Telework:

Improve Your Organization's and Employees' Return on Investment

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Montgomery County Commuter Services

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Telework 101
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Defining Telework

- Extends the workplace beyond the traditional office
- Is a voluntary arrangement and not an entitlement
- Is a management prerogative
- Replaces business related trips
- Maintains productivity in face of disasters/weather related emergencies
- Requires planning and consensus building
- Depends on technology
- Depends on management commitment

Teleworking is Not…

- Always a full time arrangement

- A replacement for child care or dependent care

- Sending people home and never seeing or hearing from them again

- A benefit

- An extension of the work day

- Always expensive

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Teleworking Succeeds When…

- The job is right

- The employee is right

- The technology works

- And the manager approves of the arrangement

Telework Programs Save…

- Thousands of Bank of America employees get a choice between working full time from home or getting an office work station

- Sun Microsystems saves $70 million a year in real estate alone

- The U.S. Patent & Trademark Office employees completed 40% of all work hours under a telework arrangement

- Dow Chemical saved a third of its non-real estate costs through telework

- Best Buy, British Telecom, JD Edwards, and American Express show home-based employees to be 20-40% more productive than their office counterparts

Telework Experiences Locally

- Calvert Investments reports productivity gains through reduced unplanned employee absenteeism
- Telework is a crucial part of the Nuclear Regulatory Commission's Continuity of Operation planning
- As a part of their commitment in recruiting and retaining top-notch employees, Social & Scientific Systems continues to offer flexible commuting options
- Clean Currents provides a $250 credit for employees who wish to purchase a new computer as a part of the telework program
- Through their telework program, Marriott saved on recruitment costs

Return on Investment (ROI)

- Increased worker productivity (10-20%)
- Reduced employee absenteeism (2-4 days)
- Increased employee morale, recruitment, retention (50-65%)
- Better communication among time zones
- SOLUTIONS FOR BUSINESS CONTINUITY
- Lowered facility costs, demand for parking spaces (10-90%)
- Environmentally friendly "green" program
- Workforce demographics- Four generations working side by side

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Workplace Demographics: 4 generations

- **The Traditionalists**

  Born Before 1946.

  Key Traditionalist values: Self-sacrifice and dedication.

- **Baby Boomers**

  Born between 1946 and 1964.

  Key Boomer values: Hard work and be a team player.

- **Gen X**

  Born between 1965 and 1979.

  Key Gen X values: Life balance and respect for individuality

- **Gen Y (also known as Millennials)**

  Born between 1980 and 2000.

  Gen Y values: Interested in sustainability, environment, emissions reduction, and respecting diversity.

Telework Incentives

- **Telework Tax Credit:**

  Employers in Montgomery County can receive an annual tax credit against the personal property tax for the purchase of a new home computer or new laptop computer (up to 50% of the cost of each new computer) to establish a new off-site employee workstation

  Contact: Dept. of Finance in Rockville, MD, (240) 777-8931

  http://1.usa.gov/IjvBUL

- **Green Business Certification:**

  Montgomery County Maryland's Green Business Certification Program is designed to recognize businesses and other entities that have taken voluntary steps to protect, preserve, and improve the environment. Establishing a Telework program is one of the steps that can be taken by employers towards Certification as a green business

  Contact: Doug Weisburger, Green Business Certification Program Manager

  (240) 777-7775

  http://mcgreenbiz.org

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How Many Commuters are Teleworking in Metro DC area?

Washington Metropolitan Region Trends as reported by the MWCOG's State of the Commute Survey 2010

- Teleworkers account for 25% of all regional commuters (telework is defined as ranging from episodic to full time)

- Equates to approximately 600,000 teleworkers

- Telework on average 1.3 days per week

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Frequency of Teleworking

Frequency	Percentage
Occasionally for special projects	10%
Less than once per month/emergency	12%
1 – 3 times per month	30%
1 day per week	19%
2 days per week	12%
3 or more times per week	17%
Average (mean) days per week	1.3

Telework Impact on Congestion and Air Quality

Washington Region Daily Reduction:

- 214,000 Vehicle Trips (VT)
- 1,141,000 Vehicle Miles of Travel (VMT)
- 3,800 lbs. of Nitrogen Oxides (NOx)
- 2,200 lbs. of Volatile Organic Compounds

How Many People are Telecommuting in Montgomery County?

