

CITY OF SURPRISE
Regular City Council Work Session
16000 N. Civic Center Plaza
Surprise, AZ 85374
Tuesday, September 1, 2020 @ 4:00 PM
COUNCIL CHAMBERS



NOTICE: In an effort to protect health and safety of city employees, residents, and visitors, the Council Chambers will be closed to the public during this meeting. The public may access the meeting by viewing a live stream or broadcast of the meeting. To watch live, please visit www.surpriseaz.gov/surprisetv, the Surprise City Gov Facebook page at www.facebook.com/cityofsurprise. Cox channel 11 and Century Link channel 8513 will also carry the meeting live.

For instructions on how to comment on agenda items and public hearings, please go to <https://bit.ly/3asyowo>

- A. Call To Order
- B. Roll Call
- C. Pledge of Allegiance
- D. Proclamation and Community Acknowledgements
- E. City Manager Report
- F. City Clerk Report
- G. Call To The Public

Public comment will be taken through email or via phone. To submit email comments, including Call to the Public for non-agenda items, please email publiccomments@surpriseaz.gov. Comments for Call to the Public must be submitted prior to the start of the meeting. To comment on agenda items, emails must be submitted prior to the time(s) designated for public comment by the Mayor during the meeting or before the agenda item has otherwise concluded.

To comment live by phone for Call to the Public for non-agenda items or for agenda items, please call 623-222-1250 prior to, or during, the meeting to have your name placed on a callback list. If you reach voicemail, please leave your name and phone number. The City Clerk will call those wishing to comment from the dais during the meeting, and the call will be streamed through the Council Chamber audio system. Only calls received before Call to the Public for non-agenda items or before or during the time(s) designated for public comment by the Mayor during the meeting on the subject agenda item will be accepted and streamed. No calls will be accepted after the time(s) designated by the Mayor for public comment or after an agenda item has otherwise concluded.

H. Regular City Council Work Session Agenda

CONSENT AGENDA:

REGULAR AGENDA ITEM - PUBLIC HEARING:

REGULAR AGENDA ITEM - NON-PUBLIC HEARING:

- | | | |
|-------------|---|--|
| 1. Citywide | Presentation and discussion pertaining to the status of the citywide transportation roadway network and current CIP projects. | None

Kristin Tytler
Public Works |
|-------------|---|--|

- | | | | |
|----|----------|---|--|
| 2. | Citywide | Presentation and discussion pertaining to transit services, Fiscal Year 2020 performance, the new Valley Metro Accessible Transit Services Manager and program updates. | None

David Kohlbeck
Kristen Taylor
Public Works |
| 3. | Internal | Presentation and discussion pertaining to the Surprise Community Outreach Program and Neighborhood Grant Program 2019-2020 awards and outcomes. | None

Jodi Tas
Human Svcs and
Comm Vitality |

I. Other Business and Future Agenda Items

J. City Council Reports

K. Executive Session

For information Purposes; Upon a public majority vote of a quorum of the City Council, the Council may hold an executive session, which will not be open to the public, but for only the following purposes:

- discussion or consideration of personnel matters (A.R.S. §38-431.03 (A)(1));
- discussion or consideration of records exempt by law from public inspection (A.R.S. §38-401.03 (A)(2));

L. Adjournment

SHERRY ANN AGUILAR, CITY CLERK, MMC

POSTED: August 27, 2020 at 1:35 PM

SPECIAL NOTE: PERSONS WITH SPECIAL ACCESSIBILITY NEEDS, INCLUDING LARGE PRINT MATERIALS OR INTERPRETER, SHOULD CONTACT THE CITY CLERK'S OFFICE @ 623.222.1200 OR TTY 623.222.1002, BY NO LATER THAN 24 HOURS IN ADVANCE OF THE REGULAR SCHEDULED MEETING TIME.



CITY OF SURPRISE
Regular City Council Work Session

Council Meeting Date: September 1, 2020
Submitting Department: Public Works
Staff Recommendations: None

Contact Person: Kristin Tytler
District: Citywide

Consent: No Regular: Yes Public Hearing: No Report/Discussion: No

Agenda Wording:

Presentation and discussion pertaining to the status of the citywide transportation roadway network and current CIP projects.

Motion:

None

Background:

This item is for presentation only to inform Council on ongoing projects and initiatives.

Objective Analysis:

The Public Works Department periodically presents to Mayor and Council the status of projects.

Policy Compliant:

This item is policy compliant.

Financial Impact:

None at this time, however, topics discussed in this work session could lead to future actions, which may have a fiscal impact on city operations.

Budget Impact:

All presented CIP projects are fully funded and are currently programmed.

