



City Council Work Session
Municipal Court and Council Chambers
14455 W. Van Buren St., Suite B101
Goodyear, AZ 85338
Monday, June 14, 2021
5:00 PM

Mayor
Georgia Lord

Vice Mayor
Bill Stipp

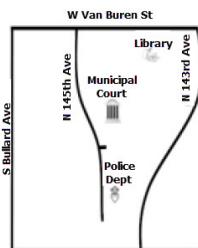
Councilmember
Joe Pizzillo

Councilmember
Sheri Lauritano

Councilmember
Wally Campbell

Councilmember
Brannon Hampton

Councilmember
Laura Kaino



**CITIZENS COMMENTS/APPEARANCES FROM THE FLOOR
(FOR REGULAR MEETINGS ONLY)**

Please complete a speaker card and submit it to the City Clerk prior to the meeting being convened, if possible. Each speaker is limited to three (3) minutes. Once the City Clerk has called your name, step up to the lectern and begin by clearly stating your name for the record and whether you are a Goodyear resident.

NON-AGENDA ITEMS

Members of the public may address the City Council regarding any non-agenda item within the jurisdiction of the City Council. The City Council will listen to comments and may take any of the following actions:

- Respond to criticism.
- Request that staff investigate and report on the matter.
- Request that the matter be scheduled on a future agenda.

AGENDA ITEMS

Members of the public may address the City Council regarding any item on the Consent, Public Hearing and/or Business portions of the agenda. Each speaker's name will be called in turn once the item has been reached and after City staff have completed their presentation.

PROCEDURES

Pursuant to A.R.S. § 38-431.02, notice is hereby given to the members of the Goodyear City Council and to the general public that the Council of the city of Goodyear will hold a meeting open to the public. Public body members of the city of Goodyear will attend either in person or by telephone conference call and/or video communication. The Goodyear City Council may vote to go into Executive Session, pursuant to A.R.S. § 38-431.03(A)(3), which will not be open to the public, to discuss certain matters. Meetings are conducted in accordance with the City Council Meetings Council Rules of Procedure adopted by Resolution No.2018-1879



City Clerk's Office: 190 N. Litchfield Rd, Goodyear, AZ 85338 (623) 882-7830
www.goodyearaz.gov/cityclerk
City Council Meeting Live Broadcast: <https://www.facebook.com/goodyearazgov/videos>

CALL TO ORDER**ROLL CALL****AGENDA ITEMS FOR DISCUSSION**

ALL ITEMS LISTED ARE FOR DISCUSSION ONLY. NO ACTION CAN NOR WILL BE TAKEN.

1. 2021 CITIZEN SURVEY RESULTS

This is an opportunity for Council to discuss the results of the 2021 Community Survey. (Jenna Goad, Assistant to the City Manager)

2. USER FEE COST OF SERVICE STUDY

Council will receive information from staff on the City's user fees and cost of service study. (Doug Sandstrom, Finance Director)

INFORMATION ITEMS

Comments, commendations, report on current events and presentations by Mayor, Councilmembers, staff or members of the public. The Council may not propose, discuss, deliberate or take any legal action on the information presented, pursuant to A.R.S. § 38-431.02.

1. Reports from the Mayor and City Council

a. This may include current events and activities as well as requests for information or future agenda items.

2. Report from the City Manager

a. This may include updates from events, staff summary, update of legislative issues, clarification on items being requested by City Council and Manager's update on Council Related Matters.

ADJOURNMENT

THE CITY OF GOODYEAR ENDEAVORS TO MAKE ALL PUBLIC MEETINGS ACCESSIBLE TO PERSONS WITH DISABILITIES. With 48-hour advance notice, special assistance can be provided for sight and/or hearing-impaired persons at this meeting. Reasonable accommodations will be made upon request for persons with disabilities or non-English speaking residents. Please call the City Clerk (623) 882-7830 or Arizona Relay (TDD) 7-1-1 to request an accommodation to participate in this public meeting.

LA CIUDAD DE GOODYEAR PROCURA HACER TODA JUNTA PUBLICA ACCESIBLE A PERSONAS CON DISCAPACIDADES. Con un aviso de 48 horas por adelantado se puede proveer asistencia especial a personas con discapacidades visuales o auditivas durante la junta.

Se harán adaptaciones razonables con previa solicitud para personas con discapacidades o para residentes que no hablan inglés. Favor de llamar a la Secretaria Municipal al (623) 882-7830 o Retransmisión de Arizona (TDD) 7-1-1 para solicitar adaptaciones para participar en la junta pública.

POSTING VERIFICATION

This agenda was posted on 6/9/2021 at 2:45 p.m. by (PP).

AGENDA ITEM #: 1.
DATE: 06/14/2021
AI #:152



CITY COUNCIL ACTION REPORT

SUBJECT: 2021 CITIZEN SURVEY RESULTS

STAFF PRESENTER(S): Jenna Goad, Assistant to the City Manager

OTHER PRESENTER(S):

Nick Mastronardi, CEO Polco

SUMMARY

The purpose of this work session is to provide an overview of the 2021 Community Survey results.

FISCAL IMPACT

The results of this study offer are one of many sources that could be used to help guide future budget decisions.

BACKGROUND AND PREVIOUS ACTIONS

The city of Goodyear regularly conducts a survey to gauge residents' satisfaction with city services and better understand the perception of our community. The results of the survey provide the city with valuable insight about which services Goodyear residents consider the highest quality, which could be improved, and the overall level of satisfaction. In years past, City Council and management have utilized the results to make improvements to city services and/or consider new programs.

The city previously contracted with the National Research Center to administer citizen surveys in 2014, 2015, and 2018. In 2019, NRC merged with Polco, a civic engagement technology company. As a result of the merger, a number of new measures were added to the 2021 survey and the report's contents and design have been changed from previous years.

The National Research Center, Inc. (NRC) at Polco conducts the confidential survey on the city's behalf, using the National Community Survey (NCS) instrument which is specific to local governments, allowing Goodyear to benchmark results against over 600 communities across the country. The NCS captures residents' opinions considering ten central facets of a community: Economy, Mobility, Community Design, Utilities, Safety, Natural Environment, Parks and Recreation, Health and Wellness, Education, Arts, and Culture, and Inclusivity and Engagement. It also allows for a limited number of custom questions.

STAFF ANALYSIS

The response rate for the randomly selected probability sample was down compared to previous years; however, the opt-in, open participation online survey saw an increase as a result of enhanced promotion.

	2021 Survey	2018 Survey	2015 Survey
Surveys mailed	3,500	3,200	3,000
Surveys delivered	3,428	3,093	2,810
Responses received	606	751	657
Response rate	18%	24%	23%
Open participation (opt-in) online responses*	693	546	N/A

*Online open participation responses were weighted to reflect the demographics of the Goodyear community but are kept separate from the results from the probability sample.

A copy of the 2021 survey results are attached. These results focus on the statistical sample group and were weighted to reflect the demographic profile of adults in Goodyear. With the sample size of 606 responses, the survey data has a margin of error of +/- 4% with a 95% level of confidence. Differences of more than 5% are considered statistically significant.

While comparisons to national benchmarks are provided, it is important to note that much of the benchmark data was collected prior to the pandemic, which may impact how Goodyear's 2021 ratings compare to other communities' ratings from the past five years. Being rated as "higher" or "lower" than the benchmark means that Goodyear's average rating for a particular item was more than ten points different than the benchmark. If a rating was "much higher" or "much lower," then Goodyear's average rating was more than 20 points different compared to the benchmark.

	2021 Survey	2018 Survey	2015 Survey
Rated Goodyear as an excellent or good place to live	94%	94%	93%
Rated Goodyear as an excellent or good place to raise kids	92%	88%	85%
Rated Goodyear as an excellent or good place to retire (above benchmark)	84%	87%	84%
Rated overall economic health as excellent or good (above benchmark)	92%	76%	67%
Rated overall feeling of safety as excellent or good	84%	89%	89%

When asked how important it was for Goodyear to focus on each of the ten central facets of a community in the coming two years, overall economic health (96%), overall quality of the utility infrastructure (95%), overall feeling of safety (94%), and overall design or layout of residential and commercial areas (90%) were identified as essential or very important the most frequently.

In a custom question, residents were asked to rate how important it was for the city to enhance a series of specific programs or amenities in the coming two years, and residents prioritized internet connectivity (88%), water conservation and other sustainability programs (87%), services for seniors (75%), and child care/after school programs (74%) more frequently than regional (58%) and local public transit services (62%).

Highlights of the report as identified by Polco include:

Goodyear's economy is a strong community feature

About 9 in 10 survey participants gave high ratings to the overall economic health of Goodyear, which was higher than the national benchmark and improved from 2018 to 2021.

Residents give positive marks to mobility, yet public transportation may be an opportunity for improvement

About 8 in 10 residents positively reviewed ease of public parking, ease of travel by car, street lighting, street cleaning, and sidewalk maintenance, while three-quarters gave high marks to street repair; these assessments were outstanding and above the national benchmarks, however, residents' assessments of the ease of travel by public transportation and bus or transit services were lower than the national benchmarks and declined from 2018 to 2021.

Natural environment may be an area to focus in the coming years

About three-quarters of residents positively rated the overall quality of the natural environment in Goodyear, which was on par with comparison communities but declined from 2018 to 2021. About 87% of respondents felt it was essential or very important for the city to enhance water conservation and other sustainability programs in the coming two years.

Residents praise community design in Goodyear

About 7 in 10 residents gave high ratings to the overall quality of new development in Goodyear; this rating was higher than the national benchmark and improved from 2018 to 2021. Additionally, assessments of the variety of housing options (68%), well-planned commercial growth (65%), code enforcement (64%), and the availability of affordable quality housing (56%) were strong and above the national averages.

Attachments

Overall 2021 Community Survey Results

Comparison by Age

Comparisons by Area

Comparisons by Housing Tenure

Comparisons by Housing Type

Comparisons by Length of Residency

Comparisons by Presence of Children

Comparisons by Presence of Older Adults

Comparisons by Race

Comparisons by Sex

Presentation

Goodyear, AZ

The National Community Survey

Report of Results
2021

Report by:



Visit us online!
www.polco.us

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Goodyear. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts at Polco’s National Research Center.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 606 residents of the City of Goodyear collected from March 9, 2021 to April 27, 2021. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2021 survey was 18%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Goodyear.



How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Goodyear’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Goodyear residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Goodyear’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Goodyear’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2021 ratings compare to other communities’ ratings from the past five years.

Trends over time

Trend data for Goodyear represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than five percentage points between the 2018 and 2021 surveys, the change is statistically significant.

* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Methods

Selecting survey recipients

All households within the City of Goodyear were eligible to participate in the survey. A list of all households within the zip codes serving Goodyear was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Goodyear households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Goodyear boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of three regions. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 3,500 randomly selected households received mailings beginning on March 9, 2021 and the survey remained open for seven weeks. For 2,000 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

The survey was available in English and Spanish. All mailings contained paragraphs in English and Spanish instructing participants on how to complete the survey in their preferred language.

About 2% of the 3,500 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 3,428 households that received the invitations to participate, 606 completed the survey, providing an overall response rate of 18%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Goodyear survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (606 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Goodyear. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on April 13, 2021. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the City of Goodyear. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	4%	18%	28%
	35-54	22%	41%	36%
	55+	75%	40%	36%
Area	Central	27%	37%	41%
	North	52%	42%	41%
	South/Sonoran Valley	22%	20%	18%
Hispanic origin	No, not Spanish, Hispanic, or Latino	86%	75%	75%
	Spanish, Hispanic, or Latino	14%	25%	25%
Housing tenure	Own	93%	74%	74%
	Rent	8%	26%	26%
Housing type	Attached	5%	9%	9%
	Detached	95%	91%	91%
Race & Hispanic origin	Not white alone	28%	41%	42%
	White alone, not Hispanic or Latino	72%	59%	58%
Sex	Female	48%	51%	54%
	Male	52%	49%	46%
Sex/age	Female 18-34	2%	8%	16%
	Female 35-54	13%	22%	20%
	Female 55+	34%	20%	18%
	Male 18-34	2%	10%	12%
	Male 35-54	9%	19%	17%
	Male 55+	41%	20%	18%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The City of Goodyear funded this research. Please contact Christina Panaitescu of the City of Goodyear at christina.panaitescu@goodyearaz.gov if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2017 American Community Survey

Highlights

Goodyear's economy is a strong community feature.

About 9 in 10 survey participants gave high ratings to the overall economic health of Goodyear, which was higher than the national benchmark and improved from 2018 to 2021. Residents also gave above-average marks to Goodyear as a place to work (83% excellent or good), economic development (74%), employment opportunities (68%), and cost of living (61%). More residents in Goodyear believed the economy would have a positive impact on their family income in the six months following the survey than residents in comparison communities. Furthermore, from 2018 to 2021, residents' assessments of Goodyear as a place to work, the overall quality of business and service establishments, the vibrancy of the downtown/commercial area, shopping opportunities, economic development, and employment opportunities improved (notably, this latter rating increased by 30% since the last survey iteration).

Residents give positive marks to mobility, yet public transportation may be an opportunity for improvement.

About 8 in 10 residents positively reviewed ease of public parking, ease of travel by car, street lighting, street cleaning, and sidewalk maintenance, while three-quarters gave high marks to street repair; these assessments were outstanding and above the national benchmarks. Survey participants' ratings of street lighting improved from 2018 to 2021. However, residents' evaluations of traffic flow on major streets and traffic enforcement declined over this time.

Public transportation may be an area to focus attention in the future. About 6 in 10 respondents indicated it was essential or very important for the City to enhance regional and local public transit services. Additionally, residents' assessments of the ease of travel by public transportation and bus or transit services were lower than the national benchmarks and declined from 2018 to 2021.

Natural environment may be an area to focus in the coming years.

About three-quarters of residents positively rated the overall quality of the natural environment in Goodyear, which was on par with comparison communities but declined from 2018 to 2021. Other areas where ratings declined since 2018 included preservation of natural areas, Goodyear open space, and recycling. Additionally, respondents' assessments of air quality and water resources (beaches, lakes, ponds, riverways, etc.) were lower than the national benchmarks. About 87% of respondents felt it was essential or very important for the City to enhance water conservation and other sustainability programs in the coming two years.

Residents praise community design in Goodyear.

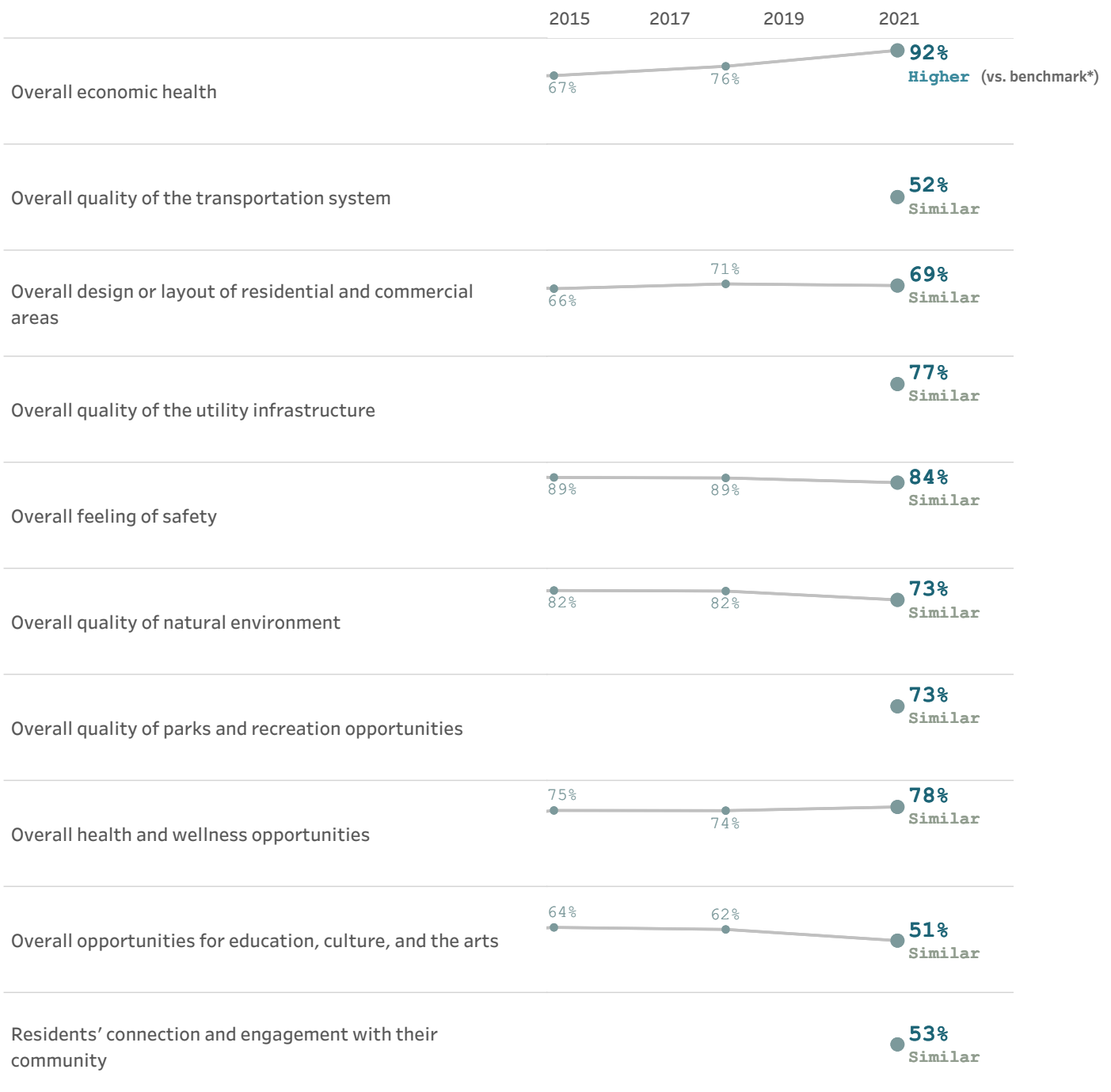
About 7 in 10 residents gave high ratings to the overall quality of new development in Goodyear; this rating was higher than the national benchmark and improved from 2018 to 2021. Additionally, assessments of the variety of housing options (68% excellent or good), well-planned commercial growth (65%), code enforcement (64%), and the availability of affordable quality housing (56%) were strong and above the national averages. About 7 in 10 favorably reviewed the overall design or layout of Goodyear's residential and commercial areas, and 9 in 10 indicated this was an essential or very important focus for the community in the coming two years.

Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

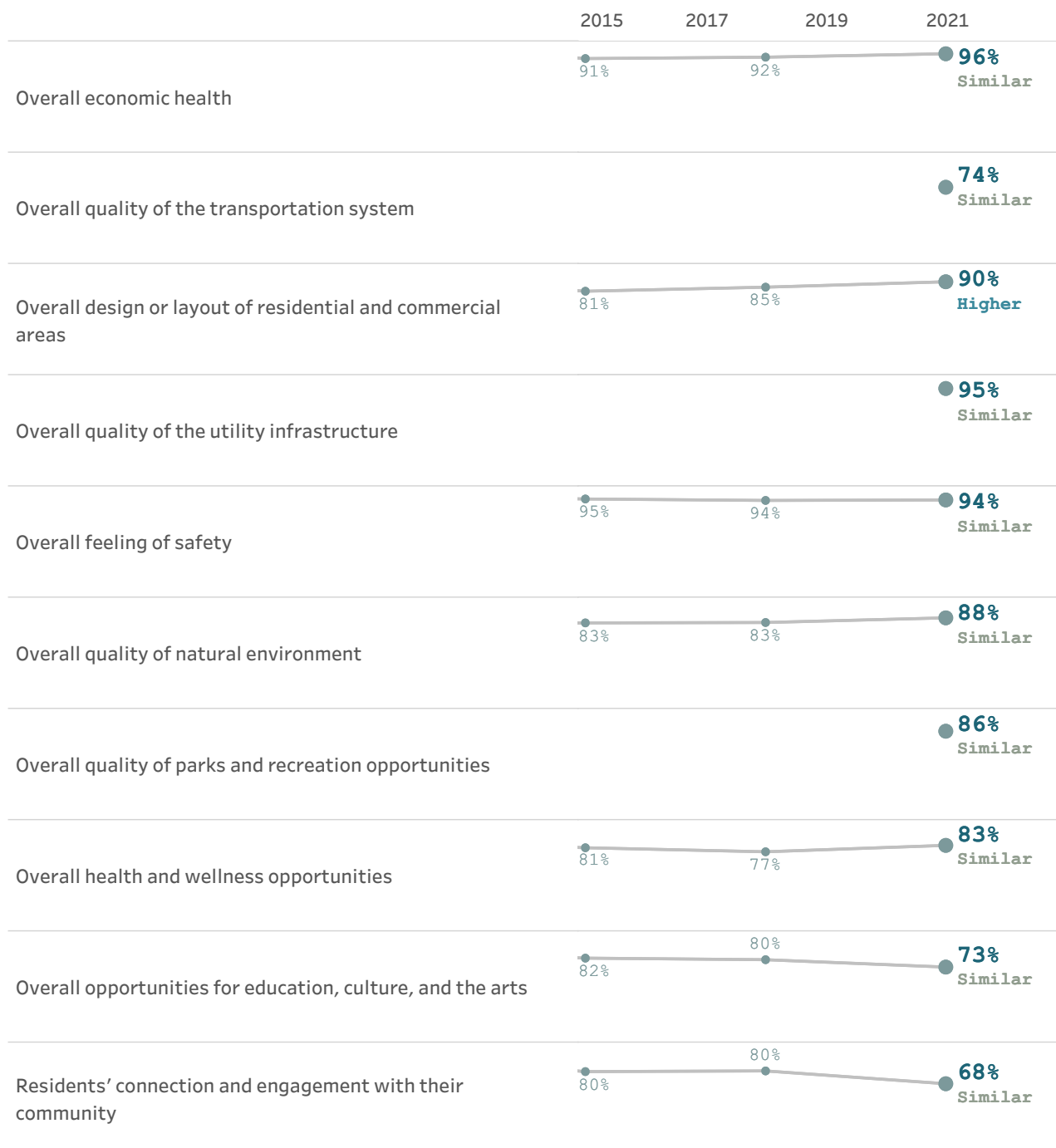
The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Goodyear as a whole.
(% excellent or good)



Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.

(% essential or very important)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 73% or more of respondents were considered of “higher quality” and those with ratings lower than 73% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 87% or more of respondents. Services were rated as “less important” if they received a rating of less than 87%. This classification uses the median ratings for quality and importance to divide the services in half.

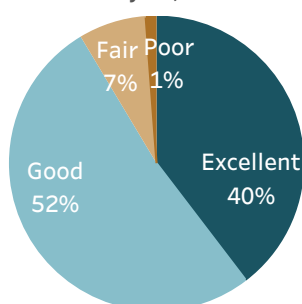
The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.



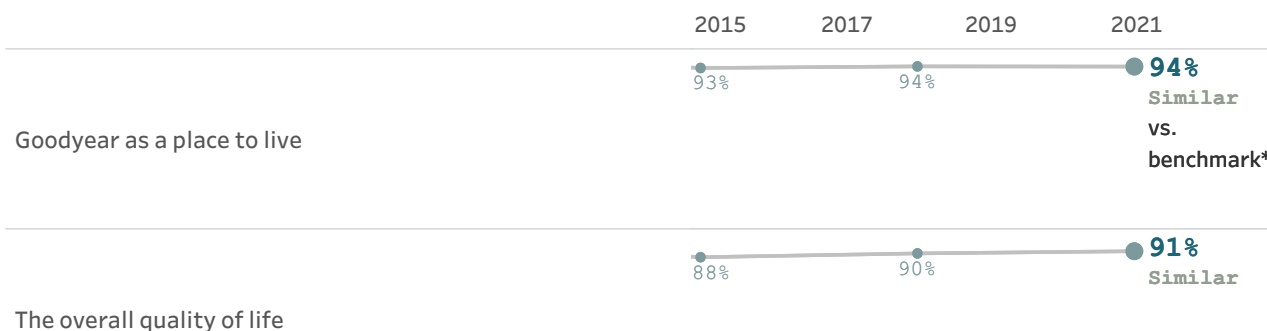
Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Goodyear, 2021



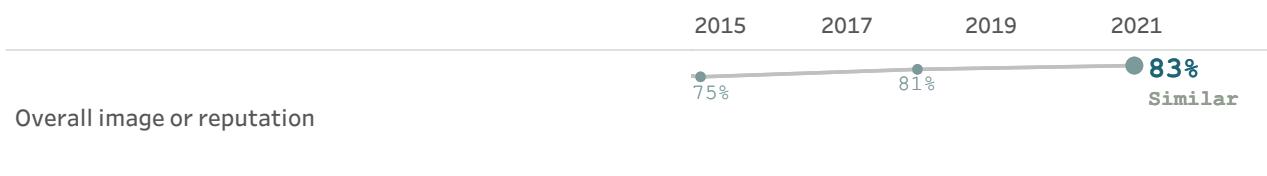
Please rate each of the following aspects of quality of life in Goodyear.
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)



Please rate each of the following in the Goodyear community.
(% excellent or good)

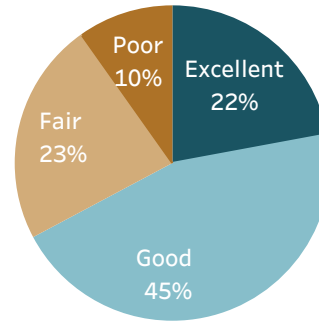


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

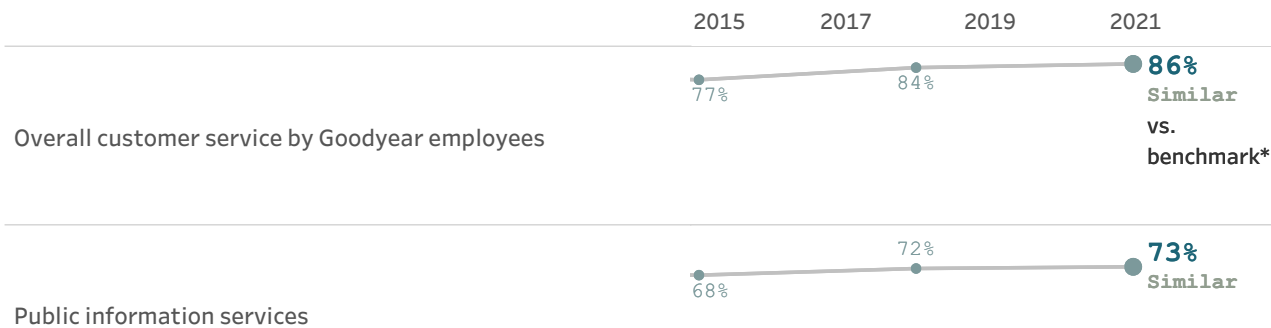
Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

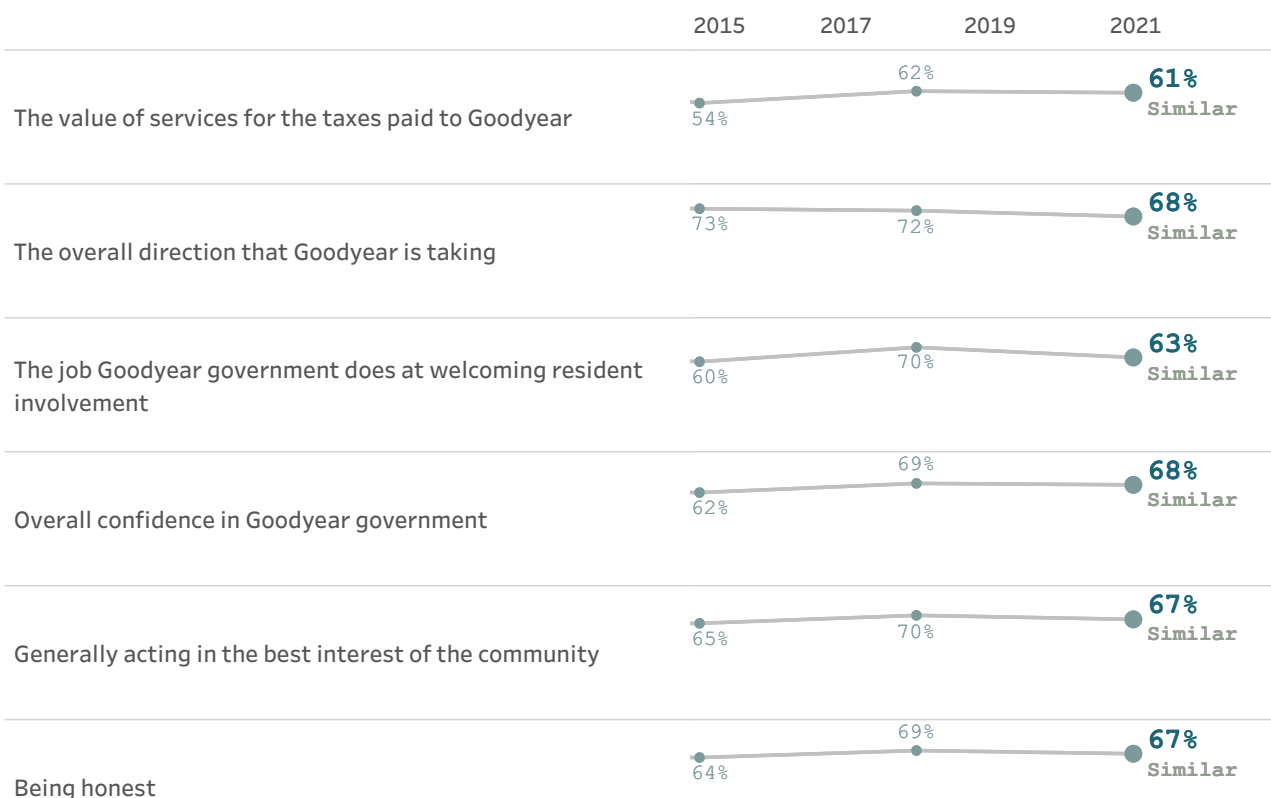
Overall confidence in Goodyear government, 2021

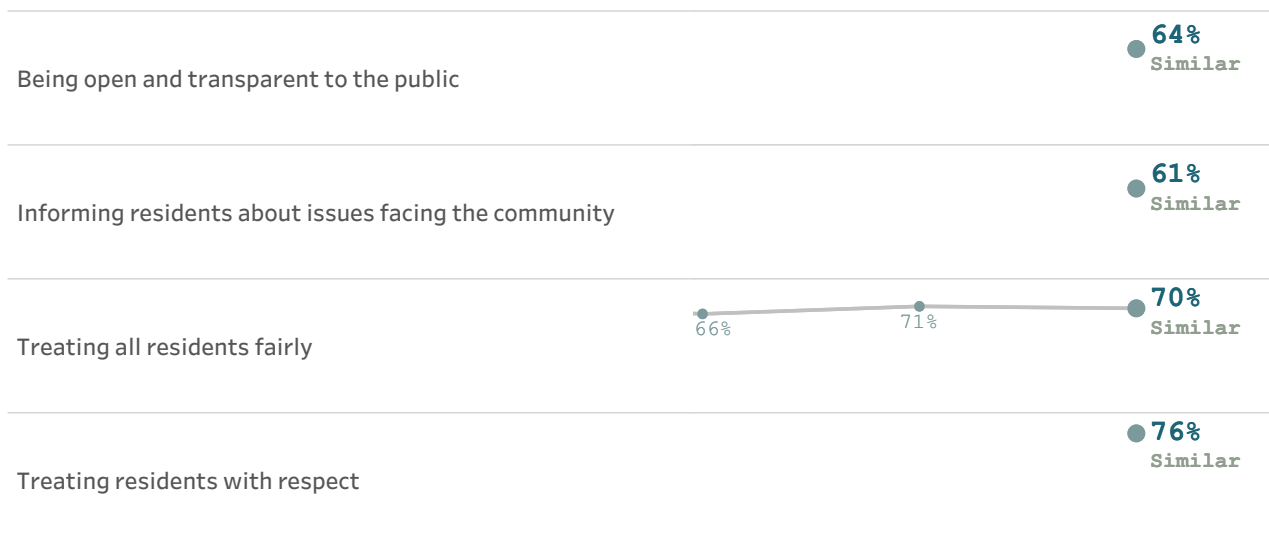


Please rate the quality of each of the following services in Goodyear.
(% excellent or good)

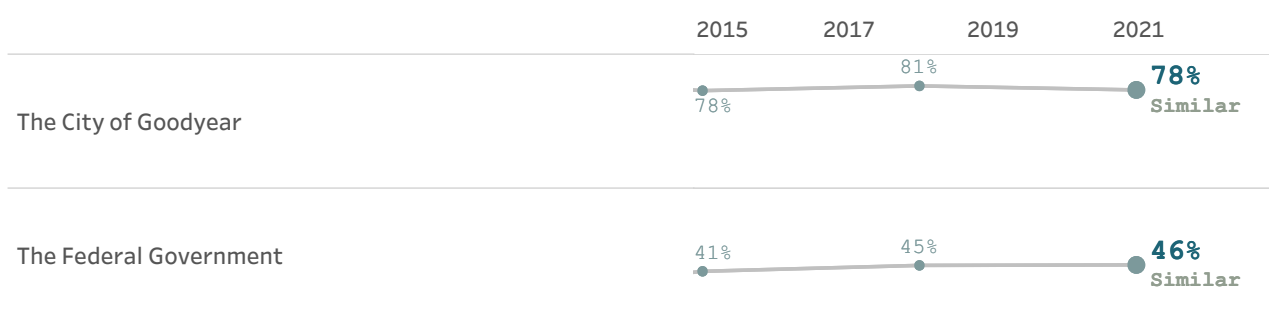


Please rate the following categories of Goodyear government performance.
(% excellent or good)





Overall, how would you rate the quality of the services provided by each of the following?
 (% excellent or good)

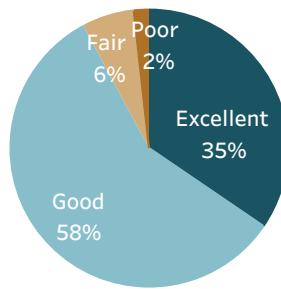


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

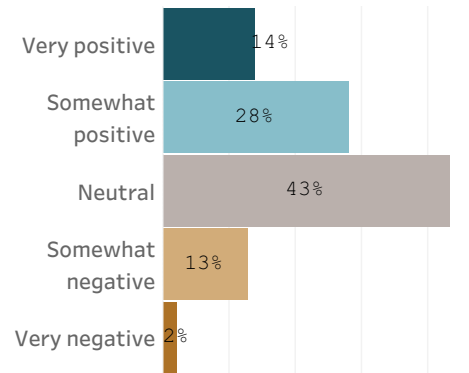
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

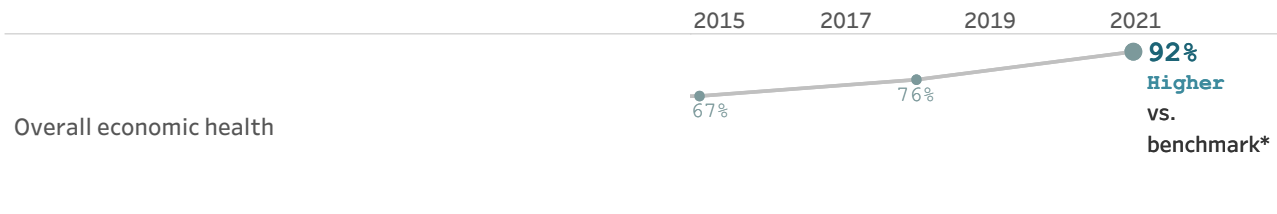
Overall economic health of Goodyear, 2021



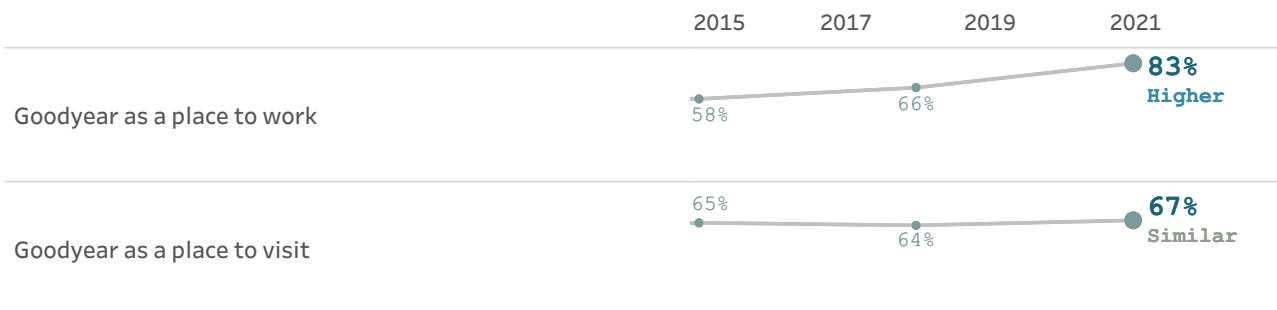
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



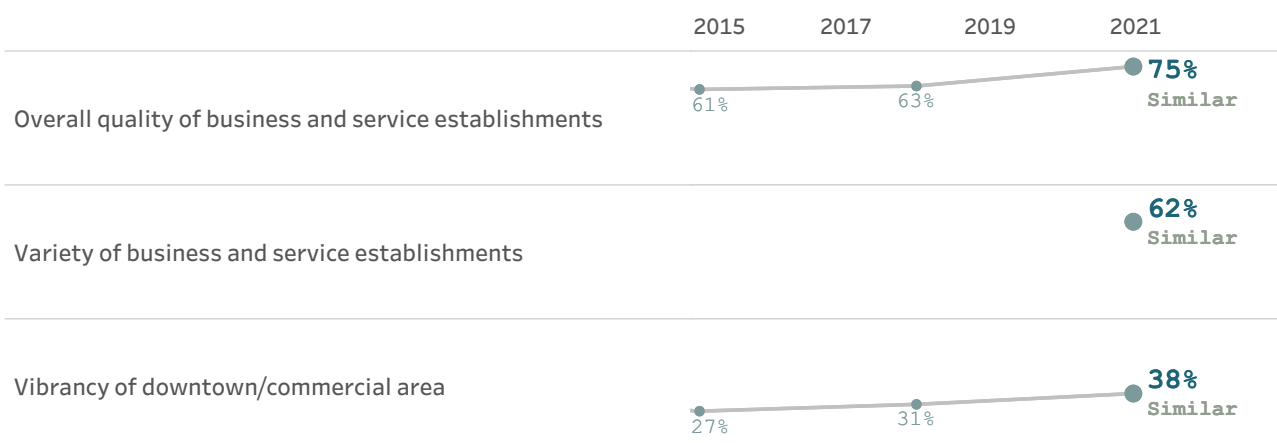
Please rate each of the following characteristics as they relate to Goodyear as a whole.
(% excellent or good)

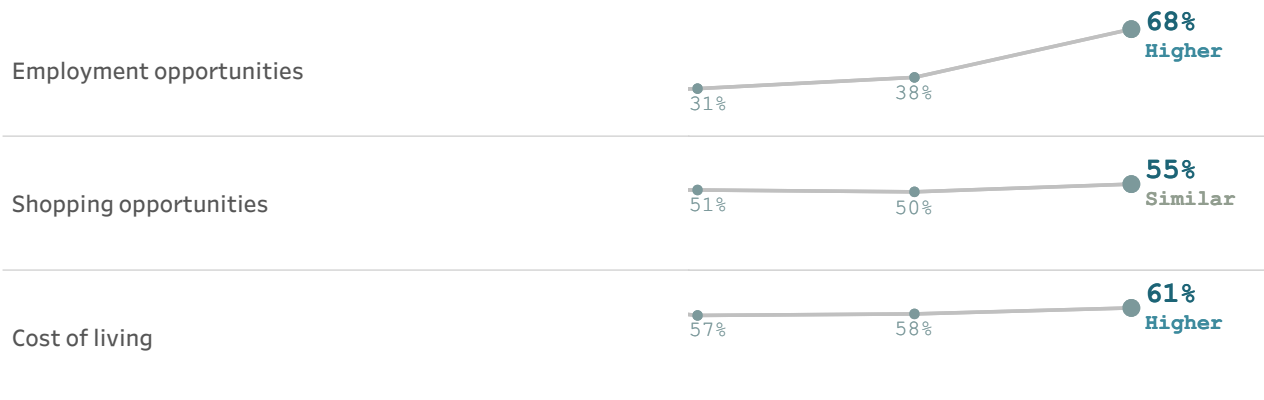


Please rate each of the following aspects of quality of life in Goodyear.
(% excellent or good)

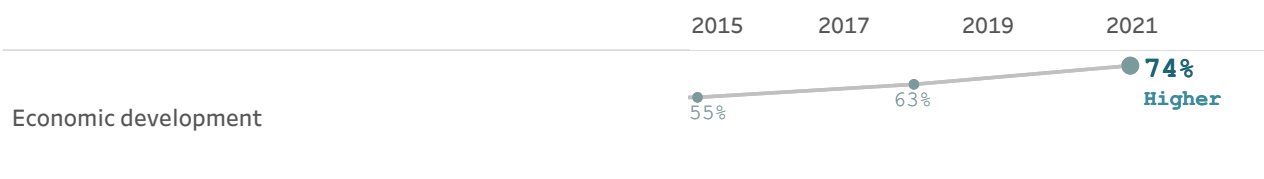


Please rate each of the following in the Goodyear community.
(% excellent or good)





Please rate the quality of each of the following services in Goodyear.
(% excellent or good)



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
(% very or somewhat positive)

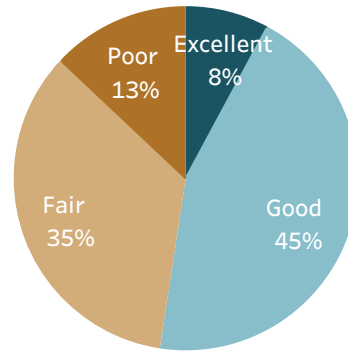


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

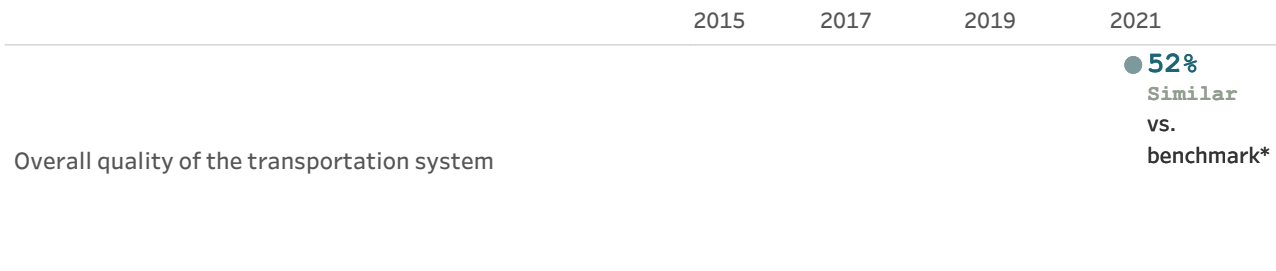
Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

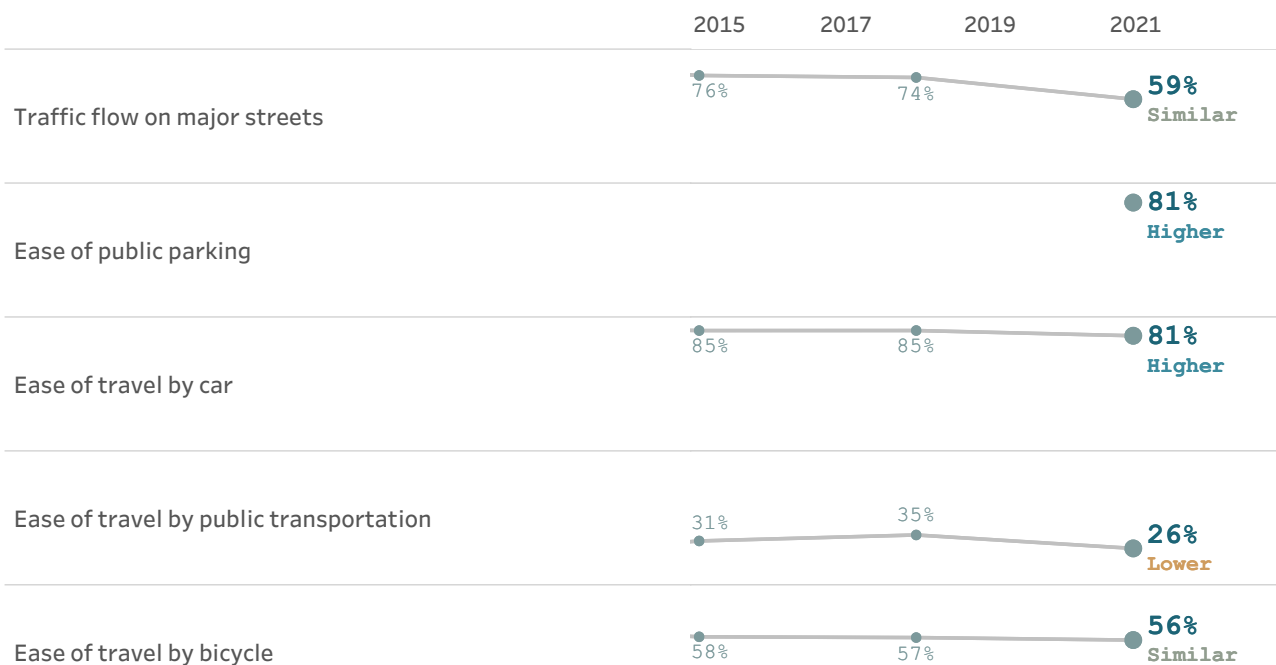
Overall quality of the transportation system in Goodyear, 2021

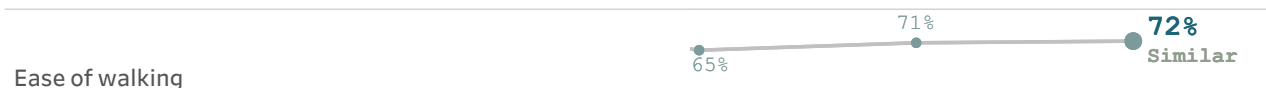


Please rate each of the following characteristics as they relate to Goodyear as a whole.
(% excellent or good)



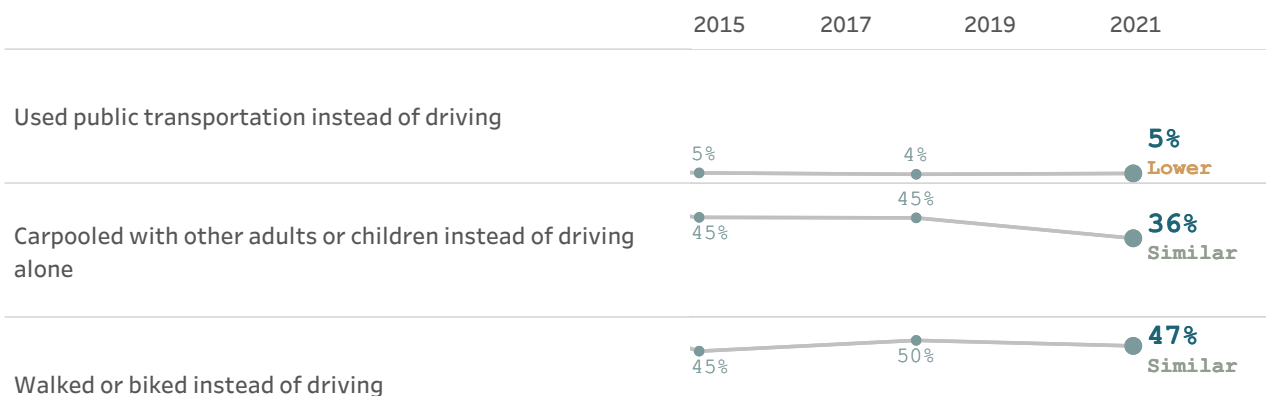
Please also rate each of the following in the Goodyear community.
(% excellent or good)





Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)



Please rate the quality of each of the following services in Goodyear.

(% excellent or good)



Bus or transit services

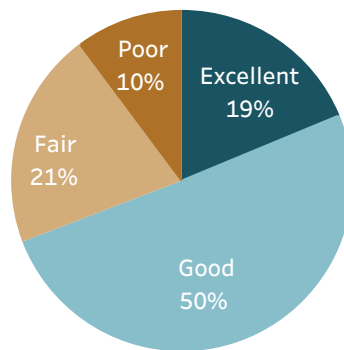


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

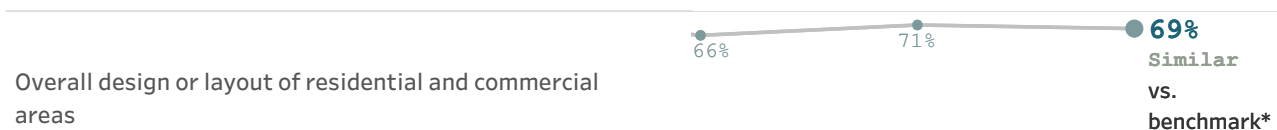
Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

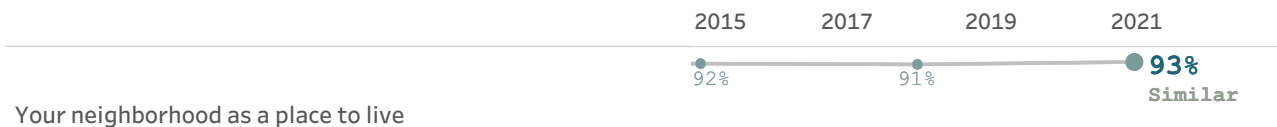
Overall design or layout of Goodyear's residential and commercial areas, 2021



Please rate each of the following characteristics as they relate to Goodyear as a whole.
(% excellent or good)

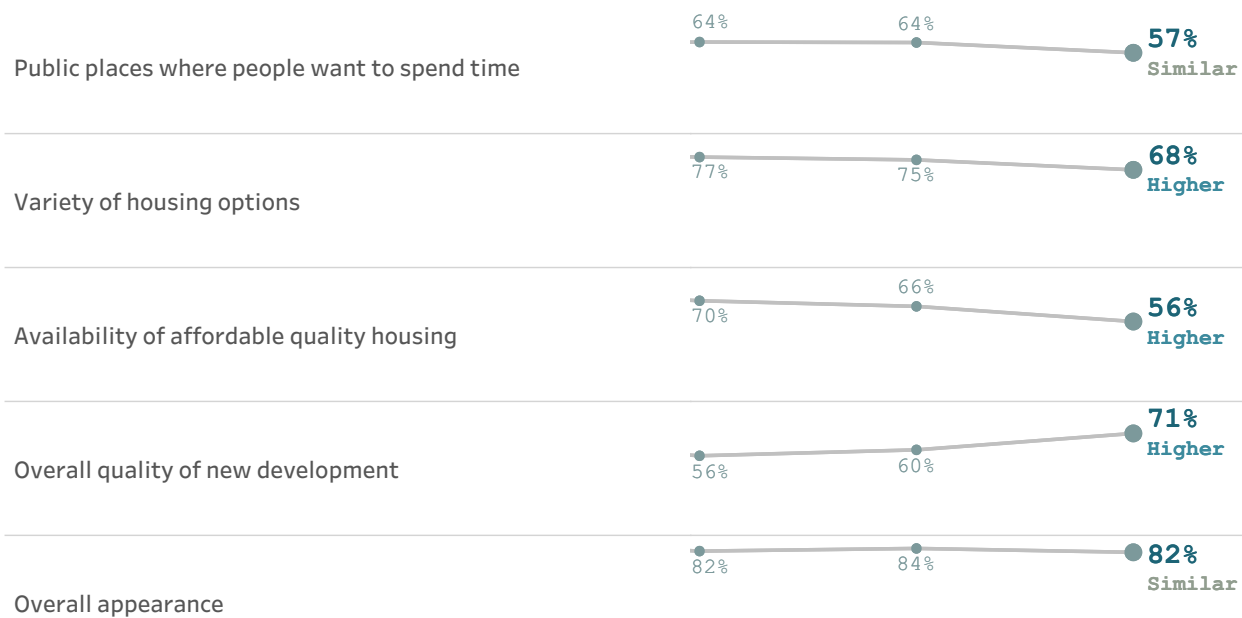


Please rate each of the following aspects of quality of life in Goodyear.
(% excellent or good)

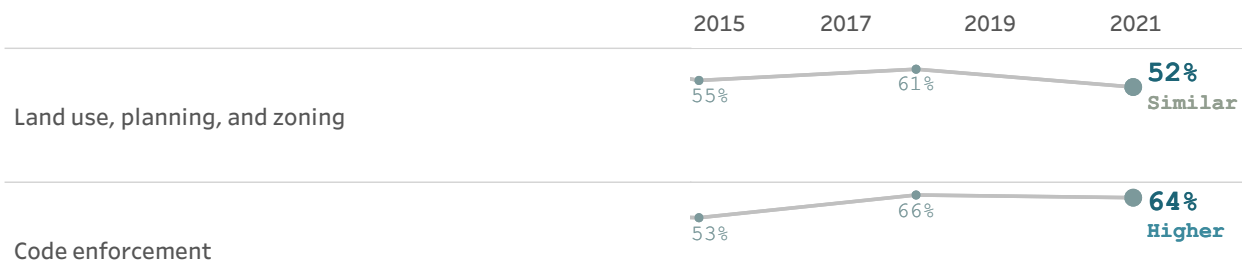


Please also rate each of the following in the Goodyear community.
(% excellent or good)





Please rate the quality of each of the following services in Goodyear.
 (% excellent or good)

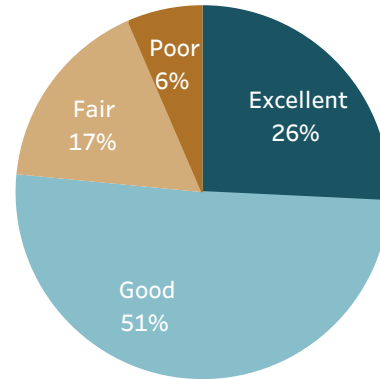


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

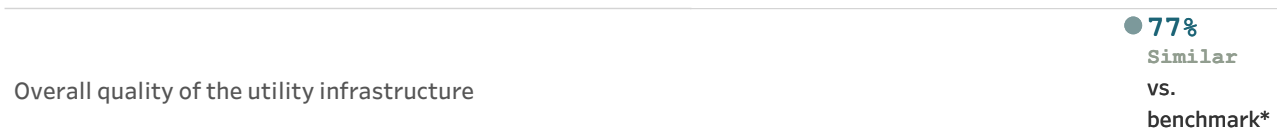
Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

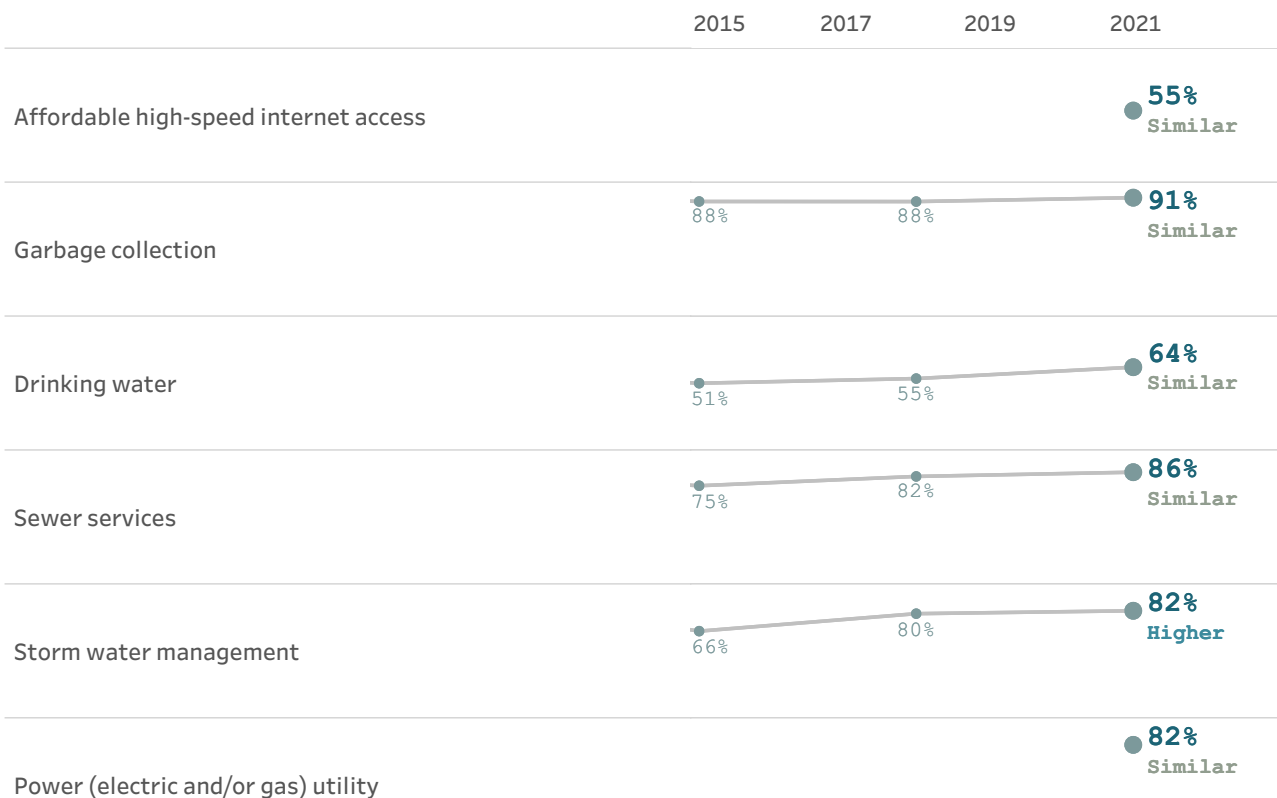
Overall quality of the utility infrastructure in Goodyear, 2021



Please rate each of the following characteristics as they relate to Goodyear as a whole.
(% excellent or good)



Please rate the quality of each of the following services in Goodyear.
(% excellent or good)



Utility billing

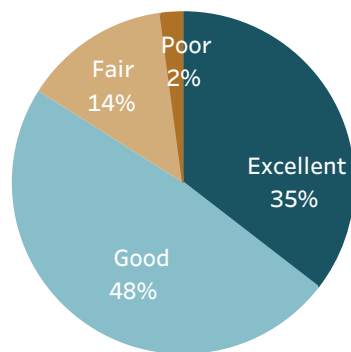


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

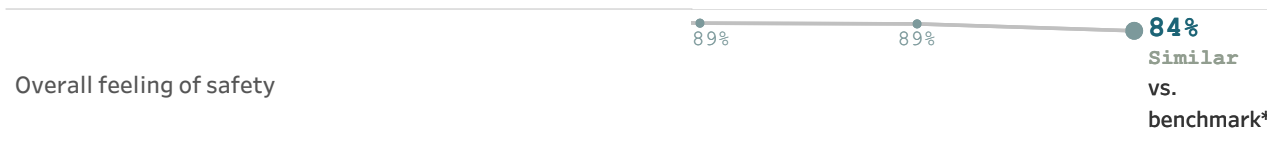
Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

Overall feeling of safety in
Goodyear, 2021



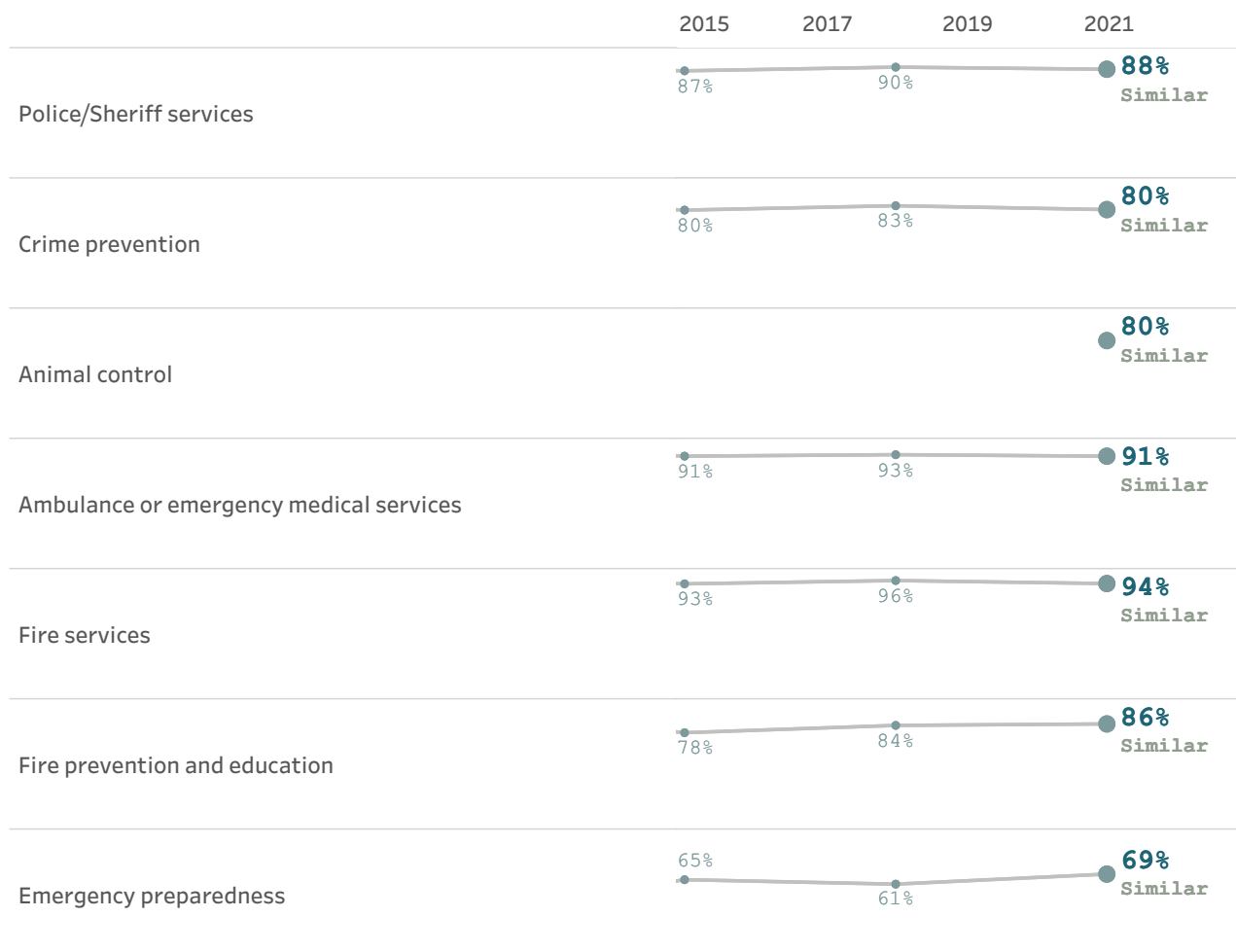
Please rate each of the following characteristics as they relate to Goodyear as a whole.
(% excellent or good)



Please rate how safe or unsafe you feel:
(% very or somewhat safe)

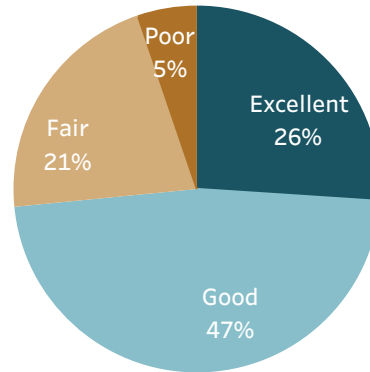


Please rate the quality of each of the following services in Goodyear.
 (% excellent or good)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

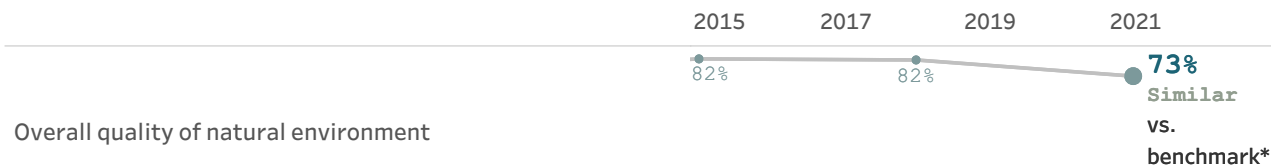
Overall quality of natural environment in Goodyear, 2021



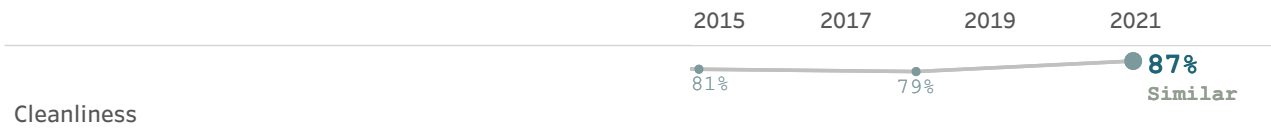
Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

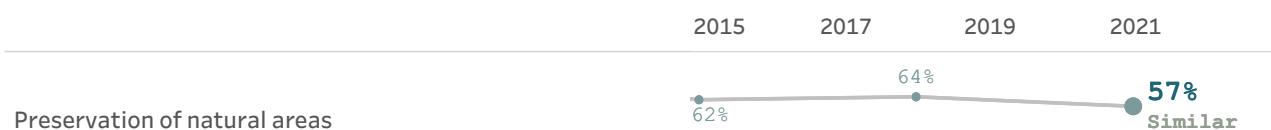
Please rate each of the following characteristics as they relate to Goodyear as a whole.
(% excellent or good)

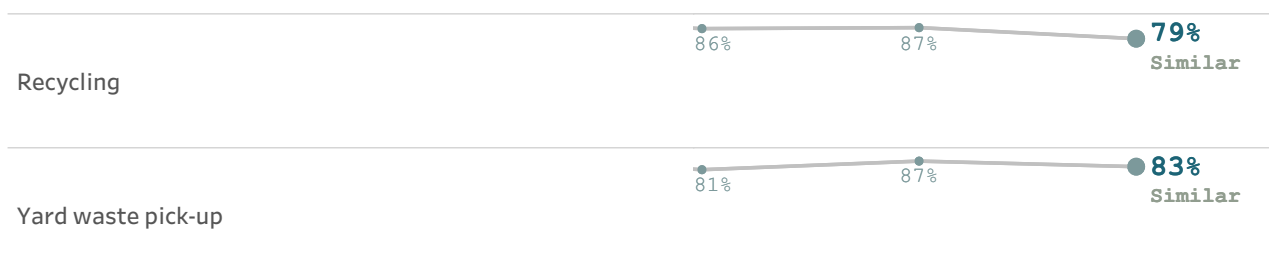


Please also rate each of the following in the Goodyear community.
(% excellent or good)



Please rate the quality of each of the following services in Goodyear.
(% excellent or good)





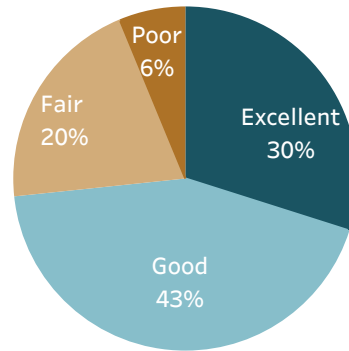
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2021

Parks and recreation

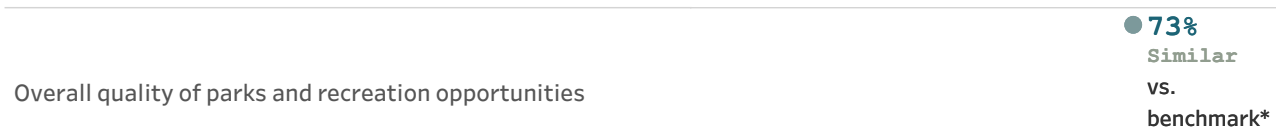
"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

- National Recreation and Park Association



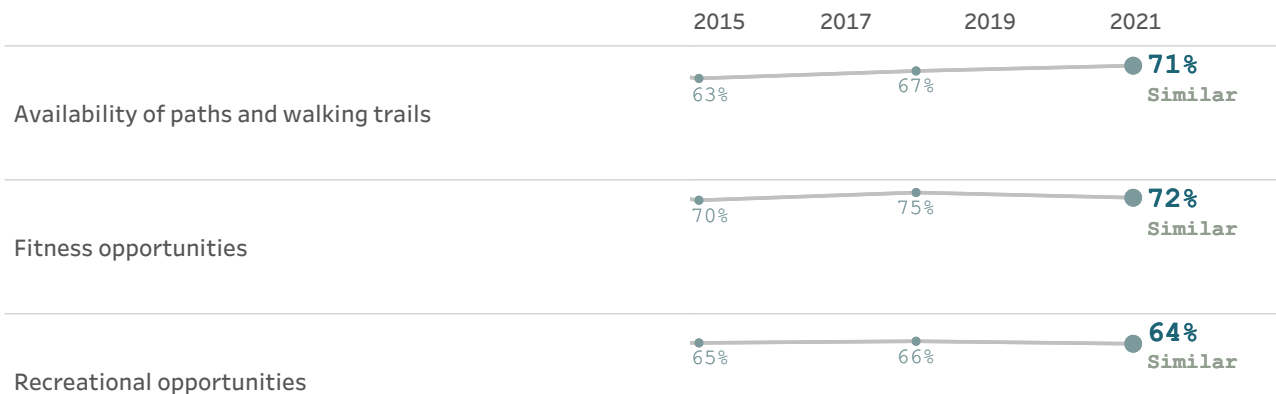
Please rate each of the following characteristics as they relate to Goodyear as a whole.

