

Exceeding Expectations!

A New Way to Stimulate the Economy.





What do Ecolab, Hennepin County, Fairview Health Services, Medtronic, SUPERVALU and Aveda have in common?

They are all successful eWorkPlace participating employers! eWorkPlace is a ground-breaking, state-sponsored, telework program. It is a true public-private partnership, where the public sector provides incentives, education and support to employers who commit to creating a Results Only Work Environment (ROWE) or allow flexible work arrangements that lead to real bottom-line benefits for employers, employees and the community.

eWorkPlace demonstrates that flexible work is a win-win concept. It is shown to help reduce congestion during peak periods; increases employee productivity and voluntary retention; reduces real estate costs for employers; saves employees time and money while boosting quality of life; and reduces greenhouse gas emissions and the need for costly infrastructure investments for our community. More than 4,200 employees from 48 Minnesota employers participated in eWorkPlace from June 2009 to June 2011.

Based on a program evaluation conducted by the University Minnesota, eWorkPlace benefits from travel time saving and vehicle costs amounts to over \$6.3 million annually. The state's \$3.2 million investment was recouped during the first two years of implementation. Over a 5-year horizon, eWorkPlace is estimated to yield a 9 to 1 return-on-investment (ROI), which does not include productivity, environmental or quality of life gains.

Productivity Gains

Nearly three-quarters of participating employers feel that productivity has increased as a result of teleworking. Ecolab's Information Technology department found a 16% increase in the number of calls answered, a 10% increase in Quick Call resolution, and a 3% increase in availability. Hennepin County reported that their case workers realized a 9% increase in processing cases and a 77% decrease in unprocessed in-basket items. Over two-thirds of the eWorkPlace survey respondents felt their productivity increased, while less than 2% felt a decrease in productivity. Ninety-Three percent of the 48 eWorkPlace employers plan to continue or expand their telework programs.

Congestion Relief

On average, eWorkPlace participants work remotely between 1 to 2 days per week, which saves around 150,000 vehicle miles of travel per week. That's a savings of over 7 million vehicle miles per year.

Pollution Mitigation. eWorkPlace participants save approximately 8.2 million pounds of CO₂ annually, which is equivalent to planting around 1,000 acres of forest.

Employee Benefits

eWorkPlace participants on average save about 1 hour in commute time per week. Over the course of a year, this represents over 44 hours (more than a work week) of otherwise idle, car time to spend with family, exercise, and volunteer in the community. In addition, eWorkPlace participants avoided an estimated \$3.7 million in vehicle costs annually by working remotely. That is an \$886 annual saving per participant in gas and vehicle maintenance⁷ plus approximately \$611 in time savings⁹ for a total annual savings of almost \$1,500.



Program Partners

Through eWorkPlace, Twin Cities employers have two program options. The first includes more traditional telework practices and is administered by Metro Transit and the Transportation Management Organizations (TMOs). The second involves a more dramatic cultural shift by adopting a Results-Only Work Environment (ROWE).

Metro Transit and TMOs

Created as public-private partnerships, TMOs work to promote congestion mitigation strategies and advocate for environmentally sound transportation policies to assure continued and orderly economic growth. TMOs also work to increase employer/employee participation in transportation solutions and advance public policies and practices. As program partners, the TMOs play a critical role in promoting employer participation in eWorkPlace. Twin Cities TMOs are:

- Metro Transit
- Commuter Services
- Anoka County TMO
- Downtown Minneapolis TMO
- Saint Paul Smart Trips

Results-Only Work Environment (ROWE)



ROWE is a radical, commonsense rethinking of how people work and live. In a ROWE, people focus on results and only results. Companies that embrace ROWE enjoy increases in engagement and productivity as people make better decisions about when and where they work.

State of Minnesota

The State of Minnesota received \$133 million from the USDOT as part of the Urban Partnership Agreement (UPA) to reduce congestion through the application of technology, transit, and telework. The State provided \$3.2 million to fund eWorkPlace.

Minnesota Department of Transportation and Humphrey School of Public Affairs

Mn/DOT partnered with the University of Minnesota Humphrey School of Public Affairs to manage the eWorkPlace project and consultant team. The Humphrey School of Public Affairs also led the evaluation and reporting phases of the project.



Participating eWorkPlace Employers (as of June 2011):

Allina Hospitals and Clinics
Anoka County
Augsberg Fortress
Aveda Corporation
Behavioral Medical Interventions
BioScrip
Campbell Mithun
Carmichael Lynch
Carver County
Catholic Charities
City of Minneapolis (BIS)
Commuter Services
CSM Corporation
Design 1
Ecolab
EMA, Inc.
Eureka Recycling
Fairview Health Services
Global Citizens Network – International
Student Exchange
Global Tax Network
Greater Twin Cities United Way
Hennepin County Human Services and Public
Health Department (HSPHD)
Interactive Retirement Systems
Intermediate School District 287
Lifetrack Resources
Lutheran Social Services
Macalester College
McGladrey
Medtronic
Metro Transit
Metropolitan Council
Minneapolis 311
Minnesota Department of Administration
Minnesota Department of Transportation
Minnesota Pollution Control Agency
MMIC Group
RESOURCE, Inc.
Service 800
ShopNBC
SUPERVALU
TempForce
TURCK, Inc.
U.S. Bank
Valspar
Vesta Valuation
Welsh Companies
Western National Insurance Group
Wilder Foundation

A Smart Business Strategy

Giving Minnesota a Competitive Advantage

eWorkPlace is a business strategy and work process that is focused on telework and the Results-Only Work Environment (ROWE), both of which increase productivity, innovation, and efficiency, which ultimately boosts the bottom line.

