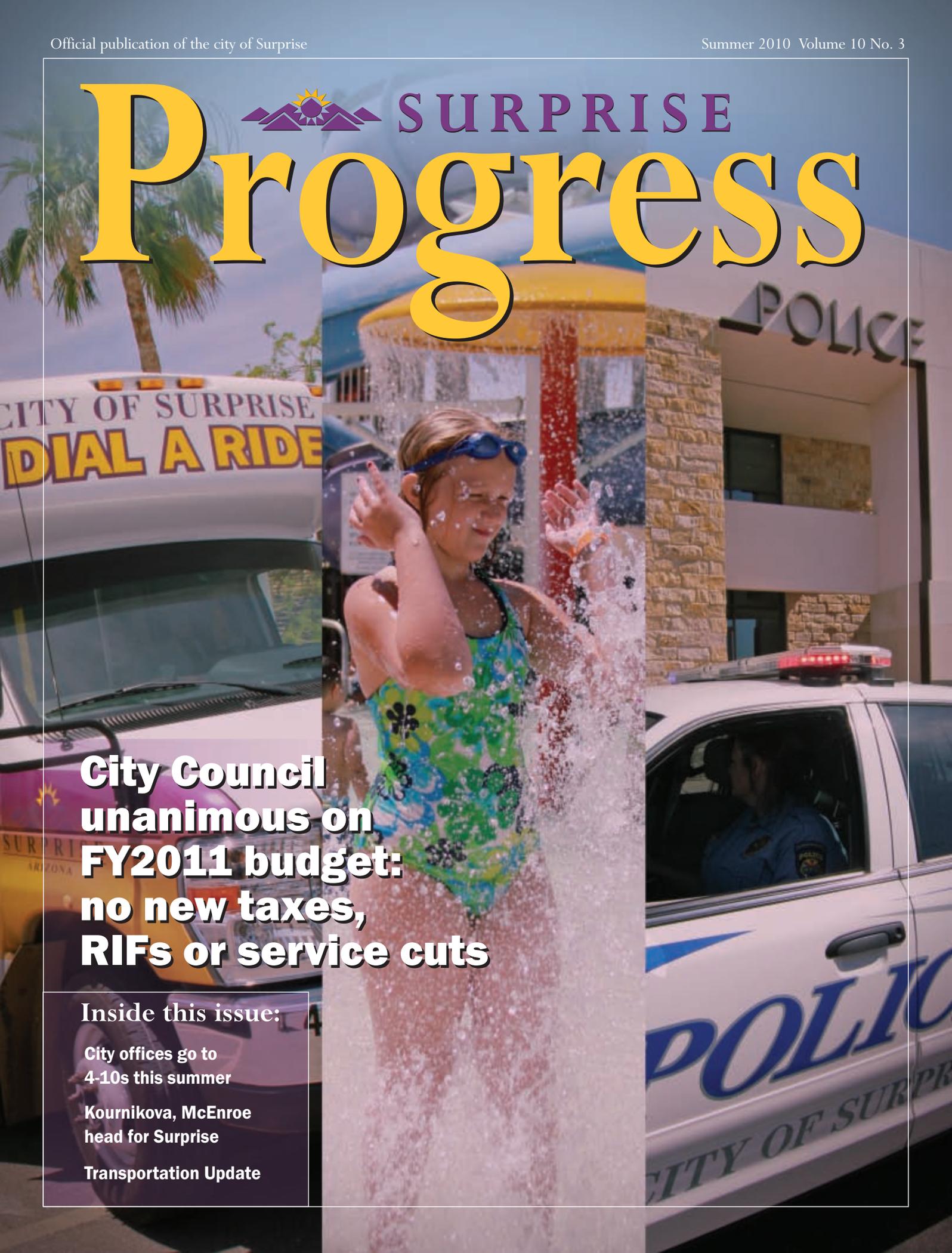




SURPRISE Progress



**City Council
unanimous on
FY2011 budget:
no new taxes,
RIFs or service cuts**

Inside this issue:

City offices go to
4-10s this summer

Kournikova, McEnroe
head for Surprise

Transportation Update

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FY2011 Budget

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to 4 ten hour days
this summer



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to Surprise for
CTCA tournament

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10 City business opportunity ad
campaign underway

12 City Happenings



SURPRISE ARIZONA

City Council 623.222.1300

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Mike Woodard, District 5

Skip Hall, District 6

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Interim City Manager Mark Coronado

Planning & Zoning Commission 623.222.3133

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Steve Somers

Dennis W. Smith

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Arts & Cultural Advisory Board

623.222.2205

Transportation Committee

623.222.3290

Parks & Recreation Advisory Board

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Disability Advisory Commission

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Quality of Life Commission

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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.gov with your comments and suggestions.

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Public Information Officer

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SURPRISE PROGRESS AWARDS

APEX

Award of Excellence
2007-2009

3CMA

Silver Circle Award
2003-2005, 2007

3CMA

Award of Excellence
2002, 2008



SURPRISE II

City Council meetings

Surprise City Hall, 16000 N. Civic Center Plaza Info: 623.222.1200
6 p.m. on the second and fourth Thursday of the month, unless noted below

- July 22nd
- August 12th
- September 2nd Workshop (4 p.m.); September 9th and 23rd

Planning & Zoning Commission meetings

Surprise City Hall, 16000 N. Civic Center Plaza Info: 623.222.3133
6 p.m. on the first Tuesday of the month, unless noted below

- July 6th
- August 3rd
- September 7th

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!

