STATUS OF TELEWORK
IN THE
FEDERAL GOVERNMENT

REPORT TO THE CONGRESS

Working for America

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT
JUNE 2007

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT
Washington, DC 20415

The Director

Message from the Director

I am pleased to present the U.S. Office of Personnel Management's (OPM) Report on the Status of Telework in the Federal Government. This report summarizes findings from our annual agency Telework Survey and provides a snapshot of the state of telework programs in Federal agencies for calendar year 2005.

The 2005 Survey was refined to elicit more reliable data and to create a new baseline for future comparison. Better definitions of eligibility and frequency now make it easier for agencies to provide consistent information and evaluate their own programs, and for OPM and our partner the General Services Administration (GSA) to understand the current state of Governmentwide efforts.

This Report illustrates telework continues to be a highly-valued flexibility. Over 119,000 Federal employees teleworked in 2005, with 60 percent of them teleworking at least once per week. More, however, can be done to tap the full potential of telework as a human capital tool - 70 percent of the Federal workforce was designated by their agencies as eligible to telework - and the Federal Government has not yet fully utilized telework as a component of emergency planning. Only 35 percent of the responding agencies reported they had integrated telework into their Continuity of Operations (COOP) plans.

The annual Survey challenges us each year to take a realistic look at how telework is being implemented in the Federal Government and to assess the effectiveness of current strategies. Since this Survey, OPM issued the new "Guide to Telework in the Federal Government,"* including specific guidance regarding security and emergency response telework. Managers and employees will find the Guide to be full of informative, practical advice for establishing and maintaining a successful telework program.

OPM remains committed to supporting agency efforts to increase telework participation and to take full advantage of the benefits of this important program.

Linda M. Springer
Director

THE STATUS OF TELEWORK
IN THE FEDERAL GOVERNMENT
2006 REPORT

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Executive Summary

In the last decade, telework has become an increasingly important employment tool, fulfilling key business needs while helping employees balance their work and personal commitments. Effective agency telework programs can improve morale and enhance the ability of the Federal Government to recruit and retain an effective workforce.

In addition, although early emphasis on telework was as a solution to ease traffic congestion in the DC metro area, interest in the program has grown exponentially as it has emerged as an important component of business continuity/emergency planning nationwide.

As partners, the Office of Personnel Management (OPM) and the General Services Administration (GSA) remain committed to promoting the Federal telework initiative by providing guidance and assistance to Federal agencies. This report provides data from the 2005 OPM Annual Telework Survey. Seventy-eight agencies responded to the call for data, out of 81 who were contacted. *(*See Appendix A for a copy of the full Survey.) This year the Survey took a fresh look at telework in the Federal Government, with new questions designed to elicit agency concerns and reveal emerging issues.

Highlights

The 2005 Survey defined telework as any arrangement in which an employee regularly performs officially assigned duties at home or at another work site geographically convenient to the residence of the employee. Frequency of telework was divided into three categories: at least 3 days a week, 1-2 days a week, or at least once per month. Previously, any telework, even if performed less than once a month, was included in the report.

The Survey findings illustrate in calendar year 2005:

- There were 119,248 employees teleworking in the Federal Government.
- Over 70,000 or 60 percent of these employees teleworked with a high frequency (at least one or more days per week).

For the first time, this Survey considered all positions eligible for telework, with exceptions for daily handling of secure materials or some other daily requirement for on-site presence. Employees with conduct issues (as defined in the survey) could also be excluded.

Based on these new definitions of eligibility, agencies identified a significant number of Federal employees as ineligible for telework.

- Thirty percent of the workforce was designated as ineligible to telework, mostly due to the nature of the work performed in various jobs.
- In addition to the occupational categories of employees considered ineligible within the definitions provided in the Survey, some agencies designated other categories of employees as ineligible, most often support staff and managers/supervisors.

Emergency preparedness remains a top concern in the Federal Government. In 2005, 27 agencies (35 percent) had fully incorporated telework into their Continuity of Operations (COOP) plans. While the 2005 Survey results demonstrate a good start by agencies, we

believe agencies must continue their efforts to fully integrate telework and COOP. We will continue to work with agencies to ensure they are able to accurately identify the number of employees prepared to telework in case of a disruption in business. It should be noted OPM's new "Guide to Telework in the Federal Government," which includes guidance regarding emergency telework, was released after the data was gathered for this report.

Conclusions

The Governmentwide telework program has come a long way in gaining recognition and structure over the past decade, but the results of this Survey show there is still work to be done to fully integrate telework into the culture and business practices of some Federal agencies.

The updated Survey provides a new baseline of improved data for assessment. With more standardized definitions providing a better picture of eligibility and frequency, the Survey instrument will be a better tool for helping OPM and GSA assist Federal agencies to make the necessary progress.

For this Report, comparison to past years' data is not meaningful. The new definitions have narrowed the definition of "teleworker," requiring a reasonable frequency of teleworking more in line with programmatic needs. We believe this definition change contributed to the overall decrease in the number of teleworkers OPM is reporting from 140,694 in 2004 compared to 119,248 in 2005. However, comparison between those teleworking at least one day per week from 2004 (when this was called "core telework") to 2005 shows a growth of over 1,300 participants.

Introduction

The OPM Survey provides a yearly snapshot of the Federal Government telework initiative. This report summarizes information gathered from the sixth time OPM has conducted the Survey and represents agency reporting on telework participation between January 1 and December 31, 2005.

Data for the Survey is provided each year by agency-designated contacts in each Federal agency, not from individual employees. Eighty-one agencies received the Survey and 78 responded. (Appendix B gives general information about each of the responding agencies' total population, how many employees are telework eligible and how many are actually teleworking.)

OPM conducted the first Telework Survey in April 2001. At the time, agencies reported 53,389 employees were teleworking. The Survey was repeated in November and at that time, 72,844 employees were participating. Subsequent Annual Surveys revealed continued growth in the program, to 90,010 in 2002, 102,921 in 2003 and 140,694 in 2004.

The Telework Survey asks for information around several broad categories:
- Participation – who is teleworking, what percentage of the overall eligible population does this represent, what are barriers and how are they being addressed
- Frequency – how often are employees teleworking
- Eligibility – who is not allowed to telework
- Administration – how are participation, denials, agreements, and other elements of the program tracked
- Emergency Preparedness – Continuity of Operations (COOP) planning and other emergency closures
- Benefits of Telework

For this 2005 Survey, OPM revised the Survey instrument in order to improve data collection. (The Survey is attached as Appendix A; the new questions are designated with a double asterisk and bold type.) Changes included new standardized definitions of eligibility, as well as more refined categories of telework frequency. These changes were based on feedback from agencies about their concerns and requirements, as well as on OPM and GSA's need for more standardized, and therefore more reliable, data from agencies.

The most significant effect of these changes is a lower reported number of teleworkers in the Federal Government for 2005; a total of 119,248. This number represents, however, all employees who teleworked at least one day per month over the course of the year. In past years, the overall number of teleworkers included employees who had teleworked even less frequently and did not distinguish between someone teleworking once per month from someone teleworking as little as once per year. The new definition of teleworking employees (i.e., those teleworking at least one day a month) ensures participation rates provide a better indicator of telework program implementation.

OPM and GSA continue to work together to advance the telework initiative in the Federal Government and are using the results of this Survey to assist agencies as they expand their telework programs. The revised Telework Survey provided enhanced data for this cycle, and has established a new baseline that can be used for comparison for future years.

Results

Participation

The overall number of teleworkers is a key finding for the annual report. The Survey also provided information about the number of teleworkers in each GS level or equivalent, what the barriers are to participating, and how they are being addressed.

In brief:

Population of Federal employees as reported	1,802,032
Total number of teleworkers	119,248
Percentage of teleworkers	6.61 percent

The total number of teleworkers reported for this Survey includes only those employees who teleworked at least once per month. This represents a change from past Surveys, when agencies could include in their counts any employees who had teleworked at any time during the year, no matter how infrequently.

It is important to understand while the overall number of teleworkers seems to have decreased, due to the shift in definitions such a comparison would be faulty. A more relevant comparison from past years looks more closely at frequency, rather than the overall number. Results from the 2005 Survey indicate approximately 1,300 more Federal employees were teleworking one or more days per week than in the previous year.

Fifty-two agencies (67 percent) responded to the Survey, showing the number of teleworkers by grade levels. As Figure 1 indicates, there was a small spike in telework participation at the Grade 4 level, but for the most part, teleworkers were clustered around Grades 12-14. Grades 5, 7, 9, and 11 appear to have been underrepresented among teleworkers as compared to the whole workforce. This may be at least partly explained by the types of positions designated as ineligible by agencies. But the data does not provide enough detail to be certain.