(% excellent or good)



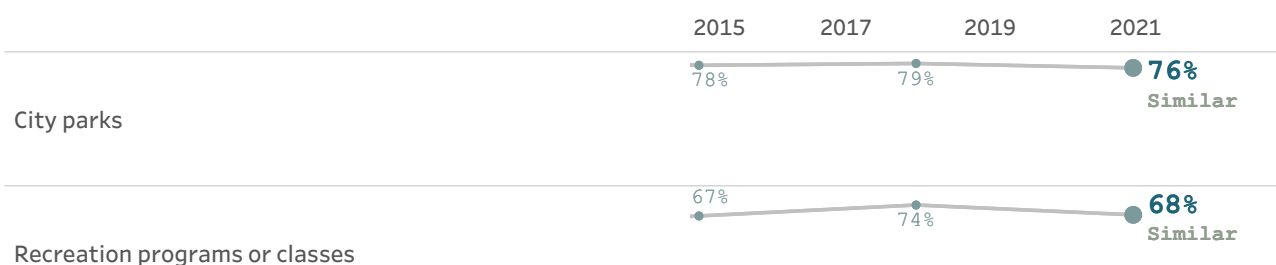
Please also rate each of the following in the Goodyear community.

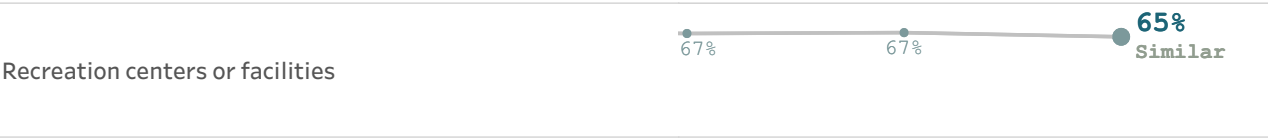
(% excellent or good)



Please rate the quality of each of the following services in Goodyear.

(% excellent or good)



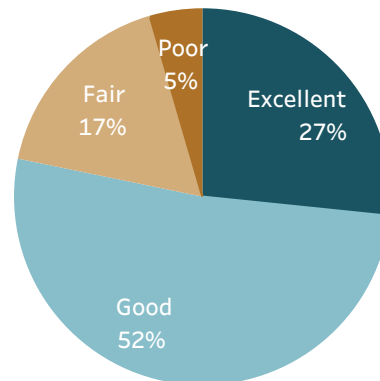


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

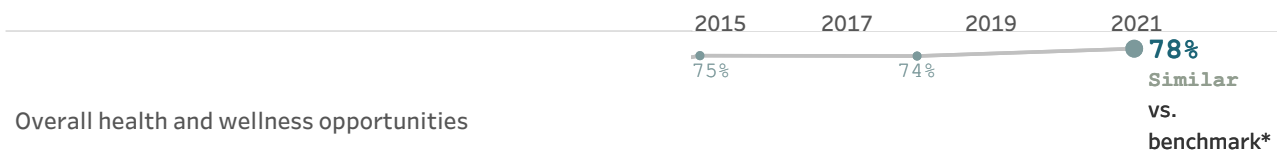
Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

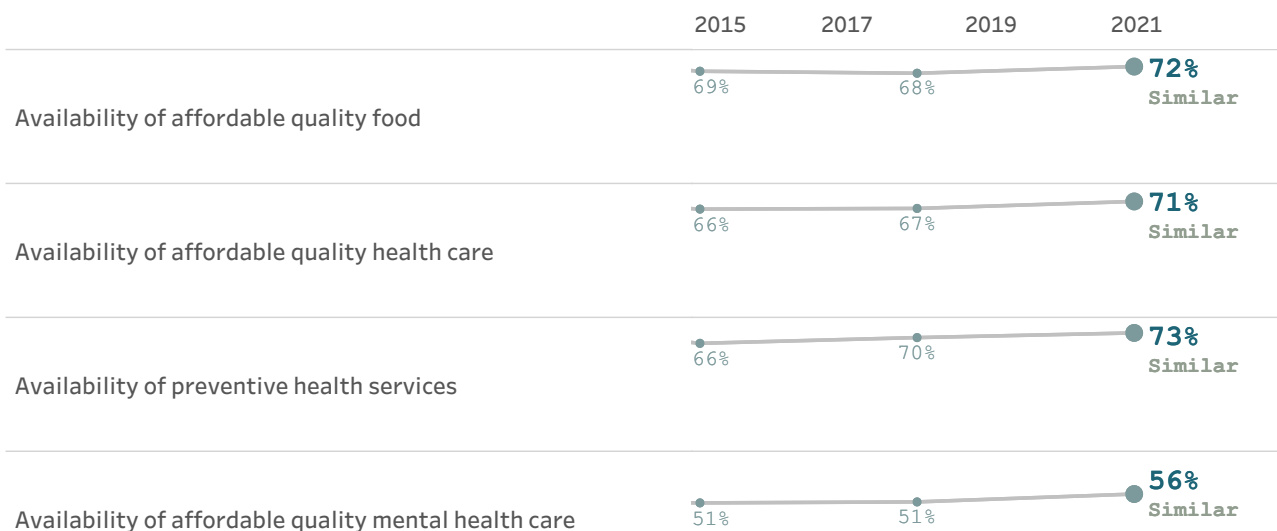
Overall health and wellness opportunities in Goodyear, 2021



Please rate each of the following characteristics as they relate to Goodyear as a whole.
(% excellent or good)



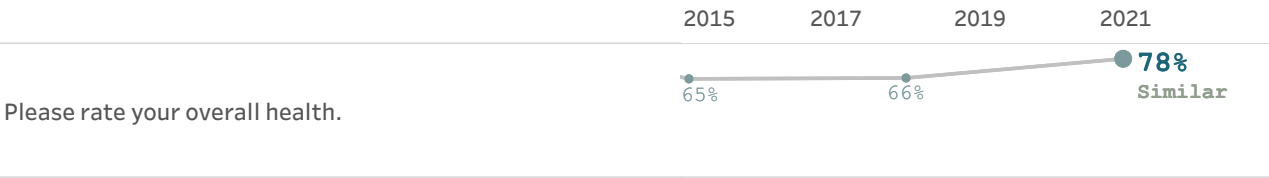
Please also rate each of the following in the Goodyear community.
(% excellent or good)



Please rate the quality of each of the following services in Goodyear.
(% excellent or good)



Please rate your overall health.
(% excellent or very good)

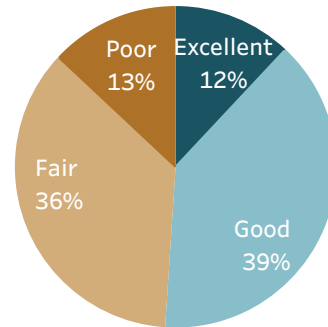


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

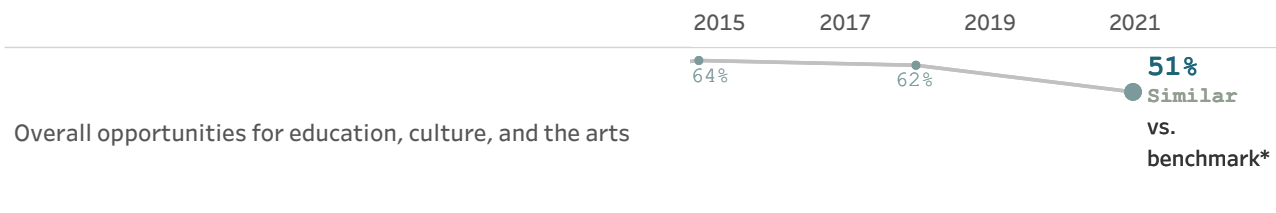
Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

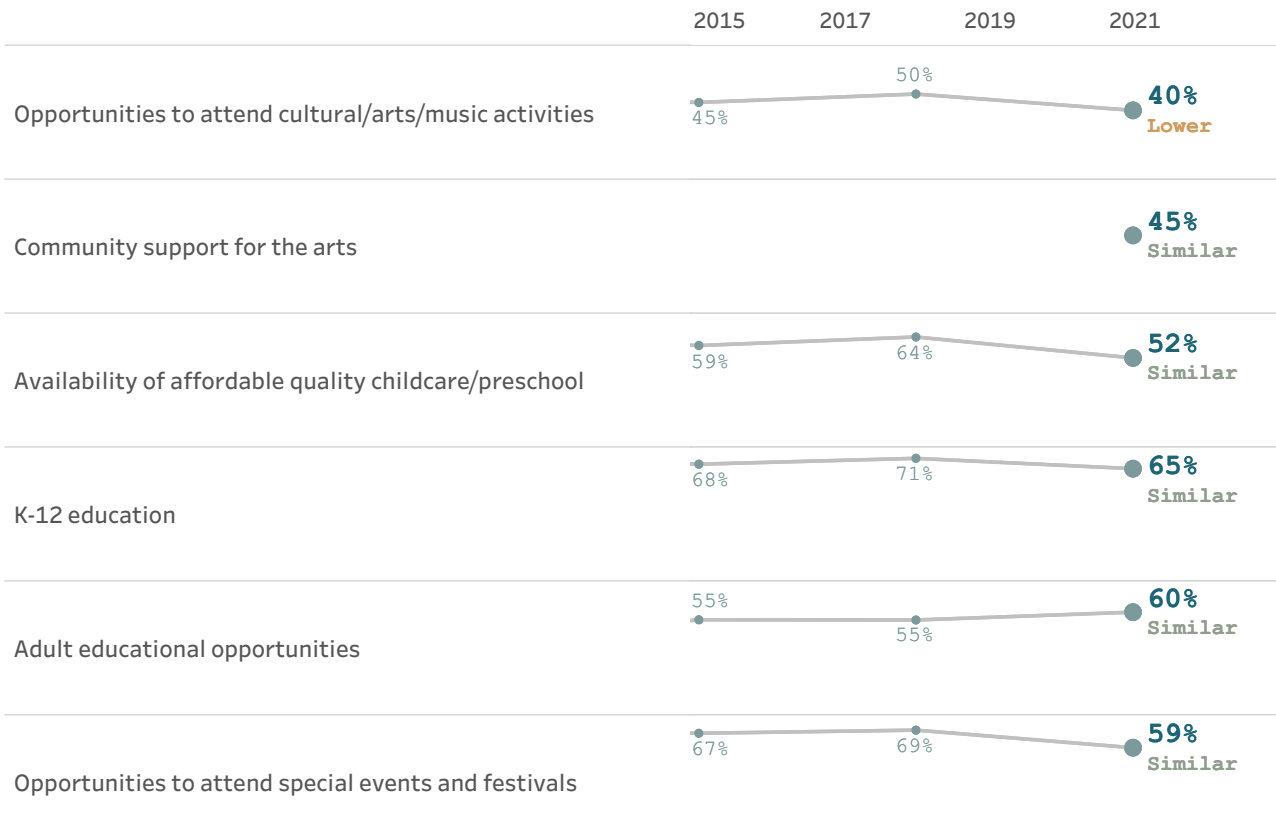
Overall opportunities for education, culture and the arts, 2021



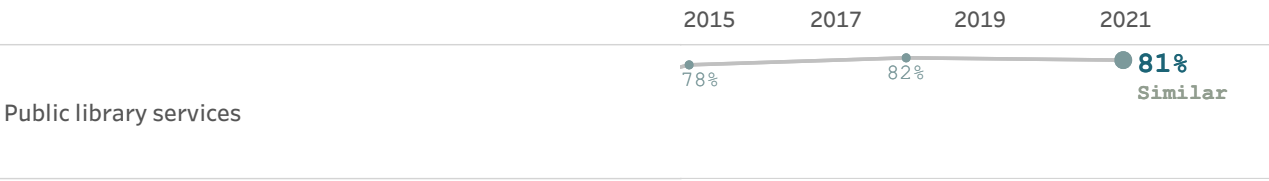
Please rate each of the following characteristics as they relate to Goodyear as a whole.
(% excellent or good)



Please also rate each of the following in the Goodyear community.
(% excellent or good)



Please rate the quality of each of the following services in Goodyear.
(% excellent or good)

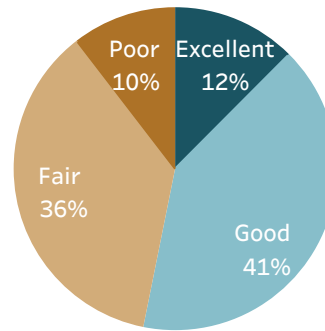


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

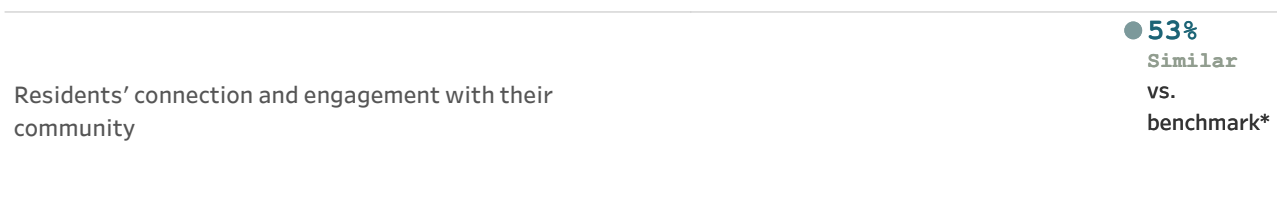
Residents' connection and engagement with their community, 2021

Inclusivity and engagement

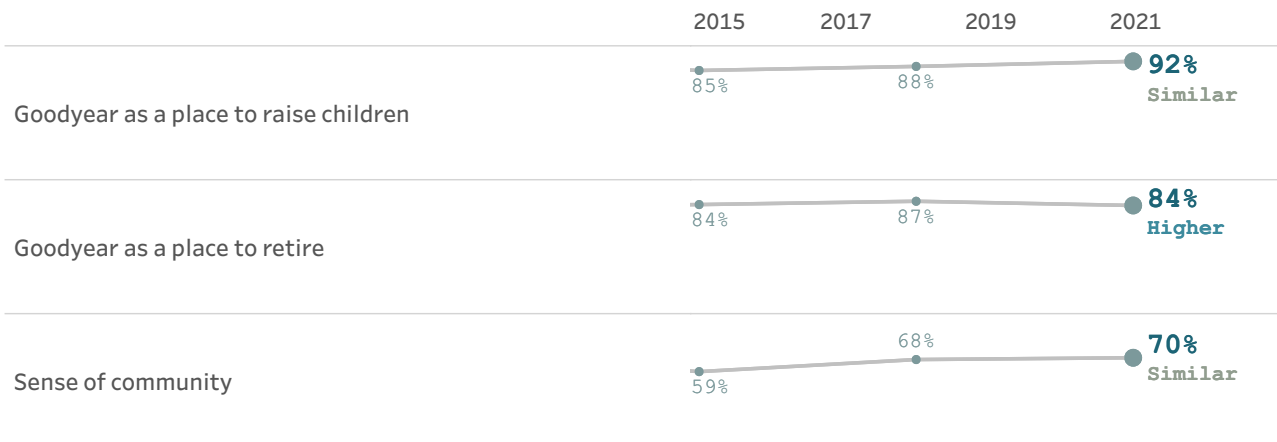
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



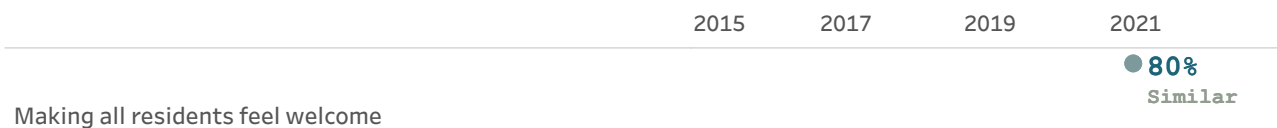
Please rate each of the following characteristics as they relate to Goodyear as a whole.
(% excellent or good)



Please rate each of the following aspects of quality of life in Goodyear.
(% excellent or good)

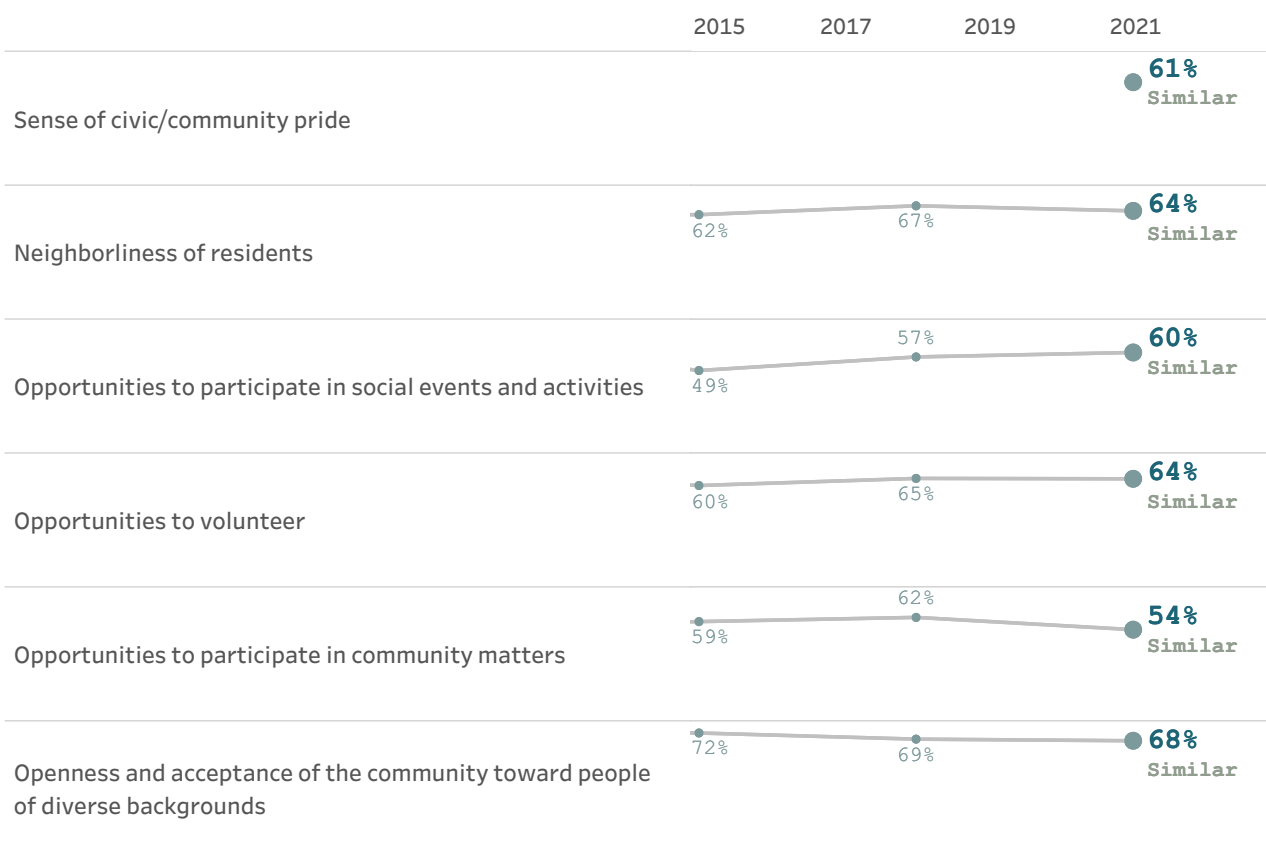


Please rate the job you feel the Goodyear community does at each of the following.
(% excellent or good)



Attracting people from diverse backgrounds	75% Similar
Valuing/respecting residents from diverse backgrounds	78% Similar
Taking care of vulnerable residents	70% Similar

Please also rate each of the following in the Goodyear community.
(% excellent or good)

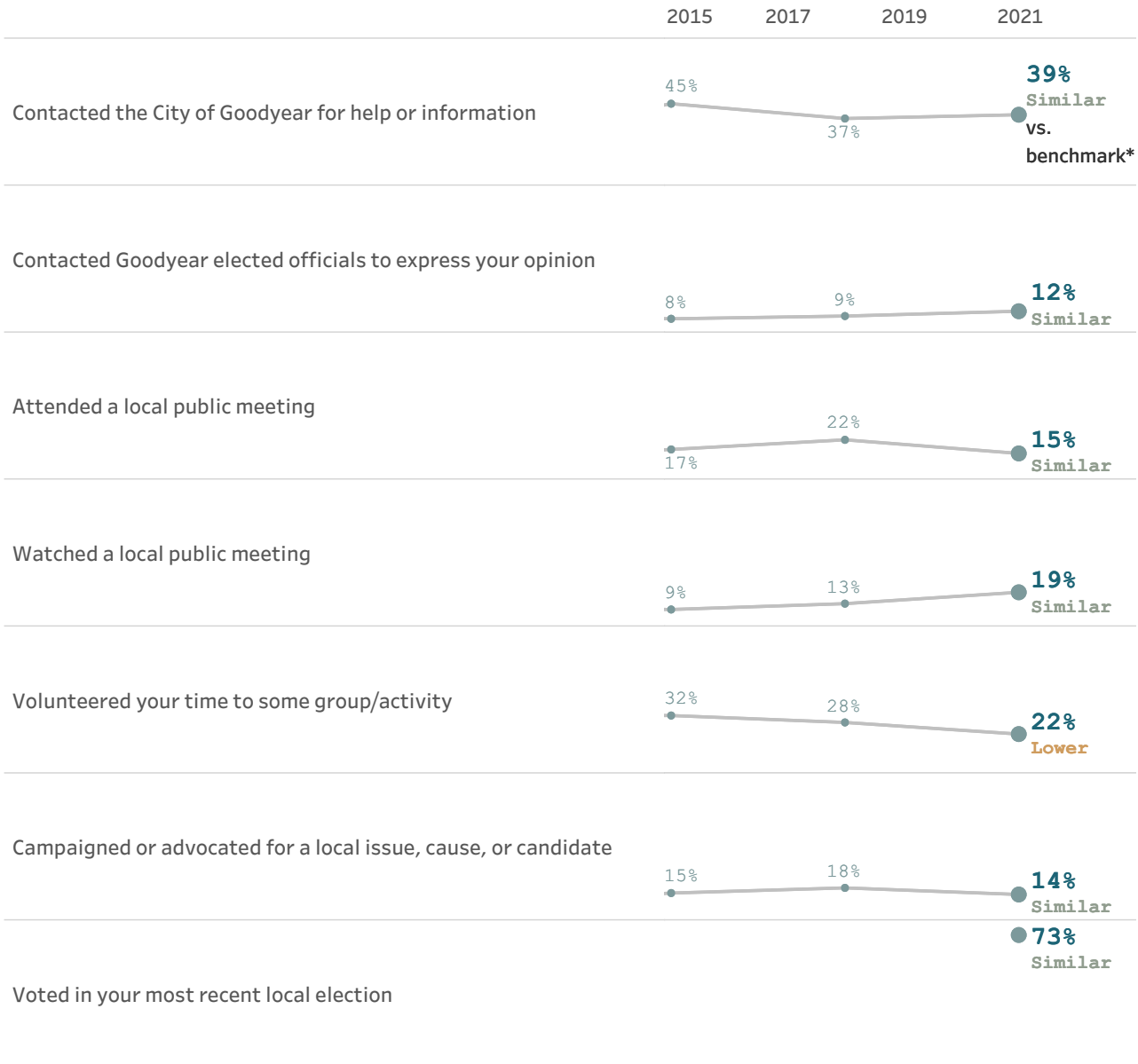


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

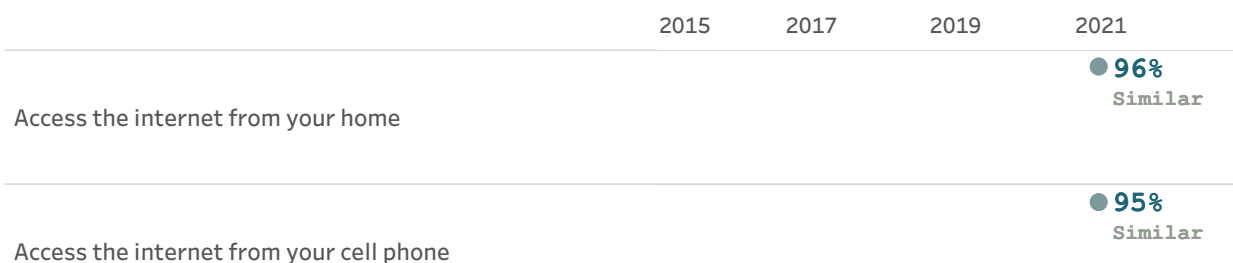
Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)



In general, how many times do you:
(% a few times a week or more)

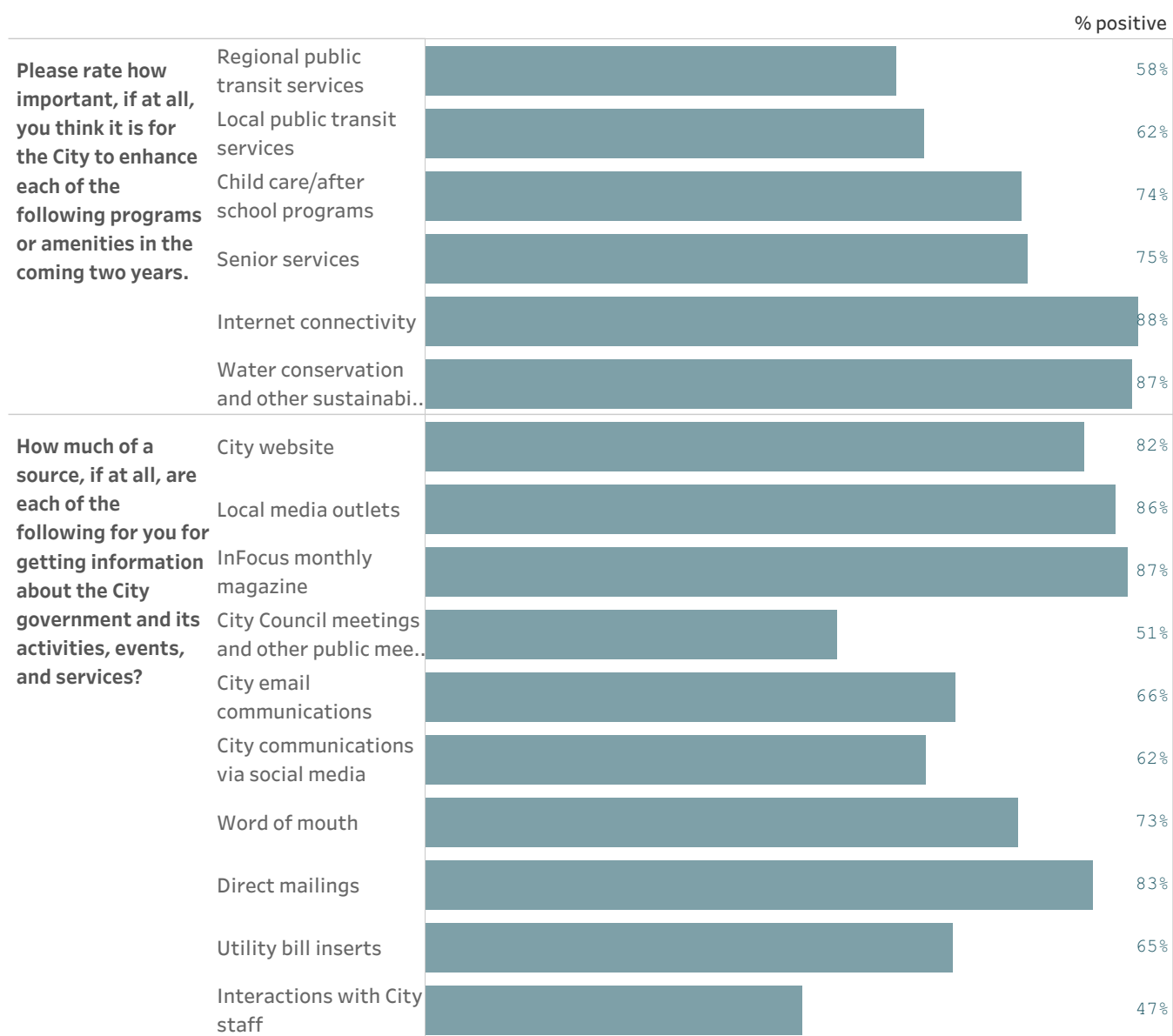


Visit social media sites	
Use or check email	
Share your opinions online	
Shop online	

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses (essential/very important or major source/minor source) is shown.



National benchmark tables

This table contains the comparisons of Goodyear's results to those from other communities. The first column shows the comparison of Goodyear's rating to the benchmark. Goodyear's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Goodyear residents is statistically similar to or different than the benchmark. The second column is Goodyear's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Goodyear's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Goodyear's result -- that is what percent of surveyed communities had a lower rating than Goodyear.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Goodyear.	Goodyear as a place to live	Similar	94%	79	362	78
	Your neighborhood as a place to live	Similar	93%	36	303	88
	Goodyear as a place to raise children	Similar	92%	98	362	73
	Goodyear as a place to work	Higher	83%	46	347	87
	Goodyear as a place to visit	Similar	67%	139	291	52
	Goodyear as a place to retire	Higher	84%	25	349	93
	The overall quality of life	Similar	91%	97	399	75
	Sense of community	Similar	70%	98	302	67
Please rate each of the following characteristics as they relate to Goodyear as a whole.	Overall economic health	Higher	92%	25	276	91
	Overall quality of the transportation system	Similar	52%	41	67	40
	Overall design or layout of residential/commercial areas	Similar	69%	101	271	63
	Overall quality of the utility infrastructure	Similar	77%	26	67	62
	Overall feeling of safety	Similar	84%	155	345	55
	Overall quality of natural environment	Similar	73%	188	281	33
	Overall quality of parks and recreation opportunities	Similar	73%	51	68	26
	Overall health and wellness opportunities	Similar	78%	103	273	62
	Overall opportunities for education, culture, and the arts	Similar	51%	214	272	21
	Residents' connection and engagement with their community	Similar	53%	43	68	38
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Goodyear to someone who asks	Similar	93%	66	288	77
	Remain in Goodyear for the next five years	Similar	85%	128	281	54
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	98%	82	331	75
	In Goodyear's downtown/commercial area during the day	Similar	87%	191	310	38

Please rate how safe or unsafe you feel:	From property crime	Similar	77%	36	78	55
	From violent crime	Similar	87%	37	78	52
	From fire, flood, or other natural disaster	Similar	90%	7	67	91
Please rate the job you feel the Goodyear community does at each of the following.	Making all residents feel welcome	Similar	80%	14	68	80
	Attracting people from diverse backgrounds	Similar	75%	8	68	89
	Valuing/respecting residents from diverse backgrounds	Similar	78%	7	68	91
	Taking care of vulnerable residents	Similar	70%	20	68	72
Please rate each of the following in the Goodyear community.	Overall quality of business and service establishments	Similar	75%	56	279	80
	Variety of business and service establishments	Similar	62%	37	67	46
	Vibrancy of downtown/commercial area	Similar	38%	177	257	31
	Employment opportunities	Higher	68%	24	304	92
	Shopping opportunities	Similar	55%	153	292	47
	Cost of living	Higher	61%	26	274	90
	Overall image or reputation	Similar	83%	97	340	71
Please also rate each of the following in the Goodyear community.	Traffic flow on major streets	Similar	59%	68	318	78
	Ease of public parking	Higher	81%	21	243	91
	Ease of travel by car	Higher	81%	49	304	84
	Ease of travel by public transportation	Lower	26%	193	248	22
	Ease of travel by bicycle	Similar	56%	134	305	56
	Ease of walking	Similar	72%	142	305	53
	Well-planned residential growth	Similar	67%	18	69	75
	Well-planned commercial growth	Higher	65%	14	69	81
	Well-designed neighborhoods	Similar	74%	15	69	79
	Preservation of the historical or cultural character of the community	Similar	55%	44	64	32
	Public places where people want to spend time	Similar	57%	188	266	29
	Variety of housing options	Higher	68%	55	282	80
	Availability of affordable quality housing	Higher	56%	41	301	86
	Overall quality of new development	Higher	71%	30	292	90
	Overall appearance	Similar	82%	94	334	72
	Cleanliness	Similar	87%	75	306	75
	Water resources	Lower	44%	53	63	17

Please also rate each of the following in the Goodyear community.	Air quality	Lower	64%	221	258	14
	Availability of paths and walking trails	Similar	71%	137	302	54
	Fitness opportunities	Similar	72%	139	262	47
	Recreational opportunities	Similar	64%	179	291	38
	Availability of affordable quality food	Similar	72%	115	257	55
	Availability of affordable quality health care	Similar	71%	93	271	66
	Availability of preventive health services	Similar	73%	90	252	64
	Availability of affordable quality mental health care	Similar	56%	72	249	71
	Opportunities to attend cultural/arts/music activities	Lower	40%	234	290	19
	Community support for the arts	Similar	45%	45	67	34
	Availability of affordable quality childcare/preschool	Similar	52%	109	267	59
	K-12 education	Similar	65%	170	267	36
	Adult educational opportunities	Similar	60%	135	257	47
	Sense of civic/community pride	Similar	61%	41	67	40
	Neighborliness of residents	Similar	64%	117	268	56
	Opportunities to participate in social events and activities	Similar	60%	173	272	36
	Opportunities to attend special events and festivals	Similar	59%	206	280	26
	Opportunities to volunteer	Similar	64%	180	272	34
	Opportunities to participate in community matters	Similar	54%	213	277	23
	Openness and acceptance of the community toward people of diverse ..	Similar	68%	56	298	81
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Goodyear for help or information	Similar	39%	254	327	22
	Contacted Goodyear elected officials to express your opinion	Similar	12%	232	266	13
	Attended a local public meeting	Similar	15%	227	269	15
	Watched a local public meeting	Similar	19%	166	244	32
	Volunteered your time to some group/activity	Lower	22%	247	273	9
	Campaigned or advocated for a local issue, cause, or candidate	Similar	14%	222	255	13
	Voted in your most recent local election	Similar	73%	51	70	28
	Used public transportation instead of driving	Lower	5%	212	231	8
	Carpooled with other adults or children instead of driving alone	Similar	36%	203	260	22
	Walked or biked instead of driving	Similar	47%	199	266	25
Please rate the quality of each of the following.	Public information services	Similar	73%	133	282	53

Please rate the quality of each of the following services in Goodyear.

Economic development	Higher	74%	27	282	90
Traffic enforcement	Similar	68%	96	343	72
Traffic signal timing	Similar	58%	73	269	73
Street repair	Higher	73%	12	330	96
Street cleaning	Higher	80%	40	293	86
Street lighting	Higher	81%	16	323	95
Sidewalk maintenance	Higher	81%	10	295	96
Bus or transit services	Lower	28%	208	241	14
Land use, planning, and zoning	Similar	52%	107	293	63
Code enforcement	Higher	64%	54	347	84
Affordable high-speed internet access	Similar	55%	26	65	61
Garbage collection	Similar	91%	27	321	91
Drinking water	Similar	64%	216	288	25
Sewer services	Similar	86%	82	292	72
Storm water management	Higher	82%	30	319	90
Power (electric and/or gas) utility	Similar	82%	55	201	73
Utility billing	Similar	70%	124	244	49
Police/Sheriff services	Similar	88%	139	389	64
Crime prevention	Similar	80%	111	344	68
Animal control	Similar	80%	45	307	85
Ambulance or emergency medical services	Similar	91%	134	309	56
Fire services	Similar	94%	146	337	56
Fire prevention and education	Similar	86%	79	282	72
Emergency preparedness	Similar	69%	105	282	63
Preservation of natural areas	Similar	57%	170	261	35
Goodyear open space	Similar	62%	135	252	46
Recycling	Similar	79%	144	327	56
Yard waste pick-up	Similar	83%	54	267	80
City parks	Similar	76%	209	302	31
Recreation programs or classes	Similar	68%	190	299	36
Recreation centers or facilities	Similar	65%	192	274	30

Please rate the quality of each of the following services in Goodyear.	Health services	Similar	75%	82	237	65
	Public library services	Similar	81%	231	301	23
	Overall customer service by Goodyear employees	Similar	86%	82	358	77
Please rate the following categories of Goodyear government performance.	The value of services for the taxes paid to Goodyear	Similar	61%	98	363	73
	The overall direction that Goodyear is taking	Similar	68%	58	313	81
	The job Goodyear government does at welcoming resident involvement	Similar	63%	56	315	82
	Overall confidence in Goodyear government	Higher	68%	35	275	87
	Generally acting in the best interest of the community	Similar	67%	66	279	76
	Being honest	Similar	67%	86	271	68
	Being open and transparent to the public	Similar	64%	27	69	62
	Informing residents about issues facing the community	Similar	61%	29	74	62
	Treating all residents fairly	Similar	70%	53	275	81
	Treating residents with respect	Similar	76%	24	68	66
Overall, how would you rate the quality of the services provided by each ..	The City of Goodyear	Similar	78%	147	367	60
	The Federal Government	Similar	46%	60	260	77
Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall economic health	Higher	96%	4	254	98
	Overall quality of the transportation system	Similar	74%	32	67	53
	Overall design or layout of residential/commercial areas	Much higher	90%	1	254	100
	Overall quality of the utility infrastructure	Higher	95%	3	67	97
	Overall feeling of safety	Higher	94%	35	254	86
	Overall quality of natural environment	Similar	88%	57	254	77
	Overall quality of parks and recreation opportunities	Similar	86%	6	67	92
	Overall health and wellness opportunities	Similar	83%	52	253	79
	Overall opportunities for education, culture, and the arts	Similar	73%	179	254	29
	Residents' connection and engagement with their community	Lower	68%	229	255	10
In general, how many times do you:	Access the internet from your home	Similar	96%	22	67	68
	Access the internet from your cell phone	Similar	95%	14	67	80
	Visit social media sites	Similar	79%	40	67	41
	Use or check email	Similar	97%	32	67	53
	Share your opinions online	Similar	33%	31	67	55
	Shop online	Similar	62%	13	67	82

Please rate your overall health.	Similar	78%	29	261	89
What impact, if any, do you think the economy will have on your family..	Higher	42%	28	264	89

Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Goodyear.	Goodyear as a place to live	Excellent		52%
		Good		42%
		Fair		5%
		Poor		1%
	Your neighborhood as a place to live	Excellent		56%
		Good		36%
		Fair		6%
		Poor		1%
	Goodyear as a place to raise children	Excellent		49%
		Good		43%
		Fair		8%
		Poor		0%
	Goodyear as a place to work	Excellent		36%
		Good		47%
		Fair		13%
		Poor		4%
	Goodyear as a place to visit	Excellent		23%
		Good		44%
		Fair		24%
		Poor		9%
	Goodyear as a place to retire	Excellent		48%
		Good		36%
		Fair		11%
		Poor		5%
	The overall quality of life	Excellent		40%
		Good		52%
		Fair		7%
		Poor		1%

Please rate each of the following aspects of quality of life in Goodyear.	Sense of community	Excellent		25%
		Good		44%
		Fair		23%
		Poor		7%
Please rate each of the following characteristics as they relate to Goodyear as a whole.	Overall economic health	Excellent		35%
		Good		58%
		Fair		6%
		Poor		2%
	Overall quality of the transportation system	Excellent		8%
		Good		45%
		Fair		35%
		Poor		13%
	Overall design or layout of residential/commercial areas	Excellent		19%
		Good		50%
		Fair		21%
		Poor		10%
	Overall quality of the utility infrastructure	Excellent		26%
		Good		51%
		Fair		17%
		Poor		6%
	Overall feeling of safety	Excellent		35%
		Good		48%
		Fair		14%
		Poor		2%
	Overall quality of natural environment	Excellent		26%
		Good		47%
		Fair		21%
		Poor		5%
	Overall quality of parks and recreation opportunities	Excellent		30%
		Good		43%
		Fair		20%

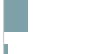
Please rate each of the following characteristics as they relate to Goodyear as a whole.	Overall quality of parks and recreation opportunities	Poor		6%
	Overall health and wellness opportunities	Excellent		27%
		Good		52%
		Fair		17%
		Poor		5%
	Overall opportunities for education, culture, and the arts	Excellent		12%
		Good		39%
		Fair		36%
		Poor		13%
	Residents' connection and engagement with their community	Excellent		12%
		Good		41%
		Fair		36%
		Poor		10%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Goodyear to someone who asks	Very likely		60%
		Somewhat likely		33%
		Somewhat unlikely		3%
		Very unlikely		4%
	Remain in Goodyear for the next five years	Very likely		64%
		Somewhat likely		21%
		Somewhat unlikely		8%
		Very unlikely		7%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		78%
		Somewhat safe		20%
		Neither safe nor unsafe		1%
		Somewhat unsafe		0%
		Very unsafe		0%
	In Goodyear's downtown/commercial area during the day	Very safe		58%
		Somewhat safe		29%
		Neither safe nor unsafe		7%
		Somewhat unsafe		5%
		Very unsafe		1%

Please rate how safe or unsafe you feel:	From property crime	Very safe		36%
		Somewhat safe		41%
		Neither safe nor unsafe		14%
		Somewhat unsafe		8%
		Very unsafe		1%
	From violent crime	Very safe		55%
		Somewhat safe		32%
		Neither safe nor unsafe		8%
		Somewhat unsafe		3%
		Very unsafe		2%
	From fire, flood, or other natural disaster	Very safe		63%
		Somewhat safe		27%
		Neither safe nor unsafe		8%
		Somewhat unsafe		1%
		Very unsafe		1%
Please rate the job you feel the Goodyear community does at each of the following.	Making all residents feel welcome	Excellent		30%
		Good		50%
		Fair		17%
		Poor		4%
	Attracting people from diverse backgrounds	Excellent		26%
		Good		49%
		Fair		17%
		Poor		8%
	Valuing/respecting residents from diverse backgrounds	Excellent		29%
		Good		49%
		Fair		18%
		Poor		5%
	Taking care of vulnerable residents	Excellent		18%
		Good		52%
		Fair		23%
		Poor		6%

Please rate each of the following in the Goodyear community.	Overall quality of business and service establishments	Excellent		27%
		Good		48%
		Fair		20%
		Poor		5%
	Variety of business and service establishments	Excellent		20%
		Good		42%
		Fair		26%
		Poor		12%
	Vibrancy of downtown/commercial area	Excellent		10%
		Good		27%
		Fair		41%
		Poor		22%
	Employment opportunities	Excellent		18%
		Good		49%
		Fair		28%
		Poor		5%
	Shopping opportunities	Excellent		15%
		Good		40%
		Fair		32%
		Poor		13%
	Cost of living	Excellent		16%
		Good		45%
		Fair		31%
		Poor		8%
	Overall image or reputation	Excellent		31%
		Good		52%
		Fair		14%
		Poor		3%
Please also rate each of the following in the Goodyear community.	Traffic flow on major streets	Excellent		18%
		Good		42%
		Fair		32%

Please also rate each of the following in the Goodyear community.

Traffic flow on major streets	Poor		9%
Ease of public parking	Excellent		26%
	Good		55%
	Fair		16%
	Poor		3%
Ease of travel by car	Excellent		33%
	Good		48%
	Fair		16%
	Poor		3%
Ease of travel by public transportation	Excellent		6%
	Good		19%
	Fair		26%
	Poor		48%
Ease of travel by bicycle	Excellent		14%
	Good		42%
	Fair		33%
	Poor		12%
Ease of walking	Excellent		21%
	Good		51%
	Fair		17%
	Poor		11%
Well-planned residential growth	Excellent		21%
	Good		46%
	Fair		21%
	Poor		12%
Well-planned commercial growth	Excellent		20%
	Good		45%
	Fair		19%
	Poor		16%
Well-designed neighborhoods	Excellent		23%
	Good		50%

Please also rate each of the following in the Goodyear community.	Well-designed neighborhoods	Fair		19%
		Poor		8%
Preservation of the historical or cultural character of the community		Excellent		15%
		Good		40%
		Fair		32%
		Poor		14%
Public places where people want to spend time		Excellent		15%
		Good		41%
		Fair		29%
		Poor		15%
Variety of housing options		Excellent		19%
		Good		49%
		Fair		25%
		Poor		7%
Availability of affordable quality housing		Excellent		16%
		Good		40%
		Fair		32%
		Poor		13%
Overall quality of new development		Excellent		26%
		Good		45%
		Fair		22%
		Poor		7%
Overall appearance		Excellent		34%
		Good		48%
		Fair		16%
		Poor		2%
Cleanliness		Excellent		37%
		Good		49%
		Fair		12%
		Poor		2%
Water resources		Excellent		10%

Please also rate each of the following in the Goodyear community.	Water resources	Good		34%
		Fair		26%
		Poor		30%
	Air quality	Excellent		13%
		Good		51%
		Fair		27%
		Poor		9%
	Availability of paths and walking trails	Excellent		24%
		Good		46%
		Fair		22%
		Poor		8%
	Fitness opportunities	Excellent		23%
		Good		49%
		Fair		21%
		Poor		8%
	Recreational opportunities	Excellent		20%
		Good		44%
		Fair		25%
		Poor		11%
	Availability of affordable quality food	Excellent		21%
		Good		50%
		Fair		19%
		Poor		9%
	Availability of affordable quality health care	Excellent		22%
		Good		50%
		Fair		22%
		Poor		7%
	Availability of preventive health services	Excellent		22%
		Good		51%
		Fair		20%
		Poor		7%

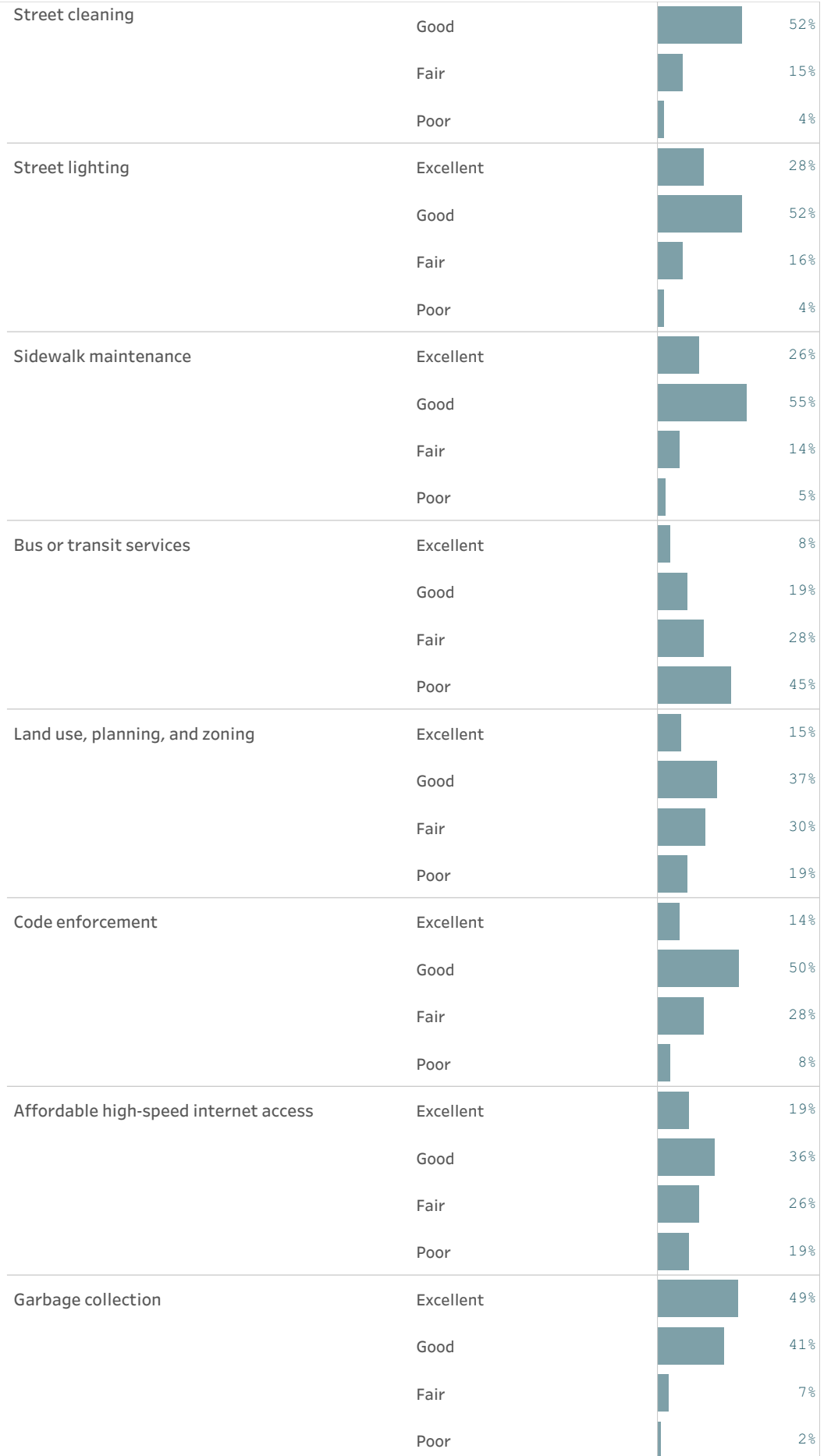
Please also rate each of the following in the Goodyear community.

Availability of affordable quality mental health care	Excellent		16%
	Good		40%
	Fair		29%
	Poor		15%
Opportunities to attend cultural/arts/music activities	Excellent		12%
	Good		28%
	Fair		39%
	Poor		22%
Community support for the arts	Excellent		13%
	Good		32%
	Fair		39%
	Poor		16%
Availability of affordable quality childcare/preschool	Excellent		17%
	Good		34%
	Fair		37%
	Poor		12%
K-12 education	Excellent		22%
	Good		43%
	Fair		27%
	Poor		8%
Adult educational opportunities	Excellent		12%
	Good		47%
	Fair		29%
	Poor		12%
Sense of civic/community pride	Excellent		13%
	Good		48%
	Fair		30%
	Poor		9%
Neighborliness of residents	Excellent		21%
	Good		43%
	Fair		29%

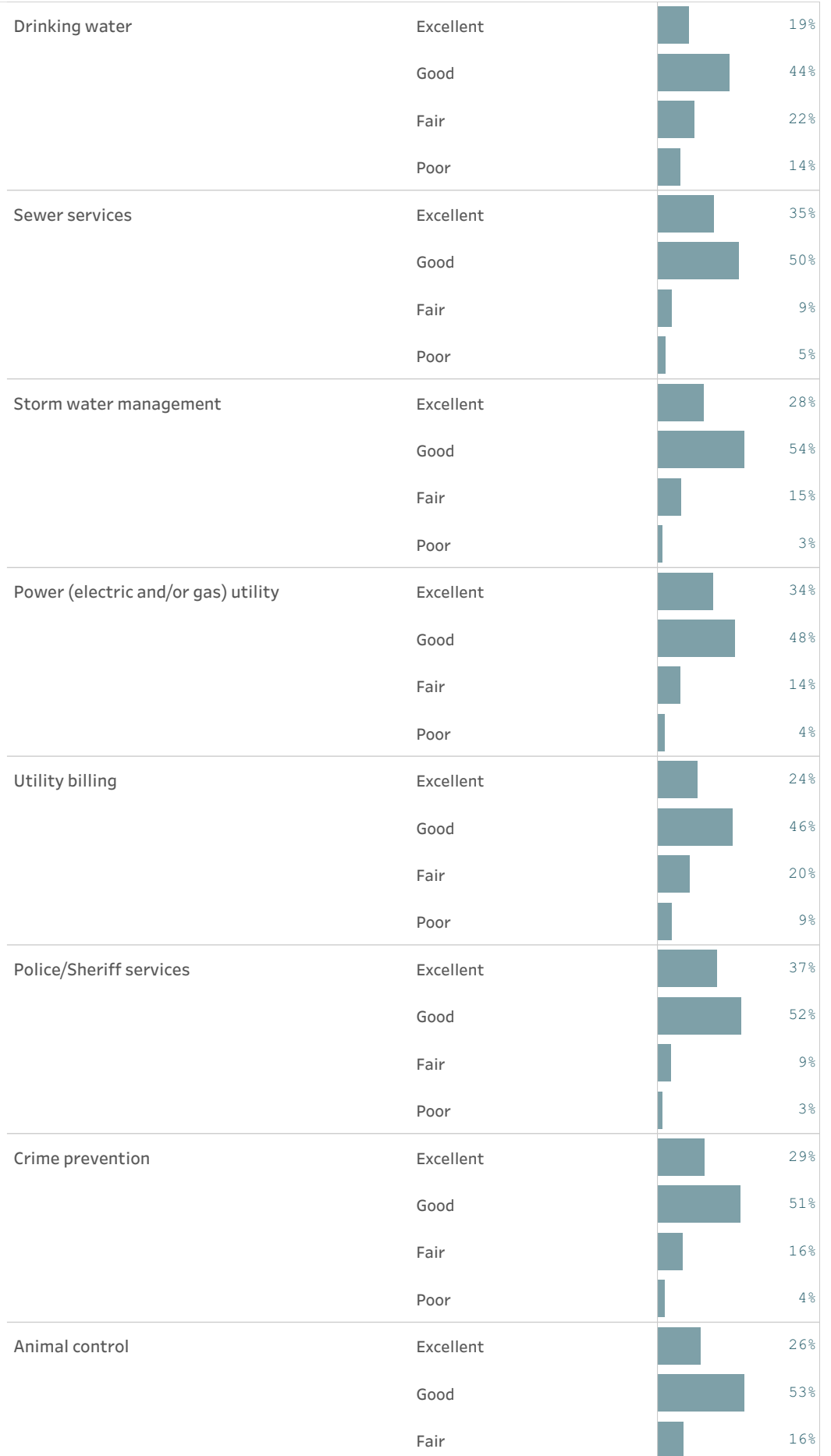
Please also rate each of the following in the Goodyear community.	Neighborliness of residents	Poor		7%
	Opportunities to participate in social events and activities	Excellent		14%
		Good		45%
		Fair		28%
		Poor		12%
	Opportunities to attend special events and festivals	Excellent		19%
		Good		39%
		Fair		28%
		Poor		14%
	Opportunities to volunteer	Excellent		20%
		Good		44%
		Fair		26%
		Poor		10%
	Opportunities to participate in community matters	Excellent		14%
		Good		40%
		Fair		34%
		Poor		12%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		23%
		Good		45%
		Fair		27%
		Poor		5%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Goodyear for help or information	No		60%
		Yes		40%
	Contacted Goodyear elected officials to express your opinion	No		88%
		Yes		12%
	Attended a local public meeting	No		85%
		Yes		15%
	Watched a local public meeting	No		81%
		Yes		19%
	Volunteered your time to some group/activity	No		78%
		Yes		22%

Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	No		85%
		Yes		15%
	Voted in your most recent local election	No		26%
		Yes		74%
	Used public transportation instead of driving	No		95%
		Yes		5%
	Carpooled with other adults or children instead of driving alone	No		64%
		Yes		36%
	Walked or biked instead of driving	No		52%
		Yes		48%
Please rate the quality of each of the following services in Goodyear.	Public information services	Excellent		17%
		Good		55%
		Fair		20%
		Poor		8%
	Economic development	Excellent		25%
		Good		49%
		Fair		18%
		Poor		8%
	Traffic enforcement	Excellent		22%
		Good		46%
		Fair		26%
		Poor		6%
	Traffic signal timing	Excellent		17%
		Good		41%
		Fair		27%
		Poor		15%
	Street repair	Excellent		20%
		Good		53%
		Fair		20%
		Poor		7%
	Street cleaning	Excellent		29%

Please rate the quality of each of the following services in Goodyear.



Please rate the quality of each of the following services in Goodyear.



