



Collaboration and Commitment in the Face of Challenge

Uncertainty feels like the new normal, both in Scottsdale and across the world. One guarantee in the face of challenge is Scottsdale's commitment to Simply Better Service for a World Class Community. Whether working remotely or on-site, Scottsdale employees are on-the-job for you. This may look slightly different than in the past, but our commitment to excellence remains certain.

Scottsdale's mayor and six council members govern the city, and along with 2,641 employees and 5,002 volunteers, serve more than 258,000 residents.

Scottsdale employees are working to safely provide you with Simply Better Service. Read this annual report to learn how. If you have comments or suggestions on how we can improve this document, please contact the City Manager's Office: 480-312-2800 | citymanager@ScottsdaleAZ.gov



Value Scottsdale's Unique Lifestyle and Character

Scottsdale honors the past while embracing the future



Highlighted Accomplishments

- The West's Most Western Town celebrated its heritage during the fourth annual **Western Week**. The week included the 67th Parada del Sol one of America's longest-running parades along with the Trail's End and Arizona Indian festivals. These cultural events attracted more than 30,000 people into Old Town throughout the weekend.
- A partnership between the city, San Francisco Giants and the Scottsdale Charros
 resulted in the completion of the **Scottsdale Stadium** renovation in time for Spring
 Training 2020. While life has thrown us a curve-ball with the COVID-19 pandemic
 and this spring training season was a short one, we are eager to safely welcome
 the public to see the updates recently completed.

Looking Forward

 WestWorld is set to expand its sports programs in the upcoming year, including the ability to host indoor pickleball events in the Tony Nelson Equestrian Center and increased field capacity on the polo field.



Highlighted Accomplishments

- The city of Scottsdale established a Firewise Wildland Prevention Team, which works to prevent or reduce the devastation a fire can have on the McDowell Sonoran Preserve, the wildlife and the families living nearby.
- Scottsdale continues to go green by completing a compressed natural gas fuel site at the solid waste transfer station, allowing for deployment of the first compressed natural gas fuel powered street sweeper in the city. This also provides a critical second fueling site for Scottsdale's 37 compressed natural gas-powered solid waste trucks.

Looking Forward

• Scottsdale is committed to increasing the green waste diversion rate to 20 percent or greater by June 2021.



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











Preserve Meaningful Open Space

Scottsdale values our desert and green spaces





Highlighted Accomplishments

- The Scottsdale McDowell Sonoran Preserve turns 25! This anniversary was celebrated in October 2019 by the dedication of the preserve's two newest access facilities — the Fraesfield and Granite Mountain trailheads which was attended by influential champions of the preserve. Initially the preserve was 4.5 square miles consisting of three parcels of city-owned land. Now 25 years later, this permanently protected desert habitat encompasses nearly 48 square miles about one-guarter of Scottsdale's total land area.
- In response to the COVID-19 pandemic, the preserve followed public health guidelines while seeing record attendance levels. More than 340.000 visits occurred in the first three months of 2020.

Looking Forward

• A new trailhead in the Pima-Dynamite area has been designed and construction is underway to provide additional access to and experiences in the preserve.

Highlighted Accomplishments

- Construction was completed on the Civic Center Bridge as well as the 68th Street and Pima Road bridges over the Arizona Canal.
- Intersection safety improvements were completed at Hayden Road and Thomas Road, which has consistently had one of the city's highest collision rates.

Looking Forward

 To further improve safety and efficiency, traffic signals in the Old Town area will be re-timed and freeway interchange signals will be coordinated with arterial roads.





Reporting Potholes is EZ, ScottsdaleEZ

Our crews responded to 477 pothole complaints in less than 36 hours on average. Have a pothole or other issue? Report it at ScottsdaleAZ.gov, search "EZ."



Enhance Neighborhoods

Scottsdale commits to create thriving present and future neighborhoods

Highlighted Accomplishments

- The Scottsdale Police Department continues to develop community relationships through community engagement events and expanded interaction with the public through social media, where the audience grew by 84.3 percent.
- Scottsdale Library launched the Memory Café program for community members with Alzheimer's and their caregivers and Human Services hosted the Coffee and Conversations Program which provides a safe place, resources and information for people experiencing homelessness.

