



DEVELOPMENT ADVISORY FORUM

WEDNESDAY MAY 27TH, 2026





BRYAN LANGLEY

CITY MANAGER



CITY UPDATES





STAFFING CHANGES



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NEW EMPLOYEES

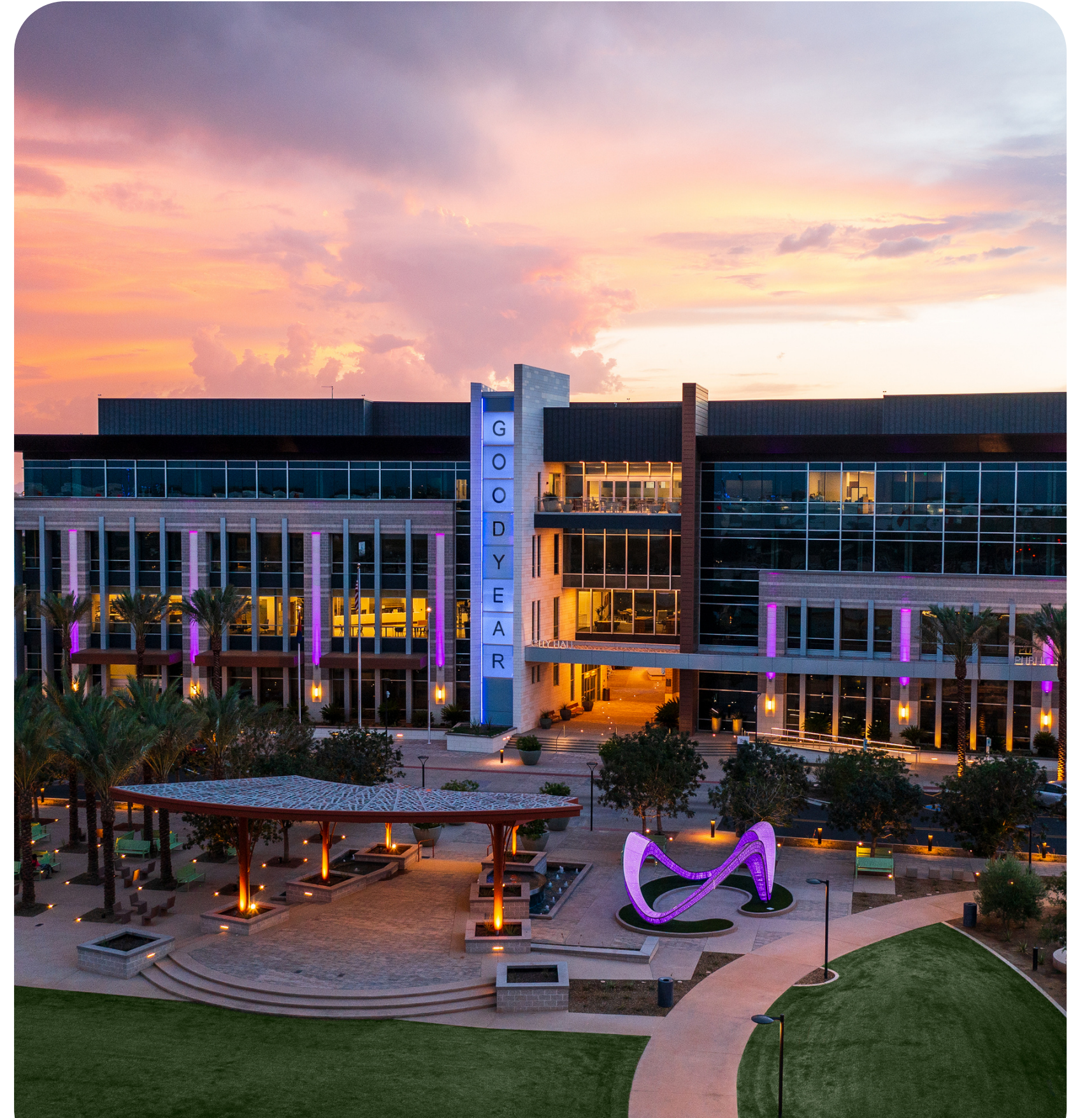
- **Miguel Leon** – Code Compliance Officer
- **David Mohler** – Code Compliance Officer
- **Jay Romero** – Code Compliance Officer
- **Isom Jackson** – Construction Inspector II

