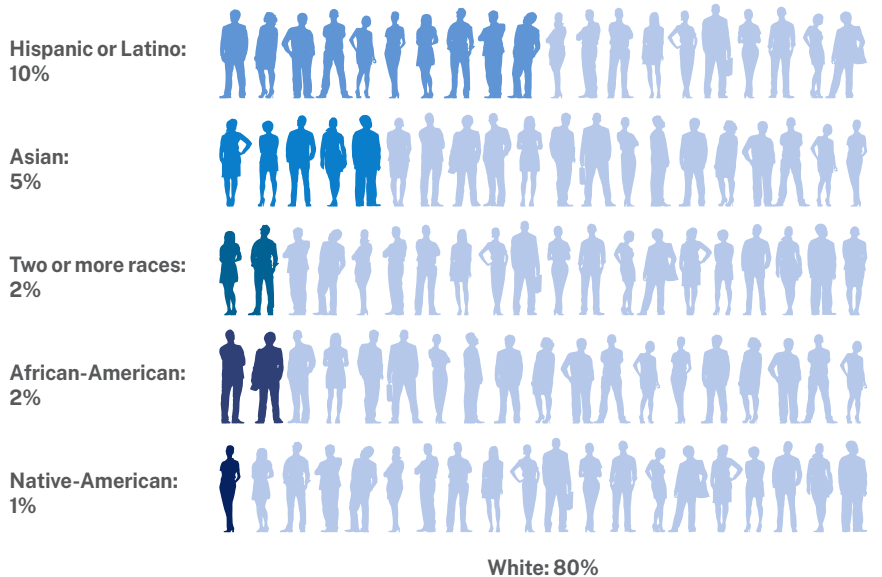
Source: U.S. Census (2015-2019 ACS)



195,247 Population
25 years & older

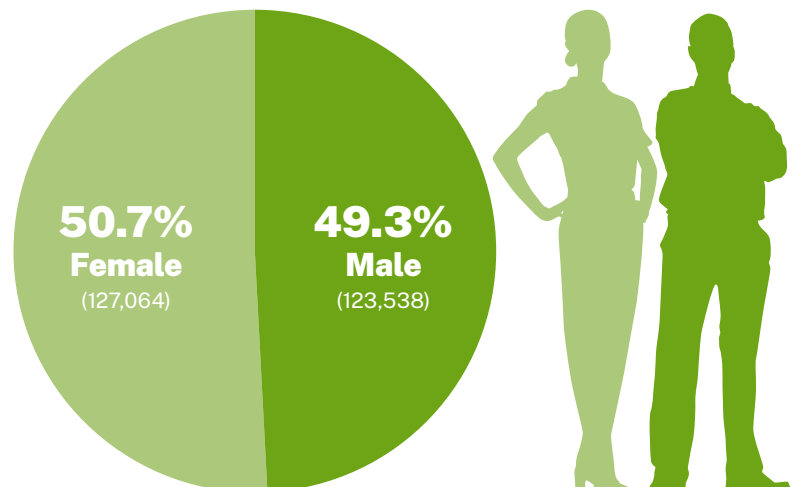
One in five Scottsdale residents is a person of color.

Source: U.S. Census (2015-2019 ACS)



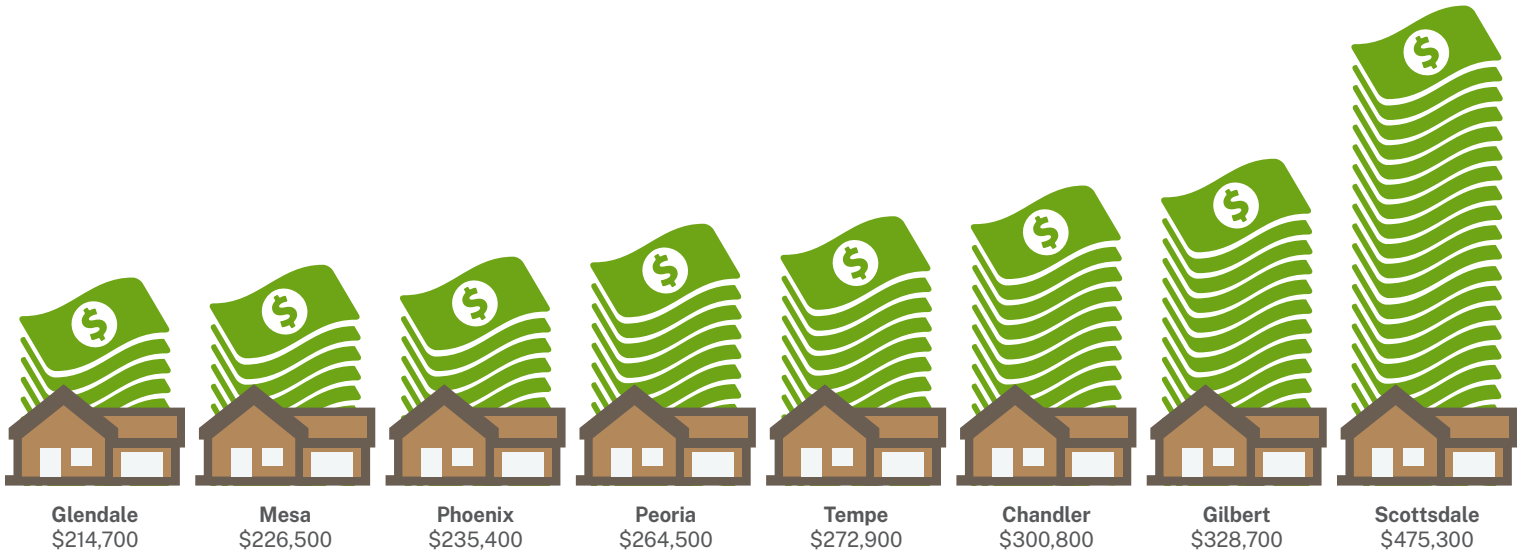
There are slightly more women than men in Scottsdale.

