

Briefing

MEMORANDUM

TO: Government Operations and Fiscal Policy Committee
FROM: Justina J. Ferber, Legislative Analyst 
SUBJECT: **Briefing** – Employee Teleworking Program

The following persons will be present for the briefing:

Shawn Stokes, Director, Office of Human Resources (OHR)
Stuart Weisberg, Labor Relations Advisor, OHR
Darryl Gorman, Labor Relations Manager, OHR

The Office of Human Resources will brief the Committee on the development of its employee telework policy and program; ©1 *Director's testimony*. Telework is a working condition that is subject to collective bargaining with the union representing general County employees, Montgomery County Government Employees Organization (MCGEO). Tools have been developed for the application process and for managers to assess employees and positions for eligibility. Participants must sign a pilot telework agreement and take mandatory training.

The Pilot Telework Program Policies and Procedures state that departments shall review the managerial, logistical, organizational, and other barriers to fully implement Telework. Definitions are included and policy on eligibility, participation, terms, training, workspace, schedules and other issues related to teleworking are discussed in the policy document. See ©3 for the *Pilot Telework Program Policies and Procedures*.

The briefing will focus on a one-year pilot telework program, one that has been negotiated with MCGEO and will be implemented in 2016. The voluntary pilot program will involve a minimum of 80 bargaining unit and unrepresented employees. The following departments will participate in the pilot program: Transportation, Technology Services, Permitting Services, General Services, Health and Human Services, Environmental Protection, and Human Resources. The Committee may want to suggest Legislative Branch participation in the pilot program.

The pilot program will be analyzed and reviewed to determine whether the program is accomplishing its purpose and goals and what changes or corrective action needs to be taken

before offering the program to all County full-time and part-time employees. Before rolling out the telework program County-wide, proposed personnel regulations will be advertised and sent to Council for approval. There is no funding in the OHR budget for a County Telework Coordinator as stipulated in Bill 12-14. A Labor Relations Specialist in OHR will be the interim County Telework Coordinator for the Pilot Telework Program.

Background

May 15, 2015 – GO Committee – Budget Worksession

During FY16 budget deliberations, the Committee received an update on the County's telework program and was advised that OHR continued to work with County unions in a Labor/Management Relations Committee. The joint committee submitted a policy paper to the County Executive outlining the proposed telework program and that policy paper was under review by the Executive branch. Once agreement is reached on a telework program, a pilot program will be implemented; hopefully in early 2016.

May 6, 2014 – GO Committee – Budget Worksession

During FY15 budget deliberations, the Committee received an update on the County's telework program and was advised that OHR was working with County unions in a Labor/Management Relations Committee. The Joint County/MCGEO Committee on Telework was completing its recommendation to the County for a pilot telework program to occur in 3-4 departments for a six-month period beginning in late spring. The pilot program will include a policy on telework as well as standards for employee/position/job class eligibility/appropriateness to telework, procedures, telework rules and expectations, and training for employees and supervisors on successful teleworking.

April 22, 2014 – Council Legislation

The Council introduced and enacted Bill 12-14, Personnel – Telecommuting – Amendments, requiring the County Executive to adopt a regulation to identify the circumstances under which a County employee may telework and establish procedures that a County employee must follow to obtain permission to telework. The Bill was signed into law May 1, 2014. No regulations have been promulgated and no appropriation requested to implement the telecommuting legislation. It is estimated that an appropriation of \$150,600 would be needed to implement the teleworking legislation after regulations are proposed and enacted.

Although the goal of the Bill is to establish standards and procedures for telecommuting applicable to all County employees, the applicability of this personnel regulation to employees represented by MCGEO would remain subject to bargaining with the union. The majority of employees who are likely to be eligible to telework are represented by MCGEO. The Executive negotiated a collective bargaining provision with MCGEO covering telecommuting and that provision delegates the negotiations to a Labor-Management Group.

April 17, 2013 – GO Committee – Budget Worksession

The GO Committee was advised that OHR would be working with county unions in a Labor/Management Relations Committee to develop a telework policy and program. The

committee has been formed and would begin meeting in May. Prior to the meeting committee members will participate in a telework webinar conducted by experts in the field.

November 19, 2012 – GO Committee –Worksession – Telework

The GO Committee received an extensive update in November 2012 on the County's telework program and a comprehensive packet of information on telework in the federal government and in other jurisdictions and agencies.

The following is excerpted from the GO Committee packet of November 19, 2012. The 200-page packet can be found on the Council website or at the following link:

http://www.montgomerycountymd.gov/COUNCIL/Resources/Files/agenda/cm/2012/121119/20121119_GO5.pdf

Excerpts from GO Committee Packet – November 19, 2012 – Telework

Telework is a work arrangement away from the principal office in which employees work at a time or place that allows them to accomplish their work in an effective and efficient manner. It brings work to the worker instead of bringing the worker to the work.

Issues that are driving telework implementation:

- advances in technology
- transition from Industrial Age to Information Age
- sociological trends (dual wage earner, single parent families, work and family life balance)
- changing worker values (emphasis on work/family balance and need to reduce stress)
- social and political pressures for environmental conservation
- organizational pressures to be more competitive, reduce operating costs and improve ability to recruit and retain workers
- continuity of operations and disaster recovery
- steeply rising gas prices

The report, *The Incredible Disappearing Office: Marking Telework Work*, pulled data from the 2010 U.S. Census and other sources and concluded that nationwide telework numbers across many industries are increasing. It found that the proportion of employees who work predominately from home has more than tripled in many industries over the last decade and doubled nationwide among all full-time (non-self-employed) U.S. workers.

The report notes that the private sector is embracing telework because it increases employee morale and productivity, provides work-life balance and reduces costs for enterprises that adopt it. Also it reduces office space needs and increases the amount of time employees spend working versus commuting and improves ability to recruit and retain workers. Some businesses see improved organizational cost efficiency in facility, health care, and other operating costs and see telework as an economic development strategy. While employers may not be able to increase compensation or provide other incentives, some have focused on telework as a benefit to entice employees to stay or hire on.

According to Tod Newcombe, Editor of *Public CIO* magazine, teleworking or telecommuting is a viable alternative for employees all over the board. He believes that a well executed telework program can help in building the next generation work force, aid government in a disaster, save energy and cut traffic congestion. It saves in employer/commuter costs – lower workspace and electricity costs for employers, lower direct commuting costs for employees -- but also in terms of environmental impact and in moving local governments closer to their mandated carbon footprint and recycling goals. Attached at ©1 is the Telework Coalition's (TelCoa), America's leading nonprofit telework education and advocacy organization, top ten reasons to Telework.

