

GeoConcepts Engineering, Inc.

telework!va
Final Report

**Submitted by Strategic Transportation Initiatives, Inc.
Alexandria, Virginia**

Executive Summary

The Virginia Department of Rail and Public Transportation (VDRPT) launched a grant program to assist employers with the implementation of work-site telework programs in the Commonwealth of Virginia. The state-wide program, TeleworkVA!, provides employers, such as GeoConcepts, with up to \$35,000 for consultant services and lease equipment to develop or expand work-site telework programs. The selected consultant assists the employer in developing a written telework policy, establishes selection criteria for teleworkers, provides training for teleworkers and managers, and evaluates the program. Up to \$25,000 of the total amount is available for leasing equipment for related technology tools, such as computers, laptops, printers, etc. The combination of consultant time and lease arrangements does not exceed \$35,000.

GeoConcepts was provided with a list of highly skilled firms that specialize in teleworking. The telework consultant selected by GeoConcepts was Strategic Transportation Initiatives, Inc.

Based on COG's cursory assessment, GeoConcepts was interested in setting up a formal Telework program to accommodate at least 2 employees who work from home. Although GeoConcepts had experience with some informal Telework arrangements, they had no policy and no real precedent for teleworking within their firm. COG anticipated that GeoConcepts would need initial assistance with policy development and technical issues. At the time of the cursory assessment, GeoConcepts was eager to move forward with the Telework Virginia Pilot Program and anticipated adding future teleworkers to their program.

Participation in the TeleworkVA! program includes signing of an Agreement between GeoConcepts and the Metropolitan Washington Council of Governments (MWCOG), currently administering the program on behalf of VDRPT. The Agreement states a list of conditions for employer participants in the TeleworkVA! program. These conditions are that GeoConcepts will:

- Establish or expand a telework program within their organization based on the recommendations of the professional telework consultant selected by GeoConcepts.
- Select up to ten teleworkers to participate in the VDRPT funded telework pilot program.
- Agree to offer a minimum of (2) telework days per week per participating employee.
- Participate in the telework program for a minimum of two (2) years.
- Designate a telework coordinator to oversee the development of the telework program.
- Form a telework team to work with the consultant.

- Provide top-level management commitment to achieve the objectives of the TeleworkVA! program within their organization.

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Profile & Assessment of GeoConcepts

GeoConcepts Engineering, Inc. (GeoConcepts) is a woman/minority-owned business that provides professional geotechnical engineering, hydrogeologic, and environmental consulting services to private and public sector clients. Headquarters is located in Leesburg, Virginia, which provides convenient access to downtown Washington, D.C. and surrounding metro area. GeoConcepts is a certified 8(a) firm with the Federal government and is certified as a disadvantaged business enterprise (DBE) by local government and public agencies. GeoConcepts provides professional geotechnical engineering services for projects during design and construction. In addition to geotechnical engineering services, they provide a wide range of environmental and hydrogeologic services.

The consulting firm is growing rapidly and will be moving to another location within the next two years. It currently employs 25 workers with diverse disciplines including engineers, planners, field workers, office staff and project directors. Like most engineering firms it is seldom that full staff is in the office on a daily basis. Many of the workers live a great distance from their headquarters in Leesburg, including West Virginia and Maryland. Most of these workers travel from their homes to their projects and then to headquarters to fill out reports on their daily activities. Although these workers cannot participate in TeleworkVA!, GeoConcepts has made provisions for them to become part of the program.

The first participant in the telework pilot program was the Marketing/Business Development Manager who teleworked from their home in Alexandria, VA. The option to telework saved the employee a tremendous amount of time by not traveling from Alexandria to Leesburg on a daily basis. Other additions to the program include a field worker who lives in Woodbridge, VA and teleworks five days a week; a field worker who lives in Winchester, VA and teleworks 5 days a week; a finance employee who lives in West Virginia and teleworks 2 days a week; and another field worker who lives in Mt. Rainier and teleworks 5 days a week. The West Virginia and Maryland employees do not receive the benefits of the TeleworkVA! Pilot Program.

Final training for the teleworkers was conducted in the Fall of 2003. Lease equipment for the additional teleworkers was ordered in January 2004.

