



RELECTIONS OF REMOTE WORK DURING COVID-19

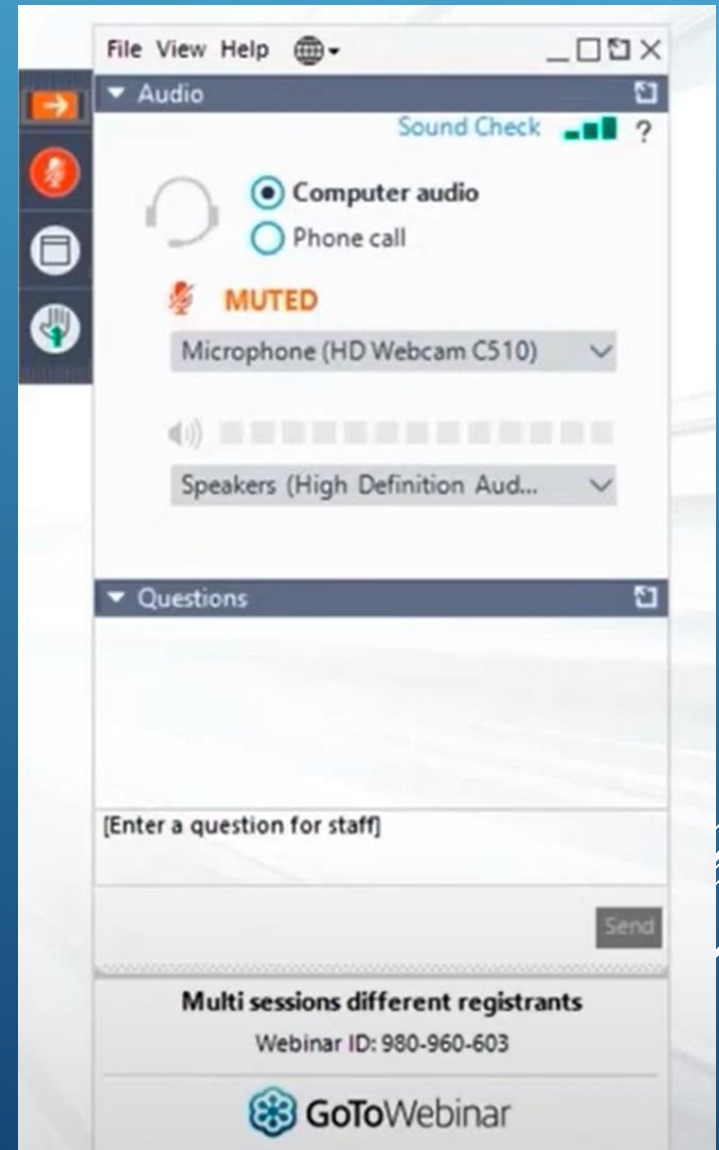
Success Stories and Lessons Learned from
Maryland Businesses

Session 2 5.5.20

WEBINAR FAQ

“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



Post COVID-19 how many days a week would you like to have the option for remote work?

POLL # 1

- A. 1 Day a week
- B. 2 Days a week
- C. 3 or more days a week
- D. On an as needed basis
- E. N/A my workplace does not offer remote work as option

WHAT IS COMMUTER CHOICE MARYLAND?

- ▶ **COMMUTER CHOICE MARYLAND** is the Maryland Department of Transportation's Travel Demand Management Program
 - ▶ Promotes alternative options to driving alone to work such as public transportation, ridesharing (vanpooling & carpooling) walking, biking, remote work (teleworking), and flexible work schedules
- ▶ Helps reduce congestion, conserve energy, protect the environment and facilitate economic opportunity

COMMUTER CHOICE MARYLAND EMPLOYER VIDEO

MDOT Maryland Department of Transportation

MDOT Commuter Choice - for Employers

Employers Save Money when Commuters Travel Smart

Watch later Share

MARYLAND DEPARTMENT OF TRANSPORTATION

CommuterChoice Maryland

CommuterChoiceMaryland.com
410.865.1100

Video Link: <https://www.youtube.com/watch?v=ruDzLipJK-Y&feature=youtu.be>

Free Business Toolkits

2019 Edition   The Maryland Department of Transportation is a customer-driven leader that delivers safe, sustainable, intelligent, and exceptional transportation solutions to meet the current and changing needs of Marylanders.