FTE Impact:

This item does not change the full time equivalent count.

ATTACHMENTS:



CITY OF SURPRISE
Regular City Council Work Session

Council Meeting Date: September 1, 2020

Contact Person: David Kohlbeck, BUSINESS
MANAGER, Kristen Taylor, Senior Management
Analyst

Submitting Department: Public Works

District: Citywide

Staff Recommendations: None

Consent: No

Regular: No

Public Hearing: No

Report/Discussion: Yes

Agenda Wording:

Presentation and discussion pertaining to transit services, Fiscal Year 2020 performance, the new Valley Metro Accessible Transit Services Manager and program updates.

Motion:

Discussion Only.

Background:

Update on current transit services, Fiscal Year 2020 performance for Regional Paratransit, Ride Choice and Senior Shuttle services. Staff will also introduce Tom Young, Valley Metro's new Accessible Transit Services Manager, who will also give an update on services at the Valley Metro level.

Objective Analysis:

Review of services provided remained within compliance of the adopted budget and IGA with Valley Metro.

Policy Compliant:

This item is policy compliant.

Financial Impact:

None; discussion only.

Budget Impact:

None; discussion only.

FTE Impact:

There are no FTE's associated with this item.

ATTACHMENTS:

1. Surprise Council September 1, 2020 Final Draft
-

Valley Metro

Regional Paratransit and RideChoice Update

Tom Young, Accessible Transit Services Manager
September 1, 2020



Introduction



- **Tom Young, Accessible Transit Services Manager**
 - Valley Metro
 - February 24, 2020
 - MARTA – Atlanta, Georgia
 - Assistant General Manager, Bus Operations
 - Director of Mobility
 - Capital Area Transit – Harrisburg, Pennsylvania
 - Assistant General Manager
 - Paratransit Manager
 - Started in Transportation as a Mechanic
 - ½ Career Public Sector – ½ Private Sector



Introduction

- **ADA Complementary Paratransit**
- **RideChoice Program**
- **What I've Learned**
 - Service Quality (Regional Paratransit and RideChoice)
 - Service Quality Standards (Regional Paratransit and RideChoice)
- **Vision of the Future**
 - Transdev Contract
 - American Logistics Company (ALC) Contract

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ADA Complementary Paratransit

What is **ADA complementary paratransit**? The Americans with Disabilities Act (**ADA**) requires public transit agencies that provide fixed-route service to provide "**complementary paratransit**" service to people with disabilities who cannot use the fixed-route bus or rail service because of a disability.

In the defining regulations on ADA complementary paratransit service, there were six (6) service criteria that must be met.

1. Hours and days of service
2. Service area
3. Response time (trip reservations)
4. Fares
5. Operating without regard to trip purpose
6. Absence of capacity constraints

Surprise has opted to provide regional service for individuals traveling to employment and medical trips only. Since there is no local fixed-route service in Surprise, there is not a requirement for complementary paratransit, therefore Surprise can directly define the services they want to provide including limiting regional service by specific trip purposes.

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Paratransit – Performance Measures



ON-TIME PICK-UPS

Valley Metro has established a standard of between **94.0 percent and 95.9 percent** of all pick-ups occurring between zero and 30 minutes after the scheduled pick-up time as communicated to the customer by the Customer Service Center agent. The following table shows the incentives and liquidated damages associated with this performance standard.

Performance	Grade	Incentive/Liquidated Damage
98.0% to 100.00% of pick-ups are on-time	A	Contractor will receive an incentive payment equal to one percent of total contract revenue.
96.0% to 97.9% of pick-ups are on-time	B	Contractor will receive an incentive payment equal to 0.5 percent of total contract revenue.
94.0% to 95.9% of pick-ups are on-time	C	The contractor is providing acceptable service. No incentive will be paid, and no liquidated damage will be assessed.
92.0 to 93.9% of pick-ups are on-time	D	Contractor will be assessed a liquidated damage equal to .05 percent of total contract revenue.
91.9% or fewer of pick-ups are on-time	F	Contractor will be assessed a liquidated damage equal to one percent of total contract revenue.

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Paratransit – Performance Measures



ON-TIME DROP-OFFS

Valley Metro has established a standard of between **94.0 percent and 95.9 percent** of all drop-offs will be between zero and 30 minutes before the specified appointment time or the scheduled arrival time. The following table shows the incentives and liquidated damages associated with this performance standard.

