



RELECTIONS OF REMOTE WORK DURING COVID-19

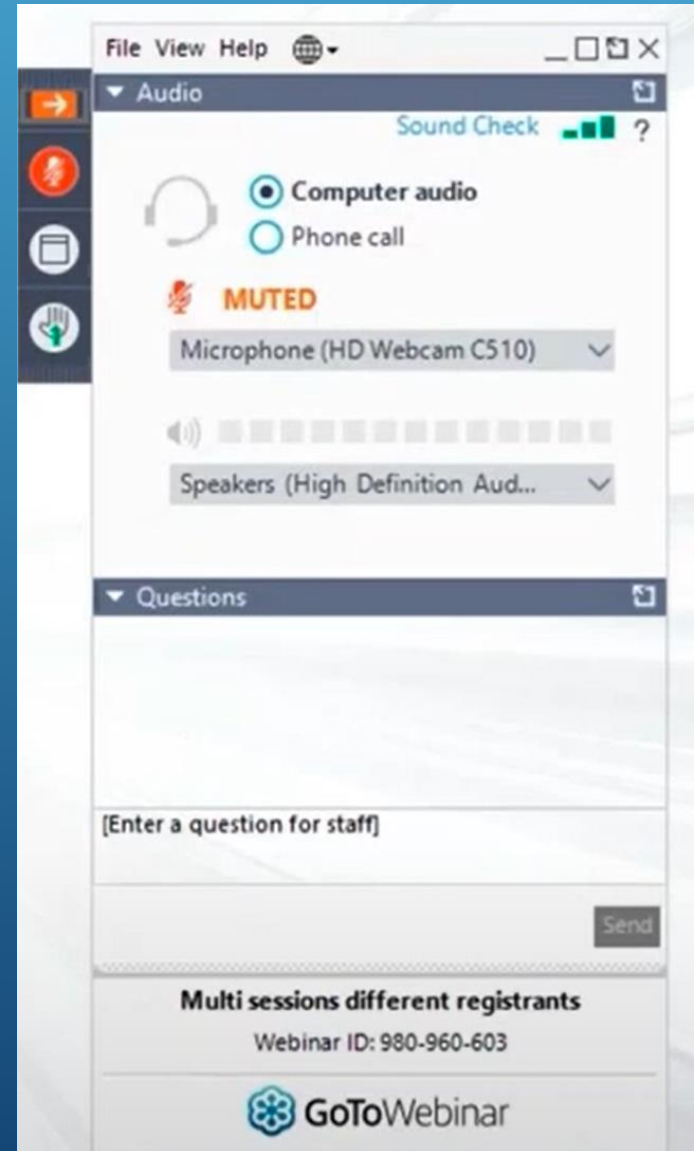
Success Stories and Lessons Learned from
Maryland Businesses

