

Session 4: Work Environments and Evaluation

“Imagine the work place of the future.

Imagine an office that’s easy to reach and not on the far side of a commute that leaves your mind numb, your body shaken.

Imagine an office in which you feel totally at ease – a place tailored to your individual needs and tastes.

Imagine an environment where you feel free and not like a prisoner enslaved by a rigid schedule.

Imagine your own home.”

Cynthia Crossen

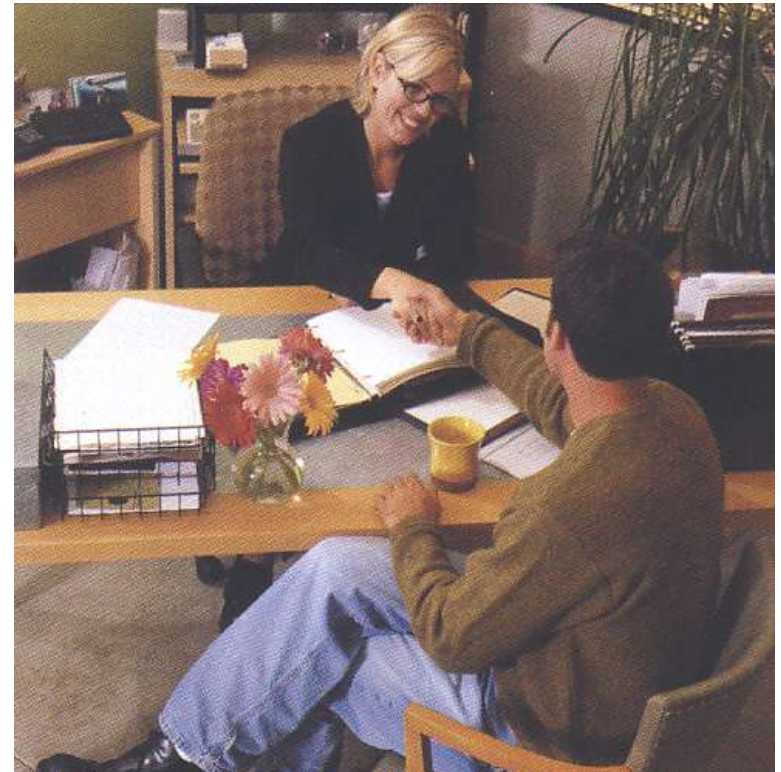
Telework Locations

- SOHO (Small Office Home Office)
- Telebusiness or telework center
- Electronic cottages
- Telecottage
- Satellite office
- Executive suites



