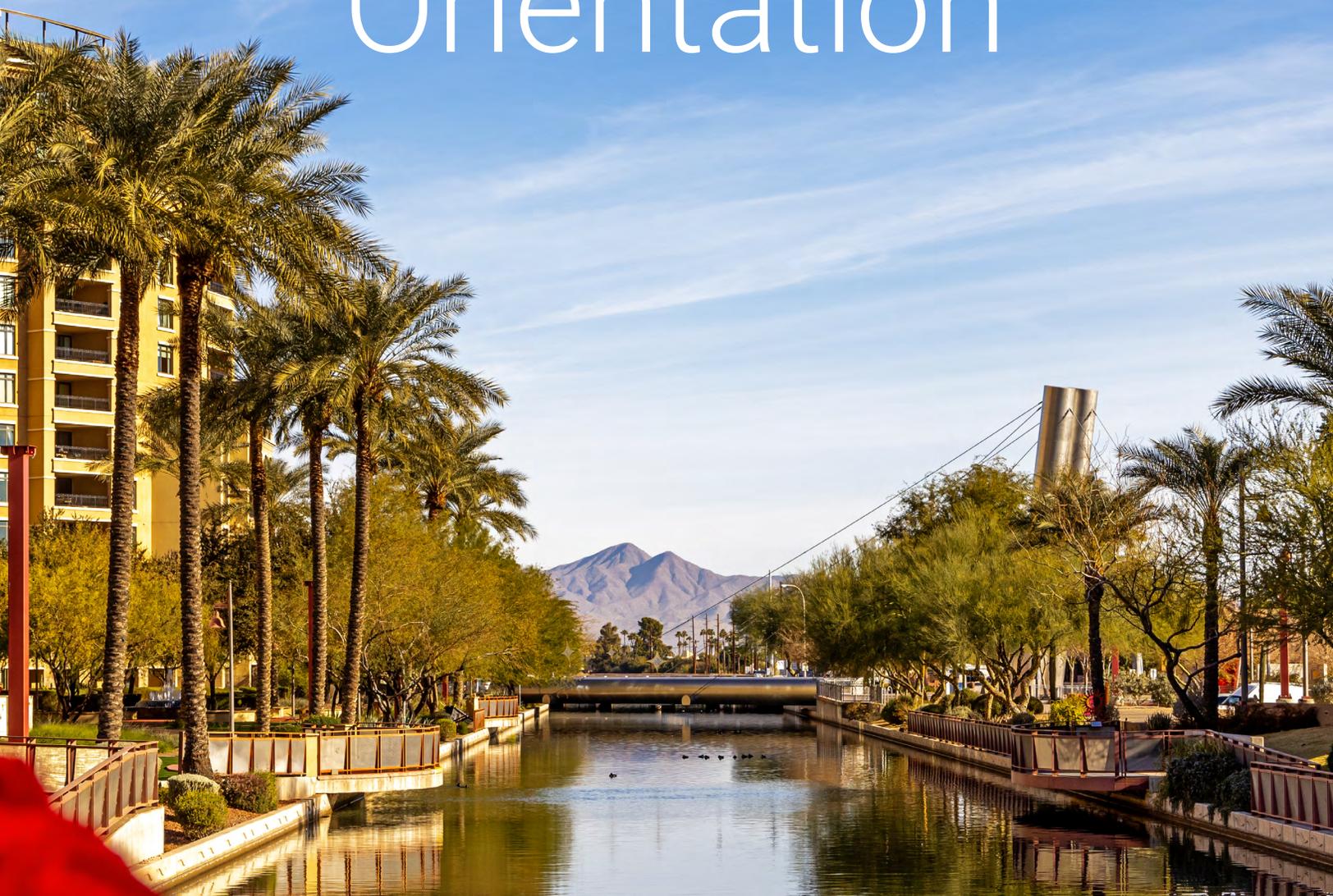
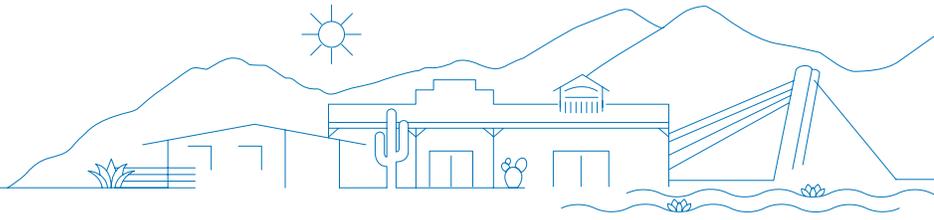


City of Scottsdale Orientation



2024

Published Fall 2023



Welcome!

You are part of an award-winning organization serving more than 240,000 residents through the work of more than 2,600 employees and over 3,000 volunteers led by the Mayor, City Council, city manager and charter officers. We work together to enrich the lives of Scottsdale residents by fulfilling the city's strategic goals. Scottsdale is recognized for adopting a business mindset to run a well-managed government which embraces transparency and embeds data in the decision-making process. Scottsdale was the first Arizona city to be awarded a What Works Cities Certification when recognized with a silver certification in 2019 and 2020, and reached gold certification in 2023. Innovation has kept Scottsdale at the forefront of high-performing local governance, from the pioneering of mechanical arms on garbage trucks, to the creation of the nation's largest municipally-owned preserve, the Scottsdale McDowell Sonoran Preserve and the Indian Bend Wash greenbelt which was the first non-structural flood control solution.

This document will familiarize you with the structure of our organization, the roles of the various departments and some of the individuals that lead those departments. Our work goes well beyond this overview; therefore, each department has included contact information which will direct you to staff that can answer any questions you may have. Again, welcome to the City of Scottsdale team, we are glad you are joining us for continued success in the future.



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An Introduction to Our Leadership

The City Council is the governing body for Scottsdale. The council consists of the mayor and six council members who are elected to represent the city at large and serve overlapping, four-year terms. In August 2024 elections will be held for the mayor and three City Council members, with the winners starting office in January 2025. These seven citizens oversee city government and 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. 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 city government in Scottsdale. These positions are the city attorney, city auditor, city clerk, city manager, city treasurer and presiding city judge.



Mayor David D. Ortega

480-312-2433 • DOrtega@ScottsdaleAZ.gov

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.





Councilwoman Tammy Caputi
480-312-7402 • TCaputi@ScottsdaleAZ.gov

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.



Councilmember Tom Durham
480-312-7456 • TDurham@ScottsdaleAZ.gov

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.



Councilwoman Betty Janik
480-312-2374 • BJanik@ScottsdaleAZ.gov

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 50 years. They have three grown children, all physicians, and nine delightful grandchildren.



Councilwoman Kathy Littlefield

480-312-7412 • KLittlefield@ScottsdaleAZ.gov

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.



Councilmember Barry Graham

480-312-7454 • BGraham@scottsdaleaz.gov

Councilmember Graham grew up in northern Scottsdale and was an all-state athlete at Chaparral High School. Today he lives in southern Scottsdale where he and his wife, Farrah, are raising their twin sons. He is a Certified Public Accountant (CPA) for one of the most prestigious accounting firms in Arizona. He specializes in auditing the financial statements and analyzing the performance of private businesses, most of which are based in Arizona.

As a history enthusiast, Barry spent several years after high school in Massachusetts, earning undergraduate degrees from Boston University in Economics and International Relations. While working as an analyst in the Massachusetts State Legislature, Barry graduated from the University of Massachusetts with a Master of Science in Accounting where he delivered the commencement address.

Barry has served as a precinct committeeman since 2012 and was twice-elected treasurer of his political party’s local legislative district.



Councilwoman Solange Whitehead

480-312-7423 • SWhitehead@ScottsdaleAZ.gov

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.

Support Staff



Adam Garrett Santiago
Mayor's Chief of Staff



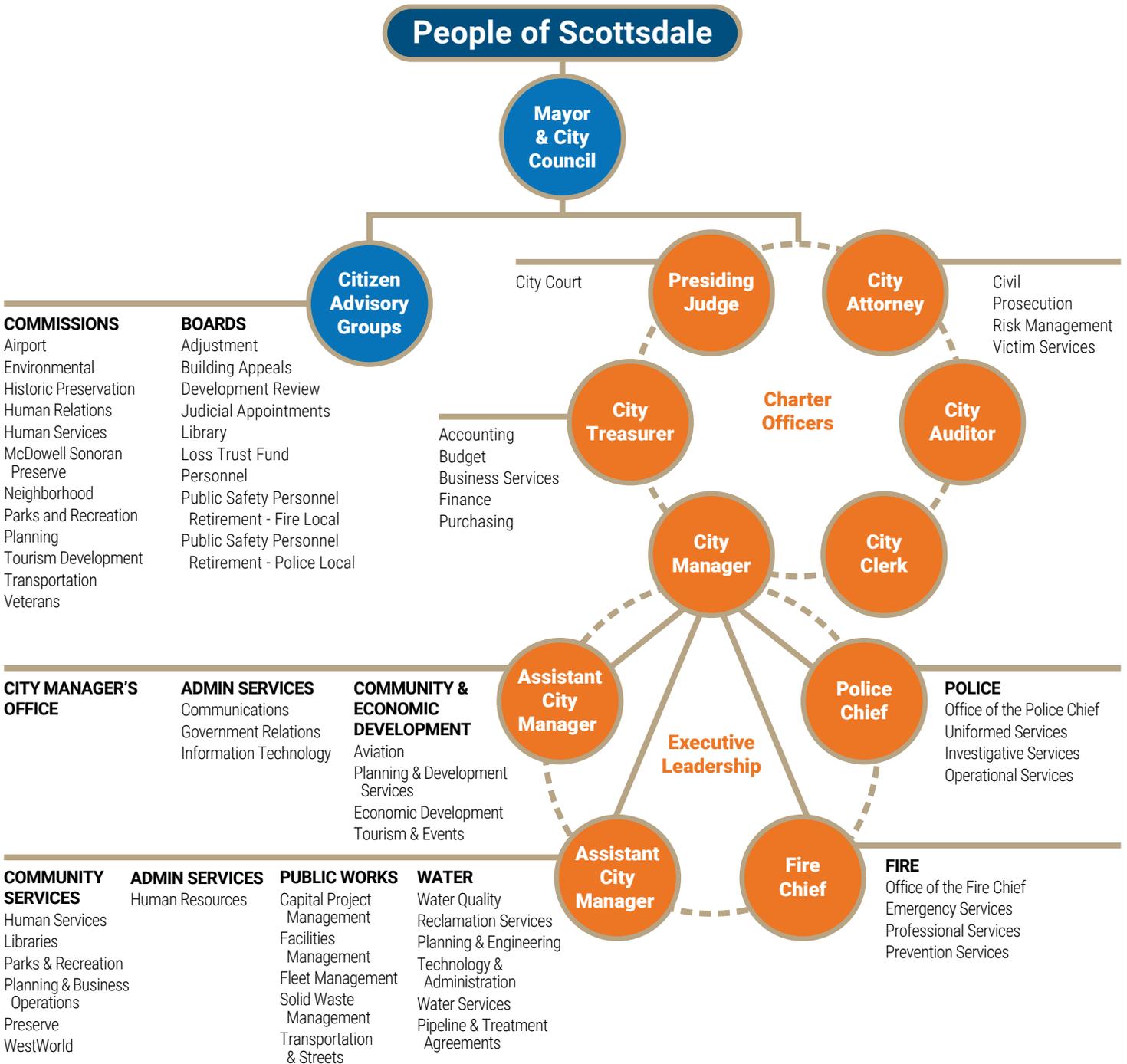
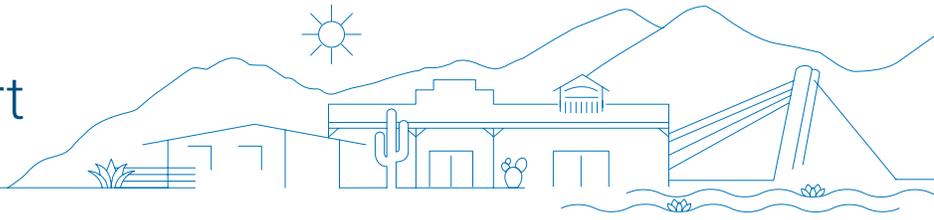
Isol Morales
Executive Assistant to Mayor



Rebecca Kurth
Management Assistant



City Organizational Chart



City Attorney

The City Attorney is the chief legal advisor for the City of Scottsdale including the City Council, all city boards and commissions, all city departments, all city employees, agencies, officers, and officials. The City Attorney's Office is responsible for drafting and approving all deeds, contracts, conveyances, ordinances, resolutions and other legal instruments required by the city. The City Attorney's office also prosecutes and defends all legal cases, actions or causes where the city is a party, prosecutes and provides victim advocacy services in all cases proceeding through City Court, advises the city on how to carry out all legal mandates and provides risk management and insurance services for the city in order to support the City Council's goals, protect the city's resources and build trust in the integrity of city government.

Contact Information & Related Links

 ScottsdaleAZ.gov, search "City Attorney"	 Sharepoint (Internal)
 Organizational chart	
Civil Department	
 Legal@ScottsdaleAZ.gov	 480-312-2405
Prosecution Department	
 Prosecution@ScottsdaleAZ.gov	 480-312-2710
Victim Services	
 VictimServices@ScottsdaleAZ.gov	 480-312-4226
Risk Management	
 RiskManagementGroup@ScottsdaleAZ.gov	 480-312-2490

Executive Leadership



Sherry R. Scott • City Attorney
480-312-2405 • SScott@ScottsdaleAZ.gov

Sherry R. Scott has been serving as the Scottsdale City Attorney since October 2019. Sherry came from private practice to the Scottsdale City Attorney's Office in 2001 and has over 20 years of expertise in a wide variety of municipal practice areas including litigation, zoning and land use, stormwater, risk management, employment law, tax law, open meeting law and general municipal law. Sherry received her Juris Doctor (cum laude) from Arizona State University in 1991 and her Bachelor's in Political Science (magna cum laude) from Missouri State University. Sherry holds an AV® Preeminent™ Peer Review Rating by Martindale-Hubbell, which means that she has a reputation in the legal community as a lawyer with preeminent legal abilities and the highest professional ethics.

Key Operational Initiatives

- Legal Representation
- Legal Advice
- Legal Document Preparation
- Legal Compliance
- Legal Defense Against All Cases and Claims
- Prosecution of All City Cases and Claims
- Contract and Settlement Negotiations
- Work-Related Legal Compliance Training
- Prosecution of Criminal and Civil Offenses
- Victim Notification & Advocacy
- Risk Management & Claims Administration
 - City’s Self-insured and Excess Insurance Policy Administration
 - Worker’s Compensation Claims
 - Property & Casualty Claims
 - Occupational Safety and Health Administration (OSHA) Compliance
 - City Safety Programs

Meet Our Teams

Civil Department

The Civil Department focuses on all legal issues relating to local government such as zoning and land use, public records, taxation, open meetings, public safety, Constitutional law, public finance, construction, procurement, contracts, real estate, condemnation, natural resource and environmental law. The Civil Department also includes a team of trial lawyers defending the city in a wide variety of litigation cases filed in both state and federal courts, which most frequently include claims arising out of personal injury, City contracts, real estate, City employment, environmental and natural resource law, construction, public records and Constitutional law. The department is responsible for drafting, reviewing and signing the city’s legal documents including all resolutions and ordinances presented to the City Council and all contracts, leases, deeds and legal instruments to which the city is party.

There are currently 10 lawyers in the Civil Department reporting up to the City Attorney and each is assigned to represent and advise multiple City Departments, City Boards and Commissions, City employees and City programs. The Office is organized with three Deputy City Attorneys (managing attorneys) in the Civil Department who report directly to the City Attorney as follows:



Joe Padilla • Deputy City Attorney
480-312-2501 • JPadilla@ScottsdaleAZ.gov

Joe Padilla is a Deputy City Attorney for the City of Scottsdale, supervising four Assistant City Attorneys. He has been with the city for the last 17 years. Joe practices in the areas of zoning and land use, real estate sales and acquisitions, business development and eminent domain. Joe drafts zoning ordinances, real estate agreements and development agreements for large commercial projects. He advises the Scottsdale Planning and Zoning Commission, Development Review Board, McDowell Sonoran Preserve Commission, Transportation Commission, Scottsdale Historic Preservation Commission and General Plan Citizen Review Committee. Joe holds a law degree from Arizona State University and an undergraduate degree from Northern Arizona University. Prior to coming to Scottsdale, Joe served as a Deputy City Attorney in Mesa, Arizona and has served as Acting City Attorney for both the City of Scottsdale and Mesa.



