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Department of Transportation

TELEWORK PROGRAM

AUTHORITY:

Sections 20.23(3)(a) and 334.048(3), Florida Statutes (F.S.)

REFERENCES:

Section 110.171, F.S.

PURPOSE:

The purpose of this guidance is to establish processes for the implementation, monitoring and evaluation of the Florida Department of Transportation's (Department) participation in the State of Florida Telework Program.

SCOPE:

All offices and work units of the Florida Department of Transportation

1. DEFINITIONS:

Telework: An arrangement that allows an employee to conduct all or some of the employee's work away from the official worksite during all or a portion of the employee's established work hours on a regular basis. The term does not include, and a telework agreement is not required, for:

- Performance of required work duties away from the official worksite and outside of established work hours on an occasional basis and sporadically working away from the official worksite during all or some portion of the established work hours. These arrangements may be approved by the supervisor or manager to

accommodate extenuating circumstances by allowing an employee to maintain productivity away from the official worksite; or

- Duties and responsibilities that, by their nature are performed routinely in the field away from the official worksite.

2. JOB CLASSES APPROVED FOR TELEWORK

2.1 All Career Service job classes may request and be considered for participation in the Telework Program. The appropriate Assistant Secretary, District Secretary, Executive Director, or designee shall approve or disapprove each request based on the guidelines outlined in **Attachment A**.

2.2 Selected Exempt Service (SES), Senior Management Service (SMS), and Other Personal Services (OPS) employees may request to participate in the Telework Program. However, the duties required by certain SES, SMS, and OPS positions may not be appropriate for telework. The Secretary, Assistant Secretary, District Secretary, Executive Director, or designee shall approve or disapprove each request based on the guidelines outlined in **Attachment A**.

3. PROGRAM PARTICIPATION

3.1 Employee participation in the Telework Program is discretionary based on the approval of the Department and the employee's immediate supervisor or manager and is in no way to be considered an entitlement. Participation may be terminated by the employee or Department via email, at any time.

3.2 Participation will not adversely affect the employee's eligibility for advancement or any other employment rights or benefits.

3.3 Employees on a Performance Improvement Plan (PIP) are not eligible for the Telework Program.

3.4 An employee shall not telework if on approved leave.

3.5 Employees desiring to participate in the Telework Program must complete **Form No. 250-000-07, Telework Agreement, and** agree to be bound by the terms and conditions set forth within.

3.6 Teleworkers are subject to the same rules regarding conduct, attendance, leave, performance standards, and discipline as other employees. Teleworkers must obtain supervisory approval before taking leave. Accurate time sheets must be submitted by the employee.

3.7 Teleworkers agree to allow their immediate supervisor, manager, or other Department designated staff to inspect the telework site during the teleworker's

established telework hours after given a 24 hour written or verbal notice. Teleworkers may waive the required notification time if they choose. In the event of a job-related accident while teleworking, the teleworker agrees to allow immediate and follow-up inspection(s) at the telework site as needed.

3.8 The teleworker's Cost Center Manager and the District Information Technology (IT) Services Manager must approve the use of teleworking equipment. The use of a teleworker's personal equipment for teleworking requires a written request from the teleworker and approval from the appropriate District Secretary, Executive Director, or Assistant Secretary. Equipment provided by the teleworker shall be at no cost to the Department and will be maintained by the teleworker. Use of Department owned computer equipment and peripherals is subject to Cost Center Manager approval and the availability of equipment and funding. Teleworker's must maintain a home Internet service with sufficient upload and download speeds capable of supporting all required work activities. Employees will be expected to use personal leave time in the event of service interruption, power outage, or if there is no work available. Employees have the option of reporting to their designated office location to mitigate use of personal leave. Communication should be made to ensure the outage is not impacting the designated office location prior to reporting. If the outage is on the part of the Department, reporting to the designated office location will be determined based upon the needs of the Department. The Department will not provide or reimburse the cost for any equipment, installation fees or monthly service charges for teleworkers to have the required Internet connectivity. Department owned computer equipment and peripherals must be protected against damage and unauthorized use. When IT support is needed and cannot be accomplished remotely, teleworkers must bring their Department owned equipment to their designated office for support. Teleworkers may not use Department owned equipment, or software for personal activities. Approved Department owned equipment must be listed on the **Telework Agreement** and returned to the Department within two working days if the **Telework Agreement** is terminated, the employee changes positions, or separates from the Department.

3.9 Teleworkers are covered by Workers' Compensation under **Chapter 440, F.S.**, when performing official duties at the telework site.

3.10 The Department is not responsible for operating costs or any other costs associated with setting up or maintaining the telework location such as furnishings, maintenance, repairs, utilities, etc.

3.11 Upon execution of the **Telework Agreement**, the State and the Department shall not be held liable for damages to the teleworker's property and the teleworker holds the State and the Department harmless against any and all claims excluding Workers' Compensation claims resulting from participation in the Telework Program. The teleworker must attest that the telework location provides workspace that is free of safety and fire hazards.

3.12 The teleworker will be in pay status during scheduled work hours at the approved telework location. Overtime hours must be approved in advance and the teleworker will be compensated in accordance with applicable law and rules. The teleworker agrees that failing to obtain proper approval for overtime work may result in removal from the Telework Program and/or other disciplinary action.

