



**CITY OF SURPRISE**  
**Regular City Council Work Session**  
**16000 N. Civic Center Plaza**  
**Surprise, AZ 85374**  
 Tuesday, October 7, 2025 @ 4:30 PM  
**COUNCIL CHAMBERS**

- A. Call To Order
- B. Roll Call
- C. Pledge of Allegiance
- D. Regular City Council Work Session Agenda

CONSENT AGENDA:

REGULAR AGENDA ITEM - PUBLIC HEARING:

REGULAR AGENDA ITEM - NON-PUBLIC HEARING:

- |    |          |   |   |
|----|----------|---|---|
| 1. | Citywide | Chapter 58 Ordinance Updates  | Michael Boule<br>Water Resource<br>Management |
| 2. | Citywide | Presentation and discussion regarding the Surprise Public Library Strategic Plan.                       | Kelsey Lamphier<br>Library                    |
| 3. | Citywide | Presentation and discussion regarding the Human Service & Community Vitality Department Strategic Plan. | Seth Dyson<br>Human Svcs and<br>Comm Vitality |
- E. 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).

F. Adjournment

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KRISTI PASSARELLI, CITY CLERK

POSTED: Thursday, October 2nd, 2025 1:30 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 CLERK@SURPRISEAZ.GOV, BY NO LATER THAN 24 HOURS IN ADVANCE OF THE REGULAR SCHEDULED MEETING TIME.**



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Council Meeting Date: October 7, 2025  
Submitting Department: Water Resource Management  
Staff Recommendations: None

Contact Person: Michael Boule, Director  
District: Citywide

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

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**Agenda Wording:**

Chapter 58 Ordinance Updates

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**Motion:**

N/A

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**Background:**

Water Resource Management seeks to update portions of municipal code pertaining to water conservation, stormwater, and sewer pretreatment. The ordinance updates are intended to strengthen the city's ability to manage its water supply and protect sewer and stormwater infrastructure.

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**Objective Analysis:**

N/A

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**Policy Compliant:**

These ordinance updates are consistent with the City Council Strategic Plan Goals 7.1, 7.2, 7.3, and 7.4, as well as the City's water conservation policy.

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**Financial Impact:**

There is no anticipated financial impact related to this item.

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**Budget Impact:**

There is no anticipated budget impact related to this item.

**FTE Impact:**

This item does not have an impact on current staff levels.

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**ATTACHMENTS:**

1. 25.09.09 Article V Sewers And Sewage Disposal Code Amendment
2. 25.9.15 Article VI EXHIBIT A Stormwater Code Amendment
3. 25.9.15 Article VII Exhibit A Conservation Code Amendment

#### 4. Chapter 58 Updates presentation

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## ARTICLE V. - SEWERS AND SEWAGE DISPOSAL

### DIVISION 1. - GENERALLY

#### Sec. 58-275. Definitions.

The following words, terms and phrases, when used in this article and in the sewer rate schedule (on file in the office of the city clerk), shall have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning:

*Assisted living facility* means a residential care institution, including an adult foster care home, that provides or contracts to provide supervisory care services, personal care services, or directed care services on a continuous basis.

*Automotive repair and maintenance shop* means establishments involved in providing repair and maintenance services for automotive vehicles, such as passenger cars, trucks, and vans, and all trailers.

*BOD (biochemical oxygen demand)* means the quantity of oxygen utilized in the biochemical oxidation of organic matter under standard laboratory conditions for five days at a temperature of 20 degrees centigrade, expressed in milligrams per liter.

*Branch sewer* means a sewer that receives sewage from more than one public sewer from a relatively small area.

*Building drain* means the lowest piping of a drainage system that receives the discharge from soil, waste and other drainage pipes inside and that extends 30 inches in developed length of pipe beyond the exterior walls of the building and conveys the drainage.

*Building sewer* means the extension from the building drain to the sewer lateral or other place of disposal.

*Bypass* means the intentional diversions of any wastewater from any portion of the industrial user's pretreatment facilities.

*Carwash* means establishments primarily engaged in cleaning, washing, and/or waxing automotive vehicles, such as passenger cars, trucks, and vans, and trailers.

*Categorical standard (National/Federal Categorical Pretreatment Standards)* means those standards promulgated by the U.S. Environmental Protection Agency (EPA) under the authority of section 307(b) and (c) of the Clean Water Act (33 USC 1317(b) and (c)) which apply to a specific category of industrial user and which are published in 40 CFR 401—471 and are incorporated in this article by reference.

*Clothes washer discharge interceptor* means an *interceptor* that is provided with a wire basket or similar device, removable for cleaning, that prevents passage into the drainage system of solids 1/2 inch (12.7 mm) or larger in size, string, rags, buttons, or other materials detrimental to the public sewage system.

*COD (chemical oxygen demand)* means the quantity of oxygen consumed from a chemical oxidation of inorganic and organic matter present in the water or wastewater expressed in milligrams per liter.

*Composite sample* means a combination of individual samples obtained at regular intervals over a specified time period. The volume of each individual sample shall be either proportional to the flow rate during the sample period (flow composite) or constant and collected at equal time intervals during the composite period (time composite) as defined in a permit.

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*Cooling water* means the clean wastewater discharged from any heat transfer system such as condensation, air conditioning, cooling or refrigeration.

*CWA (Clean Water Act)* means the Federal Water Pollution Control Act, as amended, 33 USC 1251 et seq., incorporated herein by reference.

*Daily composite sample* means a sample of effluent collected over a normal operating day.

*Daily composite sample quality* means the concentration of some parameter tested in a daily composite sample, as that term is defined in this section, and reported proportional to flow.

*Daily determination of concentration.*

- (1) For composite samples, the term "daily determination of concentration" is the same as "daily composite sample quality," as that term is defined in this section.
- (2) For grab samples, the "daily determination of concentration" is the arithmetic average (weighted by flow value) of all "grab sample qualities," as that term is defined in this section, determined for any calendar day.

*Domestic waste* means a typical residential-type waste which requires no pretreatment under the provisions of this article before discharging into the sanitary sewer system, excluding all commercial, manufacturing and industrial wastes.

*Domestic wastewater* means any wastewater derived from the ordinary living processes in a residential dwelling unit of such character as to permit satisfactory disposal, without special treatment, by conventional POTW processes.

*Drycleaning and laundry services* means establishments primarily engaged in operating coin- or card-operated or similar self-service laundries and drycleaners; providing drycleaning and laundry services (except coin- or card-operated); supplying, on a rental or contract basis, laundered items (e.g., uniforms, gowns, shop towels, etc.); and supplying and servicing coin- or card-operated laundry and drycleaning equipment in places of business operated by others, such as apartments and dormitories. *Effluent* means wastewater that has been treated in a POTW.

*Effluent limitation* means a limitation imposed on discharges to the POTW.

*Emergency Floor Drain* means a floor drain that does not receive the discharge of any drain or indirect waste pipe, and that protects against damage from accidental spills, fixture overflows, and leakage.

*EPA* means the United States Environmental Protection Agency.

*Establishment or plant* means any establishment or plant producing liquid waste, with or without suspended solids, required to be discharged into the city sewer system.

*Food service establishments* means food service establishments as defined in 7 C.F.R. § 60.107.

*Garages and service stations* means establishments where automobiles are serviced, greased, repaired, or washed, or where gasoline is dispensed.

*Garbage* means solid wastes from the preparation, cooking, and dispensing of food and from the handling, storage, and sale of produce.

*Grab sample* means an individual sample of effluent collected in less than 15 minutes.

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*Grab sample quality* means the concentration of some parameter tested in a grab sample, as that term is defined in this section.

*Grease interceptor* means a fats, oils, and grease (FOG) disposal system that is a plumbing appurtenance that reduces nonpetroleum fats, oils, and greases in *effluent* by separation or mass and volume reduction.

*Grease Trap* means a *grease interceptor* intended to serve as a fixture trap for a single fixture or a combination sink of not more than three compartments where the vertical distance from the fixture outlet to the inlet of the *interceptor* does not exceed 30 inches (762 mm) and the developed length of the waste pipe from the most upstream fixture outlet to the inlet of the *interceptor* does not exceed 60 inches (1,524 mm).

*Group homes* means group homes as defined in A.R.S. § 36-551.

*Hair, Nail, and Skin Care Services* means establishments primarily engaged in one or more of the following: (1) providing hair care services; (2) providing nail care services; and (3) providing facials or applying makeup (except permanent makeup).

*Hazardous waste* means any waste defined as hazardous by current federal regulations.

*Industrial discharge* means any introduction into the POTW of a nondomestic pollutant which:

- (1) Is produced by a source which would be subject to any categorical standards or pretreatment requirements if such source were to be discharged to the POTW; and
- (2) Contains any substance or pollutant for which a discharge limitation or prohibition has been established by any categorical standard or pretreatment requirement.

*Industrial user* means:

- (1) Any nonresidential user of the sewer system which discharges more than the equivalent strength of 25,000 gallons per day of domestic wastes;
- (2) Any nonresidential user of the sewer system which either discharges or produces a waste which potentially could be discharged to the POTW which would be subject to any categorical standard or pretreatment requirements;
- (3) Has control over the disposal of waste as described in subsection (1) or (2) of this definition; or
- (4) Has the right of possession and control over any property which produces a waste as described in subsections (1), (2) and (3) of this definition.

*Industrial user permit* or *permit* means the permit granted by the city which each industrial user must first obtain prior to causing or allowing any industrial discharge to the POTW.

*Industrial waste* means any liquid, free flowing waste, including cooling water, resulting from any industrial or manufacturing process or from the development, recovery or processing of natural resources, with or without suspended solids, excluding uncontaminated water.

*Instantaneous effluent limitation* means the maximum allowable concentration permitted in a discharge at any time as measured in a grab sample.

*Interceptor* means a device used to separate oil, grease, and sand or any flammable wastes from wastewater. It can also refer to a device installed to separate and retain for removal deleterious, hazardous or undesirable matter from normal wastes, while permitting normal sewage or wastes to discharge into the drainage system by gravity.

