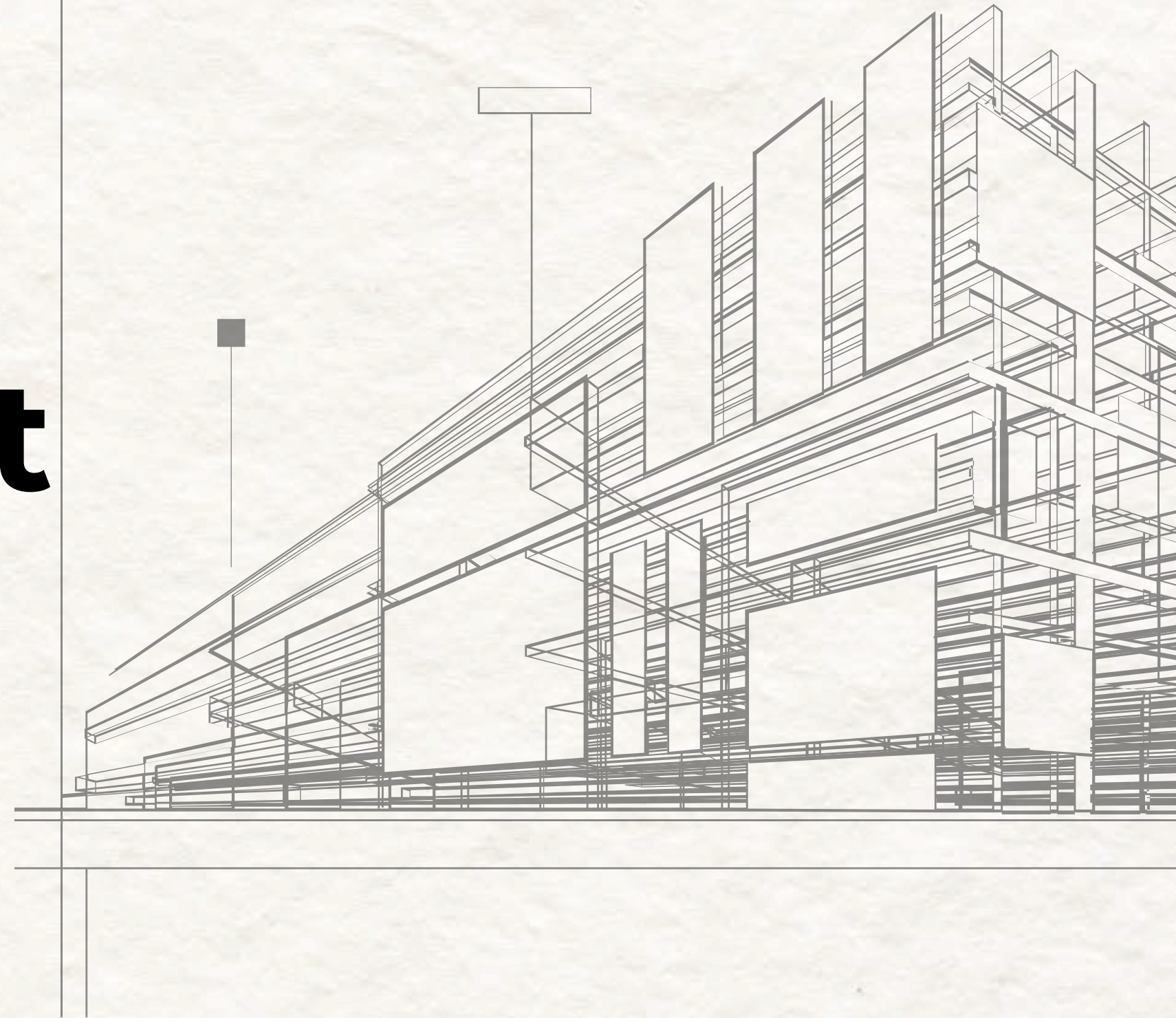




Development Advisory Forum



City News Updates



Staffing Changes



➤ **New team members!**