Figure 1: Comparison of Grade Levels of Teleworkers to Overall Federal Population
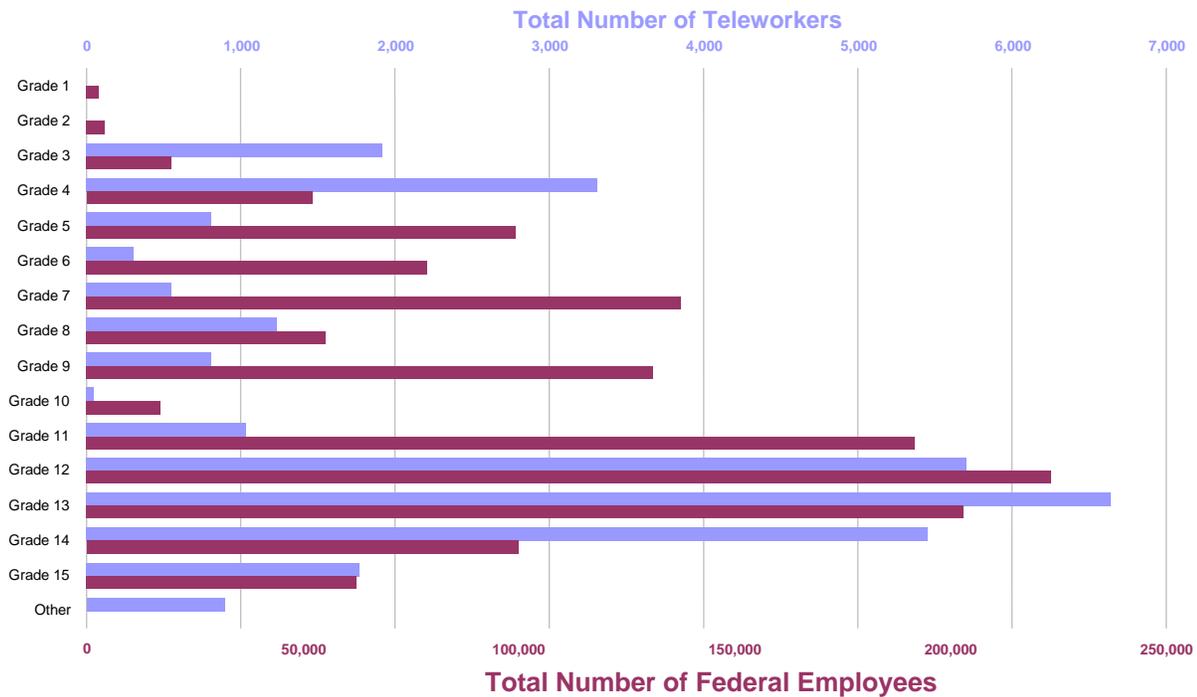
Agencies identified various barriers to telework program implementation (Figure 2), but in the aggregate it is clear office coverage (73 percent) was the top challenge to telework growth across Government. This was followed by organizational culture (54 percent), management resistance (52 percent), and security issues (44 percent). IT funding was last (40 percent). Ten agencies reported they had experienced no barriers to telework.

Figure 2: Barriers to Telework
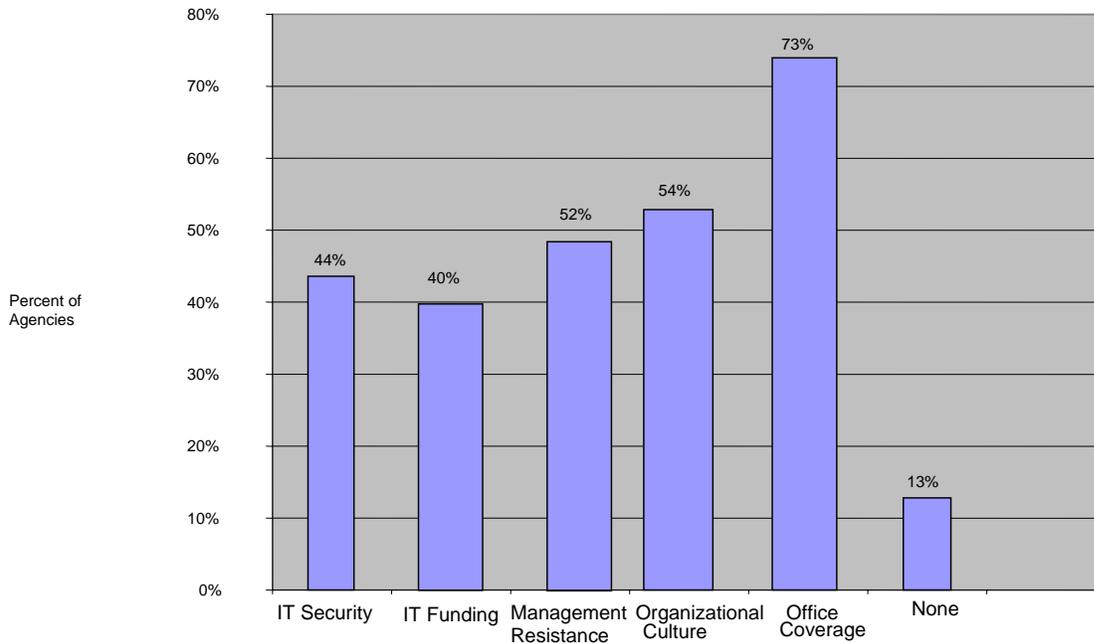
Agencies were further asked what is being done to overcome these barriers (Figure 3). Fifty-five percent of responding agencies indicated they would be conducting manager training and 44 percent intended to conduct employee training for telework. This was followed by establishing/increasing the budget for IT expenditures (37 percent) and increasing marketing efforts (35 percent). Additionally, some agencies said they were considering revising agency telework policy or re-distributing workloads. Finally, some agencies expected some of the issues to continue to be barriers.

Figure 3: Agency Responses to Telework Barriers
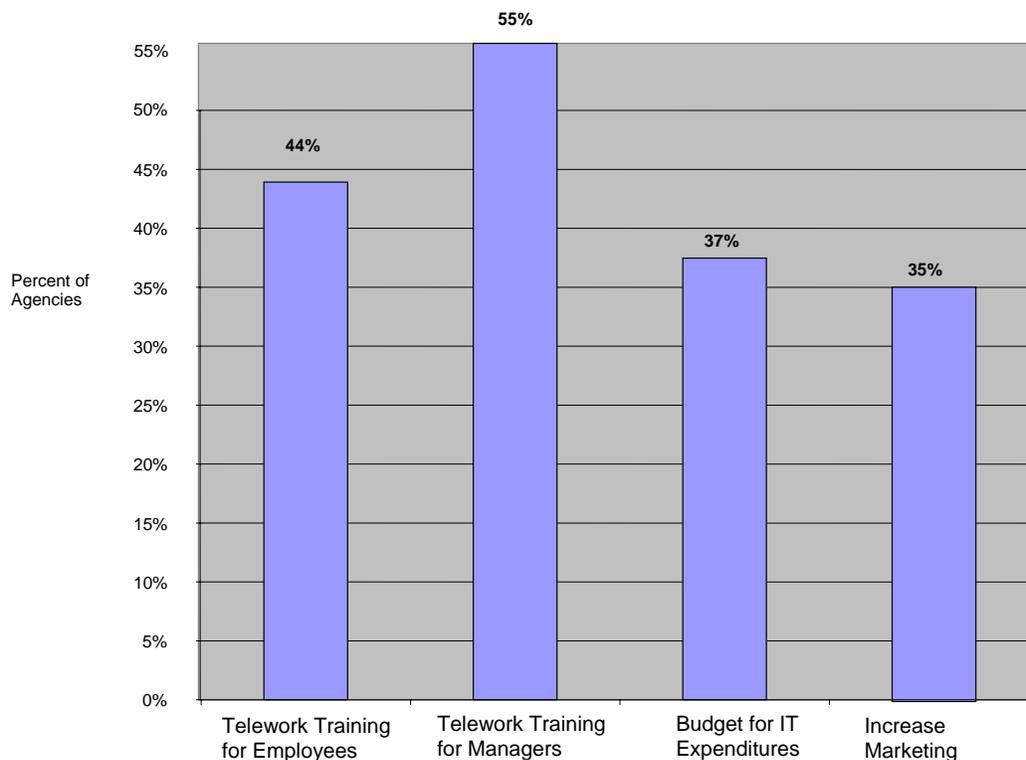
Frequency

How often are people teleworking? This is an important question for several of the anticipated outcomes of telework programs. Reduction in traffic congestion and agency real estate costs, as well as enhanced emergency readiness, all rely on a relatively large number of individuals teleworking regularly and frequently.

> **In brief:**
>
> Employees teleworking at least 3 days a week 30,273 (25 percent)
> Employees teleworking 1or 2 days a week   41,992 (35 percent)
> Employees teleworking less than once a week 46,983 (39 percent)
> but at least once a month (Figure 4)

In the past, the Survey had defined frequency as either "core" or "situational" with confusion resulting around the interpretation of each. The 2005 Survey created the three categories of frequency listed above.

