

# Employee Telework Self Help Guide



**Keep the Job, Lose the Commute**

# Telework Defined

- ▶ Based on the 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

- ▶ The Washington, DC metropolitan region has one of the longest, most congested and costliest commutes in the nation.

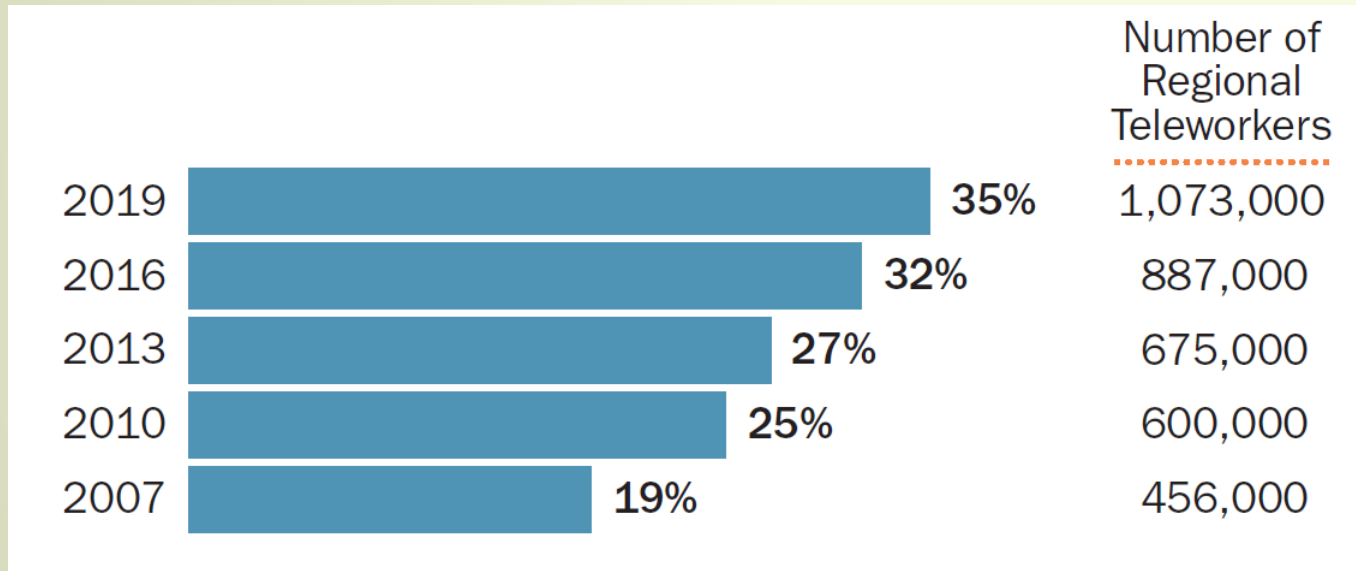
# Definitions

- ▶ **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*.
- ▶ **Telecommute/Telecommuter/Telecommuting**
  - Synonymous with: Telework/Teleworker/Teleworking

# Washington, DC Metropolitan Region Trends

- ▶ Teleworking has nearly tripled since 2004, from 13 percent to about one-third (35%) of regional workers
- ▶ Equates to approximately 1,073,000 teleworkers
- ▶ Teleworkers average 1.2 days per week

