



Strategic Plan Action Item

Remote Work



Strategic Plan Action Item



INNOVATIVE & HIGH PERFORMING ORGANIZATION



ACTION ITEM	DESCRIPTION	RESPONSIBILITY	TIMEFRAME
Remote Work Flex Schedule	Evaluate and implement best practices for remote work policies for seamless customer service	HR	FY25



INNOVATIVE & HIGH PERFORMING ORGANIZATION



The city of Goodyear strives to be a preferred employer by fostering an inclusive culture and a safe working environment that attracts and retains a highly performing and engaged workforce. The city is committed to providing outstanding service to the community at an exceptional value.

01
GUIDING PRINCIPLE

Prioritize the well-being and safety of every team member by fostering a culture that promotes holistic well-being and creates a respectful and supportive environment for all to thrive.

02
GUIDING PRINCIPLE

Foster a culture of recognition that actively acknowledges and celebrates hard work, dedication and achievements while creating an environment where every individual is valued, respected and recognized for their unique contributions and perspectives.

03
GUIDING PRINCIPLE

Create and maintain a culture of ownership by empowering employees to make decisions. Ensure employees have the necessary resources to perform their roles and provide excellent customer service efficiently and effectively.

04
GUIDING PRINCIPLE

Foster opportunities and programs that support professional development and employee engagement for continuous learning and growth.

05
GUIDING PRINCIPLE

Implement initiatives that enhance communication, cross-departmental collaboration and transparency for city employees.

06
GUIDING PRINCIPLE

Establish clear expectations for all employees and volunteers of the city.

Presentation Overview

- Provide historical context for telework
- Share best practices
- Align best practices with service delivery and employee engagement

