



City Council Work Session
City Hall - Canyon Trails Room 1 & 2
1900 N. Civic Square
Goodyear, AZ 85395
October 6, 2025

Immediately following the Special Meeting that begins at 4:00 p.m.

Mayor
Joe Pizzillo

Vice Mayor
Wally Campbell

Councilmember
Brannon Hampton

Councilmember
Laura Kaino

Councilwoman
Vicki Gillis

Councilmember
Benita Beckles

Councilmember
Trey Terry



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. 2025-2441.

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.

Si necesita asistencia o traducción en español, favor de llamar al menos 48 horas antes de la reunión al (623) 882-7830.



City Clerk's Office: 1900 N. Civic Square, Goodyear, AZ 85395 (623) 882-7830
www.goodyearaz.gov/cityclerk
City Council Meeting Live Broadcast: <https://www.facebook.com/goodyearazgov/videos>

Immediately following the Special Meeting that begins at 4:00 p.m.

CALL TO ORDER

ROLL CALL

AGENDA ITEMS FOR DISCUSSION

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

1. FY2026 STRATEGIC PLAN - AUTOMATION OF EMPLOYEE PROCESSES

Summary

Council will receive an update on Fiscal Year (FY) 2026 Strategic Plan action item to identify process improvements to eliminate duplicative activities (paper forms, scans, etc). The assessment includes results from city staff about existing processes that are still in a paper format, involved manual data entry or have multiple entry points for the same information. (Lisa Faison, Chief Information Officer)

2. FINANCIAL SYSTEM INTEGRATION STRATEGIC PLAN UPDATE

Summary

Council will receive an update regarding the FY26 Strategic Plan Action item for the Financial System Integration. (Jared Askelson, Finance Director; Lisa Faison, Chief Information Officer)

3. REVIEW OF DEVELOPMENT CONTINUUM STREAMLINED PROCESSES

Summary

Council will receive an overview of the streamlined processes to be put in place that will contribute to the Development Continuum Action Item in the FY25-28 Strategic Plan. (Katie Wilken, Development Services Director; Roric Masey, City Attorney)

ADJOURNMENT

POSTING VERIFICATION

This agenda was posted on 10/1/2025 at 5:04 p.m. by AG.

ITEM #: 1.
DATE: 10/06/2025
AI #:2668



CITY COUNCIL ACTION REPORT

SUBJECT: FY2026 STRATEGIC PLAN - AUTOMATION OF EMPLOYEE PROCESSES

STAFF PRESENTER(S): Lisa Faison, Chief Information Officer

Summary

Council will receive an update on Fiscal Year (FY) 2026 Strategic Plan action item to identify process improvements to eliminate duplicative activities (paper forms, scans, etc). The assessment includes results from city staff about existing processes that are still in a paper format, involved manual data entry or have multiple entry points for the same information. (Lisa Faison, Chief Information Officer)

FISCAL IMPACT

There is no direct fiscal impact for assessing the employee processes and prioritizing the efforts to execute continuous improvement. As the projects are further evaluated and requirements are defined, this may result in additional funding to support integration or new features in software applications to meet the requirements.

BACKGROUND AND PREVIOUS ACTIONS

City staff were surveyed to narrow the scope of this assessment and provide a list of employee processes that involved paper, manual data entry, required scanning of documents or included duplicative steps. The list of employee processes will further be evaluated for quick wins that have short durations to implement process improvements and prioritize longer-duration efforts. The emphasis will be on improving services for residents and our business partners, reducing time-consuming tasks for city staff and collecting data more efficiently for use in timely decision-making.