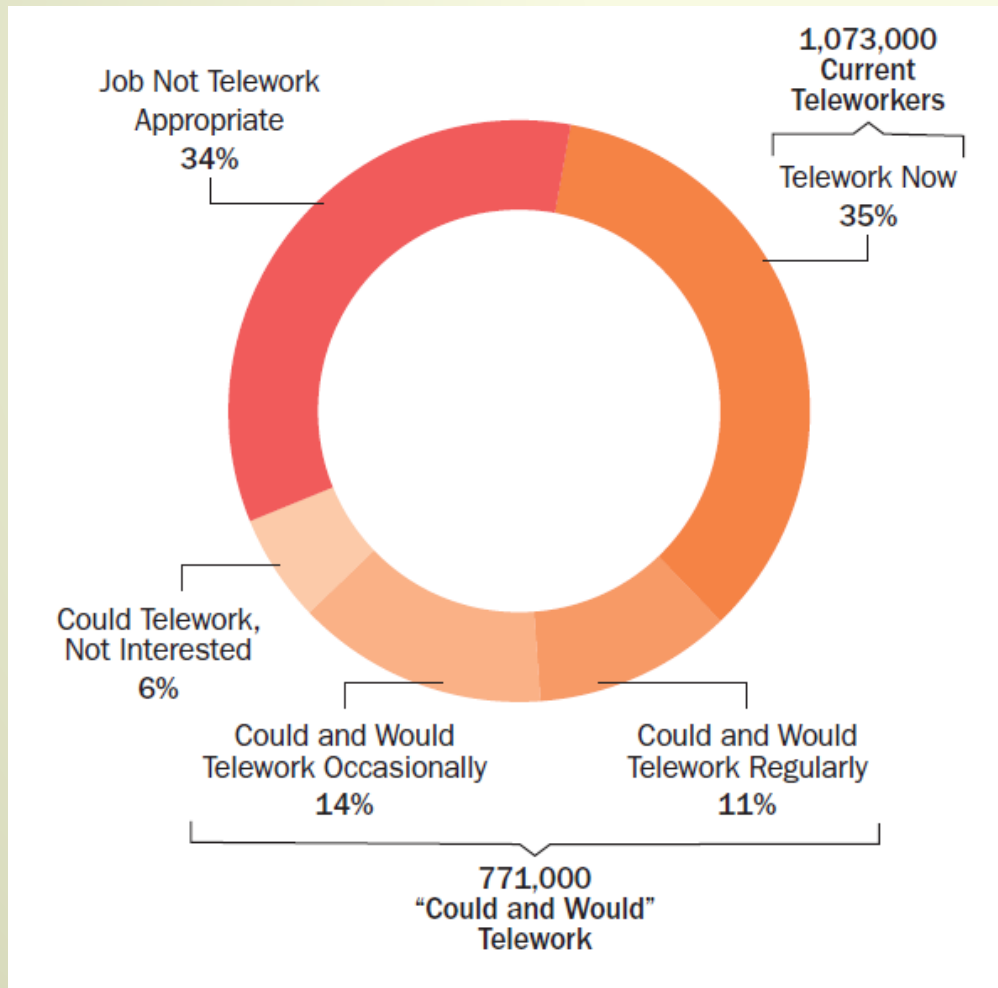
# Telework Growth – 2007 to 2019



(2007 n = 6,168, 2010 n = 6,050, 2013 n = 5,892,  
2016 n = 5,503, 2019 n = 8,107)



