

SURPRISE Progress

SAME DAY COLLECTION
TRASH/RECYCLE SERVICE



1 collection day. 2 containers.
4 feet space between containers.
Begins **May 5th.**

Inside: 4 State of the City Review **9** Youth Commission **10** False Alarm Ordinance



SURPRISE ARIZONA

City Council 623.222.1300

- Sharon Wolcott, Mayor
- Roland Winters, District 1
- Jim Biundo, District 2
- John Williams, District 3
- Rachel Villanueva, District 4
- Skip Hall, District 5
- Todd Tande, District 6

City Manager 623.222.1100

City Manager Chris Hillman

Planning & Zoning Commission 623.222.3154

- | | |
|-----------------|-----------------|
| Matthew Bieniek | Jerry Hoyler |
| Jan Blair | Dennis W. Smith |
| Ken Chapman | Steve Somers |
| John Hallin | |

TTY: 623.222.1002

Arts & Cultural Advisory Commission 623.222.2205

Tourism Advisory Commission 623.222.2000

Community & Recreation Advisory Commission 623.222.2000

Disability Advisory Commission 623.222.3531

City Council meetings

Surprise City Hall, 16000 N. Civic Center Plaza Info: 623.222.1200.
6 p.m. on the **first and third Tuesday of the month**, unless noted below

- **April** 1st and 15th
Work Session on the 15th begins at 4pm
- **May** 6th and 20th
Work Session on 6th and 20th begins at 4pm
- **June** 3rd and 17th
Work Session on 3rd and 17th begins at 4pm

Planning & Zoning Commission meetings

Surprise City Hall, 16000 N. Civic Center Plaza
Info: 623.222.3154.

- 6 p.m. on the first Thursday of the month
- **April** 3rd
 - **May** 1st
 - **June** 3rd



SURPRISE Progress

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Surprise Progress is published by the city of Surprise Communications Department and distributed to all city residents via mail. We hope you like our format and content. We'd like to hear from you about our magazine. Please call 623.222.1400 or email ken.lynch@surpriseaz.gov with your comments and suggestions.

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APEX Award of Excellence
2007-2010

3CMA Silver Circle Award
2003-2005, 2007

3CMA Award of Excellence
2002, 2008



Connect to your city... Your way!



City Council, Planning and Zoning Commission and Disability Advisory Commission meetings are broadcast live on Surprise II, available to Cox Cable subscribers in Surprise, Sun City and Sun City West. Council meetings are rebroadcast several times during the week following the meeting. Council meetings broadcast times are: 6 p.m. Tuesday, 8 a.m. Wednesday, 8 a.m. Friday, 3 p.m. Sunday. P&Z meetings broadcast times are 10:30 p.m. Monday, 8:00 a.m. Tuesday, 6:00 p.m. Thursday, 3 p.m. Saturday. **NOW STREAMING LIVE ON THE WEB!**



2014 SURPRISE SPRING TRAINING REWIND



Superbowl winning quarterback Russell Wilson visited Rangers Training Facility on March 3rd.



Utah Utes celebrate after scoring the winning run in the 15th inning against Indiana during the Big 10/Pac 12 challenge.



Arizona State hosted Oklahoma, Oklahoma St., Gonzaga, Manhattan College, and Santa Clara University in the Sanderson Ford College Baseball Classic.



Kansas City Royals got into the St. Patrick's Day spirit with green jerseys and caps.

Have your say in the future of parks and recreation right now!



Surprise residents love our parks and the variety of our recreation programs, but we never stop thinking about the future and how to make them better.

This spring, you have the chance to tell us about parks, facilities and programs that you like, and ones that you think need improvement. Your feedback will help build a new Master Plan for the Community and Recreation Services Department.

"Our parks and recreation facilities are the real heart and soul of our city," says District 4 Councilmember Rachel Villanueva. "I hope everyone takes a minute to comment."

A Master Plan guides development so that new or expanded facilities, rec programs for young and old, and even building new parks proceed in an orderly manner based on resident input and feedback. A Plan also helps the City Manager and City Council develop annual city budgets.

So, what (or where) do you like? What can we do better? Sign on and sound off! You can visit the survey site by scanning the QR code or visiting www.surpriseaz.gov. It takes about five minutes, but the impact could last for decades.

We'll also keep you posted as we go along. Every now and then we will tweet what we are finding out, so be sure to follow us @AZSurprise! Once the survey is complete, we will be sure residents see the full results. ☀

**More on
the web!** 
www.surpriseaz.gov



“Our adventure awaits. We no longer wonder what we are going to be when we grow up. We know.”

Sharon Wolcott
Mayor of Surprise

Mayor’s State of the City: Bold Plans for Surprise

A freeway-style interchange at Bell and Grand, all-day express bus service down Grand and an expanded corporate presence in the city are some of the ambitious goals Surprise Mayor Sharon Wolcott laid out in her 2014 State of the City Address in February.

Speaking to a packed house at a Surprise Regional Chamber of Commerce breakfast, Wolcott said achievements such as fixing the city’s finances and reaching agreement with Phoenix on lifting restrictions on developments at Surprise Center have set the stage. “Our adventure awaits,” she said. “We no longer wonder what we are going to be when we grow up. We know.”



Other highlights

Increased Economic Development and Educational Opportunities in Downtown Surprise

- Mayor Wolcott said 2013’s job growth in Surprise and the agreement with Phoenix that lifted restrictions at Surprise Center can launch a robust downtown, which she said voters endorsed in approving the General Plan last fall.

- She is calling for new opportunities for culture, entertainment and education by supporting the arts, attracting corporate businesses, expanding contacts with Canada and attracting a four-year residential university.
- The Mayor emphasized creating full-time, head-of-household jobs to enable residents to work in their home community.
- She welcomed the West Valley Arts Council to the City Hall complex, where they will open a 2,500 square foot exhibit and performance space late this spring.

Bus Rapid Transit along Grand Avenue

- Wolcott envisions all-day express bus service between Surprise and Phoenix along Grand Avenue, and a designated diamond lane for buses and carpools.



- She said improvements at Grand and Bell, the popularity of limited express bus service and the opportunity to revitalize Grand all point to all-day express buses as a way to “revolutionize” travel for thousands and transform the community.