Lori Davis • Deputy City Attorney
480-312-7739 • LoDavis@ScottsdaleAZ.gov

Lori Davis is the Deputy City Attorney in charge of civil litigation. She has been with the city since 2011, focusing on Constitutional/civil rights, employment, and general liability lawsuits and appeals. Lori also advises the Loss Trust Fund Board and serves as back-up Legal Advisor to the Scottsdale Police Department. In her representation of the city, Lori has been lead counsel in three high exposure trials where the jury returned a defense verdict in favor of the city. Lori has also obtained numerous case dismissals before trial, has successfully argued City cases before the Ninth Circuit Court of Appeals and the Court of Appeals of Arizona, and has prevailed in the U.S. Supreme Court on a City case as well. Due to her excellent work, Lori has been selected by federal district court judges to serve as a Lawyer Representative to the Ninth Circuit Court of Appeals. Prior to joining the city, Lori worked as an Assistant Attorney General representing the state in defense of high-profile litigation. Before coming to Arizona, Lori operated her own law firm in Charleston, West Virginia for eight years and was a federal law clerk to the Chief U.S. District Court Judge.



Luis Santaella • Deputy City Attorney
480-312-7771 • LSantaella@ScottsdaleAZ.gov

Luis Santaella is a Deputy City Attorney who represents the Police Department, Fire Department, Emergency Management, Code Enforcement, Intergovernmental Relations and the city’s Business Licensing Department. Luis is also the primary attorney overseeing the Public Records Request Response Team and he represents the Veterans Advisory Commission. In addition to his Civil Department responsibilities, Luis manages the Prosecution and Victim Services Departments where he is responsible for over 30 employees. LLuis has been with the city for 22 years. He is a graduate of the University of Arizona College of Law and is fluent in Spanish. Luis previously served as a Deputy City Attorney/City Prosecutor for the City of Nogales and previously worked for Raytheon Missile Systems.

Prosecution Department

The Prosecution Department prosecutes misdemeanor offences including DUI, domestic violence, assault, theft, traffic and civil offenses that occur within the City of Scottsdale, and also prosecutes all code enforcement and public nuisance abatements in order to help maintain the city’s neighborhoods. The Prosecution Department represents the city in all court proceedings required to prosecute alleged offenders. Last year the Department prosecuted a total of 9,512 criminal cases and 5,310 traffic cases.

In addition to prosecuting offenses, the Prosecution Department also provides support and training to other departments that have an enforcement mission, such as the Police Department and Code Enforcement Department. There are currently 11 Prosecutors reporting up to the City Attorney through Deputy City Attorney Luis Santaella.

In addition to his Civil Department responsibilities, Luis Santaella is the Deputy City Attorney in charge of Prosecution and Victim Services and serves as the primary bridge between the Civil and Prosecution Departments.



Matt Mueller • Supervising Assistant City Prosecutor
480-312-7812 • MMueller@ScottsdaleAZ.gov

As Supervising Assistant City Prosecutor, Matt Mueller is the supervisor of Prosecution’s paralegal staff. He came to the City of Scottsdale in March 2016 from the Maricopa County Attorney’s Office where he served as a Deputy County Attorney with the Drug Enforcement Bureau. Prior to moving to Arizona, Matt was an Assistant District Attorney for the Philadelphia District Attorney’s Office for nearly eight years. While there, he served as the Citywide Nuisance Bar Prosecutor, responsible for addressing problems created by bars and nightclubs by filing civil actions and meeting with members of the public, law enforcement, and representatives from state and local government. Prior to his law career, Matt worked as a registered lobbyist in Trenton, New Jersey for various corporate interests.

Victim Services Department

The Victim Services Department provides legally mandated victim notification services as well as professional level victim advocacy for crime victims in Scottsdale. Last fiscal year the Victim Services Department reached out to and/or assisted over 3,600 victims of criminal offenses, including over 850 domestic violence victims. There are currently four full time Victim Advocates, and one part-time advocate, whose duties include providing information to victims regarding their rights, educating victims on the criminal justice system, keeping victims informed about the status of their case, escorting victims to court upon request, acting as the victim’s liaison with the assigned Prosecutor, referring victims to community agencies for assistance and offering domestic violence advocacy services and safety planning. The Victim Services Department also assists victims, primarily domestic violence victims, in obtaining much needed injunctions against harassment and orders of protection.



Anna Berry-Daniels • Victim Advocate, Senior
480-312-4227 • ABerryDaniels@ScottsdaleAZ.gov

Anna Berry-Daniels, Victim Advocate, Senior, has been in the social work field since 1999, serving various populations, with a concentration on victims/survivors of domestic violence. Anna has been a Victim Advocate with the City Attorney’s Office since 2006 and was promoted to Senior Victim Advocate in 2015. Anna obtained her Bachelor’s in Psychology with a minor in social work from Arizona State University in 1998 and her Master’s in Counseling Education from Northern Arizona University in 2003. Since that time, Anna has received multiple commendations from victims and consistently receives high marks on victim surveys.

Risk Management Department

The Risk Management Department serves and supports City employees, residents, and visitors with expertise in the areas of safety, loss prevention, insurance, contractual risk transfer, and claims. Specifically, Risk manages the city's Self-Insured Trust Fund (Loss Trust Fund), and administers the city's safety and loss prevention programs, excess insurance policies, property and casualty claims, worker's compensation claims, and all third-party indemnification and subrogation claims. Last fiscal year alone, the Risk Department pursued and recovered over \$1,288,303 from third parties to help replenish the Loss Trust Fund.



George Woods, Jr. • Risk Management Director
480-312-7040 • GWoods@ScottsdaleAZ.gov

George Woods, Jr. is the city's Risk Management Director. George has extensive experience in the insurance industry, both in the public and private sectors. A graduate of Northwestern University, he was a member of the football team and played in the Big Ten Championship Football game in 2000. George originally came to the city in 2013, serving as the Property and Liability Adjuster. Thereafter, George honed his skills as the Insurance and Contracts Supervisor for the Arizona Department of Transportation and as the General Liability Claims Manager for Nautilus Insurance Company. He rejoined the city in 2019 as the Claims Manager responsible for all liability, property, auto and subrogation claims. As the Acting Risk Management Director, George is currently in charge of all operations of the Risk Management Department, in addition to managing and investigating the city's claims. George also serves as the staff liaison to the Loss Trust Fund Board, a board of trustees who also advise the City Council on the health and status of the Loss Trust Fund.



Kevin Cullens • City Safety Manager, Chief Safety Officer
480-312-5712 • KCullens@ScottsdaleAZ.gov

Kevin Cullens, Safety Manager, has more than 25 years of experience in health and safety systems and programs. He holds a Bachelor of Science degree from Northern Arizona University and numerous industry board certifications. His duties include lowering the city's accident rates, keeping the city OSHA compliant, leading the city's safety and industrial hygiene programs, and making sure the city meets and maintains the National Fire Protection Association and DOT driver safety standards. Kevin oversees facility safety and hazards inspections, building emergency planning and evacuation, safety training and personal protective equipment programs for all City employees. Kevin has been instrumental as an active member of the Incident Management Team (IMT) in helping to keep our employees, contractors and customers safe during the COVID pandemic.



City Auditor

The City Auditor's Office performs its audits in accordance with generally accepted government auditing standards, which provide a framework for conducting high quality audits with competence, integrity, objectivity and independence. Established as a charter office in 1988, the City Auditor is accountable to the City Council as a whole and reports regularly to the Council's Audit Committee.

Contact Information & Related Links



[ScottsdaleAZ.gov, search "City Auditor"](#)



[Sharepoint \(Internal\)](#)



[Organizational chart](#)



480-312-7756

Executive Leadership



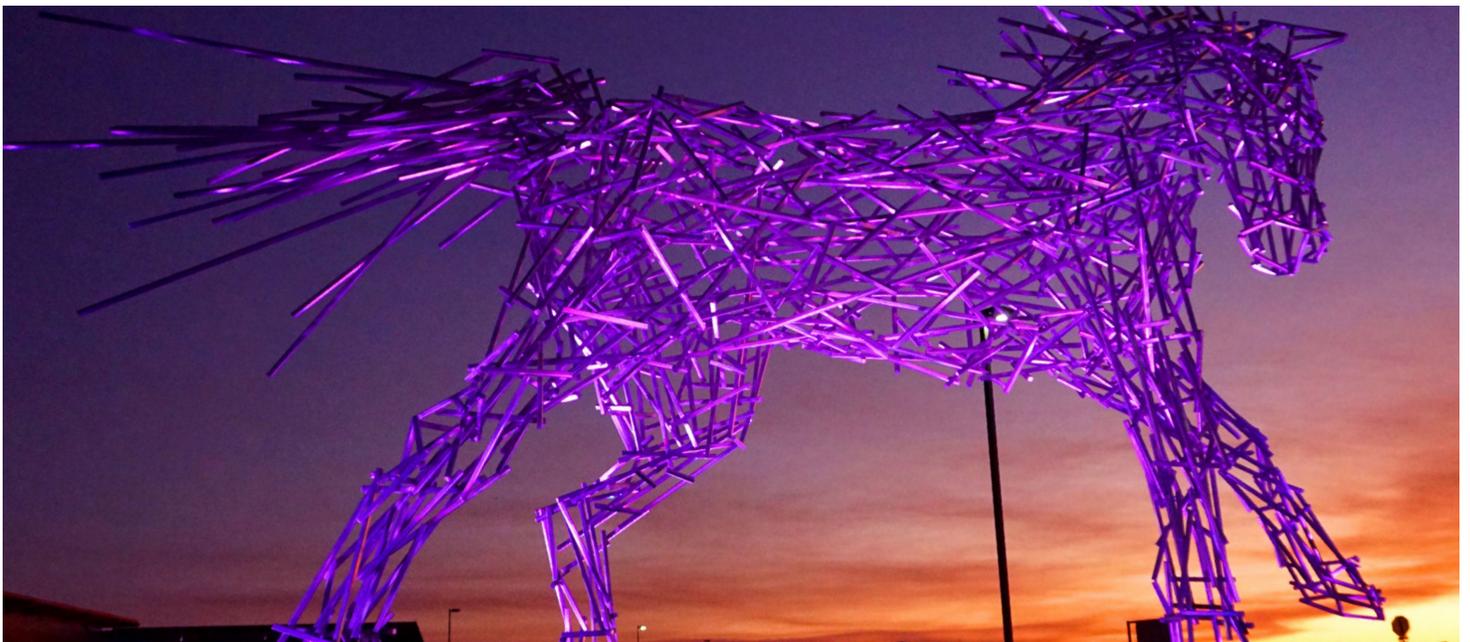
Lai Cluff • Acting City Auditor

480-312-7851 • LCluff@ScottsdaleAZ.gov

Lai Cluff has worked as a Senior Auditor in the Scottsdale City Auditor's Office for over 10 years and was appointed as the Acting City Auditor in December 2022. She has 18 years of experience conducting performance (operational) audits in state and local government, helping to improve government accountability and operational efficiency. Lai is a Certified Internal Auditor and holds Bachelor's degrees in Accounting and Economics.

Key Operational Initiatives

- Conduct Audits of City Operations
- Issue Public Audit Reports
- Maintain Integrity Line for receiving reports of potential fraud or waste in city programs
- Support the Audit Committee's Sunset Reviews of City Boards & Commissions
- Follow Up on Status of Audit Recommendations
- Oversee the Annual Financial Audit Contract



Meet Our Team

The audit team averages 15 years of government audit experience. Staff have degrees in Accounting, Economics, Political Science, and Business Administration, and hold professional certifications such as Certified Internal Auditor, Certified Government Auditing Professional, Certified Public Manager, and Certification in Risk Management Assurance. As part of required government auditing standards, auditors maintain their professional skills and knowledge by completing at least 40 hours of continuing professional education each year.



Shelby Trimaloff
Executive Assistant



Travis Attkisson
Senior Auditor



Elizabeth Brandt
Senior Auditor



Melvin Merrill
Senior Auditor



Brad Hubert
Senior Auditor

Department Highlights

- Completed 10 reports FY 2022/23 with recommendations for improved controls, effectiveness, and/or efficiencies.
- Received the 2022 Distinguished Knighton Award from the Association of Local Government Auditors. This is the 4th award for performance audit reports received by the Office since 2015.
- Maintained Integrity Line for employees or the public to report potential fraud or waste in city programs.
- Maintained audit follow-up program to encourage implementation and provide quarterly reports on the status of audit recommendations issued during the past three years.
- Partnered with Scottsdale Unified School District to provide audit services through an intergovernmental agreement. Each audit is defined in an amendment which is approved by the District's Governing Board and the City Council.



City Clerk

Our mission is to support the Council goal of open and responsive government by ensuring timely notice of public meetings, facilitating access to public information, and encouraging voter participation and confidence in the democratic process.

Contact Information & Related Links



[ScottsdaleAZ.gov, search "City Clerk"](#)



480-312-2412



[Organizational chart](#)

Executive Leadership



Ben Lane • City Clerk

480-312-2411 • BLane@ScottsdaleAZ.gov

Ben joined the City of Scottsdale in March 2021. He serves as the official record keeper for the City and works closely with the Mayor, Council, and executive leadership on strategic priorities for the City. Prior to being appointed as the Scottsdale City Clerk, Ben served as a Deputy City Clerk with the City of Phoenix for over 10 years. Ben began his local government career with the City of Phoenix in June 2004 when he was selected for the City's Management Intern Program.

Ben has been a member of the Arizona Municipal Clerk's Association (AMCA) since 2011 and has chaired the AMCA's Records Management Committee since 2017. He also serves on the AMCA's Legislative Committee. He received his AMCA Certified Municipal Election Official designation in August 2013 and his Certified Election Officer designation from the Arizona Secretary of State in September 2021.

He received his bachelor's degree in Political Science from Texas A&M University, a law degree from The University of Texas School of Law, and a master's degree in Public Administration from The University of North Carolina at Chapel Hill. He is licensed to practice law in Texas.

Key Operational Initiatives

- City Council Meeting Agendas & Minutes
- Elections
- Records Management
- Legal Postings & Public Notices



Meet Our Team

The City Clerk conducts all local elections, gives notice of all City Council meetings, keeps records of Council proceedings, administers the city's records management program, authenticates ordinances and resolutions, and provides administrative support to the Council. The Clerk's Office prepares and distributes Council meeting agendas, produces Council meeting minutes, preserves the permanent records of the city, ensures that legal requirements for the publication of ordinances and resolutions are met, and accepts legal filings on behalf of the City of Scottsdale



Rommel Cordova
Deputy City Clerk



Debbie Ginsburg
Management Assistant



Marilee Avina
*Sr. Administrative Assistant
– Council Office*



Christopher Feltz
*Sr. Administrative Assistant
– Clerk's Office*



Johnny Olmo
Technology Specialist

Department Highlights

Operations

The Clerk's Office supports the Council goal of fiscal and resource management by leveraging technology and proactively seeking ways to reduce operational costs while maintaining, or, when possible, increasing, service levels to internal and external customers. The Clerk's Office also focuses on staff development and methods for improving processes and procedures.

In August 2021, implemented the use of an electronic kiosk system for City Council Meetings, which permits residents to sign up to speak on agenda items and eliminates the need for paper comment cards.

Elections

In 2019, conducted the city's first Election by Mail.

For the 2022 Election cycle, worked with the Arizona Secretary of State's Office to implement the E-Qual system for Scottsdale municipal elections. E-Qual allows candidates to gather verified nomination petition signatures electronically and greatly reduces to the need to circulate paper petitions.

Voter Turnout:

2022 Candidate Election, Not Including Mayor – 77%

2021 Special Election (General Plan) – 30%

2020 Candidate Election*, Including Mayor – 86%

2019 Special Election (Bonds) – 32%

**Presidential General Election held Concurrently with Scottsdale General Election*

City Court

Scottsdale City Court is an innovated, problem-solving court with its mission being to provide a professional and dignified forum for the timely resolution of legal disputes. The court is dedicated to customer service that is friendly, efficient and accurate.