Council OKs FY2011 budget

The Surprise City Council unanimously approved a \$256.6 million FY2011 budget at its June 10 meeting that reflects public input while achieving financial stability and accountability, according to Interim City Manager Mark Coronado.

“With Council’s policy direction, we created a balanced budget with no new taxes, no further layoffs and no additional service reductions,” Coronado said.

Council members reviewed the City Manager’s recommended budget, listened to residents at Open Houses and via an online public input site, and made several adjustments. Among them was to keep full funding for Dial-a-Ride service and a third Express bus to downtown Phoenix. Each had been recommended for reductions.

The Council also unanimously supported creation of a Transportation Manager and Grant Writer position. These positions will help the city have a stronger voice in regional transportation issues and be better situated to compete for federal grants, which is how most federal stimulus and other assistance dollars are being distributed.

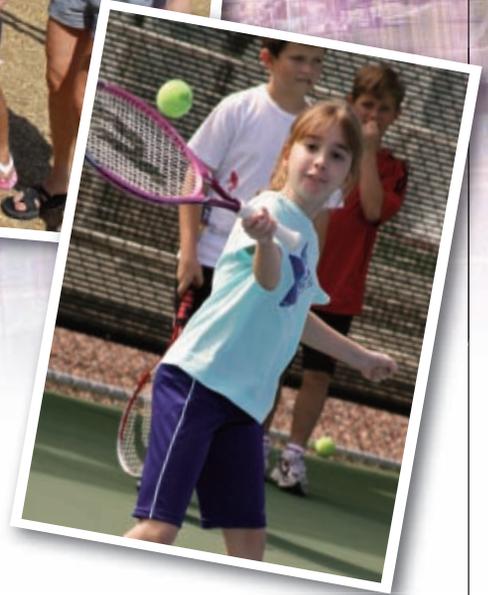
A reduced Capital Improvements budget calls for construction of a Park and Ride facility on city-owned

property near Grand Avenue and Bell Road, and improvements to Greenway Road from Litchfield to Bullard.

The City’s FY11 General Operating Fund of \$78 million is 11% lower than the FY10 amended budget. It reflects budget cuts made in FY10, including a 12% reduction in city staff, a 3 to 4% reduction in city benefits and reduced expenditures across city departments.

The budget includes recommendations to merge the city’s Economic Development Department with Community Development, which eliminated staff positions and created a “more focused” economic development effort, according to Coronado. 🌟





Residents give thumbs up to Quality of Life, Overall Direction of Surprise

The great majority of Surprise residents are happy with their city, with 87% saying the overall quality of life in Surprise is “excellent” or “good,” according to a first-ever survey.

The National Citizens Survey says the 87% figure is higher than the benchmark average of hundreds of cities across the country.

The Survey’s Executive Summary also says respondents “demonstrated strong trust in local government,” with majorities saying the overall direction of the city, its reputation and image are “excellent” or “good.”

The National Research Center performs the National Citizen Survey in more than 500 municipalities across the nation, including 18 in Arizona. This is the first time Surprise residents participated.

Residents gave the cleanliness of the community and the overall appearance of Surprise the most favorable ratings. The two characteristics with the least positive ratings were ease of bus travel and employment opportunities in Surprise.

Surprise rated highly both as a place for kids and for retirees. Among people aged 18-34, 93% think Surprise is a good or excellent place to raise children. “We also scored above the NRC average as a place to retire, with 81% rating Surprise as “good” or “excellent,”” says Communications Director Ken Lynch.

1,200 households were randomly selected to receive the mailed survey in March. 409 responses were received by the National

Research Center, a “high average” return rate, according to Center statistics. The results have a margin of error of +/- 5%.

90% of respondents rate Surprise as a good or excellent place to live. 91% said they were very or somewhat likely to recommend Surprise as a place to live, with 55% choosing “very likely.” 87% said they were very or somewhat likely to remain in Surprise for the next five years, with 63% choosing “very likely.”

87%

of residents say overall quality of life in Surprise is “excellent” or “good”.

When asked what three changes would encourage them to remain in Surprise over the long term, respondents chose improved transportation, better/more retail and restaurant opportunities, and more economic development and employment availabilities.

Interim City Manager Mark Coronado says the survey will be useful when the city makes decisions regarding resources allocation. He added that the data represents a benchmark for Surprise to measure itself against in future surveys. The City Council received the report in April, and indicated approval to do the survey at two year intervals in the future. 🌟



“4-10s” mean City Hall offices open earlier and close later this summer

Surprise City Hall has joined a growing trend toward making City Hall more accessible by opening earlier and staying open later Monday through Thursday and closing each Friday.

During the summer, the typical 8:00 a.m. - 5:00 p.m. Monday through Friday office schedule has been changed to 7:00 a.m. - 6:00 p.m. Monday through Thursday. The change is in effect through September 17th. The concept is known as “4-10s” for the four ten-hour work days it encompasses.

“During this period we will gather data on the reaction of our residents and our employees,” says Interim City Manager Mark Coronado. “Other cities around the Valley that have switched to 4-10 report a positive response. We want to see how it works for Surprise as a summer alternative, not a year round change.”

Coronado initiated the change during a series of meetings with city employees after City Council direction to find ways to boost productivity and morale. The Council indicated agreement with the move at its May 27 meeting.

He adds that experiences in other cities shows that Surprise can anticipate cost savings due to energy reduction, and fewer cars on the road due to less employee commuting.

Avondale, Mesa and Peoria are among cities with a year-round 4-10. “It is popular with residents and employees in other cities because it improves access to City Hall at no additional cost,” he adds.