STAFF ANALYSIS

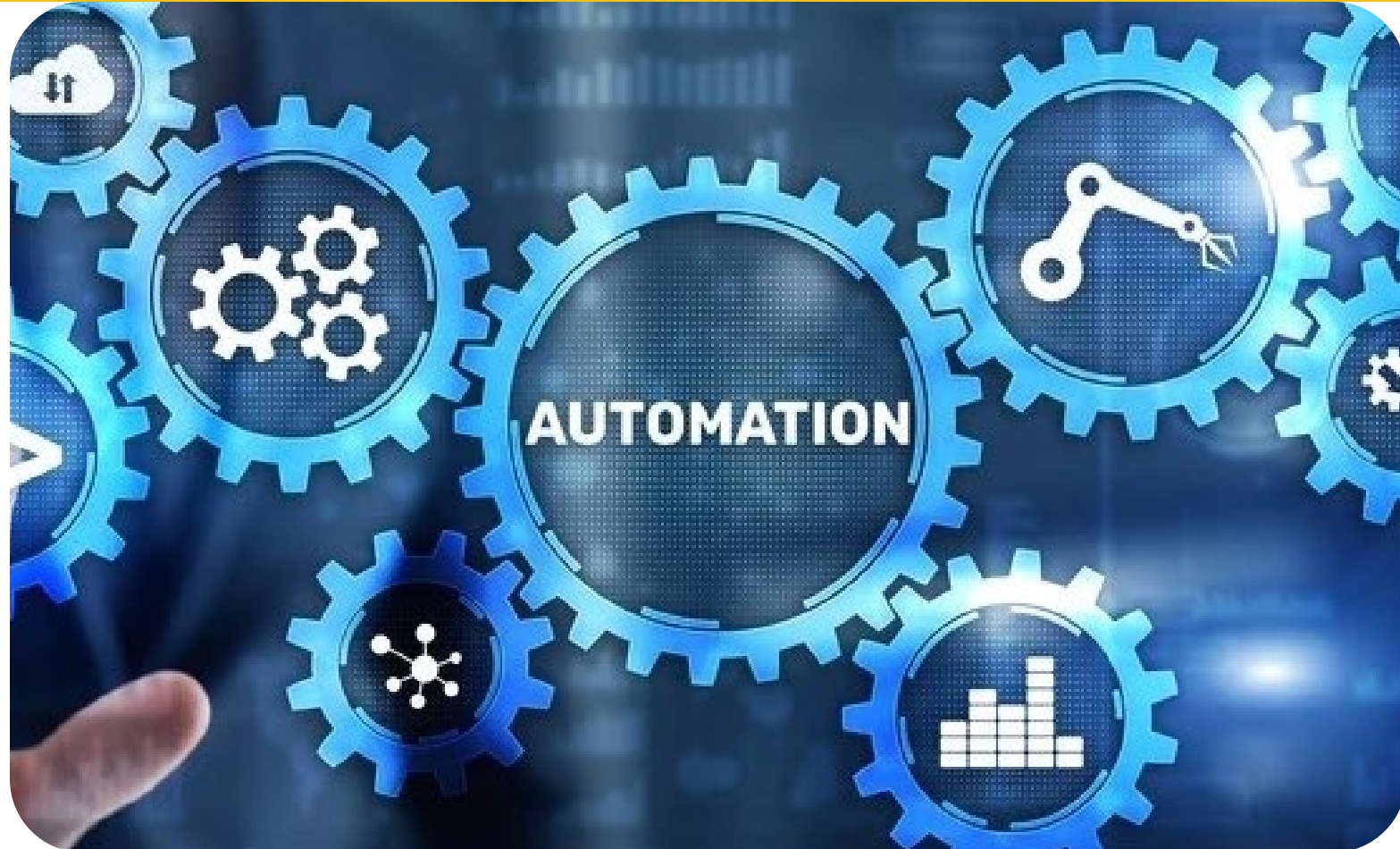
There are opportunities throughout the city to improve how staff perform their business processes and eliminate duplicative steps. This update will provide an overview of the business processes that can be improved based on feedback from city staff. The improvements include eliminating duplicative steps, digitizing paper collection of information and reduction of repetitive data entry of the same information across multiple system applications.

Attachments

Staff Presentation

FY 26 Strategic Plan

Automation of Employee Processes





FY 26 Strategic Plan

Automation of Employee Processes



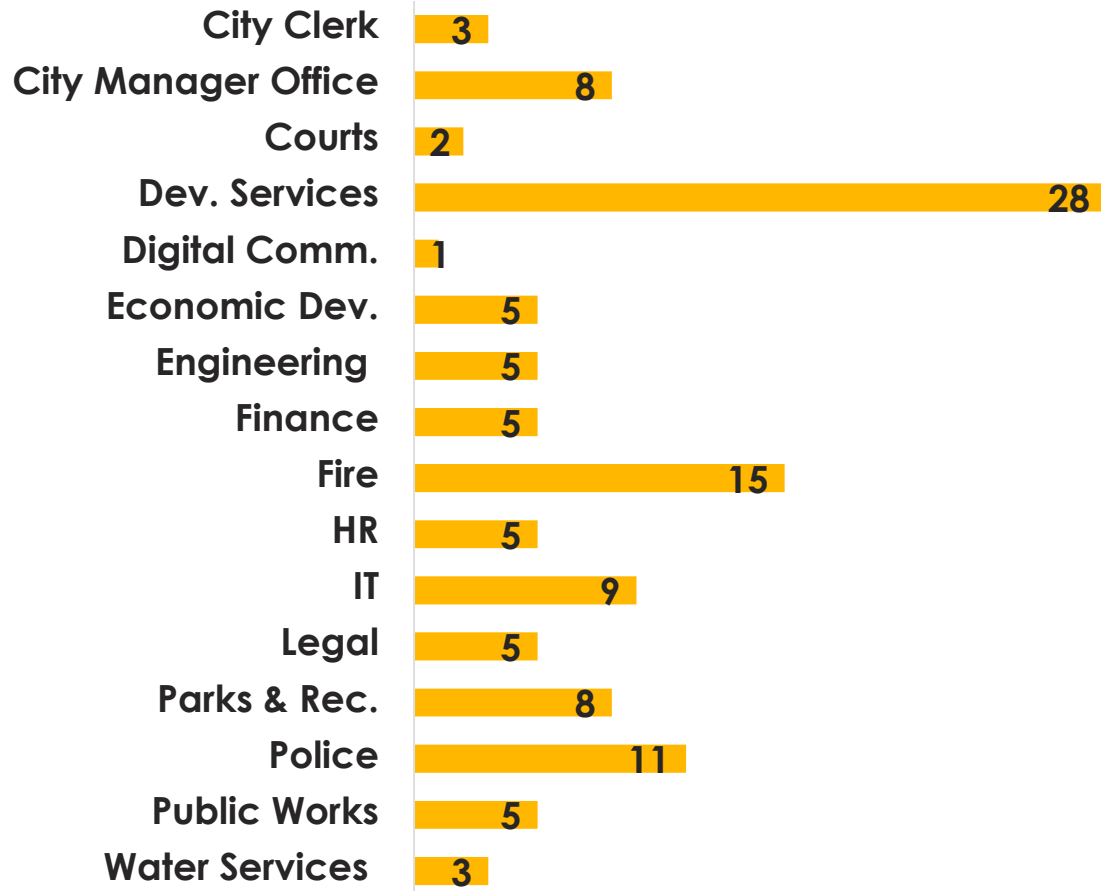
**INNOVATIVE & HIGH
PERFORMING ORGANIZATION**