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PROMOTIONS

- **Robert Cunningham** – Construction Inspection
Supervisor overseeing Traffic Control
- **Caitie Alexander** – Permit Tech III

STATE OF THE DEPARTMENT



1st Review

#

 = Target Review Time

	Date	Average review time	Count
Final Plats 15	Q4-25	18	3
	Q1-26	17	1
	Q2-26	15	2
	Date	Average review time	Count
Entitlement (Rezone, Use Permit, Special Use Permit) 30	Q4-25	36.1	7
	Q1-26	33	1
	Q2-26	N/A	0
	Date	Average review time	Count
Site Plans 25	Q4-25	16	4
	Q1-26	28	4
	Q2-26	21.5	2

Building 1st Review

#

 = Target Review Time

	Date	Average review time	Count
New Construction 25	Q4-25	17.4	13
	Q1-26	18	2
	Q2-26	14	5

	Date	Average review time	Count
Tenant Improvement 15	Q4-25	17.7	22
	Q1-26	14	17
	Q2-26	13	17



Colorado River

Development Advisory Forum
5/27/2026

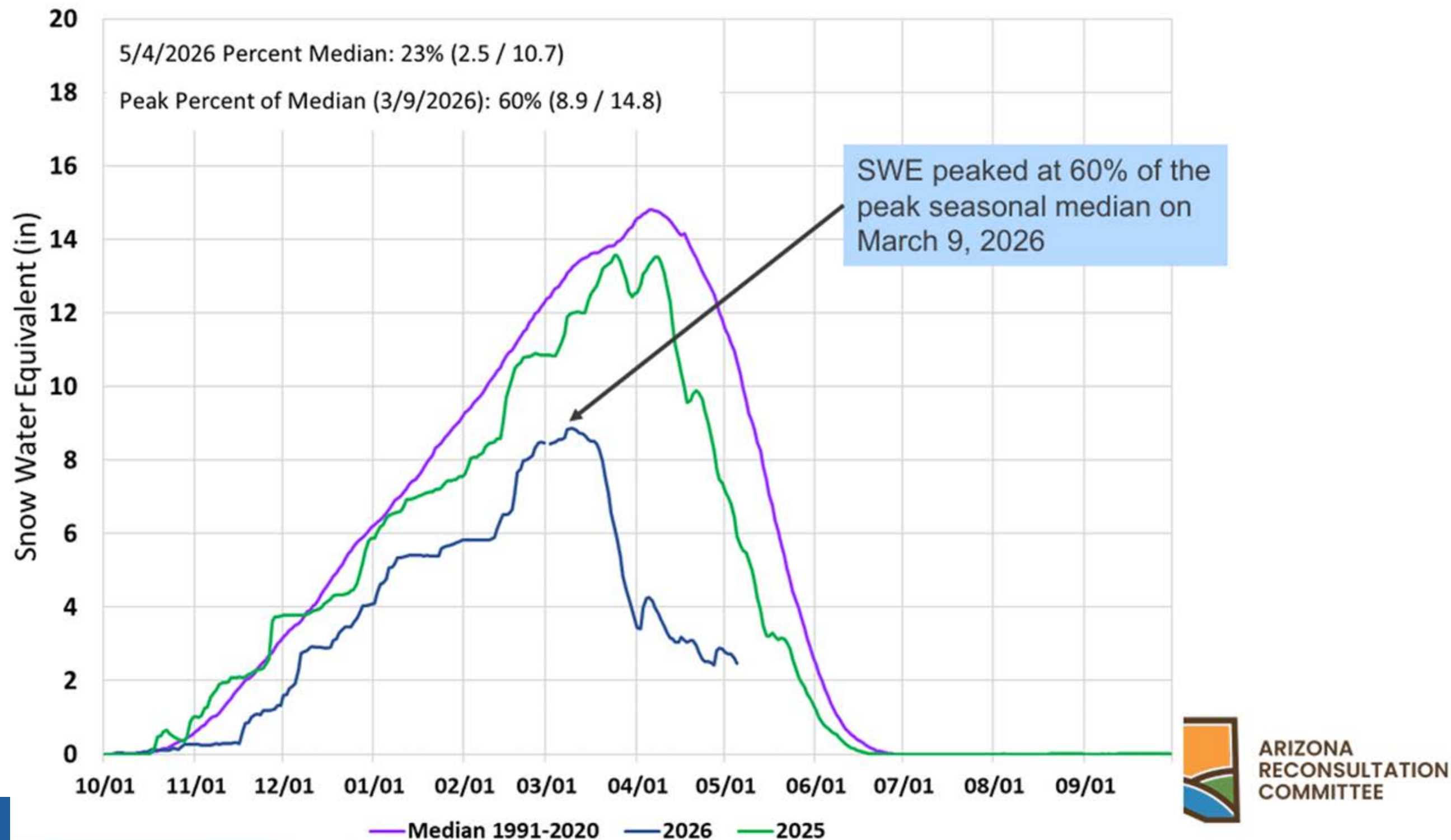


Overview

- Hydrology
- Lower Basin Proposal
- Timeline
- Implications
- Next steps



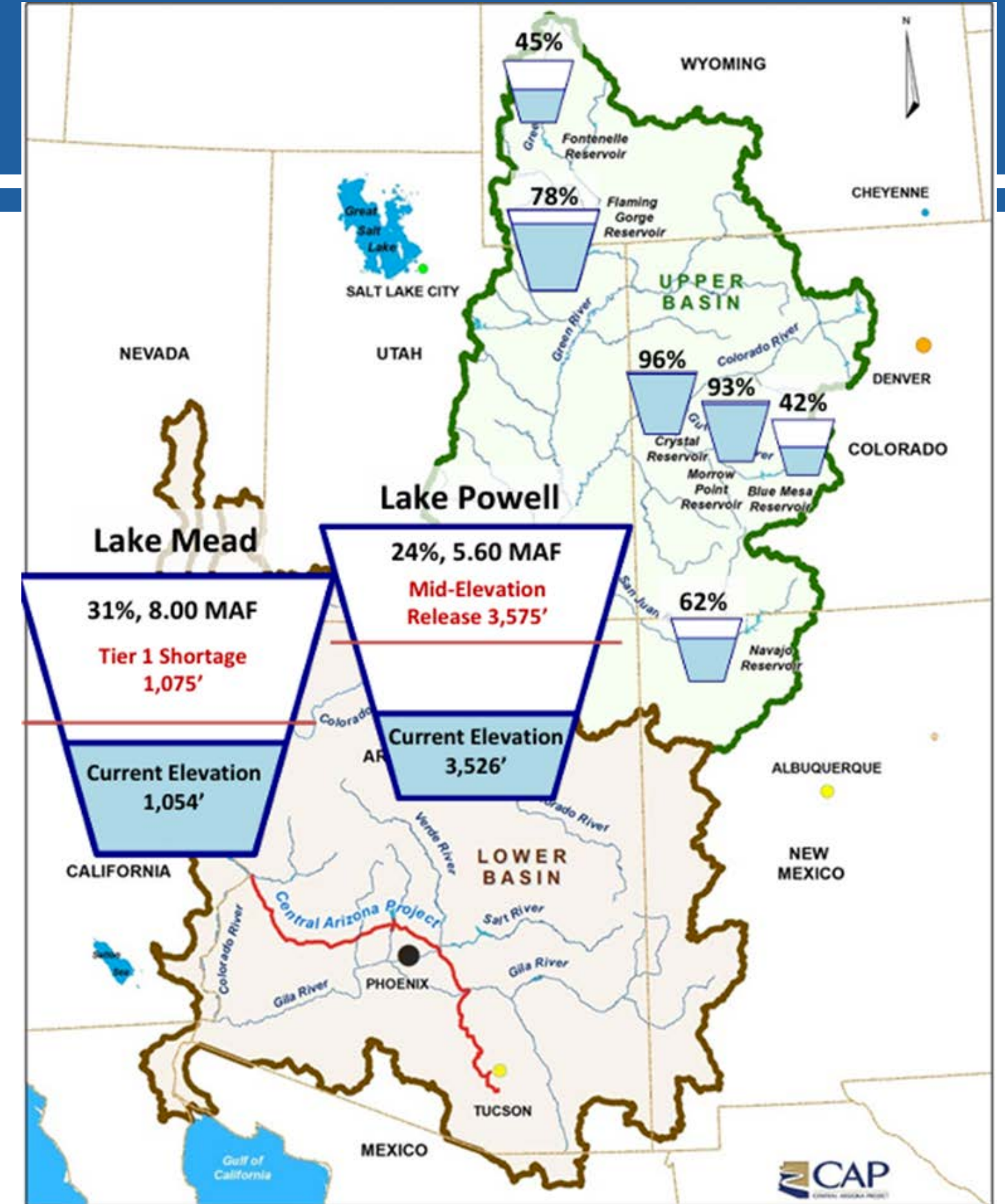
Snow Water Equivalent – above Lake Powell



