



Press Release
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Telework Works - For One Federal Bureau

On Wednesday, June 25, 2003, the Treasury Inspector General for Tax Administration (TIGTA) was awarded the 2003 Commuter Connections Employer Recognition Award for its Telework Program, called Virtual Resource Solution (VRS). Due to the success achieved by the pilot program in August 2000, VRS was rolled out TIGTA-wide in October 2001. Currently, 92% of TIGTA's nationwide employees participate in the program, with 35% of the total 950 employees Teleworking two or more days per week.

The Commuter Connections Employer Recognition Awards Program recognizes employers who have voluntarily initiated alternative commute programs that have made a positive difference to the organization, its employees, and the region in the form of increased productivity, less stressful commutes and improved air quality. In the five (5) TIGTA Washington-area locations, 227 employees are eligible to participate in the Telework program. Of those eligible, 169 (74%) work remotely at least one day per week, with over one-half Teleworking two or more days per week.

TIGTA employees interested in Telework work closely with their manager to identify the parameters of participation and to develop performance expectations, in addition to receiving specialized training. TIGTA used a scheduled technology replacement to substitute dockable laptops with secure communications for the older desktop computers. High-speed Internet and telephone costs are subsidized, and printers are provided to those who Telework at least two days per week. As more people Telework, TIGTA expects reductions in space and overhead costs, which will far outweigh the costs of the program.

TIGTA employees value the flexibility and reduced commuting stress Telework provides. This is evidenced by the increased productivity displayed over the past year and the high employee satisfaction rating. Anecdotal evidence indicates that employees are able to stay better focused by having the ability to do work where the work can be done the best and by reducing stress related to daily commuting. TIGTA is very proud of the success it has achieved through its Telework program, and VRS has become a venue for attracting and retaining a skilled and an increasingly diverse workforce.