Session 4- 5.21.20

WEBINAR FAQs

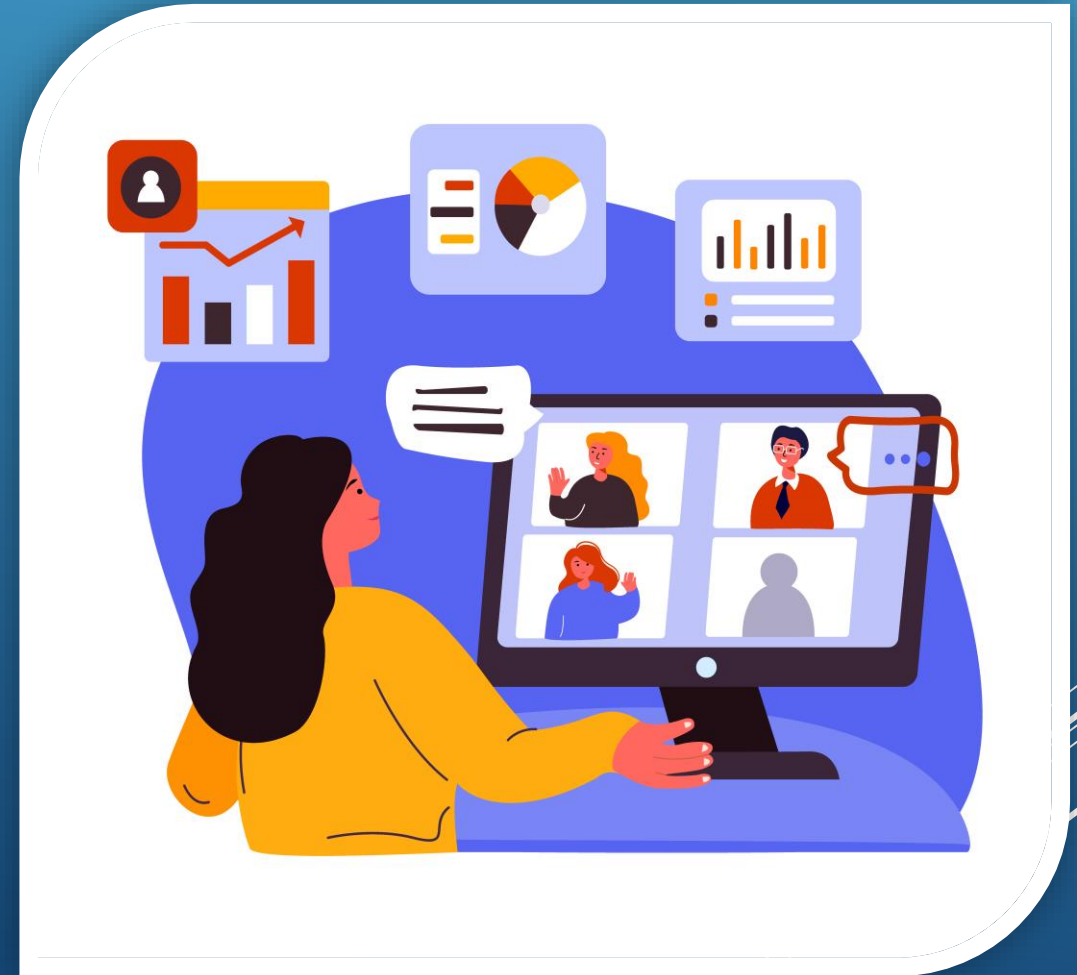
"AS-NEEDED"

- ▶ Select Computer or Phone Audio
- ▶ The Questions window can be used for both technical issues and Q & A
- ▶ All sessions will be recorded and will be available post- webinar at CommuterChoiceMaryland.com
- ▶ Slide decks will also be available at the Commuter Choice Maryland website
- ▶ We will also have polls throughout this webinar



WEBINAR AGENDA

1. What is Commuter Choice Maryland
2. Available Tools Resources
3. Partner & Business Spotlights
4. Guest Speaker: Ms. Peggy Yusko with AOPA
5. Q & A Session



WHAT IS COMMUTER CHOICE MARYLAND?



DOES YOUR WORKPLACE HAVE ANY OF THE FOLLOWING IN PLACE?

POLL # 1

- A. Remote work plan & policy
- B. Subsidized transit fares
- C. Subsidized cost of vanpool
- D. Company sponsored emergency ride home
- E. Company sponsored cash-in-lieu of parking

WHAT'S IN IT FOR YOU AS A COMMUTER WHEN YOU CLAIM THE FEDERAL TRANSPORTATION FRINGE BENEFIT?

- ▶ In 2020, up to \$270 per month can be taken out of employee paychecks pre-tax or directly subsidized by the employer to pay for transit, vanpool, or parking expenses.



For more info visit: CommuterChoiceMaryland.com

WHAT'S IN IT FOR YOU AS AN EMPLOYER YOU WHEN YOU CLAIM THE MARYLAND COMMUTER TAX CREDIT?

