



Case Study: Center for Urban Transportation Research

“Given the higher cost of gas, it may be time to explore increasing the frequency of teleworking”

-Patricia Ball, Director, Administrative Services

Telework Program Summary:

The Center for Urban Transportation Research's (CUTR) mission is to serve as a resource for policymakers, transportation professionals, the education system, and the public by providing high quality, objective transportation research.

Established in 1988, CUTR was created by the Florida Legislature, the Florida Board of Regents, and the University of South Florida to attain cost-effective, state-of-the-art solutions to transportation problems. CUTR houses the National Center for Transit Research (NCTR) - designated by the U.S. Congress in 1991 and reaffirmed in 1998 and in 2002 - and the National Bus Rapid Transit Institute (NBRTI), sponsored by the Federal Transit Administration and in partnership with the University of California at Berkeley.

In 1996, CUTR implemented a formal compressed work week program. In 1999, a formal telework program was implemented, which was reintroduced and revised in 2005. The program has formal policies and an agreement that needs to be signed by the employee and the supervisor. All teleworkers and managers attended a training session on teleworking in 2005. The 28 teleworkers are faculty in service. Of those teleworkers, 14 employees telework 1 day per week; the rest telework one time per month or as needed. The program was implemented to improve employee morale and to increase productivity. Employees can access e-mails from home, but cannot access their files at this time. The main intention of reintroducing the program in 2005 was to remind the participants of the parameters of the program. The program policies were improved, a selection survey for teleworkers was introduced, and everyone was expected to attend a two-hour training session.

FAST FACTS:

Center for Urban Transportation Research (CUTR)

Industry:

Education, Transportation Research

Location:

Tampa, Florida

Statistics:

- 28 active teleworkers out of 45 eligible employees
- 14 telework one day per week; 14 telework one time per month or as needed
- Program implemented in 1999 along with compressed work week program, revised 2005
- Average number of months as teleworkers: 24 months
- The work performed while teleworking consists of research/reading, writing/editing reports, word processing, administrative coordination, data management

Business benefits:

- Improved recruitment/retention
- Improved employee morale
- Advantage over competition

Challenges:

- Holding staff/group meetings around teleworking and flexible/compressed work schedules
- Having adequate/clear communication between supervisor and coworkers
- Supervisor attitudes toward teleworking

Program Recognition:

CUTR is one of EPA's Best Workplaces for CommutersSM. In addition to recognition from EPA and DOT, CUTR received recognition at the local level at the 2002 and 2003 Clean Air Partnership awards luncheon, which recognized area employers with commuter benefits programs that reduce single occupant vehicle travel and improve air quality in the Tampa Bay Area.

Telework Program Results:

Productivity:

One hundred percent of the teleworkers do not have problems getting work completed on time; 75 percent of the managers agree with that statement. One hundred percent of the teleworkers stated that the quality of their work did not decrease as a result of teleworking; 75 percent of the managers agree with that statement.

Seventy-five percent of the teleworkers report increased productivity with 20.7 percent as the average increase. The rest of the teleworkers thought their productivity had stayed the same. Twenty-five percent of the managers thought that productivity had improved as a result of the program, while 75 percent thought that productivity had stayed the same.

The Workplace:

Eighty percent of the teleworkers and 75 percent of the telemanagers report improved morale.

Sixty-three percent of the managers report staff less likely to look for another job as long as they telework. Sixty-three percent of the teleworkers believe there are no problems being promoted, and 87.5 percent of the managers agree with that statement.

Seventy-five percent of the teleworkers and 87.5 percent of the telemanagers report there are no communication problems because of teleworking.

Program Expansion:

Sixty-two percent of the teleworkers consider management supportive of teleworking, 50 percent of the managers have a positive attitude toward teleworking, and 50 percent are neutral. Sixty-nine percent of teleworkers and 75 percent of the managers believe teleworking is good for the organization. Thirty-seven percent of the supervisors plan to allow other employees to telework allowing, on average, three additional new teleworkers.

For more information about *Telework Tampa Bay*
call toll-free at 1-888-736-8640 or visit our website at
<http://www.teleworktampabay.org>.

Telework Tampa Bay is a program of the Tampa Bay Regional Planning Council, Bay Area Commuter Services, and the Florida Department of Transportation

Center for Urban Transportation Research (CUTR)

Transportation impacts:

- Reduced vehicle miles traveled by 58,262 annually
- On average teleworkers save 90.3 minutes each day they telework. They use that time to work more, spend more time with their families and to exercise.

Reasons for implementation:

- Improve employee morale
- Increase productivity

Selection criteria for teleworkers:

- Only full-time employees who have completed 1000 hours of employment at CUTR and who are not in the CUTR Compressed Work Program were eligible to telework.
- Teleworkers need supervisors' approval to telework.
- Selection surveys were also made available.

Staff teleworking:

- Faculty in service

Elements of the program:

- Telework policy and guidelines
- Training session with workers and managers
- Signed teleworking agreement with supervisor
- Email access from home.

Annual emissions savings (adjusted for 2006 factors):

- VOC (Volatile Organic Compounds):
62,981 grams /
139 pounds
- CO (Carbon Monoxide):
653,700 grams / 1439 pounds
- NOx (Nitrous Oxide):
43,347 grams / 95 pounds

Contact:

Patricia Ball, Director
Administrative Services
Email: pball@cutr.usf.edu
Phone: 813/974-9759