“It is popular with residents and employees in other cities because it improves access to City Hall at no additional cost,”

Mark Coronado
Interim City Manager

Community services and public safety services will not be affected by the change. Fire and police protection, trash pickup schedules, operating hours at swimming pools, recreation centers, senior programs, parks and the Surprise Tennis Center will not change. City Hall offices, Community Recreation Service offices and the City Courts are affected by the summer schedule.

City Courts will be open Monday - Thursday, 7:30 a.m. to 5:30 p.m. and 8:00 a.m. to noon on Friday until July 9th. Courts switches to 4-10s beginning July 12th.

What do you think? Take an online survey at www.surpriseaz.gov. Your input will be used in assessing whether to make the 4-10 City Hall summer schedule a permanent idea in Surprise. 🇺🇸





Kournikova, McEnroe and Chang among the pros headed to Surprise

Grand Slam Champ Anna Kournikova will make her debut appearance in Surprise while returning stars John McEnroe and Jim Courier highlight the tournament lineup at the third annual Cancer Treatment Centers of America (CTCA) Tennis Championships, October 20-24, at the Surprise Recreation Campus-Tennis and Racquet Complex.

Kournikova, a two-time Australian Open doubles champion who was once ranked 8th in the world, is one of the most recognizable stars in tennis. She will play in two exhibition mixed doubles matches during the five-day CTCA event. "The mixed doubles are an exciting new element that fans are sure to enjoy, and with the likes of Kournikova, the play will be intense," adds Interim City Manager Mark Coronado.

Rounding out the 8-man round-robin tournament lineup and vying for the \$150,000 prize are Michael Chang, Jimmy Arias, Wayne Ferreira, Aaron Krickstein, Mark Philippousis and Mikael Pernfors.

"We are so happy to welcome the Champions Series Tour back to Surprise for the third year in a row," says Coronado. "And it will be fun to watch McEnroe defend his CTCA Tennis Championship title from 2008."

There are several ticket packages to choose from, including a Series Gold Session Package offering a ticket to all seven sessions and an invitation to a meet and greet with McEnroe and Kournikova.

Some of the matches in Surprise will be rebroadcast on FSN Arizona and the Tennis Channel, showcasing our beautiful tennis complex to a national audience.

The economic impact of tennis continues to grow, Coronado says. "We've had large groups of people sleeping in our hotels, dining in our restaurants and spending money in our stores."

Earlier stops on the tour included Rio de Janeiro, Brazil and Boston with additional stops planned in Charlotte, N.C.; Grand Cayman and Dubai, U.A.E. "It's wonderful for our city to be mentioned with the other tour stops," adds Coronado. "The players have told us how much they enjoy playing here and they have high praise for our award-winning venue."

Events surrounding the 2010 tournament include a Kids Day where children ages 3-18 will learn drills, games and practice routines with participating champions and a Pro-Am involving amateurs teaming up with stars.

The Surprise Tennis and Racquet Complex continues to attract people from across the country adds Coronado. "The USTA Women's \$25,000 Pro Circuit Tour has brought the future stars of women's tennis to town several times now," Coronado says. "We've welcomed thousands of college tennis players when the USTA National Campus Championship come in the spring and the Senior and Super Senior Adult League Nationals attract about 500 players."

He is mindful that the facility was first and foremost built for residents to enjoy. "City Council made sure that this facility could attract professional events, but also be open to residents to enjoy a friendly game or take lessons."

Keep up with all the tennis news at www.surpriseaz.gov/tennis or call 623.222.2222.

More on the web! 
www.surpriseaz.gov/tennis



Surprise employees strive to provide excellence and transparency, and others are noticing.

Recently, www.surpriseaz.gov received a perfect score from Sunshine Review, a nonprofit organization dedicated to state and local government transparency. Surprise becomes one of only 16 sites from around the country to be awarded a perfect score among the roughly 5,000 sites the Review examines.

Sunshine Review noted how easy it is to find city financial information on the site, via the innovative "It's Your Money" page. "It's Your Money" is a unique searchable data base supported by the Communications, Information Technology

and Finance Departments. It

includes regularly updated expenditure and revenue reports, bids/proposals, contracts and a "Stimulus" tracker. The site receives hundreds of visits per month.

Surprise was awarded the 2010 Water Reuse Project of the Year by the Arizona Water Association in May for the South Water Reclamation Plant Vadose Zone Recharge System. The system stores the plant's recently increased volume of reclaimed water underground.

"This system helps assure our future water needs will be met by recharging reclaimed water to store and replenish Surprise's groundwater supply," says Surprise Public Works Director Bob Beckley.

The Association also awarded The SPA 1 Water Reclamation Facility Wastewater Collection and Wastewater Treatment combined operations the Award of Honor for an outstanding safety record in the year 2009. Jamie McCracken, Sr. Water Operator, was recognized as Water Operator of the year.

The Surprise video documentary "Surprise: A History in Progress" received a Bronze Telly Award for broadcast excellence this spring. The documentary features interviews and rare footage of Surprise dating back to our early days as a 1930's farm community. It complements the book of the same name, produced by the Surprise City Clerk's office and writer Carol Palmer, to mark the 50th anniversary of the city's incorporation in 1960. The book is available at www.surprisecitystore.com. The video can be viewed any time at www.surpriseaz.gov/Surprise 11.

In June, the City shared the Maricopa Association of Governments "Desert Peaks" award for public/private partnership with Rio Salado College for the development of the Community@ Surprise on the City Hall Campus.

