



CITY OF SURPRISE
Regular City Council Work Session Agenda
16000 N. Civic Center Plaza
Surprise, AZ 85374

Tuesday, April 4, 2017 @ 4:00 PM
COUNCIL CHAMBER

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- A. Call To Order
- B. Roll Call
- C. Pledge of Allegiance
- D. Call To The Public:

INSTRUCTIONS: In order to address the City Council, you will need to fill out a Call to the Public Form available at the front counter, and then turn it in to the City Clerk before the meeting begins.

[Download the Call to the Public form](#) (PDF download requires [Adobe Acrobat Reader](#))

[Fill out the Call to the Public form online](#) If submitting form electronically, please submit to City Clerk at least one hour before the meeting start time.

The Call to the Public form is also available at the front counter.

Note: A.R.S. 38-431.01(H)- During this time members of the public may address City Council only on issues within the jurisdiction of the City Council which are not an item on the agenda. At the conclusion of the open call, City Council may respond to criticism, may ask staff to review the matter or may ask that the matter be put on a future agenda. No discussion or action shall take place on any item raised.

Approval of items on the Consent Agenda – all items with an asterisk (*) are considered to be routine matters and will be enacted by one motion and one roll call vote to the City Council. There will be no separate discussion on these items unless a Councilmember requests, in which event the item will be removed from the consent agenda and considered in its normal sequence on the agenda.

E. Regular City Council Work Session Agenda:

Regular Agenda Item - Non-Public Hearing:

- | | | | |
|----|-------------------|--|--|
| 1. | District Citywide | Presentation and discussion of Public Service funding priorities for the Community Development Block Grant Program Third Year Annual Action Plan for Year 2017-2018. | None
Christina
Ramirez,
Human
Service &
Community
Vitality |
| 2. | District Internal | Presentation and discussion pertaining to the Community Development Block Annual Action Plan 2017-2018. | None
Christina
Ramirez,
Human
Service &
Community |

Vitality

3. District Citywide [Presentation and discussion pertaining to a Surprise Youth Council update on recent activities and accomplishments.](#) None
Members of
the Surprise
Youth
Council
4. District Citywide [Presentation and discussion pertaining to the City of Surprise Utility Billing administration.](#) None
Andrea
Davis,
Assistant
Finance
Director

F. 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));
- discussion or consultation for legal advice with the city's attorneys (A.R.S. §38-431.03 (A)(3));
- discussion or consultation with the city's attorneys regarding the city's position regarding contracts that are the subject of negotiations, in pending or contemplated litigation, or in settlement discussions conducted in order to avoid or resolve litigation (A.R.S. §38-431.03 (a)(4));
- discussion or consultation with designated representatives of the city in order to consider its position and instruct its representatives regarding negotiations with employee organizations (A.R.S. §38-431.03 (A)(5)); or
- discussion, consultation or consideration for international and interstate negotiations or for negotiations by a city or town, or its designated representatives, with members of a tribal council, or its designated representatives, of an Indian reservation located within or adjacent to the city or town. A.R.S. §38-401.03 (A)(6)).

- discussing or consulting with designated representatives of the city in order to consider its position and instruct its representatives regarding negotiations for the purchase, sale or lease of real property (A.R.S. §38-431.03 (A)(7)).

Confidentiality Requirements Pursuant to A.R.S. §38-431.03(C)(D): Any person receiving executive session information pursuant to A.R.S. §38-431.02 shall not disclose that information except to the Attorney General or County Attorney by agreement of the City Council, or as otherwise ordered by a court of competent jurisdiction.

The council may vote to hold an executive session for the purpose of obtaining legal advice from the Board's attorney on any matter listed on the agenda pursuant to A.R.S. § 38-431.03(A)(3).

G. Adjournment:

SHERRY ANN AGUILAR, CITY CLERK, MMC

POSTED: March 30, 2017 at 2:45 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

April 4, 2017 @ 4:00:00 PM

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Council Meeting Date:	April 4, 2017	Contact Person:	Christina Ramirez, Human Service & Community Vitality
Submitting Department:	Human Service & Community Vitality	District:	Citywide
Staff Recommendations:	None		

Consent	Regular	Public Hearing	Report/Discussion
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Agenda Wording:

Presentation and discussion of Public Service funding priorities for the Community Development Block Grant Program Third Year Annual Action Plan for Year 2017-2018.

Motion:

Discussion only.

Background:

As an entitlement city, Surprise receives a yearly allotment of Community Development Block Grant (CDBG) funding from the U.S. Department of Housing and Urban Development (HUD).

CDBG Public Service Activities can be carried out by either city departments or qualified nonprofit organizations that are interested in providing services that address one or more of the public service needs targeted in the city's Consolidated Plan. CDBG public service funds can be used to provide a variety of public services, such as child care, health services, job training, youth services, and recreation activities for low- to moderate-income individuals and families. The funding amount under discussion is \$87,700.

Objective Analysis:

This action allows HSCV to fund needed human services either internally or through non-profit partners for residents of Surprise with Federal grant funding.

Policy Compliant:

The agenda item falls within Council and City policy.

Financial Impact:

This agenda item will allow for Community Development Block Grant expenditures for up to \$87,700. This is a federal grant where expenditures will be reimbursed from the grant and there is no city match

requirement.

Budget Impact:

This grant will be included as a part of the FY2018 budget.

FTE Impact:

There is no FTE impact as a result of this agenda item.

ATTACHMENTS:

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- ☐ [Staff Report](#)
 - ☐ [Public Engagement Form](#)
 - ☐ [Presentation](#)
-



HUMAN SERVICES AND COMMUNITY VITALITY

Date: April 4, 2017

To: Mayor and City Council Members

From: Seth Dyson, Human Services and Community Vitality Director
Christina Ramirez, Neighborhood Services Supervisor
Alicia Rubio, Neighborhood Services Coordinator

Re: CDBG 2017-2018 Third Year Annual Action Plan Funded Public Service Activities

Introduction

As an entitlement city, Surprise receives a yearly allotment of Community Development Block Grant (CDBG) funding from the U. S. Department of Housing and Urban Development (HUD). Per grant guidelines, the city has the ability to designate up to 15% of the grant award to fund eligible public services with the intent of serving low to moderate income persons within the City of Surprise.

Today's presentation to the Mayor and City Council members is to provide information to assist the Council in deciding if proposed projects meet grant criteria while filling community needs. Upon approval by City Council, the CDBG Public Services Activities will be submitted to HUD as part of the Annual Action Plan for 2017-18.

Background

CDBG Public Service Activities can be carried out by either city departments or qualified nonprofit organizations that are interested in providing services that address one or more of the public service needs targeted in the city's Consolidated Plan. CDBG public service funds can be used to provide a variety of public services, such as child care, health services, job training, youth services, and recreation activities for low to moderate income individuals and families.

According to HUD regulations, CDBG funds may be used to provide public services (including labor, supplies, materials and other costs), provided the public service is:

- A new service or a quantifiable increase in the level of a service (for city-initiated projects only).
- Serves low to moderate income persons in the City of Surprise through area benefit or serving a particular clientele like seniors or homeless persons.

Funding Limit

CDBG Public Service funding is limited to 15% of the annual CDBG allocation for the program year (PY). The approximate CDBG allocation for City of Surprise for PY 2017-18 under consideration is approximately \$585,139. Of this amount, a maximum of 15% can be allocated to Public Services and 20% allocated to Administration. Therefore Council is considering project priorities in the grant amount of \$87,700.