Source: U.S. Census (2015-2019 ACS)



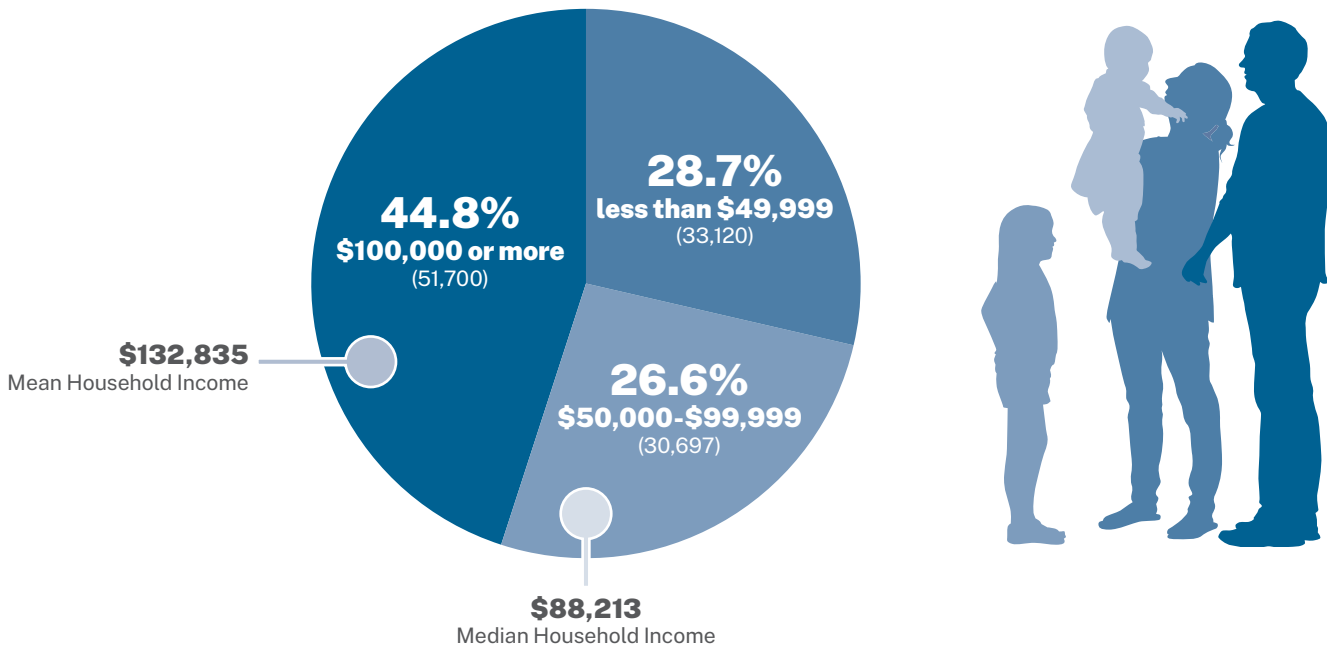
Scottsdale has the highest median housing price of any of the large Valley cities.

Source: U.S. Census (2015-2019 ACS)



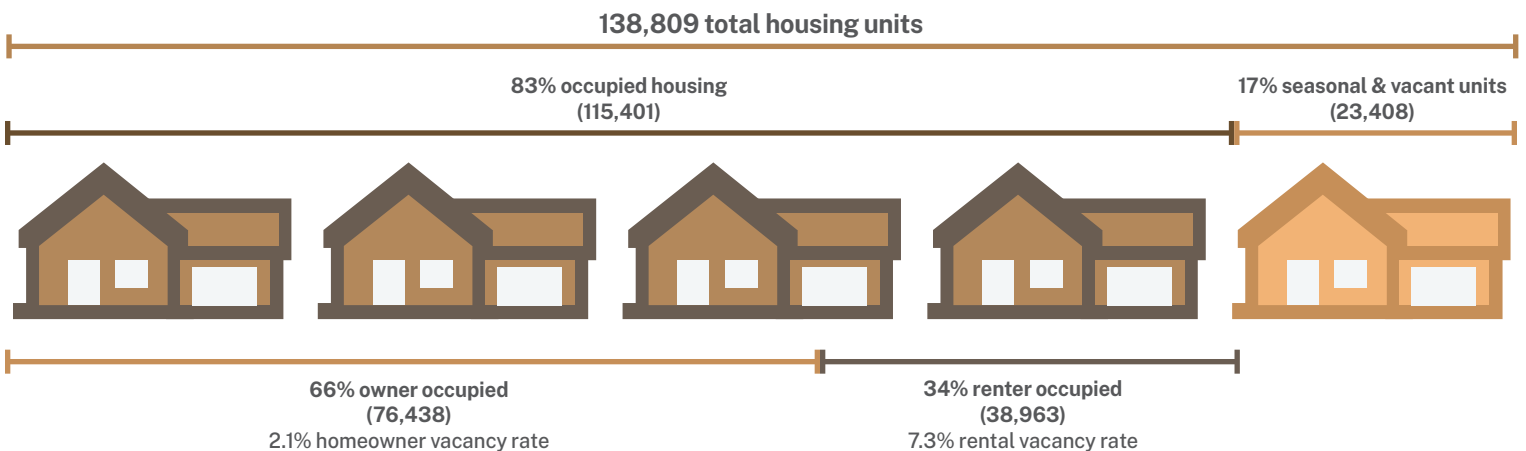
More than 40 percent of Scottsdale households make more than \$100,000 a year.