“This system helps assure our future water needs will be met by recharging reclaimed water to store and replenish Surprise’s groundwater supply,”

**Bob Beckley
Public Works Director**

Cancer Treatment Centers of America Tennis Championships

October 20-24, 2010

Surprise Tennis and Raquet Complex

Individual session tickets are \$45 for gold seating and \$35 for silver.

Series packages available and include all 7 sessions.

Gold Session Series Package includes all 7 sessions, invitation to a VIP Private Question and Answer Session with McEnroe and Kournikova, over 10% savings from individually purchased tickets.

Carrabba's Champs Club Food and Beverage Package: for single sessions or all 7 sessions, includes access to the VIP Carrabba's Champs Club and all inclusive food and beverage.

Tickets may be purchased at the Surprise Tennis and Racquet Complex, 14469 W. Paradise Lane; online at www.ticketmaster.com; or by phone at 800.745.3000. *A service charge will be applied to each ticket purchased through Ticketmaster.

Meet the players

John McEnroe

154 career titles, 17 Grand Slam titles and International Tennis Hall of Fame inductee

Jim Courier

29 career titles (4 Grand Slams)

Mark Philippoussis

Wimbledon and US Open finalist

Jimmy Arias

At age 15, was the youngest player to achieve a world ranking

Michael Chang

34 career titles and youngest Grand Slam Champion ever at 17 years, 3 months

Wayne Ferreira

26 career titles, holds the male record for most consecutive Grand Slam appearances

Aaron Krickstein

With 9 career titles was the youngest player to reach the world Top 10 at age 17

Mikael Pernfors

French Open finalist.

Anna Kournikova*

2 Grand Slam Doubles titles
16 career Doubles titles

*Mixed doubles exhibition

Transportation Update



Bell Road Reconstruction nearing the finish line

The end is in site for the Bell Road Reconstruction Project, as work on the final 2 phases is underway. Using \$2.93 million in federal Recovery Act dollars, Arizona Department of Transportation contractors are busy reconstructing the three eastbound lanes from the Loop 303 to Parkview Place; and rehabilitating east and westbound Bell from just west of the 303 to the Beardsley Canal.

The work consists of milling and replacing the road with rubberized asphalt; and installing conduit to extend the Intelligent Transportation System (ITS), aimed to improve traffic flows on Bell Road from the Loop 303 to the Loop 101. A 24-hour project hotline has been established to answer your questions at 602.264.6416, seven days a week.

Traffic restrictions, including some nighttime closures, are expected throughout the project and will vary as the work proceeds. If needed, crews may also work weekends. Reduced speed limit signs are posted.

“As our only complete east-west arterial in Surprise it is very exciting to be so close

to wrapping up the Bell Road Reconstruction Project,” says Public Works Director Bob Beckley. “The new and improved surface on the west end of Bell matches earlier improvements we made during this multi-year project and I know our residents will enjoy the smoother ride.”

Phase 1 of the \$12 million 5-phase Bell Road Reconstruction was completed in 2007, rebuilding the street on westbound Bell, from Grand Avenue to Parkview Place.

Phases 2 and 3 were complete in 2008. The project included reconstruction of the westbound lanes of Bell from Parkview to just east of the Loop 303, using rubberized asphalt. The eastbound lanes of Bell from Parkview to Grand were also reconstructed using standard asphalt concrete. Various traffic signal, drainage and right/left turn lane improvements were also part of this work.

“City Council’s commitment to improving our transportation system resonates throughout this

project and our partnership with the county to extend the ITS really will make a difference in improving driving times,” adds Beckley. “And I would like to thank the businesses along the way who weathered the years of Bell Road construction and the residents for their patience as the project moved forward. Soon we’ll all be able to reap the rewards of an improved Bell Road.”

Phases 4 and 5 of the five-phase Bell Road Reconstruction Project, began in late May and the work is scheduled for completion by Labor Day. 🎆

Dysart and Waddell road improvements

Improvement work continues at the intersection of Dysart and Waddell roads. This is a joint project between the cities of El Mirage and Surprise to widen Dysart, Thunderbird and Waddell roads where they meet. Traffic signal and railroad improvements, including adding gates on all four intersection approaches, are also part of the work. If you have any questions please call the project hotline is 623.876.4615. Traffic restrictions will be in effect until the Fall 2010. 🎆

Loop 303 improvements make headway at Bell, Waddell & Cactus intersections

ADOT contractors have been making progress along the Loop 303 in Surprise.

Starting this month, drivers will be able to access the Bell Road bridge, carrying them above the 303, as an interim at-grade intersection on the west side of the existing 303 is in the works.

Also in July, the first phase of Cactus Road and 303 intersection improvements will begin with the relocation of Maricopa Water District underground pipes.

May and June saw much work on the south side of Waddell at the 303 preparing that intersection for the widening of the 303 from two lanes, to six lanes.

“It is important to make these Loop 303 intersection improvements at Cactus and Waddell, before the 303 widening begins,” says Public Works Director Bob Beckley. “This helps to minimize the potential impacts of the widening on the cross streets and adjacent commercial and residential development.”

Widening the 16-mile stretch of the 303 from Grand Avenue (US 60) to I-10 is



expected to begin late this year. According to the Regional Transportation Plan (RTP), adopted by the Maricopa Association of Governments (MAG), the entire 16-mile widening will carry through to 2015. The first part of the work will begin in Surprise, between Mountain View Boulevard and Peoria Avenue.

