Our mission is to:
Anticipate.
Create.
Help people.
2019 Digital State of the Town
#ComingToGilbert

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gilbertaz.gov/stateofthetown
Gilbert at a Glance

- **252,260**
  Gilbert Population
  (MAG Estimate, July 1, 2018)

- **72.6**
  Square Miles

- **5th**
  Largest City in Arizona
  (MAG Estimate, July 1, 2018)

- **$88,685**
  Median Household Income
  (ESRI, 2018)

- **$315,000**
  Median Home Value
  (Cromford Report, 2018)

- **33.6**
  Median Age
  (ESRI, 2018)

- **43.7%**
  of Population with Bachelor's Degree or Higher
  (ESRI, 2018)
Recent Rankings

» Gilbert Tops List for Recovery in 100 Cities After Recession
  (Economic Innovation Group, 2018)

» 2nd Safest City in the United States
  (FBI Crime Statistics, 2018)

» 3rd Most Livable City in the United States
  (SmartAsset, 2018)

» 4th Best School District in America - Gilbert Public Schools
  (Alarms.org, 2018)

» 5th Best Place to Find a Job in America
  (WalletHub, 2018)

» 5th Best City for Veterans in the United States
  (WalletHub, 2018)

» 6th Top City Where Retirees Are Moving
  (SmartAsset, 2018)

» 9th of the Valley's Healthiest Employers
  (Phoenix Business Journal, 2018)

» 3rd Best Place to Live in Arizona
  (Niche, 2018)

» 10th Best City for Young Families
  (ValuePenguin, 2018)

» Top Place in Arizona to Celebrate Halloween
  (WalletHub, 2018)

Amy K. We absolutely love Gilbert as our new hometown. Couldn’t ask for a better place.

Stacey B. My story... moving to Gilbert six years ago was one of our smartest decisions.
Mayor Named 5G Wireless Champion

Mayor Jenn Daniels received the 5G Wireless Champion Award from CTIA, the wireless industry association, in honor of her focus on infrastructure modernization that will bring new investment to the Gilbert community.

Community Highlights

Solid Financial Planning

- **$32M**: Savings since 2012 by refinancing debt in order to take advantage of interest rates.
- **$66M**: Reduction in debt since 2012 due to early payments.
- **$5M**: Savings in spending since FY2018 using zero based budgeting.

Lowest Cost for Services

Gilbert’s average household cost for property tax, sales tax, water, wastewater and solid waste services remains the lowest in the region.

Estimated Annual Cost | Average $1,937

(Tempe Estimated Annual Household Costs, 2018)
Adding to Our Water Supply

Gilbert agreed to a 100-year water lease with the San Carlos Apache Tribe to ensure a sustainable and reliable water supply for the current and next generation of Gilbert residents and businesses.

New Community Resources

The Gilbert Heritage Center, a new community wellness, education and resource facility, opened in October 2018.

Learn more: gilbertaz.gov/communityresources

Cemetery Coming to Gilbert

Broke ground on Gilbert’s first cemetery. This facility is expected to open in spring of 2019.

Learn more: gilbertmemorialpark.com

Updated Utility Rates

Adopted new utility rates to keep water, wastewater, and trash services financially sustainable.

Rolled out new trash, recycling and bulk trash schedules to all residents improving on-time service delivery by 113%.

Gilbert purchased 16 additional clean burning Compressed Natural Gas (CNG) vehicles, bringing total CNG fleet size to 40 vehicles.

Overall diesel fuel consumption was reduced by more than 31,000 gallons.

375 million gallons of water saved by Gilbert water conservation programs in 2018.

10% increase in water savings from 2017.
People, businesses and visitors from all over the world are coming to Gilbert!

What’s your story?

Share it with us on social media using #ComingToGilbert!

/GilbertTownHall  @GilbertYourTown  @GilbertYourTown  /GilbertAZ
Deloitte

Deloitte expanded its Arizona footprint with a new U.S. Delivery Center for Technology Solutions in Gilbert, bringing 2,500 jobs to the community over multiple phases.

Heritage District

The Gilbert Town Council approved the 2018 update to the Heritage District Redevelopment Plan.

Learn more: gilbertaz.gov/HDUpdate

Park University

Park University opened its new campus in Gilbert’s Heritage District. The Gilbert Campus is the University’s first location outside Parkville, Missouri to offer a traditional daytime campus, as well as NAIA-level athletics programs. They are also bringing a new mascot to the community - The Buccaneer!