Source: U.S. Census (2015-2019 ACS)



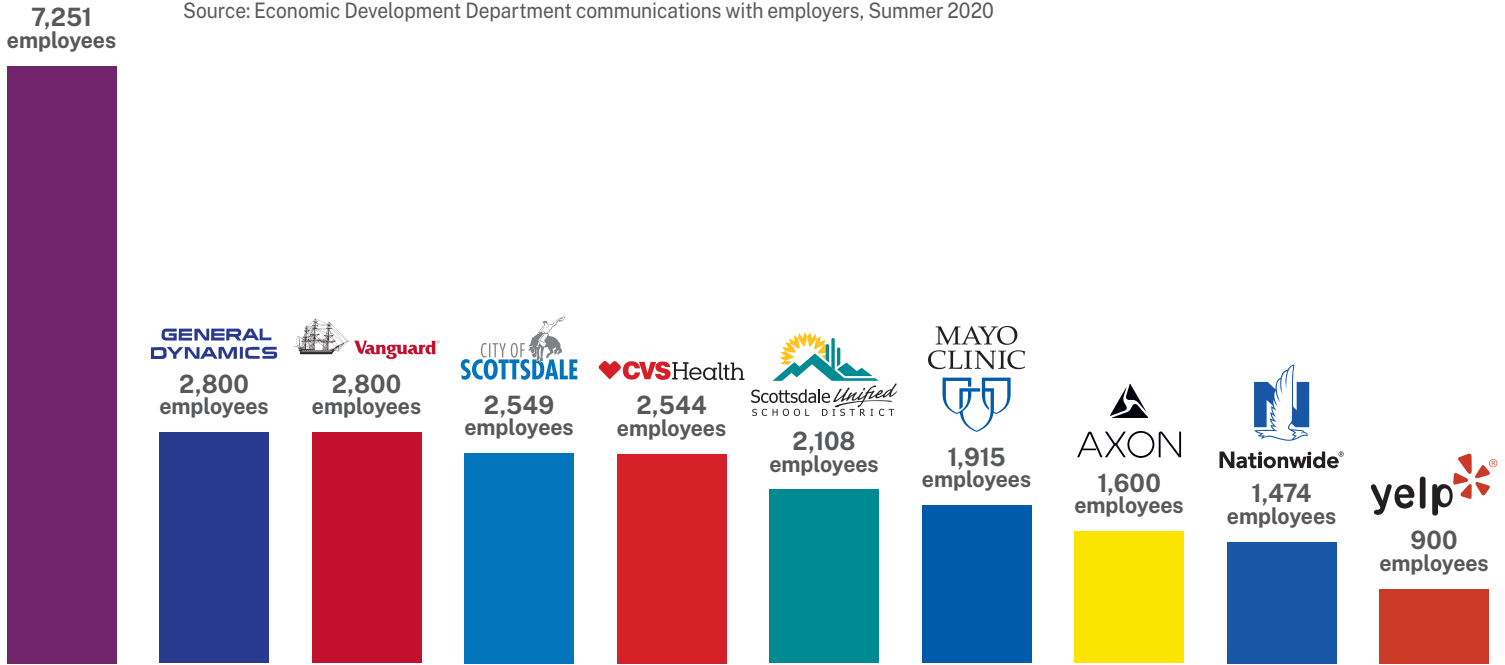
The majority of housing units in Scottsdale are owner occupied.

Source: U.S. Census (2015-2019 ACS)



Health care, finance and technology firms lead the list of large employers.*

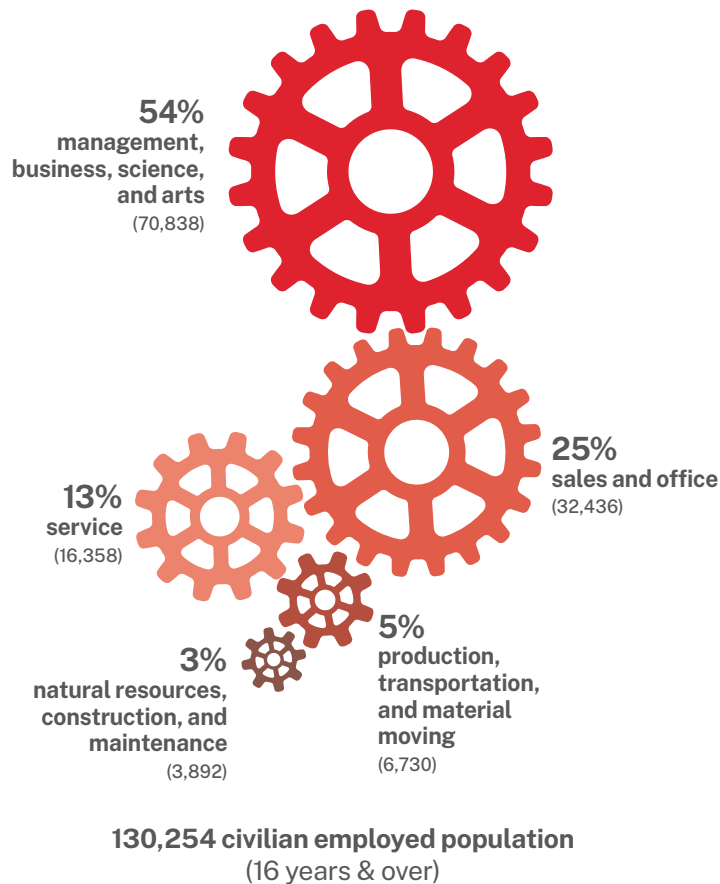
Source: Economic Development Department communications with employers, Summer 2020



* Excludes grocers, convenience stores and traditional retail stores.

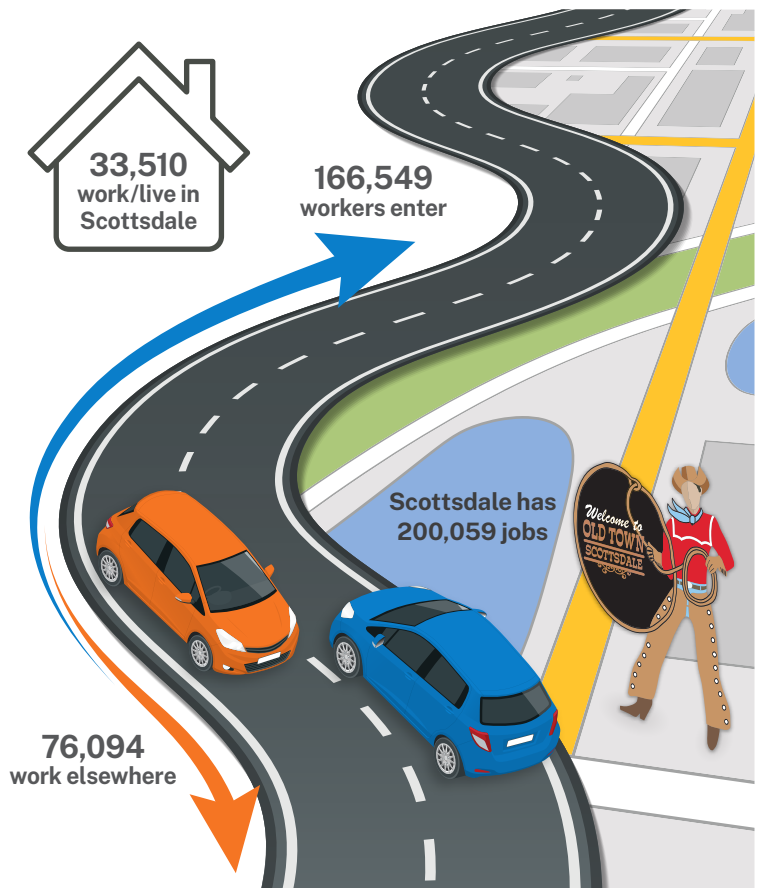
Most Scottsdale residents work in management or office jobs.