Performance	Grade	Incentive/Liquidated Damage
98.0% to 100.00% of drop-offs are on-time	A	Contractor will receive an incentive payment equal to one percent of total contract revenue.
96.0% to 97.9% of drop-offs are on-time	B	Contractor will receive an incentive payment equal to 0.5 percent of total contract revenue.
94.0% to 95.9% of drop-offs are on-time	C	The contractor is providing acceptable service. No incentive will be paid, and no liquidated damage will be assessed.
92.0 to 93.9% of drop-offs are on-time	D	Contractor will be assessed a liquidated damage equal to .05 percent of total contract revenue.
91.9% or fewer of drop-offs are on-time	F	Contractor will be assessed a liquidated damage equal to one percent of total contract revenue.

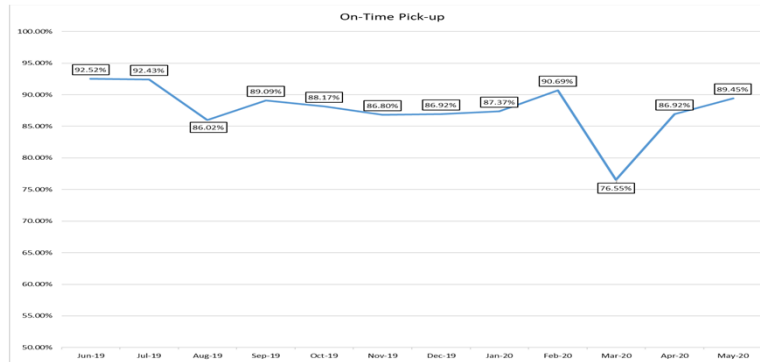
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Paratransit – Performance Measures



ON-TIME PICK-UPS – What I have learned

- On-time pick-ups were only counted for trips delivered or performed
 - If customer chose not to travel because pick-up was late, it was not counted
- Only late trips were counted as “not on-time”
 - If driver showed up early, the trip was counted as “on-time”



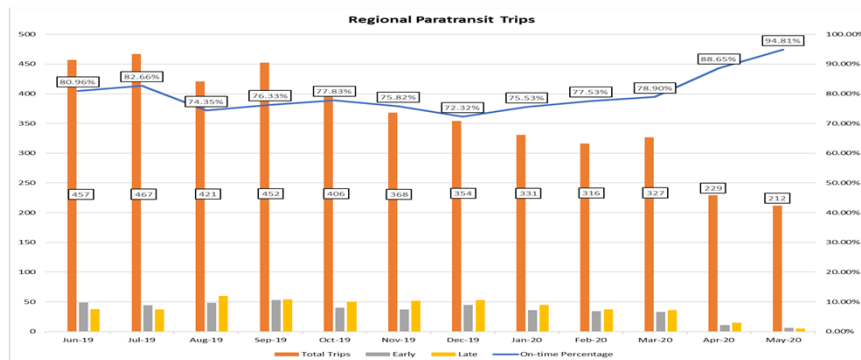
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Paratransit – Performance Measures



ON-TIME PICK-UPS – What I have learned

- On-time pick-ups should be counted for all trips a driver shows to pick-up
 - If customer chose not to travel because pick-up was late, it should be counted
- Early is “not on-time”



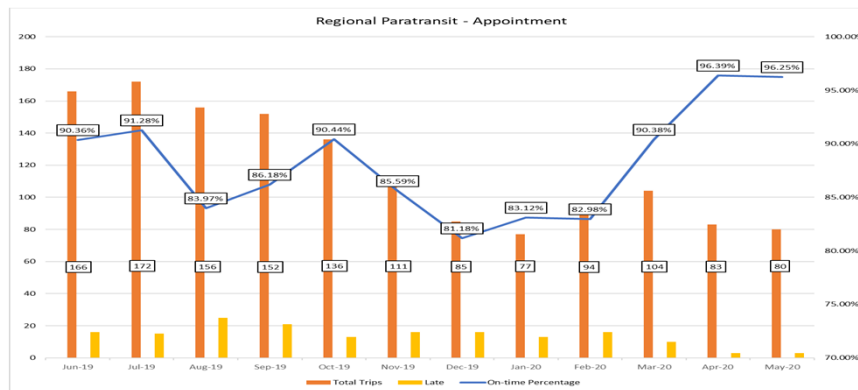
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Paratransit – Performance Measures



ON-TIME APPOINTMENTS – What I have learned

- Getting picked-up on-time is one thing, getting to your appointment on-time is another!