Financial Stability, Community Investment and long-term Planning

- The Mayor said budget surpluses, improved bond ratings, clean audits and full reserves mean she has kept her promise to stabilize the city’s finances.
- She is calling for a community discussion on addressing capital needs, such as roadways and park space.
- She encourages support for the “West Valley Vision” process, where leaders are drafting a 30-year cooperative development plan for the entire region.

Wolcott also reviewed the recent formation of committees and working groups headed by Council members, which include members of the public. She said these groups will bulldog issues important to the city’s near and long term future, such as water resources, Original Town Site revitalization, development, citizen engagement through Boards and Commissions, and best practices.

Wolcott used PowerPoint slides and video inserts to illustrate her speech.

A video and full transcript are available at www.surpriseaz.gov.



More on the web!

www.surpriseaz.gov

Follow Mayor Wolcott on Twitter @mayorwolcott and visit her web site at www.surpriseaz.gov/mayor.



City moves forward on FY15 budget, looks for your input

The Surprise City Council is developing an FY15 budget and setting longer-range plans in an environment of improved financial and economic health.

City staff has forecast a budget surplus of approximately \$24 million when FY14 ends on June 30, approximately \$13 million of which would be dedicated to replenishing the city’s reserve funds.

The improving budget is driven by an uptick in sales taxes over the last 10 months, a period which also saw the City’s bond ratings upgraded by Fitch as well as Standard and Poor’s, marking a vote of confidence in the city’s management by the financial markets.

“As our City Manager likes to say, “We are healthy, but not wealthy;” said Mayor Sharon Wolcott. “We have needs that went unattended during the bad times, and we have the challenge of improving our city at a time when new state law restricts us from collecting fees from developers to build new parks, libraries and significant roads.”

The Council will hold a series of public meetings and workshops in April, including a retreat on Saturday, April 26, before voting on a tentative budget in early May. Adoption of the Final budget, including any adjustment to the property tax levy, will occur in June.

Your opinion counts!

What do you think the City’s budget priorities should be? Share your thoughts with the City Council by visiting www.surpriseaz.gov. You can view a few slides on the basic facts of city finances and review the Council’s budget meeting calendar. You will also find a text box to deliver your comments to Council on your priorities for the City’s future. Look for “Your input on FY15 budget” icon.



1.2.4.5... same day pick up for trash/recycle begins May 5!

The City's award-winning sanitation service is about to get even better. Beginning May 5, BOTH your black (trash) and blue (recycling) barrels will be picked up at the curb on the same day each week.

That's right! One day each week will be your trash and recycle pickup day. Simple for you and a more efficient use of city resources. We call it "same day service."

When "same day service" begins May 5, please leave a four-foot separation between your trash and recycling cans on your pick up day. Our sanitation crews need that much room to operate the automated pickup arms on city trash/recycle trucks.

Which day is your new trash/recycle pick up day? Check the map and schedule on page 7 to find your location and your same-day service pick up date. You will also get a note from us at your front door, as well as a sticker on your cans prior to the MAY 5 LAUNCH DATE.

The new single-day pick up service is for City of Surprise sanitation customers only. It does NOT apply to Arizona Traditions, Happy Trails and Sun City Grand, all of which are serviced by a private trash collection provider.

For more information call Public Works at 623.222.6000. ☀️

SAME DAY COLLECTION
TRASH/RECYCLE SERVICE

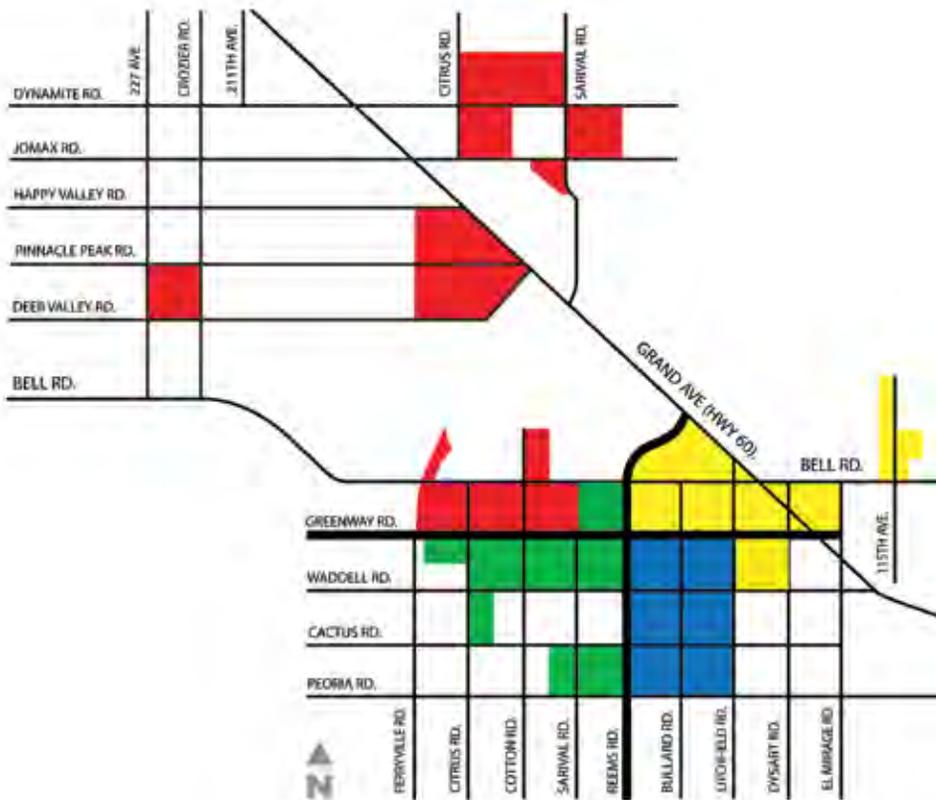
1 collection day. 2 containers.
4 feet space between containers. Begins May 5th.

Here's an easy way to remember the change...

