



SURPRISE Progress



CITY OF SURPRISE

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SURPRISE ARIZONA

City Council 623.222.1300

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Richard Alton, District 2

John Williams, District 3

Roy Villanueva, District 4

Joe Johnson, District 5

Skip Hall, District 6

City Manager 623.222.1100

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Arts & Cultural Advisory Board

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Transportation Committee

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Parks & Recreation Advisory Board

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Disability Advisory Commission

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Revitalization Advisory Board

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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 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!



Welcome Home!

After years of design and construction your new City Hall is open for business!

“

This is a facility that allows us to meet not only today's needs, but whatever needs arise well into the future.”

*Randy Oliver,
City Manager*

For the first time in the 50 year history of the city, Surprise residents have a city hall custom designed to improve service.

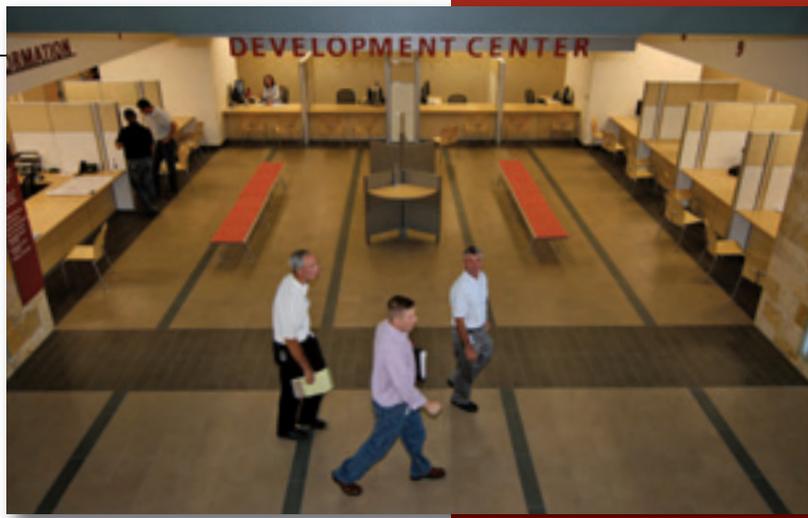
“City Hall and the Surprise Civic Center Complex have transformed this area into the heart of the city,” says City Manager Randy Oliver. “From City Hall you are within walking distance to the Public Safety Building, Rio Salado College’s Communiversity (opens in late August), Heard Museum West and a score of recreation amenities such as the Surprise Tennis and Racquet Complex and DreamCatcher Park.”

The design of the nearly 136,000 square foot building is all about helping staff provide quality customer service. As soon as you enter the four-story building it is easy to spot the Development Services Center.

“These are the most-frequently utilized services by our residents and people needing to do business with the city, so we wanted people to be able to find them easily,” says Public Works Director Robert Beckley, whose department oversaw the construction of the building.

Applicants will be able to submit for all types of development review and permitting in one centralized location. “This is your one-stop shop for annexation proposals, zone changes, conditional use permits, grading and drainage, paving, new building construction, single family homes, and landscaping,” says Community Development Director Jeff Mihelich. “And we’ve changed the overall development review process to allow multiple permit application types to be bundled rather than reviewed separately; which will reduce the review timeframe down to 25 days for approval or public hearing, whichever applies.”

In keeping with a promise of providing transparent government, the new Council Chambers will hold more than double the attendees of the former council chambers,



with a 170 seat capacity. Before entering chambers visitors will be required to pass through security. The Council Chambers are located in the east wing of the building on the first floor, next to the glass-topped atrium-style walkway.

The City Store, offering Surprise-branded merchandise is also conveniently located on the first floor.

Visitors to any of the departments located on the building’s second – fourth floors will be required to check in at the lobby Welcome Desk and receive a visitor’s badge.

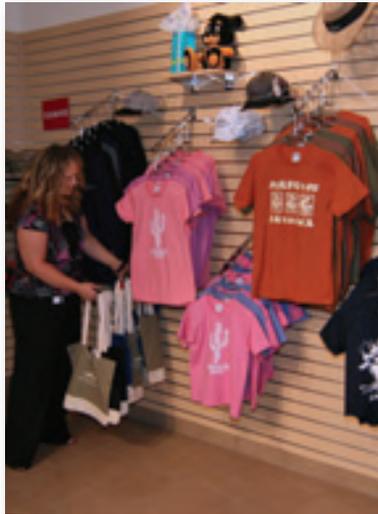
“This is a building that residents can be proud of,” adds Oliver. “This is a facility that allows us to meet not only today’s needs, but whatever needs arise well into the future.”

The City Hall, parking garage and the shell of the south building, which will house the Communiversity, totaled \$48.2 million and is already fully paid for.

The new City Hall officially opened to the public on June 16 and a grand-opening celebration is planned later this fall.