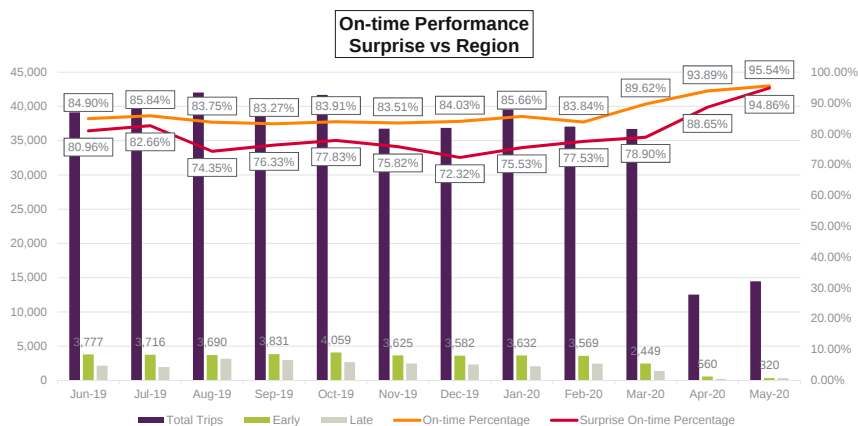
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Paratransit – Performance Measures



ON-TIME PICK-UPS – What I have learned

- How does Surprise on-time compare with the region?



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RideChoice

What is **RideChoice**? The RideChoice program is an alternative transportation program provided for individuals with disabilities or senior citizens in participating communities throughout the valley.

RideChoice is a commercial product, comparable to taxi or rideshare services. For years, RideChoice has been expanding travel options for ADA paratransit certified individuals and seniors in participating communities.

When using RideChoice, individuals will not only get easier access to a network of rideshare transportation providers, such as Uber, taxicabs, and other accessible vehicles, individuals will also have more trips to get them where they want to go.

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RideChoice

PROGRAMS

Trips Option Plans *(all trips within Maricopa County)*

- 20 trips per month: \$3 per trip up to 8 miles and then an additional \$2 per mile (starting at the ¼ mile)
- 50 trips per month: \$3 per trip up to 8 miles and then an additional \$2 per mile (starting at the ¼ mile)

Mileage Option Plan *(currently not available in Surprise)*

- 400 miles per month: \$3 per trip with a maximum of 50 miles per trip; entire trip must be within Maricopa County

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RideChoice – ALC

- Currently we have 13 transportation providers
- 11 communities including Unincorporated Maricopa County
- Finalizing performance standards
 - o Performance standards draft overview
 - o Review at ATS Partners meeting
 - o Final negotiations between Valley Metro and ALC
 - o Initiate contract change order
- Developing mobile application
- Developing website application

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RideChoice – ALC

- **Reserving RideChoice Trips** – With this contract, Valley Metro is interested in establishing a single point of contact where customers can request trips from any RideChoice provider. The contractor will be expected to accept trip requests by phone and online through both a website and mobile application, 24 hours per day, 7 days per week, 365 days per year, including holidays.
 - Available for Valley Metro staff testing – mid August 2020
 - Available for select customer testing – beginning September 2020
 - Full roll out – November 2020

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RideChoice – Performance Measures



ON-TIME PICK-UPS

Pre-booked

- **Pick-up window:** 0 to 30 minutes (starts a scheduled pick-up time)
- **Missed trip:** vehicle arrives outside pick-up window and the customer declines the trip
- **Late trips:** more than 30 minutes (start at 31)
- **Excessive late trips:** more than 60 minutes (start at 61)

On-demand

- **Pick-up window:** 0 to 45 minutes
- **Late trip:** more than 45 minutes
- **Excessive late trips:** more than 60 minutes (exception for far outlying areas)

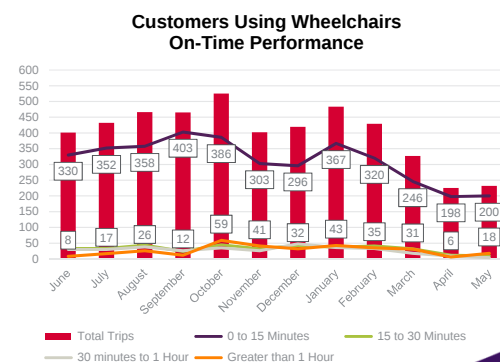
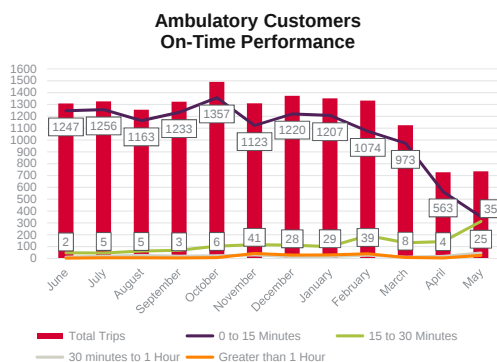
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RideChoice – Performance Measures