FEDERAL GOVERNMENT

Telework Enhancement Act

The signing of the Telework Enhancement Act in December 2010 (the Act) set in motion a transformation of the Federal telework program. The Act applies to all Federal agencies and provides a framework of requirements designed to ensure a more systematic implementation of telework than previously existed and adequate notice to employees of their telework eligibility status. Satisfying these requirements has meant a fundamental shift in how agency stakeholders view and implement telework -- from a strictly individual employee benefit to a strategic organizational change program.

The potential for agency benefits drives telework implementation. Aligned with agency strategy and mission, telework supports achievement of objectives increasingly important for operation of an efficient and effective Federal Government, including cost savings and improved performance, and maximizing organizational productivity. Developed as a strategic program, telework is a powerful agency recruitment and retention tool with the capacity to improve the competitive position of the Federal Government for recruiting and retaining the best possible workforce. Leveraged as a management tool, telework mitigates potential disruptions to workplace productivity (e.g., severe weather).

The Act specifies roles and responsibilities for the Office of Personnel Management, General Services Administration, Office of Management and Budget, Department of Homeland Security, National Archives and Records, Administration and others to provide overall guidance to Federal Executive agencies. It creates baseline expectations for agency programs and helps agencies implement those programs as effectively as possible. The Act provides overall policy guidance for Federal agencies, touching on various aspects of telework including security, emergency planning, official worksite and information technology. Individual Federal executive agencies are responsible for formulating their own telework policies, programs and procedures within this framework and reporting and monitoring the progress of telework in their agencies.

The Act specifically requires that each agency:

- Establish a policy under which eligible employees can telework.
- Determine the eligibility for all its employees to participate in telework.
- Notify all its employees of their eligibility to telework.

- Designate a Telework Managing Officer (The Act requires a certain status for the TMO as a senior official.)
- Provide interactive telework training to eligible employees and their managers and requires employees to complete the training prior to signing a telework agreement.

Telework Model and Telework.gov

The Telework Enhancement Act of 2010 is “a framework of identifying and training eligible employees, backed by appropriate policy and support, effective management oversight, and timely reporting...(that) offers a model not only for public agencies but also private organizations seeking to implement their own telework programs.” The Office of Personnel Management and the General Services Administration established an interagency website to provide easy access to information about telework in the Federal government – Telework.gov. Telework.gov is a resource that provides information and links to information under the following headings: Guidance and Legislation; Policies and Procedures; Reports and Studies; Tools and Resources; Telework Act of 2011; Frequently Asked Questions; Key Practices; Basics for Employees; Basics for Managers; Training, etc. The website also has a Guide to Telework in the Federal Government and a Recipe Book which has information on performance measurement, skills development, technology customer service and subject matter expert tips.

Telework Oversight

The Federal Government has various oversight measures in place to ensure an efficient telework program. Departments initially determine which employees may be eligible based on certain criteria, including confidentiality requirements of the work product. Employees then perform a self-assessment to determine if they are good candidates for productive performance in a telework arrangement. The department and employee then enter into a formal telework agreement. Formal telework agreements include the following items to ensure compliant workspaces and data safety:

- Location of the telework office (home, telework center, other);
- Equipment inventory (what is supplied by the employee, agency, or telework center);
- In general, the job tasks that will be performed while teleworking;
- Telework schedule;
- Telework contact information;
- Safety checklist (certifying that the home office meets certain standards); and
- Expectations for emergency telework.

Barriers

The major barriers to telework implementation in Federal agencies are: management resistance, technology and security concerns. Some of the other lesser barriers are: nature of some jobs, budget constraints, office coverage, organizational culture, training, reluctant employees, revising policy, and mission requirements.

Summary

Well-established and implemented telework programs provide agencies a valuable tool to meet mission objectives while helping employees enhance work/life effectiveness. Specifically, telework: 1) is a useful strategy that improves continuity of operations to help ensure that essential Federal functions continue during emergency situations; 2) promotes management effectiveness when telework is used to target reductions in management costs, better leverage technology, and environmental impact and transit costs; and 3) enhances work-life balance, i.e. telework allows employees to better manage their work and family obligations, retaining a more resilient Federal workforce able to better meet agency goals.

D.C., HOWARD AND FAIRFAX COUNTIES, MARYLAND AND VIRGINIA

The Washington D.C., Fairfax and Howard County governments all have information about employee telework programs on their websites. Washington D.C. provides the employee telecommuting application and policy on its website. Howard County provides the employee telework request form, telework agreement and assignment forms, telework office checklist and Alternative Work Schedule policy on its website. The State of Maryland website provides access to its employee policy on telework and to its Agency Teleworking Implementation Manual. Staff has materials from these jurisdictions available for review upon request.

Fairfax County provides a narrative on the benefits of and its support for telework on their website. It also includes the email address of their Telework Program Manager to respond to questions from county businesses and individuals. Currently, more than 1,000 Fairfax County employees telework on average of one day a month. Fairfax County is the first jurisdiction to reach and exceed the regional goal set by the Metropolitan Washington Council of Governments to have 20 percent of the eligible workforce teleworking one day per week or more by the end of 2005. Telwork!VA is the primary source for businesses, individuals and government agencies to start or expand a telework program in Northern Virginia.

MONTGOMERY COUNTY

The GO Committee was last updated on County government and agency employee teleworking programs in October 2008. Since that time the U.S. economy experienced a major recession, technology improved, gas prices soared, the job market shrank and the Telework Enhancement Act was signed into law. Due to the recession, County government and some businesses saw a decline in the number of telecommuters due to several factors: shrinking job numbers, shifting assignments, and nervous employees.

Committee Discussions

Various aspects of telework have been discussed by different Council committees: commuting and traffic congestion, tax credits for businesses, changes in demand for office space, environmental conservation, and disaster recovery/business continuity. For example, the PHED Committee has discussed the shrinking need for office space as the Federal government and

businesses provide more opportunities for telework. Reduced office demand eases traffic congestion experienced on County roads. On the other hand, empty office space and reduced development present other issues for consideration by the Committee.

Tax Credit

In 2005 the Council approved a telecommuting tax credit to be allocated in 2006. While the number of applications stopped during the recession, the Department of Finance received an application to be applied in FY12 and it is predicted that more applications will be forthcoming.

County Telework Plan

On September 14, 2004, the County Council adopted a resolution supporting the Interagency Telework Initiative and calling for an interagency operational telework plan and progress updates (©21-22). The resolution also acknowledged the Council’s endorsement of the Metropolitan Washington Council of Government (COG) goal of having 20 percent of eligible employees participating in telework programs by 2005. An Interagency Telework Implementation Team was formed that developed the original operational plan. The Plan included common definitions, principles and targets to be used by each agency. It also specified those areas in which agencies would need to create their own distinct approaches and policies.

