



# FACTSHEET telework

## WHAT IS TELEWORKING?

**Telework is defined as work performed away from the principal office under circumstances that reduce or eliminate the employee's commute. Teleworkers typically work at home or at a telework center one or more days a week.**

Teleworking is a practical solution to environmental and other quality of life issues, as well as worklife challenges. Federal agencies must lead by example and create progressive alternative workplaces that positively respond to these issues. The Office of Personnel Management (OPM) and General Services Administration are the lead agencies for the Federal teleworking initiative.

## WHO TELEWORKS?

Employees in nearly every occupation have been successful teleworkers. Each agency should have written policies or procedures concerning the telework program. Facility and property, technology, human resources, and labor union officials should be involved in the development of a telework program. Training programs should be established for employees and supervisors impacted by the telework program. Interested employees should contact their agency telework coordinator to get information about their program.

## WHAT ARE SOME EXISTING TELEWORK LAWS AND GUIDELINES?

**Public Law 106-346, Section 359, 10/23/2000**, as interpreted by OPM memorandum to agencies (2/9/2001), instructs Federal agencies (1) to review telework barriers, act to remove them and increase actual participation; (2) to establish eligibility criteria; and (3) that subject to any applicable agency policies or bargaining obligations, employees who meet the criteria and want to participate must be allowed that opportunity if they are satisfactory performers. The law provides that its requirements must be applied to 100% of the eligible Federal workforce.

Other telework laws cover funding for Federal telework centers and Federal agency procurement of telecommunications equipment for use in employee homes. A list of telework laws can be found at [www.telework.gov/twlaws.asp](http://www.telework.gov/twlaws.asp).

**FMR Bulletin 2006-B3: Guidelines for Alternative Workplace Arrangements, 3/17/06**, establishes guidelines for implementing and operating alternative workplace arrangements (AWA). These policies were developed to assist agencies in the design and operation of AWA programs as well as to resolve AWA issues commonly faced by agencies.

**FMR Bulletin 2007-B1: Information Technology and Telecommunications Guidelines for Federal Telework and Other Alternative Workplace Arrangement Programs, 03/02/07**, establishes guidelines for implementing and operating telework and other alternative workplace arrangement programs through the efficient and effective use of information technology and telecommunications. These policies are designed to assist agencies in the implementation and expansion of Federal alternative workplace arrangement programs.

The entire FMR Bulletin 2006-B3 and FMR Bulletin 2007-B1 can be found at [www.gsa.gov/fmrbulletin](http://www.gsa.gov/fmrbulletin).



## FAST FACTS ABOUT TELEWORK

- The White House, FEMA, GAO, and OPM encourage telework as a potential strategy in agency Continuity of Operations (COOP) plans. To learn more, visit:  
[www.whitehouse.gov/homeland/nspi\\_implementation.pdf](http://www.whitehouse.gov/homeland/nspi_implementation.pdf)  
[www.fema.gov/txt/government/coop/fpc65\\_0604.txt](http://www.fema.gov/txt/government/coop/fpc65_0604.txt)  
[www.gao.gov/new.items/d06740t.pdf](http://www.gao.gov/new.items/d06740t.pdf)  
[www.gao.gov/cgi-bin/getrpt?GAO-06-713](http://www.gao.gov/cgi-bin/getrpt?GAO-06-713)  
[www.opm.gov/pandemic/agency/telework.asp](http://www.opm.gov/pandemic/agency/telework.asp)
- Over half of 1,635 Federal teleworkers surveyed had responsibilities for dependents and, of those, 91% indicated that telework helped them with their dependent care responsibilities. **GSA, Dependent Care Study Report, 2006** (visit the GSA Telework Library at [www.gsa.gov/telework](http://www.gsa.gov/telework))
- Sample business case analyses show that the benefits of investing in telework technology can far outweigh the costs, yielding 200% to 1500% Return-on-Investment (ROI) in the first year. **GSA Telework Technology Cost Study, 2006** (visit the GSA Telework Library at [www.gsa.gov/telework](http://www.gsa.gov/telework))
- An average Federal employee currently spends about \$138 a month in gasoline, but teleworking two days a week would save workers an average of \$55.52 per month. **Telework Exchange, Gas Prices Fuel Telework, 2006** ([www.teleworkexchange.com/GasFuelsStudy.pdf](http://www.teleworkexchange.com/GasFuelsStudy.pdf))
- The annual delay per peak period (rush hour) traveler has grown from 16 hours to 47 hours since 1982. **EPA Best Workplaces for Commuters, BWC National Benefits and Related Facts, 2006** ([www.bwc.gov/pdf/bwc-reference-facts-june-06.pdf](http://www.bwc.gov/pdf/bwc-reference-facts-june-06.pdf))
- Studies show that people tend to drive less on the days they telework, which reduces both road congestion and air pollution. **EPA Best Workplaces for Commuters, Telework Programs, 2005** ([www.bwc.gov/pdf/05\\_telework\\_5.pdf](http://www.bwc.gov/pdf/05_telework_5.pdf))

## RESOURCES FOR TELEWORK POLICY

### U.S. Office of Personnel Management and U.S. General Services Administration

Provide information regarding Federal human resource laws, guidelines and individual agency policies/materials/information about telework. [www.telework.gov](http://www.telework.gov)

### WorldatWork

Provides information regarding teleworking issues, practices, programs, and events.  
[www.workingfromanywhere.org](http://www.workingfromanywhere.org)

### Telework Exchange

Focuses on demonstrating the value of Federal telework initiatives, serves the emerging education and communications requirements of the Federal teleworker community, and measures Federal agencies' progress on telework requirements. [www.teleworkexchange.com](http://www.teleworkexchange.com)

## CONTACTS

### Telework Policy

Billy Michael 202-273-4663  
Wendell Joice 202-273-4664  
Theresa Noll 202-219-1443

[william.michael@gsa.gov](mailto:william.michael@gsa.gov)  
[wendell.joice@gsa.gov](mailto:wendell.joice@gsa.gov)  
[theresa.noll@gsa.gov](mailto:theresa.noll@gsa.gov)

### Telework Centers

Jill Wathen 301-934-7655

[jillw@csmd.edu](mailto:jillw@csmd.edu)