

Approved:

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Office: Personnel

Topic No.: 250-000-050-c

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Secretary

TELECOMMUTING PROGRAM

PURPOSE:

The purpose of this procedure is to establish processes for the implementation, monitoring and evaluation of the Department's participation in the State of Florida's Telecommuting Program.

AUTHORITY:

Section 110.171, Florida Statutes (F.S.)

SCOPE:

All offices of the Florida Department of Transportation

REFERENCES:

The State of Florida Telecommuting Guide, as published by the Department of Management Services, is adopted by reference as a part of this procedure for use in the administration of the program. Copies of the *Guide* may be obtained from the Department of Management Services, State Telecommuting Coordinator, 4050 Esplanade Blvd, Tallahassee, Florida 32399-0950.

1. PARTICIPATION

1.1 The Telecommuting Program is authorized for all Districts (including Florida's Turnpike Enterprise) and the Central Office. A District Secretary may elect for a District not to participate. The Department Telecommuting Coordinator should be notified if a decision is made not to participate.

1.2 Participation in Telecommuting is voluntary on the part of the employee and may be terminated in writing at any time by the employee.

1.3 Participation by an employee in Telecommuting is discretionary on the part of the Department and the immediate supervisor and is in no way to be considered an entitlement. Participation may be terminated in writing by the Department at any time if

participation would not be in the best interest of the Department or the telecommuter fails to comply with the provisions of the Telecommuting agreement or the Telecommuting procedure.

1.4 Participation will not adversely affect the employee's eligibility for advancement or any other employment rights or benefits.

1.5 An employee SHALL NOT telecommute while working under a Performance Improvement Plan (PIP) as established in the ***Review and Performance Procedure, Topic No. 250-045-002.***

1.6 Telecommuting Agreements are valid until terminated in writing by either party.

1.7 Participants are subject to the same rules regarding conduct, attendance, leave, performance appraisal and separation action as are other employees. Participants must obtain supervisory approval before taking leave. Time sheets must be accurately maintained by either the employee or authorized timekeeper.

1.8 Participants agree to allow inspection of the Telecommuting site work area by the immediate supervisor or Department management during the telecommuter's established Telecommuting hours and upon 24 hours written or verbal notice. Participants may waive the required notification time if they choose. In the case of job-related accidents while Telecommuting, participants agree to allow immediate and follow-up inspections and investigations at the Telecommuting site as needed.

1.9 The telecommuter's cost center manager and the District Information Systems Office Manager or District Information Systems Manager (term includes the comparable position in Florida's Turnpike Enterprise) must approve equipment to be used in Telecommuting. The use of an employee's personal equipment for Telecommuting requires a written request from the telecommuter and approval from the appropriate District Secretary or Assistant Secretary. Equipment provided by the employee will be at no cost to the Department and will be maintained by the employee. Use of State-owned equipment is subject to cost center manager approval and the availability of equipment and funding. The telecommuter's cost center manager must enter into an agreement with the District Information Systems Office Manager or District Information Systems Manager to pay for, install and maintain approved equipment, software and communication lines. Equipment provided by the Department must be protected against damage and unauthorized use. Participants may not use the equipment, software or communication lines for personal activities. Approved State-owned equipment must be listed on the Telecommuting Agreement and returned to the official office within two working days of termination of the agreement.

1.10 Participants are prohibited from conducting face-to-face state business at the

Telecommuting site except for inspections, delivery and pick-up of materials and work assignments, and equipment maintenance.

1.11 Participants are covered by Workers' Compensation under **Chapter 440, F.S.**, when performing official duties at the Telecommuting site.

1.12 The Department is not responsible for operating costs, home office set up or furnishings, home maintenance costs, or any other incidental costs (e.g. electricity), associated with the use of the employee's residence. The employee does not give up any reimbursement for authorized expenses incurred while conducting official business for the Department.

1.13 The Department will not be liable for damages to the employee's property resulting from participation in the Telecommuting Program. In signing the Telecommuting Agreement, the employee holds the State harmless against any and all claims, excluding Workers' Compensation claims. In signing the Telecommuting Agreement the employee verifies that the home office provides work space that is free of safety and fire hazards.