Please rate the quality of each of the following services in Goodyear.	Animal control	Poor		4%
	Ambulance or emergency medical services	Excellent		44%
		Good		47%
		Fair		8%
		Poor		1%
	Fire services	Excellent		48%
		Good		46%
		Fair		5%
		Poor		1%
	Fire prevention and education	Excellent		34%
		Good		51%
		Fair		12%
		Poor		3%
Emergency preparedness	Excellent		27%	
	Good		42%	
	Fair		19%	
	Poor		12%	
Preservation of natural areas	Excellent		21%	
	Good		37%	
	Fair		23%	
	Poor		20%	
Goodyear open space	Excellent		20%	
	Good		41%	
	Fair		25%	
	Poor		14%	
Recycling	Excellent		33%	
	Good		46%	
	Fair		16%	
	Poor		5%	
Yard waste pick-up	Excellent		41%	
	Good		42%	

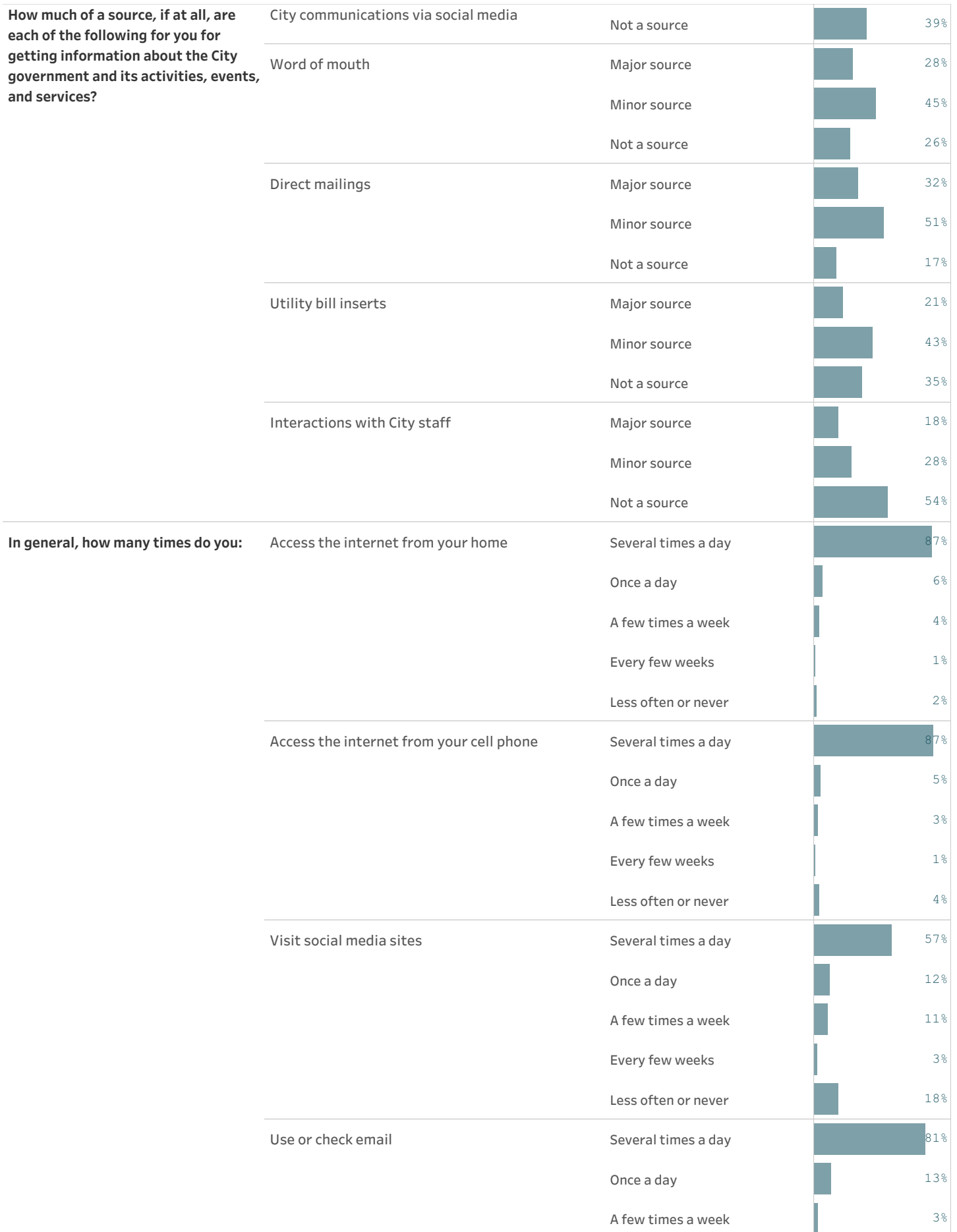
Please rate the quality of each of the following services in Goodyear.	Yard waste pick-up	Fair		14%
		Poor		3%
	City parks	Excellent		30%
		Good		47%
		Fair		16%
		Poor		7%
	Recreation programs or classes	Excellent		23%
		Good		45%
		Fair		19%
		Poor		13%
	Recreation centers or facilities	Excellent		21%
		Good		44%
		Fair		21%
		Poor		14%
	Health services	Excellent		21%
		Good		54%
		Fair		22%
		Poor		2%
	Public library services	Excellent		31%
		Good		50%
		Fair		15%
		Poor		5%
	Overall customer service by Goodyear employees	Excellent		35%
		Good		50%
		Fair		10%
		Poor		4%
Please rate the following categories of Goodyear government performance.	The value of services for the taxes paid to Goodyear	Excellent		16%
		Good		45%
		Fair		30%
		Poor		9%
	The overall direction that Goodyear is taking	Excellent		27%

Please rate the following categories of Goodyear government performance.	The overall direction that Goodyear is taking	Good		41%
		Fair		20%
		Poor		12%
	The job Goodyear government does at welcoming resident involvement	Excellent		23%
		Good		40%
		Fair		24%
		Poor		13%
	Overall confidence in Goodyear government	Excellent		22%
		Good		45%
		Fair		23%
		Poor		10%
	Generally acting in the best interest of the community	Excellent		20%
		Good		46%
		Fair		21%
		Poor		12%
	Being honest	Excellent		21%
		Good		46%
		Fair		22%
		Poor		11%
	Being open and transparent to the public	Excellent		19%
		Good		45%
		Fair		23%
		Poor		13%
	Informing residents about issues facing the community	Excellent		16%
		Good		44%
		Fair		25%
		Poor		15%
	Treating all residents fairly	Excellent		25%
		Good		45%
		Fair		20%
		Poor		10%

Please rate the following categories of Goodyear government performance.	Treating residents with respect	Excellent		26%
		Good		50%
		Fair		18%
		Poor		6%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Goodyear	Excellent		25%
		Good		53%
		Fair		17%
		Poor		5%
	The Federal Government	Excellent		10%
		Good		35%
		Fair		33%
		Poor		22%
Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall economic health	Essential		59%
		Very important		37%
		Somewhat important		4%
		Not at all important		0%
	Overall quality of the transportation system	Essential		29%
		Very important		45%
		Somewhat important		24%
		Not at all important		2%
	Overall design or layout of residential/commercial areas	Essential		50%
		Very important		40%
		Somewhat important		8%
		Not at all important		1%
	Overall quality of the utility infrastructure	Essential		60%
		Very important		34%
		Somewhat important		4%
		Not at all important		1%
	Overall feeling of safety	Essential		65%
		Very important		29%
		Somewhat important		5%

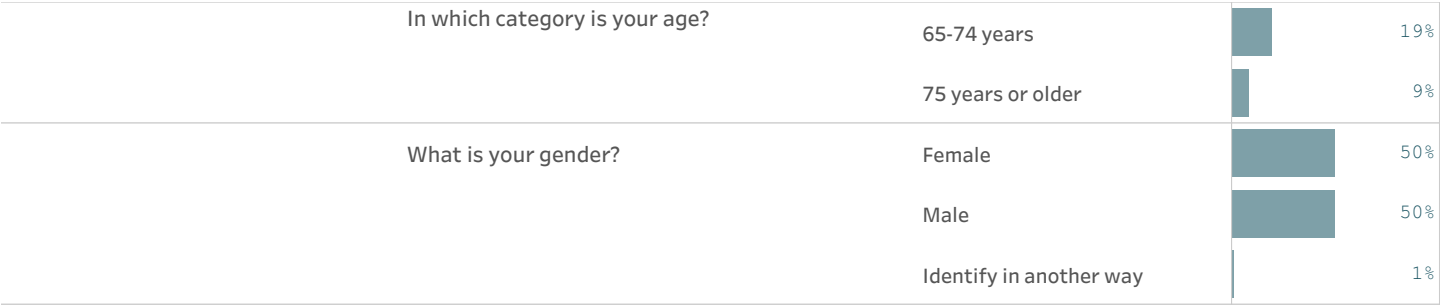
Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall feeling of safety	Not at all important		0%
	Overall quality of natural environment	Essential		40%
		Very important		47%
		Somewhat important		12%
		Not at all important		0%
	Overall quality of parks and recreation opportunities	Essential		38%
		Very important		48%
		Somewhat important		12%
		Not at all important		2%
	Overall health and wellness opportunities	Essential		32%
		Very important		51%
		Somewhat important		16%
		Not at all important		1%
	Overall opportunities for education, culture, and the arts	Essential		32%
		Very important		41%
		Somewhat important		22%
		Not at all important		5%
	Residents' connection and engagement with their community	Essential		21%
		Very important		47%
		Somewhat important		30%
		Not at all important		2%
Please rate how important, if at all, you think it is for the City to enhance each of the following programs or amenities in the coming two years.	Regional public transit services	Essential		22%
		Very important		35%
		Somewhat important		35%
		Not at all important		8%
	Local public transit services	Essential		27%
		Very important		35%
		Somewhat important		31%
		Not at all important		8%
	Child care/after school programs	Essential		26%
		Very important		47%

Please rate how important, if at all, you think it is for the City to enhance each of the following programs or amenities in the coming two years.	Child care/after school programs	Somewhat important		23%
		Not at all important		4%
	Senior services	Essential		31%
		Very important		43%
		Somewhat important		24%
		Not at all important		2%
	Internet connectivity	Essential		53%
		Very important		35%
		Somewhat important		11%
		Not at all important		1%
	Water conservation and other sustainability programs	Essential		52%
		Very important		35%
		Somewhat important		12%
		Not at all important		1%
How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	City website	Major source		48%
		Minor source		33%
		Not a source		19%
	Local media outlets	Major source		37%
		Minor source		48%
		Not a source		15%
	InFocus monthly magazine	Major source		52%
		Minor source		35%
		Not a source		13%
	City Council meetings and other public meetings	Major source		14%
		Minor source		37%
		Not a source		50%
	City email communications	Major source		27%
		Minor source		38%
		Not a source		35%
	City communications via social media	Major source		28%
		Minor source		34%



In general, how many times do you:	Use or check email	Every few weeks		1%
		Less often or never		1%
	Share your opinions online	Several times a day		14%
		Once a day		6%
		A few times a week		12%
		Every few weeks		18%
		Less often or never		49%
	Shop online	Several times a day		17%
		Once a day		7%
		A few times a week		39%
		Every few weeks		31%
		Less often or never		7%
	Please rate your overall health.	Excellent		32%
		Very good		47%
		Good		16%
		Fair		4%
		Poor		1%
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		14%
		Somewhat positive		28%
		Neutral		43%
		Somewhat negative		13%
		Very negative		2%
	How many years have you lived in Goodyear?	Less than 2 years		23%
		2-5 years		22%
		6-10 years		20%
		11-20 years		23%
		More than 20 years		11%
	Which best describes the building you live in?	One family house detached from any other houses		89%
		Building with two or more homes (duplex, townhome, apa..		9%
		Mobile home		0%
		Other		3%

Do you rent or own your home?	Rent		26%
	Own		74%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	Less than \$500		4%
	\$500 to \$999		11%
	\$1,000 to \$1,499		27%
	\$1,500 to \$1,999		31%
	\$2,000 to \$2,499		15%
	\$2,500 to \$2,999		6%
	\$3,000 to \$3,499		2%
	\$3,500 or more		3%
Do any children 17 or under live in your household?	No		63%
	Yes		37%
Are you or any other members of your household aged 65 or older?	No		66%
	Yes		34%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		3%
	\$25,000 to \$49,999		11%
	\$50,000 to \$74,999		22%
	\$75,000 to \$99,999		14%
	\$100,000 to \$149,999		25%
	\$150,000 or more		25%
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or Latino		100%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		1%
	Asian, Asian Indian, or Pacific Islander		2%
	Black or African American		8%
	White		81%
	Other		11%
In which category is your age?	18-24 years		1%
	25-34 years		18%
	35-44 years		16%
	45-54 years		25%
	55-64 years		13%



Full trends

This table contains the trends over time for the City of Goodyear. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2018 and 2021 surveys is greater than five percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2014	2015	2018	2021
Please rate each of the following aspects of quality of life in Goodyear.	Goodyear as a place to live	95%	93%	94%	94%
	Your neighborhood as a place to live	92%	92%	91%	93%
	Goodyear as a place to raise children	87%	85%	88%	92%
	Goodyear as a place to work	58%	58%	66%	83%
	Goodyear as a place to visit	64%	65%	64%	67%
	Goodyear as a place to retire	84%	84%	87%	84%
	The overall quality of life	91%	88%	90%	91%
	Sense of community	63%	59%	68%	70%
Please rate each of the following characteristics as they relate to Goodyear as a whole.	Overall economic health	67%	67%	76%	92%
	Overall quality of the transportation system				52%
	Overall design or layout of residential and commercial areas	70%	66%	71%	69%
	Overall quality of the utility infrastructure				77%
	Overall feeling of safety	90%	89%	89%	84%
	Overall quality of natural environment	80%	82%	82%	73%
	Overall quality of parks and recreation opportunities				73%
	Overall health and wellness opportunities	68%	75%	74%	78%
	Overall opportunities for education, culture, and the arts	61%	64%	62%	51%
	Residents' connection and engagement with their community				53%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Goodyear to someone who asks	95%	91%	92%	93%
	Remain in Goodyear for the next five years	90%	86%	90%	85%

Please rate how safe or unsafe you feel:	In your neighborhood during the day	97%	97%	96%	98%
	In Goodyear's downtown/commercial area during the day	90%	89%	88%	87%
	From property crime				77%
	From violent crime				87%
	From fire, flood, or other natural disaster				90%
Please rate the job you feel the Goodyear community does at each of the following.	Making all residents feel welcome				80%
	Attracting people from diverse backgrounds				75%
	Valuing/respecting residents from diverse backgrounds				78%
	Taking care of vulnerable residents				70%
Please rate each of the following in the Goodyear community.	Overall quality of business and service establishments	65%	61%	63%	75%
	Variety of business and service establishments				62%
	Vibrancy of downtown/commercial area	30%	27%	31%	38%
	Employment opportunities	29%	31%	38%	68%
	Shopping opportunities	51%	51%	50%	55%
	Cost of living	61%	57%	58%	61%
	Overall image or reputation	81%	75%	81%	83%
Please also rate each of the following in the Goodyear community.	Traffic flow on major streets	79%	76%	74%	59%
	Ease of public parking				81%
	Ease of travel by car	86%	85%	85%	81%
	Ease of travel by public transportation	27%	31%	35%	26%
	Ease of travel by bicycle	60%	58%	57%	56%
	Ease of walking	72%	65%	71%	72%
	Well-planned residential growth				67%
	Well-planned commercial growth				65%
	Well-designed neighborhoods				74%
	Preservation of the historical or cultural character of the community				55%
	Public places where people want to spend time	63%	64%	64%	57%
	Variety of housing options	78%	77%	75%	68%

Please also rate each of the following in the Goodyear community.	Availability of affordable quality housing	73%	70%	66%	56%
	Overall quality of new development	59%	56%	60%	71%
	Overall appearance	85%	82%	84%	82%
	Cleanliness	83%	81%	79%	87%
	Water resources				44%
	Air quality	58%	66%	56%	64%
	Availability of paths and walking trails	68%	63%	67%	71%
	Fitness opportunities	76%	70%	75%	72%
	Recreational opportunities	65%	65%	66%	64%
	Availability of affordable quality food	72%	69%	68%	72%
	Availability of affordable quality health care	69%	66%	67%	71%
	Availability of preventive health services	71%	66%	70%	73%
	Availability of affordable quality mental health care	51%	51%	51%	56%
	Opportunities to attend cultural/arts/music activities	46%	45%	50%	40%
	Community support for the arts				45%
	Availability of affordable quality childcare/preschool	60%	59%	64%	52%
	K-12 education	70%	68%	71%	65%
	Adult educational opportunities	52%	55%	55%	60%
	Sense of civic/community pride				61%
	Neighborliness of residents	62%	62%	67%	64%
	Opportunities to participate in social events and activities	54%	49%	57%	60%
	Opportunities to attend special events and festivals	68%	67%	69%	59%
	Opportunities to volunteer	63%	60%	65%	64%
	Opportunities to participate in community matters	58%	59%	62%	54%
	Openness and acceptance of the community toward people of diver..	73%	72%	69%	68%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Goodyear for help or information	39%	45%	37%	39%
	Contacted Goodyear elected officials to express your opinion	8%	8%	9%	12%
	Attended a local public meeting	15%	17%	22%	15%

Please indicate whether or not you have done each of the following in the last 12 months.	Watched a local public meeting	10%	9%	13%	19%
	Volunteered your time to some group/activity	32%	32%	28%	22%
	Campaigned or advocated for a local issue, cause, or candidate	14%	15%	18%	14%
	Voted in your most recent local election				73%
	Used public transportation instead of driving	6%	5%	4%	5%
	Carpooled with other adults or children instead of driving alone	48%	45%	45%	36%
	Walked or biked instead of driving	55%	45%	50%	47%
Please rate the quality of each of the following services in Goodyear.	Public information services	69%	68%	72%	73%
	Economic development	54%	55%	63%	74%
	Traffic enforcement	78%	73%	75%	68%
	Traffic signal timing	56%	57%	60%	58%
	Street repair	69%	65%	69%	73%
	Street cleaning	79%	73%	78%	80%
	Street lighting	72%	73%	75%	81%
	Sidewalk maintenance	72%	71%	78%	81%
	Bus or transit services	34%	34%	43%	28%
	Land use, planning, and zoning	62%	55%	61%	52%
	Code enforcement	54%	53%	66%	64%
	Affordable high-speed internet access				55%
	Garbage collection	90%	88%	88%	91%
	Drinking water	54%	51%	55%	64%
	Sewer services	78%	75%	82%	86%
	Storm water management	75%	66%	80%	82%
	Power (electric and/or gas) utility				82%
	Utility billing	68%	61%	63%	70%
	Police/Sheriff services	88%	87%	90%	88%
	Crime prevention	82%	80%	83%	80%
	Animal control				80%

Please rate the quality of each of the following services in Goodyear.	Ambulance or emergency medical services	94%	91%	93%	91%
	Fire services	95%	93%	96%	94%
	Fire prevention and education	84%	78%	84%	86%
	Emergency preparedness	56%	65%	61%	69%
	Preservation of natural areas	67%	62%	64%	57%
	Goodyear open space	69%	62%	67%	62%
	Recycling	88%	86%	87%	79%
	Yard waste pick-up	84%	81%	87%	83%
	City parks	79%	78%	79%	76%
	Recreation programs or classes	64%	67%	74%	68%
	Recreation centers or facilities	67%	67%	67%	65%
	Health services	67%	67%	72%	75%
	Public library services	66%	78%	82%	81%
	Overall customer service by Goodyear employees	78%	77%	84%	86%
Please rate the following categories of Goodyear government performance.	The value of services for the taxes paid to Goodyear	61%	54%	62%	61%
	The overall direction that Goodyear is taking	74%	73%	72%	68%
	The job Goodyear government does at welcoming resident involve..	63%	60%	70%	63%
	Overall confidence in Goodyear government	63%	62%	69%	68%
	Generally acting in the best interest of the community	64%	65%	70%	67%
	Being honest	65%	64%	69%	67%
	Being open and transparent to the public				64%
	Informing residents about issues facing the community				61%
	Treating all residents fairly	69%	66%	71%	70%
	Treating residents with respect				76%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Goodyear	81%	78%	81%	78%
	The Federal Government	35%	41%	45%	46%
Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following issues?	Overall economic health	96%	91%	92%	96%
	Overall quality of the transportation system				74%

Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall design or layout of residential and commercial areas	85%	81%	85%	90%
	Overall quality of the utility infrastructure				95%
	Overall feeling of safety	96%	95%	94%	94%
	Overall quality of natural environment	82%	83%	83%	88%
	Overall quality of parks and recreation opportunities				86%
	Overall health and wellness opportunities	83%	81%	77%	83%
	Overall opportunities for education, culture, and the arts	84%	82%	80%	73%
	Residents' connection and engagement with their community	84%	80%	80%	68%
In general, how many times do you:	Access the internet from your home				96%
	Access the internet from your cell phone				95%
	Visit social media sites				79%
	Use or check email				97%
	Share your opinions online				33%
	Shop online				62%
	Please rate your overall health.	75%	65%	66%	78%
	What impact, if any, do you think the economy will have on your fa..	35%	33%	45%	42%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Goodyear conducted a survey of 3,500 residents. Survey invitations were mailed to randomly selected households and data were collected from March 9, 2021 to April 27, 2021. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Goodyear. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on April 13, 2021. The survey remained open for two weeks and there were 693 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in the City of Goodyear. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the open participation survey are presented in the following table.

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

		Unweighted	Weighted	Target*
Age	18-34	8%	26%	28%
	35-54	39%	36%	36%
	55+	53%	39%	36%
Area	Central	46%	38%	41%
	North	33%	42%	41%
	South/Sonoran Valley	21%	19%	18%
Hispanic origin	No, not Spanish, Hispanic, or Latino	84%	75%	75%
	Yes, I consider myself to be Spanish, Hispa..	16%	25%	25%
Housing tenure	Own	96%	80%	74%
	Rent	4%	20%	26%
Housing type	Attached	2%	9%	9%
	Detached	98%	91%	91%
Race & Hispanic origin	Not white alone	33%	41%	42%
	White alone, not Hispanic or Latino	67%	59%	58%
Sex	Female	63%	53%	54%
	Male	37%	47%	46%
Sex/age	Female 18-34	6%	16%	16%
	Female 35-54	28%	18%	20%
	Female 55+	29%	18%	18%
	Male 18-34	2%	10%	12%
	Male 35-54	12%	18%	17%
	Male 55+	23%	19%	18%

Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

	In which area of Goodyear do you live? (Please refer to map above.)	1 = North (purple)		42%
		2 = Central (orange)		38%
		3 = South/Sonoran Valley (green)		19%
		None of these/I don't live in Goodyear		0%
Please rate each of the following aspects of quality of life in Goodyear.	Goodyear as a place to live	Excellent		45%
		Good		46%
		Fair		8%
		Poor		0%
	Your neighborhood as a place to live	Excellent		52%
		Good		40%
		Fair		7%
		Poor		0%
	Goodyear as a place to raise children	Excellent		42%
		Good		48%
		Fair		10%
		Poor		1%
	Goodyear as a place to work	Excellent		30%
		Good		36%
		Fair		21%
		Poor		12%
	Goodyear as a place to visit	Excellent		21%
		Good		38%
		Fair		30%
		Poor		11%
	Goodyear as a place to retire	Excellent		43%
		Good		40%
		Fair		12%
		Poor		5%

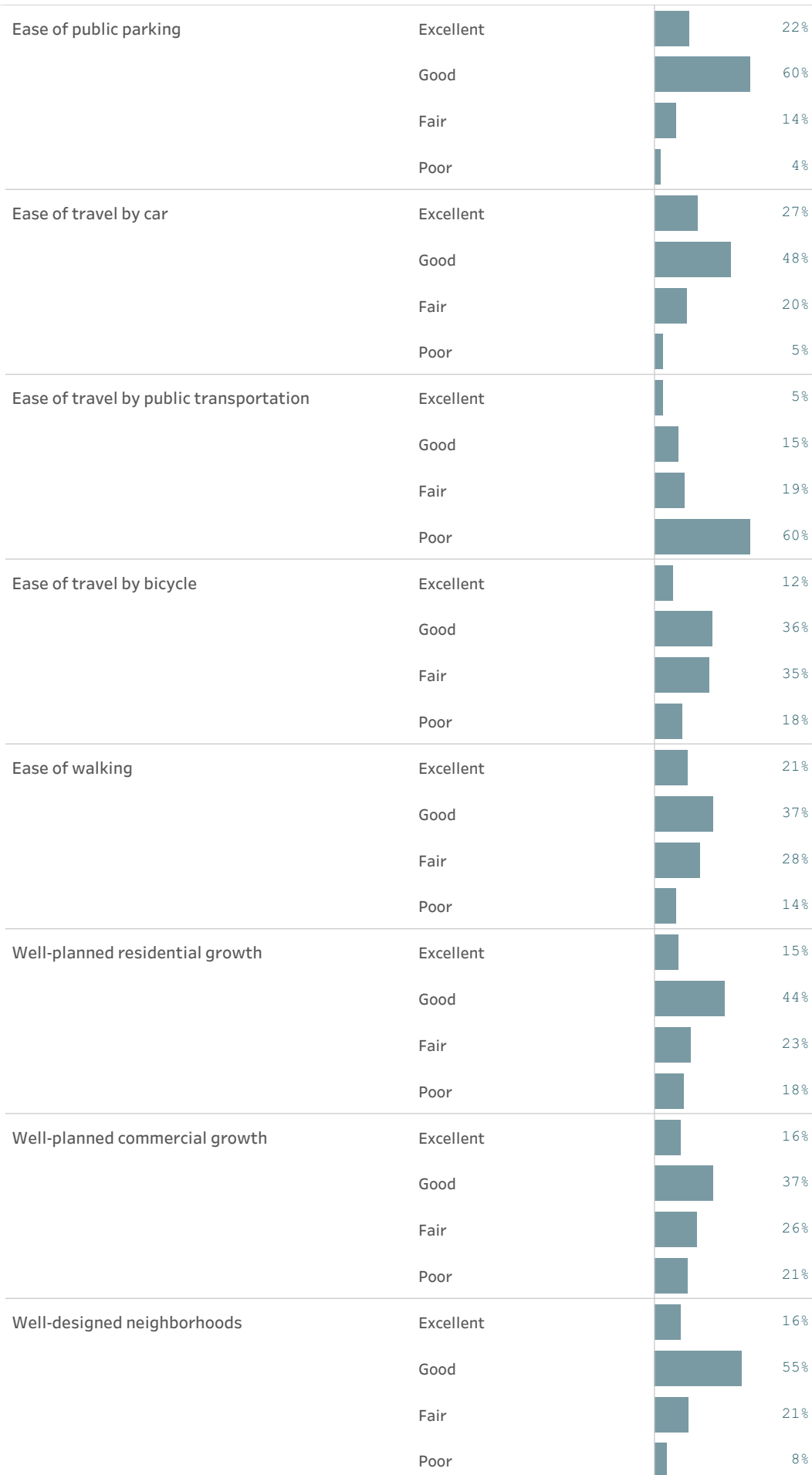
Please rate each of the following aspects of quality of life in Goodyear.	The overall quality of life in Goodyear	Excellent		35%
		Good		56%
		Fair		9%
		Poor		0%
	Sense of community	Excellent		19%
		Good		46%
		Fair		26%
		Poor		9%
Please rate each of the following characteristics as they relate to Goodyear as a whole.	Overall economic health	Excellent		28%
		Good		58%
		Fair		12%
		Poor		2%
	Overall quality of the transportation system	Excellent		7%
		Good		37%
		Fair		39%
		Poor		17%
	Overall design or layout of residential/commercial areas	Excellent		16%
		Good		49%
		Fair		24%
		Poor		11%
	Overall quality of the utility infrastructure	Excellent		24%
		Good		52%
		Fair		17%
		Poor		7%
Overall feeling of safety	Excellent		38%	
	Good		48%	
	Fair		12%	
	Poor		2%	
Overall quality of natural environment	Excellent		25%	
	Good		48%	
	Fair		18%	
	Poor		8%	

Please rate each of the following characteristics as they relate to Goodyear as a whole.	Overall quality of parks and recreation opportunities	Excellent		26%
		Good		45%
		Fair		21%
		Poor		7%
	Overall health and wellness opportunities	Excellent		25%
		Good		45%
		Fair		27%
		Poor		3%
	Overall opportunities for education, culture, and the arts	Excellent		13%
		Good		33%
		Fair		40%
		Poor		13%
	Residents' connection and engagement with their community	Excellent		13%
		Good		37%
		Fair		39%
		Poor		12%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Goodyear to someone who asks	Very likely		56%
		Somewhat likely		33%
		Somewhat unlikely		8%
		Very unlikely		3%
	Remain in Goodyear for the next five years	Very likely		67%
		Somewhat likely		21%
		Somewhat unlikely		4%
		Very unlikely		7%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		75%
		Somewhat safe		20%
		Neither safe nor unsafe		5%
		Somewhat unsafe		1%
	In Goodyear's downtown/commercial area during the day	Very safe		54%
		Somewhat safe		33%
		Neither safe nor unsafe		11%
		Somewhat unsafe		2%

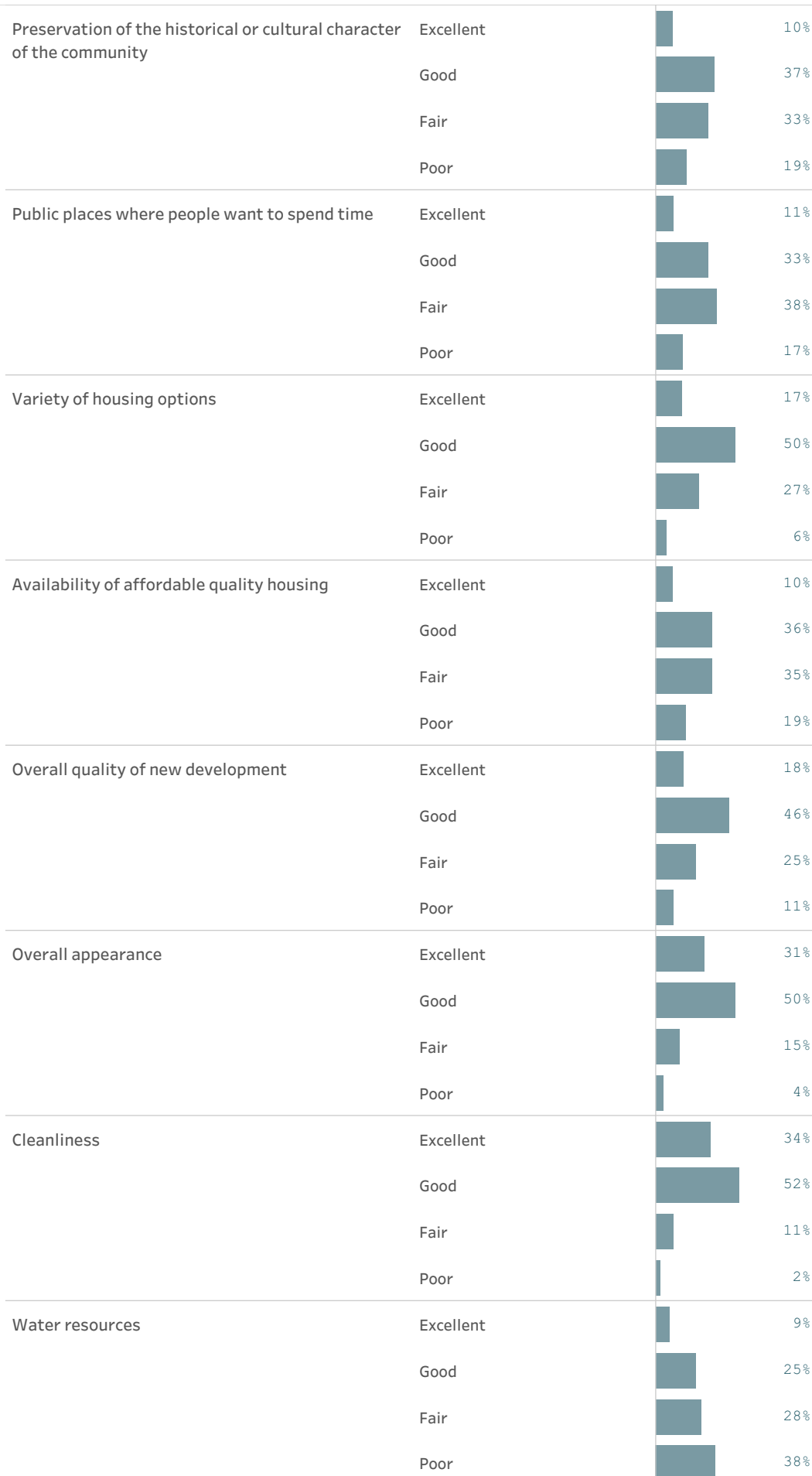
Please rate how safe or unsafe you feel:	In Goodyear's downtown/commercial area during the day	Very unsafe		0%
	From property crime	Very safe		37%
		Somewhat safe		42%
		Neither safe nor unsafe		12%
		Somewhat unsafe		7%
		Very unsafe		2%
	From violent crime	Very safe		55%
		Somewhat safe		34%
		Neither safe nor unsafe		8%
		Somewhat unsafe		3%
		Very unsafe		0%
	From fire, flood, or other natural disaster	Very safe		65%
		Somewhat safe		29%
		Neither safe nor unsafe		5%
		Somewhat unsafe		1%
		Very unsafe		0%
Please rate the job you feel the Goodyear community does at each of the following.	Making all residents feel welcome	Excellent		30%
		Good		46%
		Fair		20%
		Poor		5%
	Attracting people from diverse backgrounds	Excellent		29%
		Good		41%
		Fair		20%
		Poor		9%
	Valuing/respecting residents from diverse backgrounds	Excellent		34%
		Good		41%
		Fair		19%
		Poor		6%
	Taking care of vulnerable residents	Excellent		25%
		Good		30%
		Fair		32%
		Poor		13%

Please rate each of the following in the Goodyear community.	Overall quality of business and service establishments	Excellent		19%
		Good		52%
		Fair		22%
		Poor		7%
	Variety of business and service establishments	Excellent		16%
		Good		36%
		Fair		34%
		Poor		14%
	Vibrancy of downtown/commercial area	Excellent		8%
		Good		25%
		Fair		40%
		Poor		27%
	Employment opportunities	Excellent		14%
		Good		41%
		Fair		30%
		Poor		15%
	Shopping opportunities	Excellent		12%
		Good		38%
		Fair		36%
		Poor		14%
	Cost of living	Excellent		14%
		Good		41%
		Fair		35%
		Poor		10%
	Overall image or reputation	Excellent		31%
		Good		50%
		Fair		16%
		Poor		3%
Please also rate each of the following in the Goodyear community.	Traffic flow on major streets	Excellent		11%
		Good		47%
		Fair		27%
		Poor		15%

Please also rate each of the following in the Goodyear community.



Please also rate each of the following in the Goodyear community.



Please also rate each of the following in the Goodyear community.



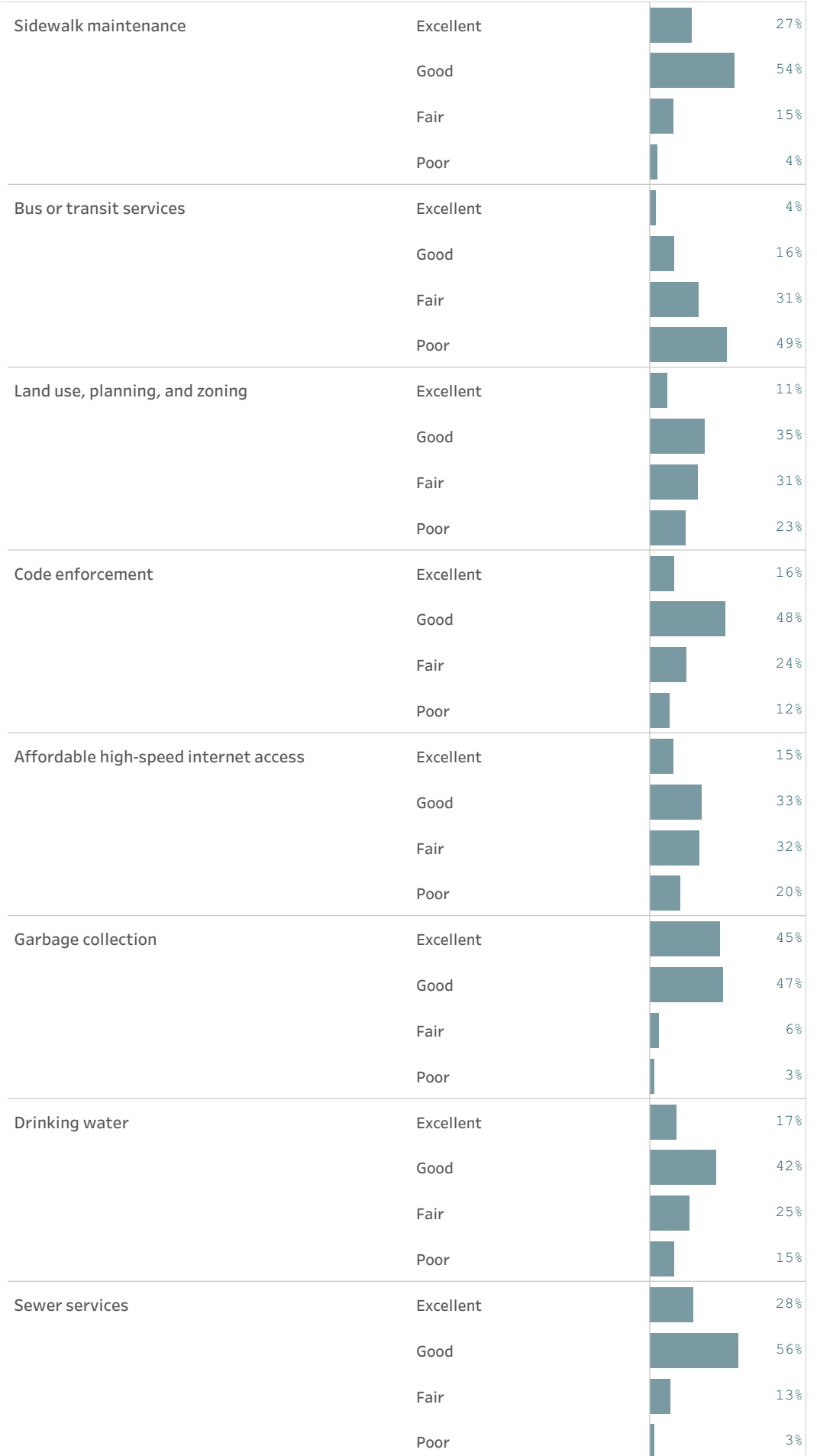
Please also rate each of the following in the Goodyear community.



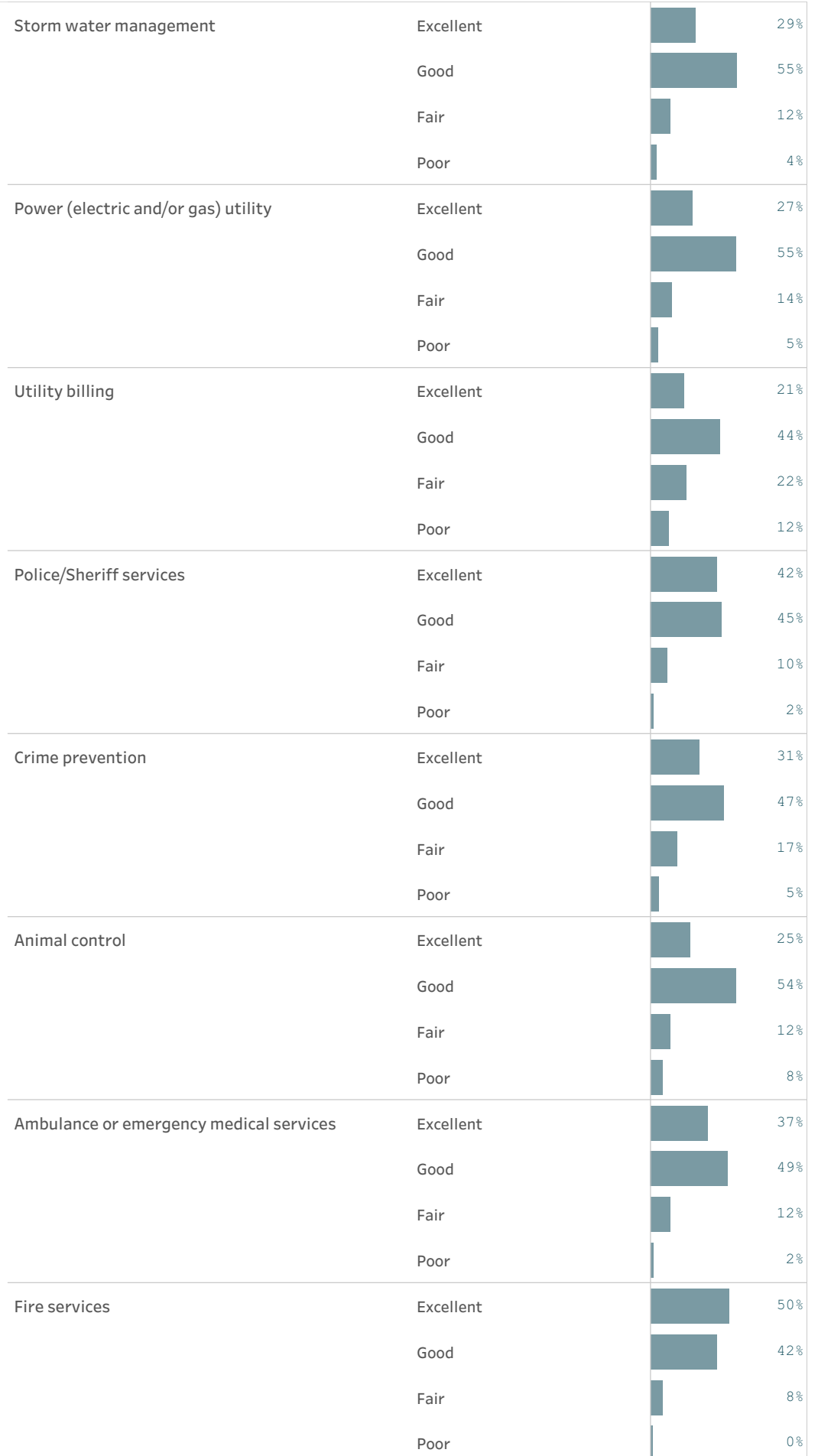
Please also rate each of the following in the Goodyear community.	Opportunities to attend special events and festivals	Excellent		16%
		Good		36%
		Fair		35%
		Poor		13%
	Opportunities to volunteer	Excellent		21%
		Good		36%
		Fair		30%
		Poor		13%
	Opportunities to participate in community matters	Excellent		20%
		Good		38%
		Fair		31%
		Poor		11%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		28%
		Good		41%
		Fair		21%
		Poor		10%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Goodyear for help or information	No		50%
		Yes		50%
	Contacted Goodyear elected officials to express your opinion	No		83%
		Yes		17%
	Attended a local public meeting	No		68%
		Yes		32%
	Watched a local public meeting	No		60%
		Yes		40%
	Volunteered your time to some group/activity	No		78%
		Yes		22%
	Campaigned or advocated for a local issue, cause, or candidate	No		87%
		Yes		13%
	Voted in your most recent local election	No		18%
		Yes		82%
	Used public transportation instead of driving	No		97%
		Yes		3%

Please indicate whether or not you have done each of the following in the last 12 months.	Carpooled with other adults or children instead of driving alone	No		54%
		Yes		46%
	Walked or biked instead of driving	No		53%
		Yes		47%
Please rate the quality of each of the following services in Goodyear.	Public information services	Excellent		18%
		Good		56%
		Fair		22%
		Poor		4%
	Economic development	Excellent		23%
		Good		49%
		Fair		19%
		Poor		9%
	Traffic enforcement	Excellent		17%
		Good		50%
		Fair		25%
		Poor		9%
	Traffic signal timing	Excellent		14%
		Good		46%
		Fair		25%
		Poor		15%
	Street repair	Excellent		24%
		Good		47%
		Fair		21%
		Poor		8%
	Street cleaning	Excellent		33%
		Good		46%
		Fair		16%
		Poor		4%
	Street lighting	Excellent		29%
		Good		52%
		Fair		15%
		Poor		4%

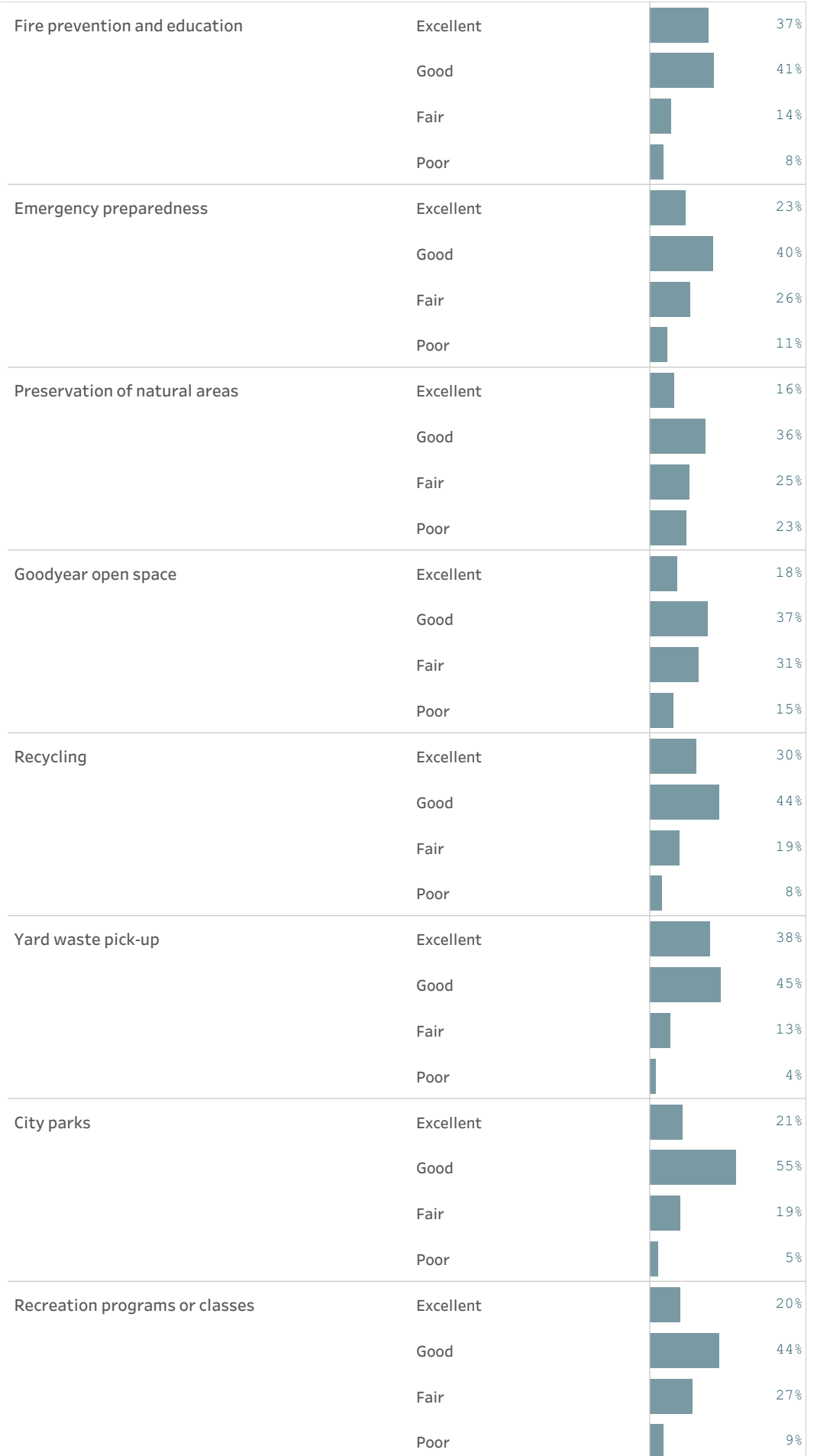
Please rate the quality of each of the following services in Goodyear.



Please rate the quality of each of the following services in Goodyear.



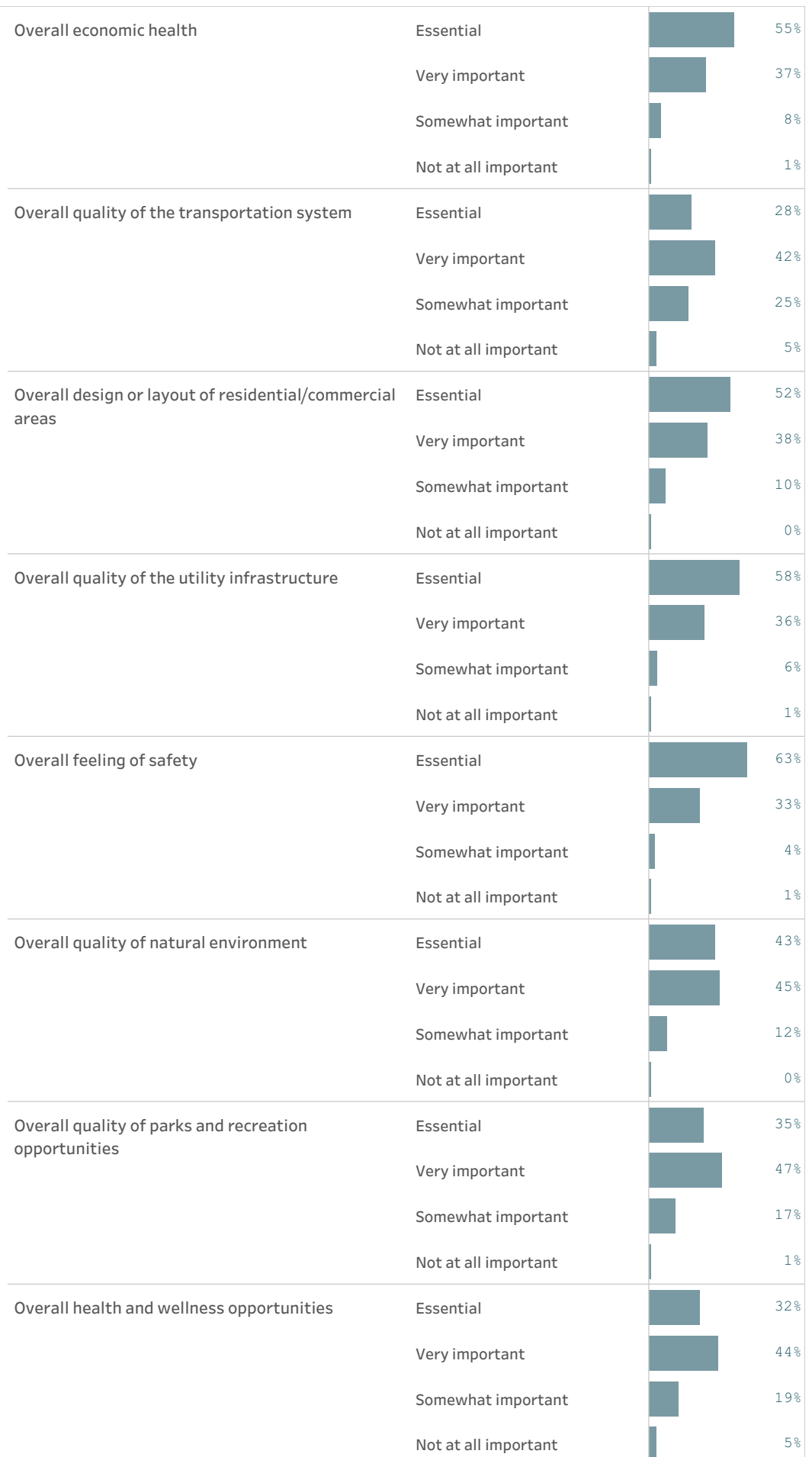
Please rate the quality of each of the following services in Goodyear.



Please rate the quality of each of the following services in Goodyear.	Recreation centers or facilities	Excellent		21%
		Good		38%
		Fair		28%
		Poor		13%
	Health services	Excellent		18%
		Good		55%
		Fair		21%
		Poor		6%
	Public library services	Excellent		28%
		Good		44%
		Fair		21%
		Poor		7%
	Overall customer service by Goodyear employees	Excellent		39%
		Good		45%
		Fair		14%
		Poor		2%
Please rate the following categories of Goodyear government performance.	The value of services for the taxes paid to Goodyear	Excellent		18%
		Good		44%
		Fair		28%
		Poor		10%
	The overall direction that Goodyear is taking	Excellent		22%
		Good		37%
		Fair		22%
		Poor		18%
	The job Goodyear government does at welcoming resident involvement	Excellent		19%
		Good		42%
		Fair		29%
		Poor		10%
	Overall confidence in Goodyear government	Excellent		22%
		Good		40%
		Fair		28%
		Poor		10%

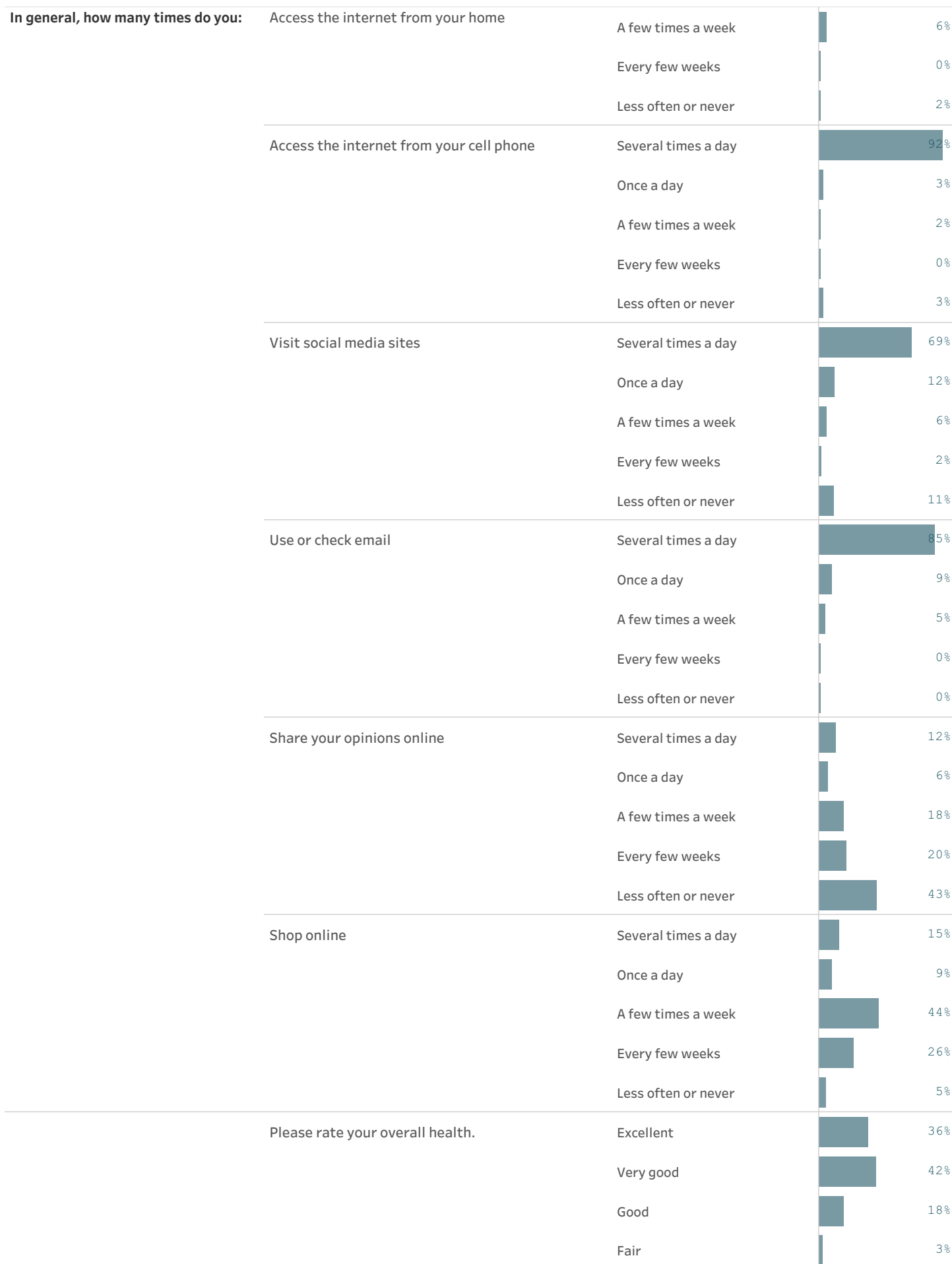
Please rate the following categories of Goodyear government performance.	Generally acting in the best interest of the community	Excellent		23%
		Good		39%
		Fair		24%
		Poor		15%
	Being honest	Excellent		22%
		Good		46%
		Fair		22%
		Poor		10%
	Being open and transparent to the public	Excellent		21%
		Good		44%
		Fair		22%
		Poor		13%
	Informing residents about issues facing the community	Excellent		17%
		Good		41%
		Fair		29%
		Poor		13%
	Treating all residents fairly	Excellent		27%
		Good		45%
		Fair		19%
		Poor		9%
	Treating residents with respect	Excellent		28%
		Good		49%
		Fair		17%
		Poor		6%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Goodyear	Excellent		31%
		Good		46%
		Fair		22%
		Poor		2%
	The Federal Government	Excellent		5%
		Good		33%
		Fair		39%
		Poor		23%

Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.



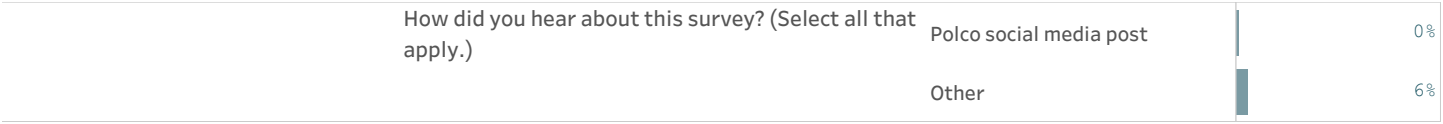
Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall opportunities for education, culture, and the arts	Essential		32%
		Very important		44%
		Somewhat important		22%
		Not at all important		2%
	Residents' connection and engagement with their community	Essential		21%
		Very important		47%
		Somewhat important		30%
		Not at all important		3%
Please rate how important, if at all, you think it is for the City to enhance each of the following programs or amenities in the coming two years.	Regional public transit services	Essential		20%
		Very important		33%
		Somewhat important		35%
		Not at all important		12%
	Local public transit services	Essential		22%
		Very important		34%
		Somewhat important		33%
		Not at all important		11%
	Child care/after school programs	Essential		25%
		Very important		42%
		Somewhat important		28%
		Not at all important		5%
	Senior services	Essential		25%
		Very important		43%
		Somewhat important		26%
		Not at all important		6%
	Internet connectivity	Essential		57%
		Very important		31%
		Somewhat important		10%
		Not at all important		3%
	Water conservation and other sustainability programs	Essential		49%
		Very important		39%
		Somewhat important		11%
		Not at all important		2%

How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	City website	Major source		52%
		Minor source		44%
		Not a source		5%
	Local media outlets	Major source		32%
		Minor source		47%
		Not a source		21%
	InFocus monthly magazine	Major source		60%
		Minor source		32%
		Not a source		9%
	City Council meetings and other public meetings	Major source		20%
		Minor source		47%
		Not a source		33%
	City email communications	Major source		41%
		Minor source		37%
		Not a source		22%
	City communications via social media	Major source		44%
		Minor source		34%
		Not a source		22%
	Word of mouth	Major source		19%
		Minor source		49%
		Not a source		32%
	Direct mailings	Major source		27%
		Minor source		45%
		Not a source		28%
	Utility bill inserts	Major source		12%
		Minor source		41%
		Not a source		47%
	Interactions with City staff	Major source		25%
		Minor source		31%
		Not a source		44%
In general, how many times do you:	Access the internet from your home	Several times a day		87%
		Once a day		5%



Please rate your overall health.	Poor		0%
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		20%
	Somewhat positive		29%
	Neutral		39%
	Somewhat negative		8%
	Very negative		3%
How many years have you lived in Goodyear?	Less than 2 years		16%
	2-5 years		28%
	6-10 years		23%
	11-20 years		23%
	More than 20 years		10%
Which best describes the building you live in?	One family house detached from any other houses		90%
	Building with two or more homes (duplex, townhome, apa..		9%
	Mobile home		0%
	Other		1%
Do you rent or own your home?	Rent		20%
	Own		80%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	Less than \$500		4%
	\$500 to \$999		9%
	\$1,000 to \$1,499		30%
	\$1,500 to \$1,999		30%
	\$2,000 to \$2,499		17%
	\$2,500 to \$2,999		6%
	\$3,000 to \$3,499		3%
	\$3,500 or more		2%
Do any children 17 or under live in your household?	No		54%
	Yes		46%
Are you or any other members of your household aged 65 or older?	No		73%
	Yes		27%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		2%
	\$25,000 to \$49,999		8%
	\$50,000 to \$74,999		16%

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	\$75,000 to \$99,999		22%
	\$100,000 to \$149,999		26%
	\$150,000 or more		26%
Are you Spanish, Hispanic, or Latino?	No, not Spanish, Hispanic, or Latino		100%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		2%
	Asian, Asian Indian, or Pacific Islander		4%
	Black or African American		5%
	White		84%
	Other		11%
In which category is your age?	18-24 years		2%
	25-34 years		25%
	35-44 years		19%
	45-54 years		18%
	55-64 years		17%
	65-74 years		15%
	75 years or older		5%
What is your gender?	Female		52%
	Male		47%
	Identify in another way		0%
How did you hear about this survey? (Select all that apply.)	The City's website		8%
	The City's social media (Facebook, Twitter, Instagram,...		31%
	Received an email from the City		44%
	In a City newsletter or utility bill		4%
	Received a postcard or letter from the City		4%
	Nextdoor		5%
	In my Facebook feed		7%
	Saw it on a video of a public meeting or at a meeting I atten..		0%
	Saw it in a newspaper article or ad (hard copy or online)		1%
	Saw a flyer or poster about it		0%
	Heard about it from a family member, friend or neighborhood		3%
	Heard about it from a business or social organization in my co..		2%
	Polco's weekly email		2%



The City of Goodyear 2021 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in Goodyear.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Goodyear as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Goodyear as a place to raise children.....	1	2	3	4	5
Goodyear as a place to work	1	2	3	4	5
Goodyear as a place to visit	1	2	3	4	5
Goodyear as a place to retire	1	2	3	4	5
The overall quality of life in Goodyear.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Goodyear as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Goodyear	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Goodyear	1	2	3	4	5
Overall design or layout of Goodyear's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Goodyear (water, sewer, storm water, electric, gas)	1	2	3	4	5
Overall feeling of safety in Goodyear.....	1	2	3	4	5
Overall quality of natural environment in Goodyear	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Goodyear.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Goodyear to someone who asks	1	2	3	4	5
Remain in Goodyear for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Goodyear's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Goodyear community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Goodyear community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Goodyear	1	2	3	4	5
Variety of business and service establishments in Goodyear.....	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Goodyear	1	2	3	4	5
Overall image or reputation of Goodyear	1	2	3	4	5

7. Please also rate each of the following in the Goodyear community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Goodyear.....	1	2	3	4	5
Ease of travel by public transportation in Goodyear.....	1	2	3	4	5
Ease of travel by bicycle in Goodyear.....	1	2	3	4	5
Ease of walking in Goodyear.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Goodyear.....	1	2	3	4	5
Overall appearance of Goodyear.....	1	2	3	4	5
Cleanliness of Goodyear.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)... 1	2	3	4	5	
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Goodyear.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the City of Goodyear (in-person, phone, email, or web) for help or information.....	1	2
Contacted Goodyear elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Goodyear.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

The City of Goodyear 2021 Community Survey

9. Please rate the quality of each of the following services in Goodyear.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Affordable high-speed internet access	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.)	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts)	1	2	3	4	5
Goodyear open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services	1	2	3	4	5
Overall customer service by Goodyear employees (police, receptionists, planners, etc.)	1	2	3	4	5

10. Please rate the following categories of Goodyear government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Goodyear.....	1	2	3	4	5
The overall direction that Goodyear is taking.....	1	2	3	4	5
The job Goodyear government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Goodyear government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5
Treating residents with respect	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Goodyear	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Goodyear	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Goodyear	1	2	3	4
Overall design or layout of Goodyear's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in Goodyear (water, sewer, storm water, electric, gas)	1	2	3	4
Overall feeling of safety in Goodyear	1	2	3	4
Overall quality of natural environment in Goodyear	1	2	3	4
Overall quality of parks and recreation opportunities	1	2	3	4
Overall health and wellness opportunities in Goodyear	1	2	3	4
Overall opportunities for education, culture, and the arts	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

13. Please rate how important, if at all, you think it is for the City to enhance each of the following programs or amenities in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>	<u>Don't know</u>
Regional public transit services (e.g., transportation to other communities, access to jobs centers, etc.)	1	2	3	4	5
Local public transit services (e.g., access to local shopping, services, medical providers, and city facilities like the Goodyear Recreation Campus)	1	2	3	4	5
Child care/after school programs	1	2	3	4	5
Senior services (e.g., congregate meals, home delivered meals, adult day care, programs/classes, etc.)	1	2	3	4	5
Internet connectivity	1	2	3	4	5
Water conservation and other sustainability programs	1	2	3	4	5

14. How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?

	<u>Major source</u>	<u>Minor source</u>	<u>Not a source</u>
City website (www.goodyearaz.gov)	1	2	3
Local media outlets (newspaper, radio, local television)	1	2	3
InFocus monthly magazine	1	2	3
City Council meetings and other public meetings	1	2	3
City email communications (Good Neighbor Alert, Parks & Recreation newsletter)	1	2	3
City communications via social media (Facebook, Twitter, Instagram, YouTube, Nextdoor)	1	2	3
Word of mouth	1	2	3
Direct mailings (postcards and flyers)	1	2	3
Utility bill inserts	1	2	3
Interactions with City staff (in person, phone, email, or web)	1	2	3

The City of Goodyear 2021 Community Survey

Our last questions are about you and your household.

Again, all of your responses to this survey confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Please rate your overall health.

☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

☐ Very positive ☐ Somewhat positive ☐ Neutral ☐ Somewhat negative ☐ Very negative

D4. How many years have you lived in Goodyear?

☐ Less than 2 years
☐ 2-5 years
☐ 6-10 years
☐ 11-20 years
☐ More than 20 years

D5. Which best describes the building you live in?

☐ One family house detached from any other houses
☐ Building with two or more homes
 (duplex, townhome, apartment, or condominium)
☐ Mobile home
☐ Other

D6. Do you rent or own your home?

☐ Rent
☐ Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

☐ Less than \$500 ☐ \$2,000 to \$2,499
☐ \$500 to \$999 ☐ \$2,500 to \$2,999
☐ \$1,000 to \$1,499 ☐ \$3,000 to \$3,499
☐ \$1,500 to \$1,999 ☐ \$3,500 or more

D8. Do any children 17 or under live in your household?

☐ No ☐ Yes

D9. Are you or any other members of your household aged 65 or older?

☐ No ☐ Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

☐ Less than \$25,000 ☐ \$75,000 to \$99,999
☐ \$25,000 to \$49,999 ☐ \$100,000 to \$149,999
☐ \$50,000 to \$74,999 ☐ \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

☐ No, not Spanish, Hispanic, or Latino
☐ Yes, I consider myself to be Spanish, Hispanic, or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

☐ American Indian or Alaskan Native
☐ Asian, Asian Indian, or Pacific Islander
☐ Black or African American
☐ White
☐ Other

D13. In which category is your age?

☐ 18-24 years ☐ 55-64 years
☐ 25-34 years ☐ 65-74 years
☐ 35-44 years ☐ 75 years or older
☐ 45-54 years

D14. What is your gender?

☐ Female
☐ Male
☐ Identify in another way

Thank you!

Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

Statistical significance thresholds - Age

Below you may select a demographic to find the thresholds for statistically significant differences between groups (i.e. the minimum difference between groups to be considered statistically significant based on the sample sizes). Use the drop down menu to the right to select demographic dimensions. If there were no responses within a specific demographic option, that option will not appear in the dashboard.

Age			
	18-34	35-54	55+
18-34		23%	21%
35-54	23%		10%
55+	21%	10%	

Comparison of Responses by Respondent Characteristics - Age

This dashboard allows the user to specify which demographics to include in the table using the dropdown menu below. Responses have been summarized to show only the proportion of respondents giving a positive answer; for example, the percent of respondents who rated the quality of life as excellent or good.