ACTION ITEM	DESCRIPTION
Automation of Employee Processes	Identify process improvement to eliminate duplicative activities (paper forms, scans, etc.)



FY 26 Strategic Plan

Automation of Employee Processes



- ☐ 118 employees responded, across 16 departments (14% overall participation)
- ☐ Identify process improvements to **eliminate duplicative activities** (paper forms, scans, etc.)
- ☐ **Survey employees** in each department to identify opportunities



FY 26 Strategic Plan

Automation of Employee Processes

Repetitive Workflows

Repetitive tasks require extensive touch time & leads to discrepancy in data mismatches and .

Opportunity Areas:

Travel Processes and Financial Reconciliation

System Integration

Loss of time rekeying from one to another system. Prone to error and delays in transferring information.

Opportunity Areas:

Payroll, Onboarding, Financial Reporting, Payments

Paper Processes

Paper Reliance and Data Collection from Manual Forms.

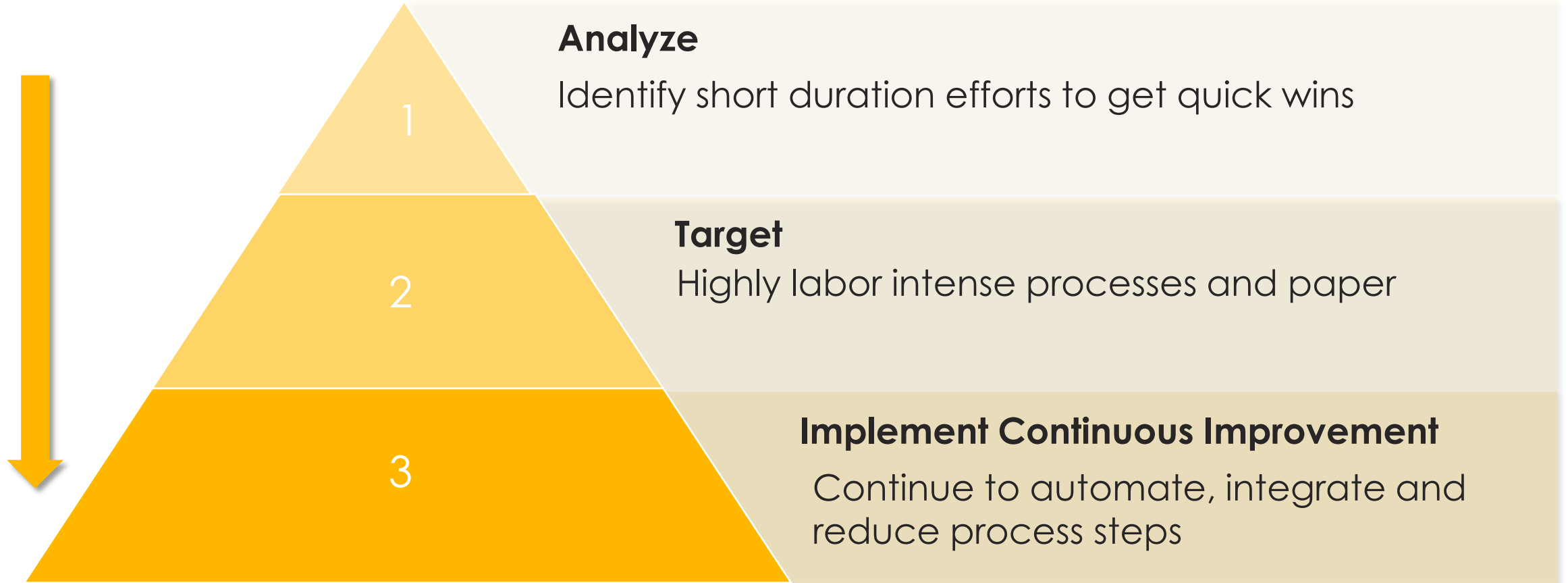
Opportunity Areas:

Forms, Onboarding, Utilities Start/Stop



IT Strategic Initiative FY26: Automation of Employee Processes

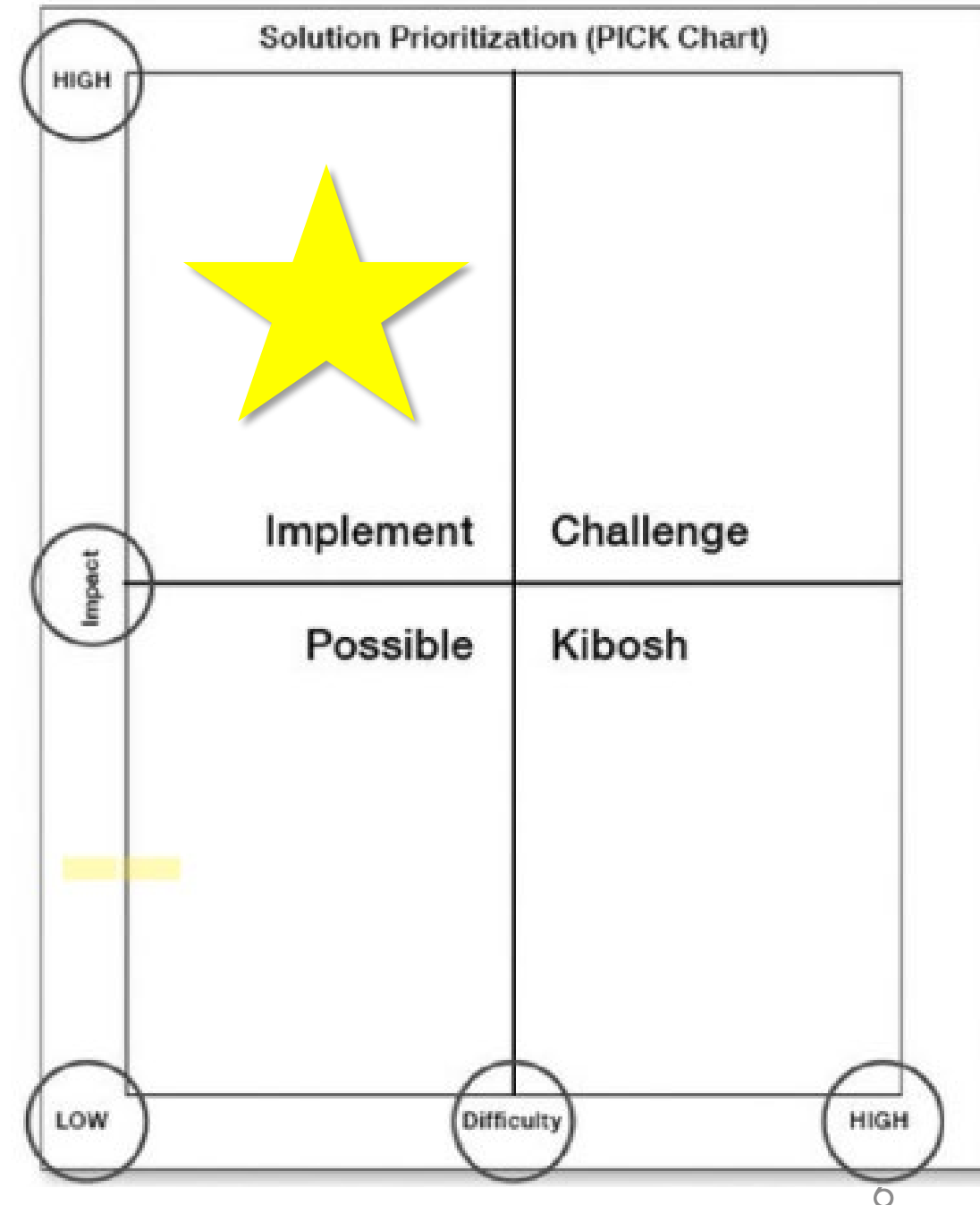
Next Steps





Quick Wins

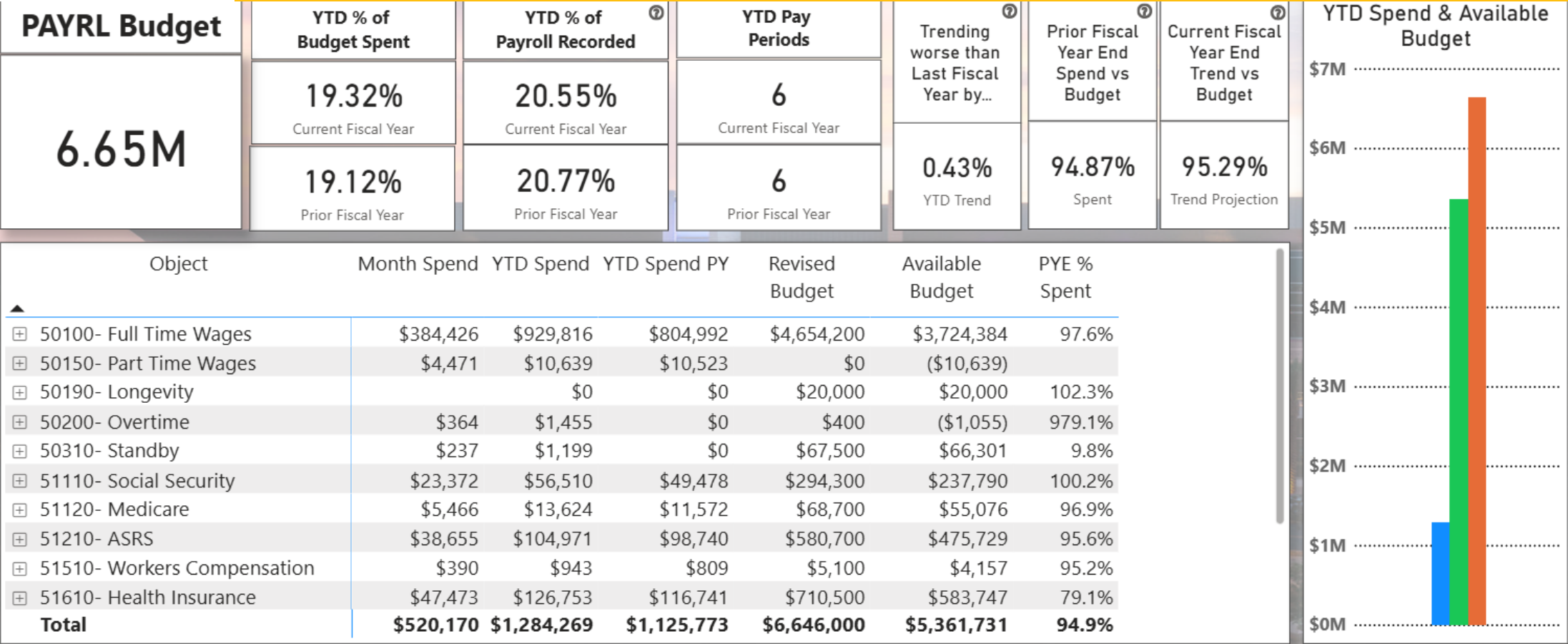
- Digitize paper
- Single point of data entry
- Use of Power BI to automate reporting
- Reduction of overall steps
- LEAN Methodology