County Agencies

In the packet are the most recent 2012 written updates on telework from Montgomery College, Montgomery County Public Schools (MCPS) and Maryland-National Capital Park and Planning Commission (M-NCPPC). The College, MCPS and M-NCPPC have adopted employee telework policies and procedures that are readily available on their websites. The information includes telework agreements and other materials for employees of Montgomery College and M-NCPPC. Staff has these materials available for review upon request. County agencies do not have employees who use telework centers. M-NCPPC, County government and the College also use alternative work schedules as an option for employees.

The number of approved teleworkers has increased significantly at Park and Planning and slightly at MCPS. The College has a small decline; however, only half of their employees are eligible for telework. The County government has not submitted it numbers.

AGENCY	February 2006	October 2008	Change 2006 to 2008	November 2012	Change 2008 to 2012
MCG**	15	38	+23	**	**
MC*	61	84	+23	68	-16
M-NCPPC*	12	18	+6	113	+95
MCPS*	10	181	+171	196	+15
Total	98	321	+223	377	+154

*The College has a total of 2,166 employees; M-NCPPC has over 2,500 employees; MCPS has a total of 22,236 employees, and MCG has 8,850. **The chart will be updated when data is received from MCG.

County Government

OHR continues to work with County departments to identify various alternative work schedule options available through collective bargaining and the personnel regulations – 10-hour day/4-day work weeks (“4/10”), compressed schedule, flextime, etc. At the MFP Committee meeting in 2008, Council staff suggested and Committee members agreed that data on informal teleworking arrangements should be provided and attempts should be made to capture a more accurate picture of what County employees are doing.

The discussion will focus on the County government telework program and what is being done to adopt a telework policy and move forward with an official telework program. Telework has the potential to fundamentally change the way public service is delivered but requires an organizational culture shift.

Given current County fiscal constraints, teleworking can be an attractive benefit to employees. While the County is currently focusing on alternative work schedules such as the 4/10 workweek, the teleworking option is a more cost effective benefit and one in which the Council has expressed interest. Other County agencies have adopted policies and are implementing telework programs, but the County has not, and no official personnel regulations have been adopted. One item available on the County website is a “Helpful Tips” page on the Department of Transportation webpage. The County developed a 2006 Interim Telework Program Outline entitled “10 Steps to Telework” but it is not available on the County website or on the County intranet.

At packet deadline, OHR provided a timeline and materials for the County government Telework/Alternative Work Schedules Program. These materials are included at the end of this packet and may be duplicative of some of the materials provided by Council staff. A quick review of the materials shows that the County continues to use its interim telework policy and focuses on alternative work schedules

For FY13 the County did negotiate the following language in the MCGEO agreement:

Article 56 -Teleworking and Alternative Work Schedules

The parties agree to work together to identify and offer opportunities for teleworking and Alternative Work Schedules for bargaining unit employees. Teleworking and Alternative Work Schedule shall be referred to the County-Wide LMRC for the purpose of establishing a county-wide policy, no later than December 31, 2012, containing but not limited to the following: availability, job selection criteria, implementation procedures, employee accountability while teleworking and training of managers.

End of 2012 Excerpt

This packet contains:

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Testimony of OHR Director on County Telework Program
Pilot Telework Program Policies and Procedures
Bill No. 12-14, Telecommuting

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OFFICE OF HUMAN RESOURCES

Isiah Leggett
County Executive

Shawn Y. Stokes
Director

TESTIMONY TO GOVERNMENT OPERATIONS COMMITTEE
ON COUNTY TELEWORK PROGRAM

October 8, 2015

Thank you for the opportunity to update the Government Operations Committee on efforts by the Executive to implement a telework program.

In April 2014, the County Council enacted Bill No. 12-14, which requires the County Executive to adopt a policy and procedures to permit eligible workers to telework and to increase the number of County employees who telework. Teleworking has the potential to save energy, mitigate traffic congestion and improve air quality, enhance the work life experiences of County employees, advance employee recruitment and retention, as well as improve continuity of operations in severe weather and other emergency conditions.

Efforts by the County to negotiate a telework agreement with MCGEO predate Council passage of Bill 12-14. Article 56 of the MCGEO collective bargaining agreement, which became effective July 1, 2012, provides that the parties would work together to identify and offer opportunities for teleworking for bargaining unit employees.

I am pleased to report that the County and MCGEO, working closely together, have developed the policies and procedures to support our telework program. In the past year, we negotiated with MCGEO to reach an agreement on the Pilot Telework Program Policies and Procedures. In addition, we have developed tools for the application process including appropriate checklists; tools for managers to assess employees as well as positions that are suitable for telework; a pilot telework agreement for employees and managers to sign; and telework program training modules for employees and supervisors. We plan to launch a one-year Pilot Telework Program for a minimum of 80 full-time or part-time MCGEO bargaining unit employees as well as unrepresented employees in the early part of 2016. Several departments have expressed an interest in participating in the pilot program including the Department of Transportation, the Department of Technology Services, the Department of General Services, the Department of Health and Human Services, the Department of Permitting Services, and the Department of Environmental Protection. Employees in the Office of Human Resources (OHR) will also be part of the Pilot Telework Program.

The Pilot Telework Program will have several key components:

Eligibility – A Department director, working with managers, supervisors and the OHR telework coordinator will determine which positions in a department are appropriate for telework. This will be based primarily on the essential functions of the job and the ability of those functions to be performed off-site with just computer, e-mail, and phone support. Other factors that will be considered in determining eligibility include whether the work performance off-site can be evaluated and whether productivity can be measured.

Participation – This is strictly a voluntary program for those employees who have participated in an assessment and are in eligible positions. Employees who wish to participate must complete the application process, including the request for participation form and a signed pilot telework agreement.

Training – Training is mandatory for all employees before beginning telework and for managers and supervisors of teleworkers. The training will provide guidance on how to meet the goals of the pilot telework program and will contain information on teleworker roles and responsibilities, manager and supervisor oversight of teleworkers, information security issues, and resources for instructions on proper ergonomic positioning of furniture and tips for employees on how to ensure the safety of their remote work location.

Telework Schedule – A telework schedule, including specific days and hours, must be agreed upon by the manager or supervisor and the teleworker. A teleworker in the Pilot Telework Program will be given reasonable advance notice, whenever possible, of at least 24 hours for all meetings, training or other events that requires the teleworker's presence at the primary workplace. A teleworker must not perform personal business or activities, which includes caring for dependents, during designated telework hours.

Review – The Telework Pilot Program will be analyzed and reviewed to determine whether the program is accomplishing its purpose and goals and what changes or corrective action needs to be taken before rolling out the program to all County full-time and part-time employees.