Qualifying Expenses:

- Transit Fare
- Company vanpool program
- Company Guaranteed Ride Home program
- Cash-in-Lieu of Parking/Parking Cash Out program

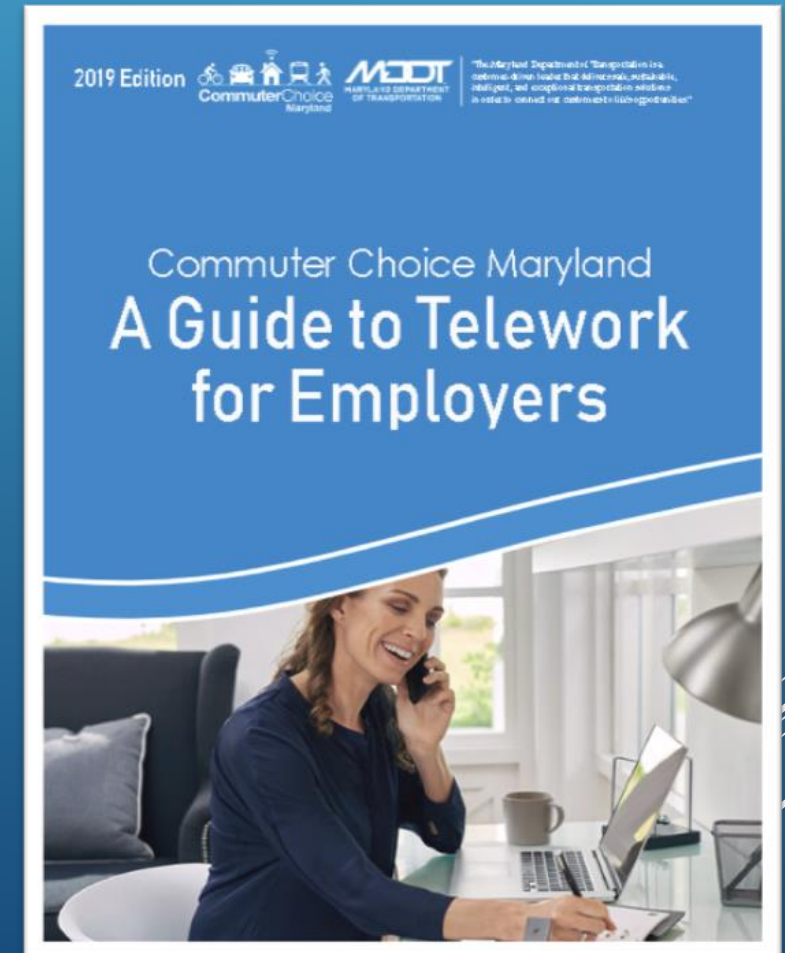
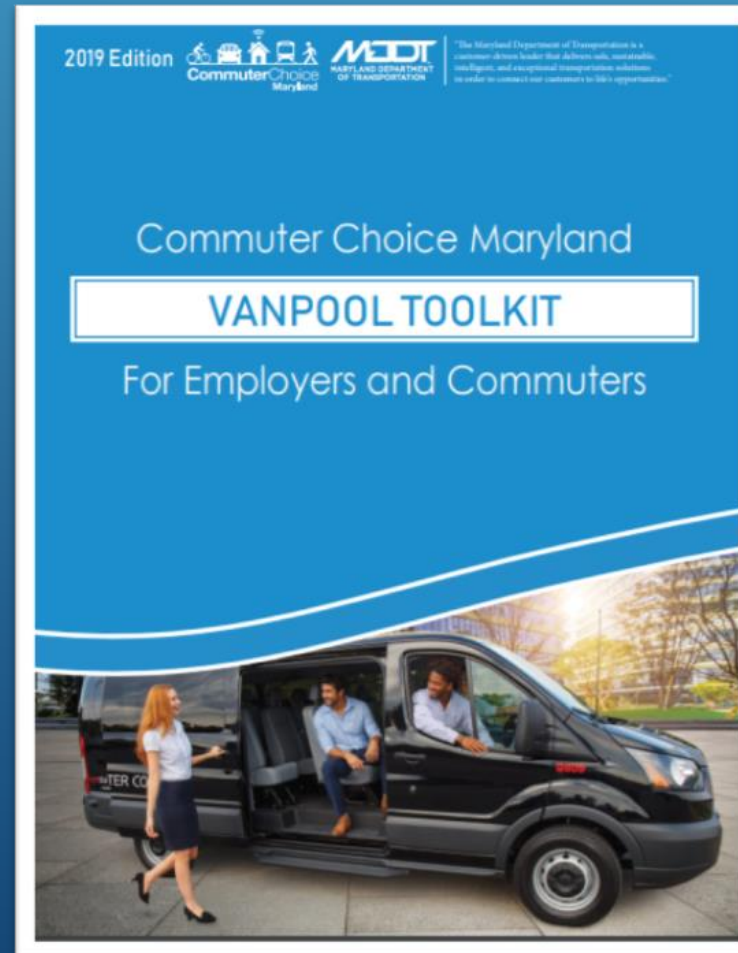
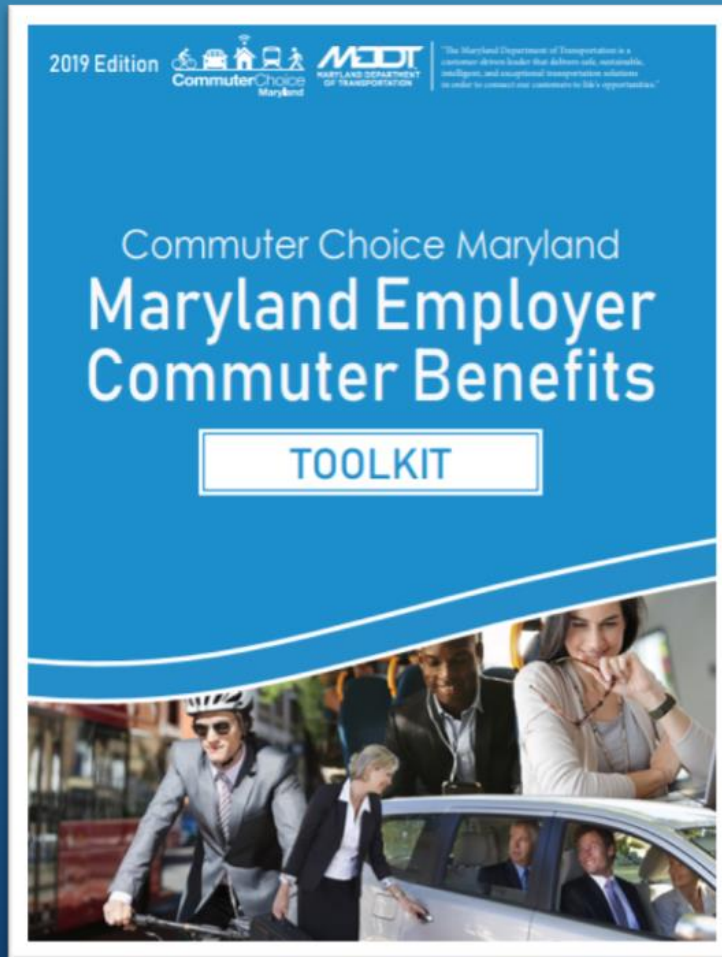
Employers may claim a tax credit for 50 percent of the eligible costs of providing commuter benefits up to a maximum of \$100.00 per participating employee per month.