Looking Forward

- Construction on Fire Stations 603 and 616 will be completed this year, fulfilling projects from the 2015 voter-approved bond.
- Contactless library service models will be explored and expanded in the upcoming year, allowing the library to be a continued resource during the COVID-19 pandemic and beyond.





5:36 minutes average police response time



5:06 minutes average fire response time



Fire Department public education and outreach connected with more than 20,000 people



Scottsdale libraries welcomed more than 800,000 visitors



324 volunteers with Vista del Camino & Paiute Neighborhood Centers



1,470 families served at Paiute Neighborhood Center

Note: Due to the COVID-19 emergency, numbers may vary from previous years.

Highlighted Accomplishments

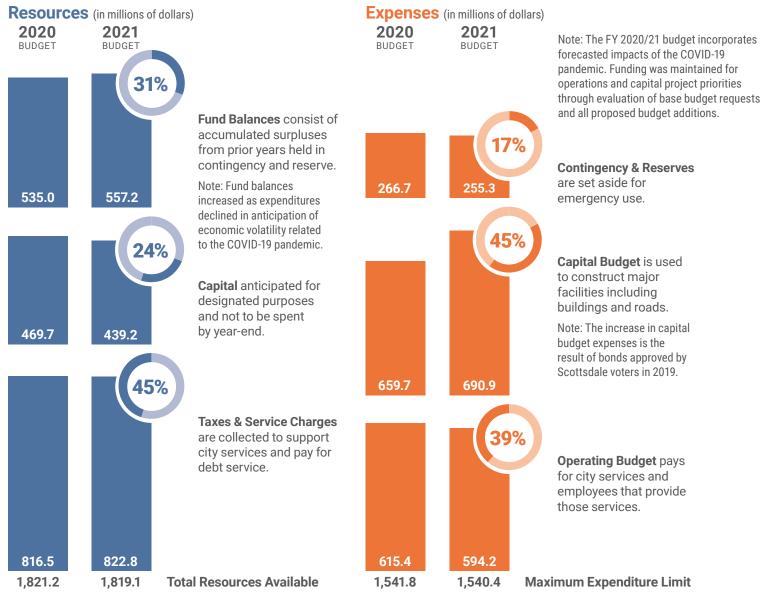
In response to the COVID-19 pandemic and economic crisis, Scottsdale's Economic
Development Department launched small business support efforts including a
Scottsdale Good to Go banner program, a Small Business Assistance Center,
a business locator application, and SupportScottsdale.com in partnership with
the Scottsdale Area Chamber of Commerce and Experience Scottsdale.

Looking Forward

Scottsdale will continue the process of updating the General Plan, which includes
working with a Citizen Review Committee, city boards, city-wide public outreach with citizens, and conduct public
hearings with the Planning Commission and City Council in preparation for voter-consideration in November 2021.

Resources and Expenses

Scottsdale is required by law to adopt a budget each year and cannot spend more than that total amount. This includes all city funds for the fiscal year ending June 30. These numbers are as adopted by the City Council in June 2020. The city's financial statements are audited annually by an independent auditor. The most recent audit for 2019 received a clean opinion. If you would like more information, visit ScottsdaleAZ.gov and search "budget."







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 November 2020 elections will be held for the mayor and three City Council members, with the winners starting office in January 2021. 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 bodies. 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.



Scottsdale City Council



W. J. "Jim" Lane served for four years on the Scottsdale City Council beginning in June 2004 and began his third term as Mayor in January 2017. Mayor Lane currently represents the city as a member of the Flinn Foundation Arizona Bioscience Roadmap Steering Committee. He is a member and past President of the Arizona Municipal Water Users Association, a member of the Governor's Arizona Workforce Committee, member of the Executive Committee of the League of Arizona Cities and Towns. He is a member the MAG Regional Council and former President of the MAG Executive Board and Economic Development Committee. Mayor Lane also serves on the Municipal Tax Code Commission, Arizona Game and Fish Appointment Recommendation Board, he is a member of the Phoenix Committee on Foreign Relations and an Honorary Member of the Taliesin West Board of Stewards. He came to Scottsdale from New Jersey in 1973 to take a position with KPMG (Peat Marwick), an international CPA firm. He worked as an Arizona CPA for 20 years with five of those years in public accounting as a financial statement auditor. Mayor Lane has owned and operated businesses in construction, mining, computer technology, telecommunications, regional aviation and financial consulting. Mayor Lane is also a former adjunct professor of Business and Accounting at Scottsdale Community College. He holds a Bachelor of Science degree in Accounting from Saint Joseph's University in Philadelphia.

