
“Keep the Job-Lose The Commute”



Commuter Connections

Metropolitan Washington Council of Governments

800 745-7433

Telework Defined

- ◆ Based on the 2004 Commuter Connections State of the Commute Report, teleworkers are defined as *wage and salary employees who at least occasionally work at home or at a telework or satellite center during an entire workday, instead of traveling to their regular workplace.*

The Problem...Today

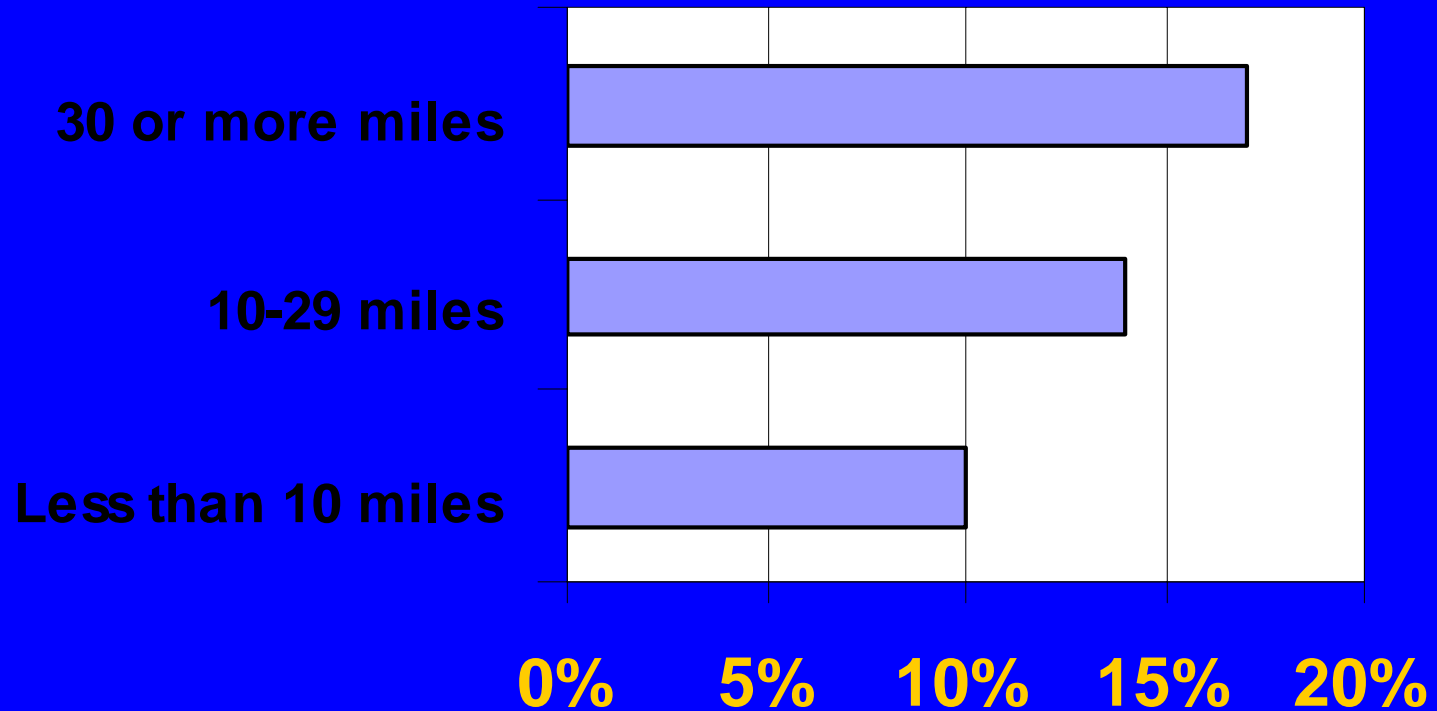
- ◆ Washington metropolitan region has the third longest commute in the nation and the most costly commute in the country.
- ◆ Crude oil prices, the biggest component of gasoline prices, have been climbing. In recent days, gasoline prices on the futures market have shot up even faster than oil, and that has translated into the rapid surge in prices at the pump.

