
The Future of Social Sustainability in the City of Surprise

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Outline

Introduction

Social Sustainability Definition

HSCV Program Assessment

Best Practices of Comparable
Cities

Naperville, IL

Fort Collins, CO

Avondale, AZ

—Overall Recommendations

Introduction and Overview

Welcome

Human Service & Community Vitality

City of Surprise -Meetings and Tour

Our Process

Successful Cities



The City of Surprise

Today and in the Future

Opportunities

Neighborhood

Social

Senior

Danger of Waiting

Most Vulnerable

Strategies and Interventions



Sustainability Definitions

The City of Surprise's General Plans for 2035 and 2030 mention sustainability in the following way:

- *Surprise's Values section:*

"Environmentally conscious development standards, water conservation strategies and valuing the preservation of open space, natural terrain and vegetation, will help prepare Surprise for long-term sustainability."

- *Growth management Philosophy section:*

"Sustainability is a 'core element' of the Surprise growth management strategy and it is necessary to establish what changes can be made to create more sustainable futures. The growth element provides the direction for strategic implementation to ensure that the quality of life standards are met in a timely and acceptable manner. This strategic approach is sensitive to community wide facilities and service needs as well as localized needs of various neighborhoods throughout the planning area."

- *Growth management section endorses the vision to sustain strong supportive communities:*

"Surprise will continue to celebrate its cultural and ethnic diversity and create a place where residents can contribute to the community's growth and sustainability."

Social Sustainability Definitions

We also evaluated social sustainability statements from other cities and sustainability programs and conferences:

- *Western Australia Council of Social Services:*

"Social sustainability occurs when the formal and informal processes; systems; structures; and relationships actively support the capacity of current and future generations to create healthy and liveable communities. Socially sustainable communities are equitable, diverse, connected and democratic and provide a good quality of life."

- *Social Life, a UK-based social enterprise specialising in place based innovation:*

"Social sustainability is "a process for creating sustainable, successful places that promote well-being, by understanding what people need from the places they live and work. Social sustainability combines design of the physical realm with design of the social world – infrastructure to support social and cultural life, social amenities, systems for citizen engagement and space for people and places to evolve."

City of Surprise Social Sustainability Definition



Social sustainability for the City of Surprise means equity, diversity, inclusiveness, well-being and community. We are a caring and supportive community that strives to provide a democratic, healthy and safe environment for our current residents and future generations. We understand being sustainable is a continuous process that is made up of structures and systems which serve us all.

STAR Assessment of HSCV Programs



The rating system is organized into:

Goals

Objectives

Evaluation measures

This design aligns with:

Local government processes

Standard practice

Components that reflect public sector mechanisms that are proven effective in advancing change

Terms commonly used by local governments and their community partners to communicate strategic objectives

STAR Assessment of HSCV Programs



	<i>Goal Area</i>	<i>Purpose</i>
✓	Built Environment	Quality, Choice & Access Where We Live, Work & Play
	Climate & Energy	Increase Efficiency, Reduce Impact
	Economy & Jobs	Quality Jobs, Shared Prosperity
✓	Education, Arts & Community	Vibrant, Connected & Diverse Culture
✓	Equity & Empowerment	Inclusion & Access for All Community Members
✓	Health & Safety	Strong, Resilient & Safe
	Natural Systems	Protect & Restore the Resources of Life
	Innovation & Process	Recognizing best practices and processes, local innovation, and good governance

Built Environment	Climate & Energy	Economy & Jobs	Education, Arts, & Community	Equity & Empowerment	Health & Safety	Natural Systems	Innovation & Process
BE-1: Ambient Noise & Light	CE-1: Climate Adaptation	EJ-1: Business Retention & Development	EAC-1: Arts & Culture	EE-1: Civic Engagement	HS-1: Active Living	NS-1: Green Infrastructure	IP-1: Best Practices & Processes
BE-2: Community Water Systems	CE-2: Greenhouse Gas Mitigation	EJ-2: Green Market Development	EAC-2: Community Cohesion	EE-2: Civil & Human Rights	HS-2: Community Health	NS-2: Biodiversity & Invasive Species	IP-2: Exemplary Performance
BE-3: Compact & Complete Communities	CE-3: Greening the Energy Supply	EJ-3: Local Economy	EAC-3: Educational Opportunity & Attainment	EE-3: Environmental Justice	HS-3: Emergency Management & Response	NS-3: Natural Resource Protection	IP-3: Local Innovation
BE-4: Housing Affordability	CE-4: Energy Efficiency	EJ-4: Quality Jobs & Living Wages	EAC-4: Historic Preservation	EE-4: Equitable Services & Access	HS-4: Food Access & Nutrition	NS-4: Outdoor Air Quality	IP-4: Good Governance
BE-5: Infill & Redevelopment	CE-5: Water Efficiency	EJ-5: Targeted Industry Development	EAC-5: Social & Cultural Diversity	EE-5: Human Services	HS-5: Health Systems	NS-5: Water in the Environment	
BE-6: Public Parkland	CE-6: Local Government GHG & Resource Footprint	EJ-6: Workforce Readiness	EAC-6: Aging in the Community	EE-6: Poverty Prevention & Alleviation	HS-6: Hazard Mitigation	NS-6: Working Lands	
BE-7: Transportation Choices	CE-7: Waste Minimization				HS-7: Safe Communities		

