

TELEWORK

PLANNED AND
MANAGED WORK
ALTERNATIVE

STATE OF CALIFORNIA - TELEWORK ADVISORY GROUP

SURVEY REPORT

20ELEVEN
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State of Telework...

Who Teleworks?

The survey collected demographic data which provides a good picture of who is teleworks in the State of California.

Impact of Telework

Telework impacts were collected such as work trips avoided and milage eliman-
ted.

Policy Status

Several options exist for state depart-
ments to implement telework policy.
The survey collected data on the policy
status of departments and the type of
policies in place.

Telework Coordination

Survey data was collected on the Tele-
work Coodinator role, activities and ag-
reement tracking for departments.

BACKGROUND ON TELEWORK

PURPOSE

Determine current state...

The purpose of this study is to consider the extent to which telework programs are successfully implemented within California state agencies.

Results are from analysis of data collected November 2011 through a survey administered to 100 California state departments. Analysis of data collected through this instrument allow insights into aspects of telework.

The Telework Advisory Group (TAG) was commissioned by the Department of General Services to measure the current state of Telework. The methodology was an online web survey with twenty questions that was e-mailed to 100 department Human Resource Officers and Administrators.

Survey findings are presented to meet four primary objectives:

- (1) Describe telework participation rates,
- (2) Outline important aspects of how telework policies are implemented as programs
- (3) Demonstrate how telework relates to important workplace processes and outcomes (e.g., employee performance management), and
- (4) Determine costs and cost-savings.

Telework is a work option that can benefit managers, employees, and customers



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TEN PERCENT of State Employees Telework...



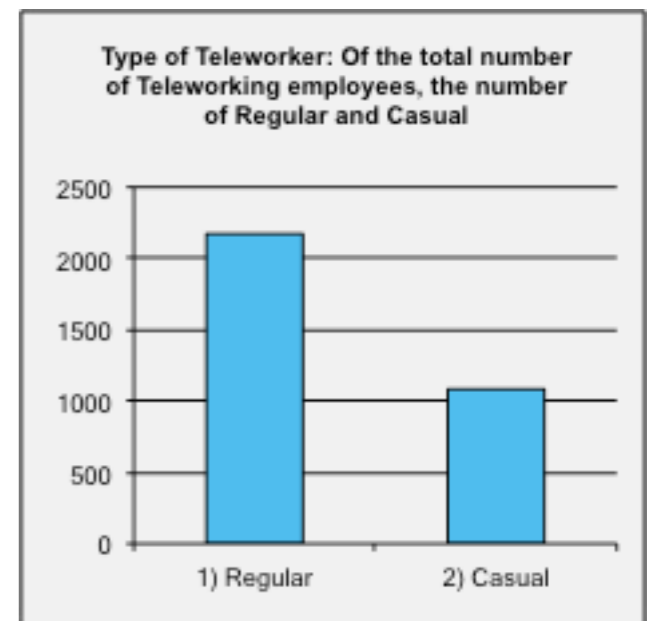
WHO TELEWORKS?

Teleworker Demographics

LIMITED

Few state employees telework today...

The telework surveys collected demographic data which provides a good picture of who is teleworking in the State of California government. With fifty percent of departments reporting, the number of teleworkers is currently ten percent of the workforce. This includes formal, informal, regular, casual, on an adhoc basis, etc..



Where are we today

- ▶ 1) 10% of employees telework today. This includes all teleworkers (formally, informally, casual, etc)
- ▶ 2) 18% of employees could telework today. This includes all employees that departments could telework based on the type of workload
- ▶ 3) 34% of teleworkers are formal
- ▶ 4) 66% of teleworkers are casual/adhoc

Hours teleworked

- ▶ 1) Departments estimated employees worked 209,979 Hours regular teleworking
- ▶ 2) Departments estimated employees worked 45,198 Hours casual teleworking

Impact of Telework...