Previous Actions

Last year the city awarded funding to seven area non-profits, to include:

- Benevilla was awarded \$22,560 to provide adult day care, preschool and food delivery assistance
- ABILITY 360 was awarded \$27,560 to provide home modifications for residents with disabilities
- Central Arizona Shelter Services was awarded \$7,000 to provide emergency shelter services
- Potter's House was awarded \$7,650 for after school programming
- Aid to Adoption of Special Kids was awarded \$5,000 for foster parent counseling
- Mentally Ill Kids was awarded \$5,000 for mentally challenged kid counseling
- City of Surprise Summer Youth Employment was awarded \$13,000 for summer internship opportunities

Updated Actions

The Request for Application for CDBG Public Service Activities for PY 2017-18 was released on January 3, 2017. Applications were due January 26, 2017. Staff evaluated the eligible applications as per the scoring rubric approved by the Planning and Zoning Commission.

The funding recommendations approved by Planning and Zoning on March 16, 2017 are as follows:

Aid to Adoption of Special Kids	\$ 3,000
Benevilla	\$14,700
Central Arizona Shelter Services	\$ 8,000
Surprise CAP	\$20,000
Mentally Ill Kids	\$ 8,000
SoJourney	\$ 6,000
St. Mary's Food Bank	\$10,000
Sun Health Foundation	\$18,000
Total Public Service Funding	\$87,700
Total anticipated CDBG allocation	\$585,139

Future Actions

- City Council Public Hearing and consideration April 18, 2017
- Submission to HUD as part of Annual Action Plan 2017-18 by May 15, 2017.

Recommendations

Discussion of Public Service funding recommendations

PUBLIC ENGAGEMENT FORM

PROJECT TITLE:

OVERALL PUBLIC INVOLVEMENT LEVEL:

IDENTIFY STAKEHOLDERS:

OBJECTIVES:

PUBLIC ENGAGEMENT STRATEGIES & TOOLS:

Public Engagement & Project timeline:

Public outreach time frame (when to when)

Future Council Work Session/Meetings target dates

Election dates (if applicable)

Project start/completion dates

Communication Tools and Technique options: (which do you plan to use?)

Press releases

Public meetings (video/photos, poster boards, fact sheet(s) *do you need Spanish version?)

Presentations to boards and commissions, other interested community partners/stakeholders

Third-party consultant/moderator (pending budget)

Survey (online/paper/both?)

Social media

Surprise 11

Notify Me email/ Council newsletters (opt-in audience)

Paid advertising (pending budget)

Surprise Progress (mailed quarterly and tied to print deadlines)

Booth at city events

Paid mailings (pending budget)

Creation of a subcommittee/task force

Youth/adult activities, registration, or orientation (HOA Academy)

Website updates



**City Council Work Session
CDBG 2017-2018 Funded Public Services
and Annual Action Plan – Year 3**

April 4, 2017

TODAY'S OBJECTIVES

- Funding Discussion of CDBG Public Service Grants
- Annual Action Plan Funding Recommendations



CDBG Public Services Grant

Background

City of Surprise is a direct CDBG entitlement community

Yearly funding through CDBG program:

2016-17: \$585,139

2017-18: \$585,139 (anticipated)

15% of allotment for **Public Services**

Estimated \$87,700 available

Process Timeline

January 3 -26,
2017

Application Period

March 2, 2017

P & Z Public Hearing

March 16, 2017

P & Z Public Hearing
and Recommendation



Process Timeline

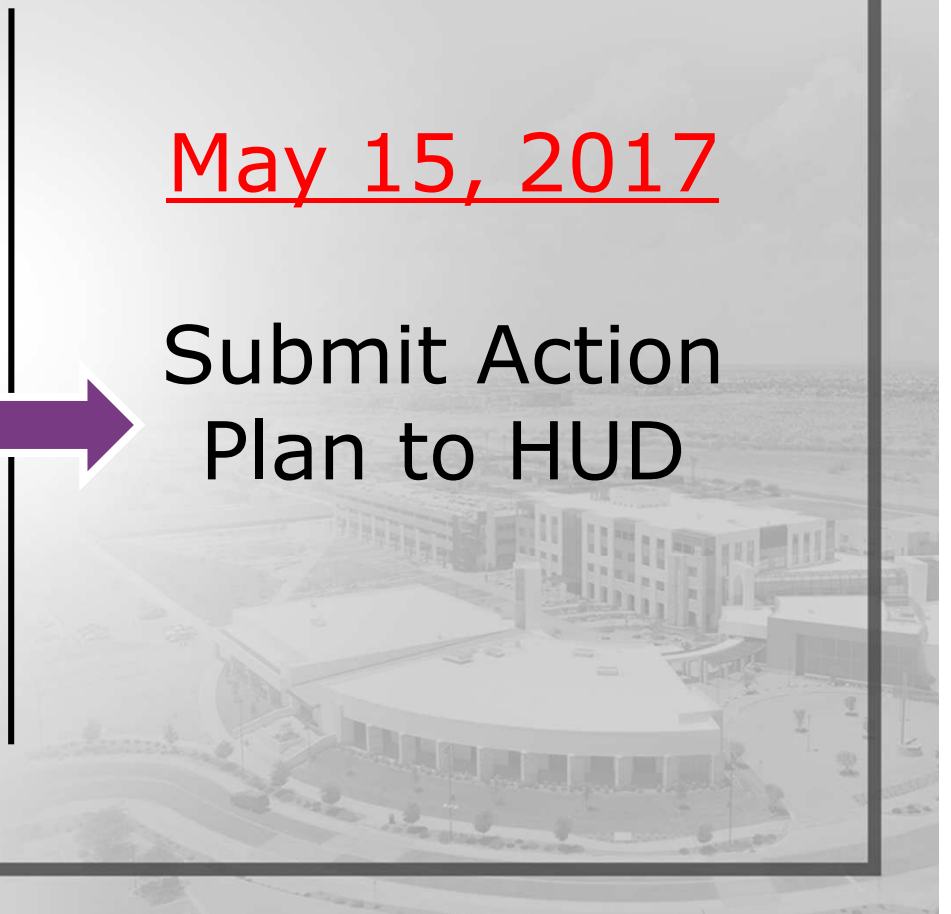
April 4 and 18,
2017

Council Work
Session
Public Hearing
Recommendation



May 15, 2017

Submit Action
Plan to HUD



CDBG Goals for Public Services

National Objectives Surprise Will Meet

- Benefit Low to Moderate Income (LMI) Persons
- Area benefit
- Limited Clientele

Note: If a Project Doesn't Meet the Above Criteria,
it Doesn't Qualify.