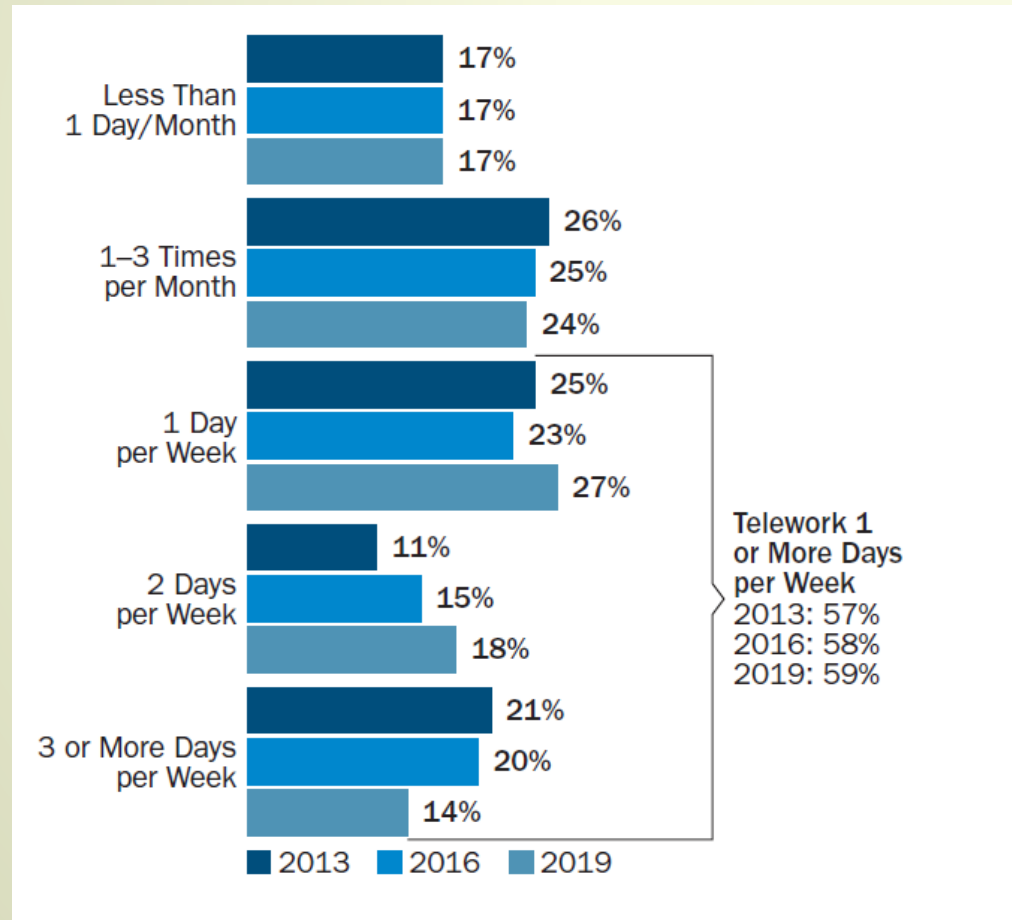
# Teleworker Status



(n = 8,107)

Source: 2019 Commuter Connections