



# SURPRISE Progress

YEAR IN REVIEW  
Looking back...  
and ahead

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GO Bond Committee

Regional  
Transportation  
Project Map

2009 Surprise  
Spring Training



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# SURPRISE Progress

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.com](mailto:ken.lynch@surpriseaz.com) with your comments and suggestions.

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## SURPRISE PROGRESS AWARDS

APEX

Award of Excellence  
2007-2008

3CMA

Silver Circle Award  
2003-2005, 2007

3CMA

Award of Excellence  
2002, 2008



**City Council and Planning and Zoning Commission meetings are broadcast live on Surprise 11**, 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. Broadcast times are: 8 a.m. Tuesday, 4:30 p.m. Thursday, 8 a.m. Friday, 3 p.m. Sunday, NOW STREAMING LIVE ON THE WEB!



# Beginning with the end

Looking forward and backward at the same time is a hallmark of Janus, for whom January is named. In Roman mythology, Janus oversaw beginnings and endings. It is a fine theme for the first Progress magazine of the year, as we review one of the most challenging and amazing years in Surprise history, and anticipate an exciting 2009.

2008 began with new Mayor Lyn Truitt and five new council members setting fresh direction for Surprise, and by July, featured new City Manager Randy Oliver at the helm of city government. Residents saw new openness and transparency in government with live, online city council meetings, and “Council Conversation” TV programs on Surprise 11.

Our newly elected officials also embraced the possibilities of [www.surpriseaz.com](http://www.surpriseaz.com), starting up their own web sites with online journals to keep you up to date. The site includes e-mail links, council schedules and even videos of some of their important community and TV appearances.

Check out our look back at '08, and see if you don't agree it was a memorable year filled with challenge and accomplishment for our community. From responding to economic hard times, to winning acclaim nationally as an emerging tennis center, to welcoming hundreds of new jobs while dealing with the challenge of foreclosures, to setting attendance records at Spring Training, Surprise continued to mature.



Above: Channel 11's Council Conversations studio set

Left: New Fire Station 307

And what about 2009? In this issue we look at important steps we will take in transportation, with a center map and a message from the City Manager about the major progress on Bell Road and on construction of the 303 coming this year.

As the New Year dawns, a new council appointed committee is hard at work, preparing to get your thoughts on a possible bond election in 2009, our first since 1995. You will find more information inside, including how you can be heard on this topic.

Of course, challenges remain. The economy will be a top issue as budget managers begin preparing a reduced city budget this spring. We will also see the effect of more than \$2 million in Surprise as the federal Neighborhood Stabilization Program responds to the decline in the housing market.

Enjoy this edition of Progress as, Janus-like, we look backward and forward. Let us know what you're thinking by getting online at [www.surpriseaz.com](http://www.surpriseaz.com) and taking our regularly updated survey questions. From all of us at the city of Surprise, a happy and prosperous 2009 to you and your family!



From left to right: Bell Rd. construction, Spring Training at Surprise Stadium, ground breaking ceremony for Crescent Crown Distributing, Fire station 307 ribbon cutting, "The Gorilla" entertaining at the Trader Joe's grand opening, and Ultra Star Cinema.

# The Year in Review

**2008** will be a year we long remember in Surprise. From the January inaugural meeting of a new mayor and five new council members all the way through the December Holiday Tree lighting and Balloon Glow, it was a year we made major strides at all levels of civic life.

In February, **Mayor Lyn Truitt** and the **Surprise City Council** OK'd a partnership with **Rio Salado College** for the first "CommuniversiTY," an innovative higher education presence at the new Surprise City Hall complex, which opens this year. Students of all ages can earn 2 and four-year degrees at the CommuniversiTY, putting Surprise squarely on the regional higher

education map and creating a college-atmosphere buzz around the City Hall complex.

The council appointed **17 members to a Bond Committee** to recommend whether to hold an election in 2009 and which important public projects should be placed on the ballot if an election happens (see separate story).

**Mayor Truitt was elected co-chair** of the Luke/West Valley Mayors Council, a high profile post leading the fight to retain Luke Air Force Base as an Arizona fixture.

As a souring economy made headlines, the council formed a citizen-led **Ad Hoc Foreclosure Committee**, which organized a **Housing Preservation Forum and free counseling sessions** attended by hundreds in September. Foreclosure and counseling information is currently on our Web site, [www.surpriseaz.com](http://www.surpriseaz.com).

In July, the council hired **Randy Oliver** as the **new City Manager**. Oliver, a city management veteran with experience in county and municipal government around the country, immediately sharpened the focus of the city on transportation and economic development issues (see his comments on transportation with the center map inside).

City Hall is a more open place today, thanks to several innovative communications tools. Residents can now see city council meetings and all other **Surprise 11 programs live on the Web site**, or call up archives of any meeting. The interactive online agenda lets you go directly to the item you are interested in. The mayor and council fired up their own web pages this year with video links, event calendars and updated journal entries from each council member.

Surprise made economic news of the very best kind all year as we welcomed the May groundbreaking of **Crescent Crown Distributing** at Surprise Point. The 250,000 square foot beverage distribution center will create as many as 600 jobs in Surprise. It is scheduled to open this spring.

**Sands Chevrolet** became Surprise's first new car dealer when it opened in late December. Sands bring more than 20 high quality jobs to its new facility at the **Prasada Auto Show**, and becomes the first Prasada business to open its doors.



## Surprise serves up professional tennis

Surprise made its debut on the national professional tennis scene in November, as TV viewers across the country joined thousands of fans in the stands to catch John McEnroe, Jim Courier and other tennis legends in the Inaugural Cancer Treatment Centers of America Tennis Championships at the Surprise Tennis and Racquet Complex.

More than 10,000 tickets were sold during the five-day event, which saw McEnroe win the 8-man round-robin tournament during a wild and windy finals match against American rival Todd Martin.

All the players agreed that Surprise tennis facilities were among the best they've seen on the Outback Champions Series Tour, which includes stops in Boston, Dallas and Dubai. Many of the matches were rebroadcast on FSN Arizona and the Tennis Channel, showcasing our beautiful tennis complex to a national audience. The CTCA Tennis Championships will be back in 2009 and 2010.



**Ultra Star Cinema**, the first motion picture complex in Surprise, opened with a May party at Surprise Point that attracted hundreds.