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*Interference* means a discharge which, alone or in conjunction with a discharge from other sources, both:

- (1) Inhibits or disrupts the POTW, its treatment processes, or operations, or its sludge processes, use or disposal; and
- (2) Therefore is a cause of a violation of any requirement of any environmentally related permit issued by a governmental entity (including an increase in the magnitude or duration of a violation) or of the prevention of sewage sludge use or disposal in compliance with federal statutory provisions and regulations or permits issued thereunder (or more stringent state or local regulations).

*Main sewer* means a sewer that receives sewage from two or more branch sewers as tributaries.

*Maintenance* means keeping the sewerage works in a state of repair, including expenditures necessary to maintain the capacity (capability) for which said works were designed and constructed.

*Natural outlet* means any outlet into a watercourse, ditch, or other body of surface water or groundwater.

*Nonhazardous liquid waste (NHLW)* means waste hauled from residential septic systems, restaurant grease traps/interceptors or chemical toilets.

*Non-Significant Categorical Industrial User* means non-significant categorical industrial user as defined in 40 C.F.R. § 403.3.

*NPDES permit* means a National Pollution Discharge Elimination System permit, issued to the city by the EPA, which imposes federal standards governing the quality of the treated effluent discharged from the POTW.

*Nursing care facility* means a residential care institution that provides inpatient beds or resident beds and nursing services to persons who need continuous nursing services but who do not require a hospital or direct daily treatment from a physician (commonly known as nursing home).

*Offices of Dentists* means this industry comprises establishments of health practitioners having the degree of D.M.D. (Doctor of Dental Medicine), D.D.S. (Doctor of Dental Surgery), or D.D.Sc. (Doctor of Dental Science) primarily engaged in the independent practice of general or specialized dentistry or dental surgery.

*Oil and grease* means a measure of the total oil and grease content of a sample as determined by EPA method 413.1, or any other equivalent method as approved by the department.

*Oil and grease (TPH)* means a measure of the petroleum and mineral oil in total petroleum hydrocarbons of a sample as determined by EPA method 418.1 or other equivalent test method approved by the department.

*Outside user* means any user outside the corporate limits of the city.

*Parameter* means a fundamental characteristic of wastewater around which treatment is designed, such as flow, BOD, SS, and phosphorus.

*Pass through* means a discharge which exits the POTW into waters of the United States in quantities or concentrations which, alone or in conjunction with a discharge from other sources, is a cause of a violation of any requirement of the POTW NPDES permit (including an increase in the magnitude or duration of a violation) or which causes or contributes to a violation of an applicable numeric or narrative water quality standard.

*Penalty policy plan* means the plan established by the city to determine penalties for violations of the pretreatment requirements established in this article.

*Permittee or permit holder* means any person who owns, operates, processes or controls an establishment or plant being operated under a valid industrial user permit to discharge waste into the city sewer system.

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**Pet and pet supply retailers** means establishments primarily engaged in retailing pets, pet foods, and pet supplies.

*pH* means the logarithm of the reciprocal of the weight of hydrogen ions in grams per liter of solution.

**Photofinishing Laboratories** means establishments primarily engaged in developing film and/or making photographic slides, prints, and enlargements.

*Plant* means any facility, person or process producing liquid wastes, with or without suspended solids, required to be discharged into the city's sewer system.

*Pollutant* means any dredged spoil, solid waste, incinerator residue, sewage sludge, munitions, chemical wastes, biological materials, radioactive materials, heat, wrecked or discharged equipment, rock, sand, cellar dirt, and industrial municipal and agricultural wastes.

*POTW* means the publicly owned treatment works and the connecting sewer collection system which are owned or operated, in whole or in part, by the city and which provides the city with wastewater collection and disposal services.

*Pretreatment* means the physical, chemical, biological or other treatment of any industrial discharge prior to discharge to the POTW, for the purpose of:

- (1) Reducing the amount or concentration of any pollutant;
- (2) Eliminating the discharge of any pollutant; or
- (3) Altering the nature of any pollutant characteristic to a less harmful state.

*Pretreatment facilities* mean any facility that removes sufficient pollutants from wastewater to allow the wastewater to be discharged to the POTW.

*Pretreatment requirements* means all of the duties or responsibilities imposed upon POTW users by this article.

*Pretreatment standards* means any regulation containing pollutant discharge limits promulgated by the EPA in accordance with CWA section 307(b) and (c) (33 USC 1317(b) and (c)) which applies to industrial users.

*Private septic tank system* means a septic tank or other system that is maintained by the property owner.

*Private sewer* means a lateral, main or trunk sewer controlled and maintained by a private entity.

*Process wastewater* means wastewater that is used in an industrial process.

*Public sewer* means a branch, main or trunk sewer controlled and maintained by the city.

*Representative sample* means a composite sample obtained by flow proportional sampling techniques. If the city determines that flow proportional sampling is not feasible, the sampling by time proportional composite or composites of grab samples will be allowed according to EPA requirements.

**Residential setting care facilities** means residential facility as defined in A.R.S. § 36-581.

*Sanitary sewer* means a sewer that carries sewage and to which surface waters and groundwaters are not intentionally admitted.

*Sewage works* means all facilities for collecting, pumping, treating, and disposing of sewage. As used in this article, the terms "sewer system" and "sewerage works" shall have the same meaning and definition as sewage works.

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*Sewer* means a pipe or conduit for carrying sewage.

*Sewer lateral* means the extension from a sewer tap to the property line, or to the easement line of the property to be served, which is intended to connect to and receive discharge from a building sewer.

*Sewer tap* means the wye, saddle or other device placed on a public sewer which is intended to connect to and receive discharge from a sewer lateral.

*Significant industrial user (SIU)* means:

- (1) All users subject to categorical pretreatment standards under federal statute; or
- (2) All users that:
  - a. Discharge an average of 25,000 gallons per day or more of process wastewater to the POTW (excluding sanitary, noncontract cooling, and boiler blowdown wastewater);
  - b. Contributes a process waste stream which makes up five percent or more of the average dry weather hydraulic or organic capacity of the POTW; or
  - c. Are designated as such by the city on the basis that they have a reasonable potential for adversely affecting the POTW's operation or for violating any pretreatment standard or requirement.

*Significant noncompliance (SNC)* means an industrial user whose violations meet one or more of the following criteria:

- (1) Chronic violation of wastewater discharge limits; (*Chronic violation* means those violations where 66 percent or more of all of the measurements taken during a six-month period exceed the daily maximum limit or the average limit for the same pollutant.)
- (2) Technical review criteria (TRC) violations;
- (3) Any other violation of a pretreatment effluent limit (daily maximum or longer-term average) that the city determines has caused, alone or in combination with other discharges, interference or pass through (including endangering the health of POTW personnel or the general public);
- (4) Any discharge of a pollutant that has caused imminent endangerment to human health, welfare or to the environment or has resulted in the POTW's exercise of its emergency authority under this article to halt or prevent such a discharge;
- (5) Failure to meet, within 90 days after the schedule date, a compliance schedule deadline contained in a permit or enforcement order for starting construction, completing construction, or attaining final compliance;
- (6) Failure to provide, within 30 days after the due date, required reports;
- (7) Failure to report noncompliance; or
- (8) Any other violation or groups of violations that the city determines will adversely affect the implementation of the pretreatment program or the POTW.

*Slug discharge* means any discharge of a nonroutine episodic nature, including, but not limited to, an accidental spill or a noncustomary batch discharge.

*Standard methods* means the procedure as described in the most current edition of Standard Methods for the Examination of Water and Wastewater published by the American Health Association, or the most current

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edition of Manual of Methods of Chemical Analysis of Water and Wastes published by the U.S. Environmental Protection Agency.

*Suspended solids (SS)* means solids measured in milligrams per liter that either float on the surface of or are in suspension in water, wastewater or other liquids and which are largely removable by a laboratory filtration device, as defined under standard methods in this section.

*Technical review criteria (TRC) violations* means violations where 33 percent or more of all measurements for each pollutant taken during a six-month period equal or exceed the product of the daily maximum limit or the average limit multiplied by the applicable TRC. The TRC for BOD, TSS, oil and grease equals 1.4. The TRC for all other pollutants is 1.2, except pH.

*Total organic carbon (TOC)* means the total of all organic compounds expressed in milligrams per liter as determined by the combustion-infrared method prescribed by approved laboratory procedure.

*Trunk sewer* means a sewer that receives sewage from many tributary main sewers and serves as an outlet for a large territory.

*User* means any person, lot, parcel of land, building, premises, municipal corporation or other political subdivision that discharges, causes or permits the discharge of wastewater into the sewerage system.

(Ord. No. 2012-06, § 1, 5-8-2012)

## DIVISION 2. - DISCHARGES

### Sec. 58-305. Pretreatment.

- (a) ~~Any industrial user~~ All users, at their sole cost and expense, of the POTW shall ~~be in compliance~~ comply with all ~~pretreatment requirements~~ provided in this article.
- (b) ~~Any industrial user~~ All users of the POTW shall provide, at his their expense, such ~~pretreatment~~ as may be necessary to ~~meet any effluent limitations of~~ comply with this article and shall comply with all ~~categorical pretreatment standards~~, local limits, and the prohibitions set out in limitations specified by the EPA, the State of Arizona, or this article, whichever is more stringent.
- (c) ~~All pretreatment facilities will be reviewed by the city for compliance with building codes and all appropriate permits shall be obtained. Approval of plans and inspection by the city shall not relieve the industrial user from complying with the pretreatment requirements provided in this article.~~ Users shall submit to the City for review their detailed plans describing such ~~pretreatment facilities~~ and operating procedures, and the users shall receive City approval before constructing such facilities. Approval of plans and inspection by the City shall not relieve the user from complying with the ~~pretreatment requirements~~ provided in this article or from modifying such facilities as necessary to produce a discharge in compliance with the provisions of this article.
- (d) ~~The city will enforce federal pretreatment requirements as provided under Federal law.~~ The user shall be responsible for the maintenance of all ~~pretreatment facilities~~ on a regular basis as necessary to produce a discharge in compliance with the provisions of this article.