The tax credit can be taken against the state personal income tax, corporate income tax or the insurance premium tax.

For more info visit: CommuterChoiceMaryland.com



FREE BUSINESS TOOLKITS



Available at: CommuterChoiceMaryland.com

PARTNER & BUSINESS SPOTLIGHTS



Pictured Above: UMD Vanpools. Vanpooling, along with cycling, transit, and telework, has been an effective tool in helping UMD reduce demand for parking on campus.

The University of Maryland (UMD) is committed to addressing climate change. As one of the initial signatories of the 2007 American College & University Presidents Climate Commitment (now called the Carbon Commitment), the University developed a Climate Action Plan in 2009 with the goal of being a carbon neutral campus by the year 2050. At the same time, the flagship College Park campus has experienced dramatic growth, with ten new or significantly renovated buildings completed in the past decade. On a densely populated urban campus, options are limited for siting new buildings and as a result some existing parking lots were replaced with new buildings. The University's robust sustainability goals, combined with the campus' changing landscape, meant that the UMD Department of Transportation Services (DOTS) needed a strategy for reducing the number of people who drive alone to UMD. "While we know that parking is still a necessity on our campus, we've made it a priority to introduce alternative commute options to our community," says Anna McLaughlin, DOTS Assistant Director of Sustainability.