Finally, Bill 12-14, enacted by the Council, requires the OHR Director to designate an employee to serve as the County Telework Coordinator. In addition to being the primary point of contact between OHR and each County department on telework issues, under the telework agreement with MCGEO, the Telework Coordinator serves as the reviewing official when a department denies or terminates a telework agreement. In its fiscal impact statement for Bill 12-14, the Office of Management and Budget (OMB) estimated that the telework coordinator position would be filled at a maximum cost of \$100,650. OMB also estimated \$50,000 in first year training costs. These funds are not currently in OHR's budget. In the interim, I am designating an OHR Labor Relations Specialist as the County Telework Coordinator for the Pilot Telework Program.

Thank you and I will be pleased to answer any questions you may have.



Montgomery County Pilot Telework Program For UFCW Local 1994, MCGEO Bargaining Unit Employees



POLICIES AND PROCEDURES

I. Background

This policy is a result of negotiations between UFCW Local 1994, MCGEO (hereinafter the "Union") and Montgomery County Government. Montgomery County and the Unions' objectives for this Pilot Telework Program are as follows:

- To further support the County's efforts in promoting the County as an employer of choice, maintaining and/or improving working conditions, and enhancing employee recruitment and retention;
- To support national, regional, and local efforts to reduce traffic congestion, and improve air quality;
- To provide employees with opportunities to enrich their lives by recapturing quality time otherwise lost as a result of lengthy commutes;
- To increase productivity;
- To improve continuity of operations in severe weather situations and other emergencies; and
- To adapt to changing employment parameters and advances in telecommunications.

II. Purpose

This policy outlines the Montgomery County Pilot Telework Program for UFCW Local 1994, MCGEO bargaining unit employees. The Pilot Telework Program is established primarily to meet Department missions and operational needs by helping the County reduce real estate and energy costs, promote management efficiencies, making the County more responsive in severe weather and other emergencies, enhancing the recruitment and retention of highly qualified employees, and improving the quality of employee work-life.

While participating in the Pilot Telework Program, a Teleworker will continue to provide internal and external customer service and maintain the normal functions and performance standards of the County. Employees will be allowed to participate to the maximum extent possible without diminished performance so long as they meet the requirements of this policy and obtain supervisory approval.

The provisions of this policy apply to bargaining unit employees participating in the Pilot Telework Program. Additionally, the provisions of the applicable collective bargaining agreement will be honored in regard to bargaining unit employees participating in Telework.

Departments shall review the managerial, logistical, organizational, and other barriers to fully implement Telework.

III. Definitions

1. **Telework:** Telework is defined as a work arrangement that allows an employee to perform work, during any part of the employee's authorized work schedule, at an approved Remote Work Location. This definition of Telework includes what is generally referred to as Remote Work Location but does not include any part of work done while on official travel or mobile work. Telework is an alternative method of meeting the needs of the County and it will not be universally available in all occupational job classes and/or positions.
 - a. **Regular Telework:** The employee Teleworks on a regularly-scheduled basis.
 - b. **Situational Telework:** Approved on a case-by-case basis, where there is a work related need and the hours worked are not part of a previously approved, ongoing and Regular Telework schedule. This arrangement may accommodate a business cycle or program for tasks or projects amenable to being performed at an approved Remote Work Location. Examples of Situational Telework include Telework as a result of inclement weather, appointments, or special work assignments. Situational Telework must be approved by the Supervisor.
2. **Teleworker:** An eligible employee who has been approved to work from a Remote Work Location and who works to produce an agreed-upon work product. The Teleworker performs the normal duties and responsibilities of his/her position from the Remote Work Location.
3. **Eligible Position:** An occupational job class and/or position determined by a Department head to be eligible for Telework. Individuals in Eligible Positions must apply for, but are not guaranteed, the option to Telework.
4. **Main Worksite:** The location of the Teleworker's primary workspace and place where the Teleworker normally performs work duties.
5. **Remote Work Location:** A worksite other than the employee's Main Worksite, such as the employee's residence, as approved by the Manager or Supervisor.
6. **Telework Arrangements:** Telework Arrangements in the County may be full-time or part-time. Part-time schedules are more common. Departments have the discretion to define the types of Arrangements and parameters for participation within the Telework Arrangements. In exercising this discretion, Departments should consider individual employee needs while ensuring that Telework does not diminish employee performance or departmental operations.

Identified below are examples of part-time participation:

- 3 or more days per pay period (denotes a bi-weekly pay period)
 - 1 or 2 days per pay period
 - Once per month
 - On an situational or short-term basis (i.e. unscheduled Telework)
7. **Mobile:** Work which is characterized by routine and regular travel to conduct work in customer or other worksites as opposed to a single authorized alternative worksite. Examples of Mobile work include site audits, site inspections, investigations, property management, and work performed while commuting, or traveling between worksites.
 8. **Telework Coordinator:** An individual in the Office of Human Resources responsible for providing Departments with technical assistance; maintaining Telework records and reports; and gathering and

analyzing data on the Pilot Telework Program. The Telework Coordinator will also receive any requests to review any issues or disagreements that may arise. He/she will maintain a list of all eligible Telework positions.

IV. Policy

A. Eligibility

Full-time and part-time bargaining unit employees in the County who are:

- in a Telework-approved position,
- have successfully completed their probationary period and achieved merit status,
- have an overall "meets expectations" performance rating for the previous rating period,
- have not been placed on a Work Improvement Plan forgo days prior to starting Telework,
- have received Manager approval for participation in the Telework program, and
- are eligible to apply for Telework.

Employee participation in Telework is strictly voluntary and is not an employee right. An employee may be ineligible for Telework based on prior formal disciplinary actions.

The County and the Union through the County-wide LMRC will work together to identify and offer opportunities for Telework. The Department Director, in conjunction with Department Managers, Supervisors, and the OHR Telework Coordinator will identify positions appropriate for Telework based on the following criteria:

- Essential functions of the position and ability for those functions to be performed off-site on Telework days with only computer, e-mail and phone support;
- Work performance for the position that can be evaluated in a Telework Arrangement;
- Productivity and results that can be effectively measured with limited supervisory observation;
- Proprietary and confidential information of the County Department or Division that can remain confidential and secure; and
- Ability to maintain or improve service to internal and external customers.

An employee in a position eligible for Telework is not required to Telework and has the right to refuse to Telework if the option is made available to them. Similarly, all requests to Telework are subject to review by the Manager or Supervisor and approval by the Department Director.

Employees in the Office, Professional, and Technical (OPT) and Service, Labor and Trades (SLT) bargaining units represented by the Union are eligible for the Pilot Telework Program, provided they meet the criteria listed above.