jlane@ScottsdaleAZ.gov · 480-312-2433



Suzanne Klapp began her first term on the Scottsdale City Council in January 2009 and began her third term in January 2017. She has more than 40 years of management experience in manufacturing, distribution and retail operations. She began her career with Whirlpool Corp. where she worked for 14 years in a variety of positions in marketing, communications,

human resources, production and material control. Later, she owned a custom plastics manufacturing plant in Indiana. She moved to Scottsdale in 1998 and has since owned custom framing retail stores in Scottsdale and Phoenix. She is member of the Valley Metro RPTA board and helped found and continues to advise the Scottsdale Gateway Alliance. She is a graduate of Valley Leadership and is on the Advisory Board of Scottsdale Leadership. She serves as Chair of the City Council's Economic Development Subcommittee. She holds a Bachelor of Arts degree in English and Journalism from the University of Evansville and Master of Business Administration from Southern Methodist University.

sklapp@ScottsdaleAZ.gov · 480-312-7402



Councilmember Virginia
Korte began her second
term on the Scottsdale
City Council in January
2017. She has an extensive
background in business and
non-profit management as
well as community service.
In 1981 she joined her
family business (Ray Korte
Chevrolet) to work with and
learn from her father where
she served in various roles
until becoming general

manager and dealer in 1991. After selling the dealership in 1998, Virginia was hired as a biology professor at Scottsdale Community College and became the first Executive Director of their Center for Native & Urban Wildlife, serving until 2002. In 1996, Virginia was named to the Board of Directors of the Scottsdale Area Chamber of Commerce, and in 2002, she was hired as President and CEO. Virginia then served as President and CEO of Scottsdale Training and Rehabilitation Services (STARS) from 2008 until 2014. She currently serves as a member of the board for Business United for Scottsdale Schools.

vkorte@ScottsdaleAZ.gov • 480-312-7456



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.

klittlefield@ScottsdaleAZ.gov • 480-312-7412



Guy Phillips began his second term on the Scottsdale City Council in January 2017. Councilman Phillips was raised in Phoenix where he graduated from Camelback High School in 1977. He moved to Scottsdale in 1994. He attended Maricopa Community College and subsequently started the air conditioning contracting business that he still owns and operates. He was a

general contractor and homebuilder whose business was one of the first to implement Scottsdale's Green Building Program. He is a member of the Better Business Bureau, the Arizona Small Business Association, the North Scottsdale Chamber of Commerce, the Heritage Foundation, the National Rifle Association, and the Arizona Archaeological Society. Councilman Phillips has created many startup businesses with a patent pending and in his spare time he likes to restore vintage muscle cars. Scottsdale is where Guy Phillips met his wife Cora, and together they raised a family of five children who all attended Scottsdale public schools.

gphillips@ScottsdaleAZ.gov • 480-312-2374



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

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

Imilhaven@ScottsdaleAZ.gov • 480-312-7454



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

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

swhitehead@ScottsdaleAZ.gov · 480-312-7423

Charter Officers



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



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



Carolyn Jagger City Clerk cjagger@ScottsdaleAZ.gov 480-312-2411



Sharron Walker
City Auditor
swalker@ScottsdaleAZ.gov
480-312-7867



Jeff Nichols City Treasurer jenichols@ScottsdaleAZ.gov 480-312-2364



Joseph Olcavage
Presiding Judge
jolcavage@ScottsdaleAZ.gov
480-312-7604

Scottsdale Successfully Shifts to a New Way of Providing Simply Better Service



Service may look different right now, but the results of Simply Better Service are the same and Scottsdale remains committed to supporting the community in safe and innovative ways:

 The Mayor's Office and Scottsdale Video Network have been producing a series of videos in which Mayor W.J. "Jim" Lane hosts in-depth



discussions with subject matter experts on topics around the city's response to the COVID-19 pandemic.