STAR Assessment of HSCV Programs



Action Types	
Education and Outreach	<i>Preparatory</i>
Plan Development	
Policy and Code Adjustment	
Partnerships and Collaboration	
Practice Improvements	
Inventory, Assessment, or Survey	
Enforcement and Incentives	<i>Implementation</i>
Programs and Services	
Facilities and Infrastructure Improvements	

GOAL AREA CODES:	BE Built Environment	EAC Education, Arts & Community	EE Equity & Empowerment	HS Health & Safety
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City of Surprise Social Sustainability Program Assessment using STAR Community Rating System 2.0					
City of Surprise (HSCV) Social Sustainability Program	STAR Sustainability Rating Framework		ASU SOS Findings and Recommendations		
Neighborhood Services	Goal Area: Objective & Community Level Outcome (CLO)	Local Actions	STAR Assessment Findings	Recommendations to Achieve Outcomes	Recommended Metrics
Community Outreach	<div style="display: flex; justify-content: space-between;"> <div style="width: 20%;"> <p>HSCV</p> </div> <div style="width: 20%; text-align: center;"> <p>STAR</p> </div> <div style="width: 40%;"> <p>Conduct a survey or other means to demonstrate existing levels of social capital and community cohesion throughout the community</p> <ul style="list-style-type: none"> 3 - PD: Adopt neighborhood plans that guide future development, recommend strategies to create or preserve community venues, and address neighborhood-specific issues 5 - P&C: Collaborate with neighborhood associations, civic groups, and local service providers to identify and address neighborhood-specific needs 7 - PI: Establish a department with staff assigned to work as liaisons with specific neighborhoods 8 - P&S: Ensure access to communication, funding, and organizational tools needed to foster cooperative networks in and between neighborhoods 10 - P&S: Provide programs that support the development of positive, strong youth leaders, particularly in low-income and/or minority </div> <div style="width: 20%;"> <ul style="list-style-type: none"> The HSCV's Block Party Trailer scheme acts as a qualified tool to achieve community cohesion However it appears to have no staff follow-up post-event. Since city staff presence is required, observations and communication regarding the event can be reported. There are no feedback requirements from attendees that can be quantified in a formal manner and reported. There is no event and cohesion success tracking. </div> <div style="width: 20%; text-align: center;"> <p>ASU SOS</p> </div> <div style="width: 40%;"> <p>The HSCV staff present at the event can track and record</p> <p>application requirements: the feedback from organizers and attendees can be recorded via brief surveys using Likert-scale type questions to measure program success. Surveys can be in-person or online (i.e. Google Forms). Alternatively, the HSCV staff can conduct random surveys using pre-designed questions that could ask them about their satisfaction with the event/programs and what else they would like to promote community i.e. community food gardens. Use of social media and draw prizes are recommended as well as a comment section like a chalkboard.</p> </div> <div style="width: 20%;"> <ul style="list-style-type: none"> Community surveys: <ul style="list-style-type: none"> Percentage of residents reporting positive levels of neighborhood cohesion Social capital Quality of program and neighborhood tools Awareness of program Attendee demographics Residents' Sense of Place. Number of: <ul style="list-style-type: none"> Programs to create/preserve community venues Programs to address neighborhood-specific issues Government staff assigned to work as liaisons with specific neighborhoods. </div> </div>				
1.1 Block Party Trailer					

LOCAL ACTION CODES:	E&O	PD	P&CA	P&C	PI	IAS	E&I	P&S	FII
	Education and Outreach	Plan Development	Policy and Code Adjustment	Partnerships and Collaboration	Practice Improvements	Inventory, Assessment, or Survey	Enforcement and Incentives	Programs and Services	Facilities and Infrastructure Improvements