As a result of these new categories of frequency, individuals who telework less than once per month are no longer counted in the Survey. This decision was made for several reasons. The more broad-based and regularized telework becomes; the more likely agencies will be able to use telework under abnormal operating conditions. In addition, a reasonable frequency is necessary in order for organizations and participants to experience the benefits of a healthy telework program.

The new Survey shows a relatively large number of teleworkers – 60 percent – teleworked at least one day per week. In the 2004 Annual Telework Survey, the equivalent ("core" teleworkers) comprised only 50 percent of the total teleworking population.

Figure 4: Percentage of Employees in Each Frequency Category
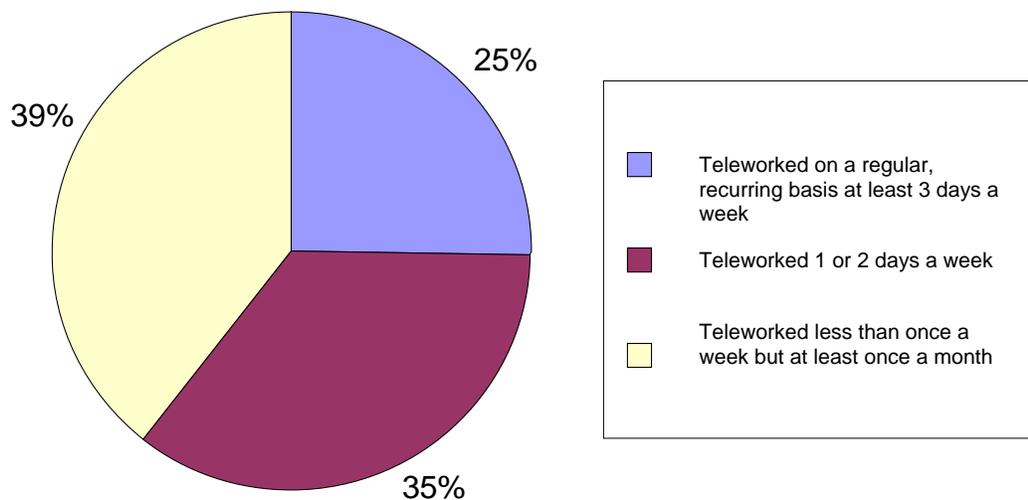
However, some agencies did not have employees teleworking on a frequent basis. Of the agencies responding to the Survey, 30 (38 percent) had no employees teleworking 3 or more days per week, and 13 (17 percent) had no employees teleworking one or two days per week. (Appendix C shows agency telework numbers by frequency.)

Eligibility

Who is not allowed to telework? How do people know whether they are eligible?

> **In brief:**
>
> Total number of eligible employees as reported 1,253,509
> Percentage of eligible employees teleworking 9.5 percent
> Total number of ineligible employees 549,105 or 30 percent of the Federal workforce

Agencies are able to define eligibility for their own employee population according to their mission and human capital needs. However, OPM needed to establish basic eligibility parameters in order to collect useful data. For the purposes of the survey, OPM asked agencies to consider all employees eligible unless:

- Positions require, on a daily basis (every work day), **directly handling of secure materials**, or **on-site activity** cannot be handled remotely or at an alternate worksite,

such as: face-to-face personal contact in medical, counseling, or similar services; hands-on contact with machinery, equipment, vehicles, etc.; or other physical presence/site dependent activity such as forest ranger or guard duty tasks; or

- Last Federal Government performance rating of record (or its equivalent) is below *fully successful* or conduct has resulted in disciplinary action within the last year.

The total number of ineligible employees as reported from the agencies was 549,105 (30 percent). Data from the agencies revealed in positions involving on-site activity, 486,672 (89 percent) employees were deemed ineligible. There were 59,975 (11 percent) employees designated ineligible due to handling of secure materials, and agencies reported only 2,458 employees as ineligible due to performance ratings.

Figure 5: Ineligibility by Category
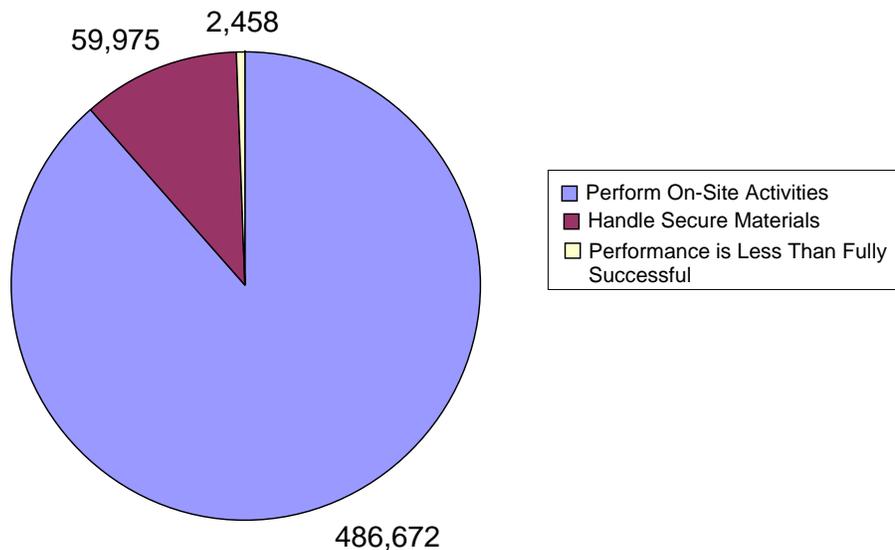
Agencies were asked if eligible employees are provided with formal notice of their eligibility to telework. Seventy-three percent (57) of agencies did provide formal notice; 23 percent (13) of those agencies did so on an annual basis. According to the results, employees were notified a variety of ways. The most popular way was by supervisors, followed by new employee orientation and e-mail. Some of the other ways employees were notified of eligibility was via internal intranet sites, leave and earning statements, newsletters, or co-workers.

As shown above, a large number of employees are considered ineligible, based on OPM's criteria. (See Appendix D for listings of occupations agencies designated as ineligible according to OPM criteria.) Some agencies indicated they plan to decrease the numbers of ineligible employees using various methods, including reviewing positions to assess eligibility, or marketing the telework program more broadly.

A different question allowed agencies to report on additional categories of employees who cannot telework as designated in their own agency policies. Agencies responding to this question gave support staff as the top category of employees not allowed to telework, followed closely by executives and supervisors/managers. Fewer agencies excluded employees on an alternative work schedule or part time employees. Additional exclusions by individual agencies included trainees, hourly rate employees, intermittent employees, employees on leave restriction, student interns and political appointees.

Administration

How are participation, denials, agreements, and other elements of the program tracked, and how are teleworkers equipped for remote connectivity?

Throughout the Federal Government, telework tracking is done in a variety of ways. Methods include time and attendance, electronic systems, hand counts of the number of telework agreements, or some combination of these. As Figure 6 shows, 61 agencies (78 percent) tracked at least some of their teleworkers using telework agreements. OPM recommends teleworkers have a signed telework agreement in place. The smallest number, 18 agencies (23 percent), tracked some or all of their teleworkers using an electronic system other than time and attendance.

Figure 6: Methods of Tracking Teleworkers
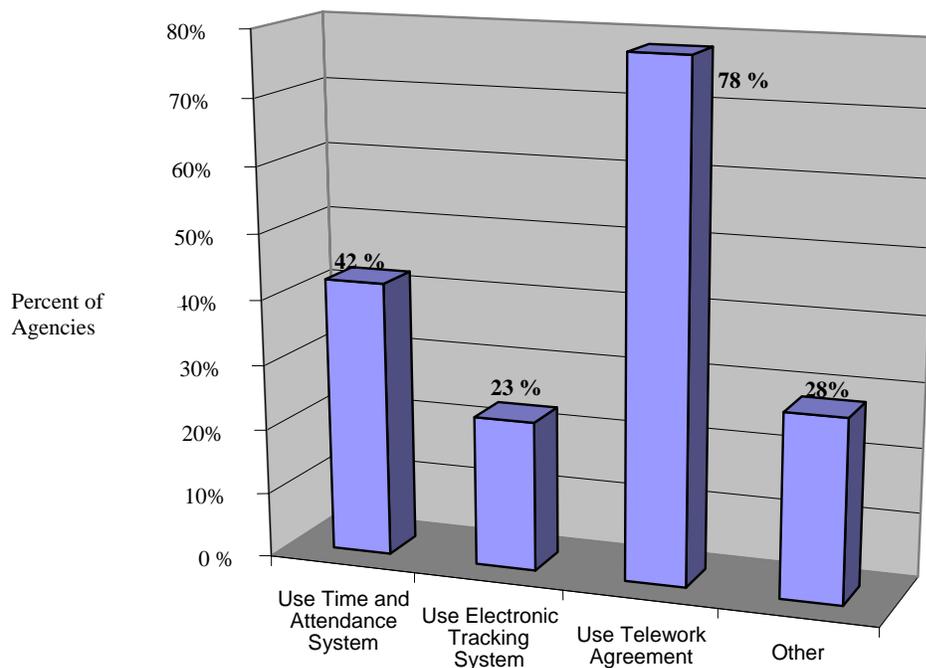
Besides tracking telework, agencies were asked whether they collected information about the number of employees whose requests to telework were denied. More than half of the agencies indicated they did not track this information. Furthermore, of the 33 agencies tracking denials, only 11 (33 percent) were able to indicate whether denials were based on type of work or on a performance/conduct issue. In those 11 agencies there were a total of 94 employees whose denials were based on type of work and 34 whose denials were based on performance/ conduct issues.