**NATIONAL
HEAD
START
ASSOCIATION**

telework!va

**TELEWORK
PORTFOLIO**

P I L O T P R O G R A M G U I D E L I N E S
L E T T E R O F A G R E E M E N T
S E L E C T I O N S U R V E Y S U P E R V I S E R S
S E L E C T I O N S U R V E Y S E M P L O Y E E S
O B J E C T I V E S A N D D E L I V E R A B L E S
C O V E R A G E N O T I C E
O F F I C E M A T E R I A L S & E Q U I P M E N T
A S S E S S M E N T T O O L S
S A F E T Y C H E C K L I S T
H O M E O F F I C E P R O C E D U R E S

Introduction

The following documents are intended to assist with the implementation of GeoConcept's Telework program. The documents are to be used as the framework for your program as it expands, along with your business. All of the information provided has been gathered from other company's who use telework workplace options as a best business practice. Documents in the Telework Portfolio Tool Kit include:

TELEWORKER SELECTION SURVEY FOR EMPLOYEES/SUPERVISORS

To be completed by employees that have been identified as potential candidates and reviewed by management in selecting teleworkers, and, supervisors who will be providing project oversight to teleworkers.

TELEWORK RATING SHEET

This is a tool for management or supervisors to use in assessing the potential for an employee to telework. It can be used independently or in conjunction with the "Teleworker Selection Survey for Employees".

TELEWORKER HOME OFFICE PROCEDURES

This form compliments the Agreement and provides detailed documentation of teleworking procedures and expectations.

TELEWORK HOME OFFICE SAFETY CHECKLIST

To be completed by teleworkers before they start teleworking. The questions are designed to help the teleworker and telework coordinators assess telework conditions at home.

TELEWORK HOME OFFICE EQUIPMENT & MATERIALS CHECKLIST

Provides teleworkers with comprehensive list of equipment and materials that may be needed for teleworking from home.

TELEWORK HARDWARE AND SOFTWARE INVENTORY LIST

Documents computer hardware and software that will be used at home.

TELEWORK OBJECTIVES AND DELIVERABLES

Tool for teleworkers and managers to use to understand work to be performed at home.

TELEWORKER STATUS REPORT

Provides tool for teleworkers and managers to use to document work that was performed at home.

“OUT OF OFFICE” NOTICE

To post when teleworkers is out of the office on designated telework day(s).

Teleworker Selection Survey for Managers

Teleworking is the concept of working from home or another location (e.g., telework center) on a full or part-time basis. Every manager must fill out a questionnaire for their employees who are interested in teleworking.

Manager

Name: _____

Names of employees under your direct supervision who are considered candidates for teleworking:

1. Is the work done by any of your staff as it currently exists or with modifications suitable for teleworking, at least part of the time?

- (a) Yes
 (b) No Please explain why.

If your answer was “no,” this completes the survey for you. Thanks!

2. Please describe the kind of work your employees do.

3. The rest of the survey should be completed for each of your employees who are interested in participating in the teleworking program. Some questions, such as those dealing with your management style, will probably have the same answers for each employee. Please rate each characteristic as high (H), medium (M), or low (L) by placing the appropriate letter in each blank. Some questions, however, will inevitably have different answers for different employees. Please duplicate this form for each employee.

Existing Work Characteristics

Please rate the following according to your employee's existing job requirements and characteristics.

- ___ Amount of face-to-face contact required
- ___ Degree of telephone communications required
- ___ Autonomy of operation
- ___ Ability to control and schedule work flow
- ___ Amount of in-office reference material required

Future Work as a Teleworker

Please rate the following job characteristics for your employee in terms of his/her adaptability to teleworking.

- ___ Amount of face-to-face contact required
- ___ Degree of telephone communications required
- ___ Autonomy of operation
- ___ Ability to control and schedule work flow
- ___ Amount of in-office reference material required

Employee Characteristics

Please rate the following according to your employee's characteristics.

- ___ Need for supervision, frequent feedback
- ___ Importance of co-workers' input to work function
- ___ Discipline regarding work
- ___ Desire/need to be around people
- ___ Potential friction at home if teleworking (e.g. interruptions due to caring for sick child or spouse)
- ___ Level of job knowledge
- ___ Quality of work

Supervisor Characteristics

Based on your attitude towards teleworking and work style, please rate the following.