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Community Outreach					
1.1 Block Party Trailer	EAC-2:Community Cohesion - CLO 3: Cohesion and Connectedness	<ul style="list-style-type: none"> 1 - IAS: Conduct a survey or evaluation to demonstrate existing levels of social capital and community cohesion throughout the community 3 - PD: Adopt neighborhood plans that guide future development. 	<ul style="list-style-type: none"> The HSCV's Block Party Trailer scheme acts as a qualified tool to achieve community cohesion However it appears to have no staff follow-up 	The HSCV staff present at the event can track and record attendance and conversation with attendees. The HSCV can include post-event feedback from organizers as part of the	<ul style="list-style-type: none"> Community surveys: <ul style="list-style-type: none"> Percentage of residents reporting positive levels of neighborhood cohesion Social capital Quality of program and
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- **Goal Area** → EAC
 - **Objective** → #2 Community Cohesion
 - **Community Level Outcome (CLO)** → CLO#3 Cohesion & Connectedness

LOCAL ACTION CODES:	E&O	PD	P&CA	P&C	PI	IAS	E&I	P&S	FI
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	Education and Outreach	Plan Development	Policy and Code Adjustment	Partnerships and Collaboration	Practice Improvements	Inventory, Assessment, or Survey	Enforcement and Incentives	Programs and Services	Facilities and Infrastructure Improvements

GOAL AREA CODES:	BE	EAC	EE	HS
	Built Environment	Education, Arts & Community	Equity & Empowerment	Health & Safety

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Social Services	Goal Area: Objective & Community Level Outcome (CLO)	Local Actions	STAR Assessment Findings	Recommendations to Achieve Outcomes	Recommended Metrics
<i>Counseling / Day Facilities / Education</i>					
<i>Employment</i>					
4.1 Employment in Surprise (SOAR)	<p>EE-6:Poverty Prevention & Alleviation - CLO 2: Equitable Poverty Reduction</p>	<ul style="list-style-type: none"> 5 - P&S: Implement supportive workplace programs for people living at or near the poverty line 6 - P&S: Connect low-income community members with workforce development programs to strengthen hard and soft work skills 	<ul style="list-style-type: none"> Presently, HSCV emails out job alerts. The Surprise website offers 2 employment referral websites. It is unclear whether the information is collected as described in the metrics column. 	<ul style="list-style-type: none"> To be more aware of the needs of those in the city facing unemployment and poverty related issues, data must be kept to develop the appropriate programs to serve their needs (and the needs of their families). More business partnerships will have to be developed to fulfill the needs of a growing city. The types of businesses needed to serve and employ the residents must be identified and prioritized, as well as, those businesses not wanted in the community. 	<ul style="list-style-type: none"> Number of applications received. Categorize income level of applicants. Success rate of SOAR. Duration of unemployment Number of workforce programs available. Assess the skill level of the unemployed.
<i>Safety</i>					
5.1 Safety Education	<p>HS-5: Health Systems - CLO 2: Quality of Local Hospital Systems</p>	<ul style="list-style-type: none"> 4 - E&O: Educate the public about eligibility and enrollment barriers to obtain health insurance. 	<ul style="list-style-type: none"> Based on the information from the Surprise website, the Resource Center partners with Adelente to 	<ul style="list-style-type: none"> HSCV can be more proactive in promoting the benefits of health care coverage to all of the residents of Surprise by 	<ul style="list-style-type: none"> Determine the percentage of residents that do not have health insurance including young people, homeless, elderly, low

LOCAL ACTION CODES:	E&O	PD	P&CA	P&C	PI	IAS	E&I	P&S	FII
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Senior

GOAL AREA CODES:	BE	EAC	EE	HS
	Built Environment	Education, Arts & Community	Equity & Empowerment	Health & Safety

