

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

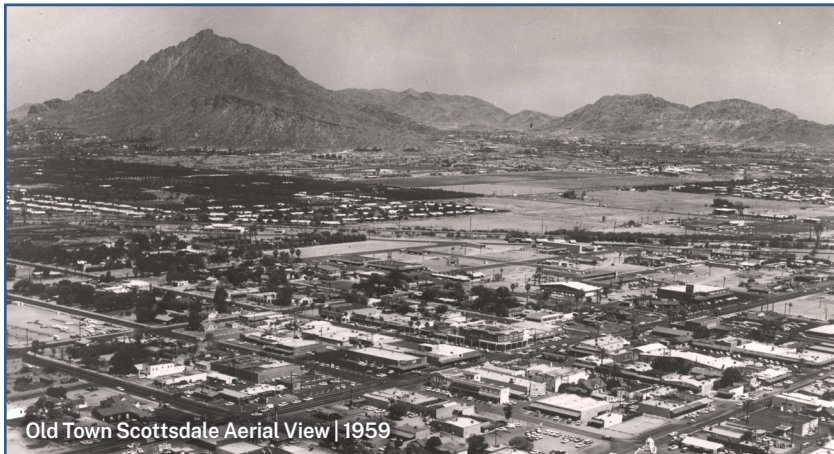
A lot has changed in 70 years, but one thing remains the same: Scottsdale’s commitment to Simply Better Service for a World Class Community. Scottsdale’s mayor and six council members govern the city. Along with 2,549 employees, 2,154 volunteers and 159 board and commission members, they serve more than 240,000 residents.

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



## Value Scottsdale’s Unique Lifestyle and Character

*Scottsdale honors the past while embracing the future*



Scottsdale residents continue to enjoy a high quality of life.

**Overall  
Quality  
of Life**



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

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

## Highlighted Accomplishments

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

## Looking Forward

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

### Scottsdale Timeline

**1951**

Scottsdale incorporated

**1955**

Spring training comes to Scottsdale

**1968**

City Hall and Civic Center Library open

**1969**

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



## Seek Sustainability

Scottsdale strives to conserve and sustain our desert community

### Highlighted Accomplishments

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

### Looking Forward

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



Godzilla Automated Garbage Truck | 1969

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

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



**\$70**  
Chandler



**\$92**  
Scottsdale



**\$94**  
Average



**\$132**  
Mesa



## Preserve Meaningful Open Space

Scottsdale values our desert and green spaces

### Highlighted Accomplishments

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

### Looking Forward

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



McDowell Sonoran Preserve established | 1994



Learn more at [ScottsdaleAZ.gov](http://ScottsdaleAZ.gov), search “preserve”

**1971**

Indian Bend Wash project begins

**1975**

McCormick-Stillman Railroad Park opens

**1985**

Fire sprinkler ordinance enacted

**1995**

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





## Advance Transportation

Scottsdale provides and maintains an outstanding transportation system

### Highlighted Accomplishments

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

### Looking Forward

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



## SCOTTSDALE EZ

### Reporting Issues is EZ, ScottsdaleEZ

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



## Enhance Neighborhoods

Scottsdale commits to create thriving present and future neighborhoods

### Highlighted Accomplishments

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

### Looking Forward

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



5:24 minutes average police response time



5:29 minutes average fire response time



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



Scottsdale libraries welcomed more than 285,000 visitors



12 volunteers with Vista del Camino & Paiute Neighborhood Centers



16,706 food boxes provided at senior and community centers

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

**2005**

Scottsdale Fire Department created (prior fire service contracted)

**2008**

SkySong, the ASU Scottsdale Innovation Center opens

**2013**

Tony Nelson Equestrian Center opens at WestWorld

**2021**

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





# Support Economic Vitality

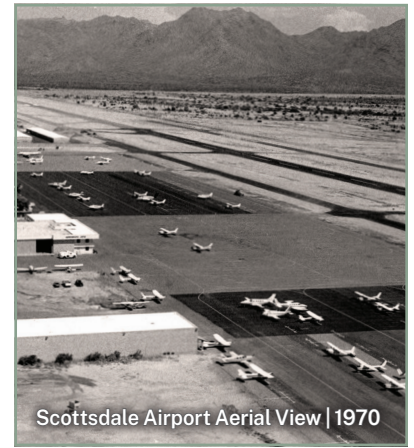
Scottsdale prioritizes economic and fiscal health