ON-TIME PICK-UPS – What I have learned

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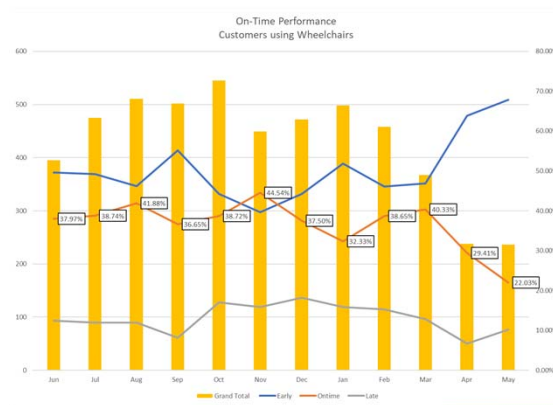
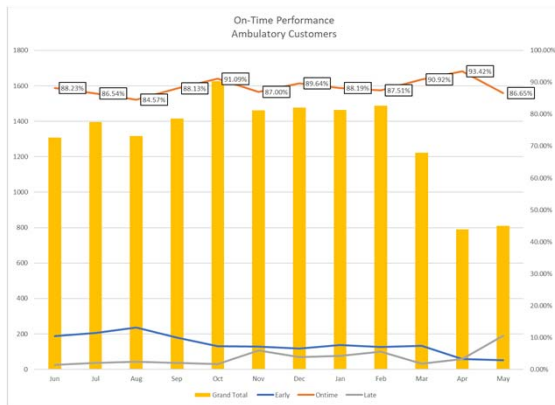
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RideChoice – Performance Measures



ON-TIME PICK-UPS – What I have learned

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RideChoice – ALC



Ambulatory Customers

PROVIDER	TRIPS	Average OTP (Minutes)	Average Trip Miles
APACHE MEDICAL TRANSPORTATION	83	13.20	5.47
MEDSTAR MEDICAL TRANSPORTATION LLC (AZ)	1	21.00	5.00
Rideshare (Uber)	15,315	8.96	4.09
TOTAL RIDE TAXI	1,227	10.10	3.14
VIP TAXI	11	3.45	5.79
Grand Total	16,637	9.06	4.03

Currently working with Waymo to become a provider for RideChoice

Customers Using Wheelchairs

PROVIDER	TRIPS	Average OTP (Minutes)	Average Trip Miles
APACHE MEDICAL TRANSPORTATION	316	19.96	5.60
AZ MED TRANSPORTATION LLC	3	2.00	5.96
EAST VALLEY RIDES, LLC	3	3.56	2.04
JM MED TRANS	1,874	0.89	5.22
MEDSTAR MEDICAL TRANSPORTATION LLC (AZ)	841	21.53	4.39
QUALITY TRANSPORT SERVICES OF ARIZONA	321	11.37	4.82
TOTAL RIDE TAXI	2,151	8.25	5.29
Grand Total	5,509	8.02	5.12

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Vision of the Future

Transdev and ALC Contracts

Transdev

- **5-year Base Contract:** expires June 30, 2022
- **Two Extension Option:** one 3-year; one 2-year

ALC

- **3-year Base Contract:** expires December 31, 2021
- **One Extension Option:** one 3-year

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Findings: Learning From Best-in-Class

Benchmarking Consultant Recent Study Results

Although we have established that Valley Metro is a high performer in overall paratransit service provision, a comparison of performance overall and to peer cities reveals room to learn and improve from best performers.

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Findings: RideChoice Cost Savings



The following recommendations would allow Valley Metro to benefit even further from its RideChoice program. Note: RideChoice analyses is based specifically on RideChoice data, which is not presently part of the NTD reporting process.*

FACTORS

The average cost of a non-wheelchair trip is lower by around 50% in the rideshare program compared to the paratransit program.

RECOMMENDATIONS

- Consider moving non-wheelchair passengers to the rideshare program, as well as passengers where the trip distance is less than eight miles.

FACTORS

Average cost of a wheelchair trip is higher for the rideshare program compared to the paratransit program. Additionally, the availability of wheelchair accessible vehicles in the rideshare program is limited. Yet, around 13% of the total rideshare trips were wheelchair trips compared to around 25% in the paratransit program.

RECOMMENDATIONS

- Given the cost implications, consider moving passengers requiring wheelchair assistance to the paratransit program, generating additional cost efficiencies.
- Alternatively, Valley Metro can also consider making capital expenditures to add wheelchair accessible vehicles to the RideChoice program (e.g., through a lease-back program)

*Should Valley Metro begin reporting RideChoice as part of NTD data, scores on the benchmarking model (covered on slides 8 and 9) may further improve due to RideChoice's cost efficiencies.