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- (e) ~~Where pretreatment facilities are provided for any discharge, they shall be maintained continuously in satisfactory and effective operation by the industrial user at his expense.~~ The City may require users to restrict their discharge during peak flow periods, designate that certain wastewater be discharged only into specific sewers, relocate and/or consolidate points of discharge, separate sewage wastewater systems from industrial wastewater systems, and require such other conditions as may be necessary to protect the POTW and determine the user's compliance with the requirements of this article.

(Ord. No. 2012-06, § 1, 5-8-2012; 40 C.F.R. § 403)

Note(s)—Federal pretreatment requirements: 40 CFR 403.

### Sec. 58-306. Interceptors.

- (a) *Required.* ~~In accordance with the City's Engineering Development Standards, including but not limited to, grease, oil and sand interceptors shall be provided for laundries, restaurants, service stations, auto repair shops, carwashes, garage bays with floor drains connected to the sewer system, other facilities operating in a residential zoned area use including nursing homes, assisted living facilities, congregate care facilities, group homes, residential setting care facilities, and sheltered care facilities and other facilities.~~ Users shall install interceptors to address discharges of grease, oil, sand, and other substances that impact wastewater treatment plants. ~~when in the opinion of the city they~~ interceptors are necessary for the proper handling of liquid wastes containing grease or oil in excessive amounts or any flammable wastes, sand, and other harmful ingredients.
- (1) Except that such interceptors shall not be required for private living quarters or dwelling units unless the residential unit is used for business purposes such as a nursing care facility or group home.
- (b) *Type, capacity and location.* All interceptors shall conform to current City requirements ~~or~~ and standards and shall be ~~so~~ located, at all times, so as to be readily and easily accessible for cleaning and inspection at all times.
- (c) Users shall install, in compliance with this article, lint traps, grease interceptors, and sand/oil separators.
- (d) Businesses or activities that shall be required to have an interceptor shall include:
- (1) Significant industrial users (SIU);
- (2) Non-Significant Categorical Industrial Users; and
- (3) Commercial Users, including, but not limited to: Assisted living facility; Automotive repair and maintenance shop; Carwashes; facilities with a Clothes washer discharge interceptor; Drycleaning and laundry services; facilities with an Emergency Floor Drain; Food service establishments; Garages and service stations; Group homes; Hair, Nail, and Skin Care Services; Nursing care facilities; Offices of Dentists; Pet and pet supply retailers that provide grooming services; Photofinishing Laboratories; Residential setting care facilities.
- (e) *Grease and oil interceptors.*
- (1) ~~The owner of every grease and oil interceptor~~ All interceptors, separators, and traps shall be constructed ~~ed the interceptor of~~ using impervious materials capable of withstanding abrupt and extreme changes in temperature, as well as a pH of 3 and a pH of 9 or higher, using substantial watertight

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- construction, and equipped with easily removable covers, and with gastight and watertight bolted covers, when required.
- (2) ~~Where installed, all grease, oil, and sand interceptors shall be maintained by the owner, at the owner's expense, in continuously efficient operation at all times. The owner shall keep written records of all cleaning, repair, calibration, and maintenance at the facility for a minimum of three years and provide same to city upon request.~~ All interceptors, separators, and traps shall be of the type and capacity approved by Water Resource Management and shall be located so as to be easily accessible for cleaning and inspection. The user shall, at the user's expense, regularly inspect, clean, and repair all interceptors, separators, and traps to ensure their continuous, efficient operation at all times. The user shall keep for at least three (3) years, on the site where the interceptor, separator, or trap is located, written records of all cleaning, repair, calibration, and maintenance, and such records shall be available for inspection by the water utilities compliance manager, or designee, upon request.
- (3) In accordance with the American Standards of Plumbing and Engineering (ASPE) Design Handbook Volume 2, Plumbing and Drainage Institute (PDI-G101), and International Plumbing Code (IPC, Chapter 10, Section 1003.3.5), the minimum size for all interceptors shall be a capacity of five hundred (500) gallons, and the maximum size for all interceptors shall be a capacity of two thousand five hundred (2,500) gallons. The appropriate size for interceptors and traps shall be determined according to the methodology outlined in the forementioned documents.
- (4) After approved by the City for installation, all interceptors shall be made from materials which are not subject to corrosion. If the Interceptor is lined or coated with a durable material then the lining or coating shall be compatible with a pH of 3 and shall not be easily penetrated, scraped away, or removed. Acid Resistant Enamel (A.R.E.) coatings shall not be used.
- (5) Requirements for interceptors. Interceptors shall:
- i. Have a minimum five hundred (500) gallon capacity, two (2) chamber concrete container (fiber glass and/or other type of material that must be approved by the water utilities manager);
  - ii. When calculated to have a capacity of seven hundred fifty (750) gallons or more, have three (3) chambers, each with a manway;
  - iii. Be constructed with inlet piping with a ninety degree (90°) elbow and minimum eighteen (18) inch down spout;
  - iv. Be constructed with outlet piping with a tee connection and a threaded cover with a minimum eighteen (18) inch down spout;
  - v. Be installed with a two (2) way clean-out within five (5) feet before and five (5) feet after the interceptor; and
  - vi. Be constructed with the appropriate traffic rated cover.
- (f) Grease traps. The City may permit grease traps when there are four (4) or fewer fixtures used for food preparation. In the context of sizing a grease trap, a fixture means the entire unit, e.g., a three (3) compartment sink shall be considered one unit. All users must install a grease trap as follows:

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(Ord. No. 2012-06, § 1, 5-8-2012)

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Created: 2025-08-20 14:23:08 [EST]

(Supp. No. 64)

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## ARTICLE VI. STORM WATER SERVICE

### DIVISION 1. GENERALLY

#### Sec. 58-456. Title of provisions.

This article shall be known and may be cited as the "~~s~~Storm ~~w~~Water ~~o~~Ordinance."

(Ord. No. 2012-06, § 1, 5-8-2012)

#### Sec. 58-457. Purpose.

The purpose of this article is to provide for the health, safety, and general welfare of the citizens of the City of Surprise (the "~~e~~City") through the regulation of discharges to the public ~~storm-water~~ stormwater system. ~~This article will aid in the protection of the watershed and in preventing the pollution of surface water and groundwater supplies which are sources of drinking water for the city and surrounding communities.~~

This article sets forth requirements for the control of pollutants that are, or have the potential to be, discharged to the public ~~storm-water~~ stormwater system. These requirements have been established ~~in order~~ to improve the quality of ~~storm-water~~ stormwater runoff and ~~to~~ enable the ~~e~~City to comply with all applicable ~~f~~Federal and ~~s~~State laws, as well as any ~~storm-water~~ stormwater permits issued to the ~~e~~City; including, but not limited to, the Clean Water Act (33 ~~United States Code~~ U.S.C. § 1251 et seq.); the National Pollutant Discharge Elimination System (NPDES) Permit (40 ~~Code of Federal Regulations~~ CFR Part 122); and, the Arizona Pollutant Discharge Elimination System (AZPDES) Permit (~~Arizona Administrative Code~~ A.A.C. R18-19-A902).

(Ord. No. 2012-06, § 1, 5-8-2012)

#### Sec. 58-458. Definitions.

~~Throughout this article, unless the context otherwise requires, the following words and terms shall have the following meanings:~~

The City will use words and phrases as defined by the following: the Arizona Revised Statutes, Title 49, Chapter 2, Article 3.1; the Arizona Administrative Code, Title 18, Chapter 9, Article 9 and Chapter 11, Article 1; the Clean Water Act as amended (33 USC 1251 et seq.); and the National Pollutant Discharge Elimination (NPDES) program (40 CFR 122.26(b)) are used as reference throughout this article.

Specifically used by the City, the following words and terms shall have the following meanings:

*Discharge* ~~means~~ the spilling, leaking, pumping, pouring, emitting, emptying, injecting, leaching, placing, storing, releasing, dumping, or disposing any substance or materials, on any land, or into any storm water structure, in such a manner that may cause the pollution of storm water.

*Environmental Protection Agency (EPA)* – The Federal agency charged with enforcement of environmental laws and regulations.

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**Erosion and Sediment Control** – Actions, measures, or best management practices designed to minimize the accelerated erosion and suspension of sediment by water or wind.

**Illicit connection** – means an unlawful drain or conveyance to the public storm water system.

**Impervious** – Surfaces such as building rooftops, pavements, sidewalks, driveways, etc. that cannot effectively infiltrate rainfall.

**Industrial MSGP** – means any industry required under the NPDES or AZPDES programs to have coverage under a storm water multi-sector general permit excluding that pertaining to construction activities.

**Land Disturbance** – Construction activity including clearing, grading, excavating, and construction activities resulting in dust, erosion, trash, and other pollutants that have the potential to impact the municipal separate storm sewer system (MS4).

**MEP** – means maximum extent practicable.

**MSGP** – means multi-sector general permit (see industrial MSGP definition).

**NOI** – means notice of intent.

**National Pollutant Discharge Elimination System (NPDES) stormwater permit** - A permit issued by the EPA which authorizes the discharge of stormwater pursuant to the Clean Water Act § 402 (33 U.S.C. § 1342).

**NPDES** – means national pollutant discharge elimination system.

**Pervious** – A porous surface that does not prevent the entry of water into the soil and decreases stormwater runoff.

**Post-Construction Stormwater Control Measures** – Those measures, either structural or non-structural, that are implemented and maintained to manage stormwater runoff after construction has been completed.

**Premises** – Any building, lot, parcel, real estate, land, or portion of land, whether improved or unimproved, including adjacent sidewalks and parking strips.

**Privately-owned storm-water structure** – means any and all storm-water structures installed in or on any private property and outside of the public right-of-way.

**Public storm-water system** – means any and all storm-water structures installed within common areas of real property owned by or leased from the city, and those installed within the public right-of-way, excepting those that are owned or operated by another governmental agency. All or any part of the public owned and maintained roads, streets, catch basins, curbs, gutters, ditches, man-made channels, storm drains, and drywells located within public easements, rights-of-way, parks, common areas, retention areas, or other City-owned or maintained real property designed or used for collecting, holding, or conveying stormwater.