Favorable and Supportive Outcomes

POSITIVE IMPACT

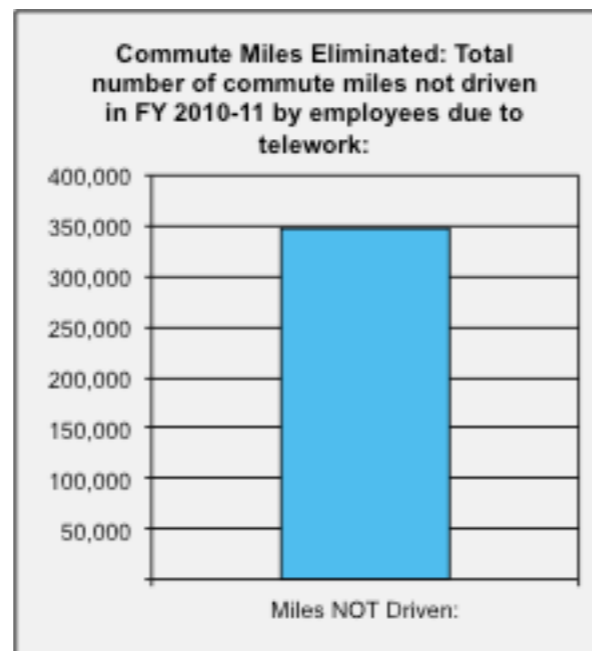
Favorable response and outcomes...

The State of California supports having an appropriately planned and managed teleworking program which can result in positive benefits for managers, employees and customers. These benefits include:

- Improved employee performance and morale
- Optimum use of facilities
- Reduced absenteeism
- Improved health and wellness
- Increased air quality and reduced traffic and parking congestion
- Enhanced working experience and opportunities for those with mobility restrictions
- Effective coordination of business as part of a disaster recovery or emergency plan

Commuting

- ▶ 1) Departments were asked the number of commute trips to and from work not driven in FY 2010/2011 due to telework
- ▶ 2) Departments estimated the number of miles eliminated in FY 2010/2011 due to telework



Telework Impact Metrics...

- 01 232,398 work trips avoided
- 02 348,528 miles eliminated
- 03 356,882 lbs CO2/yr. reduced
- 04 90% of Departments track employee satisfaction

MOST AGENCIES USE STATE MODEL-POLICY

Policy Status...

Government Code Sections 14200-14203 authorize every state agency, including every board and commission, to incorporate telecommuting (telework) as a work option.

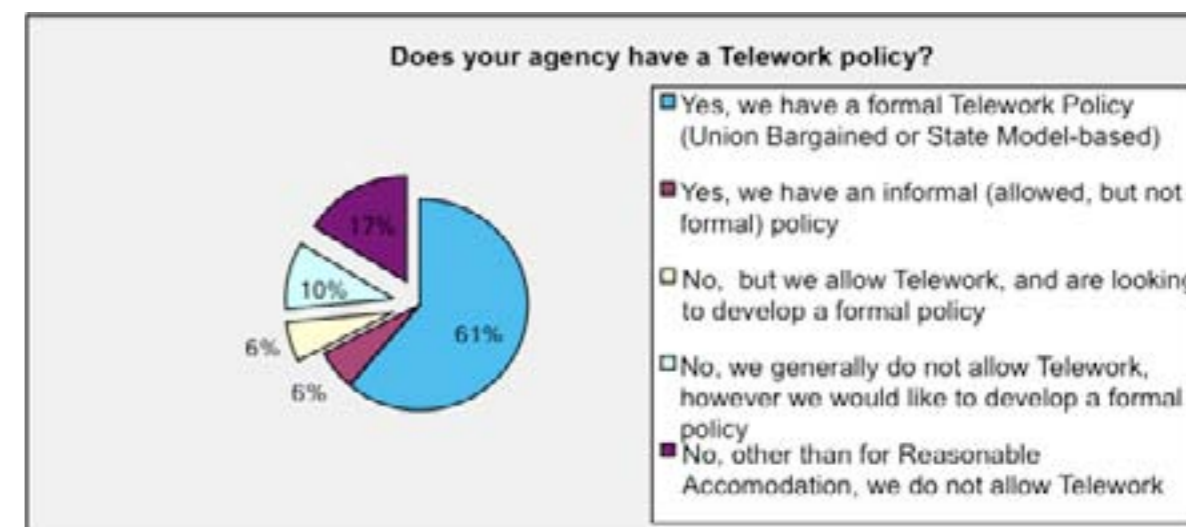
Sixty-seven percent of departments have a formal telework Policy. Departments whom did not have a policy cited work related reasons for not allowing telework such as the type of workload, security and privacy of data.