State of the Commute Survey

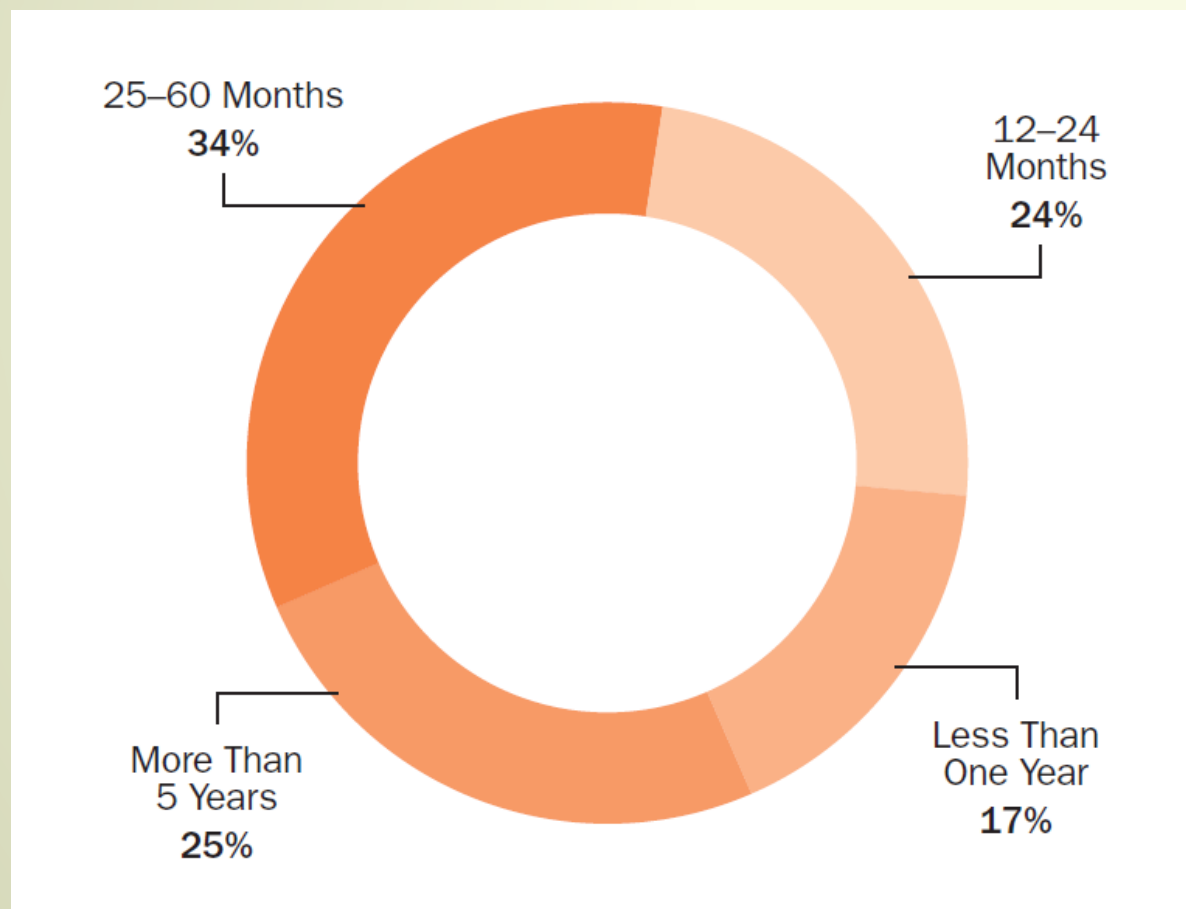
# Frequency of Teleworking – 2013 to 2019