Application Description

Applicant	Project Name	Requested Amount	Eligibility
Aid To Adoption to Special Kids (AASK)	Building and Strengthening Families	\$5,000	Low/Mod Clientele
Benevilla	Home Delivered Meals, Full/Part Time Day Care, Adult Day Care	\$25,017	Low/Mod Clientele
Billy's House	Grief Support	\$5,000	Limited Clientele
Central Az Shelter (CASS)	Emergency Shelter for Single Adults and Families with Children	\$10,000	Low/Mod Clientele
City of Surprise Community Assistance Program	Utility and Rental Assistance	\$25,000	Low/Mod Clientele
Experience Matters	Community Engagement Project: City of Surprise	\$49,875	Low/Mod Clientele
Labor's Community Service Agency	Securing Help in Family Transportation (SHIFT)	\$12,000	Low/Mod Clientele
	Continued on next slide		

Application Description

Applicant	Project Name	Requested Amount	Eligibility
Lutheran Social Services of the Southwest	Family SPOT (Strength with Parenting Opportunities and Teaching)	\$20,000	Low/Mod Clientele
MIKID	Peer Support for Mental Illness	\$10,000	Low/Mod Clientele
St. Mary's Food Bank	Emergency Food Box Program	\$10,000	Low/Mod Clientele
Sojourner Center	Human Trafficking Awareness and Education	\$9,574	Low/Mod Clientele
Sun Health Foundation	Sun Health Care Transitions – Helping Surprise Seniors Recuperate After Hospitalization	\$25,000	Low/Mod Clientele

REQUEST TOTAL:

\$206,466

Funding Recommendations

Aid to Adoption to Special Kids	\$ 3,000
Benevilla	\$14,700
Central Arizona Shelter Services	\$ 8,000
Surprise Comm. Action Program	\$20,000
Mentally Ill Kids in Distress	\$ 8,000
SoJourney	\$ 6,000
St. Mary's Food Bank	\$10,000
Sun Health Fdn.	\$18,000
Total	\$87,700

Annual Action Plan 2017-2018



Annual Action Plan Year 3 Priorities

- Public Services
- Neighborhood Improvement Projects
 - TechCelerator Improvement
 - Senior Center Improvements
- Economic Development
 - Micro-Enterprise Grants
- Emergency Housing Rehabilitation
- Administration



Neighborhood Improvements

AZ TechCelerator

- Phase 2 of Tenant Improvements
 - Mechanical, electrical and plumbing
- Senior Center
 - Refrigerator and stove replacement
 - Internet, communications, security system upgrades



Economic Development

New Program

- Micro-Enterprise Grants
 - Business Development
 - Business Retention
- Minimum award \$5,000 – Maximum award \$20,000

Housing

- Emergency Home Repair
 - Minimum of 15 projects
 - Maximum of \$10,000 per grant



Administrative

§ 570.206 - Allowable cost include salaries and ERE (grant management, oversight and coordination), Advertising Expenses for the Consolidated Plan, Annual Action Plan and C.A.P.E.R (Consolidated Annual Performance and Evaluation Report), Printing cost and Fair Housing activities.

Administrative

Allowed expenses include salaries, fair housing activities, advertising, and ineligible program costs.

FY15-16 Expenses

Salaries for 1.5 staff persons	\$104,830
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Advertising Expenses	\$ 4,713
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Total -----	<u>\$109,543</u>
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ANNUAL ACTION PLAN PROJECTS

Annual Action Plan 2017-18 Projects:

Neighborhood Infrastructure	\$150,000
Senior Center Improvements	\$ 20,000
Micro-Enterprise Grants	\$ 60,000
Emergency Home Repair	\$150,411
Public Services	\$ 87,700
Administrative Allocation	\$117,028
Total -----	<u>\$585,139</u>



SURPRISE
ARIZONA

**QUESTIONS OR
COMMENTS?**

Thank You



CITY OF SURPRISE
Regular City Council Work Session

April 4, 2017 @ 4:00:00 PM

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Council Meeting Date:	April 4, 2017	Contact Person:	Christina Ramirez, Human Service & Community Vitality
Submitting Department:	Human Service & Community Vitality	District:	Internal
Staff Recommendations:	None		

Consent	Regular	Public Hearing	Report/Discussion
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Agenda Wording:

Presentation and discussion pertaining to the Community Development Block Annual Action Plan 2017-2018.

Motion:

Discussion only.

Background:

As an entitlement city, Surprise receives a yearly allotment of Community Development Block Grant (CDBG) funding from the U.S. Department of Housing and Urban Development (HUD).

CDBG Administration, Neighborhood Improvements, Economic Development and Housing outlined as the 2017-2018 funding priority will continue to assist with neighborhood improvements and economic development needs identified in the city's Consolidated Plan 2015-2019. The anticipated funding amount under discussion is a preliminary amount of \$585,139.

Objective Analysis:

This item allows the HSCV to fund eligible administration costs, emergency housing repair, commercial space improvements, and business development grants to support economic growth in the city. This is done using Federal grant funding.

Policy Compliant:

The agenda item falls within Council and City policy.

Financial Impact:

This agenda item will allow for Community Development Block Grant expenditures for up to \$585,139. There is no city match requirement.

Budget Impact:

This grant will be included as a part of the FY2018 budget.

FTE Impact:

There is no FTE impact as a result of this agenda item.

ATTACHMENTS:

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 - ☐ [Public Engagement Form](#)
 - ☐ [Presentation](#)
-



HUMAN SERVICE AND COMMUNITY VITALITY

Date: April 4, 2017

To: Mayor and City Council Members

From: Seth Dyson, Human Service and Community Vitality Director
Christina Ramirez, Neighborhood Services Supervisor
Alicia Rubio, Neighborhood Services Coordinator

Re: CDBG- 2017-2018 Third Year Annual Action Plan Funding Priorities

Introduction

As an entitlement city, Surprise receives a yearly allotment of Community Development Block Grant (CDBG) funding from the U. S. Department of Housing and Urban Development (HUD). Per grant guidelines, the city has the ability to designate up to 85% of the grant award to fund eligible administrative, neighborhood improvements and economic development services with the intent of serving low to moderate income persons within the City of Surprise. The remaining 15% can be used to fund eligible Public Services.

Today's presentation to the Mayor and City Council members is to provide information to assist the Council in deciding if proposed projects meet grant criteria while addressing community needs. Upon approval by City Council, the CDBG Administration, Neighborhood Improvement Activities and Economic Development Activities will be submitted to HUD as part of the Annual Action Plan 2017-18.

Background

CDBG administration, neighborhood commercial improvements and economic development activities are administrated by city departments. These projects address the neighborhood infrastructure improvement and economic development needs identified in the city's Consolidated Plan 2015-2019. CDBG administration, neighborhood improvements and economic development will be used to implement projects that will improve the safety and quality of life of the residents living within the Surprise Heritage District. Although the Consolidated Plan lists Neighborhood Improvements as a priority, the city wanted to specifically list Commercial Property / Building Improvements to the Surprise Techcelerator and Economic Development Activities as the project funding priorities considered today.

According to HUD regulations, CDBG funds may be used to provide Neighborhood Improvements (including labor, supplies, materials, project management and other costs) and Economic Development activities, provided the service will:

- Serve low to moderate income persons in the City of Surprise through area benefit or serving a particular clientele like seniors, youth and families.
- Increase commercial space availability within the Surprise Heritage District.
- Business creation/retention within the Surprise Heritage District

Funding Limit

CDBG Administration, Commercial Property / Building Improvement and Economic Development Activities related funding is limited to 85% of the annual CDBG allocation for the program year (PY). For example, the CDBG allocation for City of Surprise for the PY 2016-17 was \$585,139. The funding made available for such projects was approx. \$468,613. Funding from HUD for PY 2016-17 is approximately \$585,139. Recommendation today will be based on anticipated allocation amount of \$585,139 in which a maximum of 15% can be allocated to Public Services in the amount of \$87,700 and 20% allocated to Administration. Therefore the Council is considering project priorities in the amount of **\$497,439**.

