

**Telecommuting Ad-Hoc Meeting Notes**  
October 6, 2004  
Room 2, First Floor  
Metropolitan Washington Council of Governments  
777 North Capitol Street, N.E.  
Washington, D.C.

Meeting Attendees:

<a href="#">Ronald Mitchell</a> <a href="mailto:Ronald.Mitchell@dc.gov">Ronald.Mitchell@dc.gov</a>	District of Columbia Department of Transportation	202-671-2231
Nicholas Ramfos <a href="mailto:nramfos@mwkog.org">nramfos@mwkog.org</a>	COG	202-962-3313
Danette Campbell <a href="mailto:dcampbell@mwkog.org">dcampbell@mwkog.org</a>	COG	202-962-3286

**Attended via conference call:**

Rick Albiero <a href="mailto:ralbiero@yahoo.com">ralbiero@yahoo.com</a>	TAG	415-609-9857
Darryl Dobberfuhl <a href="mailto:darryl.dobberfuhl@lmco.com">darryl.dobberfuhl@lmco.com</a>	WMTC	703-367-6962
Sue Merriman <a href="mailto:Sue.merriman@lmco.com">Sue.merriman@lmco.com</a>	WMTC	703-367-6962

**Introductions**

The meeting was called to order at approximately 10:00 a.m. Mr. Mitchell welcomed the group and asked all meeting attendees to introduce themselves.

**Minutes of the July 7, 2004 Meeting**

Mr. Rick Albiero made a motion to approve the July 7, 2004 meeting notes. Mr. Ron Mitchell seconded the motion.

### **Change of Chairperson**

Ms. Campbell and Mr. Nicholas Ramfos thanked Mr. Mitchell for his dedication to the Telecommuting Ad Hoc Group. Mr. Mitchell was presented with a congratulatory plaque commemorating his service from October 2003 until October 2004. Mrs. Campbell announced that the new Chair of the group would be Linda Stewart Byrd from MDOT.

### **Loudoun County Telework Event**

Ms. Campbell gave an overview of the Loudoun County event that took place in October 2004. She showed the group a copy of the Resource Guide that was given out at the event as well as an agenda from the event.

Mr. Dobberfuhl said that he had participated in the event where approximately 220 individuals attended. He described the event and said that it was impressive. He added that the Loudoun group meets periodically with the Telework Consortium to discuss broadband and its expansion in the Loudoun area.

Mr. Dobberfuhl said that the Landsdown development was constructed with infrastructure to support 100 megabits per second.

### **Telework Resource Center Update**

Ms. Campbell said that the following had taken place since the last Telecommuting Ad-Hoc meeting in July:

- Assisting with the design and development of the Telework Virginia training session held at COG. This session was developed for Telework Virginia employers and employer outreach personnel.
- Attending and presenting at the ITAC Conference in Silver Spring, Maryland

Mr. Dobberfuhl and Mr. Albiero indicated their attendance at the ITAC conference. Mr. Albiero stated that while the conference was valuable, he hopes to see more individuals who are new to telework attend these types of conferences. He added that he would also like to see more training and education incorporated into the agenda.

Mr. Dobberfuhl stated that he was pleased with the agenda and the speakers at the event.

- Meeting with the Virginia Employer Outreach group to encourage participation in Telework Virginia

- Attending WACOT meetings and preparing meeting notes
- Contacting employers to secure their attendance at the Senior Executives Forum (WACOT)
- Meeting with the selected vendor to begin planning for the 2005 Employer Telework Workshops
- Continuing to work with the selected vendor to promote the Expanded Telework Initiative

### **Expanded Telework Initiative**

Mr. Albiero provided an update on the Expanded Telework Initiative as Dr. Heelan was out of the country.

Mr. Albiero told the group that while meeting with employers such as Coca-Cola and GEICO, the Telecommuting Advantage Group had attempted to secure employers for the Senior Executives Forum (WACOT).

He added that TAG had sent out several hundred CD ROMs and had experienced recent success with this approach. He said that TAG was scheduled to meet with Chevy Chase Bank during the week of October 18. He added that Chevy Chase Bank is committed to the program.

Mr. Albiero told the group that there are now twenty- two private organizations and five federal organizations committed to the Expanded Telework TERM. He stated that it is difficult to get the organizations to forecast the actual number of participants. However, Mr. Albiero said that he is hoping to secure at least 24,000 new teleworkers as part of the Expanded TERM. He said that he is hoping that the Senior Executives Forum will assist in securing additional numbers for the TERM.

Mr. Mitchell asked if Coca Cola and GEICO were committed to the Expanded TERM.

Mr. Albiero responded that TAG's initial dealings have been with the lower level employees at both organizations but that they are trying to secure champions within each company and then follow through to secure their participation. He added that once TAG secures the top level individual it becomes easy to move forward.

Mr. Mitchell asked if there is resistance from larger companies and to what extent (percentage of teleworkers) are these companies willing to commit to?