For more City Hall information and to view location maps and a photo gallery visit www.surpriseaz.com.

More on the web! 
www.surpriseaz.com



City Hall Quick Tips

Address

16000 N. Civic Center Plaza

Visitor Parking

Level 1, south bay of the parking garage

Visitors to Council Chambers must pass through security

Council Chambers are located in the building’s east wing, first floor



AZ TechCelerator
Surprise, Arizona

New life for old City Hall Complex

Now that the city has moved out, plans are to transform the former City Hall Complex on Bell Road, into the AZ TechCelerator, an innovation center where young tech-based companies can jump out of the lab and into the market.

The four-building complex totaling almost 60,000 square feet will offer everything a company needs to take that next step in their business plan, including build-to-need furnished office suites that are suitable for labs and equipment at affordable lease rates, plus free phone and internet service.

“We want to take the administrative headaches away from these young companies, so whether it’s someone to greet your clients or take a phone message, our front-line staff is at your service,” says AZ TechCelerator Manager Jeanine Jerkovic.

AZ TechCelerator has invested in strategic partnerships with business launch experts with hundreds of years of collective experience and access to investment funds. Partners include local universities, venture capital partners, business incubation experts and healthcare organizations. “One of our strongest partners is Catapult Bio Inc., which brings possible funding sources to the table for potential AZ TechCelerator clients,” adds Jerkovic. In addition to providing connections to IP attorneys, accountants and other tech entrepreneurs, over 100 volunteers from the local business community are ready to offer advice or mentoring. Many of these people are retired CEOs, CFOs, or other high-level executives that know the ropes.

The campus is conveniently located off of Bell Road, the state’s most-traveled arterial and is in close proximity to the major freeways.

AZ TechCelerator is the next step in the complex’s life cycle. Before the city of Surprise moved there in 1993, the complex housed a variety of shops, doctor’s office, beauty salon, restaurants and a furniture store. Even the Surprise Regional Chamber of Commerce once called this space home.

Businesses interested in leasing space, should contact the Surprise Economic Development Department at 623.222.3300 and check out the online promotional video at www.surpriseaz.com/AZTechcelerator.

#1
We’re

Surprise scores with top business investment ranking

Surprise has earned a #1 ranking in Foreign Direct Investment (FDI) magazine’s “North American Cities of the Future Awards 2009/10.”

Surprise took first place in the “FDI Strategy” category for micro-communities, recognizing the city’s aggressive strategy to offer high-profile, move-in-ready properties for investors and to provide excellent potential for inward investment. Surprise moved up from a seventh place ranking in this category two years ago.

“Our city leadership’s foresight in getting our city Web site translated into 6 languages was key in demonstrating to the judges that Surprise is committed to attracting foreign business,” says Economic Development Director John Hagen. “And our ability to provide rail-served business parks ready for new employment and utilities all in place make it easy for a company to move in.”

Surprise was also named one of the overall best “North American Micro Cities of the Future,” coming in at No. 4 in this year’s competition.

FDI (www.fdimagazine.com) is an internationally-recognized foreign direct investment publication, published by the Financial Times Group of London.



WASHINGTON D.C. >> ARIZONA STATE CAPITOL >> ARIZONA CITY OFFICIALS >> SURPRISE

The stage is set for an event unique in the history of public service in Arizona: The Summit at Surprise. On August 12, Congressional representatives from around the state will gather with elected local officials from all over Arizona at Surprise City Hall. Dozens of mayors as well as Native American community leaders will be here, as will Governor Jan Brewer and the top elected officials from the state legislature. The purpose: a morning-long discussion on the issues and concerns facing Arizona, opening a unique dialogue between and among all the attendees. The discussion will be broadcast live on Surprise 11 and the internet.

"I am not aware of an event like this occurring anywhere else in Arizona at any time," said KAET's Ted Simons, host of the "Horizon" public affairs program on PBS Channel 8. "I applaud Mayor Truitt and Surprise for this innovative approach to get government leaders talking to each other about solving issues that impact all Arizonans." Simons will moderate the 2.5 hour discussion in the City Council Chambers at the new Surprise City Hall.

Representatives and Senators, mayors and tribal leaders, the governor and state legislative leaders are invited to mingle over a light breakfast the morning of August 12, with the discussion starting at 8:30 a.m. A panel consisting of Arizona's Congressional delegation will review issues such as immigration, water, the federal stimulus program, education, and many others. Mayors and other elected officials will make up an audience of more than 120.



Ted Simons,
Summit at Surprise Moderator

I applaud Mayor Truitt and Surprise for this innovative approach to get government leaders talking to each other about solving issues that impact all Arizonans."