3.13 The teleworker and their immediate supervisor or manager shall discuss and impose mandatory safeguards that shall be taken by the teleworker to ensure protection of Department documents and records from unauthorized disclosure or damage. All records, papers and correspondence must be safeguarded and immediately returned to the work unit by the teleworker upon request, upon termination of the **Telework Agreement**, if the employee changes positions, or separates from the Department.

3.14 The teleworker agrees to work at the assigned office or approved telework location and not from any other unapproved site. Occasional location changes may be approved by the teleworker's immediate supervisor or manager, via email. Failure to comply with this provision may result in termination of the **Telework Agreement** and/or other appropriate disciplinary action.

3.15 The teleworker is prohibited from conducting in-person business at his or her established telework location. Failure to comply with this provision may result in termination of the **Telework Agreement** and/or other appropriate disciplinary action.

4. PROGRAM APPROVAL PROCESS

4.1 Employees requesting to telework shall complete and sign **Form No. 250-000-07, Telework Agreement**. The employee's request must be approved, and the completed form signed by the employee's immediate supervisor, Cost Center Manager, the District IT Services Manager, and the Secretary, Assistant Secretary, District Secretary, Executive Director, Director, or designee. The Secretary, Assistant Secretaries, District Secretaries, or Executive Directors may delegate this authority in writing to another Senior Management Service (SMS) employee. Managers may also require additional reviews within their areas. Comments or reasons for disapproval shall be noted in the space provided below the form's signature block. The fully executed form approved by the employee's chain-of-command shall be submitted to the Human Resources Office (HRO) for final processing.

4.2 Upon receipt of the fully executed form, the HRO Director or designee will sign the **Telework Agreement** form. The original form shall be retained in the employee's official personnel file. Copies will be sent to the employee and the employee's immediate supervisor or manager.

4.3 If a request is disapproved for any reason, HRO shall return the original request to the employee's immediate supervisor or manager and provide a copy to the employee. HRO shall also maintain a copy for monitoring and reporting reasons.

5. SCHEDULES AND WORK ASSIGNMENTS

5.1 A teleworker may telecommute for a maximum of 32 hours in any workweek with a minimum of eight (8) hours at the official office location unless an exception is approved by the employee's chain-of-command and then granted thru the **Telework Agreement**. Non-standard workweek schedules also require chain-of-command concurrence and approval using the **Telework Agreement**.

5.2 The **Work Hours and Location** section of the **Telework Agreement** must be completed indicating the official work address, telework address, and the agreed upon work hours, including daily lunch breaks, in both locations.

5.3 Temporary intermittent adjustments to the base work hours, due to extenuating circumstances and / or to meet the needs of the Department, are permitted provided the changes are agreed upon via email between the immediate supervisor or manager and the employee. Significant or long-term changes to the agreed upon telework schedule must be documented with an updated **Telework Agreement** which must be signed, approved, and processed in the same manner as an original request in order to comply with statutory, procedural and annual reporting requirements.

5.4 A teleworker may be called into the official work location by the employee's immediate supervisor or manager at any time in order to meet work unit or Department needs. When called in after the workday has begun, traveling to the official work location during telework hours is considered work time and the teleworker is not considered to be "in travel status" during this time.

5.5 The **Telework Plan** section of the **Telework Agreement** must be completed to document the employee's general work duties and to develop monitoring and supervision plans. Immediate supervisors or managers are to meet regularly with the teleworker to discuss specific work assignments, due dates, productivity expectations, and to review completed work. When possible, such meetings should be held when the teleworker is not teleworking, and during their scheduled work time. Immediate supervisors or managers may assign new work tasks or review progress status by email, telephone, or other means as needed. Immediate supervisors or managers are expected to monitor work performance and productivity just as they would in a traditional work environment. Teleworkers are expected to meet or exceed performance and productivity standards while participating in the Telework Program. Failure to do so shall result in revocation of the teleworker's participation in the Telework Program.

6. PROGRAM COORDINATION, DOCUMENTATION, AND REPORTING

The HRO is responsible for the overall coordination of the Department's statewide Telework Program. **Telework Agreements** and related correspondence or documents shall be maintained in the teleworker's official personnel file. HRO shall maintain a list of

current and former teleworkers, copies of all approved or disapproved requests, and report Telework Program results as required by **Section 110.171, F.S.**

7. TRAINING

Though there is no training required for this procedure, the following resources are available:

MS Teams Training – opportunities found in the Department’s Learning Management System

[DMS Telework Training](#)

[Help Documents \(Voicemail, VPN, Telework\)](#)

8. FORMS

Form No. 250-000-07, Telework Agreement

ATTACHMENT A

Guidelines for Selection of Teleworkers

Telework does not suit everyone or every job. The following guidelines are offered for use by supervisors and managers when considering the telework option for an employee. This list is not all inclusive of factors that may impact the telework decision.

Operational Considerations

- A. Benefits to the work unit or Department's productivity
- B. Office workload
- C. Office space reduction or multi-use
- D. Equipment reduction or multi-use
- E. Financial impact reduction through increased returns or yields
- F. Impact on other employees' (ability to interact with teleworker and morale)
- G. Impact on customers
- H. Environmental conditions

Employee Considerations

- I. Performance and disciplinary history
- J. Employee workload
- K. Degree of self-motivation and need for supervision
- L. Dependability and trustworthiness
- M. Organization and time management skills
- N. Home work station (privacy, lack of distractions)

- O. Level of job skills
- P. Extenuating circumstances