- 1: One Day**
- 2: Both Containers**
- 4: 4-foot distance between cans**
- 5: Starts May 5!**



Collection schedule by zone and neighborhood



Green Zone 1: Monday pick-up

Legacy Park; Greenway Parc; Sycamore Farms;
Sarah Ann Ranch; Sierra Montana; Greer Ranch; Tash;
Mountain Vista Ranch



Blue Zone 2: Tuesday pick-up

Sierra Verde; Countryside; Ashton Ranch; Mountain Gate;
Kenly Farms; Veramonte; Rancho Gabriela; Royal Ranch;
Cotton Gin; Marley Park



Yellow Zone 3: Wednesday pick-up

Canyon Ridge; Coyote Lakes; Original Town Site;
Sun Village; Summerfield; Stone Brook; Orchards; Kingswood
Park; West Point; Litchfield Manor; Sierra Verde



Red Zone 4: Thursday pick-up

Asante; Northwest Ranch; Bell West Ranch; Surprise Farms;
Bell Point; Desert Oasis; Saguaro Acres; Section 10;
219th Avenue; 239th Avenue; outskirts



SURPRISE
ARIZONA

2014 Holiday Garbage/Recycle COLLECTION SCHEDULE

(City of Surprise customers only)

Memorial Day, Monday, May 26th
NORMAL PICKUP DAY **HOLIDAY PICKUP DAY**
 Monday, 5/26 → Tuesday, 5/27
 Tuesday, 5/27 → Wednesday, 5/28
 Wednesday, 5/28 → Thursday, 5/29
 Thursday, 5/29 → Friday, 5/30

Independence Day, Friday, July 4th
 (NO SCHEDULE CHANGE)
NORMAL PICKUP DAY **HOLIDAY PICKUP DAY**
 Monday, 6/30 → Monday, 6/30
 Tuesday, 7/1 → Tuesday, 7/1
 Wednesday, 7/2 → Wednesday, 7/2
 Thursday, 7/3 → Thursday, 7/3

Labor Day, Monday, September 1st
NORMAL PICKUP DAY **HOLIDAY PICKUP DAY**
 Monday, 9/1 → Tuesday, 9/2
 Tuesday, 9/2 → Wednesday, 9/3
 Wednesday, 9/3 → Thursday, 9/4
 Thursday, 9/4 → Friday, 9/5

Columbus Day, Monday, October 13th
NORMAL PICKUP DAY **HOLIDAY PICKUP DAY**
 Monday, 10/13 → Tuesday, 10/14
 Tuesday, 10/14 → Wednesday, 10/15
 Wednesday, 10/15 → Thursday, 10/16
 Thursday, 10/16 → Friday, 10/17

Veterans Day, Tuesday, November 11th
NORMAL PICKUP DAY **HOLIDAY PICKUP DAY**
 Monday, 11/10 → Monday, 11/10
 Tuesday, 11/11 → Wednesday, 11/12
 Wednesday, 11/12 → Thursday, 11/13
 Thursday, 11/13 → Friday, 11/14

Thanksgiving Day,
 Thursday, November 27th
NORMAL PICKUP DAY **HOLIDAY PICKUP DAY**
 Monday, 11/24 → Monday, 11/24
 Tuesday, 11/25 → Tuesday, 11/25
 Wednesday, 11/26 → Wednesday, 11/26
 Thursday, 11/27 → Friday, 11/28

Christmas Day,
 Thursday, December 25th
NORMAL PICKUP DAY **HOLIDAY PICKUP DAY**
 Monday, 12/22 → Monday, 12/22
 Tuesday, 12/23 → Tuesday, 12/23
 Wednesday, 12/24 → Wednesday, 12/24
 Thursday, 12/25 → Friday, 12/26

Residents invited to join Council members to tackle Surprise challenges

Wonder what your City's priorities are in the months ahead? A glance at a unique combination of residents and City Council members called "work groups" offers a clear view of what the rest of 2014 will be all about.

"We are building new, unique approaches to getting the best ideas from our residents," says District 2 Councilmember Jim Biundo.

Mayor Wolcott and the Surprise City Council formed the teams in February to focus on short term and one-time issues in the next 8-10 months. They are:



- **"I Heart Grand" Festival** Chaired by Councilwoman Rachel Villanueva of District 4, this team will guide an inaugural Grand Avenue/Original Town Site festival this fall.
- **Youth Master Plan** Chaired by Councilman John Williams of District 3, this group is uniting young people to create a community plan to make Surprise more responsive to the needs of young people (see separate story).
- **OTS Stakeholders** also chaired by Councilwoman Villanueva, the group will galvanize OTS residents to form a united advocacy voice for the redevelopment of the OTS neighborhood.
- **Form-Based Code** chaired by Mayor Wolcott. Form Based Codes are a means of regulating development to tackle problems created by urban sprawl, deterioration of older neighborhoods, and other impacts of rapid growth.
- **Quarterly Mayor's Business Roundtable**, also chaired by Mayor Wolcott, this is a working group comprised of local business leaders who advise the Mayor on current issues and trends in the business community.
- **For Our City** Co-chaired by Vice Mayor Skip Hall and Councilman Todd Tande, this group will work to integrate faith-based and volunteer organizations into a coordinated model for delivering social services to needy residents. 🌞

"The committees and workgroups enable us to effectively address those urgent, crucial issues, and get results for our residents."

*Sharon Wolcott,
Mayor of Surprise*

Mayor Wolcott and the Council also announced new standing committees to closely integrate the Council's policy-making role with day to day operations of the City. They are:

- **Best Practices**, chaired by Councilman Todd Tande, District 6.
- **Boards and Commissions Selection**, chaired by Councilman Roland Winters, District 1.
- **Committee on Rules**, chaired by Vice Mayor Skip Hall, District 5.
- **Performance Evaluation Leaders**, chaired by Tande.
- **Development**, chaired by Mayor Wolcott.
- **Grants and Community Outreach**, chaired by Councilman Jim Biundo, District 2.
- **Water Planning**, chaired by Vice Mayor Hall.

"Our goal was to maintain focus on significant issues facing the city," says Mayor Wolcott. "The committees and workgroups enable us to effectively address those urgent, crucial issues, and get results for our residents."



Making a difference

Youth Commission ramping up impact of Young People at City Hall

“Our young people are a talented, creative and energetic force in our community. We need to engage them and we need to keep them engaged.”

