

**Telecommuting Ad-Hoc Meeting Notes**  
April 6, 2004  
Room 2, First Floor  
Metropolitan Washington Council of Governments  
777 North Capitol Street, N.E.  
Washington, D.C.

Meeting Attendees:

|  |  |              |
|--|--|--------------|
| William Michael<br><a href="mailto:William.Michael@gsa.gov">William.Michael@gsa.gov</a>                            | GSA  | 202-273-4663 |
| Nicholas Ramfos<br><a href="mailto:nramfos@mwkog.org">nramfos@mwkog.org</a>  | COG  | 202-962-3313 |
| Danette Campbell<br><a href="mailto:dcampbell@mwkog.org">dcampbell@mwkog.org</a>                                   | COG  | 202-962-3286 |
| Jennifer Alcott<br><a href="mailto:jtalcott@no commute.org">jtalcott@no commute.org</a>                            | WMTC                                       | 540-710-5001 |
| Barbara Kaplan<br><a href="mailto:Barbara.Kaplan@opm.gov">Barbara.Kaplan@opm.gov</a>                               | OPM  | 202-606-2012 |
| Alisha Gregory<br><a href="mailto:Alisha.Gregory@montgomerycountymd.gov">Alisha.Gregory@montgomerycountymd.gov</a> | Montgomery County Govt.                    | 240-777-5089 |
| Dee McFadden Wallace   | GSA  | 202-501-1823 |
| Tammey Ussery<br><a href="mailto:tammeyu@csmd.org">tammeyu@csmd.org</a>  | Southern Maryland<br>Telecommuting Centers | 301-934-7655 |
| Michelle Heelan, PhD.<br><a href="mailto:michelle@heelan.com">michelle@heelan.com</a>                              | Telecommuting Advantage<br>Group           | 202-332-0248 |
| Linda Stewart-Byrd<br><a href="mailto:Stewart-byrd@mdot.state.md.us">Stewart-byrd@mdot.state.md.us</a>             | MD Dept. of Transportation                 | 410-865-1308 |

**Introductions**

The meeting was called to order at approximately 10:00 a.m. Ms. Campbell welcomed the group and asked all meeting attendees to introduce themselves.

## **Minutes of the October 6, 2004 Meeting**

Mr. William Michael made a motion to approve the October 6, 2004 meeting notes. Ms. Jennifer Alcott seconded the motion.

### **Telework Virginia Update**

Ms. Danette Campbell gave an update of the status of the Telework Virginia pilot program. She explained that she had recently met with Calvert Jones, CIMA, National Defense Group, and the National School Boards Association. Calvert Jones and CIMA are the newest additions to the Telework Virginia program.

Ms. Campbell added that the Telework Virginia program was attempting to secure PBS, Hospice, Nature Serve, and CACI.

Ms. Campbell explained that she was involved in the development of the Telework Virginia online training website and that the first two modules of this project are nearing completion. She said that the work sessions were taking place in Fredericksburg and included Ms. Alcott (WMTC), Rick Clawson (VDRPT), Pulsar and Redmon staff.

Ms. Campbell said that she had attended a DATA breakfast in Tysons Corner to promote Telework Virginia to Sallie Mae, Booz Allen, and Fairfax Hospital. In addition to the breakfast event, Ms. Campbell said that she was working with DATA on the Telework Virginia component of their website.

Insofar as upcoming activities relating to the promotion of Telework Virginia, Ms. Campbell said that she would be attending a Fairfax County Telework Breakfast to promote Telework Virginia, sponsored by Fairfax County Department of Transportation Employer Services. She also said that she would be moderating a panel discussion at a Telework Breakfast sponsored by Arlington Transportation Partners in May.