Tools Provided to Minnesota Employers

eWorkPlace provides free, online tools to help employers implement their telework program. In addition, eWorkPlace provides nationally recognized consultants who have worked with dozens of Minnesota employers to establish telework programs. From training managers to choosing the right technology, these services helped jumpstart eWorkPlace employers. The following tools are provided by eWorkPlace:

Manager's Guide to Telework contains facts, questionnaires, tips, and processes crucial to establishing a telework program.

Telework and Quickstart Advice contains suggestions for customizing your telework strategies.

Quickstart Telework Agreement is a tool for managers and teleworkers to mutually and quickly determine and agree on effective telework arrangements.

Telework Discussion Application assists the potential teleworker and supervisor in analyzing the various considerations for telework.

Telework Implementation Steps contains a general planning guide for implementing telework.

Telework Policy Agreement contains a guide to develop either company policy or an individual agreement that the manager and teleworker sign.



EVERYONE BENEFITS FROM EWORKPLACE

eWorkPlace is truly a win-win-win for employers, employees and the community.

Community Benefits:

- Improved air quality
- Increased Energy conservation
- Improved highway safety
- Reduced number of rush hour work trips and congestion
- Maximized infrastructure investment
- Reduced green house gas emissions and carbon footprints

Employer Benefits:

- Increased employee productivity
- Enhanced recruitment and retention
- Greater geographic flexibility
- Reduced cost of real estate and overhead
- Reduced absenteeism
- Expanded access to talented people
- Better resiliency – economic and disaster
- Opportunity to provide employees soft dollar perks

Employee Benefits:

- Reduced drive time
- Saved money on gas and parking
- Greater productivity
- Enhanced quality of life and better work/life balance
- Reduced cost of living expenses
- Greater economic opportunity for lower income households and people with disabilities

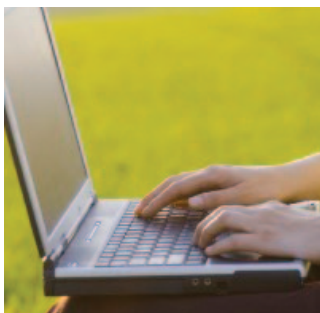
A survey released in 2008 by the Computing Technology Industry Association (CompTIA) found that more than two-thirds of companies believe telework has led to greater productivity, lower costs, and better recruiting and retention.

Three-fourths of eWorkPlace employers surveyed reported a general increase in productivity as a result of teleworking. None reported a decrease in productivity.

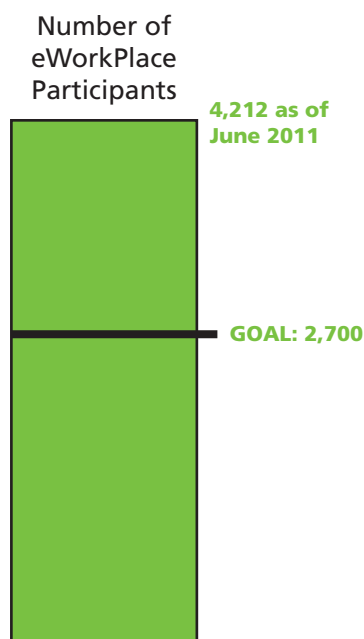
eWorkPlace participants reported an increase in productivity as a result of teleworking, due to fewer distractions. In addition, participants generally felt that teleworking supports an improved work/life balance.

A 1% increase in the number of traditional teleworkers in Minnesota would mean:

- *14,650 fewer commute trips each day*
- *1 million fewer vehicle miles traveled per week*
- *47.8 million fewer vehicle miles traveled per year*
- *1.1 million fewer pounds of CO₂ emitted per week*



There are currently about 130,000 teleworkers in the state of Minnesota.



Measures and Results

A key component of the eWorkPlace program is to measure and evaluate the impacts of telework for the community, businesses, and individual participants. While planning for the program has been underway since the Minnesota Legislature appropriated funding during the 2008 session, the official program was launched in March 2009 (see timeline below).

eWorkPlace's goal was to enroll 2,700 participants who would work remotely at least one day per week. The Urban Partnership Agreement (UPA) stipulated a federal requirement to recruit 500 telework participants. **As of June 2011, the program has more than 4,200 participants**, representing 48 Twin Cities employers (see sidebar on page 4). These employers range from small businesses such as Design 1 with less than 10 employees, to Ecolab with 26,000 employees worldwide. They also include **public agencies** such as Hennepin and Carver Counties and the Minnesota Department of Transportation, **non-profits** such as Fairview Health Services, and **for-profit** companies such as U.S. Bank and Valspar.

With the focus on leveraging telework as a tool to fight congestion and provide a value-added benefit to Twin Cities employers and their employees during the economic downturn, the following measures were developed to track program results.

Community Benefits

A. Participants

About 5% of all Minnesota workers are engaged in teleworking¹. With a total workforce of 2.7 million people, there are currently about 130,000 teleworkers in the state.