After a city survey showed **Trader Joe's** as the top business residents wanted to see come to Surprise, the store's fall opening attracted long lines of happy shoppers.

Transportation made historic strides in Surprise, too. **Bell Road Phases Two and Three were completed** and the council approved a major Bell Road landscaping, lighting and signage plan at the city's eastern gateway. Read all about this and other transportation highlights in Randy Oliver's comments inside.

Web innovations were another special feature of Surprise in 2008. **www.surpriseaz.com**, which receives hundreds of thousands of page views a month, rolled out a new design in October, along with new features such as embedded videos, a survey site for your opinion on a variety of topics, the 222-CARE site where you can request a city service online or with one phone call, and My Surprise Address which delivers instant information to you about any address in the city, and a lot more.

What else? How about a new designation for **Surprise** as a **Solar City**, along with Scottsdale and Phoenix, at a news conference sponsored by the Greater Phoenix Economic Council in September? **Council waived fees** for residents who install solar panels as another step in growing Surprise as a Solar Center.

**Anything else? Hmm...how about:**

- The Council approved a new **Tourism Committee** to attract new visitors and tax revenues to the city.
- **Spring Training** broke attendance records in 2008
- Great progress was made at **Surprise Farms Park**, where new ball fields will open this spring
- A **new fire station** opened at Cactus and the 303
- We celebrated the expansion of the **South Water Reclamation Facility** at Cactus and Litchfield, doubling its capacity to more than 16 million gallons a day.
- Hundreds of people commented on the proposed Surprise General Plan 2030, with a public vote this fall.

**And we have just run out of room!**

Surprise residents had a lot to feel good about in 2008. A tenuous economy means 2009 will be a year of challenge for Surprise, but will offer new opportunities for us to work together for the betterment of our community.

## GO Bond committee formed

Involving Surprise residents are at work this winter gathering facts and sorting through ideas about whether to recommend a bond election in 2009, and what projects should be included.

Former City Council member Cliff Elkins chairs the 17-member group, and Parks and Recreation Board member Lou Provenzano is the vice chair. The committee is meeting twice a month and in at least four community-wide meetings prior to forwarding its recommendations to the Surprise City Council this spring.

Surprise has not had a bond election since 1995, when the city had a population of less than 10,000. Transportation needs, demands on public safety agencies and other community services typical of a city of more than 100,000 caused the city council to appoint the committee to study the issue.

**“It is important that everyone in Surprise feel empowered and engaged by this process.”**

General Obligation bonds are city-issued debt, which allows the city to raise money for voter-approved projects.

If the city council were to approve a call for election, voters would see a variety of projects and an estimated value for bonds the city proposes to issue. The election would be held in November.

“It is important that everyone in Surprise feel empowered and engaged by this process,” says City Manager Randy Oliver. “I encourage residents to attend the meeting in their area or any meeting at all, or get involved on the Web site to let your thoughts be known.”

A Web site at [www.surpriseaz.com](http://www.surpriseaz.com) contains GO bond committee meeting information and an opportunity for you to offer your thoughts to the group. You will also find meeting times and locations, as well as presentations by staff on city finances and how bonds work. “The process is a great opportunity for people to find out more about city government and how we operate,” says Oliver. “If you are looking to get involved, boning up on the bond process and making your thoughts known are great ways to start.”

**Randy Oliver,  
Surprise City Manager**



## Off-road fire protection for rural areas

The Surprise Fire Department has added a custom designed engine and large tanker truck aimed at benefitting residents in more rural areas of the city.

A 600-gallon engine and 2,000 gallon tanker with four wheel drive capability will help fire fighters and paramedics respond to emergencies in the more rugged terrain areas of Surprise.

“This is an amazing vehicle,” Surprise Fire Chief Mike White says of the engine, called a type 3 urban interface design. “It can handle bumpy desert roads and washes and, with the tanker, ensure a plentiful water supply for fire fighting in the parts of the city that don’t have easy access to water.”

“The best thing about the council-approved engine is that it saves the wear and tear on our Type 1 engines that weren’t designed to drive on rugged dirt roads,” adds White. “That is a big cost-savings over time.”

Unlike a traditional brush truck, this vehicle is equipped like the larger Type 1 engines. “We custom-designed this vehicle to



*New Surprise Fire Department Brush Truck*

service all parts of the city if need be,” says Assistant Fire Chief Clint Mills. “Although it’s primary mission is rural fire fighting, it is equipped with EMS and other offerings that our larger engines have so that it can be used anywhere.”

This is the first vehicle of its kind in the Valley and other fire departments are interested in the concept, says Mills.

The newest members of the Surprise Fire Department’s family are conveniently housed at Station 304, in the city’s rural northern service area, along Grand and 163rd avenues.



## Community Policing at its finest in Surprise

Working together, Surprise Police and local residents through programs like Neighborhood Watch and Beat Teams continue to produce results. The Congressional Quarterly Report (CQR) on Crime Ratings for 2008 lists Surprise as the third safest city in Arizona.

“That report found Gilbert, Scottsdale and Surprise as the top three cities in terms of safety,” says Police Chief Dan Hughes.

“The common denominator between them is a dedication to proactive community policing.”

At a time when many cities are cutting back on crime prevention and community education, Surprise continues to invest in these successful programs.

The Surprise Beat Team Concept was developed to forge lines of communication between residents and police officers. Each Beat Team consists of officers on each of the patrol squads. To give officers and residents a chance to get to know each other, officers work a fixed beat area for a full year.

The Neighborhood Watch Program teaches residents a variety of crime prevention techniques to reduce the risk of being a victim. Neighbors are trained on how to recognize suspicious activities and how to report them to police.

Participants are also offered tips to make their homes more secure and learn the importance of recording and identifying their property.

“Both of these programs help to create an organized group of people who become the eyes and ears of law enforcement, helping to reduce crime in their community,” adds Hughes.