Status of River System

As of May 10, 2026

- System content: 20.42 MAF (35%)
Last Year System content: 23.42 MAF



Lower Basin Proposal

- 3.2 million acre-feet of system savings from Lower Basin users and Mexico through 2028
- 1.25 million acre-feet of annual mandatory reductions
 - Arizona: 760,000 AF
 - California: 440,000 AF
 - Nevada: 50,000AF
- Additional system conservation targeting at least 700,000 AF

Post-2026 Timeline

May 1	Lower Division States submitted their Proposal for Short-Term Operations of the Colorado River Intended to cover Calendar Years 2026, 2027 and 2028 (“implementation term”)
May	Development of preferred alternative
Late June	Final EIS expected to be published
Late July	Record of Decision expected to be published
October 1	Implementation of ROD
Reclamation intends to engage with Mexico along with the Basin States (timing TBD)	

Implications for Goodyear

- 760,000 AF reduction to CAP, would mean a 20% reduction to Goodyear's Colorado River supplies
- In short-term, 760K reduction may be manageable
 - Offset by pumping more groundwater and stored water
- Acquisition of new water supplies take time and will certainly cost more than CAP water.

Next Steps from Goodyear

- Awaiting decision from federal government
- Continue to be an active participant in all stakeholder discussions
- Implementation of conservation programs to further drive culture of water stewardship
 - Water Strategy
- Maximize the use of existing supplies and pursue new water supplies