(2013 n = 1,559, 2016 n = 1,874, 2019 n = 2,856)



# Length of Time Teleworking

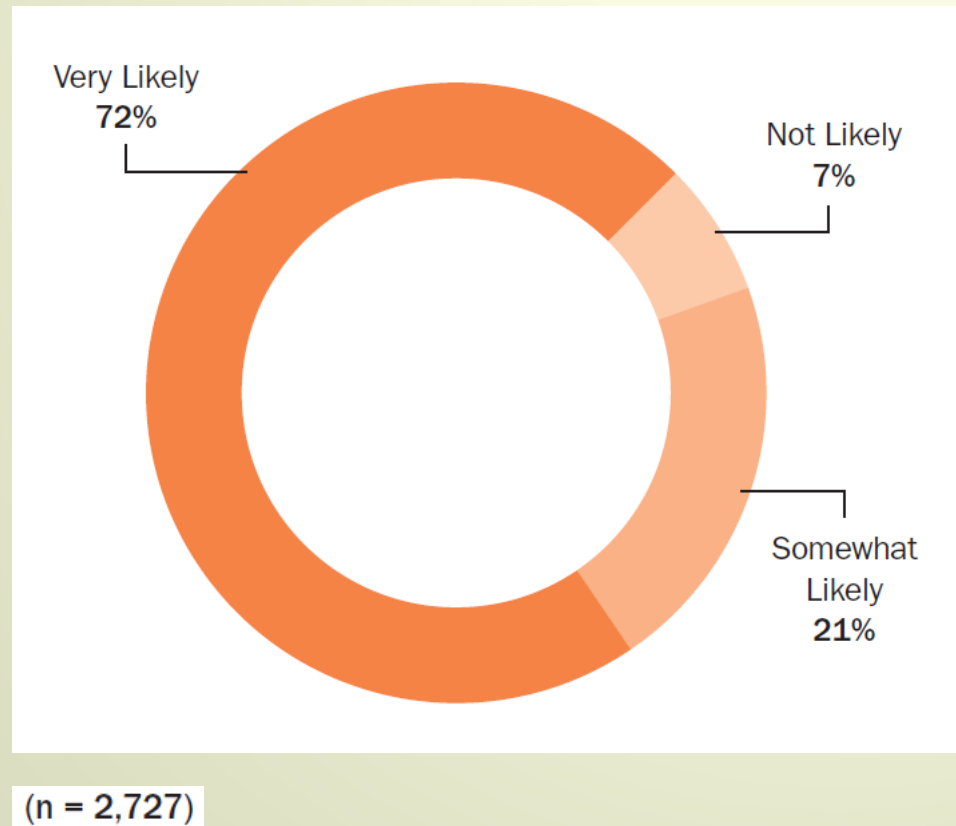


(n = 2,744)

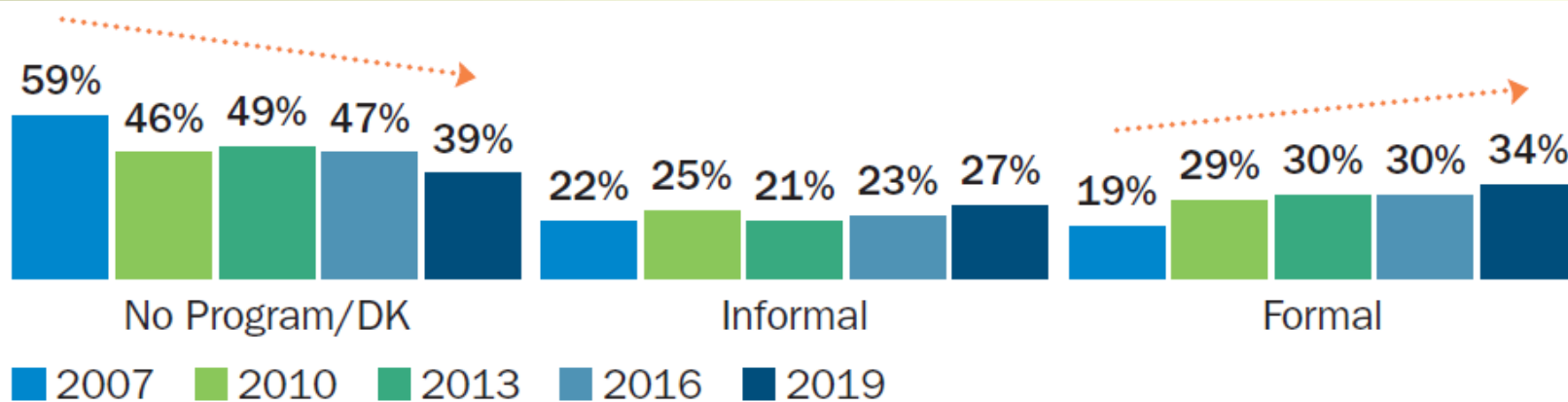
# Telework by Demo Characteristics

| DEMOGRAPHIC CHARACTERISTIC   | ALL COMMUTERS |                           |   |
|--|---------------|---------------------------|---|
|  | (n = __)*     | PERCENTAGE WHO TELEWORKED | PERCENTAGE WHO "COULD AND WOULD" TELEWORK** |
| <b>SEX</b>   |               |                           |   |
| Male   | *3,859        | 35%                       | 25%   |
| Female   | 3,806         | 34%                       | 25%   |
| <b>RACE/ETHNICITY</b>  |               |                           |   |
| Non-Hispanic White   | 5,466         | 39%                       | 24%   |
| Non-Hispanic Black   | 1,351         | 27%                       | 24%   |
| Hispanic   | 502           | 26%                       | 26%   |
| <b>AGE</b>   |               |                           |   |
| Under 25 years   | 205           | 19%                       | 31%   |
| 25 – 34  | 1,520         | 35%                       | 27%   |
| 35 – 44  | 1,795         | 37%                       | 26%   |
| 45 – 54  | 1,998         | 36%                       | 24%   |
| 55 – 64  | 1,883         | 32%                       | 23%   |
| 65 or older  | 614           | 27%                       | 17%   |
| * All respondents in the group, both teleworkers and non-teleworkers                                   |               |                           |   |
| ** Respondents whose job responsibilities would allow telework and who would be interested in telework |               |                           |   |