For more information about the Community Policing opportunities call 623.222.4140 or visit [surpriseaz.com](http://surpriseaz.com) and click on Police under City Departments



# Surprise is Driven to Improve

**T**ransportation continues to be the top issue facing Surprise. The term “transportation” covers several areas, and under the direction of Mayor Truitt and the City Council, we are making progress in all of them.

by Randy Oliver, City Manager



**1 Bell Road.** Phases 2 and 3 of the Bell Road Reconstruction project are now complete. The most recent improvements include reconstruction of all three lanes, eastbound from Parkview to Grand, and westbound from Parkview to just east of the 303, in which for the first time, we used rubberized asphalt. The improvements include a new signal at Bell and Sarival, the replacement of the existing signal at Bell and Reems, right and left hand turn lanes at Bell and Reems, and other improvements for electric and water lines. We also recently reached a new agreement with Maricopa County regarding our network of cameras and monitors that allow for more efficient traffic flow on Bell. This Intelligent Transportation System will be extended from Grand Avenue to the Beardsley Canal in 2009.



Artist rendering of landscaping on Bell Road.

**2 Bell Road landscaping.** An important lighting, landscaping and signage project on Bell east of Grand was approved by Council in the fall of 2008.

This major entryway to our city has not presented visitors and residents a welcoming picture of dynamic, creative and innovative Surprise. Beginning this spring, you will see beautiful new median landscaping and other aesthetic improvements in the right of way, new monument signage announcing the entrance to the city, and new street lighting from Avenue of the Arts to west of the Agua Fria Friendship Bridge. Together, they will make Bell Road a true gateway to Surprise.

**3 Loop 303.** This is critical to the short and long term economic health of our city, and it has been on the drawing board for more than 20 years. It is time to get it built. The 303 will boost economic development along miles of new freeway frontage, it will serve as the main north/south corridor between Surprise and the other growing Southwest valley cities via Interstate 10. It will also link Surprise to I-17 north of Phoenix. This means ease of movement for people and merchandise that will attract new business development and job opportunities for Surprise residents.

The city is working closely with the Arizona Department of Transportation and our development partners to get construction of the 303 started from north to south as soon as late 2010. In 2009, you will see preparation work for bridges over Waddell and Cactus and a 303 underpass at Bell.



Landscaping and other beautification recommendations have received public input and are being finalized. We believe the development of the 303 has been promised to Northwest Valley residents for too long, and the time for action has come.

**4 Grand Avenue.** The state of Arizona has finalized Grand Avenue widening plans from 99th Avenue to the 303, and we will see movement on it as soon as this summer. We support the improvement of Grand, which has the potential to be truly “grand” as a greatly improved and economically diversified corridor. At Grand and Bell, studies are underway to minimize traffic congestion by making Bell pass over Grand Avenue and the BNSF railroad.

Take a few moments to look over the regional transportation map at the center of this edition. You will get an overview of some of the more significant transportation projects affecting Surprise. You can get more information by visiting [www.surpriseaz.com](http://www.surpriseaz.com), and clicking on “Transportation and Traffic” under “Living in Surprise.”

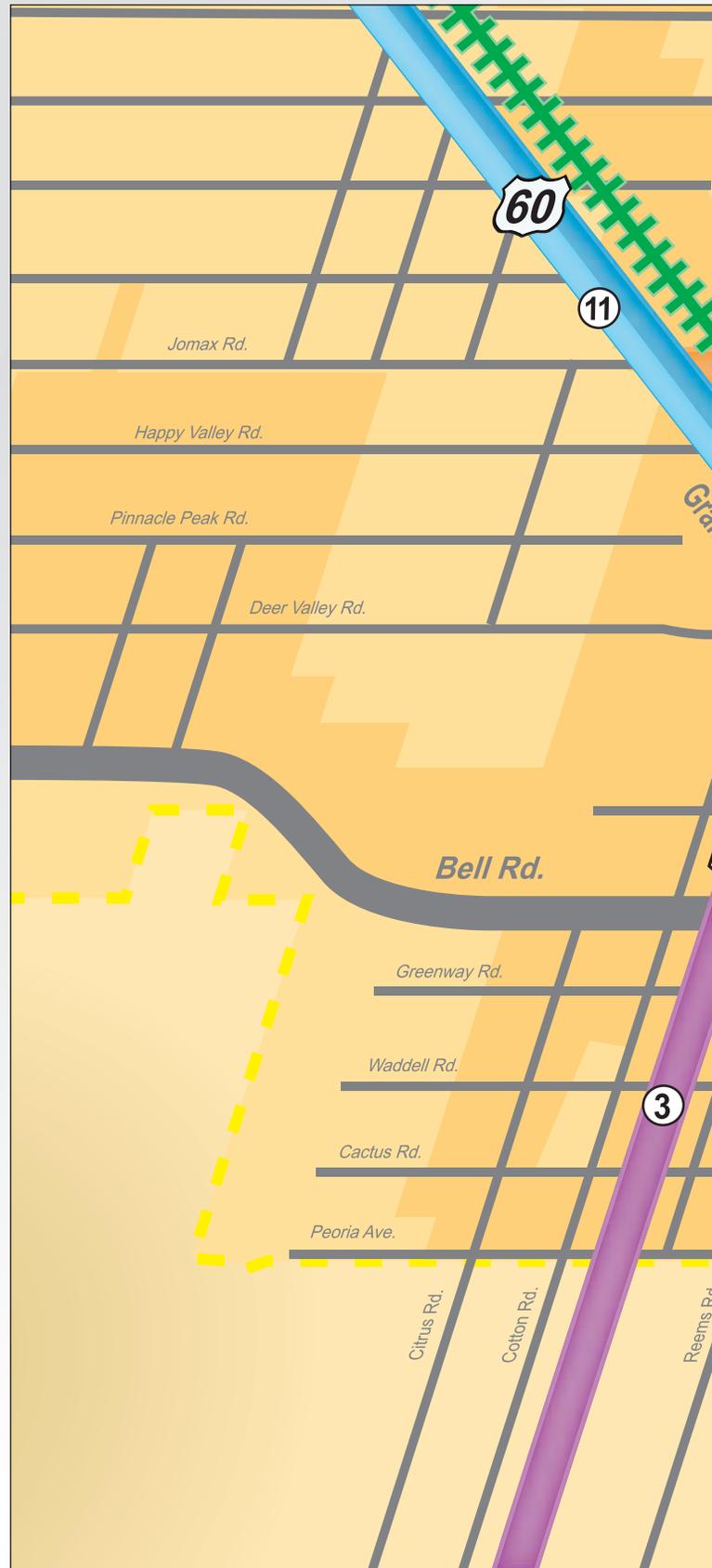
**More on the web!**   
[www.surpriseaz.com](http://www.surpriseaz.com)