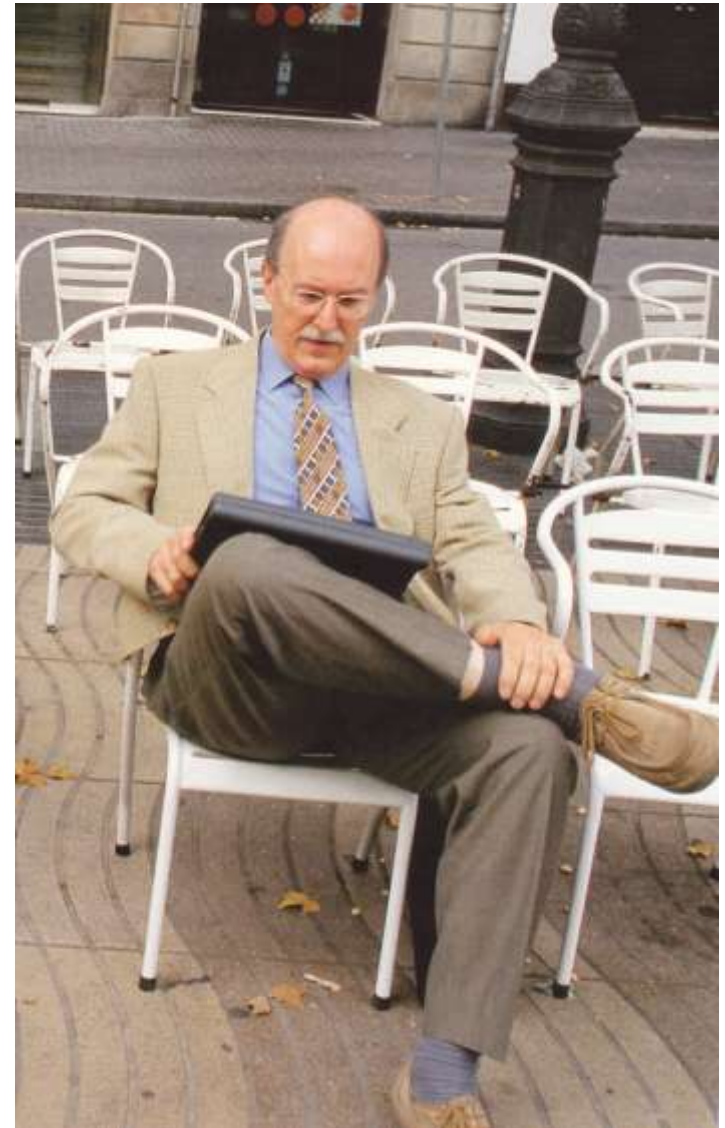
Teleworker Types

- Road warrior/mobile worker
- Cyberworker
- Virtual worker
- Cube jockey
- E-worker
- Netizen
- Netpreneur
- Open-collar worker



Telework Styles

- Hot desking
- Free addressing
- Hoteling
- dot.com
- Flexiplace
- Co-working
- Teleloafing
- Alternative officing
- Face time



Telework Technology

- Text, v-mail and e-mail
- Telepresence
- Intranet and extranet
- Social media
- Thin client or terminal server
- Smart devices and technologies...

PDA's

VPN

DSL

ISDN

VOIP

RAS

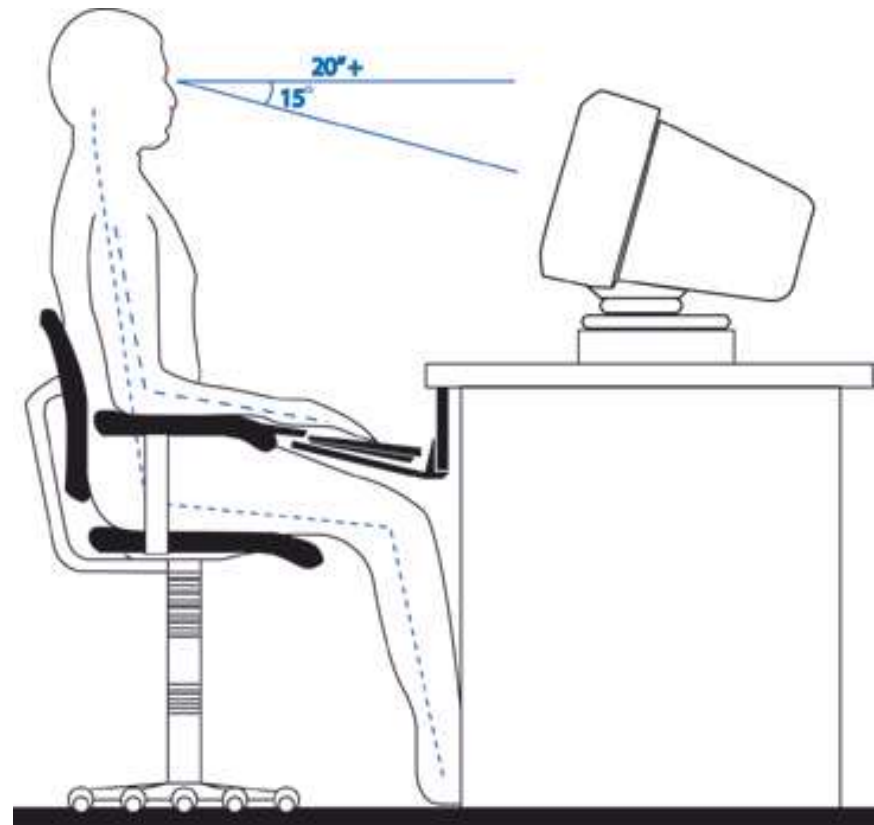


Design a safe and comfortable work space

- Getting the right equipment
 - Employer owned or personally owned
 - Maintenance and upgrades on personal equipment
- Storing necessary supplies and files on hand
- Consider the wide variety of options
(Hoteling, free addressing, mobile worker, etc.)
- Managers can help employees design the remote office
- Ergonomic evaluation or safety check list

Ergonomics

- Chair
- Desk
- Keyboard
- Mouse
- Lighting
- Monitor
- Posture
- Other



Remote Work Location Challenges

Changing the way you work will/can change the way you think

- Different distractions = different rules
- Security of equipment and data
- Managers need to be engaged in the process
- Homeowners/renters insurance
- Home office deductions (taxes)
- Think: safe, separate, secure