Definitions

- ◆ **Telework:** substituting information technology for work-related travel.
- ◆ **Teleworkers:** *employees* who work at a location other than the main office (home, telework center, vehicle) during their *normal work hours*.
- ◆ **Telecommuters:** employees who work at *home* during their normal work hours.

Telework Levels by Distance Traveled-2004

2004 Commuter Connections State of the Commute Survey



Telework Impact on Congestion & Air Quality

Based on 320,000 Teleworkers in 2004:

- ◆ Vehicle Miles Reduced: 2,000,000 per day
 - *Back and forth across the U.S. every day for a year*
- ◆ Over 100,000 Gallons of Gas Saved per day
 - *\$1,000,000 each week*
- ◆ Nitrogen Oxides (NO_x) Reduced: 1.5 Tons per day
 - *Over half a percent of daily NO_x from all vehicles on the region's roads*

2004 Commuter Connections State of the Commute Survey

Local Trends

- ◆ Teleworkers account for 12.8% of all regional commuters (320,000 workers)
- ◆ Results suggest that substantial telecommute growth potential exists in the Washington metropolitan region
- ◆ *Source: 2004 Commuter Connections State of the Commute Report*

Teleworking Is:

- ◆ A Positive and Mutually Beneficial Arrangement for Both Employer and Employee
- ◆ Not for Everyone, but Ideal for Employees who Routinely Perform Tasks Involving Frequent use of Phone and Computer
- ◆ A Seamless and Transparent way of Conducting Business with Customers and Co-Workers Through Technology
- ◆ A Growing and Readily Accepted Part of the Work Culture

Benefits

- ◆ *Employer*: enhanced employee recruitment and retention; increased employee satisfaction and productivity, reduced absenteeism, reduced overhead costs; business continuity strategy.
- ◆ *Employee*: reduced commuting time and stress, reduced costs, more productive work environment.
- ◆ *Societal*: reduced traffic congestion, air pollution, and highway costs.

Telework is **NOT**...

- ◆ Most often, telework is **NOT** a full-time arrangement.
- ◆ Telework is **NOT** sending people home and never seeing or hearing from them again.
- ◆ Telework is **NOT** a substitute for child-care or elder-care arrangements.

Four-Part Assessment: Assessing Yourself

- ▣ Have you been with the company for a suitable length of time?
- ▣ Do you have a history of better than average job performance?
- ▣ Do you work well on your own with minimal supervision?
- ▣ Are you a self-starter?

Assessing Yourself

- ▣ Is your home a suitable place to work or do you have access to a telework center?
- ▣ Do you have a suitable place in your home to work?
- ▣ Are you willing to provide your own equipment if need be?
- ▣ Do you communicate well with your supervisor?

Four-Part Assessment: Assessing Your Work

- ☞ Do you routinely perform tasks that can be done out of the office (phone/computer related)?
- ☞ Can these tasks be done independently?
- ☞ Can quality and quantity of work be measured or documented?
- ☞ Is the need for face-to-face interaction minimal?

Four-Part Assessment: Assessing Your Manager

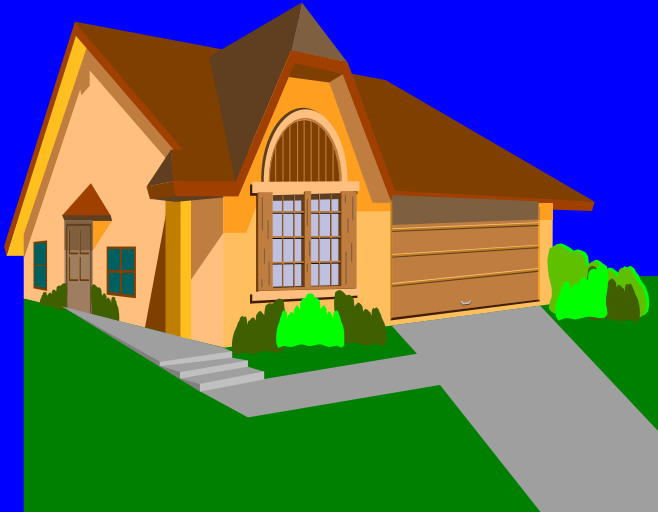
- ☞ Manages by objectives and results.
- ☞ Comfortable with remote supervision.
- ☞ Supports flexible work schedules.
- ☞ Communicates regularly with employees.
- ☞ Has established trust level with employees.
- ☞ Promotes empowerment.
- ☞ Open to new ideas.

