

Look for this symbol for links  
to additional information



## Our Mission: Simply Better Service for a World-Class Community

This annual report provides an overview of the city of Scottsdale's priorities, strategic initiatives and performance measures. It is organized around the six guiding principles the city uses to achieve its mission.

Nearly 8,000 people directly serve Scottsdale in this mission. Voters elect the mayor and six council members to set policy and direction, who in turn appoint six charter officers to advise them and run day-to-day operations. About 2,800 employees deliver hundreds of programs and services for residents and businesses and those employees are joined by more than 6,000 volunteers. That team serves more than 250,000 people who call Scottsdale home and about nine million people who visit our community each year.

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](mailto:citymanager@ScottsdaleAZ.gov)



### Value Scottsdale's Unique Lifestyle and Character

*Scottsdale blends a spirit of the old west with a legacy of planning and innovation to continuously improve services and quality of life for our community.*



Scottsdale residents continue to enjoy a high quality of life. Nine in 10 residents positively rated the overall image or reputation of Scottsdale in the most recent National Citizen Survey.

**Overall  
Quality  
of Life**

**96%**

Percent rating positively (excellent/good)



**Learn more at [ScottsdaleAZ.gov](http://ScottsdaleAZ.gov),  
search "survey"**

### Highlighted Accomplishments

- To honor the past, a historic archive and community resource called the Scottsdale Heritage Connection was installed at the Civic Center Library.
- The city of Scottsdale and Experience Scottsdale launched Scottsdale Contemporary Month celebrating a curated collection of special events, art galleries, performing art centers, museum, architecture and food.

### Looking Forward

- The city, San Francisco Giants and the Scottsdale Charros are partnering to modernize Scottsdale Stadium to enhance the fan experience and increase the stadium's usability for non-baseball events and activities.



## Seek Sustainability

As a desert community, Scottsdale values conserving natural resources to sustain our quality of life.

### Highlighted Accomplishments

- Residents diverted 28 percent of household waste to recycling rather than shipping it to the landfill.
- Scottsdale’s fleet of solid waste collection vehicles is green. Six out of every 10 trucks are powered by compressed natural gas, while the rest use bio-diesel.
- Scottsdale Water is working with large commercial customers, providing recommendations and tools that save more than 38 million gallons of water annually.

### Looking Forward

- Scottsdale is doing its part to improve our air quality by maintaining its green fleet and by reducing the total mileage driven by five percent in the next year.



Scottsdale Water launched the Choose Tap! campaign to promote the city’s water quality, value and convenience. Twenty bottle filling stations were installed around the community and a bottle refill trailer spread the word at events. Combined they dispensed more than 18,000 gallons of water – offsetting the equivalent of 100,000 one-time use plastic water bottles.

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



**\$72**  
Gilbert



**\$85**  
Scottsdale



**\$90**  
Average



**\$125**  
Mesa



## Preserve Meaningful Open Space

For 25 years, Scottsdale’s McDowell Sonoran Preserve has provided residents and visitors unmatched natural experiences.



Last year the preserve was visited nearly 750,000 times.

### Highlighted Accomplishments

- The city opened two new trailheads at Granite Mountain and at Fraesfield, and completed 10 miles of new trails to welcome people to the preserve.

### Looking Forward

- Another new trailhead is being built at Pima and Dynamite, providing more access to the extensive network of trails in the preserve’s northern expanse.

The McDowell Sonoran Conservancy’s 580 volunteer stewards care for the preserve and those who enjoy it – you can be one of them.



Visit [mcdowellsonoran.org](http://mcdowellsonoran.org) to learn how to become a volunteer





## Advance Transportation

From maintaining high quality roads to convenient public transit, providing exceptional transportation options drives our city forward.

### Highlighted Accomplishments

- Voter-approved bonds financed resurfacing 57 lane miles of city streets, improving driving conditions and reducing maintenance costs.
- The city expanded trolley and bus services, provided eight new bus stop pads and updated signs to improve accessibility to public transit.

### Looking Forward

- A safe and efficient street network remains a top priority, evidenced through continuous investment in street surfaces, traffic signals and road markings.



Learn how roundabouts are improving driving conditions across our city.



Learn more at [ScottsdaleAZ.gov](http://ScottsdaleAZ.gov), search "roundabouts"

## SCOTTSDALE EZ

Our crews repaired 99 percent of all street repair requests within 48 hours. See a pothole? Report it at [ScottsdaleAZ.gov](http://ScottsdaleAZ.gov), search "EZ."



## Enhance Neighborhoods

Scottsdale's exceptional quality of life begins in our wonderful neighborhoods, where the city continues to focus attention and resources to keep them safe and thriving.



### Highlighted Accomplishments

- Nearly 900 volunteers participated in the award-winning Operation Fix It program, completing 188 repair and beautification projects for neighbors unable to do the work themselves.
- Community supporters stepped up to help 332 senior citizens, donating money and materials to the Adopt-A-Senior program.

## Nextdoor

The city of Scottsdale is sharing info & answering questions in your neighborhood via Nextdoor, the free neighborhood social network



Visit [nextdoor.com](http://nextdoor.com) and find your neighborhood



5:05 minutes average police response time



4:52 minutes average fire response time



Fire Department public education and outreach connected with more than 21,000 people



Scottsdale's public libraries welcomed more than one million visitors



537 volunteers with Vista del Camino & Paiute Neighborhood Centers



1,680 families served at Paiute Neighborhood Center



## Support Economic Vitality

Our strong and diverse economy makes a high quality of life possible in our community. Scottsdale is home to more than 18,000 businesses and hosts hundreds of special events annually.

### Highlighted Accomplishments

- Scottsdale’s Economic Development Department attracted new companies and helped others expand, resulting in 1,531 new jobs with an average wage of \$68,000.