Source: U.S. Census (2015-2019 ACS)



More people come to work in Scottsdale each day than leave to work in other communities.

Source: U.S. Census Inflow/Outflow Analysis 2018



 **To view additional demographic information, visit ScottsdaleAZ.gov and search "about"**

Note: Total population is determined by the Decennial Census. Demographic numbers are based on five-year estimates.

Scottsdale employees provide Simply Better Service that help keep the community clean and healthy.



Learn more at ScottsdaleAZ.gov, search "about"

8 WATER FACILITIES

74 MILLION GALLONS OF DRINKING WATER DELIVERED DAILY

52 SOLID WASTE TRUCKS

1,513 MILES OF SANITARY SEWERS

2,143 MILES OF WATER MAINS

Scottsdale employees provide Simply Better Service that help keep our World-Class Community safe.

4 POLICE STATIONS

344 POLICE VEHICLES

15 FIRE STATIONS

40 FIRE RESPONSE VEHICLES

311 TRAFFIC SIGNALS

2,852 LANE MILES OF ROADS

11,480 FIRE HYDRANTS

Scottsdale employees provide Simply Better Service that enhance the quality of life of residents and visitors.

43 PARKS

30,500 ACRES OF PRESERVE LAND

11 TRAILHEADS AND 232 MILES OF NON-MOTORIZED TRAILS IN THE PRESERVE

975 TOTAL ACRES

37 PLAYGROUNDS

5 URBAN LAKES

68 ATHLETIC FIELDS

39 BASKETBALL COURTS

3 OFF-LEASH AREAS

4 AQUATIC FACILITIES

35 VOLLEYBALL COURTS

27 PICKLEBALL & RACQUETBALL COURTS

5 SPRAY FEATURES

2 SKATE PARKS

49 TENNIS COURTS 2 TENNIS CENTERS

1 RAILROAD PARK

3 EQUESTRIAN FACILITIES

1 BASEBALL STADIUM

129 MILES OF PAVED PATHWAYS, 151 UNPAVED

2 SENIOR CENTERS

6 COMMUNITY CENTERS

4 PUBLIC LIBRARIES

Scottsdale has a vibrant business community and is a destination for arts, dining and tourism.



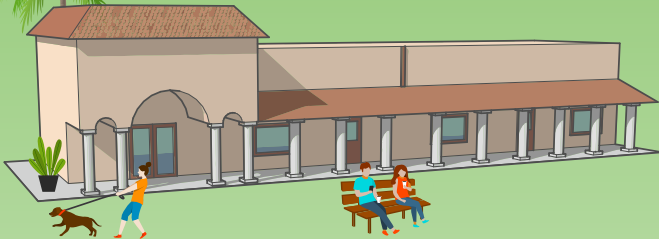
52 HOTELS
9,164 ROOMS



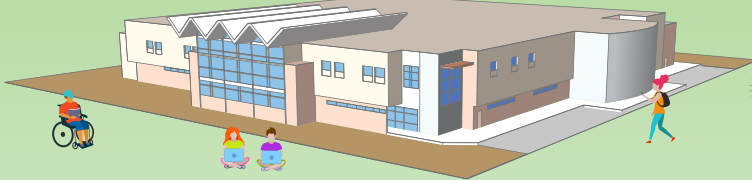
1 AIRPORT



25,000 COMPANIES DOING BUSINESS IN SCOTTSDALE



37 PUBLIC SCHOOLS
25,800 ENROLLMENT



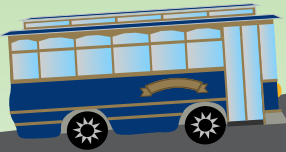
7 MUSEUMS **107 ART GALLERIES & ART DEALERS**



868 RESTAURANTS



4 FREE TROLLEY ROUTES

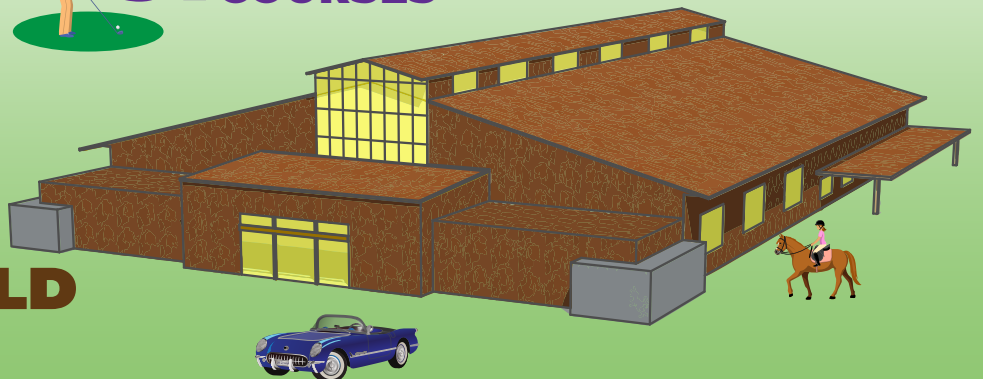


11 BUS ROUTES

51 GOLF COURSES



531 DAYS OF SPECIAL EVENTS AT WESTWORLD



The Capital Improvement Plan consists of the projects the city needs to build, repair, expand or maintain to serve the community. A five-year CIP is developed and updated annually, including anticipated funding sources. \$821 million has been approved for capital improvements, with an estimated \$284 million to be spent in the upcoming fiscal year 2021/22 based on the projected pace of project completion. These projects address City Council priorities and critical capital infrastructure needs in a variety of areas and are supported by different funding sources, including many directly funded by the city’s voters through a recent bond election.

