



Remote Work/Telecommuting Policy

Transit Finance Learning Exchange

April 2022



Agency and Employee Profile

- Orange County's regional transportation agency created in 1991
- Multi-modal focus with programs and services including:
 - Freeways
 - Streets & Roads
 - 91 and 405 Express Lanes
 - Bus
 - Commuter Rail (currently building first light rail line)
 - LOSSAN corridor services
 - Environmental Programs
 - Motorist Services
 - Active Transportation
- Headcount – total of 1,313
 - Administrative employees - 522
 - Union employees - 791

Remote Work Pilot & Initial Program

- A remote work pilot program was tested for 6 months prior to the pandemic (November 2018 to May 2019)
- Policy limited remote workdays to a maximum of two days per pay period (two days every two weeks) and the employee was still eligible to use their flex day
- Was considered a success and a formal policy was put into place in June 2019
- Policy was updated in 2021 as a result of the pandemic

Remote Work Policy - Eligibility

- Who is eligible?
 - Administrative employees who can perform the requirements of their job from home
 - Includes extra help employees
 - Overall performance rating of “Fully Meets” or higher
- Who is not eligible?
 - Administrative employees who cannot perform the requirements of their job from home
 - Union employees
 - College interns
- A manager has sole discretion as to whether one of their employee’s can work from home and how many days

Remote Work Policy - Process

- Employee completes remote work program training
- Employee submits remote work program application
- Application must be approved by employee's manager, Executive Director, Information Systems and Human Resources
 - Management's decision on an application is final
- If the application is approved a remote work agreement is routed and signed by all parties

Remote Work Policy - Guidelines

- Maximum of two remote workdays per week
- The two days cannot cross a weekend (Friday and Monday)
- If an employee has a flex day on a Friday, then their remote workday cannot be a Monday
- Employee must only work from a home office location and must be within a reasonable commuting distance of the office
- OCTA may provide equipment for remote working purposes which will remain the property of OCTA
- Expenses incurred when working remotely will not be reimbursed by OCTA

Remote Work Policy - Guidelines

- Employee must forego working remotely if needed in the office on a regularly scheduled remote workday
 - The employee may be required to report to the office without advanced notice if needed
- Employees are required to maintain a safe and ergonomic work environment
- The employee's manager can modify or eliminate the remote work agreement at any time
- OCTA can eliminate the Remote Work Program at any time
 - Every effort would be made to provide 30 days notice

Remote Work Policy - Observations

- OCTA's Remote Work Program works well for those employees who are eligible
- Technology is a key
- Manager's must be flexible, and employees must be available
- Some employees view the new policy as a "take back" given they worked from home for 2+ years
 - The 2 days per week maximum
 - The "no weekend crossover" rule

Questions and Thank You



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Foothill Transit **Mission**

To be the premier public transit
provider committed to:

Safety
Courtesy
Quality
Responsiveness
Efficiency
Innovation

Foothill Transit has 54 administrative employees

950 Employees are Contracted Employees between two operating and maintenance facilities; Arcadia/Irwindale and Pomona

Foothill Transit currently operates 39 fixed-routes throughout the San Gabriel and Pomona Valleys of Los Angeles County

