

## **MESSAGE FROM THE DIRECTOR**

I am pleased to present the Office of Personnel Management's (OPM) Report on the Status of Telework in the Federal Government. This report summarizes findings from our 2004 agency telework survey and highlights the 2004 telework achievements of OPM and our partners, the General Services Administration (GSA).

Our survey results show the number of eligible teleworkers and teleworking employees throughout the Federal service continues to grow. In 2004, 140,694 employees teleworked, representing a 37% increase from 2003. The number of teleworkers in the Federal Government has grown since 2001 with 72,844 teleworkers, in 2002 with 90,010 teleworkers, and in 2003 with 102,921 teleworkers.

With the heightened focus on the integration of telework, Continuity of Operations (COOP) planning, and general emergency preparedness, telework must continue to be an integral part of agencies' business practices. In the wake of the devastation caused by Hurricane Katrina, we have seen the importance of telework in responding flexibly to emergency situations – in this case, by providing a tool to help alleviate the issues caused by steeply rising fuel prices nationwide. Additionally, Congress showed its continuing interest in telework in the Federal Government through the enactment of Public Law 108-447 in December of 2004, encouraging increased telework participation in certain agencies.

Telework is an important flexibility which can be used to meet agency human capital objectives, and OPM is committed to supporting telework and assisting agencies to meet their goals. To this end, OPM is well positioned to provide the technical support and assistance needed to continue to propel telework into the mainstream culture of Federal organizations.

Linda M. Springer  
Director

# THE STATUS OF TELEWORK IN THE FEDERAL GOVERNMENT

## Executive Summary

Public Law 106-346 Section 359 (FY 2001 Department of Transportation and Related Agencies Appropriations Act) directs the Office of Personnel Management (OPM) to compile information from an annual survey of Federal agencies on telework. This report outlines the findings of the 2004 telework survey and the continued growth of telework in the Federal Government.

The first telework survey was conducted in April 2001 and the second was conducted again that same year, in November. Since November 2001, the telework survey has been conducted annually. In 2004, the survey was sent to 86 agencies with 82 responding. The telework data collected from these 82 agencies represent more than 1.7 million Federal workers. As a result of the survey, our findings show the number of eligible teleworkers and teleworking employees continues to grow. In 2004, 140,694 employees teleworked, representing a 37% increase from 2003. This growth demonstrates a steady escalation over time as the overall number of teleworkers in the Federal Government has grown since 2001 with 72,844 teleworkers, in 2002 with 90,010 teleworkers, and in 2003 with 102,921 teleworkers. More than half of the agencies reporting in 2004 show an increase over 2003 in the number of teleworkers. Of the agencies responding to the survey, 85 percent have a telework policy in place and over 40 percent of agencies either provide employees with equipment to telework or share in the cost of the equipment.

The data collection process and survey instrument have generally remained unchanged over the past 5 years. However, 2 questions were added to the 2004 survey: One on eligibility and another on Continuity of Operations (COOP) planning. The COOP question was incorporated into the survey because of the symbiotic relationship between COOP and telework. Many government operations that must be carried out during emergency situations can be accomplished through the use of telework. Currently, 35 agencies have incorporated telework as part of their COOP initiatives, and another 37 indicated that it is under consideration for inclusion in their plans.

As partners in telework, OPM and General Services Administration (GSA) play an important role in providing Federal agencies with telework guidance and resources. The joint OPM/GSA website ([www.telework.gov](http://www.telework.gov))--used frequently by agencies and coordinators--showcases telework laws, policies, and telework centers; and provides guidance for coordinators. In terms of training resources, the USALearning website ([www.usalearning.gov](http://www.usalearning.gov)) offers telework courses for managers and employees. Webinars offer a unique interactive venue for highlighting the benefits of resolving the problems associated with telework. These short, informative sessions are facilitated by a telework expert. Additionally, quarterly meetings conducted by OPM/GSA exclusively for agency

telework coordinators stress current legislation and topics of concern, allow sharing of agency best practices, and are used as discussion forums for future initiatives.

The success of Federal telework is evidenced by yearly increases in the numbers of Federal employees utilizing telework to meet agency human capital goals. Through continued development of tools and resources, and the heightened focus on the integration of telework and COOP, it is anticipated that telework will continue to advance. To this end, OPM, with the assistance of GSA, is well poised and committed to support and develop successful strategies to increase telework utilization.

# **Introduction**

## **Background**

Section 359 of Public Law 106-346 (FY 2001 Department of Transportation and Related Agencies Appropriations Act) states, "Each executive agency shall establish a policy under which eligible employees of the agency may participate in telecommuting to the maximum extent possible without diminishing employee performance." The law defines telecommuting as "any arrangement in which an employee regularly performs officially assigned duties at home or other work sites geographically convenient to the residence of the employee," and eligible employee as, "... any satisfactorily performing employee of the agency whose job may typically be performed at least one day per week at an alternative workplace" (see Appendix A).

OPM and GSA are partners in the effort to advance telework across all agencies in the Federal Government. Since 2001, OPM has conducted an annual survey to assess the progress of Federal agencies to implement telework in their organizations. This report summarizes the findings from the 2004 telework survey and highlights the efforts and activities spearheaded by OPM and GSA in 2004 to champion the telework initiative.

## **Data Collection and Results**

In December 2004, the Telework Survey was sent to 86 agencies in an effort to gather data to determine the current status of the Federal telework initiative. An email with a link to the survey was sent directly to the telework coordinator identified for each agency. Completed surveys were submitted electronically to a password-protected online database, which restricted the number of submissions to one per agency.

Eighty-two agencies responded to the survey, representing a 95 percent response rate, a 9.5 percent increase from the previous year. Ten agencies reported results to OPM for the first time in 2004. It is important to note that some of the agencies initially surveyed in prior years as stand-alone entities have since been realigned. For example, a few years ago, the Department of Homeland Security did not exist and it currently encompasses nine major components with over 22 subcomponents.

### **Telework Policies**

The majority of agencies (85%) had telework policies in place, and 12 agencies did not. Although agency telework policies often share some common characteristics, each agency is responsible for developing policy to fit its mission and culture. At the time of the survey, each had its own eligibility criteria (characteristics of the position) and qualifying criteria (characteristics of the employee) for their telework programs:

- **Eligibility Criteria**

Forty-three agencies (52%) specified occupations that are eligible for telework. Agencies were asked which categories of employees were excluded from teleworking. Of the 43 agencies that reported, 17 agencies (40%) stated support staff, 16 (37%) stated temporary employees, and 13 (30%) stated executives as being excluded from being eligible to telework.

- **Qualifying Criteria**

Fifty-four agencies (66%) reported requiring a minimum performance rating for teleworkers, 43 agencies (52%) excluded employees with past disciplinary problems from being eligible, and 26 agencies (32%) required employees to have been in their positions for a minimum amount of time.