Contact Information & Related Links

 [ScottsdaleAZ.gov](https://www.ScottsdaleAZ.gov), search "Court"

 Court@ScottsdaleAZ.gov

 480-312-2442

 [Organizational chart](#)

Executive Leadership



Marianne Bayardi • Presiding Judge
480-312-2772 • MBayardi@ScottsdaleAZ.gov

Marianne T. Bayardi became the Presiding Judge of the Scottsdale City Court on March 21, 2022. Prior to joining Scottsdale, she served for 15 years both as an Associate Judge and, from 2019 – 2022, as the Assistant Presiding Judge of the Phoenix Municipal Court. Among other things, Judge Bayardi presided over the Phoenix Veterans Court for four years. Before joining the bench, Marianne served in a variety of legal roles including private civil practice, in house counsel, Deputy Maricopa County Attorney, Assistant Arizona Attorney General and Administrative law Judge. She earned her law degree from The University of Arizona and her Bachelors from Arizona State University.

Key Operational Initiatives

- Civil Traffic Cases
- Photo Enforcement Cases
- Criminal Cases
- Juvenile Cases
- Defensive Driving School
- Parking Cases
- Protective Orders
- Records Requests
- Online Services
- Court Security
- Fines & Restitution
- Jury Duty
- Case Information & Payments
- Court Publications

Meet Our Team

Scottsdale City Court is a part of the Arizona integrated judicial system and is the judicial branch for the city. It serves the community by providing a dignified professional forum for the efficient resolution of cases. The court hears civil traffic and misdemeanor violations, petty offenses, city ordinance and code violations, and the issuance of protective orders. There are four Judges and one Hearing Officer who preside over the cases heard in the Scottsdale City Court.



Orest Jejna
Associate Judge



Jim Blake
Associate Judge



Statia Hendrix
Associate Judge



Herbert Pierpan
Hearing Officer



Chris Phelps
Court Administrator



Samantha Mounsey
Court Administrator Deputy



Yolanda Potter
Court Administrator Deputy

Department Highlights

- Continuing to improve options for virtual hearing options and improve accessibility for all court users. The court implemented the use of a new software, CourtCall. Using the software increases access to the court through a web-based application that includes a document collaboration tool. This application will allow some court users to attend court hearings, speak with a judge, and sign all required court documents without being physically present in the Courthouse. Leveraging the CourtCall automation tool for remote proceedings for litigants that are incarcerated in Maricopa County Jail while saving the Scottsdale Police Department from transporting litigants to and from the jail.
- In the interest of creating a more equitable division of cases amongst the Scottsdale Judiciary, as well as simplifying the scheduling process for court staff, prosecution, public defenders, and private attorneys, a newly revised courtroom calendar was devised and implemented in 2023.
- Increase use of data analytics to measure the quality of direct assistance to the public, the monitoring wait times and ensuring quality control measures for timely and accurate court records.

City Manager

The City Manager Division provides the organizational leadership necessary to successfully implement the policy direction of the City Council, and communicates that direction to the organization; ensures the efficient, effective and economical delivery of city services to Scottsdale's citizens; builds and maintains effective working relationships with other governments; creates and distributes timely, accurate and relevant information to the public, businesses, employees and other audiences; fosters a diverse, inclusive organization and community; responds to citizen inquiries and supports citizen engagement.

Contact Information & Related Links

 ScottsdaleAZ.gov, search "City Manager"	 CityManager@ScottsdaleAZ.gov
 Sharepoint (Internal)	 480-312-2800
 Organizational chart	

Executive Leadership



Jim Thompson • City Manager
480-312-2800 • JThompson@ScottsdaleAZ.gov

Jim has been serving as Scottsdale's City Manager since January 2017. He holds over 30 years' experience as a city manager, previously serving in Casa Grande, Arizona, Bothell, Washington and Bullhead City, Arizona. Jim serves as an Arizona Law Enforcement Accreditation Program commissioner and is an adjunct professor in Arizona State University's Department of Public Affairs. Jim holds a Bachelor's in Accounting from Indiana University, an MBA from Regis University, a PhD from LaSalle University and attended the Senior Executive Program at Harvard. Jim is an International City/County Management Association Credentialed Manager.



Brent Stockwell • Assistant City Manager
480-312-7288 • BStockwell@ScottsdaleAZ.gov

Brent has been serving as Assistant City Manager since June 2015 and is responsible for the City Manager's Office, Communications, Government Relations, Information Technology, Planning, Economic Development and Tourism departments. Joining Scottsdale in 2002, Brent has served in a variety of positions, including citizen liaison, assistant to mayor/council and acting city auditor. Additionally, Brent brings experience from positions with the State of Arizona, City of Mesa, Arizona and Federal Way, Washington. Brent holds a Bachelor's from Kansas State University and a Master's from the University of Washington, both in Public Administration, attended the Senior Executive Program at Harvard, and is also an ICMA Credentialed Manager.



Bill Murphy • Assistant City Manager
480-312-7275 • BMurphy@ScottsdaleAZ.gov

Bill has been serving as Assistant City Manager since April 2019 and has served as Community Services Executive Director since 2009. Bill is also responsible for the Human Resources, Public Works and Water divisions. Following a 20-year career in the commercial nursery industry, Bill started with Scottsdale in 1993 and has worked in a variety of positions including Parks & Recreation Director. Originally from San Francisco, California, Bill has been an Arizona resident since 1972, and graduated from Arizona State University with a Bachelor of Science in Horticulture.



Stephanie Zamora
Management Associate



Will Brooks
Management Associate



Vacant
Executive Assistant to
City Manager



Dani Folk
Executive Assistant to
Assistant City Manager

Key Operational Initiatives

- Organizational Leadership
- High Performance & Innovation

Scottsdale Innovation Team

The Scottsdale Innovation Team (SIT) is a dedicated city-wide initiative that serves the community through ideation, innovation, improvement, and behavioral insights. The Scottsdale Innovation Team is a cross-department group of employees and comprised of the city’s Process Improvement Team (PIT), Behavioral Insights Team Scottsdale (BITS), Smart Cities Team, and Focused Ideation Team (FIT). Scottsdale is recognized for adopting a business mindset to run a well-managed government which embraces transparency and embeds data in the decision-making process, ensuring continuous review and adaption when needed. Scottsdale was the first Arizona city to be awarded a What Works Certification when recognized with a silver certification in 2019 and 2020, and maintained silver status until 2023 when the city received Gold Certification.

Department Highlights

As a respected leader in local government, the City of Scottsdale had reached many achievements over the years, to include the AGA Certificate of Excellence in Citizen-Centric Reporting, the GFOA Distinguished Budget Presentation Award (Special Performance Measures Recognition), the Voice of the People Awards in Transformation and Excellence from the ICMA National Research Center and the Certificate of Excellence in Performance Measurement from the ICMA Center for Performance Analytics. Most recent and notable were the 2019, 2020, and 2023 What Works Cities Certifications awarded by Bloomberg Philanthropies. Achieving a national standard of excellence in city governance while using data and evidence to deliver results for residents, Scottsdale is one of only twenty cities to be recognized gold or platinum worldwide.



City Treasurer

The City Treasurer, the city's chief financial officer, is responsible for providing City Council and city management with timely financial reports and analysis as well as current information about economic conditions and their potential fiscal impact on the city.

Contact Information & Related Links



[ScottsdaleAZ.gov, search "Budget & Finance"](#)



[Organizational chart](#)

Accounting



AccountingMB@ScottsdaleAZ.gov



480-312-2437

Budget & Finance



Budget@ScottsdaleAZ.gov



480-312-2437

Business Services

CustomerService@ScottsdaleAZ.gov



UtilityBilling@ScottsdaleAZ.gov

RevenueRecover@ScottsdaleAZ.gov



Alarms or Remittance: 480-312-7400

Utilities: 480-312-2461

Tax & Licensing: 480-312-2400

Purchasing



[ScottsdaleAZ.gov, search "Purchasing"](#)



480-312-5700



[Sharepoint \(Internal\)](#)



Executive Leadership



Sonia Andrews • City Treasurer
480-312-2603 • SAndrews@ScottsdaleAZ.gov

Sonia Andrews has served as City Treasurer since June 2021. Prior to Scottsdale, Sonia was Peoria's chief financial officer since April 2018, where she led the finance department and oversaw the city's annual budget process. Sonia also served as Peoria's deputy finance director and was the chief financial officer in Bend, Oregon before moving to Arizona in 2014. Sonia is a Certified Public Accountant and holds a master's degree in business administration from Oregon State University. She is a member of the Government Finance Officers' Association and an Arizona Border Collie Rescue volunteer.

Key Operational Initiatives

- Maintain accounting & financial reporting systems
- Collaborate on a fiscally sound budget
- Provide financial advice & analysis
- Collection of taxes and fees for services
- Administer all purchasing activity
- Provide financial information to stakeholders
- Consult with division customers and City Council

Meet Our Team

Treasurer and Finance

The City Treasurer and Finance Department manages the city's debt and investment portfolios, coordinates the long-term financing of city projects, provides current information concerning economic conditions and their potential fiscal impact to Scottsdale and oversees the enterprise rate and fee development, financing forecasting and accounting functions.

- Adopted Comprehensive Financial Policies & Governing Guidance
- Component Unit Annual Financial Reports
- Debt portfolio management and activity
- Enterprise rate and fee development and financial forecasting
- Property Tax



Gina Kirklin
Enterprise & Finance Director

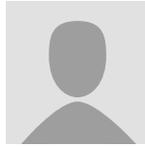
Accounting

The Accounting Department maintains the financial integrity of the city through effective fiscal oversight. This is achieved by implementing essential accounting policies, procedures, systems, and effective internal controls for all general ledger activity to report financial information fairly and accurately to stakeholders. Accounting provides training and guidance to staff regarding financial/internal controls, laws and policies; and ensures compliance with generally accepted accounting principles. Accounting is also responsible for producing the city's financial statements, including the annual comprehensive financial report; and ensuring all grants and expenditure limitations comply with Arizona Revised Statutes and city code. Additional support services include processing payments to vendors, paychecks to city employees and miscellaneous billings for amounts owed to the city.

- Annual Comprehension Financial Report (ACFR)
- Single Audit Report
- Community Facilities Districts (CFD)
- City Accounting Structure
- Special Assessment/Improvement Districts
- Public Safety Personnel Retirement System Pension Funding Policy



Anna Henthorn
Accounting Director



Vacant
Accounting Manager

Budget

The Budget Department coordinates the citywide development and ongoing monitoring of the operating and capital improvement plan (CIP) budgets with the City Manager and is responsible for the preparation and presentation of the city's annual budget per the terms and due dates mandated in the Arizona Revised Statutes and city code. The department assists the City Council with the review and approval of the city's budget; solicits and considers public input; prepares and monitors the five-year financial plans for all funds; and responds to the requests of the City Council, citizens, media and other stakeholders regarding the budget. The Budget Department is also responsible for issuing monthly public financial statements to the City Council.

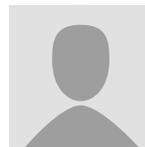
- Adopted Budget
- Historical Budget Documents
- Monthly Financial Report
- Property Tax
- Indirect Cost Allocation
- Comprehensive Financial Policies and Governing Guidance



Vacant
Budget Director



Ana Lia Johnson
Acting Budget Director



Vacant
Budget Administrator

Business Services

The Business Services Department provides timely and accurate utility billing, business licensing and inspections, revenue recovery (collections), remittance processing, transaction privilege sales tax forecasting, and tax auditing services critical to ensuring that the fees and taxes due to the city are received and in conformance with federal, state and municipal codes. Business Services interacts daily with the citizens and businesses of Scottsdale to provide assistance and answer questions. The department provides the transaction privilege sales tax revenue forecast for the city and Business Services is a Certified Passport Acceptance facility.

- Business Licensing
- License Inspection
- Alarm Permitting
- Utility Billing
- Remittance Processing
- Cashiering
- Tax Revenue Forecasting
- Passport Services
- Tax Auditing



Whitney Pitt
Business Services Director



Freddie Patrick
Business Services Manager



Sarah VanGoethem
Tax and Licensing Manager



Michelle Kallstrom
Business Services Supervisor



Michael Gugisberg
Tax Audit Supervisor

Purchasing

The Purchasing Department has four areas of operation: Purchasing, Warehouse, Graphics/Printing and Mail Services. Purchasing Services supports citywide projects and programs by purchasing construction, goods, and services through administrative efforts centered around customer service, cost avoidance, and compliance. The Warehouse maintains an inventory of commonly used goods, manages surplus property and is the centralized receiving location. Graphics/Printing provides a variety of services to assist other city departments with graphic design and document print production, as well as creating posters, banners and other signage. Mail Services delivers interoffice mail and external postal items, processes all outgoing mail items and consults with other city departments to ensure the most cost-effective shipping rates are applied.

- Current Solicitation Opportunities
- Mail Services & Graphic Printing Solutions
- Procurement Code
- Warehouse/Stores



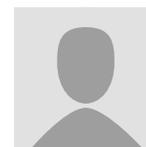
Jennifer Myers
Purchasing Director



Jose Morales
Printing and Mail Services Supervisor



Lynn Gustafson
Purchasing Supervisor



Bret Roper
Warehouse Supervisor

Department Highlights

- Issued \$74 million of General Obligation (GO) Bonds that will fund parks, recreation and senior services improvements, community spaces, infrastructure, and Public Safety and technology improvements.
- Ensured that management of debt and investments were in compliance with Federal and State laws, and city policies.
- Facilitated the formation of the Protect and Preserve Scottsdale Task Force that will develop a recommendation to the City Council on a financial strategy to protect and preserve Scottsdale's open spaces and quality of life, through identifying and quantifying the unfunded needs for the protection, preservation, and perpetual maintenance of the city's open spaces (e.g., Indian Bend Wash Greenbelt and McDowell Sonoran Preserve), public safety, and other needs.
- Assessed over \$4.2 million from sales tax audits in FY 2022/23.
- Established the Short-Term Rental License program with 3,839 license applications received by the end of FY 2022/23.
- Reduced utility billing write-offs by 0.04 percent, saving the city over \$59,000 in FY 2022/23.
- Received an unmodified opinion from an independent audit firm on the city's FY 2021/22 Annual Comprehensive Financial Report.
- Received the Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting (50 consecutive years).
- Partnered with the city manager to develop and adopted FY 2023/24 balanced budget that addressed the City Council's broad goals, reflected citizens' priorities, ensured fiscal responsibility, and complied with all legal and Government Finance Officer's Association (GFOA) requirements.
- Received the GFOA Distinguished Budget Presentation Award for the city's FY 2022/23 budget. This is the 33rd consecutive year that the city has received this award.
- Updated the procurement code to increase the formal solicitation threshold to provide more accessibility for vendors and optimize citywide purchasing efficiencies.
- Updated and enhanced Scottsdale's comprehensive financial policies. This effort was done to incorporate and formalize best practices, reorganize and reformat wording where necessary and clarify language where appropriate.
- Recovered over \$1.12 million from over 50 sales tax audits.
- Implemented a cost-effective solution for accepting electronic bids and proposals through the Bonfire procurement system.
- Converted the centralized purchasing receiving process to a paperless process which increases efficiency and sustainability efforts.

SCOTTSDALE RECOGNIZED FOR "DISTINGUISHED BUDGET PRESENTATION AWARD"



An independent panel of peer reviewers from across the United States and Canada recently completed its examination of Scottsdale's FY 2022/23 budget document against the award program criteria and awarded the city the Government Finance Officers Association's Distinguished Budget Presentation Award. The award is the highest form of recognition in government budgeting. In order to earn the award, a governmental unit must publish a budget document that meets criteria as a policy document, as a financial plan, as an operations guide and as a communications device. This is the 33rd year the city has won this prestigious award.



Communications and Citizen Service

Communications



[ScottsdaleAZ.gov, search "Communications"](#)



480-312-3111

Citizen Services



[ScottsdaleAZ.gov, search "Citizen Service"](#)



480-312-3111

Key Operational Initiatives

- Citizen Service
- Diversity & Inclusion
- Scottsdale Video Network

Executive Leadership



Kelly Corsette • Communications and Public Affairs Director
480-312-2336 • kcorsette@ScottsdaleAZ.gov

Kelly Corsette is the City of Scottsdale's communications and public affairs director where he oversees media relations, citizen and employee communications, web content and social media programs, government cable television and video production operations. Prior to Scottsdale, Kelly worked for 12 years developing the communication programs for the City of Peoria. Before entering municipal service, he served five years as a Surface Warfare Officer in the United States Navy. He holds a bachelor's degree in Video Production from the University of Arizona, and a master's degree in Communications Studies from Arizona State University.