Notable capital improvement projects completed during FY 2020/21 and planned for the upcoming FY 2021/22 are highlighted below.

Transportation

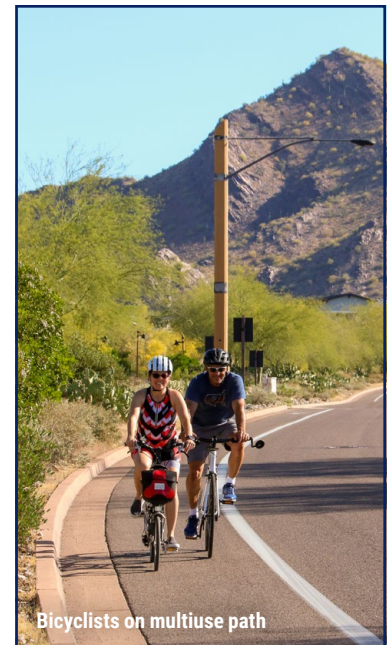
Transportation programs focus on providing for the safe, efficient, and affordable movement of people and goods. This program meets this goal by attempting to offer real transportation choices in a way that meets the needs of the community. In 1989, voters authorized a 0.2 percent privilege tax to fund transportation operations and improvements. In 2004, voters approved a 20-year extension of a half-cent transportation sales tax in Maricopa County that was first approved in 1985 to fund freeway construction. This program looks for the best use of these funding sources and addresses the multi-modal concept. In 2018, voters approved a 0.1 percent privilege tax for a period of ten years for transportation improvement projects.

Highlighted Accomplishment

- Transportation completed several small projects in FY 2020/21 including turn lane improvements, roadway safety improvements and bike lane improvements.

Looking Forward

- Construction will begin on several large projects including on Raintree Drive from Scottsdale Road to Hayden Road, Pima Road from Pinnacle Peak Road to Happy Valley Road and on Happy Valley Road from Pima Road to Alma School Road.



Bicyclists on multiuse path

Service Facilities

Service Facilities focus on coordinating land use and infrastructure planning within the context of financial demands and available resources. These programs achieve this goal through the renovation of current facilities and technology needs necessary for the efficient and effective operations of the city.

Highlighted Accomplishment

- The construction of building retrofits to the vehicle service bays at the North Corporation Yard was completed to allow for the inside servicing of vehicles powered by compressed natural gas. These retrofits keep the building and its occupants safe in the event of a CNG leak from one of the vehicles while it is being serviced.

Looking Forward

- The first phase of an Energy Savings Performance Contract will be started. This contract will assess city facilities and make recommendations for energy efficiency measures to be made within these facilities.



Public Safety

Public Safety programs focus on enhancing and protecting a diverse, family-oriented community where neighborhoods are safe. This goal is met by providing fire and police stations, training facilities and automation systems related to fire and police operations.

Highlighted Accomplishment

- Fire Stations 603 and 616 were relocated to better serve the community and improve emergency response times. Fire Station 603 serves the communities and resorts in the northern area of Indian Bend Wash. Fire Station 616 provides emergency response coverage to nearly 19 square miles in the far northern section of Scottsdale.

Looking Forward

- Design will continue to advance on three projects renovating and reconstructing a large portion of the existing Tom Hontz Public Safety Training Facility.



Drainage / Flood Control

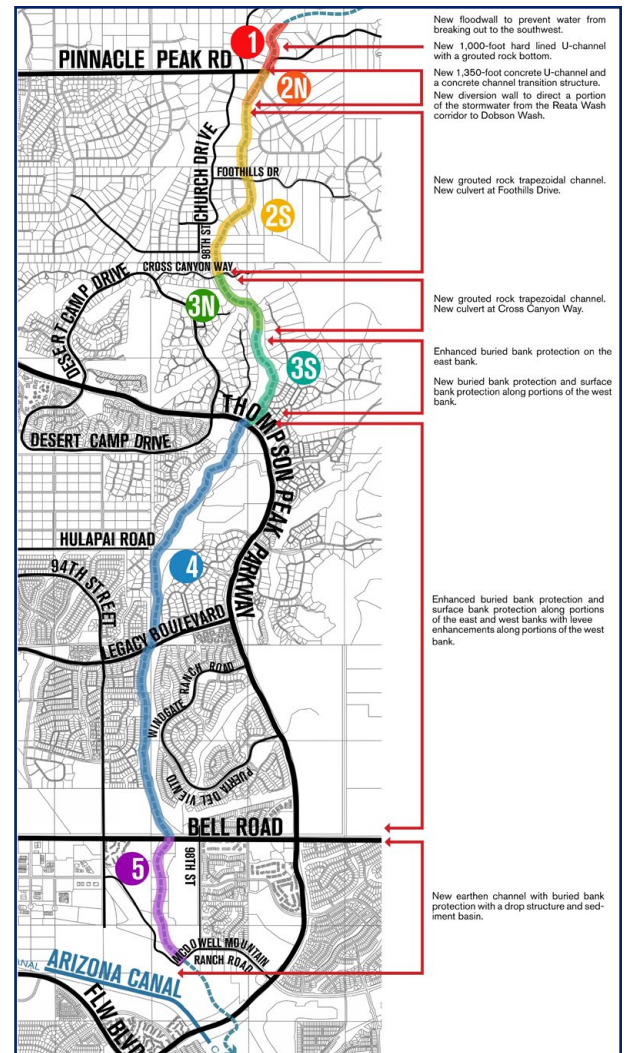
Drainage / Flood Control focuses on protecting a diverse, family-oriented community where neighborhoods are safe and well maintained by preventing property damage from flooding. This program achieves these goals through flood plain mapping, meeting regulatory requirements, and identifying and correcting hazards to reduce future flood damage potential. This is accomplished through the use of detention basins, culvert and channel projects, and a program of neighborhood drainage improvements.