- **Health Issues**

Fifty-two agencies (63%) allowed employees with health problems to use telework as a means for working while dealing with personal health matters.

- **Work Schedules**

Fifty-three agencies (65%) utilized telework in conjunction with alternative work schedules and 45 agencies (55%) required teleworkers to adhere to agency-established core hours.

## **Agency Information**

Agencies were asked to report on the mechanisms used to track the prevalence of telework and the equipment provided to teleworkers. Additionally, they were asked to report on the level of information technology (IT) support provided to those employees teleworking.

- **Tracking Systems**

Fifty-seven agencies (70%) reported using the telework agreement as the tracking mechanism, 35 agencies (43%) used their current time and attendance system, and 33 (40%) had electronic tracking systems in place. Three (4%) of agencies did not track telework (see Chart 1).

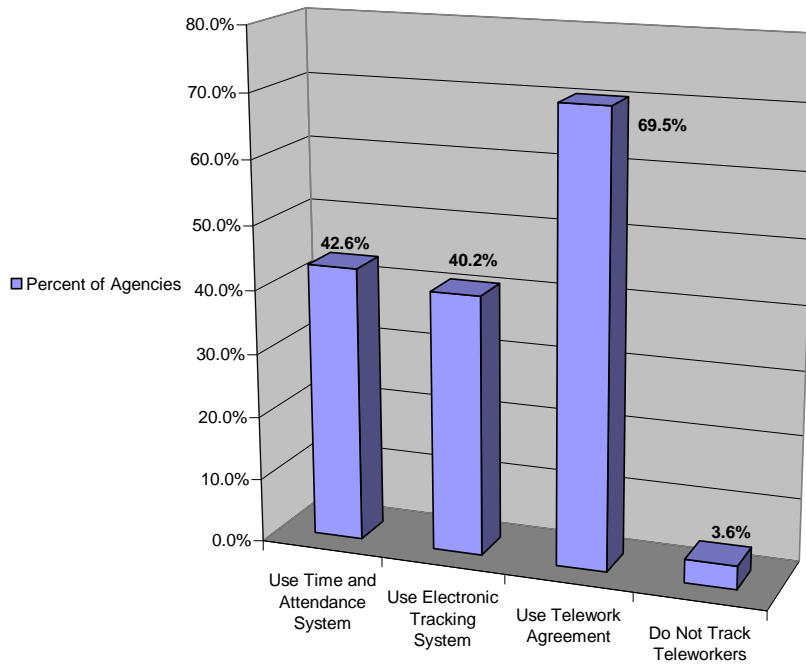
- **Equipment**

Twenty (24%) agencies purchased equipment for their teleworkers, and at 35 agencies (43%) employees are expected to purchase their own equipment. Thirty-one agencies (38%) reported providing teleworkers with surplus or excess equipment. Of the agencies reporting, 25 (30%) stated they share the costs, while only 5 agencies (6%) reimbursed teleworkers (see Chart 2).

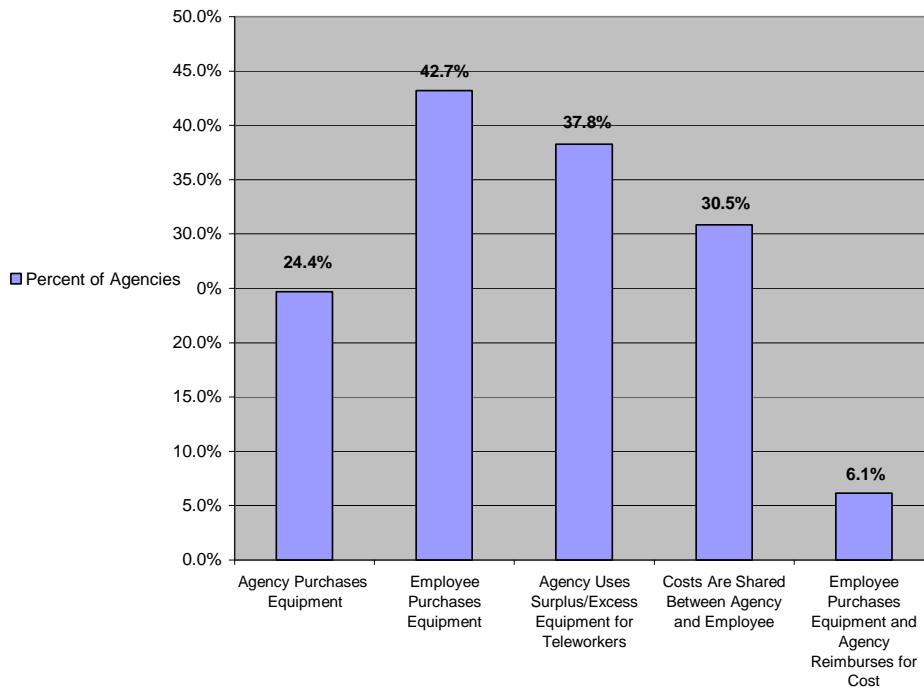
- **IT Support**

Sixty-one agencies (74%) provided help desk support telephonically. Thirty-six agencies (44%) allowed teleworkers to bring their equipment to the office to be repaired and 3 agencies (4%) provided in-home help desk services. Only 2 agencies (2%) provided no support.

**Chart 1: Steps Taken to Account for Teleworkers**



**Chart 2: Equipment for Telework**



## **Modification of Survey Instrument**

In 2004, the survey instrument was modified to capture additional information regarding the eligibility of employees (see Appendix B). In previous years, survey results failed to provide OPM with the information needed to determine if employees met agency eligibility criteria. The following question was added to more clearly determine the relationship between those *eligible* to telework and those who *actually* teleworked:

**Based on the definition of qualifying criteria (employee-related) given above, how many employees in your agency are eligible for telework?**

- a. **Core Telework** \_\_\_\_\_
- b. **Situational Telework** \_\_\_\_\_
- c. **Not Eligible** \_\_\_\_\_

A second new question was added to collect data on agencies' progress in integrating telework and COOP. As described in the section, *OPM and GSA Efforts to Promote Telework in 2004*, OPM and GSA started making agency visits in 2004 to reinforce the connection between telework and COOP. The additional question read:

**What are the ways in which your agency has incorporated telework into its emergency preparedness plans? (Check all that apply)**

- a. **Telework has been incorporated in our agency as well as in our Continuity of Operations Plan (COOP)**  
Yes \_\_\_\_\_ No \_\_\_\_\_
- b. **Telework is currently under consideration for inclusion in our agency emergency preparedness plans.**  
Yes \_\_\_\_\_ No \_\_\_\_\_
- c. **We have provided employees with equipment they need to continue operations during emergencies and closures.**  
Yes \_\_\_\_\_ No \_\_\_\_\_
- d. **Conditions for telework during times of emergencies or agency closures are included in all telework agreements.**  
Yes \_\_\_\_\_ No \_\_\_\_\_
- e. **Teleworking during emergencies is covered in our internal management/supervisory training classes.**  
Yes \_\_\_\_\_ No \_\_\_\_\_

