



City of Surprise Paratransit Service Income Qualified General Public Option

The City of Surprise is partnering with **Valley Metro** to offer a **RideChoice** program for City of Surprise residents who meet eligibility and income criteria. This program will provide transportation services for income qualified residents to medical appointments, employment opportunities, and basic shopping needs. Eligible residents would utilize the RideChoice Taxi Service. The City of Surprise Human Service & Community Vitality Department will accept applications and determine eligibility for the program in its sole discretion. If the resident meets all eligibility criteria, the City will forward the resident's contact information to Valley Metro for processing, which generally takes 7 to 10 business days.

What is RideChoice?

RideChoice is for ADA paratransit certified people with disabilities, seniors age 65+, and income qualified persons who reside in Surprise.

Valley Metro RideChoice now has easier access to a larger network of rideshare transportation providers including Uber, taxicabs and other wheelchair-accessible vehicles. You will also get more trips to travel to where you want to go.

- Once eligibility is determined, call (602) 716-2111 for all your RideChoice needs. The RideChoice Call Center and service are available 24 hours per day, every day of the year, including holidays.
- Request your ride when you want to travel, there's no requirement to book ahead.
- Take up to 20 trips per month! If you need more trips for work, school or medical appointments, call Valley Metro at (602) 716-2111 so we can evaluate and act on your request.
- RideChoice costs \$3 for each trip up to eight miles, with any additional miles costing \$2 per mile.
- Go straight there. You do not have to share your ride.
- If you need wheelchair-accessible service, just ask. There is no additional charge.
- In keeping with the requirements of the Americans with Disabilities Act and Arizona state law, service animals are welcome, at no additional charge.

The City of Surprise Human Service & Community Vitality Department, Neighborhood Services Division will accept applications and determine eligibility.

Eligibility for income qualified option:

- City of Surprise Resident
- 18 years and older by date of application
- Income qualify (see criteria below)
- Each household rider must complete a separate application



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Application/Program Overview

1. Submit Application with supporting documentation to Neighborhood Services Division at NeighborhoodServices@surpriseaz.gov.
2. Once eligibility is confirmed, participant must fill out a **RideChoice** application. Application and contact information will be forwarded to **Valley Metro** to coordinate **RideChoice** Taxi Service for processing, which generally takes 7 to 10 business days.
3. **Valley Metro's** contractor will send an information packet to eligible residents, along with their **RideChoice Fare Card**.
4. Eligible residents can choose from multiple service providers by calling the provider directly to schedule their ride. The service is available 24 hours a day, 365 days a year. Surprise **RideChoice** participants pay \$3 for any trip under \$21, and are 100% responsible for and cost above \$21.
Example:
An eight mile trip costs \$23.05 total.
-Resident pays first \$3.00
-City of Surprise pays \$18.00
-Resident pays additional \$2.05
5. Residents can load their **RideChoice Fare Card** to pay for their portion of their **RideChoice** trip(s). Residents can manage their **RideChoice** account and check the status of funds by phone at, 1.866.715.8960 or on-line by visiting www.valleymetro.org/ridechoice. Details will be provided in the information packet received at the time of acceptance into the program from Valley Metro.

Residents may request an emailed copy of the application by contacting The City of Surprise Human Service & Community Vitality Department, Neighborhood Services Division via neighborhoodservices@surpriseaz.gov or by calling 623.222.1550.

Application Checklist:

- ✓ Intake Application
- ✓ Identification Card (State Issued ID, DL, Passport, etc.)
- ✓ Proof of Surprise Residency i.e. ID, Utility Bill, Lease, etc.
- ✓ Proof of Income (copies only)
 - Most recent pay stub-showing YTD income
 - Social Security income, TANF, etc. (if applicable)
 - Previous year tax return



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Income Guidelines:

The City of Surprise is currently using the fiscal year 2020-2021 Housing and Urban Development (HUD) income limits To define income levels. HUD updates these limits annually. For eligibility to participate in the program, the City has chosen the HUD definition of **Very Low Income**, which is 50% of the median income of Maricopa County residents.

This program is made available to City of Surprise Residents who fall under Income Limit Guidelines below Program Year 2020 Income Guidelines									
Program Year 2020 Income Limit Area	Program Year 2020 Income Limit Category	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person	8 Person
Phoenix-Mesa Scottsdale, AZ MSA	Extremely Low Income Limits (30%)	\$16,350	\$18,700	\$21,050	\$23,350	\$25,250	\$27,100	\$29,000	\$30,850
	Very Low Income Limits (50%)	\$27,250	\$31,150	\$35,050	\$38,900	\$42,050	\$45,150	\$48,250	\$51,350
	Low Income Limits (80%)	\$43,600	\$49,800	\$56,050	\$62,250	\$67,200	\$72,250	\$77,200	\$82,200

How to Apply in Three Easy Steps!	
STEP 1	<p>Submit an Income Qualified General Public Option application to the City of Surprise. Applications can be found on the City of Surprise website at www.surpriseaz.gov or at Surprise City Hall, 16000 N. Civic Center Plaza from the Human Service & Community Vitality Department, or Surprise Resource Center, 12425 W. Bell Rd, Bldg. A, Ste. #124.</p> <p style="text-align: center;">Applications with supporting eligibility documentation must be emailed to neighborhoodservices@surpriseaz.gov OR dropped off at Surprise City Hall OR mailed to the City of Surprise at 16000 N. Civic Center Plaza, Surprise, AZ 85374. Attn: HSCV Transportation Income Qualified General Public Option.</p>
STEP 2	<p>Upon receiving confirmation regarding eligibility, the customer will then wait to receive a RideChoice Card from Valley Metro in 12 business weeks. Valley Metro can be reached at www.valleymetro.org, email csr@valleymetro.org or by calling 602.253.5000.</p>
STEP 3	<p>Once you receive confirmation with Valley Metro, call a RideChoice service provider when ready to travel and enjoy!</p>

Funding for this program is limited. This program is available to City of Surprise residents who are considered to have "Very Low Income" per the guidelines above. Eligible residents must reapply annually to confirm eligibility. The program runs from July 1-June 30.

For More information, please contact Neighborhood Services at 623-222-1550
NeighborhoodServices@surpriseaz.gov.