Several types of model-based policies exist today including the the most recent 2010 Model Policy, the 1995 Model Policy, and those that were developed and bargined by departments.

When asked of the type of telework Policy, agencies noted 57% use the states 2010 Model telework Policy and 13% use the 1995 Model telework Policy.



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Telework Coordination...

Day to day coordination and management

PART TIME ROLE

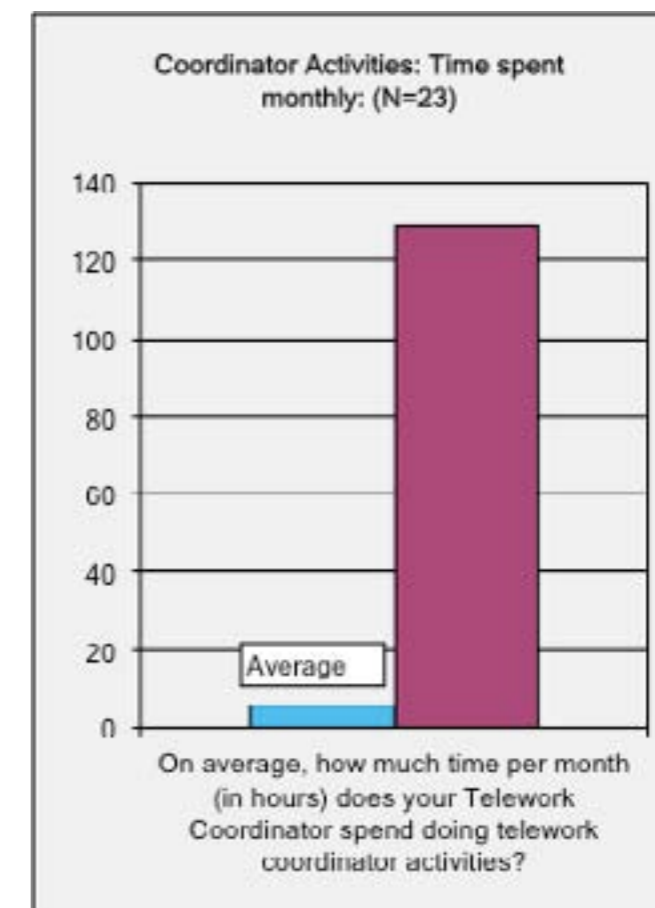
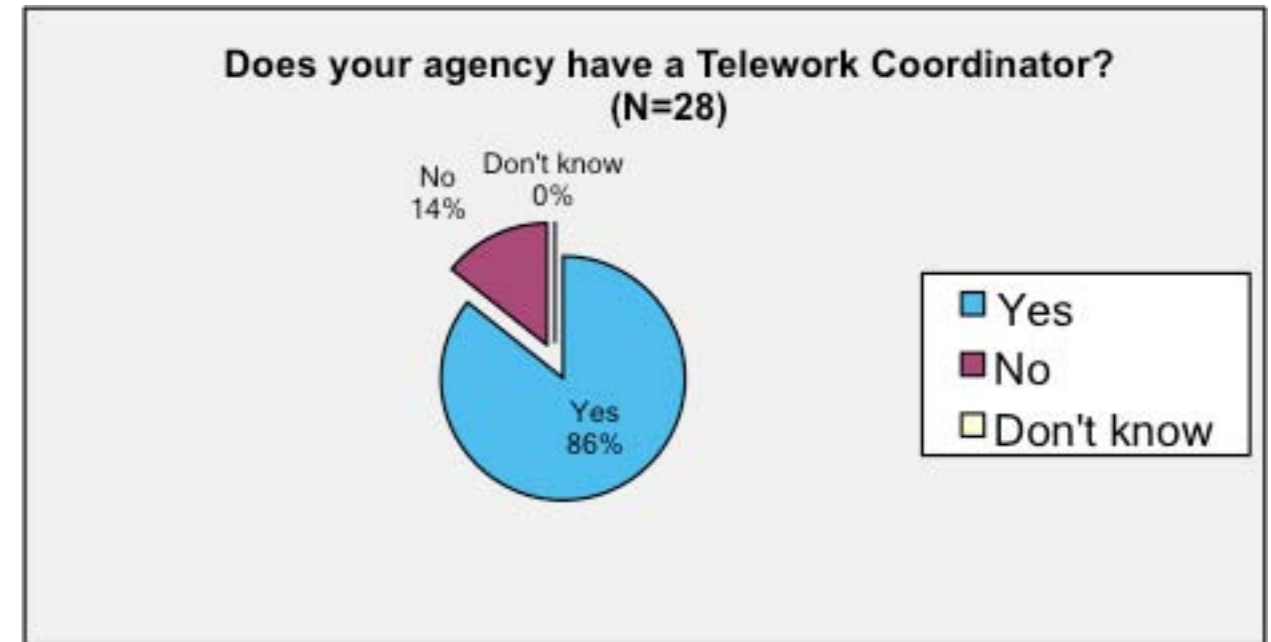
Most leverage existing staff...