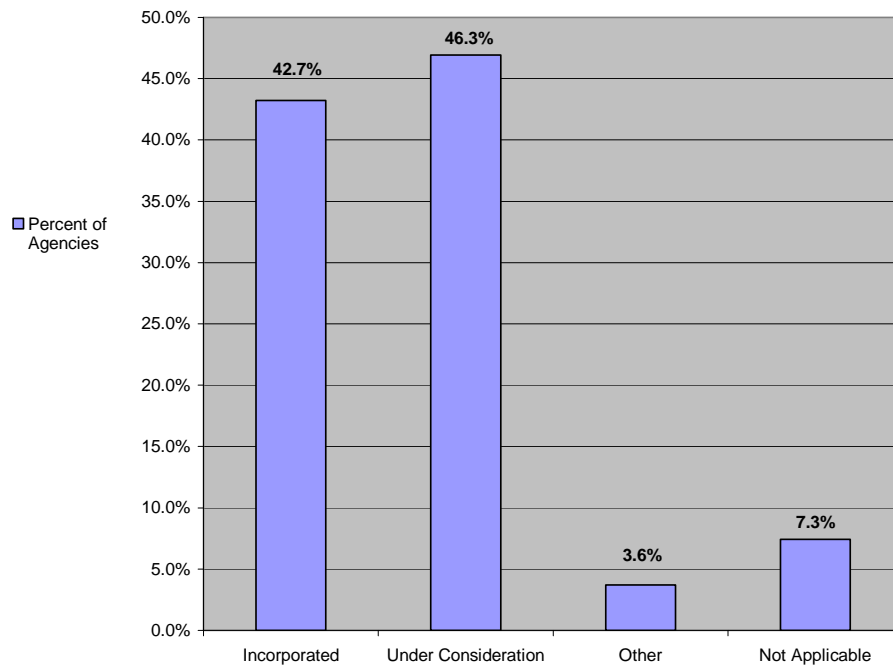


f. **Other**  
Yes\_\_\_\_\_No\_\_\_\_\_

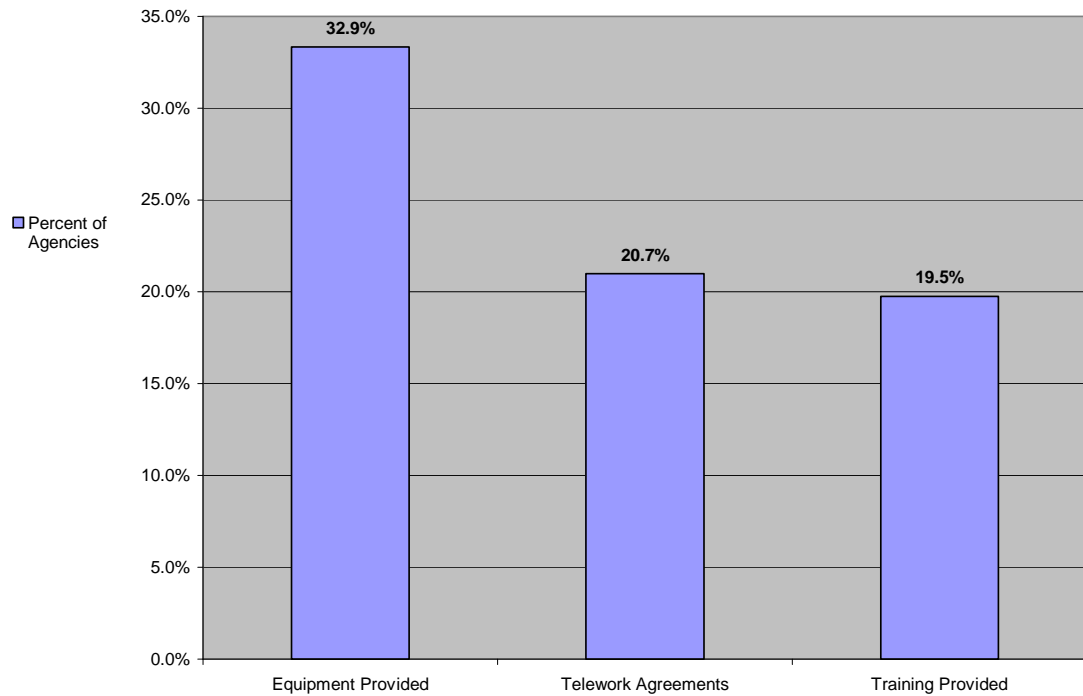
g. **Not Applicable**  
Yes\_\_\_\_\_No\_\_\_\_\_

At the time of the survey, telework was incorporated into the COOP plans of 35 (43%) of those agencies responding. Additionally, 38 agencies (46%) considered incorporating COOP into their emergency preparedness plans. Of those agencies that had integrated telework into their COOP planning, 27 agencies (33%) provided equipment, 17 agencies (21%) included COOP planning as a component of their telework agreements, and 16 agencies (20%) provided related training (see Charts 3 and 4).

**Chart 3: Incorporating Telework in Agency COOP Planning**



**Chart 4: Ways Telework and COOP are Integrated**

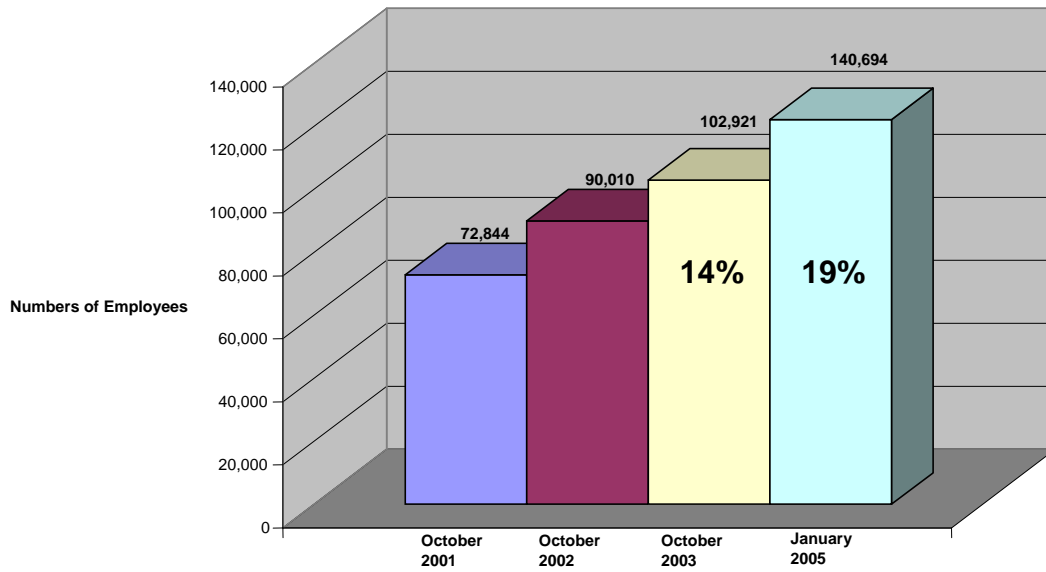


## **Growth of Federal Telework**

Overall, telework continues to grow in the Federal Government. From 2003 to 2004, there was a 37% increase in the number of teleworkers (102,921 to 140,694). The number of employees teleworking as a percentage of those eligible to telework increased from 14% in 2003 to 19% in 2004 (see Chart 5). Approximately 41% of Federal employees were eligible to telework during 2004 (see Table 1).