**John Williams,
District 3
Councilmember**

The Surprise Youth Commission, a Council-appointed group of high school-age Surprise residents, is launching an ambitious project: crafting a Master Plan for City Council consideration representing the needs and aspirations of Surprise young people.

“It’s so easy to say that young people represent the future,” says District 3 Councilmember John Williams, who is facilitating the development of the Plan. “But the time is past for words. Our young people are a talented, creative and energetic force in our community. We need to engage them and we need to keep them engaged.”

A first step is a comprehensive survey getting opinions from high school students throughout the Dysart Unified School District.

“(Superintendent) Doctor (Gail) Pletnick and her high school administrators have been so open to helping make the survey happen,” notes Williams. “Dysart students helped us develop it, and the principals agreed to find the time for groups of students to engage.”

“What the Youth Commission needs is a decent data set that shows them what their peers think are the good things about living in Surprise, and an honest appraisal of what they feel we need and don’t yet have,” Williams says, pointing out that early indications show high schoolers say a lack of transportation options in Surprise is an issue.

“We want the end product to enlighten and guide the City Council,” Williams says. “But we also want to create a structure within City Hall so it can be consistently refreshed and updated.”

Times and needs change quickly, and he wants the Plan to consistently represent a snapshot of current youth concerns. “We are not helping young people if we ask them to put a lot of work into a plan and then let it get out-of-date within a year or two.”

Williams says he expects the Plan to come together before the end of the year. ☀

REGISTRATION DEADLINE APRIL 17th

2014 CITY OF SURPRISE TEEN SUMMIT

Thursday, April 24

Surprise City Hall
Check in at 8:00 a.m., program ends at 1:45 p.m.
Lunch will be provided courtesy of Chick-fil-A.

3 Breakout Sessions:
Cyberbullying
Ordinary to Extraordinary
Take Time

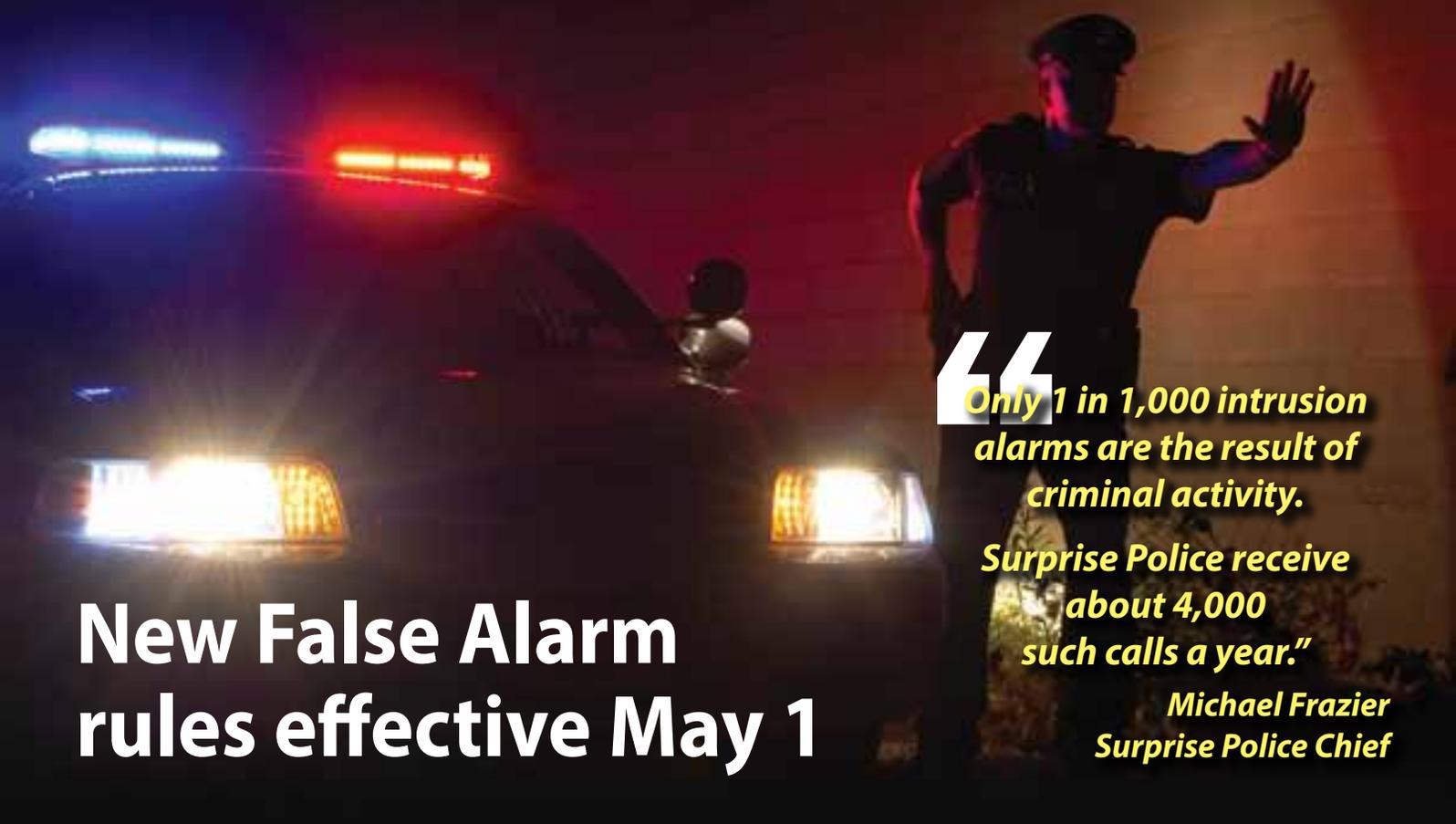
SPECIAL GUEST SPEAKER
Austin Gutwein
Founder, Hoops of Hope

19-year-old Austin started Hoops of Hope ten years ago. His simple, free-throw marathon fundraising idea has generated \$3 million for assistance to African communities devastated by the AIDS virus.

- Clean water projects, medical clinics, even schools and dormitories have been built in Zambia, Swaziland, and Kenya.
- Hoops of Hope is now getting involved in India, where a school has been built with Hoops funding.

Teen Leadership Summit takes on the big issue facing teens today and develops local solutions. You will work with others to generate ideas and create presentations, as well as hearing from other Surprise teens and meeting inspirational teen leaders like Austin.