Telework is Increasing

	2009	2010	2011
Telework	2%	3.5%	3.7%

Based on Montgomery County's Annual Commuter Survey

When Teleworking is Implemented Correctly, Productivity Increases

- 74% of teleworkers report increased productivity

- 85% of managers say productivity increases or stays the same

- Only 2% of managers report a decrease in productivity

- Among all who reported an increase in productivity, average increase is 20%

- 96% of teleworkers claim teleworking has not decreased work quality, and 91% of managers agree

*Based on a Clean Air Campaign (Georgia) survey of about 363 teleworkers and 124 managers from 15 companies.

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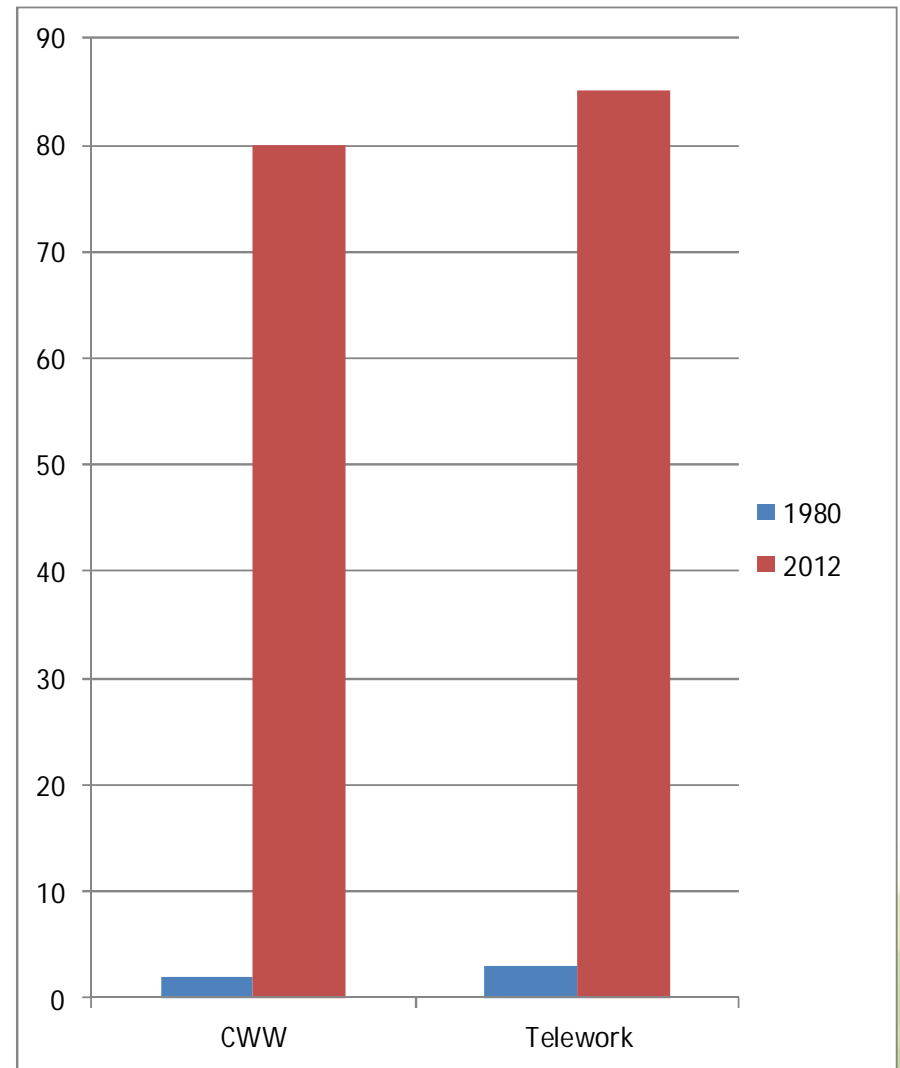Montgomery County Commuter Services

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Fortune 100

- In the 1980s, only two offered compressed work weeks and only three offered telework.