MARCH-MAY 2009

FAIRVIEW ADOPTS ROWE

Becomes first eWorkPlace employer. Valspar and HSPHD become the 2nd and 3rd in May

JUNE 2009

PUBLIC LAUNCH

of eWorkPlace website and media campaign

SUMMER-FALL 2009

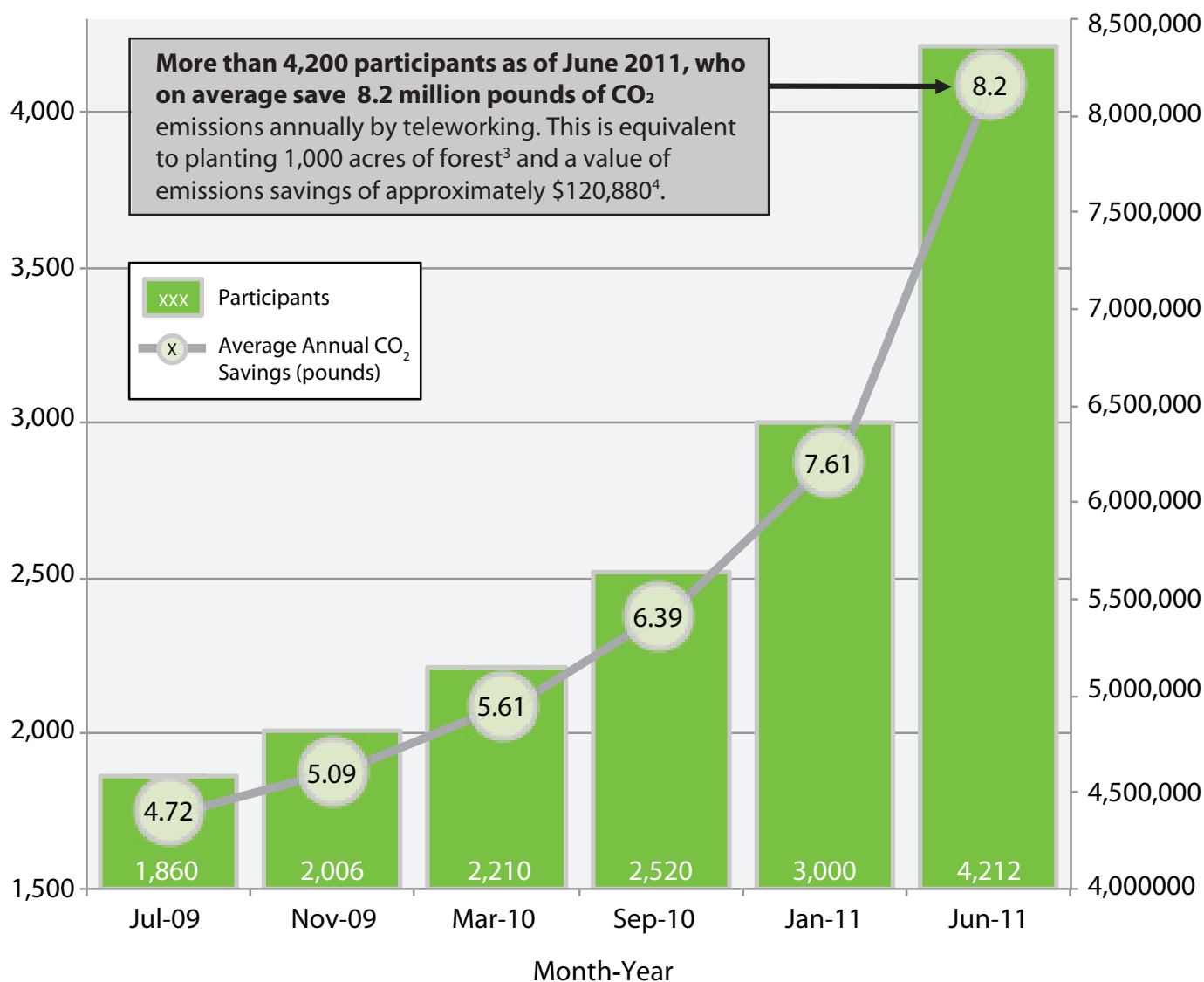
FIRST TEN EWORKPLACE EMPLOYERS

By October, 10 employers and nearly 2,000 participants: Carver County, Minneapolis 311, Interactive Retirement Systems, Ecolab, Resource Inc., EMA, Inc., Service 800

WINTER 2009-2010

2,100+ PARTICIPANTS AND 20 EMPLOYERS

Continued employer recruitment with the addition of Medronic, MPCA, ISD 287, ShopNBC, United Way, Behavioral Medical Interventions, Tempforce, Design 1, MMIC Group, and U.S. Bank



APRIL 2010

MINNESOTA TELEWORK MONTH

April 2010 officially declared telework month by Governor and Mayors of Minneapolis, Saint Paul, Burnsville, and Bloomington. Telework Twin Cities event to encourage telework at least one day a week during a two-week period

EWORPLACE WINS NATIONAL AWARD

Tele-Vision Award from Telework Exchange, a national public-private partnership that promotes telework