### **Telework Resource Center Update**

Ms. Campbell said that the following had taken place since the last Telecommuting Ad-Hoc meeting in October:

- Assisting with the design and development of the Employer Telework Workshops in progress at COG.
- Presenting to the Montgomery County Management and Fiscal Policy Committee
- Working with the selected vendor to promote the Expanded Telework Initiative
- Updating the Telework Resource Center data base in preparation for the Telework Resource Center Survey
- Updating the Expanded Telework TERM data base in preparation for the Expanded Telework Initiative Survey

- Working with the Telecommuting Advantage Group to develop the final report for the Expanded Telework TERM
- Meeting with the following employers:
  - District of Columbia:
    - Greenburg, Quinlan Rosner
    - Salvation Army
    - World Bank
    - Consumer Data Industry
    - Office of the Under Secretary of Science and Technology, Department of Homeland Security
  - Maryland:
    - Discovery Communications
    - PTFS
    - Montgomery County management and Fiscal Policy Committee
  - Virginia:
    - Calvert Jones
    - CIMA
    - Defense Group, Inc.
    - National School Boards

Ms. Campbell explained that she would be speaking to the telework coordinators at an upcoming OPM Quarterly meeting, presenting at the Thomas Jefferson Planning District's RideShare Telework Breakfast in Charlottesville, Virginia, presenting at the Virginia Association of Government Purchasing, moderating a telework panel discussion at the Arlington Transportation Partners Telework Breakfast, and presenting at the Maryland Public Employer Labor Relations Conference.

Ms. Campbell showed the group the new telework poster that had been developed for those regional organizations that were implementing telework programs. The group commented favorably on the design of the poster. Mr. Michael said that he felt the poster "was a winner."

### **Expanded Telework TERM**

Dr. Michelle Heelan gave an overview of the progress that had been made with the Expanded Telework Initiative. She explained that TAG's approach to this initiative has focused on metrics and the return on investment for organizations. She said that TAG had worked with the Department of Justice regarding telework compliance issues and was also involved in the organization's training. Dr. Heelan added that the training is customized for monitoring management issues.

Dr. Heelan stated that Booz Allen is just finishing up their pilot at the McLean location and will roll this initiative out to the finance, operations, and Human Resource divisions.

Dr. Heelan said that Northrop Grumman is a good example of an organization moving from "slow to start" to "quick out of the gate." She added that there are 18 Human

Resource executives currently involved in the telecommuting project at Northrop Grumman. She emphasized that the TAG focus is to sustain programs that demonstrate return on investment and to determine how to get buy-in to program expansion.

Dr. Heelan explained that she was involved in the Maryland Worklife Alliance breakfast event that would be held on April 8, 2005. She told the group that there were 52 awardees this year.

Ms. Campbell said that she had attended this event in the past and asked why it had been moved to later in the year. Dr. Heelan responded that there had been an overwhelming number of applications this year and the review board required additional time for review. Therefore, the event was being held in April as opposed to February.

Mr. Michael asked about other federal agencies that had participated in the Expanded Telework Initiative. Dr. Heelan said that the Department of Transportation had been involved for a while, but interest shifted when the telework coordinator at the Department of Transportation changed.

Mr. Michael explained that GSA would sponsor a telework workshop during the ITAC and World of Work conference and that the Department of Justice story would be good to showcase at that event.

Ms. Tammy Ussery added that NIH would be a good organization to showcase as well.

## **OPM**

Ms. Barbara Kaplan began by expressing her gratitude for being included in the Telecommuting Ad Hoc Meeting, adding that she thought it was highly productive, and was looking forward to being invited in the future.

Ms. Kaplan said that OPM had completed the call for the 2004 telework surveys and that the responses are currently being analyzed.

She said that OPM is doing a webinar with GSA and that Gil Gordon is facilitating this event. She said that the last webinar was produced in conjunction with Homeland Security.

Ms. Kaplan provided the group with an overview of the April Telework Coordinators Meeting being held at OPM. She said that the previous meeting with this group had been at capacity and that OPM was hoping for a similar attendance rate at the April 2005 meeting. Ms. Kaplan remarked that OPM Director Dan Blair would be speaking at this event.

Ms. Kaplan discussed the [www.opm.gov](http://www.opm.gov) website and explained that it was being modified. She expressed her hopes that this site generates enthusiasm.