In the "Statistical significance" tab, you will find a tool to help determine the threshold values for statistically significant differences between groups.

		18-34	35-54	55+
Please rate each of the following aspects of quality of life in Goodyear.	Goodyear as a place to live	91%	97%	93%
	Your neighborhood as a place to live	86%	96%	93%
	Goodyear as a place to raise children	95%	90%	90%
	Goodyear as a place to work	87%	77%	89%
	Goodyear as a place to visit	55%	62%	78%
	Goodyear as a place to retire	67%	86%	88%
	The overall quality of life	91%	94%	89%
	Sense of community	64%	69%	72%
Please rate each of the following characteristics as they relate to Goodyear as a whole.	Overall economic health	84%	94%	94%
	Overall quality of the transportation system	61%	44%	58%
	Overall design or layout of residential/commercial areas	68%	65%	74%
	Overall quality of the utility infrastructure	67%	75%	82%
	Overall feeling of safety	82%	82%	86%
	Overall quality of natural environment	68%	72%	77%
	Overall quality of parks and recreation opportunities	64%	74%	78%
	Overall health and wellness opportunities	75%	75%	83%
	Overall opportunities for education, culture, and the arts	35%	50%	59%
	Residents' connection and engagement with their community	32%	51%	66%
Please indicate how likely or unlikely you are to do each of the	Recommend living in Goodyear to someone who asks	95%	93%	92%

unlikely you are to do each of the following.	Remain in Goodyear for the next five years	76%	85%	89%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	100%	98%	98%
	In Goodyear's downtown/commercial area during the day	79%	92%	86%
	From property crime	64%	79%	82%
	From violent crime	86%	87%	88%
	From fire, flood, or other natural disaster	86%	90%	92%
Please rate the job you feel the Goodyear community does at each of the following.	Making all residents feel welcome	86%	73%	83%
	Attracting people from diverse backgrounds	74%	72%	78%
	Valuing/respecting residents from diverse backgrounds	79%	70%	86%
	Taking care of vulnerable residents	71%	64%	76%
Please rate each of the following in the Goodyear community.	Overall quality of business and service establishments	73%	73%	78%
	Variety of business and service establishments	55%	58%	70%
	Vibrancy of downtown/commercial area	25%	32%	50%
	Employment opportunities	65%	62%	78%
	Shopping opportunities	50%	53%	59%
	Cost of living	59%	57%	65%
	Overall image or reputation	86%	79%	85%
Please also rate each of the following in the Goodyear community.	Traffic flow on major streets	50%	56%	67%
	Ease of public parking	90%	79%	79%
	Ease of travel by car	91%	76%	81%
	Ease of travel by public transportation	30%	23%	25%
	Ease of travel by bicycle	53%	61%	49%
	Ease of walking	74%	75%	68%
	Well-planned residential growth	75%	59%	71%
	Well-planned commercial growth	65%	60%	69%
	Well-designed neighborhoods	73%	71%	77%

Please also rate each of the following in the Goodyear community.	Preservation of the historical or cultural character of the community	64%	48%	58%
	Public places where people want to spend time	50%	57%	60%
	Variety of housing options	65%	64%	74%
	Availability of affordable quality housing	67%	47%	60%
	Overall quality of new development	77%	68%	71%
	Overall appearance	86%	80%	81%
	Cleanliness	91%	84%	87%
	Water resources	33%	46%	47%
	Air quality	68%	62%	64%
	Availability of paths and walking trails	68%	68%	73%
	Fitness opportunities	71%	70%	74%
	Recreational opportunities	67%	64%	64%
	Availability of affordable quality food	76%	67%	76%
	Availability of affordable quality health care	74%	64%	78%
	Availability of preventive health services	75%	66%	80%
	Availability of affordable quality mental health care	46%	59%	58%
	Opportunities to attend cultural/arts/music activities	32%	37%	48%
	Community support for the arts	27%	50%	48%
	Availability of affordable quality childcare/preschool	46%	47%	64%
	K-12 education	67%	60%	71%
	Adult educational opportunities	67%	54%	62%
	Sense of civic/community pride	63%	53%	70%
	Neighborliness of residents	73%	57%	66%
	Opportunities to participate in social events and activities	65%	52%	66%
	Opportunities to attend special events and festivals	40%	56%	72%
	Opportunities to volunteer	45%	61%	76%

Please also rate each of the following in the Goodyear community.	Opportunities to participate in community matters	36%	49%	70%
	Openness and acceptance of the community toward people of diverse backgrounds	63%	65%	74%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Goodyear for help or information	32%	44%	40%
	Contacted Goodyear elected officials to express your opinion	9%	11%	15%
	Attended a local public meeting	14%	14%	16%
	Watched a local public meeting	23%	22%	15%
	Volunteered your time to some group/activity	9%	26%	24%
	Campaigned or advocated for a local issue, cause, or candidate	14%	13%	17%
	Voted in your most recent local election	68%	75%	76%
	Used public transportation instead of driving	5%	3%	6%
	Carpooled with other adults or children instead of driving alone	59%	32%	28%
	Walked or biked instead of driving	64%	47%	41%
Please rate the quality of each of the following services in Goodyear.	Public information services	81%	67%	74%
	Economic development	82%	68%	78%
	Traffic enforcement	74%	68%	65%
	Traffic signal timing	59%	60%	56%
	Street repair	81%	71%	72%
	Street cleaning	86%	80%	78%
	Street lighting	82%	82%	78%
	Sidewalk maintenance	86%	80%	79%
	Bus or transit services	43%	18%	30%
	Land use, planning, and zoning	56%	46%	57%
	Code enforcement	71%	55%	72%
	Affordable high-speed internet access	64%	44%	63%
	Garbage collection	91%	89%	91%
	Drinking water	67%	60%	66%

Please rate the quality of each of the following services in Goodyear.	Sewer services	80%	84%	89%
	Storm water management	85%	80%	83%
	Power (electric and/or gas) utility	86%	75%	87%
	Utility billing	62%	66%	79%
	Police/Sheriff services	90%	85%	91%
	Crime prevention	71%	81%	85%
	Animal control	81%	76%	82%
	Ambulance or emergency medical services	94%	87%	95%
	Fire services	94%	93%	94%
	Fire prevention and education	88%	81%	89%
	Emergency preparedness	71%	65%	73%
	Preservation of natural areas	67%	51%	58%
	Goodyear open space	67%	56%	64%
	Recycling	90%	66%	85%
	Yard waste pick-up	85%	76%	89%
	City parks	62%	75%	87%
	Recreation programs or classes	53%	69%	75%
	Recreation centers or facilities	58%	65%	69%
	Health services	72%	71%	81%
	Public library services	81%	80%	81%
	Overall customer service by Goodyear employees	89%	84%	85%
Please rate the following categories of Goodyear government performance.	The value of services for the taxes paid to Goodyear	56%	54%	71%
	The overall direction that Goodyear is taking	74%	60%	74%
	The job Goodyear government does at welcoming resident involvement	69%	56%	68%
	Overall confidence in Goodyear government	63%	63%	74%
	Generally acting in the best interest of the community	65%	60%	75%

Please rate the following categories of Goodyear government performance.	Being honest	61%	61%	75%
	Being open and transparent to the public	65%	57%	71%
	Informing residents about issues facing the community	56%	53%	71%
	Treating all residents fairly	71%	65%	75%
	Treating residents with respect	79%	70%	81%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Goodyear	72%	75%	83%
	The Federal Government	53%	43%	44%
Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall economic health	100%	96%	93%
	Overall quality of the transportation system	68%	72%	78%
	Overall design or layout of residential/commercial areas	82%	92%	92%
	Overall quality of the utility infrastructure	86%	95%	98%
	Overall feeling of safety	86%	97%	95%
	Overall quality of natural environment	86%	90%	86%
	Overall quality of parks and recreation opportunities	91%	86%	83%
	Overall health and wellness opportunities	73%	82%	89%
	Overall opportunities for education, culture, and the arts	68%	76%	72%
	Residents' connection and engagement with their community	50%	72%	73%
Please rate how important, if at all, you think it is for the City to enhance each of the following programs or amenities in the coming two years.	Regional public transit services	50%	57%	62%
	Local public transit services	55%	65%	62%
	Child care/after school programs	81%	71%	72%
	Senior services	67%	72%	80%
	Internet connectivity	86%	88%	89%
	Water conservation and other sustainability programs	77%	89%	90%
How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	City website	82%	91%	71%
	Local media outlets	82%	87%	86%
	InFocus monthly magazine	82%	94%	82%

How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	City Council meetings and other public meetings	36%	57%	50%
	City email communications	36%	75%	69%
	City communications via social media	73%	74%	44%
	Word of mouth	73%	78%	70%
	Direct mailings	82%	84%	82%
	Utility bill inserts	41%	66%	75%
	Interactions with City staff	23%	50%	52%
In general, how many times do you:	Access the internet from your home	95%	99%	95%
	Access the internet from your cell phone	100%	99%	88%
	Visit social media sites	91%	85%	67%
	Use or check email	100%	99%	94%
	Share your opinions online	32%	36%	31%
	Shop online	73%	67%	53%
	Please rate your overall health.	95%	79%	72%
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact wi..	45%	42%	40%

Statistical significance thresholds - Area

Below you may select a demographic to find the thresholds for statistically significant differences between groups (i.e. the minimum difference between groups to be considered statistically significant based on the sample sizes). Use the drop down menu to the right to select demographic dimensions. If there were no responses within a specific demographic option, that option will not appear in the dashboard.

Area			
	Central	North	South/Sonoran Valley
Central		10%	12%
North	10%		10%
South/Sonoran Valley	12%	10%	

Comparison of Responses by Respondent Characteristics - Area

This dashboard allows the user to specify which demographics to include in the table using the dropdown menu below. Responses have been summarized to show only the proportion of respondents giving a positive answer; for example, the percent of respondents who rated the quality of life as excellent or good.

In the "Statistical significance" tab, you will find a tool to help determine the threshold values for statistically significant differences between groups.

		Central	North	South/ Sonoran Valley
Please rate each of the following aspects of quality of life in Goodyear.	Goodyear as a place to live	95%	95%	91%
	Your neighborhood as a place to live	93%	93%	93%
	Goodyear as a place to raise children	93%	94%	82%
	Goodyear as a place to work	91%	83%	69%
	Goodyear as a place to visit	66%	68%	65%
	Goodyear as a place to retire	79%	88%	85%
	The overall quality of life	93%	91%	90%
	Sense of community	61%	77%	69%
Please rate each of the following characteristics as they relate to Goodyear as a whole.	Overall economic health	92%	95%	86%
	Overall quality of the transportation system	48%	64%	39%
	Overall design or layout of residential/commercial areas	64%	74%	68%
	Overall quality of the utility infrastructure	74%	80%	73%
	Overall feeling of safety	83%	84%	85%
	Overall quality of natural environment	69%	76%	77%
	Overall quality of parks and recreation opportunities	64%	79%	80%
	Overall health and wellness opportunities	75%	81%	78%
	Overall opportunities for education, culture, and the arts	50%	56%	43%
	Residents' connection and engagement with their community	46%	58%	56%
Please indicate how likely or unlikely you are to do each of the	Recommend living in Goodyear to someone who asks	96%	92%	91%

unlikely you are to do each of the following. Please rate how safe or unsafe you feel:	Remain in Goodyear for the next five years	83%	85%	90%
	In your neighborhood during the day	99%	98%	98%
	In Goodyear's downtown/commercial area during the day	87%	88%	86%
	From property crime	70%	81%	84%
	From violent crime	89%	87%	84%
	From fire, flood, or other natural disaster	88%	90%	94%
Please rate the job you feel the Goodyear community does at each of the following.	Making all residents feel welcome	79%	80%	78%
	Attracting people from diverse backgrounds	85%	64%	77%
	Valuing/respecting residents from diverse backgrounds	83%	74%	75%
	Taking care of vulnerable residents	68%	76%	60%
Please rate each of the following in the Goodyear community.	Overall quality of business and service establishments	81%	75%	66%
	Variety of business and service establishments	69%	63%	47%
	Vibrancy of downtown/commercial area	42%	39%	25%
	Employment opportunities	72%	65%	62%
	Shopping opportunities	59%	57%	44%
	Cost of living	55%	68%	58%
	Overall image or reputation	87%	81%	80%
Please also rate each of the following in the Goodyear community.	Traffic flow on major streets	46%	70%	63%
	Ease of public parking	81%	82%	79%
	Ease of travel by car	77%	86%	78%
	Ease of travel by public transportation	26%	33%	13%
	Ease of travel by bicycle	52%	62%	50%
	Ease of walking	69%	77%	65%
	Well-planned residential growth	63%	71%	67%
	Well-planned commercial growth	62%	65%	68%
	Well-designed neighborhoods	65%	80%	76%

Please also rate each of the following in the Goodyear community.	Preservation of the historical or cultural character of the community	59%	55%	43%
	Public places where people want to spend time	55%	58%	57%
	Variety of housing options	75%	64%	63%
	Availability of affordable quality housing	50%	58%	62%
	Overall quality of new development	75%	70%	67%
	Overall appearance	86%	81%	74%
	Cleanliness	89%	89%	74%
	Water resources	39%	45%	49%
	Air quality	70%	61%	58%
	Availability of paths and walking trails	65%	69%	81%
	Fitness opportunities	68%	68%	84%
	Recreational opportunities	54%	69%	73%
	Availability of affordable quality food	78%	72%	61%
	Availability of affordable quality health care	74%	76%	59%
	Availability of preventive health services	74%	81%	55%
	Availability of affordable quality mental health care	55%	66%	36%
	Opportunities to attend cultural/arts/music activities	42%	44%	29%
	Community support for the arts	44%	48%	41%
	Availability of affordable quality childcare/preschool	38%	73%	43%
	K-12 education	61%	71%	61%
	Adult educational opportunities	55%	70%	46%
	Sense of civic/community pride	63%	62%	56%
	Neighborliness of residents	61%	71%	53%
	Opportunities to participate in social events and activities	56%	69%	50%
	Opportunities to attend special events and festivals	48%	71%	57%
	Opportunities to volunteer	48%	80%	59%

Please also rate each of the following in the Goodyear community.	Opportunities to participate in community matters	42%	65%	56%
	Openness and acceptance of the community toward people of diverse backgrounds	76%	61%	66%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Goodyear for help or information	45%	33%	45%
	Contacted Goodyear elected officials to express your opinion	12%	11%	14%
	Attended a local public meeting	18%	14%	10%
	Watched a local public meeting	25%	17%	13%
	Volunteered your time to some group/activity	15%	27%	27%
	Campaigned or advocated for a local issue, cause, or candidate	17%	11%	16%
	Voted in your most recent local election	61%	81%	82%
	Used public transportation instead of driving	3%	5%	6%
	Carpooled with other adults or children instead of driving alone	46%	30%	29%
	Walked or biked instead of driving	46%	47%	53%
Please rate the quality of each of the following services in Goodyear.	Public information services	71%	75%	69%
	Economic development	73%	78%	67%
	Traffic enforcement	72%	65%	66%
	Traffic signal timing	55%	59%	61%
	Street repair	74%	74%	70%
	Street cleaning	79%	84%	77%
	Street lighting	83%	78%	81%
	Sidewalk maintenance	82%	80%	79%
	Bus or transit services	19%	43%	18%
	Land use, planning, and zoning	44%	54%	61%
	Code enforcement	65%	70%	52%
	Affordable high-speed internet access	55%	57%	53%
	Garbage collection	90%	90%	93%
	Drinking water	57%	73%	55%

Please rate the quality of each of the following services in Goodyear.	Sewer services	83%	91%	80%
	Storm water management	84%	82%	78%
	Power (electric and/or gas) utility	78%	89%	73%
	Utility billing	65%	77%	69%
	Police/Sheriff services	89%	88%	87%
	Crime prevention	74%	86%	80%
	Animal control	83%	85%	64%
	Ambulance or emergency medical services	93%	95%	82%
	Fire services	94%	95%	89%
	Fire prevention and education	80%	93%	82%
	Emergency preparedness	68%	75%	63%
	Preservation of natural areas	54%	60%	58%
	Goodyear open space	56%	70%	54%
	Recycling	77%	81%	75%
	Yard waste pick-up	82%	84%	82%
	City parks	70%	85%	74%
	Recreation programs or classes	60%	79%	63%
	Recreation centers or facilities	56%	74%	66%
	Health services	72%	84%	64%
	Public library services	79%	88%	68%
	Overall customer service by Goodyear employees	88%	86%	78%
Please rate the following categories of Goodyear government performance.	The value of services for the taxes paid to Goodyear	55%	69%	60%
	The overall direction that Goodyear is taking	64%	74%	65%
	The job Goodyear government does at welcoming resident involvement	64%	70%	49%
	Overall confidence in Goodyear government	63%	72%	66%
	Generally acting in the best interest of the community	64%	72%	64%

Please rate the following categories of Goodyear government performance.	Being honest	67%	70%	59%
	Being open and transparent to the public	60%	72%	56%
	Informing residents about issues facing the community	59%	70%	46%
	Treating all residents fairly	68%	78%	55%
	Treating residents with respect	75%	82%	65%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Goodyear	80%	77%	76%
	The Federal Government	44%	49%	39%
Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall economic health	98%	94%	96%
	Overall quality of the transportation system	76%	72%	72%
	Overall design or layout of residential/commercial areas	88%	95%	84%
	Overall quality of the utility infrastructure	95%	93%	95%
	Overall feeling of safety	94%	93%	97%
	Overall quality of natural environment	87%	88%	89%
	Overall quality of parks and recreation opportunities	93%	84%	75%
	Overall health and wellness opportunities	83%	83%	82%
	Overall opportunities for education, culture, and the arts	79%	72%	64%
	Residents' connection and engagement with their community	68%	70%	63%
Please rate how important, if at all, you think it is for the City to enhance each of the following programs or amenities in the coming two years.	Regional public transit services	58%	54%	65%
	Local public transit services	65%	57%	65%
	Child care/after school programs	84%	73%	52%
	Senior services	79%	72%	68%
	Internet connectivity	89%	86%	91%
	Water conservation and other sustainability programs	84%	89%	88%
How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	City website	87%	77%	80%
	Local media outlets	86%	87%	80%
	InFocus monthly magazine	93%	79%	91%

How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	City Council meetings and other public meetings	57%	45%	50%
	City email communications	60%	66%	73%
	City communications via social media	76%	50%	60%
	Word of mouth	70%	75%	79%
	Direct mailings	85%	80%	86%
	Utility bill inserts	62%	66%	68%
	Interactions with City staff	50%	41%	47%
In general, how many times do you:	Access the internet from your home	96%	97%	98%
	Access the internet from your cell phone	98%	91%	97%
	Visit social media sites	84%	74%	81%
	Use or check email	96%	97%	99%
	Share your opinions online	41%	33%	18%
	Shop online	60%	65%	61%
	Please rate your overall health.	78%	79%	79%
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact wi..	45%	44%	33%

Statistical significance thresholds - Housing Tenure

Below you may select a demographic to find the thresholds for statistically significant differences between groups (i.e. the minimum difference between groups to be considered statistically significant based on the sample sizes). Use the drop down menu to the right to select demographic dimensions. If there were no responses within a specific demographic option, that option will not appear in the dashboard.

Housing tenure		
	Own	Rent
Own		15%
Rent	15%	

Comparison of Responses by Respondent Characteristics - Housing Tenure

This dashboard allows the user to specify which demographics to include in the table using the dropdown menu below. Responses have been summarized to show only the proportion of respondents giving a positive answer; for example, the percent of respondents who rated the quality of life as excellent or good.

In the “Statistical significance” tab, you will find a tool to help determine the threshold values for statistically significant differences between groups.

		Own	Rent
Please rate each of the following aspects of quality of life in Goodyear.	Goodyear as a place to live	93%	96%
	Your neighborhood as a place to live	93%	93%
	Goodyear as a place to raise children	89%	99%
	Goodyear as a place to work	79%	95%
	Goodyear as a place to visit	65%	74%
	Goodyear as a place to retire	83%	86%
	The overall quality of life	91%	91%
	Sense of community	69%	70%
Please rate each of the following characteristics as they relate to Goodyear as a whole.	Overall economic health	89%	100%
	Overall quality of the transportation system	53%	53%
	Overall design or layout of residential/commercial areas	66%	78%
	Overall quality of the utility infrastructure	74%	83%
	Overall feeling of safety	84%	83%
	Overall quality of natural environment	71%	78%
	Overall quality of parks and recreation opportunities	73%	72%
	Overall health and wellness opportunities	77%	80%
	Overall opportunities for education, culture, and the arts	47%	65%

characteristics as they relate to Goodyear as a whole.	Residents' connection and engagement with their community	50%	64%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Goodyear to someone who asks	94%	90%
	Remain in Goodyear for the next five years	90%	70%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	98%	100%
	In Goodyear's downtown/commercial area during the day	87%	87%
	From property crime	80%	70%
	From violent crime	88%	86%
	From fire, flood, or other natural disaster	92%	84%
Please rate the job you feel the Goodyear community does at each of the following.	Making all residents feel welcome	79%	80%
	Attracting people from diverse backgrounds	75%	73%
	Valuing/respecting residents from diverse backgrounds	76%	83%
	Taking care of vulnerable residents	67%	78%
Please rate each of the following in the Goodyear community.	Overall quality of business and service establishments	73%	82%
	Variety of business and service establishments	56%	80%
	Vibrancy of downtown/commercial area	33%	52%
	Employment opportunities	66%	71%
	Shopping opportunities	51%	68%
	Cost of living	63%	53%
	Overall image or reputation	83%	83%
Please also rate each of the following in the Goodyear community.	Traffic flow on major streets	59%	61%
	Ease of public parking	84%	72%
	Ease of travel by car	82%	78%
	Ease of travel by public transportation	30%	10%
	Ease of travel by bicycle	53%	63%

Please also rate each of the following in the Goodyear community.

Ease of walking	72%	71%
Well-planned residential growth	65%	71%
Well-planned commercial growth	60%	80%
Well-designed neighborhoods	71%	82%
Preservation of the historical or cultural character of the community	51%	66%
Public places where people want to spend time	53%	71%
Variety of housing options	69%	64%
Availability of affordable quality housing	61%	39%
Overall quality of new development	71%	69%
Overall appearance	81%	81%
Cleanliness	85%	90%
Water resources	38%	63%
Air quality	61%	72%
Availability of paths and walking trails	68%	76%
Fitness opportunities	70%	79%
Recreational opportunities	64%	66%
Availability of affordable quality food	69%	81%
Availability of affordable quality health care	71%	74%
Availability of preventive health services	69%	88%
Availability of affordable quality mental health care	51%	68%
Opportunities to attend cultural/arts/music activities	37%	51%
Community support for the arts	43%	55%
Availability of affordable quality childcare/preschool	48%	59%
K-12 education	62%	74%

Please also rate each of the following in the Goodyear community.	Adult educational opportunities	53%	79%
	Sense of civic/community pride	59%	66%
	Neighborliness of residents	64%	61%
	Opportunities to participate in social events and activities	56%	71%
	Opportunities to attend special events and festivals	53%	77%
	Opportunities to volunteer	62%	73%
	Opportunities to participate in community matters	53%	57%
	Openness and acceptance of the community toward people of diverse backgrounds	66%	73%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Goodyear for help or information	43%	29%
	Contacted Goodyear elected officials to express your opinion	13%	8%
	Attended a local public meeting	17%	9%
	Watched a local public meeting	20%	18%
	Volunteered your time to some group/activity	22%	22%
	Campaigned or advocated for a local issue, cause, or candidate	14%	14%
	Voted in your most recent local election	73%	77%
	Used public transportation instead of driving	4%	6%
	Carpooled with other adults or children instead of driving alone	38%	28%
	Walked or biked instead of driving	49%	45%
Please rate the quality of each of the following services in Goodyear.	Public information services	73%	68%
	Economic development	73%	76%
	Traffic enforcement	72%	55%
	Traffic signal timing	59%	54%
	Street repair	73%	72%
	Street cleaning	80%	83%

Please rate the quality of each of the following services in Goodyear.

Street lighting	81%	80%
Sidewalk maintenance	80%	83%
Bus or transit services	29%	19%
Land use, planning, and zoning	51%	56%
Code enforcement	61%	74%
Affordable high-speed internet access	53%	60%
Garbage collection	92%	86%
Drinking water	62%	69%
Sewer services	84%	89%
Storm water management	81%	85%
Power (electric and/or gas) utility	79%	90%
Utility billing	67%	81%
Police/Sheriff services	87%	93%
Crime prevention	81%	77%
Animal control	79%	81%
Ambulance or emergency medical services	88%	100%
Fire services	93%	95%
Fire prevention and education	83%	92%
Emergency preparedness	70%	65%
Preservation of natural areas	54%	66%
Goodyear open space	57%	77%
Recycling	80%	74%
Yard waste pick-up	85%	74%
City parks	73%	88%

Please rate the quality of each of the following services in Goodyear.	Recreation programs or classes	66%	74%
	Recreation centers or facilities	63%	74%
	Health services	74%	78%
	Public library services	80%	84%
	Overall customer service by Goodyear employees	85%	87%
Please rate the following categories of Goodyear government performance.	The value of services for the taxes paid to Goodyear	59%	70%
	The overall direction that Goodyear is taking	65%	79%
	The job Goodyear government does at welcoming resident involvement	60%	76%
	Overall confidence in Goodyear government	64%	79%
	Generally acting in the best interest of the community	63%	82%
	Being honest	64%	75%
	Being open and transparent to the public	62%	74%
	Informing residents about issues facing the community	55%	81%
	Treating all residents fairly	68%	76%
	Treating residents with respect	74%	82%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Goodyear	78%	79%
	The Federal Government	43%	53%
Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall economic health	95%	97%
	Overall quality of the transportation system	74%	73%
	Overall design or layout of residential/commercial areas	90%	91%
	Overall quality of the utility infrastructure	93%	100%
	Overall feeling of safety	95%	93%
	Overall quality of natural environment	87%	90%
	Overall quality of parks and recreation opportunities	85%	88%

Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall health and wellness opportunities	80%	91%
	Overall opportunities for education, culture, and the arts	72%	75%
	Residents' connection and engagement with their community	66%	74%
Please rate how important, if at all, you think it is for the City to enhance each of the following programs or amenities in the coming two years.	Regional public transit services	56%	62%
	Local public transit services	61%	64%
	Child care/after school programs	69%	87%
	Senior services	71%	84%
	Internet connectivity	87%	92%
	Water conservation and other sustainability programs	86%	92%
How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	City website	87%	66%
	Local media outlets	86%	85%
	InFocus monthly magazine	92%	72%
	City Council meetings and other public meetings	52%	44%
	City email communications	67%	61%
	City communications via social media	66%	48%
	Word of mouth	77%	65%
	Direct mailings	84%	80%
	Utility bill inserts	64%	67%
	Interactions with City staff	46%	45%
In general, how many times do you:	Access the internet from your home	97%	97%
	Access the internet from your cell phone	96%	94%
	Visit social media sites	82%	70%
	Use or check email	99%	93%
	Share your opinions online	28%	49%

In general, how many times do you:	Shop online	65%	55%
	Please rate your overall health.	82%	71%
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact wi..	40%	47%

Statistical significance thresholds - Housing Type

Below you may select a demographic to find the thresholds for statistically significant differences between groups (i.e. the minimum difference between groups to be considered statistically significant based on the sample sizes). Use the drop down menu to the right to select demographic dimensions. If there were no responses within a specific demographic option, that option will not appear in the dashboard.

Housing type		
	Attached	Detached
Attached		18%
Detached	18%	

Comparison of Responses by Respondent Characteristics - Housing Type

This dashboard allows the user to specify which demographics to include in the table using the dropdown menu below. Responses have been summarized to show only the proportion of respondents giving a positive answer; for example, the percent of respondents who rated the quality of life as excellent or good.

In the “Statistical significance” tab, you will find a tool to help determine the threshold values for statistically significant differences between groups.

		Attached	Detached
Please rate each of the following aspects of quality of life in Goodyear.	Goodyear as a place to live	97%	94%
	Your neighborhood as a place to live	99%	93%
	Goodyear as a place to raise children	97%	91%
	Goodyear as a place to work	87%	82%
	Goodyear as a place to visit	54%	68%
	Goodyear as a place to retire	100%	83%
	The overall quality of life	92%	92%
	Sense of community	63%	70%
Please rate each of the following characteristics as they relate to Goodyear as a whole.	Overall economic health	100%	91%
	Overall quality of the transportation system	52%	52%
	Overall design or layout of residential/commercial areas	91%	68%
	Overall quality of the utility infrastructure	96%	75%
	Overall feeling of safety	85%	83%
	Overall quality of natural environment	83%	72%
	Overall quality of parks and recreation opportunities	73%	73%
	Overall health and wellness opportunities	96%	77%
	Overall opportunities for education, culture, and the arts	57%	50%

characteristics as they relate to Goodyear as a whole.	Residents' connection and engagement with their community	63%	52%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Goodyear to someone who asks	100%	93%
	Remain in Goodyear for the next five years	70%	86%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	100%	98%
	In Goodyear's downtown/commercial area during the day	95%	87%
	From property crime	74%	78%
	From violent crime	97%	87%
	From fire, flood, or other natural disaster	97%	90%
Please rate the job you feel the Goodyear community does at each of the following.	Making all residents feel welcome	85%	78%
	Attracting people from diverse backgrounds	89%	72%
	Valuing/respecting residents from diverse backgrounds	88%	76%
	Taking care of vulnerable residents	80%	68%
Please rate each of the following in the Goodyear community.	Overall quality of business and service establishments	87%	74%
	Variety of business and service establishments	80%	60%
	Vibrancy of downtown/commercial area	42%	36%
	Employment opportunities	79%	66%
	Shopping opportunities	68%	54%
	Cost of living	60%	61%
	Overall image or reputation	98%	81%
Please also rate each of the following in the Goodyear community.	Traffic flow on major streets	76%	58%
	Ease of public parking	82%	80%
	Ease of travel by car	95%	79%
	Ease of travel by public transportation	0%	25%
	Ease of travel by bicycle	82%	52%

Please also rate each of the following in the Goodyear community.

Ease of walking	84%	71%
Well-planned residential growth	81%	66%
Well-planned commercial growth	88%	63%
Well-designed neighborhoods	92%	72%
Preservation of the historical or cultural character of the community	85%	51%
Public places where people want to spend time	73%	55%
Variety of housing options	69%	68%
Availability of affordable quality housing	29%	58%
Overall quality of new development	75%	72%
Overall appearance	90%	81%
Cleanliness	100%	85%
Water resources	70%	41%
Air quality	77%	62%
Availability of paths and walking trails	78%	69%
Fitness opportunities	94%	70%
Recreational opportunities	75%	63%
Availability of affordable quality food	98%	70%
Availability of affordable quality health care	86%	72%
Availability of preventive health services	94%	71%
Availability of affordable quality mental health care	53%	55%
Opportunities to attend cultural/arts/music activities	50%	39%
Community support for the arts	51%	44%
Availability of affordable quality childcare/preschool	56%	50%
K-12 education	85%	63%

Please also rate each of the following in the Goodyear community.	Adult educational opportunities	92%	57%
	Sense of civic/community pride	74%	59%
	Neighborliness of residents	73%	63%
	Opportunities to participate in social events and activities	72%	58%
	Opportunities to attend special events and festivals	71%	57%
	Opportunities to volunteer	75%	63%
	Opportunities to participate in community matters	61%	53%
	Openness and acceptance of the community toward people of diverse backgrounds	76%	66%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Goodyear for help or information	5%	43%
	Contacted Goodyear elected officials to express your opinion	3%	13%
	Attended a local public meeting	4%	15%
	Watched a local public meeting	2%	21%
	Volunteered your time to some group/activity	14%	23%
	Campaigned or advocated for a local issue, cause, or candidate	7%	15%
	Voted in your most recent local election	88%	73%
	Used public transportation instead of driving	4%	4%
	Carpooled with other adults or children instead of driving alone	45%	35%
	Walked or biked instead of driving	66%	47%
Please rate the quality of each of the following services in Goodyear.	Public information services	94%	71%
	Economic development	82%	73%
	Traffic enforcement	69%	67%
	Traffic signal timing	77%	57%
	Street repair	83%	72%
	Street cleaning	100%	78%

Please rate the quality of each of the following services in Goodyear.

Street lighting	95%	79%
Sidewalk maintenance	98%	79%
Bus or transit services	37%	24%
Land use, planning, and zoning	67%	50%
Code enforcement	94%	62%
Affordable high-speed internet access	66%	54%
Garbage collection	90%	91%
Drinking water	74%	62%
Sewer services	100%	84%
Storm water management	93%	80%
Power (electric and/or gas) utility	90%	80%
Utility billing	84%	69%
Police/Sheriff services	90%	88%
Crime prevention	67%	81%
Animal control	77%	80%
Ambulance or emergency medical services	100%	90%
Fire services	100%	93%
Fire prevention and education	97%	84%
Emergency preparedness	76%	69%
Preservation of natural areas	70%	56%
Goodyear open space	82%	59%
Recycling	65%	79%
Yard waste pick-up	95%	82%
City parks	79%	76%

Please rate the quality of each of the following services in Goodyear.	Recreation programs or classes	84%	65%
	Recreation centers or facilities	81%	63%
	Health services	85%	74%
	Public library services	89%	80%
	Overall customer service by Goodyear employees	96%	85%
Please rate the following categories of Goodyear government performance.	The value of services for the taxes paid to Goodyear	70%	60%
	The overall direction that Goodyear is taking	80%	66%
	The job Goodyear government does at welcoming resident involvement	76%	62%
	Overall confidence in Goodyear government	84%	66%
	Generally acting in the best interest of the community	88%	64%
	Being honest	77%	65%
	Being open and transparent to the public	69%	63%
	Informing residents about issues facing the community	74%	58%
	Treating all residents fairly	85%	69%
	Treating residents with respect	86%	74%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Goodyear	82%	77%
	The Federal Government	63%	43%
Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall economic health	100%	95%
	Overall quality of the transportation system	80%	74%
	Overall design or layout of residential/commercial areas	90%	90%
	Overall quality of the utility infrastructure	100%	94%
	Overall feeling of safety	90%	95%
	Overall quality of natural environment	90%	87%
	Overall quality of parks and recreation opportunities	100%	85%

Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall health and wellness opportunities	82%	83%
	Overall opportunities for education, culture, and the arts	89%	72%
	Residents' connection and engagement with their community	59%	69%
Please rate how important, if at all, you think it is for the City to enhance each of the following programs or amenities in the coming two years.	Regional public transit services	70%	56%
	Local public transit services	70%	61%
	Child care/after school programs	96%	71%
	Senior services	92%	72%
	Internet connectivity	100%	87%
	Water conservation and other sustainability programs	94%	86%
How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	City website	81%	83%
	Local media outlets	73%	86%
	InFocus monthly magazine	81%	89%
	City Council meetings and other public meetings	33%	52%
	City email communications	45%	67%
	City communications via social media	54%	63%
	Word of mouth	71%	74%
	Direct mailings	74%	86%
	Utility bill inserts	43%	68%
	Interactions with City staff	19%	48%
In general, how many times do you:	Access the internet from your home	98%	97%
	Access the internet from your cell phone	98%	96%
	Visit social media sites	69%	81%
	Use or check email	98%	98%
	Share your opinions online	51%	31%

In general, how many times do you:	Shop online	53%	64%
	Please rate your overall health.	82%	79%
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact wi..	49%	42%

Statistical significance thresholds - Length of Residency

Below you may select a demographic to find the thresholds for statistically significant differences between groups (i.e. the minimum difference between groups to be considered statistically significant based on the sample sizes). Use the drop down menu to the right to select demographic dimensions. If there were no responses within a specific demographic option, that option will not appear in the dashboard.

Length of residency			
		Less than 5 years	6-10 years
		More than 11 years	
Less than 5 years			11%
6-10 years		11%	
More than 11 years		9%	11%

Comparison of Responses by Respondent Characteristics - Length of Residency

This dashboard allows the user to specify which demographics to include in the table using the dropdown menu below. Responses have been summarized to show only the proportion of respondents giving a positive answer; for example, the percent of respondents who rated the quality of life as excellent or good.

In the "Statistical significance" tab, you will find a tool to help determine the threshold values for statistically significant differences between groups.

		5 years or less	6-10 years	11 or more years
Please rate each of the following aspects of quality of life in Goodyear.	Goodyear as a place to live	97%	88%	94%
	Your neighborhood as a place to live	95%	84%	94%
	Goodyear as a place to raise children	96%	86%	89%
	Goodyear as a place to work	88%	78%	80%
	Goodyear as a place to visit	67%	66%	66%
	Goodyear as a place to retire	84%	70%	91%
	The overall quality of life	92%	86%	93%
	Sense of community	70%	62%	73%
Please rate each of the following characteristics as they relate to Goodyear as a whole.	Overall economic health	94%	90%	92%
	Overall quality of the transportation system	57%	52%	47%
	Overall design or layout of residential/commercial areas	75%	51%	72%
	Overall quality of the utility infrastructure	73%	72%	84%
	Overall feeling of safety	81%	84%	88%
	Overall quality of natural environment	71%	68%	80%
	Overall quality of parks and recreation opportunities	72%	68%	77%
	Overall health and wellness opportunities	76%	76%	82%
	Overall opportunities for education, culture, and the arts	53%	39%	56%
	Residents' connection and engagement with their community	54%	39%	60%
Please indicate how likely or unlikely you are to do each of the	Recommend living in Goodyear to someone who asks	97%	85%	92%

unlikely you are to do each of the following. Please rate how safe or unsafe you feel:	Remain in Goodyear for the next five years	83%	85%	88%
	In your neighborhood during the day	99%	98%	98%
	In Goodyear's downtown/commercial area during the day	84%	84%	93%
	From property crime	75%	76%	81%
	From violent crime	88%	80%	91%
	From fire, flood, or other natural disaster	87%	92%	94%
Please rate the job you feel the Goodyear community does at each of the following.	Making all residents feel welcome	78%	77%	83%
	Attracting people from diverse backgrounds	68%	77%	83%
	Valuing/respecting residents from diverse backgrounds	74%	81%	80%
	Taking care of vulnerable residents	65%	76%	73%
Please rate each of the following in the Goodyear community.	Overall quality of business and service establishments	78%	67%	76%
	Variety of business and service establishments	69%	49%	61%
	Vibrancy of downtown/commercial area	42%	22%	40%
	Employment opportunities	66%	64%	71%
	Shopping opportunities	58%	52%	53%
	Cost of living	58%	70%	59%
	Overall image or reputation	84%	79%	84%
Please also rate each of the following in the Goodyear community.	Traffic flow on major streets	63%	56%	57%
	Ease of public parking	85%	80%	76%
	Ease of travel by car	86%	76%	78%
	Ease of travel by public transportation	21%	39%	22%
	Ease of travel by bicycle	51%	66%	54%
	Ease of walking	73%	82%	64%
	Well-planned residential growth	70%	60%	68%
	Well-planned commercial growth	66%	53%	72%
	Well-designed neighborhoods	80%	64%	70%

Please also rate each of the following in the Goodyear community.	Preservation of the historical or cultural character of the community	57%	63%	48%
	Public places where people want to spend time	56%	51%	62%
	Variety of housing options	66%	66%	72%
	Availability of affordable quality housing	59%	62%	47%
	Overall quality of new development	77%	61%	71%
	Overall appearance	83%	76%	83%
	Cleanliness	90%	79%	86%
	Water resources	43%	43%	45%
	Air quality	65%	64%	62%
	Availability of paths and walking trails	70%	71%	69%
	Fitness opportunities	71%	69%	74%
	Recreational opportunities	67%	64%	60%
	Availability of affordable quality food	76%	61%	73%
	Availability of affordable quality health care	75%	66%	72%
	Availability of preventive health services	77%	68%	72%
	Availability of affordable quality mental health care	60%	54%	52%
	Opportunities to attend cultural/arts/music activities	50%	23%	37%
	Community support for the arts	47%	33%	49%
	Availability of affordable quality childcare/preschool	50%	41%	56%
	K-12 education	58%	68%	69%
	Adult educational opportunities	63%	50%	61%
	Sense of civic/community pride	63%	49%	66%
	Neighborliness of residents	68%	59%	60%
	Opportunities to participate in social events and activities	68%	47%	58%
	Opportunities to attend special events and festivals	60%	44%	65%
	Opportunities to volunteer	60%	62%	72%

Please also rate each of the following in the Goodyear community.	Opportunities to participate in community matters	51%	46%	64%
	Openness and acceptance of the community toward people of diverse backgrounds	67%	66%	70%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Goodyear for help or information	37%	63%	31%
	Contacted Goodyear elected officials to express your opinion	7%	21%	13%
	Attended a local public meeting	10%	24%	16%
	Watched a local public meeting	14%	33%	19%
	Volunteered your time to some group/activity	17%	27%	26%
	Campaigned or advocated for a local issue, cause, or candidate	11%	22%	15%
	Voted in your most recent local election	68%	76%	80%
	Used public transportation instead of driving	2%	13%	3%
	Carpooled with other adults or children instead of driving alone	41%	41%	25%
	Walked or biked instead of driving	52%	53%	39%
Please rate the quality of each of the following services in Goodyear.	Public information services	73%	77%	68%
	Economic development	76%	72%	74%
	Traffic enforcement	67%	76%	64%
	Traffic signal timing	62%	57%	53%
	Street repair	82%	73%	61%
	Street cleaning	84%	79%	77%
	Street lighting	82%	82%	78%
	Sidewalk maintenance	84%	84%	75%
	Bus or transit services	29%	29%	24%
	Land use, planning, and zoning	52%	43%	56%
	Code enforcement	69%	52%	66%
	Affordable high-speed internet access	54%	51%	60%
	Garbage collection	90%	88%	92%
	Drinking water	66%	62%	61%

Please rate the quality of each of the following services in Goodyear.	Sewer services	83%	87%	86%
	Storm water management	85%	78%	82%
	Power (electric and/or gas) utility	85%	78%	80%
	Utility billing	68%	70%	75%
	Police/Sheriff services	89%	90%	87%
	Crime prevention	76%	82%	84%
	Animal control	84%	80%	73%
	Ambulance or emergency medical services	94%	92%	89%
	Fire services	93%	91%	96%
	Fire prevention and education	85%	89%	83%
	Emergency preparedness	67%	75%	69%
	Preservation of natural areas	67%	49%	50%
	Goodyear open space	69%	58%	54%
	Recycling	80%	75%	80%
	Yard waste pick-up	79%	85%	86%
	City parks	77%	74%	77%
	Recreation programs or classes	58%	70%	74%
	Recreation centers or facilities	63%	57%	71%
	Health services	72%	76%	77%
	Public library services	78%	83%	82%
	Overall customer service by Goodyear employees	84%	87%	86%
Please rate the following categories of Goodyear government performance.	The value of services for the taxes paid to Goodyear	60%	58%	64%
	The overall direction that Goodyear is taking	79%	53%	64%
	The job Goodyear government does at welcoming resident involvement	68%	52%	66%
	Overall confidence in Goodyear government	76%	53%	66%
	Generally acting in the best interest of the community	78%	52%	64%

Please rate the following categories of Goodyear government performance.	Being honest	71%	55%	68%
	Being open and transparent to the public	72%	48%	66%
	Informing residents about issues facing the community	66%	50%	61%
	Treating all residents fairly	77%	55%	71%
	Treating residents with respect	84%	61%	75%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Goodyear	77%	74%	81%
	The Federal Government	46%	48%	41%
Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall economic health	96%	95%	96%
	Overall quality of the transportation system	72%	64%	82%
	Overall design or layout of residential/commercial areas	92%	84%	92%
	Overall quality of the utility infrastructure	94%	93%	96%
	Overall feeling of safety	93%	92%	97%
	Overall quality of natural environment	86%	93%	87%
	Overall quality of parks and recreation opportunities	85%	87%	85%
	Overall health and wellness opportunities	81%	80%	87%
	Overall opportunities for education, culture, and the arts	71%	74%	75%
	Residents' connection and engagement with their community	65%	72%	69%
Please rate how important, if at all, you think it is for the City to enhance each of the following programs or amenities in the coming two years.	Regional public transit services	49%	59%	69%
	Local public transit services	57%	69%	63%
	Child care/after school programs	78%	79%	66%
	Senior services	71%	79%	75%
	Internet connectivity	86%	90%	90%
	Water conservation and other sustainability programs	87%	86%	88%
How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	City website	76%	83%	88%
	Local media outlets	84%	90%	85%
	InFocus monthly magazine	83%	86%	92%

How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	City Council meetings and other public meetings	42%	56%	58%
	City email communications	58%	71%	73%
	City communications via social media	59%	77%	57%
	Word of mouth	71%	84%	71%
	Direct mailings	83%	84%	82%
	Utility bill inserts	65%	53%	71%
	Interactions with City staff	40%	48%	53%
In general, how many times do you:	Access the internet from your home	95%	99%	98%
	Access the internet from your cell phone	97%	97%	91%
	Visit social media sites	80%	81%	76%
	Use or check email	98%	99%	95%
	Share your opinions online	34%	29%	33%
	Shop online	65%	74%	53%
	Please rate your overall health.	79%	86%	74%
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact wi..	42%	47%	39%

Statistical significance thresholds - Presence of Children

Below you may select a demographic to find the thresholds for statistically significant differences between groups (i.e. the minimum difference between groups to be considered statistically significant based on the sample sizes). Use the drop down menu to the right to select demographic dimensions. If there were no responses within a specific demographic option, that option will not appear in the dashboard.

Presence of children		
	No	Yes
No		10%
Yes	10%	

Comparison of Responses by Respondent Characteristics - Presence of Children

This dashboard allows the user to specify which demographics to include in the table using the dropdown menu below. Responses have been summarized to show only the proportion of respondents giving a positive answer; for example, the percent of respondents who rated the quality of life as excellent or good.

In the "Statistical significance" tab, you will find a tool to help determine the threshold values for statistically significant differences between groups.

		No	Yes
Please rate each of the following aspects of quality of life in Goodyear.	Goodyear as a place to live	93%	96%
	Your neighborhood as a place to live	91%	96%
	Goodyear as a place to raise children	89%	95%
	Goodyear as a place to work	84%	82%
	Goodyear as a place to visit	71%	60%
	Goodyear as a place to retire	86%	82%
	The overall quality of life	90%	93%
	Sense of community	68%	73%
Please rate each of the following characteristics as they relate to Goodyear as a whole.	Overall economic health	92%	93%
	Overall quality of the transportation system	53%	52%
	Overall design or layout of residential/commercial areas	71%	67%
	Overall quality of the utility infrastructure	80%	72%
	Overall feeling of safety	82%	88%
	Overall quality of natural environment	76%	72%
	Overall quality of parks and recreation opportunities	74%	74%
	Overall health and wellness opportunities	78%	81%
	Overall opportunities for education, culture, and the arts	48%	56%

characteristics as they relate to Goodyear as a whole.	Residents' connection and engagement with their community	60%	45%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Goodyear to someone who asks	91%	97%
	Remain in Goodyear for the next five years	83%	88%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	98%	98%
	In Goodyear's downtown/commercial area during the day	87%	89%
	From property crime	76%	81%
	From violent crime	84%	92%
	From fire, flood, or other natural disaster	90%	92%
Please rate the job you feel the Goodyear community does at each of the following.	Making all residents feel welcome	81%	78%
	Attracting people from diverse backgrounds	75%	73%
	Valuing/respecting residents from diverse backgrounds	80%	74%
	Taking care of vulnerable residents	76%	60%
Please rate each of the following in the Goodyear community.	Overall quality of business and service establishments	74%	78%
	Variety of business and service establishments	65%	60%
	Vibrancy of downtown/commercial area	39%	36%
	Employment opportunities	75%	57%
	Shopping opportunities	57%	53%
	Cost of living	65%	56%
	Overall image or reputation	84%	81%
Please also rate each of the following in the Goodyear community.	Traffic flow on major streets	62%	57%
	Ease of public parking	79%	85%
	Ease of travel by car	81%	83%
	Ease of travel by public transportation	21%	33%
	Ease of travel by bicycle	54%	57%

Please also rate each of the following in the Goodyear community.

Ease of walking	73%	70%
Well-planned residential growth	72%	61%
Well-planned commercial growth	67%	62%
Well-designed neighborhoods	77%	70%
Preservation of the historical or cultural character of the community	60%	50%
Public places where people want to spend time	60%	54%
Variety of housing options	69%	67%
Availability of affordable quality housing	58%	53%
Overall quality of new development	70%	74%
Overall appearance	79%	84%
Cleanliness	84%	89%
Water resources	45%	44%
Air quality	63%	69%
Availability of paths and walking trails	74%	67%
Fitness opportunities	74%	70%
Recreational opportunities	66%	62%
Availability of affordable quality food	71%	75%
Availability of affordable quality health care	74%	68%
Availability of preventive health services	74%	74%
Availability of affordable quality mental health care	58%	55%
Opportunities to attend cultural/arts/music activities	45%	33%
Community support for the arts	47%	43%
Availability of affordable quality childcare/preschool	58%	49%
K-12 education	68%	64%

Please also rate each of the following in the Goodyear community.	Adult educational opportunities	58%	62%
	Sense of civic/community pride	62%	60%
	Neighborliness of residents	66%	64%
	Opportunities to participate in social events and activities	62%	57%
	Opportunities to attend special events and festivals	64%	52%
	Opportunities to volunteer	69%	61%
	Opportunities to participate in community matters	61%	46%
	Openness and acceptance of the community toward people of diverse backgrounds	68%	70%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Goodyear for help or information	36%	47%
	Contacted Goodyear elected officials to express your opinion	12%	12%
	Attended a local public meeting	12%	17%
	Watched a local public meeting	14%	28%
	Volunteered your time to some group/activity	23%	21%
	Campaigned or advocated for a local issue, cause, or candidate	16%	13%
	Voted in your most recent local election	75%	71%
	Used public transportation instead of driving	6%	3%
	Carpooled with other adults or children instead of driving alone	29%	47%
	Walked or biked instead of driving	46%	51%
Please rate the quality of each of the following services in Goodyear.	Public information services	73%	73%
	Economic development	77%	73%
	Traffic enforcement	71%	64%
	Traffic signal timing	59%	57%
	Street repair	73%	74%
	Street cleaning	79%	85%

Please rate the quality of each of the following services in Goodyear.

Street lighting	78%	86%
Sidewalk maintenance	79%	86%
Bus or transit services	33%	18%
Land use, planning, and zoning	56%	47%
Code enforcement	61%	69%
Affordable high-speed internet access	59%	52%
Garbage collection	92%	90%
Drinking water	65%	63%
Sewer services	86%	85%
Storm water management	82%	83%
Power (electric and/or gas) utility	82%	81%
Utility billing	74%	65%
Police/Sheriff services	89%	90%
Crime prevention	82%	79%
Animal control	77%	86%
Ambulance or emergency medical services	91%	92%
Fire services	93%	95%
Fire prevention and education	88%	81%
Emergency preparedness	69%	71%
Preservation of natural areas	62%	51%
Goodyear open space	66%	55%
Recycling	81%	75%
Yard waste pick-up	86%	77%
City parks	81%	72%

Please rate the quality of each of the following services in Goodyear.	Recreation programs or classes	73%	63%
	Recreation centers or facilities	68%	63%
	Health services	79%	70%
	Public library services	77%	85%
	Overall customer service by Goodyear employees	84%	87%
Please rate the following categories of Goodyear government performance.	The value of services for the taxes paid to Goodyear	65%	58%
	The overall direction that Goodyear is taking	74%	60%
	The job Goodyear government does at welcoming resident involvement	64%	62%
	Overall confidence in Goodyear government	73%	60%
	Generally acting in the best interest of the community	74%	58%
	Being honest	73%	59%
	Being open and transparent to the public	70%	58%
	Informing residents about issues facing the community	66%	53%
	Treating all residents fairly	74%	63%
	Treating residents with respect	80%	69%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Goodyear	78%	80%
	The Federal Government	48%	42%
Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall economic health	95%	96%
	Overall quality of the transportation system	77%	69%
	Overall design or layout of residential/commercial areas	91%	89%
	Overall quality of the utility infrastructure	96%	92%
	Overall feeling of safety	96%	92%
	Overall quality of natural environment	87%	88%
	Overall quality of parks and recreation opportunities	85%	87%

Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall health and wellness opportunities	84%	81%
	Overall opportunities for education, culture, and the arts	71%	74%
	Residents' connection and engagement with their community	68%	67%
Please rate how important, if at all, you think it is for the City to enhance each of the following programs or amenities in the coming two years.	Regional public transit services	62%	52%
	Local public transit services	62%	63%
	Child care/after school programs	68%	81%
	Senior services	74%	76%
	Internet connectivity	86%	91%
	Water conservation and other sustainability programs	89%	85%
How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	City website	80%	85%
	Local media outlets	86%	87%
	InFocus monthly magazine	84%	92%
	City Council meetings and other public meetings	48%	56%
	City email communications	62%	73%
	City communications via social media	49%	81%
	Word of mouth	71%	79%
	Direct mailings	81%	87%
	Utility bill inserts	69%	58%
	Interactions with City staff	50%	40%
In general, how many times do you:	Access the internet from your home	96%	98%
	Access the internet from your cell phone	92%	100%
	Visit social media sites	73%	88%
	Use or check email	95%	100%
	Share your opinions online	31%	37%

In general, how many times do you:	Shop online	59%	68%
	Please rate your overall health.	77%	83%
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact wi..	38%	47%

Statistical significance thresholds - Presence of Older Adults

Below you may select a demographic to find the thresholds for statistically significant differences between groups (i.e. the minimum difference between groups to be considered statistically significant based on the sample sizes). Use the drop down menu to the right to select demographic dimensions. If there were no responses within a specific demographic option, that option will not appear in the dashboard.

Presence of older adults		
	No	Yes
No		8%
Yes	8%	

Comparison of Responses by Respondent Characteristics - Presence of Older Adults

This dashboard allows the user to specify which demographics to include in the table using the dropdown menu below. Responses have been summarized to show only the proportion of respondents giving a positive answer; for example, the percent of respondents who rated the quality of life as excellent or good.

In the "Statistical significance" tab, you will find a tool to help determine the threshold values for statistically significant differences between groups.

		No	Yes
Please rate each of the following aspects of quality of life in Goodyear.	Goodyear as a place to live	95%	94%
	Your neighborhood as a place to live	92%	95%
	Goodyear as a place to raise children	91%	94%
	Goodyear as a place to work	81%	89%
	Goodyear as a place to visit	61%	79%
	Goodyear as a place to retire	78%	93%
	The overall quality of life	91%	93%
	Sense of community	66%	77%
Please rate each of the following characteristics as they relate to Goodyear as a whole.	Overall economic health	91%	95%
	Overall quality of the transportation system	50%	56%
	Overall design or layout of residential/commercial areas	67%	73%
	Overall quality of the utility infrastructure	71%	86%
	Overall feeling of safety	82%	88%
	Overall quality of natural environment	73%	75%
	Overall quality of parks and recreation opportunities	71%	77%
	Overall health and wellness opportunities	77%	81%
	Overall opportunities for education, culture, and the arts	45%	62%

characteristics as they relate to Goodyear as a whole.	Residents' connection and engagement with their community	49%	63%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Goodyear to someone who asks	93%	93%
	Remain in Goodyear for the next five years	83%	90%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	99%	98%
	In Goodyear's downtown/commercial area during the day	87%	88%
	From property crime	72%	88%
	From violent crime	85%	93%
	From fire, flood, or other natural disaster	88%	95%
Please rate the job you feel the Goodyear community does at each of the following.	Making all residents feel welcome	78%	82%
	Attracting people from diverse backgrounds	73%	77%
	Valuing/respecting residents from diverse backgrounds	75%	83%
	Taking care of vulnerable residents	68%	74%
Please rate each of the following in the Goodyear community.	Overall quality of business and service establishments	75%	76%
	Variety of business and service establishments	60%	68%
	Vibrancy of downtown/commercial area	32%	51%
	Employment opportunities	63%	82%
	Shopping opportunities	55%	57%
	Cost of living	58%	68%
	Overall image or reputation	82%	86%
Please also rate each of the following in the Goodyear community.	Traffic flow on major streets	53%	73%
	Ease of public parking	82%	80%
	Ease of travel by car	80%	82%
	Ease of travel by public transportation	23%	31%
	Ease of travel by bicycle	58%	47%

Please also rate each of the following in the Goodyear community.

Ease of walking	73%	68%
Well-planned residential growth	65%	71%
Well-planned commercial growth	62%	71%
Well-designed neighborhoods	72%	78%
Preservation of the historical or cultural character of the community	54%	57%
Public places where people want to spend time	55%	62%
Variety of housing options	65%	74%
Availability of affordable quality housing	53%	62%
Overall quality of new development	70%	72%
Overall appearance	81%	82%
Cleanliness	86%	86%
Water resources	41%	50%
Air quality	64%	65%
Availability of paths and walking trails	70%	71%
Fitness opportunities	71%	73%
Recreational opportunities	62%	69%
Availability of affordable quality food	71%	74%
Availability of affordable quality health care	69%	76%
Availability of preventive health services	69%	81%
Availability of affordable quality mental health care	52%	66%
Opportunities to attend cultural/arts/music activities	35%	49%
Community support for the arts	42%	51%
Availability of affordable quality childcare/preschool	49%	60%
K-12 education	64%	68%

Please also rate each of the following in the Goodyear community.	Adult educational opportunities	57%	62%
	Sense of civic/community pride	58%	69%
	Neighborliness of residents	62%	69%
	Opportunities to participate in social events and activities	55%	69%
	Opportunities to attend special events and festivals	52%	73%
	Opportunities to volunteer	57%	78%
	Opportunities to participate in community matters	45%	73%
	Openness and acceptance of the community toward people of diverse backgrounds	66%	71%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Goodyear for help or information	41%	36%
	Contacted Goodyear elected officials to express your opinion	13%	11%
	Attended a local public meeting	15%	15%
	Watched a local public meeting	22%	14%
	Volunteered your time to some group/activity	21%	24%
	Campaigned or advocated for a local issue, cause, or candidate	12%	19%
	Voted in your most recent local election	72%	77%
	Used public transportation instead of driving	4%	7%
	Carpooled with other adults or children instead of driving alone	41%	26%
	Walked or biked instead of driving	51%	41%
Please rate the quality of each of the following services in Goodyear.	Public information services	74%	69%
	Economic development	75%	73%
	Traffic enforcement	68%	68%
	Traffic signal timing	57%	61%
	Street repair	74%	72%
	Street cleaning	79%	84%

Please rate the quality of each of the following services in Goodyear.

Street lighting	80%	80%
Sidewalk maintenance	79%	84%
Bus or transit services	22%	38%
Land use, planning, and zoning	47%	62%
Code enforcement	60%	74%
Affordable high-speed internet access	53%	61%
Garbage collection	89%	94%
Drinking water	61%	67%
Sewer services	82%	91%
Storm water management	81%	84%
Power (electric and/or gas) utility	78%	90%
Utility billing	66%	79%
Police/Sheriff services	87%	92%
Crime prevention	76%	88%
Animal control	76%	87%
Ambulance or emergency medical services	89%	96%
Fire services	93%	95%
Fire prevention and education	83%	93%
Emergency preparedness	67%	76%
Preservation of natural areas	54%	64%
Goodyear open space	59%	66%
Recycling	75%	86%
Yard waste pick-up	79%	90%
City parks	72%	87%

Please rate the quality of each of the following services in Goodyear.	Recreation programs or classes	64%	78%
	Recreation centers or facilities	61%	76%
	Health services	71%	84%
	Public library services	79%	83%
	Overall customer service by Goodyear employees	86%	85%
Please rate the following categories of Goodyear government performance.	The value of services for the taxes paid to Goodyear	56%	73%
	The overall direction that Goodyear is taking	64%	77%
	The job Goodyear government does at welcoming resident involvement	58%	75%
	Overall confidence in Goodyear government	62%	78%
	Generally acting in the best interest of the community	62%	77%
	Being honest	61%	79%
	Being open and transparent to the public	60%	75%
	Informing residents about issues facing the community	56%	71%
	Treating all residents fairly	67%	76%
	Treating residents with respect	71%	85%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Goodyear	74%	85%
	The Federal Government	43%	50%
Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall economic health	96%	94%
	Overall quality of the transportation system	71%	79%
	Overall design or layout of residential/commercial areas	89%	92%
	Overall quality of the utility infrastructure	94%	96%
	Overall feeling of safety	95%	92%
	Overall quality of natural environment	89%	86%
	Overall quality of parks and recreation opportunities	89%	80%

Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall health and wellness opportunities	79%	89%
	Overall opportunities for education, culture, and the arts	73%	70%
	Residents' connection and engagement with their community	67%	68%
Please rate how important, if at all, you think it is for the City to enhance each of the following programs or amenities in the coming two years.	Regional public transit services	56%	62%
	Local public transit services	63%	60%
	Child care/after school programs	74%	73%
	Senior services	71%	81%
	Internet connectivity	87%	91%
	Water conservation and other sustainability programs	86%	91%
How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	City website	86%	71%
	Local media outlets	84%	87%
	InFocus monthly magazine	87%	86%
	City Council meetings and other public meetings	50%	51%
	City email communications	61%	75%
	City communications via social media	69%	47%
	Word of mouth	74%	73%
	Direct mailings	83%	83%
	Utility bill inserts	60%	74%
	Interactions with City staff	41%	55%
In general, how many times do you:	Access the internet from your home	98%	95%
	Access the internet from your cell phone	99%	86%
	Visit social media sites	88%	61%
	Use or check email	99%	93%
	Share your opinions online	34%	31%

In general, how many times do you:	Shop online	67%	54%
	Please rate your overall health.	84%	70%
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact wi..	47%	33%

Statistical significance thresholds - Race & Hispanic Origin

Below you may select a demographic to find the thresholds for statistically significant differences between groups (i.e. the minimum difference between groups to be considered statistically significant based on the sample sizes). Use the drop down menu to the right to select demographic dimensions. If there were no responses within a specific demographic option, that option will not appear in the dashboard.

Race & Hispanic origin		
	Not white alone	White alone
Not white alone		9%
White alone	9%	

Comparison of Responses by Respondent Characteristics - Race & Hispanic Origin

This dashboard allows the user to specify which demographics to include in the table using the dropdown menu below. Responses have been summarized to show only the proportion of respondents giving a positive answer; for example, the percent of respondents who rated the quality of life as excellent or good.

In the "Statistical significance" tab, you will find a tool to help determine the threshold values for statistically significant differences between groups.

		Not white alone	White alone
Please rate each of the following aspects of quality of life in Goodyear.	Goodyear as a place to live	91%	96%
	Your neighborhood as a place to live	92%	93%
	Goodyear as a place to raise children	92%	91%
	Goodyear as a place to work	83%	84%
	Goodyear as a place to visit	68%	66%
	Goodyear as a place to retire	80%	86%
	The overall quality of life	91%	91%
	Sense of community	70%	70%
Please rate each of the following characteristics as they relate to Goodyear as a whole.	Overall economic health	94%	92%
	Overall quality of the transportation system	58%	49%
	Overall design or layout of residential/commercial areas	70%	68%
	Overall quality of the utility infrastructure	73%	79%
	Overall feeling of safety	82%	85%
	Overall quality of natural environment	71%	75%
	Overall quality of parks and recreation opportunities	78%	71%
	Overall health and wellness opportunities	79%	78%
	Overall opportunities for education, culture, and the arts	54%	49%

characteristics as they relate to Goodyear as a whole.	Residents' connection and engagement with their community	52%	54%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Goodyear to someone who asks	94%	93%
	Remain in Goodyear for the next five years	87%	83%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	98%	99%
	In Goodyear's downtown/commercial area during the day	84%	89%
	From property crime	77%	77%
	From violent crime	86%	88%
	From fire, flood, or other natural disaster	87%	92%
Please rate the job you feel the Goodyear community does at each of the following.	Making all residents feel welcome	78%	81%
	Attracting people from diverse backgrounds	70%	79%
	Valuing/respecting residents from diverse backgrounds	71%	84%
	Taking care of vulnerable residents	67%	73%
Please rate each of the following in the Goodyear community.	Overall quality of business and service establishments	78%	73%
	Variety of business and service establishments	63%	61%
	Vibrancy of downtown/commercial area	35%	39%
	Employment opportunities	65%	70%
	Shopping opportunities	62%	50%
	Cost of living	57%	64%
	Overall image or reputation	81%	84%
Please also rate each of the following in the Goodyear community.	Traffic flow on major streets	58%	61%
	Ease of public parking	79%	83%
	Ease of travel by car	78%	83%
	Ease of travel by public transportation	39%	16%
	Ease of travel by bicycle	61%	52%

Please also rate each of the following in the Goodyear community.