DOTS understood that no single initiative would motivate solo drivers to change their commute. It also had a head start in the form of Shuttle-UM, its existing network of shuttle services that connect the campus to the College Park Metrorail Station and many other off-campus transportation and activity hubs. In September 2017, DOTS launched its Smart Commute program, which incentivizes the University community to commute by using sustainable transportation, such as walking, cycling, ridesharing or taking transit. Under this program, DOTS implemented carpool initiatives, offering up to a 50 percent reduction in parking fees for employees who committed to carpooling every day. They offer pre-tax benefits for transit users, and implemented a bicycle incentive program, which provided secured, covered bike parking on campus and free shower facilities to people who bike to campus. They started offering carsharing on campus, which makes it easier for resident students to live free.

"It piques



EMPLOYER PROFILE
**EXPANDING CAMPUS
 WHILE REDUCING
 PARKING:
 THE UMD STORY**



YAKABOD

Live!

**CASINO • HOTEL
 MARYLAND**

SMECOSM
People. Power. Progress.



AOPATM
 your freedom to fly



AVAILABLE WEBINAR SESSIONS

Lunch & Learn Special Sessions:

- Odessa Phillips
- Bonnie Grassi
- Nicholas Ramfos

Coming up!

- Bonus Session (TBA)



Past Webinar Topics:

- Implementing Commuter Options
- Commuter Benefits
- Bike & Walk Friendly Workplace & Many More!

Available at: CommuterChoiceMaryland.com

WHICH TOPICS WOULD BE OF INTEREST TO YOU FOR FUTURE WEBINARS?

POLL #2

- A. How to plan & implement a Commuter Benefits Program
- B. Best practices from Maryland businesses
- C. Business Tax Credits- Maryland Commuter Tax Credit
- D. How to use available Toolkits
- E. Other

(Email us CommuterChoice@mdot.Maryland.gov)

COMMUTER CHOICE MARYLAND GUEST

Ms. Peggy Yusko



- 35 years of experience in Human Resources, Benefits & Wellness.
- Director of Benefits & Wellness at the Aircraft Owners & Pilots Association
- Key Accomplishments at AOPA:
 - 10 years of being recognized as one of the Healthiest Workplaces in Frederick County and the state of Maryland, with the last 4 years being honored with the Gold.
 - Awarded Best Place to Work in Frederick County in 2010 and 2018 (major employer)
 - One of Frederick's Top 50 Businesses for 2017
 - Hometown Business Hero in 2019
 - 2019 Commuter Connection Employer Recognition Award for the Telework category

WELCOME TO AOPA'S WORK LIFE BALANCE PROGRAM

A work schedule that meets the
needs of the business and the
employee

- Remote
- Telework
- Alternative Schedules



ABOUT US

Since 1939, AOPA has protected the freedom to fly by creating an environment that gives everyone the opportunity to enjoy aviation. AOPA is the world's largest community of pilots, aircraft owners and aviation enthusiasts. AOPA's events, initiatives, and services make aviation more accessible for all. To learn more, visit www.aopa.org.

INTRODUCTION

- Greg Cohen – Sr. VP Administration
- Jessica Plowman – Manager Benefits Program
- Kacey Sanders – HR Generalist
- LaKisha Partman – Sr. Director HR



BACKGROUND



2010

Project team identified to implement WLB as a Pilot Program



2011

Pilot Program deemed successful; offered three WLB schedules



2014

PIC (Pilot Information Center) implemented program with criteria (Membership)



2015

Space sharing as an option



2018

WLB Survey to all staff to measure

2019

AOPA was nominated and won the 2019 Commuter Connection Employer Recognition Award from the Metropolitan Washington Council of Governments for the TELEWORK category

2019 EMPLOYER RECOGNITION AWARDS





AOPATM

your freedom to *fly*

POLL #3

Whether or not your company offers any type of Work Life Balance schedule, have you surveyed your employees on their interest level?