- While public meetings cannot safely be held in person, all City Council, board and commission meetings are conducted electronically and remotely and are broadcast live on Scottsdale Video Network and streamed live online to allow residents to watch the live proceedings.
- The Scottsdale City Council approved over \$29 million of Federal CARES Act funding to support the community in the form of care for vulnerable citizens, emergency



response, public safety, business assistance and more.

 Scottsdale launched a COVID-19 update page for residents to stay up-to-date and informed on the rapidly changing situation.



For the latest COVID-19 information, visit ScottsdaleAZ.gov, search "coronavirus"

Connect with us @ScottsdaleAZgov











Welcome to Scottsdale, Arizona

A world-class community

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

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

Scottsdale was founded by Army Chaplain Winfield Scott in 1888 but was not incorporated until 1951 when Scottsdale was a small community of 2,000 residents situated on about two square miles of land. Today, Scottsdale has more than 250,000 residents enjoying the rich diversity of experiences offered within the city's 185 square miles.











All Work and All Play

Business

Scottsdale is one of the state's leading job centers with a robust economy anchored by bio-life science companies, high-tech innovation, financial services, tourism and corporate headquarters. More than 22,000 companies do business in Scottsdale, supplying roughly 200,000 jobs. SkySong, the ASU Scottsdale Innovation Center, is designed to help companies grow through a unique partnership with Arizona State University. Scottsdale's downtown, Old Town Scottsdale, is an emerging center for high-tech businesses. Farther north, the Scottsdale Airpark is the city's largest employment area and the Scottsdale Cure Corridor is a partnership of premier health care providers and biomedical companies.

Tourism

With great weather, fantastic scenery and a calendar full of special events, Scottsdale is a popular tourist destination in Arizona. Scottsdale welcomes millions of visitors annually. The city boasts many hotels and resorts, restaurants and spas. That activity adds up to big business. The annual economic impact of Scottsdale visitors is estimated at several billion dollars. Visitors generate more than 57 million dollars of annual tax revenue — representing about one in every five city tax dollars.

Special Events

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



Scottsdale Top Attractions



1. Pinnacle Peak Park



4. WestWorld



6. McCormick-Stillman Railroad Park



8. Scottsdale Fashion Square



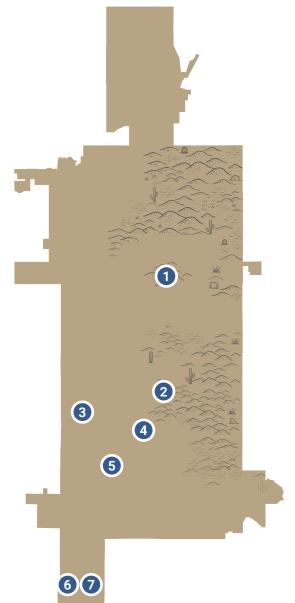
10. Scottsdale Historical Museum



12. Scottsdale Stadium



2. Preserve Gateway and Scottsdale's McDowell Sonoran Preserve





3. TPC Scottsdale



5. Scottsdale Airport/Airpark



7. Indian Bend Wash Greenbelt



9. Old Town Scottsdale



11. Scottsdale's Museum of the West



13. SkySong



Scottsdale Stadium Gets a Giant Update

Nestled in the heart of Old Town Scottsdale, Scottsdale Stadium is home to the Cactus League Spring Training, Arizona Fall League, and a series of year-round meetings and events. This newly renovated 16-acre premier event venue — with a diverse mix of indoor and outdoor function space including the 42,000 square foot clubhouse and event center — sits in the same location as it did when originally built in 1956. These renovations are part of an agreement that guarantees Scottsdale Stadium will host San Francisco Giants Spring Training games through at least 2044. The Stadium was first rebuilt in 1992 and has undergone renovations in 2005 and most recently in 2019. Over the years, the city of Scottsdale has cultivated key partnerships with sports teams, nonprofit organizations, tourism boards and local businesses to help this space thrive.

The Spring Training home for the San Francisco Giants, Scottsdale Stadium is unique as the only Cactus League venue located in a downtown setting. Within walking distance of Old Town Scottsdale shops, hotels, restaurants and more, this renovated space is more than a stadium; it's a gathering place for fans, families, locals and visitors to celebrate, relax and cheer.