Ted Simons, Summit at Surprise Moderator

"Our invited elected guests have the opportunity to send Ted sample questions or topics they would like to see the delegation address," says Surprise Intergovernmental Relations Director Michael Celaya. "This means the participants are really driving the topics, with Ted serving as the experienced moderator."

The Surprise Police Department is working with the FBI and other agencies to ensure security, says Police Chief Dan Hughes. "There may be traffic and other restrictions around the City Hall complex that day, but we will be sure to minimize the impact on the public and clearly communicate any detours or other traffic changes," he adds.

The Summit was proposed by Mayor Lyn Truitt, who says he hopes it is the first of many, with perhaps other cities hosting the event in the future.



SURPRISE HISTORY PROJECT

UPDATE



Channel 11 interviews Historian Philip VanderMeer for the History Project video.

Surprise turns 50 in 2010 and City Clerk Sherry Aguilar has been busy. Sherry is gathering photos and stories from past and current long-time residents and business owners to include in a city history book. Meanwhile, the Communications Department team is recording video interviews with past and current residents to commemorate the big anniversary.

"I have received so many great photographs and news clippings from people who used to live here many years ago and long-time current residents, all helping to tell the city's history," says Aguilar. "I cannot thank them enough for sharing their family photos and stories. Everyone will enjoy them once the book and video are finished next year."

More than 40 people have been interviewed for the project, including Aguilar, a Surprise native, whose maiden name was Simmons. "I remember this place as a small town going back to just the original square mile," remembers Aguilar. "One of my favorite memories was riding on the school bus and

smelling the sweet scent of roses, as there used to be many rose farms located in what is now the current city limits."

Other interviews captured for the book and video include people that lived here in the 1940's, before Surprise was even incorporated. Long timers may remember the family names of Gaines, Laborin, Robinson, Fulcher, Garcia, Butler, Morgan and Leon, just to name a few, while newer residents will enjoy reading and hearing their stories when the book and video projects are complete, likely next spring. "The book will contain a copy of the video interviews and we are still working on the details of how the public can purchase copies and pricing," says Aguilar.

Plans for how the city will celebrate the 50th anniversary milestone are still being determined.



Sherry Aguilar's journey to chronicle the city's history for the 50th anniversary also sparked the creation of the Surprise Historical Society. "In compiling the research, it seemed only natural to create a body that would track and maintain the city's history moving forward," says

Aguilar. "I proudly serve as Secretary and we are actively recruiting members."

If you are interested in joining the Surprise Historical Society please contact Sherry Aguilar at clerk@surpriseaz.com or the society's President Nancy Alcock at galcock56@msn.com.



Surprise Fire answers burning questions online

The Surprise Fire Department's motto "Always there, Always ready," also applies to answering your questions.

Fire Chief Michael White is answering your questions in a newly-created video "Ask the Chief," featured on the Fire Department pages of www.surpriseaz.com and broadcast on Surprise 11's TV channel. The video is also on the station's Web page, www.surpriseaz.com/surprise11, under Special Programming.

Chief White answers questions submitted by the public, including how fire stations are located within the city and why large fire trucks are called out to medical emergency calls.

"It is important that the community understand the entire function of the fire department, from how we handle emergency calls to how we promote public safety through our outreach efforts," says Chief White. "I encourage everyone that has a question to send it in and I'll be more than happy to answer it."

If you have a question for the Surprise Fire Department call 623.222.5000 or email fire@surpriseaz.com.



City takes over water operations Saves millions of dollars in 5 year period

On July 1, the city of Surprise officially took over operation and maintenance of the city's water system from Arizona American Water, a move expected to save millions of dollars over the next five years.

The move affects the city's 12-square mile service area south of Bell Road, from roughly Sarival to Dysart roads; and the Desert Oasis and Asante subdivisions, northeast of Grand Avenue and the Loop 303.

"Over five years, our estimates show the city paying up to \$27 million to contract our water operations and maintenance services to Arizona American," says Assistant Public Works Director- Utilities Rich Williams. "By taking those services in house the costs drop to about \$20 million."

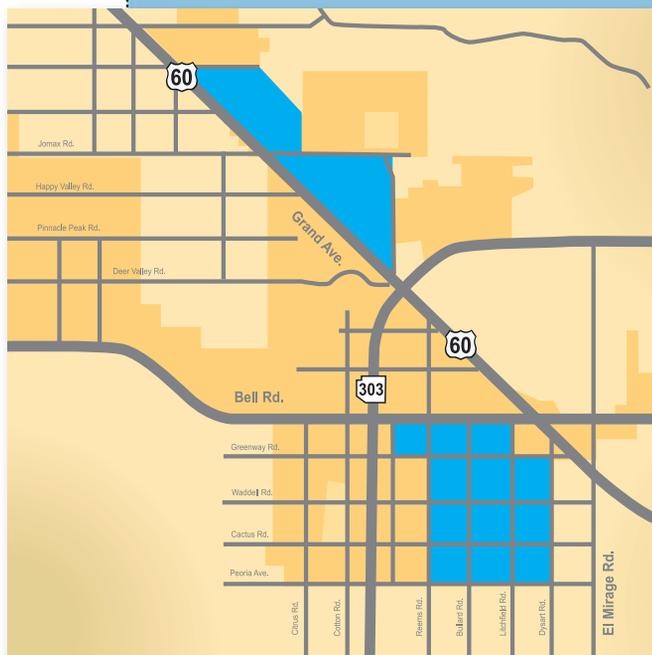
The city added 21 positions to take over the maintenance and operations service for City water customers. Many of those positions were filled by staff members who were laid off in other growth-based departments, stifled by the recent economic downturn.