- Kylon Gresham – Building Inspection Supervisor



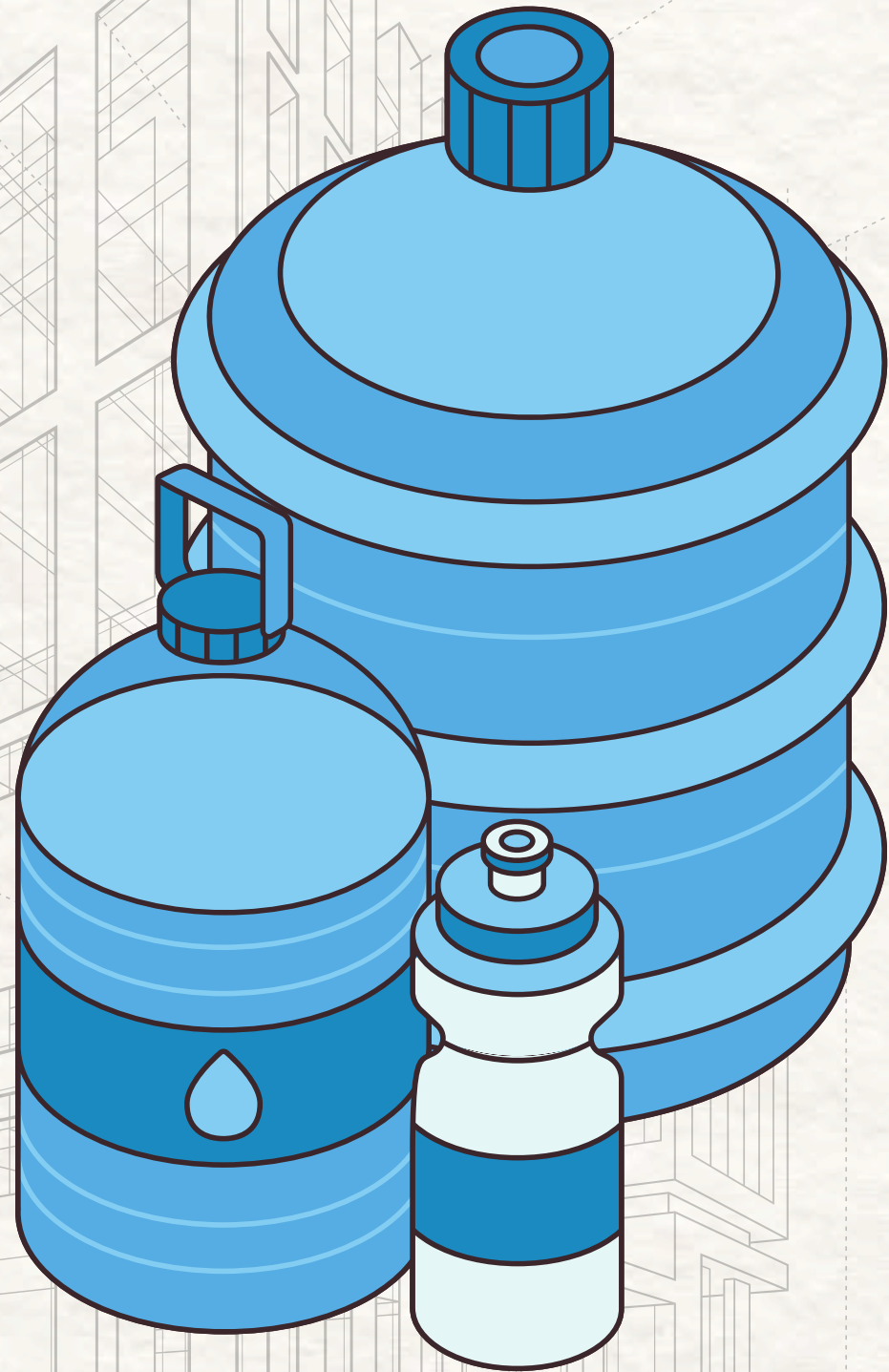
➤ **Promotions!**