To register, contact Community and Recreation Services at 623.222.2000. **YOU MUST REGISTER BY APRIL 17th.** Transportation will be provided from your school to the City Hall Summit site and back. There is **NO COST** to you, and lunch will be provided.



“**Only 1 in 1,000 intrusion alarms are the result of criminal activity.**

Surprise Police receive about 4,000 such calls a year.”

**Michael Frazier
Surprise Police Chief**

New False Alarm rules effective May 1

Following a months-long public-engagement process, the Surprise City Council has OK’ed a False Alarm Ordinance effective May 1 designed to reduce the number of false alarm calls while ensuring public safety is never compromised.

Only 1 in 1,000 intrusion alarms are the result of criminal activity, and according to Police Chief Michael Frazier, the Department receives about 4,000 such calls a year.

“It’s an officer safety issue,” says Frazier. “When only one in a thousand is legitimate, it is very difficult for officers to keep their guard up.” Frazier also estimates responding officers spend an average of 20 minutes on each false alarm. “Their time could be better used,” he added.

The new ordinance requires alarm companies or owners to establish more certainty that criminal activity is probably present before calling for a police response. This change only affects intrusion alarms, alarms designed to protect property. The response to panic, robbery and hold-up alarms, alarms designed to protect people, will not change.

If the police respond to a verified alarm and discover no evidence of criminal activity, officers log the call as false and a 365-day “clock” begins. If an alarm company or owner verifies an alarm and asks for police response a second time within 365 days, and police discover the alarm is again false, alarm owners are asked to take steps to fix whatever may be causing the false alarms.

Alarm owners and/or the alarm company have 20 days after receiving notice that an alarm is classified as unverified to provide evidence that the alarm call was the result of criminal activity. Even if the premises has one or two prior, unverified alarms, police will continue responding during the 20 day period to give an opportunity to provide evidence the responding officer may have missed at the scene.



The alarm company or the property owner can verify potential criminal activity through the following means:

- **Audio or video surveillance**
- **An eyewitness**
- **Two separate zones activated and no response by the owner to alarm company calls**
- **A verification from the owner to the alarm company that the alarm is valid**

After a third report of a verified alarm turns out to be false, the department will cease responding to such alarms until 365 days from the third unverified, false alarm has passed.

“And of course, any alarm owner who feels threatened by a burglar alarm going off in their home can always call 9-1-1 and get a very fast police response, no matter what the other circumstances,” Frazier said.

“We have a very safe community and we intend to keep it that way,” says District 6 Councilmember Todd Tande. “More officers being able to use their time well will contribute to community safety.”

The ordinance is available at www.surpriseaz.gov. For questions please contact Doug Lynch at 623.222.4422 or email questions to douglas.lynch@surpriseaz.gov or harold.brady@surpriseaz.gov. 🌟



Art returns to Surprise Center

Surprise gets a major shot in the cultural arm in coming months as the West Valley Arts Council prepares to open a performance and exhibit space at Surprise Center.

“Every downtown has a dynamic and varied art presence,” says Surprise Vice Mayor Skip Hall. “The arts have matured in Surprise and WVAC has done a great job uniting the West Valley arts community.”

“It’s the perfect location and the right time,” he added.

WVAC will utilize a 2,500 square foot space directly north of City Hall, next to the Surprise Regional Chamber of Commerce, 16126 N. Civic Center Plaza. The city-owned space previously housed the Heard Museum West, which closed three years ago.

“We will ramp up the profile of art in our community by reaching more people with a greater variety of art,” says WVAC Executive Director Bernadette Mills. “You will see everything from performing art to curated exhibits to traveling shows, and we plan to host outdoor art shows and concerts.”

“It’s a “ground floor” moment for arts in Surprise and the Council and WVAC have seized that moment,” she continued.

Council approved \$74,000 from contingency funds in the current budget to cover the cost of refurbishing the space into a gallery-style setting. Mills says she expects to open by early summer.

Mills says WVAC will maintain its present location in the Marley Park residential community in Surprise while operating the new gallery space. 🌟

“*The arts have matured in Surprise and WVAC has done a great job uniting the West Valley arts community.*”

*Vice Mayor Skip Hall,
District 6 Councilmember*

Surprise/Phoenix agreement “historic.” Here’s why:

An agreement with Phoenix that gives Surprise authority to lift restrictions on certain kinds of developments in the privately-owned square mile around City Hall (Surprise Center) was called “historic” when the Phoenix and Surprise City Councils agreed to it in December. Here’s why:

- The restrictions prohibited overnight stays, such as apartments, hotels, condos, hospitals, or dormitories. Surprise can now lift those restrictions, making the land much more attractive to developers.
- Phoenix controlled administration of the restrictions, taking decisions about Surprise’s future downtown out of our city’s hands. Now, Surprise controls administration, and a process to lift the restrictions is in place.
- “Every thriving downtown needs venues with overnight stays,” says Mayor Sharon Wolcott. “Now, Surprise controls the decision and ultimately the destiny of our future downtown.”

- Luke Air Force Base continues to be preserved and protected. “There is no way we would have reached an agreement if our City Councils felt Luke was threatened in any way,” Wolcott says.

Background



The restrictions date to 1999 when Phoenix owned the property, then an unused Luke Air Force Base emergency airfield known as Aux 3. That year, a land exchange and settlement agreement transferred ownership to Surprise and a private company, the Surprise Center Development Corporation (SCDC).

In order to protect Luke Air Force Base, whose planes overfly the property, the agreement prohibited venues offering overnight stays and placed Phoenix in charge of administering the restrictions.

In December of 2012, Luke officials expressed understanding of Surprise’s interest in moving forward with talks to lift the restrictions.

- Surprise and Phoenix agree that Surprise will acquire releases permitting the Air Force to operate unimpeded in the skies above the property forever, and removing the Air Force from liability for any damages related to over flight. “That is our rock solid guarantee that these skies will always welcome the US Air Force,” Wolcott added. 🌟

Victims' Rights Week 2014: Surprise Victims' Advocates on the front lines

April 6-12 marks Victims' Rights Week, the annual national observance of the rights of crime victims and the 30th anniversary of the federal Victims of Crimes Act. Art honoring abuse survivors by Tempe artist Vickie Florschuetz (www.braveryproject.org) will be on display in City Hall and at the City Court building April 7-10.