Holly Walter
Public Affairs Supervisor



Stephanie Hirata
Public Affairs Specialist



Amanda Willis
Video Production Supervisor

The Office of Citizen Service helps to enhance neighborhoods while serving the community. Providing services which engage and empower citizens through educational opportunities, volunteer experiences, public collaboration and issue resolution, this office manages numerous neighborhood and citizen programs as well as the city's call center. Diversity and Inclusion develops and sponsors training, services, programs and events that create work and community environments where differences are valued, respected and embraced. Supporting initiatives that address education, employee relationships, Civil Rights compliance and community outreach and collaboration, the office also manages the Diversity Advisory Committee and ADA Compliance issues.



Joy Racine
Community Involvement Manager



Christy Hill
Citizen Liaison



Jackie Johnson
Diversity Program Director



Dominique Rivas
Administrative Assistant

Government Relations

The Government Relations Department advocates the city's positions at the local, regional, State and Federal levels and supports regional efforts through membership and participation in the League of Arizona Cities and Towns, Maricopa Association of Governments, Arizona Municipal Water Users Association, and Valley Metro, and develops and maintains relationships with state and federal elected officials, neighboring cities and towns, counties, and tribal communities.

Contact Information & Related Links



[ScottsdaleAZ.gov](https://www.ScottsdaleAZ.gov), search "Government Relations"



480-312-2511

Executive Leadership



Dale Wiebusch • Government Relations Director

480-312-2683 • DWiebusch@ScottsdaleAZ.gov

Dale Wiebusch is the Government Relations Director for the City of Scottsdale. Prior to this he was the Intergovernmental Affairs Director for the City of Maricopa and prior to that the Senior Legislative Associate at the League of Cities and Towns where he was closely associated with the Heritage Alliance. Dale spent many years working in the social service field and has an avid interest in hiking and camping. He is a 1979 graduate of Gustavus Adolphus College in St. Peter, MN, with a major in Psychology, which serves him well at the Capitol.



Marci Sanders

Government Relations Coordinator

Human Resources

The Human Resources Department manages 23 human resource professionals who provide consultations and support in the areas of Employee Benefit Services (health, wellness, life insurance, deferred compensation, retirement, disability, transitional duty extensions, paid/unpaid leave, and onboarding); Administration (employee performance management process, budget, technology systems and databases, job classification / employee compensation, policies, records retention, and regulatory compliance); Staffing Services (employee relations investigations/reports, unemployment claims processing, commercial driver's license program, and recruitment and selection processes); and Training & Development (creating and presenting HR-related training programs, tuition reimbursement administration, and new hire orientations). The City of Scottsdale's Human Resources Department is proud to provide employee-centric services to a world class organization!

Contact Information & Related Links



[ScottsdaleAZ.gov, search "HR"](#)



HumanResources@ScottsdaleAZ.gov



480-312-2491



[Organizational chart](#)

Executive Leadership



Monica Boyd • Human Resources Director
480-312-2615 • MBoyd@ScottsdaleAZ.gov

Prior to joining the Scottsdale Human Resources Department on December 12, 2022, Monica Boyd spent twenty-one years with the City of Phoenix, Arizona where she developed extensive experience in human resources and public sector management. She is skilled at navigating municipal processes, building relationships, and providing strategic solutions for the overall success of the organization. She has over 10 years of senior level human resources management experience. Most recently, she was a Deputy Human Resources Director managing the Organizational Support and Leave Programs Division. She also served as a Deputy Human Resources Director within the Employee Relations Division where she managed a team of HR Supervisors and HR Business Partners in support of over twenty-five city departments. During her career, she also served as a HR Manager for Water Services, HR Manager Liaison to the Chief of Police, and as an Administrative Manager for the Human Resources Director. She is experienced in the areas of employee relations, labor relations/negotiations, recruitment/staffing, classification/compensation, leave programs, employee development, FMLA and ADA programs, and HR policy development/implementation. She is an experienced leader with the proven ability to develop others, foster a team environment, and successfully build cross-divisional teams to support key HR initiatives. She holds degrees from Arizona State University – a Master of Public Administration and bachelor's in interdisciplinary studies with concentrations in business and psychology. She earned her Society for Human Resource Management-Certified Professional designation and certification in workplace mediation.

Key Operational Initiatives

- Employee Relations and HR Investigations
- Job Classification & Employee Compensation Program
- Employee Performance Management
- Unemployment Claims Processing
- Employee Leave, Benefits, and Wellness Programs
- Employee Recruitment and Selection Process
- HR Regulatory Compliance and Policy
- Employee Onboarding, New Hire Orientation, and Exiting Processes
- Employee Training & Workforce Development
- Tuition Reimbursement Program
- Commercial Driver's License Program

Meet Our Teams

Benefits Administration

Benefits Administration encompasses the management of medical, dental, life, and disability insurances; wellness programs and initiatives; deferred compensation; retirement programs; transitional duty extensions; paid and unpaid leave programs; onboarding of new employees; open enrollment; HR policy development and associated training; and the Benefits Hotline for employees and family members (480-312-7600 or HRBenefitsEmail@ScottsdaleAZ.gov).



Vacant
Human Resources Manager



Lynna Soller
HR Benefits Manager

Staffing Services & Employee Relations

Staffing Services involves employee relations investigations and EEOC responses/reports; unemployment claims processing; commercial driver's license program; employee recruitment and selection process; HR policy development and associated training.



Sue Sola
Human Resources Manager

Training & Development

Training & Development involves creating and presenting HR-related trainings; administration of the tuition reimbursement program; workforce development and assessments; contract administration of the citywide learning management system; and new hire orientations.



Vernon Goode
Human Resources Supervisor

Department Highlights

Benefits

- Enhanced FY 2022/23 wellness incentive program to include financial rewards to enhance employee retirement readiness.
- Improved outreach with population in targeted clinical home mailings focused on colon screenings, cardiac health, hypertension, asthma, breast cancer, smoking cessation and diabetic gaps in care.
- Continued development and engagement of the first of its kind Fire Fighter Cancer Prevention Program (Your Call by Cigna). Added EAP wellness check-in's for Fire with onsite provider option.
- Received local and national recognition for the city's Live Life Well Program: Phoenix Business Journal's 2023 Valley's Healthiest Employer (Large Employer category – First Place), American Heart Association Workplace Health Achievement Gold Level recipient, Healthiest Arizona Worksite Program Platinum Award Recipient, Cigna's Healthy Workplace Designation – Gold Level, Healthiest 100 Workplace in America, Move-It Maricopa – Second Place Recipient.



Training and Development

- Expanded supervisor/leader training by launching an online, on-demand supervisor training curriculum to educate city supervisors on key compliance-related topics including the Americans with Disabilities Act, Age Discrimination, Fair Labor Standards Act (FLSA), Family and Medical Leave Act (FMLA), Non-Discrimination in the Workplace, Progressive Discipline, and Successful Recruiting. City leadership determined that the curriculum was of such importance that it was made mandatory for all supervisors within one year and every three years thereafter.
- Researched, developed, designed, and launched a curriculum for all city employees performing administrative tasks within the city's learning management system. The curriculum educates new and existing personnel on best practices, processes and procedures required to create, manage, assign, and report on in person and online training conducted at department, division, and citywide levels. It also increases efficiencies in providing both refresher training for existing employees and initial training for those newly tasked with these responsibilities (because of turnover and/or expanded personnel needs).
- Collaborated with the city's Office of Communication to design, develop, and deliver podcast content educating City of Scottsdale employees on activities, offerings, and opportunities available from Human Resources Training & Development.
- Delivered to city employees a wide variety of learning opportunities focused on professional development, communication, and leadership skills. Content included Supervisor Survival Skills (with an optional one-on-one role-play component to help supervisors hone the skills obtained in class), fearless public speaking, Leadership and Communication (a collaboration with ASU), effective email writing, clarity in planning using vision boards, time management, getting organized and increasing productivity, Real Colors® temperament training, developing positive personal presence, emotional intelligence, and anti-discrimination/non-harassment policy.
- Reviewed all New Employee Orientation training content and revised to ensure it remained current with city policy.
- Paid more than \$100,000 to city employees in tuition reimbursements (a 40% increase over the previous year).



Information Technology

The Information Technology Department provides a dynamic, proactive technology environment that meets the city's existing and future departmental service needs through reliable secure infrastructure and applications.

The department consists of four areas: IT Administration, Technology Infrastructure, Application Development and Geographic Information System (GIS), and IT Security.



Contact Information & Related Links



[Sharepoint \(Internal\)](#)



480-312-4357 (480-312-HELP)



[Organizational chart](#)

Executive Leadership



Bianca Lochner • Chief Information Officer
480-312-7615 • BLochner@ScottsdaleAZ.gov

Bianca Lochner, Ph.D., has over 20 years of experience in information technology and local government. Throughout her career, she led multiple digital transformations and innovations in education and the public sector, modernizing legacy technology and positively impacting how citizens and businesses interact with the city government. As the Chief Information Officer for the City of Scottsdale, she combines her passion for public service and the power of technology to transform the way government delivers to the community it serves. Focused on modernizing infrastructure and digitizing government, she ensures all IT priorities align with a vision of a vibrant, safe, connected, sustainable, and inclusive city thriving on innovative technology. She previously served as the Assistant CIO for the City of Phoenix and as the CIO for two school districts, leading a broad portfolio of technology infrastructure and digital projects, developing Smart City strategies, creating a more transparent and open government, and fostering innovation and partnerships to improve efficiency and service delivery and enhance the citizen experience and well-being.

She holds a Master's Degree in Computer Science, a Master's Degree in American Studies, a Ph.D. in Educational Technology, a Postdoctorate in Management of Information Systems, and an Executive MBA from ASU's Thunderbird School of Global Management.

Key Operational Initiatives

- Voice, Network and Server Infrastructure
- Public Safety Radio Communications
- Desktop, laptop, tablet computers
- Custom Software Solutions
- Enterprise Software Support
- Geographic Information Systems (GIS)
- Web and Design Services
- Data Base Management and Support
- Data Analytics and Business Intelligence
- Technology Project Management and Procurement
- Network Security
- Technology Training
- Cell Phone Procurement and Management

Meet Our Teams

Technology Infrastructure Services

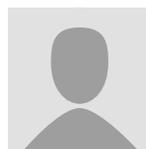
The Technology Infrastructure Service Group handles a wide range of technologies spanning the central infrastructure required to support the entire organization in five main teams. The IT Support Team provides desktop, laptop, tablet, printer, and smartphone support and staffs the IT Help Desk. The Enterprise Systems Engineering Team supports the city's virtual and physical server infrastructure, provides email administration, manages the city's data centers, and supports the city's data infrastructure. The IT Communications and Network Infrastructure Team manages the entire city network infrastructure including cabling, hardware, wireless equipment and services, and the city's phone and voicemail systems. The Web & Design Services Team supports the city's internet and intranet sites while integrating the power of the internet and social media platforms with digital video, audio, text animation and graphics to transform the way the city communicates. The IT Project Management and Implementation Team provides project management for large technology projects and assists with the larger technology procurement efforts across the city including RFPs, sole source requests, and contract renewals. IT Service Management Support is also part of the team and supports the primary IT work order system, including the core ITIL-based processes, to enable all the IT workgroups to support the entire city staff and the services they provide.



Robert Fisher
Information Technology Director



Owen Ellington
IT Communications Manager



Vacant
*Enterprise Systems
Engineering Manager*



Amy Tinder
*Web and Design
Services Manager*



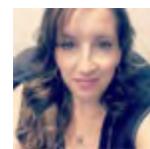
Jay Willson
IT Support Manager



Pat Nelson
IT Project Manager



Karl Schlierman
Enterprise Systems Integrator



Shanna Jones
IT Project Manager

Application Development and GIS

The Application Development and GIS group handles a range of areas of enterprise software in four distinct teams. The Software Engineering and Technical Support Team provides services that include the design and engineering of custom software solutions. The Enterprise Application Support Team focuses on the deployment and support of purchased enterprise data products, management and protection of the city's data and database infrastructure, business intelligence solutions and the provision of Information Technology (IT) software training. The Geographic Information System (GIS) Team provides data maintenance services ensuring the city's GIS applications, databases and maps are accurate and up-to-date, and 3D modeling, spatial analysis, and cartographic services to other city divisions. The Treasury Technology Management Team provides management and maintenance of the enterprise financial systems including accounting, budget, utility billing, regulatory licensing, and procurement. This includes contact management, requests for proposals, and high-level technical architecture for these key business systems.



Jacob Beard
*IT Director
Applications/GIS*



Kari Johnson
*Business Intelligence
Manager*



Chris Lechner
GIS Manager



Dean Schmidt
*Applications Development
Manager*



Pam Varanese
*Treasury Technology
Manager*

Security

The Information Technology Department protects the city's network and computing infrastructure through firewall and remote access management, web content filtering, email/spam filtering, anti-virus support, incident response, network monitoring, user awareness and management of security policies and procedures.



Vacant

Chief Information Security Officer

Administration

The Administration Division manages technology procurement, the enterprise cell phone program, enterprise network billing, enterprise software agreements, the departmental budget and accounting.



Jennifer Jensen

IT Finance Manager

Public Safety Radio

The Public Safety Radio Group is a maintenance and management member of the valley wide Regional Wireless Cooperative (RWC), supporting the Public Safety and Fire radio systems, microwave network and the end user radio equipment. The RWC is an independent, multi-jurisdictional organization providing Public Safety radio communications throughout the Phoenix Metropolitan Region which currently consists of 19 members. The Radio Group also manages the Emergency Responder Radio Coverage Systems (ERRCS) for the city.



Steven Powell

Radio Engineering Manager

Department Highlights

As with many organizations, COVID-19 has required Scottsdale to be flexible in how it delivered services to ensure continuity and safety for citizens and employees. The City of Scottsdale IT Department has been called upon to provide a number of options including enabling more than 1,000 employees to work remotely, capability for citizens to attend meetings virtually, and providing alternate means for citizens and business to perform their normal business with the city. Fortunately, Scottsdale already has a significant digital presence that enables permit applications, utility payments, recreational course scheduling, and many other services directly from a citizens preferred digital device.

Scottsdale's Open Data Initiative focuses on increasing transparency and providing raw data to any interested party for their own analysis or use. Through our Open Data website we provide up to date data for six distinct areas focusing on our voter approved general plan strategic goals.

Simply better service is delivered via ScottsdaleEZ, an easy to use digital portal designed to find help with many city services. The easy to use tool provides quick links for the most common requests and search options, as well as addressing those more unique challenges.

Scottsdale's award-winning Geographic Information System Team provides a number of valuable map-based tools via our digital map center. From here, you can explore a wide range of current and historical maps, see the changes in Scottsdale visually over time, and find out other valuable information.

Leveraging our world-class Geographic Information System, and in partnership ESRI, the market leader in GIS technologies, Scottsdale has developed nationally recognized event management tools which are deployed at Waste Management Open. These tools enable event monitoring and rapid dispatch of public safety crews to the exact point they are need for medical and security events.

Phishing, or the process of attempting to get someone to give you access to their computer or security credentials through trickery or social engineering is a very common and challenging issue. The city takes the risk of phishing attacks seriously. We use a practice makes perfect model and run mock phishing exercises on a regular basis to familiarize employees with many of the dirty tricks attackers use. During these exercises we send emails with various topics to entice users into clicking links in the emails. When an employee clicks on the link, they are provided feedback about the fake phishing attack and provided additional education.



SCOTTSDALE EZ 





Scottsdale Airport • Aviation

Scottsdale Airport is a general aviation reliever facility, with no commercial commuter or airline service, and is home to nearly 500 of the Valley's corporate and private aircraft. As a premier corporate jet facility in the state, with only one runway,): Scottsdale Airport and its surrounding Airpark are major economic assets with aviation activity at the airport and airpark creating \$1billion in total economic benefits for the region in FY 2019. The airport offers competitive amenities, like proximity to the Phoenix Metro area, daily customs service, airside access, no ground delays and a unique through-the-fence access from private property to airport.