City water customers will see no effect in their water service or billing. In fact, Arizona American will continue to provide billing services on behalf of the City, and questions regarding your bill or account should be directed to Arizona American at 1-800-383-0834.

However, if you have a service need such as scheduling a water audit, or if you need to report a leak, water outage, backup, overflow or other related water or

wastewater issues and/or questions please call the Surprise Customer Service Division of Public Works at 623-222-7000.

Most residents rely on private water companies for water service. Check out the Water Services Web pages under the Public Works Department at www.surpriseaz.com to find out the water service provider in your area.



 City of Surprise Desert Oasis Water System service area



Bridge work the beginning of aesthetic improvements on Bell

The recently completed improvements to the Bell Road Friendship Bridge over the Agua Fria River are the beginning of significant city council-approved aesthetic upgrades to Bell Road that include a new entry sign and colorful landscaping.

"The mayor and council strongly believe there is a need to make our city entryways more visually appealing," says Community Development Director Jeff Mihelich. "The work on the bridge is the first step in a process that will eventually see a transformed Bell Road in terms of its visual appeal."

A tight budget outlook, however, means the improvements will probably be implemented over a period of years, according to city officials.

The newly completed work includes decorative stone veneer and staining of the existing bridge rails and guard rails.

The new monument sign (see artwork) will be on the north side of Bell Road facing west bound traffic. Mihelich says it will be completed by the end of September. The new signage will be on the eastern edge of the bridge.

Expansion of Grand Avenue through Surprise is on tap for this fall and will also mean an improved look for the roadway, which is maintained by the state of Arizona. "We have an agreement with the Arizona Department of Transportation to provide xeriscape landscaping in the Grand Avenue medians that will significantly improve the look of Grand Avenue through the city," Mihelich says.



Construction on Bell Road and Grand Avenue

The arrival of federal stimulus dollars mean Grand Avenue will be expanded to three lanes in both directions beginning in September of this year, says Transportation Director Dr. Robert Maki. "The work will reach from 83rd Avenue to the 303," Maki says. "During construction, the state has informed us that two lanes in each direction will remain open to facilitate traffic movement as best as possible." Expansion should be completed in about 20 months, he says.



Meanwhile, Bell Road reconstruction is scheduled to move forward this fiscal year. The city has applied for federal stimulus funds to accelerate the final two phases of Bell Road reconstruction, eastbound from the Loop 303 to Parkview and in both directions from Loop 303 to the Beardsley canal. If federal stimulus dollars come through, the work could begin as early as this fall. Otherwise, according to Robert Maki, Phase 4 will begin in the spring of 2010. "Either way we are determined to make progress on Bell Road this year," he says.

The first three phases of Bell Road reconstruction have been completed since 2007.



Doing more with less

Council approves reduced budget



Members of the Surprise City Council listen to the FY2010 budget presentation.

The Surprise City Council unanimously approved an FY2010 budget of \$279.8 million at its May 28 meeting. The budget is a 23% decrease from the previous fiscal year.

“The budget continues to deliver the wide variety of services the diverse needs of our community require,” said City Manager Randy Oliver. “It is a service-oriented budget that will create a safer community, build stronger neighborhoods, improve current infrastructure and plan for the future.”

Budget forecasters predict total revenues will decrease by 17% in FY2010 when compared to FY2009 estimates. The budget is designed to meet those projected reductions.

Revenue shortfalls in FY2009 and the projections for FY2010 have caused the city to eliminate 55.5 full time positions, according to Oliver. “City government is particularly vulnerable to what is happening in the economy generally, since we rely so

heavily on sales taxes and impact fees,” Oliver says. “When the economy slows, we feel the pain immediately, and have to take steps to keep our budget balanced and maintain critical services. In FY2010, we believe we can do that.”

This is the second consecutive year the city has reduced its budget by more than 20%. The FY2009 budget was 24% lower than the previous year’s.

“At the moment, we do not see the need for further reductions, but that could change,” Oliver says. If the state legislature cuts state shared revenues or if revenue projections change, then more reductions in Surprise will be necessary.