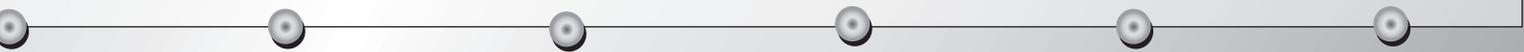
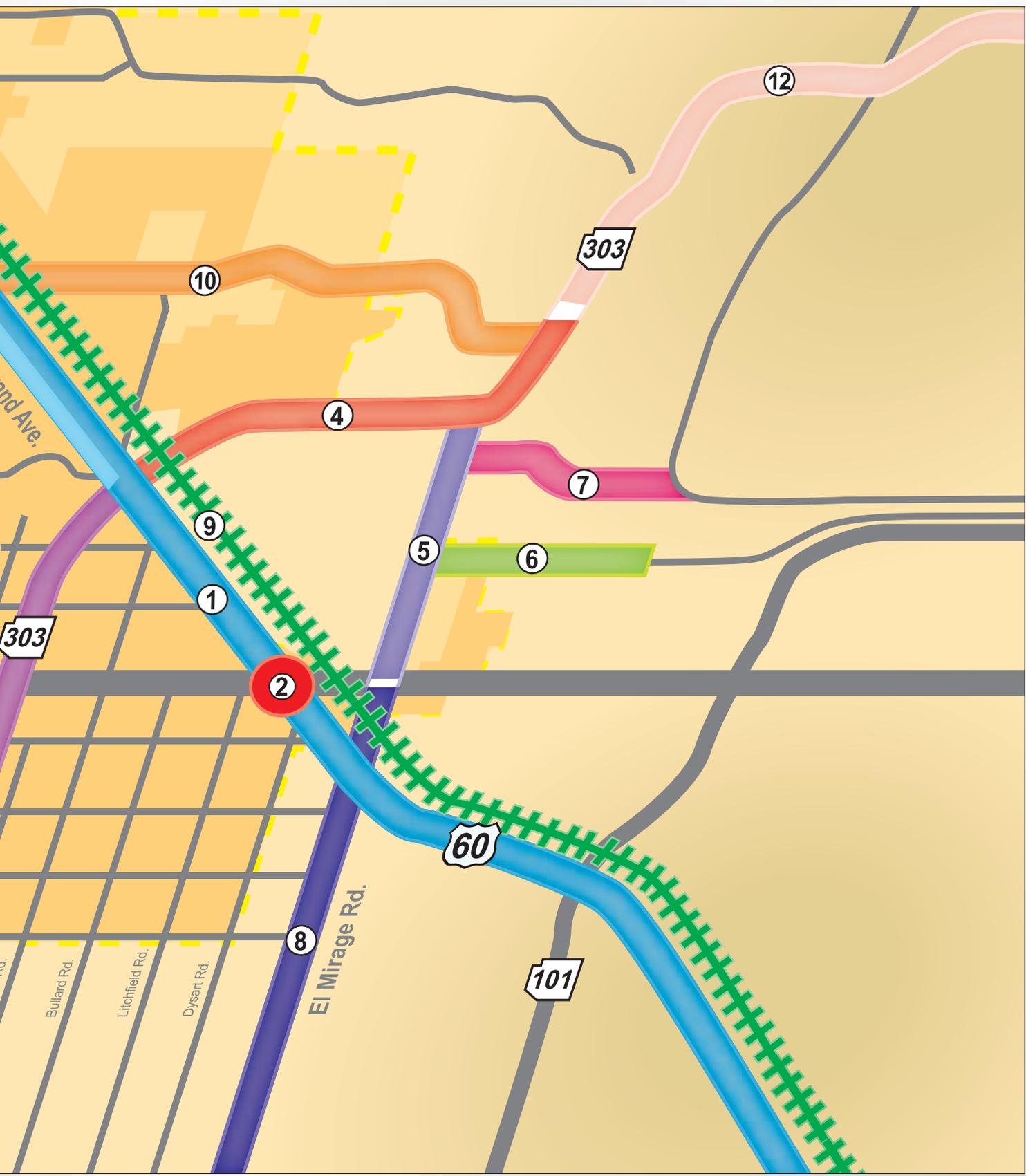


# Regional Transportation Projects

## For Surprise and surrounding area

- 1. Grand Ave. Widening - Loop 101 to 303 *Fall 2009*
- 2. Bell Rd./Grand Ave. Interchange  
*Preliminary work underway, estimate 2014 Construction*
- 3. 303 Final Design - I-10 to Grand Ave. *Fall 2009*  
*Construction begins as soon as late 2010*
- 4. 303 - Grand Ave. to Happy Valley *Design Concept underway, Public Meetings planned in early 2009*
- 5. El Mirage Rd. Widening - 303 to Bell  
*Maricopa County Project, portions underway*
- 6. Deer Valley Williams Agua Fria Bridge -  
El Mirage to 111th Ave *Maricopa County Project*
- 7. Beardsley Rd Bridge Crossing Agua Fria- El Mirage to  
111th Ave *No construction date, pending current truck route study*
- 8. El Mirage Road Design - Bell to Northern  
*Preliminary work in progress. Completion in 2009.*
- 9. BNSF Commuter Rail Implementation - SR 74 to  
Phoenix *Preliminary organizational meetings underway*
- 10. Jomax East Improvement Study - US 60 to SR 74
- 11. US 60 Access Management Plan - 303 to SR 74
- 12. 303 Design and Interim Construction - Happy Valley to I-17  
*Portion from Happy Valley to Lake Pleasant Rd under contract for construction. Section from Lake Pleasant Rd to I-17 to be bid in January 2009 by ADOT*





# Take me out to the ballgame...



## SURPRISE SPRING TRAINING 2009

**S**urprise Spring Training 2009 will be highlighted by night games and the arrival of some of major league baseball's most popular teams. The season is also marked by the return of the Coca Cola College Baseball Classic in March.

The Surprise Stadium-based Texas Rangers and Kansas City Royals will host play 32 games that include fan favorites such as the Arizona Diamondbacks, Chicago Cubs, and the newest members of the Cactus League, the Los Angeles Dodgers and Cleveland Indians.