General Plan Update

Gilbert’s General Plan Update launched giving residents a chance to help guide decision-making regarding growth and development in the community over the next 20 years.

Learn more and find out how you can participate: gilbertaz.gov/GeneralPlanUpdate
Breaking Ground on New Parks

Gilbert Parks and Recreation broke ground on two new parks, Gilbert Regional Park and Desert Sky Park (formerly known as Rittenhouse District Park). Phase one for both parks is expected to be complete in September 2019.

Learn more: gilbertaz.gov/parks

Elliot District Park Gets New Name and Look

Gilbert Parks and Recreation announced a new look and name for Elliot District Park – Cactus Yards. The facility is scheduled to re-open in February 2019. Along with offering leagues and recreational programs, the facility will also host national tournaments.

Learn more: gilbertaz.gov/CactusYards

Katherine N. Just moved my whole family here in July from out of state. Nervous and excited all at the same time. We came for the schools and to be near family, but the community has won our hearts. Traveled a lot and have never been in such a humbling community. We feel right at home, my kids love it and don't miss where we came from. Great job Gilbert, don’t ever change.
Investing in Infrastructure

Gilbert invested over $114M in Capital Improvement Projects in 2018.

Santan Vista Water Treatment Plant Expansion Completed

The Santan Vista Water Treatment Plant Phase 2 expansion increased the treatment capacity of the plant from 24 million gallons per day (mgd) to 48 million mgd.

This project was recognized as Water System Project of the Year at AZ Water and Top Project of the Year by Water and Wastewater Digest.

Greenfield Wastewater Reclamation Plant Expansion Begins

Construction of the Greenfield Wastewater Reclamation Plant Phase 3 Expansion Project launched in 2018 in partnership with the City of Mesa and the Town of Queen Creek. The project is expected to be completed in late fall of 2020.
Gilbert ranked the 2nd Safest City compared to the top 100 largest cities in the United States.

Exchange Zones Added for Safety

With the help of Gilbert Leadership Class XXVI, the Gilbert Police Department installed Exchange Zones with 24/7 video coverage in front of both police stations, providing a safe, public location for residents to exchange goods and services, as well as child custody exchanges.

Ginni O. We moved to Gilbert 14 1/2 years ago because we loved the "farmy" atmosphere and the safe environment that our Gilbert Police Department afforded us.

Public Safety Training Facility

The Town Council and citizens of Gilbert approved the funding for the construction of Gilbert’s first Public Safety Training Facility, expected to open in 2021.

Gilbert Fire Station #9

Gilbert Fire and Rescue Department opened the last planned station, Gilbert Fire Station #9, located near Higley and Ocotillo Roads, in October 2018.

Fun Fact: This is actually Gilbert's 11th Fire Station.
Gilbert’s Office of Digital Government was named the Communications Team of the Year by Public Relations Society of America (PRSA) Phoenix

Gilbert Digital by the Numbers

Social Media
gilbertaz.gov/connect

- **39.8M** Social Media Impressions
- **1M** Social Media Engagements
- **189K** Total Followers

Video
youtube.com/gilbertaz

- **132** Videos Produced in 2018
- **647K+** Views on YouTube

Podcast
gilbertaz.gov/govgonedigital

- **19** New Podcast Episodes of Government Gone Digital

2018 Digital State of the Town has 120,000+ Views on YouTube
Gilbert Digital Awards

» Honorable mention for Agency Team of the Year, PR News
» Gilbert’s open data avatar, “Alex”, received the City Government-to-Citizen Experience Award, Center for Digital Government
» 2018 Digital State of the Town, Award of Merit, Special Events or Observances, PRSA Phoenix
» Rocky Mountain Emmy Nominations for 2018 Digital State of the Town & Carpool Karaoke with the Mayor

Website

gilbertaz.gov

Launched re-designed website in July 2018

July

3.3M+

Unique Page Views

Open Data

alex.gilbertaz.gov

16

Data Sets on the Open Data Portal

 Gilbert 311

gilbertaz.gov/311

7,757

Requests Opened

156% from 2017

TOP 3

Request Categories:
1. Street Light Outage
2. Traffic Enforcement
3. Bulk Trash

Evangeline U. We then fell in love with the weather, all the amenities, and the safety living here in this amazing town. What a fun, eclectic town Gilbert is!
Share your story on social media using #ComingToGilbert!
Connect with all of Gilbert’s social media channels at gilbertaz.gov/connect.