

Mobile Workforce Program

Report to the Board of Supervisors

September 11, 2012

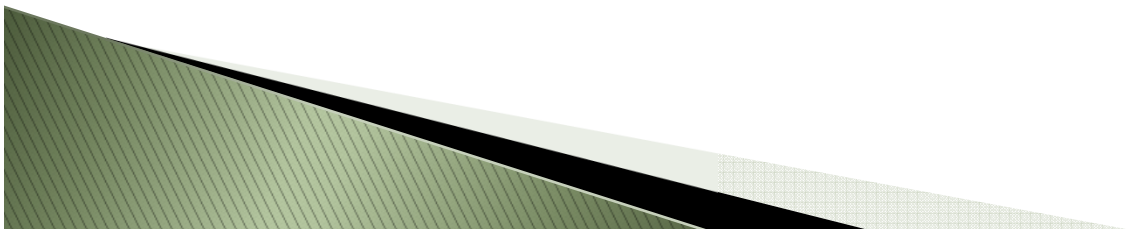
Jeri Muth, Human Resources Director



Background



- Since 2008, County has been implementing elements of a Mobile Workforce policy in order to:
 - Reduce the carbon footprint
 - Reduce days employees commute
 - Increase job satisfaction and productivity
 - Increase work/life balance for employees
 - Attract and retain a diverse and quality workforce





Background

- ❑ Teleworking arrangements were already in place
- ❑ 2008 and 2009 surveys assessed telework readiness of the organization and employees – thinking differently about:
 - How work is done
 - Where work is done
 - How jobs are constructed
 - Supervisory control

- General openness/willingness
- Supervisors/managers confirmed they could supervise remotely
- 90% of teleworkers were satisfied to very satisfied

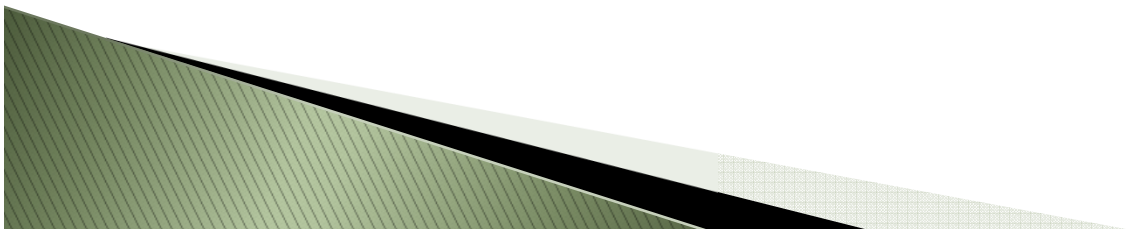
Background

- Labor-Management Team developed Teleworking Policy – implemented in March 2011. Policy:
 - Set goals for three years – increase teleworking by 5%
 - Required teleworkers to take two online training programs
 - Provided guidelines and toolkits to make teleworking successful
 - Required teleworkers to code time - TLC



Background

- Another aspect of Mobile Workforce Program – flexible work schedules
 - Have been in place for many years
 - Most departments have some portion of staff on a 9/80, 4/10, or some other flexible work schedule
 - Flex schedules typically reduce the number of days employees commute to work



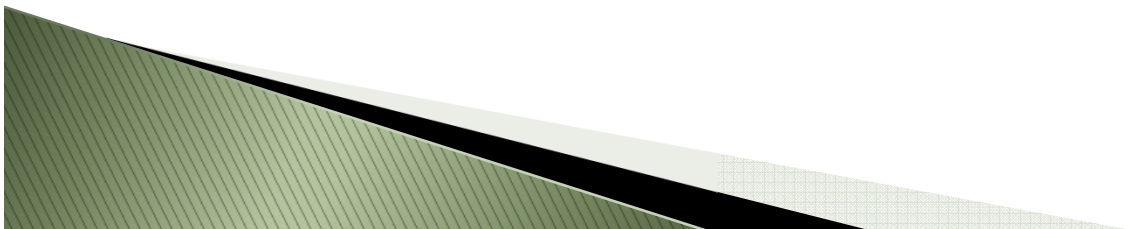
Update – Teleworking

- ❑ Not all jobs are suitable for teleworking
- ❑ In order for teleworking to be successful, three things must be determined to be suitable:
 - The work;
 - The employee; and
 - The remote worksite
- ❑ Even with these considerations – teleworking is on the uptick



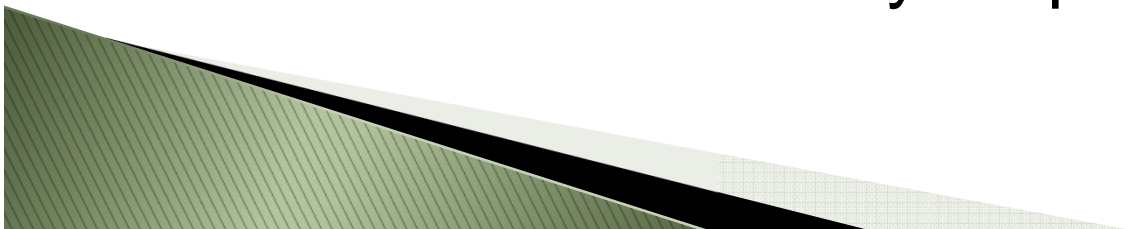
Update – Teleworking

- Using 2010 as the baseline, increases in teleworking:
 - 19% in 2011
 - 11% in 2012
- Have exceeded Countywide goals – results are attributed to both increased teleworking as well as improved coding of timesheets



Update – Flexing

- Surveyed departments in July 2012 – found that of the 3,671 employees:
 - 977 work a 9/80
 - 313 work a 4/10
 - 566 work some other flex schedule
 - Over 50% of County employees flex!



Update – Next Steps

- Currently assessing field services and the deployment of field staff for opportunities to:
 - Reduce travel to and from field
 - Eliminate unnecessary travel
 - Increase use of technology for meetings
 - Potentially providing “hotelling” or “hot desking” to reduce travel
 - Reduce dedicated office space for employees working primarily in the field



Update – Next Steps

- ❑ Future activity – will assess feasibility of a synchronized flex schedule/closure of many County offices (i.e., every Friday, every other Friday, once a month)
- ❑ Will continue to encourage and support teleworking and flex schedules
- ❑ Questions?