Employees who are on alternate work schedules may be eligible to Telework. The County has the right to refuse to make Telework available to an employee and to terminate a Telework Agreement with notice to the Teleworker. A Teleworker has the right to terminate a Telework Agreement with notice to his/her Manager or Supervisor. Notice to terminate a Telework Agreement must be provided in accordance with Section V.E of this program.

B. Existing Teleworkers

Teleworkers who are currently Teleworking are allowed to continue to Telework subject to the current Pilot Telework Policy and Eligibility criteria in section IV. A. In order to establish and maintain uniform Telework procedures, those who are currently Teleworking will have to sign a Pilot Telework Agreement and all forms, and complete the Telework training.

C. Participation

Telework is a voluntary cooperative arrangement between the County and the employee. An employee who participates in the Pilot Telework Program is subject to all County policies and procedures including, but not limited to, those regarding confidentiality; disclosure and security of information; conflict of interest; EEO, workplace conduct (MCPR, departmental directives and policy), and acceptable use of information and communications technology resources. Participants in the Pilot Telework Program are required to:

1. Complete the following forms:
 - Request for Participation in the Pilot Telework Program
 - Assessment for Telework Suitability
 - Manager/Supervisor Assessment of Employee's Suitability
 - Manager/Supervisor Assessment of Position
 - Pilot Telework Program Safety Information
 - Pilot Telework Technology & Equipment Checklist
 - Pilot Telework Agreement
2. Attend Telework Training
3. Adhere to the Pilot Telework Policy or risk the inability to participate in the program

D. Terms of Employment

The Telework Agreement is not a contract of employment and does not provide any contractual rights to continued employment. It does not alter or supersede the terms of the existing employment relationship. The Teleworker remains obligated to comply with all County rules, policies, procedures, practices, and instructions that would apply if the employee were working at the regular County worksite. Work products the employee develops or produces while Teleworking remain solely the property of Montgomery County.

E. Training

Training is mandatory for all employees before beginning Telework and for Managers and Supervisors of Teleworkers. The employee and Manager and/or Supervisor must attend required training before completing the Pilot Telework Agreement. The training will provide employees, Managers and Supervisors with guidance on how to maximize the benefits of Telework and will include information on the application process, Teleworker roles and responsibilities, Manager and Supervisor oversight of Teleworkers, evaluating success of a Telework Arrangement, security, and instructions on proper ergonomic positioning of furniture, and tips for the employees on how to ensure the safety of their Remote Work Location.

F. Work Space

The Teleworker must designate and maintain a clean, safe, and productive workspace at the Remote Work Location that is adequate for accomplishing necessary tasks and free of obstructions and

distractions. This space may be at the Teleworker's residence or another Remote Work Location approved by the Supervisor. Factors will include but are not limited to type of work, access to specialized equipment or materials, noise factors, and ability to maintain confidentiality of data and files.

A Teleworker must not conduct meetings with customers or co-workers at the Remote Work Location. When a meeting is scheduled on a day the Teleworker is scheduled to Telework, the Teleworker must go to the Main Worksite to attend the meeting or make alternative arrangements as agreed upon by the Manager or the Supervisor.

With reasonable advance notice, the Supervisor and/or designee has the right to inspect the Remote Work Location before the Telework Arrangement begins and at periodic intervals during the Telework Arrangement to ensure the workspace is safe, information is secured, and all equipment is adequately installed and performing properly.

A Teleworker, who participates in the Pilot Telework Program more than half the time, may be required to relinquish their office space and utilize a hoteling station when they are at the Main Worksite. In the event a Teleworker does not have an assigned personal work space at the Main Worksite, the Teleworker will be provided with a locking cabinet or drawer in which personal items may be stored for safekeeping.

G. Workers' Compensation

During work hours, the Teleworker is covered for any injury arising out of and in the course of employment pursuant to the Maryland State Workers' Compensation Act. A Teleworker injured while working at the Teleworker's residence or other Remote Work Location is required to follow established County procedures for reporting on-the-job injuries.

H. Telework Schedule and Availability

The Supervisor will work with the employee to identify the days and times he/she will Telework. Normally, work schedules at the Remote Work Location will parallel those at the Main Worksite but can be structured to meet the needs of the Teleworker, his/her Supervisors, and the organizational mission. The process of establishing work schedules permits periodic adjustments to achieve an optimal schedule, which meet organizational requirements and suit Teleworker needs. Work schedules may also include fixed times during the day for Manager/Supervisor and Teleworker telephone conversations and/or video conferencing as deemed necessary by the Supervisor. Establishing such times will be made with the Teleworker and may be helpful to maintain Supervisor/Teleworker communication.

A Telework schedule may include two or more days per month at a Teleworker's Remote Work Location. The number of days per week or month is a decision to be made by the Manager or Supervisor in conjunction with the Teleworker. In order to realize the full environmental impact benefits of the Pilot Telework Program, a full day of Telework is preferred. A Telework schedule, including specific days and hours, must be agreed upon by the Manager or Supervisor and the Teleworker. This schedule must include a meal period and breaks based on the collective bargaining agreement. The total number of hours a Teleworker is expected to work per day or per pay period will not change due to participation in the Pilot Telework Program.

A Teleworker must be available by phone, email, or both during the scheduled Telework hours, with the exception of the meal period and breaks. A Teleworker in the Pilot Telework Program will be given reasonable advance notice, whenever possible, of at least 24 hours for all meetings, lectures, training, or other events that require their physical presence at the primary workplace. The Teleworker must comply with any reasonable request to be present at the Main Worksite.

The Telework Arrangement may be abbreviated, or the number of hours or days per week or month may need to be revised, or terminated in totality should office coverage become a problem due to any changes in work demands, or office staffing, either on an interim or ongoing basis or due to other operational needs.

A Teleworker must not perform personal business or activities or secondary employment during designated Telework hours. Personal business or activities include, but are not limited to, caring for dependents, making or supervising home repairs, and use of computer or telephone for other than incidental non-work activities.

All participants in the Pilot Telework Program must indicate accurately on their timecards which hours or days were worked at the Remote Work Location. Telework is indicated on the timesheet by the Reason Code.

I. Communication

The Manager/Supervisor and Teleworker agree to review the work plan, review completed work, and/or discuss by phone, email, or face-to-face. This review can be daily or weekly during the initial thirty (30) calendar days of Teleworking. Further review of work will be at the Supervisor's discretion. The Teleworker must be available by phone during core hours and agrees to respond to emails and phone calls during this period. Specific deadlines for returning emails and phone calls will be determined by the Supervisor.