- ___ Positive attitude toward teleworking
- ___ Trust employee's ability to telework
- ___ Ability to establish clear objectives
- ___ Ability to communicate with employees

4. What criteria do you use to evaluate your employee's work? (For example: quality of work, quantity of work, timeliness, etc. Please be specific.)

5. Considering the nature of your employee's jobs, how much would you want him/her to telework? (*Choose one only*)

- | | |
|---|---|
| <input type="checkbox"/> (a) Full time | <input type="checkbox"/> (e) Three days a week |
| <input type="checkbox"/> (b) About once every 2 weeks | |
| <input type="checkbox"/> (c) About once a week | <input type="checkbox"/> (f) Occasionally for a special project |
| <input type="checkbox"/> (d) Two days a week | <input type="checkbox"/> (g) Other |

6. What kinds of work would you expect him/her to do while teleworking? (*Choose all that apply*)

To make your selection, put the cursor over the box you want to mark, right click the mouse, and select "Properties." Under "Default value" in the dialog box mark "Checked."

- | | |
|--|---|
| <input type="checkbox"/> (a) Writing/typing | <input type="checkbox"/> (f) Research |
| <input type="checkbox"/> (b) Word processing | <input type="checkbox"/> (g) Talking on the phone |
| <input type="checkbox"/> (c) Data management or computer programming | <input type="checkbox"/> (h) Email |
| <input type="checkbox"/> (d) Administrative | <input type="checkbox"/> (i) Field visits |
| <input type="checkbox"/> (e) Reading | <input type="checkbox"/> (j) Thinking/planning |

Teleworker Selection Survey for Employees

Telework is a time management and scheduling practice that enables employees to work at home on a full or part-time basis. Teleworking can be a productive scheduling practice for many employees although it may not be feasible for employees whose job duties and home environment may not be conducive to working away from the office. Teleworking arrangements are successful when an employee's work responsibilities and personal work style are matched well to working away from the office.

This questionnaire provides an opportunity to consider whether teleworking will be an effective tool for meeting organizational and personal objectives. Responses to this questionnaire will help you and your supervisor to assess if teleworking can work for GeoConcepts Engineering and you.

Name _____ Supervisor: _____
Classification _____ Department: _____

1. Please describe your current job tasks.

2. The following four groups of characteristics relate respectively to your existing work, to your future work as it can be adapted to teleworking, to you as an employee, and to your manager. Please rate each characteristic as high (H), medium (M), or low (L) by placing the appropriate letter in each blank.

Existing Work Characteristics

Please rate the following according to your existing job requirements and characteristics.

- ___ Amount of face-to-face contact required
- ___ Degree of telephone communications required
- ___ Autonomy of operation
- ___ Ability to control and schedule work flow
- ___ Amount of in-office reference material required

Future Work as a Teleworker

Please rate the following job characteristics in terms of their adaptability to teleworking.

- _____ Amount of face-to-face contact required
- _____ Degree of telephone communications required
- _____ Autonomy of operation
- _____ Ability to control and schedule work flow
- _____ Amount of in-office reference material required

Employee Characteristics

Please rate the following according to your own characteristics as an employee, and as a teleworker.

- _____ Need for supervision, frequent feedback
- _____ Importance of co-workers' input to work function
- _____ Discipline regarding work
- _____ Desire/need to be around people
- _____ Potential friction at home if teleworking (e.g. interruptions due to caring for sick child or spouse)
- _____ Level of job knowledge
- _____ Quality of work

3. Considering the nature of your job, how much would you want to telework? (*Choose one*)

- | | |
|---|---|
| <input type="checkbox"/> (a) Full time | <input type="checkbox"/> (e) Three days a week |
| <input type="checkbox"/> (b) About once every 2 weeks | |
| <input type="checkbox"/> (c) About once a week | <input type="checkbox"/> (f) Occasionally for a special project |
| <input type="checkbox"/> (d) Two days a week | <input type="checkbox"/> (g) Other _____ |

4. What kinds of work would you expect to do while teleworking? (*Choose as many as apply*)

- | | |
|--|--|
| <input type="checkbox"/> (a) Writing/typing | <input type="checkbox"/> (f) Research |
| <input type="checkbox"/> (b) Word processing | <input type="checkbox"/> (g) Talking on the phone |
| <input type="checkbox"/> (c) Data management or computer programming | <input type="checkbox"/> (h) Sending/receiving electronic mail |
| <input type="checkbox"/> (d) Administrative | <input type="checkbox"/> (i) Field visits |
| <input type="checkbox"/> (e) Reading | <input type="checkbox"/> (j) Thinking/planning |