### Looking Forward

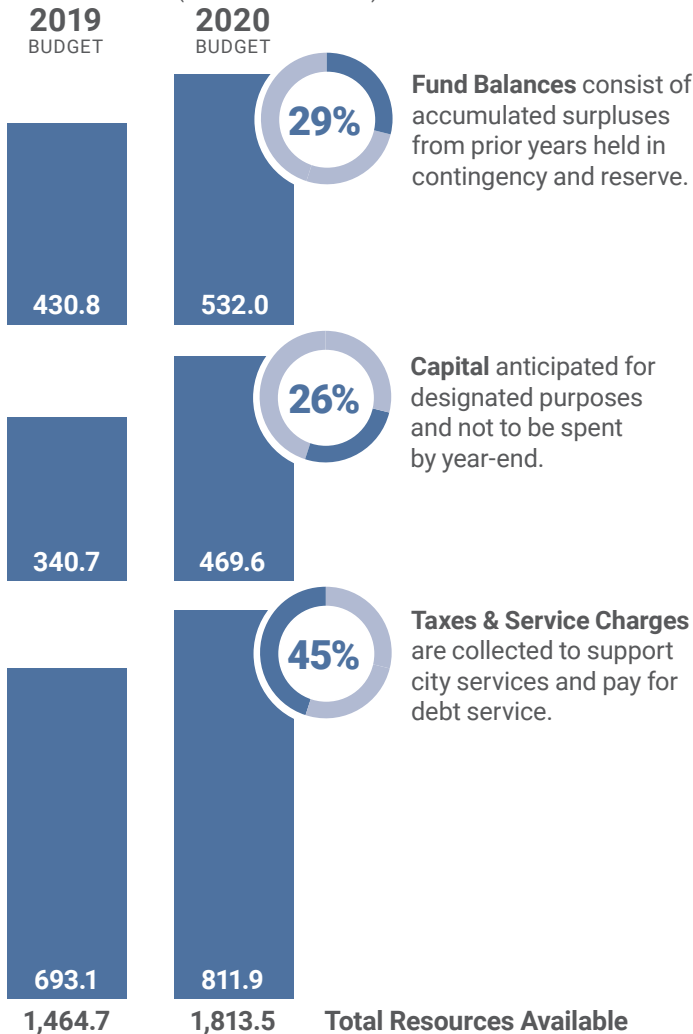
- Construction has started on Papago Marketplace, a landmark project in the McDowell Corridor as well as the new Nationwide campus, Cavasson, at Hayden and Loop 101.



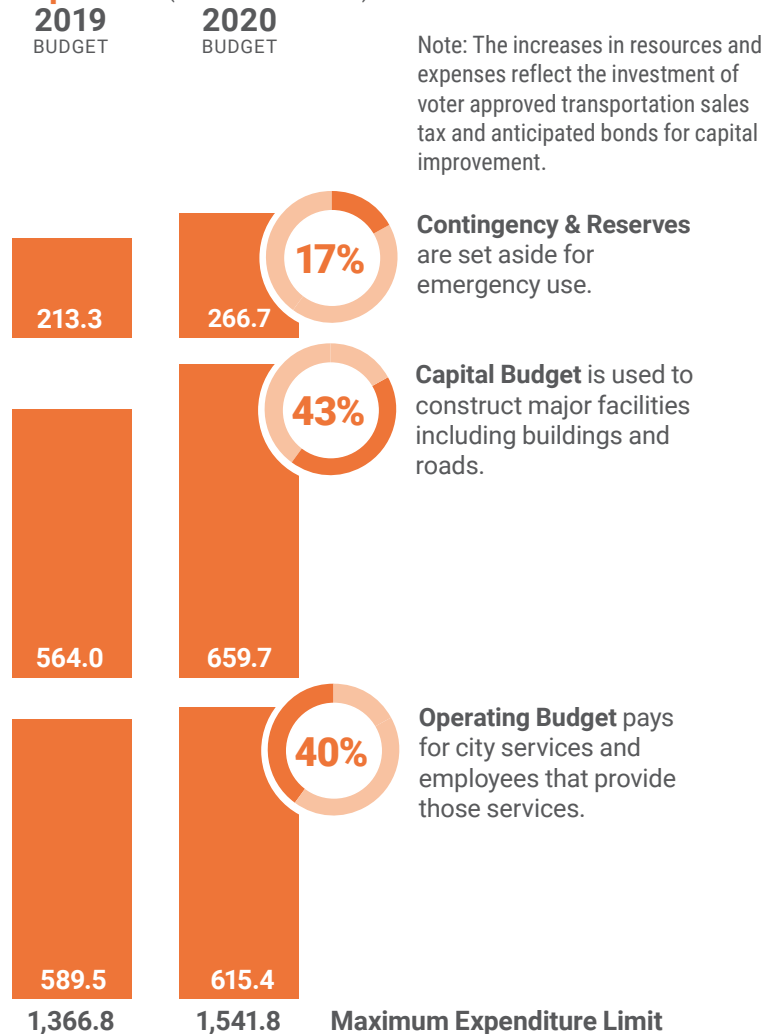
## The Resources and Expenses that Fund Scottsdale’s High Quality of Life

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 are as adopted by the City Council in June 2019. The city’s financial statements are audited annually by an independent auditor. The most recent audit for 2018 received a clean opinion. If you would like more information, visit [ScottsdaleAZ.gov](http://ScottsdaleAZ.gov) and search “budget.”

### Resources (in millions of dollars)



### Expenses (in millions of dollars)



Note: The increases in resources and expenses reflect the investment of voter approved transportation sales tax and anticipated bonds for capital improvement.

Some numbers may not add correctly due to rounding.