1.14 The employee will be in pay status during scheduled work hours at the home office. An employee working overtime, ordered and approved in advance, will be compensated in accordance with applicable law and rules. The employee understands that unauthorized overtime work is inappropriate. The employee agrees that failing to obtain proper approval for overtime work may result in removal from the Telecommuting Program or other appropriate action.

1.15 The employee will apply safeguards which are approved by the immediate supervisor to protect records from unauthorized disclosure or damage. All records, papers and correspondence must be safeguarded for their return to the office.

1.16 The employee agrees to work at the office or Telecommuting location and not from another unapproved site. Failure to comply with this provision may result in termination of the agreement and/or other appropriate disciplinary action.

2. PROGRAM COORDINATION

2.1 The Central Personnel Resource Management Office will be responsible for the coordination of the Department's Telecommuting Program. The Department's Telecommuting Coordinator will be appointed by the Personnel Resource Management Officer who will notify the District Directors of Administration and District Personnel Managers of the appointment or when there is a change of appointment. Notification is to be made within 2 working days of the appointment or change.

2.2 The Department's Telecommuting Coordinator will coordinate the statewide program, assist District Telecommuting Coordinators with Telecommuting related issues, request and compile Telecommuting information for the Department as requested, receive and compile annual reports as required by law. The Department's Telecommuting Coordinator shall serve as the District Telecommuting Coordinator for Central Office.

2.3 Each District Personnel Manager shall appoint a District Telecommuting Coordinator who will help supervisors and employees with Telecommuting related issues, maintain a list of current and former telecommuters, maintain a list of disapproved requests, report information to the Department's Telecommuting Coordinator and Commuter Assistance Coordinator as requested and annually report the results of the Telecommuting program to the Department's Telecommuting Coordinator as required by **Section 110.171, F.S.**

2.4 The District Personnel Manager will notify the Personnel Resource Management Officer and the Department's Telecommuting Coordinator of the name, mailing address, telephone number and electronic mail address of the District Telecommuting Coordinator upon appointment or change in appointment within 2 working days of the appointment or change.

3. JOB CLASSES APPROVED FOR TELECOMMUTING

3.1 All DOT Career Service job classes are approved to be considered for Telecommuting. Job classes are very broad and some positions within a class may not be appropriate for Telecommuting. The appropriate Assistant Secretary, District Secretary or designee shall review and approve or disapprove each request based on its individual merits. (See **Attachment A** for consideration guidelines.)

3.2 Selected Exempt Service (SES) employees may be given consideration to participate in the Telecommuting Program. Some positions within the SES may not be appropriate for Telecommuting. The Secretary or designee shall review and approve or disapprove each request based on its individual merits. (See **Attachment A** for consideration guidelines)

3.3 Senior Management Service (SMS) and Other Personal Services (O.P.S.) are not authorized to telecommute.

4. PROCESSING AND APPROVAL

4.1 All requests to telecommute shall be made by submitting a completed **Telecommuting Agreement (Form No. 250-000-07)** signed by the employee, the

immediate supervisor, the cost center manager, and the District Information Systems Office Manager or District Information Systems Manager to the District Telecommuting Coordinator. (Managers may require additional reviews within their areas before submitting.) The District Telecommuting Coordinator will record receipt of the request and submit the request for appropriate approval.

4.2 Requests from Career Service employees will be submitted by the District Telecommuting Coordinator to the appropriate Assistant Secretary or District Secretary for approval or disapproval. Assistant Secretaries or District Secretaries may delegate this authority in writing to SMS managers. Comments or reasons for disapproval will be noted in the space below the signature block on the Telecommuting Agreement.

4.3 Selected Exempt Service requests must be signed by the employee; the immediate supervisor; the appropriate Assistant Secretary or District Secretary (signing as cost center manager); and by the District Information Systems Office Manager or District Information Systems Manager. Signed SES requests will be submitted by the District Telecommuting Coordinator to the Department's Telecommuting Coordinator for approval or disapproval by the Secretary or designee. Comments or reasons for disapproval will be noted in the space below the signature block on the Telecommuting Agreement. Upon the Secretary's approval or disapproval, the Department's Telecommuting Coordinator will return the request to the District Telecommuting Coordinator for processing.

4.4 Upon approval of a request, the District Telecommuting Coordinator will sign the Telecommuting Agreement and complete processing by sending the original to the appropriate Personnel Office, sending copies to the immediate supervisor and employee, and retaining a copy for use in monitoring and reporting.