Mr. Albiero responded that some organizations are resistant from the beginning. Many of the organizations are concerned that they may have too many employees who may want to participate in a telework program. He also stated that the average number of teleworkers within organizations is approximately 10%. Mr. Albiero said that real estate savings analysis help persuade organizations to start or expand their telework programs.

Mr. Albiero told the group that some organizations are reviewing employee turnover. He said that employers have remarked that interviewees are asking about the availability of telework.

Mr. Albiero finalized his presentation to the group by adding that TAG had met with Discovery Communications. He told the group that Discovery is a rapidly growing organization that continues to add more employees but does not want to add more real estate. Therefore, they are a company that would definitely benefit from expanding their existing telework program.

### **Telework Center Update**

Mr. Dobberfuhr presented the group with two handouts. The first handout addressed the topics that he would cover and the second was a chart with utilization percentages from October 2003 to September 2004.

Mr. Dobberfuhr said that the utilization at the telework centers is on the rise as evidenced by his hand out. The chart indicates that the current utilization is 59%. He said that the centers are primarily occupied by federal participants, although there are private sector participants as well.

He said that in January 2004, two large private sector companies left the centers and that impacted the utilization rate. However, he stated that from February 2004 until August 2004 there was a 7% increase in participants at the centers.

Mr. Dobberfuhr said that in September of each year, the federal agencies have to “re up” and there is a dip in utilization during that time. He said that the goal for the centers is to maintain at 60% or better. He said that overall, progress has been slow but steady.

Mr. Dobberfuhr told the group that the pilot is officially over.

Insofar as two of the telework centers merging, Mr. Dobberfuhr stated that Herndon and Sterling Centers have merged. The two existing sites will close and merge into one location. The workstations at the new centers will be reconfigured and there will be 45 workstations. He said that this is not official and that a lease is being secured. The new center will be funded by GSA.

Mr. Dobberfuhr addressed COOP by saying that during the federal portion of the ITAC conference Dr. Ron Sanders addressed COOP training for new management and new employees Dr. Sanders also referenced COOP and the utilization of telework centers for COOP. Mr. Dobberfuhr said that there are currently nine telework centers that have COOP agreements. He told the group that COOP is a good way of utilizing the telework centers.

Mr. Dobberfuhr finalized his presentation by explaining the current pilot program taking place. He said that this pilot is part of the Telework Consortium and further explained

that it encompasses video teleconferencing with software from Maritech. He said that there have been two meetings utilizing this software with the telework center directors.

Mr. Dobberfuhl said that the second pilot taking place incorporates the Agilquest reservation system and that seven telework centers are now using this service.

Mr. Albiero asked Mr. Dobberfuhl to describe the main recruiting technique when attempting to secure a new user.

Mr. Dobberfuhl responded that word of mouth and the COG marketing are the most effective marketing techniques used. He added that print advertising is also used but does not seem to yield high numbers of new participants. Mr. Dobberfuhl explained that the telework centers have recently signed up to advertise in the Yellow Pages.

### **WACOT: Senior Executives Forum**

Ms. Campbell told the group that the Senior Executives Forum would be taking place at the Tower Club in Fairfax County on October 12, 2004. She explained that this would be a breakfast for senior executives in the Washington metropolitan region. Ms. Campbell told the group that while the target number of attendees had been set at 50, there were currently 54 individuals registered for the breakfast.

Ms. Campbell explained that the agenda for the event would include a presentation by Fairfax County Chairman Gerry Connolly, a panel discussion by area executives who have incorporated telework into their business strategy, a few words from Congressman Frank Wolf, and a call to action by Chairman Connolly. She added that leather portfolios and a resource guide would be presented to each attendee.

### **Potomac Forum**

Ms. Campbell explained that on October 13, 2004 the Potomac Forum would be holding an event at the Ronald Regan Center in Washington, D.C. The event is scheduled to begin at 8:30 a.m. and will address Telework in the Federal government. Some agenda items include: A Presentation on Congressional Interest and Support of Federal Telework Programs, Telework: a Government-wide Perspective, Telework and the CIO, Telework at the Patent and Trademark Office. She said that several agency telework programs would be highlighted. Ms. Campbell stated that COG staff would attend the event.

### **FY04 Employer Telework Workshops Report**

Mr. Mitchell requested final approval of the draft FY04 Employer Telework Workshops Report from the Telecommuting Ad Hoc Group. The group had no comments regarding any modifications to the report. The report was approved by the Telecommuting Ad-Hoc Group and will be forwarded to the Commuter Connections Subcommittee for final approval.

### **Other Business**

There was no other business to be discussed by the group. The meeting was adjourned at approximately 11:09 a.m.

*Note: The next meeting of the Telecommuting Ad-Hoc Group will be held on Wednesday, January 5, 2005, at 10:00 a.m. in Room 3, on the first floor at the Metropolitan Washington Council of Governments. Please contact Danette Campbell via email at [dcampbell@mwkog.org](mailto:dcampbell@mwkog.org) if you would like to attend this meeting by conference call.*