Commuter Choice Maryland Maryland Employer Commuter Benefits

TOOLKIT



2019 Edition   The Maryland Department of Transportation is a customer-driven leader that delivers safe, sustainable, intelligent, and exceptional transportation solutions to meet the current and changing needs of Marylanders.

Commuter Choice Maryland

VANPOOL TOOLKIT

For Employers and Commuters



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Commuter Choice Maryland A Guide to Telework for Employers



Available at: CommuterChoiceMaryland.com

Quarterly Webinar Topics

Past Webinar Topics

1. MD Commuter Tax Credit & Commuter Benefits
2. Implementing Options: Telework, Alt. Work Schedules, and Vanpools
3. Business Benefits of Bike & Walk Friendly Workplaces
4. Employee Commute Options when Planning a Business Relocation
5. Learn About Tools to Apply Commuter Benefits



Are you ready to save big in 2020?

It's so easy!

SIGN UP FOR A WEBINAR ON JANUARY 22nd at 11 AM - 12:00 PM TO LEARN ABOUT:

 <p>How to save money for your business when you participate in the Maryland Commuter Tax.</p>	 <p>How to easily navigate through the new application on the OneStop Portal.</p>	 <p>How to ensure your business is cashing in by offering commuter benefits in time for Tax Day!</p>
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Space Is Limited. Sign Up Today at CommuterChoiceMaryland.com.
This free service is made possible by the Maryland Department of Transportation

Available at: CommuterChoiceMaryland.com

What topics would be of interest to you for future webinar sessions?

POLL #2

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

(Email us CommuterChoice@mdot.Maryland.gov)

COMMUTER CHOICE MARYLAND GUEST

Bonnie Grassi



- Director of Human Resources of The Retina Group of Washington
- Over 20 years of experience of Human Resources Experience
- Known for combining solid business sense and technical expertise solving organizational and operational issues



THE RETINA GROUP
OF WASHINGTON

Shifting the paradigm - Remote Work

Bonnie Grassi

The Retina Group of Washington

COMPANY PROFILE

- ▶ Ophthalmology - Medical Practice
- ▶ Retina surgery specialty with over 200,000 patient visits per year
- ▶ 35 Doctors
- ▶ 17 offices in DC/MD/VA
- ▶ 300 employees
 - ▶ Ophthalmic Technicians
 - ▶ Operations Staff
 - ▶ Central Call Center
 - ▶ Business Administration



WHAT JOB FUNCTIONS MAY BE SUITABLE FOR REMOTE WORK?

- ▶ Call Center
- ▶ Billing
- ▶ Accounting/Payroll
- ▶ HR
- ▶ IT
- ▶ Business Administration-corporate leadership
- ▶ Doctors - Telemedicine when feasible for non-urgent consultation

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POLL #3

Does your workplace have a telework policy and agreement ?

- A. Yes
- B. No



POLL #4

How important do you think it is for your workplace to Develop a Telework Policy and Agreement?

- A. Very important
- B. Somewhat important
- C. Not important or needed



SET IT UP AND MANAGE IT

- ▶ Develop a Telework Policy and Agreement
 - ▶ Time reporting
 - ▶ Productivity and expectations
 - ▶ Work environment
 - ▶ Confidentiality
- ▶ Technology
 - ▶ Equipment and software (laptops, phones, etc.)
 - ▶ Remote access to systems
 - ▶ Training
- ▶ Staff Management - How is staff responding and how will management handle it
 - ▶ More conference calls
 - ▶ Use of team email blasts
 - ▶ In some cases there may be an increase productivity
 - ▶ Some like it, others miss the face to face interaction



POLL #5

Does your workplace plan on providing the option for remote work post COVID-19?

- A. Yes
- B. No
- C. Not sure
- D. Doubt it because my workplace does not offer this option regularly



CONTINUING THE NEW PARADIGM?

- ▶ Some of the practices that we may continue include remote work and flexibility around that, but also how we staff our offices.
- ▶ I have heard managers who previously were not in favor of remote work, now report that productivity has improved.
- ▶ I think overall, it is too soon to tell what pieces of our contingency planning will survive.



