



Legislation Details (With Board Report)

File #: 18-163 **Name:** Telework Pilot Programs
Type: General Agenda Item **Status:** Agenda Ready
File created: 2/14/2018 **In control:** Alternative Energy and Environment Committee
On agenda: 2/22/2018 **Final action:**
Title: a. Receive a staff presentation on the proposed Telework Pilot Program
b. Direct staff to implement the proposed Telework Pilot Program; and,
c. Provide direction to staff as appropriate.

Sponsors:

Indexes:

Code sections:

Attachments: 1. Board Report, 2. Att. A_Survey Results, 3. Att. B_Existing Telecommuting Policy, 4. Att. C_Draft Pilot Scope Statement, 5. Att. D_Telework Procedures, 6. Att. E_Telework Agreement

| Date | Ver. | Action By | Action | Result |
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- a. Receive a staff presentation on the proposed Telework Pilot Program
- b. Direct staff to implement the proposed Telework Pilot Program; and,
- c. Provide direction to staff as appropriate.

RECOMMENDATION:

It is recommended that the Alternative Energy and Environment Committee:

- 1. Receive a staff presentation on the proposed Telework Pilot Program
- 2. Direct staff to implement the proposed Telework Pilot Program; and,
- 3. Provide direction to staff as appropriate.

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.

For the past several months, staff has been in the process of researching and evaluating a telework program as a measure to reduce employee commute.

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.

Staff is seeking direction from the AEE Committee on design and implementation of a Telework Pilot Program. Potential 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 tentative start date in May 2017. Following the completion of the Pilot, program staff will evaluate outcomes and report findings to the AEE Committee at a subsequent meeting.

DISCUSSION:

Telework programs and practices are widely used by government agencies to reduce 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.

Project Scope Statement

The Telework Project Scope Statement (Attachment C) is a compilation of the Pilot's purpose, description, constraints, and acceptance criteria for eligibility into the Pilot. The Scope also provides for the desired results of the Pilot, listed below:

- Determine if a widespread telework program is feasible for the County of Monterey workforce
- Identify successes and challenges to telework
- Identify potential funding needs and cost savings for a telework program
- Evaluate measures to mitigate concerns as indicated in the Department Head Telework Survey
- Provide consultation to the Department of Human Resources regarding possible changes to the current County Telecommuting Policy
- Learn and leverage results for future program iterations

Telework Procedures

Staff have developed a Telework Procedures document (Attachment D), 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 standardized 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 E), 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. Staff plans to present on the Pilot at a bi-monthly Department Heads meeting on March 7th.

Applications for the Pilot are expected to be collected from March 12th - March 30th. Applicants that are deemed eligible for the program will be selected to participate in the program through a lottery process. Telework orientation sessions will be held during the month of April and will be mandatory for Teleworkers and optional but recommended for their supervisors/managers. Pursuant to County ergonomics and safety policies, Teleworkers will be required to participate in an extended *Ergonomics for Home Offices* training course, which will be scheduled throughout the month of May pending further approval and direction from the AEE Committee and Department Heads. The proposed timeframe of the Pilot is from May through July 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:

County general fund impacts associated with the Telework Pilot Program will need to be further evaluated. 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 and will be at the discretion Department Head to incur such costs.

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Attachments:

- a. Survey Results
- b. Existing Telecommuting Policy
- c. Draft Pilot Scope Statement

- d. Draft Telework Procedures
- e. Draft Telework Agreement