J. Work Performance

Any employee participating in the Pilot Telework Program is expected to perform his/her duties and responsibilities at the remote location at the minimum acceptable performance level or greater. Consequently, it is critical that the Remote Work Location be free from distractions and the employee free from obligations which would impair his/her ability to provide the same time and level of attention to the work product as when at his/her Main Worksite.

A Teleworker's job responsibilities will not change due to participation in the Pilot Telework Program. The Manager or Supervisor may require the Teleworker to submit regular status reports or other information to help evaluate work performance. A decline in work performance or a decline in service to the Teleworker's internal and external customers may result in adjustments to the Pilot Telework Agreement or termination from the Pilot Telework Program. The Teleworker's performance plan will be modified to include Telework requirements.

A Teleworker will be held to the same performance evaluation standards as other employees in the County who do not Telework.

K. Overtime, Leave, and Compensation

Managers and/or Supervisors must approve paid overtime or compensatory time for the day(s) the Teleworker works at the Remote Work Location. In accordance with the County's overtime policy, overtime must be approved in advance to preclude any unintended liability for premium pay. Teleworkers must receive supervisory approval prior to working beyond their normal hours of duty. Failure to obtain supervisory approval may result in the termination of the Telework Agreement and possible disciplinary action.

Procedures for requesting leave will remain unchanged. The Teleworker is responsible for obtaining leave approval in advance and keeping appropriate personnel informed of leave usage in accordance with Department policy and/or procedure.

Teleworkers working at their Remote Work Location will be granted the same holidays as employees working at the Main Worksite.

If a Teleworker becomes sick at any time while Teleworking, the Teleworker must immediately report the sickness to his/her Manager or Supervisor and use sick leave to cover those hours not worked. If a Teleworker must take some other form of leave, the Teleworker must request leave from his/her Manager or Supervisor immediately and use the leave to cover those hours not worked.

A Teleworker's compensation and benefits will not change due to participation in the Pilot Telework Program.

A Teleworker must submit regular or bi-weekly time cards in accordance with the normal procedures.

L. Income Tax

It will be the Teleworker's responsibility to determine any income tax implications in maintaining a home office area. The County will not provide tax guidance nor will the County assume any additional tax liabilities. The Teleworker is encouraged to consult with a qualified tax professional to discuss income tax implications.

M. Liability

The County will provide a defense and indemnification to a Teleworker who is Teleworking at their residence or other approved Remote Work Location for all claims arising out of and within the Teleworker's scope of employment consistent with the provisions of the Local Government Tort Claims Act and other applicable laws. The County is not liable for any loss, destruction, or damage to property or for any injury or loss to third persons occurring at or around the Teleworker's residence or other approved Remote Work Location.

N. Inclement Weather

The County has a priority to ensure continuity of operations during inclement weather or other emergency conditions. During a declared general or weather-related emergency, as declared by the County Executive and/or designee, in which the Main Worksite is closed, a non-essential employee scheduled to Telework will not be required to work remotely.

During a liberal leave period, a non-essential employee scheduled to Telework is expected to work remotely during that period. If a Teleworker is not scheduled to Telework during a liberal leave period, he/she is encouraged to Telework with concurrence of the Supervisor.

If the Teleworker chooses not to work remotely on a scheduled Telework day during a liberal leave period, the Teleworker must notify his/her Manager or Supervisor of the Teleworker's leave status and use leave in accordance with the liberal leave policy to cover hours not worked.

O. Worksite Issues

During closures of Main Worksites or facility-related issues, when alternative work locations are being assigned, Telework may be considered as an option, in consultation with the Supervisor.

P. Code Red Air Quality Days

Employees enrolled in the Pilot Telework Program are strongly encouraged to Telework during a code red air quality day – even if to do so would result in a change to the Telework schedule. Managers or

Supervisors and Teleworkers will be notified at least 15 hours in advance of a code red air quality day. Following the announcement of a code red air quality day, the Teleworker must immediately discuss the work he/she will perform on that day with the Teleworker's Manager or Supervisor if the day would not normally be a Telework day. A Manager or Supervisor must not allow a Teleworker to Telework on a code red air quality day if the Manager or Supervisor and Teleworker do not agree on a Telework work plan before that day.

Q. Dependent Care

Teleworking is not a substitute for dependent care. Telework will not be authorized to allow the employee to provide care to any individual during Telework hours. However, a dependent may be home while the employee Teleworks if those dependents are independently pursuing their own activities or otherwise cared for by a caretaker.

R. Equipment

Unless the equipment is provided by the County, the Teleworker is responsible for the purchase, installation, configuration, and maintenance of all equipment and services (e.g., computer, mobile computing device(s), standard software, printer, telephone, mobile phone, cellular service, internet connection, video conferencing equipment, desk, chair etc.) used for Telework. Teleworkers requiring access to the County's Virtual Private Network (VPN) must contact the IT Help Desk at 240-777-2828, option 2, or via e-mail at helpit@montgomerycountymd.gov, to request an account. Teleworkers must maintain up-to-date anti-virus software on their computer(s) used for Teleworking. The Telework computer must meet all current VPN-related and other security requirements as established by the Department of Technology Services. Individual Departments or job classifications may have additional requirements or guidance to be followed. The County shall not be responsible for the purchase, maintenance, repair, or operational costs of any such equipment.

A Teleworker must have a phone to be available for calls from his/her Manager or Supervisor. The Teleworker may be required by his/her Manager or Supervisor to check County voice mail messages on a regular basis. A Teleworker who's normal duties include responding to emails and phone is expected to continue to respond while Teleworking.

S. Supplies

A Teleworker may take supplies needed for work at the Remote Work Location from the Teleworker's Main Worksite with the Manager's/Supervisor's approval. The Teleworker will not be reimbursed for out-of-pocket expenses for supplies regularly available at the Main Worksite.

T. Confidentiality

A Teleworker is responsible for protecting the confidentiality, integrity, and availability of data, information, and paper files used when Teleworking. A Teleworker must follow all applicable County, federal, state, and departmental policies, laws, and regulations to protect data accessed or maintained while Teleworking. In addition, Teleworking employees must adhere to the following:

1. Protecting information assets from unauthorized access and use by others, including family members, friends, and other visitors.
2. Leaving information assets only in secured locations and not in unattended or unlocked vehicles or other locations where they may be easily stolen.
3. Ensuring that employee-owned systems utilized for Teleworking purposes meet or exceed County security requirements.

U. Data Collection

A Teleworker and his/her Manager or Supervisor agree to participate in studies, inquires, surveys, reports, or analyses relating to Telework at the County's direction. Information required for accurate reporting and analysis for these purposes must be provided by Teleworkers, Supervisors, and Managers.