**Significant construction activities** – means any construction activity that results in a land disturbance that will disturb equal to or greater than one five acres or the disturbance of land or will disturb less than one acre of total land area but is if part of a larger common plan of development or sale with a planned disturbance equal to or greater than one acre. that will ultimately disturb equal to or greater than five acres. Construction around a Special Flood Hazard Area (SFHA) or natural drainage channel will be considered on a case-by-case basis during the project submittal process.

**Significant development** – means any new development or redevelopment projects that results in a land disturbance equal to or greater than one acre or the disturbance of less than one acre if part of a larger common plan of development or sale with a planned disturbance equal to or greater than one five acres.

**Stormwater** – means any flow of water which results entirely from a precipitation/rainfall event.

**SWMP or storm water management plan** means a plan drafted to address storm water runoff from any significant development occurring during the post-construction phase of development. SWMP's will detail

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structural and non-structural BMPs necessary to reduce to the MEP the pollution of storm water from activities occurring during all phases of land use [existing (in the case of redevelopment projects), proposed, and foreseeable land uses].

~~SWPPP or storm water pollution prevention plan means~~ **Stormwater Pollution Prevention Plan (SWPPP)** - a plan, specifically that which is required by either the EPA or ADEQ that addresses storm water runoff and details structural and non-structural BMPs in order to reduce to the MEP any pollutants to storm water originating from industries or construction sites as required under the NPDES or AZPDES programs. Note: SWPPP development is detailed in the *Storm Water Management for Construction Activities, Developing Pollution Prevention Plans and Best Management Practices* (EPA 832-R-92-005) and the *Storm Water Management for Industrial Activities, Developing Pollution Prevention Plans and Best Management Practices* (EPA 832-R-92-006), subsequent revisions to these documents, and any additional references within permit language; in addition to, other guidance documents available from federal, state, or local entities. A plan required by the City to outline the process through which an entity planning land disturbance activities thoroughly evaluates potential pollutant sources at a site and selects and implements appropriate best management practices or control measures designed to prevent or control the discharge of pollutants and sediment in stormwater runoff from migrating off-site and into the MS4 (see City of Surprise Engineering Development Standards).

~~Stormwater~~ - **structure** means any naturally occurring drainage feature and water of the United States or tributary thereof; or, a structure constructed entirely or in part for the purpose of conveying, infiltrating, retaining, storing, or transporting stormwater. See also definition for Public Stormwater System. [i.e.: alleyways, highways, roadways, or streets; street curbs, gutters, or street scuppers; catch basins, culverts, curb inlets; drywells, headwalls, or storm drain pipes; ditches, modified natural drainages, open channels, or graded swales; detention basins, infiltration basins, or retention basins; etc.].

**Vertical Stormwater Pollution Prevention Plan (Vertical SWPPP)** – The continuation of a City-required SWPPP plan to address the additional BMPs required during the construction phase of single-family homes. This plan is an addendum to the existing SWPPP that is in place until full stabilization of the site occurs. This plan allows for incomplete individual lot protection to remain in place as the neighborhood is established (see City of Surprise Engineering Development Standards).

(Ord. No. 2012-06, § 1, 5-8-2012)

### **Sec. 58-459. Authorities.**

The property owner shall be responsible for the design, performance, and operation or maintenance of all privately owned storm water structures.

(Ord. No. 2012-06, § 1, 5-8-2012)

**Secs. 58-460-459—58-490. Reserved.**

## ***DIVISION 2. DISCHARGE REQUIREMENTS***

### **Sec. 58-491. Discharge restrictions to the public ~~storm water~~ stormwater system.**

- (a) Unless expressly ~~identified in this chapter or authorized by the city,~~ authorized or exempted by the City, no person shall ~~cause a discharge, either directly or indirectly, to the public storm water system containing any substance~~ release or allow the release of any substance that is not composed entirely of storm water

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stormwater; or to cause a discharge composed entirely of storm water in into a public right-of-way or public stormwater system in such a volume or at such a volume or at such a rate so as to cause damage to the public storm water stormwater system.

- (b) It shall be unlawful for any person to directly or indirectly **discharge** any pollutant, with or without that person's knowledge, to either the public storm water system or to any privately-owned storm water structure that may result in a violation of any storm water permit issued to the City.
- (c) Unless expressly authorized or exempted by the City, no person shall use, store, spill, dump, or dispose of materials in a manner that could cause or contribute to the addition of pollutants to stormwater.
- ~~(c) The following sources of discharge to the public storm water system are expressly prohibited:~~
- ~~(1) Flows from crawl space pumps;~~
  - ~~(2) Flows from foundation and footing drains;~~
  - ~~(3) Non-agricultural irrigation, including landscape irrigation and lawn watering;~~
  - ~~(4) Recreational or aesthetic water bodies such as swimming pools, spas, hot tubs, fountains, ponds, etc.;~~
  - ~~(5) Refrigeration condensate/runoff, including that from air conditioners and evaporative coolers;~~
  - ~~(6) Vehicle washing activities where the wash water contains any pollutant. This includes any washing activities where the engine, transmission, brakes, or other operational components of a vehicle are cleaned; and,~~
  - ~~(7) Lot hosing/cleaning from any industrial, commercial, or retail facility.~~
- ~~(d) The following sources of discharge to the public storm water system require a permit or approval of the city:~~
- ~~(1) Diverted stream flows;~~
  - ~~(2) Fire hydrant flow tests;~~
  - ~~(3) Flows consisting of uncontaminated groundwater;~~
  - ~~(4) Waterline flushing; and,~~
  - ~~(5) Dye testing.~~
- ~~(e) The following sources of discharge to the public storm water system are permissible without a permit or approval from the public works director:~~
- ~~(1) Dust control activities;~~
  - ~~(2) Emergency fire fighting activities;~~
  - ~~(3) Flows from riparian habitats and wetlands;~~
  - ~~(4) Flows from natural springs and seeps;~~
  - ~~(5) Individual residential or not-for-profit vehicle washing, consisting of water without the addition of any pollutant and where the operational components of the vehicle are not cleaned; and,~~
  - ~~(6) Street washing activities, consisting of water without the addition of any pollutant.~~
- (d) The following sources of discharge are exempt from the prohibitions set forth in subsections (a) through (c) of this Section, provided they are not carrying other pollutants to waters of the United States (WOTUS):
- (1) Discharges authorized by a separate NPDES or AZPDES stormwater permit.
  - (2) The following categories of non-stormwater discharges are permissible,

- a. Water line flushing,
- b. Landscape irrigation, including flood irrigation,
- c. Irrigation water and lawn watering,
- d. Diverted stream flow,
- e. Rising groundwater,
- f. Uncontaminated groundwater infiltration,
- g. Uncontaminated pumped groundwater,
- h. Uncontaminated foundation and footing drains,
- i. Uncontaminated water from crawl space pumps,
- j. Air conditioning condensation and evaporative cooler run-off,
- k. Natural springs,
- l. Individual residential or not-for-profit vehicle washing, with proper protection in place to address detergents leaving the site and moving to the stormwater system,
- m. Flows from riparian habitats and wetlands, as those areas are designated under applicable Federal and State laws,
- n. Dechlorinated swimming pool discharges,
- o. Discharges or flows resulting from firefighting activities,
- p. Street wash water; or
- q. Discharges from potable water sources.

(Ord. No. 2012-06, § 1, 5-8-2012)

**Sec. 58-492. Construction site ~~storm water~~ stormwater runoff control requirements.**

- (a) All persons engaged in significant construction activities within the city who are required by ~~f~~Federal or ~~s~~State law to submit to the EPA and/or the ADEQ an NOI in order to comply with a NPDES or AZPDES construction ~~storm water~~ general permit, shall provide to the ~~e~~City engineer copies of ~~the NOI form and~~ any authorization certificate or permit issued by such entities. Additionally, all persons shall submit a copy of ~~the any notices~~ of termination ~~at the time of termination from such programs~~ received from such entities.
- (b) All persons engaged in significant construction activities within the ~~e~~City shall provide ~~to the City for its review and approval~~ a copy of ~~any and all SWPPP's that apply to all contiguous land under common ownership or control to the city engineer.~~ ~~for the area of disturbance and any applicable off-site areas proposed to be disturbed.~~ Such plans will be reviewed and approved by the City prior to the issuance of any permit associated with any grading, ~~demolition~~, construction, grubbing, or other activity that may disturb the existing soil and/or drainage.
- (c) If the City determines that pollutants may enter the public stormwater system from construction activities at a site less than one-acre in size, the City shall require site-specific BMPs be submitted by the owner or assigned party through a SWPPP which the City will review prior to issuance of a construction permit. The permittee shall implement the SWPPP during construction activity.

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- (ed) Any person operating under a construction storm water permit issued by the EPA or ADEQ shall not cause or contribute to any condition that may result in a violation of any ~~storm-water~~ **stormwater** permit issued by the **eCity**. Such person shall undertake any and all BMPs necessary to: minimize to the MEP the potential of any pollutant being discharged from the construction site; provide protection from accidental discharge of pollutants to the public storm water system; ensure sufficient erosion and sediment controls are in place and adequately maintained; ensure construction materials are handled and stored in a manner such as to reduce to the MEP the discharge of pollutants associated with such materials; and control and properly dispose of any waste that may cause adverse impacts to water quality (i.e. discarded building materials, concrete truck washout, chemicals, litter, sanitary waste, etc.).
- (de) If any additional BMP is required or ordered by the **eCity eEngineer** or during any stages of construction, and is so ordered to prevent a pollutant from entering the public ~~storm-water~~ **stormwater** system, that person receiving the notice of such requirement may petition the **city-engineer** **Director of Water Resource Management, or their designee**, to reconsider the application of such BMP to the premises or activity. The City must receive the written petition within 14 calendar days following such requirement or order, and the written petition ~~must be received in writing, within 14 calendar days following such requirement or order,~~ must set forth any reasons for not selecting and implementing such BMP, and must propose alternatives. ~~The city-engineer will act.~~ **The Director of Water Resource Management, or their designee, will make a determination** within 30 calendar days of receipt of the petition. An appeal of this decision must be delivered to the **eCity Manager** within five business days to ~~the city manager to~~ review and render a final decision.