Thirty-eight agencies, 46 percent, reported that more than 25 percent of their workforce participated in telework during 2004 (see Table 2).

**Chart 5: Growth of Federal Telework**



**Table 1: % of Eligible Employees Teleworking**

Department/Agency	# of Employees 2004	# of Eligible Employees 2004	Total Number of Employees Teleworking	2004 % of Eligible Employees Teleworking	2003 % of Eligible Employees Teleworking	Change from 2003
Access Board	27	24	19	79.2%	-	New
Agency for International Development	2,256	1,016	299	29.4%	14.7%	Increase
Appraisal Subcommittee	-	-	-	-	50.0%	no response in 2004
Architectural and Transportation Barriers Compliance Board	-	-	-	-	72.0%	no response in 2004
Armed Forces Retirement Home	503	503	10	2.0%	0.0%	Increase

Board of Governors, Federal Reserve	1,600	49	49	100.0%	-	New
Broadcasting Board of Governors	1,809	589	60	10.2%	-	New
Central Intelligence Agency	-	34	-	-	-	no response in 2004
Chemical Safety and Hazard Investigation Board	36	34	8	23.5%	0.0%	Increase
Commission on Civil Rights	65	57	0	0%	-	New
Committee for Purchase from the Blind and Severely Disabled	29	21	4	19.0%	28.6%	Decrease
Commodity Futures Trading Commission	500	500	50	10.0%	9.4%	Increase
Consumer Product Safety Commission	452	411	209	50.9%	49.5%	Increase
Corporation for National and Community Service	601	464	54	11.6%	-	New
Court Services and Offender Supervision Agency	1,077	1,016	205	20.2%	6.3%	Increase
Defense Nuclear Facilities Safety Board	95	3	3	100.0%	100.0%	No Change
Department of Agriculture	94,454	71,034	4,066	5.7%	4.6%	Increase
Department of Commerce	36,944	24,779	9,627	38.9%	38.7%	Increase
Department of Defense	662,519	183,844	21,318	11.6%	9.3%	Increase
Department of Education	4,929	3,859	1,576	40.8%	50.8%	Decrease
Department of Energy	14,004	12,468	1,246	10.0%	100.0%	Decrease

**Table 1: % of Eligible Employees Teleworking (continued)**

Department/Agency	# of Employees 2004	# of Eligible Employees 2004	Total Number of Employees Teleworking	2004 % of Eligible Employees Teleworking	2003 % of Eligible Employees Teleworking	Change from 2003
Department of Health and Human Services	63,429	59,654	11,331	19.0%	18.3%	Increase
Department of Homeland Security	158,606	38,573	1,938	5.0%	1.5%	Increase
Department of Housing and Urban Development	9,842	7,168	1,088	15.2%	88.9%	Decrease
Department of Interior	70,477	31,548	3,580	11.3%	3.3%	Increase
Department of Justice	102,882	46,127	18,604	40.3%	4.4%	Increase
Department of Labor	15,649	15,649	7,845	50.1%	38.2%	Increase
Department of State	18,751	1,240	1,019	82.2%	1.5%	Increase
Department of Transportation	57,404	26,445	3,553	13.4%	10.0%	Increase
Department of Treasury	105,981	100,439	29,362	29.2%	70.2%	Decrease

Department of Veterans Affairs	230,472	40,704	1,716	4.2%	1.1%	Increase
Environmental Protection Agency	17,697	12,894	3,585	27.8%	28.7%	Decrease
Equal Employment Opportunity Commission	2,461	1,692	727	43.0%	39.8%	Increase
Executive Office of the President (Office of Science and Technology Policy)	40	1	1	100.0%	-	New
Export-Import Bank	400	400	0	0%	0.2%	Decrease
Farm Credit Administration	287	287	128	44.6%	38.2%	Increase
Federal Communications Commission	1,969	1,969	634	32.2%	29.8%	Increase
Federal Deposit Insurance Corporation	5,092	5,092	2,195	43.1%	9.8%	Increase
Federal Elections Commission	384	10	10	100.0%	-	New
Federal Energy Regulatory Commission	1,253	1,183	336	28.4%	26.8%	Increase
Federal Housing Finance Board	118	105	0	0%	37.8%	Decrease
Federal Labor Relations Authority	184	97	14	14.4%	0.0%	Increase
Federal Maritime Commission	128	128	10	7.8%	8.0%	Decrease
Federal Mediation and Conciliation Service	274	238	120	50.4%	46.5%	Increase
Federal Retirement Thrift Investment Board	90	0	0	0%	0.0%	No Change

**Table 1: % of Eligible Employees Teleworking (continued)**

Department/Agency	# of Employees 2004	# of Eligible Employees 2004	Total Number of Employees Teleworking	2004 % of Eligible Employees Teleworking	2003 % of Eligible Employees Teleworking	Change from 2003
Federal Trade Commission	1,082	815	31	3.8%	3.1%	Increase
General Services Administration	12,690	11,219	2,874	25.6%	24.5%	Increase
Government Accountability Office	-	-	-	-	-	no response in 2004
Inter-American Foundation	47	47	13	27.7%	14.3%	Increase
International Boundary and Water Commission	243	60	0	0%	1.4%	Decrease
International Trade Commission	371	371	45	12.1%	10.4%	Increase
Japan US Friendship Commission	4	3	3	100.0%	100.0%	No Change
Marine Mammal Commission	11	10	5	50.0%	-	New

Merit Systems Protection Board	225	176	44	25.0%	27.0%	Decrease
National Aeronautics and Space Administration	19,583	17,058	1,186	7.0%	5.8%	Increase
National Archives and Records Administration	3,062	1,767	170	9.6%	5.3%	Increase
National Capital Planning Commission	48	48	3	6.3%	-	New
National Council on Disability	12	12	7	58.3%	72.7%	Decrease
National Credit Union Administration	926	407	80	19.7%	25.6%	Decrease
National Endowment for the Arts	164	164	44	26.8%	33.3%	Decrease
National Endowment for the Humanities	170	170	67	39.4%	32.4%	Increase
National Labor Relations Board	1,913	1,319	447	33.9%	33.9%	No change
National Mediation Board	52	52	16	30.8%	28.8%	Increase
National Science Foundation	1,364	1,296	276	21.3%	17.9%	Increase
Nuclear Regulatory Commission	3,169	3,138	789	25.1%	29.2%	Decrease
Occupational Safety and Health Review Commission	59	52	6	11.5%	16.4%	Decrease