Learn more at ScottsdaleAZ.gov, search "stadium"





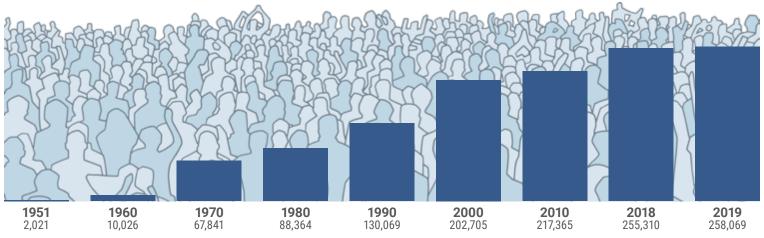




Scottsdale by the Numbers: A Demographic Summary

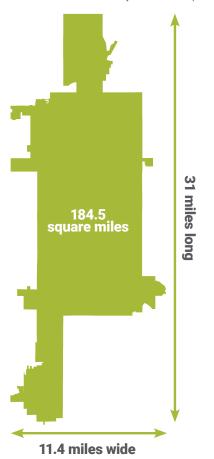
Scottsdale is the 85th largest city in the U.S. by population, and currently has over a quarter million residents.

Source: U.S. Census (2019)



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

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



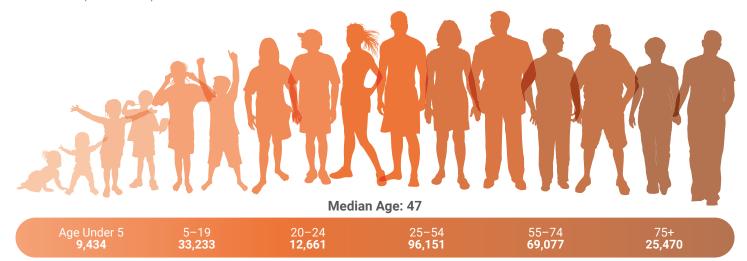
Almost 8,000 people directly serve the residents of Scottsdale. Source: City of Scottsdale



Scottsdale Residents

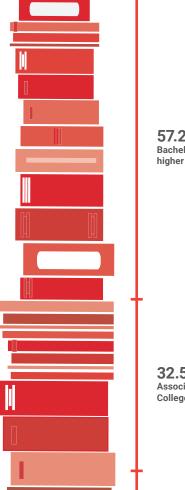
Scottsdale's median age of 47 is 9 years older than the U.S. median age of 38.

Source: U.S. Census (2014-2018 ACS)



Nearly 6 out of ten Scottsdale adults have earned a bachelor's degree or higher.

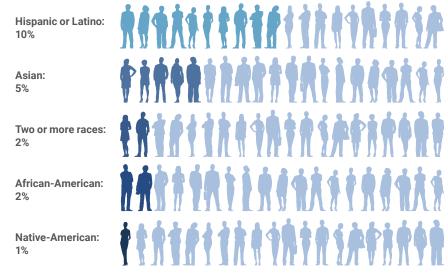
Source: U.S. Census (2014-2018 ACS)



57.2% (109,025) Bachelor's Degree or

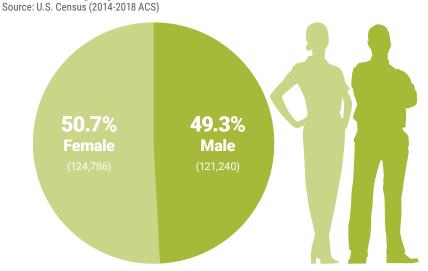
While most residents are white, 20 percent are of a different race or ethnicity.

Source: U.S. Census (2014-2018 ACS)



White: 80%

There are slightly more women than men in Scottsdale.