Previous Actions

Past Administration, Rehabilitation and Public Improvements funding levels have been as follow:

2015

- Administration set aside was \$110,262 to cover city salaries and grant implementation expenses
- Street Improvement Project was awarded \$143,998 for improvements to streets in the OTS
- Senior Center Parking Lot was awarded \$50,000 for lot improvements
- OTS Water Feasibility Study was awarded \$164,353

2016

- Administration set aside was \$117,028 to cover city salaries and grant implementation expenses
- Neighborhood Improvement Project – TechCelerator was awarded \$380,341 for improvements to city owned facility in the Surprise Heritage District

2017

- Administration set aside was \$117,028 to cover city salaries and grant implementation expenses
- Neighborhood Improvement Project – TechCelerator Phase 2 \$150,000 for improvements to city owned business incubator facility in the Surprise Heritage District
- Senior Center Improvements – \$20,000 for improvements to include but not limited to refrigerator and stove replacement, and internet / communications / security system upgrade / improvement
- Business Development Grants to be awarded \$60,000 for business development and retention. The minimum amount to be granted per applicant is \$5,000 with a maximum award of \$20,000

- Emergency Housing Repair Project – \$150,411 to provide a minimum of 15 emergency repair projects to owner-occupied residences who meet the income guideline of 80% or below median income

Year 4

- Water System Improvements
- Substandard Building Demolition
- Public Service

Year 5

- Water System Improvements
- OTS Lighting
- Public Service

Updated Actions

Staff's funding recommendations for consideration are as follows:

Administration	\$117,028
Salaries, supplies, compliance needs	
Neighborhood Improvement Projects	\$150,000
Phase 2 of AZ Tech-Celerator in the Surprise Heritage District	
Senior Center Improvements	\$ 20,000
Improvements to the Senior Center	
Business Development Grants	\$ 60,000
Provide grants for business development within Surprise	
Emergency Home Repair	\$150,411
Provide up to 15 grants to address health and safety issues	
Public Service Set-Aside (15%)	\$87,700
Total CDBG Anticipated Funding	<u>\$585,139</u>

Future Actions

- City Council Public Hearing and Consideration April 18, 2017
- Submission to HUD as part of Annual Action Plan 2017-18 by May 15, 2017

Recommendations

Discussion only

PUBLIC ENGAGEMENT FORM

PROJECT TITLE:

OVERALL PUBLIC INVOLVEMENT LEVEL:

IDENTIFY STAKEHOLDERS:

OBJECTIVES:

PUBLIC ENGAGEMENT STRATEGIES & TOOLS:

Public Engagement & Project timeline:

Public outreach time frame (when to when)

Future Council Work Session/Meetings target dates

Election dates (if applicable)

Project start/completion dates

Communication Tools and Technique options: (which do you plan to use?)

Press releases

Public meetings (video/photos, poster boards, fact sheet(s) *do you need Spanish version?)

Presentations to boards and commissions, other interested community partners/stakeholders

Third-party consultant/moderator (pending budget)

Survey (online/paper/both?)

Social media

Surprise 11

Notify Me email/ Council newsletters (opt-in audience)

Paid advertising (pending budget)

Surprise Progress (mailed quarterly and tied to print deadlines)

Booth at city events

Paid mailings (pending budget)

Creation of a subcommittee/task force

Youth/adult activities, registration, or orientation (HOA Academy)

Website updates



**City Council Work Session
CDBG 2017-2018 Funded Public Services
and Annual Action Plan – Year 3**

April 4, 2017

TODAY'S OBJECTIVES

- Funding Discussion of CDBG Public Service Grants
- Annual Action Plan Funding Recommendations



CDBG Public Services Grant

Background

City of Surprise is a direct CDBG entitlement community

Yearly funding through CDBG program:

2016-17: \$585,139

2017-18: \$585,139 (anticipated)

15% of allotment for **Public Services**

Estimated \$87,700 available

Process Timeline

January 3 -26,
2017

Application Period

March 2, 2017

P & Z Public Hearing

March 16, 2017

P & Z Public Hearing
and Recommendation



Process Timeline

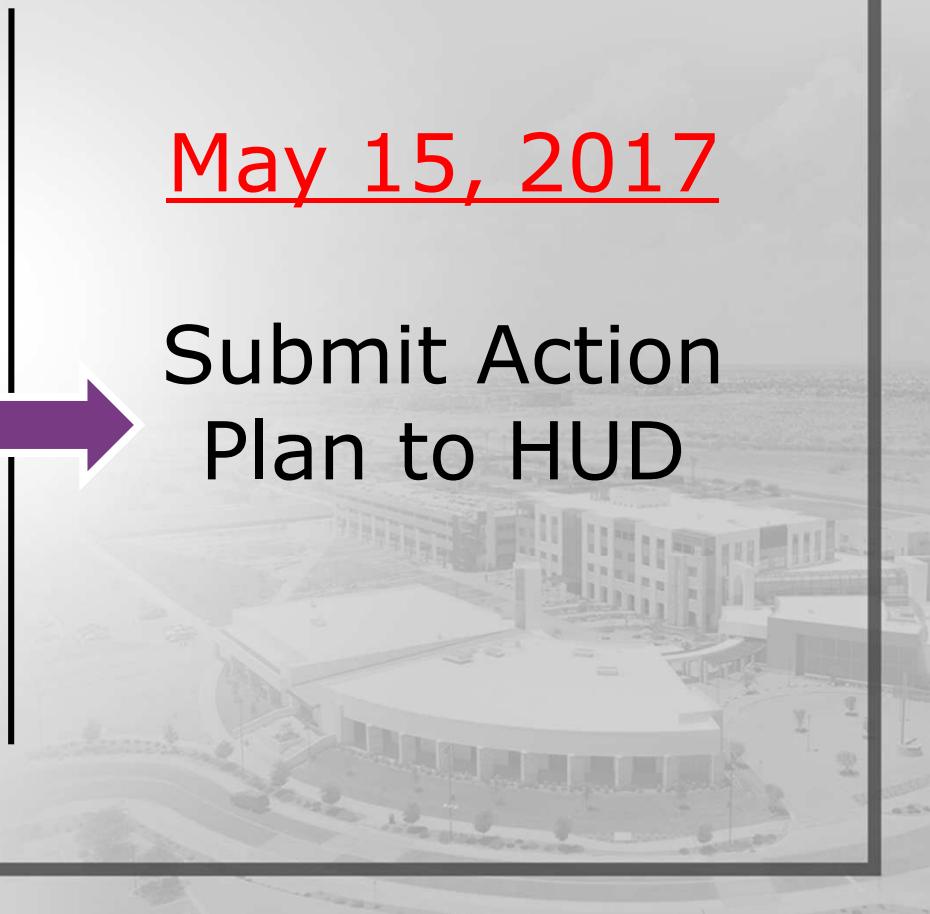
April 4 and 18,
2017

Council Work
Session
Public Hearing
Recommendation



May 15, 2017

Submit Action
Plan to HUD



CDBG Goals for Public Services

National Objectives Surprise Will Meet

- Benefit Low to Moderate Income (LMI) Persons
- Area benefit
- Limited Clientele

Note: If a Project Doesn't Meet the Above Criteria,
it Doesn't Qualify.

