



## City of Surprise Paratransit Service

### *FY17-18 Surprise Transportation Income Qualified General Public Option*

#### Service Overview

Beginning July 1, 2017, the City of Surprise will be offering a RideChoice program for any Surprise resident who meets the eligibility and income criteria. The intention of this program is to provide mobility to low income residents of Surprise, who are in need of transportation for medical appointments or employment reasons. 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.

#### RideChoice Taxi Service

Once the City of Surprise confirms the resident's eligibility, Valley Metro's contractor will then send out an information packet with the RideChoice Fare Card detailing how the service and the card works. The resident can then choose from multiple service providers by calling the provider directly to schedule their ride. This service is available 24 hours a day, 365 days a year. Residents can pay with cash, credit card or their issued RideChoice Fare Card. As a Surprise RideChoice participant, the resident pays \$3 for any trip that is \$21 or under. The resident would pay 100% of any 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

Residents can load value to their Fare Cards to pay for their RideChoice trips. Residents can manage their account and check the status by phone at 1-866-715-8960 or on-line by visiting [www.valleymetro.org/ridechoice](http://www.valleymetro.org/ridechoice). Details will be provided in the information packet received at the time of acceptance into the program from Valley Metro.

#### Eligibility

Residents must apply to the City of Surprise Human Service and Community Vitality Department to determine eligibility for the program. To be eligible for the Income Qualified General Public



Option, residents must submit an application (Attachment A) and demonstrate that they meet the following requirements:

- Be a current Surprise resident
  - *Documents accepted:*
    - Two bills with name and address; and
    - Copy of current driver’s license or State Issued identification card with current Surprise address; or
    - U.S. Passport
- Must be at least 18 years old by date of application
- Must meet the income guidelines. All household income needs to be reported. Income guidelines can be found in table 1.
  - Documents accepted: (copies only)
    - Pay stubs for the last three (3) months
    - Tax returns from the previous year
    - Social Security income, TANF, etc. (if applicable)
- Must re-apply to confirm eligibility status every year. The program runs from July 1 – June 30.

**Income Limits:**

The City of Surprise has adopted the fiscal year 2017-2018 income limits of the Housing and Urban Development (HUD) system to define income levels. 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. For a full background on HUD income limits and how they are defined, please visit

<https://www.huduser.gov/portal/datasets/il/il2017/2017summary.odn>. Attachment B also provides more information about FY 17-18 HUD Income Limits.

**Table 1. FY 17-18 Income Limits Summary**

FY 17-18 Income Limit Area	Median Income	FY 17-18 Income Limit	Persons in Family							
			1	2	3	4	5	6	7	8
Maricopa County	\$66,200	Very Low (50%) Income Limits	\$23,200	\$26,500	\$29,800	<b>\$33,100</b>	\$35,750	\$38,400	\$41,050	\$43,700



**How to Apply In Three Easy Steps:**

<b>Step 1</b>	Submit an Income Qualified General Public Option application to the City of Surprise. Applications can be found on the City of Surprise website at <a href="http://www.surpriseaz.gov">www.surpriseaz.gov</a> 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. Applications with supporting eligibility documentation must be mailed to, or dropped off at Surprise City Hall. The mailing address for the City of Surprise is 16000 N. Civic Center Plaza, Surprise, AZ 85374. Attn: HSCV Transportation Income Qualified General Public Option.
<b>Step 2</b>	Upon receiving confirmation regarding eligibility, the customer will then wait to receive a RideChoice Card from Valley Metro in 1-2 business weeks. Valley Metro can be reached at <a href="http://www.valleymetro.org">www.valleymetro.org</a> , e-mail <a href="mailto:csr@valleymetro.org">csr@valleymetro.org</a> or by calling 602-253-5000.
<b>Step 3</b>	Once you receive confirmation with Valley Metro, call a RideChoice service provider when ready to travel and enjoy!

**Contact Information**

For information and questions pertaining to the Surprise Transportation Income Qualified General Public Option, please visit the City of Surprise website at [www.surpriseaz.gov](http://www.surpriseaz.gov) or contact the Surprise Human Service & Community Vitality Department, Neighborhood Services Division at 623-222-1550.