



Administrative Regulations

Number AR8-20
Issue 2

Subject: City Telecommuting Program.

MEMORANDUM

date June 10, 1993
to Administrative Regulation Manual Holders
from Mark A. Sandoval, Manager of Support Services Bureau, General Services
subject REVISED ADMINISTRATIVE REGULATION 8-20

Attached is the revised Administrative Regulation 8-20, City Telecommuting Program." The revised regulation stems from discussions held during the Manager/Supervisor Training Sessions and the continuing evolution of the Program, and primarily concerns the following policy guidelines:

- IV.4. Telecommuting Participation
- VI.B Termination
- VI.F.& G. Telecommuter Equipment
- VI.L. Payroll Code (new)

If you have any questions regarding the changes, please contact me at 590-6713.

MAS:JOT
Attachment

I. PURPOSE

The purpose of this Administrative Regulation is to establish the general guidelines of the City's Telecommuting Program.

The City's Telecommuting Program will be incorporated into the City's Trip Reduction Incentive Plan, as required by Regulation XV of the South Coast Air Quality Management District (SCAQMD).

II. SCOPE

This Administrative Regulation applies to all City departments and offices directly responsible to the City Manager. In the interests of uniformity, it is requested that elected officials and other independent departments and commissions comply with the policy and procedures delineated in this Administrative Regulation.

III. DEFINITION

Telecommuting is the practice of working at a remote site, usually the home, instead of a central work site. Use of computer and telecommunications technology, while often times used, is not always necessary. The distinguishing aspects of telecommuting are:

1. the work is done at or near home, and 2) working at or near home takes the place of traveling to the central work site.

The goal of the City's Telecommuting Program is to reduce vehicle trips to City work sites, increase employee productivity, improve employee morale, enhance employee recruitment and retention, decrease employee absenteeism and sick leave usage, maximize office space savings and improve managerial techniques.

IV. TELECOMMUTING POLICIES

The City's Telecommuting Program shall be governed by the following policies:

1. Participation shall be on a voluntary basis ONLY, subject to mutual consent of Department Head and employee.
2. NO change shall be made to existing levels of salary and/or benefits for employees participating in the City Telecommuting Program.
3. Participation shall NOT be construed as a benefit but, rather, as an alternate work arrangement.
4. Participation will be contingent upon the conditions existing within each City Department, which may permit telecommuting on a continual, intermittent or cyclical basis. However, telecommuting days shall be for no less than a full workday.
It is recommended that employees be permitted to telecommute at least one full workday per week, with a maximum of three full workdays per week.
5. Services to client(s) shall be maintained or improved, and office operations shall not be adversely affected.
6. The same levels of training and career advancement opportunities shall be provided to telecommuters and non-telecommuters alike.
7. Productivity measures shall be established, maintained and improved while participating in the City's Telecommuting Program.

V. TELECOMMUTING STRUCTURE

The City's Telecommuting Program staffing shall consist of a Program Manager and Program Analyst; Department Coordinator, appointed by each Department Head; and participating managers/supervisors and employees.

VI. TELECOMMUTING PROCEDURES

A. **SELECTION.** Participating supervisors and employees shall be selected through the use of Employee Pre-Screening Surveys. Selection of employees shall be based on the following criteria:

1. Suitability of occupation
2. Personal profile
3. Equipment required
4. Employee working at AQMD-defined "impacted work site"
5. Frequency of telecommuting
6. Work space environment
7. Commute distance and time

B. **TERMINATION.** Participation in the City's Telecommuting Program by supervisor and/or employee may be terminated for one or more of the following reasons:

1. Poor work performance
2. Undue burden on non-telecommuting employees
3. Computer equipment failure and/or removal
4. Illegal use of City-issued equipment
5. Unsafe home-based work station
6. Lack of available remote site
7. Change in job tasks or work assignments incompatible with telecommuting.

Employee shall be advised orally, and in writing, of the reason(s) why his/her participation is being terminated from the City's Telecommuting Program. Written communication shall be by memorandum and Program form. Termination shall take effect immediately upon oral and written

notice by Manager and/or Department Head. A copy of the memorandum and form terminating employee's participation shall be made a part of the employee's personnel record.

C. GUIDELINES FOR PARTICIPATION. Once selected to participate in the City's Telecommuting Program, each employee shall be required to read and sign a "Guidelines for Participation," which outlines the terms and conditions for participation in the Telecommuting Program.

D. WORK PLAN. Each participating supervisor and employee shall be required to complete a jointly-developed Work Plan, which specifies daily/weekly project assignments, due dates, agreed-upon work hours, and designated work space.

E. TRACKING SYSTEM. Each Department Coordinator shall be required to maintain a computerized "Tracking System," in order to track scheduling of participants, telecommuting days, number and progress of assigned projects, issuance of computer and telephone equipment, etc.

F. TELECOMMUTER EQUIPMENT. In conjunction with the Employee Pre-Screening Phase, each Department shall work with telecommuters to determine equipment needs (e.g., computer and telephone equipment, host connection, fax machines, typewriter, etc.). Provision of City-issued equipment, materials and supplies shall be the responsibility of the respective Department. Telecommuters also have the option of using personally-owned equipment, subject to prior approval by the City's Information Services Bureau and Telecommuting Program Manager.

The cost for City-issued equipment maintenance shall be consistent with standard ISB charges. If host connection is needed, additional equipment will be issued and relative costs assigned. Host connection will also require a dedicated telephone line provided by the local utility company. Telephone logs are required to track reimbursable costs. Use of City-issued computer equipment for host-connected is strongly recommended.

City employees shall be responsible for obtaining computer software through the City's Information Services Bureau, or private vendor if using privately-owned computer equipment. If purchased through private vendor, it is strongly recommended that the software be identical or, at least, compatible with that used by the City.

G. SUPPORT SERVICES. The City's Information Services Bureau shall provide support services on City-owned equipment. The costs for installation and maintenance will be consistent with standard ISB charges, plus a mileage charge if installation is required for remote sites outside of City boundaries.

If computer software is provided by City, the Department shall be charged for the cost. Information Services Bureau shall maintain and support the City-provided software only, when used on privately-owned computer equipment.

Telecommuters will be solely responsible for maintaining personally-owned equipment and computer software.

H. LIABILITY. Claims for property damage and personal injury will be restricted to incidents occurring within the established "work space," during agreed-upon working hours, as reflected by the participating employee's Work Plan. Participating employees shall remain liable for loss due to employee's negligence or misconduct.

I. REMOTE SITE VISITS. With prior notice, Managers/Supervisors are authorized to make remote site visits during agreed-upon working hours, as reflected by participating employee's

Work Plan. If the remote site is the employee's home, site visits will be strictly limited to inspection of established "work space."

J. **TELEBUSINESS CENTERS.** As an option to telecommuting from home, City employees may be authorized to telecommute from one of the newly-established Telebusiness Centers in Southern California.

K. **ZONING LAWS.** Although the establishment and operation of home-based work stations is not prohibited by local zoning laws, City employees will be required to research and comply with the Home Occupation Permit requirements of the jurisdiction where they reside.

L. **PAYROLL CODE.** While telecommuting, employees shall use payroll code "TC" on employee timesheets to ensure proper coding in City's Personnel/Payroll System.