The **eCity mManager** shall have the authority to permit exceptions to the requirements in this section in any case that ~~the director~~ **they** finds an exception is necessary to maintain adequate health and sanitation standards.

(Ord. No. 2012-06, § 1, 5-8-2012)

### **Sec. 58-493. Multi-sector industrial facility ~~storm-water~~ **stormwater** runoff requirements.**

- (a) All persons operating a facility within the **eCity** who are required by the EPA or ADEQ to submit an NOI in order to comply with any NPDES or AZPDES industrial MSGP shall provide to the **eCity** copies of the NOI form and the ~~storm-water~~ **stormwater** permit issued by such entities. Additionally, all persons shall submit a copy of the notice of termination at the time of termination from such programs.
- (b) ~~All persons required to develop a SWPPP as part of any NPDES or AZPDES industrial MSGP requirements shall submit a copy of the SWPPP to the city.~~ Any person operating under an industrial MSGP issued by the EPA or ADEQ shall not cause or contribute to any condition that may result in a violation of any stormwater permit issued to the City. Such person shall undertake any and all BMPs necessary to: minimize to the MEP the potential of any pollutant from being discharged from the facility, provide protection from accidental discharge of pollutants to the public stormwater system, ensure BMPs are in place and adequately maintained, ensure raw and processed materials are handled and stored in a manner so as to reduce to the MEP the discharge of pollutants associated with such materials, and control and properly dispose of any wastes that may cause adverse impacts to water quality.
- (c) ~~These requirements are retroactive and shall apply to any such facility operating within the city at the time of approval of this article, and shall apply to any facility constructed or one that becomes incorporated into the city after this article has been approved. Such persons shall submit such documents within 60 calendar days of approval of this article for currently permitted facilities within the city, 30 calendar days following permit approval by the EPA or ADEQ for new facilities, or 30 calendar days from such time that an existing facility is incorporated into the city.~~

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(d) ~~Any person operating under an industrial MSGP issued by the EPA or ADEQ shall not cause or contribute to any condition that may result in a violation of any storm water permit issued by the city. Such person shall undertake any and all BMPs necessary to: minimize to the MEP the potential of any pollutant from being discharged from the facility; provide protection from accidental discharge of pollutants to the public storm water system; ensure BMPs are in place and adequately maintained; ensure raw and processed materials are handled and stored in a manner such as to reduce to the MEP the discharge of pollutants associated with such materials; and control and properly dispose of any wastes that may cause adverse impacts to water quality.~~

(e) If any additional BMP is required or ordered by the ~~city~~ City in order to prevent a pollutant from entering the public ~~storm water~~ stormwater system, that person receiving the notice of such requirement may petition ~~the public works director~~ the Director of Water Resource Management, or their designee, to reconsider the application of such BMP to the premises or activity. The petition must be received ~~by the City~~ in writing, within 14 calendar days following such requirement or order, ~~and it~~ must set forth any reasons for not selecting and implementing such BMP, and must propose alternatives. ~~The public works director will act~~ The Director of Water Resource Management, or their designee, will make a determination within 30 calendar days of receipt of the petition. An appeal of this decision must be delivered to the ~~city~~ City Manager, or their designee, within five business days to ~~the city manager or designee to~~ review and render a final decision.

The ~~city~~ City Manager shall have the authority to permit exceptions to the requirements in this section in any case that ~~the director~~ they finds an exception is necessary to maintain adequate health and sanitation standards.

(Ord. No. 2012-06, § 1, 5-8-2012)

#### **Sec. 58-494. Post-construction ~~storm water~~ stormwater runoff requirements.**

(a) ~~Any person involved in significant development within the city shall provide to the city an SWMP addressing post-construction storm water runoff considerations. Such plans will be reviewed prior to the issuance of any permit associated with any grading, construction, grubbing, or other activity that may disturb the existing soil and/or drainage. Any changes or updates to the SWMP will be provided to the public works director throughout the duration of the development.~~

(a) Property owners or management companies shall ensure proper operation and maintenance of all post-construction stormwater facilities within their property boundaries. This includes, but is not limited to, retention basins, drywells, underground retention systems, scuppers, handrails, outfalls, pipes not in the right-of-way, and other measures implemented or installed at the site to control or direct stormwater runoff. Changes or alterations to stormwater features represented on the as-built plans shall be reviewed and approved by the City prior to implementation. The proposed alteration shall follow the guidance provided in the City's Engineering Development Standards (EDS).

(b) The property owner and/or management company shall be responsible for annual inspection and maintenance of all stormwater post-construction facilities on the property. The property owner and/or management company shall complete and retain an inspection form/log along with copies of any associated supporting documentation. These documents will be retained on site for review by City staff upon request.

(c) City staff will conduct inspections of both public and private post-construction stormwater features throughout the City. If maintenance or other concerns are identified, the City will contact the property owner and/or management company and provide a list of deficiencies to be addressed.

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(bd) If any additional BMP is required or ordered by ~~the public works director~~ City staff in order to prevent a pollutant from entering the public ~~storm water~~ stormwater system, ~~that~~ the person receiving the notice of such requirements may petition the ~~public works director~~ Director of Water Resource Management, or their designee, to reconsider the ~~application~~ implementation of such BMP to the premises ~~or activity~~. The petition must be received by the City in writing, within 14 calendar days of such requirement or order, and it must set forth any reasons for not selecting and implementing such BMP, and must propose alternatives. ~~The public works director will act~~ The Director of Water Resource Management, or their designee, will make a determination within 30 calendar days of receipt of the petition. An appeal of this decision must be delivered to the City within five business days to the City Manager, or their designee, to review and render a final decision.

The City Manager shall have the authority to permit exceptions to the requirements in this section in any case that they find an exception is necessary to maintain adequate health and sanitation standards.

(Ord. No. 2012-06, § 1, 5-8-2012)

### **Sec. 58-495. Illicit connections to the public ~~storm water~~ stormwater system.**

No person shall construct, establish, use, maintain, or continue any connection to the public storm water system that has caused, or has the potential to cause, any discharge that may result in a violation of this chapter. This prohibition is retroactive and shall apply to any connection that was made in the past, regardless of whether it was made under permit or other authorization, or whether it was permissible under the law or practices applicable or prevailing at the time of the connection.

(Ord. No. 2012-06, § 1, 5-8-2012)

### **Secs. 58-496—58-524. Reserved.**

## *DIVISION 3. MAINTENANCE REQUIREMENTS OF PRIVATELY-OWNED STORM WATER STRUCTURES*

### **Sec. 58-525. Operation and maintenance of privately-owned storm water structures.**

- (a) The property owner and/or management company shall be responsible for the design, performance, operation, and maintenance of all privately-owned stormwater structures. It shall be a violation of this ~~c~~Chapter for any property owner to operate or maintain any privately-owned storm water structure in such a manner as to cause or potentially cause a discharge to the public storm water system that may result in the violation of any storm water permit issued by the city.
- (b) ~~All significant development~~ All property owners and/or management companies incorporating privately-owned ~~storm water~~ stormwater structures shall have ~~an enforceable~~ applicable operation and maintenance ~~agreement with the city to ensure~~ manuals, annually scheduled inspection and maintenance, and associated ~~record keeping ensuring~~ the long-term operation of these structures and any associated BMPs.
- (c) ~~All property owners shall submit an annual operation and maintenance report to the public works director documenting inspections and maintenance performed on all privately-owned storm water structures. All~~ property owners and/or management companies shall maintain files and/or logs documenting inspections and maintenance performed on all privately-owned stormwater structures. These documents shall be made available for review upon City staff's request.

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(Ord. No. 2012-06, § 1, 5-8-2012)

**Sec. 58-526. Storm-water Stormwater monitoring requirements.**

The city City shall have the right to require the property owner of any premises from which a discharge to the public storm-water stormwater system has occurred or is likely to occur, to install monitoring equipment, perform analysis of the data, and submit reports and analyses as necessary. Any necessary sampling and monitoring equipment shall be maintained at all times in a safe and proper operating condition by the property owner. The costs of monitoring, sampling, analyzing, and reporting shall be borne by the property owner. The property owner shall at all times maintain in a safe and proper operating condition any necessary sampling and monitoring equipment. The costs of monitoring, sampling, analyzing, and reporting shall be borne solely by the property owner.

If any additional BMP is required or ordered by the city City, and is so ordered to prevent a pollutant from entering the public storm-water stormwater system, that person receiving the notice of such requirement may petition the public works director Director of Water Resource Management, or their designee, to reconsider the application of such BMP to the premises or activity. The petition must be received in writing, within 14 calendar days of such requirement or order, and it must set forth any reasons for not selecting and implementing such BMP, and must propose alternatives. The public works director will act Director of Water Resource Management, or their designee, will make a determination within 30 calendar days of receipt of the petition.

(Ord. No. 2012-06, § 1, 5-8-2012)

**Secs. 58-527—58-545. Reserved.**

*DIVISION 4. INSPECTIONS AND ENFORCEMENT*

**Sec. 58-546. Inspections.**

- (a) It shall be unlawful for any person to, without good cause, interfere with or prohibit any authorized employee of the city City from conducting any activities in furtherance of the requirements of this chapter Chapter, including conducting inspections and collecting samples.
- (b) Upon presentation of credentials and at all reasonable or necessary hours, any authorized employee of the city City shall have access to all premises and to all records pertaining to those premises for the purpose of ensuring compliance with this chapter Chapter. Inspection, interviewing, copying, sampling, photographing, and other activities conducted on the premises shall be limited to those which are reasonable and necessary in order to determine compliance. These activities will be allowed to be conducted under safe and non-hazardous conditions with a minimum of delay.
- (c) Discharges to the public storm-water stormwater system that are not permitted or allowed, or discharges to any privately-owned storm-water stormwater structure that does do or may cause a violation of any storm-water stormwater permit issued by the city City, shall be investigated to determine the source of the discharge. Upon determination of the source of the discharge, the person(s) conducting the discharge shall be instructed to cease and desist such discharge, and the City will evaluate the impact of the discharge will be evaluated. The property owner shall be held responsible for any damage to the public storm-water stormwater system and/or any costs and expenses associated with the violation of any storm-water stormwater permit issued by the city.