(k)Other(please specify): _____

5. Given the amount of teleworking you want to do, and the kinds of work you would do while teleworking, what equipment/services would you need, and which of those do you currently have? (*Check appropriate box*)

	Need	Have
Computer/terminal	<input type="checkbox"/>	<input type="checkbox"/>
Printer	<input type="checkbox"/>	<input type="checkbox"/>
Modem	<input type="checkbox"/>	<input type="checkbox"/>
Desk, filing space, other furniture	<input type="checkbox"/>	<input type="checkbox"/>
More than one phone line	<input type="checkbox"/>	<input type="checkbox"/>
Facsimile machine	<input type="checkbox"/>	<input type="checkbox"/>
Voice mail	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

6. Do you have adequate space in your home to dedicate to working that meets the conditions described in the “Home Office Safety Checklist”?

(a) Yes (b) No

7. Are there any distractions/obligations that will make working at home difficult or impossible?

(a) Yes (b) No

If yes, please explain:

Teleworker Rating Sheet

To be completed by the manager or supervisor of the teleworker candidate

Employee Name:			
Characteristic	Below Average	Average	Above Average
Self-motivated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well-organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of productivity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to work with minimal social interaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to work independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Degree of job knowledge and skill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home environment (i.e., satisfactory child-care arrangements, minimal distractions, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Positive attitude toward teleworking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prefers working from home one or more days per week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Teleworker Home Office Procedures

Telework participants will maintain standard office procedures and will make teleworking appear invisible to other GeoConcepts Engineering clients, employees and telework employees. GeoConcepts Engineering teleworkers shall maintain standard office procedure with particular attention to:

1. **Clear, consistent communication with managers and receptionists about teleworking days.** Teleworkers will sign out and inform the receptionist that they will be teleworking on the day preceding a teleworking day. The receptionist will forward calls to the teleworker's telephone for forwarding to the off-office location, if applicable, or voice mail messages.
 - a. Provide Managers with at least two days advance notification of variation from the telework schedule noted below.
 - b. Report to County offices for meetings as scheduled.
2. **Teleworkers should identify an employee working in the GeoConcepts office to serve as a resource.** This is a co-worker who uses the “buddy system” and is willing to get materials and make contracts that must be made in person.
3. **Communicate actively.** Teleworkers need to make themselves accessible to the office staff and clients, so be sure to let them know how they can best reach you on the days you telework. Consider the type of access you have and need from home and how you will be answering your home line if business calls will be answered on the same line.
 - a. Check for voice and email messages every ____ hours.
 - b. Be available at designated telephone during the hours of _____ to _____ and _____ and _____.
 - c. Respond to pager requests within 10 minutes.
4. **Return phone calls promptly as is done in the office.**
5. **Schedule: The following schedule will apply unless changed by the teleworker and his/her supervisor:**

Days _____ Hours _____

I have read and understand GeoConcepts Engineering’s Telework Home Office Procedures. I agree to abide by and operate in accordance with their terms and conditions. I agree that the sole purpose of this agreement is to regulate telework and that it neither constitutes an employment contract nor an amendment to any existing contract.

Employee Supervisor Date

Telework Home Office Safety Checklist

Name _____ Date _____

Manager _____

Teleworksite address _____

Description of work _____

This checklist assesses the safety of a telework candidate's home office. Telework candidates should inspect the areas that they will designate as their home worksite and complete this form. Telework work areas must meet the standards noted below prior to allowing telework candidates to work away from the office.