Agencies were also asked whether they tracked the number of employees whose telework agreements were terminated. The results indicate 31 (40 percent) agencies tracked this information. In those agencies, a total of 254 telework agreements were terminated in 2005. Approximately 100 terminations were the supervisor's decision, due to a change in work assignments (54) or performance or conduct issues (50) and 154 telework agreements were terminated by the employee.

In terms of equipping teleworkers for remote connectivity, 14 percent of the agencies responding bore the full cost (Figure 7). Most agencies either shared the costs with teleworkers (35 percent) or asked teleworkers to purchase all equipment (29 percent). (See Appendix E for a full list of equipment provision by agency.)

Figure 7: Equipping Teleworkers
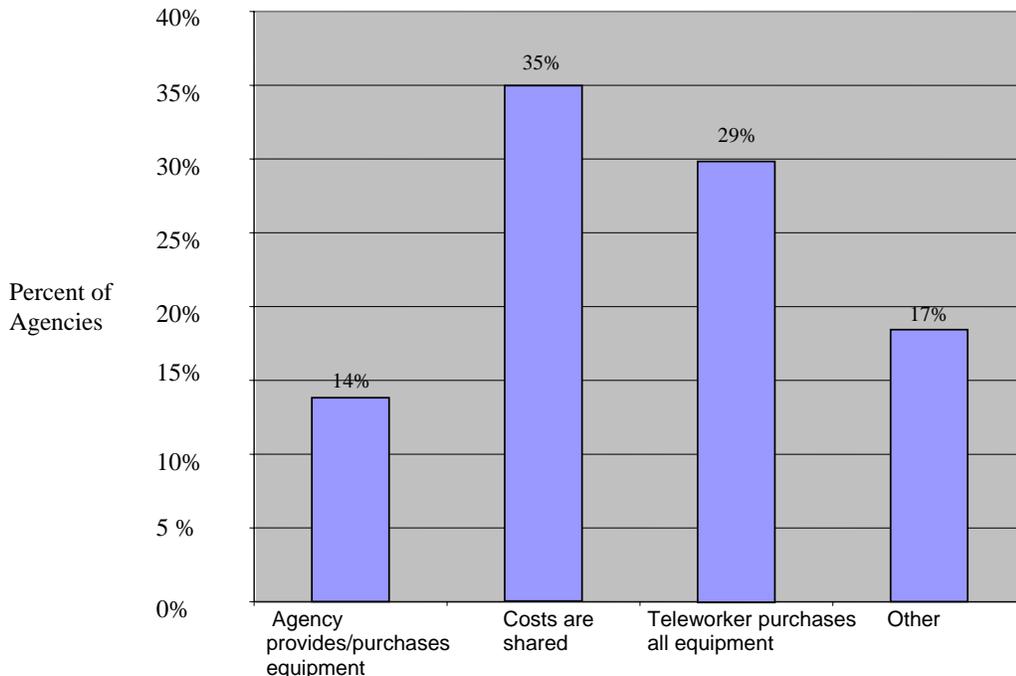
Emergency Preparedness

Telework continues to play a prominent role in emergency planning efforts. OPM first began asking about telework and Continuity of Operations (COOP) planning with a question on the 2004 Annual Telework Survey.   This question was refined for the 2005 Survey to include the minimum and maximum number of teleworkers in place should a disruption in business occur. While the Federal Emergency Management Agency (FEMA) recommends the use of telework during an emergency, Survey results show Federal agencies remained slow to integrate this valuable tool into their COOP plans. Of the 78 agencies responding to the Survey, only 27 (35 percent) had fully integrated telework into their plans. (Appendix F breaks this information down by agency.)

Forty-eight of the remaining 51 agencies indicated integration of telework into emergency/COOP plans was under consideration. Only three agencies - the Department of Commerce, the National Endowment for the Humanities, and the United States Commission on Civil Rights - said it was not.

Thirty-four (44 percent) of the agencies responding to the Survey indicated their telework agreements addressed conditions for telework during times of emergencies or agency closures. Twenty (26 percent) agencies provided training for telework during times of emergencies or agency closures.

The GSA telework centers can be a valuable resource for agencies with employees in the metropolitan Washington, DC, area during certain types of emergencies. (Pandemic influenza is a notable exception, since social distancing is projected as a key strategy to slowing the spread of the disease.) However, the majority of agencies did not have telework center agreements in place for emergency/COOP purposes. Of the 78 agencies responding to the Survey, 44 (56 percent) did not have agreements in place. Twenty-one (27 percent) were considering it, while 13 (17 percent) actually had an agreement (Figure 8). (Appendix G shows overall telework center utilization data, submitted by GSA outside the mechanism of the Annual Telework Survey.)

Figure 8: Percentage of Agencies with Telework Center Agreements in Place for Emergency Planning
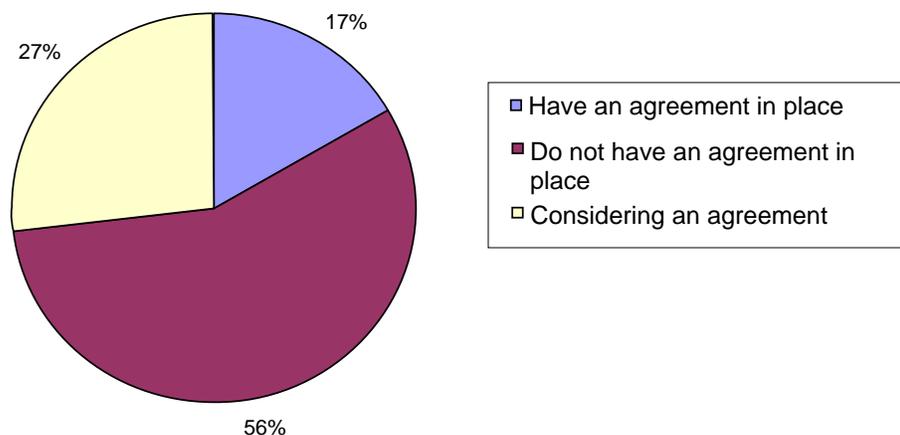
Benefits of Telework

Of the 78 agencies responding, the majority (44) did not track or did not know the specific benefits they may have achieved in implementing telework. However, 29 agencies (37 percent) indicated they realized benefits from implementing telework (Figure 9). The most significant benefit was improved morale (28 agencies), with human capital (recruitment/ retention) and productivity and leave almost as widespread (24 agencies). Twenty-two saw savings in transportation and nine from real estate/rent costs. Additional benefits mentioned were "assists in balancing work/family needs" and "simplifies COOP planning."

Figure 9: Benefits of Telework

Legend:
- Real estate/rent costs
- Human capital
- Transportation
- Productivity/performance
- Morale
- Leave
- Other
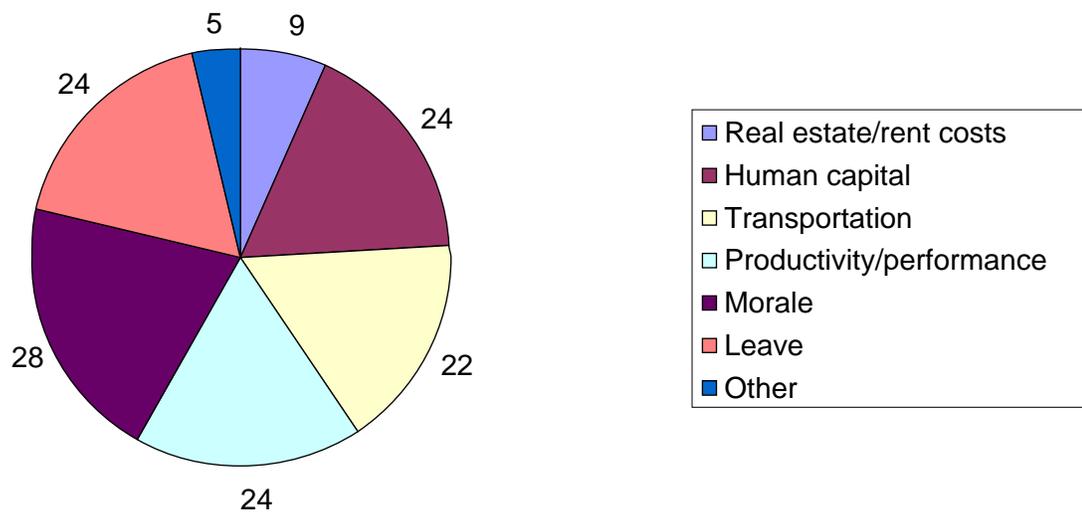
Conclusions

Since the inception of the Annual Telework Survey, OPM has seen the Governmentwide telework effort grow and develop. With the added imperatives of COOP, pandemic flu and other emergent issues in the last few years, telework has become an increasingly visible and valuable program for Federal agencies.