FY 26 Strategic Plan

Automation of Employee Processes

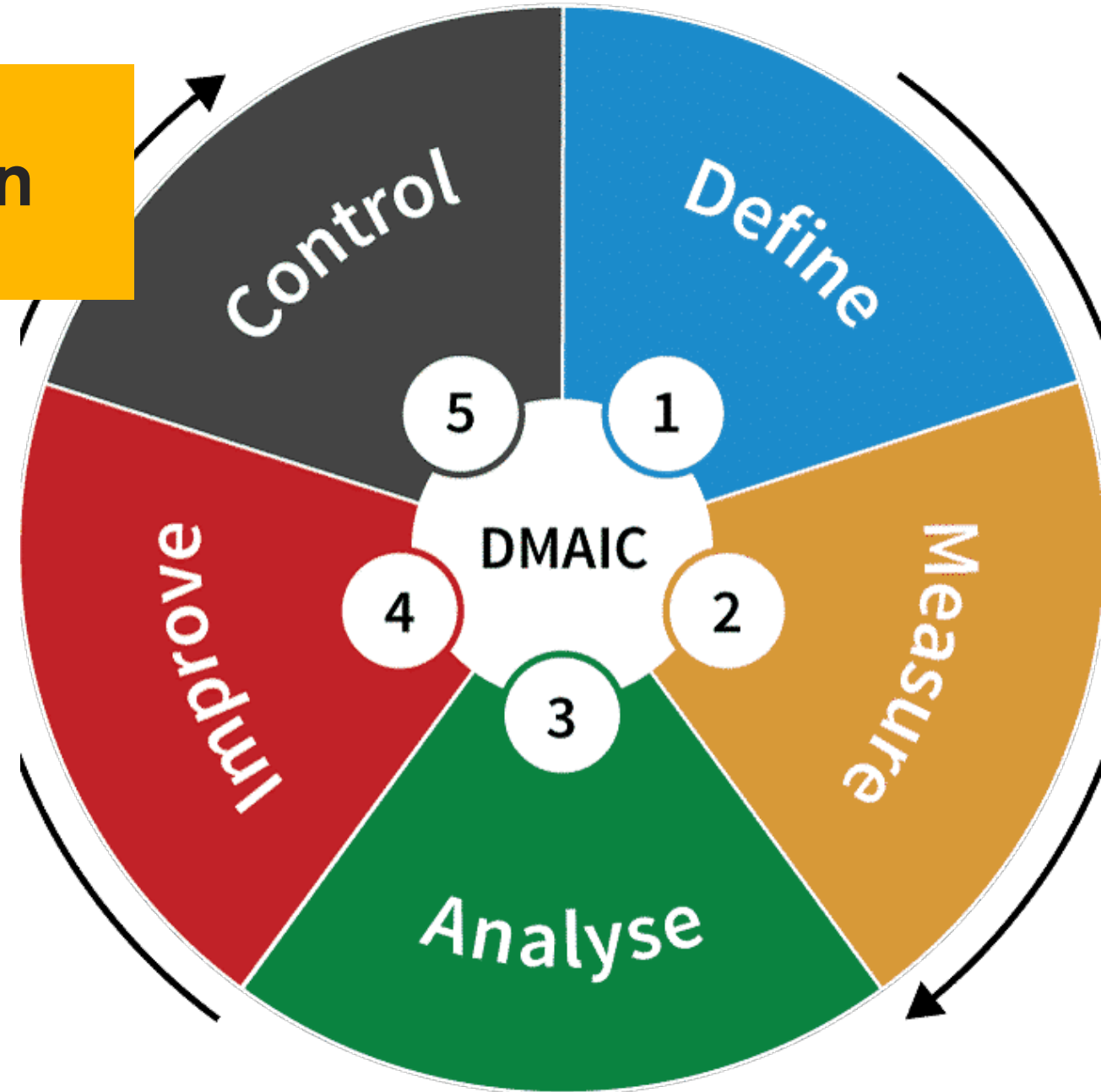


Detail by PayPeriod vs Prior Fiscal Year ⓘ

Recommendation

Continuous Improvement

- Work with our IT Executive Steering Committee for Prioritization
- Use the Smart City Committee to identify opportunities & Solutions