Due to declining sales tax revenues and decreases in other transportation revenue sources, the schedule for the 303 six-lane

expansion between Grand Avenue and I-17 has been moved into later phases of the RTP, beginning in 2016.

For the latest on the 303 Expansion Project visit www.surpriseaz.gov/transportation, to link to ADOT's project site or call the project

hotline at

480.890.3055.  www.surpriseaz.gov/transportation

More on the web! 

Grand Avenue Widening remains on track

ADOT reports that the widening work on Grand Avenue is progressing well.

Paving work on the new inside lanes between Loop 303 and Bell Road was completed in June. Traffic was shifted onto the new inside lanes, while the two existing outside lanes in each direction were resurfaced. In early July, all new lanes between Loop 303 and Bell Road are scheduled to be completed and open to traffic.

In late spring 2011, crews will be back to apply a smooth coat of rubberized asphalt on all the lanes of Grand between Loop 303 and 99th Avenue, when weather conditions are ideal for this type of asphalt to cure properly.

This \$18 million project involved widening Grand Avenue to six lanes from 83rd Avenue to the Loop 303. The work, funded by federal Recovery Act dollars, includes other improvements from additional turn lanes to improved traffic signals and crosswalks.

For the latest on the Grand Avenue Expansion, visit www.surpriseaz.gov/transportation, to link to ADOT's project site or call the project hotline at 480.890.3055. 

Union Hills Widening relieves some east-west Bell Road traffic

Union Hills Drive from 109th to 115th avenues now has a dedicated center turn lane, helping to keep mainline traffic moving.

“This was an important project, as many people use this section of Union Hills as an alternate east-west route to Bell Road,” says Municipal CIP Division Manager Terry Lowe.

The project consisted of widening the existing roadway from two to three lanes and allowing for a continuous center turn lane. The project also includes a new curb, gutter, and a sidewalk on the north side of Union Hills. This was a joint project between the City of Surprise; the City of Peoria and the Maricopa County Department of Transportation. 



If you own a rental property in Surprise, you are required to obtain a business license for each property. A revision to city code in 2009 brings Surprise into line with state statutes and Maricopa County ordinances relating to rental accountability.

"Since the change, we've seen an uptick in investors purchasing homes they intend to rent out, so we would like to remind them of the business license requirement on rental properties here in the city," says Chief Financial Officer Scott McCarty.

Applications and fee information are available online at www.surpriseaz.gov, under the Finance Department, by mail, or at City Hall, 16000 N. Civic Center Plaza.

All rental property owners that have not filed for the business license will be in violation of the city code and could face a penalty.

Rental property owners are also required to register their rental property with the Maricopa County Assessor's Office. Forms are available at www.maricopa.gov/assessor. Failure to register a rental with the county could result in a \$150 violation, per day.

For more information contact the Surprise Finance Department at 623.222.1833 or email Stacie.mcquarrie@surpriseaz.gov.

“Moving forward, our streamlined and focused team will continue to work hard to attract new business to Surprise, and remain committed to supporting existing businesses in the community.”

Jeff Mihelich.
Community and Economic Development Director



Community & Economic Development Departments merged for success

Survey results say residents want more quality jobs and new retail and entertainment choices in Surprise. The newly-merged Community and Economic Development Department is designed to take on those challenges with a renewed vigor.

"It makes sense to integrate our economic development efforts with our community development services," says Department Director Jeff Mihelich. "You can't have one without the other. Economic Development works hard to promote Surprise and persuade businesses to locate here. Part of that mission involves community development, whose role in land planning, zoning, permitting and inspections all help businesses make a smooth entry into Surprise."

Although some budget savings were realized with the merger, the City Council's overall vision is to integrate economic development and community development services as the city pursues the twin goals of generating jobs and additional business/retail presence in Surprise. "Merging allows us to integrate services and work as a team from the very beginning, making us more effective and supportive to business," adds Mihelich.

Despite a weakened economy, the city has witnessed recent business growth. Last year, the city issued 953 business licenses, located 10 new companies to the AZ TechCelerator, the city's business incubator site and in May, Sands KIA broke ground on a new auto dealership at the 303 Auto Show.

"Moving forward, our streamlined and focused team will continue to work hard to attract new business to Surprise, and remain committed to supporting existing businesses in the community," says Mihelich.

The city's Small Business Assistance Program continues to work with clients looking to set up shop in Surprise, including home-based businesses. Under the program the city offers small business counseling, site selection assistance, local marketplace analysis and detailed demographic information. Interested? Call 623.222.3300.

Business Opportunity ad campaign underway

Developing the Surprise economy is a multi faceted task. Throughout the city, people are at work building transportation infrastructure, wooing relocating companies, and helping build new companies from the ground up. Marketing Surprise as a great place to open a business and relocate a family is also a priority. The city is taking a new step in that direction with the publication of a custom ad in a special supplement to the June edition of "AZ Business Magazine." The supplement, a partnership with the Greater Phoenix Visitors and Convention Bureau, highlights places to visit and things to do around the region. As many as 25,000 business owners and entrepreneurs around Arizona receive the magazine, an attractive demographic for Surprise.

"We need to be sure people building businesses, people with that creative, entrepreneurial spirit, have an awareness of Surprise," says Community and Economic Development Director Jeff Mihelich. "We appreciate our Communications staff finding opportunities and then creating custom ads like this one, which promotes Surprise as a robust commercial environment and as great place to live. That can open doors for us as we market our city." It is always helpful when prospects have a positive awareness of Surprise before they encounter us, Mihelich adds.