Ms. Alicia Gregory asked Ms. Kaplan if the OPM survey had been done in-house or by an outside consultant.

Ms. Kaplan replied that the survey had been done in-house. She said that the survey was given to federal agencies to measure their compliance with the telework law.

Mr. Michael explained that this had been an in-house survey of agencies that measured their compliance with the law. Ms. Kaplan further stated that OPM has research psychologists who review the components of this survey and consult with GSA's Dr. Wendell Joice.

Ms. Ussery asked Ms. Kaplan how the telework directors would gain access to agency workers and managers. She wanted to know if the directors could set up the telework center display in the lobby of the agencies. This would help create further awareness for the telework centers.

Ms. Kaplan responded that OPM is now addressing increased telework center use.

Ms. Alcott stated that, historically, it has been difficult for the telework centers to gain entrée into the federal agencies.

Ms. Kaplan responded that OPM could provide telework center materials as a first step to help create the awareness.

Mr. Michael explained that the Department of Interior has developed an agency-wide telework policy and that the policy would be posted on [www.telework.gov](http://www.telework.gov). Mr. Michael said that the Department of Interior telework policy would be sent out over the listserve to generate enthusiasm and serve as a model for other agencies.

### **GSA and Office of Governmentwide Programs**

Mr. Michael addressed the recent reorganization of the GSA's Office of Governmentwide Policy (OGP). He said that the Office of Management and Budget felt that there was too much work done OGP that was not related to telework policy. As a result, OMB decreased the budget for OGP by 50%. Three OGP telework positions will move to GSA's Public Building Service (PBS) to perform "telework operations." The positions will remain in OGP to do "telework policy." Mr. Michael said that there are currently no plans to move Ms. Penny Einerson (PBS) to either OGP or to PBS's Telework Operations.

Mr. Michael added that OGP will now be writing telework regulations. OMB feels that policy work is directly related to the writing of regulations.

Ms. Ussery asked if the new plan would be formalized by October 1.

Mr. Michael replied that the restructuring would be effected later in the spring. However, he further stated that the initial writing of the regulations will span two years.

Ms. Alcott asked if the types of telework regulations written would have to be approved by Congress.

Mr. Michael replied that these would not have to be approved by Congress.

Ms. Alcott asked what the highest level of approval would be.

Mr. Michael replied that the highest level of review/approval would be the OMB.

### **WMTC**

Ms. Alcott reported that the current telework center utilization is at 52%. She said that this number translates to 559 individuals using the regional telework centers. She told the group that the center directors are working to elevate the number of people using the centers on a regular basis.

Ms. Alcott handed out a flyer that had been designed to advertise the 30 day free trial plan encouraging participation at the telework centers. She said that, as a result of this offer, eight new workers are trying out the telework centers.

Ms. Alcott reported that the WMTC would be participating in Earth Day with GSA and would also participate in Clean Commute Day on May 6 to encourage different means of commuting. Ms. Alcott said that this event is being spearheaded by the American Lung Association of Virginia but would not preclude other organizations from participating.

Ms. Alcott noted that Telework would be encouraged on Clean Commute Day. She pointed out that she would be working with GSA to promote Clean Commute Day via the listserve. Additional information about this event can be accessed at [www.cleancommute.org](http://www.cleancommute.org) where people are being encouraged to sign up for Clean Commute Day. When individuals sign up, they can also estimate the miles they travel to and from work, and the emissions they save when incorporating an alternative means of commuting.

### **Other Business**

Ms. Linda Stewart-Byrd asked Ms. Alcott to forward additional information about the Virginia Clean Commute Day event to her.

Ms. Alcott responded that information for the event could also be found at [www.nocommute.org](http://www.nocommute.org) and said that she would forward additional information to Ms. Byrd.

*Note: The next meeting of the Telecommuting Ad-Hoc Group will be held on Wednesday, July 6, 2005, at 10:00 a.m. at the Metropolitan Washington Council of Governments. Please contact Danette Campbell via email at [dcampbell@mwkog.org](mailto:dcampbell@mwkog.org) if you would like to attend this meeting by conference call.*