ZONING

ORDINANCE



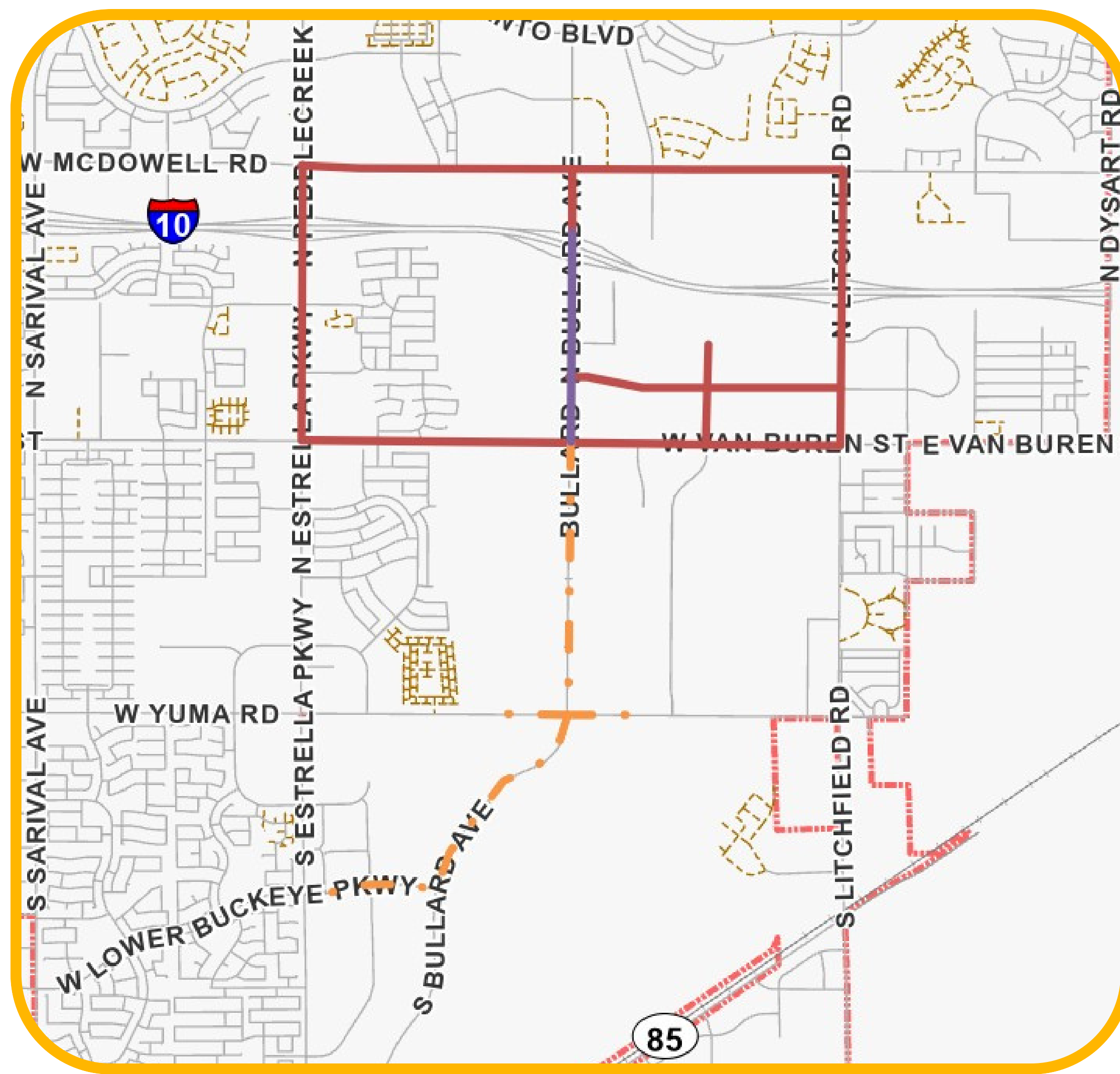
BUILDING CODES



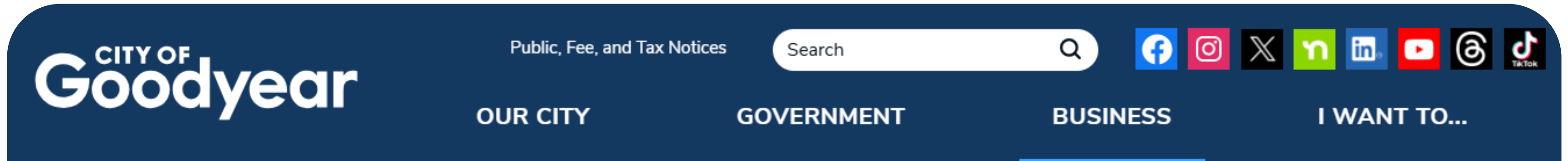


BUC-EE'S GRAND OPENING





SMART WEBSITE



Business » Development Center »

SMART: Streamlined Municipal Approved Residential Types

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Program Overview

The City of Goodyear has established a Pre-approved Housing Design Plan Program pursuant to **A.R.S. § 9-461.20** and **SB 1529 (Fifty-seventh Legislature, First Regular Session, 2025)**. This program—known as SMART (Streamlined Municipal Approved Residential Types)—allows architects and design professionals to submit non-site-specific residential plan sets for City pre-review.

If a plan set is found compliant with adopted building codes, local amendments, and applicable design guidelines, it will be listed in the City's online SMART Pre-approved Plan Library.

2026 DSD CUSTOMER EXPERIENCE SURVEY RESULTS

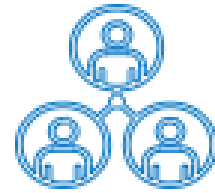
DEVELOPMENT ADVISORY OVERVIEW

MAY 2026



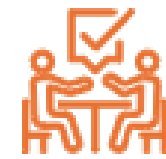
PURPOSE: We create a community where everyone can thrive!

FY 26-28 Strategic Goals



Strategic Goal #1

Create a Thriving Team Culture



Strategic Goal #2

Excellence in Customer
Service



Strategic Goal #3

Quality at the Source

Vision

Make it easy to provide high-quality development through
a simple, customer-centric development process.

Mission

The Development Services Department works to improve the quality of life for the current and future residents of Goodyear by providing programs and services to help shape and create safe and suitable neighborhoods, commercial centers, and beyond.
We assist customer through several divisions: Planning & Zoning, Building Safety, Civil Inspections, Permitting, Civil Plan Review and Code Compliance.