Arizona Business Magazine says the insert will be provided to the Greater

We need to be sure people building businesses, people with that creative, entrepreneurial spirit, have an awareness of Surprise."

**Jeff Mihelich
Community and Economic
Development Director**

Phoenix Visitors and Convention Bureau as a stand-alone publication for year-round promotion of the region. The full page ad cost \$2,538.

The Communications staff is also developing a "Welcome to Surprise" video for prominent display on the city's website, www.surpriseaz.gov. The video will introduce web visitors to Surprise in a way that promotes what is great about our city: quality of life, a wide variety of recreation, business and educational opportunity.

"We need to be strategic and manage resources carefully as we move forward with marketing," says Interim City Manager Mark Coronado of the video, which will be written and managed by city staff. "This ad and the web video produce maximum return on investment and represent a creative yet fiscally prudent approach."

Surprise!
Open your doors to find 115,000 new customers waiting for you.

In Surprise, people love connecting with great outdoor recreation while building homes and families in a clean, safe city of beautiful neighborhoods. So what's the next Big Thing needed in this fast growing city? It just might be opportunities would make Surprise downright perfect.

An exaggeration? Hardly.
87% of residents say this is a great place to live, and 91% say they would recommend it to others. 93% of people 18-34 say Surprise is a wonderful place to raise a family.*

Our rapid population growth since 2000 means more retail opportunities in Surprise than just about anywhere in the United States. In 2009, we issued 935 business permits to fired up entrepreneurs.

Our well educated, motivated work force is eager to work right here in the community they so enthusiastically call home.

And while we are on the subject... what is to stop you and your employees from considering Surprise as your new home? 91 out of a hundred of us think you should!

Find out more! Contact the City of Surprise or the Surprise Regional Chamber of Commerce today.

*Source: National Citizen Survey 2010

SURPRISE ARIZONA
623.222.3300
www.surpriseaz.gov

SURPRISE REGIONAL CHAMBER OF COMMERCE
623.583.0692
www.surpriseregionalchamber.com



Surprise and HOAs: Partners in improving our community

The city of Surprise offers many educational opportunities for our resident leaders who serve on Homeowners Association Boards.

“We applaud their volunteer efforts to make Surprise an even better place to live,” says Community and Economic Development Program Coordinator Ruby Sitea. “That’s why the city offers a variety of programs targeted toward HOA presidents and board members to help them better serve their neighborhoods.”

The **“HOA Academy”** is offered annually, starting October 4 this year. This five-week course is a great way for HOA members to get the foundational knowledge they need to be informed and effective in their duties. Topics include the role of HOAs, fundamentals of governing and managing HOAs, selecting vendors, budgeting, CC&R enforcement, code compliance, and legal aspects of HOAs.

The quarterly meetings of the **“HOA Connection”** are designed to strengthen communication between the city and HOAs. City staff answer questions and often professionals from a variety of industries give presentations, including solar technologies and low-water landscape information. “By linking HOA residents with city officials, HOA communities will receive the timely help they need to identify and resolve community problems and determine future goals and priorities,” adds Sitea.

The monthly **“Presidents’ Roundtable”** meetings allow board members from different HOAs a venue to meet and socialize and an opportunity to share lessons learned and, possibly, increase success through collaboration.

The **“Community Mediation Program”** offers Surprise residents and businesses, including HOAs, an opportunity to settle their disputes without going to court. Trained mediators are available to facilitate the conversation between the parties and to help them resolve the issue(s). The mediation service is available free of charge.

The city website features an HOA Resource page, www.surpriseaz.gov/HOaresources, filled with a variety of useful information for our HOA communities. The site features a link to other HOA communities, news, and the Central Arizona Groundwater Replenishment District (CAGR) Grant Program, offering up to \$5,000 for large water users committed to reducing groundwater use.

And because water bills are often the most expensive cost for HOA communities, due to watering common areas and neighborhood landscapes, the city’s Water Conservation Analyst London Lacy is available to help large water users create a water budget plan, with an emphasis on conservation. She can be reached at 623.222.7023, or by email at

london.lacy@surpriseaz.gov.

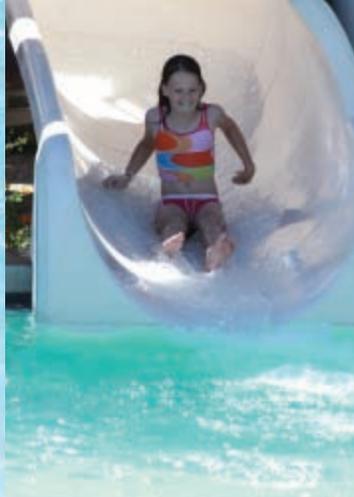
“Because we have not connected with all of the community’s HOA board members, I’d love to hear from them on ways the city and HOAs can expand our partnership. I welcome anyone to call or email me directly,” adds Sitea.

To learn more about any of the HOA educational events or to receive program notices by email, please contact Ruby Sitea at 623.222.3242 or ruby.sitea@surpriseaz.gov. 🌻

“**We applaud their volunteer efforts to make Surprise an even better place to live,”**

**Ruby Sitea
Community and
Economic Development
Program Coordinator**

In the Spring 2010 issue of Progress operational pool hours were listed as reduced due to budget restraints. Since then Surprise City Council has approved restoring regular summer hours as follows:



Surprise Aquatic Center

15831 N. Bullard Ave., 623.222.2500

Mon–Thu	12:30 p.m. – 7:30 p.m.	(June – August)
Friday	Noon – 6 p.m.	
Sat–Sun	Noon – 5 p.m.	(June – Sept.)