Ease of walking	81%	66%
Well-planned residential growth	66%	68%
Well-planned commercial growth	67%	63%
Well-designed neighborhoods	73%	74%
Preservation of the historical or cultural character of the community	58%	52%
Public places where people want to spend time	59%	56%
Variety of housing options	71%	66%
Availability of affordable quality housing	52%	58%
Overall quality of new development	74%	69%
Overall appearance	85%	79%
Cleanliness	89%	85%
Water resources	47%	43%
Air quality	63%	65%
Availability of paths and walking trails	73%	68%
Fitness opportunities	73%	71%
Recreational opportunities	70%	61%
Availability of affordable quality food	73%	72%
Availability of affordable quality health care	75%	70%
Availability of preventive health services	75%	72%
Availability of affordable quality mental health care	61%	52%
Opportunities to attend cultural/arts/music activities	42%	39%
Community support for the arts	48%	43%
Availability of affordable quality childcare/preschool	61%	43%
K-12 education	72%	59%

Please also rate each of the following in the Goodyear community.	Adult educational opportunities	69%	54%
	Sense of civic/community pride	64%	59%
	Neighborliness of residents	61%	66%
	Opportunities to participate in social events and activities	66%	56%
	Opportunities to attend special events and festivals	67%	54%
	Opportunities to volunteer	73%	60%
	Opportunities to participate in community matters	52%	56%
	Openness and acceptance of the community toward people of diverse backgrounds	58%	75%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Goodyear for help or information	45%	37%
	Contacted Goodyear elected officials to express your opinion	16%	10%
	Attended a local public meeting	17%	13%
	Watched a local public meeting	22%	17%
	Volunteered your time to some group/activity	17%	26%
	Campaigned or advocated for a local issue, cause, or candidate	20%	11%
	Voted in your most recent local election	71%	76%
	Used public transportation instead of driving	7%	3%
	Carpooled with other adults or children instead of driving alone	36%	36%
	Walked or biked instead of driving	47%	48%
Please rate the quality of each of the following services in Goodyear.	Public information services	74%	72%
	Economic development	73%	76%
	Traffic enforcement	73%	65%
	Traffic signal timing	68%	52%
	Street repair	71%	75%
	Street cleaning	79%	82%

Please rate the quality of each of the following services in Goodyear.

Street lighting	80%	81%
Sidewalk maintenance	82%	81%
Bus or transit services	25%	28%
Land use, planning, and zoning	47%	55%
Code enforcement	66%	64%
Affordable high-speed internet access	56%	55%
Garbage collection	90%	91%
Drinking water	61%	66%
Sewer services	85%	86%
Storm water management	79%	84%
Power (electric and/or gas) utility	81%	83%
Utility billing	65%	75%
Police/Sheriff services	85%	91%
Crime prevention	78%	82%
Animal control	80%	80%
Ambulance or emergency medical services	93%	91%
Fire services	91%	96%
Fire prevention and education	91%	83%
Emergency preparedness	62%	75%
Preservation of natural areas	55%	59%
Goodyear open space	60%	62%
Recycling	79%	78%
Yard waste pick-up	80%	85%
City parks	75%	79%

Please rate the quality of each of the following services in Goodyear.	Recreation programs or classes	67%	68%
	Recreation centers or facilities	67%	64%
	Health services	76%	75%
	Public library services	83%	79%
	Overall customer service by Goodyear employees	85%	86%
Please rate the following categories of Goodyear government performance.	The value of services for the taxes paid to Goodyear	60%	63%
	The overall direction that Goodyear is taking	69%	68%
	The job Goodyear government does at welcoming resident involvement	63%	64%
	Overall confidence in Goodyear government	66%	69%
	Generally acting in the best interest of the community	63%	70%
	Being honest	62%	71%
	Being open and transparent to the public	62%	66%
	Informing residents about issues facing the community	57%	63%
	Treating all residents fairly	68%	71%
	Treating residents with respect	72%	79%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Goodyear	73%	82%
	The Federal Government	51%	42%
Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall economic health	96%	95%
	Overall quality of the transportation system	80%	69%
	Overall design or layout of residential/commercial areas	87%	92%
	Overall quality of the utility infrastructure	96%	94%
	Overall feeling of safety	94%	94%
	Overall quality of natural environment	89%	87%
	Overall quality of parks and recreation opportunities	85%	86%

Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall health and wellness opportunities	79%	85%
	Overall opportunities for education, culture, and the arts	76%	71%
	Residents' connection and engagement with their community	73%	65%
Please rate how important, if at all, you think it is for the City to enhance each of the following programs or amenities in the coming two years.	Regional public transit services	61%	55%
	Local public transit services	68%	57%
	Child care/after school programs	83%	67%
	Senior services	77%	72%
	Internet connectivity	85%	90%
	Water conservation and other sustainability programs	87%	88%
How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	City website	92%	74%
	Local media outlets	89%	83%
	InFocus monthly magazine	91%	84%
	City Council meetings and other public meetings	58%	45%
	City email communications	68%	64%
	City communications via social media	69%	56%
	Word of mouth	75%	73%
	Direct mailings	84%	82%
	Utility bill inserts	68%	63%
In general, how many times do you:	Interactions with City staff	47%	45%
	Access the internet from your home	97%	97%
	Access the internet from your cell phone	98%	93%
	Visit social media sites	80%	78%
	Use or check email	97%	97%
	Share your opinions online	29%	35%

In general, how many times do you:	Shop online	56%	67%
	Please rate your overall health.	74%	82%
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact wi..	48%	38%

Statistical significance thresholds - Sex

Below you may select a demographic to find the thresholds for statistically significant differences between groups (i.e. the minimum difference between groups to be considered statistically significant based on the sample sizes). Use the drop down menu to the right to select demographic dimensions. If there were no responses within a specific demographic option, that option will not appear in the dashboard.

Sex	
	FemaleMale
Female	8%
Male	8%

Comparison of Responses by Respondent Characteristics - Sex

This dashboard allows the user to specify which demographics to include in the table using the dropdown menu below. Responses have been summarized to show only the proportion of respondents giving a positive answer; for example, the percent of respondents who rated the quality of life as excellent or good.

In the "Statistical significance" tab, you will find a tool to help determine the threshold values for statistically significant differences between groups.

		Female	Male
Please rate each of the following aspects of quality of life in Goodyear.	Goodyear as a place to live	95%	94%
	Your neighborhood as a place to live	94%	94%
	Goodyear as a place to raise children	92%	93%
	Goodyear as a place to work	84%	83%
	Goodyear as a place to visit	68%	66%
	Goodyear as a place to retire	85%	83%
	The overall quality of life	91%	93%
	Sense of community	70%	71%
Please rate each of the following characteristics as they relate to Goodyear as a whole.	Overall economic health	94%	90%
	Overall quality of the transportation system	44%	59%
	Overall design or layout of residential/commercial areas	68%	70%
	Overall quality of the utility infrastructure	67%	86%
	Overall feeling of safety	85%	83%
	Overall quality of natural environment	69%	78%
	Overall quality of parks and recreation opportunities	68%	78%
	Overall health and wellness opportunities	72%	84%
	Overall opportunities for education, culture, and the arts	49%	55%

characteristics as they relate to Goodyear as a whole.	Residents' connection and engagement with their community	47%	60%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Goodyear to someone who asks	95%	92%
	Remain in Goodyear for the next five years	86%	84%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	99%	98%
	In Goodyear's downtown/commercial area during the day	87%	88%
	From property crime	77%	78%
	From violent crime	87%	89%
	From fire, flood, or other natural disaster	89%	91%
Please rate the job you feel the Goodyear community does at each of the following.	Making all residents feel welcome	77%	82%
	Attracting people from diverse backgrounds	72%	78%
	Valuing/respecting residents from diverse backgrounds	76%	79%
	Taking care of vulnerable residents	65%	75%
Please rate each of the following in the Goodyear community.	Overall quality of business and service establishments	75%	76%
	Variety of business and service establishments	64%	60%
	Vibrancy of downtown/commercial area	46%	31%
	Employment opportunities	60%	77%
	Shopping opportunities	55%	54%
	Cost of living	58%	64%
	Overall image or reputation	84%	83%
Please also rate each of the following in the Goodyear community.	Traffic flow on major streets	64%	56%
	Ease of public parking	84%	79%
	Ease of travel by car	82%	80%
	Ease of travel by public transportation	26%	26%
	Ease of travel by bicycle	46%	62%

Please also rate each of the following in the Goodyear community.

Ease of walking	66%	77%
Well-planned residential growth	66%	68%
Well-planned commercial growth	64%	66%
Well-designed neighborhoods	74%	73%
Preservation of the historical or cultural character of the community	40%	68%
Public places where people want to spend time	50%	64%
Variety of housing options	68%	68%
Availability of affordable quality housing	54%	60%
Overall quality of new development	68%	75%
Overall appearance	81%	83%
Cleanliness	86%	87%
Water resources	40%	50%
Air quality	61%	67%
Availability of paths and walking trails	62%	78%
Fitness opportunities	65%	78%
Recreational opportunities	56%	71%
Availability of affordable quality food	69%	75%
Availability of affordable quality health care	73%	71%
Availability of preventive health services	74%	73%
Availability of affordable quality mental health care	48%	66%
Opportunities to attend cultural/arts/music activities	38%	43%
Community support for the arts	39%	53%
Availability of affordable quality childcare/preschool	46%	57%
K-12 education	59%	72%

Please also rate each of the following in the Goodyear community.	Adult educational opportunities	62%	58%
	Sense of civic/community pride	58%	64%
	Neighborliness of residents	62%	66%
	Opportunities to participate in social events and activities	55%	66%
	Opportunities to attend special events and festivals	55%	63%
	Opportunities to volunteer	61%	68%
	Opportunities to participate in community matters	51%	57%
	Openness and acceptance of the community toward people of diverse backgrounds	68%	69%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Goodyear for help or information	33%	46%
	Contacted Goodyear elected officials to express your opinion	10%	15%
	Attended a local public meeting	11%	20%
	Watched a local public meeting	14%	24%
	Volunteered your time to some group/activity	20%	26%
	Campaigned or advocated for a local issue, cause, or candidate	12%	16%
	Voted in your most recent local election	76%	71%
	Used public transportation instead of driving	3%	7%
	Carpooled with other adults or children instead of driving alone	33%	38%
	Walked or biked instead of driving	44%	53%
Please rate the quality of each of the following services in Goodyear.	Public information services	72%	73%
	Economic development	74%	75%
	Traffic enforcement	69%	67%
	Traffic signal timing	55%	61%
	Street repair	76%	70%
	Street cleaning	84%	78%

Please rate the quality of each of the following services in Goodyear.

Street lighting	79%	82%
Sidewalk maintenance	82%	80%
Bus or transit services	19%	34%
Land use, planning, and zoning	48%	55%
Code enforcement	65%	64%
Affordable high-speed internet access	50%	60%
Garbage collection	85%	96%
Drinking water	59%	68%
Sewer services	83%	88%
Storm water management	77%	86%
Power (electric and/or gas) utility	80%	84%
Utility billing	69%	75%
Police/Sheriff services	87%	89%
Crime prevention	81%	80%
Animal control	73%	85%
Ambulance or emergency medical services	90%	94%
Fire services	93%	94%
Fire prevention and education	83%	86%
Emergency preparedness	61%	76%
Preservation of natural areas	50%	65%
Goodyear open space	57%	65%
Recycling	77%	81%
Yard waste pick-up	78%	88%
City parks	69%	84%

Please rate the quality of each of the following services in Goodyear.	Recreation programs or classes	61%	74%
	Recreation centers or facilities	60%	69%
	Health services	76%	75%
	Public library services	79%	82%
	Overall customer service by Goodyear employees	86%	86%
Please rate the following categories of Goodyear government performance.	The value of services for the taxes paid to Goodyear	60%	65%
	The overall direction that Goodyear is taking	69%	67%
	The job Goodyear government does at welcoming resident involvement	62%	67%
	Overall confidence in Goodyear government	69%	67%
	Generally acting in the best interest of the community	65%	69%
	Being honest	66%	68%
	Being open and transparent to the public	63%	65%
	Informing residents about issues facing the community	62%	61%
	Treating all residents fairly	71%	69%
	Treating residents with respect	74%	78%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Goodyear	76%	81%
	The Federal Government	47%	45%
Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall economic health	93%	98%
	Overall quality of the transportation system	69%	79%
	Overall design or layout of residential/commercial areas	92%	89%
	Overall quality of the utility infrastructure	95%	94%
	Overall feeling of safety	94%	96%
	Overall quality of natural environment	92%	83%
	Overall quality of parks and recreation opportunities	88%	84%

Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.	Overall health and wellness opportunities	84%	82%
	Overall opportunities for education, culture, and the arts	74%	70%
	Residents' connection and engagement with their community	70%	64%
Please rate how important, if at all, you think it is for the City to enhance each of the following programs or amenities in the coming two years.	Regional public transit services	57%	60%
	Local public transit services	58%	64%
	Child care/after school programs	74%	72%
	Senior services	76%	71%
	Internet connectivity	94%	82%
	Water conservation and other sustainability programs	92%	82%
How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?	City website	72%	89%
	Local media outlets	85%	88%
	InFocus monthly magazine	83%	90%
	City Council meetings and other public meetings	46%	55%
	City email communications	69%	62%
	City communications via social media	63%	60%
	Word of mouth	72%	74%
	Direct mailings	85%	81%
	Utility bill inserts	64%	67%
	Interactions with City staff	44%	48%
In general, how many times do you:	Access the internet from your home	95%	99%
	Access the internet from your cell phone	95%	95%
	Visit social media sites	82%	76%
	Use or check email	96%	99%
	Share your opinions online	30%	37%

In general, how many times do you:	Shop online	62%	64%
	Please rate your overall health.	78%	80%
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact wi..	37%	48%

THE NCS™

THE NATIONAL COMMUNITY SURVEY™

Results for the City of Goodyear, AZ

June 2021





Civic Communication & Analytics Platform

Smarter, better connected communities. A civic surveying, policy polling, and constituent communication tech platform.



Advanced Survey Science & Performance Analytics

Data insights to help communities move forward. The premiere provider of professional civic surveys and performance benchmarking analyses.

Questions about our product?

Visit www.polco.us to learn more

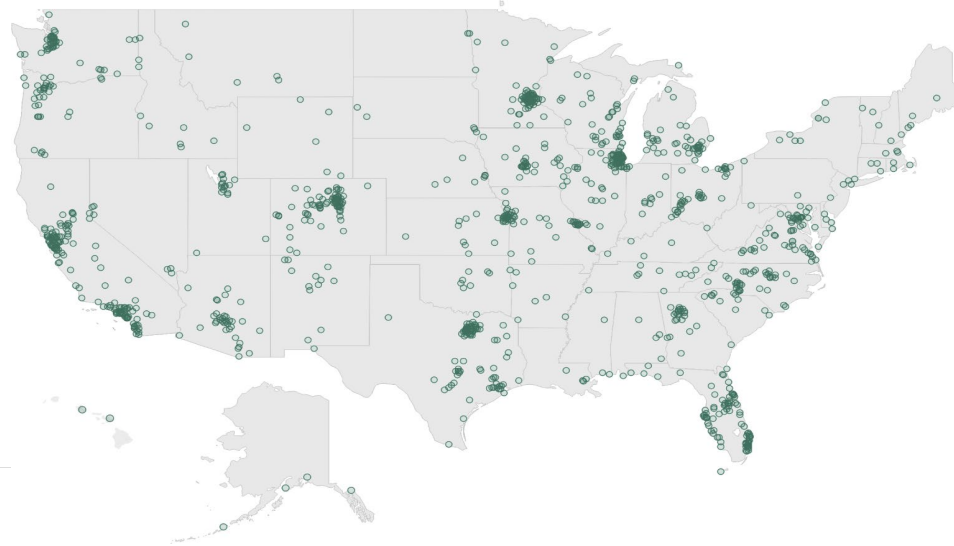
Exclusive partners of:



National Benchmark Comparison Database

THE NCS™

THE NATIONAL COMMUNITY SURVEY™



More than 500 comparison communities across the nation.

Representing the opinions of more than 50 million residents.



Assess government performance

Monitor trends in resident opinion

Understand benchmark comparison

Inform budget, land use, strategic plan

The National Community Survey™ in Goodyear

The NCS™ for Goodyear, AZ

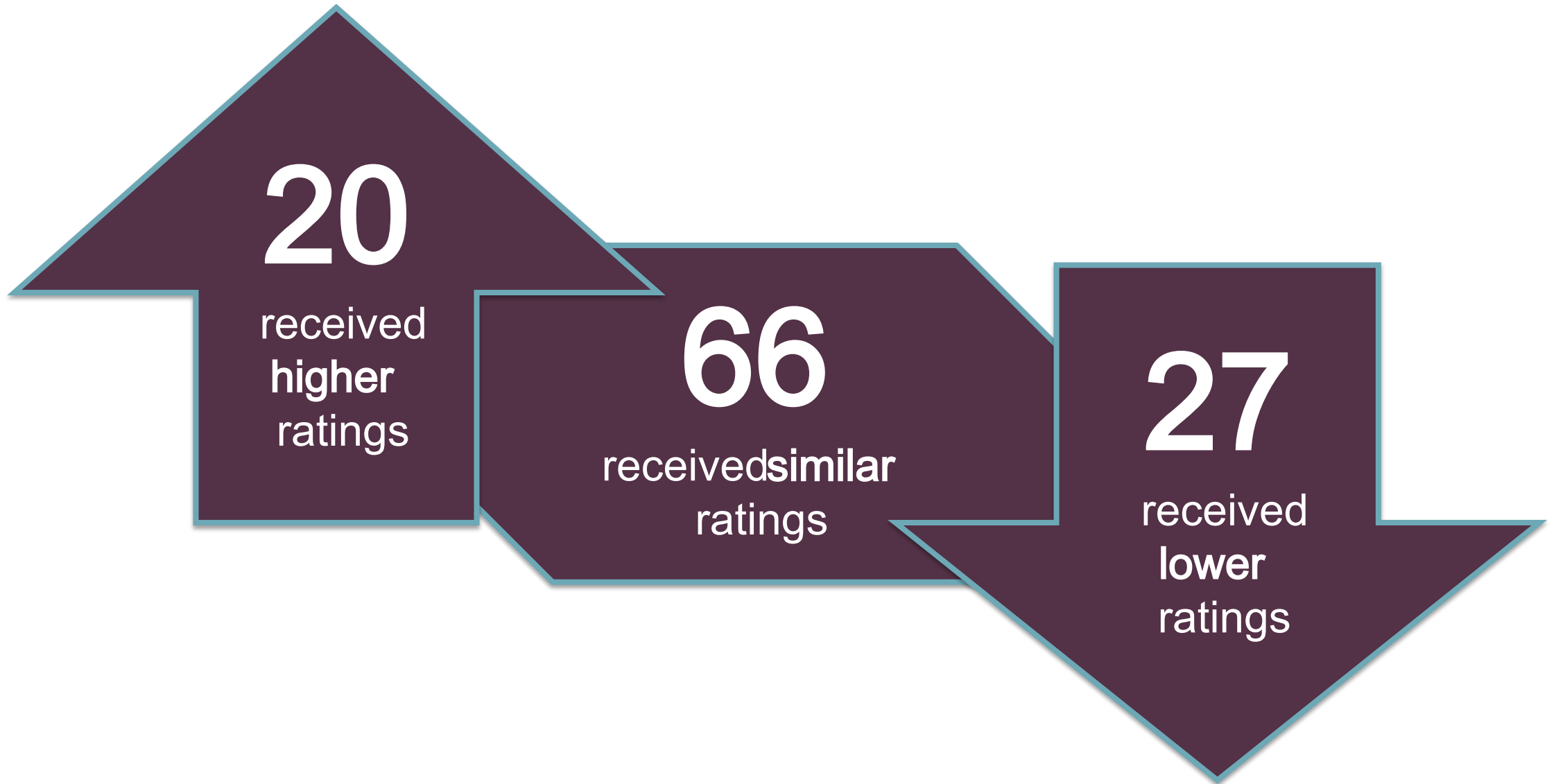
- Survey conducted from March 9, 2021 to April 27, 2021
- Hybrid model employed.
 - Probability Based Sample: 3,500 households mailed. 606 responses. 18%
 - Nonprobability Open Participation Sample: 693 responses.
- Results statistically weighted to reflect Goodyear overall
- 95% confidence interval with a +/- 4% margin of error
- 300 Polco platform panelists / subscribers for follow on engagements

Overview of Survey Results

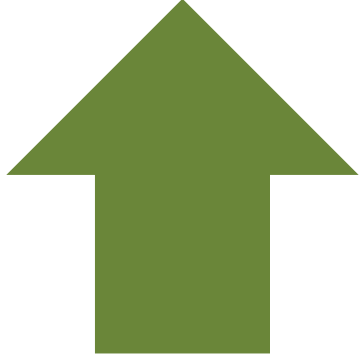
2021 National Benchmark Comparisons



2021 Ratings Compared to 2018

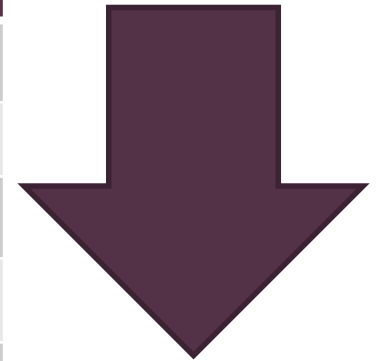


Most Significant Changes for 2021



	2018	2021	% change
Employment opportunities	38%	68%	+30%
Goodyear as a place to work	66%	83%	+17%
Overall economic health of Goodyear	76%	92%	+16%
Overall quality of business and service establishments	63%	75%	+12%
Economic development	63%	74%	+11%

	2018	2021	% change
Traffic flow on major streets	74%	59%	-15%
Bus or transit services	43%	28%	-15%
Availability of affordable quality childcare/preschool	64%	52%	-12%
Overall opportunities for education, culture, and the arts	62%	51%	-11%
Availability of affordable quality housing	66%	56%	-10%

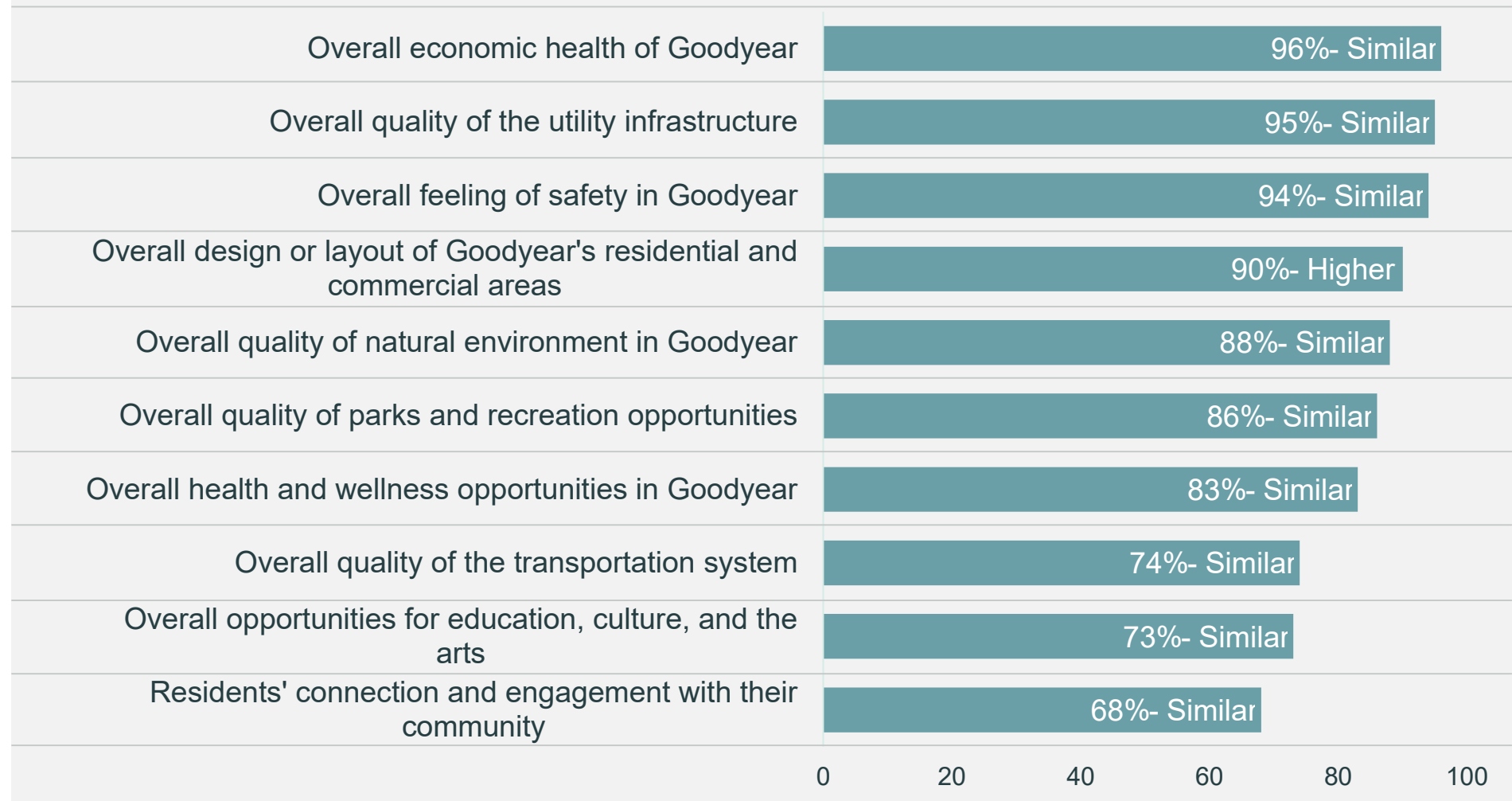


Percent excellent or good

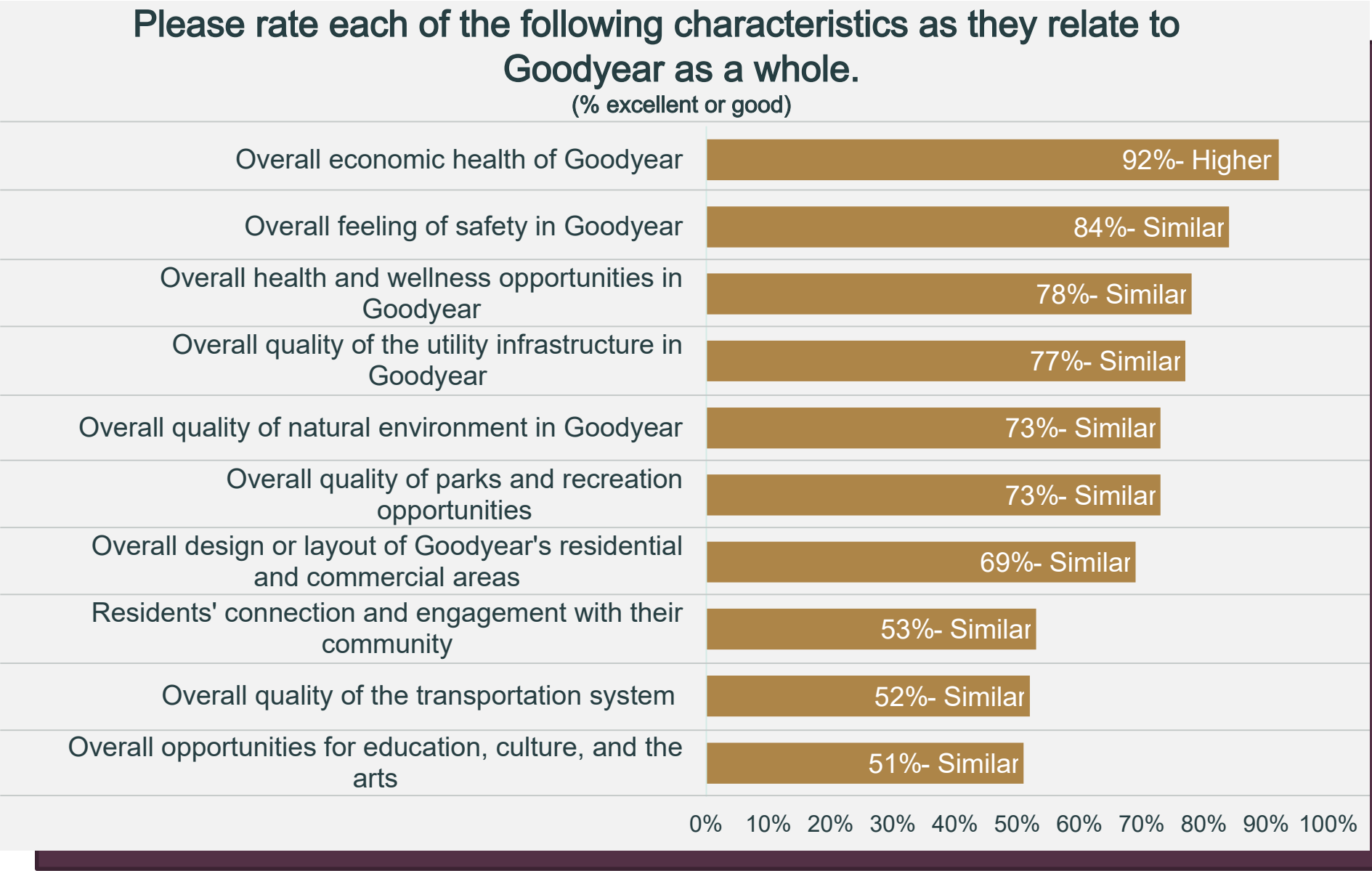
Priority Areas for Focus

Please rate how important, if at all, you think it is for the Goodyear community to focus on each of the following in the coming two years.

(% essential or very important)



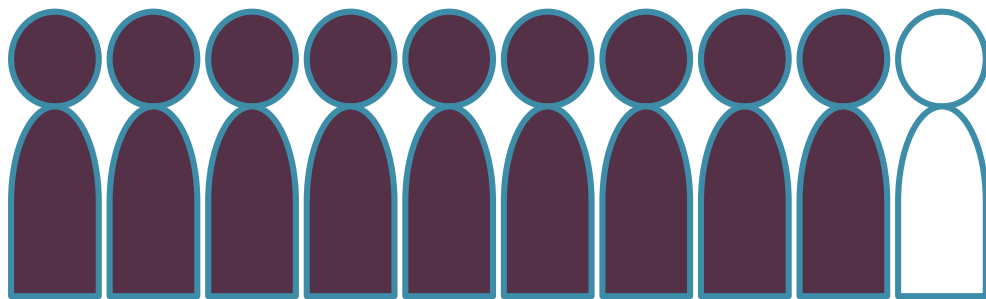
Facets of Community Livability



Quality of Life in Goodyear

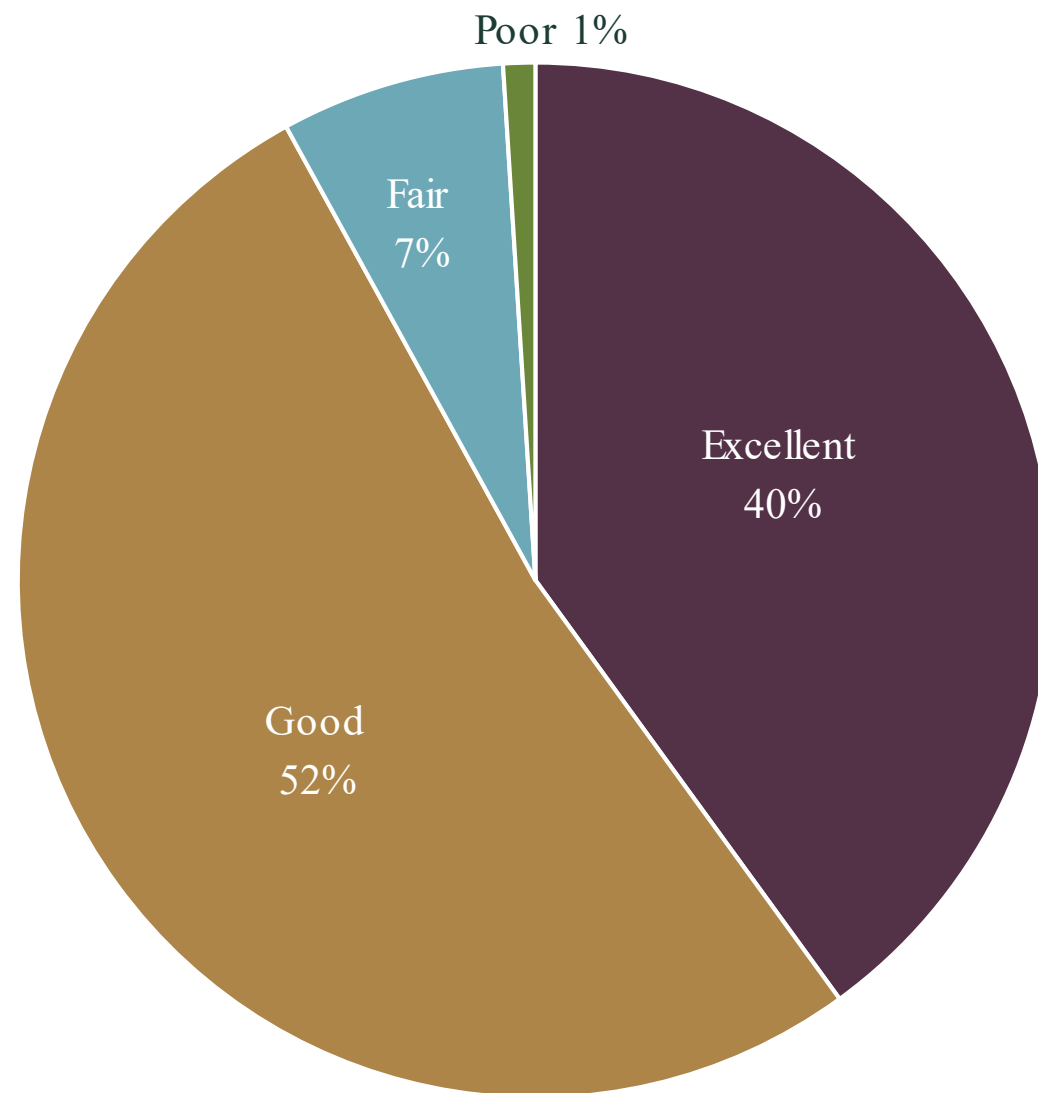


Overall Community Quality

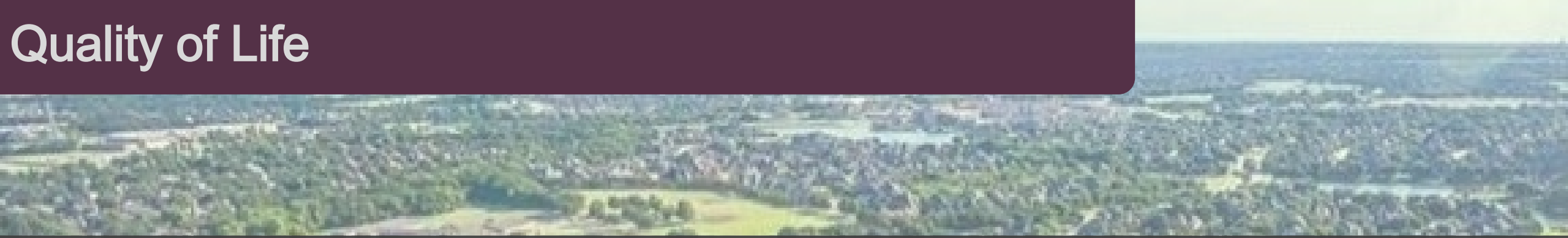


At least
9 in 10

respondents rated the overall
quality of life in Goodyear as
excellent or good

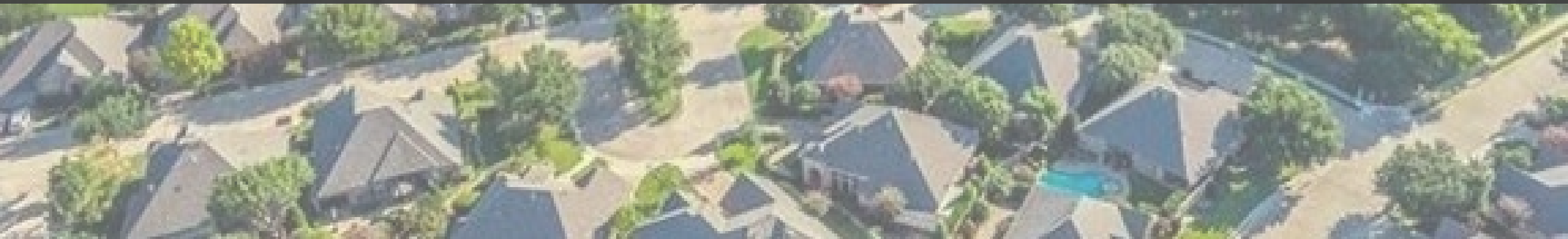


Quality of Life



94% of residents rated Goodyear as a place to live as excellent or good.

83% gave positive marks to the overall image/reputation of Goodyear.



Resident Support for Goodyear

93%

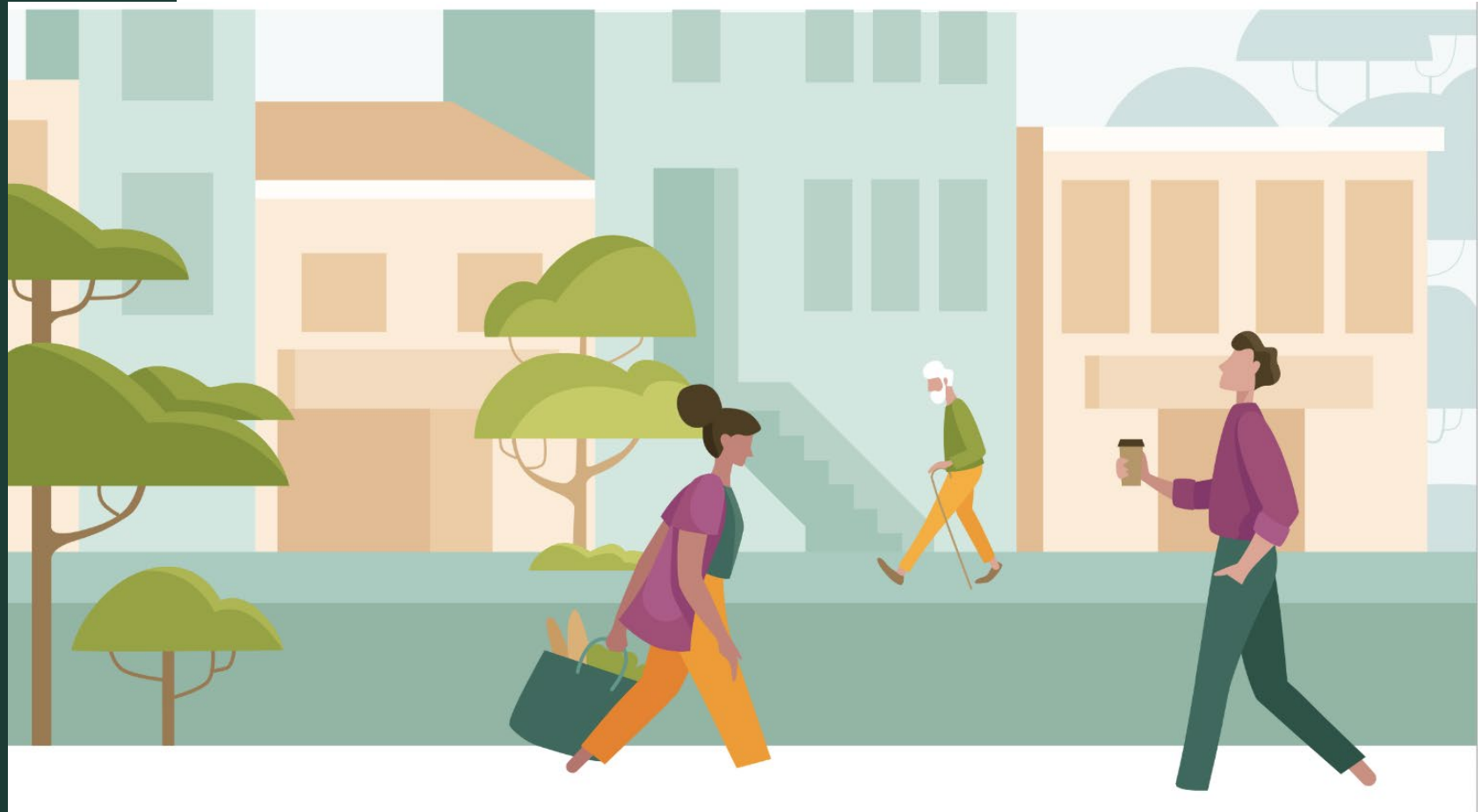
of community members recommend living in Goodyear to someone who asks

85%

of residents plan on remaining in Goodyear for the next 5 years

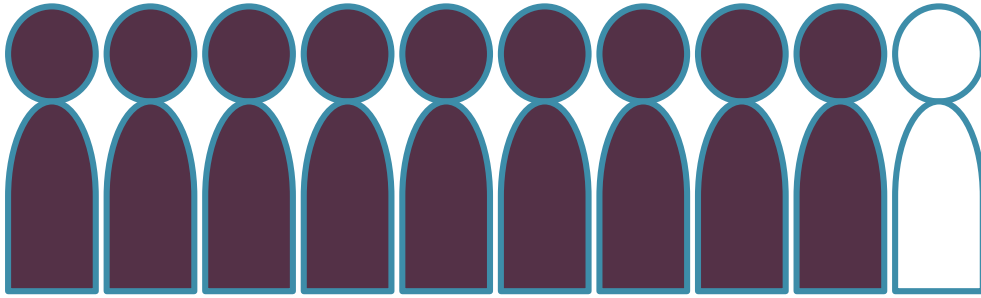
Percent very likely or somewhat likely

Economy



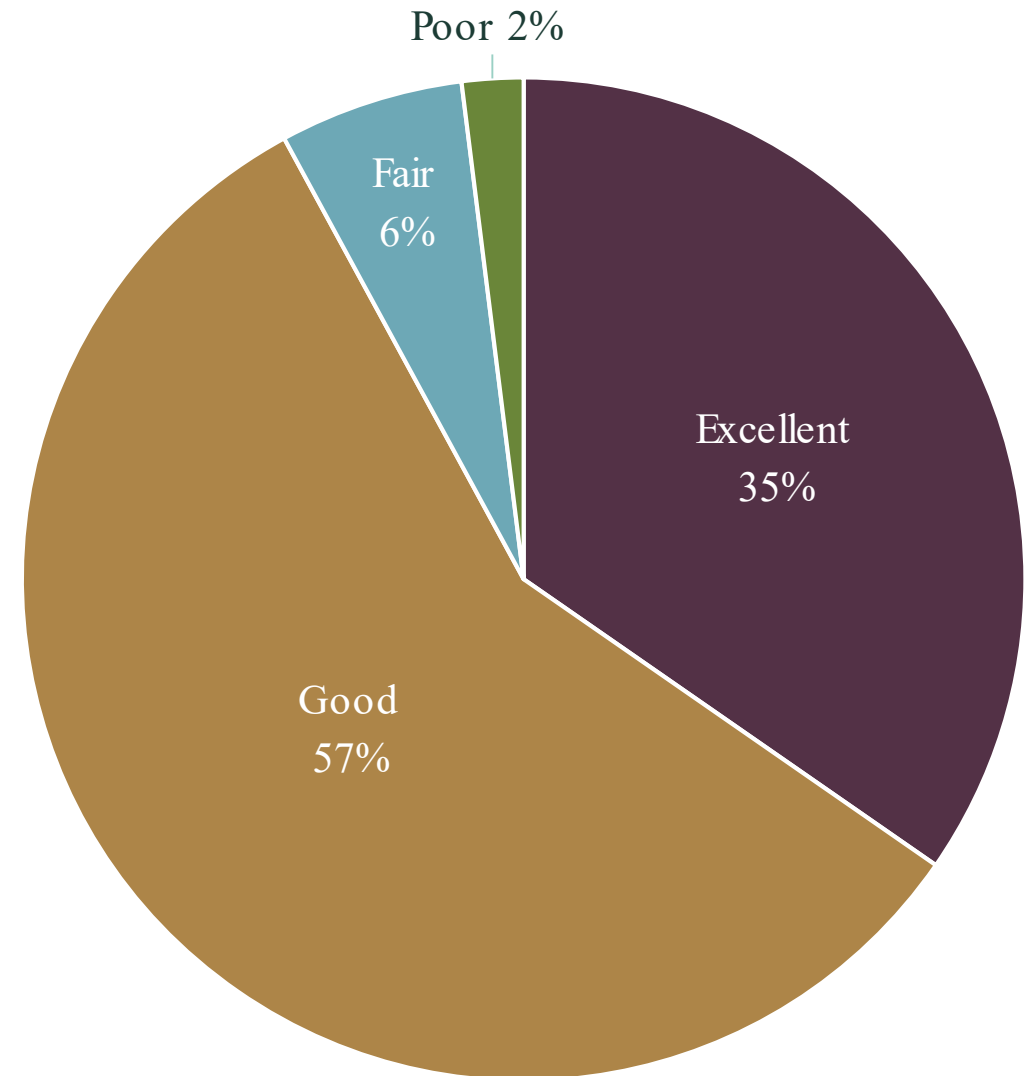
Overall Economic Health

↑ Higher than the national benchmark



At least
9 in 10

respondents rated the overall
economic health of Goodyear as
excellent or good ↑



Economic Activity in Goodyear

↑ Higher than the national benchmark



Percent excellent or good

Trends in Goodyear's Economy

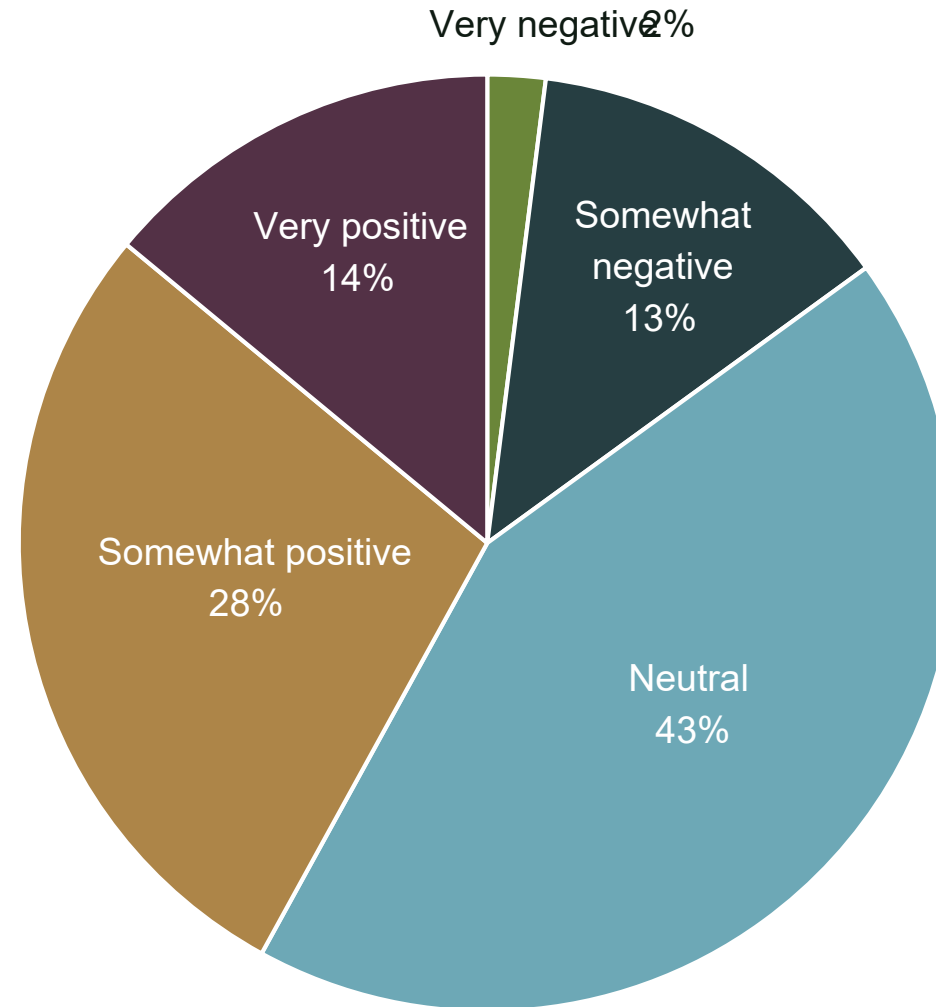


Percent excellent or good

Household Income

Higher than the national benchmark

Almost half of the survey respondents believe the economy will have a positive impact on their income in the six months following the survey, highlighting an interesting comparison to the national averages in the face of the COVID19 pandemic.

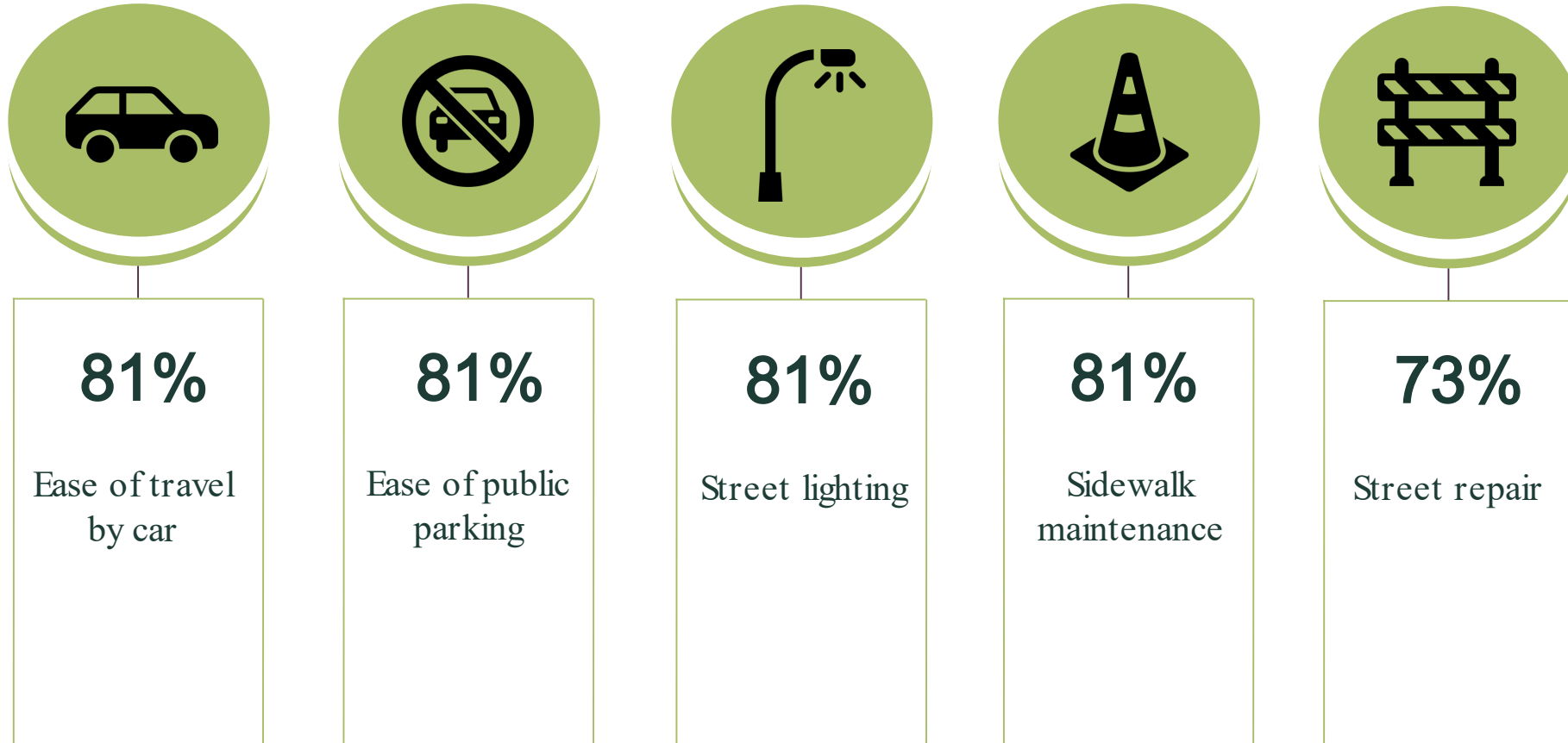


Mobility



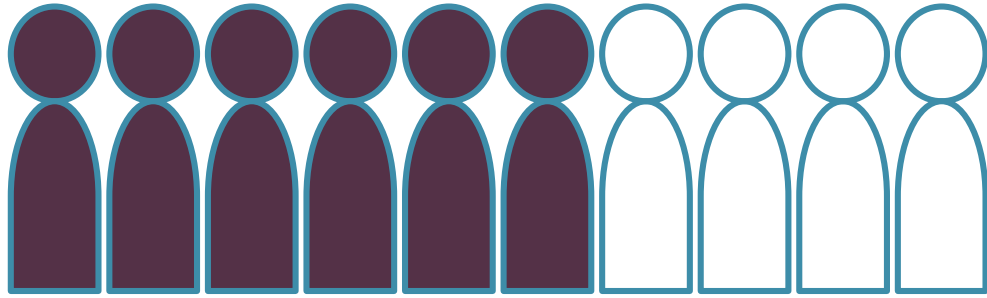
Mobility in Goodyear

All higher than the national benchmark

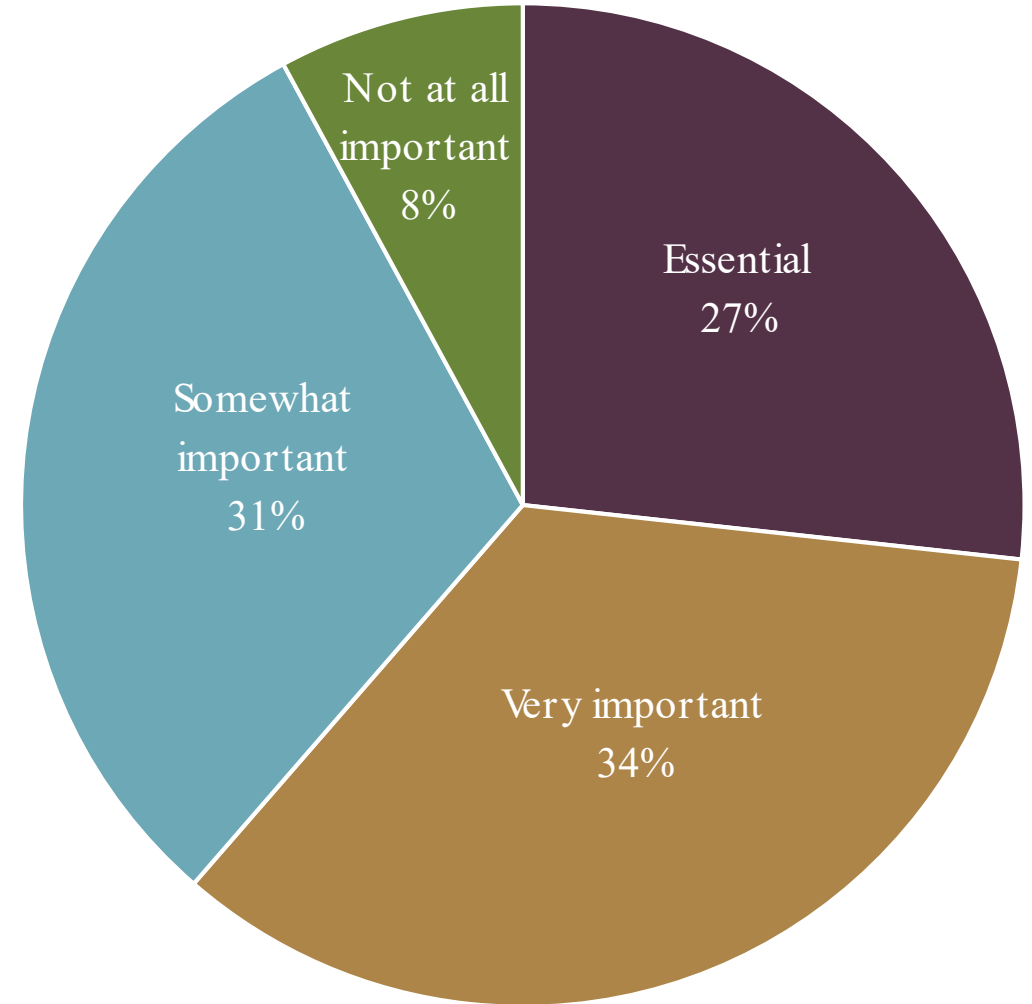


Percent excellent or good

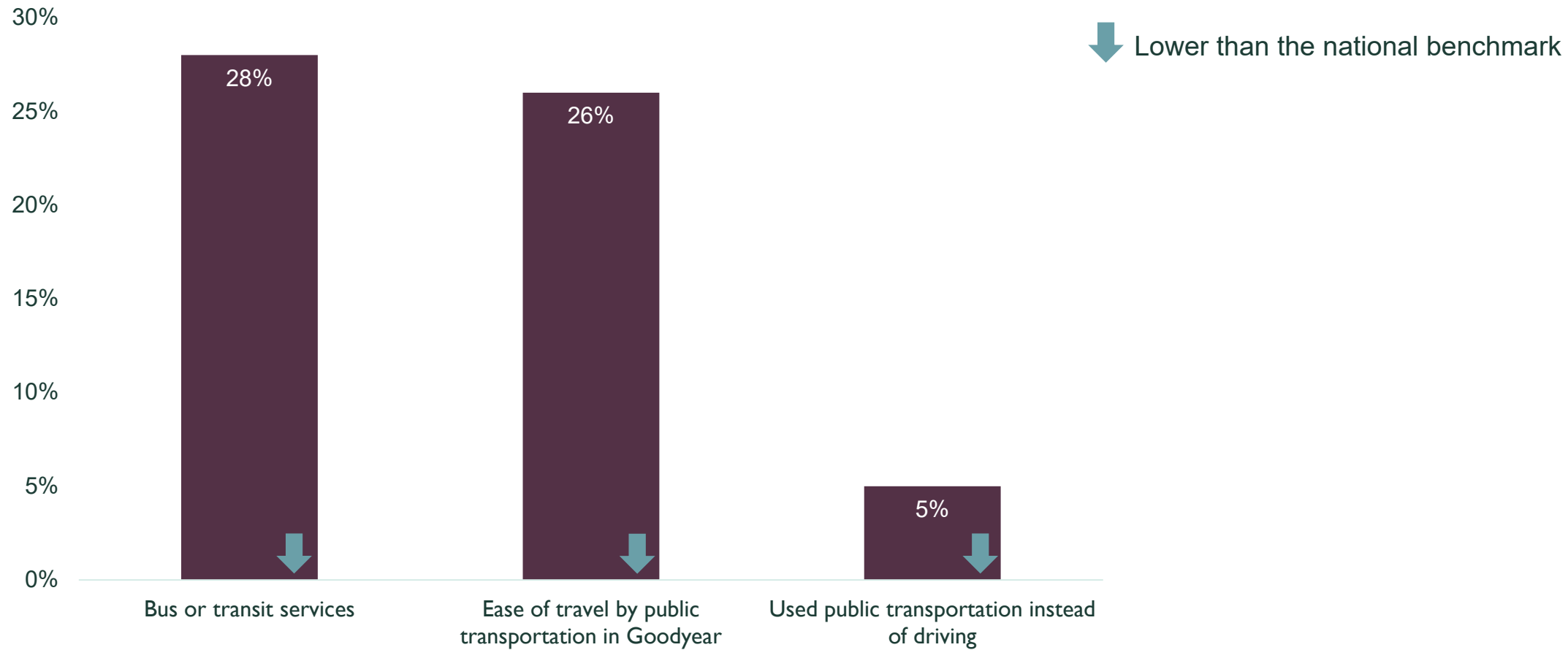
Importance of Public Transit Enhancements



At least
6 in 10
respondents rated
enhancements to local
public transit services as
essential or very important



Public Transportation in Goodyear



Percent excellent or good

Community Design

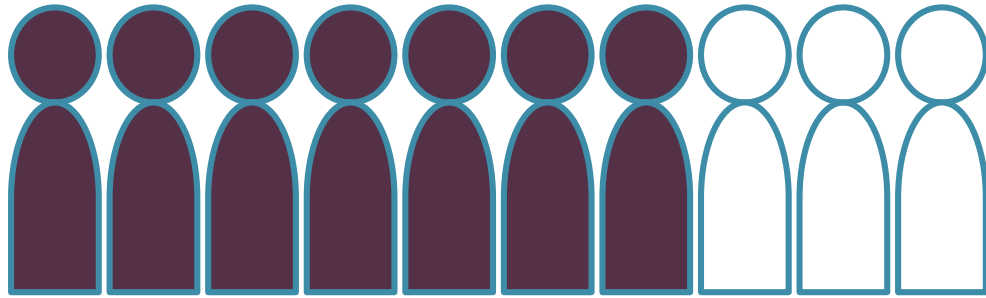


At least
6 in 10

Percent excellent or good

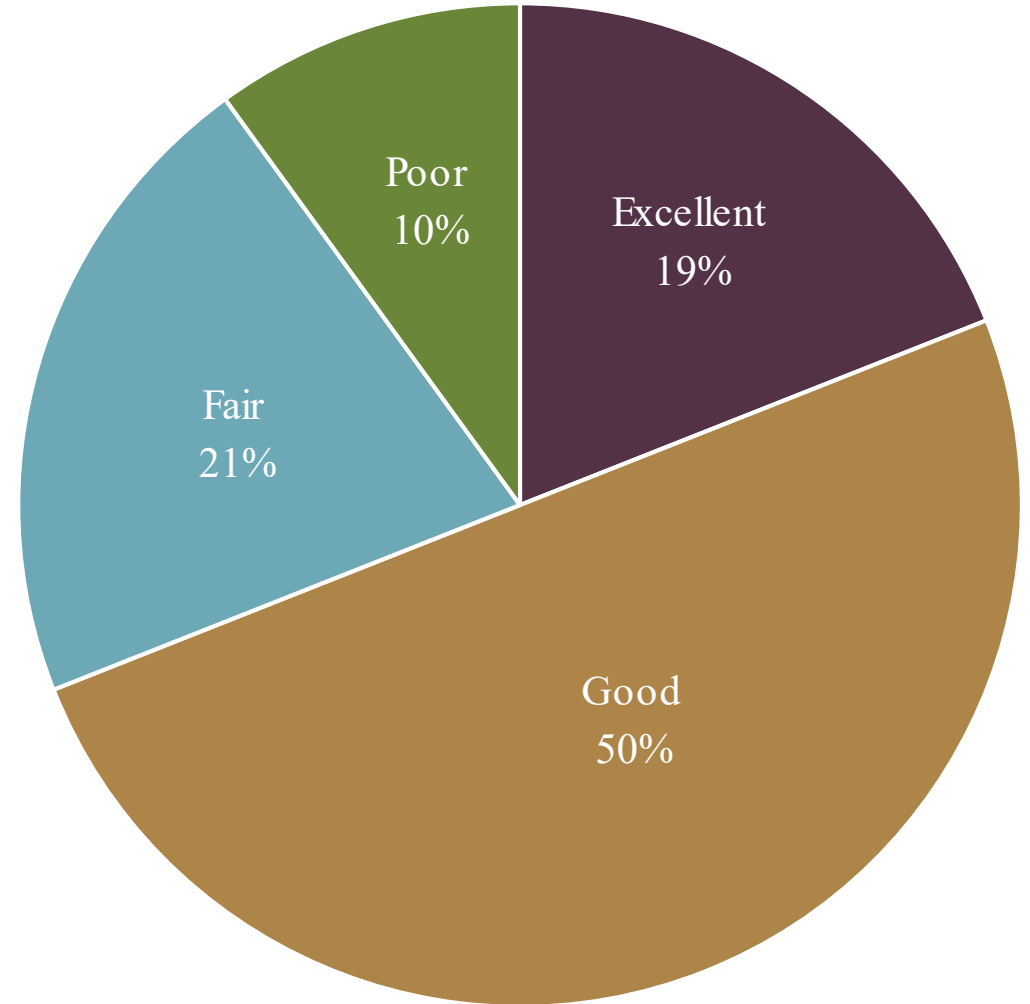
Well-planned residential growth
Well-planned commercial growth↑
Well-designed neighborhoods
Variety of housing options↑
Overall quality of new development↑
Overall appearance
Code enforcement↑

Overall Quality of Community Design



About
7 in 10

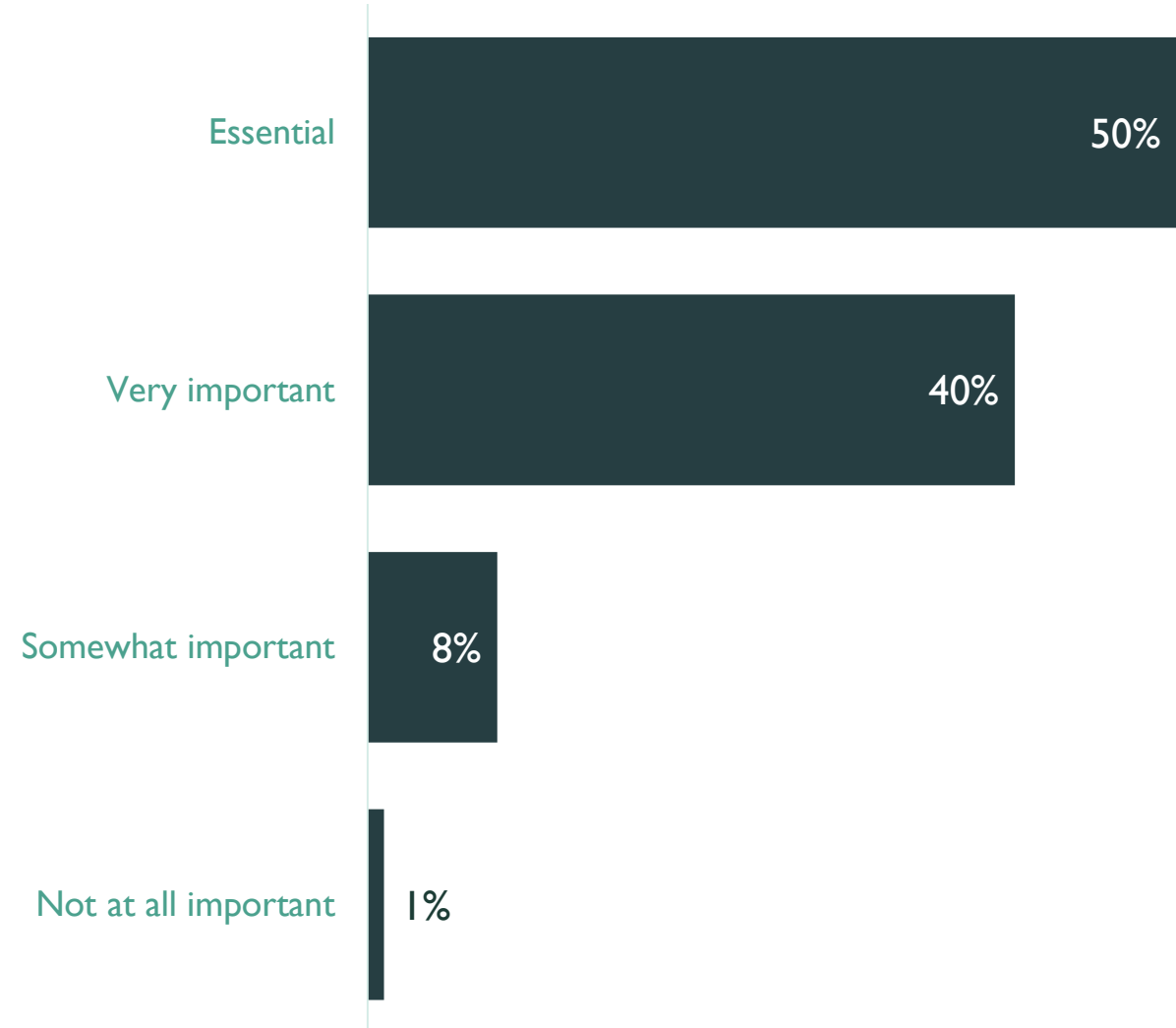
respondents rated the overall design or layout of Goodyear’s residential and commercial areas as excellent or good



Community Design Importance

Higher than the national benchmark

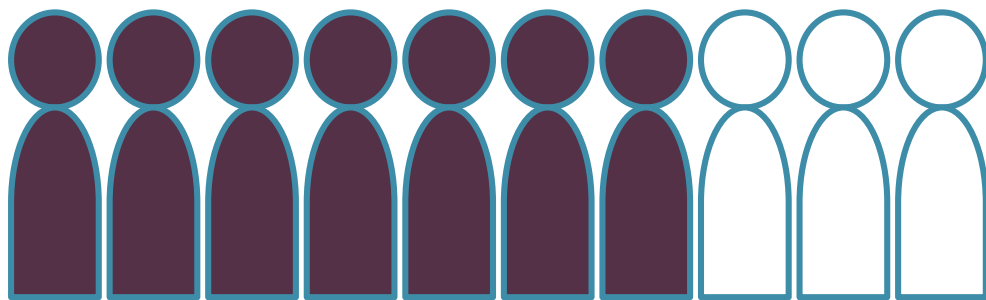
About 90% of survey respondents rated it **essential** or **very important** for the Goodyear community to focus on the overall design or layout of residential and commercial areas in the coming two years.