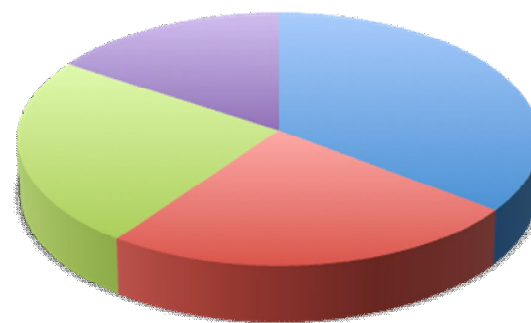- In 2012, 80 offer compressed work weeks and 85 offer telework.

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WorldatWork Study 2010 Shows Strong Adoption of Telework Among U.S. Employers

% of Employers allowing the following frequencies of Telework

- Ad hoc telework (e.g. to meet a repair person, care for a sick child) (83%)
- Telework on a regular monthly basis (at least one day per month, but not full time) (85%)
- Telework on a regular weekly basis (at least one day per week, but not full time) (57%)
- Full-time telework (every regularly scheduled work day) (37%)

Legend:
- Ad Hoc
- Monthly
- Weekly
- Full-time

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The Federal Telework Enhancement Act of 2010

Expands telework opportunities for most federal workers, allowing eligible employees to work remotely from home or an off-site location.

- Establish telework policies
- Designate a Telework Managing Officer to oversee telework in each agency or department
- Determine employee eligibility for telework
- Notify all employees of their eligibility
- Establish telework training programs for workers and managers
- Integrate telework into their Continuity of Operations Planning (COOP), and
- Provide yearly progress reports to the Office of Personnel Management (OPM)

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Implementation Steps

1. Gain Management Commitment — Month 1
2. Select Telework Coordinator — Month 1
3. Form a Steering Committee — Months 1-2
4. Develop Policies/Agreement — Months 1-2
5. Assess Costs and Savings — Months 2-3
6. Develop Technology Component — Months 2-3
7. Select Participants and Supervisors — Months 3-4
8. Implement Program — Ongoing
9. Train Participants — Month 4
10. Evaluate and Troubleshoot — Ongoing

Free expert assistance is available through Montgomery County

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Telework-related Issues

- Selection
- Coverage
- Worker's Comp
- Technology
- Connectivity
- Training
- Non-teleworkers

Middle Management Issues

- Performance Issues — "How do I know they are working?"

- Communication Issues — "How will I reach staff?"

- Equity/Haves and Have-Nots — "What about those who cannot telework?"

- Selection — "How do I select the right employees?"

- Safety/Ergonomics — "Do we inspect the home office?"

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National Organizations with Successful Programs

- GE Energy
- IBM
- Federal Government
- Delta Airlines
- Bank of America
- Home Depot
- Kaiser Permanente
- MetLife
- State of Georgia

- Sun Microsystems
- Yahoo!
- Cisco
- Hewlett Packard
- Intel
- Solvay Pharmaceuticals
- County of Los Angeles

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Local Organizations with Successful Programs

- Marriot International
- Calvert Investments, Inc.
- Social & Scientific Systems, Inc.
- Clean Currents
- United States Pharmacopeia (USP)
- Defense Information Systems Agency (DISA)
- Animal and Plant Health Inspection Services (APHIS)
- Nuclear Regulatory Commission (NRC)

Next Sessions

- Session 2, May 31, 10:30 to noon:

  Telework 102- This webinar will guide the employers through the A to Z of implementation steps

- Session 3, June 21, 10:30 to noon:

  Employer Panel- This webinar will feature employers with successful telework programs

Contact Information

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