Application Description

Applicant	Project Name	Requested Amount	Eligibility
Aid To Adoption to Special Kids (AASK)	Building and Strengthening Families	\$5,000	Low/Mod Clientele
Benevilla	Home Delivered Meals, Full/Part Time Day Care, Adult Day Care	\$25,017	Low/Mod Clientele
Billy's House	Grief Support	\$5,000	Limited Clientele
Central Az Shelter (CASS)	Emergency Shelter for Single Adults and Families with Children	\$10,000	Low/Mod Clientele
City of Surprise Community Assistance Program	Utility and Rental Assistance	\$25,000	Low/Mod Clientele
Experience Matters	Community Engagement Project: City of Surprise	\$49,875	Low/Mod Clientele
Labor's Community Service Agency	Securing Help in Family Transportation (SHIFT)	\$12,000	Low/Mod Clientele
	Continued on next slide		

Application Description

Applicant	Project Name	Requested Amount	Eligibility
Lutheran Social Services of the Southwest	Family SPOT (Strength with Parenting Opportunities and Teaching)	\$20,000	Low/Mod Clientele
MIKID	Peer Support for Mental Illness	\$10,000	Low/Mod Clientele
St. Mary's Food Bank	Emergency Food Box Program	\$10,000	Low/Mod Clientele
Sojourner Center	Human Trafficking Awareness and Education	\$9,574	Low/Mod Clientele
Sun Health Foundation	Sun Health Care Transitions – Helping Surprise Seniors Recuperate After Hospitalization	\$25,000	Low/Mod Clientele

REQUEST TOTAL:

\$206,466

Funding Recommendations

Aid to Adoption to Special Kids	\$ 3,000
Benevilla	\$14,700
Central Arizona Shelter Services	\$ 8,000
Surprise Comm. Action Program	\$20,000
Mentally Ill Kids in Distress	\$ 8,000
SoJourney	\$ 6,000
St. Mary's Food Bank	\$10,000
Sun Health Fdn.	\$18,000
Total	\$87,700

Annual Action Plan 2017-2018



Annual Action Plan Year 3 Priorities

- Public Services
- Neighborhood Improvement Projects
 - TechCelerator Improvement
 - Senior Center Improvements
- Economic Development
 - Micro-Enterprise Grants
- Emergency Housing Rehabilitation
- Administration



Neighborhood Improvements

AZ TechCelerator

- Phase 2 of Tenant Improvements
 - Mechanical, electrical and plumbing
- Senior Center
 - Refrigerator and stove replacement
 - Internet, communications, security system upgrades



Economic Development

New Program

- Micro-Enterprise Grants
 - Business Development
 - Business Retention
- Minimum award \$5,000 – Maximum award \$20,000

Housing

- Emergency Home Repair
 - Minimum of 15 projects
 - Maximum of \$10,000 per grant



Administrative

§ 570.206 - Allowable cost include salaries and ERE (grant management, oversight and coordination), Advertising Expenses for the Consolidated Plan, Annual Action Plan and C.A.P.E.R (Consolidated Annual Performance and Evaluation Report), Printing cost and Fair Housing activities.

Administrative

Allowed expenses include salaries, fair housing activities, advertising, and ineligible program costs.

FY15-16 Expenses

Salaries for 1.5 staff persons	\$104,830
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Advertising Expenses	\$ 4,713
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Total -----	<u>\$109,543</u>
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ANNUAL ACTION PLAN PROJECTS

Annual Action Plan 2017-18 Projects:

Neighborhood Infrastructure	\$150,000
Senior Center Improvements	\$ 20,000
Micro-Enterprise Grants	\$ 60,000
Emergency Home Repair	\$150,411
Public Services	\$ 87,700
Administrative Allocation	\$117,028
Total -----	<u>\$585,139</u>



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ARIZONA

**QUESTIONS OR
COMMENTS?**

Thank You



CITY OF SURPRISE
Regular City Council Work Session

April 4, 2017 @ 4:00:00 PM

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Council Meeting Date:	April 4, 2017	Contact Person:	Members of the Surprise Youth Council
Submitting Department:	City Mgr	District:	Citywide
Staff Recommendations:	None		

Consent	Regular	Public Hearing	Report/Discussion
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Agenda Wording:

Presentation and discussion pertaining to a Surprise Youth Council update on recent activities and accomplishments.

Motion:

Discussion topic only

Background:

Each year, as the end of the school year approaches, the Surprise Youth Council takes time to share their activities, accomplishments, and plans with City Council, as well as to express their appreciation for the City's support.

Objective Analysis:

Policy Compliant:

This action is consistent with City and Council Policy.

Financial Impact:

None; discussion only.

Budget Impact:

None; discussion only.

FTE Impact:

There is no FTE impact with this item.

ATTACHMENTS:

Click to download

☐ [Presentation](#)



Surprise Youth Council Update

Tuesday, April 4th, 2017







RECRUITMENT STRATEGY AND SUCCESS

- Recruitment Goals
 - Diversify, greater outreach to potential applicants
- Strategies Used
 - Presentations, Remind app, hand-to-hand, school counselors
- Success
 - Diverse applicant interest, approx. 12 new members

BLOOM365



BLOOM365

“Uproot Abuse. Cultivate Kindness.”

1. Training

- 4 SYC members in innovative Peer-to-Peer training
- 66 Collective Hours
- Piloted to SYC as a whole

2. 1st class completed at Paradise Honors High School

3. Rolling out to DUSD next year



Skill Building

Personal Development Initiatives and Events

- SAT prep class
- Job Fair
- Public speaking practice
- Scholarship resources
- Resume workshop
with Donna Meuse



CITY COUNCIL RELATIONS

- Development of Mentorship program
 - Guidance on city related issues
 - Information sessions

National League of Cities Pittsburgh, PA





National League of Cities – Pittsburgh, PA

- Conference overview
- Takeaways
- Law enforcement workshop
- Neighborhoodvoices.org radio appearance



SERVICE

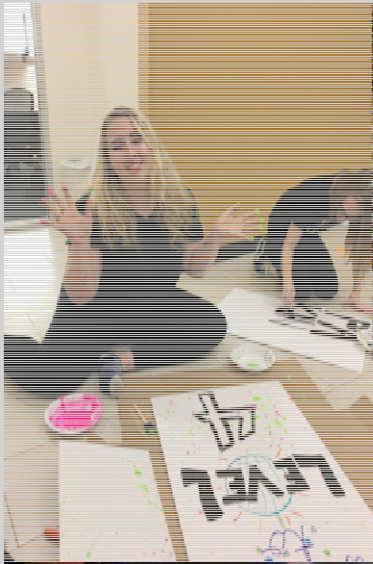
- Hydration Outreach
- Teacher Supply Drive
- Veteran's Day Parade



Mental Health Initiative

- The need for mental/emotional wellness resources at local schools
- Our initiative
- Letter of support





LEVEL 4





SURPRISE
ARIZONA

**QUESTIONS OR
COMMENTS?**

Thank You



CITY OF SURPRISE
Regular City Council Work Session

April 4, 2017 @ 4:00:00 PM

 [Back](#)  [Print](#)

Council Meeting Date: April 4, 2017

Contact Person: Andrea Davis, Assistant Finance Director

Submitting Department: Finance Dept

District: Citywide

Staff Recommendations: None

Consent

Regular

Public Hearing

Report/Discussion

Agenda Wording:

Presentation and discussion pertaining to the City of Surprise Utility Billing administration.

Motion:

None; discussion only.

Background:

On March 1, 2016 Council directed staff to include appropriations for continuation of the American Water Operations and Maintenance Inc. contract only through the period necessary to implement in-house public utilities billing. It was determined the City would continue the contract through October 31, 2016 and would commence in-house administration on November 1, 2016. The presentation today is

to provide an update on the progress of that transition.

Objective Analysis:

None; discussion only.

Policy Compliant:

None; discussion only.

Financial Impact:

None; discussion only.

Budget Impact:

None; discussion only.

FTE Impact:

None; discussion only.