Contact Information & Related Links



ScottsdaleAirport.com



480-312-2321



[Organizational chart](#)

Executive Leadership



Gary P. Mascaro, C.M., C.A.E • Aviation Director
480-312-7735 • GMascaro@ScottsdaleAZ.gov

Gary has been serving as the Aviation Director for Scottsdale Airport since February 2010. He has over 25 years of experience in the aviation industry, previously the Airport Manager at Phoenix Deer Valley Airport and the Assistant Aviation Director during his first stint with Scottsdale. Gary earned his Bachelor of Science in Airway Science Management from Arizona State University. He is a Certified Member of the American Association of Airport Executives and a Certified Airport Executive of the Southwest Chapter of AAE (SWAAAE). Gary is a past president of both the Arizona Airports Association and SWAAAE. He is very active in the aviation industry and serves on several local, regional, and national boards and committees.

Key Operational Initiatives

- Develops airport facility
- Offers US Customs/Border Protection
- Provides for safety & security of airport
- Maintain airport infrastructure
- Fosters business partnerships/Fixed Base Operators
- Manages grants and construction projects
- Enforces FAA, Airport & Airpark Regulations
- Noise Abatement Program
- Governmental relations (FAA, ADOT)
- Media/Public Information/Marketing
- Financials, rates and fees, leases
- Planning and Development review

Meet Our Teams

Operations

Airport Operations is responsible for the day-to-day operations, safety, security and maintenance of the Scottsdale Airport.



Chris Read, C.M.
*Assistant Aviation
Director – Operations*

Administration

Airport Administration carries out the financial business relations, aeronautical permitting, capital project planning, marketing and community outreach functions for the Aviation Enterprise Fund.



Vacant
Finance & Administration Manager



Kelli Kuester
Planning & Outreach Coordinator



Department Highlights

- Completed construction of the Partial Parallel Taxiway A and Connectors Rehabilitation project, which improved approximately 21,000 square yards of existing asphalt pavement, improved the geometry of several connecting taxiways on the north end of Runway 21 and added a run-up hold apron. The hold apron will enhance capacity for the current fleet of aircraft operating at the airport. The project was funded through grants from the Federal Aviation Administration and Arizona Department of Transportation - Aeronautics Division.
- Managed two events simultaneously, Super Bowl LVII and Phoenix Waste Management Open. During these events there were no aircraft operating delays, there was an impressive 490 corporate jet operations in under 24 hours, and 911 aircraft parked overnight between Thursday and Monday. These achievements highlight the airport's exceptional efficiency and capacity to handle high-volume events seamlessly.
- Executed a full-scale airport emergency drill on October 29, 2022 in coordination with Police and Fire, Air Traffic Control, major tenants and outside agencies to simulate a real-time response to an incident at the Scottsdale Airport.
- Replaced fifty low-emitting diode (LED) lighted sign panels along Taxiways A and B to improve visibility to pilots in day and nighttime conditions.



Aviation Business Center, LEED Gold Certification



Airport Operations Center, LEED Silver Certification



Veteran's Memorial



Meeting rooms available for lease

Planning, Economic Development & Tourism

Through its economic development investments and programs, the City of Scottsdale retains, grows and attracts targeted sources of wealth generation to enhance the community's tax base and quality of life, preserve the natural environment and foster prosperity for all citizens; while Scottsdale's tourism and events programs support the economic vitality and unique lifestyle of the city by marketing and promoting arts and culture, downtown events and tourism.

Planning Services help guide the development of the city by planning the current and future physical, economic, and social aspects of the city all while protecting our historic resources and minimizing environmental impact. Planning and Development Services, works in partnership with the community to shape the city physically, economically, socially and sustainably, all while considering Scottsdale's past, present and future.

Contact Information & Related Links

 [Organizational chart](#)

Planning & Development

 [ScottsdaleAZ.gov, search "Planning and Development"](#)

 OneStopShopStaff@ScottsdaleAZ.gov

 480-312-2500

Economic Development

 [ChooseScottsdale.com](#)

 Business@ScottsdaleAZ.gov

 480-312-7989

Tourism & Events

 [ScottsdaleAZ.gov, search "Tourism"](#)

 480-312-7177



Executive Leadership



Erin Perreault • Planning and Economic Development Tourism Executive Director
480-312-7093 • EPerreault@ScottsdaleAZ.gov

Erin Perreault is the Executive Director of Planning, Economic Development and Tourism. Erin has served in city government for 30 years, 25 of those years for the city of Scottsdale. Her career experience encompasses current and long range planning, redevelopment, economic development, neighborhood services and business improvement districts. More notable development work in Scottsdale includes multiple Scottsdale Fashion Square expansions, the Scottsdale Waterfront, and SkySong. Previously, she served as area director in the Planning & Development Services department providing leadership to the long range planning, code enforcement, environmental initiatives, technology and budget teams. In addition, Erin has served as an adjunct faculty member within the Arizona State University School of Planning at both the undergraduate and graduate levels. Erin is a long-standing member of the American Institute of Certified Planners. She holds a Bachelor's Degree in Liberal Arts from the University of Vermont, and a Master's Degree in Urban and Environmental Planning with an emphasis in urban and regional development from Arizona State University.

Key Operational Initiatives

- Business Retention & Expansion
- Business Outreach & Marketing
- Destination Marketing and Tourism
- Signature Event Planning
- Public Art & Cultural Programs
- Development Review
- Current & Long-Range Planning
- Development Engineering
- Inspection Services
- Environmental Initiatives
- Code Enforcement
- Stormwater Management
- Plan Review and Permitting
- Strategic Planning and Demographics

Meet Our Teams

Planning & Development Services

The Planning and Development Services Department helps shape the city physically, aesthetically, and safely through the preservation and revitalization of commercial and residential neighborhoods to provide a sustainable quality of life. The department is comprised of Administration, Technology, Office of Environmental Initiatives, Long Range Planning, Current Planning, Plan Review Services, One Stop Shop, Inspection Services, Stormwater Management and Code Enforcement.



Tim Curtis
Current Planning Director



Michael Clack
Chief Development Officer



Cindi Eberhardt
Operations Director

Economic Development

The Economic Development Department supports the business retention, expansion, attraction, entrepreneurial ecosystem development and small business startup programming that are critical to Scottsdale's economic health and sustainability. It accomplishes this through a combination of research, marketing, business outreach and support, program development and process improvement.



Vacant
Economic Development Director



Kirsten Hushagen
Marketing Manager



Josh Utterback
Business Attraction Manager



Scott Cooper
*Economic Development Program
Manager (Acting Economic
Development Director)*

Tourism & Events

The Tourism & Events Department provides services, support and funding for the development of tourism-related capital projects, events and event development, destination marketing and promotion as well as research. It manages the public event and film permitting process and, through contracts, serves as the steward for the municipal collection of public art and cultural programming administered through Scottsdale Arts and collaborates closely with Experience Scottsdale for the marketing and promotion of Scottsdale as a premiere visitor destination.



Karen Churchard
Tourism and Events Director



Steve Geiogamah
Tourism Development Manager



Cheryl Summers
Events Manager



Angelica Cipullo
Old Town Marketing Manager





Community Services

The Community Services division is comprised of six departments that support the quality of life of Scottsdale. Planning and Business Operations department oversees the division's operating departments and is responsible for strategic planning, communications and marketing, administrative support, software development, budget monitoring, capital improvement projects, McCormick-Stillman Railroad Park operations, and responding to citizen and council requests. Human Services operates the Granite Reef and Via Linda senior centers, Paiute Neighborhood Center, Vista del Camino, Youth and Family Services, and the Community Assistance Office which manages federal, state, local and private resources. The Library Systems has four library facilities (Civic Center, Mustang, Arabian and Appaloosa) that provide lifelong learning opportunities through physical and e-materials, cultural and educational programming. Parks and Recreation manages and maintains 975 acres of developed parks, 527 acres of medians and rights-of-way, the Civic Center Complex, Scottsdale Stadium and the Downtown Districts, and offers several hundred recreation and leisure classes and activities, including Adaptive Services. Preserve Management operates and manages the Scottsdale McDowell Sonoran Preserve consisting of more than 30,000 acres of dedicated open space and 175 miles of multi-use trails. WestWorld is a nationally-recognized equestrian and special event facility that provides recreational opportunities and family entertainment at the local, regional, national and international levels.



Contact Information & Related Links

 [Organizational chart](#)

Human Services

 [ScottsdaleAZ.gov, search "Human Services"](#)  HumanServices@ScottsdaleAZ.gov
 480-312-2405

Library Systems

 ScottsdaleLibrary.org  480-312-2710

Parks & Recreation

 [ScottsdaleAZ.gov, search "Parks & Recreation"](#)  ParkRecmail@ScottsdaleAZ.gov
 480-312-7275 (480-312-PARK)

Preserve Management

 [ScottsdaleAZ.gov, search "Preserve"](#)  480-312-7722

WestWorld

 WestWorldAZ.com  480-312-6802

Executive Leadership



Bill Murphy • Assistant City Manager
480-312-7954 • BMurphy@ScottsdaleAZ.gov

Bill has been serving as Assistant City Manager since April 2019 and has served as Community Services Executive Director since 2009. Bill is also responsible for the Public Works and Water divisions. Following a 20-year career in the commercial nursery industry, Bill started with Scottsdale in 1993 and has worked in a variety of positions including Parks & Recreation Director. Originally from San Francisco, California, Bill has been an Arizona resident since 1972, and graduated from Arizona State University with a Bachelor of Science in Horticulture.



Nick Molinari • Community Services Assistant Executive Director
480-312-1011 • NMolinari@scottsdaleaz.gov

Nick has served in a wide variety of positions throughout the Community Services Division over the past 26 years. As the Community Services Assistant Executive Director, Nick is responsible for the Parks and Recreation Department and WestWorld. Prior to moving into his current role, Nick served as Scottsdale's Parks and Recreation Director. He previously managed the McCormick-Stillman Railroad Park and has held management positions in the Human Services Department with the Scottsdale Senior Centers and Vista del Camino. Nick grew up in Scottsdale, attended Scottsdale schools, and graduated from Coronado High School. Nick holds a bachelor's degree in Political Science from Arizona State University. He holds certifications as a Certified Public Manager, Arizona Certified Landscape Professional, and Certified Parks and Recreation Professional. Nick is a graduate of Scottsdale Leadership, Class 26 and received Scottsdale's Drinkwater Award in 2015.



Judy Doyle • Community Services Assistant Executive Director
480-312-2691 • jdoyle@scottsdaleaz.gov

Judy Doyle has been serving as the Community Services Assistant Executive Director since July 2023. Joining Scottsdale in 2003, Judy has served in a variety of positions, including Sr. Budget Analyst, Budget Manager, and as Budget Director since 2009. Judy brings experience from positions with the State of Arizona and the private sector. She attended the University of Minnesota-Duluth and the University of Phoenix where she holds a Bachelor of Science in Business Management and a Master of Business Administration. Judy is a member of the Government Finance Officers Association and the International City/County Management Association.

Key Operational Initiatives

- Operate & Maintain Parks
- Manage Recreational Facilities
- Aquatics & Fitness
- Recreational Programs
- Land Management
- Trail & Trailhead Management
- Equestrian Center Management
- Event Production
- Utility Assistance
- Rent/Mortgage Assistance
- Career Center
- Youth, Family, Senior and Adaptive Services
- Food Bank
- Library Materials Circulation
- Public Computers & Wi-Fi
- Educational Programs

Meet Our Teams

Human Services

The Human Services Department serves youth, families, seniors and Scottsdale's most vulnerable populations, providing social services, behavioral health support, youth and adult diversion programs, accommodations for persons with disabilities, and programs at the Scottsdale City Court. The Scottsdale Housing Authority manages a housing choice voucher program that provides safe and sanitary housing and promotes self-sufficiency. The Department manages federal, state, county and private funding sources, and tribal and foundation grants. Human Services provides support to persons experiencing homelessness via street outreach, faith community and non-profit partnerships, transportation to social determinants of health, and relocation to temporary and permanent housing options. Our various centers connect people with one another and to the city through social and recreational programming.



- Senior Centers
- Paiute Neighborhood Center
- Vista de Camino Community Center
- Youth & Family Services
- Family Resource Center
- Adult Court Office



Greg Bestgen • Human Services Director
480-312-0104 • GBestgen@ScottsdaleAZ.gov

Greg Bestgen has worked for the City of Scottsdale since 1993, serving in several city departments including Parks and Recreation, Neighborhood Services and Human Services.

His current role as Human Services Director includes oversight of social services staff and programs at Vista Del Camino and Scottsdale Senior Centers, Paiute Community Center, and Youth and Family Services.

Prior to working for the City of Scottsdale, Greg attended Seminary in California as a vocation with the Catholic Diocese of Phoenix in preparation for Priesthood, and later became a Professed Brother with the Catholic Order of Franciscan Friars of the Saint Barbara Province, Mission Santa Barbara, California.

He received a Bachelor of Arts in Philosophy and Theology from Mount Angel Benedictine Seminary, St. Benedict Oregon, and later a Master of Arts in Professional Counseling from Ottawa University.



Kristine Hahn-McDonald
Human Services Manager



Rachel Smetana
Human Services Manager



Mike Lopach
Human Services Manager



Gene Munoz-Villafane
Human Services Manager



Deanna Owens
Human Services Manager

Library Systems

The mission of Scottsdale Public Library is Putting People at the Heart of Dynamic Library Services. The Library System is a place for the community to share ideas, find information, collaborate, create, learn and innovate. Through its four branches, the library provides lifelong learning opportunities through physical and e-materials, cultural and educational programming, and knowledgeable staff. Scottsdale Library staff teach early learning skills, foster reading enjoyment and help develop critical and creative thinking skills among children, teens and adults. The library also fosters small business and high growth entrepreneurial startups



- Appaloosa Library
- Arabian Library
- Civic Center Library
- Mustang Library
- Pegasus Library (Virtual)
- Pony Express



Melissa Orr • Interim Library Director
480-312-2691 • MOrr@ScottsdaleAZ.gov

Senior Management



Vacant
*Senior Library Manager
Operations*



Melissa Orr
*Senior Library Manager
Programs, Outreach & Training*



Alicia Brillon
*Senior Library Manager
Metadata Services & Collection Management*



Sky Larsen
Appaloosa Branch Manager



Edmund Kiang
Civic Center Branch Manager



Louisa Aikin
Arabian Branch Manager



Medina Zick
Mustang Branch Manager

Parks & Recreation

Our Vision: a community exercising its spirit of activity and togetherness.

Our Mission: to create remarkable recreation places and experiences that support a healthy, inclusive, and active community.

Scottsdale Parks and Recreation is responsible for the management of 45 parks, Scottsdale Stadium, four aquatic facilities, Scottsdale Civic Center, several community centers, two tennis centers, sports complexes, skate parks, and a wide range of amenities throughout the community. The programming that the Parks and Recreation Department manages include youth after-school and summer camps, adult sports, aquatics, fitness programs and facilities, Scottsdale's Adaptive Services program, and an extensive variety of classes offered throughout Scottsdale.



- Scottsdale Stadium
- Cactus Aquatic & Fitness Center
- Chaparral Aquatic Center
- Eldorado Aquatic & Fitness Center
- McDowell Mtn. Ranch Aquatic & Fitness Center
- Scottsdale Sports Complex
- Club SAR Fitness Center
- Parks & Trails
- Indian Bend Wash Greenbelt
- Sports & Facility Reservations
- Classes & Programs
- Adaptive Services Center



Kevin Mckee
*Parks & Recreation Manager
Planning & Admin*



Stephanie Tippett
*Parks & Recreation Manager
Planning & Admin*



Bin Kyu Hyun
*Parks & Recreation Manager
Planning & Admin*



Brett Jackson
*Parks & Recreation Manager
Planning & Admin*



Vacant
*Parks & Recreation Manager
Planning & Admin*



Chris Walsh
*Parks & Recreation Manager
Planning & Admin*

Preserve Management

The purpose of the Scottsdale McDowell Sonoran Preserve is to establish in perpetuity a preserve of Sonoran Desert and mountains with the goal of maintaining scenic views, protecting habitat for wildlife and desert plants, and safeguarding archaeological and historical resources and sites while providing appropriate public access for educational purposes and passive outdoor recreational opportunities for residents and visitors. The Preserve was established by City Council in 1994 and has since grown to over 30,500 acres with funding provided by sales taxes approved by the voters. A network of eleven trailhead access facilities and over 225 miles of multiple-use trails has been established to provide recreational access for residents and visitors. The Preserve experiences nearly one-million visits per year and is managed through a unique partnership where the City of Scottsdale owns and operates the Preserve, with assistance from McDowell Sonoran Conservancy.