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- (d) ~~Any employee of the city that inspects or identifies a discharge to the public storm water system that may result in a violation of the city's storm water permit shall report such incident to the public works director.~~ Any authorized City employee who inspects any construction site will do so under the guidance of the ADEQ- Arizona Pollutant Discharge Elimination System General Permit for Stormwater Discharges from Small Municipal Separate Sewer Systems to Protected Surface Waters Permit, Section 6.4.

(Ord. No. 2012-06, § 1, 5-8-2012)

### Sec. 58-547. Notification.

In the case of an accidental discharge to the public ~~storm water~~ stormwater system, the property owner shall report ~~this~~ the incident to the ~~city~~ City within 24 hours of the discharge. Notification by phone shall be confirmed in writing within 72 hours of the discharge and include information identifying the source ~~and extent~~ of the discharge, ~~the extent of the discharge~~, any and all pollutants released, and measures taken to mitigate ~~the impact of the discharge.~~ discharge's impact.

(Ord. No. 2012-06, § 1, 5-8-2012)

### Sec. 58-548. Violations and penalties.

(a) *Notice of opportunity to correct.*

- (1) Any authorized ~~employee of the city~~ City employee may issue a notice of opportunity to correct to any person who has violated this chapter.
- (2) In selecting to do so, such authorized employee of the ~~city~~ City must have identified the source of any attributing discharge.
- (3) Failure to comply with any act required in the ~~notice of opportunity to correct~~ Notice of Opportunity to Correct shall result in a ~~notice of violation~~ Notice of Violation and may constitute an intentional violation of this ~~chapter~~ Chapter.

(b) *Notice of violation.*

- (1) Any authorized ~~employee of the city~~ City employee may issue a ~~notice of violation~~ Notice of Violation to any person who has violated or is in violation of this chapter.
- (2) Failure to comply with any act required in the ~~notice of violation~~ Notice of Violation shall ~~be a separate violation for each calendar beyond the 14th calendar day following the issuance of the notice of violation and may constitute an intentional violation of chapter.~~ constitute as a separate violation for each additional day beyond the 14th calendar day the Notice of Violation has been in affect with no corrective action performed. Each Notice of Violation issued after the 14<sup>th</sup> day of original issuance may constitute an intentional violation of this Chapter.
- (3) Any authorized ~~employee of the city~~ City employee that has issued a ~~notice of violation~~ Notice of Violation, and in which compliance has not been achieved by the 14th calendar day, shall report such violation to the ~~public works director~~ Director of Water Resource Management for further action.

(c) *Civil and criminal penalties.*

- (1) Any authorized ~~employee of the city~~ City employee may issue a civil citation to any person who has violated, or continues to violate, any provision of this chapter or any related laws or regulations.
- (2) Any person that intentionally or negligently violates or continues to violate any provision of this chapter shall be guilty of a class 1 misdemeanor.

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- (3) Intentional violations may constitute criminal violations of ~~federal, state,~~ Federal, State, and local laws, and that under such circumstances the ~~city~~ City may seek the assistance of the ~~federal, state,~~ Federal, State, and local legal authorities to commence criminal action against any person who violates any requirement of this chapter.
- (d) *Permit revocation.* In addition to, or in lieu of, all other available penalties, the ~~city~~ City may seek the services of other departments of the ~~city~~ City to revoke, modify, or withhold any permit, approval or license to construct improvements to real property or operate a business in the ~~city~~ City if the holder of such permit, approval, or license is in violation of any requirement of this ~~chapter~~ Chapter.
- (e) *Orders of consent.* The ~~manager~~ City Manager may enter into an order of consent, assurances of voluntary compliance, negotiated settlement agreements, or other similar documents establishing an agreement with any person responsible for non-compliance. Such documents will include specific action to be taken by the person in violation, a specified time frame for reaching compliance, and the identification and description of BMPs and measures to utilize in implementing such order. Such documents shall have the same force and effect as any other orders issued under this article and shall be judicially enforceable.
- (f) *Liability for costs incurred by the city.* Any person in violation of this article may be assessed liability for the costs incurred by the city in surveillance, sampling and testing, abatement, and remediation activities. Additionally the ~~city manager~~ City Manager may assess liability of the costs to any person whose discharge resulted in a violation of any ~~storm-water~~ stormwater permit issued to the ~~city~~ City.

(Ord. No. 2012-06, § 1, 5-8-2012)

**Secs. 58-549, 58-550. Reserved.**

***DIVISION 5. STORM WATER UTILITY<sup>1</sup>***

**Sec. 58-551. Title of provisions.**

This article shall be known and may be cited as the ~~"storm-water-utility-ordinance."~~ "Stormwater Utility Ordinance."

(Ord. No. 2016-04, § 2(Exh. A), 3-15-16)

**Sec. 58-552. Purpose.**

It is the intent of this chapter to equitably allocate the expenses of the ~~storm-water~~ stormwater service to those served by the system in relation to the service received from the system. It is the intent of this chapter to provide for the establishment of system service fees and charges and provide that the fees and charges collected are set aside and designated solely for use for the maintenance, operations, improvements, regulatory requirements, and program costs of the system.

(Ord. No. 2016-04, § 2(Exh. A), 3-15-16)

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<sup>1</sup>Editor's note(s)—Ord. No. 2016-04, § 2(Exh. A), adopted March 15, 2016, set out provisions adding Div. 5, §§ 58-571—58-581. To preserve the existing §§ 58-571—58-581, and at the editor's discretion, said provisions have been included herein as §§ 58-551—58-561.

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## Sec. 58-553. Definitions.

Throughout this article, unless the context otherwise requires, the following words and terms shall have the following meanings:

*Director* - ~~The Director of the City of Surprise Water Resource Management Department.~~ **means and refers to the Director of Water Resource Management of the City of Surprise.**

*Equivalent dwelling unit (EDU)* **means** - A configuration of impervious surface estimated to contribute an amount of runoff to the ~~city's~~ **City's storm-water stormwater** system which is approximately equal to that created by the average single family residential developed parcel in the City of Surprise.

*Impervious surface* ~~means and refers~~ - **Refers** to a surface area which either prevents or retards the entry of water into the soil mantle, and/or which causes water to run off the surface in greater quantities or at an increased rate of flow from the flow present under natural conditions prior to development.

*Service charge* ~~means the~~ - **The stormwater storm-water** utility fee in an amount to be determined by applying the appropriate rate to a particular parcel of real property based upon factors established by this division.

*Storm-water Stormwater system (system)* ~~means and refers~~ - **Refers** to any appurtenance of the city's storm water drainage system (shall include ditches, channels, creeks, ponds, intake structures, diversion structures, curbs, gutters, levies, storm sewers, pump stations, force mains, buildings, easements, machinery, equipment, connections and all other appurtenances necessary, useful or convenient for the collection, treatment and disposal of any surface water, nuisance ground or subsurface water or storm water collected into the city's municipal separate storm sewer system (MS4)).

*Undeveloped land or parcel* ~~means land~~ - **Land** that has not been disturbed from its native state, built upon, or used for development purposes.

*Unit rate* ~~means the~~ - **The** dollar amount charged per EDU.

*Utility* ~~means the~~ - **The** storm water utility of the city.

(Ord. No. 2016-04, § 2(Exh. A), 3-15-16)

## Sec. 58-554. ~~Storm-water~~ **Stormwater** utility created.

There is hereby created and established a storm water utility for the ~~city~~ **City**. The utility will have regulatory authority and responsibility for planning, design, construction, maintenance, administration, operation of and the services provided by the ~~city's storm-water~~ **City's stormwater** system.

(Ord. No. 2016-04, § 2(Exh. A), 3-15-16)

## Sec. 58-555. Utility administration.

The utility shall be administered within the ~~department of water resource management~~ **Department of Water Resource Management**.

(Ord. No. 2016-04, § 2(Exh. A), 3-15-16)

## Sec. 58-556. ~~Storm-water~~ **Stormwater** utility service charges.

- (a) Service charges for the storm water utility are hereby authorized and imposed on parcels within the service area in amounts and on terms consistent with this division.

- 
- (b) The service charges shall be based on the service provided to and the relative contribution of ~~storm-water~~ **stormwater** runoff to the ~~storm-water~~ **stormwater** system from a given parcel. The estimated or measured impervious surface area will be used to determine the relative impact to the system from the parcel.

Service charges shall be determined as follows:

- (1) *Undeveloped land and parcels.* Undeveloped land and/or parcels shall be deemed not to make use of the service of the ~~storm-water~~ **stormwater** system and an equivalent dwelling unit shall not be assigned nor a unit rate charged.
- (2) *City streets.* City streets shall be deemed part of the ~~storm-water~~ **stormwater** system and an equivalent dwelling unit shall not be assigned nor a unit rate charged.
- (3) *Single-family residences.* The service charge for each single-family residence shall be the unit rate for one equivalent dwelling unit (EDU), regardless of square footage of impervious surface.
- (4) *Recreational vehicles.* The service charge for each recreational vehicle dwelling unit site shall be the unit rate for one equivalent dwelling unit, regardless of square footage of impervious surface.
- (5) *Agricultural property.* The service charge for developed agricultural parcels shall be determined by ~~adding the area of the impervious surfaces of such parcels and the area of the remaining pervious surfaces of such parcels times ten percent and dividing the total resulting area by the equivalent dwelling unit and multiplying that result to the unit rate and minus any approved rate credit for the parcel as determined under section 58-559.~~ **dividing the total impervious surfaces of such parcels by the equivalent dwelling unit and multiplying that result to the unit rate and minus any approved rate credit for the parcel as determined under section 58-559.**
- (6) *Other developed parcels.* The service charge for all other developed parcels, including publicly-owned properties, shall be determined by dividing the total impervious area of such parcels by the equivalent dwelling unit and multiplying that result to the unit rate and minus any approved rate credit for the parcel as determined under section 58-559.
- (7) *Minimum charge.* There shall be a minimum service charge for all developed properties equal to the unit rate.