“We will be taking a hard look at being forced to reduce some services” if either event occurs, Oliver says.

“It is a service-oriented budget that will create a safer community, build stronger neighborhoods, improve current infrastructure and plan for the future.”

City Manager Randy Oliver



Surprise welcomes back tennis stars; enjoys national acclaim

Andre Agassi and Jim Courier are headed to the award-winning Surprise Tennis and Racquet Complex to headline the second annual Cancer Treatment Centers of America Tennis Championships, October 8-11.

The American tennis greats will be joined by Mats Wilander, Wayne Ferreira, Mark Philippoussis, Jimmy Arias, Aaron Krickstein and Mikael Pernfors in the eight-player round-robin style tournament, a stop on the Outback Champions Series competing for \$150,000.

“Not only does this mark Agassi’s entry into the Outback Champions Series, but his first return to professional tennis since retiring in 2006,” says Community and Recreation Services Director Mark A. Coronado. “How can you not be excited about this tournament?”

In addition to exciting competitive tennis, the Pro Am and Kid’s Day events are back this year. Tickets for the event are on sale, in a variety of price ranges, at the Surprise Tennis and Racquet Complex, 14469 W. Paradise Lane; on-line at www.surpriseaz.com/tennis or by calling Ticketmaster at 800.745.3000. A service charge will be applied to each ticket purchased through Ticketmaster.



This venue’s a hit!

Although the Surprise Tennis and Racquet Complex will host the tennis stars during the CTCA Tennis Championships, it is a venue built for the residents to enjoy a majority of the year. For that reason the complex was named a “Top 50 Tennis Welcome Center for 2008,” by the Tennis Industry Association and U.S. Tennis Association.

In addition the United States Tennis Association Central Arizona named the venue the “Member Organization of the Year.”

Both awards recognize the complex for helping to support and grow the sport of tennis within the community. “We are thrilled with this recognition and are proud to offer a variety of tennis programs to new and current players of all ages,” says complex manager John Austin. “The only way to grow the great sport of tennis is to reach out to those who have never picked up a racket and provide first-rate instruction and our staff does an excellent job at that.”

The Surprise Tennis and Racquet Complex, which opened in fall 2007, offers approximately 100 programs year-round and in the past year drew in more than 2,000 new players, with more than 5,000 people enjoying the courts overall.



October 8-11, 2009

Surprise
Tennis and Racquet Complex

Tournament schedule

Thursday, October 8

Session 1 @ 7 p.m.

Friday, October 9

Pro Am @ 4 p.m.

Session 2 @ 7 p.m.

Saturday, October 10

Kid’s Day @ 10 a.m.

Session 3 @ Noon

Session 4 @ 5 p.m.

Sunday, October 11

3rd Place Match @ Noon

Championship Match follows

Meet the players

Andre Agassi

61 career titles (8 Grand Slams) is the only player to achieve the “Golden Slam”

Mats Wilander

40 career titles (8 Grand Slams) is the youngest man in history to win four grand slams by the age of 20

Jim Courier

29 career titles (4 Grand Slams)

Wayne Ferreira

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

Mark Philippoussis

Wimbledon and US Open finalist

Jimmy Arias

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

Aaron Krickstein

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

Mikael Pernfors

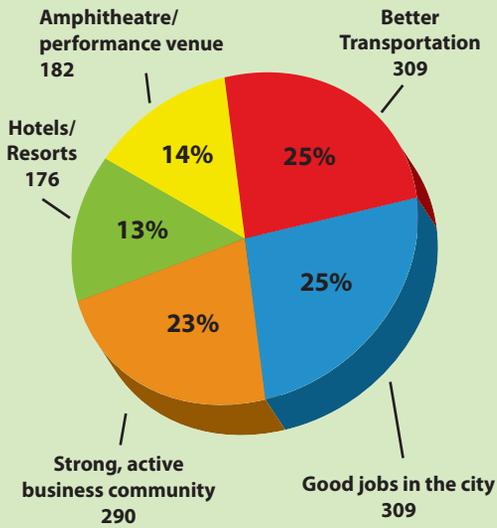
French Open finalist.

Surprise Survey Results

What words do you think present an accurate and positive view of Surprise?

New, bright, clean	43%
Vibrant, dynamic, growing	24%
Outdoorsy, sports, active	16%
Safe, open, warm	13%
Family, church, neighbors	3%
Creative, innovative, compassion	1%

Which of the following promote your idea of a positive image of Surprise?



“What we need to promote my idea of a positive image of Surprise is.....”

Transportation	116
• Light rail/pub transit	32
• Bell Road	10
• Bell/Grand overpass	6
More shopping/Mall	57
Jobs	47
Restaurants	42
(higher quality, more choice)	
Cultural opportunities	29
Improved Grand Ave appearance	21
Planning	21
Recreation	14
Family entertainment	14
Entertainment (clubs, etc)	12

What features are unique, make you feel you “have arrived” in Surprise?