Fans eager to meet their favorite players will want to make it out to Fan Fest on February 22, and then enjoy the Major League Alumni Legends Baseball Game, featuring Bob Feller.

The 2009 Spring Training play officially kicks off February 25, with the annual Rangers/Royals "Charity Game," benefitting the Surprise Sundancers and their efforts supporting youth programs in the West Valley.

College baseball returns March 10-11 and March 13-15, as Surprise hosts the Coca-Cola College Baseball Classic. Featured teams include the



Arizona State University Sun Devils, Kansas State University Wildcats and University of Kansas Jayhawks. The college games will begin an hour after the scheduled major league games on those days.

Promotional days are back this year, including Take Your Dog to the Ballgame Day on March 8 and Fireworks Day on March 20.

Be sure to check out the Home Run Party Deck, located in right centerfield. A ticket includes admission



into the party deck to watch the game and an all you can eat buffet.

Individual game tickets are on sale at the Surprise Recreation Campus Box Office, 15960 N. Bullard Avenue. You can order online at

[www.ticketmaster.com](http://www.ticketmaster.com), by calling 480.784.4444, or by visiting any Ticketmaster outlet (Macy's, Fry's Marketplace and FYE). A service charge will be applied to each ticket purchased through Ticketmaster.

For more information on Surprise Spring Training call Community & Recreation Services at 623.222.2222 or visit [www.surprisespringtraining.com](http://www.surprisespringtraining.com).



### Surprise Stadium 2009 Ticket Prices

- \$7 for Lawn Seats
- \$13 for Plaza Seats
- \$17 for Infield Seats
- \$20 for Upper Dugout Seats
- \$23 for Lower Dugout Seats

#### Texas Rangers key games:

DATE	TIME	VISITING TEAM
2/25	1:05pm	Royals*
2/27	1:05pm	Cubs
3/7	1:05pm	White Sox
3/9	1:05pm	Dodgers
3/17	1:05pm	Indians
3/21	1:05pm	Rockies
3/25	6:05pm	D'backs
3/27	6:05pm	Brewers

\*charity game

#### Kansas City Royals key games:

DATE	TIME	VISITING TEAM
2/26	1:05pm	Rangers
3/3	1:05pm	Indians
3/12	1:05pm	White Sox
3/14	1:05pm	D'backs
3/18	6:05pm	Mariners
3/20	6:05pm	Dodgers
3/24	6:05pm	Athletics
3/30	1:05pm	Cubs

**More on the web!**



For the full Surprise spring training schedule and more information go to: [www.surprisespringtraining.com](http://www.surprisespringtraining.com)



## Fed Cup to bring international tennis play to Surprise

Surprise keeps building our reputation as a national tennis center with the announcement that a first-round Fed Cup match will happen in Surprise on February 7-8.

Argentina will face off against the USA at the Surprise Tennis and Racquet Complex in this international women's tennis competition, which is similar to the men's Davis Cup. We join other cities hosting first round matches including Moscow, Russia; Brno, Czech Republic; and Orleans, France.

"Landing this international tennis match is huge for our city," says Community and Recreation Services Director Mark Coronado. "Our success at hosting the Cancer Treatment Centers of America Tennis Championships really paid off for us. Members of the USTA really liked what they saw in November and we are honored once again to bring professional tennis to Arizona."

The U.S. Tennis Association (USTA) selected Surprise as the American host city over Providence, R.I., and Beaumont, Texas.

One of the largest public tennis facilities in the Southwest, the Surprise Tennis and Racquet Complex is uniquely designed for hosting prestigious national and international events. Recently named a "Public Facility of the Year" by the USTA, the Complex has hosted more than 20 USTA tournaments since it opened in 2007.

In 2009, the city will host two USTA League National Championships, USTA National Campus Championships and the USTA Women's 25K Pro Circuit.

For more information regarding the 2009 Fed Cup match in Surprise or tennis programs at the Surprise Tennis and Racquet Complex please call 623.222.2000.

# Live Party Broadcast a highlight on Surprise 11



The live broadcast of the December Holiday Tree lighting by Mayor Lyn Truitt marks a big step in community engagement as the annual event was carried live on the internet and to cable subscribers in the city.

“Community members benefit from being able to share in events that are special to Surprise, even if they can’t be there in person,” says City Manager Randy Oliver, who attended the festivities with several city council members and thousands of Surprise residents.

The channel has also added new shows, such as “Dispatch,” the city’s quarterly public safety show featuring interviews and the good works



of our police and fire departments. The inaugural show featured interviews with Police Chief Dan Hughes and Fire Chief Mike White, as well as reports on the police holiday parking lot patrols and how a quick-thinking Surprise boy saved his mom’s life by calling 911.

Mayor Lyn Truitt joined the lineup of Council Conversations programs with his first show, featuring City Clerk Sherry Aguilar and the ongoing Surprise history Project, and an interview on the city’s legislative priorities with Intergovernmental Relations Director Mike Celaya.

You can even see Surprise programs on YouTube at <http://www.youtube.com/-/SurpriseTV11>.

All Surprise 11 programming is available online at [www.surpriseaz.com/surprise11](http://www.surpriseaz.com/surprise11).

# The web never sleeps

## New features are embedded videos, your thoughts

Surpriseaz.com continues to add innovation and creativity that bring value to your site visits!

“The site itself is **completely redesigned**,” says Assistant City Manager Doug Sandstrom. “It is a warmer, more welcoming site and better reflects our community. It is also organized in a way that makes all kinds of city information much easier to find.”

### Check out the embedded videos

in city news releases that help deliver the story. “We knew that after council approved the major Bell Road landscaping and lighting improvements, we needed to find a way to get those visuals out there,” says Communications Director Ken Lynch. “Community Development Director Jeff Mihelich worked with us to convert his presentation into a dynamic video we embedded in the news release, so you can actually see the improvements and listen to Jeff talk about them.”



It is a warmer, more welcoming site and better reflects our community.”

**Doug Sandstrom,**  
Assistant  
City Manager

The site **also includes a new survey** to get feedback about the city. “It is all part of increasing openness and engagement which has become a new hallmark of Surprise under the leadership of the mayor and council,” Sandstrom says. The survey asks about the best ways Surprise can deliver information about the city, and accepts opinions on how to make Surprise an even better place. “We expect to post the results and add new survey as we go along,” adds Lynch.

