



# Monterey County

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## Board Report

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**Current Status:** Agenda Ready

**Matter Type:** General Agenda Item

Approve a proposed three month Telework Pilot Program for a maximum of 45 X and Y Unit employees to determine if a widespread telework program is feasible for the County of Monterey workforce.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

Approve a proposed three month Telework Pilot Program for a maximum of 45 X and Y Unit employees to determine if a widespread telework program is feasible for the County of Monterey workforce.

### SUMMARY:

At its September 28, 2017 meeting, the Alternative Energy and Environment (AEE) Committee received a status update on the Phase II implementation of the Municipal Climate Action Plan (MCAP). Go Green! Program staff was directed to research reduction measures aimed at reducing municipal greenhouse gas (GHG) emissions equivalent to 40% below 1990 levels by 2030.

From October to November 2017, Go Green! Staff conducted a Monterey County Department Head survey to determine the level of support for a telework program being available to a broader segment of the County workforce. Results of the survey (Attachment A) suggested that staff could gain an acceptable level of support from department head staff to move forward with further investigation. The Go Green! Program has partnered with the Office of the Assessor/County-Clerk Recorder to draft a framework for a Telework Pilot Program with the objective to determine the feasibility of a widespread County Telework Program, to further examine the outcomes of employee telework activities, and to provide recommendations regarding County telework policies.

On February 22, 2018, the AEE Committee directed staff to implement the proposed Telework Pilot Program. Staff is seeking approval on the proposed Telework Pilot Program from the Board of Supervisors. Teleworkers and their supervisors will utilize telework best practices throughout the duration of the Pilot. The Pilot will span three months and will be designed for a maximum of 45 participants. Following an application period, staff is proposing a start date in May 2017.

### DISCUSSION:

Telework programs and practices are widely used by government agencies to reduce GHG emissions from employee commute and provide added benefit to employees. Go Green! Program Staff, in coordination with the Assessor/County-Clerk Recorder, have examined telework policies and best practices in various California counties, as well as Monterey County's existing policy (Attachment B),

to develop the groundwork for a Telework Pilot Program.

### **Telework Procedures**

Staff have developed a Telework Procedures document (Attachment C), which will serve as a program guide for Teleworkers and their respective supervisors. The Telework Procedures document contains detailed information on the following topics:

1. **Pilot Program Information** - foundational information on enrollment into the program, participant selection, the Telework Pilot orientation, and expectations of the Teleworker to participate in studies.
2. **Telework Standards** - Outlines the eligibility criteria and expectations of the participants in the program.
3. **Information Technology** - Provides guidelines for IT equipment, internet services, and IT security standards, as well as acceptable email and document storage practices.

### **Telework Agreement**

A standard written agreement between the Teleworker and their supervisor/manager and department head will be required for all Teleworkers in the Pilot Program. Staff has drafted the Telework Agreement (Attachment D), which also serves as an application into the program, to provide for the following:

1. **Telework Proposal** - Basic information on the pilot candidate, the requested telework schedule, and IT equipment required for essential job functions.
2. **Teleworker Acknowledgement** - the terms, conditions, and requirements that the Teleworker will agree to and sign to receive program consideration.
3. **Supervisor/Manager Assessment** - Provides an eligibility checklist to be completed by Teleworker's supervisor/manager.
4. **Certification and Approval** - Requires Supervisor/Manager and Department Head approval and signature for the candidate's application to receive program consideration.

Throughout the process of developing the Telework Pilot Program, staff has engaged with various County departments to ensure all aspects of the Pilot are considered regarding County policies and procedures. Additionally, project staff discussed the Pilot at a Department Heads meeting on March 21.

Applications for the Pilot are expected to be collected from April 9 - April 27, 2018. Applicants that are deemed eligible for the program will be selected to participate in the program through a lottery process. Two Telework orientation sessions will be held during the month of May and will be mandatory for Teleworkers and optional but recommended for their supervisors/managers. The proposed timeframe of the Pilot is from May through August of 2018.

### **OTHER AGENCY INVOLVEMENT:**

Various staff from the Assessor/County Clerk Recorder, County Administrative Office, County Counsel, Human Resources, Information Technology, and the Department of Social Services have been directly involved in the creation of the Telework Pilot Program and various departments will continue to be engaged throughout its duration.

FINANCING:

Existing staff time will be involved in creating and reviewing teleworker/supervisor agreements and hosting telework orientations. There may be ITD staff time involved in preparing equipment for telework usage. Pursuant to the existing Telecommuting Policy, the County is not responsible for installation, service, or maintenance costs incurred by a Teleworker with respect to telephone or internet service, nor is the County liable for repair or damage that may be caused by operation of the equipment. Additionally, the purchase of County-owned laptops for the Pilot is not a requirement of the Pilot; however, department heads may choose to purchase laptops and additional equipment for telework purposes.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Telework promotes the efficient and effective use of County resources, which pertains to the Administration Strategic Initiative.

Check the related Board of Supervisors Strategic Initiatives:

- ☐ Economic Development
- ☒ Administration
- ☐ Health & Human Services
- ☐ Infrastructure
- ☐ Public Safety

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Attachments:

- a. Survey Results
- b. Existing Telecommuting Policy
- c. Telework Procedures
- d. Telework Agreement