Cactus League/Stadium	78
Shopping	45
N’hood/people/family	45
Aquatics/parks/recreation	42
Library	27
Clean	24
Restaurants	22
City Center	20
Sun City Grand	21
Tennis	21
White Tanks	20

We asked, you answered.

The city received more 1,300 combined responses to tear-off surveys in the last Progress magazine, surveys that were mirrored on www.surpriseaz.com. 573 people shared their images of a positive Surprise in a survey about community perceptions.

Two out of three respondents indicated “new, bright, clean” and “vibrant, dynamic, growing” are the positive phrases that best describe Surprise.

When asked to name features that make Surprise unique, most responses clustered around the recreation and cultural amenities at Surprise Center and the Recreation Campus, though many people mentioned neighbors/people/family and shopping.

More than 200 people singled out Spring Training, the Stadium, parks/recreation/ -aquatics, the Surprise Regional Library, Surprise Center, the Tennis Complex, community activities and cultural/museums as unique aspects, all of which relate to Surprise Center and the Surprise Recreation Campus area.

“The results reflect the thoughts of those who chose to participate, so in that sense it is not scientific,” says City Manager Randy Oliver. “It is an interesting exercise in getting folks talking about the positives of Surprise and what should be done to build on the positives.”

Improved transportation and more good jobs in the city were most frequently cited as needed to achieve a more positive Surprise. Respondents would also like to see more shopping choices and a wider variety of quality dining. “These are areas we are concentrating on, so in that sense we are encouraged that our focus is in tune with residents’ desires,” said Oliver.

Of the 741 people who responded to questions about technology in the home, 604 have desktop computers, and 11 have more than one. 429 reported owning laptops, with 80 saying they own more than one. 650 people said they own a cell phone, and 229 say they have more than one cell phone in the family.

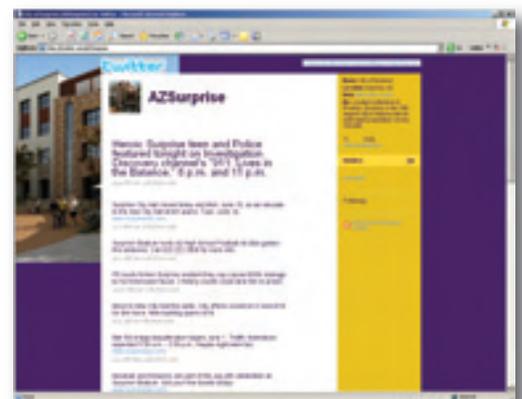
“We want to thank everyone who took the time and made the effort to respond to the surveys,” said Assistant City Manager Doug Sandstrom. “Engaging the community is part of the open government our mayor and council are committed to, and we strive to make it as convenient as possible.”



Tweets keep u up 2 date

Move over online surveys and interactive blog sites. Surprise is now using Twitter as the latest way to creatively engage residents.

“Our Communications team has been using it to talk with local reporters, and now is the time to use Twitter to communicate with everyone,” say City Manager Randy Oliver.





From left to right: Police Chief Daniel Hughs, Officer of the Year Robert Burtrum, Assistant Chief Michael Schott, Assistant Chief Scott Connelly, and Assistant Chief John Poorte.

Police Officers Honored at Awards Luncheon

Surprise Police Officer **Robert Burtrum** was named Officer of the Year at the Department's annual Awards Luncheon in May. Officer Burtrum was recognized for his tireless energy, his dedication to continuous improvement, and his report writing and investigative skills, which led to him making 26 arrests last year.

Many other Surprise Police employees were honored at the luncheon at Sonoran Plaza in Sun City Grand, including Rookie of the Year **Mark Filler** and Volunteer of the Year **Bud Prokop**. Officer **Michael Forbrook** received the Department's Life Saving Award for his quick action in pulling a motorist from a burning vehicle.

Census 2010: Why you need to respond

We are less than one year away from the 2010 Census count, and we encourage you to participate as this count is very important to our community.

Data obtained from the 2010 Census will be in part used to allocate billions of dollars in federal funds every year to the state and its communities to help pay for new roads and schools. The population count also determines how many representatives each state will have in the U.S. House of Representatives. That could provide Arizona residents with a stronger voice in Congress. Learn more at www.2010.Census.gov.



Al DeAngelis of the **Surprise Small Business Assistance Program** helped Audrey and Rick Wright start piling on the pastromi at Archie's Deli. Looking to start your own business? The **Surprise Small Business Assistance Program** can help! Call 623.222.3000 today!