In 2005, the year represented by this data, OPM and GSA worked to support agency telework programs through the following mechanisms:

- Telework Coordinator meetings- Two meetings were conducted with attendance from over 52 agencies
- Agency Telework Consults- OPM and GSA met with seven agencies mentioned in Public Law 108-447, Division B, Sec. 622 to discuss their telework programs and offer assistance
- Presentations focusing on telework at regional and national conferences
- Congressional testimony on telework and COOP
- Participation in the Human Capital Subcommittee of the FEMA COOP Working Group, representing telework interests of the Federal Government.

The 2005 results paint a mixed picture. The numbers of Federal employees in regular, frequent telework arrangements increased, and telework is happening at all levels of the employment ladder. Although not reported specifically in this Survey, there are some very successful agency and sub-agency telework programs to provide models for not only the public sector, but the private sector as well. However, the aggregate numbers show there is substantial room for improvement, and challenges – including organizational culture, management resistance, and security – remain.

With the changes to the Survey instrument, the data provided for annual analysis is more consistent and therefore more reliable. In addition, the stronger definitions provide a more uniform framework for agencies to use in their recordkeeping and, if they choose, in their policies and program implementation as well. Agencies will be able to benchmark their efforts against Governmentwide and individual agency data with greater confidence to determine what they need to accomplish to move their programs forward.

Next Steps

A great deal of work has been accomplished since this data was collected. Pandemic influenza planning took center stage, and guidance related to pandemic influenza included telework as a key component. Ongoing OPM support for agency programs continued, including:

- Quarterly meetings for agency telework coordinators
- Sharing of best practices between agency programs
- Agency visits by OPM staff
- Speaking engagements by OPM staff to promote telework to various Federal audiences

New initiatives include:

- Telework forum at the Chief Human Capital Officers (CHCO) Training Academy at OPM
- Publication of new telework guide for the Federal workforce
- Updated online training modules (Telework 101 for Employees, Telework 101 for Managers) available on www.telework.gov
- Work with the Defense community to address security issues
- Work with payroll providers to move toward an automated tracking system for telework data

OPM, with its partner GSA, will continue to use the Survey information to better meet the needs of agencies as they move forward with integrating telework not only into emergency planning, but into the way the Federal Government does business and meets the needs of its employees.   Looking to the future, OPM and GSA plan to launch a new www.telework.gov website, and OPM is exploring how to offer telework training for managers.

Appendix A: 2005 Annual Telework Survey

*Note: questions designated with asterisks ** are new for 2005*

Welcome to the Office of Personnel Management's (OPM) 2005 Annual Telework Survey! This annual survey was developed to respond to Congress' request for OPM to provide periodic reports on agency progress in complying with the Federal telework laws.

The 2005 survey questions have been changed from those of previous years in an effort to:
- achieve full compliance with the intent of PL 106-346, as elaborated in its associated conference report;
- respond to agencies' requests for guidance on defining telework and eligibility within their respective agencies;
- improve the accuracy of the agency telework data collected; and
- increase the standardization of data elements, thereby providing fair and representative reporting for all agencies and valid information for developing comparison and trend data analysis.

All agencies are expected to participate in this survey. Please participate even if your agency does not currently have a telework policy in place. This will enable us to accurately understand the full extent of the implementation of telework in the Federal Government.

INSTRUCTIONS

Please answer every question as completely as possible based on your agency's calendar year 2005 data. Please do not skip items. It is important for us to have the best, most complete information possible. The answers you provide to this survey will help OPM, and our partner in the telework initiative, the General Services Administration, develop telework guidance and resources for the Federal Government.

All responses must be received by **August 18, 2006**. Failure to submit your electronic data by August 18, 2006 will result in your agency's data being omitted from the 2006 Telework Report to Congress.

When the response calls for numbers, be sure to enter numbers (using integers) without commas. If you have no data in a particular category, please enter a zero. There are also several opportunities throughout the survey to fill in the blanks.
If you have concerns or questions about this survey, please contact us at
WorkLifeSurvey@opm.gov .

OMB Approved: 3206-0236

Public Burden Statement

We think this survey takes an average of 60 minutes to complete, including the time for reviewing instructions, getting the needed data, and reviewing the completed survey. Send comments regarding our estimate or any other aspect of this survey, including suggestions for reducing completion time, to the United States Office of Personnel Management (OPM), OPM Forms Officer (3206-0236), Washington, D.C. 20415-7900. Completed application forms should not be sent to this address. The OMB Number 3206-0236 is currently valid. OPM may not collect this information, and you are not required to respond, unless this number is displayed.

SURVEY TERMS AND DEFINITIONS
The definitions below are to be used when responding to the survey. These definitions should be used for reporting purposes only.

Telework: *Telework refers to 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.*

Eligibility: Generally, agencies have the discretion to determine the telework eligibility requirements for their employees. For reporting purposes, in this survey, ALL employees are considered eligible EXCEPT those employees whose:
- positions require, on a daily basis (every work day), **direct handling of secure materials**, or **on-site activity** that cannot possibly be handled remotely or at an alternate worksite, such as: face-to-face personal contact in some medical, counseling, or similar services; hands-on contact with machinery, equipment, vehicles, etc.; or other physical presence/site dependent activity such as forest ranger or guard duty tasks; or
- last Federal Government performance rating of record (or its equivalent) is below *fully successful* or conduct has resulted in disciplinary action within the last year

AGENCY INFORMATION

1. Please enter your agency name: _____

2. Please provide the following information about your Agency Telework Representative:

Last Name: _____ First Name: _____
Phone: _____ Email address: _____

SURVEY QUESTIONS

3. What is the total number of employees in your agency (Full and Part Time)?_____

**4. How many employees teleworked on a regular, recurring basis at least 3 days a week? _____

 a. What was the average number of days teleworked per month by these employees?_____

**5. How many employees teleworked 1 or 2 days a week? _____

**6. How many employees teleworked less than once a week but at least once a month?_____

7. Please provide the total number of teleworkers at each grade level. Leave blank if not available.
Grade 1: _____
Grade 2: _____
Grade 3: _____

Grade 4: _____
Grade 5: _____
Grade 6: _____
Grade 7: _____
Grade 8: _____
Grade 9: _____
Grade 10: _____
Grade 11: _____
Grade 12: _____
Grade 13: _____
Grade 14: _____
Grade 15: _____
Other: _____

8. Are eligible employees provided with formal notice of their eligibility to telework?   YES_____ NO_____

   If YES, how frequently?
   _____At least quarterly
   _____Annually
   _____There is no set schedule for notifying employees

   If YES, how are eligible employees notified? (Mark all that apply).
   _____During orientation
   _____By supervisors
   _____By email
   _____Other. Please explain_____

9. Does your agency track the number of employees whose telework agreements are denied?   YES_____ NO_____

   If YES, how many denials were based on:
   Type of Work_____
   Performance or conduct issues_____

10. Does your agency track the number of employees whose telework agreements are terminated?   YES_____ NO_____

    If YES, how many terminations were based on:
    a) Employee Decision_____
    b) Supervisor Decision:
        Due to change in work assignments _____
        Due to performance or conduct issues _____

11. Telework is tracked by: (Mark all that apply)
 _____Time and attendance system
 _____Electronic tracking system
 _____Telework agreement
 _____Other. Please explain_____

**12. Please indicate the number of employees deemed ineligible and if any, plans to improve participation in the following three categories:
12a – Handle Secure Materials
12b – Perform On-Site Activities
12c – Performance is Less Than Fully Successful or conduct has resulted in disciplinary action within the last year

    12a. Handle Secure Materials
       12a – 1. Number of Ineligible Employees _____
       12a – 2. Occupational Series of Ineligible Employees
       (A list of Occupational Series was provided to agencies with the survey)
       12a – 2a. Occupational Series of Ineligible Employees (Other)
       _____
       12a – 3. Plans for Improvement _____

    12b. Perform On-Site Activities
       12b – 1. Number of Ineligible Employees _____
       12b – 2. Occupational Series of Ineligible Employees
       (A list of Occupational Series provided upon request.)
       12b – 2a. Occupational Series of Ineligible Employees (Other)
       _____
       12b – 3. Plans for Improvement _____

    12c. Performance is Less Than Fully Successful or conduct has resulted in disciplinary action within the last year
       12c – 1. Number of Ineligible Employees _____

13. Are there categories of employees that your agency does not allow to telework? (Mark all that apply)
Executives   ____
Supervisors/Managers ____
Support staff   ____
Employees on AWS ____
Part Time employees ____
Other. ___ Please explain_____

**14. Please respond to the following questions regarding emergency preparedness/Continuity of Operations (COOP) planning.

a. Telework has been *fully integrated* into your agency preparedness/COOP plans.   YES_____ NO_____

             1) If YES, please estimate the minimum number of employees needed to maintain basic functions of your agency's mission in a COOP emergency_____
             2) If YES, please estimate the maximum number of employees who are equipped, trained and ready to telework in the case of a long term crisis, *(e.g. Pandemic Influenza)* _____

       If NO, please mark one:
       _____Telework is *under consideration* for inclusion in your agency

emergency preparedness/COOP plans.