- | | Yes | No |
|--|--------------------------|--------------------------|
| 1. Is the workspace free from excessive noise? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Is adequate lighting (side or rear) provided at the workstation? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Is all electrical equipment free of recognized hazards that could cause physical harm (frayed wires running through walls, exposed wires fixed to the ceiling)? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Is electrical system adequate for office equipment? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Is electrical equipment grounded? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Are surge protectors properly installed? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Are aisles, doorways and floors free of obstructions to permit visibility and movement? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Is there an exit that allows prompt exiting? | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Are phone lines, electrical cords and extension wires secured under a desk or along a baseboard? | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Are phone lines, electrical cords and extension wires secured under a desk or along a baseboard? | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Is a working fire extinguisher located nearby? | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Are working smoke detectors installed at the work site? | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Is the work area private and free of intrusion? | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Are files and data secure? | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Are first aid supplies readily accessible and adequate? | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. Are office furniture and equipment ergonomically correct? | <input type="checkbox"/> | <input type="checkbox"/> |
| a. Desk: 29" high? | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Chairs: Sturdy and adjustable (90° at knees, feet flat on floor, 15° back tilt) with backrest and casters appropriate for floor surface? | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Keyboard: In line with wrist and forearm position? | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Monitor: 20-24" from eyes: top of screen slightly below eye level? | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Are work materials and equipment in a secure place that can be protected from damage or misuse? | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. Are there security requirements in place to protect confidentiality and security of company information and computer systems? | <input type="checkbox"/> | <input type="checkbox"/> |

Telework Office Materials & Equipment Checklist

To be completed by teleworkers

The Home Office	Work Items	Technology
<input type="checkbox"/> Desk	<input type="checkbox"/> Reference Materials	<input type="checkbox"/> Business Telephone
<input type="checkbox"/> Chair	<input type="checkbox"/> Working Files (paper)	<input type="checkbox"/> Desktop Computer
<input type="checkbox"/> File Cabinet	<input type="checkbox"/> Working Files (disk)	<input type="checkbox"/> Portable Computer
<input type="checkbox"/> Book Case	<input type="checkbox"/> Calculator	<input type="checkbox"/> Modem
<input type="checkbox"/> File Storage	<input type="checkbox"/> Telephone Directory	<input type="checkbox"/> Phone/Fax/Modem Switch
<input type="checkbox"/> Tabletop Space	<input type="checkbox"/> Calendar	<input type="checkbox"/> Surge Protector/Battery
<input type="checkbox"/> In-box	<input type="checkbox"/> Work Schedule	<input type="checkbox"/> Laser Printer
<input type="checkbox"/> Lighting	<input type="checkbox"/> To-Do List	<input type="checkbox"/> Business Telephone Line
<input type="checkbox"/> Fresh Air	<input type="checkbox"/> Business Cards	<input type="checkbox"/> Modem Telephone Line
<input type="checkbox"/> Heat/Cooling	<input type="checkbox"/> Carrying Case	<input type="checkbox"/> Fax Telephone Line
<input type="checkbox"/> Writing Utensils	<input type="checkbox"/> Thesaurus	<input type="checkbox"/> Operating System
<input type="checkbox"/> Writing Paper	<input type="checkbox"/> Presentation Slides	<input type="checkbox"/> Word Processing
<input type="checkbox"/> Printer Paper	<input type="checkbox"/> Tape Recorder	<input type="checkbox"/> Spreadsheet
<input type="checkbox"/> Envelopes	<input type="checkbox"/> Copy Machine	<input type="checkbox"/> Communications
<input type="checkbox"/> Fax Paper	<input type="checkbox"/> Portable Fan	<input type="checkbox"/> Database
<input type="checkbox"/> Paper Clips	<input type="checkbox"/> Safety Checklist	<input type="checkbox"/> Radio/Batteries
<input type="checkbox"/> Scissors	<input type="checkbox"/> Smoke Detector	<input type="checkbox"/> Zoning Approval
<input type="checkbox"/> Stapler/Staples	<input type="checkbox"/> Fire Extinguisher	<input type="checkbox"/> Evacuation Plan
<input type="checkbox"/> Note Pad	<input type="checkbox"/> Flashlight	<input type="checkbox"/> Office Mail Plan

Hardware/Software Inventory List

Teleworkers must complete this list prior to being allowed to telework

Employee's Name: _____ **Date:** _____
Department: _____

GeoConcepts **Provided Equipment**
Engineering

Hardware	Type	Serial#	Program	Version
PC				
Monitor				
Surge Protector				
Printer				
Other:				
Other:				
Other:				

GeoConcepts **Provided Software**
Engineering

Software Type	Serial#	Program	Version

Employee Provided Hardware and Software

Employee Signature: _____ **Date:** _____
Supervisor Signature: _____ **Date:** _____

Telework Objectives and Deliverables

Telework managers and teleworkers should:

1. Complete this worksheet individually prior to the teleworking day.
2. Review responses individually and meet to compare responses.
3. Review responses together to develop work management techniques to ensure productive teleworking days.