NOW OPEN

Recently opened businesses in Surprise (March 2009 - May 2009)

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

Franjay Beauty Supply, 15873 W. Central St. • **Chief Everything Officer**, 14862 N. 162nd Ln. • **Novus Glass**, 14256 W. Poinsettia Dr. • **Techworx**, 15809 W. Watson Lane • **Wee Rascals Preschool #2**, 12938 W. Greenway Rd. • **Cactus Yarns**, 15459 W. Bell Rd. #109 • **Vault Self Storage**, 13360 W. Willow Ave. • **Bryant and Associates**, 16831 W. Halifax St. • **William E. Grigg Fine Art**, 20221 N. Mariposa Way • **Innovative Restaurant Supply & Design**, 15739 W. Shangri La Rd. • **Sonoran Renovations**, 14979 W. Poinsettia Dr. • **The Artful Stitcher**, 15136 W. Eureka Trail • **Arizona Duct Doctor**, 16630 N. Reems Rd. #1125 • **All Kids Shuttle Services**, 14930 N. Gil Balcome • **Franco's Floor Covering LLC**, 15711 W. Skinner Rd. • **Phoenician Home Service**, 11231 N. 163rd Dr. • **Choose the Right Home Services**, 16149 W. Mauna Loa Ln. • **Tex Hot Shot**, 15010 W. Angel Basin Way • **Dependable Bookkeeping Services**, 13560 W. Desert Ln. • **Personal Computer Assistance/PCA**, 13560 W. Desert Ln. • **Cienna Group**, 17972 W. Mauna Loa Ln. • **A Brighter Choice Homecare Services**, 16430 W. Desert Lily Dr. • **Lasting Memories Photography**, 16976 W. Ipswitch Way • **Surprise Carpet Cleaning**, 25853 N. Desert Mesa Dr. • **Corporate Concepts**, 16626 N. 174th Ln. • **4-Z's Distributing**, 15415 N. 172nd Ln. • **Amkour Business Systems LLC**, 14334 W. Port Royale Ln. • **Clean Sweep Custodial Services**, 14539 W. Laurel Ln. • **M & B Contracting Services**, 15040 W. Becker Ln. • **Russo Construction**, 15095 W. Windrose Dr. • **Broken Cartel Clothing**, 14911 W. Evening Star Trail • **Circle K Store #3395**, 16247 W. Bell Rd.

Restaurant/Bar

Fuzzy's Southwest Grill, 18795 N. Reems Rd. #109 • **Jack in the Box**, 15333 W. Waddell Ln. • **US Pizza**, 15459 W. Bell Road #117 • **Culver's of Surprise**, 16145 W. Bell Rd. • **Nick's Diner**, 15693 N. Reems Rd. #113 • **Bayrischer Hof**, 12535 W. Bell Road

Office/Medical/Dental

Maricopa County Hypnosis Center, 12221 W. Bell Rd. #500 • **West Valley Ear Nose & Throat**, 14877 W. Bell Rd. #101

Adult Care

Golden Experience Assisted Living, 15111 N. 172nd Dr • **Statler Home Care**, 17766 W. Statler Dr. • **All About You Senior Services**, 15210 W. Cortez St. • **Susan Care Home LLC**, 15842 Mercer Ln.

More on the web!

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

140-character Twitter feeds, or tweets, appear on the Twitter page or cell phone of people who volunteer to receive the messages. The brevity of the message and the popularity of the application make it an attractive way to keep residents informed and engaged, says Communications Director Ken Lynch.

"Twitter is an option people obviously really like," he says. "You can scan the message in just a few seconds, and if you want more information, you can visit the Web site or give us a call."

Oliver says the city will continue to send news releases via e-mail to the thousands of people who have signed up for them. Other innovations interactive online surveys (see separate story), will continue, he adds.

The Surprise twitter page is called **AZSurprise**, and features artwork of the new City Hall complex which opened in June.



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: \$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 - 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)

- **Imax Theater and Arizona Mills** (Tempe) July 21. \$15, **\$20 (time to shop, visit the Food Court and enjoy the IMAX featured movie)
- **Lone Butte Casino** - Aug. 18. \$8, **\$10
- **Wildlife World Zoo & Aquarium** - Sept. 29. \$24, **\$29
- **Arizona State Fair** - Oct. 29. \$8, **\$12



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 for patrons age 60+; those under 60 years of age, the lunch fee is \$6.50. Please call ahead for a lunch reservation.

or a quick snack!

Come 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 Shop to pick up some great bargains on gifts, candy bouquets or greeting cards.

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 available twice per month! Take part in an exercise or dance class, benefits counseling, or work out at the Fitness Center.



Bone Density Screening Aug. 11. 10 a.m. - Noon. Are you at risk for bone loss? Take this easy test on the heel of your foot. Screening is free but please pre-register by calling the Senior Center at 623.222.1500. Sponsored by Sheitelmann Chiropractic.