_____**Telework is** *not under consideration* **for inclusion in your agency emergency preparedness/COOP plans.**

b. Conditions for telework during times of emergencies or agency closures are addressed in telework agreements. YES_____ NO_____

c. Training for telework during times of emergencies or agency closures is provided. YES_____ NO_____

d. Does your agency have telework center agreements in place for use during times of emergencies or agency closures?

> _____ **YES**
> _____ **NO**
> _____ **NO, but it is under consideration**

15. For the majority of teleworkers, in terms of telework equipment/services:
____Agency provides/purchases all equipment/services for the teleworker's home
____Teleworker purchases all telework-related residential equipment/services
____Costs are shared or negotiated between the agency and teleworker
____Other.
Please explain_____

16. Have cost savings and/or other benefits been realized as a result of implementing your agency's telework program?
_____YES
_____NO
_____Do not track/Do not know

If YES, select from the following: (Mark all that apply).
____ Real estate/rent costs
____ Human capital (recruitment/retention, etc.)
____ Transportation
____ Productivity/performance
____ Morale
____ Leave
____Other. Please explain_____

17. What are the major barriers to telework in your agency? (Mark all that apply)
_____ Information technology (IT) security issues
_____ IT funding issues
_____ Management resistance
_____ Organizational culture
_____ Office coverage challenges
_____ None
_____ Other. Please explain_____

18. What is being done to overcome your agency's barrier(s)? (Mark all that apply)
_____ Training for Employees
_____ Training for Managers

_____ Establish/Increase Budget for IT expenditures
_____ Increase Marketing
_____ Other. Please explain_____

19. How can OPM or our partners in the telework initiative, GSA, assist your agency?

Thank you for completing the 2005 Annual Telework Survey. The contribution of the telework data from your agency helps with the success and progress of telework in the Federal Government.

Appendix B: Overview of Agency Telework Participation

Agency Name	Population	# Eligible	Total # Teleworking	% Eligible Teleworking
Agency for International Development	1,537	1,527	172	11.26%
Board of Governors of the Federal Reserve System	1,844	1,844	76	4.12%
Central Intelligence Agency	Not Available (security)	Not Available (security)	16	N/A
Chemical Safety and Hazard Investigation Board	38	38	5	13.16%
Committee for Purchase from the Blind and Severely Disabled	29	24	9	37.50%
Commodity Futures Trading Commission	512	505	21	4.16%
Consumer Product Safety Commission	419	375	206	54.93%
Corporation for National Service	612	605	77	12.73%
Court Services and Offender Supervision Agency	1,105	831	117	14.08%
Defense Nuclear Facilities Safety Board	83	0	0	
Department of Agriculture	93,413	74,157	5,120	6.90%
Department of Commerce	40,279	33,689	11,491	34.11%
Department of Defense	632,004	558,043	34,007	6.09%
Department of Education	4,282	4,282	1,432	33.44%
Department of Energy	13,817	12,002	395	3.29%
Department of Health and Human Services	64,465	59,822	5,855	9.79%
Department of Homeland Security	167,499	50,999	958	1.88%
Department of Housing and Urban Development	9,397	7,843	1,460	18.62%
Department of Interior	80,000	70,962	12,311	17.35%
Department of Justice	108,192	61,932	1,770	2.86%
Department of Labor	15,000	14,878	1,252	8.42%
Department of State	9,556	9,556	1,236	12.93%
Department of Transportation	54,054	23,639	3,585	15.17%
Department of Treasury	106,301	105,277	20,182	19.17%
Department of Veterans Affairs	240,000	60,000	2,597	4.33%
Environmental Protection Agency	17,642	17,471	3,044	17.42%
Equal Employment Opportunity Commission	2,205	1,838	765	41.62%
Executive Office of the President (Office of Science and Technology)	40	40	4	10.00%
Export-Import Bank	373	373	0	0.00%
Farm Credit Administration	255	255	66	25.88%

Agency Name	Population	# Eligible	Total # Teleworking	% Eligible Teleworking
Federal Communications Commission	**Did Not Respond**			
Federal Deposit Insurance Corporation	4,523	4,515	206	4.56%
Federal Election Commission	370	0	0	0.00%
Federal Energy Regulatory Commission	1,278	1,263	284	22.49%
Federal Housing Finance Board	132	132	0	0.00%
Federal Labor Relations Authority	135	114	14	12.28%
Federal Maritime Commission	122	122	5	4.10%
Federal Mediation and Conciliation Service	274	238	12	5.04%
Federal Trade Commission	1,200	1,200	20	1.67%
General Services Administration	12,726	12,480	1569	12.57%
Institute of Museum and Library Services	56	43	6	13.95%
Inter-American Foundation	47	38	12	31.58%
International Boundary and Water Commission	280	155	1	0.65%
International Broadcasting Bureau	1,774	1,774	107	6.03%
Japan US Friendship Commission	4	3	3	100.00%
Marine Mammal Commission	10	10	2	20.00%
Merit Systems Protection Board	231	159	40	25.16%
National Aeronautics and Space Administration	18,070	18,070	999	5.53%
National Archives and Records Administration	3,061	85	129	151.76%
National Capital Planning Commission	45	45	4	8.89%
National Council on Disability	12	12	5	41.67%
National Credit Union Administration	947	512	36	7.03%
National Endowment for the Arts	164	164	60	36.59%
National Endowment for the Humanities	160	160	29	18.13%
National Labor Relations Board	1,853	1,685	238	14.12%
National Mediation Board	49	49	15	30.61%
National Science Foundation	1,364	1,354	358	26.44%
Nuclear Regulatory Commission	3,404	3,004	355	11.82%
Nuclear Waste Technical Review Board	15	15	14	93.33%
Occupational Safety and Health Review Commission	58	58	4	6.90%
Office of Federal Housing Enterprise Oversight	227	224	40	17.86%
Office of Government Ethics	78	70	19	27.14%

Agency Name	Population	# Eligible	Total # Teleworking	% Eligible Teleworking
Office of National Drug Control Policy	113	113	3	2.65%
Office of Personnel Management	4,359	3,830	524	13.68%
Office of Special Counsel	110	100	17	17.00%
Overseas Private Investment Corporation	199	168	71	42.26%
Peace Corps	800	500	25	5.00%
Pension Benefit Guaranty Corporation	851	851	368	43.24%
Postal Rate Commission	56	56	2	3.57%
Railroad Retirement Board	967	342	112	32.75%
Securities and Exchange Commission	3,820	3,820	1,098	28.74%
Selective Service System	137	130	39	30.00%
Small Business Administration	6,095	6,087	136	2.23%
Smithsonian Institute	**Did Not Respond**			
Social Security Administration	65,977	16,103	3,920	24.34%
Tennessee Valley Authority	**Did Not Respond**			
Trade and Development Agency	48	46	1	2.17%
U.S. Access Board	27	25	25	100.00%
United States Commission on Civil Rights	51	51	0	0.00%
United States Holocaust Memorial Museum	400	283	55	19.43%
United States International Trade Commission	400	400	37	9.25%
TOTALS	**1,802,032**	**1,253,509**	**119,248**	**9.51%**

Appendix C: Telework Frequency

Agency Name	Teleworking at least 3 days	Teleworking 1-2 days	Teleworking at least once a month
Agency for International Development	0	62	110
Board of Governors of the Federal Reserve System	4	33	39
Central Intelligence Agency	8	8	0
Chemical Safety and Hazard Investigation Board	0	0	5
Committee for Purchase from the Blind and Severely Disabled	1	8	0
Commodity Futures Trading Commission	9	11	1
Consumer Product Safety Commission	0	206	0
Corporation for National Service	2	30	45
Court Services and Offender Supervision Agency	7	100	10
Defense Nuclear Facilities Safety Board	0	0	0
Department of Agriculture	697	3,414	1,009
Department of Commerce	7,268	2,070	2,153
Department of Defense	3,490	3,945	26,572
Department of Education	70	159	1,203
Department of Energy	60	204	131
Department of Health and Human Services	440	3,344	2,071
Department of Homeland Security	560	299	99
Department of Housing and Urban Development	237	1,181	42
Department of Interior	6,806	1,347	4,158
Department of Justice	145	767	858
Department of Labor	143	425	684
Department of State	0	0	1,236
Department of Transportation	699	1,669	1,217
Department of Treasury	7,355	12,292	535
Department of Veterans Affairs	818	669	1,110
Environmental Protection Agency	150	2,056	838
Equal Employment Opportunity Commission	104	468	193
Executive Office of the President (Office of Science and Technology)	2	0	2
Export-Import Bank	0	0	0
Farm Credit Administration	1	12	53
Federal Communications Commission	Not reported	Not reported	Not reported
Federal Deposit Insurance Corporation	206	0	0