*The Aquatic Center will close at 3 p.m. on June 17, July 1 and 8, for Surprise Swim Team home meets.

Hollyhock Pool

5808 N. Hollyhock St., 623.222.2530

Mon–Thu	Noon – 3 p.m.	(June & July)
Friday	Noon – 6 p.m.	(June & July)
Mon–Fri	Noon – 3 p.m.	(August 2–5 only)
Sat–Sun	Noon – 4 p.m.	(June – August)

TEEN SUMMER NIGHTS

Monday through Thursday nights at Sierra Montana Recreation Center teens can hangout, play video games, watch movies, play sports, dance, and participate in tournaments for prizes.

Dates:	Monday - Thursday, June 2 - August 5
Times:	7:00 – 9:00 p.m.
Ages:	13 - 17 years old
Fee:	\$10 for the entire session \$4 per month Non-Resident: \$30



City Happenings

For more information visit www.surpriseaz.gov

JULY 2010

- 28th Annual 4th of July Celebration**, Recreation Campus - Surprise Stadium. Gates open at 4:30 p.m., fireworks follow Rookie League Baseball, appx. 8:30 p.m. Free ticket with canned food donation. Limited 10,000 ticket event. 623.222.2000.
- July 4th Pool Party**, 5 - 8:30 p.m., swim and enjoy poolside view of the fireworks. \$6 residents. 623.222.2000
- Fourth of July Holiday (observed)**, *City Offices Closed*
- Teen Splash and Dance**, 6:30 - 9:00 p.m., Live DJ, swimming and contests, Surpsrie Aquatic Center; \$4 residents 623.222.2000
- HOA President's Roundtable**, 6:30 p.m. – 8 p.m., Topic: "Investing for HOAs" -- City Hall N1-150 Conference Room, 623.222.3242.
- Dive In Movies - Alice in Wonderland**, 7:30 p.m. - 9:30 p.m., Surpsrie Aquatic Center; \$4 residents 623.222.2000
- Teen Midnight Basketball**, 9:00 p.m. - 12:00 a.m., 3 on 3 tournament, Sierra Montana Rec. Center, Registration required, 623.222.2000
- Teen Summer Tournaments**, 5:00 p.m. - 10:00 p.m., Dodgeball and kickball, DreamCatcher Park, Registration required, 623.222.2000

August

AUGUST 2010

- Itty Bitty Beach Party**, 10:00 a.m. - 12:00 p.m. Parents bring your little ones 6 years and under and enjoy the beach party, Surprise Aquatic Center, \$5 resident (parents free) 623.222.2000.
- School year begins**, Dysart Unified School District
- Resident Registration**, Fall Special Interest Class programming, 8:00 a.m.
- Teen Midnight Basketball**, 9:00 p.m. - 12:00 a.m., 3 on 3 tournament, Sierra Montana Rec. Center, Registration required, 623.222.2000

September

SEPTEMBER 2010

- Labor Day**, *City Offices Closed*

**Surprise City Council meets second and fourth Thursdays of every month, 6 p.m., Surprise City Hall, 16000 N. Civic Center Plaza*

**Surprise City Council Special Work Sessions, every first Thursday of the month, 4 p.m., Surprise City Hall, 16000 N. Civic Center Plaza*

**Surprise Planning & Zoning Commission meets on the first Tuesday of every month, 6 p.m., Surprise City Hall, 16000 N. Civic Center Plaza*



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 50 and better

Cost: \$12 Annual membership

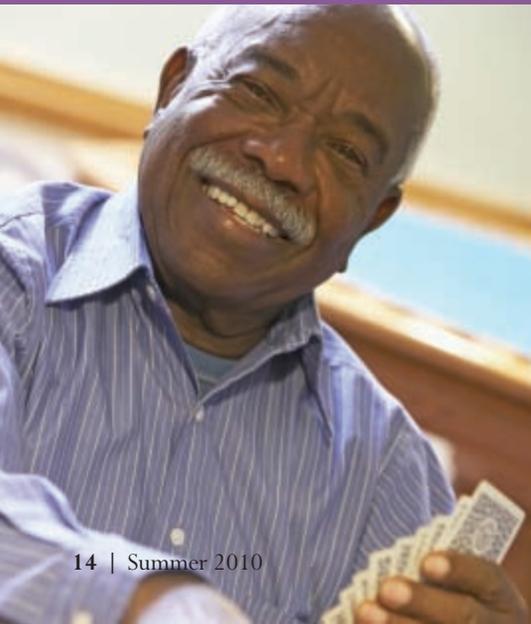
** Non-resident rates apply for classes and trips

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.gov - 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.



Fitness Center

8:15 a.m. - 4:45 p.m. weekdays. Annual membership fee \$30 (\$35 non-residents) Winter only, \$20 (\$25 non-residents)

Enjoy a hot lunch...

Hot lunches are available weekdays for a \$3.25 contribution for patrons age 60+; please call ahead for a lunch reservation. You may also enjoy the mini Café, offering gourmet coffees and chai tea, plus light refreshments. Browse the Thrift Shop while you're there and pick up great gift bargains, greeting cards and candy bouquets.

Social time

At the Senior Center you can enjoy a variety of card and board games, BINGO, dance, crafts, exercise, movies, Mahjongg, etc.

For your health

Blood Pressure screenings are also available twice per month, along with exercise classes, dance and benefits counseling.

Flu Shots

October 12th, 10:00 a.m. - 1:00 p.m.

Mollen clinic will be at the Surprise Senior Center to administer flu shots.