The council appointed citizens **Bond Committee** will launch a Web site to gain public engagement in the bond process, according to Lynch. “This is a dynamic group of involved citizens who really want to know what residents think,” says Lynch. “What transportation improvements should bonds support? What about public safety or economic development? This site will

let you express yourself outside of the traditional evening public meetings, which a lot of people can’t attend.”

Surpriseaz.com also includes a **new input tool for the General Plan 2030** process, an ongoing effort for more than 18 months. “The election on the revised General Plan will happen in November,” says Lynch. “There is still time to give your thoughts on this important road map to the future.” New features of this site are embedded video presentations, and the chance to add comments at the bottom of each page while viewing the comments of others.

Other great Web features in the works include a **dynamic site on construction projects** that include timeline gauges and real time updates.

An updated **MySurpriseAddress page will include maps**. Addresses you enter in the site will produce, in addition to a list of information associated with the address, a satellite image of the location.



# Employment study shines light on local workforce

**D**id you know that West Valley teaching assistants earn an average of \$14.90 per hour? Or drivers of heavy trucks have a median wage of \$19 per hour?

These are a few of the results of a study of the West Valley Workforce, sponsored by Westmarc with the participation of Surprise and other West Valley communities.

“Employers looking to open businesses want to know about the local workforce, and the information we had was out of date,” says Surprise Economic Development Director John Hagen. “It didn’t represent the current education, skill and wage levels of Surprise and other West Valley residents.”

Hagen says new information came to light in the West Valley Workforce and Labor Market Study. “For example, the industries expecting to post the strongest growth in the next 12 months in the West Valley are health care, construction, transportation and retail,” he said.

“We are living through a changing labor market, which makes education perhaps more important than ever and the value of community colleges, trade schools and universities is rising,” Hagen adds. “That’s why our partnership with Rio Salado College is so important to the city’s overall economic health.” Surprise, in partnership with Rio Salado, is building a 26,000-square-foot “City of Surprise Communi-versity – Center for Higher Educational Excellence,” on the

grounds of the new City Hall at Surprise Center. Rio Salado also offers a Lifelong Learning Center in the Original Town Site.

Surprise is a member of Westmarc, a regional advocacy organization for the West Valley. Learn more about the study at [www.usworks.com/westmarc](http://www.usworks.com/westmarc).

### Interesting facts from the study:

- For jobs that need experience, the average time range to fill an open position is 52 - 84 days. For non-experience job vacancies, the range is 32 - 170 days.
- More than 1,000 West Valley businesses with 20 or more employees participated in the study, in which they were asked questions about current and future workforce demands, and barriers that might prevent a company’s growth.
- Surprise contributed \$62,200 to the study and will be reimbursed \$44,000 from Maricopa Workforce Connections and \$6,600 from Rio Salado College.

# NOW OPEN

(September - November 2008)

## Recently opened businesses in Surprise

NOTE: The addresses are provided by the business owner on the city license application and do not necessarily indicate the store-front location.

16501 N. El Mirage Rd. #187 • **The Smokin Senoritas**, 15452 W. Cottonwood Circle • **DLH Pool Service**, 12014 N. 153rd Ave. • **Offenders Revealed by Investigations & Testing**, 14809 W. Parkwood Dr. • **Sinfully Smooth**, 16630 W. Greenway Rd. #307 • **Endless Summer Pool Service & Repair**, 14270 W. Ventura St. • **Bartz Insurance**, 12129 W. Bell Rd. #201 • **Arizona Energy Savings**, 18265 N. 116th Dr. • **Naked Beans**, 13849 W. Ironwood St. • **Naked Beans**, 14882 W. Charter Oak Rd. • **Szvetits and Associates**, 16469 W. Bonita Park Dr. • **Park Model Solutions**, 16501 El Mirage Rd. #653 • **Wraps of Joy LLC**, 15424 N. 160th Ln. • **Hook-Em-Up Wireless/Cricket**, 13420 W. Bell Rd. #110 • **Veras Professional Cleaning**, 18226 N. Skyhawk Dr. • **CSI-Court Solutions & Implementations LLC**, 13860 W. Post Dr. • **Magestic Glass**, 12913 N. 147th Dr. • **Lots of Love to Spare ChildCare**, 16812 W. Ocotillo St. • **Caza Loma Consulting**, 14595 W. Poinsetta Dr. • **Ralpha Natural Hair Care System LLC**, 11783 N. 154th Dr. • **K Nielsen Fit and Fun**, 16412 W. Hope Dr. • **Kimbur Pet Wash & Suites**, 17031 W. Bell Rd. #103 • **Herbal Health**, 26034 N. Sandstone Way • **Blue Cat Crafts**, 16451 N. Durbin Dr. • **Toros Logistics LLC**, 16424 N. 170th Ln. • **Service First Professionals Inc.**, 17657 W. Caribbean Ln. • **Glacier Creek Services**, 14300 W. Bell Rd. #513 • **Pupster Productions**, 15832 W. Sage Trail • **V Jewelers LLC**, 13757 W. Bell Rd. #102 • **J&B Painting Inc.**, 15660 N. 137th Ave. • **Finders Wholesale LLC**, 13260 W. Foxfire Dr. #9 • **M.I. 5 INTEL**, 15240 N. 142nd Ave. #2147 • **I M Forms Service**, 15737 W. Eucalyptus Ct. • **Lora Care Home II**, 16477 W. Yucaton Dr. • **Stormwater Plans**, 18775 N. Reems Rd #380 • **Docia LLC**, 17659 W. Ironwood • **St. Candy’s Tutoring Childcare**, 14739 W. Redfield • **Liberty Mutual Insurance Group**, 15543 N. Reems Rd, H-139 • **Live X Auto Exchange**, 13770 W. Bell Rd. • **Aqua Force**, 16131 W. Port Royale Ln. • **Clean Masters**, 17886 W. Evans Dr. • **My Office Business Center**, 16846 W. Bell Rd #107 • **AKL Sunshades**, 11523 W. Gnatcatcher Ln • **Jerry’s Home Repair**, 14300 W. Bell Rd. #529 • **Star Cleaning Service**, 17872 W. Voltaire St. • **Attention to Details Maintenance Company**, 16606 W. Sandra Ln.