**Table 1: % of Eligible Employees Teleworking (continued)**

<b>Department/Agency</b>	<b># of Employees 2004</b>	<b># of Eligible Employees 2004</b>	<b>Total Number of Employees Teleworking</b>	<b>2004 % of Eligible Employees Teleworking</b>	<b>2003 % of Eligible Employees Teleworking</b>	<b>Change from 2003</b>
Office of Federal Housing Enterprise Oversight	195	181	181	100.0%	-	New
Office of Government Ethics	78	77	6	7.8%	7.8%	No Change
Office of National Drug Control Policy	109	0	0	0%	3.7%	Decrease
Office of Personnel Management	3,594	2,803	1,910	68.1%	53.2%	Increase
Office of Special Counsel	105	87	15	17.2%	16.9%	Increase
Overseas Private Investment Corporation	198	135	61	45.2%	25.7%	Increase
Peace Corps	825	825	15	1.8%	0.0%	Increase
Pension Benefit Guaranty Corporation	786	516	192	37.2%	100.0%	Decrease
Postal Rate Commission	47	0	0	0%	100.0%	Decrease
Railroad Retirement Board	1,023	343	100	29.2%	37.5%	Decrease

Securities and Exchange Commission	3,883	3,883	648	16.7%	9.5%	Increase
Selective Service System	153	115	4	3.5%	0.0%	Increase
Small Business Administration	3,390	3,323	328	9.9%	8.6%	Increase
Smithsonian Institution	-	-	-	-	-	no response in 2004
Social Security Administration	64,579	10,628	4,441	41.8%	29.9%	Increase
Tennessee Valley Authority	12,790	0	0	0%	0.0%	No Change
Trade and Development Agency	41	40	0	0%	0.0%	No Change
U.S. Holocaust Memorial Museum	400	300	73	24.3%	18.3%	Increase
U.S. Nuclear Waste Technical Review Board	16	16	15	93.8%	100.0%	Decrease
U.S. Trade Representative	-	-	-	-	-	no response in 2004
<b>Totals</b>	<b>1,818,397</b>	<b>752,337</b>	<b>140,694</b>	<b>18.65%</b>	<b>13.70%</b>	

**Table 2: 2004 Survey Agencies with Over 25% Utilization Rate**

Department/Agency	Number of Employees 2004	Total Number of Eligible Employees 2004	Total Number of Employees Teleworking 2004	% of Eligible Employees Teleworking 2004
Board of Governors, Federal Reserve	1,600	49	49	100.0%
Defense Nuclear Facilities Safety Board	95	3	3	100.0%
Executive Office of the President (Office of Science and Technology Policy)	40	1	1	100.0%
Federal Elections Commission	384	10	10	100.0%
Japan US Friendship Commission	4	3	3	100.0%
Office of Federal Housing Enterprise Oversight	195	181	181	100.0%
U.S. Nuclear Waste Technical Review Board	16	16	15	93.8%
Department of State	18,751	1,240	1,019	82.2%
Access Board	27	24	19	79.2%
Office of Personnel Management	3,594	2,803	1,910	68.1%
National Council on Disability	12	12	7	58.3%

Consumer Product Safety Commission	452	411	209	50.9%
Federal Mediation and Conciliation Service	274	238	120	50.4%
Department of Labor	15,649	15,649	7,845	50.1%
Marine Mammal Commission	11	10	5	50.0%
Overseas Private Investment Corporation	198	135	61	45.2%
Farm Credit Administration	287	287	128	44.6%
Federal Deposit Insurance Corporation	5,092	5,092	2,195	43.1%
Equal Employment Opportunity Commission	2,461	1,692	727	43.0%
Social Security Administration	64,579	10,628	4,441	41.8%
Department of Education	4,929	3,859	1,576	40.8%
Department of Justice	102,882	46,127	18,604	40.3%
National Endowment for the Humanities	170	170	67	39.4%

**Table 2: 2004 Survey- Agencies with Over 25% Utilization Rate (continued)**

<b>Department/Agency</b>	<b>Number of Employees 2004</b>	<b>Total Number of Eligible Employees 2004</b>	<b>Total Number of Employees Teleworking 2004</b>	<b>% of Eligible Employees Teleworking 2004</b>
Department of Commerce	36,944	24,779	9,627	38.9%
Pension Benefit Guaranty Corporation	786	516	192	37.2%
National Labor Relations Board	1,913	1,319	447	33.9%
Federal Communications Commission	1,969	1,969	634	32.2%
National Mediation Board	52	52	16	30.8%
Agency for International Development	2,256	1,016	299	29.4%
Department of Treasury	105,981	100,439	29,362	29.2%
Railroad Retirement Board	1,023	343	100	29.2%
Federal Energy Regulatory Commission	1,253	1,183	336	28.4%
Environmental Protection Agency	17,697	12,894	3,585	27.8%
Inter-American Foundation	47	47	13	27.7%
National Endowment	164	164	44	26.8%

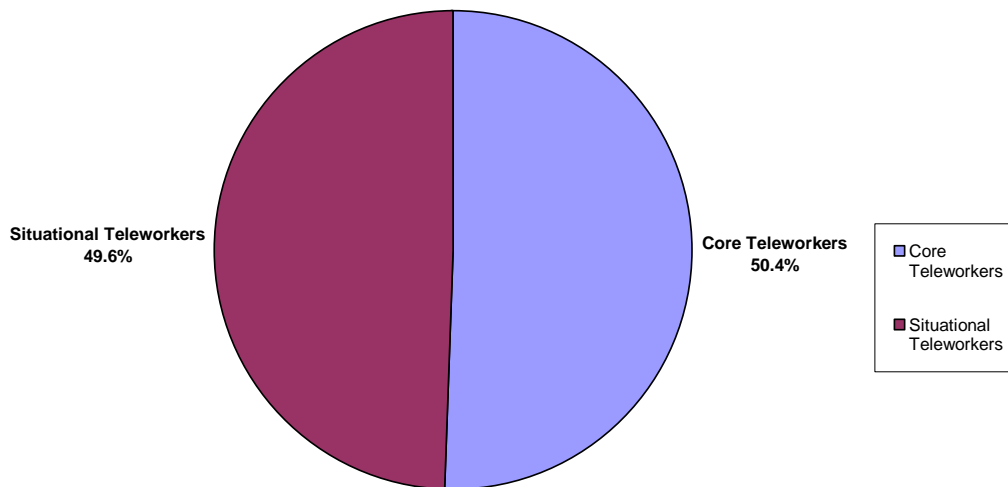


for the Arts				
General Services Administration	12,690	11,219	2,874	25.6%
Nuclear Regulatory Commission	3,169	3,138	789	25.1%
Merit Systems Protection Board	225	176	44	25.0%

## Core and Situational Telework

Fifty percent (50%) of those reported as having teleworked in the Federal workforce were reported as core teleworkers. Core is defined as “Telework that occurs on a routine, regular, and recurring basis away from an employee’s principal place of duty (e.g., at home, at a telework center, at an alternate location) one or more days per week.” Almost fifty percent (49.6%) teleworked on a situational basis, defined as all non-core telework (see Chart 6). In 2004, the number of core teleworkers decreased, while the number of situational teleworkers increased. The average number of days per month that employees teleworked on a core and situational basis were 6 and 3, respectively. This remains identical to data collected in the 2003 survey.