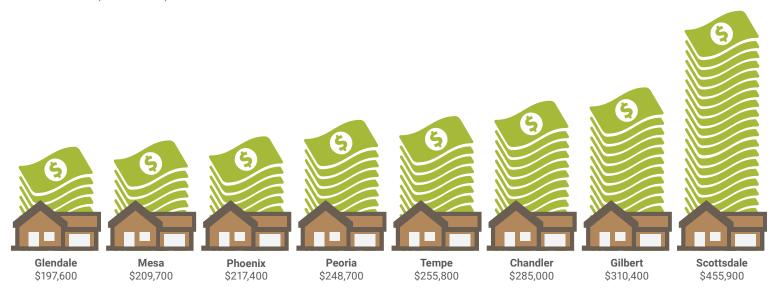
32.5% (51,096) Associate Degree/Some College

12.6% (23,945) High School Graduate

3.5% (6,632) Less than High School Graduate

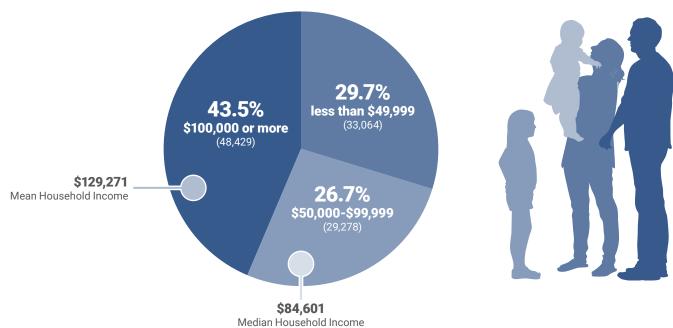
190,698 Population 25 years & older

Source: U.S. Census (2014-2018 ACS)



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

Source: U.S. Census (2014-2018 ACS)



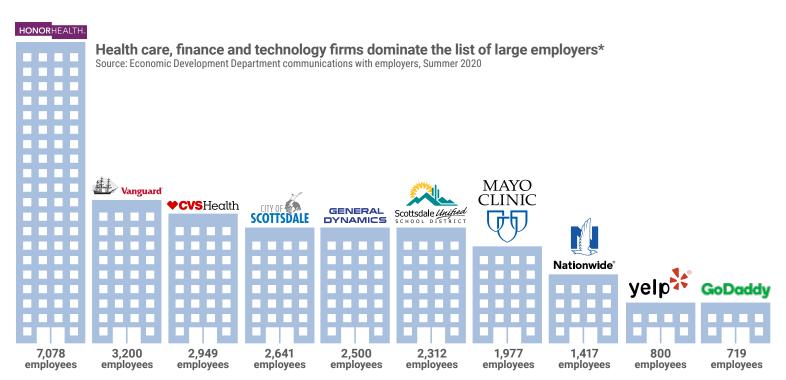
The majority of housing units in Scottsdale are owner occupied.

Source: U.S. Census (2014-2018 ACS)

135,092 total housing units 82% occupied housing (111,221) 18% seasonal & vacant units (23,871) 66% owner occupied (73,289) 34% renter occupied (37,932)

2.6% homeowner vacancy rate

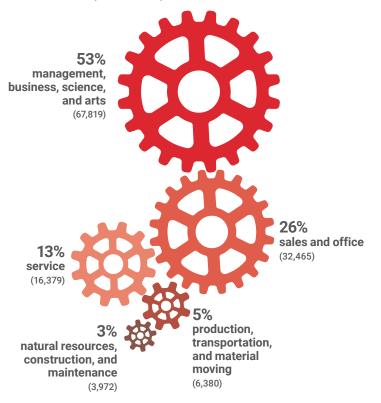
7.6% rental vacancy rate



^{*} Excludes grocers, convenience stores and traditional retail stores.

Most Scottsdale residents work in management or office jobs.

Source: U.S. Census (2014-2018 ACS)

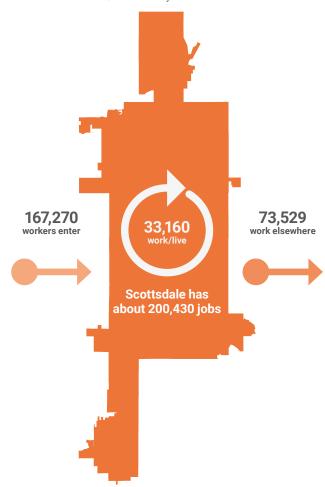


127,015 civilian employed population (16 years & over)

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

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

Source: U.S. Census Inflow/Outflow Analysis 2017





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



Learn more at ScottsdaleAZ.gov, search "about" •









MILLION GALLONS OF WATER DELIVERED DAILY

52 SOLID WASTE TRUCKS



1,505 **MILES OF SANITARY SEWERS**

2,133 MILES OF WATER MAINS