ITEM #: 2.
DATE: 10/06/2025
AI #:2667



CITY COUNCIL ACTION REPORT

SUBJECT: FINANCIAL SYSTEM INTEGRATION STRATEGIC PLAN UPDATE

STAFF PRESENTER(S): Jared Askelson, Finance Director; Lisa Faison, Chief Information Officer

Summary

Council will receive an update regarding the FY26 Strategic Plan Action item for the Financial System Integration. (Jared Askelson, Finance Director; Lisa Faison, Chief Information Officer)

FISCAL IMPACT

There is no direct fiscal impact to this item at this time.

BACKGROUND AND PREVIOUS ACTIONS

On November 18, 2024, the City Council adopted the Fiscal Year (FY) 2025-2028 Strategic Plan. The plan included a FY2026 action item to evaluate integration of financial systems as a process improvement.

In FY2018, the city implemented a new core financial software system, which is considered an enterprise resource planning (ERP) system that allows for the consolidation of multiple previous systems under one software platform. Due to operational needs, not all processes could be consolidated, including scheduling and timekeeping, document management, and associated billing. For those systems, processes were developed to transfer the appropriate data into or out of the core financial system. The methods of transfer include data integration, data import, and manual entry of data. Data integration is a process of continuous updating of data from both systems. Data import involves extracting data from one system and loading it into another system. Manual entry involves an individual entering data in each system.

The FY2026 budget includes funding to acquire Application Programming Interfaces (API) for the various modules of the core financial system. The API's will allow for greater data integration between various systems and the core financial system.

STAFF ANALYSIS

Staff began the evaluation of potential integrations with the city's financial system by mapping out the modules of the core financial system and the processes that interact with them. The focus was then to identify the types of data transfer that currently exist between the systems. Once the modules and processes were mapped, potential improvements in data transfers were identified and prioritized. The prioritization took into account the potential risk of errors in a process, the impact of those errors, potential time savings from an improvement, and the

timing of resources to complete the improvements.

Attachments

Staff Presentation



FY26 Strategic Plan

Financial System Integration



Work Session

October 6, 2025

Financial System Integration



FISCAL & RESOURCE MANAGEMENT

ACTION ITEM	DESCRIPTION
Financial System Integration	Identify, evaluate, prioritize, and present potential integrations with the City's financial system (Munis).