- Yes
- No

SUCCESSSES AND AREAS FOR IMPROVEMENT

Successes

80% of Respondents Very Satisfied/Satisfied with their current work schedule: only 2% rated very dissatisfied

67% have a Work Life Balance Schedule

76% Strongly Agree/Agree AOPA promotes WLB

74% Feel productivity is increased when on a WLB Schedule

Improvements

Manager buy-in (first course of action: Managers Newsletter)

MANAGER BUY-IN



Managers reevaluate business needs/WLB schedule viable option?



Managers discretion based on department make-up, criteria and job duties



Consider other options: 30-min lunch, inclement weather, one offs



Managers meet with employees to refresh, review and approve agreements



HR tracking of all types of agreements to solidify stats. Recertifying annually

ITEMS TO CONSIDER

Agreements need to be reviewed, approved and signed

Schedule needs to be outlined

30 or 60 minute lunch defined

Trial period

Sample schedules:
Exempt & Non-exempt

Paid Time Off

Holidays

Personal Days

LOA - Revert back to regular schedule

ITEMS TO BE CONSIDERED CONTINUED



REQUESTS TO BE IN
THE
OFFICE/ACCESSIBLE
BY PHONE, EMAIL,
CHAT, ETC.



EQUIPMENT
NEEDS/AGREEMENT



PROTECTION OF
COMPANY AND
CUSTOMER
INFORMATION



HOME OFFICE
ENVIRONMENT
AND SAFETY
CHECKLIST



GOALS,
EXPECTATIONS
(REMOTE &
TELEWORK)

POLL #4

After listening to these Webinars, hearing, and seeing all the information out there on working remotely due to COVID-19, how many of you are considering enhancing or implementing work life balance schedules for your employees?

- Yes
- No
- Maybe
- Don't know

STRATEGIES FOR SUCCESS



KNOW THE PROGRAM AND MAKE IT WORK FOR YOU AND THE EMPLOYEE (EE)



CONSIDER THE SUITABILITY OF THE WORK: MUST EE'S BE ONSITE, WORK UNSUPERVISED



KNOW THE IMPACT ON YOUR TEAM



BE CLEAR IN YOUR EXPECTATIONS FOR RESULTS, DELIVERABLES, TIMING, ETC.



ESTABLISH CLEAR METHODS OF COMMUNICATION

BENEFITS OF THE PROGRAM



POSITIVE
EMPLOYEE
MORALE



INCREASED
PRODUCTIVITY



BROADER
TALENT POOL



INCREASED
LOYALTY



RETAINING
TOP TALENT



REDUCED
ABSENTEEISM

INDIVIDUALS BEST SUITED FOR TELEWORKING OR REMOTE WORK

Self-motivated,
self-managing

Results oriented

Organized

Independent

Flexible

Understand job
requirements
and manager's
expectations

Understand
business needs
and goals to be
met

Good
communication
skills

CHALLENGES TO PLAN FOR



RESENTMENT
FROM OTHER EE'S
WHO MAY NOT BE
ABLE TO WORK A
WLB SCHEDULE



EE'S WHO
DISAGREE WITH
THE CONCEPT,
ENSURE THEY CAN
APPRECIATE THE
VALUE



MAINTAINING
STRONG
COMMUNICATION
BETWEEN ONSITE AND
OFFSITE STAFF



INCLUDE OFFSITE
EE'S IN MEETINGS,
TEAM BUILDING
ACTIVITIES, ETC.



LACK OF DIRECT
SUPERVISION

MAKING THE BUSINESS CASE: THE EMPLOYEE'S JOB PERFORMANCE



Productivity is improved or maintained



Demonstrates outstanding CS and responsiveness



Ensures meaningful, timely communication



Identifies a clear plan for how to be reached



Is available for meetings (at times onsite)



Ensures security of information, equipment, files, etc.