Natural Environment

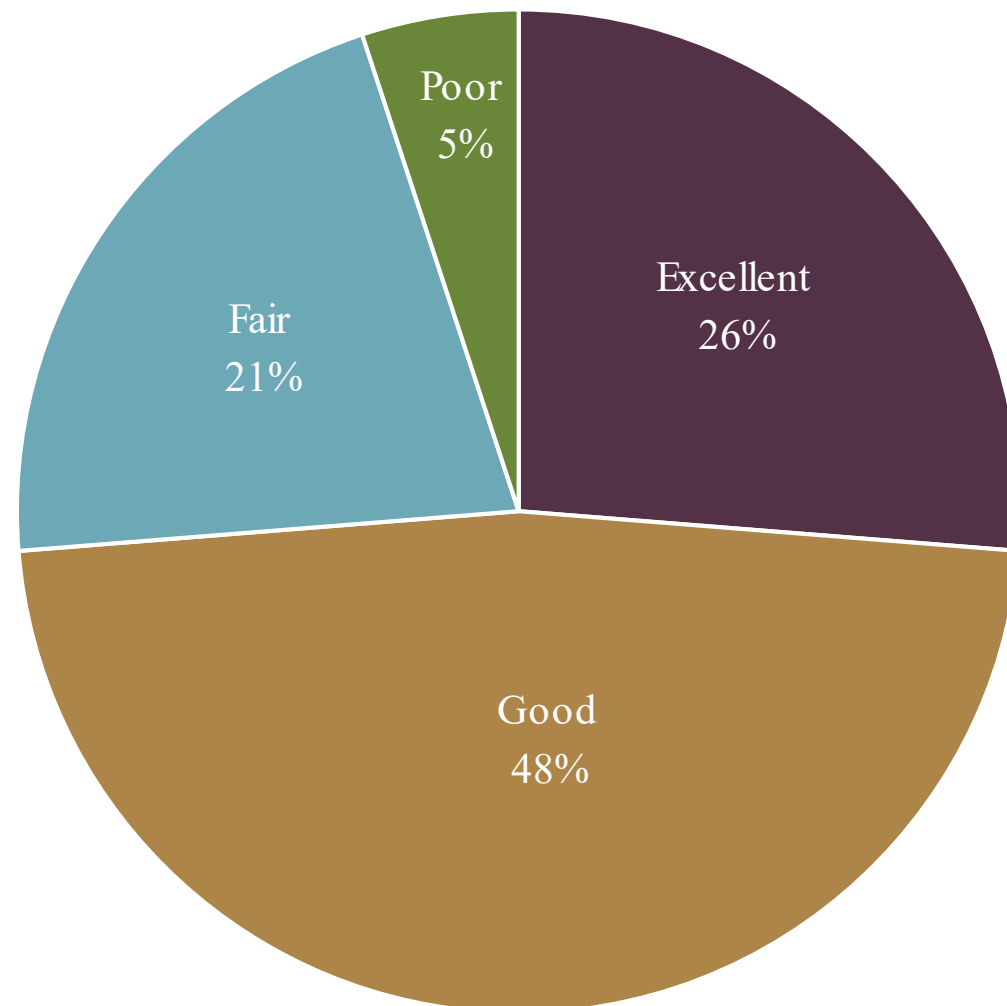


Overall Natural Environment



At least
7 in 10

respondents rated the overall
quality of natural environment in
Goodyear as excellent or good



87% Cleanliness of the community

79% Recycling

62% Goodyear open space

57% Preservation of natural areas



Natural Environment Areas of Focus

↓ Lower than the national benchmark

64%

Air Quality

Percent excellent or good

44%

Water resources

Percent excellent or good

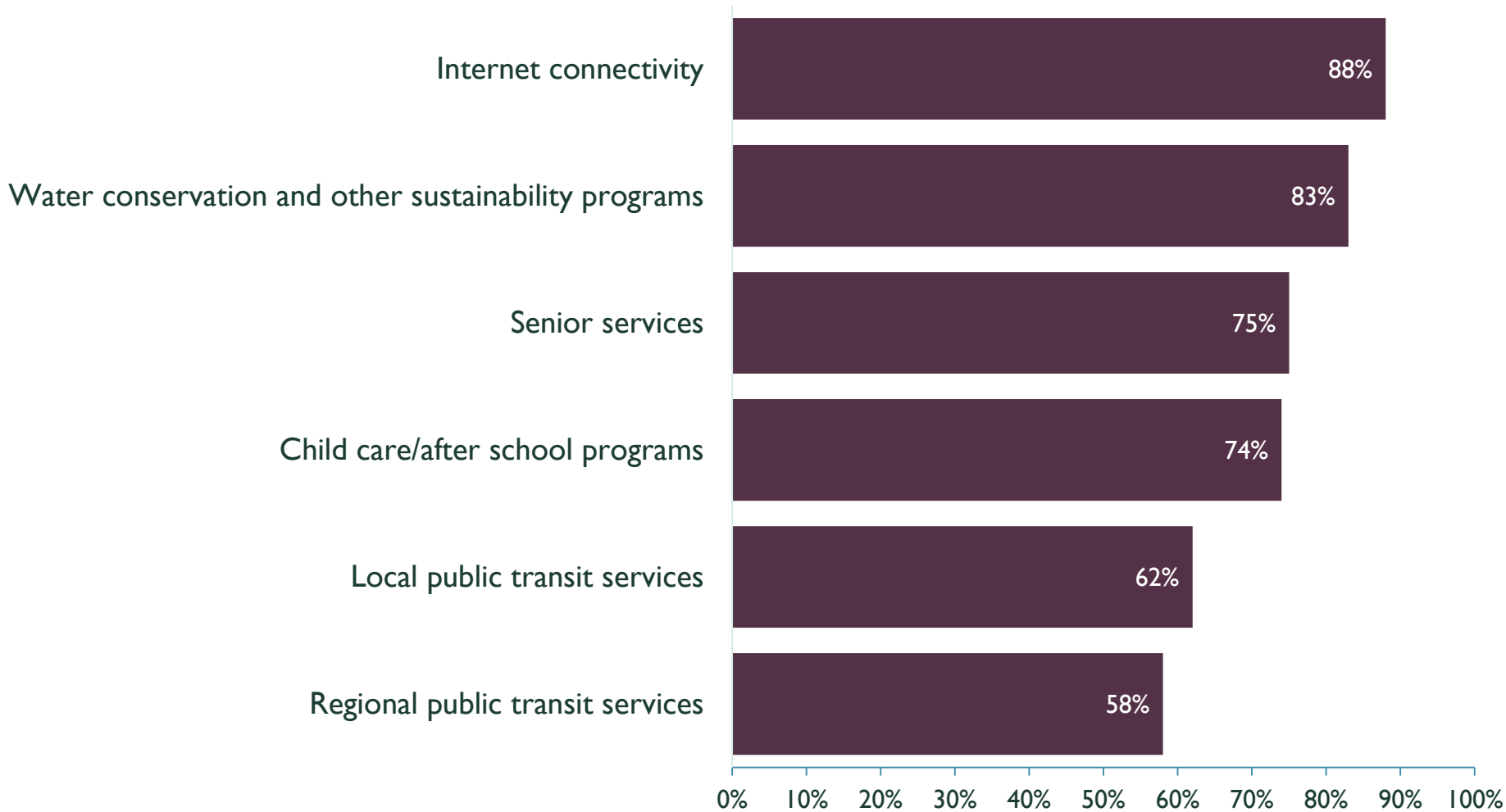
87%

Water conservation and other
sustainability programs

Percent essential or very important

Proposed Program and Amenity Improvements

Please indicate how important, if at all, you think it is to enhance each of the following programs or amenities in the coming two years:



Percent essential or very important

Sources of Information About Goodyear

How much of a source, if at all, are each of the following for you for getting information about the City government and its activities, events, and services?



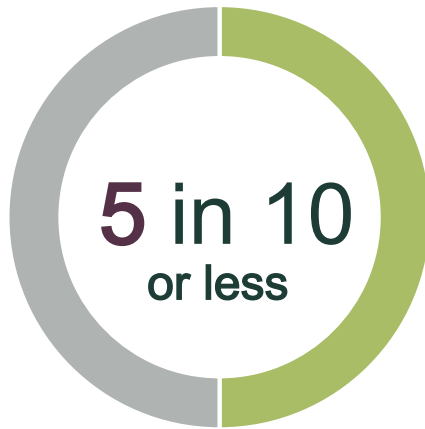
InFocus monthly magazine (87%)



Word-of-mouth (73%)



City email communications (66%)



City council and other public meetings (51%)

Local media outlets (86%)

Direct mailings (83%)

City website (82%)

Utility bill inserts (65%)

City communications via social media (62%)

Interactions with City staff (47%)

Conclusions

Goodyear residents enjoy a high quality of life, and the city's thriving economy may contribute to the high marks. Numerous aspects of Goodyear's economy received above-average ratings and also improved from the 2018 NCS results.

Community members gave positive marks to mobility in Goodyear, but public transportation may be an area of opportunity for the City.

Residents gave positive ratings to community design, but point to the natural environment and sustainability as important areas of focus for the next few years.

Continue to engage with the residents, grow your connectivity, and demonstrate progress.



AGENDA ITEM #: 2.
DATE: 06/14/2021
AI #:117



CITY COUNCIL ACTION REPORT

SUBJECT: USER FEE COST OF SERVICE STUDY

STAFF PRESENTER(S): Doug Sandstrom, Finance Director

OTHER PRESENTER(S):

Stephen Scinto, Deputy Director of Engineering
Debbie White, Permit Administrator
Katie Wilken, Planning Manager

SUMMARY

Staff will present the report of findings, stakeholder outreach and discuss details regarding the City's user fee and cost of service study.

FISCAL IMPACT

There is no fiscal impact at this time, as no action will be taken. The presentation is for informational purposes only.

BACKGROUND AND PREVIOUS ACTIONS

The city retained the services of MGT Consulting to conduct the City's 2021 User Fee Study which was completed in April 2021. On April 21, 2021, pursuant to A.R.S. § 9-499.15, a Public Notice of Proposed Fee Increases was posted to the city's webpage along with the City's User Fee Report and Individual Fee Summaries by department. A dedicated email address was created and made available to the public through a link on the webpage. On April 23, 2021, an email providing the Public Notice and link to the city's webpage was sent to developers. The city then hosted a virtual Development Advisory Forum on June 1, 2021, with Development Services, Engineering, and Finance staff present and available to answer questions.

On January 4th council adopted P&R user fees developed in phase I of this user fee study. These fees were adopted separately due to the requirements to have them in place prior to the opening of the recreation campus. The fees to be discussed during the work session are all remaining non-utility user fees. The city retained the services of MGT Consulting to conduct the City's 2021 User Fee Study which was completed in April 2021. On April 21, 2021, pursuant to A.R.S. § 9-499.15, a Public Notice of Proposed Fee Increases was posted to the city's webpage along with the City's User Fee Report and Individual Fee Summaries by department. A dedicated email address was created and made available to the public through a link on the webpage. On April 23, 2021, an email providing the Public Notice and link to the city's webpage was sent to developers. The city then hosted a virtual Development Advisory Forum on June 1, 2021, with Development Services, Engineering, and Finance staff present and available to answer questions. To date few questions have been received and all have been to clarify process or use.

STAFF ANALYSIS

The City of Goodyear has not had a full external cost of service study performed since 2009. The City's Pretreatment program's fee study was conducted in 2014. The City contracted with MGT in July 2019 to perform a cost of service study using fiscal year 2020/2021 budgeted figures, staffing, and operational information. The current City fees in this report represent the fees being charged at the beginning of this study and the recommended fees represent the direct cost of providing the specific service. As a best practice, revenues should not exceed the reasonable cost of providing the service. The State of Arizona does not currently have any laws that govern the recovery of user fees. MGT's recommendations in this report have been vetted with staff and are advisory in nature only. Ultimately Council must decide what fee levels are appropriate.

Attachments

User Fee Study Report
Presentation

250

City of Goodyear User Fee Study Report of Findings

April 19, 2021



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SECTION I

— Executive Summary



SECTION I

Executive Summary

Introduction

MGT Consulting Group (MGT) is pleased to present the City of Goodyear with this summary of findings for the recently completed user fee study for related city departments.

The City of Goodyear has not had an external cost of service study performed since 2009, with the exception of the City's Pretreatment program's fee study in 2014. The City contracted with MGT in July of 2019 to perform a cost of service study using fiscal year 2019/2020 budgeted figures, staffing, and operational information. They have since asked MGT to update the study results with the fiscal year 2020/2021 budgeted information. The current City fees represent the fees being charged at the beginning of this study.

This report is the culmination of an extensive study conducted by MGT in collaboration with city management and staff. MGT would like to take this opportunity to gratefully acknowledge all management and staff who participated in this project for their efforts and coordination. Their responsiveness and continued interest in the outcome of this study contributed greatly to the success of this study.

Study Scope and Objectives

This study included a review of fee-for-service activities within the following areas:

- ✓ City Clerk
- ✓ Finance
- ✓ Fire
- ✓ Police
- ✓ Public Works: Pretreatment Program
- ✓ Building & Safety
- ✓ Planning
- ✓ Engineering

The study was performed under the general direction of the City's Budget and Research Manager with participation from representatives from each department. The primary goals of the study were to:

- Define what it costs the City to provide various fee-related services.
- Determine whether there are any services where a fee should be collected.
- Identify service areas where the City might adjust fees based on the full cost of services and other economic or policy considerations.
- Develop revenue projections based on full cost recovery of the fees.

The information summarized in this report addresses each of these issues and provides the City with the tools necessary to make informed decisions about any proposed fee adjustments and the resulting impact on city revenues.

SECTION I

Executive Summary

Methodology

MGT's standard approach for analyzing the cost of providing fee-related services is commonly referred to as a "bottom up" approach. The bottom up approach was used to analyze all of the City of Goodyear's user fees.

A GENERAL DESCRIPTION OF THE BOTTOM UP APPROACH IS AS FOLLOWS:

1. Identify all direct staff time spent on the fee related activity or service

MGT conducted a series of meetings with staff from each division to identify every employee, by classification, who performs work directly in support of fee related services. Direct staff costs are incurred by employees who are "on the front line" and most visible to the customers (e.g. inspectors, plan reviewers, etc.). Once all direct staff were identified, subject matter experts for each section estimated how much time those employees spend, on average, performing each particular fee service.

Developing time estimates for fee related services can be challenging and departments should be commended for the time and effort they put into this. Although MGT provided departments with templates and other tools to assist them in developing average or "typical" time estimates, these calculations were necessarily developed by the subject matter experts within each fee area.

2. Calculate direct cost of the staff time for each fee using productive hourly rates

"Productive hours" means the time staff are in their office or in the field. A full-time City employee typically has 2,080 paid hours per year (40 hours x 52 weeks). However, cost studies reduce this number to account for non-productive hours (sick leave, vacation, holidays, training days, meetings, etc.). MGT calculates the productive hourly rate for each staff classification by dividing annual salary and benefits by annual productive hour figures. The average productive hours for the City's staff providing services was 1,784 hours per year.

3. Determine indirect or "overhead" costs

Generally, there are two types of indirect costs: department/division-specific and citywide overhead. These indirect costs are allocated across user fee services in order to capture the full cost of providing the service. If a department performs non-fee related services, a commensurate amount of indirect cost is segregated and not allocated to the fee related services.

- Departmental overhead costs – these costs include managers, supervisors, and support staff as well as other operational costs, such as materials and supplies, that are incurred for a common purpose and not readily assigned to a particular service or program.
- Centralized overhead costs – each department that charges fees receives support from central departments whose main function is to keep the City running. Central overhead departments include, but are not limited to, City Manager, City Clerk, Human Resource, Finance, and IT. These costs are distributed to each receiving department through the cost allocation plan.

SECTION I

Executive Summary

4. Compare total costs to the current fee schedule

Once all direct and indirect costs are calculated, MGT compared the total cost for each fee-related service to the fee currently charged to the public. In most cases we found the total cost of providing a service exceeded the fee charged. In these instances, the fee can be increased to recover these subsidies, up to the maximum allowed fee. However, there were some services for which the total calculated cost was less than the fee charged. In these cases, the fee should be lowered.

5. Costs and revenues are annualized by incorporating annual volume figures

Up to this point we have calculated fee costs and revenues on a per-unit basis. By incorporating annual volume figures into the analysis, we extrapolate the per-unit results into annual cost and annual revenue information. This annualization of results gives management an estimate of the fiscal impact of proposed fee adjustments.

Because annual volume will vary from one year to the next, these figures are estimates only. Actual revenue will depend on future demand level and collection rates.

6. Recommend fee adjustments

MGT provides fee adjustment recommendations based on full cost information. Each department has also provided their own fee recommendations which can be seen in section 3 of this report.

As a best practice, revenues should not exceed the reasonable cost of providing the service. The State of Arizona does not currently have any laws that govern the recovery of user fees. The best practice does not include penalties or fines which can be set at the City's discretion. Of course, MGT's recommendations are advisory in nature only – ultimately Council must decide what fee levels are appropriate.

SECTION I

Executive Summary

Economic & Policy Considerations

Calculating the true cost of providing City services is a critical step in the process of establishing user fees and corresponding cost recovery levels. Although it is a principal factor, other factors must also be given consideration. City decision-makers must also consider the effects that establishing fees for services will have on the individuals purchasing those services, as well as the community as a whole.

The following economic and policy issues help illustrate these considerations:

- **Economic barriers** - It may be a desired policy to establish fees at a level that permits lower income groups to use services that they might not otherwise be able to afford.
- **Community benefit** - If a user fee service benefits the community as a whole to some extent, it is appropriate to subsidize a portion of the fee. Many public health fees have very moderate cost recovery levels. Some programs are provided free of charge or for a minimal fee regardless of cost. Culture and recreation programs also tend to have the low recovery levels.
- **Private benefit** - If a user fee primarily benefits the fee payer, the fee is typically set at, or close to, 100% full cost recovery. Development related fees generally fall into this category; however, exceptions are sometimes made for services such as appeal fees or fees charged exclusively to residential applicants.
- **Service driver** - In conjunction with the third point above, the issue of who is the service recipient versus the service driver should also be considered. For example, code enforcement activities benefit the community as a whole, but the service is driven by the individual or business owner that violates City code.
- **Managing demand** - Elasticity of demand is a factor in pricing certain City services; increasing the price of some services results in a reduction of demand for those services, and vice versa.
- **Competition** - Certain services, such as park usage or facility rentals, may be provided by neighboring communities or the private sector, and therefore demand for these services can be highly dependent on what else may be available at lower prices. Furthermore, if the City's fees are too low, demand enjoyed by private-sector competitors could be adversely affected.
- **Incentives** - Fees can be set low to encourage participation in a service, such as obtaining a water heater permit.
- **Disincentives** - Penalties can be instituted to discourage undesirable behavior. Examples include fines for construction without a building permit and fines for excessive false alarms within a one-year period.

SECTION I

Executive Summary

Recommendations Going Forward

- MGT recommends that the City build on its investment in this cost-of-service analysis by continuing to analyze its fees and charges, whether this is done by staff or outside consultants. Once the commitment is made to understand the full cost of providing services, it is important to review and update the analysis in order to keep pace with changes in service delivery, staffing changes, and demand levels.
- MGT recommends that the departments track their time and volume activity so that there is a nexus between the fee being charged in the system and the fee published on the fee schedule. This will allow the City to make any future adjustments to their fees as well as analyze any revenue projections with greater ease.
- Most of our agencies ask us at the conclusion of the study: how often should this type of study be undertaken? Our advice is to undergo this detailed analysis at least every three but not more than five years, with minor adjustments in the non-study years (to keep pace with economic impacts). MGT recommends the City apply an inflation adjustment to fees annually, based on CPI to keep pace with inflation. The industry best practice is to apply this index once per year as part of the City's annual budget process. This is particularly helpful once an agency has chosen to adopt a cost recovery policy – whether 100% of cost or something less – in order to keep fees at the desired level.
- MGT did work with the Park and Recreation department earlier in this fee study. Those results have already been presented to City Council earlier this year are therefore are not part of this report. It is worth mentioning that some of those charges constitute payments for use of public property (e.g. facility rentals). These charges are not governed by the “estimated reasonable cost” test that true user fees are subject to but are typically influenced by fair market value surveys. MGT recommends that the department perform a fair market value survey at least every three to five years to ensure that the City remains competitive in their facility rental fees.

SECTION 2

Analysis Highlights



ANALYSIS HIGHLIGHTS

Below are the analysis highlights for each department's analysis. Full results per fee can be found in Section 3 of this report.

CITY CLERK

The cost analysis for the City Clerk department fees is showing an overall recovery of 49% (\$1,202) and a 51% (\$1,261) subsidy. The City Clerk department user fees mostly consist of public records request copies. Current recovery rates range from 43% to 100%. Analysis highlights are listed below:

- The department has two per-page copy fees: one for non-commercial public records requests and one for commercial public records requests. In addition, there is a per-hour copy fee for commercial public records requests. The analysis found that the per-page fees, which are set at \$0.25 per page at the direction of the City Attorney, are recovering at 100%. The per-hour copy fee of \$28 for commercial public records requests is below the full cost of service by 57%. The full cost per hour for this service is \$65. The department recommends increasing the per-hour copy fee to its full cost of \$65.
- The department recommends removing two fees from their schedule: Request for Media and Photograph per print, as the department no longer provides physical media copies.

If the recommended fees are implemented, the recovery level would increase to \$2,463 with no subsidy.

SECTION 2

Analysis Highlights

FINANCE

The cost analysis for the Finance department fees is showing an overall recovery of 115% (\$331,500) with a \$42,694 surplus. The Finance department user fees include business license issuance, special assessment modification applications and billings, CFD (Community Facilities District) formation applications, and Improvement District Formations. Current recovery rates range from 4% to 154%. Analysis highlights are listed below:

- The Special Assessment Modification application fee, currently set at \$300, is recovering only 4% of the cost to provide the service. The department spends close to 70 hours processing each application. The department recommends increasing the application fee to \$8,000. It should be noted that the applicant is responsible for any additional costs for attorney or engineering fees.
- The City Manager, CFD Administrator, and Finance Director hourly rates are currently set below full cost and are recovering 48%, 91%, and 44% of their cost, respectively. The department recommends setting the hourly rates at their full cost.
- The CFD Formation application fee is below full cost by 44%, however the current fee of \$15,000 is capped at that amount by state law and cannot be increased at this time. This fee is intended to cover the cost of processing the application to the point of declaring an intent to form the district. To continue through the formation, the applicant is responsible for all additional costs and must deposit \$60,000 to cover those costs.
- The Annual Improvement District Assessment Billing fee was found to be over-recovering by 19%. The department recommends this fee be set at its full cost of \$19.
- The department recommends removing two fees: Special Assessment Modification Parcel Split and Special Assessment Modification Parcel Removal.

If the recommended fees are implemented, the recovery level would increase to \$360,678 (125%) with a \$71,871 surplus (25%).

FIRE

The cost analysis for the Fire Prevention division of the Fire department is showing an overall recovery of 62% (\$33,506) with a 38% (\$20,969) subsidy. This is partly attributed to the department not billing for all the inspections it performs. The Fire Prevention division charges fees for inspections of hazardous operations. The current schedule also lists inspection fees for new building construction, which the department recommends moving to the Development Services fee schedule, as the Fire Prevention staff do not perform new construction inspections. Current recovery rates range from 0% to 735%. Analysis highlights are listed below:

- Many fees are being re-named and consolidated for clarity and to avoid redundancy. See Section 3 of this report for details.
- 37 new fees are recommended to be added. See Section 3 for details.

SECTION 2

Analysis Highlights

- Two new false alarm fees are recommended to be added. As noted previously in this report, fines and penalties can be instituted to discourage undesirable behavior and do not need to be tied to cost of service.

If the recommended fees are implemented, the recovery level would decrease slightly to \$32,814 (60%) with a subsidy of \$21,661 (40%).

POLICE

The cost analysis for the Police department fees is showing an overall recovery of 17% (\$138,664) and an 83% (\$693,577) subsidy. The Police department fees range from 0% to 85% cost recovery. Analysis highlights are as follows:

- The department no longer provides black and white photographs and is requesting the fee schedule be amended accordingly.
- An hourly rate fee for Officers and Sergeants is recommended to be added to the schedule.
- The department recommends adding a Request for Body Camera Video to the schedule. Although the full cost is \$431 due to the extensive processing and redacting necessary before releasing the videos to requesters, the department recommends setting the fee at \$25 to be consistent with other local jurisdictions.

If the recommended fees are implemented, the recovery level would increase to \$154,689 (19%) with a \$677,552 subsidy (81%).

PUBLIC WORKS: PRETREATMENT PROGRAM

The cost analysis for the Pretreatment fees is showing an overall recovery of 45% (\$43,185) and a 55% (\$52,930) subsidy.

MGT analyzed seven existing fees and five new fees under this program. The five potential new fees consist of the following:

- Pretreatment annual permitting for Type 3 Industrial Users (IUs) (Non-Significant Categorical Industrial User (NSCIU) or zero discharge)
- Special Permit - one time or batch discharge from facility
- Special Permit - one time or batch discharge from Publicly Owned Treatment Works (POTW)
- Pretreatment annual permitting for Type 2 IUs (All IUs that do not fall under type 1 or 3)
- IU – Sampling

The seven existing fees are experiencing cost recovery percentages ranging from 39% to 69%. If the recommended fees are implemented, the recovery level would increase to \$70,299 (73%) and \$25,816 (27% subsidy).

SECTION 2

Analysis Highlights

BUILDING & SAFETY

The City of Goodyear is one of the fastest growing cities in the nation. With companies such as Microsoft, Amazon, Ball Corporation and UPS choosing to build facilities in the City, the Building and Safety department has experienced an unprecedented volume of work over the past few years. However, with the advent of a global pandemic and other extraneous factors, future growth levels are uncertain for all municipalities, including Goodyear. Due to these unpredictable growth dynamics, it is difficult to make any revenue projections for this department. MGT is recommending that the City make very few changes to the current Building and Safety fee structure at this time. Any recommendations are made with the intent to streamline the Building and Safety fee schedule to make it more customer friendly.

The analysis highlights are listed below:

- Staff recommends little change to the City's current Table 1 A. The three changes that are recommended would impact the first two tiers and the last tier of this table. The proposed full Table 1 A can be seen in section 3 of this report.
 - ✓ Staff recommends raising the first tier's threshold from \$500 to \$2,000. The effort to inspect projects at \$500 and \$2,000 did not vary. In addition, MGT recommends increasing the fee from \$34 to \$100 to cover the staff's time involved in this fee.
 - ✓ The second tier of \$2,001-\$25,000, staff recommends the minimum fee of \$150 with an additional \$18 per each additional \$1,000 or fraction thereof be charged be implemented.
 - ✓ The last tier (\$1,000,000 and above) staff recommends lowering the incremental cost from \$5 per \$1,000 to \$3 per 1,000.
 - ✓ There are no other changes being recommended for the remaining tiers. These fees are in alignment with many of the surrounding jurisdictions.
- There are 34 fees being recommended for removal from the Building and Safety fee schedule. Of these 34 fees, most have been combined to create one fee or were duplicating activities covered under another fee.
- There are eight new fees being recommended. A majority of the new fees have combined several existing fees in an effort to simplify the fee schedule. The new fees are listed below:
 - ✓ Building Plan Check (Engineering Standard Review) – per hour rate (half hour minimum charge).
 - ✓ Plan Check (as needed) – per hour rate (half hour minimum charge).
 - ✓ Water, Sewer, Gas Piping System – Flat Fee
 - ✓ Automatic Hood Extinguishing Systems – Flat Fee
 - ✓ Emergency Responder Radio Coverage Permit – Flat Fee
 - ✓ Temporary Certificate of Occupancy (TCO) Permit – Non-Residential - Fee is assessed for initial TCO requested per project for 45 days, and a renewal fee of 5% of original permit cost, with a minimum of \$200. Recommend to subsidize the application fee.
 - ✓ Application Processing Fee - MGT is recommending that a separate application processing fee be adopted. This fee would cover the cost of the Development Service Technicians to process the Building and Safety applications.
 - ✓ Application Processing Fee: Express Lane – client is recommending to subsidize this fee.

SECTION 2

Analysis Highlights

PLANNING

The cost analysis for the Planning division is showing an overall recovery of 95% (\$596,650) with a 5% (\$28,968) subsidy. There are several factors to consider regarding Planning's overall recovery level.

- For the first time, cross support was included into the Planning division's fee analysis. This cross support represents the time that other departments/divisions may spend performing tasks for services provided by the Planning division. By incorporating cross support costs into the fee, Planning can see what the full cost is to provide these services and set their fees accordingly.
- There were a significant number of fees that were either removed, combined or restructured in an effort to streamline the fee schedule and make it more customer friendly. With so many structural changes it is difficult to provide any type of revenue projects. The Planning division did provide their best estimate of volume for the new fee structure. This helped to provide some type of annual cost projections for this division.

Analysis highlights are listed below:

- There are 21 new fees being proposed and 76 fees recommended to be removed from the fee schedule. Most of the new fees being proposed are due to the current fees being restructured.
- There are three fees where MGT is recommending a change in how the fee is being charged:
 - ✓ Annexation/De-annexation (one-half fee if submitted with rezone) Petition – to be paid after Council authorization change from a base fee plus parcel to a flat fee plus noticing costs.
 - ✓ Rezoning Request – Standard District change from base fee plus per unit to flat fee plus noticing costs.
 - ✓ Site Plan – Amendment – Non-Residential change from base fee plus per unit to a flat fee.
- There are six fees recommended to move to the Engineering department's fee schedule:
 - ✓ Final Subdivision Plat Application base fee
 - ✓ Final Subdivision Plat Application per acre fee
 - ✓ Map of Dedication (MOD)
 - ✓ Minor Land Division – Residential
 - ✓ Minor Land Division – Non-Residential
 - ✓ Street/ROW Abandonment or Vacation
- MGT is recommending that a separate application processing fee be adopted. This fee would cover the cost of the Development Service Technicians to process the planning applications. There are several instances where Planning is recommending to waive the application fee for certain services. Those are noted on the recommended fee schedule in section 3 of this report.

With all of the recommended changes, the Planning schedule would be reduced to 40 individual fees. Currently there are 101 fees.

If the recommended fees are implemented, the recovery level would increase to \$645,184 with a \$19,556 surplus. As a reminder, it also includes estimated volume amount for any new fees.

SECTION 2

Analysis Highlights

ENGINEERING

The cost analysis for the Engineering department fees is showing an overall recovery of 88% (\$4,721,634) and a 12% (\$666,557) subsidy. The recovery level does not factor in fees that would be waived or charge code corrections. This would reduce the revenue collected down to \$2,621,634.

There were a significant number of fees that were either removed, combined or restructured in an effort to streamline the fee schedule and make it more customer friendly. With so many structural changes it is difficult to provide any type of revenue projects. The Engineering department did provide their best estimate of volume for the new fee structure. This helped to provide some type of annual cost projections for this department.

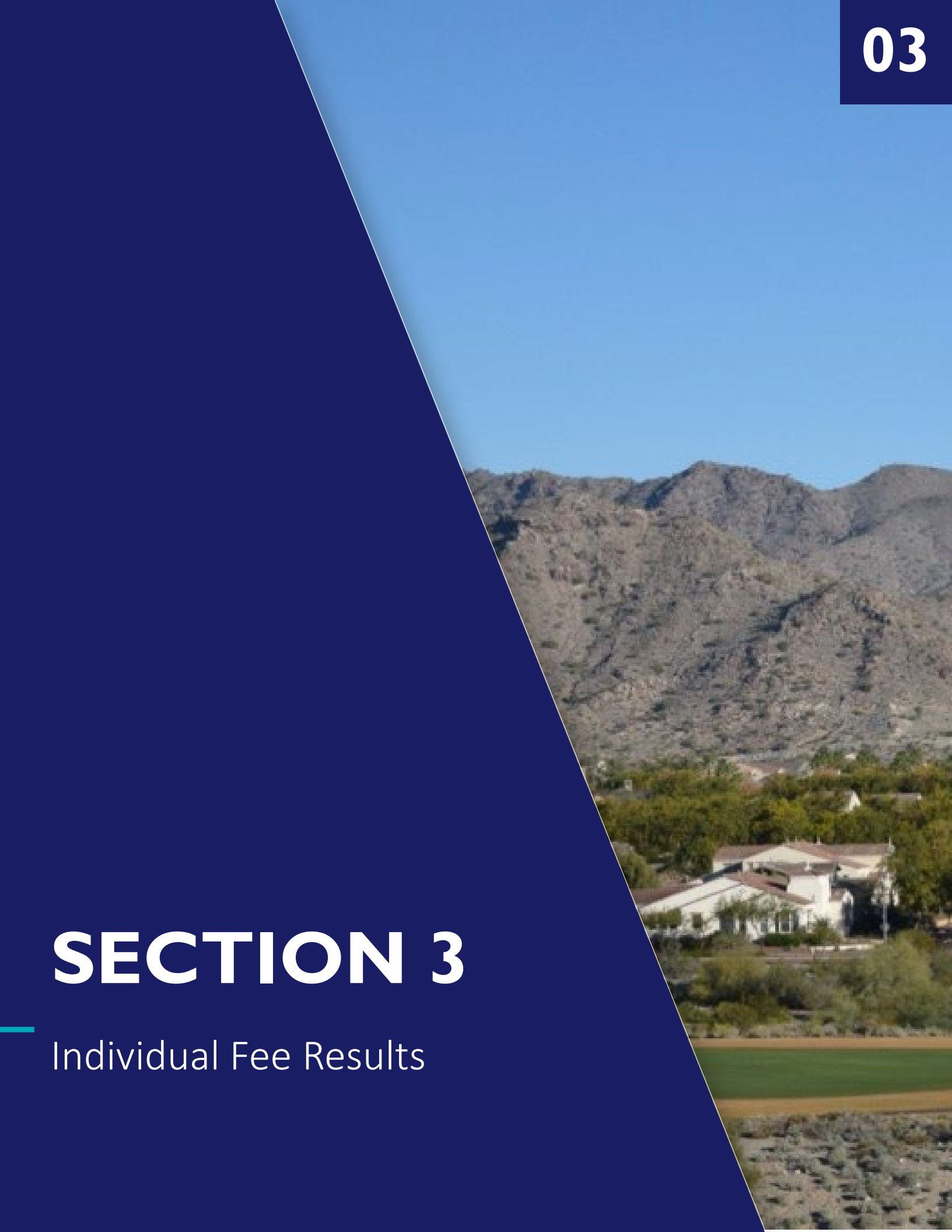
Analysis highlights are listed below:

- There are 47 new fees being proposed and 38 fees recommended to be removed from the fee schedule. Most of the new fees being proposed are due to the current fees being restructured.
- There are 15 fees where MGT is recommending a change in how the fee is being charged:
 - ✓ Master Report Review would change from each to a base fee plus per hourly rate.
 - ✓ Master Report Review – Amendment would change from each to a base fee plus per hourly rate.
 - ✓ Drainage Report would change from each to a base fee plus per hourly rate.
 - ✓ SWPPP Narrative Report would change from each to a base fee plus per hourly rate.
 - ✓ Utility Design Report would change from each to a base fee plus per hourly rate.
 - ✓ Field Change Design Review would change from a per sheet fee to a per hour fee.
 - ✓ Dry Utility Boring would change from \$150 each to a per linear foot fee.
 - ✓ Signing and Striping would change from 5% of cost to a per linear foot fee.
 - ✓ Misc. Concrete Structures would change from 5% of value to a per hour fee.
 - ✓ Traffic Signal Inspection would change from 5% of cost to a charge for each traffic signal.
 - ✓ Water Service Lines – 2" and smaller would change from per linear foot to a charge for each.
 - ✓ Water Service Lines – above 2" would change from per linear foot to a charge for each.
 - ✓ Final Subdivision Plat Application or Minor Land Division with Dedicated would change from a base fee plus per unit to a base fee plus per sheet.
 - ✓ Map of dedication / Minor Land Division would change from each to a base fee plus per sheet.
 - ✓ Legal Descriptions would change from a per sheet fee to a per hour fee with a minimum of one hour.
- MGT is recommending that a separate application processing fee be adopted. This fee would cover the cost of the Development Service Technicians to process the Engineering applications.

If the recommended fees are implemented, the recovery level would increase to \$5,413,941 with a \$25,750 surplus. As a reminder, the recovery level does not include fees that are waived or any charge code corrections. It also includes estimated volume amount for any new fees.

SECTION 3

Individual Fee Results



CITY CLERK

User Fee Study Summary Sheet

City of Goodyear

City Clerk

FY2021 Budget

				Current						Recommendations					
				Per Unit			Annual			Per Unit		Annual			
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommend ed Subsidy	Footnote
1	Public Records Request Non-commercial	Per page	900	\$ 0.25	\$ 0.25	100%	\$ 225	\$ 225	\$ -	100%	\$ 0.25	\$ 225	\$ -	\$ -	1
2	Public Records Commercial (per page)	Per page	101	\$ 0.25	\$ 0.25	100%	\$ 25	\$ 25	\$ -	100%	\$ 0.25	\$ 25	\$ -	\$ -	
3	Public Records Commercial (per hour)	Per hour (additional)	34	\$ 28	\$ 65	43%	\$ 2,213	\$ 952	\$ 1,261	100%	\$ 65	\$ 2,213	\$ 1,261	\$ -	
4	Request for Media	Remove	-	\$ 5	Dept recommends removing from schedule										2
5	Photograph per print (varies based on size of photo and whether color or black & white) \$3-\$7	Remove	-	\$ 5	Dept recommends removing from schedule										2
6	Ballot Argument Fee	Each	1	\$ 50	No analysis done - fee set by ordinance										3
Total User Fees							\$2,463	\$1,202	\$1,261				\$2,463	\$1,261	\$0
% of Full Cost								49%	51%				100%	105%	0%

Footnotes

- Fee #1 - Public Records Request Non-commercial - per statute - only actual copy time can be included
- Fees #4, #5 - Department no longer provides physical media copies
- Fee #6 Ballot Argument Fee - Current fee set by ordinance

FINANCE

User Fee Study Summary Sheet

City of Goodyear
Finance
FY2021 Budget

				Current						Recommendations						
				Per Unit			Annual			Per Unit		Annual				
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Recommen ded Fee2	
1	Special Assessment Modification application	Per application	5	\$ 300	\$ 8,085	4%	\$ 40,424	\$ 1,500	\$ 38,924	99%	\$ 8,000	\$ 40,000	\$ 38,500	\$ 424	1	
2	Special Assessment Modification Parcel Split	Remove	-	\$ 20	Dept recommends removing from schedule											
3	Special Assessment Modification Parcel Removal	Remove	-	\$ 5	Dept recommends removing from schedule											
4	Community Facilities District (CFD) Formation Non-Refundable Application fee	Non-refundable application fee plus	-	\$ 15,000	\$ 26,575	56%	\$ -	\$ -	\$ -	56%	\$ 15,000	\$ -	\$ -	\$ -	2	
5	City Manager Hourly Rate	Per hour	-	\$ 108	\$ 226	48%	\$ -	\$ -	\$ -	100%	\$ 226	\$ -	\$ -	\$ -		
6	CFD Administrator Hourly Rate	Per hour	-	\$ 82	\$ 90	91%	\$ -	\$ -	\$ -	100%	\$ 90	\$ -	\$ -	\$ -		
7	Finance Director Hourly Rate	Per hour \$75,000 deposit plus legal and eng costs plus administrative exp	-	\$ 82	\$ 188	44%	\$ -	\$ -	\$ -	100%	\$ 188	\$ -	\$ -	\$ -		
8	Improvement District Formation		-	\$ -	\$ 26,575	0%	\$ -	\$ -	\$ -	100%	\$ -	\$ -	\$ -	\$ -	3	
9	Non-Sufficient Funds (NSF) fee	Per occurrence	-	\$ 50	\$ 33	154%	\$ -	\$ -	\$ -	154%	\$ 50	\$ -	\$ -	\$ -		
10	Early Payoff of Assessment	Per transaction	75	\$ 200	\$ 218	92%	\$ 16,384	\$ 15,000	\$ 1,384	101%	\$ 220	\$ 16,500	\$ 1,500	\$ (116)	4	
11	Annual Improvement District Assessment Billing Fee	Per parcel	3,000	\$ 23	\$ 19	119%	\$ 58,178	\$ 69,000	\$ (10,822)	100%	\$ 19	\$ 58,178	\$ (10,822)	\$ -	4	
12	Business License (New)	Per license	480	\$ 75	\$ 78	96%	\$ 37,677	\$ 36,000	\$ 1,677	96%	\$ 75	\$ 36,000	\$ -	\$ 1,677		
13	Business License (Renewal)	Per license	2,800	\$ 75	\$ 49	154%	\$ 136,144	\$ 210,000	\$ (73,856)	154%	\$ 75	\$ 210,000	\$ -	\$ (73,856)		
Total User Fees							\$288,806	\$331,500	-\$42,694			\$360,678	\$29,178	-\$71,871		
% of Full Cost								115%	-15%			125%	9%	-25%		

Footnotes

- Fee #1 - Applicant responsible for all additional costs for outside attorney or engineering fees.
- Fee #4 - Intended to cover the cost of processing application to the point of declaring an intent to form the district. Application fee capped at \$15,000 by the state. To continue through the formation, applicant is responsible for all additional costs and must deposit \$60,000 for that purpose.
- Fee #8 - \$75,000 with non-refundable application fee. Applicant responsible for additional costs once intent to form is adopted.
- Fees #10 and #11 are not on the current published fee schedule and should be added.

FIRE

User Fee Study Summary Sheet

City of Goodyear
Fire
FY2021 Budget

Ord	Service Name	Fee Description	Annual Volume	Current						Recommendations				
				Per Unit			Annual			Per Unit		Annual		
				Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy
1	Aviation Facilities	Each	-	\$ 275	\$ 340	81%	\$ -	\$ -	\$ -	100%	\$ 340	\$ -	\$ -	\$ -
2	Flammable and Combustible Liquids	Each	12	\$ 80	\$ 136	59%	\$ 1,632	\$ 400	\$ 1,232	103%	\$ 140	\$ 700	\$ 300	\$ 932
3	Flammable and Combustible Liquids - Temporary Tanks	Each	165	\$ 150	\$ 136	110%	\$ 22,446	\$ 13,800	\$ 8,646	103%	\$ 140	\$ 12,880	\$ (920)	\$ 9,566
	Remove - combine with #3						Dept recommends removing from fee schedule.							
4	Construction Site Fuel Tanks - stationary tanks	#3	-	\$ 150			Dept recommends removing from fee schedule.							
5	Flammable and Combustible Liquids - Refinery operations	Remove	-	\$ 350			Dept recommends removing from fee schedule.							
6	Hazardous Materials in excess of amount listed in Table 105.6.20.	Each	81	\$ 100	\$ 204	49%	\$ 16,529	\$ 5,300	\$ 11,229	49%	\$ 100	\$ 5,300	\$ -	\$ 11,229
	Remove - replaced with #19						Dept recommends removing from fee schedule.							
7	Flammable and Combustible Liquids - Fuel stations that install, repair, or remove a tank	#19	-	\$ 250			Dept recommends removing from fee schedule.							
8	Gate access, access control device	Remove - Dev Svcs	-	\$ 100			Dept recommends removing from fee schedule.							
9	Compressed Gases: Installation, submit plans (in excess of code permit amount)	Remove - Dev Svcs	-	\$ 350			Dept recommends removing from fee schedule.							
10	Compressed Gases: Store, transport on site, dispense, or use - per Table 105.6.8	Each	2	\$ 250	\$ 34	735%	\$ 68	\$ 500	\$ (432)	368%	\$ 125	\$ 250	\$ (250)	\$ (182)
11	Cryogenics: Installation, submit required plans (in excess of code permit amounts)	Remove - Dev Svcs	-	\$ 350			Dept recommends removing from fee schedule.							
12	Cryogenic Fluids (must exceed amount listed in Table 105.6.10)	Each	8	\$ 150	\$ 34	441%	\$ 272	\$ 1,050	\$ (778)	441%	\$ 150	\$ 1,050	\$ -	\$ (778)
13	Dry Cleaning	Each	-	\$ 102	\$ 68	150%	\$ -	\$ -	\$ -	150%	\$ 102	\$ -	\$ -	\$ -
14	Explosives - Blasting	Permit is for 1st 30 days	4	\$ 150	\$ 181	83%	\$ 726	\$ 450	\$ 276	100%	\$ 181	\$ 544	\$ 94	\$ 181
	Permit is for each additional 30 days													
14.1	Blasting site: Each additional 30 days or fraction thereof	each additional 30 days	-	\$ 150	\$ 68	221%	\$ -	\$ -	\$ -	100%	\$ 68	\$ -	\$ -	\$ -
15	Explosives - Display Fireworks	Each	-	\$ 150	\$ 300	50%	\$ -	\$ -	\$ -	100%	\$ 300	\$ -	\$ -	\$ -
15.1	Explosives - Sale of Consumer Fireworks	New fee - each	-	\$ -	\$ 125	0%	\$ -	\$ -	\$ -	100%	\$ 125	\$ -	\$ -	\$ -
	Remove - duplicate of #14						Dept recommends removing from fee schedule.							
16	Operate a terminal for handling explosive materials	Remove - duplicate of #14	-	\$ 350			Dept recommends removing from fee schedule.							
17	Blasting site: Each site - 1-30 days	#14	-	\$ 250			Dept recommends removing from fee schedule.							

User Fee Study Summary Sheet

City of Goodyear
Fire
FY2021 Budget

Ord	Service Name	Fee Description	Annual Volume	Current						Recommendations				
				Per Unit			Annual			Per Unit		Annual		
				Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy
19	Flammable and Combustible Liquids: install, remove, abandon, repair, place out of service, or change tank	Remove	1	\$ 150	Dept recommends removing from fee schedule.									
20	Flammable/Combustible Liquids: use, operate, repair, or modify a pipeline	Remove	1	\$ 250	Dept recommends removing from fee schedule.									
21	Fruit and Crop Ripening	Each	-	\$ 150	\$ 68	221%	\$ -	\$ -	\$ -	221%	\$ 150	\$ -	\$ -	\$ -
22	Fumigation or Thermal Insecticide fogging: Operate a business	Remove - Dev Svcs	-	\$ 100	Dept recommends removing from fee schedule.									
23	Fumigation or Thermal Insecticide fogging: Site, use of toxic or flammable	Each	-	\$ 100	\$ 125	80%	\$ -	\$ -	\$ -	100%	\$ 125	\$ -	\$ -	\$ -
24	Spraying and Dipping	Each	-	\$ 150	\$ 136	110%	\$ -	\$ -	\$ -	110%	\$ 150	\$ -	\$ -	\$ -
25	Install or modify a spray booth - submit plan - each booth	Remove - Dev Svcs	-	\$ 250	Dept recommends removing from fee schedule.									
26	LPG Installation	Remove - Dev Svcs	-	\$ 300	Dept recommends removing from fee schedule.									
27	LP Gas	Each	4	\$ 200	\$ 68	294%	\$ 272	\$ 200	\$ 72	294%	\$ 200	\$ 200	\$ -	\$ 72
28	LP Gas Exchange Stations	Each	26	\$ 150	\$ 68	221%	\$ 1,769	\$ 1,500	\$ 269	221%	\$ 150	\$ 1,500	\$ -	\$ 269
29	Mall/covered buildings: Place or construct temporary kiosks, display booths, concessions or use as an assembly	Each	-	\$ 350	\$ 125	281%	\$ -	\$ -	\$ -	281%	\$ 350	\$ -	\$ -	\$ -
30	Liquid or Gas Fueled Vehicles or Equipment in Assembly Buildings	Each	-	\$ 100	\$ 68	147%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
31	Cutting and Welding	Each	10	\$ 150	\$ 68	221%	\$ 680	\$ 750	\$ (70)	221%	\$ 150	\$ 750	\$ -	\$ (70)
32	Carnivals and Fairs - initial inspection	Remove - Dev Svcs	-	\$ 200	Dept recommends removing from fee schedule.									
33	Amusement Buildings- initial inspection	Remove - Dev Svcs	-	\$ 200	Dept recommends removing from fee schedule.									
34	Exhibits & Trade Shows- initial inspection	Remove - Dev Svcs	-	\$ 150	Dept recommends removing from fee schedule.									
35	Trade shows/exhibits over 5,000 sq. ft. - initial inspection	Remove - Dev Svcs	-	\$ 250	Dept recommends removing from fee schedule.									
36	Display liquid or gas-fueled vehicles or equipment in event buildings - initial inspection	Remove - Dev Svcs	-	\$ 150	Dept recommends removing from fee schedule.									
37	Fireworks, pyrotechnical special effects display - each display - initial inspection	Remove - duplicate of	-	\$ 350	Dept recommends removing from fee schedule.									
38	Pyrotechnical special effects matl, manufacture, compound, store, use	Remove - duplicate	-	\$ 250	Dept recommends removing from fee schedule.									
39	Open burning, bonfire - initial inspection	Remove - Dev Svcs	-	\$ 80	Dept recommends removing from fee schedule.									
40	Tent, canopy, temporary membrane structure - single and first	Remove - Dev Svcs	-	\$ 200	Dept recommends removing from fee schedule.									

User Fee Study Summary Sheet

City of Goodyear
Fire
FY2021 Budget

Ord	Service Name	Fee Description	Annual Volume	Current						Recommendations				
				Per Unit			Annual			Per Unit		Annual		
				Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy
41	Each additional tent, canopy, or membrane structure	Remove - Dev Svcs	-	\$ 100	Dept recommends removing from fee schedule.									
42	After hour inspection/Prevention standby	4.5 hours minimum, Penalty - charged after	2	\$ 320	\$ 306	105%	\$ 612	\$ 640	\$ (28)	105%	\$ 320	\$ 640	\$ -	\$ (28)
43	Re-inspection (failed or missed appt)	Institutional facilities - hospital/nursing home, per bed	-	\$ 320	\$ 68	Penalty. Dept can set at their discretion.					\$ 320	\$ -	\$ -	\$ -
44	Other group care license facilities (DHS regulated facilities)	Each	70	\$ 120	\$ 68	176%	\$ 4,761	\$ 5,640	\$ (879)	176%	\$ 120	\$ 5,640	\$ -	\$ (879)
45	Informational Reports - environmental, site, technical, informational	Each	-	\$ 74	\$ 136	54%	\$ -	\$ -	\$ -	54%	\$ 74	\$ -	\$ -	\$ -
47	Initial and recheck business occupancy inspection - Suppression	Remove	-	\$ -	Dept recommends removing from fee schedule.									
48	Initial and recheck business occupancy inspection - Prevention	Remove	909	\$ -	Dept recommends removing from fee schedule.									
49	Other State or County non licensed facilities/programs	Each	1	\$ 50	\$ 136	37%	\$ 136	\$ -	\$ 136	37%	\$ 50	\$ -	\$ -	\$ 136
50	Inspection - Certificate of Occupancy	Remove - Dev Svcs	-	\$ -	Dept recommends removing from fee schedule.									
51	Public Education - CPR	Remove	1	\$ 88	Dept recommends removing from fee schedule.									
52	Records Request (Non-Commercial) per page	Each	189	\$ 0.50	No analysis done. Fee to be consistent with Citywide copy fees.									
53	*subject to change Records Request (Commercial) per page plus a \$28 hourly rate *subject to change	Per page	-	\$ 0.50	No analysis done. Fee to be consistent with Citywide copy fees.									
54	Request for Media (per tape, DVD or CD, etc.)	Each	-	\$ 5	No analysis done. Fee to be consistent with Citywide copy fees.									
55	Photograph per print (varies based on size of photo and whether color or black & white)	Per print	-	\$ 5	No analysis done. Fee to be consistent with Citywide copy fees.									
63	Aerosol Products - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
64	Amusement Buildings	New - per event	-	\$ -	\$ 136	0%	\$ -	\$ -	\$ -	92%	\$ 125	\$ -	\$ -	\$ -
65	Carnivals and Fairs	New - per event	-	\$ -	\$ 261	0%	\$ -	\$ -	\$ -	96%	\$ 250	\$ -	\$ -	\$ -
66	Cellulose Nitrate - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
67	Cumbustible Dust Producing Operations - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
68	Combustible Fibers - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	184%	\$ 125	\$ -	\$ -	\$ -
69	Covered and Open Mall Buildings - annual inspection	New - per inspection	-	\$ -	\$ 136	0%	\$ -	\$ -	\$ -	92%	\$ 125	\$ -	\$ -	\$ -
70	Exhibits & Trade Shows	New - per event	-	\$ -	\$ 261	0%	\$ -	\$ -	\$ -	96%	\$ 250	\$ -	\$ -	\$ -

User Fee Study Summary Sheet

City of Goodyear
Fire
FY2021 Budget

Ord	Service Name	Fee Description	Annual Volume	Current						Recommendations				
				Per Unit			Annual			Per Unit		Annual		
				Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy
71	Floor Finishing	New - per event	-	\$ -	\$ 125	0%	\$ -	\$ -	\$ -	100%	\$ 125	\$ -	\$ -	\$ -
72	Fumigation and Insecticidal Fogging - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
73	HPM Facilities - annual inspection	New - per inspection	-	\$ -	\$ 272	0%	\$ -	\$ -	\$ -	92%	\$ 250	\$ -	\$ -	\$ -
74	High Piled Storage - annual inspection	New - per inspection	-	\$ -	\$ 272	0%	\$ -	\$ -	\$ -	92%	\$ 250	\$ -	\$ -	\$ -
75	Hot Work Operations - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
76	Industrial Ovens - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
77	Lumber Yards and Woodworking Plants - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
78	Magnesium - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
79	Mobile Food Preparation Vehicles	New - per event	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
80	Motor Fuel Dispensing Facilities - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
81	Open Burning	New - per event	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
82	Open Flames and Torches - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
83	Open Flames and Candles - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
84	Organic Coatings - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
85	Outdoor Assembly Events	New - per event	-	\$ -	\$ 261	0%	\$ -	\$ -	\$ -	96%	\$ 250	\$ -	\$ -	\$ -
86	Places of Assembly - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
87	Plant Extraction Systems - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
88	Pyrotechnic Special Effects Material	New - per event	-	\$ -	\$ 193	0%	\$ -	\$ -	\$ -	104%	\$ 200	\$ -	\$ -	\$ -
89	Pyroxylin Plastics - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
90	Refrigeration Equipment - annual inspection	New - per inspection	-	\$ -	\$ 136	0%	\$ -	\$ -	\$ -	92%	\$ 125	\$ -	\$ -	\$ -
91	Repair Garages and Motor Fuel Dispensing Facilities - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
92	Rooftop Heliports - annual inspection	New - per inspection	-	\$ -	\$ 68	0%	\$ -	\$ -	\$ -	147%	\$ 100	\$ -	\$ -	\$ -
93	Storage of Scrap Tires and Tire Byproducts - annual inspection	New - per inspection	-	\$ -	\$ 136	0%	\$ -	\$ -	\$ -	92%	\$ 125	\$ -	\$ -	\$ -

User Fee Study Summary Sheet

City of Goodyear
Fire
FY2021 Budget

Ord	Service Name	Fee Description	Annual Volume	Current						Recommendations				
				Per Unit			Annual			Per Unit		Annual		
				Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy
94	Temporary Membrane Structures and Tents	New - per event	-	\$ -	\$ 125	0%	\$ -	\$ -	\$ -	100%	\$ 125	\$ -	\$ -	\$ -
95	Tire Rebuilding Plants - annual inspection	New - per inspection	-	\$ -	\$ 136	0%	\$ -	\$ -	\$ -	92%	\$ 125	\$ -	\$ -	\$ -
96	Wood Products - annual inspection	New - per inspection	-	\$ -	\$ 136	0%	\$ -	\$ -	\$ -	92%	\$ 125	\$ -	\$ -	\$ -
97	False/Nuisance Alarms - first two occurrences	New - no charge, warning letter	-	\$ -	Penalty. No cost analysis done. Dept can set at whatever they deem appropriate.						\$ -	\$ -	\$ -	\$ -
98	False/Nuisance Alarms - third and subsequent occurrences	New - per apparatus dispatched	-	\$ -							\$ 425	\$ -	\$ -	\$ -
Total Cost of Unidentified Time							\$21,402,376	\$0	\$21,402,376					

User Fee Study Summary Sheet

City of Goodyear
Fire
FY2021 Budget

Ord	Service Name	Fee Description	Annual Volume	Current			Recommendations							
				Per Unit			Annual			Per Unit			Annual	
				Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy
	Total User Fees						\$54,475	\$33,506	\$20,969			\$32,814	-\$692	\$21,661
	% of Full Cost							62%	38%			60%	-2%	40%
	Total Other Services						\$21,402,376	\$0	\$21,402,376			\$0	\$0	\$21,402,376
	% of Full Cost							0%	100%					
	Department Totals						\$21,456,851	\$33,506	\$21,423,345			\$32,814	-\$692	\$21,424,036
	% of Full Cost							0%	100%			0%	-2%	100%

Footnotes

- 1 Fee #1 - Propose to change name of fee from "Aircraft Repair Hanger, 5000 sf or more". Requires a permit if classified as a Group H or Group S occupancy. There is no trigger point by square footage (remove the 5,000 sq ft). This permit will apply to any aircraft hanger.
- 2 Fee #2 - Propose to change name of fee from "Store, handle, or use Class I >5 gal inside, 10 gal outside; Class II or IIIA (25+in/60 gal out)." This permit will apply to any business that has flammable/combustible liquids for sale.
- 3 Fee #4 - Fee was combined with Fee #3. Recommend removing from fee schedule.
- 4 Fee #5, #16, #19, #20, #51 - Department no longer provides these services. Recommend removing from fee schedule.
- 5 Fee #6 - Propose to change name of fee from "Haz Mat - store, handle, manufacture, or use - per quantity"

POLICE

User Fee Study Summary Sheet

City of Goodyear
Police
FY2021 Budget

				Current						Recommendations					
				Per Unit			Annual			Per Unit		Annual			
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	
1	Public Records Request (Non-commercial)	Per page	4,071	\$ 0.50	---- Fee to be consistent with Citywide copy fees ---										
2	Public Records Commercial (per page)	Per page	10	\$ 0.50	---- Fee to be consistent with Citywide copy fees ---										
3	Public Records Commercial (hourly rate)	Per hour	-	\$ 28	---- Fee to be consistent with Citywide copy fees ---										
4	Request for Media (per tape, DVD or CD, etc.)	Per tape, DVD, CD, etc	455	\$ 5	\$ 938	1%	\$ 426,790	\$ 2,275	\$ 424,515	1%	\$ 10	\$ 4,550	\$ 2,275	\$ 422,240	
5	Request for Body Camera Video	New - per video	538	\$ -	\$ 431	0%	\$ 231,878	\$ -	\$ 231,878	6%	\$ 25	\$ 13,450	\$ 13,450	\$ 218,428	
6	Fingerprinting	Per set	367	\$ 17	\$ 20	85%	\$ 7,340	\$ 6,239	\$ 1,101	85%	\$ 17	\$ 6,239	\$ -	\$ 1,101	
7	Towing Administration Fee (in addition to towing company fees)	Set by State ARS 28-3513	863	\$ 150	\$ 191	79%	\$ 164,833	\$ 129,450	\$ 35,383	79%	\$ 150	\$ 129,450	\$ -	\$ 35,383	
8	Photograph per print - black and white	Remove	-	\$ 3	--- Dept recommends removing from schedule ---										
9	Photograph per print	Per print	100	\$ 7	\$ 14	50%	\$ 1,400	\$ 700	\$ 700	71%	\$ 10	\$ 1,000	\$ 300	\$ 400	
10	Vehicle Fee for Off-Duty Officers	Per vehicle per hour	8,803	\$ 5	---- Not analyzed. Dept recommends keeping fee the same. ---							\$ 5	\$ 44,015	\$ 44,015	\$ (44,015)
11	Hourly Rate - Police Officer	New - hourly rate	-	\$ -	\$ 120	0%	\$ -	\$ -	\$ -	100%	\$ 120	\$ -	\$ -	\$ -	
12	Hourly Rate - Police Sergeant	New - hourly rate	-	\$ -	\$ 151	0%	\$ -	\$ -	\$ -	100%	\$ 151	\$ -	\$ -	\$ -	
Total User Fees							\$832,241	\$138,664	\$693,577						
% of Full Cost								17%	83%						

Footnotes

- 1 Fees #4, #5 - Statute states only cost of media can be included in fee. Including staff time is prohibited. Recommended fee of \$10 is consistent with other cities.
- 2 Fee #7 - Pursuant to Arizona State law, the owner of the towed vehicle is liable for an administrative fee of \$150.00 paid with cash, cashier's check or money order payable to the City of Goodyear.