V. Procedure

A. Application Procedure

Employees interested in Telework must complete the application process. To initiate the application process, an employee must complete the Request for Participation form and submit to his/her Manager or Supervisor. After the Request for Participation form is submitted, the Teleworker and the Manager or Supervisor will complete the Assessment for Telework Suitability. If the outcome of the Assessment for Telework Suitability indicates that the employee is eligible for Telework, the employee must complete Telework Training. Once the employee and the Manager/Supervisor attend the Telework Training, they will then complete the Pilot Telework Agreement.

B. Approval

If the Manager or Supervisor and employee agree on a mutually beneficial Telework Agreement, the Manager or Supervisor must forward a copy of the Pilot Telework Agreement to the Department Director. If the Manager or Supervisor and employee do not agree on a mutually beneficial Telework Arrangement, the Manager or Supervisor must forward a copy of the Request for Participation, the Assessment for Telework Suitability, and the Pilot Telework Agreement, including a summary of the points on which the Manager or Supervisor and employee agreed and disagreed, to the Department Director. The Department Director must review the materials provided and approve or disapprove the employee's request to Telework. The Department Director should also make suggestions on the points the Manager or Supervisor and the employee disagree to help them reach agreement on a Telework Arrangement. If the request is not approved, the Department Director must give the employee the reason for not approving the request. Approval of Telework is a management right and may be subject to review. The Review Process is in section V. F.

C. Renewal

The Teleworker must reapply annually to allow the Department to evaluate the Teleworker's progress. The Teleworker, in conjunction with his/her Manager or Supervisor, will be required to complete renewal paperwork at the time of his/her annual evaluation. They will not be required to attend the Telework Training; however a new Pilot Telework Agreement must be completed. There is no presumption of the Pilot Telework Agreement being renewed.

D. Change in Status

A Teleworker will be required to complete a new set of application materials if his/her job changes. The Teleworker must first check the list of eligible positions maintained by the OHR Telework Coordinator, to make sure the job is an approved Telework position. The Teleworker must then perform at a successful level under an established performance plan for a minimum of six months before completing a new set of application materials. If the Teleworker is approved to Telework, a new Telework Agreement must be signed and approved.

If a Teleworker's Manager or Supervisor changes, but the Teleworker's job does not, the Teleworker must share and review the Pilot Telework Agreement packet with the Teleworker's new Manager or Supervisor.

If a Teleworker's job changes, but his/her Manager or Supervisor does not, the Teleworker must first check the eligible list to make sure the job is an approved Telework position. If the job is eligible, the Teleworker will be required to complete a new set of application materials for their new position, even though his/her Manager or Supervisor has not changed.

E. Termination of the Pilot Telework Agreement

Teleworkers do not have an automatic right to continue to Telework and Telework Arrangements may be modified, adjusted, suspended, or terminated at any time by management (or when requested by the employee).

Participation in the Pilot Telework Program will be terminated when the employee no longer meets the eligibility criteria. Telework Agreements may be terminated at any time. Reasons for termination of a Telework Agreement include, but are not necessarily limited to the following:

1. Performance falls below the satisfactory level,
2. When customer service is adversely affected,
3. Because of conduct or other performance concerns,
4. Other requirements of the Telework Agreement are not fulfilled.

Management will provide ten (10) working days prior notice, when feasible, before modifying, suspending, or terminating a Telework Agreement to allow the affected employee to make necessary arrangements. Consent or acknowledgement via signature by the terminating employee is not required for the modification or termination to take effect. The decision of management to terminate an employee from the Telework program may be reviewed by the OHR Telework Coordinator.

To withdraw from the Pilot Telework Program, including for the purposes of promotion or retirement, the Teleworker must provide ten (10) working days prior notice when feasible, in writing, to the Supervisor and the Telework Coordinator. The Teleworker must coordinate the return of all issued equipment and materials to the Department and/or the Telework Coordinator.

Changes in work schedule resulting from termination from the Pilot Telework Program will be initiated at the beginning of a new pay period.

An employee may reapply to participate in the Pilot Telework Program again after their Telework Agreement has been terminated.

F. Review Process

Denial or termination of a Telework Agreement for those employees accepted into the program may be reviewed by the OHR Telework Coordinator. If a Supervisor or Manager denies the request for the continuation Telework or terminates a Telework Agreement, the Teleworker or the Union may ask for a review of this decision based on a claim that the denial or termination is arbitrary and capricious.

During the Pilot Telework Program, the OHR Telework Coordinator will review all requests by the Teleworker or the Union relating to Telework. The OHR Telework Coordinator will notify the Teleworker and the Union, in writing, of the results of the review within fifteen (15) working days of the date the

request was received. The OHR Telework Coordinator's decision may be referred by the Teleworker or the Union to the existing, informal, joint County-Union Alternative Dispute Resolution (ADR) process for review during the Pilot Telework Program. The ADR panel's decision is not subject to the grievance process. The ADR panel's proceedings are confidential and may not be referenced in future proceeding and will not be admissible in any arbitration or grievance.

VI. Responsibilities

A. Employee

1. Follow the provisions of the Pilot Telework Program.
2. Work with his/her Manager or Supervisor to come to an agreement on, and observe the terms and conditions of the Pilot Telework Agreement.
3. Follow all applicable laws, rules, regulations, policies, directives, codes, and procedures to ensure the security and confidentiality of official documents and records.
4. Follow all applicable laws, rules, regulations, directives, codes, policies and procedures relating to workplace conduct and performance.

B. Manager and/or Supervisor

1. Encourage active communication between Teleworkers and Main Worksite staff to ensure adequate interaction. Options available may include: e-mail, telephone, voice mail, instant messaging, and/or videoconferencing.
2. Ensure that Telework does not burden Main Worksite staff through inequitable distribution of workload.
3. Review Teleworking employee's work plan prior to employee's scheduled Telework day(s).
4. Periodically evaluate the effectiveness of the Telework Agreement and include in six month evaluations.
5. Encourage eligible employees to Telework during code red air quality days.
6. Maintain copies of all Telework documents.

C. Department Director

Periodically evaluate the effectiveness of Telework in the Department by meeting with Managers and Supervisors who manage Teleworking employees. Director must have knowledge of applicable regulatory requirements for their department.

D. Department of Technology Services

Periodically review this Pilot Telework Program to ensure it is compliant with current technology and standards.

E. Risk Management

Provide resources on ergonomic workstation set-up and tips on office safety as part of the mandatory training and consistent with the Montgomery County Safety Program. Resources can be found at <http://portal.mcgov.org/finance/RM.aspx>.

F. Occupational Medical Services

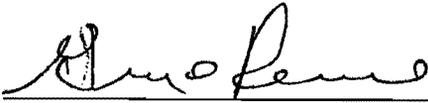
ADA accommodations do not fall within the parameters of this Pilot Telework Program. The employee must contact Occupational Medical Services (OMS) consistent with policy and procedure for an ADA accommodation. An employee may not Telework under any approval of FMLA.