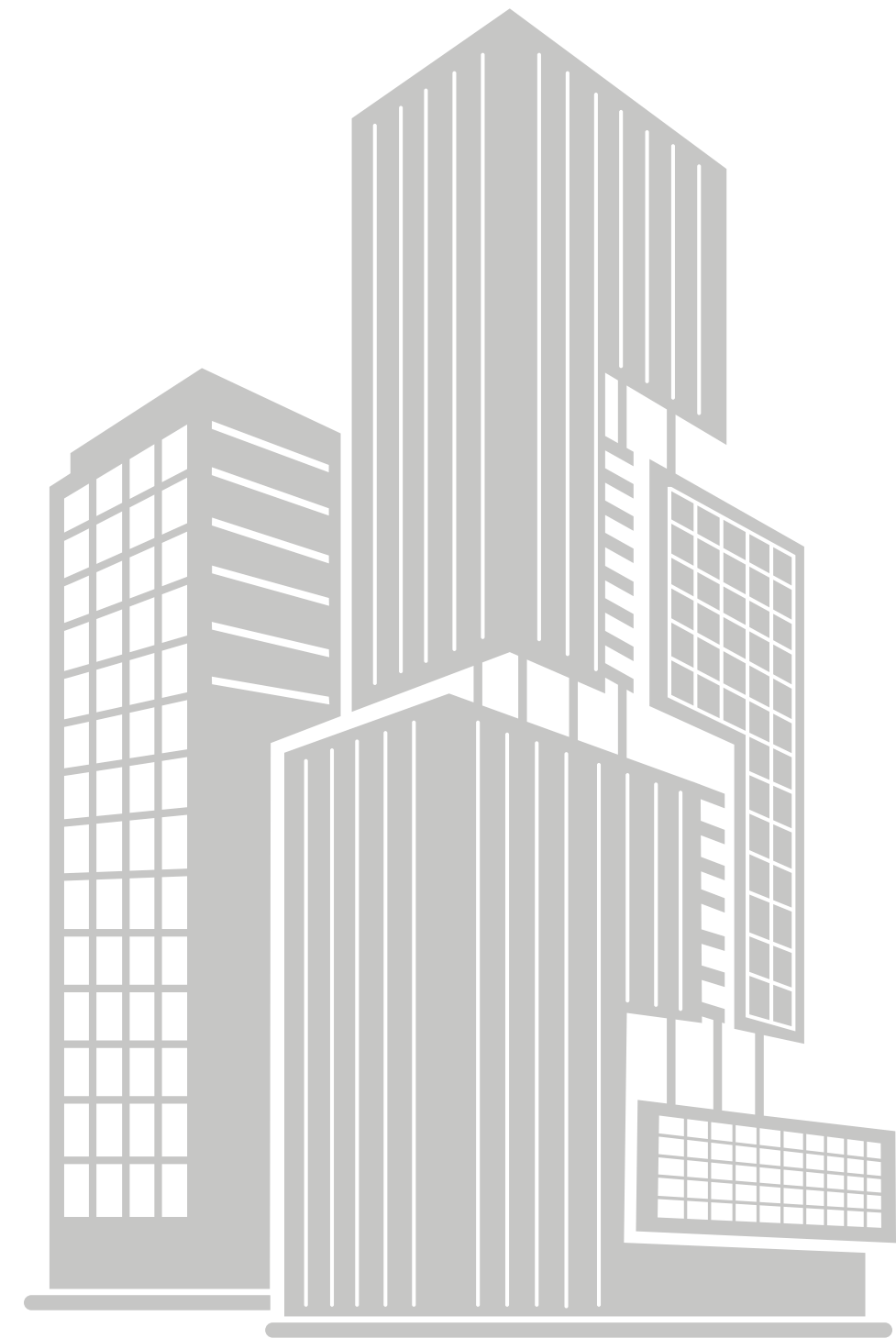
OVERVIEW

- 113 Responses (141 responses last year)
- Net Promoter Score - NPS (Metric for Customer Experience Goal)
 - Baseline: Mar 2025 = 36
 - Mar 2026 = 41 (progress target = 48)
 - 60% are 9 & 10 – promoters
 - When adding “passives” but not detractors (7 & 8): 78%



STRENGTHS

- **CUSTOMER TAKEAWAY:** The department's **people, professionalism, and willingness to help** create a strong foundation for customer trust.
 - People and service culture stand out as the department's greatest strength.
 - Staff are consistently described as helpful, professional, and friendly.
 - Customers value direct communication with knowledgeable staff and inspectors.
 - Many staff members were recognized for going above and beyond to guide applicants through the process.
 - Customers appreciate a collaborative, solution-oriented approach.
 - Several respondents noted significant improvements over the past couple of years.
 - Some customers stated Goodyear is easier to work with than other jurisdictions.