(Ord. No. 2016-04, § 2(Exh. A), 3-15-16)

### **Sec. 58-557. Equivalent dwelling unit and unit rate.**

Both the equivalent dwelling unit, expressed as the amount of impervious surface area measured in square feet and the unit rate, expressed as a dollar amount per equivalent dwelling unit, will be established by resolution.

(Ord. No. 2016-04, § 2(Exh. A), 3-15-16)

### **Sec. 58-558. Rate adjustments.**

- (a) ~~Any person billed for service charges may file a "request for service charge adjustment" with the city manager or designee within 30 days of the date of the bill. However, submittal of such a request does not extend the delinquency date for payment of the charge. A request for service charge adjustment may be granted or approved by the director only when one or more of the following conditions exist:~~ **Any non-residential account billed for service charges may file with the City Water Resource Management Department a "request for service charge adjustment" within 30 days of the date of the bill. However, submittal of such a request does not extend the delinquency date for payment of the charge. A request for**

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service charge adjustment may be granted or approved by the Director, or their designee only when one or more of the following conditions exist:

- (1) The amount charged is in error; however, no adjustment will be made unless the parcel is non-residential and the city's calculation of the impervious surface area on the parcel is shown to be in error by at least one EDU, as agreed upon by the city; or
  - (2) The parcel exists in its undeveloped condition and will remain in that condition with no allowable human activities or manmade improvements that adversely affect water quantity or quality.
- (b) Service charge adjustments will only apply to the ~~bill then due~~ current bill and payable, and bills subsequently issued as long as criteria for the adjustment is met. The property owner shall have the burden of proving that the service charge adjustment should be granted.
- (c) Decisions on requests for service charge adjustment shall be made by the ~~city manager or designee~~ Director, or their designee, based on information submitted by the applicant and supplemented and/or reviewed by the city City within 30 days of the adjustment request, except when additional information is needed required. The applicant shall be notified in writing of the director's decision.

(Ord. No. 2016-04, § 2(Exh. A), 3-15-16)

### Sec. 58-559. Commercial rate credits.

- (a) To qualify for a service charge credit, a commercial parcel owner or representative must file a "request for ~~storm water~~ stormwater service credit" with the ~~city manager or designee~~ Director, or their designee, before the ~~first day of the month preceding the month for~~ thirty-first (31<sup>st</sup>) day after the distribution of the non-residential stormwater utility bill by the city for which the owner is requesting credit. Parcels with facilities that meet one or more of the criteria listed below may receive:
- (1) ~~Up to a~~ A 25 percent credit ~~against the~~ of the annual service charge for qualifying on-site infrastructure mitigation above city standards that meets all of the following conditions:
    - a. The service charge before the service charge credit exceeds the minimum charge; and,
    - b. The constructed or installed improvements provide ~~storm or storm water~~ stormwater detention, retention, water quality treatment, and/or conveyance in accordance with ~~city's sponsored storm water infrastructure improvement criteria;~~ Engineering Development Standards (EDS) Chapter 5, and,
    - c. ~~The city manager or designee has determined that the property owner is capable of maintaining and operating the facility; and,~~ The property owner has provided an Operation and Maintenance Manual for all stormwater facilities on site and has provided proof of inspections of the facilities within the prior calendar year. A minimum of one (1) inspection per quarter is required to determined that the property owner can maintain and operate the facilities; and,
    - d. The facility is maintained by the property owner ~~to the city's design specifications; and,~~ and inspection and repair records are available for review upon request by city staff; and,
    - e. The facility is available for inspection by the city.
  - (2) ~~A 13 percent credit against the service charge for approved participation in city sponsored storm water programs. These credits are granted annually for annual participation.~~
  - (2) A 30 percent (30%) credit of the annual service charge for use of qualifying Low Impact or Green Infrastructure that reduce sizes of retention basins and underground retention on a site by fifty percent (50%).

- 
- (3) A ten percent (10%) credit of the annual service charge for removal of impervious area that is re-established as a stormwater quality facility and has confirmed reduction by an updated drainage report or memo.
  - (4) A fifty percent (50%) credit of the annual service charge for rural area commercial/industrial properties with greater than 2,000 acres that meets the following criteria:
    - a. Fifty percent (50%) or less of the entire site is impervious surfaces; and
    - b. All stormwater retention is in above ground stormwater facilities; and
    - c. Operation and Maintenance Manuals are written and available for review for all stormwater facilities; and
    - d. Annual inspections and associated maintenance are performed and documented.
- (b) The following information may be required by the **city-manager Director** or designee to determine eligibility for a service charge credit:
- (1) Approved **storm-water stormwater** plans and calculations certified by a licensed and qualified professional;
  - (2) A copy of the **storm-water stormwater** facility maintenance and operation manual certified by a licensed and qualified professional;
  - (3) Signature of the person responsible for the accuracy of the credit application material;
  - (4) An agreement with the city that allows the city to enter onto the parcel to inspect the drainage facility and verify all information submitted;
  - (5) Other information, as required by the **city-manager Director** or designee, to determine that the property owner is willing and has the capacity to maintain the facility;
- (c) Any credit granted by the **city-manager Director** or designee is revocable under conditions where the facility no longer operates at the design level established during the **storm-water plan review/approval process. stormwater plan review/approval process or the property changes ownership without re-application for the credit.**
- (d) Service charge credits will only apply to bills subsequently issued. The property owner shall have the burden of proving that the service charge credit should be granted.
- (e) Decisions of the **city-manager Director** or designee on requests for service charge adjustments shall be final unless appealed to the city council within thirty (30) days of the date of the decision.

(Ord. No. 2016-04, § 2(Exh. A), 3-15-16)

## **Sec. 58-560. Utility fund.**

- (a) All fees and charges received and collected under the authority of this chapter shall be deposited and credited to a special fund to be designated as the **storm-water stormwater** utility fund.
- (b) The account of said fund shall show all receipts and expenditures of the construction, maintenance, upkeep, and repair of the city's system and all payments on system bonds of the city if any which if any shall from time to time be outstanding.
- (c) As provided by law, when budgeted and appropriated, the funds and credits to the account of the **storm water stormwater** utility fund shall be available for the payment of the requirements for the maintenance,

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operation, repairs, and upkeep of the system, compliance with regulatory requirements, and to the extent legally available for payment into an account established for the payment of the principal of and interest on any system debt which shall from time to time be outstanding.

(Ord. No. 2016-04, § 2(Exh. A), 3-15-16)

**Sec. 58-561. Utility billing; cross-references.**

Utility fees shall be billed and collected in the same manner as service fees for solid waste, water, wastewater and other public services. Division 2, section 58-50, as it relates to utility billing, including delinquency provisions, is applicable to the storm water utility rates. The property owner shall be responsible for the design, performance, and operation or maintenance of all privately-owned ~~storm-water~~ stormwater structures.

(Ord. No. 2016-04, § 2(Exh. A), 3-15-16)

**Secs. 58-562—58-570. Reserved.**

PART I - GENERAL ORDINANCES  
Chapter 58 - UTILITIES  
ARTICLE VII. – WATER CONSERVATION  
DIVISION 5. - UNNECESSARY WATER WASTE

*(~~Red-strikethrough~~ indicates deletions; edits or additions are highlighted)*

Sec. 58-662 – Non-functional Turfgrass

Prohibit installation of non-functional turfgrass areas in new commercial, industrial, and institutional developments, and common areas of residential developments. Non-functional turfgrass is defined as:

- Grass areas with any single dimension of eight (8) feet or less.
- Grass areas exceeding a 4:1, or twenty-five percent (25%), slope.
- Grass areas that are not accessible by paved pathways and/or are restricted by physical barriers that prohibit accessibility.
- Grass areas installed closer than ten (10) feet to a street and/or in front entryways to residential neighborhoods or subdivisions where other recreational amenities do not exist.
- Grass areas that are not utilized for active or programmed recreational purposes and/or for drainage conveyances, storm basins, or erosion control.

# WELCOME




## Chapter 58 – Utilities ordinance update



**SURPRISE**

ARIZONA

# Strategic Priorities Alignment

-  Strategy 7.1: Continue to support a resilient water supply to ensure current and future needs are met
-  Strategy 7.2: Promote water conservation
-  Strategy 7.3: Ensure the city is positioned to maintain a safe and sustainable water supply



# Article V – Sewers and Sewage Disposal

- Scope of update:
  - Revises language to be more consistent with industry standard and in-line with current sewer pretreatment program practices
  - Defines commercial and industrial users that are required to provide pretreatment
  - Establishes design and construction criteria for sewer pretreatment interceptors
  - Standardizes the methodology for sizing of sewer pretreatment interceptors



# Article VI – Storm Water Service

- Scope of update:
  - Revises language to be more consistent with industry standard and in-line with current stormwater program practices
  - Clarifies which releases to the city's stormwater system are prohibited versus exempt
  - Clarifies operation & maintenance responsibilities for privately owned stormwater facilities
  - Clarifies billing methodology for agricultural property
  - Clarifies how commercial properties may go about requesting a rate credit



# Article VII – Water Conservation

- Purpose: to add landscaping requirements for the installation of turfgrass in conformance with the City of Surprise Drought Preparedness Plan
- Only applies to new development
- Currently implemented through Engineering Development Standards
- Non-functional turf definition:
  - Grass areas with any single dimension of eight (8) feet or less.
  - Grass areas exceeding a 4:1, or twenty-five percent (25%), slope.
  - Grass areas that are not accessible by paved pathways and/or are restricted by physical barriers that prohibit accessibility.
  - Grass areas installed closer than ten (10) feet to a street and/or in front entryways to residential neighborhoods or subdivisions where other recreational amenities do not exist.
  - Grass areas that are not utilized for active or programmed recreational purposes and/or for drainage conveyances, storm basins, or erosion control.



# Article VII – Water Conservation

- Prohibited
  - Landscape strip between road and sidewalk
  - Entry monument
  - Steep slopes
- Permitted
  - Drainage channel
  - Amenitized pocket park
  - Park



# Questions or Comments?

THANK YOU



**SURPRISE**

ARIZONA



**CITY OF SURPRISE**  
**Regular City Council Work Session**

Council Meeting Date: October 7, 2025  
Submitting Department: Library  
Staff Recommendations:

Contact Person: Kelsey Lamphier, Acting Director  
District: Citywide

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

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**Agenda Wording:**

Presentation and discussion regarding the Surprise Public Library Strategic Plan.