Evaluating Your Success

- Evaluation methodology
 - Baseline survey
 - Focus groups
 - Post-pilot evaluation
 - Frequency
- What to evaluate
 - Attitudes, perceptions and behaviors
 - Ability to meet success targets
- What do you do with the findings?
 - Program reporting, improvement and expansion
 - Program promotion



Manager Survey

- General demographic information
 - Department
 - Telework experience
- Business benefits and concerns
 - General perceptions
 - Level of support (pre- and post-surveys)
 - Impacts on your ability to supervise
 - Do employees have the necessary tools?
- Do you plan to telework? If not, why?

Teleworker Survey

- General demographic information
 - Department
 - Experience (past and present)
- Environmental and facilities impacts
- Scheduled work hours
- Ergonomic work station setup
- Logical and technical office setup
- Personal concerns
- Changes in work efficiencies

Non-Teleworker Survey

- General demographic information
- Awareness of the program
- How did the program impact you?
- How did the program impact the organization?
 - In-office communications
 - Customer service
 - Work group efficiencies
- Given the opportunity – would you telework?

Calculate Savings



Providing Public Transportation
Alternatives for the Greater
Phoenix Metro Area



Other Commuting Options

About Business Services

Bus

Light Rail

Carpool/Vanpool

Bike & Walk

Innovative Work Options

- Telework
- Compressed Work Week

Business Services

Business Tips

Motivate Employees

Full time employees who use alternate modes most often indicate that convenience and/or saving gas money are the primary motivations for using those modes of transportation for their commute. The percentage of employed residents citing saving money on gas as a motivation for alternate mode usage doubled in comparison to 2007 (from 16% up to 32%).

Go to Carpool/Vanpool

Telework

Telework, or telecommuting, is a flexible work option utilizing today's technology to eliminate the twice daily commute. It allows employees to work at a location other than their main office. At Valley Metro, we strive to assist employers with choosing the most effective trip reduction alternatives for their employees. Telework is one option that has proven to be successful at companies of all sizes and industries in Maricopa County.

Employer Advantages

- Reduced real estate costs
- Improve productivity
- Improve air quality
- Improve employee recruitment & retention
- Improve employee morale & loyalty
- Reduce employee turnover and absenteeism
- Continuity of operation & business (emergency preparedness)
- Increase competitiveness (service hours, decrease overhead, improve employee effectiveness, etc)

Employee Advantages

- Reduce commuting stress
- Help balance work & personal needs
- Reduce commute time & expense

Employer Tools

[Online Training \(see footnote\)](#)

[Cost Benefit Analysis](#)

[Sample Interest Survey](#)

[Sample Survey Results Page](#)

Downloads

[Telework Webinar Slides](#)

[Telework FAQ](#)

[Telework Benefits](#)

[Preparing a Telework Proposal](#)

[Sample Selection Criteria](#)

[Sample Pre-Pilot Questionnaire](#)

[Sample Post-Pilot Questionnaire](#)

[Sample Telework Policies](#)

[Sample Telework Agreement](#)

[Sample Telework Application](#)

COMMUTER CHALLENGE TELEWORK COST/BENEFIT ANALYSIS TOOL

- RESET DATA
- > Sample100
- LOAD SCENARIO
- NEW SCENARIO
- DELETE

- Start
- Introduction
- Preliminary Data
- Benefits
 - 1. Productivity
 - 2. Reduced Absenteeism
 - 3. Retention & Recruitment
 - 4. Real Estate
 - 5. Parking
 - 6. Intangible Benefits
- Costs
 - 1. Administration
 - 2. Space Re-Design
 - 3. Training
 - 4. Telecommunications
 - 5. Equipment
 - 6. Office Services
 - 7. Insurance
- Business Case Summary
- Help



Thank you
Telework!
designed to
understand
communicate
telework as
We hope to
help your e
implement
a telework
your organ

Note: The information you enter into this tool will be automatically saved on your hard drive as you enter it, so that you can come back to your scenario any time you want. None of your data passes over the network, the internet, or in any other way leaves your computer; it is completely confidential.

Tips & Taps

- Extranets – not “for reference only”
- Share expectations, features and limitations of the program with everyone
- Don’t expect turnover – due to poor management and low pay – to go away
- Managers need to stay in control
- Telework is self-reinforcing
- Case studies (celebrate successes)