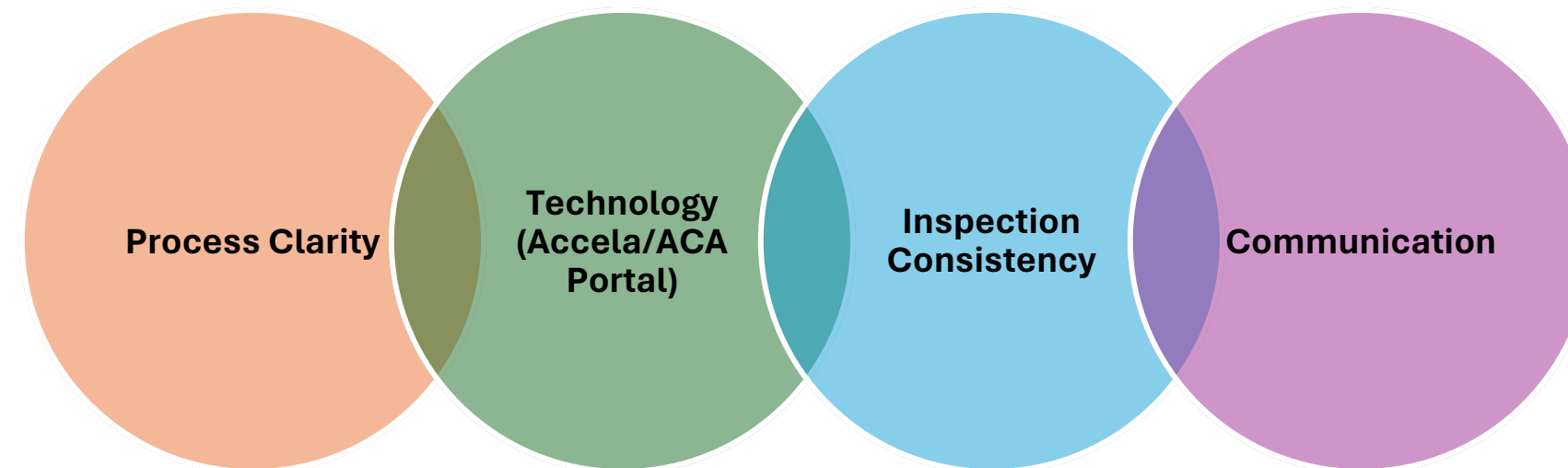
- **CUSTOMER TAKEAWAY:** While staff interactions are generally positive, **process complexity and system usability create the most frustration.**
 - **Process Clarity**
 - Customers often **struggle to understand permit requirements and inspection steps**
 - Requirements are sometimes **unclear or discovered later in the process**
 - **Inspection Consistency**
 - Concerns about **changing expectations or requirements not shown on approved plans**
 - Perception that inspections can **slow work rather than move projects forward**
 - **Reinspection scheduling** and **communication challenges**
 - **Technology & Systems**
 - Online portal and website are **confusing and difficult to navigate**
 - Document uploads and permit submission processes create **unnecessary back-and-forth**
 - **Duplicate notifications** and **limited ability to modify submissions**
 - **Communication**
 - Occasional **delays in responses to calls or emails**
 - Difficulty obtaining **clarification from reviewers or inspectors**

OPPORTUNITIES

NEXT STEPS



- **Customer Focus Group Conversations Based on 4 Themes of Feedback**
 - Deeper Dive Into Understanding Opportunities



- **Identifying Priorities for Department Strategic Plan Update & FY 27 Initiatives**
 - Project Handoffs Between Plan Review & Construction
 - Performance Measures
 - Plan Review Timelines
 - Field Changes
 - Develop Plan for Accela Future Phases
 - Could include customer-facing experience enhancements



QUESTIONS?





THANK YOU!

➤ **Next Meeting... August 26th, 2026**

➤ **Additional questions? Please email:**

developmentcounter@goodyearaz.gov