Agency Name	Teleworking at least 3 days	Teleworking 1-2 days	Teleworking at least once a month
Federal Election Commission	0	0	0
Federal Energy Regulatory Commission	0	239	45
Federal Housing Finance Board	0	0	0
Federal Labor Relations Authority	7	6	1
Federal Maritime Commission	0	0	5
Federal Mediation and Conciliation Service	0	3	9
Federal Trade Commission	0	20	0
General Services Administration	253	821	495
Institute of Museum and Library Services	0	5	1
Inter-American Foundation	0	6	6
International Boundary and Water Commission	1	0	0
International Broadcasting Bureau	3	99	5
Japan US Friendship Commission	0	3	0
Marine Mammal Commission	0	2	0
Merit Systems Protection Board	8	31	1
National Aeronautics and Space Administration	105	626	268
National Archives and Records Administration	0	96	33
National Capital Planning Commission	0	3	1
National Council on Disability	0	0	5
National Credit Union Administration	24	10	2
National Endowment for the Arts	0	3	57
National Endowment for the Humanities	0	11	18
National Labor Relations Board	9	99	130
National Mediation Board	0	15	0
National Science Foundation	9	126	223
Nuclear Regulatory Commission	5	200	150
Nuclear Waste Technical Review Board	1	6	7
Occupational Safety and Health Review Commission	0	4	0
Office of Federal Housing Enterprise Oversight	0	5	35
Office of Government Ethics	15	3	1
Office of National Drug Control Policy	1	1	1
Office of Personnel Management	62	337	125
Office of Special Counsel	4	11	2
Overseas Private Investment Corporation	0	37	34
Peace Corps	0	10	15
Pension Benefit Guaranty Corporation	184	184	0

Agency Name	Teleworking at least 3 days	Teleworking 1-2 days	Teleworking at least once a month
Postal Rate Commission	1	1	0
Railroad Retirement Board	0	98	14
Securities and Exchange Commission	13	343	742
Selective Service System	0	38	1
Small Business Administration	49	87	0
Smithsonian Institute	Not reported	Not reported	Not reported
Social Security Administration	234	3,572	114
Tennessee Valley Authority	Not reported	Not reported	Not reported
Trade and Development Agency	1	0	0
U.S. Access Board	1	15	9
United States Commission on Civil Rights	0	0	0
United States Holocaust Memorial Museum	1	25	29
United States International Trade Commission	0	12	25
TOTALS	**30,273**	**41,992**	**46,983**

Appendix D: Ineligibility

Table 1: Ineligible Due to Handling of Secure Materials

Table only includes agencies that provided occupational series

Agency	Ineligible Employees by Occupational Series
Department of Agriculture	Program Manager
	Telephone Operator
	Telecommunications Specialist
	Biological Sciences Group
	Nurse
	Maintenance Mechanic
Department of Health and Human Services	IT Management Specialist
Department of Interior	Office Clerk/Assistant
	Administration & Program Staff
Department of Justice	Inspector, Investigation & Compliance Officer
	Printing Officer
	Supply Management Specialist
	Intelligence Aid/Clerk
Department of Treasury	Claims Assistant & Examiner
	Management & Program Clerk Assistant
	Accountant
	Accounting Clerk/Technician
General Services Administration	General Facilities & Equipment
	Maintenance Mechanic
Railroad Retirement Board	Claims Examiner

Table 2: Ineligible Due to On-Site Activities

Table only includes agencies that provided occupational series

Agency	Ineligible Employees by Occupational Series
Defense Nuclear Facilities	Administration & Program Staff
	Office Clerk/Assistant
	Program Manager
Department of Agriculture	Biologist
	Biological Sciences
	Veterinary Medical Officer
	Food Inspector
	Office Clerk/Assistant
	Secretary
	Office Automation Clerk/Assistant
	Telecommunications Specialist
	Meteorologist
	Public Affairs Specialist
	Nurse
	Facility Operations Specialist
Department of Commerce	Secretary
	Management & Program Analyst
	Engineering Technician Electronics
	Business & Industry Specialist
	Meteorologist
	Meteorological Technician
	Hydrologist
	Inspector, Investigation & Compliance Officer
	Criminal Investigator
Department of Energy	Office Clerk/Assistant
	Engineering Technician, Electronics
	Electronic Measurement Equipment Mechanic
	Electronics Mechanic
	Electronic Integrated Systems Mechanic
	Electrical Installer
	High Voltage Electrician
	Electrical Equipment Repairer
	Instrument Mechanic
	Welder
	Sheet Metal Mechanic
	Carpenter
	Maintenance Mechanic
	Rigger
	Electric Power Controller

	Coal & Rail Equipment Operator
	Motor Vehicle Operator
	Engineering Equipment Operator
	Materials Handler
Department of Health and Human Services	Computer Operator
	Administrative Officer
	Legal Instruments Examining Clerk
	Financial Analyst
	Physical Science Technician
	Administration & Office Support Student Trainee
	Legal Assistant
	Animal Caretaker
	Motor Vehicle Operator
	Fork Lift Operator
	Stockroom Worker
Department of Homeland Security	Mail & File Clerk
	Computer Operator
	Voucher Examiner
	Medical Support Assistant
	Dental Hygienist
	Secretary
	Transportation Operations Specialist
	Transportation Specialist
	IT Management Specialist
	Intelligence Analyst Specialist
	Financial Analyst
	Visual Information Specialist
	Physical Scientist, General
	Document Handler
	Materials Handler
Department of Justice	Compliance Inspector/Support Positions
	Printing Officer
	Supply Management Specialist
	Administrative Officer
	Purchasing Agent
	Telecommunications Specialist
	Accountant
Department of Transportation	Maintenance Mechanic
	Lock and Dam Equipment Mechanic
Department of Treasury	Program Manager
	Management & Program Clerk/Assistant
	Accounting Clerk/Technician
	Nurse

	Language Specialist
	Realty Specialist
	Supply Clerk/Technician
	Inventory Management Specialist
	Laborer
	Custodial Worker
	Maintenance Mechanic
	Fork Lift Operator
	Materials Handler
Equal Employment Opportunity Commission	Reader Assistant
Federal Mediation & Conciliation Service	Notice Processing Technician
	Arbitration Processing Technician
General Services Administration	Miscellaneous Clerk & Assistant
	General Business & Industries
	General Facilities & Equipment
Office of Personnel Management	Stockroom Worker
	Motor Vehicle Operator
	Mail & File Clerk
Office of Special Counsel	Office Clerk/Assistant
US Holocaust Memorial Museum	Security Administration
	Security Clerk/Assistant
	General Telecommunications
	Engineer, General
	Engineering Technician
	Equipment & Facilities Specialist
	Electrician
	Painter
	Utility Systems Repairer Operator
	Maintenance Mechanic
	Administration & Program Staff
	Support Services Administration
	Facility Operations Specialist
	Supply Specialist
	Museum Curator
	Arts & Information Specialist
	Museum Specialist/Technician
	Archivist
	Exhibits Specialist
	Visual Information Specialist
	IT Management Specialist
	Sales Store Clerk
	Librarian

Appendix E: Agencies Provide/Purchase Telework Equipment

Agency Name	Agency provides/purchases all equipment
Agency for International Development	
Board of Governors of the Federal Reserve System	
Central Intelligence Agency	X
Chemical Safety and Hazard Investigation Board	
Committee for Purchase from the Blind and Severely Disabled	X
Commodity Futures Trading Commission	
Consumer Product Safety Commission	X
Corporation for National Service	
Court Services and Offender Supervision Agency	
Defense Nuclear Facilities Safety Board	
Department of Agriculture	
Department of Commerce	
Department of Defense	
Department of Education	
Department of Energy	X
Department of Health and Human Services	
Department of Homeland Security	
Department of Housing and Urban Development	
Department of Interior	
Department of Justice	
Department of Labor	
Department of State	
Department of Transportation	
Department of Treasury	X
Department of Veterans Affairs	
Environmental Protection Agency	
Equal Employment Opportunity Commission	X
Executive Office of the President (Office of Science and Technology)	
Export-Import Bank	
Farm Credit Administration	
Federal Communications Commission	
Federal Deposit Insurance Corporation	
Federal Election Commission	
Federal Energy Regulatory Commission	
Federal Housing Finance Board	
Federal Labor Relations Authority	
Federal Maritime Commission	
Federal Mediation and Conciliation Service	X
Federal Trade Commission	
General Services Administration	
Institute of Museum and Library Services	
Inter-American Foundation	
International Boundary and Water Commission	
International Broadcasting Bureau	