ATTACHMENTS:

Click to download

☐ [UB update presentation](#)



Customer Service/Utility Billing Update

April 4, 2017

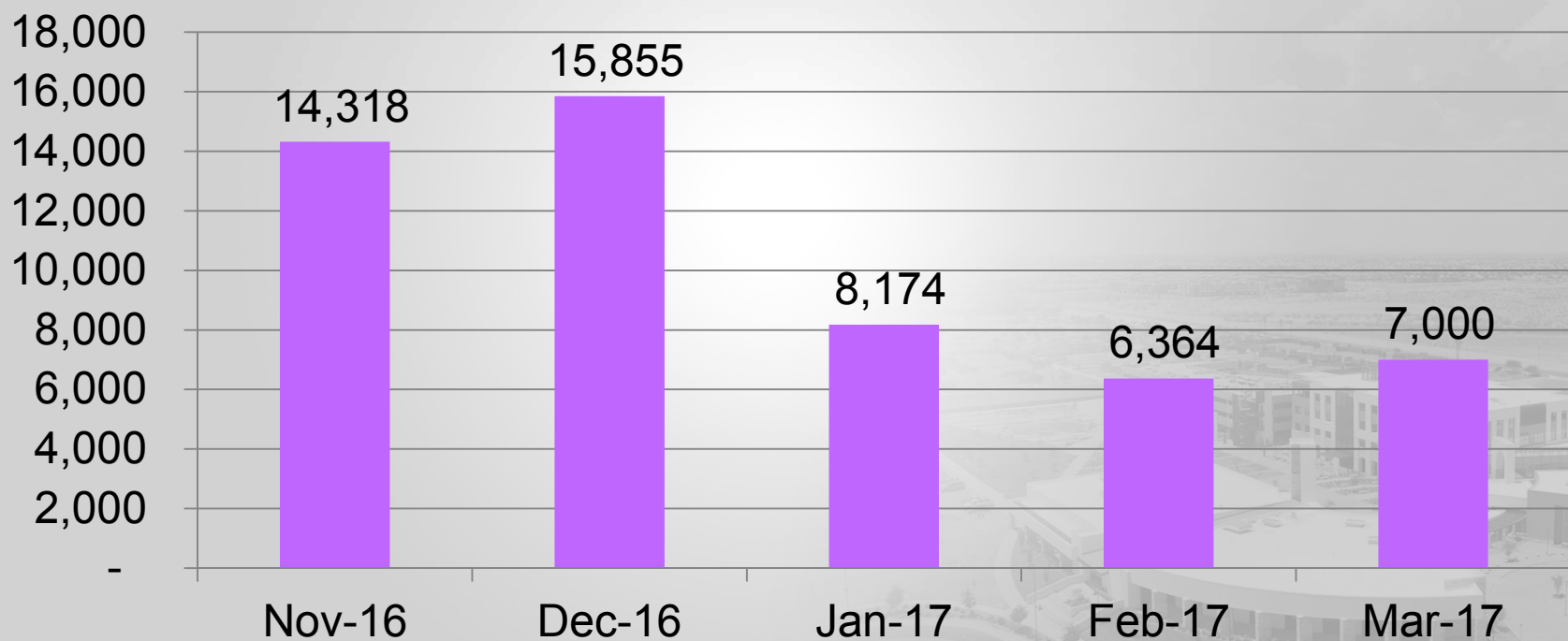
March 1, 2016 Council voted to bring utility billing in-house

- Created Customer Service/Utility Billing division
- 22 total FTE – 16 new, 6 existing
- Created new cashiering area to better serve customers

November 1, 2016 'go-live'