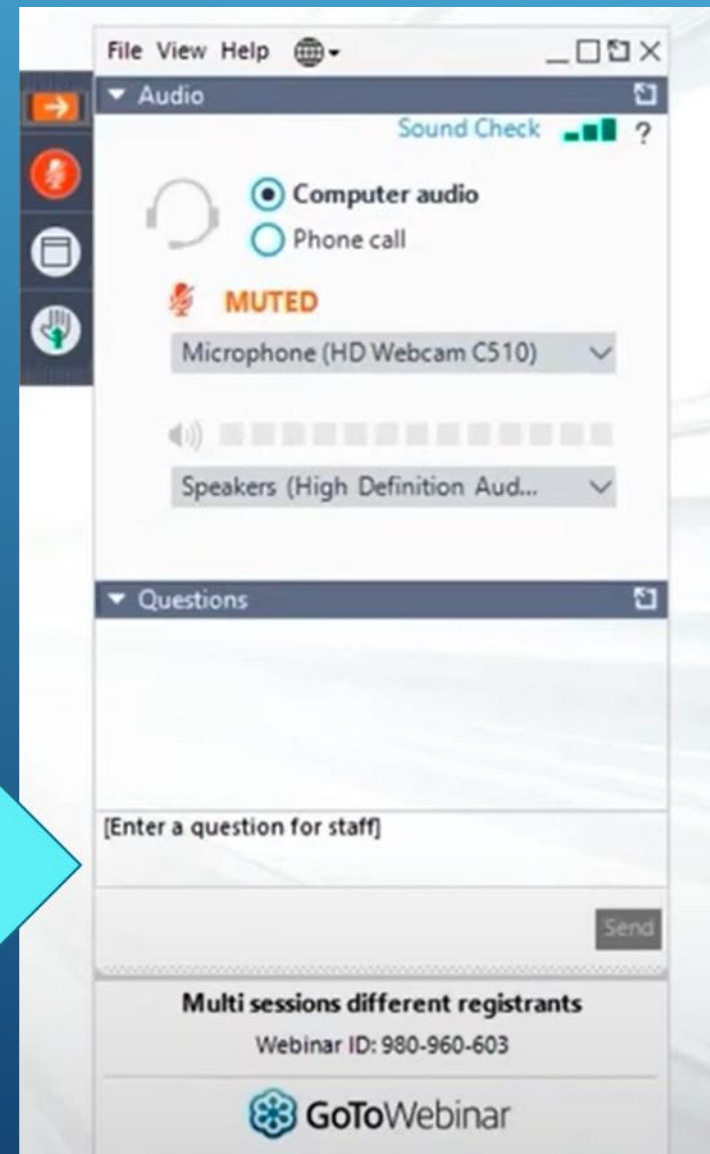
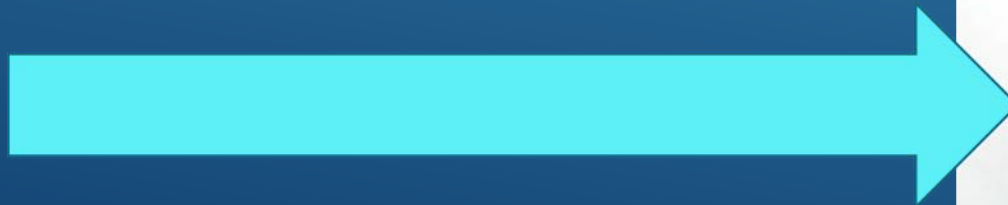
KEYS TO PLANNING

- ▶ Plan the work, work the plan, evaluate and adjust
- ▶ Plan ahead - Have contingency plans - be proactive.
- ▶ Think about worst case scenarios for the business
- ▶ Think about how to maintain work flow, work teams and projects using meetings and interactive software
- ▶ Communication Plans
- ▶ Flexible, Creative, Resourceful and Adaptable



Questions?

Please type your questions
in the question window



Thank You!

We Are Always Here to Help!

Contact Details:

Commuter Choice Maryland

Phone: 410-865-1100

Email: Commuterchoice@Mdot.Maryland.gov

Website: CommuterChoiceMaryland.com

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