**Office/Medical/Dental** **Take Care Health Services**, 15490 W. Bell Rd. • **Barnet Dulaney Perkins Eye Center PLLC**, 14239 W. Bell Rd. #216 • **Family Tree Healthcare**, 16771 W. Lariat Ln. • **Canyon Sports Fitness and Physical Therapy**, 16920 W. Bell Rd, A-101

**Restaurant/Bar** **NYPD Pizza**, 13980 W. Bell Rd. #2 • **Pei Wei Asian Diner**, 14155 W. Bell Rd. #113 • **Mike’s Greek & Italian Cuisine**, 17191 N. Litchfield Rd. #40 • **McDonald’s**, 16547 W. Bell Rd. • **Knuckleheads New Jersey Hot Dogs**, 15930 N. 162nd Ln.

**Adult Care** **Care A Lot Assisted Living**, 15244 W. Watson Ln. • **Peachtree Assisted Living**, 15550 W. Cameron Dr. • **Family Circle Adult Day Care Home**, 15467 W. Cortez St.

### More on the web!

View Commercial Projects in progress:  
[www.surpriseaz.com/currentprojects](http://www.surpriseaz.com/currentprojects)

At DeAngelis of the **Surprise Small Business Assistance Program** helped **Vogue Bistro** get its start as one of the premier restaurants in Surprise.

Looking to start your own business? Contact the Surprise Small Business Assistance Program at 623.222.3000.





# What's Going On?

## City of Surprise Senior Center



15832 N. Hollyhock St. 623.222.1500  
Monday - Friday 8:00 a.m. - 5:00 p.m.  
For ages 60 and better  
Cost: \$10 Annual membership  
\*\* Non-resident rates apply for classes and trips

**Are you new to Surprise?**  
Stop by the Senior Center for a tour and you will receive an introductory copy of the menu, activities calendar, and newsletter. We can also mail these introductory items to those who call 623.222.1500 and provide their name and address. You can also request a map of how to get to the Senior Center.

**We're Online!**  
Visit [www.surpriseaz.com](http://www.surpriseaz.com) - then click on Living in Surprise, then on Senior Services. From there, you can print the calendar and newsletter at home. You can also sign up to receive email notifications when the Senior Center menu, activities calendar, and newsletter have been updated on the city Web site.

## DAY TRIPS

Call 623.222.1500 for more information.  
(\*Non-resident rates apply for classes and trips)

- **Scottsdale Culinary Arts Luncheon** - Jan. 27. \$20, \$22\*\*
- **Desert Caballeros Western Museum**, Wickenburg - Feb. 17. \$8, \$10\*\*
- **"Singing in the Rain"** Broadway Palm Theatre- Mar. 18. \$47, \$49\*\* (includes bus, show and luncheon)
- **Turf Paradise** - Apr. 7. \$23, \$25\*\* (includes admission, lunch and bus)



**Fitness Center**  
8:15 a.m. - 4:45 p.m. weekdays. Annual membership fee \$25 (\$30 non residents) Winter only, \$15 (\$20 non residents)

**Enjoy a Hot Lunch!**  
Hot lunches are available weekdays for a \$3 contribution, please call ahead for a lunch reservation.

You can also enjoy the mini Café, offering gourmet coffees and chai tea, plus light fare such as yogurt, smoothies, cottage cheese, fruit, and biscotti for very nominal prices. Also, browse the Thrift Counter to pick up some bargains, gifts or greeting cards.

**Social Time**  
At the Senior Center you can enjoy a variety of card and board games, BINGO, dance, crafts, movies, Reader's Theatre group, Ukulele Group and Mahjongg.

**For your health**  
Blood Pressure Screenings are available twice per month, plus yoga and exercise classes, massage therapy and benefits counseling.



**Surprise Yourself... Volunteer!**  
Opportunities are available in several City departments including Senior Center, Senior Van Drivers, Clericals, Office, Fire, Police or Community and Recreation Services. Info: 623.222-1500, or visit <http://www.surpriseaz.com/index.asp?NID=1514>.

**Recycle Your Cell Phone**  
The Senior Center is partnering with the National Council on Aging and Cellular Recycler in an effort to keep old cell phones out of the nation's landfills. The Senior Center will receive a small recycling rebate on each old phone collected and those funds will support Senior Center programs. Drop boxes are located in the lobby of the Senior Center, the City store and at the city's fire stations.

**Work Training Program for age 55+**  
Surprise partners with the Senior Community Service Employment Program under Title V of the Older Americans Act. The program is designed to assist income-eligible older adults to transition into competitive employment once they have completed their paid training program of one year.

Title V Participants must be at least 55 years old, an Arizona resident and qualify as low income. Income guidelines currently are \$13,000 annual income for one person household, and \$17,500 for two person household. Info: 623.222.1500.

# Upcoming Classes & Programs

For class information and to register, please call 623.222.1500

**Who Knew I Could Paint** - Instructor: Lisa Berg. This 6-week course will teach you the brush control and beauty of Chinese-like painting. Thursdays, Feb. 19 – March 26, 1 p.m., \$60 \$65\*\*

**A Matter of Balance** - Instructors: Kelly Pedersen & Barbara D'Agnese. Many seniors experience fear of falling and restrict their activities. This class emphasizes practical strategies to reduce this fear and increase activity levels. Sponsored by the Area Agency on Aging. Tuesdays, Mar. 24 - Apr. 15, 10 a.m. - 11 a.m., Free

**Chronic Disease Self Management** - Instructor: Kelly Pedersen & Pat Herrera. If you live with a chronic condition this six-week class will guide you in your daily life. Sponsored by the Area Agency on Aging. Mondays, Feb. 2 - Mar. 16 (no class on Feb. 16), 1 p.m. - 2:30 p.m., Free

**Computer Classes** – Basic I & II, Email, Internet, Word Processing, File Management & Digital Photos. Call for class dates and times. \$10 \*\*

**Chair Yoga** – Instructor: Susan Rufrano. Six weeks of relaxing yoga exercises without getting down on the floor. Tuesdays, Jan. 13 - Feb. 17, 10 a.m. - 11 a.m., \$30/\$35\*\*

**AARP Tax Help** – will begin Feb. 5, at Surprise Senior Center. Please call 623-222-1500 for an appointment.

**Tiempo de Oro** – presentations, networking, workshops and crafts in Spanish on Wednesdays & Thursdays at 1 p.m., Free.