Pinnacle Peak Park is a 150-acre natural area park located in the heart of North Scottsdale. The Park is home to the well-known geologic landmark of Pinnacle Peak, and has a 1.75-mile-long hiking trail, and several designated rock climbing areas. Pinnacle Peak Park has a long-standing volunteer program that currently employs 70+ volunteers. The park also enjoys support from the Friends of Pinnacle Peak, which is a 501(c)(3) non-profit, and experiences approximately 250,000 visits per year.



Scott Hamilton • Parks & Recreation Manager
480-312-7722 • SHamilton@ScottsdaleAZ.gov

Scott Hamilton is the Natural Resources Manager for the Preserve and Pinnacle Peak Park. He began his career with the city in 1998, serving as the Trails Coordinator for non-paved trails. In the early 2000's, Scott became more involved with the Preserve, and for many years served as the Preserve Planner. Scott has a B.S. in Environmental Resource Management from ASU.



John Loleit
Natural Resources Supervisor



Madison Barasha
Natural Resources Supervisor



Yvonne Massman
Natural Resources Supervisor



Dave Myers
Natural Resources Supervisor



Planning and Business Operations

Community Services Planning and Business Operations manages the operations of the division's departments (Human Services, Library Systems, Parks and Recreation, Preserve Management and Westworld). Responsibilities include strategic planning, communications and marketing, technology development and support, budget monitoring, forecasting and performance management, capital improvement projects, McCormick-Stillman Railroad Park management and operations, and responding to citizen and Council requests.



Bryan Bundy • Community Services Business Operations Manager
480-312-7708 • BBundy@ScottsdaleAZ.gov

Bryan Bundy, Community Services Business Operations Manager, joined the city team in 2003 and moved to Community Services in 2008. He is originally from Joliet, Illinois. Bryan has a Bachelor of Science in Accounting from Arizona State University and a Master's in Management Information Systems.



Michael Murphy • Business & Analytics Manager
480-312-7612 • MiMurphy@ScottsdaleAZ.gov

Michael Murphy, Business & Analytics Manager, joined the city in 2011 as a contract worker for Human Resources and moved to Community Services in 2014. Mike graduated from Eastern College in Philadelphia and has 35 years of consulting experience in the IT industry.



Sunny Nakagawa
*McCormick-Stillman
Railroad Park Manager*



Mary Witkofski
Community Assistance Manager

WestWorld

WestWorld is a nationally recognized equestrian and special event facility that provides recreational opportunities and family entertainment at the local, regional, national, and international levels. WestWorld is home to the Tony Nelssen Equestrian Center, a premier climate-controlled venue featuring 330,000 square feet of year-round usable space, including 20 acres of outdoor space split into two areas which are used for concerts, festivals, car shows and sporting events. All events are produced by independent 3rd party event producers who rent the assets purchase support services for successful event production for public recreation.



- Host 97 events in the 26 areas over 365 calendar days with over 900,000 annual visitors
- Work with the Bureau of Reclamation to manage the facility
- Contract management for event production
- Operate and manage RV reservations with over 300 spaces
- Operate and manage a retail equine feed and bedding operations
- Manage a full operational support staff, 365 days
- Network with the Event Industry to bring quality events to the venue
- Planning for the future through capital improvements and master planning



Vacant • General Manager



Larry Gimple • Assistant General Manager
480-312-6825 • LGimple@ScottsdaleAZ.gov

Larry Gimple began his role as Assistant General Manager of WestWorld in 2022, bringing with him a career in all aspects of the equine industry including a professional horse trainer, a recognized horse show judge, a horse show event manager, and equine event facility consultant and designer. Larry has also served in CEO and Executive Director positions of multi-faceted event centers from Orange County, California to Kalispell, Montana, and most recently the Arena Event Manager at the world renown South Point Resort and Event Center in Las Vegas, Nevada for the past five years.



Jordan Richbourg • Business Manager
480-312-6806 • JRichbourg@ScottsdaleAZ.gov



Ernest (EJ) Jones • Director
480-312-6831 • EJones@ScottsdaleAZ.gov

Ernest (EJ) Jones has been serving as the director of WestWorld since 2012, starting with the city as an event coordinator, then event manager. Before joining the city, he worked with professional sports venues in various capacities and served as Event Manager at the Mellon Arena. EJ attended Slippery Rock University, earning a Bachelor's in Public Administration and a Master's in Sports Management.



44 PARKS

30,500
ACRES OF
PRESERVE LAND

11 TRAILHEADS AND 230 MILES
OF NON-MOTORIZED TRAILS
IN THE PRESERVE

982 TOTAL
ACRES

37 PLAYGROUNDS

5 URBAN LAKES

74 ATHLETIC
FIELDS

39 BASKETBALL
COURTS

3 OFF-LEASH
AREAS

4 AQUATIC
FACILITIES

35 VOLLEYBALL
COURTS

30 PICKLEBALL &
RACQUETBALL
COURTS

6 SPRAY
FEATURES

49 TENNIS COURTS
2 TENNIS CENTERS

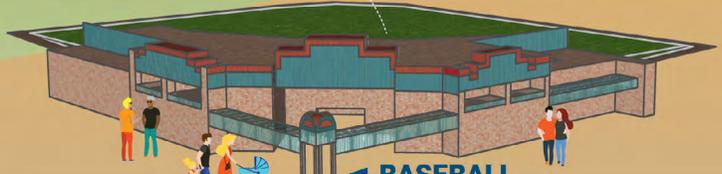
2 SKATE
PARKS



1 RAILROAD PARK



3 EQUESTRIAN
FACILITIES



1 BASEBALL
STADIUM

123 MILES OF PAVED PATHWAYS, 156 UNPAVED

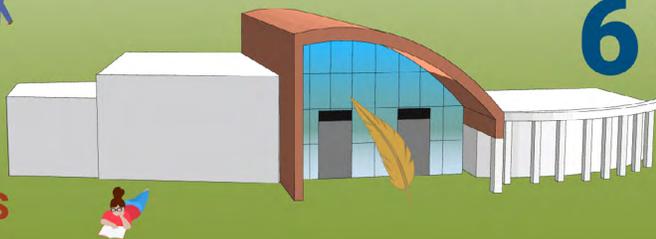


2 SENIOR
CENTERS



6 COMMUNITY
CENTERS

4 PUBLIC
LIBRARIES



Fire

Our mission statement clearly and simply states: "We Care for You". This embodies our philosophy of providing emergency services in an all-hazards approach regardless of circumstances. Scottsdale Fire Department provides their customers essential fire and life safety services thereby enhancing the public safety experience in Scottsdale.



Contact Information & Related Links



ScottsdaleFD.com



Fire@ScottsdaleAZ.gov



480-312-8000



[Organizational chart](#)

Executive Leadership



Tom Shannon • Fire Chief

480-312-1821 • TShannon@ScottsdaleAZ.gov

Tom Shannon has been serving as Scottsdale's Fire Chief since 2011. He holds over 32 years in the fire service, wherein he previously served as Fire Chief in Salt Lake City, Utah and Assistant Fire Chief for the City of Glendale, Arizona. He joined the Scottsdale Fire Department in 2009 where he served positions as Emergency Manager, Deputy Chief of Training and EMS, and Assistant Fire Chief before his promotion to Fire Chief. He holds a Bachelor of Science in Zoology and a Master's in Education from Northern Arizona University. He has a Master of Arts in Homeland Security from Naval Post Graduate School in Monterey, Calif. Chief Shannon is active in many regional committees and currently serves as the Vice President of the Arizona Fire Chiefs Association. He is a member of the Scottsdale Fire Honor Guard, Arizona Fire Service Honor Guard, and the Glendale Pipes and Drums.



Clint Steeves • Assistant Fire Chief

480-312-1892 • CSteeves@ScottsdaleAZ.gov

Clint Steeves proudly serves as the new Assistant Fire Chief of Emergency Services. He has been serving the citizens of Scottsdale since 1996 starting with the Rural Metro Fire Department and then transitioned as an inaugural member to the Scottsdale Fire Department in 2005 as a Captain. He has served in the Scottsdale Fire Department as a Captain/Paramedic, Battalion Chief, Deputy Chief of Special Operations and as a Shift Commander prior to the Assistant Fire Chief position. He has a Bachelor of Science in Business Administration from South University.



Kerry Swick • Assistant Fire Chief

480-312-1891 • KSwick@ScottsdaleAZ.gov

Kerry has over 41 years in the Fire Service. He has served in many diverse communities along the way including, Sun City, Sun City West, Scottsdale, Paradise Valley, Yuma and Knox County, Tennessee.

Kerry's experience is in all facets of Fire Service including firefighter/ambulance attendant, Engineer, Fire Prevention Inspector, Fire Captain, Battalion Chief, Division Chief, and Deputy Chief. He currently serves as the Assistant Chief in Prevention Services division.

In 1984, Kerry assisted in the development of Scottsdale's comprehensive residential fire sprinkler ordinance that saves lives and property and continues to lead the nation for fire safety.

Kerry is an Arizona native and was raised in Scottsdale. He graduated from Coronado High School and obtained an Associate in Fire Science from Scottsdale Community College, and a Bachelor's Degree in Business Management from Western International University. Kerry recently graduated as a Certified Public Manager from Arizona State University. He continues to attend courses at the National Fire Academy in Emmitsburg, Maryland.

Kerry is married with two amazing young adults and enjoys classic cars and travel.



Eric Valliere • Assistant Fire Chief

480-312-1893 • EValliere@ScottsdaleAZ.gov

Eric Valliere joined the fire service in 1991 with Mesa Fire Department. He became a member of Scottsdale Fire Department in 2005, wherein he served as Battalion Chief and Deputy Chief before being promoted to Assistant Fire Chief in 2016. Chief Valliere currently manages the Emergency Services section of the Fire Department, which encompasses Operations, Emergency Medical Services, Special Operations, and Safety/Wellness.

Chief Valliere holds an Associate of Applied Science in Fire Science and a second Associate's in Business Administration from Mesa Community College. He earned his Bachelor of Science in Business Administration and Finance from Columbia Southern University and obtained his Certified Public Manager designation from Arizona State University. He also holds a Chief Fire Office Designation from the Center for Public Safety Excellence and has been a Nationally Certified Incident Safety Officer since 2004.

Chief Valliere participates on regional committees as a co-chair for the Regional Operations Consistency Committee and Chair of the Valley Safety Officers Committee. Currently, he serves as the Chairman of the Board for the Fire Department Safety Officers Association (FDSOA).

Key Operational Initiatives

Public Safety – Fire Emergency Services

- Calls for Service Fire Operations
- EMS/Certifications and training
- Emergency Management
- Public Information
- Community Education
- Wellness

Professional Services

- Special Ops/Events
- Training
- Administrative Services
- Facilities
- Resource Management
- Fire Code/Inspection
- Prevention
- Budget

Meet Our Teams

Emergency Services

Emergency Services reduces the incidence and severity of emergencies through timely, skilled and compassionate service. The division responds to all hazards including fire, emergency medical, chemical, biological, nuclear and radiologic, wildland and technical rescue incidents. The division is comprised of Operations, Emergency Medical Services and Deployment.



Aren Hansen
Deputy Fire Chief



Adam Hoster
Deputy Fire Chief



Andrew McDonald
Deputy Fire Chief



Danny Ables Jr.
Deputy Fire Chief

Professional Services

Professional Services is responsible for resource and inventory management and budget, in addition to three main units: Training & Development, Prevention Services and Administrative Services.



Kelly Baggs
*Deputy Fire Chief
Training*



Rob Rucker
*Deputy Fire Chief
Resource Management*



Mark Zimmerman
*Deputy Fire Chief
Professional Standards*

Prevention Services



Kristi Gagnon
Fire Marshal

Emergency Management

The Emergency Manager coordinates all aspects of emergency management planning activities during non-emergency periods and acts as an advisor to the Mayor and Policy Group during emergencies. The Emergency Manager assures coordination among emergency forces and with adjacent governments, primarily seeing that the Emergency Operations Center functions effectively. The Emergency Manager assists the Mayor and City Manager in the execution of operations, plans and procedures required by the emergency.



Troy Lutrick • Emergency Manager

480-312-1886 • TLutrick@ScottsdaleAZ.gov

Troy Lutrick began his public safety career in 1990, retiring after 25 years from the Glendale Fire Department, and continues to remain a nationally certified Paramedic. Troy's career was spent in special operations and homeland security roles and he was a co-founder of the National Terrorism Liaison Officer Program (TLO) while assigned to the Arizona Fusion Center for nearly five years. He served as the Division Chief of Emergency Preparedness for the City of Avondale until joining the City of Scottsdale as the Emergency Manager in late 2019. Troy holds a Bachelor's from Ottawa University in Public Administration, a Master's from Grand Canyon University in Executive Leadership and Emergency Preparedness and Certified Public Manager (CPM) from ASU. He is also a Certified Emergency Manager (CEM) by the International Association of Emergency Managers and is a graduate of the FEMA National Emergency Managers Advanced Academy, 2018. Troy has recently been accepted to the Executive Leadership Program at the Naval Postgraduate School, Center for Homeland Defense, beginning in late 2020.

Troy was selected as the Arizona "Emergency Manager of the Year" in 2019 by his colleagues, and in 2020 to serve on the Emergency Management Committee for the International Association of Fire Chiefs. He serves as a Planning Section Chief on a national Type-1 Incident Management Team responding to federal disasters. Troy has extensive experience planning mega-events including nine Super Bowls. Troy is an International Incident Command System instructor for FEMA and USAID.



With approximately 169,323 operations in 2013, Scottsdale Airport is one of the premier single runway facilities in the nation. Scottsdale Airport Fire Station 9 is located along the tarmac and staffed 24 hours a day, seven days a week. The crews at this station have special certification skills and equipment including two foam trucks designed for aircraft firefighting. In the last fiscal year, Scottsdale's Fire Department responded to 42,106 emergency calls, 28,993 medical calls, 57 fire investigations, and saved \$123,544,107 in property value.

The members of the Aircraft Rescue Fire Fighting (ARFF) team regularly practice skills required to respond to an aircraft emergency or crash. They also provide medical services and fire response to neighboring residences and businesses.

Fire developed a Community Risk Reduction team to identify and begin work to develop programs to address additional high-risk areas in the city. Three areas were immediately targeted.

Reduction of Mountain Rescues

A wealth of data on mountain rescue calls in the Preserve was collected to determine who was calling and why. From this research, Preserve staff, volunteers and fire department personnel were able to identify strategies to help hikers reduce their risks. This included improving trailhead signage, creating "Safe Hiker" materials for resort distribution, and developing a one-day Preserve First Aid Training course.

The CRR Team will continue to collect data to gauge the effectiveness of interventions and to drive future initiatives.



Police

Our Mission: As part of our community, we are united in purpose and selfless in action to ensure a safe Scottsdale.



Contact Information & Related Links



[ScottsdalePD.com](https://www.scottsdalepd.com)



480-312-5000



[Organizational chart](#)

Executive Leadership



Jeff Walther • Police Chief

480-312-1900 • JWalther@ScottsdaleAZ.gov

Jeff Walther has been Scottsdale's Police Chief since December 1, 2020, returning from an unexpectedly short retirement to lead the Scottsdale Police Department (SPD). Chief Walther was originally hired by the Scottsdale Police Department in July 1994 as police officer and over his 24 year police career held positions of Patrol Officer, Detective, SWAT Officer, Patrol Sergeant, Detective Sergeant, Patrol Lieutenant, Training Lieutenant, McKellips District Commander, Downtown District Commander and Assistant Chief of Police. Chief Walther retired from the Scottsdale Police Department in May 2018, as the Assistant Chief of Police over the Uniformed Services Bureau, which included the Patrol and Special Operations Divisions. During his time away from Scottsdale, he and his wife moved to the small town of Alpine, Arizona where he continued his passion for public safety, becoming a volunteer firefighter for the Alpine Fire District. Chief Walther holds a Bachelor's Degree in Criminal Justice from Northern Arizona University and is a member of the International Association of Chiefs of Police, the Arizona Association of Chiefs of Police and the East Valley Police Chiefs Association. Chief Walther also sits on the Board of Governors for the Boys and Girls Club of Greater Scottsdale; is a member of the Executive Board of the Coyote Crisis Collaborative; and, is a member of the Executive Advisory Board for the National Real Time Crime Center Association. In 2022, Chief Walther was named the Police Chief of the Year for the State of Arizona by the Arizona Association of Chief's of Police.