Employee Name:		Date:	
Objectives		Tasks/Work to be Delivered	
1.			
2.			
3.			
4.			
5.			

Teleworker Status Report

To be completed by teleworkers.

Employee Name:		Date	:
Objectives		Tasks/Work Delivered	
1.		Comments:	<input type="checkbox"/> Met <input type="checkbox"/> Not met
2.		Comments:	<input type="checkbox"/> Met <input type="checkbox"/> Not met
3.		Comments:	<input type="checkbox"/> Met <input type="checkbox"/> Not met
4.		Comments:	<input type="checkbox"/> Met <input type="checkbox"/> Not met
5.		Comments:	<input type="checkbox"/> Met <input type="checkbox"/> Not met

I am Teleworking Today

Please post this at your office/work station prior to your teleworking day.

Teleworker _____ Title _____ _____
--

I can be reached at:

Telephone Number Fax Number E-mail

I report to:

Name Telephone Number E-mail

For assistance while I am teleworking, please contact:

Name Telephone Number E-mail

I will return to the office on:

Day Date

This notice was posted on:

Day Date

Focus Groups/Discussions/Next Steps

The consultant interviewed the one participating teleworking employee to discuss their experience with teleworking. The greatest advantage for them was the savings in commute time traveling between Leesburg and Old Town, Alexandria, Virginia. The employee wears several 'hats' within the organization and spends a fair amount of their time writing proposals. This employee is also the one who has worked to bring the additional teleworkers on board. The process of creating policy was helpful in crafting the firm's procedures for teleworking employees.

To date, GeoConcepts has added four employees to their teleworking program. The firm was founded by a group of employees who worked for an engineering firm (Schnable) that offered teleworking and decided that they enjoyed the benefit while working there.

Conclusions

The purpose of participating in TeleworkVA! for GeoConcepts was two-fold: to recruit the one teleworker to become an employee for the engineering firm and to take advantage of the financial offering for leasing equipment.

The firm's President and Owner, Vivian Hu Lewis would like to see the program expanded to include employees who live in Maryland, Washington, the District of Columbia, and West Virginia, where a fair amount of their field workers live. If this was the case, GeoConcepts would be able to add 5 teleworkers to the program.

The most important aspect of TeleworkVA!, again, was the offering of lease dollars. The leasing procedure has been seamless and there have been no issues in getting reimbursed for the expenses associated with the TeleworkVA! program.

Training for GeoConcepts teleworking technicians was very beneficial. Teleworking eligibility has been dependent on the particular position of the employee. Current participants are saving 2 hours per day on the road, gas and tolls fees. Policy for the program helped provide the framework, but is not that critical in the day-to-day operation of the firm.

The only negative comment about the pilot program is that the survey was very poorly conducted by Loudoun County. The firm felt that it was not necessary for all of their employees to fill out surveys. Additionally, the surveys need to be more self explanatory. The survey schedule was not well coordinated and it was conducted twice, with a request to conduct it for the third time. GeoConcepts declined the request.

The benefits realized from the program being implemented at GeoConcepts over the two year project period include the following based on site survey conducted:

Average Telework Days Per Week for Program Participants:	.22
Average Vehicle Occupancy:	1.00
Vehicle Trips Reduced (over 2 years of the program):	580

The total budget spent over the course of GeoConcepts' participation in the program was \$12,677. \$7,200 was spent on consultant costs and \$5,477.36 was spent on equipment lease reimbursements for the 4 program participants. Overall, the cost per teleworker for Telework!VA over the 24 month project period at GeoConcepts was \$3,169.25. The average cost per each trip reduced for this program was \$21.86. The original lease reimbursement budget for GeoConcepts was \$20,400. At the end of the two year demonstration period the company requested a 20 month extension to the lease reimbursement portion of their project in order to add three additional teleworkers to the project. The request was approved by the Virginia Department of Rail and Public Transportation and a contract extension was issued by COG. The lease reimbursement extension will expire in November 2005.

The firm would strongly recommend that businesses consider participating in TeleworkVA! They will be moving into new facilities in August of this year. At that time they may add more teleworkers to their employee roster.