

telework!va



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business incentive program



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# What is Telework?

*(telecommuting, ecommuting, virtual work)*

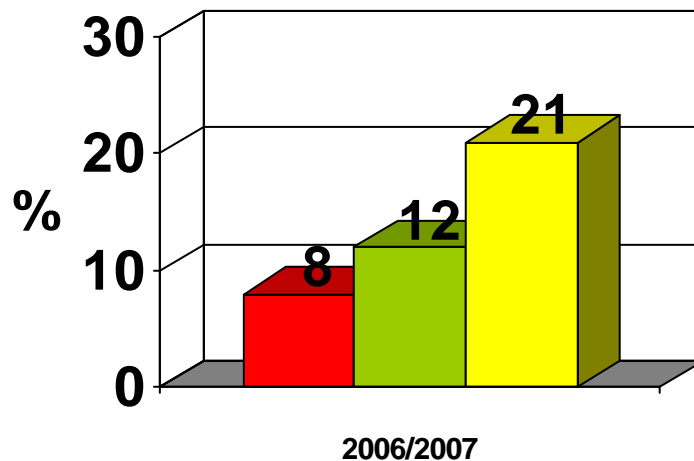
- The use of telecommunications technology to break the conventional office mold and allow work at a distance
- Using technology to enhance and replace traditional transportation
- Working from home, telework centers, satellite offices, or “Third Places”
- Full-time vs. a couple of days per week, regular vs. intermittent schedule
- "It doesn't make much difference what you call it-  
-as long as you do it." --Gil Gordon





# Telework in Virginia

## Percent of Commuters Currently Teleworking



■ National Average ■ Statewide  
■ Northern Virginia

- Statewide average = 1.7 days per week

- Northern Virginia average = 1.6 days per week

- Rest of Virginia average = 1.9 days per week

- U.S. teleworkers work from an average of 3.4 different locations!



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# Driving Forces



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# Benefits

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- Reduced Overhead Costs
- Recruit/Retain Highly-Skilled Employees
- Freedom from Geographical Limitations
- Flexibility/Agility
- Business Continuity
- Increased Productivity
- Reduced Absenteeism
- Economic Development
- Going Green

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## Informal vs. Formal Telework

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- **Informal**
  - “Under the radar”; no clear eligibility criteria, policies or procedures
  - “Free for all”
  - Perception of favoritism or discrimination
  - Lack of mechanism to handle problems
  - Decisions appear to be random and arbitrary
  - A liability risk to both employees and employers
  - Set up to fail!





# Informal vs. Formal Telework

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- **Formal**
  - Clear, objective eligibility criteria
  - Transparent, equitable selection process
  - Written policies and procedures = established boundaries
  - Appropriate training = better management & higher productivity
  - Program can be logically modified to suit needs of employer and individual departments
  - Impartial resolution of conflicts can lead to improved communication, organizational strength, and morale
  - Best chance for success!





# Myths vs. Reality

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- *If employees aren't in the office, they're not working.*
  - **Numerous studies show that productivity increases on telework days.**
- *Teleworkers are never in the office.*
  - **Most employees who telework do so just 1 or 2 days per week.**
- *Teleworkers are not available when you need them.*
  - **Teleworkers are available via e-mail and telephone; and a telework policy can be worded to require in-person presence at the office as necessary on telework days.**
- *Employees who aren't allowed to telework will complain.*
  - **A clear, objective selection process based on job suitability, employee work characteristics, and office coverage needs can eliminate the perception of unfairness.**



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Virginia Department of Rail and Public Transportation

*The Smartest Distance Between Two Points*

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- Expert Telework Assistance
- Financial Incentives



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*Expert Assistance/One-Stop Shopping:*

- Available Statewide
- Policy Development
- Employee Selection Criteria
- Online & In-Person Training
- Program Performance Evaluation
- Online Resources



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### *Financial Incentives:*

- Available in **Northern Virginia, Richmond, and Hampton Roads**
  - Up to **\$35K** per business for:
    - Teleworker Equipment\*
    - Servers/Remote Connectivity\*
    - IT Assistance
    - Telework Center Use
- \* **Leased** equipment only



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# Participants

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- 79 active or completed programs statewide
- 23 organizations in Richmond
- Representative clients –
  - Covington International Travel
  - Keener Communications
  - Marketing Partners
  - Tuckaway Child Development
  - United Methodist Family Services
  - Watts & Associates



## Eligibility

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- Private sector or non-profit
- 20 employees or more
- Goal of 10 teleworkers, 1 or 2 days per week/average of 6 days per month
- Financial Incentives: Northern Virginia, Richmond, Hampton Roads





# Procedures

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- Fill out online application ([www.teleworkva.org](http://www.teleworkva.org))
- Sign contract with RideFinders/Telework!VA
- Collaborate with Telework!VA staff to create program budget and strategy/timeline
- Work with Telework!VA staff to develop policy and conduct surveys/training
- Implement program
- Evaluate program with Telework!VA staff



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