Four-Part Assessment: Assessing Your Organization

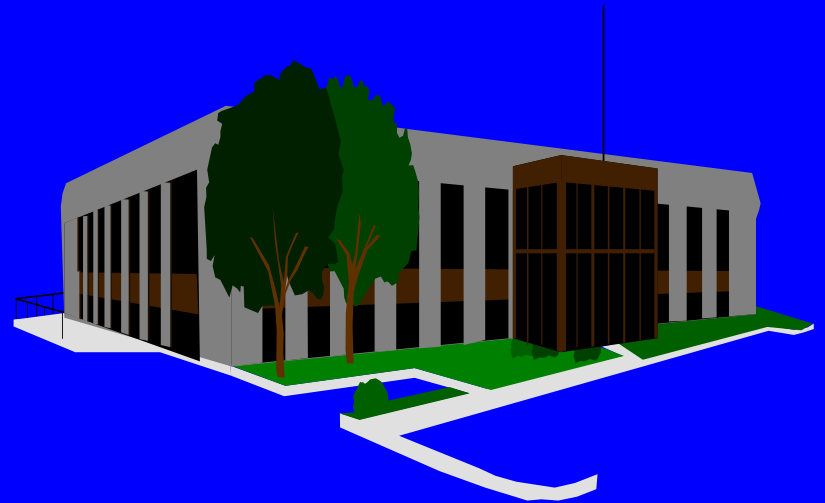
- ☞ Is the organization flexible and open to new ideas?
- ☞ Does the organization see employees as a resource?
- ☞ Do the existing technology and telecommunications systems lend themselves to remote work?

Options

Work at Home



Telework Center



Working at Home

Pros

- ◆ Greatest environmental benefits.
- ◆ Most convenient for teleworker.
- ◆ Least expensive option if employee has own equipment.

Cons

- ◆ May be too solitary for some employees.
- ◆ Employee's home may not be suitable.
- ◆ May require purchase of additional equipment.
- ◆ Legal issues (liability, workers comp, etc.).

Home Office Set Up

Environment...

- ◆ An area where you can work uninterrupted, preferably with a door.
- ◆ Ergonomic furniture.
- ◆ Good lighting.
- ◆ Adequate heating, cooling, ventilation.

Equipment...

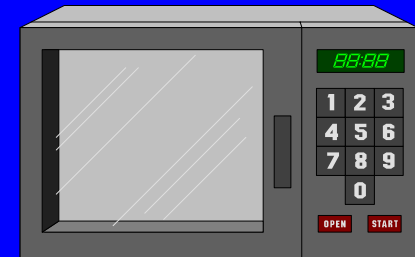
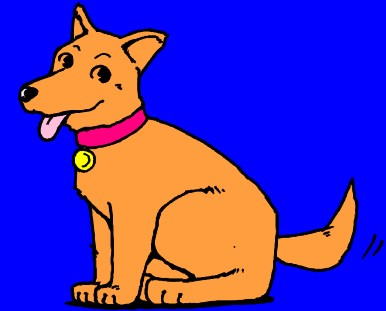
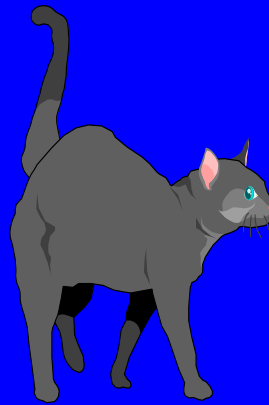
- ◆ Computer and printer.
- ◆ Software (compatible with office software).
- ◆ Fax/modem or fax machine.
- ◆ Telephone and dedicated phone line.
- ◆ Remote access software.