PUBLIC WORKS: PRETREATMENT PROGRAM

User Fee Study Summary Sheet

City of Goodyear

Public Works - Pre Treatment -

FY2021 Budget

Ord	Service Name	Fee Description	Annual Volume	Current						Recommendations					
				Per Unit			Annual			Per Unit		Annual			
				Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue ²	Increased Revenue	Recommended Subsidy	
1	Pretreatment Initial application fee for type 1, 2, or 3 Permit	Flat Fee	7	\$ 775	\$ 1,994	39%	\$ 13,958	\$ 5,425	\$ 8,533	50%	\$ 1,000	\$ 7,000	\$ 1,575	\$ 6,958	
2	Pretreatment Annual permitting for Type 1 IU's (SIU, CIU, MTCIU)	Flat Fee	6	\$ 2,300	\$ 3,404	68%	\$ 20,422	\$ 13,800	\$ 6,622	73%	\$ 2,500	\$ 15,000	\$ 1,200	\$ 5,422	
3	Pretreatment Re inspection	Flat Fee	1	\$ 150	\$ 216	69%	\$ 216	\$ 150	\$ 66	93%	\$ 200	\$ 200	\$ 50	\$ 16	
4	Permit modification type 1, 2, or 3	Flat Fee	1	\$ 460	\$ 942	49%	\$ 942	\$ 460	\$ 482	96%	\$ 900	\$ 900	\$ 440	\$ 42	
5	Permit appeals type 1, 2, or 3	Flat Fee	-	\$ 300	\$ 736	41%	\$ -	\$ -	\$ -	95%	\$ 700	\$ -	\$ -	\$ -	
6	FOG Annual Inspection	Flat Fee (prorated)	130	\$ 160	\$ 258	62%	\$ 33,509	\$ 20,800	\$ 12,709	70%	\$ 180	\$ 23,400	\$ 2,600	\$ 10,109	
7	FOG Re-inspection	Flat Fee	30	\$ 85	\$ 183	46%	\$ 5,492	\$ 2,550	\$ 2,942	55%	\$ 100	\$ 3,000	\$ 450	\$ 2,492	
9	Pretreatment Annual permitting for Type 3 IU's (NSCIU or zero discharge)	New annual fee	10	\$ -	\$ 579	0%	\$ 5,790	\$ -	\$ 5,790	95%	\$ 550	\$ 5,500	\$ 5,500	\$ 290	
11	Special Permit - one time or batch discharge from facility	New Per Event	2	\$ -	\$ 344	0%	\$ 688	\$ -	\$ 688	87%	\$ 300	\$ 600	\$ 600	\$ 88	
12	Special Permit - one time or batch discharge from POTW	New Per Event	-	\$ -	\$ 84	0%	\$ -	\$ -	\$ -	95%	\$ 80	\$ -	\$ -	\$ -	
13	Pretreatment Annual permitting for Type 2 IU's (All IU's that do not fall under type 1 or 3)	New annual fee	15	\$ -	\$ 827	0%	\$ 12,400	\$ -	\$ 12,400	97%	\$ 800	\$ 12,000	\$ 12,000	\$ 400	
14	IU - Sampling	New Per Event (Laboratory Services will be charged at actual cost)	15	\$ -	\$ 180	0%	\$ 2,699	\$ -	\$ 2,699	100%	\$ 180	\$ 2,699	\$ 2,699	\$ -	
Total User Fees							\$96,115	\$43,185	\$52,930						
% of Full Cost								45%	55%						

Footnotes

- 1 Fee #14 - IU - Sampling: Laboratory Services will be charged at actual cost. Fee includes only time to set up sampler and take down sampler.

BUILDING & SAFETY

User Fee Study Summary Sheet

City of Goodyear
Building (Development Services)
FY2021 Budget

Ord	Service Name	Fee Description	Current		Annual Recovery %	Recommendations		Note
			Per Unit	Full Cost		Per Unit	Annual	
			Current Fee			Recovery Level	Recommended Fee	
0.1	Application Processing Fee	New: Per Application (permit)	\$ -	\$ 102	0%	100%	\$ 102	Recommend to subsidize (waive fee) for residential remodel, add, mpe, pv, fire verification
0.2	Application Processing Fee - Express Lane	New: Per Application (permit)	\$ -	\$ 102	0%	0%	\$ 0	Recommend to subsidize (waive) for express lane permits.
0.5 Table 1-A. Building Permit Fees								
1	Table 1A: \$1-\$2,000	Fee	\$ 34	\$ -	0%	100%	\$ 100	combined tiers \$1-\$500 and \$501-\$2000 for new recommended tier of \$1-\$2,000. Fee increase to \$100
2	Table 1A: \$2,001-\$25,000	\$150 for the first \$2,000, plus \$18 for each additional \$1,000 or fraction thereof			0%	100%	\$ 150	Recommend tier: \$2,001-\$25,000. Base fee of \$150 plus \$18 for each additional \$1,000 or fraction thereof
4	Table 1A: \$25,001-\$50,000	\$554 for the first \$25,000 plus \$14 for each additional \$1,000 or fraction thereof	\$ 554	\$ -	0%	100%	\$ 554	no change from current fee
5	Table 1A: \$50,001-\$100,000	\$916 for the first \$50,000 plus \$10 for each additional \$1,000 or fraction thereof	\$ 916	\$ -	0%	100%	\$ 916	no change from current fee
6	Table 1A: \$100,001-\$500,000	\$1,408 for the first \$100,000 plus \$8 for each additional \$1,000 or fraction thereof	\$ 1,408	\$ -	0%	100%	\$ 1,408	no change from current fee
7	Table 1A: \$500,001-\$1,000,000	\$4,579 for first \$500,000 plus \$7 per each additional \$1,000 or fraction thereof.	\$ 4,579	\$ -	0%	100%	\$ 4,579	no change from current fee
8	Table 1A: \$1,000,001 and above	\$7,042 for first \$1,000,000 plus \$3 per each additional \$5,000 or fraction thereof.	\$ 7,042	\$ -	0%	100%	\$ 7,042	keep fee but lower incremental from \$5 per additional \$1,000 to \$3 per each additional \$5,000

User Fee Study Summary Sheet

City of Goodyear
Building (Development Services)
FY2021 Budget

Ord	Service Name	Fee Description	Current		Annual Recovery %	Recommendations		Note
			Per Unit	Full Cost		Per Unit	Annual	
			Current Fee			Recovery Level	Recommended Fee	
8.9	Minimum Plan Review Fee	Minimum plan review fee	\$ 35	\$ 97	36%	100%	\$ 97	Recommend to increase to \$97. May want to round to \$100
9	Building Plan Check	65% of permit fee. In no case shall any plan review fee be less than \$97.00	\$ -	\$ -	0%	100%	\$ -	Recommend to increase minimum to \$97. May want to round to \$100
9.1	Building Plan Check - 3rd and subsequent reviews	Per Hour (minimum 1 hour) for each additional review	\$ 100	\$ 86	116%	100%	\$ 100	keep current fee
9.2	Building Plan Check (Engineering Standard Review)	New per hour fee for plan reviewer with a minimum of 1/2 hr. \$50	\$ -	\$ -	0%	100%	\$ 50	Keep - per hour fee for plan reviewer with a minimum of 1/2 hr. \$50
9.3	Plan Review As Needed	New per hour fee for plan reviewer with a minimum of 1/2 hr. \$50	\$ -	\$ -	0%	100%	\$ 50	Keep - per hour fee for plan reviewer with a minimum of 1/2 hr. \$50
9.4	Cancellation Fee Revenue	Revenue from cancelled permits	\$ -	\$ -	0%	100%	\$ -	Application processing fee covers this service - no additional fee category
10	Table 1-B. Miscellaneous Permits							All flat permit fees with review required will be assessed the minimum plan review fee
10.1	Express lane plan review	Flat Fee	\$ 50	\$ 20.41	245%	100%	\$ 20	Single / Multi-Family production with approved standard plans on file.
11	Swimming Pools: Above Ground	Remove	\$ 50	\$ -	0%		Remove	
12	Swimming Pools / Spa: Residential	Each	\$ 150	\$ 218	69%	100%	\$ 218	
13	Swimming Pools / Spa: Non-residential	Each	\$ 250	\$ 313	80%	100%	\$ 500	Recommend \$500 includes permit and plan review fee
14	Spas / Hot Tubs	Remove	\$ 75	\$ -	0%		Remove	
15	Lack of standard pool/spa/hot tub plans on file	Remove	\$ 75	\$ -	0%		Remove	

User Fee Study Summary Sheet

City of Goodyear
Building (Development Services)
FY2021 Budget

Ord	Service Name	Fee Description	Current			Recommendations		Note
			Per Unit		Annual	Per Unit	Annual	
			Current Fee	Full Cost	Current Recovery %	Recovery Level	Recommended Fee	
16	Re-Roof: Shingle- overlay	Remove	\$ 25	\$ -	0%		Remove	
17	Re-Roof: Residential	Flat Fee	\$ 50	\$ 55	92%	100%	\$ 55	
18	Re-Roof: Tile and sheathing	Remove	\$ 50	\$ -	0%		Remove	
19	Re-Roof: Commercial	Change Based on valuation of project to flat fee	\$ -	\$ 245	0%	100%	\$ 500	Recommend \$500 includes permit and plan review fee
22	Demolition of Buildings: Residential accessory building or garage	Remove	\$ 25	\$ -	0%		Remove	
23	Demolition of Buildings: Residential or Non Residential	Per structure	\$ 100	\$ 55	183%	100%	\$ 55	
24	Demolition of Buildings: Structures other than residential single-family	Remove	\$ 200	\$ -	0%		Remove	
25	Temporary Trailers	Each	\$ 200	\$ 79	252%	100%	\$ 79	
26	Temporary Trailers: Plan review	Remove	\$ 75	\$ -	0%		Remove	
27	Generators: Temporary Generators	Each	\$ 75	\$ 68	110%	100%	\$ 175	Recommend \$175 flat fee which includes permit and plan review
28	Mobile Home Hook Up (includes sewer, water and electrical)	Each	\$ 50	\$ 161	31%	100%	\$ 161	
29	Permits for Existing Residential (R-3) Buildings (except swimming pools) Plan Review Fee	Remove	\$ 35	\$ -	0%		Remove	
30	Permits for Existing Residential (R-3) Buildings (except swimming pools) Building Permit Fee	Change Based on Table 1-A to Flat Fee	\$ -	\$ 394	0%	100%	\$ 394	
31	Habitable Room Additions Plan Review Fee	Each	\$ 100	\$ 199	50%	100%	\$ 199	Recommend charging minimum plan check fee of \$97 or if you round to \$100. Client recommends to waive the application fee.
32	Habitable Room Additions Permit Fee	Remove	\$ -	\$ -	0%		Remove	

User Fee Study Summary Sheet

City of Goodyear
Building (Development Services)
FY2021 Budget

Ord	Service Name	Fee Description	Current		Annual Recovery %	Recommendations		Note
			Per Unit	Full Cost		Per Unit	Annual	
			Current Fee			Recovery Level	Recommended Fee	
33	Revisions to any of the above types of plans	Remove	\$ 35	\$ -	0%		Remove	
34	Table 1-C. Electrical Permit Fees							No add'l plan review fee assessed
35	Electrical Permit: Base Fee	Each Permit	\$ 36	\$ 55	66%	100%	\$ 55	Base line permit: this fee is to cover the bare minimum time for inspection and plan review. Base fee is in addition to other electrical fees shown below.
38	System Fee Schedule: Temporary Power Service	Each	\$ 35	\$ 34	103%	100%	\$ 34	
54	Busways: Trolley and plug-in type busways	Up to 200 feet or fraction thereof	\$ 15	\$ 109	14%	100%	\$ 109	
54.1	Busways: Trolley and plug-in type busways permit addition 200 ft or fraction thereof	Each additional 200 ft or fraction thereof	\$ 15	\$ 7	217%	100%	\$ 7	
55	Services: 600 volts or less and not over 400 amperes	Each	\$ 55	\$ 34	163%	100%	\$ 34	
56	Services: 600 volts and over 401 amperes to 1,000 amperes	Each	\$ 80	\$ 82	98%	100%	\$ 82	
57	Services: over 600 volts or over 1,000 amperes	Each	\$ 175	\$ 115	152%	100%	\$ 115	
58	Services: 400 amperes or larger, Plan Review Fee	Remove	\$ 100	\$ -	0%		Remove	
60	Table 1-D. Mechanical Permit Fees							No add'l plan review fee assessed
61	Mechanical Permit: Base Fee	Each Permit	\$ 36	\$ 55	66%	100%	\$ 55	Base line permit: this fee is to cover the bare minimum time for inspection and plan review. Base fee is in addition to other electrical fees shown below.
71	Boilers, Compressors and Absorption Systems: installation and relocation of each boiler or compressor over 15 horsepower to and including 30 horsepower or each absorption system over 500,000 Btu/h to and including 1,000,000 Btu/h	Each	\$ 45	\$ 95	47%	100%	\$ 95	

User Fee Study Summary Sheet

City of Goodyear
Building (Development Services)
FY2021 Budget

Ord	Service Name	Fee Description	Current		Annual Recovery %	Recommendations		Note
			Per Unit Current Fee	Full Cost		Per Unit Recovery Level	Annual Recommended Fee	
72	Boilers, Compressors and Absorption Systems: installation or relocation of each boiler or compressor over 30 horsepower, or each absorption system over 1,000,000 Btu/h	Each	\$ 65	\$ 129	50%	100%	\$ 129	
73	Boilers, Compressors and Absorption Systems: installation or relocation of each boiler or compressor over 50 horsepower, or each absorption system over 1,750,000 Btu/h	Remove and combine fee into fee 72	\$ 120	\$ -	0%			Remove and combine fee into fee 72
77	Air Conditioning: Residential Single-Family (with or without ductwork)	Each	\$ 25	\$ 68	37%	100%	\$ 68	Recommend subsidizing (waiving) the application fee
78	Air Conditioning: Other Than Residential Single-Family (without duct work)	Each	\$ 70	\$ 62	114%	100%	\$ 62	
79	Air Conditioning: Other Than Residential Single-Family (with duct work)	Each	\$ 115	\$ 130	89%	100%	\$ 130	
86	Table 1-E. Plumbing Permit Fees							No add'l plan review fee assessed
87	Plumbing Permit: Base Fee	Each Permit	\$ 36	\$ 55	66%	100%	\$ 55	Base line permit: this fee is to cover the bare minimum time for inspection and plan review. Base fee is in addition to other
94	Interceptors: Industrial waste pretreatment interceptor	Each	\$ 30	\$ 75	40%	100%	\$ 75	
97	Water Heaters	Each	\$ 20	\$ 35	58%	100%	\$ 35	Recommend subsidizing (waiving) the application fee
97.5	Water, Sewer, Gas Piping System	New Flat Fee	\$ -	\$ 27	0%	100%	\$ 27	
107	Fire Permit Fees & Fire Plan Review Fees							
108	Fire Permit Fees: new, ground up construction	Recommend using modified Table 1F for fire protection.	\$ -	\$ -	0%	100%	\$ -	Recommend using modified Table 1F for fire protection.

User Fee Study Summary Sheet

City of Goodyear
Building (Development Services)
FY2021 Budget

Ord	Service Name	Fee Description	Current		Annual Recovery %	Recommendations		Note
			Per Unit	Full Cost		Per Unit	Annual	
			Current Fee			Recovery Level	Recommended Fee	
109	Fire Plan Review Fees: new, ground up construction with no use of outside consultants	Change from 35% to 65% of the fire permit fee subject to a minimum of \$97	\$ -	\$ -	0%	100%	\$ -	Recommend to change plan review to 65% of fire permit fees with minimum of \$97 (fire verification with flat fees)
110	For modifications to existing fire protection systems, or installations of new systems in existing structures, with no use of outside consultants	Remove	\$ -	\$ -	0%		Remove	
111	If outside consultants are used for reviewing fire plans	Remove	\$ -	\$ -	0%		Remove	
112	Fire Plan Review: 3 or more reviews	Per hour for each additional review. In no case shall any plan review fee be less than \$100	\$ 100	\$ 87	116%	100%	\$ 100	
116	Table 1-F. Fire Miscellaneous Permit Fees							
117	Permit Issuance: Each of the following	Remove	\$ 100	\$ -	0%		Remove	Use new application processing fee
118	Automatic sprinkler systems -- New Installation: 1 to 10,000 square feet	Each	\$ 375	\$ 166	226%	100%	\$ 375	
119	Automatic sprinkler systems -- New Installation: 10,001 to 50,000 square feet	Each	\$ 450	\$ 231	195%	100%	\$ 450	
120	Automatic sprinkler systems -- New Installation: Each additional 50,000 square feet or fraction thereof	Each	\$ 450	\$ 101	446%	100%	\$ 450	
121	Automatic sprinkler systems -- New Installation in Existing Structure: Each story above or below	Each	\$ 200	\$ 87	231%	100%	\$ 200	
122	Automatic sprinkler systems -- Modifications/Replacements to Existing System: 1 - 20 heads	Each	\$ 75	\$ 72	104%	100%	\$ 75	
123	Automatic sprinkler systems -- Modifications/Replacements to Existing System: 21 - 50 heads	Each	\$ 100	\$ 94	107%	100%	\$ 100	
124	Automatic sprinkler systems -- Modifications/Replacements to Existing System: 51 - 100 heads	Each	\$ 250	\$ 130	193%	100%	\$ 250	
125	Automatic sprinkler systems -- Modifications/Replacements to Existing System: 101 - 500 heads	Each	\$ 300	\$ 188	160%	100%	\$ 300	

User Fee Study Summary Sheet

City of Goodyear
Building (Development Services)
FY2021 Budget

			Current			Recommendations		
			Per Unit		Annual	Per Unit	Annual	
Ord	Service Name	Fee Description	Current Fee	Full Cost	Current Recovery %	Recovery Level	Recommended Fee	Note
126	Automatic sprinkler systems -- Modifications/Replacements to Existing System: Each additional 100 heads or fraction thereof	Each	\$ 100	\$ 29	347%	100%	\$ 100	
127	Extinguishing Systems -- New Installation in Existing Structure: 1 - 5,000 square feet	Each	\$ 200	\$ 152	132%	100%	\$ 200	
128	Extinguishing Systems -- New Installation in Existing Structure: Each additional 5,000 square feet or fraction thereof	Each	\$ 50	\$ 43	116%	100%	\$ 50	
129	Automatic Hood Extinguishing Systems --: Each System	Remove and combine modifications into one flat fee	\$ 150	\$ -	0%		Remove and combine modifications into one flat fee	
129.1	Automatic Hood Extinguishing Systems	New Flat Fee	\$ -	\$ 173	0%	100%	\$ 173	
130	Automatic Hood Extinguishing Systems -- Modifications/Replacements to Existing Structure: Each System	Remove and combine modifications into one flat fee	\$ 75	\$ -	0%		Remove and combine modifications into one flat fee	
131	Fire Pumps	Per Pump	\$ 500	\$ 188	266%	100%	\$ 500	
132	Fire Pumps -- New Installation in Existing Structure: Each additional pump	Remove	\$ 300	\$ -	0%		Remove	
133	Modifications/Replacements to Existing System: Other than sprinkler or alarm	Each	\$ 100	\$ 188	53%	100%	\$ 100	
134	Standpipes -- For each four or fraction thereof	Remove and combined with fee #133	\$ 200	\$ -	0%		Remove and combined with fee #133	
135	Standpipes -- New Installation in Existing Structure: Each additional standpipe	Remove and combined with fee #133	\$ 25	\$ -	0%		Remove and combined with fee #133	
136	Standpipes -- Modifications/Replacements to Existing System: Each standpipe	Remove and combined with fee #133	\$ 50	\$ -	0%	100%	Remove and combined with fee #133	

User Fee Study Summary Sheet

City of Goodyear
Building (Development Services)
FY2021 Budget

Ord	Service Name	Fee Description	Current		Annual Recovery %	Recommendations		Note
			Per Unit	Full Cost		Per Unit	Annual	
			Current Fee			Recovery Level	Recommended Fee	
137	Fire Alarm System -- New Installations: 1 - 1,000 square feet	Each	\$ 225	\$ 130	173%	100%	\$ 225	
138	Fire Alarm System -- New Installations: 1,001 - 2,000 square feet	Each	\$ 300	\$ 159	189%	100%	\$ 300	
139	Fire Alarm System -- New Installations: 2,001 - 10,000 square feet	Each	\$ 450	\$ 195	231%	100%	\$ 450	
140	Fire Alarm System -- New Installations: 10,001 - 50,000 square feet	Each	\$ 500	\$ 289	173%	100%	\$ 500	
141	Fire Alarm System -- New Installations : Each additional 50,000 square feet or fraction thereof	Each	\$ 200	\$ 87	231%	100%	\$ 200	
142	Fire Alarm System -- New Installations: Each story above or below first story	Each	\$ 200	\$ 72	277%	100%	\$ 200	
143	Fire Alarm System -- New Installations: Area Detection throughout	50% increase of fee	\$ -	\$ -	0%	100%	\$ -	
144	Fire Alarm System -- Modifications/Replacements to Existing System: 1-5 devices	Each	\$ 100	\$ 43	231%	100%	\$ 100	
145	Fire Alarm System -- Modifications/Replacements to Existing System: more than 5 devices	Each	\$ 150	\$ 65	231%	100%	\$ 150	
145.5	Emergency responder radio coverage permit	New Flat Fee (a fee of \$150 in the past)	\$ 150	\$ 346	43%	100%	\$ 346	
146	Table 1-G Other Fees (Applicable to All Categories of Permits and Plan Reviews)							
147	Inspections outside of normal business hours (minimum charge - 4 hours, collected prior to conducting inspection(s))	Per hour	\$ 100	\$ 140	71%	100%	\$ 140	This is an OT rate. Fee shown at 1 hr but the minimum would be 4 hrs. \$140* 4 hrs = \$560 full cost vs current at \$400
148	Re-inspection fees (Minimum charge -- 1 hour)	Per hour	\$ 100	\$ 83	120%	100%	\$ 83	
149	Inspections for which no fee is specifically indicated (minimum charge 1-hour)	Per hour	\$ 100	\$ 83	120%	100%	\$ 83	
149.1	Administrative services for which no fee is specifically indicated (minimum charge 1-hour)	Per hour	\$ 100	\$ 108	93%	100%	\$ 108	

User Fee Study Summary Sheet

City of Goodyear
Building (Development Services)
FY2021 Budget

			Current		Recommendations			
			Per Unit		Annual	Per Unit	Annual	
Ord	Service Name	Fee Description	Current Fee	Full Cost	Current Recovery %	Recovery Level	Recommended Fee	Note
150	Additional review required by changes, additions, or lost plans or plan review comment sheets (minimum charge-1 hour)	Per hour	\$ 100	\$ 80	125%	100%	\$ 80	
151	For use of outside consultants for plan review and/or inspections	actual cost including all consultant's fees in addition to \$108 per hour with a minimum of 1 hr. or normal plan review fees, whichever is greater.	\$ -	\$ -	0%		actual cost plus \$108 per hour	
152	Site plan review (or revision) for residential standard plan submittals	Remove	\$ 50	\$ -	0%		Remove	
153	Review of deferred submittals (Submitted after initial plan review	Per submittal	\$ 175	\$ 160	109%	100%	\$ 160	
154	Certificate of Occupancy permit (except R-3 single-family accessory uses): Each building or "shell"	Remove	\$ 50	\$ -	0%		Remove	
155	Certificate of Occupancy permit (except R-3 single-family accessory uses): Each additional non-residential tenant improvement	Remove	\$ 25	\$ -	0%		Remove	
156	Certificate of Occupancy permit: R-3 single-family	Remove	\$ 25	\$ -	0%		Remove	
156.1	Temporary Certificate of Occupancy Permit - Non Residential	New Fee: fee is assessed for initial TCO requested per project for 45 days, and a renewal fee of 5% of original permit cost, with a minimum of \$200	\$ -	\$ 371	0%	100%	\$ 500	New Fee: fee is assessed for initial TCO requested per project for 45 days, and a renewal fee of 5% of original permit cost, with a minimum of \$200. Recommend to subsidize (waive) application fee.
157	Temporary, partial or conditional Certificate of Occupancy permit (except R-3 single-family accessory uses): Each building or "shell"	Remove and use new TCO fee	\$ 50	\$ -	0%		Remove and use new TCO fee	

User Fee Study Summary Sheet

City of Goodyear
Building (Development Services)
FY2021 Budget

Ord	Service Name	Fee Description	Current			Recommendations		Note
			Per Unit		Annual	Per Unit	Annual	
			Current Fee	Full Cost	Current Recovery %	Recovery Level	Recommended Fee	
158	Temporary, partial or conditional Certificate of Occupancy permit (except R-3 single-family accessory uses): Each additional non-residential tenant improvement	Remove and use new TCO fee	\$ 25	\$ -	0%			Remove and use new TCO fee
159	Temporary, partial or conditional Certificate of Occupancy permit: R-3 single-family	Remove	\$ 25	\$ -	0%			Remove
160	Replication of plans (when legally authorized)	Remove	\$ -	\$ -	0%			Remove
161	Replication of plans (when legally authorized)	Remove	\$ 100	\$ -	0%			Remove
162	Expedited plan review of project	Double plan review fee	\$ -	\$ -	0%	100%		Double Plan Review Fee
163	Preliminary fee for Standard Residential Plans (due at submittal)	Remove	\$ 500	\$ -	0%			Remove
164	Written response to requests for building code or Building Safety Division policy issues	Remove	\$ 50	\$ -	0%			Remove
165	Stamping of additional approved plans (after the two initially submitted sets)	Remove	\$ 50	\$ -	0%			Remove
166	Any submittals that require three (3) or more reviews (minimum one hour charge per additional review)	Remove: same as fee 9.1	\$ 100	\$ -	0%			Remove: same as fee 9.1
170	Solar Photovoltaic System Permits - Residential	Change to Flat Fee	\$ 35	\$ 83	42%	100%	\$ 83	Recommend to change to flat rate of 1 hour plan review, subsidize (waive) application fee
171	Solar Photovoltaic System Permits - Non Residential	Change per inverter to 15% of contract cost	\$ 35	\$ -	0%	100%	15% of contract cost	Recommend to change to 15% of contract cost, subsidize (waive) application fee

User Fee Study Summary Sheet

City of Goodyear

Building (Development Services)

FY2021 Budget

			Current		Recommendations		Note
			Per Unit	Annual	Per Unit	Annual	
Ord	Service Name	Fee Description	Current Fee	Full Cost	Current Recovery %	Recovery Level	

PLANNING

User Fee Study Summary Sheet

City of Goodyear
Planning & Zoning (Development
FY2021 Budget

				Current						Recommendations					
				Per Unit			Annual			Per Unit		Annual			
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnote/Comments
0.5	Application Processing Fee	New Fee	593	\$ -	\$ 75	0%	\$ 44,537	\$ -	\$ 44,537	100%	\$ 102	\$ 60,486	\$ 60,486	\$ (15,949)	Charged unless otherwise indicated below
1	Address Change/Request	Remove	-	\$ 480	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule
2	Address Request Application	Remove	-	\$ 100	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule
3	Administrative Waiver (PAD Standards)	Remove	-	\$ 480	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule
3.1	Annexation / Deannexation initial fee	New Fee	-	\$ -	\$ 3,672	0%	\$ -	\$ -	\$ -	100%	\$ 3,672	\$ -	\$ -	\$ -	Paid at application in addition to the application processing fee to get them to City Council for all annexations with the exception of ROW.
4	Annexation/Deannexation (one-half fee if submitted with Rezone) Petition - (to be paid after Council authorization)	Change Base Fee to Flat Fee plus noticing costs	1	\$ 3,500	\$ 6,410	55%	\$ 6,410	\$ 3,500	\$ 2,910	100%	\$ 6,410	\$ 6,410	\$ 2,910	\$ -	Footnote 1; Only paid when City Council authorizes moving forward for all annexations with the exception of ROW
5	Annexation/Deannexation (one-half fee if submitted with Rezone) Petition - Plus per parcel fee	Remove	63	\$ 30	\$ -	0%	\$ -	\$ 1,890	\$ (1,890)		Remove				Recommend to remove from schedule
5.5	Annexation - Right of Way	New fee	-	\$ -	\$ 5,978	0%	\$ -	\$ -	\$ -	100%	\$ 5,978	\$ -	\$ -	\$ -	ROW only, total fees
6	Appeal to Board of Adjustment (BOA) of Staff Decision	Remove	-	\$ 500	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule
6.9	Appeal	Flat Fee	1	\$ 500	\$ 7,006	7%	\$ 7,006	\$ -	\$ 7,006	7%	\$ 500	\$ -	\$ -	\$ 7,006	client recommends subsidize to \$500 with no application fee
7	Appeal to City Council (CC) of Design Guidelines Appeals Board (DGAB) Decision	Remove	-	\$ 500	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule
8	Appeal to CC of Staff Decision on a Minor Land Division	Remove	-	\$ 500	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule
9	Appeal to the CC of Planning & Zoning Commission (PZC) Decision	Remove	-	\$ 500	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule
10	Appeal to DGAB of Development Policy Committee (DPC) Decision	Remove	-	\$ 500	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule
10.9	Zoning Permit	New Flat Fee	10	\$ -	\$ 279	0%	\$ 2,791	\$ -	\$ 2,791	90%	\$ 250	\$ 2,500	\$ 2,500	\$ 291	Recommend subsidizing to \$250, with no application fee (Current applications range from \$100 - \$265)

User Fee Study Summary Sheet

City of Goodyear
Planning & Zoning (Development
FY2021 Budget

				Current						Recommendations						
				Per Unit			Annual			Per Unit		Annual				
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnote/Comments	
11	Assisted Living Home Zoning Clearance Application	Remove	-	\$ 265	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule	
12	Business Zoning Clearance Zoning Permit Application	Remove	-	\$ 100	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule	
13	Commercial Pad Site Plan/Design Review Application	Remove	-	\$ 2,300	\$ -	0%	\$ -	\$ 71,300	\$ (71,300)		Remove				Recommend to remove from schedule	
14	Commercial Pad Site Plan/Design Review Application (3rd and subsequent reviews)	Remove	-	\$ 530	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule	
14.1	Commercial / Industrial Design Review	New Flat Fee	4	\$ -	\$ 451	0%	\$ 1,804	\$ -	\$ 1,804	100%	\$ 451	\$ 1,804	\$ 1,804	\$ -		
15	Comprehensive Sign Package - Administrative Approval	Each	-	\$ 1,750	\$ 1,888	93%	\$ -	\$ -	\$ -	100%	\$ 1,888	\$ -	\$ -	\$ -		
16	Comprehensive Sign Package - Amendment of Administrative Approval	Each	2	\$ 875	\$ 1,459	60%	\$ 2,918	\$ 1,750	\$ 1,168	60%	\$ 875	\$ 1,750	\$ -	\$ 1,168	Recommend subsidizing to \$875 with no application fee	
17	Comprehensive Sign Package - PZC and CC Approval	Each	2	\$ 2,750	\$ 4,080	67%	\$ 8,161	\$ 5,500	\$ 2,661	100%	\$ 4,080	\$ 8,161	\$ 2,661	\$ -		
18	Comprehensive Sign Package - Amendment of PZC and CC Approval	Each	2	\$ 1,500	\$ 3,460	43%	\$ 6,920	\$ 3,000	\$ 3,920	100%	\$ 3,460	\$ 6,920	\$ 3,920	\$ -		
19	Continuance of Agenda Item (PZC,CC,DGAB, or BOA) - Applicant Initiated	Remove	-	\$ 250	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule	
20	Design Guidelines for Non-Residential Development	Remove	1	\$ 1,500	\$ -	0%	\$ -	\$ 1,500	\$ (1,500)		Remove				Recommend to remove from schedule	
21	Design Review - Non-Residential Building (submitted separately from site plan) / Commercial/Industrial Alterations Design	Remove	1	\$ 1,250	\$ -	0%	\$ -	\$ 1,250	\$ (1,250)		Remove				Recommend to remove from schedule	
22	Residential Design Review	Flat Fee	7	\$ 2,500	\$ 1,052	238%	\$ 7,365	\$ 17,500	\$ (10,135)	100%	\$ 1,052	\$ 7,365	\$ (10,135)	\$ -	Footnote 4	
23	Residential Design Review - Amendment	Flat Fee	2	\$ 200	\$ 193	103%	\$ 386	\$ 400	\$ (14)	100%	\$ 193	\$ 386	\$ (14)	\$ -		
24	Design Review Amendment Residential - Major	Remove	6	\$ 1,250	\$ -	0%	\$ -	\$ 7,500	\$ (7,500)		Remove				Recommend to remove from schedule	
25	Development Agreement - Major	Flat Fee	2	\$ 8,000	\$ 18,127	44%	\$ 36,255	\$ 16,000	\$ 20,255	100%	\$ 18,127	\$ 36,255	\$ 20,255	\$ -		
26	Development Agreement - Minor	Flat Fee	3	\$ 3,500	\$ 6,207	56%	\$ 18,621	\$ 7,000	\$ 11,621	100%	\$ 6,207	\$ 12,414	\$ 5,414	\$ 6,207		
26.1	Development Agreement - Standard	New Flat Fee	-	\$ -	\$ 1,579	0%	\$ -	\$ -	\$ -	100%	\$ 1,579	\$ -	\$ -	\$ -		
27	Escrow Account Setup	Remove	-	\$ 165	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule	

User Fee Study Summary Sheet

City of Goodyear
Planning & Zoning (Development
FY2021 Budget

				Current						Recommendations						
				Per Unit			Annual			Per Unit		Annual				
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnote/Comments	
28	Final Subdivision Plat Application	Move to Engineering Schedule	28	\$ 600	\$ -	0%	\$ -	\$ 16,800	\$ (16,800)	100%	\$ -	\$ -	\$ (16,800)	\$ -		
29	Final Subdivision Plat Application	Move to Engineering Schedule	1,748	\$ 20	\$ -	0%	\$ -	\$ 34,960	\$ (34,960)	100%	\$ -	\$ -	\$ (34,960)	\$ -		
29.1	General Plan Amendment - Major Flat fee	New: Flat Fee Plus Noticing Costs	1	\$ -	\$ 9,197	0%	\$ 9,197	\$ -	\$ 9,197	100%	\$ 9,197	\$ 9,197	\$ 9,197	\$ -	Footnote 1; In addition to application fee and actual cost for notifications	
29.3	General Plan Amendment - Minor:	New: Flat Fee Plus Noticing Costs	-	\$ -	\$ 7,503	0%	\$ -	\$ -	\$ -	100%	\$ 7,503	\$ -	\$ -	\$ -	Footnote 1; In addition to application fee and actual cost for notifications	
30	General Plan Amendment - Major - Residential base	Remove	-	\$ 2,500	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule	
31	General Plan Amendment - Major - Residential plus per unit	Remove	-	\$ 30	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule	
32	General Plan Amendment - Major - Non-Residential base	Remove	1	\$ 2,500	\$ -	0%	\$ -	\$ 2,500	\$ (2,500)		Remove				Recommend to remove from schedule	
33	General Plan Amendment - Major - Non-Residential plus per unit	Remove	240	\$ 50	\$ -	0%	\$ -	\$ 12,000	\$ (12,000)		Remove				Recommend to remove from schedule	
34	General Plan Amendment - Minor - Residential base	Remove	-	\$ 2,000	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule	
35	General Plan Amendment - Minor - Residential plus per unit	Remove	-	\$ 45	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule	
36	General Plan Amendment - Minor - Non-Residential base	Remove	-	\$ 2,000	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule	
37	General Plan Amendment - Minor - Non-Residential plus per unit	Remove	-	\$ 90	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule	
38	General Plan Amendment - Text	Remove	-	\$ 2,500	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule	
39	Map of Dedication (MOD)	Move to Engineering Schedule	4	\$ 2,300	\$ -	0%	\$ -	\$ 9,200	\$ (9,200)	100%	\$ -	\$ -	\$ (9,200)	\$ -	Move to Engineering schedule	
40	Medical Marijuana Zoning Permit Application	Remove	-	\$ 165	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule	
41	Minor Land Division - Residential	Move to Engineering Schedule	5	\$ 700	\$ -	0%	\$ -	\$ 2,100	\$ (2,100)	100%	\$ -	\$ -	\$ (2,100)	\$ -	Move to Engineering schedule	

User Fee Study Summary Sheet

City of Goodyear
Planning & Zoning (Development
FY2021 Budget

				Current						Recommendations						
				Per Unit			Annual			Per Unit		Annual				
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnote/Comments	
42	Minor Land Division - Non-Residential	Move to Engineering Schedule	14	\$ 1,600	\$ -	0%	\$ -	\$ 12,800	\$ (12,800)	100%	\$ -	\$ -	\$ (12,800)	\$ -	Move to Engineering schedule	
43	Model Home Complex Review	Flat Fee	12	\$ 550	\$ 537	102%	\$ 6,442	\$ 6,600	\$ (158)	100%	\$ 537	\$ 6,442	\$ (158)	\$ -		
44	Outdoor Retail Sales Zoning Permit	Remove	-	\$ 65	\$ -	0%	\$ -	\$ -	\$ -	Remove					Recommend to remove from schedule	
45	Planned Area Development Zoning District - Residential base	Remove	1	\$ 1,500	\$ -	0%	\$ -	\$ 1,500	\$ (1,500)	Remove			\$ (1,500)		Recommend to remove from schedule	
46	Planned Area Development Zoning District - Residential plus per unit	Remove	28	\$ 25	\$ -	0%	\$ -	\$ 700	\$ (700)	Remove			\$ (700)		Recommend to remove from schedule	
47	Planned Area Development Zoning District - Non-Residential base	Remove	-	\$ 2,500	\$ -	0%	\$ -	\$ -	\$ -	Remove					Recommend to remove from schedule	
48	Planned Area Development Zoning District - Non-Residential plus per unit	Remove	-	\$ 50	\$ -	0%	\$ -	\$ -	\$ -	Remove					Recommend to remove from schedule	
49	Planned Area Development Zoning Overlay - Residential base	Remove	-	\$ 1,500	\$ -	0%	\$ -	\$ -	\$ -	Remove					Recommend to remove from schedule	
50	Planned Area Development Zoning Overlay - Residential per unit	Remove	-	\$ 20	\$ -	0%	\$ -	\$ -	\$ -	Remove					Recommend to remove from schedule	
51	Planned Area Development Zoning Overlay - Non-Residential base	Remove	-	\$ 2,000	\$ -	0%	\$ -	\$ -	\$ -	Remove					Recommend to remove from schedule	
52	Planned Area Development Zoning Overlay - Non-Residential per unit	Remove	-	\$ 45	\$ -	0%	\$ -	\$ -	\$ -	Remove					Recommend to remove from schedule	
53	Planned Area Development - Final Development Plan - Residential base	Remove	-	\$ 1,250	\$ -	0%	\$ -	\$ -	\$ -	Remove					Recommend to remove from schedule	
54	Planned Area Development - Final Development Plan - Residential per unit	Remove	-	\$ 15	\$ -	0%	\$ -	\$ -	\$ -	Remove					Recommend to remove from schedule	
55	Planned Area Development - Final Development Plan - Non-Residential base	Remove	2	\$ 1,250	\$ -	0%	\$ -	\$ 2,500	\$ (2,500)	Remove			\$ (2,500)		Recommend to remove from schedule	
56	Planned Area Development - Final Development Plan - Non-Residential per unit	Remove	125	\$ 45	\$ -	0%	\$ -	\$ 5,625	\$ (5,625)	Remove			\$ (5,625)		Recommend to remove from schedule	
57	Portable Storage Container/Donation Drop off Box Zoning Permit Application	Remove	-	\$ 65	\$ -	0%	\$ -	\$ -	\$ -	Remove					Recommend to remove from schedule	
58	Pre-Application and Due Diligence Meeting Information & Form (Planning and Zoning)	Remove	-	\$ -	\$ -	0%	\$ -	\$ -	\$ -	Remove					Recommend to remove from schedule	
59	Preliminary Subdivision Plat Application (Base+\$ per lot)	Remove and replace with new structure	15	\$ 1,000	\$ -	0%	\$ -	\$ 15,000	\$ (15,000)	Remove and replace with new structure			\$ (15,000)		Recommend to remove from schedule	

User Fee Study Summary Sheet

City of Goodyear
Planning & Zoning (Development
FY2021 Budget

				Current						Recommendations						
				Per Unit			Annual			Per Unit			Annual			
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnote/Comments	
60	Preliminary Subdivision Plat Application (Base+\$ per lot)	Remove	1,747	\$ 20	\$ -	0%	\$ -	\$ 34,940	\$ (34,940)		Remove		\$ (34,940)		Recommend to remove from schedule	
60.4	Preliminary Subdivision Plat Application 10 or fewer lots: Planning & Zoning Commission and City Council Approval	New Flat Fee	-	\$ -	\$ 6,100	0%	\$ -	\$ -	\$ -	116%	\$ 7,089	\$ -	\$ -	\$ -	Footnote 6; Recommend \$7,089	
60.5	Preliminary Subdivision Plat Application 11 - 200 lots: Planning & Zoning Commission and City Council Approval	New Flat Fee	14	\$ -	\$ 7,502	0%	\$ 105,033	\$ -	\$ 105,033	112%	\$ 8,428	\$ 117,992	\$ 117,992	\$ (12,959)	Recommend \$8,428	
60.6	Preliminary Subdivision Plat Application 201+ lots: Planning & Zoning Commission and City Council Approval	New Flat Fee	3	\$ -	\$ 8,317	0%	\$ 24,951	\$ -	\$ 24,951	112%	\$ 9,336	\$ 28,008	\$ 28,008	\$ (3,057)	Recommend \$9,336	
61	Time Extension	Flat Fee	4	\$ 375	\$ 507	74%	\$ 2,026	\$ 1,500	\$ 526	100%	\$ 507	\$ 2,026	\$ 526	\$ -	Recommend subsidize (waive) application fee	
61.1	Time Extension: Council	New Flat Fee	-	\$ 375	\$ 1,903	20%	\$ -	\$ -	\$ -	100%	\$ 1,903	\$ -	\$ -	\$ -		
62	Rezoning Request - Standard District	Change base -> flat fee plus noticing costs	12	\$ 2,000	\$ 7,471	27%	\$ 89,652	\$ 24,000	\$ 65,652	100%	\$ 7,471	\$ 89,652	\$ 65,652	\$ -	Footnotes 1 and 2; In addition to application fee, actual cost for notifications, and PAD when applicable (65.1 and 65.2)	
63	Rezoning Request - Standard District - Residential per unit	Remove	516	\$ 40	\$ -	0%	\$ -	\$ 20,640	\$ (20,640)		Remove		\$ (20,640)		Recommend to remove from schedule	
64	Rezoning Request - Standard District - Non-Residential base	Remove	5	\$ 2,000	\$ -	0%	\$ -	\$ 10,000	\$ (10,000)		Remove		\$ (10,000)		Recommend to remove from schedule	
65	Rezoning Request - Standard District - Non-Residential per unit	Remove	277	\$ 60	\$ -	0%	\$ -	\$ 16,620	\$ (16,620)		Remove		\$ (16,620)		Recommend to remove from schedule	
65.1	Rezoning Request - Major PAD (new fee to be paid up front)	New Flat Fee (to be paid in addition to standard district fee)	1	\$ -	\$ 5,073	0%	\$ 5,073	\$ -	\$ 5,073	100%	\$ 5,073	\$ 5,073	\$ 5,073	\$ -		
65.2	Rezoning Request - Minor PAD (new fee to be paid up front)	New Flat Fee (to be paid in addition to standard district fee)	10	\$ -	\$ 2,904	0%	\$ 29,038	\$ -	\$ 29,038	100%	\$ 2,904	\$ 29,038	\$ 29,038	\$ -		
66	Amendment to Rezoning, PAD Zoning District, PAD Zoning Overlay or Special Use (includes time extension, modification of stipulation, etc.) - Residential base	Remove	4	\$ 1,000	\$ -	0%	\$ -	\$ 4,000	\$ (4,000)		Remove		\$ (4,000)		Recommend to remove from schedule	

User Fee Study Summary Sheet

City of Goodyear
Planning & Zoning (Development
FY2021 Budget

				Current						Recommendations						
				Per Unit			Annual			Per Unit		Annual				
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnote/Comments	
67	Amendment to Rezoning, PAD Zoning District, PAD Zoning Overlay or Special Use (includes time extension, modification of stipulation, etc.) - Residential per unit	Remove	492	\$ 15	\$ -	0%	\$ -	\$ 7,380	\$ (7,380)		Remove		\$ (7,380)		Recommend to remove from schedule	
68	Amendment to Rezoning, PAD Zoning District, PAD Zoning Overlay or Special Use (includes time extension, modification of stipulation, etc.) - Non-Residential base	Remove	2	\$ 1,000	\$ -	0%	\$ -	\$ 2,000	\$ (2,000)		Remove		\$ (2,000)		Recommend to remove from schedule	
69	Amendment to Rezoning, PAD Zoning District, PAD Zoning Overlay or Special Use (includes time extension, modification of stipulation, etc.) - Non-Residential per unit	Remove	112	\$ 35	\$ -	0%	\$ -	\$ 3,920	\$ (3,920)		Remove		\$ (3,920)		Recommend to remove from schedule	
69.1	Site Plan Review Major	New Flat Fee	6	\$ -	\$ 5,825	0%	\$ 34,952	\$ -	\$ 34,952	100%	\$ 5,825	\$ 34,952	\$ 34,952	\$ -		
69.2	Site Plan Review Minor	New Flat Fee	28	\$ -	\$ 3,904	0%	\$ 109,302	\$ -	\$ 109,302	100%	\$ 3,904	\$ 109,302	\$ 109,302	\$ -		
70	Site Plan Review - Commercial Pad Site	Remove	-	\$ 2,300	\$ -	0%	\$ -	\$ -	\$ -		Remove		\$ -		Recommend to remove from schedule	
71	Site Plan Review - Residential (includes two reviews) base	Remove	1	\$ 2,000	\$ -	0%	\$ -	\$ 2,000	\$ (2,000)		Remove		\$ (2,000)		Recommend to remove from schedule	
72	Site Plan Review - Residential (includes two reviews) plus	Remove	9	\$ 25	\$ -	0%	\$ -	\$ 225	\$ (225)		Remove		\$ (225)		Recommend to remove from schedule	
73	Site Plan Review - Non-Residential (includes two reviews) base	Remove	37	\$ 2,250	\$ -	0%	\$ -	\$ 82,125	\$ (82,125)		Remove		\$ (82,125)		Recommend to remove from schedule	
74	Site Plan Review - Non-Residential (includes two reviews) plus per unit	Remove	838	\$ 45	\$ -	0%	\$ -	\$ 37,710	\$ (37,710)		Remove		\$ (37,710)		Recommend to remove from schedule	

User Fee Study Summary Sheet

City of Goodyear
Planning & Zoning (Development
FY2021 Budget

				Current						Recommendations						
				Per Unit			Annual			Per Unit		Annual				
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnote/Comments	
75	Site Plan - Amendment - Residential base	Remove	1	\$ 325	\$ -	0%	\$ -	\$ 325	\$ (325)		Remove		\$ (325)		Recommend to remove from schedule	
76	Site Plan - Amendment - Residential per unit	Remove	9	\$ 75	\$ -	0%	\$ -	\$ 675	\$ (675)		Remove		\$ (675)		Recommend to remove from schedule	
77	Site Plan - Amendment - base fee	Change Base + unit to Flat Fee	6	\$ 325	\$ 3,692	9%	\$ 22,150	\$ 1,950	\$ 20,200	100%	\$ 3,692	\$ 22,150	\$ 20,200	\$ -		
78	Site Plan - Amendment - Non-Residential per unit		Remove	175	\$ 70	\$ -	0%	\$ -	\$ 12,250	\$ (12,250)		Remove		\$ (12,250)		Recommend to remove from schedule
79	Site Plan Approval - Time Extension	Remove	3	\$ 375	\$ -	0%	\$ -	\$ 1,125	\$ (1,125)		Remove		\$ (1,125)		Recommend to remove from schedule	
80	Site Plan Review (3rd review and each subsequent review)	Remove	19	\$ 530	\$ -	0%	\$ -	\$ 10,070	\$ (10,070)		Remove		\$ (10,070)		Recommend to remove from schedule	
81	Site Plan Review Involving PZC or CC Approval - Residential or Non-Residential base	Remove	6	\$ 3,500	\$ -	0%	\$ -	\$ 21,000	\$ (21,000)		Remove		\$ (21,000)		Recommend to remove from schedule	
82	Site Plan Review Involving PZC or CC Approval - Residential or Non-Residential per unit	Remove	28	\$ 45	\$ -	0%	\$ -	\$ 1,260	\$ (1,260)		Remove		\$ (1,260)		Recommend to remove from schedule	
83	Special Use Application (one-half fee if submitted with Rezone) per unit	Remove	2	\$ 2,000	\$ -	0%	\$ -	\$ 4,000	\$ (4,000)		Remove		\$ (4,000)		Recommend to remove from schedule	
83.1	Special Use Application (one-half fee if submitted with Rezone) per unit: Commission Approved alternative	New Flat Fee in addition to application and notification fees	2	\$ -	\$ 6,027	0%	\$ 12,055	\$ -	\$ 12,055	100%	\$ 6,027	\$ 12,055	\$ 12,055	\$ -		
84	Special Use Application (one-half fee if submitted with Rezone) per unit		Remove	5	\$ 60	\$ -	0%	\$ -	\$ 300	\$ (300)		Remove		\$ (300)		Recommend to remove from schedule
85	Street Naming Application	Remove	-	\$ 4,000	\$ -	0%	\$ -	\$ -	\$ -		Remove		\$ -		Recommend to remove from schedule	
86	Street/ROW Abandonment or Vacation	Move to Engineering Schedule	4	\$ 2,300	\$ -	0%	\$ -	\$ 9,200	\$ (9,200)	100%	\$ -	\$ -	\$ (9,200)	\$ -		
87	Temporary Sign Permit	Flat Fee	59	\$ 35	\$ 43	82%	\$ 2,534	\$ 2,065	\$ 469	100%	\$ 43	\$ 2,534	\$ 469	\$ -	Permit required but recommend to subsidize (waive) permit fee and application fee	
88	Temporary Sign Requiring a Permit - Rigid Signs for Real Estate, Future Development & Construction Sites	Remove	4	\$ 60	\$ -	0%	\$ -	\$ 240	\$ (240)		Remove		\$ (240)		Recommend to remove from schedule	

User Fee Study Summary Sheet

City of Goodyear
Planning & Zoning (Development
FY2021 Budget

				Current						Recommendations						
				Per Unit			Annual			Per Unit		Annual				
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnote/Comments	
	Use Permit -(one-half fee if submitted with 89 Rezone)	Remove base fee + unit	2	\$ 1,500	\$ -	0%	\$ -	\$ 3,000	\$ (3,000)		Remove base fee + unit		\$ (3,000)		Recommend to remove from schedule	
	Use Permit -(one-half fee if submitted with 89.1 Approved alternative	New Flat Fee in addition to application and notification fees	3	\$ -	\$ 6,368	0%	\$ 19,103	\$ -	\$ 19,103	112%	\$ 7,125	\$ 21,375	\$ 21,375	\$ (2,272)		
	Use Permit - Residential (one-half fee if 90 submitted with Rezone) per unit	Remove	6	\$ 20	\$ -	0%	\$ -	\$ 120	\$ (120)		Remove		\$ (120)		Recommend to remove from schedule	
	Use Permit - (one-half fee if submitted with 91 Rezone)	Remove	6	\$ 3,000	\$ -	0%	\$ -	\$ 12,000	\$ (12,000)		Remove		\$ (12,000)		Recommend to remove from schedule	
	Use Permit - Non-Residential (one-half fee if 92 submitted with Rezone) per unit	Remove	16	\$ 50	\$ -	0%	\$ -	\$ 800	\$ (800)		Remove		\$ (800)		Recommend to remove from schedule	
	93 Zoning Variance - Non-Residential	Flat Fee plus noticing costs	-	\$ 500	\$ 6,522	8%	\$ -	\$ -	\$ -	8%	\$ 500	\$ -	\$ -	\$ -	Subsidize (waive) application fee. Recommend \$500 fee, but notification fees apply for GY residents on their residential property	
	94 Zoning Variance - Residential	Flat Fee plus noticing costs	-	\$ 500	\$ 6,522	8%	\$ -	\$ -	\$ -	100%	\$ 6,522	\$ -	\$ -	\$ -	All other variance req, with application fee and notification fees in addition	
	95 Zoning Clearance Letter/Form Request	Remove	-	\$ 100	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule	
	96 Zoning or General Plan Land Use Verification Letter	Flat Fee	36	\$ 165	\$ 236	70%	\$ 8,503	\$ 5,940	\$ 2,563	100%	\$ 236	\$ 8,503	\$ 2,563	\$ -	Subsidize (waive)application fee	
	97 Zoning Ordinance Text Amendment	Remove	-	\$ 2,500	\$ -	0%	\$ -	\$ -	\$ -	100%	Remove				Recommend to remove from schedule	
	98 Zoning Ordinance Written Interpretation	Flat Fee	2	\$ 700	\$ 1,218	57%	\$ 2,436	\$ 1,400	\$ 1,036	100%	\$ 1,218	\$ 2,436	\$ 1,036	\$ -		
	99 Zoning Permit (includes Temporary Uses)	Remove	24	\$ 65	\$ -	0%	\$ -	\$ 1,495	\$ (1,495)		Remove		\$ (1,495)		Recommend to remove from schedule	
	100 Zoning Application Penalty (twice the applicable application fee for after the fact applications)	Remove	-	\$ -	\$ -	0%	\$ -	\$ -	\$ -		Remove				Recommend to remove from schedule	
	103 Noticing	New: Actual Cost	-	\$ -	\$ -	0%	\$ -	\$ -	\$ -	100%	\$ -	\$ -	\$ -	\$ -		

User Fee Study Summary Sheet

City of Goodyear
Planning & Zoning (Development
FY2021 Budget

				Current						Recommendations						
				Per Unit			Annual			Per Unit		Annual				
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnote/Comments	
		New: Actual Cost but list on Engineering model														
133	Recordation Fee		-	\$ -	\$ -	0%	\$ -	\$ -	\$ -	100%	\$ -	\$ -	\$ -	\$ -	Move fee to Engineering	
133.1	Planner - Per hour (minimum 1 hour)	New: Per hour	-	\$ -	\$ 86	0%	\$ -	\$ -	\$ -	100%	\$ 86	\$ -	\$ -	\$ -		
Total User Fees							\$625,618	\$596,650	\$28,968			\$645,184	\$146,474	-\$19,566		
% of Full Cost								95%	5%			103%	25%	-3%		

Footnotes

- 1 An additional charge for noticing will be charged at actual cost.
- 2 This fee is considered the standard. An additional fee will be added if it is a major or minor PAD.
- 3 Policy discussion: If they would like to introduce a discount for multiple applications since some of the tasks would be redundant?
- 4 Fee #22 - they did do an update on their guidelines and now the fee represents one review rather than two or three reviews.
- 5 Cross support provided to engineering fees are not included in the revenue below.
- 6 Council gave their permission to waive this fee.