Compassionate Surprise - become a volunteer

Help your neighbor! Opportunities are available across the city including Senior Center, Senior Van Drivers, Clericals, Office Support and Data Entry, Fire, Police and Community and Recreation Services. Call 623.222-1500, or visit www.surpriseaz.com/volunteer.

Learn something new - Classes and Programs

The Surprise Senior Center offers a variety of interesting and fun classes. For class information call 623.222.1500.

Computer Classes - Beginner I & II, Word Processing, eMail, Internet, File Management and Digital Photos. Please call for details and dates.

Genealogy Beginner - will be offered at Sierra Montana Recreation Center, 10 a.m., July 7, 14 & 21. The 7/21 class will meet/carpool at the West Valley Genealogy Library in Youngtown. Fee: \$30 **\$35.

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:

- Game systems such as X-Box, Playstation, Nintendo, etc.
- iPods and MP3 players
- Laptop computers
- Digital cameras

The Senior Center receives a small rebate on each item collected to 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. No large items please! Call 623.222.1500 for more information.



In a
dispute?

Call a
mediator!

Are you in a dispute with a neighbor, employer, HOA board, business owner, school, etc? Then, mediation may be the key to solving the problem.

Mediation assistance is available **free of charge** from the city of Surprise to residents of all ages!

Mediation is a process whereby disputing parties voluntarily agree to try to resolve their issues through an impartial third party, or mediator. Mediation is a cost-effective, speedy alternative to expensive and time-consuming litigation.

For more information call the Community Mediation Coordinator at 623. 222.3242, or visit the Neighborhood Services link under the Community Development pages of www.surpriseaz.com.



City Happenings

For more information visit www.surpriseaz.com

JULY 2009

- 3 Independence Day (observed),** City Offices closed
- 4 Fourth of July celebration & fireworks,** Surprise Stadium (Free w/ canned food donation)
- 10 Teen Splash and Dance,** 6:30 p.m.- 9 p.m., \$4, \$6 (non resident)- Aquatic Center; 623.222.2000
- 11 Capture the Flag Teen Tournament,** - 5 p.m. – 9 p.m., \$10 team, \$20 non resident team- 8 acres field
- 18 Central AZ NTRP superset tennis,** adults 18 and over- Tennis and Racquet Complex
- 18 Teen Kickball Tournament,** 5 p.m. – 9 p.m., \$10 team, \$20 non resident team- DreamCatcher Park
- 29-8/1 Surprise City Lights,** sanctioned adult and jr. tennis tournament, - Tennis and Racquet Complex
- 31 Dive In Movie, "Hotel for Dogs,"** 7:30 p.m. – 9:30 p.m., \$3, \$6 non resident - Aquatic Center

AUGUST 2009

- 7 Itty Bitty Beach Party,** 10 a.m.- 1 p.m., \$5, \$10 non resident. Parents and kids under 6 years old can enjoy crafts, prizes and games. – Aquatic Center (tickets on sale a week before event, free admission for parents)
- 7 Teen Splash and Dance,** 6:30 p.m.- 9 p.m., Teens 13 – 17 years old can enjoy live DJ music, dancing and swimming, \$4, \$6 (non resident) – Aquatic Center (appropriate attire required; tickets on sale a week before event)
- 15 Registration opens for 180+ CRS Special Interest Fall classes for all age groups.-** 623.222.2000.
- 23 Central AZ Jr. superset tennis -** Tennis and Racquet Complex

SEPTEMBER 2009

- 7 Labor Day,** City Offices closed
- 22 HOA Academy ,** Learn the role of an HOA, how to manage one and their legal aspects. To register call 623.222.3242. The 6 classes are held in the auditorium of Public Safety Building, \$15

**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*

CITY OF SURPRISE
MEMORIAL DAY
Parade



Surprise Congratulates Memorial Day Parade Winners!

The 3rd Annual Memorial Day Parade was held on Saturday, May 23 at the Surprise Recreation Campus. Over 80 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: Arizona Military Vehicle Collectors Club

Silver: Tiny Trotters Miniature Horse Assoc. of Arizona

City Council Award for Symbolism

Gold: Tribute to the USS Arizona from the Oasis Baptist Church

Silver: Luke 56th Security Squadron

City Manager Award for the Best Motorized Entry

Gold: Stars & Stripes Volunteer Fire Department

Silver: Ritzy Reds Livin' Grand Red Hat Group

Gold Sundancer Award for Best Youth Entry

Gold: Valley Vista High School Spirit Line.

Silver: Valley Vista High School Monsoon Marching Band

City of Surprise Award/Best City Department Entry

Gold: Tennis "Ball Kids" from Community and Recreation Services

Silver: Surprise Fire Department Honor Guard Pipes and Drums

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



Defining **Vibrant** Southwest Living

16000 N. Civic Center Plaza
 Surprise, AZ 85374

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