- Juan Macias – Building Plans Examiner

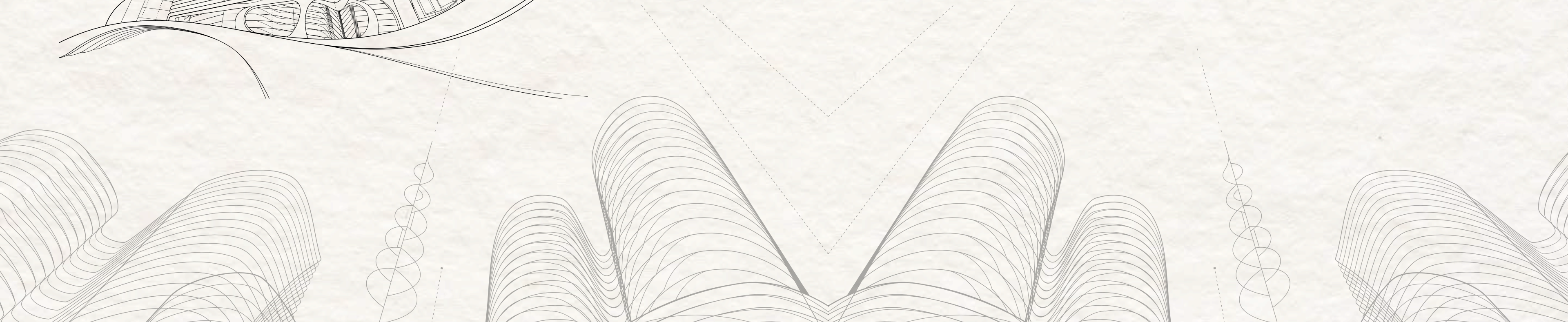
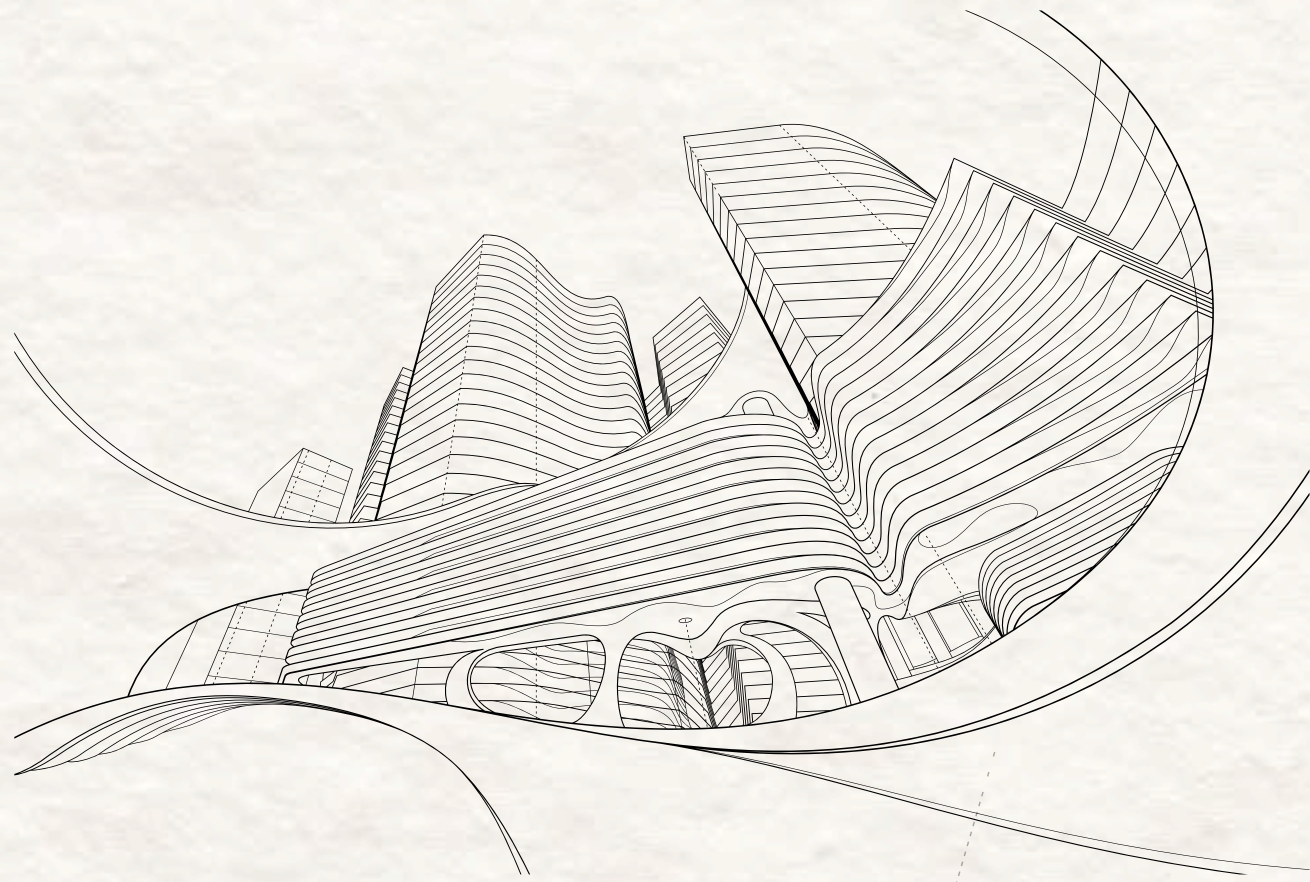
➤ **Current Openings!**