MAY 2010

2,400 PARTICIPANTS AND 30 EMPLOYERS

Addition of Mn/DOT, Aveda, and Catholic Charities

DECEMBER 2010

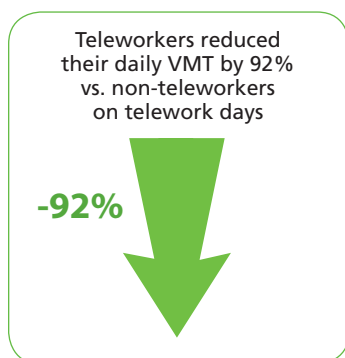
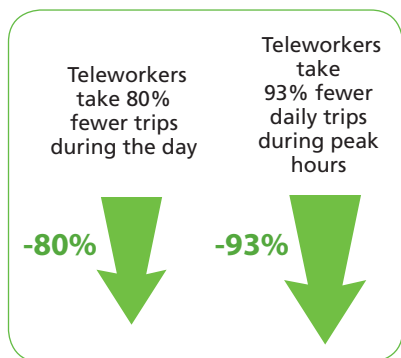
PROGRAM SUMMARY REPORT

Report documents initial evaluation results and presents findings

JUNE 2011

RESULTS EVENT

eWorkPlace reaches 48 employers and more than 4,200 participants



Measures and Results

Community Benefits (continued)

B. Trips Reduced

The most effective means to reduce congestion is to reduce the number of vehicles on the road during peak travel periods (6 am–9 am and 3 pm–6 pm). Based on driver behavior and traffic patterns, a small reduction in vehicles during rush hours has an exponential effect on congestion.

On average, eWorkPlace participants work remotely 1.5 times per week⁵, which is the equivalent of 3 commutes. Thus, all teleworkers in Minnesota **eliminate an estimated 78,000 commute trips each day from Minnesota roads**. That's equal to the number of vehicle trips carried by Highway 77 (Cedar Ave) on a typical weekday. The environmental and social impacts coupled with the costs associated with building new freeway capacity in the Twin Cities make reducing peak period trips an important method of managing congestion.

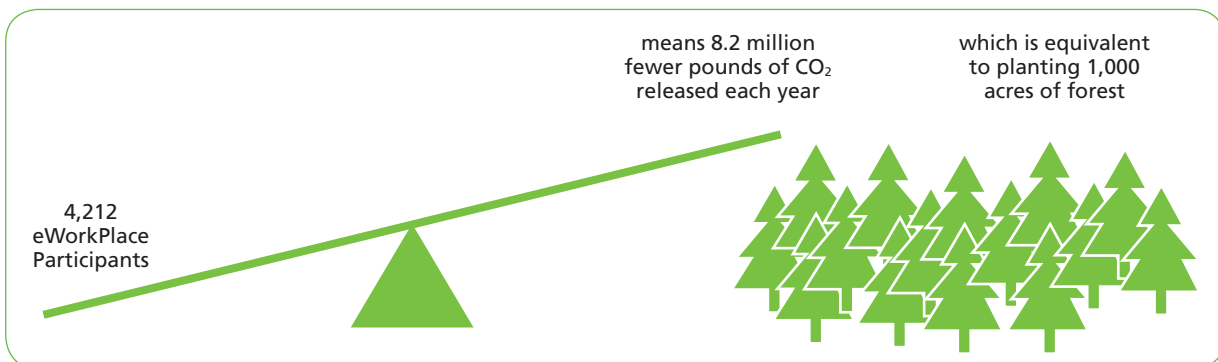
In addition, teleworkers take 80% fewer trips during the work day and 93% fewer peak period trips compared to non-teleworkers. eWorkPlace participants avoided making 11,350 additional vehicle trips per week by teleworking⁶.

C. Vehicle Miles Traveled (VMT) Reduced

The average roundtrip commute in the Twin Cities is 30 miles¹. Based on data collected by eWorkPlace, people who telecommute reduce their total daily VMT by 92% versus non-teleworkers. Thus, on average, **eWorkPlace participants save a total of 155,400 vehicle miles of travel per week, equaling a savings of 7.5 million vehicle miles per year³**.

D. Emissions Reduced

Based on fewer trips and the reduction in VMT, eWorkPlace participants save a total of 8.2 million pounds of CO₂ annually², which is equivalent to planting 1,000 acres of forest³ and a value of emissions savings of approximately \$120,880⁴.



Employer Benefits

Data collected by eWorkPlace shows that although employee productivity is difficult to quantify, nearly **three-fourths of employers feel that productivity has generally increased as a result of teleworking. 93% plan to continue or expand their telework programs.**

Participating employers have experienced positive results from participating in eWorkPlace with regard to greater productivity, lower facility costs, and better recruiting and retention.

- Ecolab's Information Technology department found a **16% increase in the number of calls answered**, a 10% increase in Quick Call resolution, and a 3% increase in availability.
- Lifetrack Resources saw an increase in staff retention, a reduction in sick time usage, and a drop in mileage reimbursement during its telework trial. **Over a two-month period, mileage claims fell by \$125.25 and sick time usage dropped by an average of 25 hours.**
- A survey of participants at Macalester College found that 87% of respondents felt that the benefits of telecommuting included fewer distractions and interruptions as well as an increase in productivity. **75% reported that they were able to better manage their work load.**
- An internal survey of Mn/DOT participants reported a significant increase in productivity and employee morale as well as a substantial decrease in absenteeism and stress levels. **95% of respondents noted seamless customer service between days in the office and telework days.**
- Fairview Health Services saw a **50% decrease in overtime hours** as a result of its telework program, and Carver County saw a positive effect on productivity.