Within an agency, the Telework Coordinator is responsible for the day to day coordination and management of the telework program, including compliance with policies, procedures, and guidelines including the state Telework and Remote Access Security Standard and may provide training on telework as needed. The coordinator represents management, other agencies and the public. In 2011, 86 percent of departments had a defined Telework Coordinator.

In most all cases, Human Resources office staff are utilized to fill this gap with a part-time role. On average this resource spends 5.6 hours per month on telework coordination activities for a total of 129 hours per year.



Coordination Metrics Defining the role



Conclusions...

Appropriately planned and managed telework programs can result in many benefits to managers, employees and customers.



TEN PERCENT OF STATE EMPLOYEES TELEWORK

MOST AGENCIES USE STATE POLICY

CHANGE MANAGEMENT IS KEY

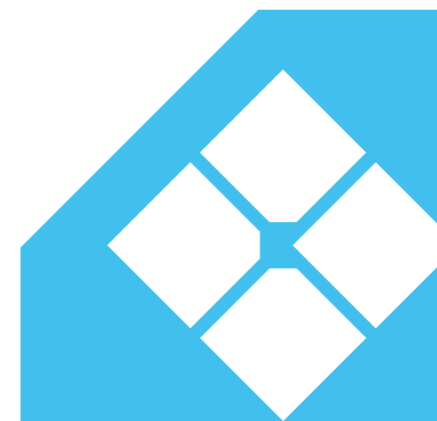
348,528 DRIVING MILES ELIMINATED

MOST TELEWORK-COORDINATORS ARE PART-TIME

356,882 LBS CO2/YEAR REDUCED

Telework is also an important means by which we can help reduce air pollution, traffic and parking congestion, and demand for office space.

A good telework program facilitates temporary limited duty, increases the State's ability to respond to emergencies, amplifies effective use of new technologies within State service, and improves employee morale resulting in improved performance.



Telework Advisory Group

TELEWORK
ADVISORY
GROUP