- Code Compliance Officer
- Traffic Control Supervisor

Water Resource Allocation Policy Update



State of the **Department**



Website Review Times Updated!

CITY OF Goodyear

Public, Fee, and Tax Notices Search [Q]

OUR CITY GOVERNMENT BUSINESS I WANT TO...

Development Sites
Electronic Plan Review FAQ, Tech Tips, Online Resources and Training Videos
- Development Resources
Review Times
Civil Engineering Checklists
Homeowner Info
Fees
Directory of Regulatory Documents
Current Development
Schedule an Inspection
Development Advisory Forum
About Us
ECONOMIC DEVELOPMENT
EXISTING/GROWING BUSINESSES
HOME BASED BUSINESS
INNOVATIONHUB
SHORT TERM RENTALS

Plan Review Target Time Frames

These review times represent staff's target reviews and not the established maximum review times. To find out more information regarding our established maximum review time frames as required by SB 1598, please see the [City of Goodyear Administrative Manual](#).

All days below are counted in **business days**.

Application Type/Subtype	Prescreen (Administrative Review)	Department Review	
		1st Review	2+ Review
Planning & Zoning Applications			
Projects involving Public Hearings or City Council Approval			
Rezone / Planned Area Development	5	30	20
General Plan Amendments	5	30	20
Annexations	5	30	20
Use Permit / Special Use Permit	5	30	20
Development Agreement	5	30	20
Comprehensive Sign Package (requiring Council	5	30	20

1st Review

= Target Review Time

	Date	Average review time	Count
Final Plats # 15	Q3-25	16	4
	Q4-25	18	3
	Q1-26	17	1

	Date	Average review time	Count
Entitlement (Rezone, Use Permit, Special Use Permit) # 30	Q3-25	60.6	3
	Q4-25	36.1	7
	Q1-26	35	1