# Likely to Telework During Weather Events/Major Regional Events



# Teleworker Arrangements with Employers



(2007 n = 6,168, 2010 n = 5,854, 2013 n = 5,892, 2016 n = 5,487, 2019 n = 8,101)

# Telework by Employment Characteristics

| EMPLOYMENT CHARACTERISTIC | ALL COMMUTERS |                           |   |
|---------------------------|---------------|---------------------------|---|
|                           | (n = __)*     | PERCENTAGE WHO TELEWORKED | PERCENTAGE WHO "COULD AND WOULD" TELEWORK** |
| <b>EMPLOYER TYPE</b>      |               |                           |   |
| Federal agency            | 2,435         | 48%                       | 21%   |
| Non-profit organization   | 1,152         | 36%                       | 32%   |
| Private employer          | 3,480         | 30%                       | 26%   |
| State/local agency        | 848           | 14%                       | 26%   |
| <b>EMPLOYEE SIZE</b>      |               |                           |   |
| 1 – 25 employees          | 1,390         | 24%                       | 22%   |
| 26 – 100                  | 1,578         | 26%                       | 26%   |
| 101 – 250                 | 1,031         | 34%                       | 27%   |
| 251 – 999                 | 1,414         | 41%                       | 27%   |
| 1,000+                    | 2,174         | 42%                       | 27%   |

\* All respondents in the group, both teleworkers and non-teleworkers

\*\* Respondents whose job responsibilities would allow telework and who would be interested in telework

# Teleworkers by Commute Distance

| COMMUTE CHARACTERISTIC  | ALL COMMUTERS |                           |   |
|-------------------------|---------------|---------------------------|---|
|                         | (n = __)*     | PERCENTAGE WHO TELEWORKED | PERCENTAGE WHO "COULD AND WOULD" TELEWORK** |
| <b>COMMUTE DISTANCE</b> |               |                           |   |
| Less than 5 miles       | 1,070         | 31%                       | 28%   |
| 5 – 14 miles            | 2,317         | 29%                       | 27%   |
| 15 – 29 miles           | 2,110         | 36%                       | 24%   |
| 30 – 39 miles           | 1,012         | 36%                       | 28%   |
| 40 miles +              | 903           | 41%                       | 22%   |

\* All respondents in the group, both teleworkers and non-teleworkers

\*\* Respondents whose job responsibilities would allow telework and who would be interested in telework



# Telework by Home/Work Areas

| COMMUTE CHARACTERISTIC       | ALL COMMUTERS |                           |   |
|------------------------------|---------------|---------------------------|---|
|                              | (n = __)*     | PERCENTAGE WHO TELEWORKED | PERCENTAGE WHO "COULD AND WOULD" TELEWORK** |
| Middle Ring                  | 2,421         | 35%                       | 24%   |
| Outer Ring                   | 3,488         | 31%                       | 24%   |
| <b>WORK AREA (CORE/RING)</b> |               |                           |   |
| Inner Core                   | 3,843         | 39%                       | 26%   |
| Middle Ring                  | 2,828         | 32%                       | 24%   |
| Outer Ring                   | 1,375         | 23%                       | 21%   |
| <b>HOME STATE</b>            |               |                           |   |
| District of Columbia         | 751           | 35%                       | 27%   |
| Maryland                     | 3,876         | 35%                       | 23%   |
| Virginia                     | 3,592         | 35%                       | 26%   |
| <b>WORK STATE</b>            |               |                           |   |
| District of Columbia         | 2,720         | 41%                       | 26%   |
| Maryland                     | 2,447         | 31%                       | 23%   |
| Virginia                     | 2,846         | 31%                       | 26%   |