Financial System Integration

Types of Data Transfer

- Data Integration
- Data Import
- Manual Entry



Financial System Integration

City's Core Financial System

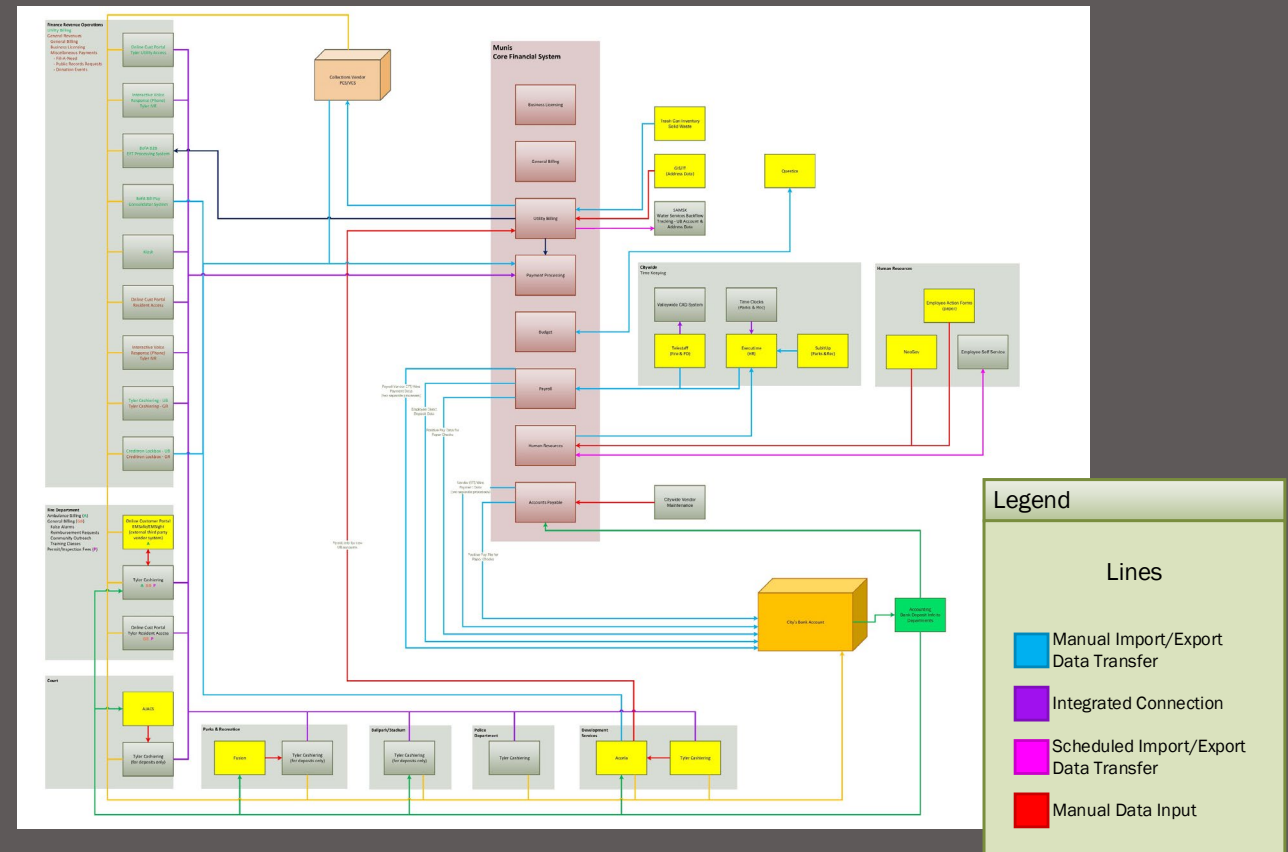
Tyler Technologies Munis

- Implemented in FY2018
- Widely used in the valley
- Enterprise Resource Planning



System Mapping

- Human Resources
- Payroll
- Payment Processing
- Utility Billing
- Budget



Financial System Integration



Human Resources/Payroll

- Data Import
 - Executime
 - Telestaff (1 way)
 - SubItUp (1 way)
- Manual Entry
 - NeoGov
 - Employee Action Forms



FY26 Strategic Plan

Financial System Integration

Payment Processing

- Data Import
 - Accela
- Manual Entry
 - EMSafe/EMSecurepay
 - Arizona Judicial Automated Case System
 - Fusion





FY26 Strategic Plan

Financial System Integration



Utility Billing

- Data Import
- Trash can inventory
- Manual Entry
- Geospatial Information System



FY26 Strategic Plan

Financial System Integration

Budget

- Data Import
 - Questica
- Manual Entry
 - TDX (Capital Improvements Plan)





FY26 Strategic Plan

Financial System Integration

Prioritized List of Integration Opportunities	
Category	Software Name
HR/Payroll	NeoGov
HR/Payroll	Employee Action Forms
HR/Payroll	Executime
HR/Payroll	Telestaff
HR/Payroll	SubItUp
Payments	Arizona Judicial Automated Case System
Payments	EMSafe/EMSecurepay
Payments	Fusion
UB	Trash Can Inventory
Budget	TDX
UB	Geospatial Information Systems
Payments	Accela
Budget	Questica

ITEM #: 3.
DATE: 10/06/2025
AI #:2813



CITY COUNCIL ACTION REPORT

SUBJECT: REVIEW OF DEVELOPMENT CONTINUUM STREAMLINED PROCESSES

STAFF PRESENTER(S): Katie Wilken, Development Services Director; Roric Masey, City Attorney

Summary

Council will receive an overview of the streamlined processes to be put in place that will contribute to the Development Continuum Action Item in the FY25-28 Strategic Plan. (Katie Wilken, Development Services Director; Roric Masey, City Attorney)

FISCAL IMPACT

There will be no fiscal impact to the city's FY25 Budget, or any other fiscal year in the future.

BACKGROUND AND PREVIOUS ACTIONS

The city's current Strategic Plan contains an action item for the Development Services and Legal Department to evaluate processes to streamline and improve the city's development timeline in fiscal year 2025. The City Attorney and Development Services Director presented improvements to the development timeline to City Council at the November 18, 2024, Work Session. One of the City Manager's goals for 2025 is identified as "Collaborating with the City Attorney, identify areas for continuous improvement in the development continuum where Legal Services is having impacts on the timelines."

STAFF ANALYSIS

In order to determine the improvements our customers want a focus on, Development Services conducted a Customer Service Survey in February 2025. Staff received 129 responses to the survey. Highlights include:

- 74% indicated they are satisfied with their overall experience working with the City of Goodyear Development Services Department.
- 87% felt that the Development Services Department team members were helpful, professional, and committed to helping navigate the process.
- 71% found the development process to be clear and easy to understand.

There were many positive responses to the survey as well as opportunities for improvement. In March 2025, staff held a customer listening session, attended by 30 customers and facilitated by Jimmy Lindblom of Willmeng Construction. The listening session provided an opportunity for a deep dive into the opportunities for improvement.

A read-out of the results of the customer listening session was provided at our May 21,

2025 Development Advisory Forum. These sessions are held quarterly and provide customers a chance to attend in-person or online to learn about updates to the development process and provide feedback to staff. Presentations are uploaded to the city's website at:
<https://www.goodyearaz.gov/business/development-center/development-advisory-forum>

Attachments

Staff Presentation



Development Continuum Timeline

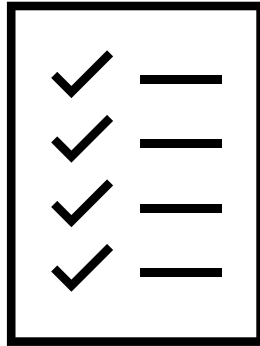


City Strategic Plan and City Manager Goals

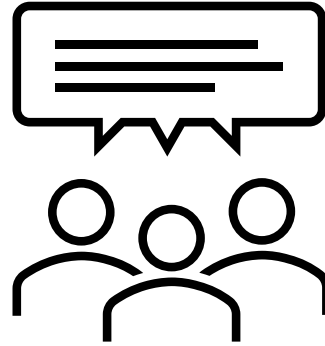
Collaborating with the City Attorney, identify areas for continuous improvement in the development continuum where Legal Services is having impacts on the timelines.