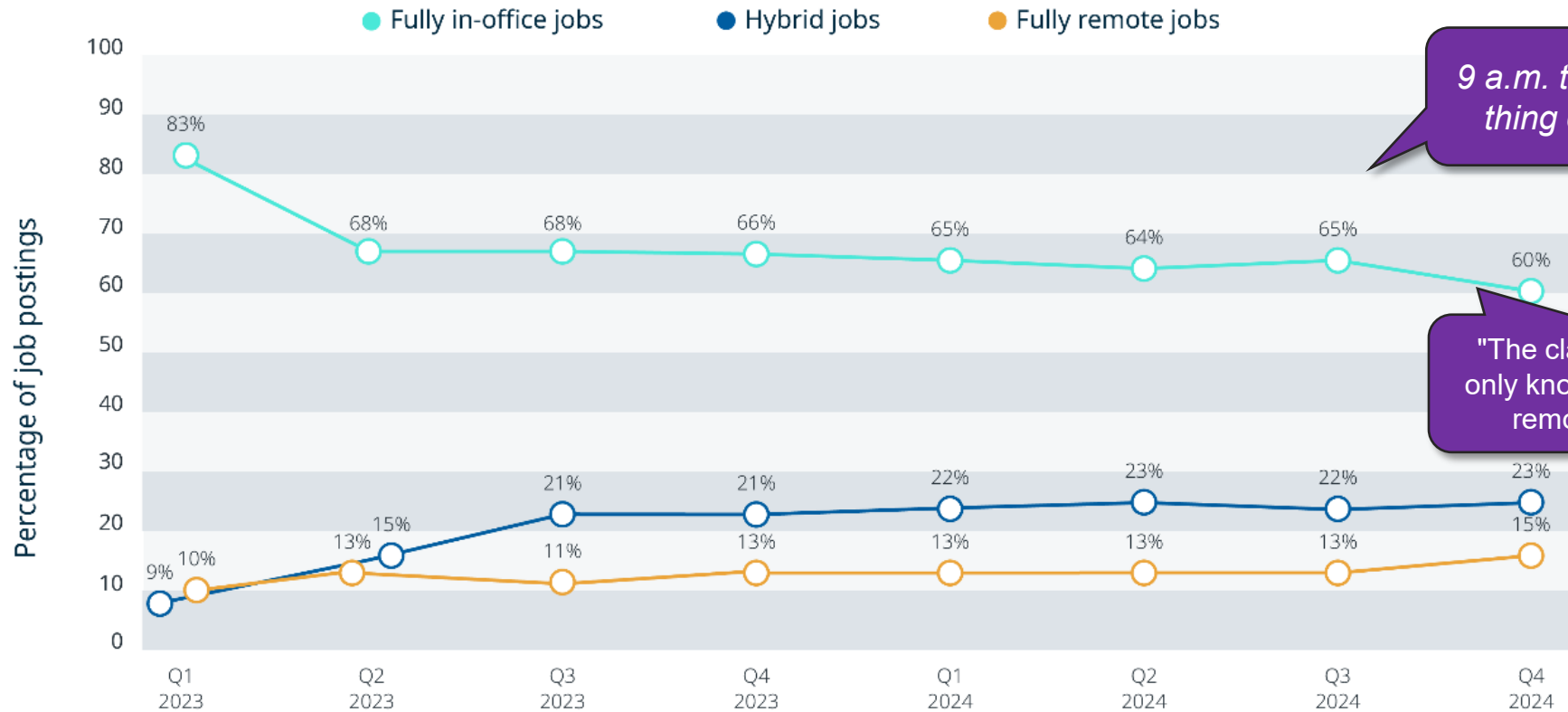


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U.S. Workplace State of Remote/Telework

Remote and Hybrid Jobs Over Time



Hybrid models are likely to remain dominant

Loss of telework would negatively impact retention

9 a.m. to 5 p.m. is a thing of the past

"The class of 2025 only knows hybrid or remote work"

Source: Robert Half analysis of over 6 million new U.S. job positions provided by TalentNeuron
2025 Robert Half Inc. An EOE M/F/D/V

rh Robert Half
Talent Solutions



Goodyear Telework History

History	2001 Guideline Creation	2020 COVID	2021 Return to the Office	2025 Best Practices
# Teleworkers	0	Approx. 37%	Approx 15%	Approx 22%

Why it matters

Employees in a Hybrid work environment are 33% less likely to quit their jobs



Recruitment & Retention



Continuity of Operations



Employee Wellbeing & Engagement



Office Space Management & Environmental Sustainability



Productivity Enhancement

Why it matters

Telework allows
us to exercise
our capabilities
to ensure that
essential
functions
continue



Recruitment &
Retention



Continuity of
Operations



Employee
Wellbeing &
Engagement



Office Space
Management
&
Environmental
Sustainability



Productivity
Enhancement

Why it matters

More than four
in 10 in the U.S.
telework at
least some of
the time



Recruitment &
Retention



Continuity of
Operations



Employee
Wellbeing &
Engagement



Office Space
Management
&
Environmental
Sustainability



Productivity
Enhancement

Why it matters

Hybrid work environments are a tool to address space management challenges



Why it matters

Gallup research shows that employees working in a hybrid environments are more engaged