City of Surprise Social Sustainability Program Assessment using STAR Community Rating System 2.0					
City of Surprise (HSCV) Social Sustainability Program	STAR Sustainability Rating Framework		ASU SOS Findings and Recommendations		
Senior Services	Goal Area: Objective & Community Level Outcome (CLO)	Local Actions	STAR Assessment Findings	Recommendations to Achieve Outcomes	Recommended Metrics
8.1 Hot Lunch Program	HS-4: Food Access & Nutrition - CLO 3: Access to Healthful Food	<ul style="list-style-type: none"> 1 - IAS: Conduct an assessment of the local food system, including existing policies and programs that address the six steps of the food cycle; grow or produce, sell, process, distribute, consume, and compost 7 - E&O: Support the development of healthy eating campaigns for residents to learn about nutrition, food safety, and food assistance programs 9 - PI: Purchase and sell healthful food at facilities owned, leased, and operated by the local government 	<ul style="list-style-type: none"> The Hot Lunch Program provides seniors with an affordable lunchtime meal every day the senior center is open. The menu for each day of the month is posted online which helps seniors make informed decisions. The program helps bring seniors into the senior center and promotes social interaction. However, no nutritional information can be found on the website for meals. There is also a lack of information on where the food is being sourced from. 	In order to help seniors make more well educated decisions about their diet, nutritional information can be added to the menu, as it is already posted well in advance. If a survey has not been done before, gaining feedback from participants in the program could help choose healthier foods if there is a call for different options. The HSCV department should provide information on where food products are sourced and priority should be given to seasonal and locally grown food.	<ul style="list-style-type: none"> Survey focused on: <ul style="list-style-type: none"> The importance of locally sourced food vs. increase of price of lunches Different healthy food options Track: <ul style="list-style-type: none"> Numbers of seniors participating in both lunch program and social activities Number of seniors come to senior center only for lunch
8.2 We Care Program - Senior Safety	EE-5: Human Services - CLO 3: Child And Adult/Elderly Abuse and Neglect Services	<ul style="list-style-type: none"> 1 - IAS: Conduct a community needs assessment to identify priority service needs and resources, including the needs of vulnerable populations 2 - PD: Adopt a human services plan designed to guarantee that basic human needs are met in the community 6 - PI: Monitor and evaluate the quality, comprehensiveness, and 	<ul style="list-style-type: none"> No records could be found pertaining to assessments of the We Care program. The program is a constructive way to build community relations with the police. The program is a good way to directly monitor neglect or potential elderly abuse in the 	The We Care Program should be viewed as an asset that brings about further opportunity to serve the community. An assessment of the program may be geared toward finding ways to expand awareness and access to the program. Aside from the newsletter and the city website, strategies should be aimed at guaranteeing all elderly	<ul style="list-style-type: none"> Assessment focused on: <ul style="list-style-type: none"> The awareness of the program among the elderly community Rate of new membership Signs of abuse or neglect <ul style="list-style-type: none"> Elderly food security Police reports

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STAR Overall Findings

City of Surprise (HSCV) Social Sustainability Program		Findings	Recommendations
Neighborhood Services	<i>Community Outreach</i>	<ul style="list-style-type: none"> • Lack of reported information • Identification of the social and income groups 	 
	<i>Education</i>		
	<i>Fair Housing Programs & Grant Funds</i>		
Social Services	<i>Employment</i>	<ul style="list-style-type: none"> • Little connection to environment or sustainability 	 
	<i>Safety</i>		
	<i>Other Resources</i>		
	<i>Volunteer Opportunities</i>		
Senior Services	<i>Senior Programs</i>	  	

Comparable Cities

Best Practices

Comparable Cities:

3 Comparable Cities :

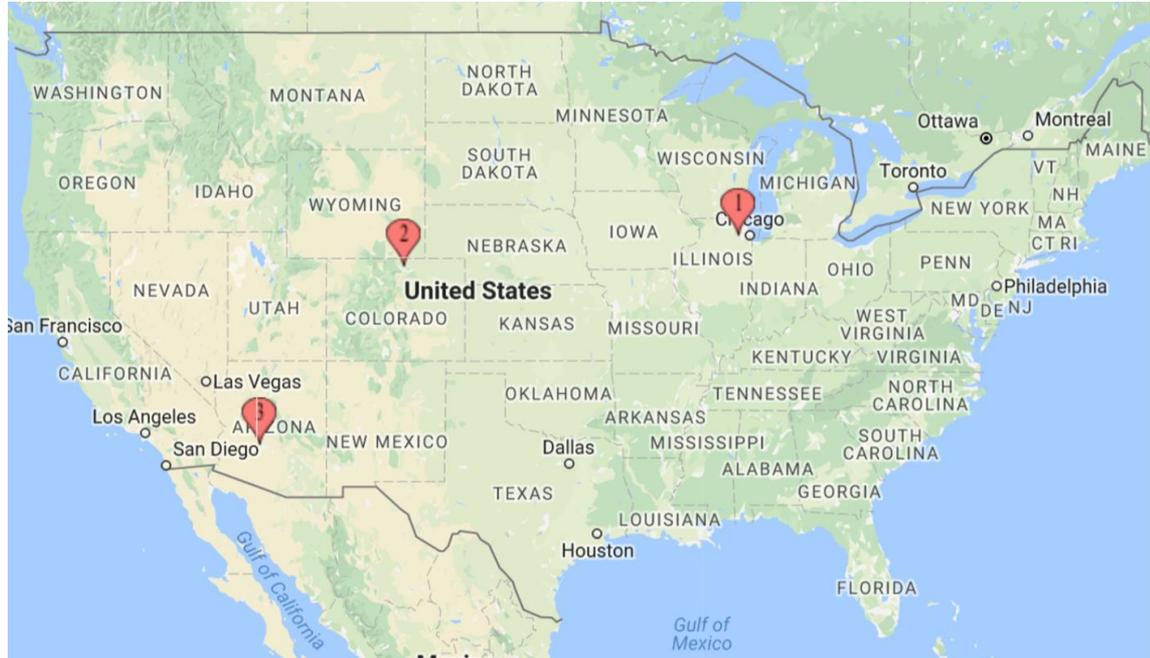
1. Naperville, IL
2. Fort Collins, CO
3. Avondale, AZ