Highlighted Accomplishment

- Construction was completed on a new trapezoidal channel, energy dissipating structure and large diameter storm drains to help collect and convey storm water runoff from north of the 101 Freeway in the vicinity of Hayden Road around the City of Scottsdale Water Campus and south to the Bureau of Reclamation retention basins within the TPC Golf Course. These improvements provide significant protection for the CrossRoads East area and surrounding lands.

Looking Forward

- The Reata Wash flood control project will continue through the design phase by completing 30 percent of the design plans and a Conditional Letter of Map Revision submittal to the Federal Emergency Management Agency (FEMA) for review. Once approved, the project will begin to move toward a 100% design and public outreach.





Preservation

Preservation focuses on preserving the character and environment of Scottsdale. This goal is met by land acquisition activities for the McDowell Sonoran Preserve for the purpose of maintaining scenic views, preserving native plants and wildlife, and providing public access to the McDowell Mountains and Sonoran Desert. The 1998 election expanded the recommended study boundary from the original 12,876 acres to about 30,500 acres. The 2004 election provided an additional revenue stream (0.15 percent sales tax rate increase) as well as the bonding capacity (\$500 million) that continues to provide authority to carry on preservation efforts.

Highlighted Accomplishment

- Construction was completed on small trail segments throughout the Preserve along with access control measures in several locations.

Looking Forward

- Construction will be completed for the new Pima-Dynamite Trailhead located on the northeast corner of Pima Road and Dynamite Road.



Pima-Dynamite Trailhead renderings



Water Management

Water Management focuses on coordinating land use and infrastructure planning within the context of financial demands and available resources. The program achieves this goal by delivering safe, reliable water and providing water reclamation services. This program also reflects the city's commitment to federal and state regulations.

Highlighted Accomplishment

- The Thomas Groundwater Treatment Facility was put into service. This facility is a reverse osmosis facility that treats a side stream of water from the adjacent Central Groundwater Treatment Facility. The added RO treatment will eliminate complex water blending plans, enhance groundwater availability and reduce the hardness in the water.

Looking Forward

- Water Resources will continue to monitor its system and identify and complete maintenance activities including both water and wastewater treatment plan upgrades and enhancements, water storage reservoir inspections and repairs and the inspection and repair of its sewer systems.



Thomas Groundwater Treatment Facility rendering



Thomas Groundwater Treatment Facility

Community Facilities

Community Facilities programs focus on enhancing and protecting a diverse, family-oriented community where neighborhoods are safe and well maintained. These recreational needs are met by providing recreation facilities, parks, park improvements, multiuse paths, neighborhood enhancements, youth sports lighting, aquatic centers, library facilities and senior centers.

Highlighted Accomplishment

- **Bond 2019 – Project 10 – Replace Tennis Court Surfaces at Indian School Park and Scottsdale Tennis Center.** This project reconstructed 23-year old asphalt tennis courts with new post-tensioned concrete courts. This upgrade will save an estimated \$3 to \$4 million in maintenance and repair costs over the 30-year life of the new courts.

Looking Forward

- **Bond 2019 – Project 1 – Replace Aging Infrastructure and Improve Public and Event Space on Civic Center Plaza.** This project will design and reconstruct the Scottsdale Civic Center Plaza as the community’s signature special event and public gathering space while maintaining the park-like environment that residents enjoy year-round. Plans include an “event ready” venue with an iconic stage structure and construction is anticipated to begin late this fall.



