



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

January 30, 2018
AGENDA ITEM #6

Consider and take appropriate action to
revise the Employee Handbook to incorporate
Flexible Work Schedule and Telework
Procedures

Strategic Plan Relevance:	Regional Mobility
Department:	Administration
Contact:	Jeffrey Dailey, Deputy Executive Director
Associated Costs:	NA
Funding Source:	NA
Action Requested:	Consider and Take Appropriate Action to Revise the Employee Handbook

Summary:

Flexible work schedule and telework strategies are effective in reducing congestion, fuel usage, and emissions while also increasing employee performance. The proposed *Mobility Authority Flexible Work Schedule and Telework Procedures* aligns with and supports our Strategic Plan, as well as several regional programs involving the agency related to Travel Demand Management (TDM), air quality and emissions (i.e. Clean Air Force, Clean Air Coalition, and Commute Solutions).

Strategic Plan:

- *Situational Analysis: Challenges, Risks, Opportunities - Traffic demand management: Adding smart capacity is a critical component to alleviating congestion. To solve the congestion crisis, however, we must use all the tools in our toolbox and promote and encourage broader engagement with all transportation alternatives.*
- *Invest in Efforts that Extend Beyond Roadways – “incentivize adoption of smarter commuting habits”.*

Clean Air Coalition Tier 1 Measures (approved December 2018) – reduce air pollution from the use of personal vehicles, including:

- *Encourage energy conservation.*
- *Encourage employees to telecommute at least once a week.*
- *Encourage flexible work schedules to minimize ozone emissions during peak traffic periods.*

Flexible work schedule procedures sets forth a workday start time may range from 6:30 am to 9:00am, with a corresponding end time of 3:30 pm to 6:00 pm, based on a standard 8-hour workday.

Telework procedures allows employees to work remotely up to two days per week, or as approved, modified, or cancelled by the Department Head and/or Executive Director. The criteria for evaluation and management actions are Mobility Authority and employee performance, productivity, and work quality.

Flexible work schedules and telework are a management option, not an employee right. The business needs of Mobility Authority take priority and the employee may be required to deviate from the flexible work schedule or telework at any time. Flexible work schedules or telework shall not adversely affect the productivity or performance of a Department or Mobility Authority.

Similar programs have been widely adopted by governmental agencies in Central Texas, including the Texas Department of Transportation, City of Austin, Travis County, and Capital Area Metropolitan Planning Organization. Employees spend less time on the road commuting and research suggests they are more productive when working from home.

Staff requests that the Board consider and take appropriate action to revise the *Employee Handbook* to incorporate *Mobility Authority Flexible Work Schedule and Telework Procedures*.

Backup Provided: Mobility Authority Flexible Work Schedule and Telework Program
Presentation
Draft Resolution

**GENERAL MEETING OF THE BOARD OF DIRECTORS
OF THE
CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY**

RESOLUTION NO. 19-0XX

**APPROVING FLEXIBLE WORK SCHEDULE AND TELEWORK PROCEDURES AND
AMENDING THE MOBILITY AUTHORITY EMPLOYEE HANDBOOK**

WHEREAS, by Resolution No. 08-027, dated May 28, 2008, the Board of Directors adopted an Employee Handbook; and

WHEREAS, pursuant to Section 101.041(b) of the Policy Code, the Executive Director may elect to bring one or more revisions to the Employee Handbook to the Board for its consideration and appropriate action; and

WHEREAS, the Executive Director has determined that Flexible Work Schedule and Telework Procedures as outlined in Exhibit A, are effective in reducing congestion, fuel usage, and emissions while also increasing employee performance; and

WHEREAS, the Executive Director recommends that the Board approve the Flexible Work Schedule and Telework Procedures attached hereto as Exhibit A and amend the Employee Handbook to incorporate these Flexible Work Schedule and Telework Procedures.

NOW THEREFORE, BE IT RESOLVED that the Board of Directors approves the Flexible Work Schedule and Telework Procedures attached hereto as Exhibit A; and

BE IT FURTHER RESOLVED, that the Board of Directors hereby amends the Employee Handbook to incorporate the Flexible Work Schedule and Telework Procedures attached hereto as Exhibit A.

Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 30th day of January 2019.

Submitted and reviewed by:

Approved:

Geoff Petrov, General Counsel

Ray A. Wilkerson
Chairman, Board of Directors

Exhibit A

Mobility Authority Flexible Work Schedule and Telework Procedures

Flexible work schedule and telework strategies are effective in Travel Demand Management (TDM) strategies that reducing congestion, fuel usage, and emissions while also increasing employee performance. Flexible work schedules incentivize a time shift of trips to reduce peak period trips and telework programs to reduce the number of daily commuter trips.

Flexible work schedules and telework are a management option, not an employee right. The business needs of Mobility Authority take priority and the employee may be required to deviate from the flexible work schedule or telework at any time. Flexible work schedules or telework shall not adversely affect the productivity or performance of a Department or Mobility Authority. All employees must be working and available during their established workday. All Departments should have in-office representation during standard business hours.

- Core work hours are 9:00 am to 3:30 pm, Monday through Friday.
- Standard business hours are 8:00 am to 5:00 pm, Monday through Friday.

Flexible work schedules and telework require approval by the employee's Department Head. Approvals may be modified or cancellation by the Department Head, Deputy Executive Director, or Executive Director.

Flexible Work Schedule Procedures

The employee workday shall include eight working hours with an additional lunch break of at least thirty minutes. The workday start time may range from 6:30 am to 9:00am.

Employees authorized for flexible work hours shall maintain an accurate calendar in the Mobility Authority calendaring system indicating approved work hours.

Telework Procedures

Employees may work remotely, including from their personal residence or other locations, when determined to be in the best interest of the Mobility Authority. Positions eligible for telework are generally those where work performed from a remote location does not diminish the performance, productivity, or work quality. Telework is prohibited on days when the Board of Directors meet, and other days as determined by management. Department Heads may authorize up to two days per week, unless otherwise approved by the Executive Director or Deputy Executive Director.

Employees authorized for telework shall maintain an accurate calendar indicating approved telework days in the Mobility Authority calendaring system. Approved telework days shall be set on a regular schedule.

The business needs of CTRMA take priority and teleworkers may be called into the office at any time. Employees may attend office meetings by conference call on telework days unless otherwise determined by management.

The home or remote work environmental should be safe, quiet, and distraction free with reliable internet and phone service. The employee is responsible for all costs required to support remote

telework activities, such as those related to internet and phone. Mobility Authority issued laptops should be used. Telework employees must follow Mobility Authority computer and internet security policies and guidelines to ensure network and data security.

Telework employees shall adhere to all Mobility Authority policies and practices when working remotely. Telework requests are evaluated on a case-by-case basis, and the Mobility Authority neither guarantees nor automatically approves telework requests.

Employee, Job, and Work Type Considerations

Jobs and work generally suitable for telework include but are not limited to telephone intensive tasks, computer based tasks, and work that requires uninterrupted thought, writing, and analysis. Jobs that may be less suitable for telework have tasks that demand the employee's physical presence, extensive face-to-face contact with your supervisor, other employees, clients, or the public, and security/technology/material preventing the work from being performed at an alternative worksite. Management shall also consider other aspects listed below.

- Employee Considerations – employee has good communications, planning, organizing, prioritization, problem solving, and time management skills; history and ability to meet or exceed job performance expectations, and ability to work independently without close supervision.
- Job / Work Type Considerations – work that is clearly defined and measurable performed effectively and efficiently; performed independent from others or collaboratively through web conferencing or other means.

Jobs not considered good candidates for telework are those that require daily physical presence such as front-line office related to customer service, significant one on one interaction, maintenance oversight, or as otherwise determined by management.

Flexible Work Schedule and Telework Management / Review Plan

Department Heads shall submit a quarterly flexible work schedule and telework report to the Deputy Executive Director or Executive Director. The purpose of the report is to review and evaluate productivity and program performance, and to identify potential changes and improvements for potential implementation.