In Surprise, two dedicated women are on the job each day helping victims understand their rights and the criminal justice process: Linda Melendez, Victim Advocate for Surprise Police Department, and Rita Coronado, Victim Advocate for Surprise City Court.

What does a Victim Advocate do?

A Victim Advocate supports, educates, and informs victims of crimes whether felony cases or misdemeanors, from violent crime through theft or property damage. Advocates serve as a liaison between the police department and the court system, guiding the victim through each process and keeping them informed of the status of their case and their rights.

Victim Advocate: Surprise Police

For Linda Melendez, work begins immediately after a crime is committed. Arriving at a crime scene, she provides emotional support, safety planning, resource referral or simply a caring, sympathetic ear to people upset or even traumatized by a criminal event. She helps the victim work effectively with officers or detectives in charge of the case to improve the chances of solving a crime and apprehending a perpetrator.

The immediacy of the service is important to Melendez, who joined the Surprise Police Department eight years ago after nearly 30 years as a parole officer. "When the program first came to Surprise, we required victims to contact the advocate," Melendez explains. "Working together with officers to improve the program, we realized the best way to support victims was to reach out to them directly, and begin helping right away."

Although the work is difficult and often emotionally charged, Melendez appreciates the opportunity. "It really is some of the most rewarding work I've ever been a part of," she says.

Victim Advocate: Surprise City Court

Rita Coronado echoes those words. "It is particularly rewarding to be sure victims of crimes are aware of their



City of Surprise Victim Advocates Linda Melendez and Rita Coronado.

rights and participate in the pursuit of justice," she says. Coronado works in the City Prosecutor's Office, and her role begins where Melendez's leaves off; she guides victims through the legal process, helping to demystify the complexities of hearings, documents, and the legal terminology that can be foreign to many. For Coronado and her volunteers, this means keeping victims informed throughout the process and offering help preparing an impact statement.

The cases Coronado and her volunteers manage are misdemeanors; victims of felony crimes are referred to victim's advocates in the County Prosecutor's Office. "Our work is so much more than hand-holding," Coronado explains. "We work to make sure victims are aware of their rights so that their voice can be heard."

Volunteer Opportunity

Both Melendez and Coronado appreciate the support of volunteers, whose support makes balancing the enormous case load possible. Volunteers can select the areas they wish to focus on, be it in the administrative offices assisting with paperwork, or interacting one-on-one with victims and their families at the crime scene or in a court setting. If you're interested in supporting the victim advocate programs, contact Linda Melendez at Surprise Police Department at 623.222.4312 or Rita Coronado, City Court, at 623.222.1150. ♦



Customer Service Alert!

Online Court Pay Now Available

No one likes getting a traffic ticket, but the Surprise City Court now makes it easier for you to pay the fine by offering online payments for civil traffic or criminal citations.

The site even features a Fine Calculator that allows you to calculate the total amount due. Simply refer to the violation code(s) on the bond envelope that came with your citation and you can easily arrive at a total, including court costs.

The Court accepts Visa or MasterCard as online payment.

You can also pay in person at the Court Monday – Thursday, 7 a.m. – 6 p.m. The City Court is located at 16081 N. Civic Center Plaza. There is an after-hours payment drop box near the court entrance. Cash payments are not accepted in the drop box.

Questions? Call 623.222.4800. ☀



Michael Chang won the CTCA Tennis Championships on March 21, 2014.



Recently Opened Businesses in Surprise! (January-March 2014)

NOTE: The following addresses are from business permit licenses, listing Surprise mailing addresses, and do not necessarily indicate the businesses store-front address.

Retail/Auto/Service

H&R Block, 17019 W Greenway Rd #116 • **Pathmark Securities**, 13653 N 151 Dr • **Le Nail Works LLC**, 13794 W Waddell Rd B-200 • **Courtyard Color Studio**, 15142 W Bell Rd #131 • **Pin Curlz Parlor LLC**, 17019 W Greenway Rd #115 • **La Fiesta**, 14032 N 144 Ln • **Cris's Cleaning Services**, 15031 W Alexandria Way • **Morcor Construction**, 17919 N Reno Ave • **All About Construction**, 15245 W Dynamite Blvd • **Liberty Tax Service**, 13833 W Bell Rd #100 • **Az Affordable Handyman LLC**, 14537 W Sierra St • **THM Labor**, 14901 N 153 Ave • **Viv & Izzy's**, 16485 N Stadium Wy #2088 • **Healthy Delights Chef LLC**, 15726 N 162 Ln • **Nueva Creations**, 12714 W Cottonwood St • **Bright and Shiny Cleaning Services**, 15964 N 171 Dr • **Global Creative Restorations Inc**, 15907 N 170 Ln • **Pro Solution's Air Conditioning & Heating Inc**, 16954 W Central St • **Beads Jewels & Tools**, 14156 W Desert Hills Dr • **Alin Design LLC**, 16451 N 151 Av • **Linda & Bruce Homewatch**, 15114 W Home Run Dr • **KaiTay LLC**, 11908 N 140 Ln • **Arizona Liquid Images**, 16347 N 171 Ln • **Joseph A. Caruso E A**, 18160 W Marshall Ln • **Cupcravery Designer Cupcakes**, 16233 W Acapulco Cir • **All Things Wood & Glass**, 16613 N 151 Ln • **Beauty Secrets Day Spa**, 13451 W Maui Ln • **Bryan Construction LLC**, 18479 W Carmen Dr • **B & W Tactical**, 14524 W Evans Dr • **The Cornice Store**, 14610 W Morning Star Tr • **Here We Go Transportation LLC**, 14512 W Acapulco Ln • **Crazy Kleen Carpet Cleaning**, 15825 W Redfield Rd • **Independent Tools**, 14108 W Christy Dr • **Design Dynamix**, 17803 W Camino Real • **MJB Construction LLC**, 14447 W Ventura St • **RS Promotional Advertising LLC**, 27026 N 178 Ave • **Art's Quality Landscaping**, 14103 W Mandalay Ln • **Oasis Tactical LLC**, 15437 N 172 Dr • **DCRMI**, 15440 W Mescal St • **HCP Home Inspections LLC**, 17972 W Mauna Loa Ln • **Rich Dog**, 16168 W Mescal St • **Saturday Night Special LLC**, 16182 W Winchcomb Dr • **Arizona Game Day Distributor**, 14433 W Banff Ln • **White Tank Carpet & Tile Restoration LLC**, 17522 W Marshall Ln • **Windmill Suites**, 12545 W Bell Rd • **Wilma's Helping Hands Home Daycare**, 15576 W Poinsettia Dr • **Miller Window Cleaning**, 16485 N Stadium Way #2046 • **Give Hope Foundation, Blue Sky Estate Sales**, 14381 W Caribbean Ln • **E & L Printing**, 12301 W Bell Rd B-102 • **Fun Property Group LLC**, 14952 W Cameron Dr • **Fun Home Solutions Inc**, 14952 W Cameron Dr • **West Usa Realty**, 15128 W Bell Rd #10 • **Monsoon Wrestling Club**, 15550 N Parkview Pl • **Service First Garage Doors**, 17886 W Wood Dr • **Smartdoctor**, 12221 W Bell Rd #500 • **KD Cycles LLC**, 13128 W Foxfire Dr #109 • **Courageous Auto Repair LLC**, 14369 W Caribbean Ln • **Sensory Goods LLC**, 13148 W Foxfire Dr C 124 • **Gifts To Go**, 11340 W Bell Rd #128 • **All Greens Inc**, 13431 W Westgate Dr #103 • **Mattress Discounters Inc**, 12751 W Bell Rd • **Intsel Steel West LLC**, 13550 W Peoria • **Yerberia La Profecia #2**, 16551 N Dysart Rd #118 • **A Real Pickle LLC**, 15959 W Kino Dr • **Galleries Guadalajara**, 12739 NW Grand Ave • **The Kaleidoscope Soap Company**, 12523 N 142nd Ln • **Calico Cakes Cookies & Cupcakes LLC**, 11421 W Amber Tr