Indian School Park tennis courts



Scottsdale Ranch Park tennis courts



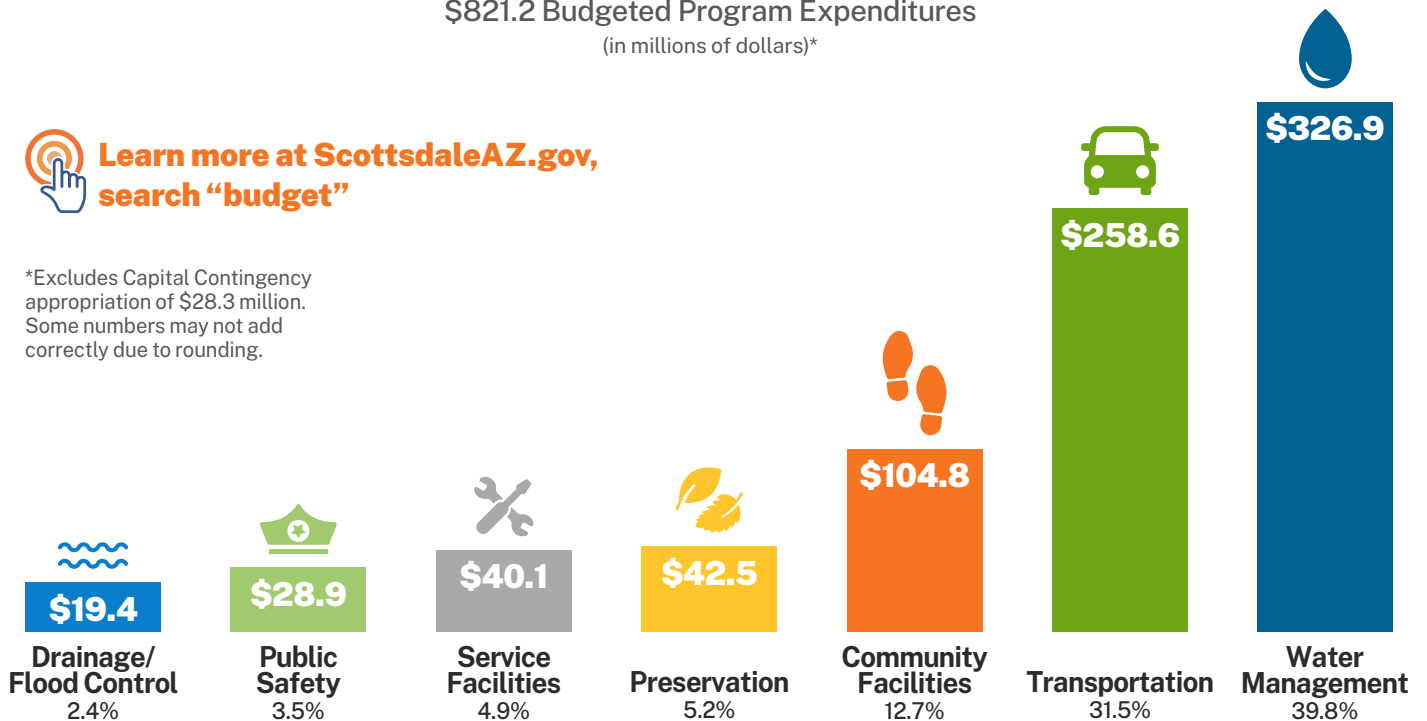
Master plan of Scottsdale Civic Center

FY 2021/22 Adopted Capital Improvement Plan

\$821.2 Budgeted Program Expenditures
(in millions of dollars)*

 **Learn more at ScottsdaleAZ.gov, search “budget”**

*Excludes Capital Contingency appropriation of \$28.3 million. Some numbers may not add correctly due to rounding.



COVID-19 Changed Everything: How did Scottsdale Respond?

Scottsdale city staff have remained on the frontlines throughout this ongoing public health emergency. With a thoughtful and coordinated response, Scottsdale has confronted this crisis and continues to work through constantly changing circumstances and challenges. The city is fortunate to have received one-time federal resources through the CARES Act, meaning many of the highlighted pandemic services did not come from the general fund.

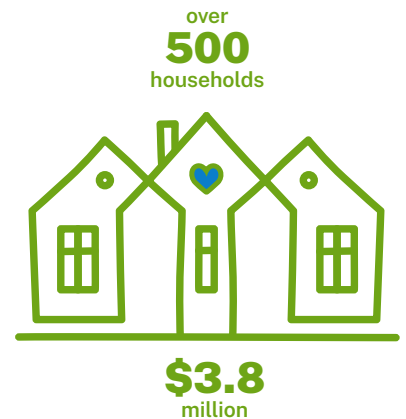
This report is a short summary of the way the City of Scottsdale reacted, responded and is rebuilding as we remain in the grip of the COVID-19 pandemic. Regardless of how it evolves in the months ahead, the city is ready to handle it with the flexibility and strength we have developed since March 2020.

Caring for Vulnerable Citizens

The pandemic affected everyone – but the public health crisis rapidly created severe personal and family impacts in the form of job loss and housing uncertainty for many in the community. Scottsdale’s Human Services team, assisted by other city departments and partner organizations, stepped in to care for people in our community.

Here are just a few of their efforts:

- In Fiscal Year 2020/21, the team at Scottsdale’s Vista del Camino Community Center managed six COVID-19 rent and mortgage programs, qualifying more than 500 households for over \$3.8 million in emergency assistance.
- The team also managed six utility assistance programs, through which residents who fell behind on utility payments received nearly \$790,000 throughout the fiscal year
- In addition, they provided a full array of assistance programs, including help finding jobs for those who lost work as businesses closed. After coming to the center feeling stressed and frustrated, this resident got the help he needed through the Vista Career Center – afterward, he left this voicemail:



“Just got hired for a really good job. I wanted to call and say thank you for all your help and support and everyone that works in that building has been great. I cannot thank you enough.”

- Senior citizens in Scottsdale were among those most affected – with higher levels of vulnerability to COVID-19, many rapidly became isolated and lost access to vital services. Senior Center staff quickly worked to provide meals and home wellness visits and went even further, creating ways for seniors to connect with others through group phone calls, virtual programs and daily exercise videos to keep seniors active.



Supporting the Business and Social Infrastructure of the Community

Lockdowns and restrictions, while necessary to control the pandemic, were immediately and especially impactful on small restaurants and shops which comprise most of the 16,000 businesses registered in Scottsdale. The city created a handful of different programs in partnership with other organizations to promote and assist small businesses and arts organizations so they could weather the storm and continue to serve their vital roles in the community. Here are some highlights:

over
1,000
hours



over
400
businesses

Scottsdale launched the Small Business Assistance Center on April 7, 2020. This virtual “one stop shop” for businesses seeking support programs and resources was created and administered by Economic Development and additionally staffed by five employees redeployed from other departments. The center is still operating and has provided more than 1,000 hours of assistance to more than 400 businesses.

200
businesses &
organizations



over
625K
dollars

Scottsdale also created a Small Business Reimbursement Program through which businesses can be reimbursed for supplies and equipment required to safely operate – nearly 200 businesses and organizations received more than \$625,000 in reimbursements and assistance.



150
free banners
to businesses

Scottsdale Good to Go! During the initial stages of the pandemic, **the Economic Development department partnered with the Scottsdale Area Chamber of Commerce to provide free banners to 150 businesses**, providing immediate high visibility for those able to remain open to serve the community.

over
\$1.1
million



A variety of different **arts and culture non-profit organizations serving Scottsdale were awarded grants totaling more than \$1.1 million** to support safely reopening to provide programs and services for the community.

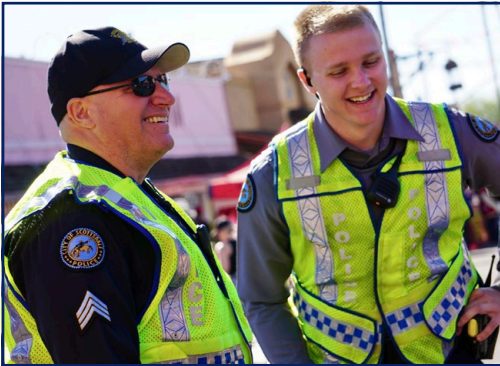


Serving on the Frontlines Throughout the Pandemic

This report proudly highlights many ways the City of Scottsdale served the community during the pandemic. In dozens of areas city staff pivoted to serve in new ways – the situation demanded creativity and flexibility.