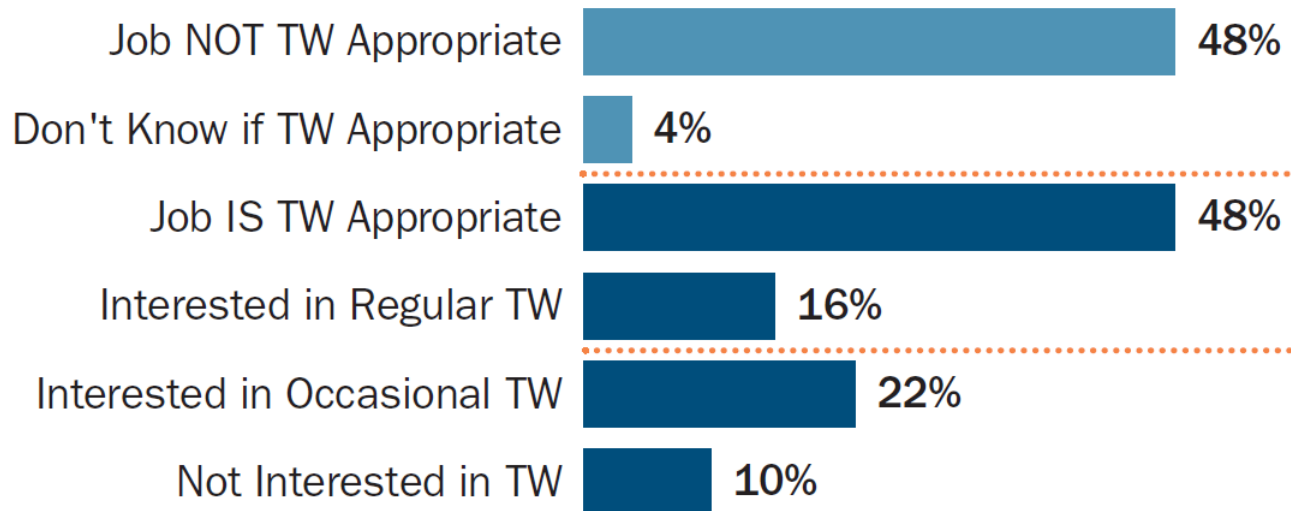
\* All respondents in the group, both teleworkers and non-teleworkers

\*\* Respondents whose job responsibilities would allow telework and who would be interested in telework

# Washington Metropolitan Region Telework Growth Potential

## Potential for Telework Among Non-teleworkers – 2019

(n = 5,195)



# Telework Impact on Congestion & Air Quality

Washington Region *Daily* Reduction:

- 267,000 Vehicle Trips (VT)
- 5,100,000 Vehicle Miles of Travel (VMT)
- 2,300 lbs. of Nitrogen Oxides (NOx)
- 1,900 lbs. of Volatile Organic Compounds

# Teleworking Is:

- ▶ A Positive and Mutually Beneficial Arrangement for Both Employer and Employee
- ▶ Ideal for Employees who Routinely Perform Tasks Involving Frequent use of Phone and Computer
- ▶ A seamless method of communicating with your office, colleagues, vendors and customers.
- ▶ 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, better work/life balance, 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?

# Four-Part Assessment:

## 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
- ▶ Co-Working Center
- ▶ 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)
- ▶ Wireless or High-Speed Internet Access
- ▶ Phone
- ▶ Remote access software

# Home Office Safety

- ▶ Home office becomes an extension of workplace; worker's compensation applies
- ▶ Designate work area and hours
- ▶ 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)

# Avoid These Distractions

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

# Telework or Co-Working Centers

## Pros...

- ▶ Completely equipped
- ▶ On-site technical support available
- ▶ Provide more interaction with others
- ▶ May relieve management concerns
- ▶ Separates work/family
- ▶ 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 (consider 1 day/week) to start
- ▶ Determine whether a fixed day of the week or flexible
- ▶ 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
- ▶ Show your manager what you’ve completed

# 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
- ▶ Establish a routine and take regular breaks
- ▶ Avoid overworking
- ▶ Set ground rules with other household members
- ▶ Make suitable dependent-care arrangements

# Federal Employees

## Telework Enhancement Act of 2010

### One Hundred Eleventh Congress of the United States of America

AT THE SECOND SESSION

*Begun and held at the City of Washington on Tuesday,  
the fifth day of January, two thousand and ten*

### An Act

To require the head of each executive agency to establish and implement a policy under which employees shall be authorized to telework, and for other purposes.