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**Motion:**

Presentation and discussion only.

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**Background:**

On June 17, 2025, the City Council adopted their Strategic Plan outlining their framework for focusing resources, guiding policy, and supporting deliberate and sound budgetary decisions with a shared goal of making Surprise a sustainable, vibrant place for residents, businesses, and visitors- today and into the future. As part of the Strategic Plan, the Council identified priority areas and goals that will advance each priority. The Surprise Public Library System (SPLS) assists in the Council’s vision for residents to have a well-rounded community experience by supporting education, economic development, employment, entrepreneurship, and financial literacy. This presentation will identify how SPLS will execute specific elements identified in the strategic plan.

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**Objective Analysis:**

Presentation of this item allows for discussion regarding the Surprise Public Library Strategic Plan.

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**Policy Compliant:**

This item is consistent with city and council policies.

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**Financial Impact:**

There is no anticipated financial impact related to this item.

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**Budget Impact:**

There is no anticipated budget impact related to this item.

**FTE Impact:**

This item does not have an impact on current staff levels.

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**ATTACHMENTS:**

1. 10.7.25 SPLS Strategic Plan Update

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# Surprise Public Library System Strategic Plan

**Kelsey Lamphier**

**October 7, 2025**



**SURPRISE**  
ARIZONA

# Mission Statement

"The Surprise Public Library System fosters community connection and intellectual freedom through multi-generational literacy initiatives, cutting edge technology, and engaging programs that ensure equal access and opportunity for all."



# Department Overview

## Core Services & Functions

- Provide Access to a Diverse Physical Collection
- Deliver 24/7 Digital Access (eBooks, Audio, Databases, Streaming)
- Offer Transformative Programs that Fosterer Literacy and Personal Growth
- Provide Research Guidance and Information Services
- Serve as a Catalyst for Innovation, Civic Engagement and Community Connection



# Strategic Priorities Alignment

Department alignment with the City Council Strategic Plan Priorities:

- **Community Experience:** Enriching quality of life through recreation, culture, and connectivity
- **Fiscal Responsibility:** Managing financial resources wisely for continuous, sustainable growth
- **Economic Development:** Driving job creation and business expansion
- **Government Transparency:** Providing access to information with an 'open-book' mindset



# Department Strategic Goals

**Council Community Experience Strategy 3.3** Cultivate an environment for residents and visitors to enjoy arts, culture, and entertainment within the city of Surprise

- **Department Goal:** (1) Public art featured throughout libraries (2) Themed programming and celebrations

**Council Fiscal Responsibility Strategy 4.1** Adopt and maintain a balanced budget

- **Department Goal:** (1) Careful monitoring of dept budget to maximize efficient and effectiveness (2) Plan and support sustainable growth (3) Identify creative funding sources



# Department Strategic Goals

**Council Economic Development Strategy 5.2** Proactively pursue and create workforce development initiatives

- **Department Goal:** (1) Host job fairs and training opportunities (2) Resume and interview assistance (3) Strategic educational partnerships with OUAZ, West-MEC, Dysart Unified School District, Charter Schools, Homeschool Groups

**Council Government Transparency Strategy 6.3** Engage city residents in the decision-making process

- **Department Goal:** (1) Community feedback/ participation (2) Library Advisory Commission (3) Unreasonable Hospitality



# Key Projects & Initiatives

NAME	PURPOSE	STATUS	STRATEGIC PRIORITY	COMPLETION DATE
<b>America 250</b>	Education	Active	Community Experience	July 2026
<b>1,000 Books Before Kindergarten</b>	Early Literacy	Active	Community Experience	On-Going
<b>Library Data Dashboard</b>	Data-Driven Decision Making	Active	Government Transparency	Launch Est. FY26 Q2
<b>Library of Things</b>	Access to Materials	Active; Continuous Expansion	Community Experience	On-Going



# Challenges & Opportunities

## Challenges:

- Physical space constraints/ dated infrastructure
- Balancing cutting-edge services with resource allocation (funding, staff, etc)
- Educating patrons on the evolution of libraries; 'new' city-operated system
- Providing relevant, desirable services to a diverse community

## Opportunities:

- 'Unreasonable Hospitality'
- Data-driven decision-making
- Collaboration with community groups and patrons to grow organically
- Re-design of community space to better serve residents



# Questions or Comments?

THANK YOU



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ARIZONA



**CITY OF SURPRISE**  
**Regular City Council Work Session**

Council Meeting Date: October 7, 2025  
Submitting Department: Human Svcs and Comm  
Vitality  
Staff Recommendations:

Contact Person: Seth Dyson, DIRECTOR - HSCV  
District: Citywide

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

---

**Agenda Wording:**

Presentation and discussion regarding the Human Service & Community Vitality Department Strategic Plan.

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**Motion:**

N/A

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**Background:**

On June 17, 2025, the City Council adopted their Strategic Plan outlining their framework for focusing resources, guiding policy, and supporting deliberate and sound budgetary decisions with a shared goal of making Surprise a sustainable, vibrant place for residents, businesses, and visitors- today and into the future. As part of the Strategic Plan, the Council identified priority areas and goals that will advance each priority. Two of the main Council priorities identified with the Human Service and Community Vitality (HSCV) Department Strategic Plan are Community Experience and Fiscal Accountability. This presentation will identify how the HSCV Department will execute specific elements identified in the strategic plan.

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**Objective Analysis:**

N/A

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**Policy Compliant:**

N/A

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**Financial Impact:**

There is no anticipated financial impact related to this item.

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**Budget Impact:**

There is no anticipated budget impact related to this item.

**FTE Impact:**

This item does not have an impact on current staff levels.

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**ATTACHMENTS:**

1. HSCV Strategic Plan Presentation
-

# Human Service & Community Vitality Department Strategic Plan

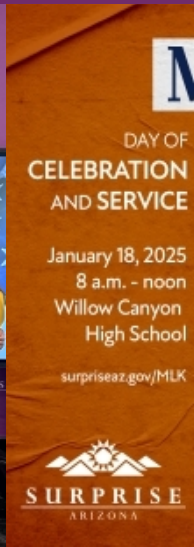
**Seth Dyson**  
**October 7, 2025**



**SURPRISE**  
ARIZONA

# Mission Statement

Enriching the quality of life and instilling hope in our community by promoting stability of individuals and families, fostering innovative programs, and building strong partnerships.



# Department Overview

## Core Services & Functions

- Active Adult & Senior Services
- Housing & Community Services
- Surprise Resource Center & Community Action Program
- Community Initiatives
- Coming 2026: Community & Resource Center

## Special Programs

- Dementia Friendly Surprise
- West Valley Veteran Success Center
- Roundtables & Collaboratives
- Support the Veterans, Disability & Human Services Commission
- Special Community Events:
  - Surprise Area Interfaith & Golden Rule Community Celebration
  - Surprise SciTech Festival
  - Surprise Dr. Martin Luther King Jr. Day of Celebration & Service
  - Surprise Vet Fest



# Council Strategic Priorities Alignment

- **Public Safety:** Community health, wellness, engagement and resources
- **Transportation:** Pilot voucher programs to Surprise Resource & Senior Centers
- **Community Experience:** Community programs, resources, events and volunteerism
- **Fiscal Responsibility:** Effective grant management, compliance and access
- **Economic Development:** Workforce housing, workforce development
- **Government Transparency:** Community communication, education and awareness
- **Water:** Utility assistance



# Department Strategic Goals

- **Department Goal 1: Strengthen & Continue Building a Coordinated Human Services System**
  - Strengthen partnerships among city, nonprofit, and faith-based providers to streamline crisis response and referrals
- **Department Goal 2: Staff & Physical Infrastructure Development**
  - Open new Community & Resource Center
  - Expand team capacity through additional staff and professional development



# Department Strategic Goals

- **Department Goal 3: Programmatic Excellence, Innovation & Growth**
  - Be recognized as the top performing and most impactful CDBG, HOME, CAP, AAA, FTF in Arizona
  - Grow community resources and programming targeting early childhood, youth, active adult & seniors, families, Veterans and disabilities
- **Department Goal 4: Community Engagement & Resource Awareness**
  - Tailored and intentional outreach about programs, resources, opportunities and challenges facing our service area through a diverse distribution strategy
  - Purposeful events – sustain, increase awareness of and grow attendance to HSCV events like active adult and senior services, SciTech Festival, MLK Day of Celebration & Service, Vet Fest, Golden Rule, Kidz Jamboree, Surprise Days of Service, HOA Summit and City Academy



# Department Strategic Goals

- **Department Goal 5: Strategic Partnerships & Funding**

- Maintain and grow current city roundtables (Veterans, Disabilities, Homeless Collaborative, Resource Center Partners)
- Increase city general fund support to sustain HSCV programs
- Be known as the most impactful and reliable partner to other governmental agencies
- Identify additional collaborative funding partners



# Key Projects & Initiatives

Projects & Initiatives	Status	Completion Date
<b>New Community &amp; Resource Center</b>	Under construction	Summer 2026
<b>Heritage Senior Affordable Housing Development</b>	Grand opening October 2025	Completed
<b>West Valley Housing Assistance Center</b>	Family shelter & coordinated entry operating daily	Ongoing
<b>Community Engagement</b>	Block Parties, Surprise Days of Service, Surprise Area Interfaith & Golden Rule Community Celebration 9/16, SciTech Festival 11/22, MLK Event 1/17/26, OTS Founders Day 3/28/26, Vet Fest 4/11/26	Ongoing
<b>Surprise Senior Center &amp; Resource Center</b>	Increase in number of people served in both areas	Ongoing

# Challenges & Opportunities

## • Challenges:

- Dwindling rent, utility & food assistance
- Staffing
- Physical gathering space(s)
- Nonprofit capacity
- Transit options

## • Opportunities:

- People & organizations want to be here
- Surprise cares
- Grants



# Questions or Comments?

THANK YOU



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ARIZONA