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Conclusion



- ATS Partners showed a strong interest re-working both contracts
- Find ways for the programs to complement each other (Paratransit and RideChoice)
- Recommend to issue new RFP's to the Board of Directors
- Work with ATS Partners to develop program requirements



USE OF MORE DETAILED DATA

During the study, we identified several differences across cities in their reporting methods. Mapping of the nuances of the differences across all the reporting metrics would yield a more accurate estimate of paratransit performance and help **identify new sources of efficiency gains** for Valley Metro. In particular, the cost categories of **administrative costs, maintenance costs**, and operations costs (listed in order of magnitude) should be explored for savings. Further, availability of additional data would also allow us to benchmark performance of Valley Metro's RideChoice program to other cities.



MITIGATION OF ADMINISTRATIVE FRAGMENTATION

The current model showed that the Phoenix region's **costs/ridership** are higher than areas with a less fragmented service area. This finding indicates that Valley Metro can explore approaches and methods to mitigate those impacts.

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Thank You





CITY OF SURPRISE
Regular City Council Work Session

Council Meeting Date: September 1, 2020

Contact Person: Jodi Tas, MNGMNT ANALYST - SR

Submitting Department: Human Svcs and Comm Vitality

District: Internal

Staff Recommendations: None

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Presentation and discussion pertaining to the Surprise Community Outreach Program and Neighborhood Grant Program 2019-2020 awards and outcomes.

Motion:

Discussion only

Background:

The City Council designated \$110,000 from the FY2020 budget for community outreach programs. \$100,000 has been allocated for the Surprise Community Outreach Program (SCOP) and \$10,000 for the Neighborhood Grant Program. A total of 20 local non-profits and 2 neighborhood groups were supported through these programs.

Objective Analysis:

N/A

Policy Compliant:

This item is consistent with City and Council policies.

Financial Impact:

\$97,709 has been reimbursed to grantees through the FY2020 SCOP and Neighborhood Grant Programs

Budget Impact:

The FY2020 adopted budget included \$110,000 in appropriations for the SCOP and Neighborhood Grant Programs

FTE Impact:

This item does not impact on current staff levels.

ATTACHMENTS:

1. 2019-2020 SCOP Results Presentation to Council
-



SURPRISE
ARIZONA

Community Outreach Program and Neighborhood Grant Update

September 1, 2020

PURPOSE

Surprise Community Outreach Program (\$100,000)

Provide funding assistance to organizations that serve Surprise residents through programs, events and activities that enhance the overall lifestyle of the community.

Neighborhood Grant (\$10,000)

To engage residents and increase community spirit through neighborhood organizing, physical improvements, preservation and through cultural, social and recreational initiatives.

COMMUNITY OUTREACH PROGRAM GUIDELINES

- Must provide verification of 501(c)3 status
- Must submit a new application with every program cycle
- Events, programs, activities, etc. must take place in the City of Surprise
- Must include a proposed budget for use of funds
- Reporting is required
- Recipients will acknowledge grant award in marketing of event/program
- Funds are provided on an invoice or reimbursement basis
- Maximum award is \$10,000

A New Leaf



“Going to court that day – I had never felt so alone in my life. It meant the world to me, just to have my court advocate by my side. I knew that she would support me no matter what.

- Dusti, domestic violence survivor

- Award Amount = \$7,500
- The Domestic Violence Court Advocacy Program assists victims in petitioning the court for Orders of Protection or Injunctions Against Harassment
- 888 individuals served in FY20
- 98% of victims served reported a greater knowledge of their legal rights
- 97% reported knowing how to plan for their continued safety
- 98% reported increased awareness of domestic violence support services available
- Due to COVID-19 and related court guidance, service delivery transitioned from in-person to phone in 2020

Banner Alzheimer's Foundation



- Award Amount = \$5,000
- Strong partnerships solidified
 - Dementia Friendly Surprise Action Team: City of Surprise, Benevilla, Sun Health, Salvation Army and Alzheimer's Association
- Mayor Skip Hall proclaimed the City of Surprise a Dementia Friendly Community on September 17, 2019
- First Memory Café launched on October 8, 2019
 - Hosted, educated, supported almost 400 persons with memory loss and care partners to date
- 750 New Dementia Friends created
- 74 New Dementia Friends Champions trained
- Held Creating Dementia Friendly Communities Workshop on January 24, 2020
 - Included more than 100 professionals and volunteers from across the state of Arizona

Cancer Support Community AZ

CSCAZ Pillars



Exercise
Nutrition
Stress Reduction
Art Healing



Weekly Support Groups
Diagnosis-Specific Groups
Caregiver Support Groups



Seminars
Workshops



Games
Activities
Entertainment.