Restaurant/Bar

Joey's Of Chicago, 13761 N Litchfield Rd #103
Mandy's Cafe Piazza, 15142 W Bell Rd
Native New Yorker Restaurant, 13929 W Waddell Rd

Office/Medical/Dental

Goldsmith Law PLLC, 15773 W El Nino Ct
Liberty Mutual Insurance Company, 14815 W Bell Rd #106
Moore Insurance Agency LLC, 15282 W Brookside Ln #110
Sheitelman Medical PLC, 13757 W Bell Rd #101
Total Wellness Medical Center, 14991 W Bell Rd

Assisted Living

Surprise Farms Assisted Living LLC, 18260 W Beck Ln
Arizona Angels Care Home LLC, 15227 W Country Gables Dr



There are many ways to get involved

- Form a team and walk in support of a cancer survivor (Register at <http://relayforlife.org/SurpriseAZ>)
- Participate in the Luminaria Ceremony by purchasing a luminaria in memory of someone who lost their fight to cancer
- Be a business sponsor
- Become an event volunteer! Students can earn community service hours for their participation
- Donate online at <http://relayforlife.org/SurpriseAZ>

Form a team, volunteer at the 8th Annual Relay for Life

In an event Surprise has truly embraced, the 8th annual Relay for Life is set for May 3-4 at the Willow Canyon High School Track Area, 17901 W. Lundberg St.

“Relay for Life has become a signature event and it is so rewarding to see so many people come together as family to join in the fight against cancer,” says District 1 Councilman Roland Winters.

At the Relay, volunteer team members take turns walking the high school track overnight, and sponsors contribute funds. The event spotlights cancer survivors, holds a memorial for those taken by disease and helps fight back against cancer by raising money.

For more information contact Event Chair Aly Cline at 623-826-4939 or relayforlifesurpriseaz@yahoo.com. Or visit <http://relayforlife.org/SurpriseAZ>. ☀

Surprise welcomes relationship with northern neighbors



Surprise is the newest member of the Canada Arizona Business Council, a group promoting trade between Canada and Arizona.

“Canadian citizens and Canadian business people are a presence in Surprise we need to recognize and encourage,” says Surprise Mayor Sharon Wolcott, who mentioned Canada several times in her State of the City address.

“Like many of us, our Canadian friends love the area and see the tremendous business potential here,” she added. “We see an opportunity in that.”

According to the CABC, Canada is the largest foreign investor in Arizona (see box). “Our mandate is to increase bilateral trade between Canada and Arizona,” says CABC Chief Executive Officer Glenn Williamson. “We bring together CEOs, Presidents, entrepreneurs and professionals on both sides of the border. We make business happen at the decision-maker level.

Quick facts about Canada/Arizona

- Canadian investment in US....\$1.3 trillion
- Canadian Investment in AZ ...\$8.8 billion
- Canadian visitors to Arizona annually 872,000
- Arizona exports to Canada\$1.2 billion
- Arizonans employed by Canadian Businesses 13,200

Source: Canada Arizona Business Council

“We need to focus on head of household employment in Surprise,” Wolcott added. “High quality Canadian companies offer professional, sustainable jobs in areas like financial services and communications,” Wolcott said.

“It’s time to get aggressive and really spread the word that Surprise is open for business with Canada,” she added.

“I salute Mayor Wolcott’s vision in joining the CABC,” Williamson added. “Surprise is a welcoming place where opportunity thrives, and now, more and more influential Canadians are going to hear about it.” ☀

City Events

**For up to the minute calendar of events visit www.surpriseaz.gov.

APR 5 Surprise Safety Day, 9 a.m. – Noon, Aquatic Center, 15831 N. Bullard Ave. Meet with Surprise Police and Fire officials and learn about water, vehicle and fire safety. Free with new toy donation. 623.222.2000.

APR 12 Spring Surprise Super Swap Meet, Surprise Aquatics Center, 15831 N. Bullard Ave. 8 a.m. – 1 p.m. Find great deals on new and used wares! Free parking/admission. 623.222.1500

APR 12 Household Hazardous Waste Collection Event, PW Maintenance Yard, 13433 W. Foxfire Dr. 8 a.m. – Noon. Free for residents, proof of residency required. For a list of acceptable items visit the www.surpriseaz.gov or call 623.222.6000.