Recruitment & Retention



Continuity of Operations



Employee Wellbeing & Engagement



Office Space Management & Environmental Sustainability



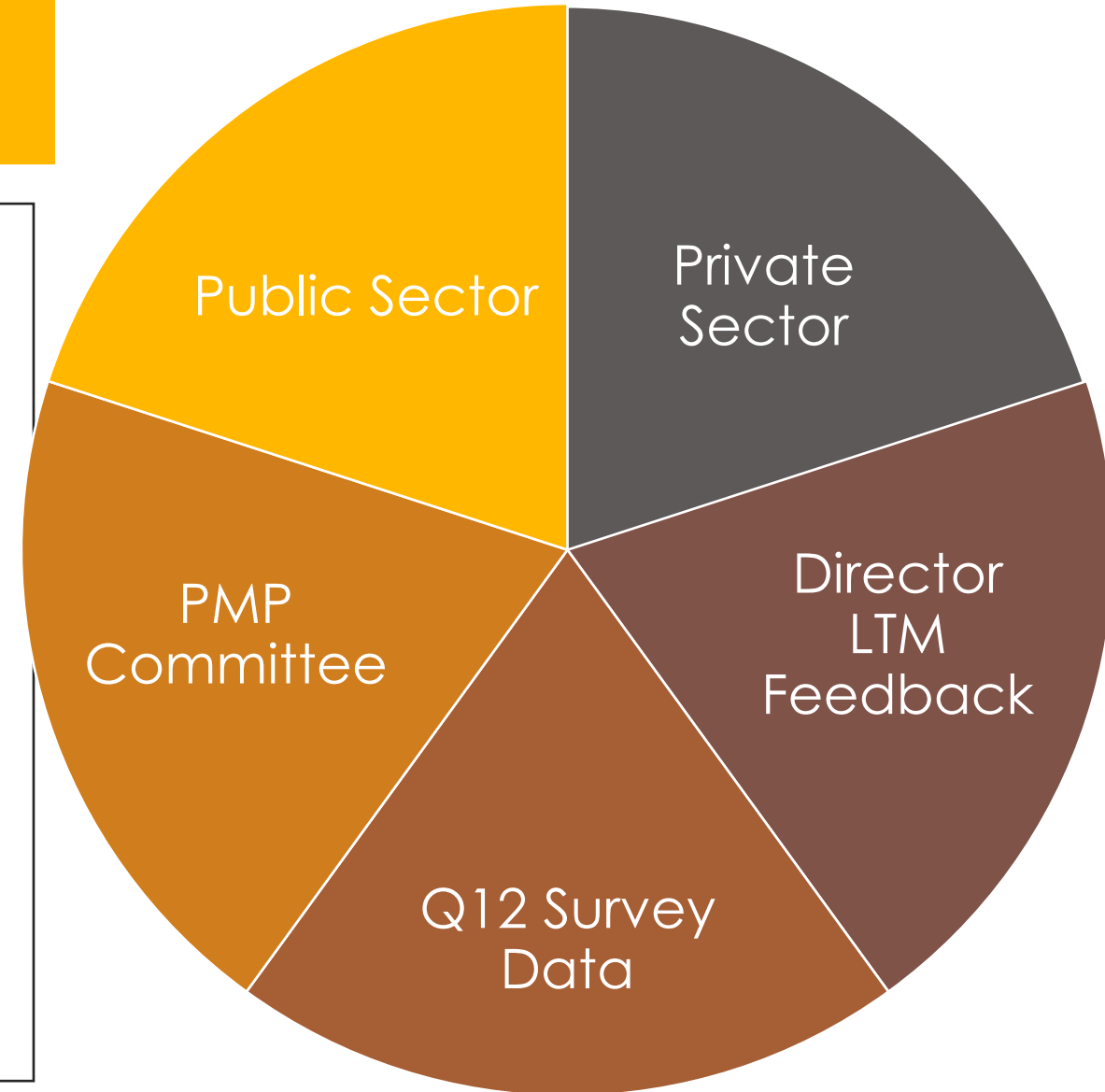
Productivity Enhancement



Best Practice Research

Methods

- Director feedback Sessions/ Survey
- Q12 Survey
- Benefits Consultant/Broker
- Benchmark City Data
- Employee Insights from PMP



Current State

- Hybrid – Minimum 3 days per week in office
- Position and individual performance driven
- Coverage requirements
- Leverage technology



Best Practices

Customer Service Expectations

- Timely responses regardless of location
- Visible coverage

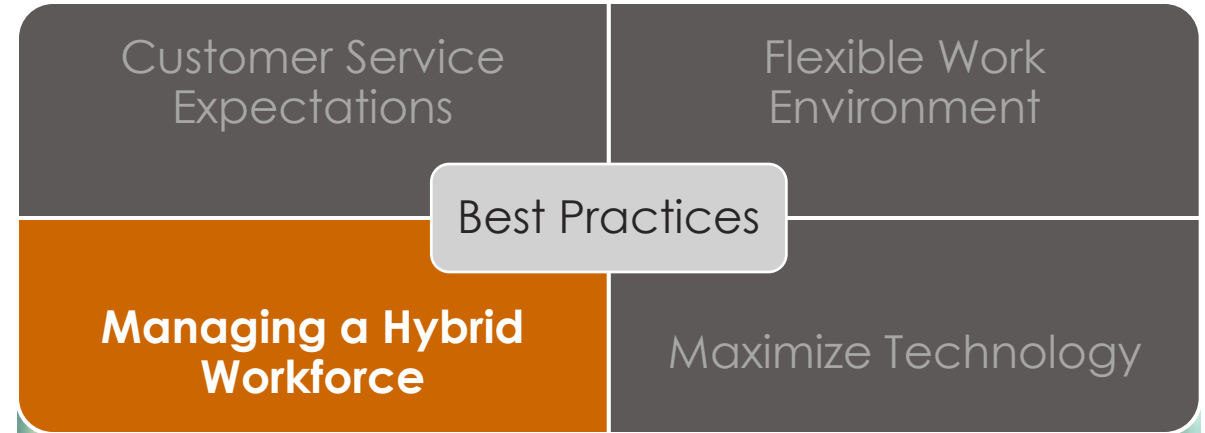




Best Practices

Managing a Hybrid Workforce

- Review/renew agreement annually
- Clearly defined expectations of:
 - Supervisor
 - Employee
- Director autonomy
- Monitor results