4.5 Upon disapproval of a request, the District Telecommuting Coordinator will return the original to the immediate supervisor, a copy to the employee, and maintain a copy for monitoring and reporting.

5. SCHEDULES AND WORK ASSIGNMENTS

5.1 A participant may telecommute for a maximum of 32 hours in any work week with minimum of 8 hours at the official office site unless exception is granted in writing by the Department's Personnel Resource Management Officer. Non-standard work week schedules also require the approval of the Department's Personnel Resource Management Officer.

5.2 The Work Hours and Location section of the Telecommuting Agreement must be completed indicating the Official Work Location, Telecommuting Location and the

agreed hours of work both in the office and Telecommuting.

5.3 Significant or long-term changes to the agreed Telecommuting schedule must be documented with an updated Telecommuting Agreement which is then processed and signed in the same manner as an original request.

5.4 A participant may be called into the official office site by the immediate supervisor or Department management as required to meet agency needs. Travel for reporting to the official office site is not considered work time nor is the telecommuter in travel status.

5.5 The Telecommuting Work Plan section of the Telecommuting Agreement must be completed to show general work duties, a monitoring plan and a supervision plan. Immediate supervisors are to meet regularly with the employee to assign specific work, due dates, productivity expectations, and to review completed work. Such meetings will normally take place during the telecommuter's scheduled time in the official office. Immediate supervisors may give assignments or review status of progress by email or telephone as needed. Immediate supervisors are expected to monitor work performance and productivity just as they would in a traditional work place. Employees are expected to meet or exceed work performance and productivity standards while Telecommuting.

6. DOCUMENTATION AND REPORTING

6.1 Telecommuting Agreements and related correspondence or documents will be maintained in the employee's official personnel file. Appropriate coding will be entered into the employee segment of COPES by the appropriate Personnel Office.

6.2 District Telecommuting Coordinators will maintain a list of current/former telecommuters, maintain copies of approved/disapproved requests, report information to the Department's Telecommuting Coordinator and Commuter Assistance Coordinator as requested and annually report results of the program to the Department's Telecommuting Coordinator as required by **Section 110.171, F.S.**

6.3 The immediate supervisor and employee will promptly complete and submit Telecommuting evaluation materials to the District Telecommuting Coordinator as required and attend periodic meetings for the Telecommuting Program.

7. TRAINING

7.1 There is no training required by this procedure. The "training" referred to in the State of Florida Telecommuting Guide is information provided in periodic meetings and is not recognized as training by the Department. The Department's Public

Transportation Office provides the training program ***Design and Application, TDM Techniques and Telecommuting (Course Number NH-92-3369)*** periodically which may be of value to cost center managers, immediate supervisors and telecommuters.

8. FORMS

8.1 The following form may be accessed in the Department's Forms Library:

Telecommuting Agreement (Form No. 250-000-07)

8.2 The following form (Guide) may be obtained from the Department of Management Services, State Telecommuting Coordinator, 4050 Esplanade Blvd., Tallahassee, FL 32399-0950 or via internet: [HTTP://fcn.state.fl.us/dms/pms/guides/telegde.html](http://fcn.state.fl.us/dms/pms/guides/telegde.html)

The State of Florida Telecommuting Guide

ATTACHMENT A

Consideration Guidelines for Selection of Telecommuters

Telecommuting does not suit everyone or every job. The following guidelines are offered for use by supervisors and managers when considering the telecommuting work option. This list is not all inclusive of factors that may impact the telecommuting decision.

Operational Considerations

- A. Benefits to the work unit or Department's productivity
- B. Office workload
- C. Office space (can space be reduced or put to multiple uses)
- D. Equipment (can equipment be reduced or put to multiple uses)
- E. Financial impacts (costs of telecommuting compared to productivity returns, reduction of costs if any)
- F. Impacts on other employees (anticipate issues of disparate treatment, degree of interaction necessary with telecommuter)
- G. Impacts on customers (amount of face-to-face interaction with customers)

Employee Considerations

- A. Performance and disciplinary history
- B. Employee workload
- C. Degree of self-motivation and need for supervision
- D. Organization and time management skills
- E. Appropriateness of home work station (privacy, lack of distractions)
- F. Level of job skills
- G. Medical recovery needs or Family Medical needs