

TELECOMMUTE PROGRAM

City of Manteca - Administrative Policy and Procedure

Section 1: PURPOSE:

To establish the general rules and eligibility requirements for the City's employee telecommuting program with an approved Telecommute Agreement. The City recognizes that telecommuting is a viable work option when the nature of the work and employee are suited for such an arrangement. A formal Telecommute Agreement provides a framework for assessing the appropriateness of the work arrangement, ensures transparency and preserves public trust.

Section 2: POLICY:

The goal of the City's Telecommute Program is to reduce vehicle trips to City worksites, increase employee productivity, improve employee morale and quality of work, enhance employee recruitment and retention, decrease employee absenteeism and sick leave usage, maximize office space savings and office requirement costs, improve trust among employees as well as improve managerial techniques. Telecommuting does not change the duties, obligations, responsibilities, or terms and conditions of City employment.

Scope:

This policy applies to all employees, full-time, part-time, and as well as other individuals subject to the policy under terms of contracts or agreements.

Definition:

Telecommuting is the practice of working at a remote site, often the home, instead of a central City worksite. 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 (or an approved location), and
2. Working at or near home takes the place of traveling to the City worksite.

Employees, who occasionally work away from the office and not on a regular basis, can do so upon approval and will be compensated according to their applicable MOU. The Telecommute Program is not intended to discourage or supplant these infrequent and/or varied arrangements employees make with their supervisors.

Telecommuting Requirements:

1. A Telecommute Agreement shall be executed prior to the start of telecommuting work.
2. Participation shall be on a voluntary basis only, subject to mutual consent of Department Head and employee and subject to the approval of the City Manager or designee.
3. No change shall be made to existing levels of salary and/or benefits for employees participating in the Telecommute Program.

TELECOMMUTE PROGRAM

City of Manteca - Administrative Policy and Procedure

4. Participation shall not be construed as a benefit but rather, as an alternate work arrangement.
5. 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 should generally be for no less than a full workday.
6. City services shall be maintained or improved, and office operations shall not be adversely affected.
7. Employees must be as accessible as their on-site counterparts during their agreed upon regularly scheduled hours of work. Employees are required to maintain communication (e.g. by phone, by email, etc) with their supervisors during the employee's regularly scheduled hours of work.
8. The same levels of training and career advancement opportunities shall be provided to telecommuters and non-telecommuters alike.
9. Productivity measures shall be established, maintained and improved while participating in the City's Telecommute Program.
10. Employees must agree to forgo working off-site if they are needed in the office or worksite on a day regularly scheduled for remote work. On any specific day, the employee should use good judgment on whether or not it is advisable to forgo off-site work in order to be at the main worksite. If the department deems it necessary that the employee be required to come to the main worksite on a scheduled off-site workday, the employee should be notified no later than the start of the shift for which the supervisor would like the employee to report to the main worksite, if feasible. If such notice is given, the employee's worksite on that day will be the main worksite. However, supervisors should strive to provide as much notice as possible. During an emergency situation, the supervisor may require the employee to report to the main worksite immediately.

Telecommuting Approval Process and Structure:

The City's Telecommute Program shall be administered by Employee Service & Engagement and the City Manager's Office. Final approval of participation in the program will be granted by the Director of Employee Services & Engagement upon recommendation and approval of the Department Heads.

Telecommuting Application Procedures:

- A. APPLICATION. Each employee requesting to work remotely shall be required to submit a Telecommute Agreement application.
- B. SELECTION. Employees shall submit applications in order to participate in the Telecommuting Program. Approval of employee participation shall be based on the following criteria:

TELECOMMUTE PROGRAM

City of Manteca - Administrative Policy and Procedure

1. Suitability of occupation and duties to be performed remotely (i.e., the employee must be able to perform their job duties as productively off-site as they do at their designated worksite)
 2. Current employee performance
 3. Equipment required
 4. Frequency and consistency of telecommuting
 5. Work space environment
- C. **WORK PLAN.** Each participating employee shall be required to complete a jointly-developed work plan with their supervisor, which specifies daily/weekly project assignments, due dates, agreed-upon work hours, level of accessibility by telephone/email, and designated workspace.
- D. **TRACKING SYSTEM.** The IT Department shall maintain a computerized "tracking system," in order to track scheduling of participants, telecommuting days and issuance of equipment for remote use.
- E. **DURATION.** An approved Telecommute Agreement will be valid for a maximum of 12 months at the employee's primary residence and can be a minimum of one day. All agreements expire on June 30 of each year and reapplication is required.
- F. **LIMITATIONS.** A Telecommute Agreement may not be used to circumvent the City's leave provisions, workers' compensation process, and/or ADA required interactive process. If an employee is in any way impaired and not able to report to work at their normal workstation, please contact Employee Services & Engagement for an evaluation for temporary reasonable accommodations.
- The denial of an application to telecommute or termination of a Telecommute arrangement, see below, shall not be subject to the grievance procedure under the employee's applicable bargaining unit agreement.
- G. **TERMINATION.** Participation in the Telecommute Program may be terminated at any time by the supervisor, Department Head and/or employee 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 workstation
 6. Lack of available remote site

TELECOMMUTE PROGRAM

City of Manteca - Administrative Policy and Procedure

7. Change in job tasks or work assignments incompatible with telecommuting
8. Other needs based on the operation of the department
9. Misconduct
10. Abuse of telecommuting arrangement

Termination shall take effect immediately upon oral and written notice by supervisor or Department Head.

- H. **WORK SPACE.** The employees' remote workspace is an extension of the City's workspace. Participants shall have a designated workspace approved by the City and maintained by the employee. Any location other than employee's primary residence must be approved on a daily basis for extenuating circumstances at the discretion of the Director of Employee Services & Engagement. This workspace must be maintained in a safe condition, free from hazards and other dangers to the employee and the work equipment. This workspace is subject to inspections, upon request, to ensure that safe work conditions exist. If the City has deemed that the employee requires a modified workstation in his or her main place of work, his or her home workstation must be similarly modified. The participant will be responsible for any cost related to remodeling and setup of the designated workspace.

Employees are covered under the City's Workers' Compensation Insurance Program. Since the employee's satellite workspace shall be considered an extension of the City's workspace, the City's Workers' Compensation liability for job related accidents or injuries shall continue to exist during the employee's Telecommuting hours. The employee remains liable for injuries to third party persons and/or members of the employee's family on employee's premises. Any injury or illness that may be related to work-related activities should be immediately reported by the employee to their supervisor so that Workers' Compensation can determine compensability.

- I. **EQUIPMENT AND EXPENSES.** Employees are required to have installed and maintained at their own expense an Internet enabled device with Internet access and required applications, sufficient power/storage to run programs required for the employee to efficiently perform their job, and software necessary for completion of off-site job duties. However, a department may decide to provide equipment and/or software to an employee. If so, such equipment and/or software shall remain property of the City. The use of equipment, software, data, supplies and furniture, when provided by the City for use, is limited to the employee and only for purposes relating to City business. When City equipment is provided, the employee is responsible for seeing that the equipment is properly used and secured. The City shall provide for repairs to City equipment unless the damage is

TELECOMMUTE PROGRAM

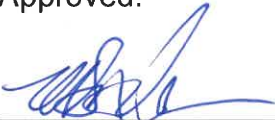
City of Manteca - Administrative Policy and Procedure

due to the employee's negligence. Employees using their personal equipment shall be responsible for the maintenance and repair of the equipment. Security Information is a valuable City asset and must be protected from unauthorized, incorrect or accidental access, use modification, destruction or disclosure. Employees will be held accountable for securing information by taking reasonable and prudent measures to safeguard information on a routine basis

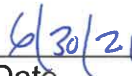
Unless otherwise indicated by the department, expenses for long distance calls made out of the designated office location shall be the responsibility of the employee. Out-of-pocket expenses for supplies shall not be reimbursed unless prior approval by the Department Head or designee is obtained. All Internet related expenses shall be the responsibility of the employee. Individual tax implications related to home workspace modifications shall be the responsibility of the employee. An employee's expenses not specifically covered in this policy must be pre-approved by the employee's department.

- J. EXEMPTIONS. A Telecommute Agreement is not required for employees in the following categories. It is understood that these employees will be required to perform City business when and where necessary.
 - 1. Department Heads
 - 2. Elected Officials
 - 3. Appointed board members and commissioners

Approved:



Michael Harden, Interim City Manager



Date