In addition to the benefits discussed above, eWorkPlace also gives employers an opportunity to offer a soft-dollar perk, providing participants quantifiable benefits that add to their overall compensation package.

More detailed results from these organizations, and other participating eWorkPlace employers, are highlighted on pages 11–19.



More than two-thirds of participating companies believe telecommuting has led to greater productivity, lower costs, and better retention.

Three-fourths of eWorkPlace employers surveyed reported a general increase in productivity as a result of teleworking. None reported a decrease in productivity.



Program Benefit Summary

| | Per Week | Per Year |
|--------------------------|------------------|--------------------|
| Vehicle Savings | 155,400 miles | 7,459,000 miles |
| Value of Vehicle Savings | \$77,700 | \$3,729,600 |
| Time Savings | 3,885 hours | 186,500 hours |
| Value of Time Savings | \$53,615 | \$2,573,500 |
| TOTAL | \$131,315 | \$6,303,100 |

Participant Benefit Summary

| | Per Week | Per Year |
|--------------------------|----------------|----------------|
| Vehicle Savings | 36.9 miles | 1,771 miles |
| Value of Vehicle Savings | \$18.45 | \$886 |
| Time Savings | 55 minutes | 44 hours |
| Value of Time Savings | \$12.73 | \$611 |
| TOTAL | \$31.18 | \$1,497 |

Measures and Results

Employee Benefits

Based on data collected by eWorkPlace, the average participant saves more than \$18.45 per week in fuel and vehicle maintenance costs⁷. **Annually, this comes to about \$886 per teleworker. eWorkPlace participants avoided an estimated \$3.7 million in vehicle costs annually by teleworking.** These avoided vehicle costs are based on the IRS standard rate and do not include other potential savings or costs from parking, eating out, and other business-related expenses.

In addition, individual eWorkPlace participants save approximately 55 minutes in commute time per week by teleworking. **Over the course of a year, this represents over 44 hours (more than one work week)** of time to spend with family, exercise, invest in professional growth opportunities, and volunteer in the community⁸. The average annual value of this time savings is **approximately \$611 per teleworker⁹**. The total participant benefit is about \$1,500 annually for vehicle cost and time savings.

Employees also achieve considerable qualitative and quantitative benefits from teleworking. A WFD/Harris Interactive study found that more than two-thirds of teleworkers rated their work-life balance “better” or “much better” than it was when they commuted daily to the office. Over two-thirds of eWorkPlace participants reported an **increase in productivity as a result of teleworking**, due to fewer distractions. In addition, participants generally felt that teleworking supports an improved work-life balance and reduces stress.



¹ US Census Bureau 2005-2009 American Community Survey 5-year estimates.

² Based on 25 fewer miles traveled per telework day and a fuel economy of 20 mpg.

³ Based on statistics published in *Our Ecological Footprint*. Wackernagel, Mathis and Rees, William.

⁴ Based on a rate of \$34/ton of CO₂. Provided by FHWA as part of their TIGER grant program.

⁵ Based on data collected by eWorkPlace.

⁶ Assumes teleworking an average of 1.5 times per week and 48 work weeks in a year.

⁷ Based on 25 fewer miles traveled per telework day times the 2010 IRS deduction of \$.50 per mile.

⁸ Based on 25 fewer miles traveled per telework day at an average travel speed of 40 miles per hour and 48 work weeks in a year.

⁹ Based on FY 2011 value for dollars per person hour (\$13.80), provided by the Mn/DOT Office of Planning and Programming.



AT-A-GLANCE

Commissioners:

Randy Maluchnik
Tom Workman
James Ische
Gayle Degler
Tim Lynch

County Administrator:

David Hemze

No. of Employees:

640

No. of Participants:

30-50

It is estimated that a Carver County teleworker will save \$1,000+ a year in automobile expenses and close to \$6,500 if other savings, such as office space, parking, and other infrastructure costs, are considered.

Carver County, Minnesota

Carver County is located southwest of the Twin Cities and is the least populated of the seven metro counties. However, it is Minnesota's fourth fastest growing county with an estimated 2008 population of 90,000, which is expected to more than double by 2030. The County was eager to learn more about eWorkPlace, which could change the way both employees and residents work.

"We really like the fact that this partnership is looking forward and using technology to benefit our businesses and communities. In fact, it's already a proven model in markets such as Atlanta, Houston, Washington, D.C. and others," said Tom Workman, Carver County Commissioner. "Businesses benefit by an increase in productivity, improvements in recruiting/retention, and free training/tips on how to effectively run a telework program."

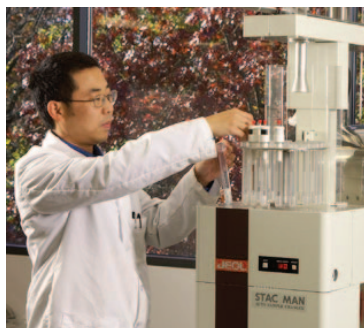
Carver County Administrator David Hemze delivered this message to county employees: **"Carver County will engage in the Urban Partnership Agreement — eWorkPlace Telecommuting Project in order to increase telecommuting and flexible work options for employees. This project will enable Carver County to increase our business results, reduce employee commute time and distance, and reduce the need for additional office space and parking expansion."**

"The benefits list goes on for businesses and their employees, but in Carver County we see many more benefits to the program," says Randy Maluchnik, Carver County Commissioner. **"Less commuting for our residents, means more people running errands, eating lunch and shopping right here in our community rather than at businesses near their far-away workplace. We see it as a potential boost to our county's economic health, which might be coming at a perfect time for many of our small businesses."**

Results

Carver County saw positive benefits for both employees and the organization as a result of their telework pilot.