Helen Gándara • Assistant Chief Operational Support

480-312-1905 • HGandara@ScottsdaleAZ.gov

Helen Gándara has been serving as Scottsdale's Assistant Police Chief – Operational Services Bureau since 1998. She has over 35 years of public administration experience, previously serving the City of El Paso, Texas, in their Office of Management, followed by four years as the Director of Administrative Services/Deputy Chief with the City of El Paso Police Department. Assistant Chief Gándara holds a bachelor's degree in Criminal Justice and a master's degree in Public Administration from the University of Texas at El Paso.



Rich Slavin • Assistant Chief Uniformed Services

480-312-2824 • RSlavin@ScottsdaleAZ.gov

Rich Slavin has been serving as an Assistant Police Chief since 2018, currently overseeing the Uniformed Services Bureau, and has been a police officer in Scottsdale since 1999, serving in a wide range of specialty assignments at all ranks of the department. He is a United States Air Force veteran, holds a bachelor’s degree from Grand Canyon University in Public Safety Administration, and a master’s degree from Northern Arizona University in Organizational Leadership. He is also a graduate of the FBI National Academy.



Joseph LeDuc • Assistant Chief Investigative Services

480-312-8803 • JLeDuc@ScottsdaleAZ.gov

Joseph LeDuc has been serving as an Assistant Police Chief since 2021, currently overseeing the Professional Standards and Investigative Services Bureau. He has been a police officer in Scottsdale since 1991, serving in a wide range of specialty assignments at all ranks of the department. He holds a bachelor’s degree from the University of Phoenix in Business Management and a master’s degree from Northern Arizona University in Educational Leadership. He is also a graduate of the FBI National Academy.

Key Operational Initiatives

Office of the Chief	Uniformed Services	Professional Standards	Investigative Services	Operational Services
<ul style="list-style-type: none"> Department oversight and leadership Uniformed Services Bureau Professional Standards & Investigative Services Bureau Operational Services Bureau 	<ul style="list-style-type: none"> Patrol Enforcement Traffic Enforcement Special Events Short-Term Rental Unit Crisis Response Team Park Rangers Detention 	<ul style="list-style-type: none"> Public Information Internal Affairs and Employee Conduct Community Engagement Training Incident Review Boards 	<ul style="list-style-type: none"> Crimes Against Persons Crimes Against Property Tactical Operations Special Investigations Forensic Laboratory Forensic Operations Police Crisis Intervention Services Crime Analysis 	<ul style="list-style-type: none"> 9-1-1 Communications Budget and Finance Records Management Recruitment and Background Investigations Technology Services Citywide Municipal Security Resource Management Planning, Research, & Accreditation Real-Time Crime Center Employee Well-Being

Meet Our Teams

Uniformed Services Bureau

The Police Uniformed Services Department provides front-line law enforcement services around the clock out of three districts, McKellips, Via Linda, Foothills, and includes Patrol Services and Special Operations. Patrol responds to calls for service and critical incidents, initial criminal and traffic collision investigations, traffic enforcement and education, Short-Term rental concerns, and community policing and outreach. The Special Operations Division provides additional services to the department, including traffic enforcement, bicycle patrol, mounted patrol, park and preserve response, canine support, street-based priority patrol, school safety with crisis canine support, special events management and staffing, prisoner detention, and specialized crisis response.



Jeromie O'Meara
Police Commander
McKellips District



Thomas Myers
Police Commander
Via Linda District



Christopher Watson
Police Commander
Foothills District



Matt Evans
Police Commander
Special Operations

Professional Standards and Investigative Services Bureau

The Professional Standards and Investigative Services Department provides investigative support and oversees the training of department staff, and includes Investigations, Professional Standards, and Forensic Services. Investigations is comprised of specialized detectives and analysts responsible for completing thorough and complex investigations, including persons and property crimes, as well as drug enforcement and tactical response. Professional Standards includes the Community Engagement Section, Internal Affairs, and Training. This department has oversight of the incident review boards, the Honor Guard program, and department Chaplains. Forensic Services is an accredited laboratory and crime scene service that ensures all investigations' successful disposition through the identification, documentation, collection, analysis, and preservation of physical evidence. Crisis Intervention is composed of credentialed behavioral health specialists that provide crisis counseling and referral services for victim-related, accident-related, and behavioral health emergencies.



Christopher Blumling
Police Commander
Investigative Services



Christopher Coffee
Police Commander
Professional Standards



Scott Smith
Police Commander
Special Investigations



Nancy Crump Wahl
Director
Forensic Services

Operational Services Bureau

The Operational Services Department provides operational, technical, and administrative support to the division, and includes Technical Services, Strategic Initiatives, Personnel Services, and Support Services. The department works in collaboration with other city departments providing administrative support in areas of information technology, citywide municipal security, logistics, budgeting, strategic planning, research and accreditation, policy development, police records, recruitment and background investigations, employee wellness, 9-1-1 communications, and real time crime center operations.



Michael Keran
Director
Technical Services



Cassie Johnson
Director
Strategic Initiatives



Bo Bokinsky
Director
Support Services



Jill Boehm
Director
Personnel



Department Highlights

The Scottsdale Police Department has demonstrated a commitment to excellence through its accreditation by the Commission on Accreditation for Law Enforcement Agencies (CALEA) since 1994. We further bolstered our standing by achieving accreditation from the Arizona Law Enforcement Accreditation Program in 2021, a notable accomplishment as the first Arizona municipal police department to obtain dual accreditation. In addition, our Forensic Services Division Crime Laboratory has proudly maintained accreditation through the ANSI National Accreditation Board (ANAB) since 1994, with the Crime Scene Unit joining ANAB Accreditation in 2002.

In April 2023, a cross-section of the organization identified a new Mission Statement and foundational behaviors. Our dedicated efforts focused on refining these guiding principles, which shape our actions and interactions both within our department and with the community we serve. The foundational behaviors foster our culture of trust, transparency, and accountability within the department. On July 11, 2023, we officially introduced the new mission statement and 26 foundational behaviors. Since then, we have regularly released biweekly videos that introduce each behavior, featuring our employees. These informative videos are also shared on our social media platforms for the community to view. The department recently completed a retreat to launch a new vision statement and strategic plan, a guiding document for the next five years and will include a commitment to the wellness of our employees, recruitment and retention efforts, continuing to pursue industry-leading technology and infrastructure, and a commitment to community collaboration and partnership.

In 2023, we inaugurated the Patrol-Based Drone Program, wherein specialized training and FAA remote aircraft pilot certification empower us to provide invaluable aerial support for service calls. This includes assistance in handling crimes in progress, documenting crime scenes, and executing search and rescue operations.

Our dedicated Crime Prevention staff tirelessly collaborates with our community to cultivate safer neighborhoods. Their initiatives encompass a wide range of activities, from engaging with residents and city staff through informative presentations to partnering with organizations like the Phoenix Rescue Mission to provide resources for the unhoused. They actively participate in various crime reduction activities, including Environmental Design presentations, security assessments for commercial and residential areas, and public safety classes. Additionally, we routinely conduct summits with stakeholders and host a bi-annual bar summit for club and restaurant managers. Furthermore, our short-term rental unit, established in January 2022, proactively analyzes, and assesses calls for service data pertaining to City ordinances for short-term rentals.

In summary, the Scottsdale Police Department remains unwavering in its dedication to serving the community, upholding the highest standards of professionalism, and continually striving for excellence. We appreciate your support and are committed to working collaboratively to enhance public safety and the quality of life for all in Scottsdale.

Public Works

The mission of the Public Works Division is to consistently exceed customer expectations in providing the quality public works infrastructure and services our community demands.

Contact Information & Related Links



[Organizational chart](#)

Capital Project Management



480-312-2500



[ScottsdaleAZ.gov, search "Construction"](#)

Transportation & Streets



ScottsdaleTMC@ScottsdaleAZ.gov



480-312-7250



TrafficOpWork@ScottsdaleAZ.gov



480-312-5620



[ScottsdaleAZ.gov, search "Transportation"](#)



[ScottsdaleAZ.gov, search "Streets"](#)

Solid Waste Management



480-312-5600



[ScottsdaleAZ.gov, search "Solid Waste"](#)

Facilities Management



480-312-5258

Fleet Management



480-312-5580



[Sharepoint \(Internal\)](#)



Executive Leadership



Dan Worth • Executive Director
480-312-5555 • DWorth@ScottsdaleAZ.gov

Dan Worth has directed Scottsdale’s public works programs since November 2006. During this time, he also served a year as Acting City Manager from July 2012 through June 2013. Prior to his tenure in Public Works, Dan served as the City Engineer, where he was responsible for administering Scottsdale’s \$1 billion capital improvements program. He first joined Scottsdale in 2004, following 22 years as an active duty Army officer in the Army Corps of Engineers, where he served in engineering and public works leadership positions around the world. Dan has degrees from the US Military Academy and the University of Maryland and is a registered professional engineer in the states of Arizona and Georgia.

Key Operational Initiatives

- Capital projects design and construction
- Arterial Live Cycle Program
- Bond Projects
- Real Estate Services
- Residential & Commercial Waste Collection
- Recycling
- Facility maintenance
- Transit
- Traffic Engineering
- Traffic Management
- Paths & Trails
- Vehicle and equipment replacement
- Fleet Maintenance

Meet Our Teams

Capital Project Management

Capital Project Management is comprised of two programs: Capital Projects Management which oversees design, project management and construction of capital improvement projects including infrastructure improvements; and Real Estate Services which manages city-owned land through revocable licenses, permits and/or leases that provide a financial return to the city.



Alison Tymkiw
City Engineer



Roy Herrington
Principal City Engineer



Joe Mannino
Construction Admin Supervisor



Jon Hughes
Construction Admin Supervisor



Terrell Jackson
Construction Admin Supervisor



Michelle Colby
Real Estate Asset Manager



Roger Berna
Principal Project Manager



Elaine Mercado
Principal Project Manager



Thyra Ryden-Diaz
Principal Project Manager

Transportation & Streets

Transportation & Streets works to ensure that Scottsdale neighborhoods, businesses, and visitors are provided an accessible, environmentally sensitive, safe and efficient transportation system. Projects and operations for street, transit and non-motorized travel are developed in cooperation with the public to promote economic sustainability for the community, preserve and enhance neighborhood quality of life, and ensure seamless connections to the regional network.



Mark Melnychenko
Director



Phil Kercher
Traffic Engineering & Operations Manager



Nathan Domme
Planning Manager



Ratna Korepella
Transit Manager



Ed Padron
Paving Management Manager



Joseph Zappanti
Street Operations Manager



Vacant
Principal Traffic Engineer

Solid Waste Management

Solid Waste Management maintains clean neighborhoods and protects public health by providing solid waste collection, transportation, disposal, compliance and education services at the lowest practical rate and with the highest possible customer satisfaction.



Dave Bennett
Director



Gina Azima
Customer Service & Outreach Manager



Gabe Fragoso
Systems Manager

Facilities Management

Facilities Management provides on-demand and preventive maintenance services along with scheduled life-cycle equipment replacements for approximately three million square feet of city-owned facilities. These facilities include office buildings, museums, performance venues, libraries, well sites and recreation, aquatic and tennis centers, as well as critical infrastructure for Public Safety and Water Resources Divisions.



Steve Denning
Director



Bob Franklin
Service Area Manager



Jody Pierce
Service Area Manager

Fleet Management

Fleet Management ensures safe, efficient and cost-effective maintenance, repair, fueling and replacement of approximately 1,215 city-owned vehicles and pieces of field equipment.



Bill Kohn
Director



Tim Waters
Fleet Operations Manager

Division Highlights

• Capital Project Management

Capital Project Management is currently implementing the Bond 2019 Program and the Capital Improvement Program. This includes the design and construction of recently completed facilities such as the Civic Center Plaza and the Bell Road Sports Fields.

• Scottsdale Trolley

Scottsdale's free trolley system links residents and visitors to entertainment, restaurants, shopping, schools, Scottsdale Community College, libraries, parks, and health services. Riders can transfer between trolley routes, the free Tempe Orbit Earth route and regional bus routes.

• Bicycle Friendly Community Gold Level

Scottsdale is one of only 39 communities nationwide to earn a Gold-level or higher designation as a Bicycle Friendly Community by the League of American Bicyclists. Scottsdale earned the honor through continuous improvement of its biking infrastructure, which has more than 175 miles of bike lanes and 100 miles of bike paths. Scottsdale is dedicated to promoting healthier and more sustainable transportation choices and encourages riders of all ages and abilities through education, programs and events, including the annual Cycle the Arts Tour and Bike to Work Day.



• Intelligent Transportation System

The city's Intelligent Transportation System includes roughly 175 miles of fiber optic cable that connect traffic signals and nearly 170 cameras in key city locations to operators in the Traffic Management Center. The system enables center operators to see real-time traffic conditions and to quickly modify signals to reduce traffic congestion, improve driver information and manage incidents that impact drivers, such as weather, accidents, and special events.

• Modern Traffic Engineering

Scottsdale has been at the forefront of implementing modern traffic engineering solutions. Scottsdale's Mustang Transit Center, for example, was showcased in the November 2019 issue of the international traffic engineering publication ITE Journal. The transit center integrates a roundabout with two bus bays and provides safe options for pedestrians to cross the street, reduces traffic speeds and improves traffic flow in the busy 90th Street corridor which includes a hospital, library and shopping, and supports approximately 24,000 jobs. The integrated bus bays enabled Scottsdale to add two local bus routes to three regional routes, improving the area's connection to the Phoenix Metro Area transit system. Bus shelters include bicycle parking, trash receptacles, public art and enhanced shade and seating options. The Mustang Transit Center is just one example of how Scottsdale traffic engineering aims to expand transportation choices and improve access and mobility for all ages, abilities and travel modes.



• Pavement Preservation

The City of Scottsdale was awarded the 2020 International Slurry Surfacing Association (ISSA) Preservation Performance Award for its outstanding contributions to the pavement preservation industry. The condition of a city’s streets is regularly rated using a Pavement Condition Index (PCI), which looks at the number of defects, deformations and cracks that impact driving comfort in a road network.

• Green Waste

This year, Solid Waste partnered with Parks and Recreation to increase green waste diversion at its parks, and to date has diverted close to 100 tons of material and saved \$7500 in disposal fees.

• Alley to Curbside Plan

Solid Waste Services is in the process of converting their containerized alley collection service to curbside collection. The goal is to move all 11,450 homes to curbside service over the next four years. The change will reduce vehicle maintenance costs, curb illegal dumping, and improve the management of residential waste volumes.

• Facility Condition Index

Thus far, Facilities Management has completed and published 22 Facility Condition Assessments covering more than 710,000 square feet of city-owned buildings. The Facility Condition Index study establishes the baseline conditions for buildings and their systems, identifies, classifies and prioritizes building deficiencies and provides recommended corrective actions with estimated costs. This management tool is used to identify and prioritize the necessary short- and long-term maintenance and repair requirements throughout city buildings.



- **Reliable Transit**

Since the insourcing of trolley maintenance, Fleet has improved bus availability and customer service by reducing in-service failures by 89%. Additionally, the average annual repair cost has been reduced by 11% even while improving the bus's condition and reliability.

- **Alternative Fuel**

The city continues to actively pursue viable alternative fuels. Until September 2017, all city buses were diesel powered. Currently, eight buses, or 38%, are now Compressed Natural Gas (CNG) powered. Additionally, 68% of the city's solid waste trucks are CNG powered. Not only is CNG naturally a cleaner fuel than diesel, the cost per diesel gallon equivalent is \$0.47 compared to \$1.78. In addition to alternative fuels, Fleet is actively planning electrification of fleet segments.