## Highlighted Accomplishments

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

## Looking Forward

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



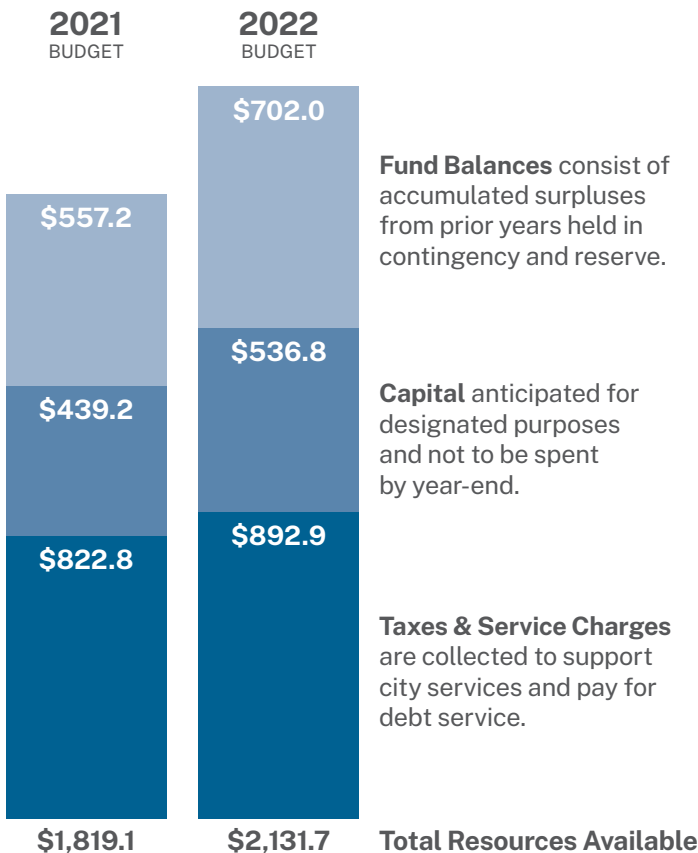
Scottsdale Airport Aerial View | 1970

## Resources and Expenses

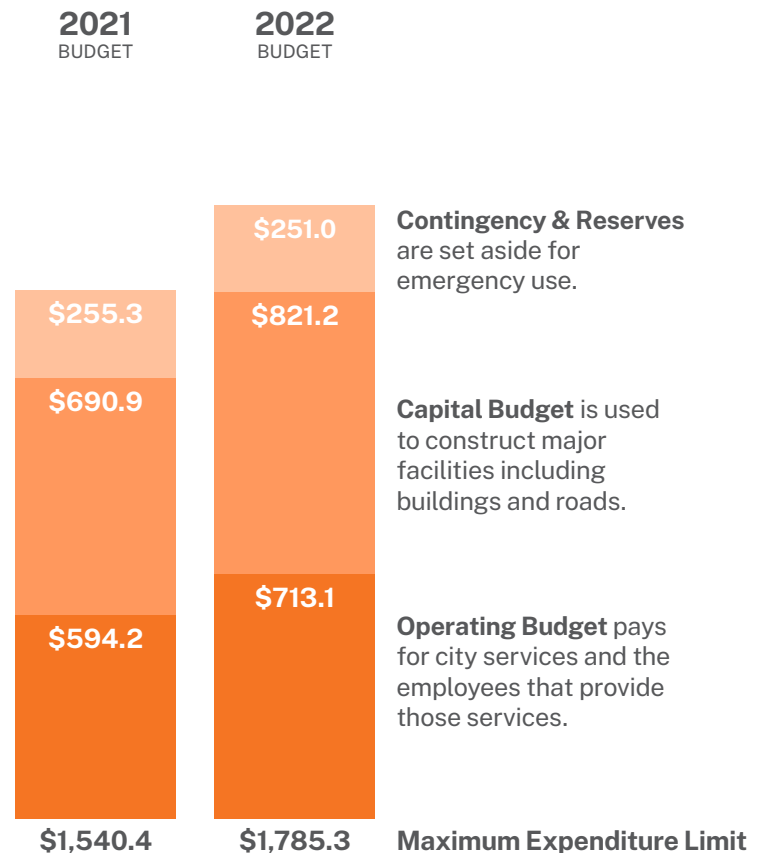
Scottsdale is required by law to adopt a budget each year and cannot spend more than that total amount. This includes all city funds for the fiscal year ending June 30. These numbers were adopted by the City Council in June 2021. The city's financial statements are audited annually by an independent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

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

### Resources (in millions of dollars)



### Expenses (in millions of dollars)



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

Some numbers may not add correctly due to rounding.