- 90% of pilot participants reported an increase in productivity
- 85% of supervisors felt telework had a positive effect on productivity
- 100% of co-workers surveyed felt that teleworkers were generally accessible and responsive
- 90% of supervisors felt that the agency will benefit from telework



AT-A-GLANCE

Headquarters:
Saint Paul, MN

Total employees:
26,000 associates

2008 Global Sales:
\$6 billion

2008 Net Income:
\$448.1 million

“Telework is a win-win situation — a good fit for the telework associate as well as our department.”

— Micah Vono,
IT Communications and
Knowledge Management

Ecolab

Ecolab, a Fortune 500 company, is a Saint Paul business specializing in cleaning, sanitizing, food safety, and infection control products and services. The company began a telework pilot program in their IT group in January 2009. Subsequently, the company partnered with eWorkPlace in June 2009, because of the expertise eWorkPlace provided in helping recruit large groups of telework employees within a business. “The consulting services that eWorkPlace offered were invaluable to the development of our program,” said Micah Vono, IT Communications and Knowledge Management.

The goal of Ecolab’s telework program is more about meeting or exceeding business objectives through an alternative work arrangement, which is flexible and convenient for the employee and the business alike.

Ecolab is monitoring the success and measurable effects of their program. Because the IT group’s output is very measurable, the company quickly knew if telework was succeeding from a business standpoint. On a personal level, Ecolab encourages their teleworkers to keep in regular contact with each other and their supervisors. This helps to assess whether or not the arrangement is meeting the teleworker’s needs, along with the overall business objectives of the company.

“Telecommuting has reduced the amount of time I spend driving and allows me to use this time in a more productive way...” said Jose Jaen, a service desk associate. Diane Kapsner, also a service desk associate, said, **“The hour that I spent driving to and from work, I can now spend doing things with my family...I am much more relaxed when dealing with users and my performance has improved since telecommuting.”**

Results

Ecolab’s pilot telework program had increases in every area of performance when an associate worked from home vs. traveling to the office. As a result, teleworkers answered more calls when working from home, were more available, and seemed happier overall. At the end of a three-month evaluation period, Ecolab reported the following for employees working from home:

- 16% increase in the number of calls answered
- 10% increase in Quick Call Resolution
- 4.5 customer satisfaction rating on a 5.0 scale
- 3% increase in availability



Fairview Health Services



AT-A-GLANCE

Program Sponsor:
Terry Carroll

Founded:
1906

Office Locations:
Minneapolis, Wyoming,
Maple Grove, Princeton,
Red Wing, Burnsville,
Edina, Hibbing

Clinics:
48 throughout Minnesota

No. of Employees:
22,000

No. of Participants:
350

Fairview Health Services, a regionally integrated healthcare network, partnered with CultureRx to implement a Results-Only Work Environment (ROWE) and shift the way employees and managers approach work. Fairview IT employees and managers began participating in ROWE in January 2009 and completed an assessment in August 2009 to determine improvements in stress, well-being, and expectations.

Managers and employees showed improvements in their work, with significant improvements in spending less time in unproductive meetings. Managers were more open to honest input from employees, and employees reported that their manager was also more open to honest input. A manager stated this about the new work arrangement, **"Work that doesn't add value to the outcome has fallen away. Employees are given the freedom to work whenever they need to; you can see their joy in having more space to balance life/work."**

Similarly, an IT employee stated, **"I am able to do 95 percent of my job from anywhere and I feel management fully supports me to do my job wherever, whenever, as long as the work gets done."**

Results

Fairview documented improvements in all areas of work for both managers and employees, including less stress, better well-being, higher expectations, and improved relationships. The company also noted improvements in overtime and commuting trends, including:

- 50% decrease in overtime hours
- 3.6% decrease in the average number of trips made by employees during rush hour

"I'm able to do my work when I choose...I love not having to fight rush hour traffic every day. I get an extra hour of sleep and an extra hour of work, just by eliminating my drive on 35W."

— Fairview IT Employee



AT-A-GLANCE

HSPHD Director:
Dan Engstrom

Office Locations:
Various sites throughout
Hennepin County

No. of Employees:
2,800

No. of Participants:
500 (an additional
900 participants are
scheduled to enter ROWE
in February 2010)

"I have noticed that the response time of my staff has improved, and this past month's [October's] outcome measures have improved as well."

— HSPHD, Eligibility
Support Manager

Hennepin County Human Services and Public Health Department (HSPHD)

HSPHD is a participating eWorkPlace employer that began working with CultureRx in February 2009 to implement a Results-Only Work Environment (ROWE). Employees from all levels and job classes in HSPHD — a public agency that provides a variety of public assistance, public health, and social services to clients throughout Hennepin County — are excited about the opportunity to participate in ROWE's groundbreaking strategy. The strategy sought to increase work efficiencies, and provide transportation and environmental benefits to the region.