Weatherization Program

Maricopa County Human Services

County staffers will be at the Senior Center on certain days to assist low income eligible homeowners apply for the Home Weatherization Program. Appointments are required. For more information or to make an appointment call 602.372.4858.

Upcoming Classes

Classes offered at the Senior Center include Learning to use computers, learning spanish, quilting, guitar & ukulele and crafts. For class information or to register, please call 623.222.1500 or visit www.surpriseaz.gov/recreation.

Compassionate Surprise - become a volunteer

Help your neighbor! Opportunities are available in several city departments including Senior Center, Senior Van Drivers, Clericals, Office Support and Data Entry, Fire, Police or Community & Recreation Services. Info: 623.222.1500, or visit www.surpriseaz.gov/volunteer.

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 \$13,538 annual income for one person household and \$18,213 for two person household. Info: 623.222.1500.

Recycle cell phones & small electronics

You can support Senior Center programs and protect the environment! The Senior Center, in partnership with the National Council on Aging and Cellular Recycler, is accepting and recycling cell phones and small electronics like game systems (such as Playstation), iPods and mp3 players, laptop computers, and digital cameras.

The Senior Center receives a small rebate to support programs. Drop boxes are located in the lobby of the Senior Center, the City Store and at the city's fire stations. **NO LARGE ITEMS PLEASE!** 623.222.1500 for more information.



Surprise Senior Idol

Pick your favorite from all of the talented senior performers and see if they become the 2010 Surprise Senior Idol!

Date: Wednesday, July 7
 Time: 1 p.m.
 Location: Willow Canyon High School
 17901 W. Lundberg St.
 Fee: \$5

Fall Swap Meet

There is something for everyone at the Swap Meet. Enjoy bargain shopping or looking for new and used treasures.

Date: Saturday, Nov. 6
 Times: 8 a.m. - 1 p.m.
 Location: Aquatic Center Parking Lot.
 Fee: Free admission and parking.

Active Adult Day Trips

Call 623.222.1500 for more information.

Brass Armadillo Antique Mall & Swenson's Ice Cream

Date: Wednesday, July 14
 Times: 9 a.m. - 3 p.m.
 Fee: Resident: \$7 / Non Res: \$10
 Limit: 31 participants

Fort McDowell Casino

Date: Tuesday, Aug. 10
 Times: 8:30 a.m. - 4:30 p.m.
 Fee: Resident: \$7 / Non Res: \$10
 Limit: 40 participants

Sealife Aquarium & AZ Mills Mall

Date: Tuesday, Sept. 21
 Times: 8:30 a.m. - 4 p.m.
 Fee: Resident: \$15 / Non Res: \$18
 Limit: 31 participants



Join the fun!

A variety of monthly trips are offered throughout the year. All trips leave and return from the Surprise Senior Center.

Looking to start your own business?

The **Surprise Small Business Assistance Program** can help!
 Call 623.222.3300 today!



(March 2010 - June 2010)

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

- HTO Distribution & Supply LLC**, 13128 W. Foxfire Dr. 106
- Reliant Motor Oil Services**, 15170 N. 145th Ln.
- Elite Security Services**, 17547 W. Saguaro Ln.
- Secur-Ed**, 14431 W Boca Raton Rd.
- Frank's Smoke Shop**, 12751 W. Bell Rd. #7
- Bodies By Mike**, 16323 N. 169th Dr.
- Honey Doo Plumbing**, 15221 W. Roy Rogers Rd.
- Harvest Quilt**, 14210 W. Jenan Dr.
- Shorts Quality Services**, 16671 N. Litchfield Rd. #140
- Money Mart**, 13420 W. Bell Rd.
- Guns Plus**, 16551 N. Dysart Rd. #112
- Cartridge Network**, 16671 N. Litchfield Rd. #140
- Puparazzi Mobile Pet Spa**, 16046 W. Becker Ln.

Restaurant/Bar

- Fresh Wasabi Sushi & Grill**, 13732 W. Bell Rd. #2
- Rivas Mexican Food**, 15403 W. Greenway Rd. #100

Office/Medical/Dental

- West Valley Urgent Care**, 14811 W. Bell Rd. #101

More on the web!



View Commercial Projects in progress:
www.surpriseaz.gov/currentprojects

CITY OF SURPRISE
MEMORIAL DAY
Parade



Surprise Congratulates Memorial Day Parade Winners!

The 4th Annual Memorial Day Parade was held on Saturday, May 29th at the Surprise Recreation Campus. 82 entries came out to show their patriotism and honor our veterans. The city of Surprise would like to thank all of the participants for making the parade a success and congratulate the following parade entry winners.

Mayor's Award for the Best Overall Entry

Gold: Stars & Stripes Volunteer Fire Department

Silver: Luke Fire Emergency

City Council Award for Symbolism

Gold: Horizon Church

Silver: Boxers in Parade

City Manager Award for the Best Motorized Entry

Gold: Cub Scouts Pack 194

Silver: Sun City Kids

Sundancer Award for Best Youth Entry

Gold: Dysart Pride Squad

Silver: Phoenix Children's Academy

City of Surprise Award/Best City Department Entry

Gold: Surprise Police Department

Silver: Public Works Solid Waste

Most Patriotic Booth

Winner: Phoenix Children's Academy

The Annual Memorial Day Parade is a community event where residents can participate either as entrants or as spectators. This year's parade entries displayed creativity, patriotism and community involvement. 🇺🇸



16000 N. Civic Center Plaza
Surprise, AZ 85374

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