Research
Referral

**We remain committed
so that no one faces cancer alone.**



**Our mission is to ensure that all the people
impacted by cancer are empowered by
knowledge, strengthened by action, and
sustained by community.**

**Award Amount:
\$7,500**

Accomplishments

**Cancer support groups and
“Cooking for Cancer” classes
reached 469 City of Surprise
residents in 2019-2020**

- 92% felt connections with others
- 83% felt less alone
- 75% reported an increase in feelings of hope
- 70% reported an increase in feelings of control

Chance Shelter of Surprise



CHANCE SHELTER
of Surprise

EVERY ANIMAL IN OUR COMMUNITY
DESERVES A CHANCE

- Award Amount = \$4,000
- Furry Festival
 - Nov 23, 2019
- Pet safety classes
 - 166 participants
- Veterinary care
 - 27 animals served

Eve's Place

- Award Amount = \$2,709
- 2nd Annual Eve's Place Visual and Written Art Showing – CANCELED
- <https://www.evesplace.org/>



Eve's Place
Community Services™

EMPOWERING VICTIMS OF DOMESTIC, SEXUAL & TEEN DATING ABUSE

HART Pantry



- Award Amount =\$6,000
- WEEKEND FOOD sent to 5 Dysart High Schools and Dysart Comm. Ctr.
- 636 Weekend bags/320 supper bags delivered
- Served 45-50 Surprise Residents
- Funding supported food
 - Backpacks, bikes, socks, toiletries, Christmas gifts and feminine hygiene products also provided

Lutheran Social Services of the Southwest

This former I-HELP guest is preparing his first home-cooked meal in his own kitchen in seven years!



- Award Amount = \$7,200
- Lutheran Social Services of the Southwest's Northwest Valley Interfaith Homeless Emergency Lodging Program (I-HELP) collaborates with host churches to provide overnight shelter and case management to homeless guests in the City of Surprise area.
- We provided a safe space to sleep 7 days per week to 43 individuals.
- We hosted 1766 bed nights in the NW Valley, 162 of those were in the City of Surprise.
- We began in October 2019 with 3 churches.
- In November 2019, we added our first church in the City of Surprise. March 2020, we added our second church in the City of Surprise.
- We had 16 individuals move into permanent housing and each household received a Life Startup Essentials "Welcome Home Kit", which includes home essentials and an air mattress with bedding.

One Step Beyond, Inc



- Award Amount = \$6,500
- Creating an E-commerce site for vocational training
- 205 Surprise residents
- Delayed implementation due to COVID-19

Radiant Church



- Award Amount = \$5,000
- Night to Shine - Unforgettable prom night for individuals with special needs
- 339 honored guests, plus over 700 family members and 500 volunteers
- Performance measures
- Funding provided dance floor and red carpet rental, a catered meal for our VIP parents and caregivers, gift bags, and a crown or tiara for each of our Kings and Queens

Rotary Club



- Award Amount = \$5,000
- Event Cancelled

Seeds of Hope International Ministries

Award Amount = \$4,000

"2020 Bean Bag Day" Event (Postponed due to COVID-19)

The \$3,000 allocated funding for this event was redirected to cover costs of other food options (\$103,000 in produce, dairy products, and pasta were purchased) during the months of April and May.

(see full report)

Additional monies above the project budget were provided by SOHIM to purchase 4,400 PPE gloves for Valley View Community Food Bank volunteers.

17,678 individuals were assisted with basic food needs in April / May.

748 volunteers served in April / May.

Over a Dozen outside organizations involved (i.e. AT&T, ProSteel, Kiwanis, Lions Club, Rotary, CCV, and others) in April / May.

Project Power

A total of \$1,500 was applied towards the yearly APS electrical service costs of the Clothing Shop enabling them to function.

Over 12 months of APS billing expenditures covered.

Over 2,000 served.

480+ volunteer participation hours due to open doors.

Partnered with 40+ agencies.

Surprise Young Life Sponsorship Project

The \$2,000 allocated funding has been utilized as part of the "Surprise Young Life Sponsorship Project" to sponsor specific line item expenses of the Surprise Young Life, freeing up organizational funding for other areas of need.

71 youths assisted with camp cost offsets (transportation, food, and snacks).

Multiple gas fill-ups for Young Life vehicle.

45 participants attended Young Life's Community Leader's Breakfast.

Marriage Enrichment Project

\$1,000 was allocated for the acquisition of five Weekend to Remember registration gift certificates as part of our "Marriage Enrichment Project".

One first responder couple has been gifted a registration scholarship.

Four more couples to be identified as recipients for registration scholarships.