Home Office Safety

- ◆ Home office becomes an extension of workplace; worker's compensation applies.
- ◆ Designated work area and hours important.
- ◆ Self-certification safety checklist, photograph of work area, inspection with advanced notice.
- ◆ Check with your insurance provider if you provide your own equipment.
- ◆ Avoid meetings in the home (3rd party liability).

Possible Distractions

- ◆ Family members
- ◆ Chores
- ◆ Neighbors
- ◆ Pets
- ◆ Weather
- ◆ Television
- ◆ The Refrigerator



Telework Centers

Pros...

- ◆ Completely equipped.
- ◆ On-site technical support available (BIG advantage).
- ◆ Provide more interaction with others.
- ◆ May relieve management concerns.
- ◆ Separates work/family.

Pros continued...

- ◆ Meeting facilities available.

Cons...

- ◆ Additional direct cost to employer.
- ◆ May still require some commuting.

Approaching Your Manager

- ◆ Do your homework.
- ◆ Prepare a brief written proposal.
- ◆ Meet with your manager to review the proposal.
- ◆ Emphasize employer benefits.
- ◆ Suggest a trial period (4-6 months).

Approaching Your Manager

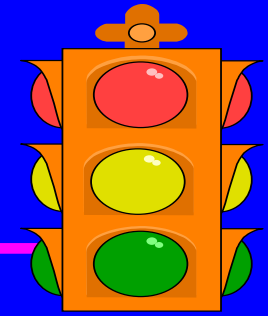
- ◆ Specify what equipment you're willing to provide.
- ◆ Suggest number of days/week (start small, maybe 1day/week); fixed or flexible days?
- ◆ State how often you'll check in with the office to pick up messages, return calls, etc.
- ◆ Provide a draft telework agreement.
- ◆ Anticipate management concerns.

“How will I know if you’re really working if you’re not in the office?”

- ◆ Specify, in advance, what you’ll be working on when you telecommute.
- ◆ Show your manager what you’ve completed when you get back into the office.



Ready, Set, Go!



- ◆ Plan in advance what you'll be working on.
- ◆ Take more work with you than you think you'll be able to finish.
- ◆ Make sure you have everything you need (files, reference materials, phone numbers, office supplies, etc.).
- ◆ Avoid calling the office to ask others to look things up for you.
- ◆ **KEEP YOUR MANAGER INFORMED!**

Successful Teleworking

- ◆ Treat telework days like normal workdays, not like a weekend or holiday.
- ◆ Establish a routine and take regular breaks.
- ◆ Take breaks and avoid overworking.
- ◆ Set groundrules with other household members.
- ◆ Make suitable dependent-care arrangements.

Federal Employees

- ◆ \$50,000 in the FY 2000 appropriations of 20 Executive Agencies for telework center use.
- ◆ Contact your agency telecommuting coordinator.
- ◆ General info: Billy Michael, GSA Office of Governmentwide Policy, (202) 273-4663.
- ◆ Interagency Telecommuting Web Site:
<http://www.gsa.gov/pbs/owi/telecomm.htm>.

What if You Get Turned Down?

- ◆ Be professional!
- ◆ Don't get discouraged (this is still a new way of doing business for many organizations).
- ◆ Be persistent, but not at the risk of annoying your employer.
- ◆ Stay informed, network with other teleworkers.

The Future...

- ◆ COG forecast show a 44% increase in vehicle miles traveled by 2020, while highway capacity increases only 11%.

Resources

- ◆ **Commuter Connections Telework Resource Center: (800) 745-RIDE or www.commuterconnections.org**
- ◆ **Washington Metropolitan Telework Centers: www.wmtc.org**
- ◆ **Mid-Atlantic Telecommuting Advisory Council: www.midatlantictelework.org**

Telework Resource Center

- ◆ One of several initiatives adopted by the Transportation Planning Board to help the region meet Federal air quality standards.
- ◆ Part of the regional alternative commute program known as Commuter Connections.
- ◆ Goal is to increase the number of employees working from home and telework centers.
- ◆ The Telework Resource Center educates employers and employees about the benefits of teleworking including policy and procedure support for employers.