



## 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](mailto:citymanager@ScottsdaleAZ.gov)



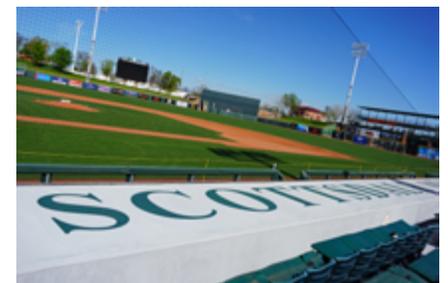
### Value Scottsdale’s Unique Lifestyle and Character

*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 67<sup>th</sup> 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.



## Seek Sustainability

Scottsdale strives to conserve and sustain our desert community

### 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.

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



**\$70**  
Chandler



**\$90**  
Scottsdale



**\$92**  
Average



**\$130**  
Mesa



## Preserve Meaningful Open Space

Scottsdale values our desert and green spaces

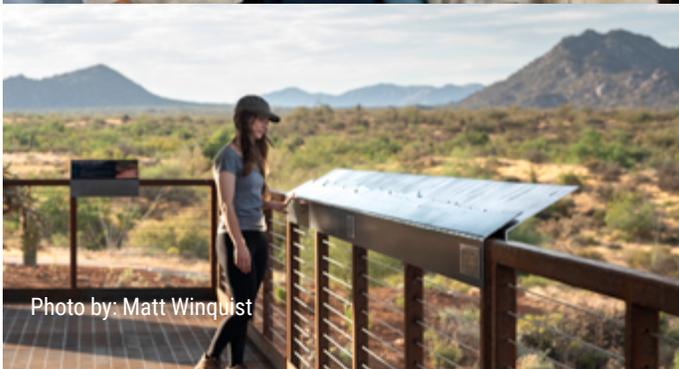


Photo by: Matt Winquist

### 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-quarter 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.



## Advance Transportation

Scottsdale provides and maintains an outstanding transportation system

### 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.

## SCOTTSDALE EZ

### 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](http://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.



# Support Economic Vitality

Scottsdale prioritizes economic and fiscal health

## 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.



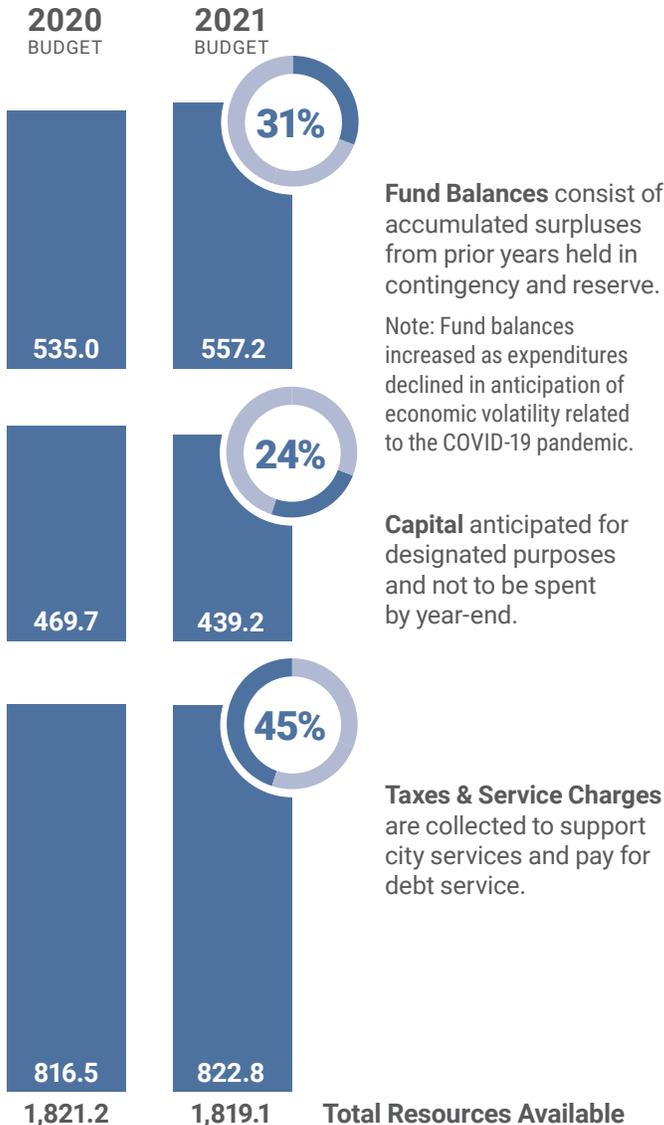
## Looking Forward

- 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.

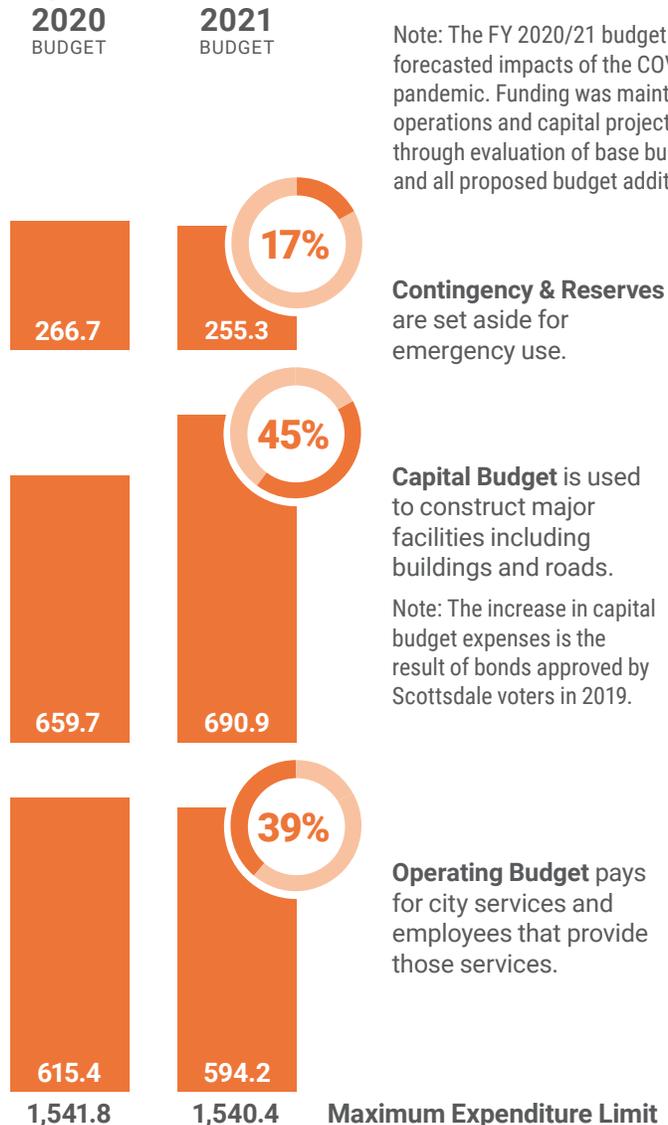
## Resources and Expenses

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](http://ScottsdaleAZ.gov) and search “budget.”

### Resources (in millions of dollars)



### Expenses (in millions of dollars)



Some numbers may not add correctly due to rounding.