APR 13 Second Sundays in the Park, 2 p.m. – 4 p.m., Community Park, 15953 N. Bullard Ave. Free event. 623.222.2000, www.surpriseaz.gov/specialevents

APR 23 Art Encounter, 16000 N. Civic Center Plaza, 5 – 7 p.m. The Arts and Cultural Advisory Commission will unveil the first two pieces of the City's permanent art collection. Free. More info: 623.214.7537.

MAY 3-4 8th Annual Relay for Life in Surprise Walk, Willow Canyon High School Track Area, 17901 W. Lundberg St. Register at <http://relayforlife.org/SurpriseAZ>

MAY 3 Teen Co-ed Softball ages 13 – 18, Saturdays through May 24. Register at www.surpriseaz.gov/recreation

MAY 3 Same-Day trash/recycle collection begins for City of Surprise Sanitation customers only. 623.222.6000.

MAY 24 City pool open for public swim, 623.222.2000 *Hollyhock Pool opens on May 26.

MAY 26 Memorial Day, City Hall offices closed. Holiday sanitation schedule in effect.

JUN 1 Teen Midnight Basketball, Countryside Rec Center, for 13 – 18 year olds. Season runs through July 27. Register at www.surpriseaz.gov/recreation

JUN 2-5 Youth Girls Volleyball Camp (7 – 15 years), Valley Vista High. (*Register April 7 – 26) www.surpriseaz.gov/recreation

JUN 2-6 Art Camp for ages 6 – 15 years, Register at www.surpriseaz.gov/recreation

JUN 2-23 Teen Pickleball Classes, Surprise Community Park. Register at www.surpriseaz.gov/recreation

JUN 9-12 Youth Girls Cheer Camp (7 – 15 years), Valley Vista High. www.surpriseaz.gov/recreation

JUN 9-12 Youth Baseball Camp (6 – 12 years), Youth Baseball Complex. www.surpriseaz.gov/recreation

JUN 9-12 Youth Girls Softball Camp (7 – 15 years), Youth Baseball Complex. www.surpriseaz.gov/recreation

JUN 9-13 Musical Theatre Summer Camp for ages 6 – 15 years, Register at www.surpriseaz.gov/recreation

JUN 14 Dive-In Movie Night, Aquatics Center. Info call 623.222.2000.

JUN 16-19 Youth Basketball Camp (girls/ boys ages 7-15), Valley Vista High. www.surpriseaz.gov/recreation

JUN 23-27 Spotlight Entertaining Acting/ Film Camp for ages 6 -16, Register at www.surpriseaz.gov/recreation

JUN 26 Scams & Fraud Protection Open House, Public Safety Auditorium, 6 p.m. – 9 p.m. Surprise PD offers tips. Department Tour follows. 623.222.4422 or police@surpriseaz.gov

Summer Camp 2014

Summer Camp is filled with a fun-filled 10-week program including field trips, crafts, games and guest speakers! This is a state-licensed program. Birth certificate and immunization info is required.

May 27 – Aug. 1

Countryside Rec Center:

Ages K – 4th grade

Sierra Montana Rec Center:

Ages 5th – 8th grade

June 16 – Aug. 1

Desert Oasis Elm.:

Ages K – 8th grade



Register or learn more at www.surpriseaz.gov/recreation

Got hazardous waste?

CITY OF SURPRISE
**HAZARDOUS
WASTE
COLLECTION EVENT**

**Saturday,
April 12th**

8:00 a.m. to 12:00 p.m.

**at the Public Works
Maintenance Yard**

13433 W. Foxfire Drive

**From Bell Rd. go north on Dysart.
Follow signs to entrance off Foxfire Dr.**

Acceptable Household Hazardous Waste

- Antifreeze, paint, oil
- Car batteries
- Pool chemicals
- Brake-transmission-power steering fluid/degreasers
- Gasoline/diesel fuel/additives
- Stain/varnish/turpentine
- Paint thinners
- Linseed oil/solvents
- Cleaners
- Adhesives
- Pesticides/herbicides
- Refrigerators
- Freezers
- Fire extinguishers
- Compressed gas cylinders
- Computers
- Electronics
- Cell phones
- Stereos
- TVs
- Up to 5 car or truck (no semi) tires without rims
- Washers/dryers
- Water heaters
- Evaporative coolers
- Stoves/dishwashers

Unacceptable Materials

- Regular refuse and bulk trash
- Bio-medical waste
- Commercial Waste
- Ammunition or explosives
- RV refrigerators that contain ammonia



POSTAL PATRON

Transportation Update



The Draft EA will also be available for review at azdot.gov/bellandgrand and also during business hours at these locations:

Surprise City Hall
16000 N. Civic Center Plaza
Surprise, AZ 85374

PORA Office
13815 Camino del Sol
Sun City West, Arizona 85375

ADOT's Environmental Planning Group Office (call 602.712.7767 for appointment)
1611 West Jackson Street
Phoenix, AZ 85007

Stay tuned!
ADOT will announce the date of the upcoming public hearing via email, on its web site (azdot.gov/bellandgrand); at surpriseaz.gov and in local newspapers. You can ensure that you are connected and receive these updates by signing up for email alerts on azdot.gov.

Bell/Grand Update

The Arizona Department of Transportation, in conjunction with the Federal Highways Administration, is continuing to work on the Draft Environmental Assessment (EA) and Design Concept Report, which is due this spring. ADOT will hold a public hearing when this process is complete in late April/early May.

Three alternatives for the Bell Road/Grand Avenue intersection improvements are under consideration:

Option A: Median Urban Design, allowing for turn movements

Option B: Grade separation only, no turn movements

No build

In a recent City of Surprise survey, 85% of respondents supported Option A, which calls for a freeway-style overpass with on and off ramps in the existing roadway. Because it does not require long on and off ramps or access roads, Option A has the least impact on businesses and reduces the amount of land needed.

The public hearing will be held in late April/early May, and a 30-day comment period will begin 15 days prior to the hearing date. ADOT encourages all residents, business owners and stakeholders to plan to attend the public hearing or submit comments on this important corridor in the Surprise area. Check www.surpriseaz.gov/grandandbell for updates. 🌞