Cities Chosen because:

City Population

Location from Downtown Area

Sustainability Plan



Naperville, IL



Located in the suburbs of Chicago, IL; current population of more than 150,000; land boundary: 45 square miles

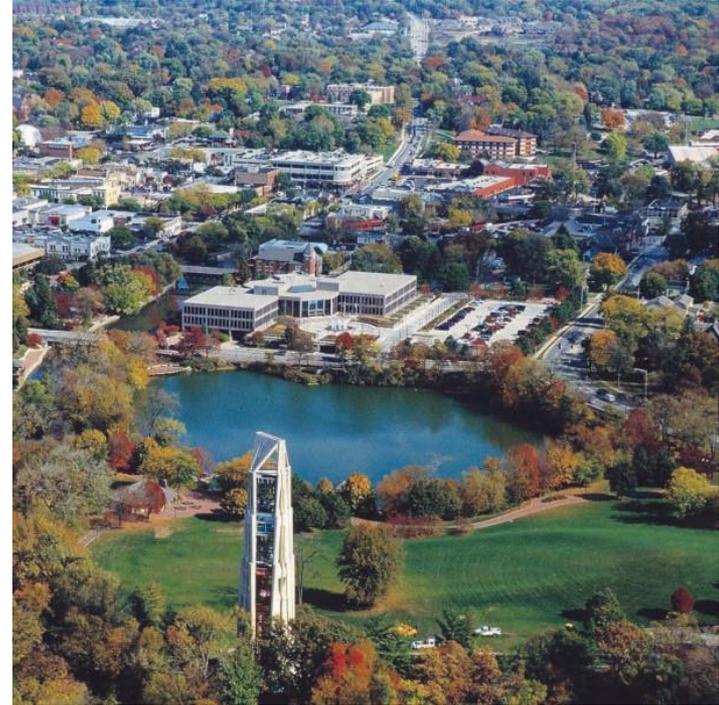
Naperville, IL

Environmental Sustainability Plan developed in 2010

Establishes a long-term vision for environmental sustainability and guides the city's actions, leadership, and initiatives

Naperville's Best Practices:

1. Sustainability Education Programs
2. Promotion of Bicycle friendly Communities
3. Waste Reduction and Residential Recycling



Fort Collins, CO



Located north of Denver, CO, current population of more than 160,000, land boundary: 55 square miles

Fort Collins, CO

Social Sustainability Strategic Plan developed in 2016

Outlines needs within the community and specific goals they want to achieve.

Fort Collins's Best Practices:

1. Community Wellness
2. Equity and Inclusion Programs
3. Affordable Housing Development



Avondale, AZ



Located in the west suburbs of Phoenix, AZ, current population more than 76,000, land boundary: 45 square miles

Avondale, AZ

Municipal Sustainability Plan developed in 2014.

Creates goals to increase the social sustainability of the city through community engagement and health

Avondale's Best Practices:

1. Community Leadership Programs
2. Community Engagement Organizations
3. Community Participation and Education



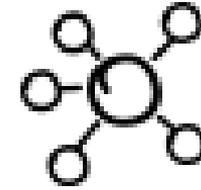
Overall Recommendations

Community Engagement

Empower diverse communities

Participatory events

Sustainability education



Community Leadership

Programs

Goals & Vision

Awards & events



Partnerships

GIVE YOUR COMMUNITY A HAND