Managers support ROWE because of the benefits it provides to the agency, including increased productivity and staff resiliency. Early results from HSPHD's Eligibility Supports (ES) service area, which accepts and processes client applications for cash, food, and medical assistance, have been positive. ES team employees are processing cases at a rate of 95% with "no lapse in service" — a 9% increase since August. In-basket numbers decreased from 1,300 items to approximately 300 over a three-month period, and items are being completed within five days of receipt. As a result, paperwork redundancies and processing delays are decreasing as well.

ES team employees appreciate the positive effect their migration to ROWE has had on the clients they serve as well as their own quality of life. **"I think ROWE is the best way to work for staff while providing excellent service to clients and children,"** stated one ES employee. Other HSPHD employees have voiced their support for the work-life balance ROWE has helped them to achieve. **"Work finally complements my life style; it is not a burden and an obstacle around which I am forced to live my life, raise my children, etc. I value what I do, am more conscious about how I do work, and what kinds of results I produce,"** stated an employee.

HSPHD Eligibility Supports Results

- 95% case-processing rate
- 77% decrease in unprocessed in-basket items
- 9% increase in processing cases from August to December



AT-A-GLANCE

Location:
Saint Paul, MN

Total Faculty and Staff:
557

No. of Participants:
8

"The eWorkPlace trial program gave us resources and advice on how to evaluate our program. These resources were invaluable in developing a wider telework proposal for the college."

– Suzanne Savanick Hansen,
Sustainability Manager

Macalester College

Macalester is committed to being a preeminent liberal arts college with an educational program known for its high standards for scholarship and its special emphasis on internationalism, multiculturalism, and service to society. The college is located in Saint Paul and has 1,900 students and 557 faculty and staff. The college joined eWorkplace in July of 2010 to help evaluate three teleworking pilot projects. The College's Sustainability Office collaborated with eWorkplace to develop a survey for the telework participants and non-teleworking staff in the same department.

The survey results show that telework significantly increased productivity by offering a time free of office distractions to work on projects. Supervisors in the pilot project also noted a more streamlined work flow because telework days were scheduled. As a result of the pilot project results, a draft telecommuting policy is under review for the operations area of the college. Training information is also available for staff and supervisors about telework. Sustainability Manager Suzanne Savanick Hansen notes **"The eWorkPlace trial program gave us resources and advice on how to evaluate our program. These resources were invaluable in developing a wider telework proposal for the college."**

Results

Based on an internal survey, Macalester saw better work load management and increased productivity.

- 87% reported fewer distractions and interruptions as well as an increase in productivity
- 75% reported better work load management
- 63% noted enhanced ability to meet deadlines
- 50% cited better work/life balance and less stress



AT-A-GLANCE

Commissioner:

Tom Sorel

Number of Employees:

5,031

Number of Participants:

63 enrolled, goal was
50 participants

"Teleworking allows me to manage the stress level in my life providing me the opportunity to approach my daily tasks more relaxed and refreshed."

— Patti Follmer, Mn/DOT Human Resources and a long-time teleworker and pilot participant

Mn/DOT

The Minnesota Department of Transportation (Mn/DOT) is headquartered in Saint Paul with seven other districts located throughout the State of Minnesota. Mn/DOT provides multi-modal transportation systems by maintaining safety as a priority; improving access and enhancing the movement of people and freight; building public trust with transparency and accountability; promoting collaboration, research and innovation; valuing diversity and cultural capital through inclusion and opportunity; and recognizing that employees are integral to Mn/DOT's success and committing to their well-being, development and success. Mn/DOT has had a telework policy since 1997 with a small percentage of employees participating on a regularly scheduled basis. However, Mn/DOT partnered with eWorkPlace to provide renewed energy and take advantage of experiences that other public sector agencies have had.

Mn/DOT's telework goals included improving employee morale, reducing traffic congestion, reducing pollution, reducing gas consumption, bolstering emergency preparedness and succession planning; and helping the organization in its flagship initiative to become an employer of choice. **"Telework makes sense on so many levels and hits so many of our strategic goals for the organization. This pilot puts us among the leading Minnesota employers in terms of flexibility and innovation,"** said Commissioner Tom Sorel.

Mn/DOT's pilot period ended August 9, 2010. Subsequently an in-house survey was conducted to gauge employee productivity, morale, absenteeism, effects on customer service and team work, and the general success of their pilot telework.

Results

Mn/DOT saw great benefit and positive reaction to promoting and implementing eWorkplace. The results from the in-house survey and the online Commute Tool were overwhelmingly positive. Mn/DOT observed a significant increase in productivity and employee morale, substantial decrease in absenteeism and stress levels, and seamless customer service.

- 92% of pilot participants will ask or have asked to extend their telework arrangement beyond the pilot period.
- 95% of supervisors to pilot participants are likely to grant requests for extensions.
- 95% of participants felt they were more productive while teleworking.
- 95% of participants noted seamless customer service between days in the office and telework days.
- 76% of pilot participants noted a decrease in stress level.



AT-A-GLANCE

Commissioner:
Paul Aasen

No. of Employees:
911

Offices:
8 regional locations in
Minnesota

No. of Participants:
15
(not including 160 existing
teleworkers)

Minnesota Pollution Control Agency (MPCA)

To continue moving Minnesota toward environmental excellence, the MPCA monitors environmental quality, offers technical and financial assistance, and enforces environmental regulations. The agency also identifies and cleans up spills or leaks that can affect citizen's health or the environment, develops statewide policy and supports environmental education. The MPCA works with many partners—citizens, communities, businesses, all levels of government, environmental groups and educators—to prevent pollution and conserve resources.