Chart 6: Percentage of Teleworkers by Type



## Health-Related Telework

One of the ways in which situational telework best serves agencies is in conjunction with cases of reasonable accommodation for health-related matters, such as a qualified

disability, temporary disability, or temporary medical issue. In 2004, 3,300 employees were identified as using telework to deal with health-related issues. In 2003, there were 3,849 employees utilizing telework for these same reasons (see Table 3).

**Table 3: 2004 Survey- Reasonable Accommodation Telework**

<b>Department/Agency</b>	<b>Number of Eligible Employees</b>	<b>Total Number of Teleworkers</b>	<b># of Employees Using Telework for a Disability</b>	<b># of Employees Using Telework for Temporary Medical Reasons</b>
Access Board	24	19	1	3
Agency for International Development	1,016	299	0	39
Appraisal Subcommittee*	-	-	-	-
Architectural and Transportation Barriers Compliance Board*	-	-	-	-
Armed Forces Retirement Home	503	10	0	2
Board of Governors, Federal Reserve	49	49	2	2
Broadcasting Board of Governors	589	60	0	0
Chemical Safety and Hazard Investigation Board	34	8	0	0
Commission on Civil Rights	57	0	0	0
Committee for Purchase from the Blind and Severely Disabled	21	4	0	0
Commodity Futures Trading Commission	500	50	1	4
Consumer Product Safety Commission	411	209	0	3
Corporation for National and Community Service	464	54	0	7
Court Services and Offender Supervision Agency	1,016	205	1	7
Defense Nuclear Facilities Safety Board	3	3	0	3
Department of Agriculture	71,034	4,066	36	252
Department of Commerce	24,779	9,627	9	104
Department of Defense	183,844	21,318	147	649
Department of Education	3,859	1,576	20	99
Department of Energy	12,468	1,246	17	121
Department of Health and Human Services	59,654	11,331	72	275
Department of Homeland Security	38,573	1,938	7	59
Department of Housing and Urban Development	7,168	1,088	10	3
Department of Interior	31,548	3,580	20	192
Department of Justice	46,127	18,604	31	159
Department of Labor	15,649	7,845	13	26
Department of State	1,240	1,019	3	3
Department of Transportation	26,445	3,553	13	92
Department of Treasury	100,439	29,362	198	704
Department of Veterans Affairs*	40,704	1,716	-	-
Environmental Protection Agency	12,894	3,585	16	70
Equal Employment Opportunity Commission	1,692	727	13	26

**Table 3: 2004 Survey- Reasonable Accommodation Telework (continued)**

<b>Department/Agency</b>	<b>Number of Eligible Employees</b>	<b>Total Number of Teleworkers</b>	<b># of Employees Using Telework for a Disability</b>	<b># of Employees Using Telework for Temporary Medical Reasons</b>
Executive Office of the President (Office of Science and Technology Policy)	1	1	0	0
Export-Import Bank	400	0	0	0
Farm Credit Administration	287	128	1	1
Federal Communications Commission	1,969	634	1	8
Federal Deposit Insurance Corporation	5092	2,195	0	0
Federal Elections Commission	10	10	0	10
Federal Energy Regulatory Commission	1,183	336	0	2
Federal Housing Finance Board	105	0	0	0
Federal Labor Relations Authority	97	14	0	0
Federal Maritime Commission	128	10	0	0
Federal Mediation and Conciliation Service	238	120	0	1
Federal Retirement Thrift Investment Board	0	0	0	0
Federal Trade Commission	815	31	3	2
General Services Administration	11,219	2,874	5	47
Government Accountability Office*	-	-	-	-
Inter-American Foundation	47	13	0	1
International Boundary and Water Commission	60	0	0	0
International Trade Commission	371	45	0	4
Japan US Friendship Commission	3	3	0	0
Marine Mammal Commission	10	5		1
Merit Systems Protection Board	176	44	0	0
National Aeronautics and Space Administration	17,058	1,186	11	101
National Archives and Records Administration	1,767	170	1	0
National Capital Planning Commission	48	3	0	0
National Council on Disability	12	7	0	2
National Credit Union Administration	407	80	0	0
National Endowment for the Arts	164	44	0	1
National Endowment for the Humanities	170	67	0	3
National Labor Relations Board	1,319	447	2	15
National Mediation Board	52	16	0	1
National Science Foundation	1,296	276	0	4
Nuclear Regulatory Commission	3,138	789	3	26
Occupational Safety and Health Review Commission	52	6	0	1
Office of Federal Housing Enterprise Oversight	181	181	0	2

**Table 3: 2004 Survey- Reasonable Accommodation Telework (continued)**

Department/Agency	Number of Eligible Employees	Total Number of Teleworkers	# of Employees Using Telework for a Disability	# of Employees Using Telework for Temporary Medical Reasons
Office of Government Ethics	77	6	0	0
Office of National Drug Control Policy	0	0	0	0
Office of Personnel Management	2,803	1,910	8	40
Office of Special Counsel	87	15	0	0
Overseas Private Investment Corporation	135	61	0	1
Peace Corps	825	15	0	0
Pension Benefit Guaranty Corporation	516	192	2	3
Postal Rate Commission	0	0	0	0
Railroad Retirement Board	343	100	0	6
Securities and Exchange Commission	3,883	648	6	25
Selective Service System	115	4	0	0
Small Business Administration	3,323	328	2	4
Smithsonian Institution*	-	-	-	-
Social Security Administration	10,628	4,441	23	76
Tennessee Valley Authority	0	0	0	0
Trade and Development Agency	40	0	0	0
U.S. Holocaust Memorial Museum	300	73	0	7
U.S. Nuclear Waste Technical Review Board	16	15	1	1
U.S. Trade Representative*	-	-	-	-
<b>Totals</b>	<b>753,770</b>	<b>140,694</b>	<b>699</b>	<b>3,300</b>
*Did not report this data in 2004				

### Status of Agencies with Less than 2 percent Teleworkers

In House Report 107-575 of the Treasury, Postal Service and General Government Appropriations Act, 2003, the conferees directed OPM “to target executive agencies where less than 2 percent of employees telecommute” (see Appendix C). Of the 13 agencies reported in this category in 2003, only 7 (8%) remain under the 2 percent threshold. Some agencies failed to submit data, leaving OPM unable to evaluate their progress. OPM and GSA will continue efforts to assist these agencies to increase their participation rates.

