



### **Case Study:** **Bayside Engineering, Inc.**

*"In the next three to five years, I envision a larger workforce, but remaining within our current office space, with many employees taking the benefit of teleworking."*

**-Robert Dvorak, Principal**

#### **Telework Program Summary:**

Bayside Engineering, Inc. was founded in 1994 by three civil engineers dedicated to serving not only their clients and their profession but to a vision that superior engineering is accomplished through teamwork. It is with this vision that the founders of Bayside created an organization that is built on diversity, respect and passion. Today, with over 65 employees, these core values are the guiding principles of the firm.

Planning for the telework pilot started in 2006. An internal committee worked with staff from *Telework Tampa Bay* to develop a comprehensive telework program. A pilot program was implemented in 2007 with four employees teleworking once a week and an additional six casual users. Employees use company-provided laptops. The equipment is configured by the IT department so that proper safeguards are in place and there is secured access to the network. Bayside Engineering, Inc. provides a virtual private network to its employees. The employees pay for the High Speed Internet Access. The participants are from the IT, Engineering, and Accounting Departments.

Tailored policies and procedures, selection criteria, training sessions and evaluation parameters were developed for the program. Bayside is planning to expand the program to more staff.

#### **FAST FACTS:** **Bayside Engineering, Inc.**

**Industry:**  
Engineering

**Location:**  
Telework pilot in Tampa, FL

**Statistics:**

- 4 teleworkers teleworking once/week
- 6 casual users
- Program implemented 2007

**Business benefits:**

- Improved morale
- Improved productivity
- Employee retention
- Overhead savings

**Challenges:**

- Improving technology and access to materials on-line

**Transportation impacts:**

- Reduced vehicle miles traveled by 7,000 annually. This is based on four teleworkers working at home one day per week for 50 weeks/year and driving 35 miles roundtrip.
- On average teleworkers save 76 minutes each day they telework. They use that time to work more, sleep, and exercise.

**Reasons for implementation:**

- Improve morale
- Improve recruitment/retention
- Improve productivity

## Telework Program Results:

### Productivity:

One hundred percent of the employees thought that productivity had increased. One employee estimates that her productivity improved by 15 percent. This is due to no interruptions and being able to focus on work. All supervisors are supportive of the program. Some were not as supportive initially but have come on board since the inception of the program.

All managers of teleworkers agreed that teleworking had improved productivity or had at least stayed the same.

### The Workplace:

All of the teleworkers believe that the program had improved their morale and 75 percent of managers agreed with that statement. According to the teleworkers, their coworkers are supportive of the program and feel that they find the teleworkers quicker than their counterparts in the office. No impact was felt on teamwork. Seventy-five percent of managers agreed that teleworking had no negative impact on scheduling of meetings or on the timeliness and the quality of work. Teleworkers had to plan their weeks more carefully to accommodate meetings.

### Program Expansion:

All managers agreed that teleworking is "good for the organization," and have plans to expand the program. Seventy-five percent of managers thought that the telework program provided a competitive advantage for Bayside Engineering.

To expand the program, a new phone system will be rolled out so that calls can be forwarded to their home or cell phone number. Additionally, some improvements need to be made to download files faster. The policies and selection criteria and process will also be reviewed and refined as necessary.

*"Teleworking has improved my productivity by about 15 percent. I am able to get more work done without interruptions; I save 40 minutes of driving per week. That equates to 32 hours saved per year and five less tanks of gas."*

--Kimberly Neal

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### For more information about **Telework Tampa Bay**

Call toll-free at 1-888-736-8640

[www.teleworktampabay.org](http://www.teleworktampabay.org)

### Case Study Prepared by **Telework Tampa Bay**

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

## Bayside Engineering, Inc.

### Selection criteria for teleworkers:

- Need to have high speed internet access in home, paid for by employee
- Submit applications
- Need management approval

### Staff teleworking:

- IT
- Accounting
- Engineers

### Elements of the program:

- Bayside Engineering provided equipment and virtual private network (VPN)
- Policies and program guidelines
- Training
- Evaluation

### Annual emissions savings (adjusted for 2007 factors):

- VOC (Volatile Organic Compounds): 6,972 grams / 15 pounds
- CO (Carbon Monoxide): 75,600 grams / 166 pounds
- NOx (Nitrous Oxide): 4,830 grams / 11 pounds

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