Understands the technology needed to stay connected from a remote location



Demonstrates flexibility if the unexpected situation arises

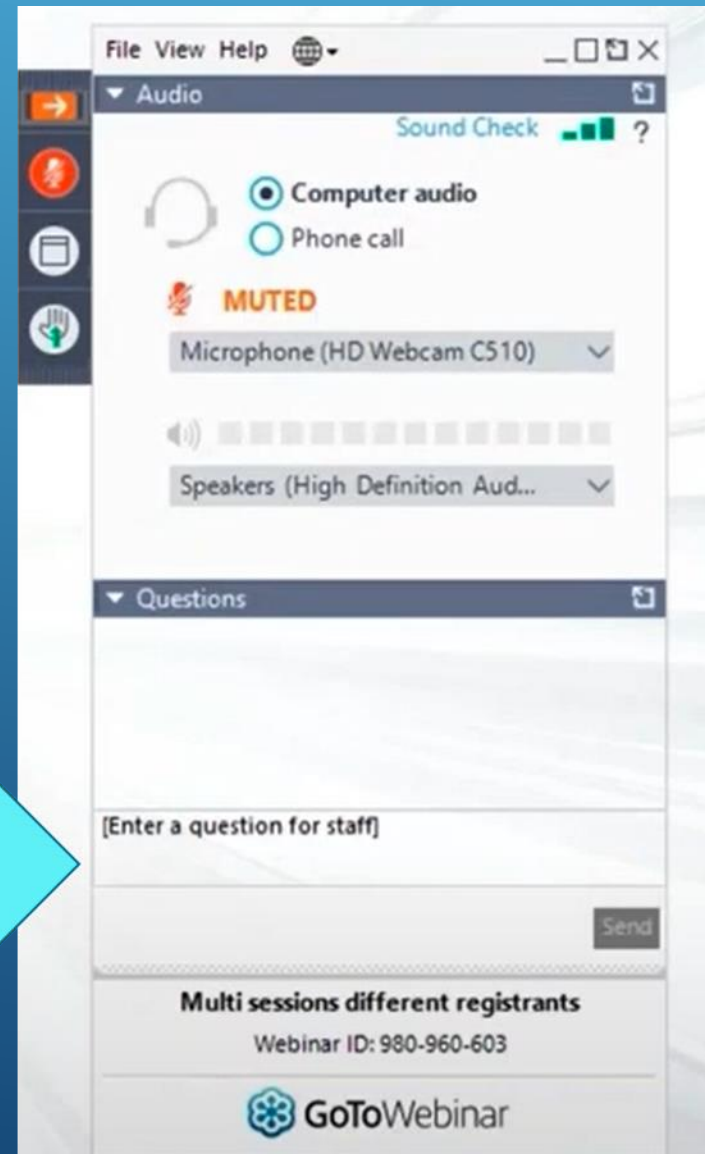
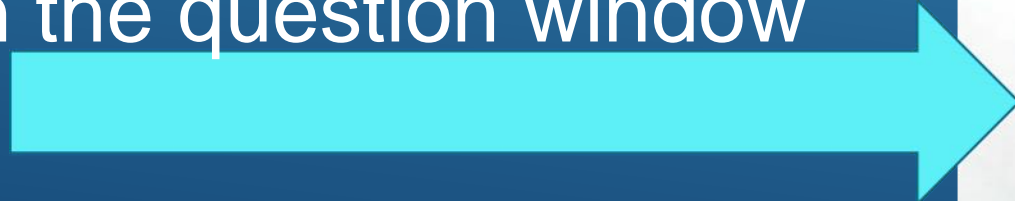
ENVIRONMENTAL & COMMUNITY BENEFITS

- Reduce traffic congestion
- Reduce air pollution
- AOPA eliminated more than 355,000 commute miles and saved 18,000 gallons of gas in 2018



Questions?

Please type your questions
in the question window



Thank You!

We Are Always Here to Help!

Contact Details:

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Email: Commuterchoice@Mdot.Maryland.gov

Website: CommuterChoiceMaryland.com

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