The MPCA began its first telework pilot program in 1996. The MPCA partnered with eWorkPlace in November 2009 to gain assistance evaluating telework issues within leadership, training for teleworking employees and their supervisors, and guidance in creating a business case for telework to be presented to Senior Management.

Teleworking at the MPCA is about effective and efficient program delivery, increased productivity, lower operational costs, a flexible work environment, and pollution reduction by cutting commutes. **“Teleworking is a rare program with the potential to reduce costs, provide environmental benefits and increase employee satisfaction,”** said Cathy Moeger, MPCA Sustainability Manager. **“We have been working to make sure that our telework program meets our business objectives and the success and savings can be measured.”**

Results

Data collection for new and existing teleworkers is to be completed by mid-January 2011 and includes job performance metrics, telework operational costs and savings, impact on co-workers, use of sick leave, and employee engagement.

“As a supervisor, I have observed that staff (who telework) go out of their way to be available to customers and co-workers alike. The added flexibility has meant better continuity on projects and very good communication. Worker productivity is as high as work conducted in-office.”

– Minnesota Pollution Control Agency supervisor

The TURCK logo is displayed in a bold, black, sans-serif font on a bright yellow rectangular background.

AT-A-GLANCE

Headquarters:
Minneapolis, MN

US Employees:
350+ distribution location
sales force of ~2,000

No. of Participants:
20-30

"To me the telework program has been tremendous! My commute is 80 miles round trip. Working at home twice a week saves me a tank of gas typically and a lot of wear and tear on the car. I'm still starting work by 6:30 am so I'm actually able to get more done on a lot of these days. Thanks for the chance to work at home!"

– Mark Dietzsch,
Sr. Product Manager

TURCK

TURCK Inc. is a leading manufacturer of products designed for factory and process automation industries that uphold uncompromising standards for reliability and functionality. An extensive line of products includes advanced sensors, measurement, instrumentation, connectivity, interface and networks that meet clients' application demands.

At TURCK, they believe in improving quality of life for family, friends, colleagues and community. They strive to promote learning and innovation as well as continuous improvement of their products, service and support to their customers. **They believe in their employees and work hard to provide a work environment that fosters growth, creativity and overall well-being.** TURCK boasts a very low turnover rate in comparison with the local employment market and manufacturing industry as well as a high degree of promotion from within. The culture at TURCK supports and encourages a healthy balance between work and home life through workplace flexibility for employees, who are truly TURCK's most critical and essential asset.

"We have enjoyed working with eWorkPlace to aid in the reduction of community traffic and congestion while offering employees opportunities for more flexibility in their jobs and at the same time ensuring business needs are met. **Managers who have had team members participate have indicated that availability and productivity has gone up for those who telecommute, and our CFO has even decided the Finance department will go ROWE (Results Only Work Environment)!**" stated Lora Geiger, HR Director

In a message to TURCK leaders, Dave Lagerstrom, President & CEO at TURCK Inc. wrote:

"The launch of this program is a significant step in TURCK's progress to establish a culture focused on business results and encourages an engaged workforce through autonomy and flexibility to accomplish work goals. TURCK's values support moving forward together as an organization as it encourages leaders to be strategic and proactive; by prioritizing, focusing on results and ensuring accountability to meet customer needs."



AT-A-GLANCE

Headquarters
Edina, MN

Total Employees:
123

No. of Participants:
75

Other Locations:
Nebraska and Iowa

MMIC Group's telework program is a win-win for the company, the employees, and their clients

MMIC Group

MMIC Group, headquartered in Edina, provides medical professional liability insurance and health IT products and services to physicians, clinics, hospitals and healthcare facilities in the Upper Midwest.

Their telework pilot was born out of a desire to find ways to offer employees more options while reducing real estate costs and better serving their clients.

Launched in late 2009, MMIC Group began their telework pilot with a group of 30 employees who made up the entire Health IT department. "We started with this group because these employees could easily be moved to a home office given the type of work they do. **We were able to vacate an entire office in Plymouth, which helped us realize significant monthly savings,**" said Steven DuBois, a senior risk management consultant.

The money MMIC Group saved helped pay for computer equipment and other expenses associated with setting up permanent home offices for Health IT department staff.

From this initial pilot group, the telework offering expanded to other departments including claims and underwriting. There are now 75 employees based in the Twin Cities who telework at least once per week.

Results

"Overall, we have seen an increase in employee productivity and satisfaction. Another big benefit for us is that we are serving our clients better because our employees who telework are now closer to their clients and are able to meet with them faster and easier than before," says Steven DuBois.

"I am grateful to have the opportunity to work at home, it has provided me a very balanced life that has more than satisfied the needs of my family," says Natalie Miller, a claim representative. Pamela Johnson, a senior claim analyst, says, "The flexibility is wonderful. I have less overall stress and I save 1-1 1/2 hours per day as I do not have to commute."

MMIC Group now has a formal telework policy that is available company-wide. In early 2011, they are moving their headquarter office to a smaller office in the same multi-tenant complex. In the new space, shared, hoteling office stations will be offered.

Productivity. Innovation. Efficiency.

The Future is Now.

eWorkPlace will change and enhance how companies work and do business. The time is now for employers, employees, and communities alike to recognize the many benefits, including increased profitability and quality of life, that eWorkPlace can provide.



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