Agency Name	Agency provides/purchases all equipment
Japan US Friendship Commission	X
Marine Mammal Commission	
Merit Systems Protection Board	
National Aeronautics and Space Administration	
National Archives and Records Administration	
National Capital Planning Commission	
National Council on Disability	
National Credit Union Administration	
National Endowment for the Arts	
National Endowment for the Humanities	
National Labor Relations Board	
National Mediation Board	
National Science Foundation	
Nuclear Regulatory Commission	
Nuclear Waste Technical Review Board	
Occupational Safety and Health Review Commission	X
Office of Federal Housing Enterprise Oversight	
Office of Government Ethics	
Office of National Drug Control Policy	
Office of Personnel Management	
Office of Special Counsel	
Overseas Private Investment Corporation	
Peace Corps	X
Pension Benefit Guaranty Corporation	
Postal Rate Commission	
Railroad Retirement Board	
Securities and Exchange Commission	
Selective Service System	
Small Business Administration	
Smithsonian Institute	
Social Security Administration	
Tennessee Valley Authority	
Trade and Development Agency	
U.S. Access Board	
United States Commission on Civil Rights	
United States Holocaust Memorial Museum	
United States International Trade Commission	

Appendix F: Integration of Telework Into COOP Plans

Agency Name	Integrated COOP	Under Consideration	Not Integrated and Not Under Consideration
Agency for International Development	X		
Board of Governors of the Federal Reserve System		X	
Central Intelligence Agency	X		
Chemical Safety and Hazard Investigation Board	X		
Committee for Purchase from the Blind and Severely Disabled	X		
Commodity Futures Trading Commission	X		
Consumer Product Safety Commission		X	
Corporation for National Service		X	
Court Services and Offender Supervision Agency		X	
Defense Nuclear Facilities Safety Board		X	
Department of Agriculture		X	
Department of Commerce			X
Department of Defense		X	
Department of Education		X	
Department of Energy		X	
Department of Health and Human Services	X		
Department of Homeland Security		X	
Department of Housing and Urban Development		X	
Department of Interior		X	
Department of Justice	X		
Department of Labor	X		
Department of State		X	
Department of Transportation		X	
Department of Treasury		X	
Department of Veterans Affairs		X	
Environmental Protection Agency	X		
Equal Employment Opportunity Commission		X	
Executive Office of the President (Office of Science and Technology)	X		
Export-Import Bank	X		
Farm Credit Administration	X		
Federal Communications Commission			
Federal Deposit Insurance Corporation	X		
Federal Election Commission		X	
Federal Energy Regulatory Commission		X	

Agency Name	Integrated COOP	Under Consideration	Not Integrated and Not Under Consideration
Federal Housing Finance Board	X		
Federal Labor Relations Authority	X		
Federal Maritime Commission	X		
Federal Mediation and Conciliation Service		X	
Federal Trade Commission		X	
General Services Administration	X		
Institute of Museum and Library Services		X	
Inter-American Foundation	X		
International Boundary and Water Commission		X	
International Broadcasting Bureau		X	
Japan US Friendship Commission	X		
Marine Mammal Commission		X	
Merit Systems Protection Board		X	
National Aeronautics and Space Administration		X	
National Archives and Records Administration		X	
National Capital Planning Commission		X	
National Council on Disability	X		
National Credit Union Administration		X	
National Endowment for the Arts		X	
National Endowment for the Humanities			X
National Labor Relations Board		X	
National Mediation Board		X	
National Science Foundation	X		
Nuclear Regulatory Commission		X	
Nuclear Waste Technical Review Board	X		
Occupational Safety and Health Review Commission		X	
Office of Federal Housing Enterprise Oversight		X	
Office of Government Ethics		X	
Office of National Drug Control Policy		X	
Office of Personnel Management	X		
Office of Special Counsel		X	
Overseas Private Investment Corporation		X	
Peace Corps	X		
Pension Benefit Guaranty Corporation		X	
Postal Rate Commission		X	
Railroad Retirement Board		X	
Securities and Exchange Commission	X		
Selective Service System		X	
Small Business Administration		X	

Agency Name	Integrated COOP	Under Consideration	Not Integrated and Not Under Consideration
Smithsonian Institute			
Social Security Administration		X	
Tennessee Valley Authority			
Trade and Development Agency	X		
U.S. Access Board		X	
United States Commission on Civil Rights			X
United States Holocaust Memorial Museum	X		
United States International Trade Commission		X	

Appendix G: Telework Centers

Note: Information in this Appendix provided directly by GSA, not from the 2005 Telework Survey.

GSA telework centers provide unique benefits that working from home or other locations typically do not provide—freedom from the possible distractions of home-life, on-site technical support, additional telephone lines, high-speed Internet access, fax machines, printers, copiers, and conference rooms/services. Federal employees who use the centers report many success stories about how the centers are helping them improve the quality of their work lives, provide greater focus for their work assignments and increase their productivity, in addition to improving the quality of their personal and family lives, accommodating illnesses and disabilities, enabling them to defer plans to retire or resign, and helping them address area-wide and personal emergencies which might otherwise keep them from working at all. The centers are also used by private sector customers and provide many local community resources as well.

In 1999, the conference report accompanying Public Law 105-277, the Omnibus Consolidated and Emergency Supplemental Appropriations Act, 1999, called for 20 specific Federal agencies to make at least $50,000 available annually to pay for employees' use of telework centers. The following table provides a listing of the 20 agencies named in the Conference Report, as well as other agencies using the centers during fiscal years 2004-2005.

Fifteen of the 20 agencies mentioned in the conference report are using the centers, but ten of these did not spend up to the $50,000 threshold.

GSA promoted the use of the centers during FY 2005 through various venues, such as training programs and newsletters and through free trial offers for new clients and increased telework days for existing clients.

GSA offered agencies a one-month free trial use of the centers for all first-time clients who registered to work at the centers between February 7, 2005 and September 30, 2005. Fifty-six new clients tried the centers and averaged teleworking at least one day per week. The centers retained 88 percent of these first-time clients.

GSA offered agencies another opportunity of up to 117 days of free-trial use of the centers for all new first-time clients who registered to work at the centers between September 6, 2005, and December 31, 2005. This time, GSA also offered agencies the opportunity to extend the number of days that existing clients could work at the centers, up to full-time use, at no additional charge beyond their current financial obligations. GSA initiated these offers in support of President George W. Bush's call for energy conservation nationwide following the disruption of fuel supplies due to Hurricane Katrina. Eighty-five new clients tried the centers this time and averaged teleworking at least two days per week. Twenty-eight existing clients increased their teleworking days by at least one full day per week. The centers retained 55 percent of these first-time clients and 48 percent of the existing clients continued to telework the expanded schedules after the free-use period ended. Some existing telework center clients were unable to extend the number of days they used the centers during the free use period because the policies of their agencies limited telework to no more than one-day per week.

AGENCY	Total # Users 9/2/2005		Total # Users 2004		FY05 vs FY04	# Centers Used 2005	Total Fees FY05
AGRICULTURE*	32		36		(4)	10	$62,876
COMMERCE*	39		42		(3)	11	$48,648
DHS	6		11		(5)	7	$40,080
DOD*	126		125		1	14	$262,783
EDUCATION*	35		35		0	13	$89,738
EEOC	3				3	1	$250
ENERGY*	4		5		(1)	2	$5,568
EPA*	5		5		0	4	$12,856
GSA*	27		29		(2)	11	$63,430
HHS*	38		36		2	11	$74,877
HOUSE OF REPRESENTATIVES	3		3		0	3	$6,416
HUD*	1		2		(1)	1	$5,544
INTERIOR*	4		4		0	5	$3,873
JUSTICE*	2		1		1	1	$4,056
LABOR*	0		0		0	0	$0
NATIONAL ARCHIVES	1				1	1	$462
NRC	1		1		0	1	$2,400
OGE	1		1		0	1	$3,600
OPM*	11		11		0	5	$30,461
POSTAL SERVICE*	0		0		0	0	$0
SEC	1		1		0	2	$1,398
SMALL BUSINESS ADMINISTRATION*	0		0		0	0	$0
SOCIAL SECURITY ADMINISTRATION*	0		0		0	0	$0
STATE*	0		0		0	0	$0
TRANSPORTATION*	32		35		(3)	14	$46,630
TREASURY*	1		1		0	1	$1,296
VETERANS*	2		2		0	2	$12,480
Grand Total:	375		386				$779,722

*These agencies are required to reserve a minimum of $50,000 for employees' use of telework centers in accordance with section 630(a) of Public Law 105-277.

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