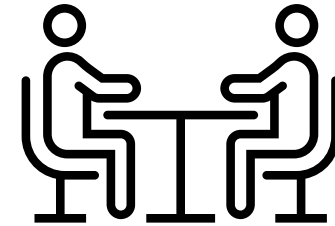
Customer Outreach



Survey



Listening
Session



1:1
Meetings

Strengths

87% found staff to be helpful, professional, and committed to help navigate the process



Feedback

"Friendly staff, great communication,"

"...always very helpful, willing to listen and collaborate to come up with creative solutions."

"The experience has continued to improve over the last 4-6 months"

"Response times have gotten vastly better over the past 6 months or so"

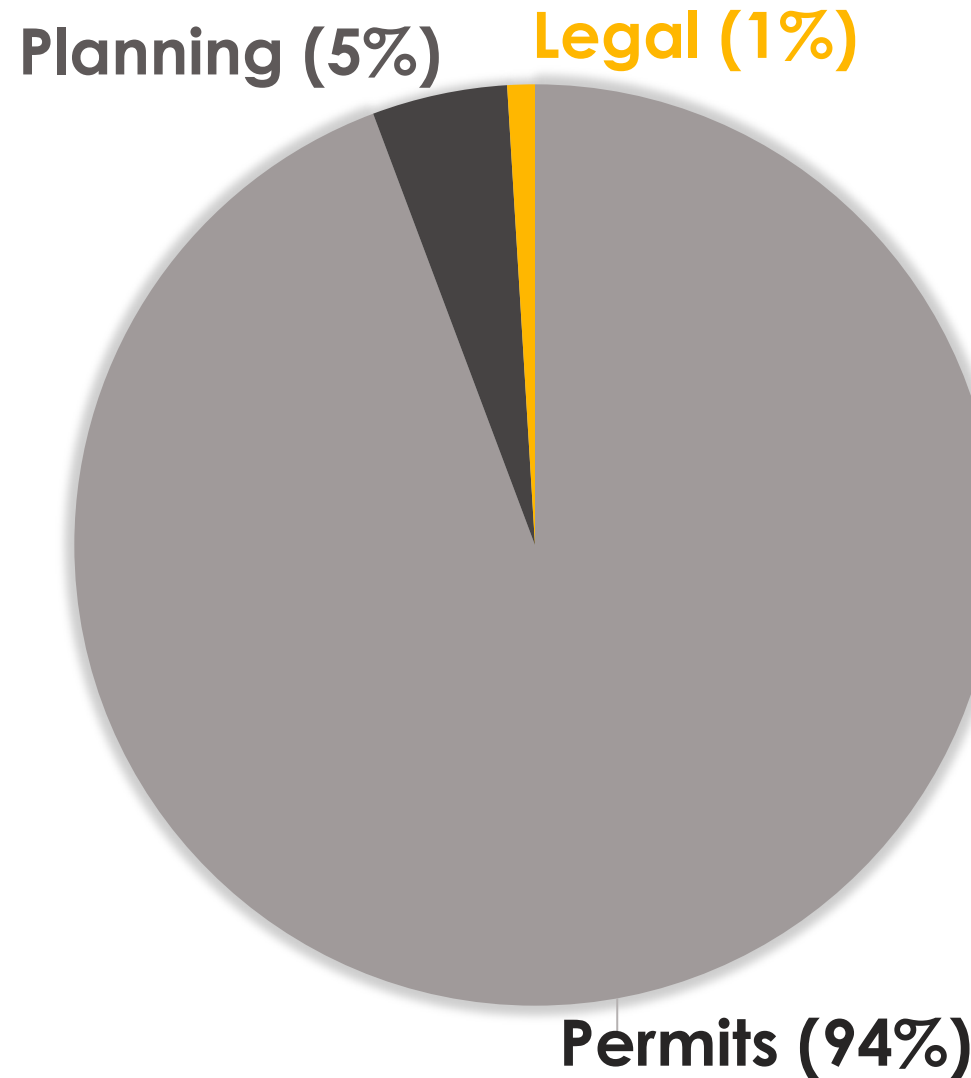
Final Plat Improvement



Opportunities for DSD

- Plan review timeframes
- Comments and stipulations
- Empower staff





Development Review in FY25

5,858 Permits Issued
295 Planning Cases
~60 items included legal review

Legal Continuum Improvements

- 2nd Legal Review for P&Z items no longer required
- Outside counsel has reviewed city's practices and provided recommendations
- Draft stipulations that are more concise and easily understood
- Standardize certain zoning stipulations that are common across projects



Continuing Conversations

- Development Advisory Forums
- Annual Surveys
- 1:1s and Roundtables
- Zoning Ordinance Update





Questions and Discussion