Scottsdale Water

Vision: Water Sustainability through Stewardship, Innovation and People

Mission: Provide simply better sustainable water services for a world class community



With over 50 years of operations, Scottsdale Water is an industry leader and has been recognized by numerous state and national awards including twice with the Utility of the Future Today award granted by the Water Environment Federation in partnership with the EPA. The Scottsdale Water Citizens Academy (run twice each year) was recognized in 2017 as the WaterReuse Association Public Education Program of the Year. In 2019, Scottsdale Water was granted the first Arizona permit for the direct potable use of advanced purified recycled water.

Contact Information & Related Links



[ScottsdaleAZ.gov, search "Water"](#)



480-312-5650



WaterOperations-CustomerService@ScottsdaleAZ.gov

Executive Leadership



Brian Biesemeyer • Executive Director

480-312-5683 • BBiesemeyer@ScottsdaleAZ.gov

Brian Biesemeyer is the Executive Director of Scottsdale Water and has held this position since 2012. Brian also served as acting City Manager for Scottsdale for 19 months. Prior to coming to Scottsdale, Brian served as Deputy Director Public Works – Utilities for the City of Peoria, Arizona, and General Manager for Arizona American Water. Brian is a retired U.S. Army Lieutenant Colonel and is a registered professional Environmental Engineer. He holds ADEQ Grade 4 Operator Certifications in water treatment, wastewater treatment, water distribution and wastewater collection. Brian is a State of Arizona Water Protection Fund Commissioner, a past president of WaterReuse Arizona, and a past board member of the WaterReuse Association.



Kevin Rose • Water Resources Administrator

480-312-5621 • KRose@ScottsdaleAZ.gov

Water Administrator Kevin Rose started with Scottsdale Water in the summer of 2017. He is responsible for the operations and maintenance functions of Scottsdale Water including Water Services, Water Reclamation and Technology and Administration. Prior to joining Scottsdale, he worked with the City of Phoenix Water Services Department and the City of Peoria Utilities Department performing functions in both water and wastewater. Kevin holds Grade 4 ADEQ certifications in Water Treatment, Wastewater Treatment, Wastewater Collection and Water Distribution. He holds a Bachelor of Science in Chemistry and Master of Science in Environmental Management, both from Arizona State University.

Key Operational Systems

- Water Treatment Plants and Facilities
- Water Distribution System
- Water Quality Sampling
- Water Quality Laboratory
- Water Reclamation Facilities
- Sewer System Operation and Collections
- Advanced Water Treatment Systems
- Water Resources Planning and Engineering
- Stormwater Quality
- Water Conservation
- Optimization and Control Systems
- Safety, Training, and Administrative Support
- Call Center and Dispatch Operations
- Industrial Pretreatment and Backflow Prevention
- Water and Wastewater Facility Maintenance

Key Operational Initiatives

The Scottsdale Water Strategic Plan (2019 – 2024) encompasses four major initiatives:

1. Establish fiber optics communication networks to all major operating sites by 2023. (completed)
2. Convert all water meters to automated meter reading technology by 2022. (completed)
3. Double potable water recharge capacities within the city by 2024 (via additional Aquifer Storage and Recovery Wells)
4. Implement real-time customer interface by 2023 (as of 2022 over half of all customers have access to our real-time WaterSmart portal).

Meet Our Teams

Water Services

The Water Services Department treats and distributes an average of 68 million gallons a day of high-quality, affordable drinking water to more than 94,000 Scottsdale Water business and residential accounts. Most of Scottsdale’s drinking water is treated at its surface water plants, the CAP Plant, which is actually three distinct facilities, and the Chaparral Water Treatment Plant. The department also manages multiple groundwater treatment facilities, including three arsenic treatment plants, two superfund treatment sites, 41 reservoirs, 27 groundwater wells, more than 11,000 fire hydrants, and hundreds of additional valves, pump/booster stations and other equipment that make up the drinking water distribution system. Efficient and continuous operation of this system ensures compliance with numerous regulatory requirements and provides safe, reliable drinking water to our customers.



David Walby
Water Services Director



Jeff Colburn
Water Distribution Manager



Vacant
Water Production Manager



Wes Thrash
Water Maintenance Manager

Water Quality

The Water Quality Department ensures compliance with federal, state and local regulations for drinking water, reclaimed water, industrial pretreatment, superfund, cross connection control, stormwater quality, air quality and aquifer protection for all Scottsdale Water programs and facilities. The state-of-the-art in-house water quality laboratory performs more than 95,000 water and wastewater quality tests annually to ensure regulatory compliance and efficient and effective treatment processes. The department also provides oversight and enforcement on more than 2,000 commercial establishments that discharge into the city's sanitary sewer system and all water quality requirements for the city's Municipal Separate Storm Sewer System Permit.



Suzanne Grendahl
Water Quality Director



Laura McCasland
Water Quality Laboratory Manager



Carie Wilson
Regulatory Compliance Manager

Water Reclamation

Scottsdale's Water Reclamation Services Department, which collects and treats wastewater generated within the city, operates one of the most advanced water reclamation facilities in the world. The department manages more than 1,400 miles of sewer lines, three treatment facilities and hundreds of pumps, lift stations and other equipment that make up the sewer collection system. The department also manages the Reclaimed Water Distribution System, a unique public-private partnership that provides recycled water to 23 golf courses in north Scottsdale. Efficient and continuous operation of the system ensures compliance with numerous regulatory requirements to prevent spills/overflows, minimize odors and provide an alternative source of water for non-potable users such as irrigation, power generation and groundwater replenishment.

Planning & Engineering, Conservation

Scottsdale Water's Planning and Engineering Department provides leadership and management of all Water Resources capital improvement programs to ensure the water systems and supply are planned, engineered, and designed in agreement with the city's General Plan and design standards. The engineering efforts help ensure that all rates and fees are set in an efficient and detailed manner. This department also manages and administers water rights, water conservation programs, contracts and intergovernmental agreements for water deliveries and water reclamation. The department manages the efforts to increase long-term aquifer storage for drought mitigation through increased Central Arizona Project (CAP) recharge. The Water Conservation office encourages the responsible use of water, manages a robust water efficiency rebate program and conducts numerous adult and youth workshops each year. Scottsdale Water's Public Information Officer manages all internal and external communication for the division and is part of the Planning and Engineering Department.



Bryan Cassens
Water Reclamation Director



Craig Craddock
Wastewater Collections Manager



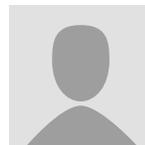
Gary Tuning
Wastewater Treatment Manager



Scott Mars
Engineering and Planning Director



Gretchen Baumgardner
Water Policy Manager



Vacant
Public Information Officer

Technology & Administration

The Water Technology & Administration Department supports Scottsdale Water by ensuring the highest degree of value, quality, and service reliability for customers. The Scottsdale Water Technology and Administration Department is a diverse group that oversees comprehensive data management, control system technologies, system operating services and customer service. This area also maintains and repairs Water Resources equipment and infrastructure. Administration includes a customer service call center for all water and sewer-related issues (excluding billing), employee safety and training, utility system security, accounts payable processing and workforce management support services.



Stephen Rot
*Systems and Technology
Manager*



Jason Brelsford
*Systems Integrator
Supervisor*



Elizabeth Norton
*Administrative Assistant
Supervisor*



Chelo Leyva Allen
*Administrative Assistant
Supervisor*



Department Highlights

Scottsdale Water is one of the most highly recognized municipal water utilities in the nation. In 2018, the division received the Association of Metropolitan Water Agencies' Sustainable Water Utility Management Award – the highest industry recognition conferred to municipal water agencies. The award acknowledges water utilities that have made a commitment to management that achieves a balance of innovative and successful efforts in areas of economic, social and environmental endeavors. They have also been recognized as a Utility of the Future Today by the U.S. Environmental Protection Agency and as Arizona Forward's 2019 Environmental Champion.

The Scottsdale Water Campus, located approximately one mile north of Loop 101 off Pima Road, is home to the Advanced Water Treatment (AWT) Plant, one of the most sophisticated recycled water facilities in the world and the first permanent facility in Arizona – and only the third in the nation – to be permitted for direct potable reuse (the direct consumption of recycled water). The AWT can treat up to 20 million gallons of water a day to a water quality standard that exceeds that of bottled water.

Scottsdale's mobile drinking water station is part of Scottsdale Water's Choose Tap! campaign, which highlights the benefits of choosing tap water over bottled water. The trailer, which attaches directly to a fire hydrant, serves up chilled tap water at major city events providing a customer service, and a public health benefit (encouraging hydration) while also promoting the city's extensive sustainability initiatives.

The Scottsdale Water Conservation Office maintains and manages the Scottsdale Xeriscape Garden at Chaparral Park, which provides an educational resource for growing regionally appropriate plants. A National Wildlife Federation Certified Wildlife Habitat, the garden showcases over 7,000 plants from 200 species, and conceals a buried 5.5 million gallon reservoir from the adjacent Chaparral Water Treatment Plant. Through signage and an interactive plant guide, park visitors can learn about low-water use plants and trees, water harvesting and other tips for caring for desert landscape.



ARIZONA FORWARD ENVIRONMENTAL EXCELLENCE CRESCORDIA AWARD 2019



Boards & Commissions

[Airport Advisory Commission](#)

The Airport Advisory Commission advises the City Council on policy matters relating to the operation of the airport, proposals for development, airport area land use, fees and safety concerns.

[Board of Adjustment](#)

The Board of Adjustment has the power to hear and decide on appeals from administrative decisions and variances from the provisions of the zoning requirements. The Board of Adjustment makes the final decision on items that come before it; decisions are not passed on to the City Council for final approval.

[Building Advisory Board of Appeals](#)

The Building Advisory Board of Appeals has the jurisdiction to recommend that minor variances in the electrical, plumbing and mechanical application of the Building Code be granted and that alternative construction methods or materials be allowed. Members appointed to the Building Advisory Board of Appeals must be qualified by experience and training to pass on matters pertaining to building construction. The board also recommends amendments to the Code.

[Development Review Board](#)

The purpose of the Development Review Board is to maintain the quality of development in Scottsdale through review of architectural design and layout of proposed development plans for commercial development and preliminary plats for residential subdivisions. This includes site planning and the relationship of the development to the surrounding environment and the community.

[Environmental Advisory Commission](#)

A City Council appointed citizen commission to advise the Council on issues related to preservation and enhancement of local environmental. The Environmental Advisory Commission provides guidance on the prioritization of current and future environmental activities and recommends environmental policies to the City Council.

[Historic Preservation Commission](#)

The Historic Preservation Commission was established by the City Council to oversee the development and management of Scottsdale's Historic Preservation Program. This program is focused on increasing public awareness of Scottsdale's heritage; identifying historic and cultural resources; designating and recognizing significant local resources; and assisting in protecting, preserving and enhancing the best examples of Scottsdale's past.

[Human Relations Commission](#)

The Scottsdale Human Relations Commission will advocate and promote all dimensions of diversity. The commission will act as an advisory body to the mayor, city council and staff and to make recommendations on ways to encourage mutual respect and understanding among people, to discourage prejudice and discrimination, and to work towards cultural awareness and unity. The commission may also make recommendations as to special events which will further its purpose.

[Human Services Commission](#)

The Human Services Commission provides advisory recommendations to the staff and City Council on human services priorities and programs. The Commission also reviews and suggests funding allocations for Scottsdale Cares, Community Development Block Grants, HOME, Human Services Emergency and General Funds.

[Judicial Appointments Advisory Board](#)

The Judicial Appointments Advisory Board (JAAB) makes advisory recommendations to the City Council regarding the appointment and reappointment of full-time city judges. The JAAB will use merit-based criteria to recommend the best-qualified persons to become city judges and to advise the City Council about retaining city judges.

[Library Board](#)

The Library Board advises the City Council on general policy relating to the programs, services and future development of the Scottsdale Public Library.

[Loss Trust Fund Board](#)

The Loss Trust Fund Board is responsible for recommendations to the City Council regarding the administration of the loss trust fund. The trustees shall meet twice a year and submit a report to the City Council as to the status of the trust fund. Such report shall include recommendations the trustees deem necessary.

[McDowell Sonoran Preserve Commission](#)

The McDowell Sonoran Preserve Commission, with the assistance of city staff, makes recommendations to the City Council on such items as: preservation strategy, funding, land acquisition, educational/promotional programs, master planning and other Preserve-related issues. The Commission reports to the City Council on a quarterly basis regarding progress and any specific requests from the council relating to the McDowell Sonoran Preserve.

[Neighborhood Advisory Commission](#)

The Neighborhood Advisory Commission advises and makes recommendations to the city council on policies, plans, strategies and programs for the preservation, improvement and revitalization of Scottsdale's neighborhoods.

[Parks and Recreation Commission](#)

The Parks and Recreation Commission is a citizen advisory committee that advises the City Council on the acquisition of lands and facilities for use as parks or recreation centers; the Parks and Recreation Commission also advises on the operation, use, care and maintenance of these parks and recreation areas.

[Personnel Board](#)

The Personnel Board hears appeals submitted by city employees relating to dismissal, demotion or suspensions; and submits its recommendations to the City Manager.

[Planning Commission](#)

The Planning Commission's task is to review, evaluate and approve rezoning requests, general plan amendments, use permits, abandonment's and Municipal Use master site plans, maintaining the applicable standards and policies of the City of Scottsdale. The Planning Commission acts as an advisory board to the City Council on land use and zoning matters; the Council has the final ruling. The Planning Commission is also authorized to confer with other advisory commissions, such as the Transportation or Historic Preservation Commissions.

[Public Safety Personnel Retirement Board](#)

Pursuant to A.R.S. 38-847, the Public Safety Personnel Retirement System Boards, Police local and Fire local, are responsible for deciding all questions of eligibility and service credits, and determines the amount, manner and time of payment of any benefits under the Public Safety Personnel Retirement System.

[Tourism Development Commission](#)

The Tourism Development Commission advises the City Council on matters concerning the Tourism Industry in Scottsdale as well as the expenditure of revenues from the Transaction Privilege Tax on Transient Lodging (Bed Tax) designated for Tourism Development.

[Transportation Commission](#)

The Transportation Commission is an advisory board to the City Council on matters related to transportation. It is the role of the Commission to consider transportation issues in the context of existing city ordinances and regulations, the policies and goals established in the City's General Plan, as well as State and Federal Laws.

[Veterans Advisory Commission](#)

The Veterans Advisory Commission advises the City Council on veteran programs, policies and practices and serve as a community connection point for veterans and the community where they live.

Other Entites

Citizens Bond Oversight Committee

The Citizens' Bond Oversight Committee shall receive reports on the city's progress in implementing the Bond Program, review any proposed project changes to the program and provide such comments to the City Council with respect to the bond program as the Committee deems appropriate.

Industrial Development Authority

The main function of the IDA Board is to issue tax exempt bonds for certain types of private developments for the purpose of attracting new economic activity to the community. The Board evaluates development proposals and presents its recommendations to the City Council for final approval.

Municipal Property Corporation Board of Directors

Interested citizens have organized a nonprofit Arizona corporation known as the City of Scottsdale Municipal Property Corporation for the purpose of assisting the city in financing the construction and acquisition of fixed-base operator facilities and airport fire crash facilities at the municipal airport and a main fire station within the city proper.

Paths and Trails Subcommittee

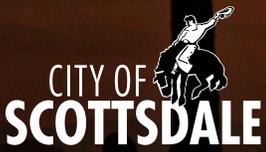
The Paths & Trails Subcommittee of the Transportation Commission was established to advise the Commission as a whole and provide a public forum for issues surrounding paths and trails.

Preserve and Protect Task Force

A new task force comprised of nine positions designed to develop financial strategy recommendations to protect the city's open spaces and quality of life. The task force will meet twice monthly beginning in 2023 and develop recommendations to Scottsdale City Council through identifying and quantifying unfunded needs for the protection, preservation, and perpetual maintenance of the city's open spaces (e.g., Indian Bend Wash Greenbelt and McDowell Sonoran Preserve), public safety and other needs.

Scottsdale Preserve Authority Board of Directors

The Scottsdale Preserve Authority Board of Directors was established to assist the city in providing for financing of land acquisitions through the issuance by the Authority of its bonds.



City Manager's Office
3939 N. Drinkwater Blvd.
Scottsdale, AZ 85251

480-312-2800

Visit ScottsdaleAZ.gov for more information.

Photo by Dennis Eckel