As important as it is to recognize these accomplishments, the bulk of the city organization simply continued to serve 24/7 on the frontlines without much fanfare. Scottsdale Fire and Police, Water, Solid Waste, Parks, Building Safety and many other city operations did not change what they did – they simply continued to do it, day after day, despite the danger and fear that COVID-19 brought.

There are few specific statistics or accomplishments that illustrate this work, but these city leaders offered these thoughts about the unwavering commitment of city employees:



“Throughout the pandemic, the Scottsdale Police Department continued to serve the community with excellence and compassion. I am profoundly grateful to our tireless and committed sworn and professional staff for their efforts during this unprecedented time in our history. We were creative and innovative in providing personnel safety through technology where possible, and by making sure protective equipment was there for those working face-to-face with the public. It was far from easy - the pandemic brought increased stress on the community and our staff - but we persevered through the professionalism and commitment of our team.”

Jeff Walther, Police Chief

“While many city operations were able to shift to telework, Scottsdale Water continued to serve the community with more than 200 frontline workers, treatment operators, lab technicians and support staff. These professionals treated, tested and delivered an average of over 71 million gallons a day of clean, safe drinking water and collected, treated, and recycled over 23 million gallons a day of sewage. This frontline service allowed residents and customers to shelter and work from home without a worry about their water and wastewater systems.”

Brian Biesemeyer, Scottsdale Water Executive Director



“The reality is you can’t perform maintenance on a fire truck, pick up the garbage, fix potholes or repair traffic signals by telecommuting – we’ve got well over 200 field employees in Public Works, including Solid Waste, Fleet, Facilities, and the field crews in Transportation and Streets, who came into work every day from day one of the pandemic. Despite all the challenges - the team never missed a beat. Demand for many of our services increased but we continued to provide the great service our customers have come to expect.”

Dan Worth, Public Works Executive Director

“I am immensely proud of the men and women of the Scottsdale Fire Department for continuing to care for our citizens and visitors with the highest degree of professionalism despite the threat of exposure and illness to themselves by this dreaded disease. Scores of our staff have contracted the virus in the course of their duties – and we all remain vigilant to maintain our capabilities in serving the community.”

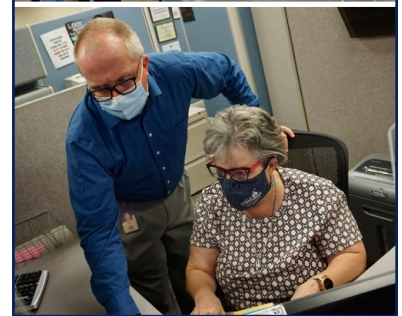
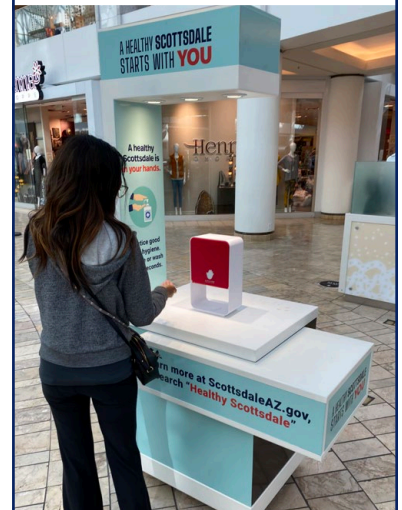
Tom Shannon, Fire Chief



Supporting a Healthy Scottsdale as We Build a More Resilient Community

Even as we remain fully committed to confronting the ever-changing threats and challenges brought by COVID-19, we are equally committed to taking immediate lessons learned to building a stronger and more resilient city organization so that we can continue to provide Simply Better Service for a World-Class Community. Here are some of the ways we are doing it.

- **Scottsdale’s Emergency Management team has coordinated the city’s comprehensive COVID-19 response since March 2020.** Managing resources and people from across the city, Scottsdale’s Emergency Manager and his cross-departmental team tackled early supply chain challenges, ensured efficient access to vaccines for essential employees and continues to manage logistics, operations and planning to mitigate the consequences of the virus within the community and on city operations. This comprehensive “all-hazards” emergency management strategy ensures the community remains safe and resilient as we continue managing through the pandemic.
- **A healthy Scottsdale starts with you.** From the earliest days of the pandemic, the city’s flagship communication campaign encouraged safe practices to prevent the spread of COVID-19. Among the most visible efforts were hand sanitizer kiosks that were placed throughout Scottsdale Fashion Square during the 2020 holiday shopping season.
- **Information Technology was a crucial city operation as hundreds of employees and business processes had to be reimaged and redeployed – quickly.** Working remotely was required of many staff and made possible through rapid redeployment of resources and technology. Within a week’s time, IT expanded the backend solutions needed to support 1,000 additional remote workers, including the city’s call center and 911 services. IT also launched widespread adoption of remote work and collaboration software to enable teams to stay connected and move the city forward as a substantial amount of work transitioned from onsite to remote.
- **The city is investing to make its public buildings safer.** Many city facilities are being equipped with a combination of ultraviolet and ionization technology systems that can kill airborne viruses and improve indoor air quality. This advanced technology is already at work in major public venues like WestWorld’s Tony Nelssen Equestrian Center and the Scottsdale Center for the Performing Arts, and systems are planned for many other public facilities.
- **The City Clerk’s Office developed innovative ways to ensure civic engagement continued, safely.** By quickly shifting to a virtual environment with electronic and telephonic public participation, the required City Council meetings were able to continue in a pandemic safe environment. New processes were also developed, tested, and implemented to create a hands-free depositing of legal documents and candidate nomination petitions with the City Clerk’s Office.



An Ongoing Battle

City emergency plans had always included contingencies for a global pandemic, but with no recent experience to tap, nothing anticipated the true magnitude of the situation. COVID-19 is first and foremost a public health emergency, but it quickly also became a logistical emergency, and a deeply impactful socioeconomic and political crisis. It touched every part of the community and changed every facet of city operations.