## **Telework Centers**

In Fall 2004, staff of the Washington Metropolitan Telework Centers boosted their current marketing efforts in an attempt to attract a wider audience of Federal agencies and employees. These efforts included the distribution of email information and updates and e-newsletters targeting Federal telework coordinators; direct residential mailings to citizens in the regions the Telework Centers serve; and participation in public events such as “Earth Day” and the Loudoun County, Virginia, Economic Summit. The Telework Centers joined forces with the Metropolitan Washington Council of Governments and placed numerous media advertisements in both local and regional venues such as newspapers, radio stations, cable television stations, websites, and on roadside billboards viewed by tens of thousands of Federal commuters.

A 60-day free trial period for first-time Federal telework center users was offered, and resulted in 35 new Federal Telework Center workers. Twenty-four of these employees continued to use the Center after the trial period ended. As a direct result of the free trial offer, seven new agencies “tested” the use of the Telework Centers as remote worksites for their employees. Additionally, the Telework Center directors gave frequent tours of the Center facilities, and they traveled to various Federal agencies to present information to interested groups of employees and supervisors.

The Telework Centers were represented at all four of the 2004 quarterly Telework Coordinators’ Meetings hosted by OPM and GSA, and staff provided updates to the meeting attendees on important trends and events. The Centers were represented at numerous agency-specific events, such as human resources fairs and exhibits, work-life events, and other venues which provided the opportunity to showcase the benefits the Centers had to offer.

During 2004, the Telework Centers were beginning to see a surge of activity as the Continuity of Operations (COOP) planning community considered the valuable part that telework in general, and the Telework Centers specifically, could play during COOP activities and events. During COOP, the Centers can serve as alternative worksites for agency personnel.

Telework Center usage by agency is listed in Table 4.

**Table 4: Telework Center Usage by Department /Agency\***

<b>Department/Agency</b>	<b># of employees 2004</b>	<b># of employees 2003</b>	<b>Change</b>	<b>Total Centers</b>	<b>2004 Total Fees</b>	<b>2003 Total Fees</b>	<b>Change</b>
Department of Agriculture	36	49	-13	12	\$69,512	\$98,000	(\$28,488)
Department of Commerce	42	15	27	13	\$52,532	\$20,318	\$32,214
Department of Homeland Security	11			5	\$65,514		
Department of Defense	125	168	-43	15	\$259,706	\$304,066	(\$44,360)
Department of Education	35	34	1	14	\$91,786	\$71,139	\$20,647
Department of Energy	5	6	-1	2	\$7,548	\$7,968	(\$420)
Environmental Protection Agency	5	3	2	5	\$11,608	\$9,916	\$1,692
Federal Emergency Management Agency		1			\$720	-	-
General Services Administration	29	34	-5	9	\$77,272	\$88,620	(\$11,348)
Department of Health and Human Services	36	32	4	12	\$69,598	\$63,910	\$5,688
House of Representatives	3	3	0	3	\$6,408	\$5,763	\$645
Department of Housing and Urban Development	2	1	1	2	\$5,706	\$5,544	\$162
Department of Interior	4	4	0	4	\$3,122	\$6,496	(\$3,374)
Department of Justice	1	11	-10	3	\$12,240	\$19,520	(\$7,280)
Nuclear Regulatory Commission	1	1	0	1	\$1,400	\$1,200	\$200
Office of Government Ethics	1	2	-1	1	\$3,600	\$3,912	(\$312)
Office Of Personnel Management	11	10	1	7	\$30,440	\$32,678	(\$2,238)
Securities and Exchange Commission	1			1	\$520	-	-
Department of Transportation	35	45	-10	12	\$56,517	\$66,382	(\$9,865)
Department of Treasury	1	13	-12	1	\$1,296	\$67,152	(\$65,856)
Veterans Affairs	2	3	-1	2	\$11,040	\$16,000	(\$4,960)
<b>Grand Total</b>	<b>386</b>	<b>435</b>	<b>-49</b>	<b>124</b>	<b>\$838,085</b>	<b>\$889,304</b>	<b>(\$51,219)</b>
	<b>Decrease -11.26%</b>						<b>Decrease - 5.7%</b>

\*Source for Telework Center Data- General Services Administration

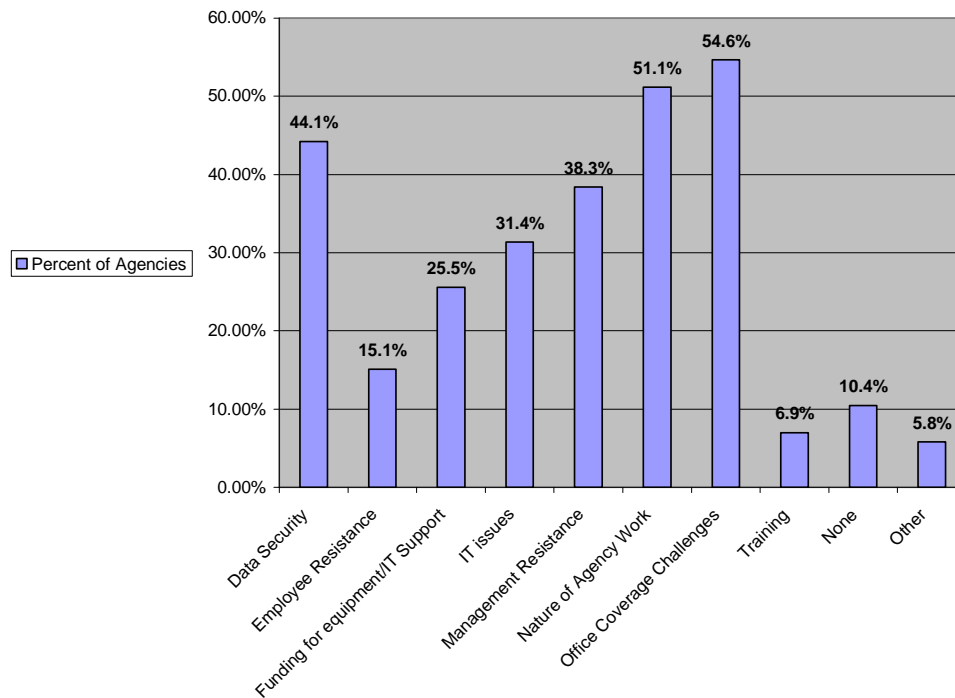
## Barriers to Telework

According to survey results, the most prevalent barrier to the successful implementation of telework was office coverage challenges. Next were the nature of the agency’s work and data security issues, respectively. These results differ from last year’s in that the most prevalent barrier to telework implementation in 2003 was the nature of the agency work, followed by office coverage challenges. The third most prevalent barrier, data security issues, remained third in both 2004 and 2003 (see Chart 7).