G. Office of Human Resources/Telework Coordinator

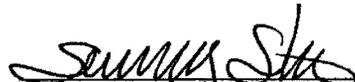
1. Designate a Telework Coordinator to serve as the lead administrator of the Pilot Telework Program and to maintain official record of all Telework documents, including a list of all eligible Telework positions. The Telework Coordinator will be the primary point of contact and will be a resource on all Telework matters.
2. Provide employees and Managers or Supervisors with technical assistance on an ongoing basis.
3. Coordinate the training of Managers/Supervisors and employees eligible to Telework.
4. Maintain and update the Pilot Telework Program policies and guidelines, application, and promotional materials.
5. Respond to any requests by the Teleworker or the Union to review any decisions that are deemed to be arbitrary and capricious.
6. Provide the County-wide Labor Management Relations Committee with information on the status of Telework in the County.

Start Date of the Pilot Telework Program: _____

Sunset Date of the Pilot Telework Program: _____



Gino Renne, President
UFCW Local 1994, MCGEO



Shawn Y. Stokes, Director
Office of Human Resources
Montgomery County Government

Bill No. 12-14
Concerning: Personnel - Telecommuting
- Amendments
Revised: March 10, 2014 Draft No. 2
Introduced: January 28, 2014
Enacted: April 22, 2014
Executive: May 1, 2014
Effective: July 31, 2014
Sunset Date: None
Ch. 12, Laws of Mont. Co. 2014

COUNTY COUNCIL FOR MONTGOMERY COUNTY, MARYLAND

By: Councilmembers Berliner, Floreen, and Riemer, Council Vice President Leventhal, and
Councilmembers Elrich, Andrews, and Navarro

AN ACT to:

- (1) require the County Executive to adopt a regulation to identify the circumstances under which a County employee may ~~[[telecommute]]~~ telework;
- (2) require the Executive to adopt a regulation to establish procedures that a County employee must follow to obtain permission to ~~[[telecommute]]~~ telework; and
- (3) generally amend the law governing the County personnel regulations.

By amending

Montgomery County Code
Chapter 33, Personnel and Human Resources
Article II, Merit System
Section 33-24

Boldface	<i>Heading or defined term.</i>
<u>Underlining</u>	<i>Added to existing law by original bill.</i>
[Single boldface brackets]	<i>Deleted from existing law by original bill.</i>
<u>Double underlining</u>	<i>Added by amendment.</i>
[[Double boldface brackets]]	<i>Deleted from existing law or the bill by amendment.</i>
* * *	<i>Existing law unaffected by bill.</i>

The County Council for Montgomery County, Maryland approves the following Act:

1 **Sec. 1. Section 33-24 is amended as follows:**

2 **33-24. ~~[[Telecommuting]] Telework.~~**

3 (a) *Definitions.* In this Section, the following words have the meanings
4 indicated:

5 ~~["Director"]~~ means the Director of the Department of Human
6 Resources or the Director's designee.

7 ~~["Sustainability Working Group"]~~ means the Group defined in Section
8 18A-13.]

9 ~~["[[Telecommute]]"]~~ Telework means a work arrangement in which
10 some or all of the work is performed at an alternative work site, such as
11 a home or office space near a home.

12 (b) ~~[[Telecommuting]] [Action Plan] Telework.~~ The ~~[Sustainability~~
13 ~~Working Group] County Executive~~ must ~~[prepare] adopt, by Method 1~~
14 ~~regulation,~~ a ~~[Telecommuting Action Plan that sets out a] policy to~~
15 ~~permit eligible employees to [[telecommute]] telework and a plan [for~~
16 ~~increasing] to increase~~ the number of County employees who
17 ~~[[telecommute]] telework.~~

18 (c) *Contents.* The ~~[Telecommuting Action Plan] [[telecommuting]]~~
19 ~~telework regulation~~ must:

20 (1) ~~[set numerical goals for the number of County employees who~~
21 ~~telecommute] require the Director to designate an employee to~~
22 ~~serve as the County [[telecommuting]] telework manager. The~~
23 ~~County [[telecommuting]] telework manager~~ must:

24 (A) advise each County department and office on
25 [[telecommuting]] telework matters;

26 (B) serve as a resource for managers and employees on
27 [[telecommuting]] telework;

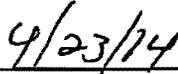
- 28 (C) develop, after consulting the County Attorney, a standard
 29 written [[telecommuting]] telework agreement between a
 30 [[telecommuting]] teleworking employee and the
 31 employee's manager;
- 32 (D) assist managers in determining the eligibility of an
 33 employee to [[telecommute]] telework; and
- 34 (E) be the primary point of contact between the Office of
 35 Human Resources and each County department or office
 36 on [[telecommuting]] telework issues;
- 37 (2) identify the circumstances under which a County employee may
 38 [[telecommute]] telework; [and]
- 39 (3) identify procedures that a County employee must follow to obtain
 40 permission to [[telecommute]] telework;
- 41 (4) require the execution of a written [[telecommuting]] telework
 42 agreement between an employee and the employee's manager
 43 outlining each party's expectations and responsibilities; and
- 44 (5) identify the required [[telecommuting]] telework training for a
 45 [[telecommuting]] teleworking employee and a County manager.
- 46 (d) Training. The Director, after consulting the Chief Information Officer,
 47 must establish an appropriate training course for a [[telecommuting]]
 48 teleworking employee and a County manager.
- 49 (e) Annual report. The [Sustainability Working Group] Chief
 50 Administrative Officer must report to the County Executive and County
 51 Council by January 15 of each year on:
- 52 (1) the actions taken in the preceding fiscal year to implement the
 53 [Telecommuting Action Plan] [[telecommuting]] telework
 54 regulation;

55 (2) the number of employees [[telecommuting]] teleworking in each
56 department or office during the preceding fiscal year;

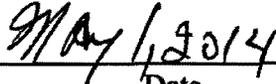
57 (3) the number of [[telecommuting]] teleworking hours worked by
58 employees in each department and office in the preceding fiscal
59 year; and

60 (4) recommendations for improvements to the [[telecommuting]]
61 teleworking regulation.

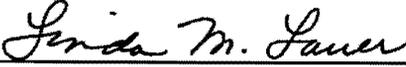
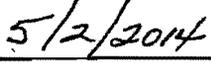
62 *Approved:*

63  
Craig L. Rice, President, County Council Date

64 *Approved:*

65  
Isiah Leggett, County Executive Date

66 *This is a correct copy of Council action.*

67  
Linda M. Lauer, Clerk of the Council Date