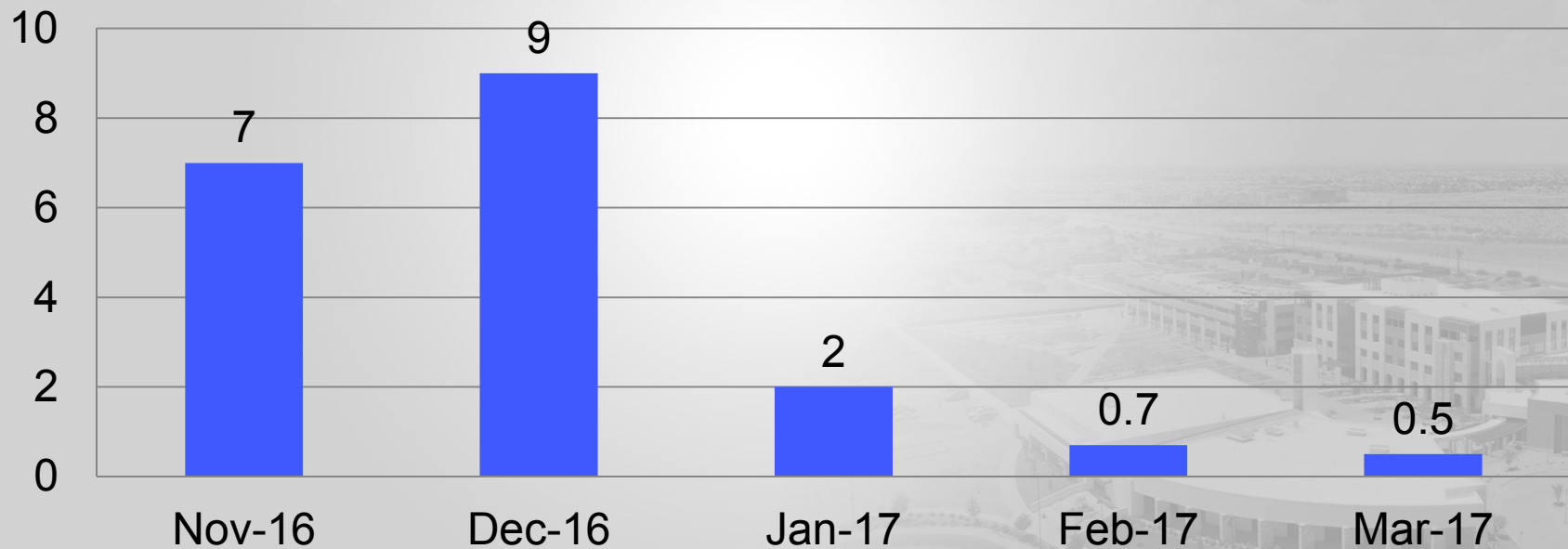


Call Volumes-50% Drop



Call Wait Times

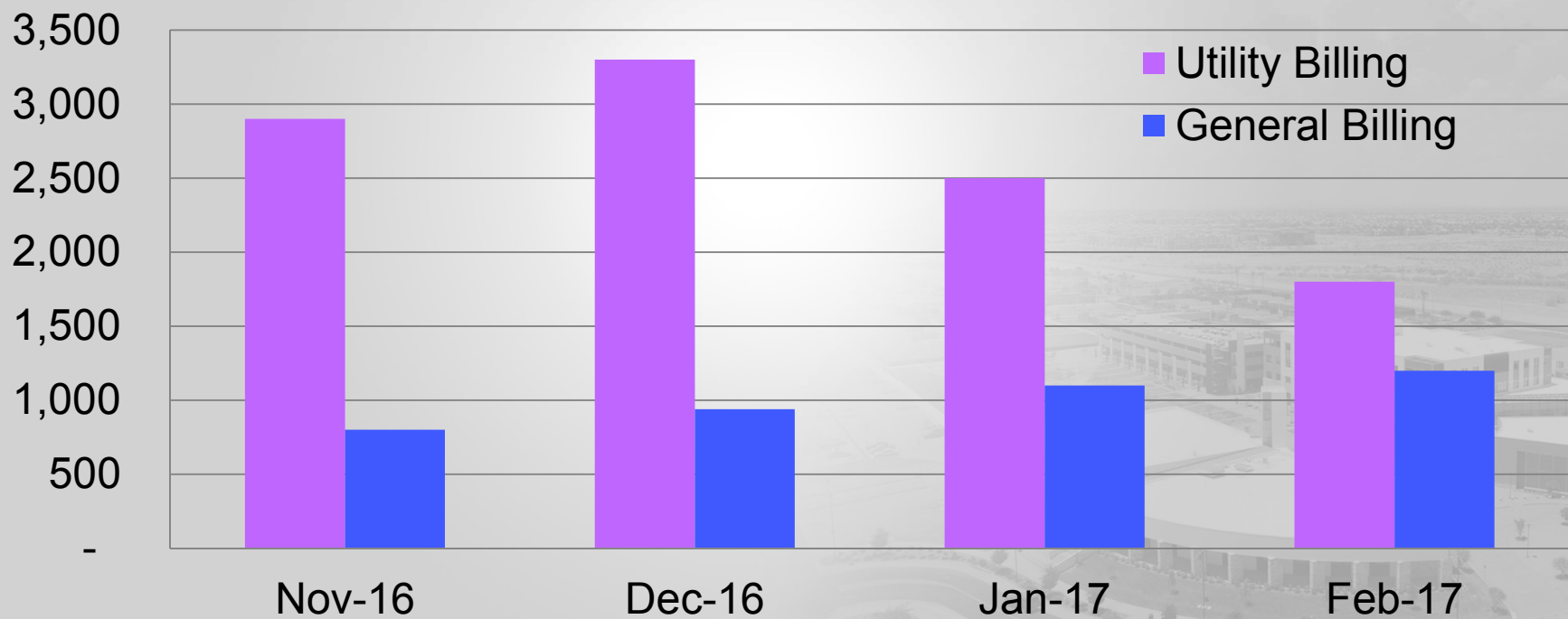
Average Call Wait Times in Minutes





City Cashier

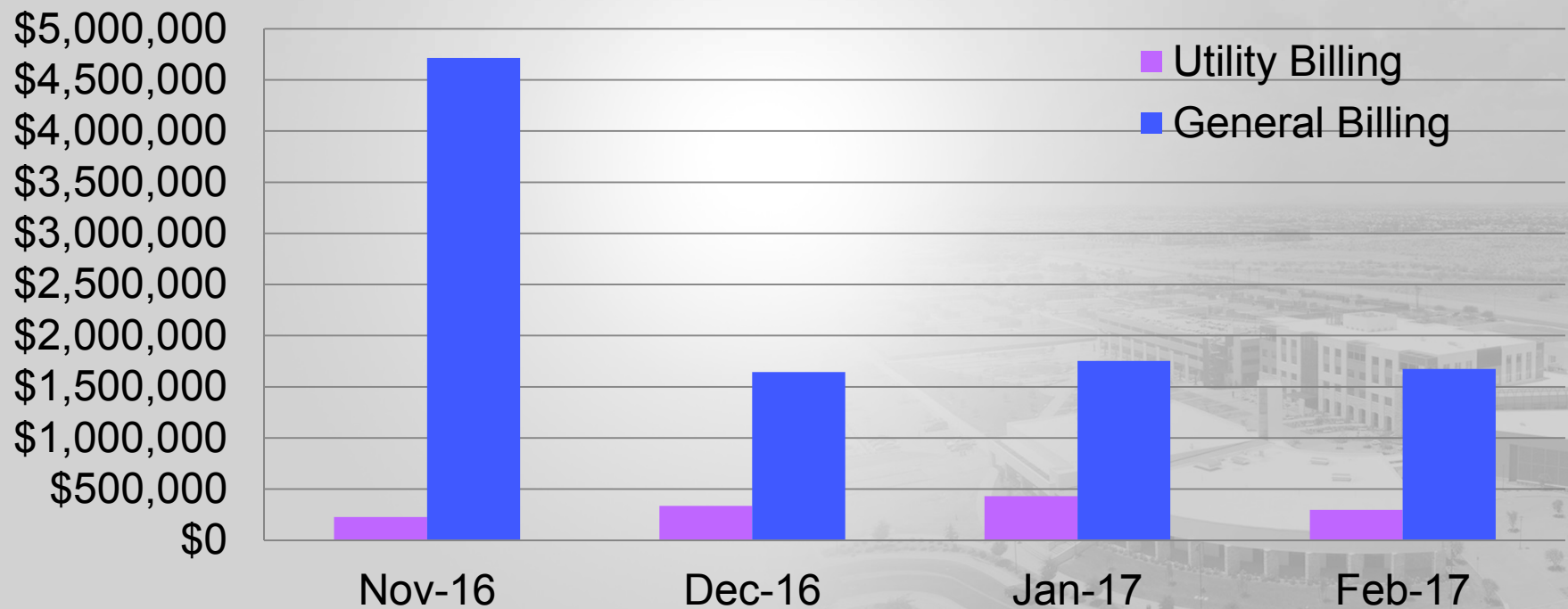
Payments Processed by Month





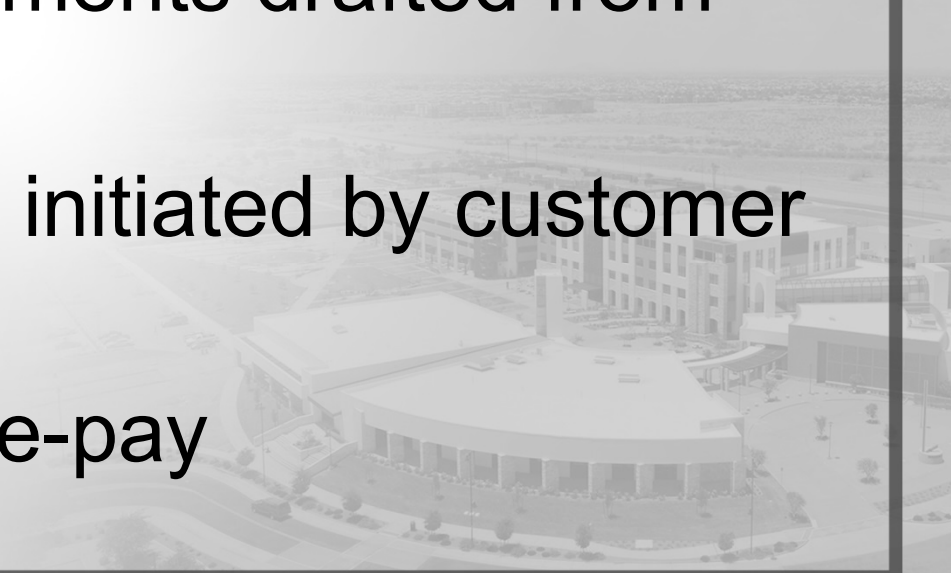
City Cashier

Payments by Month





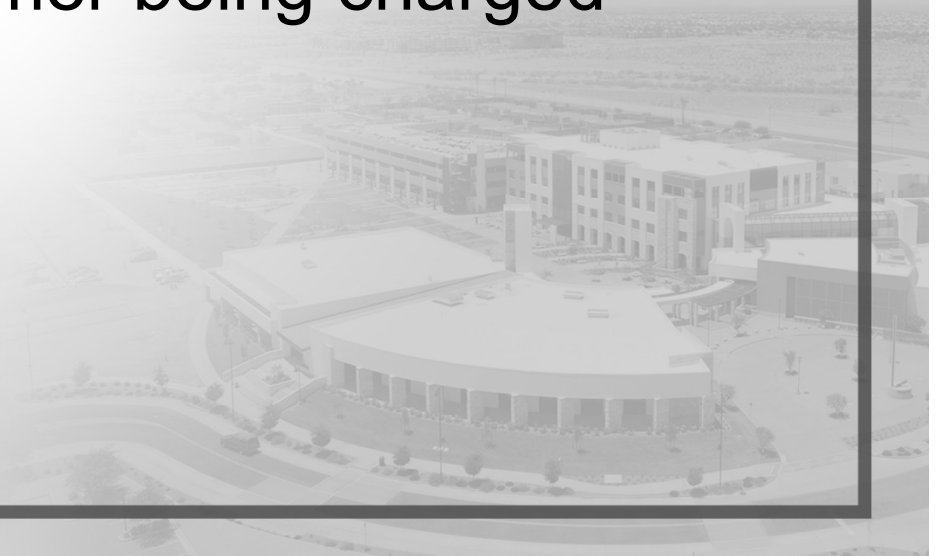
Customer Payment Options

- 10,000 Paperless billing accounts
 - 9,000 Automatic payments drafted from bank account
 - 5,000 Online bill pay initiated by customer through bank
 - 4,000 use Annual Pre-pay
- 



Utility Billing

- Completeness: Is every customer receiving a bill?
- Accuracy: Is every customer being charged correctly?





Utility Billing

- Approximately 1,600 water customers and 3,000 sewer and trash were receiving service but not receiving a bill/charge
 - \$141k increase – monthly revenue
 - \$1.7M increase – annual revenue

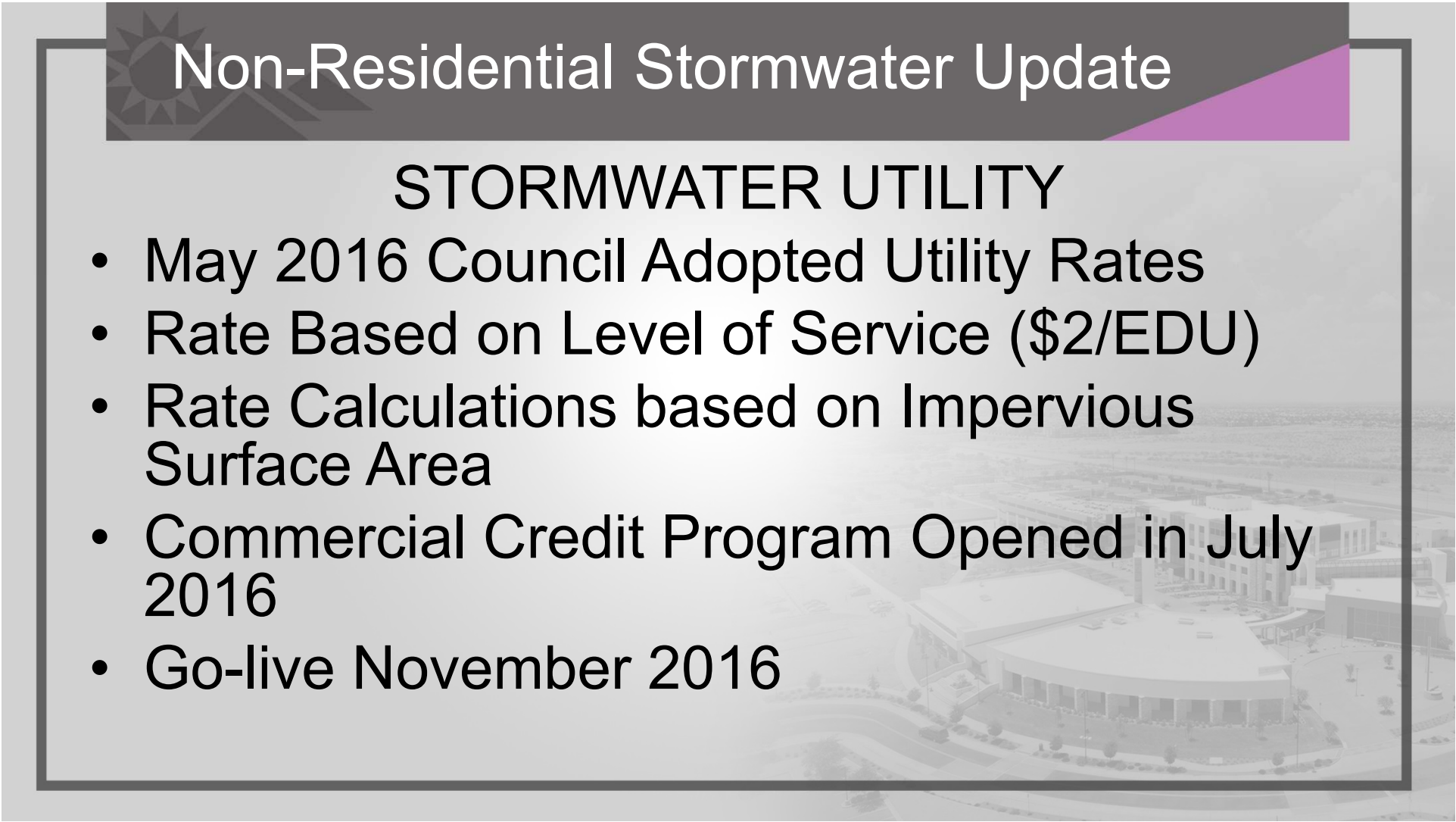




Delinquent Accounts

- April 2017 - One-time letter to delinquent customers advises of re-instatement of shutoffs
- 10 Day Letter - 10 days before shut off
- Payment plan options





Non-Residential Stormwater Update

STORMWATER UTILITY

- May 2016 Council Adopted Utility Rates
- Rate Based on Level of Service (\$2/EDU)