To overcome these barriers, OPM and GSA have provided substantial technical assistance to those agencies requesting guidance and consultation (see Chart 8). Additionally, results showed agencies addressed these and other barriers in their organizations using the following techniques:

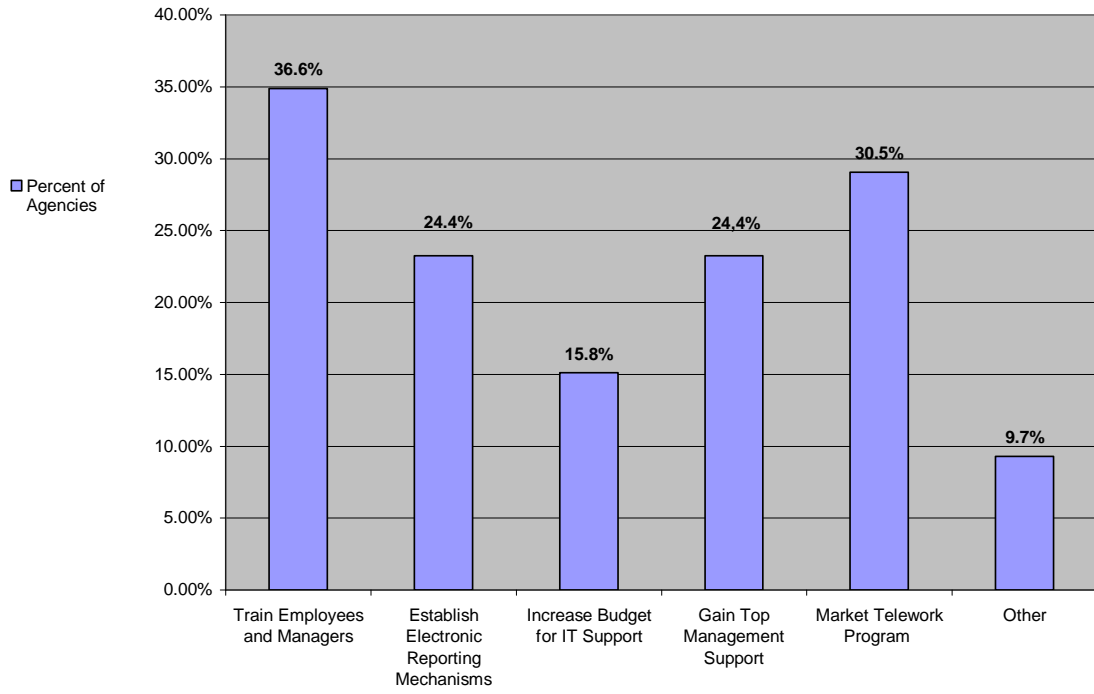
- 30 agencies (37%) provided increased opportunities for telework training to employees and managers;
- 20 agencies (24%) established electronic telework reporting systems;
- 13 agencies (16%) increased the budget for IT support of telework;
- 20 agencies (24%) conducted initiatives to increase management support of telework; and
- 25 agencies (30%) intensified their telework program marketing efforts.

Chart 7: Barriers to Telework





**Chart 8: Agencies Responses to Telework Barriers**



## OPM and GSA Efforts to Promote Telework in 2004

OPM and GSA, as partners in telework, were involved in several projects and began several initiatives which served to further the prevalence and use of telework among Federal employees governmentwide. These initiatives included:

- **Agency Visits.** In an effort to be more proactive, OPM and GSA made several agency visits to discuss telework programs, policies, and practices within the agencies, particularly as they relate to COOP. OPM and GSA understood the value of educating the agencies on using the flexibility that telework offers for COOP and emergency planning. These visits laid the foundation that will continue into the future as OPM and GSA provide additional guidance on integrating telework and COOP planning.
- **Training.** To address the barriers sometimes associated with implementing telework programs, two training sessions are available on [www.USALearning.gov](http://www.USALearning.gov). The courses are *Telework 101 for Managers: Making Telework Work for You* and *Telework 101 for Employees: Making Telework Work for You*. These sessions provide an overview of telework from the perspective of the supervisor and the organization, and from the perspective of the individual employee.
- **OPM/GSA Telework Website.** This joint website, [www.telework.gov](http://www.telework.gov), provides employees, telework coordinators and managers with an array of telework resources. In addition to displaying telework laws, the website highlights agency policies, helpful guides for implementation and information about telework centers.
- **Webinars.** Introduced in 2004, webinars offer a unique, interactive venue for highlighting the benefits of resolving the problems associated with telework. Viewed on one's computer and heard through the telephone, webinars are geared to supervisors who are struggling with barriers in implementing telework in their work units. Three webinars were held in 2004, with over 200 supervisors receiving training and feedback on their current and future telework practices.
- **Quarterly Telework Coordinators Meetings.** Used to inform and educate the telework coordinators on important information they need to perform their telework responsibilities, these meetings were used to discuss the annual survey and results, review important new or proposed legislation, network among peers, and share best practices. The average number of attendees was 70.
- **Conference Presentations.** Telework presentations were delivered at two important conferences- *International Telework Advisory Council (ITAC) 2004*

*Annual Conference* and the *OPM Federal Workforce Conference 2004*. The presentation at ITAC was on “Federal Telework Progress, Problems, and Possibilities” focused not only on telework progress and problems, but also on its importance as a flexible tool that supervisors and agencies can use in their COOP planning. The *OPM Federal Workforce Conference 2004* presentation provided a general overview of telework in the Federal Government.

## **Conclusion**

OPM and GSA remain committed to advancing telework in the Federal Government. To this end, agency visits and quarterly coordinators meetings will proceed into the future; new resources for agency use will be developed; and consulting and technical assistance will continue. Additionally, we will forge ahead with activities such as presentations at conferences, participation in events, and on-going dialogue at important meetings; and we will develop new strategies to further increase telework within the Federal workforce.

Numerous research studies tout the benefits of telework, and support the notion that telework serves to satisfy individual, organizational, and global objectives. The positive impact telework can have on an employee's reduced commuting time, effort, and costs; increased productivity; and increased control over the delicate act of balancing work and personal responsibilities is tremendous. Benefits to the organization, including the increased ability to recruit and retain valuable employees, gain higher productivity, and experience boosted morale, are clearly documented. Reduced commuting serves to benefit the environment by fewer pollutants being dispersed into the air, and less wear and tear to roads and vehicles.

In summary, the prevalence of telework continues to grow and progress in the Federal Government with over 140,000 eligible Federal employees (19% of the total workforce) taking advantage of the opportunity to work from alternative worksites. Telework is an important human capital tool, presenting agencies with significant opportunities for increased organizational effectiveness. For those Federal agencies maximizing its application, telework can reap substantial benefits when integrated into the routine business practices of the organization.