This includes both Local and Express Routes

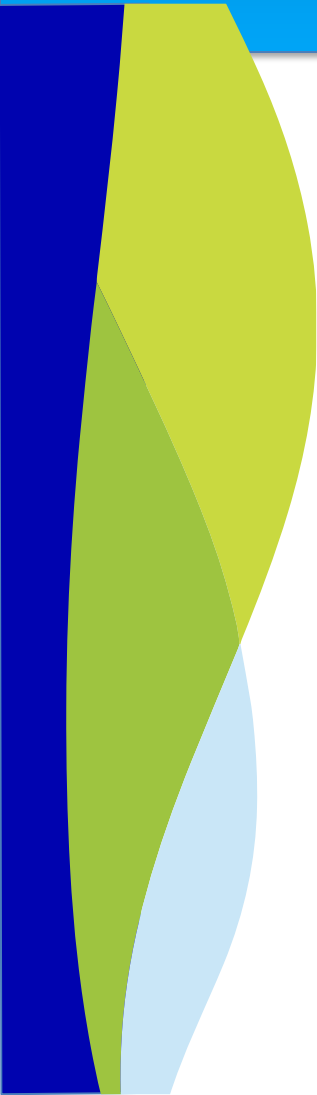
• AGENCY BACKGROUND



Prior to the pandemic, a remote work scheduled was proposed on two separate occasions and deferred
As the pandemic hit in March of 2020, Foothill Transit used an emergency capital project to procure 54 laptops so employees could immediately transition to a WFH environment

◦ REMOTE WORK POLICY





REMOTE WORK POLICY GUIDELINES

- Employees were allowed to WFH if their duties allowed
- Foothill Transit procured all equipment necessary to WFH
- Internet was not provided by Foothill Transit
- All duties and assignments were expected to be completed as usual
- Employees are required to have their cameras on during meetings

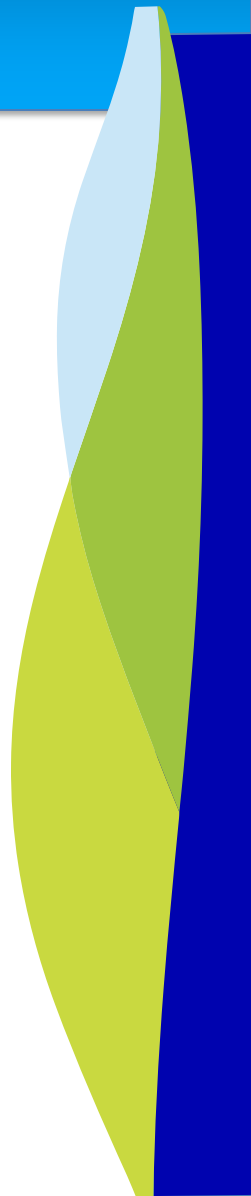
- After two years of working from home Foothill Transit observed several difficulties and highlights.

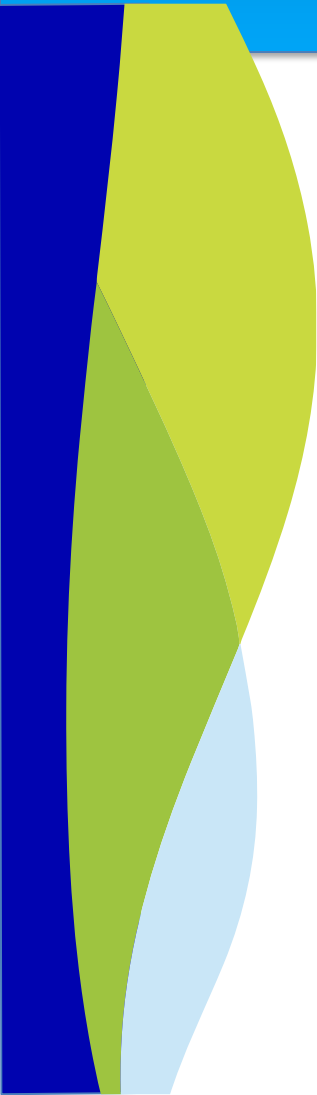
◦ TAKEAWAYS



DIFFICULTIES

- Not all employees are able to WFH
- Hard to maintain workplace culture virtually
- Internet Connection or VPN Issues could cause delay
- Some employees were not as tech savvy





HIGHLIGHTS

- Employees could be more productive WFH
- Location of employees was not an issue with virtual meetings
- Cut down commute times for employees
- More efficient operations as we learned new technology

QUESTIONS?

Click “Raise Hand” to speak on this item

Michelle Caldwell | Director of Finance and Treasurer