- Rate Calculations based on Impervious Surface Area
- Commercial Credit Program Opened in July 2016
- Go-live November 2016

Non-Residential Stormwater Update

UTILITY RATE STRUCTURE	
<u>Classification</u>	<u>Rate</u>
Single Family Residential (SFR)	1 EDU (3420 SF)
RV Park (@ SFR Rate)	Based on # of Pads
Commercial/Industrial	# EDUs = Impervious Area / 3420 SF
Schools/Churches	# EDUs = Impervious Area / 3420 SF
Agriculture	# Impervious Area / 3420 SF + farmed area x 10% / 3420 SF
Undeveloped Land	Exempt
Improved Land	BASED ON THE LAND USE (Residential, Commercial, or Case-by-Case)



Non-Residential Stormwater Update

SAMPLE CUSTOMER FEE

- Chick Fil-a:
 - Site: 42,556 SF = 12 EDUs
 - Fee: \$24/mo = \$288/year
- Farm Land:
 - Site: 6,447,716 SF x 10% = 188.53 EDUs
 - Fee: \$377.06/mo = \$4,524.71/year



Non-Residential Stormwater Update

STATISTICS

- Approximately 1100 Bills
- Anticipated Revenue: \$1.0 M
- Out of state owners: 384
- Cross Reference coordination between ACC, County Assessor, and Surprise GIS



Non-Residential Stormwater Update

BILLING STRATEGY

- Bills will go to Land Owners not Tenants
- First Bill will cover Nov. 2016 to July 2017
- Future Bills will be billed for annual amount
- Stormwater Hotline: 623-222-6200
- Online payment available



SURPRISE
ARIZONA

**QUESTIONS OR
COMMENTS?**

Thank You