Registration gift certificates will be valid for use through 12/31/2021

SOHIM Community Enhancement Project (\$4,000 Granted)

2020 Bean Bag Day – VVCFB (\$1500)

Surprise Young Life Sponsorship Project (\$1000)

Project Power–The Clothing Shop (\$1000)

Marriage Enrichment Project (\$500)

Sr. Citizens One Step Information Center



- Award Amount = \$1,500
- Meals of Joy - Fresh, Hot Nutritious Meals Distributed to Low-Income Seniors, *Free of Charge*
- 20 Seniors Served
- 150 Meals were Prepared and Delivered Daily by our Volunteers

Spencer's Place



- Award Amount = \$6,091
- Coffee Shop employing adults with intellectual and developmental disabilities
- 16 Employees (first job for all 16) and 5 Job Coaches
- 6 Employees POS system graduates (able to assist customers, take order, ring in order and take payment)



Surprise Young Life



- Award Amount = \$2,500
- Purchase of a box trailer for mobile resource unit
- Currently serving 12 teen moms in Surprise
- We are able to take the trailer to the girls and accept more donated items
- The teens are very grateful for this program and the trailer to organize and transport these donations

SVdP, St Clare of Assisi Conf.



- Award Amount = \$5,000
- Rent Assistance
- In July & August 2019: 14 families; avg. \$357 ea.
- We do home visits with low income families in crisis in Surprise
- (Demand for rent assistance is still high. Our Conference continues to help with other funds)

The Clothing Shop



- Award Amount = \$6,500
- We have been blessed to serve the communities of Surprise, El Mirage, and the greater Phoenix metropolitan and beyond the walls of Arizona. This calendar year, we have served approximately 4,480 individuals and organizations, this includes many foster families.
- This year we also added several partners who donate much needed items for families' homes such as linen, small kitchen appliances and toiletries.
- We also have added Victory Outreach and La Fontera to our partner list.
- We are proud to include these additions, as the number of individuals and families we have been able to assist continues to grow.

The Reveille Foundation



Pictured: Reveille Christmas Drive for Surprise Veteran Family

- Award Amount = \$7,500
- City of Surprise Partnership
- Goal 1. Co-office at the Surprise Resource Center – Accomplished Nov 2019
- Goal 2. Serve 130 residents. – Currently have served 612
- Shifted to virtual services amid Covid-19
- Greatly appreciate Surprise leadership and all Center partners

West Valley Arts Council



- Award Amount = \$1,500
- Networking event and celebration connecting the local schools and arts community
- Included over 75 arts educators, school administrators and arts leaders from across the West Valley
- 1/3 of teachers/administrators attending from Surprise public and charter schools
- New partnership development with Dysart Unified School District to provide arts professional development for teachers and a potential performing arts series for 4th grade students

WHAM on WHEELS



- Award Amount = \$4,000
- WOW- interactive art activity decorating clay sugar skulls with alcohol ink, at the Surprise Fiesta Grande Festival Oct. 12, 2019
- Over 300 children
- Crazy Busy
- Everyone enjoyed it

Youngtown Community Fund Inc.



- Award Amount = \$5,000
- The Medical Lending Center loans durable medical equipment to area residents.
- Served 766 individual clients, 293 from Surprise this year.
- Use QuickBooks to keep track of clients and see improvements.
- Even with Covid-19 we increased clients over last year as well as doing major maintenance work on the building.

NEIGHBORHOOD GRANT AWARD GUIDELINES

To receive support, projects must:

- Provide a public benefit,
- Result in a product, which benefits a neighborhood or the larger Surprise Community;
- Be feasible for completion by June 12, 2020;
- Involve the benefiting neighborhood in project identification, planning and execution;
- Emphasize neighborhood self-help, or
- Be educational, community-building, or a public physical improvement



Sarah Ann Ranch

- Award Amount - \$4,599
- Goal is to bring community members out so we can get to know each other. To build strong community that will lead to long time ownership and pride in where we live
- Funds were used to purchase a an outdoor home theatre system, projector stand, and generator
- First event was cancelled due to Pandemic

Sarah Ann Ranch - Mountainside

- Award Amount - \$1,750
- NeighborGood Program – Goal is to have a more involved neighborhood by having community events with a focus on safe neighborhoods
- Schedule local food truck vendors for a community event. Funds will cover cost of a meal for attendees
- This event was postponed due to the Pandemic



Summary

With the **\$110,000** investment, **22** local non-profit and neighborhood groups were supported, which led to **30,595** people served through the Surprise Community Outreach Program and Neighborhood Grant Program



Thank You

Thanks to Jodi Tas, Jenna Bowen, Deb Perry &
Seth Dyson

Questions?