**Spring Swap Meet** – Something for everyone! April 25, 8 a.m. - 1 p.m., at the Aquatic Center Parking Lot. Free admission and parking! Applications for space rental will be available in February.



For more information visit [www.surpriseaz.com](http://www.surpriseaz.com)

## JANUARY 2009

- 1** New Year's Day - All city offices closed
- 3** Spring Training Surprise Stadium Box Office opens, 623.222.2222
- 3** USTA Central AZ Junior Superset Tournament, Tennis and Racquet Complex, 623.222.2000
- 10** Home-based Franchise Workshop, Library Classroom on Bullard, 623.222.3300
- 19** Martin Luther King Jr's birthday - All city offices closed
- 23-25** USTA Southwest Tri-Level League Section Championships, Tennis and Racquet Complex, 623.222.2000

## FEBRUARY 2009

- 7-8** Fed Cup, USA v Argentina, Tennis and Racquet Complex, 623.222.2000
- 15-22** Women's Pro Circuit Tournament, Tennis and Racquet Complex, 623.222.2000
- 16** President's Day - All city offices closed
- 22** Fan Fest & Legends Baseball Game, Surprise Stadium - Free, 623.222.2222
- 25** Spring Training Charity Game, Surprise Stadium - \$ (proceeds benefit youth sports), 623.222.2222

## MARCH 2009

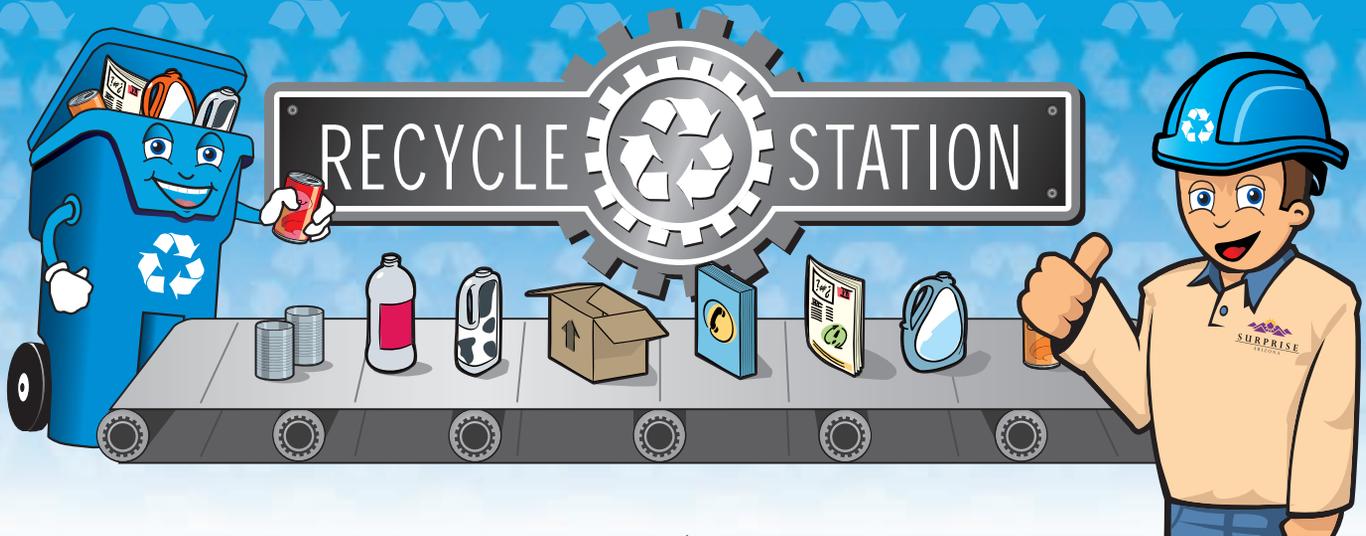
### Feb.25 to

- Apr. 2** Spring Training, Surprise Stadium, 623.222.2222
- 7-8** USTA Winter Classic, Tennis and Racquet Complex, 623.222.2000
- 10-11** Coca-Cola College Baseball Classic, Surprise Stadium, 623.222.2222
- 13-15** Coca-Cola College Baseball Classic, Surprise Stadium, 623.222.2222
- 13-15** Surprise Spring Adult & Senior Doubles Championships, Tennis and Racquet Complex, 623.222.2000

*\*Surprise City Council meets second and fourth Thursdays of every month, 6 p.m., Surprise City Hall, 12425 W. Bell Road*

*\*Surprise City Council Special Work Sessions, every first Thursday of the month, 4 p.m., Surprise City Hall, 12425 W. Bell Road*

*\*Surprise Planning & Zoning Commission meets on the first Tuesday of every month, 6 p.m., Surprise City Hall, 12425 W. Bell Road*



## Drop off recycling sites added to Surprise Sustainable Efforts

Getting involved in recycling in Surprise is now even easier, thanks to the Surprise Public Works Department. They have added four new recycling drop off containers, conveniently located in different parts of the city:

- City Hall - 12425 W. Bell Rd.
- Fire Station 302 - 18600 N. Reems Rd.
- Dream Catcher Park - 14534 W. Tierra Buena Lane
- Public Works Yard - 13430 W. Westgate Drive

“These containers make it easy for all residents to recycle, improve our environment and save the city money,” says Public Works Director Bob Beckley. “Residents participate in our curbside recycling program in about 70% of the city, and these new drop-off locations will make it easier for people who have non-city trash pickup, with limited recycling options.”



Beckley says recycling makes economic and environmental good sense. “Every ton that is recycled saves on the expense of land-fill disposal and generates income to run the program less expensively,” adds Beckley. “Recycling is expected to generate over \$85,000 in revenue for Surprise during 2009 and will save over \$150,000 in disposal expenses at the landfill.”

Public Works staff will inspect each site daily to keep the areas clean. The new Solid Waste Division’s Roll Off Style Truck will empty any container that starts to reach capacity.



Defining **Vibrant** Southwest Living

12425 W. Bell Road  
Surprise, AZ 85374

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