*Be it enacted by the Senate and House of Representatives of  
the United States of America in Congress assembled,*

#### **SECTION 1. SHORT TITLE.**

This Act may be cited as the “Telework Enhancement Act of 2010”.

# Federal Employee Resources

- ▶ [www.telework.gov](http://www.telework.gov)
- ▶ [teleworkquestion@opm.gov](mailto:teleworkquestion@opm.gov)
- ▶ Contact Your Agency's Telework Coordinator



# What if You Get Turned Down?

- ▶ Be professional
- ▶ Don't get discouraged
- ▶ Be persistent, but not at the risk of annoying your employer.
- ▶ Stay informed, network with other teleworkers.

# Contact Us

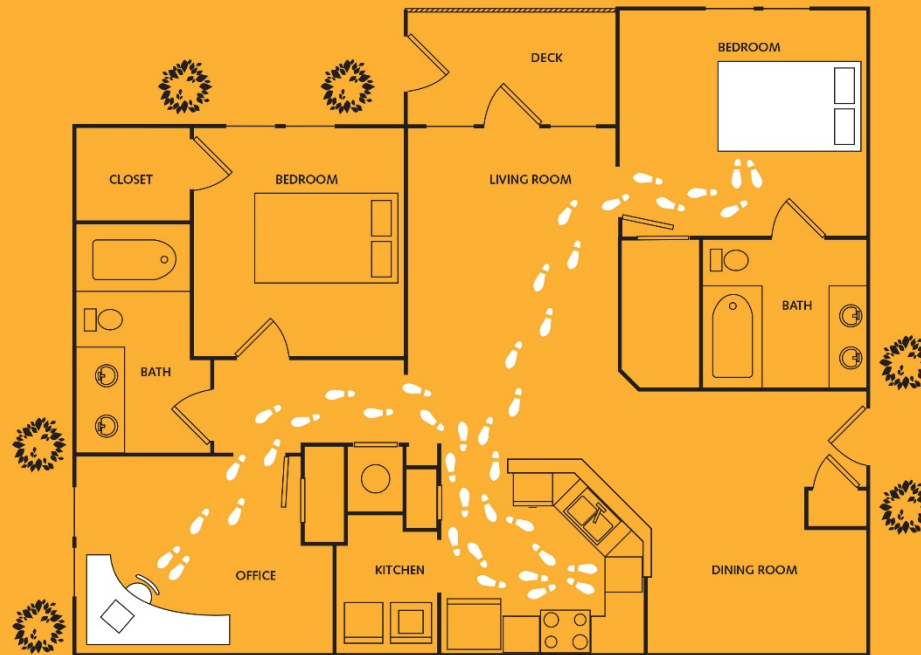
## ► Commuter Connections:

[www.commuterconnections.org](http://www.commuterconnections.org)

- 800 745-7433

# YOUR NEW COMMUTE.

*You'll even have time to stop for coffee.*



**TELEWORKING WORKS.** Imagine your commute to work consisting of a simple walk from your bedroom to your home computer. No traffic. No stress. No time or money wasted on travel. And imagine how teleworking—even just one or two days a week—could be a real boost for your job productivity, as well as your quality of life. Take the time to find out if teleworking is right for you.

 **COMMUTER CONNECTIONS.**  
A SMARTER WAY TO WORK

[www.commuterconnections.org](http://www.commuterconnections.org)  
1-800-745-RIDE