ENGINEERING

User Fee Study Summary Sheet

City of Goodyear
Engineering
FY2021 Budget

				Current						Recommendations						
				Per Unit			Annual			Per Unit		Annual				
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnotes / Comments	
0.1	Application Processing Fee	New: Per Application (Permit)	731	\$ 50	\$ 102	49%	\$ 74,594	\$ 36,550	\$ 38,044	100%	\$ 102	\$ 74,594	\$ 38,044	\$ -		
0.2	Recordation Fee	New: Actual Cost	-	\$ -	\$ -	0%	\$ -	\$ -	\$ -	100%	\$ -	\$ -	\$ -	\$ -		
1	Master Report Review - base fee	Change Each -> Base Fee Plus Hourly Rate	5	\$ 360	\$ 1,477	24%	\$ 7,387	\$ 1,800	\$ 5,587	100%	\$ 1,477	\$ 7,387	\$ 5,587	\$ -		
1.1	Master Report Review - plus hourly	Plus Hourly Rate	-	\$ -	\$ 111	0%	\$ -	\$ -	\$ -	100%	\$ 111	\$ -	\$ -	\$ -		
2	Master Report Review - Amendment - base fee	Change Each -> Base Fee Plus Hourly Rate	-	\$ 360	\$ 369	98%	\$ -	\$ -	\$ -	100%	\$ 369	\$ -	\$ -	\$ -		
2.1	Master Report Review - Amendment - plus hourly	Plus Hourly Rate	-	\$ -	\$ 111	0%	\$ -	\$ -	\$ -	100%	\$ 111	\$ -	\$ -	\$ -		
3	CLOMR/LOMR/FEMA Study - base fee	New: Base Fee Plus Hourly Rate	16	\$ -	\$ 2,994	0%	\$ 47,906	\$ -	\$ 47,906	100%	\$ 2,994	\$ 47,906	\$ 47,906	\$ -		
3.1	CLOMR/LOMR/FEMA Study - plus hourly	Plus Hourly Rate	-	\$ -	\$ 180	0%	\$ -	\$ -	\$ -	100%	\$ 180	\$ -	\$ -	\$ -		
4	Drainage Report - base fee	Change Each -> Base Fee Plus Hourly Rate	1	\$ 360	\$ 443	81%	\$ 443	\$ 360	\$ 83	100%	\$ 443	\$ 443	\$ 83	\$ -		
4.1	Drainage Report - plus hourly	Plus Hourly Rate	-	\$ -	\$ 111	0%	\$ -	\$ -	\$ -	100%	\$ 111	\$ -	\$ -	\$ -		
5	SWPPP Narrative Report - base fee	Change Each -> Base Fee Plus Hourly Rate	-	\$ 360	\$ 111	325%	\$ -	\$ -	\$ -	100%	\$ 111	\$ -	\$ -	\$ -		
5.1	SWPPP Narrative Report - plus hourly	Plus Hourly Rate	-	\$ -	\$ 111	0%	\$ -	\$ -	\$ -	100%	\$ 111	\$ -	\$ -	\$ -		
6	Traffic Report - base fee	New: Base Fee Plus Hourly Rate	2	\$ -	\$ 370	0%	\$ 739	\$ -	\$ 739	100%	\$ 370	\$ 739	\$ 739	\$ -		
6.1	Traffic Report - plus hourly	Plus Hourly Rate	-	\$ -	\$ 129	0%	\$ -	\$ -	\$ -	100%	\$ 129	\$ -	\$ -	\$ -		
7	Utility Design Report - base fee	Change each -> base plus hourly rate	-	\$ 360	\$ 369	97%	\$ -	\$ -	\$ -	100%	\$ 369	\$ -	\$ -	\$ -		
7.1	Utility Design Report - plus hourly	Plus Hourly Rate	-	\$ -	\$ 111	0%	\$ -	\$ -	\$ -	100%	\$ 111	\$ -	\$ -	\$ -		
8	Engineering Plan Review - Time Extension	Remove per sheet fee & use new reinstatement and reapproval of plan set	4	\$ 150	\$ -	0%	\$ -	\$ 600	\$ (600)	100%	Remove per sheet fee & use new reinstatement and reapproval of plan set		\$ (600)			

User Fee Study Summary Sheet

City of Goodyear
Engineering
FY2021 Budget

				Current						Recommendations						
				Per Unit			Annual			Per Unit		Annual				
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnotes / Comments	
8.1	Engineering Permit Reinstatement	Engineering Permit Reinstatement with repayment of original permit fee paid, plus hourly rate if re-approval of plan set is required, at the discretion of the City Engineer.	1	\$ -	\$ -	0%	\$ -	\$ -	\$ -	100%	\$ -	\$ -	\$ -	\$ -		
8.2	Re-approval of Plan Set	Per plan set	-	\$ -	\$ 333	0%	\$ -	\$ -	\$ -	100%	\$ 333	\$ -	\$ -	\$ -		
9	Engineering Improvement Plan - Amendment	Per Sheet	142	\$ 300	\$ 251	119%	\$ 35,531	\$ 42,450	\$ (6,919)	100%	\$ 251	\$ 35,531	\$ (6,919)	\$ -		
10	Grading and Drainage Plan	Per Sheet	277	\$ 300	\$ 338	89%	\$ 93,718	\$ 83,100	\$ 10,618	100%	\$ 338	\$ 93,718	\$ 10,618	\$ -		
11	Irrigation Plan	Per Sheet	277	\$ 300	\$ 338	89%	\$ 93,718	\$ 83,100	\$ 10,618	100%	\$ 338	\$ 93,718	\$ 10,618	\$ -		
12	Landscape Plan	Per Sheet	277	\$ 300	\$ 338	89%	\$ 93,718	\$ 83,100	\$ 10,618	100%	\$ 338	\$ 93,718	\$ 10,618	\$ -		
13	Paving Plan	Per Sheet	277	\$ 300	\$ 338	89%	\$ 93,718	\$ 83,100	\$ 10,618	100%	\$ 338	\$ 93,718	\$ 10,618	\$ -		
14	Sewer Plan	Per Sheet	277	\$ 300	\$ 338	89%	\$ 93,718	\$ 83,100	\$ 10,618	100%	\$ 338	\$ 93,718	\$ 10,618	\$ -		
15	Signing & Striping Plan	Per Sheet	277	\$ 300	\$ 338	89%	\$ 93,718	\$ 83,100	\$ 10,618	100%	\$ 338	\$ 93,718	\$ 10,618	\$ -		
16	Storm Drainage Plan	Per Sheet	277	\$ 300	\$ 338	89%	\$ 93,718	\$ 83,100	\$ 10,618	100%	\$ 338	\$ 93,718	\$ 10,618	\$ -		
17	Street Lighting Plan	Per Sheet	277	\$ 300	\$ 437	69%	\$ 121,011	\$ 83,100	\$ 37,911	100%	\$ 437	\$ 121,011	\$ 37,911	\$ -		
18	SWPPP Plan	Per Sheet	277	\$ 300	\$ 338	89%	\$ 93,718	\$ 83,100	\$ 10,618	100%	\$ 338	\$ 93,718	\$ 10,618	\$ -		
19	Traffic Signal Plan	Per Sheet	25	\$ 300	\$ 683	44%	\$ 16,738	\$ 7,350	\$ 9,388	100%	\$ 683	\$ 16,738	\$ 9,388	\$ -		
20	Water Plan	Per Sheet	277	\$ 300	\$ 338	89%	\$ 93,718	\$ 83,100	\$ 10,618	100%	\$ 338	\$ 93,718	\$ 10,618	\$ -		
21	Private Sewer Plan Review (Liberty)	New: Per Sheet	277	\$ -	\$ 193	0%	\$ 53,553	\$ -	\$ 53,553	100%	\$ 193	\$ 53,553	\$ 53,553	\$ -		
23	Private Water Plan Review (Liberty/Epcor)	New: Per Sheet	277	\$ -	\$ 193	0%	\$ 53,553	\$ -	\$ 53,553	100%	\$ 193	\$ 53,553	\$ 53,553	\$ -		
25	Assign / Change	New: Per address including suite, bldg, unit, or lot	-	\$ -	\$ 35	0%	\$ -	\$ -	\$ -	29%	\$ 10	\$ -	\$ -	\$ -		
27	Dry Utility Plan - Excavation	Per Sheet	247	\$ 150	\$ 145	103%	\$ 35,743	\$ 36,975	\$ (1,233)	100%	\$ 145	\$ 35,743	\$ (1,233)	\$ -		
28	Dry Utility Plan - No Excavation	Per Sheet	247	\$ -	\$ 73	0%	\$ 17,871	\$ -	\$ 17,871	100%	\$ 73	\$ 17,871	\$ 17,871	\$ -		
29	Utility Service Drop - Plan Review	Per Sheet	247	\$ 72	\$ 73	99%	\$ 17,871	\$ 17,748	\$ 123	100%	\$ 73	\$ 17,871	\$ 123	\$ -		

User Fee Study Summary Sheet

City of Goodyear
Engineering
FY2021 Budget

				Current							Recommendations						
				Per Unit			Annual				Per Unit		Annual				
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnotes / Comments		
30	Underground Storage	New: Per LF	-	\$ -	\$ 0.73	0%	\$ -	\$ -	\$ -	100%	\$ 0.73	\$ -	\$ -	\$ -			
31	Miscellaneous Engineering Review	New: Per Hour	31	\$ -	\$ 145	0%	\$ 4,495	\$ -	\$ 4,495	100%	\$ 145	\$ 4,495	\$ 4,495	\$ -			
32	Plan Review 3rd and Subsequent Submittals	Per Sheet	1,258	\$ 150	\$ 145	103%	\$ 182,410	\$ 188,700	\$ (6,290)	100%	\$ 145	\$ 182,410	\$ (6,290)	\$ -			
34	Plan Review Hourly Rate (Misc. Items)	New: Per Hour	-	\$ -	\$ 145	0%	\$ -	\$ -	\$ -	100%	\$ 145	\$ -	\$ -	\$ -			
35	Master Study Amendment Fee (Consulting Fee)	New: Per Hour	-	\$ -	\$ 145	0%	\$ -	\$ -	\$ -	100%	\$ 145	\$ -	\$ -	\$ -			
36	As-built Plan Review (Grading, Paving, Sewer, Water)	New - 1st review free, additional review is per hour with 2 hour minimum.	364	\$ -	\$ 88	0%	\$ 32,072	\$ -	\$ 32,072	100%	\$ 88	\$ 32,072	\$ 32,072	\$ -			
37	Field Change Design Review	Change Per Sheet -> Per Hour	-	\$ 150	\$ 256	58%	\$ -	\$ -	\$ -	100%	\$ 256	\$ -	\$ -	\$ -			
39	Copy Engineering Drawings - per page	Remove	-	\$ 3.60	\$ -	0%	\$ -	\$ -	\$ -	100%	Remove						
39.1	Copy Engineering Drawings - per CD	Remove	-	\$ 10	\$ -	0%	\$ -	\$ -	\$ -	100%	Remove						
40	Engineering Design Details	Remove	-	\$ 24	\$ -	0%	\$ -	\$ -	\$ -	100%	Remove						
41	Flood Plain Determination Letters	New: Each	5	\$ -	\$ 55	0%	\$ 277	\$ -	\$ 277	100%	\$ 55	\$ 277	\$ 277	\$ -	Recommends to subsidize (waive) fee and application fee.		
42	Waiver Request	New: Each	75	\$ -	\$ 158	0%	\$ 11,857	\$ -	\$ 11,857	100%	\$ 158	\$ 11,857	\$ 11,857	\$ -			
43	Intent to Serve Letters	New: Each	10	\$ -	\$ 28	0%	\$ 277	\$ -	\$ 277	100%	\$ 28	\$ 277	\$ 277	\$ -	Recommends to subsidize (waive) fee and application fee.		
44	Permit Base Fee	Remove and replace with new Application Processing fee	-	\$ 50	\$ -	0%	\$ -	\$ -	\$ -	Remove and replace with new Application Processing fee							
48	Work Performed Without a Permit	2x orig permit fee	-	\$ -	\$ -	0%	\$ -	\$ -	\$ -	100%	\$ -	\$ -	\$ -	\$ -			
49	Failure to Obtain Permit Investigative Fee	Remove	-	\$ -	\$ -	0%	\$ -	\$ -	\$ -	Remove							
50	Inspection Base Fee	Minimum	8	\$ 180	\$ 264	68%	\$ 2,115	\$ 1,440	\$ 675	100%	\$ 264	\$ 2,115	\$ 675	\$ -			

User Fee Study Summary Sheet

City of Goodyear
Engineering
FY2021 Budget

				Current						Recommendations					
				Per Unit			Annual			Per Unit		Annual			
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnotes / Comments
51	Re-inspection Fee (after 1st re-inspection)	New: Per Hour (2 hour minimum) New: Per Hour (2 hour minimum during normal work week and 4 hour minimum on weekend or holidays)	10	\$ -	\$ 88	0%	\$ 881	\$ -	\$ 881	100%	\$ 88	\$ 881	\$ 881	\$ -	
52	After-hour Inspection Fee		60	\$ -	\$ 132	0%	\$ 7,930	\$ -	\$ 7,930	100%	\$ 132	\$ 7,930	\$ 7,930	\$ -	
53	Inspector Hourly Rate (Misc. Items)	New: Per Hour	160	\$ -	\$ 111	0%	\$ 17,830	\$ -	\$ 17,830	100%	\$ 111	\$ 17,830	\$ 17,830	\$ -	
54	Application Fee: 0-3 days	Remove	-	\$ 100	\$ -	0%	-	\$ -	\$ -	100%	Remove				
55	Engineering Inspection: 0-3 days	Remove	-	\$ 65	\$ -	0%	-	\$ -	\$ -	100%	Remove				
56	Application Fee: 4-15 days	Remove	-	\$ 100	\$ -	0%	-	\$ -	\$ -	100%	Remove				
57	Engineering Inspection: 4-15 days	Remove	-	\$ 130	\$ -	0%	-	\$ -	\$ -	100%	Remove				
58	Application Fee: 16-30 days	Remove	-	\$ 100	\$ -	0%	-	\$ -	\$ -	100%	Remove				
59	Engineering Inspection: 16-30 days	Remove	-	\$ 260	\$ -	0%	-	\$ -	\$ -	100%	Remove				
60	Application Fee: 31-60 days	Remove	-	\$ 100	\$ -	0%	-	\$ -	\$ -	100%	Remove				
61	Engineering Inspection: 31-60 days - Base	Remove	-	\$ 300	\$ -	0%	-	\$ -	\$ -	100%	Remove				
61.1	Engineering Inspection: 31-60 days - Per Day	Remove	-	\$ 75	\$ -	0%	-	\$ -	\$ -		Remove				
62	Application Fee: 61-90 days	Remove	-	\$ 100	\$ -	0%	-	\$ -	\$ -		Remove				
63	Engineering Inspection: 61-90 days - Base	Remove	-	\$ 300	\$ -	0%	-	\$ -	\$ -		Remove				
63.1	Engineering Inspection: 61-90 days - Per day	Remove	-	\$ 100	\$ -	0%	-	\$ -	\$ -		Remove				
64	Application Fee: 91-180 days	Remove	-	\$ 100	\$ -	0%	-	\$ -	\$ -		Remove				
65	Engineering Inspection: 91-180 days- base	Remove	-	\$ 300	\$ -	0%	-	\$ -	\$ -		Remove				
65.1	Engineering Inspection: 91-180 days - per day	Remove	-	\$ 125	\$ -	0%	-	\$ -	\$ -		Remove				
66	Application Fee: 180+ days	Remove	-	\$ 100	\$ -	0%	-	\$ -	\$ -		Remove				
67	Engineering Inspection: 180+ days - Base	Remove	-	\$ 300	\$ -	0%	-	\$ -	\$ -		Remove				
67.1	Engineering Inspection: 180+ days - per day	Remove	-	\$ 150	\$ -	0%	-	\$ -	\$ -		Remove				
68	Private Sewer Line Inspections (Liberty)	New: Per LF	7,000	\$ -	\$ 0.54	0%	\$ 3,803	\$ -	\$ 3,803	100%	\$ 0.54	\$ 3,803	\$ 3,803	\$ -	

User Fee Study Summary Sheet

City of Goodyear
Engineering
FY2021 Budget

				Current						Recommendations						
				Per Unit			Annual			Per Unit		Annual				
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnotes / Comments	
69	Private Water Line Inspection (Liberty/Epcor)	New: Per LF	48,000	\$ -	\$ 0.54	0%	\$ 26,080	\$ -	\$ 26,080	100%	\$ 0.54	\$ 26,080	\$ 26,080	\$ -		
70	Construction Waiver Fee	New: Each	15	\$ -	\$ 145	0%	\$ 2,177	\$ -	\$ 2,177	100%	\$ 145	\$ 2,177	\$ 2,177	\$ -		
71	Bus Bays	Each	23	\$ 178	\$ 85	209%	\$ 1,959	\$ 4,094	\$ (2,135)	100%	\$ 85	\$ 1,959	\$ (2,135)	\$ -		
72	Curb & Gutter	Per LF	469,747	\$ 0.37	\$ 0.54	68%	\$ 255,232	\$ 173,806	\$ 81,426	100%	\$ 0.54	\$ 255,232	\$ 81,426	\$ -		
73	Driveways - Commercial	New: Each	40	\$ -	\$ 88	0%	\$ 3,524	\$ -	\$ 3,524	100%	\$ 88	\$ 3,524	\$ 3,524	\$ -		
74	Driveways - Residential / Alley & Aprons	Each	91	\$ 36	\$ 37	98%	\$ 3,341	\$ 3,276	\$ 65	100%	\$ 37	\$ 3,341	\$ 65	\$ -		
75	Sidewalk Ramps	Each	620	\$ 36	\$ 47	77%	\$ 29,135	\$ 22,320	\$ 6,815	100%	\$ 47	\$ 29,135	\$ 6,815	\$ -		
76	Sidewalk	Per LF	325,224	\$ 0.24	\$ 0.40	61%	\$ 128,948	\$ 78,054	\$ 50,895	100%	\$ 0.40	\$ 128,948	\$ 50,895	\$ -		
77	Valley Gutter	Per LF	10,952	\$ 0.37	\$ 1.15	32%	\$ 12,565	\$ 4,052	\$ 8,512	100%	\$ 1.15	\$ 12,565	\$ 8,512	\$ -		
78	Irrigation Pipe	Remove	-	\$ 1.20	\$ -	0%	\$ -	\$ -	\$ -	Remove						
79	Rip Rap	Per Sq. Yd.	48,330	\$ 0.36	\$ 0.49	74%	\$ 23,657	\$ 17,399	\$ 6,258	100%	\$ 0.49	\$ 23,657	\$ 6,258	\$ -		
80	Storm Drain & Irrigation - Lines/Pipes	Per LF	91,785	\$ 1.20	\$ 0.85	141%	\$ 78,175	\$ 110,142	\$ (31,967)	100%	\$ 0.85	\$ 78,175	\$ (31,967)	\$ -		
81	Storm Drain & Irrigation - Manholes	Each	115	\$ 65	\$ 88	73%	\$ 10,133	\$ 7,441	\$ 2,692	100%	\$ 88	\$ 10,133	\$ 2,692	\$ -		
82	Dry Utility Boring	Change current fee \$150 each-> Per LF. The comparable fee is \$2 per LF	1,020	\$ 2.00	\$ 1.47	136%	\$ 1,498	\$ 2,040	\$ (542)	100%	\$ 1.47	\$ 1,498	\$ (542)	\$ -	Footnote 8	
83	Utility Above Ground Equipment - 3' and Larger	Each	20	\$ 21	\$ 16	130%	\$ 323	\$ 420	\$ (97)	100%	\$ 16	\$ 323	\$ (97)	\$ -		
84	Utility Manholes/Vaults	Each	6,770	\$ 36	\$ 18	204%	\$ 119,300	\$ 243,720	\$ (124,420)	100%	\$ 18	\$ 119,300	\$ (124,420)	\$ -		
85	At-Risk Grading Permit	150% of G&D Permit cost	-	\$ -	\$ -	0%	\$ -	\$ -	\$ -	100%	\$ -	\$ -	\$ -	\$ -		
86	Drywells	Each	250	\$ 600	\$ 333	180%	\$ 83,337	\$ 150,000	\$ (66,663)	100%	\$ 333	\$ 83,337	\$ (66,663)	\$ -		
87	Grading/Drainage (base)	Base Fee Plus Per Acre	33	\$ 800	\$ 242	330%	\$ 7,996	\$ 26,400	\$ (18,404)	100%	\$ 242	\$ 7,996	\$ (18,404)	\$ -		
87.1	Grading/Drainage (additional)	Plus Per Acre	1,890	\$ 300	\$ 194	155%	\$ 366,358	\$ 567,000	\$ (200,642)	100%	\$ 194	\$ 366,358	\$ (200,642)	\$ -		
88	Mass Grading Permit	50% of G&D Permit cost	-	\$ -	\$ -	0%	\$ -	\$ -	\$ -	100%	\$ -	\$ -	\$ -	\$ -		

User Fee Study Summary Sheet

City of Goodyear
Engineering
FY2021 Budget

Ord	Service Name	Fee Description	Annual Volume	Current							Recommendations					
				Per Unit			Annual				Per Unit		Annual			
				Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy		Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnotes / Comments
89	Landscape Irrigation Trenching/Backfill	Remove	-	\$ 0	\$ -	0%	\$ -	\$ -	\$ -		Remove					
90	Plants/Shrubs	Remove	-	\$ 1	\$ -	0%	\$ -	\$ -	\$ -		Remove					
91	Trees	Remove	-	\$ 2	\$ -	0%	\$ -	\$ -	\$ -		Remove					
93	Excavation Fee	Each	-	\$ 100	\$ -	0%	\$ -	\$ -	\$ -		100%	\$ 100	\$ -	\$ -	\$ -	Footnote 3
94	Pavement Cut 12-24 months (Openings less than 9 sq ft or 9 LF of trench)	Flat Fee	-	\$ 750	\$ -	0%	\$ -	\$ -	\$ -		100%	\$ 750	\$ -	\$ -	\$ -	Footnote 3
95	Pavement Cut 24-36 months (Openings less than 9 sq ft or 9 LF of trench)	Flat Fee	-	\$ 375	\$ -	0%	\$ -	\$ -	\$ -		100%	\$ 375	\$ -	\$ -	\$ -	Footnote 3
96	Pavement Cut 0-12 months (Openings less than 9 sq ft or 9 LF of trench)	Flat Fee	-	\$ 1,000	\$ -	0%	\$ -	\$ -	\$ -		100%	\$ 1,000	\$ -	\$ -	\$ -	Footnote 3
97	Pavement Cut 0-12 months (Trenches over 9 ft long for every 50 LF or fraction thereof)	Flat Fee	-	\$ 2,500	\$ -	0%	\$ -	\$ -	\$ -		100%	\$ 2,500	\$ -	\$ -	\$ -	Footnote 3
98	Pavement Cut 12-24 months (Trenches over 9 ft long for every 50 LF or fraction thereof)	Flat Fee	-	\$ 1,875	\$ -	0%	\$ -	\$ -	\$ -		100%	\$ 1,875	\$ -	\$ -	\$ -	Footnote 3
99	Pavement Cut 24-36 months (Trenches over 9 ft long for every 50 LF or fraction thereof)	Flat Fee	-	\$ 935	\$ -	0%	\$ -	\$ -	\$ -		100%	\$ 935	\$ -	\$ -	\$ -	Footnote 3
100	Street Cut Repairs (work performed by city)	Repair Fee + 15% of Administrative Charge	-	\$ -	\$ -	0%	\$ -	\$ -	\$ -		100%	\$ -	\$ -	\$ -	\$ -	Footnote 3
101	A/C Paving	Per Sq. Yd.	1,067,068	\$ 0.48	\$ 0.19	247%	\$ 207,203	\$ 512,193	\$ (304,990)		100%	\$ 0.19	\$ 207,203	\$ (304,990)	\$ -	
102	Pavement Potholes for Utility Location	Each: In addition to the minimum plan review fee	117	\$ 36	\$ 59	61%	\$ 6,873	\$ 4,212	\$ 2,661		100%	\$ 59	\$ 6,873	\$ 2,661	\$ -	
103	Rim & Cover Adjustments (Survey Monuments)	Each	2,209	\$ 36	\$ 29	123%	\$ 64,878	\$ 79,524	\$ (14,646)		100%	\$ 29	\$ 64,878	\$ (14,646)	\$ -	
104	Signing & Striping	Change 5% of cost -> Per LF	527,760	\$ 0.05	\$ 0.15	34%	\$ 79,164	\$ 79,164	\$ -		100%	\$ 0.15	\$ 79,164	\$ -	\$ -	
105	Survey Monuments	Remove	-	\$ -	\$ -	0%	\$ -	\$ -	\$ -		Remove					
106	Cleanouts	Each	300	\$ 39	\$ 22	175%	\$ 6,608	\$ 11,550	\$ (4,942)		100%	\$ 22	\$ 6,608	\$ (4,942)	\$ -	
107	Manhole non lined	Each	522	\$ 131	\$ 110	119%	\$ 57,491	\$ 68,382	\$ (10,891)		100%	\$ 110	\$ 57,491	\$ (10,891)	\$ -	

User Fee Study Summary Sheet

City of Goodyear
 Engineering
 FY2021 Budget

				Current						Recommendations						
				Per Unit			Annual			Per Unit		Annual				
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnotes / Comments	
108	Manhole Coated/Lined TV	New: Each	200	\$ 131	\$ 151	87%	\$ 30,251	\$ 26,200	\$ 4,051	100%	\$ 151	\$ 30,251	\$ 4,051	\$ -		
109	Sewer Taps - Into Mainline Pipe	Each	5	\$ 65	\$ 41	157%	\$ 206	\$ 324	\$ (118)	100%	\$ 41	\$ 206	\$ (118)	\$ -		
110	Sewer Taps - cored Into Manhole	Each	5	\$ 65	\$ 176	37%	\$ 881	\$ 324	\$ 558	100%	\$ 176	\$ 881	\$ 558	\$ -		
111	Sewer Line Inspection	Per LF	140,450	\$ 1.20	\$ 1.66	72%	\$ 233,061	\$ 168,540	\$ 64,521	100%	\$ 1.66	\$ 233,061	\$ 64,521	\$ -		
112	Manhole Entry Fee	New: Each	20	\$ -	\$ 44	0%	\$ 881	\$ -	\$ 881	100%	\$ 44	\$ 881	\$ 881	\$ -		
113	Concrete Replacement	Per LF	2,250	\$ 0.21	\$ 1.47	14%	\$ 3,304	\$ 473	\$ 2,832	100%	\$ 1.47	\$ 3,304	\$ 2,832	\$ -		
114	Pavement Replacement	Per Sq. Yd.	4,500	\$ 0.48	\$ 0.94	51%	\$ 4,229	\$ 2,160	\$ 2,069	100%	\$ 0.94	\$ 4,229	\$ 2,069	\$ -		
115	Custom Lot	Remove	-	\$ 121	\$ -	0%	\$ -	\$ -	\$ -	Remove						
116	Residential Tract Lot	Remove	-	\$ 36	\$ -	0%	\$ -	\$ -	\$ -	Remove						
117	SWPPP - Large Site (Stormwater Compliance)	Each	80	\$ 490	\$ 374	131%	\$ 29,957	\$ 39,200	\$ (9,243)	100%	\$ 374	\$ 29,957	\$ (9,243)	\$ -		
118	SWPPP - Small Site (Stormwater Compliance)	Each	12	\$ 120	\$ 132	91%	\$ 1,586	\$ 1,440	\$ 146	100%	\$ 132	\$ 1,586	\$ 146	\$ -		
119	Street Light Permit	Each	645	\$ 50	\$ 44	113%	\$ 28,415	\$ 32,250	\$ (3,835)	100%	\$ 44	\$ 28,415	\$ (3,835)	\$ -		
120	Catch Basins	Each	360	\$ 65	\$ 73	89%	\$ 26,433	\$ 23,400	\$ 3,033	100%	\$ 73	\$ 26,433	\$ 3,033	\$ -		
120.1	Scuppers	Each	315	\$ 65	\$ 54	120%	\$ 17,115	\$ 20,475	\$ (3,360)	100%	\$ 54	\$ 17,115	\$ (3,360)	\$ -		
121	Concrete/masonry Retaining Wall (4' Max H)	New: Per LF	300	\$ -	\$ 1.32	0%	\$ 396	\$ -	\$ 396	100%	\$ 1.32	\$ 396	\$ 396	\$ -		
122	Misc. Concrete Structures	Change 5% of value -> Per Hour	-	\$ -	\$ 88	0%	\$ -	\$ -	\$ -	100%	\$ 88	\$ -	\$ -	\$ -		
123	Headwalls	Each	330	\$ 65	\$ 44	148%	\$ 14,538	\$ 21,450	\$ (6,912)	100%	\$ 44	\$ 14,538	\$ (6,912)	\$ -		
124	Masonry Retaining Wall (4' Max H)	Remove	-	\$ -	\$ -	0%	\$ -	\$ -	\$ -	Remove						
125	Box Culverts	Per Sq. Ft.	10,000	\$ 0.55	\$ 0.60	91%	\$ 6,021	\$ 5,500	\$ 521	100%	\$ 0.60	\$ 6,021	\$ 521	\$ -		
128	Traffic Control Permit: High Volume Arterial Road Closure (greater than 5,000 vehicles per day)	Per Day	-	\$ 2,500	\$ -	0%	\$ -	\$ -	\$ -	100%	\$ 2,500	\$ -	\$ -	\$ -	Recommend to subsidize (waive) application fee	

User Fee Study Summary Sheet

City of Goodyear
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				Current							Recommendations						
				Per Unit			Annual				Per Unit		Annual				
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnotes / Comments		
128.1	Traffic Control Permit: Night time (7 PM-6AM only) High Volume Arterial Road Closure and Collector Road Closure	Per Day (a day is charged for each 24 hr. period 1 day minimum)	25	\$ 500	\$ -	0%	\$ -	\$ 12,500	\$ (12,500)	100%	\$ 500	\$ 12,500	\$ -	\$ (12,500)	Recommend to subsidize (waive) application fee		
128.2	Traffic Control Permit: Low Volume Arterial Road Closure (less than 5,000 vehicles per day	Per Day	25	\$ 500	\$ -	0%	\$ -	\$ 12,500	\$ (12,500)	100%	\$ 500	\$ 12,500	\$ -	\$ (12,500)	Recommend to subsidize (waive) application fee		
129	Traffic Control Permit: Left Turn Prohibition - Signalized Intersection	Per Day/Direction	-	\$ 50	\$ -	0%	\$ -	\$ -	\$ -	100%	\$ 50	\$ -	\$ -	\$ -	Recommend to subsidize (waive) application fee		
130	Traffic Control Permit: No Restrictions Planned	Per each application for the duration of the placement. Not to exceed 180 days)	-	\$ 50	\$ -	0%	\$ -	\$ -	\$ -	100%	\$ 50	\$ -	\$ -	\$ -	Recommend to subsidize (waive) application fee		
131	Traffic Control Permit: Plan Review Fee	Per plan per review	-	\$ 50	\$ 44	113%	\$ -	\$ -	\$ -	100%	\$ 50	\$ -	\$ -	\$ -	Recommend to subsidize (waive) application fee		
131.1	Traffic Control Permit: Plan Review Fee (3rd or Subsequent Reviews)	Per plan per review	-	\$ -	\$ 22	0%	\$ -	\$ -	\$ -	100%	\$ 22	\$ -	\$ -	\$ -	Recommend to subsidize (waive) application fee		
132	Traffic Control Permit: Roadway/Alley Restriction	Per Day	-	\$ 75	\$ -	0%	\$ -	\$ -	\$ -	100%	\$ 75	\$ -	\$ -	\$ -	Recommend to subsidize (waive) application fee		
133	Traffic Control Permit: Sidewalk and Bike Lane Closure	Per Day*	-	\$ 20	\$ -	0%	\$ -	\$ -	\$ -	100%	\$ 20	\$ -	\$ -	\$ -	Recommend to subsidize (waive) application fee		
134	Traffic Control Permit: Special Event road Closure	Per Day Per Restriction	10	\$ 75	\$ -	0%	\$ -	\$ 750	\$ (750)	100%	\$ 75	\$ 750	\$ -	\$ (750)	Recommend to subsidize (waive) application fee		
135	Traffic Signal Inspection	Change 5% of cost -> Each	2.5	\$ 0.05	\$ 5,306	0%	\$ 13,265	\$ 88,600	\$ (75,335)	100%	\$ 5,306	\$ 13,265	\$ (75,335)	\$ -			
136	Utility Trenching/Backfill - in Pavement	Per LF	9,250	\$ 0.25	\$ 0.86	29%	\$ 7,924	\$ 2,313	\$ 5,611	100%	\$ 0.86	\$ 7,924	\$ 5,611	\$ -			

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Engineering
FY2021 Budget

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				Per Unit			Annual				Per Unit		Annual			
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnotes / Comments	
137	Utility Trenching/Backfill - In Soil and Joint	Per LF	-	\$ 0.25	\$ 0.37	68%	\$ -	\$ -	\$ -	100%	\$ 0.37	\$ -	\$ -	\$ -		
138	Backflow Device - 2" and Smaller	Each	5	\$ 76	\$ 34	225%	\$ 169	\$ 380	\$ (211)	100%	\$ 34	\$ 169	\$ (211)	\$ -		
139	Backflow Device - Above 2"	Each	14	\$ 76	\$ 81	94%	\$ 1,131	\$ 1,064	\$ 67	100%	\$ 81	\$ 1,131	\$ 67	\$ -		
140	Fire Hydrant	Each	101	\$ 55	\$ 157	35%	\$ 15,870	\$ 5,555	\$ 10,315	100%	\$ 157	\$ 15,870	\$ 10,315	\$ -		
141	Fire Line Meter	Remove	-	\$ 480	\$ -	0%	\$ -	\$ -	\$ -	Remove						
142	Fire Lines	Per LF	28,005	\$ 1.20	\$ 1.76	68%	\$ 49,350	\$ 33,606	\$ 15,744	100%	\$ 1.76	\$ 49,350	\$ 15,744	\$ -	Recommend to subsidize (waive) application fee	
143	Flush/Curb Stop	Each	101	\$ 21	\$ 29	72%	\$ 2,966	\$ 2,121	\$ 845	100%	\$ 29	\$ 2,966	\$ 845	\$ -		
144	Operating Manhole	Each	2	\$ 91	\$ 97	94%	\$ 194	\$ 182	\$ 12	100%	\$ 97	\$ 194	\$ 12	\$ -		
145	Sampling Station/Air Relief Assembly (ARV)	Each	42	\$ 36	\$ 62	58%	\$ 2,590	\$ 1,512	\$ 1,078	100%	\$ 62	\$ 2,590	\$ 1,078	\$ -		
146	Tap Sleeve & Valve	Each	13	\$ 108	\$ 153	71%	\$ 1,985	\$ 1,402	\$ 584	100%	\$ 153	\$ 1,985	\$ 584	\$ -		
147	Water Line Leak Detection (ACP, DIP, CIP)	Remove	29,405	\$ 0.03	\$ -	0%	\$ -	\$ 882	\$ (882)	Remove		\$ (882)				
148	Water Line Leak Detection (PVC, HDPE, PE)	Remove	4,000	\$ 0.07	\$ -	0%	\$ -	\$ 280	\$ (280)	Remove		\$ (280)				
149	Water Service Lines - 2" and Smaller	Change LF -> Each (current fee \$1.20 per LF)	12,283	\$ 30.00	\$ 47	64%	\$ 577,197	\$ 368,490	\$ 208,707	100%	\$ 47	\$ 577,197	\$ 208,707	\$ -	Footnote 7	
150	Water Service Lines - Above 2"	Change LF -> Each (current fee \$1.20 per LF)	808	\$ 60.00	\$ 65	93%	\$ 52,208	\$ 48,480	\$ 3,728	100%	\$ 65	\$ 52,208	\$ 3,728	\$ -	Footnote 7	
151	Water Line Inspection	Per LF	24,135	\$ 1.20	\$ 1.8	68%	\$ 42,530	\$ 28,962	\$ 13,568	100%	\$ 1.76	\$ 42,530	\$ 13,568	\$ -		
152	Splice Pits	Each	2	\$ 300	\$ 59	511%	\$ 117	\$ 600	\$ (483)	100%	\$ 59	\$ 117	\$ (483)	\$ -		
153	Concrete Turn Lanes	New: Per Sq. Yd.	1,680	\$ -	\$ 0.48	0%	\$ 813	\$ -	\$ 813	100%	\$ 0.48	\$ 813	\$ 813	\$ -		
154	Fog Seal	New: Per Sq. Yd. New: Per Inspector, per day for monitoring site and route	926	\$ -	\$ 0.05	0%	\$ 46	\$ -	\$ 46	100%	\$ 0.05	\$ 46	\$ 46	\$ -		
155	Haul Permit		350	\$ -	\$ 22	0%	\$ 7,710	\$ -	\$ 7,710	100%	\$ 22	\$ 7,710	\$ 7,710	\$ -		

User Fee Study Summary Sheet

City of Goodyear
Engineering
FY2021 Budget

				Current						Recommendations					
				Per Unit			Annual			Per Unit		Annual			
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnotes / Comments
156	Landscaping	New: Per Sq. Yd.	396,635	\$ -	\$ 0.34	0%	\$ 134,412	\$ -	\$ 134,412	100%	\$ 0.34	\$ 134,412	\$ 134,412	\$ -	
157	Meter Vault	New: Each	5	\$ -	\$ 25	0%	\$ 125	\$ -	\$ 125	100%	\$ 25	\$ 125	\$ 125	\$ -	
158	Micro Seal or Slurry Seal	New: Per Sq. Yd.	926	\$ -	\$ 0.03	0%	\$ 23	\$ -	\$ 23	100%	\$ 0.03	\$ 23	\$ 23	\$ -	
159	Power Poles (69kv and above)	New: Each	20	\$ -	\$ 352	0%	\$ 7,049	\$ -	\$ 7,049	100%	\$ 352	\$ 7,049	\$ 7,049	\$ -	
160	Small Wireless Facility Application Fee	Each Set by State Statute	-	\$ 750	\$ -	0%	\$ -	\$ -	\$ -	100%	\$ 750	\$ -	\$ -	\$ -	Footnote 4
161	Stockpile Permit	New: Each	8	\$ -	\$ 88	0%	\$ 705	\$ -	\$ 705	100%	\$ 88	\$ 705	\$ 705	\$ -	
163	Utility Service Drop - Permit	New: Each	500	\$ -	\$ 25	0%	\$ 12,482	\$ -	\$ 12,482	100%	\$ 25	\$ 12,482	\$ 12,482	\$ -	
164	Warranty and Crackfill and Pavement Seal Fee	Remove	-	\$ -	\$ -	0%	\$ -	\$ -	\$ -	Remove					
165	Wire Pulls	New: Each Permit	40	\$ -	\$ 44	0%	\$ 1,762	\$ -	\$ 1,762	100%	\$ 44	\$ 1,762	\$ 1,762	\$ -	
166	Clear & Grub Permit	Remove	-	\$ -	\$ -	0%	\$ -	\$ -	\$ -	Remove					
167	Street/Row Abandonment or Vacating - base fee	Base Fee Plus Per Hour	4	\$ 2,300	\$ 2,615	88%	\$ 10,462	\$ 9,200	\$ 1,262	100%	\$ 2,615	\$ 10,462	\$ 1,262	\$ -	moved from Planning
167.1	Street/Row Abandonment or Vacating - plus per hour	Plus Per Hour	-	\$ -	\$ 128	0%	\$ -	\$ -	\$ -	100%	\$ 128	\$ -	\$ -	\$ -	moved from Planning
168	Final Subdivision Plat Application or Minor Land Division with Dedication base fee	Change Base Fee Plus Per Unit-> Base Fee Plus Per Sheet	83	\$ 600	\$ 1,115	54%	\$ 92,538	\$ 49,800	\$ 42,738	100%	\$ 1,115	\$ 92,538	\$ 42,738	\$ -	
168.1	Final Subdivision Plat Application or minor land division with dedication base fee plus per sheet	New: Plus Per Sheet	-	\$ -	\$ 308	0%	\$ -	\$ -	\$ -	100%	\$ 308	\$ -	\$ -	\$ -	
168.2	Final Subdivision Plat Application - plus per unit	Remove	83	\$ 20	\$ -	0%	\$ -	\$ 1,660	\$ (1,660)	Remove			\$ (1,660)		
169	Map of dedication / Minor Land Division base fee	Change Each -> Base Fee Plus Per Sheet	23	\$ 2,300	\$ 732	314%	\$ 16,834	\$ 52,900	\$ (36,066)	100%	\$ 732	\$ 16,834	\$ (36,066)	\$ -	
169.1	Map of dedication plus per sheet	New: Plus Per Sheet	-	\$ -	\$ 252	0%	\$ -	\$ -	\$ -	100%	\$ 252	\$ -	\$ -	\$ -	
169.3	Minor Land Division with dedication plus per sheet	New: Plus Per Sheet	-	\$ -	\$ 308	0%	\$ -	\$ -	\$ -	100%	\$ 308	\$ -	\$ -	\$ -	
170	Minor Land Division - Residential	Each	-	\$ 700	\$ 971	72%	\$ -	\$ -	\$ -	100%	\$ 971	\$ -	\$ -	\$ -	
171	Minor Land Division - Non-Residential	Each	35	\$ 1,600	\$ 971	165%	\$ 33,996	\$ 56,000	\$ (22,004)	100%	\$ 971	\$ 33,996	\$ (22,004)	\$ -	

User Fee Study Summary Sheet

City of Goodyear
Engineering
FY2021 Budget

				Current						Recommendations					
				Per Unit			Annual			Per Unit		Annual			
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue2	Increased Revenue	Recommended Subsidy	Footnotes / Comments
172	Easement Dedication	New: Each	14	\$ -	\$ 2,105	0%	\$ 29,465	\$ -	\$ 29,465	100%	\$ 2,105	\$ 29,465	\$ 29,465	\$ -	
	For use of outside consultants for plan review and/or inspections	New: Actual Cost	-	\$ -	\$ -	0%	\$ -	\$ -	\$ -	100%	\$ -	\$ -	\$ -	\$ -	
174	Expedited review fee	2 times fee	-	\$ -	\$ -	0%	\$ -	\$ -	\$ -	100%	\$ -	\$ -	\$ -	\$ -	
175	Plant Salvage (base fee)	New: Base Fee Plus Per Acre	-	\$ -	\$ 431	0%	\$ -	\$ -	\$ -	100%	\$ 431	\$ -	\$ -	\$ -	
175.1	Plant Salvage (plus per acre fee)	New: Plus Per Acre	-	\$ -	\$ 44	0%	\$ -	\$ -	\$ -	100%	\$ 44	\$ -	\$ -	\$ -	
176	Legal Descriptions	Change Per Sheet -> Per Hour (1 hour minimum)	1,240	\$ 150	\$ 220	68%	\$ 272,817	\$ 186,000	\$ 86,817	100%	\$ 220	\$ 272,817	\$ 86,817	\$ -	Footnote 5
178	Inspection Base Fee (Dry Utilities)	New: Each	3	\$ -	\$ 110	0%	\$ 330	\$ -	\$ 330	100%	\$ 110	\$ 330	\$ 330	\$ -	
179	Customer Meeting	New: Per Hour	-	\$ -	\$ 661	0%	\$ -	\$ -	\$ -	100%	\$ 661	\$ -	\$ -	\$ -	
180	Sewer Service Lines - Public Mainline	Per LF	70,000	\$ 1.20	\$ 1.66	72%	\$ 116,157	\$ 84,000	\$ 32,157	100%	\$ 1.66	\$ 116,157	\$ 32,157	\$ -	
180.1	Sewer Service Lines - Private Mainlines	New: Per LF	3,500	\$ -	\$ 0.54	0%	\$ 1,902	\$ -	\$ 1,902	100%	\$ 0.54	\$ 1,902	\$ 1,902	\$ -	
180.2	Sewer Service Lines - Public Sewer Services	Per LF	-	\$ 1.20	\$ 1.66	72%	\$ -	\$ -	\$ -	100%	\$ 1.66	\$ -	\$ -	\$ -	
180.3	Sewer Service Lines - Private Sewer Services	New: Each	7,000	\$ -	\$ 33.78	0%	\$ 236,426	\$ -	\$ 236,426	100%	\$ 34	\$ 236,426	\$ 236,426	\$ -	
180.4	Water Service Lines - Private Water Service	New: Each	2,400	\$ -	\$ 34	0%	\$ 81,060	\$ -	\$ 81,060	100%	\$ 34	\$ 81,060	\$ 81,060	\$ -	
															Footnote 6 not included in revenue projections
208	Non Fee Related (sweeper, streets, signals)	NON FEE	1	\$ -	\$ 2,581,692	0%	\$ 2,581,692	\$ -	\$ 2,581,692	100%	\$ 2,581,692	\$ 2,581,692	\$ 2,581,692	\$ -	
Total User Fees		(includes cross support and contractors)						\$5,388,191	\$4,721,634	\$666,557			\$5,413,941	\$692,307	-\$25,750
% of Full Cost									88%	12%			100.5%	14.7%	-0.5%

- Footnotes**
- Many of these fees are often grouped together when issuing a permit. They would receive the permit issuance fee as well as those fees that apply to that particular permit. MGT recommends to continue to list these grouping on the Engineering fee schedule to show the customer which fees would apply.
 - Some Engineering staff provide cross support to some of the planning fees. This revenue is not part of the revenue calculation for Engineer and is not included in revenues.
 - No change. Ordinance 2000-697, fees were determined to offset future cost of pavement maintenance due to damage caused by cut.
 - Fee # 160 is set by state statute.

User Fee Study Summary Sheet

City of Goodyear
Engineering
FY2021 Budget

				Current						Recommendations					
				Per Unit			Annual			Per Unit		Annual			
Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Recommended Fee	Annual Revenue ²	Increased Revenue	Recommended Subsidy	Footnotes / Comments
5	Fee # 176: the per hour is based on two staff positions at 1 hr. each														
6	Fee #208 is to account for all time related to other division direct work and not user fees. It is not part of the revenues.														
7	Fee #149 & 150 recommend that the fee change from LF to each. In addition, we are recommending that thecurrent Water Service Lines fee be split into two fees: "2 inches and Smaller" and "Above 2 inches". The current fee listed for fee #149 is 25 LF x 1.20=\$30 and fee # 150 is 50 LF x 1.20=\$60.														
8	Fee #82 - The comparable LF fee is \$2 per LF. This fee is currently \$150 each.														

A photograph of a garden scene. In the foreground, there are numerous small white daisies with yellow centers. Behind them, there are tall, thin blue flowers. In the background, a white building with a textured wall is visible, partially obscured by trees and foliage. The overall scene is a lush garden setting.

City of Goodyear User Fee Update

June 14, 2021

- Approach and Methodology
- Fee Overview
- Comparisons
- Next Steps

Approach & Methodology



REPORT PAGE 4

- Last Full External Cost of Service study completed in 2009
 - Recommended 3-5 years
- Engaged MGT to perform the study (7/2019)
- Participation across all departments
- Bottom-Up Approach

Approach & Methodology



REPORT PAGE 4

- Primary goals of the study:
 - Define what it costs to provide fee-related services
 - Determine services where a fee should be collected
 - Detail service areas where fee adjustment warranted
 - Develop revenue projections w/full cost recovery

Bottom-Up Approach



REPORT PAGES 5-6

- Direct Costs
 - Identify all staff time spent on fee related activities or service
 - Calculate cost of staff time for each fee using productive hourly rates
- Indirect Costs / Overhead
 - Department and Administration
- Compare total calculated costs to the fees currently charged
 - Recovery rates (+ / -)
- Annualized costs and revenues
 - Per unit costs X estimated volume
- Develop recommended fee adjustments

Economic & Policy Considerations



REPORT PAGE 7

Type	Description	Recovery Target
Economic barriers	allows access to lower income users (i.e. swimming classes)	< 100%
Community benefit	provides a wider benefit to the community, as a whole (i.e. Special Events)	< 100%
Private benefit	user primarily benefits from the product or service (i.e. Improvement Districts)	100%
Service driver	who is receiving the service vs. the service driver (i.e. code enforcement)	< or > 100%
Demand	cost of services can create market driven changes in demand	
Competition	city services vs. neighboring community and private sector presence	
Incentives	cost of services can drive participation or community behaviors (i.e building permits, new business)	
Disincentives	discourages undesirable behavior (i.e. false alarms)	

Calculation / Recommendations



FINANCE

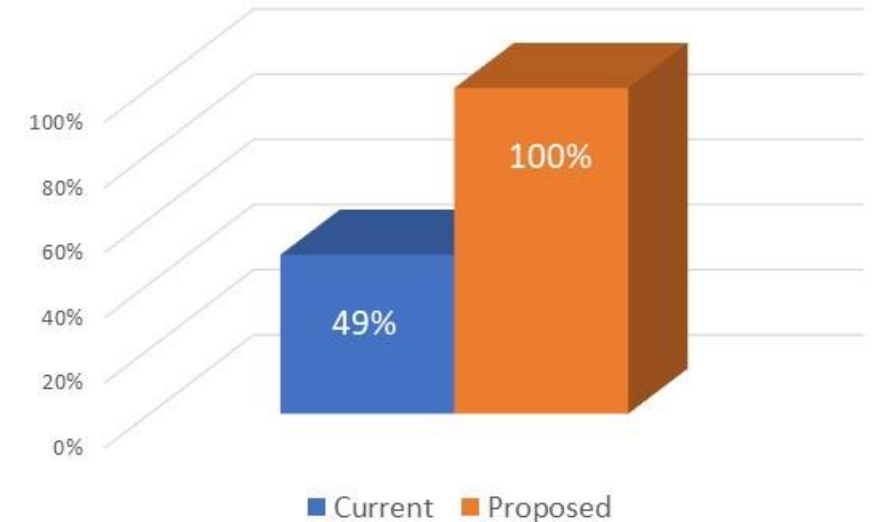
REPORT
PAGE 20

Ord	Service Name	Fee Description	Annual Volume	Current Fee	Full Cost	Current Recovery %	Annual Cost	Annual Revenue	Annual Subsidy	Recovery Level	Fee @ Policy Level	Annual Revenue2	Increased Revenue	Recommended Subsidy
1	Special Assessment Modification application	Per application	5	\$ 300	\$ 8,085	4%	\$ 40,424	\$ 1,500	\$ 38,924	99%	\$ 8,000	\$ 40,000	\$ 38,500	\$ 424
2	Special Assessment Modification Parcel Split	Remove	-	\$ 20	Dept recommends removing from schedule									
3	Special Assessment Modification Parcel Removal	Remove	-	\$ 5	Dept recommends removing from schedule									
4	Community Facilities District (CFD) Formation Non-Refundable Application fee	Non-refundable application fee plus \$60,000 deposit	1	\$ 15,000	\$ 26,575	56%	\$ 26,575	\$ 15,000	\$ 11,575	56%	\$ 15,000	\$ 15,000	\$ -	\$ 11,575
9	Non-Sufficient Funds (NSF) fee	Per check	-	\$ 50	\$ 33	154%	\$ -	\$ -	\$ -	154%	\$ 50	\$ -	\$ -	\$ -
10	Early Payoff of Assessment	Per transaction	75	\$ 200	\$ 218	92%	\$ 16,384	\$ 15,000	\$ 1,384	101%	\$ 220	\$ 16,500	\$ 1,500	\$ (116)
11	Annual Improvement District Assessment Billing Fee	Per parcel	3,000	\$ 23	\$ 19	119%	\$ 58,178	\$ 69,000	\$ (10,822)	100%	\$ 19	\$ 58,178	\$ (10,822)	\$ -
12	Business License (New)	Per license	480	\$ 75	\$ 78	96%	\$ 37,677	\$ 36,000	\$ 1,677	96%	\$ 75	\$ 36,000	\$ -	\$ 1,677

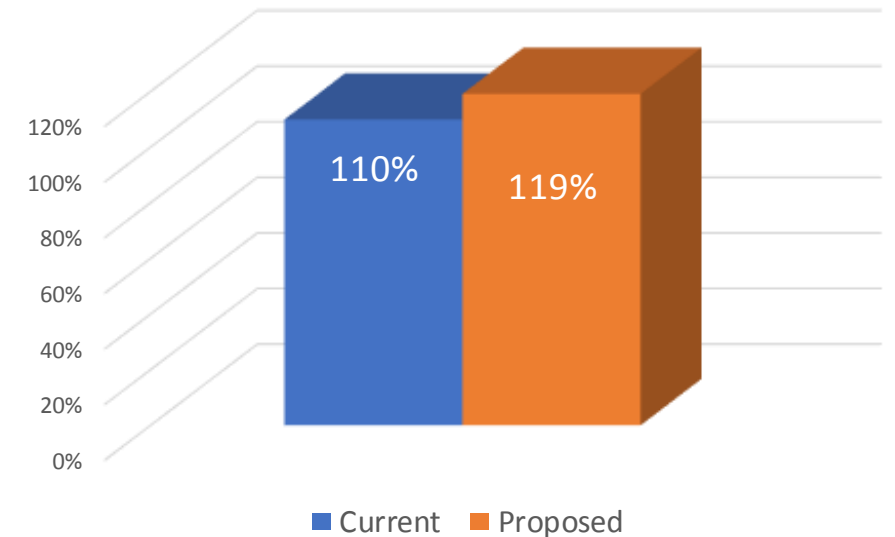
- Private Benefit
- Consolidation
- State Limitations

- Additional costs
- Disincentives

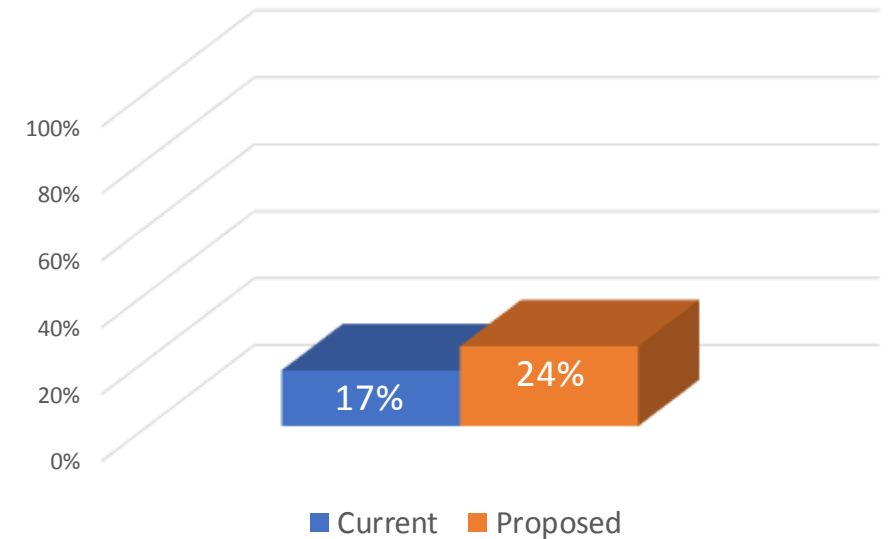
- Public Records Requests
- Increase per hour commercial public records request
- Remove unnecessary fees
- Proposed changes result in 100% recovery
- Annual Estimate: \$2,500



- Special Assessments
- Improvement Districts
- Business Licenses
- Remove unnecessary fees
- Proposed changes result in 119% recovery
- Annual Estimate: \$375,000



- Proposed recovery rates range from 1% to 100%
- New Fees added
 - Hourly rate for Officers and Sergeants
 - Body camera video
- Remove unnecessary fees
- Proposed changes result in 24% recovery
- Annual Estimate: \$198,700

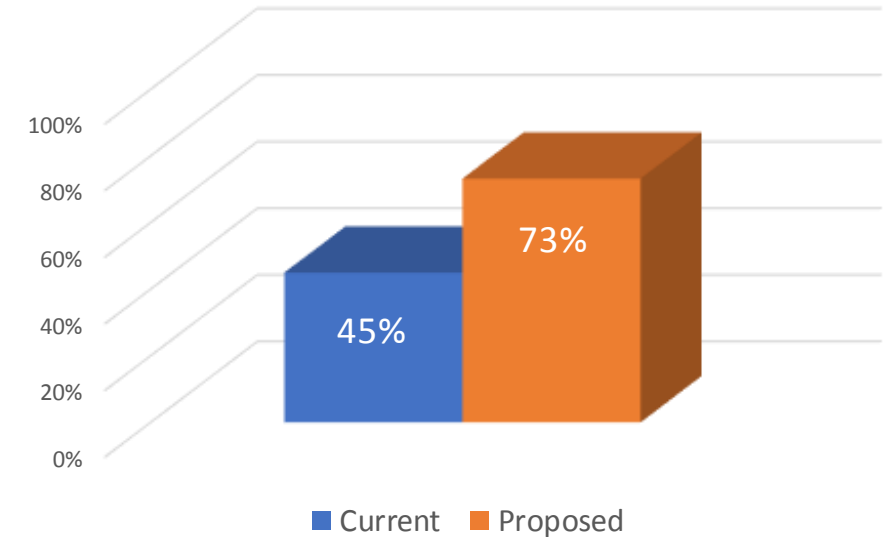


Public Works - Pretreatment Program



REPORT PAGES 12, 31

- Proposed recovery rates range from 50% to 100%
- New Proposed Fees
 - Pretreatment permitting for Type 2 & 3 Industrial Users
 - Special Permits – discharge from facility and from Publicly Owned Treatment Works
 - Industrial Users Sampling
- Proposed changes result in 73% recovery
- Annual Estimate: \$70,300



Development Related Fees



- Building Safety / Planning / Engineering
 - Partially Fire
 - Comparisons to other Valley cities
- Total recovery levels not estimated
 - Significant changes
 - High levels of growth
 - Dynamic types of growth

- Proposed recovery rates range from 37% to 441%
- New builds are inspected by Building Safety
- Fee modifications provide clarity and avoid redundancy
 - Thirty-seven (37) new fees are being recommended
 - Many are redefined fees for clarity
- False Alarm Fees

- No structural changes to fees
 - Main Intent is to Streamline
- Table 1 A (page 33 of report of findings) to align with project work efforts
 - Valuation Tiers 1 & 2 combined
 - Building Plan Check Fee
- By the numbers
 - 8 new fees proposed
 - 34 fees to be removed
 - All other fees have been reviewed and adjusted accordingly

- Structural changes
 - Cross Support included
 - Main intent is to Streamline
- By the numbers
 - 21 new fees proposed
 - 76 fees to be removed
 - Mainly restructured into new fees
 - All other fees have been reviewed and adjusted accordingly

- Structural changes
 - Cross Support included
 - Main intent is to Streamline
- By the numbers
 - 47 new fees proposed
 - 38 fees to be removed
 - Mainly restructured into new fees
 - 15 fees will change how they are charged
 - All other fees have been reviewed and adjusted accordingly

Project Examples



COST COMPARISON WITH OTHER CITIES

- Includes all Planning, Building and Engineering Fees
- Examples only
 - Projects will have Unique circumstances
- Competitiveness was not a component of recommended fees

Restaurant 4,000 sf (4 acres with 1 building)



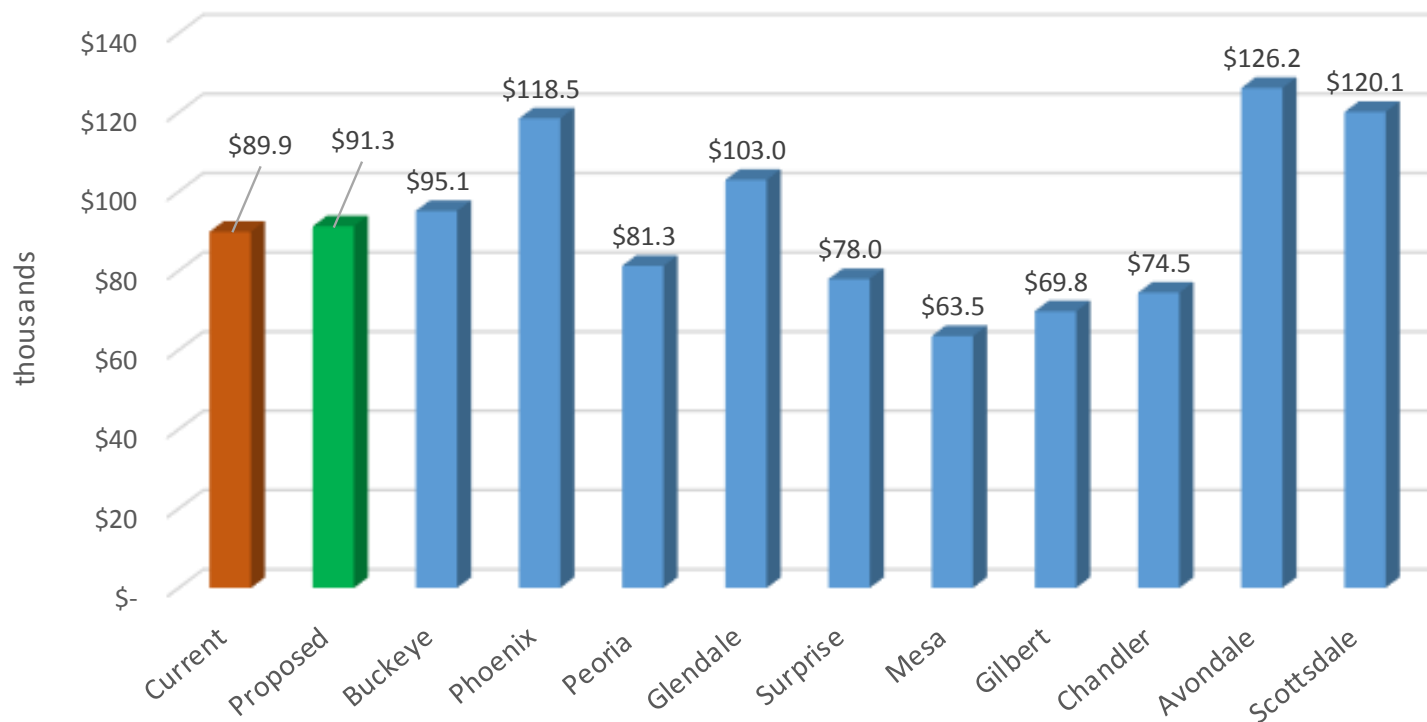
11.5% INCREASE



Residential subdivision 100 lots



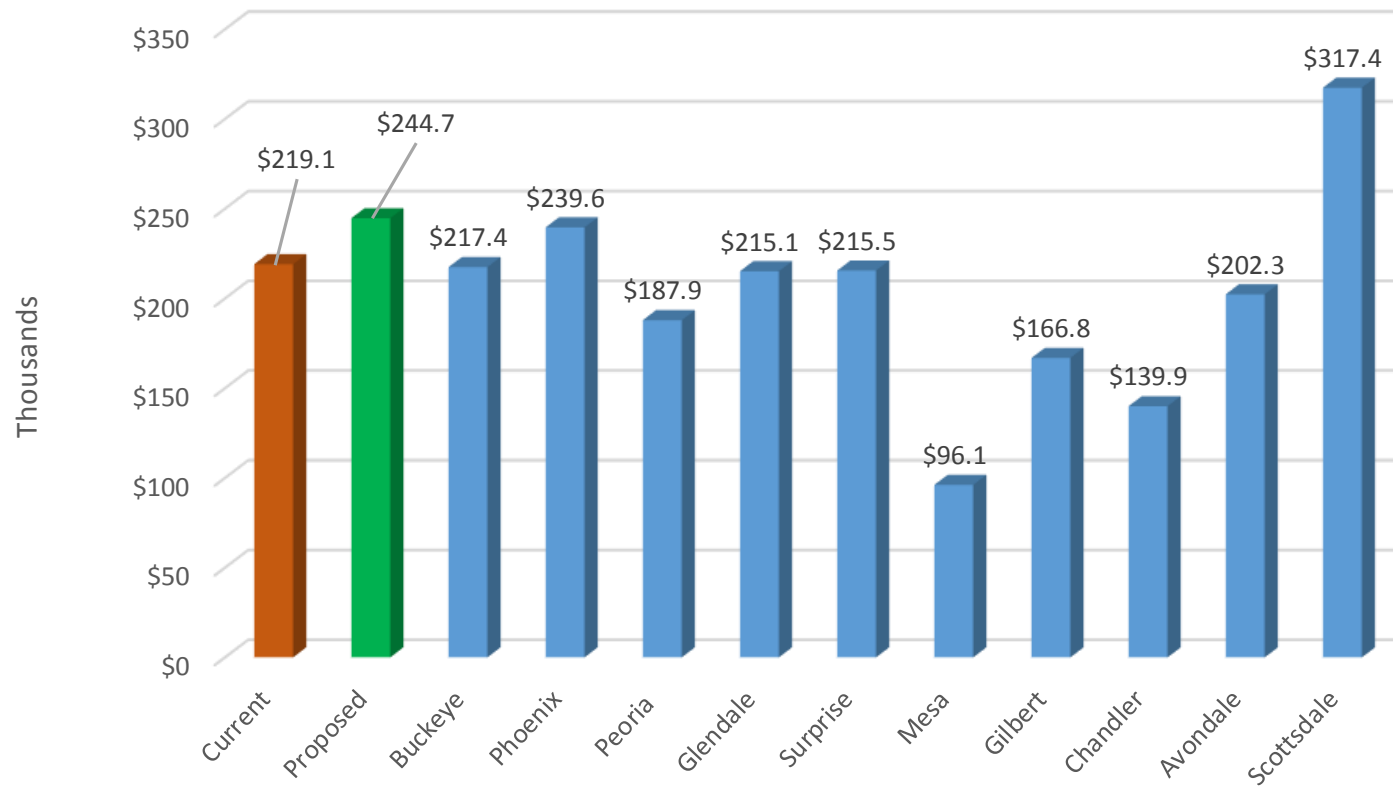
1.5% INCREASE



Industrial 200,000 sf (50 acres with 1 building)



11.7% INCREASE



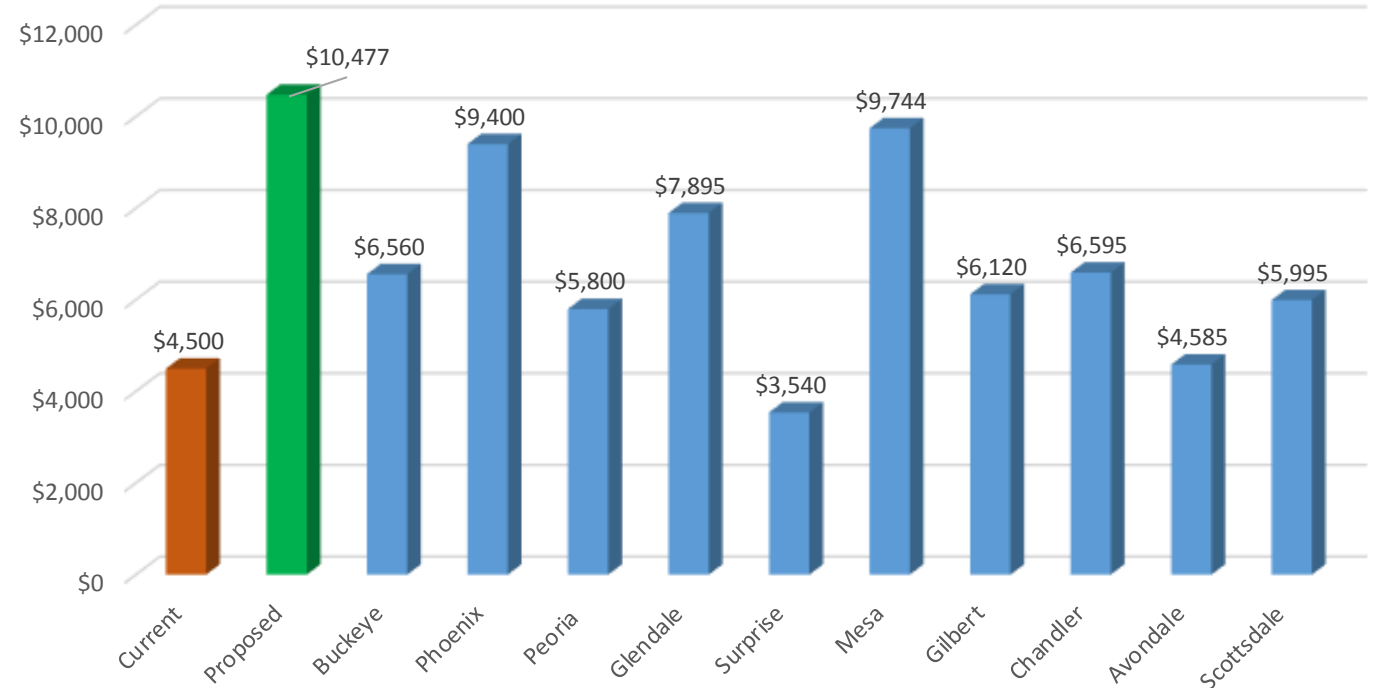
Planned Area Development (PAD)

40 acres



133% INCREASE

- Desire for less PAD's
- 100% Cost Recovery
- Alternative Available
 - Straight Zoning

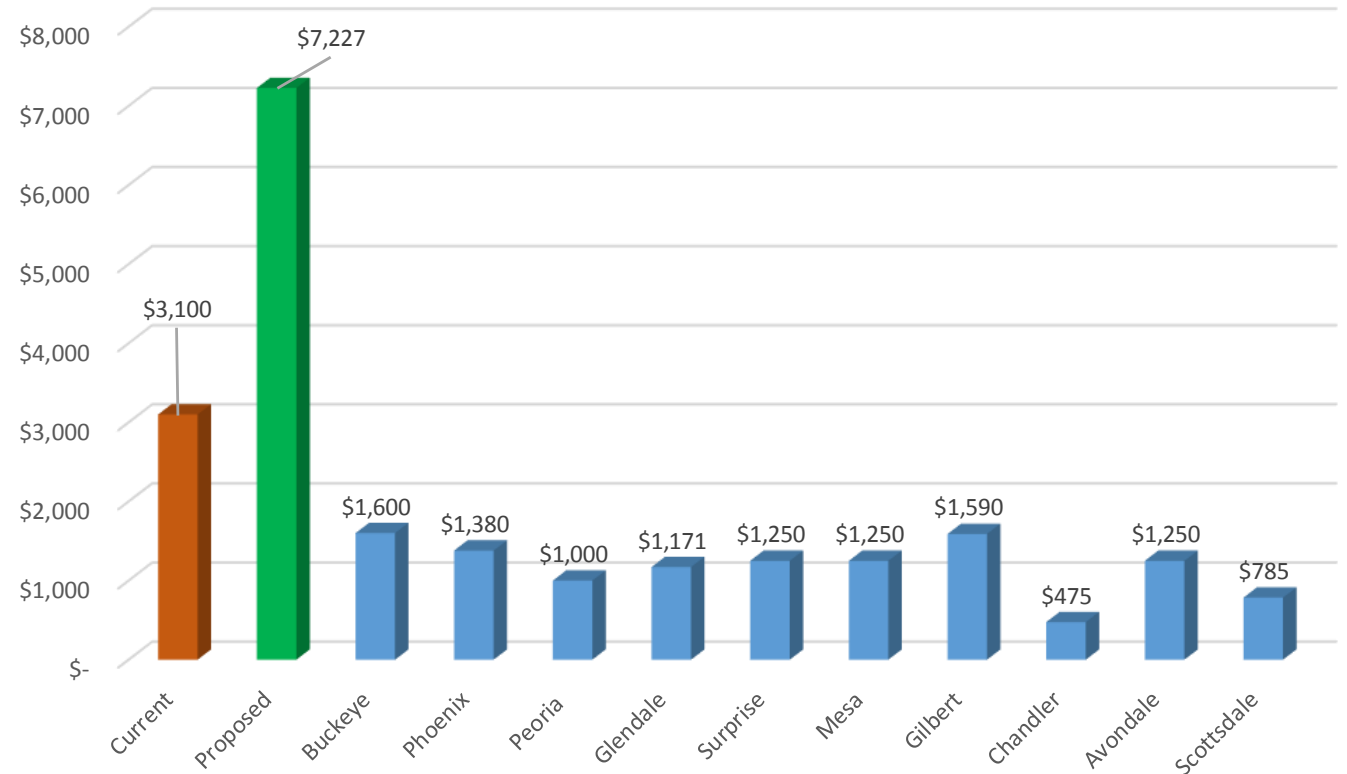


Use Permit – 2 acres



133% INCREASE

- 100% Cost Recovery
- Labor intensive process
- P&Z and Council
- Recommended Fee to decrease to \$6,027 to match Special Use Application



Implementation Steps



STAKEHOLDER OUTREACH

Date	Notice
<i>April 6</i>	<i>Initial Development Advisory Meeting</i>
<i>April 21</i>	<i>Statutorily Required 60 Day Website posting</i>
<i>April 23</i>	<i>Direct notice emailed to Development Advisory Forum</i>
<i>June 1</i>	<i>Development Advisory Forum</i>
June 14	Council Work Session
June 21	Public Hearing & Adoption
July 21	Implementation of Fees