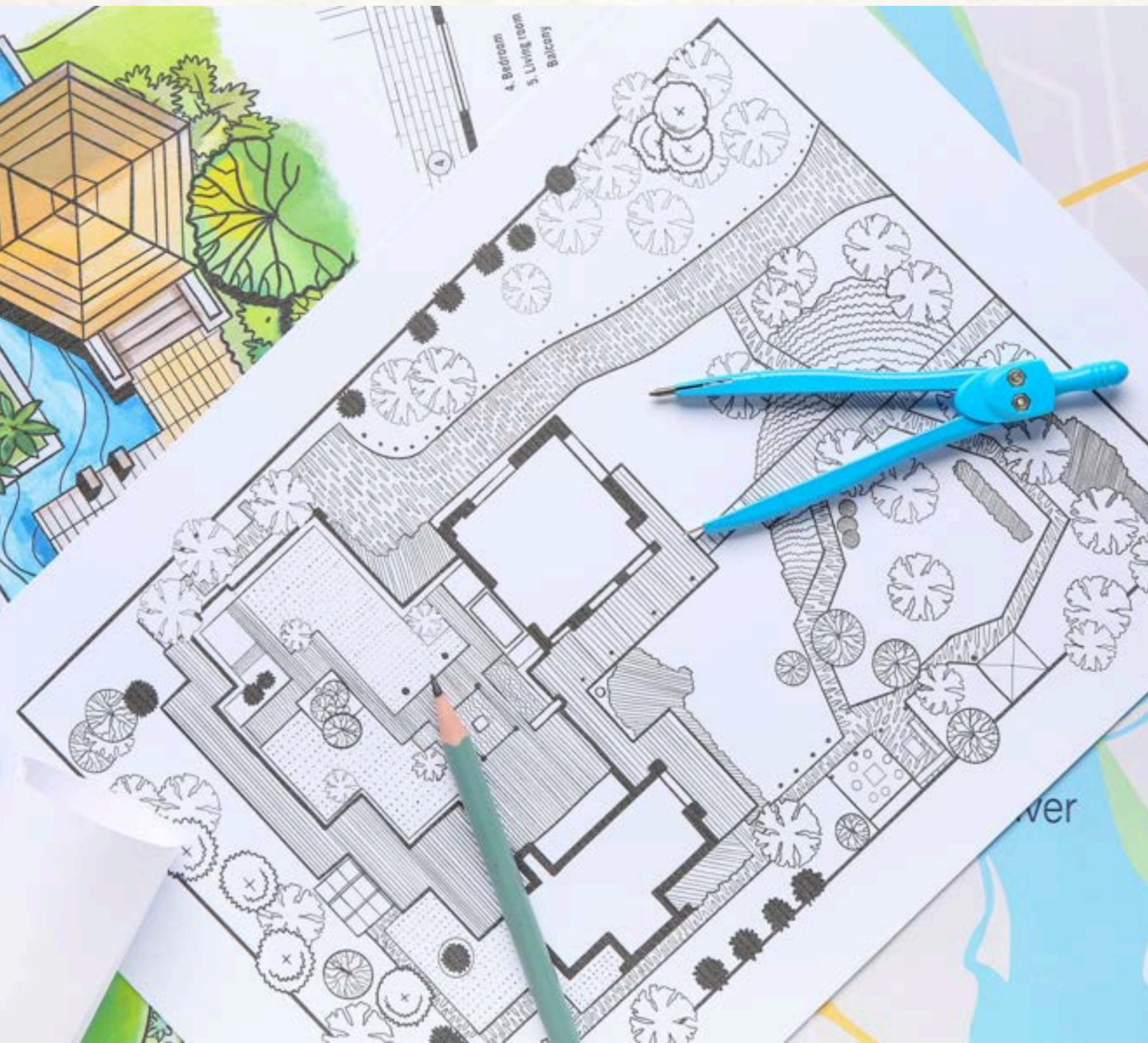
	Date	Average review time	Count
Site Plans # 25	Q3-25	25.7	9
	Q4-25	16	4
	Q1-26	25.5	2

Building 1st Review

= Target Review Time

	Date	Average review time	Count
New Construction # 25	Q3-25	16.5	4
	Q4-25	17.4	13
	Q1-26	28	1

	Date	Average review time	Count
Tenant Improvement # 15	Q3-25	10.6	46
	Q4-25	17.7	22
	Q1-26	12.6	8



Zoning Ordinance Update

www.goodyearaz.gov/zoning



International Building Code Update



Customer Service

Excellent

Very good

Good

Average

Poor

DSD Annual **Customer Experience Survey**

Why It Matters

- We care deeply about how our customers experience working with our team, and we use their feedback to get better.

How It Connects to Our Strategy

- Launched February 2025
- Directly supports our Excellence in Customer Service strategic goal
- Includes Net Promoter Score (NPS) as our key outcome measure

Survey Details

- Open through March 6
- Link will be emailed by Katie
- QR code available now

What We Do With the Results

- Analyze themes and trends
- Prioritize improvement efforts
- Report back with highlights at next Forum





Questions?

Thank you!



NEXT MEETING... TUESDAY, MAY 19TH 2026



**ADDITIONAL QUESTIONS? PLEASE EMAIL:
DEVELOPMENTCOUNTER@GOODYEARAZ.GOV**