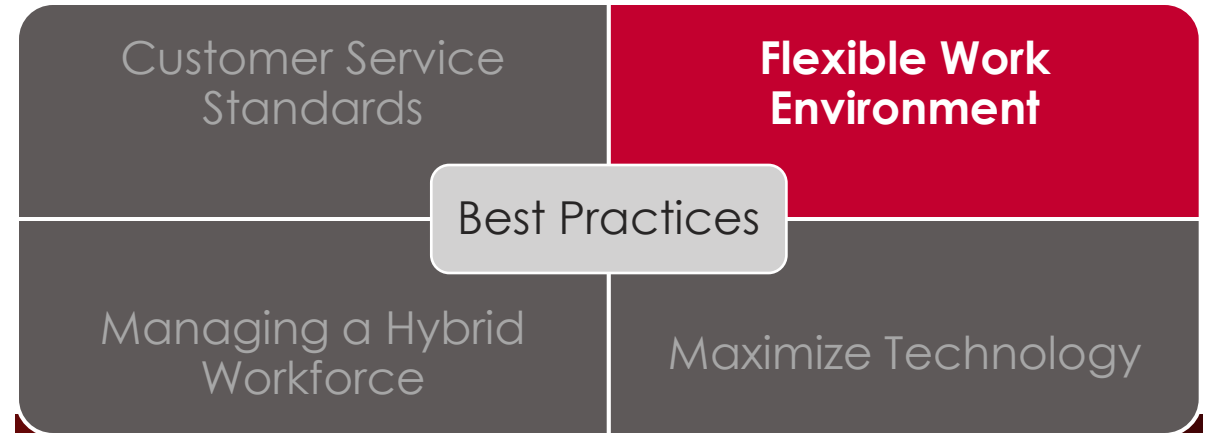




Best Practices

Flexible Work Environment

- Customer Centric Philosophy
- Optimum Balance – No More than Two Days
- “Office” Coverage



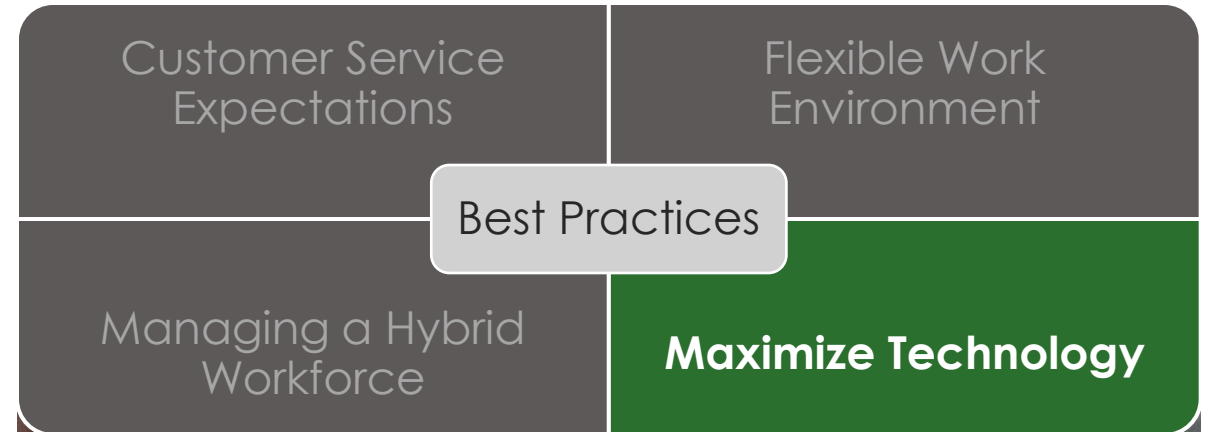
**Best
Practices**



Best Practices

Maximize Technology

- MS Teams
 - Chat
 - Virtual meetings
 - Phone
- Utilize Status Notifications
- Email



Next Steps

- Update guideline to include best practices
- Publish Customer Service Expectations
- Citywide education
- Shared responsibility for success

