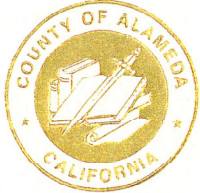


C O U N T Y A D M I N I S T R A T O R

REVISED



SUSAN S. MURANISHI
COUNTY ADMINISTRATOR

November 19, 2020

Honorable Board of Supervisors
County Administration Building
Oakland, CA 94612

SUBJECT: GUIDANCE ON REMOTE WORK ARRANGEMENTS AND VIRTUAL FIRST SERVICE DELIVERY

Dear Board Members,

RECOMMENDATION:

That your Board adopt the attached guidance on remote work arrangements and virtual first service delivery in order to encourage remote work for employees with jobs that can readily be performed remotely, and offer virtual first options for services that lend themselves to virtual delivery.

DISCUSSION/SUMMARY:

The COVID-19 pandemic accelerated the adoption of remote work by County employees and the effective delivery of virtual services through technology and other innovative initiatives. To accommodate shelter in place and social distancing requirements, many county departments successfully adopted remote work, whenever possible, to continue providing critical county services and offered select services virtually. During the past few months, adopting these strategies has also resulted in significant reduction in traffic congestion along Bay Area highways and substantial improvement in air quality due to reductions in greenhouse gas emissions. The proposed guidance developed by the County's executive leadership team supports the initiatives implemented during the COVID-19 pandemic and health emergency that have enabled the County to continue providing core services and maintain continuity of operations. It is also intended to embrace and encourage innovative initiatives that build on hybrid work arrangements and virtual first service delivery models post-pandemic consistent with the County's Vision 2026.

FINANCING:

Adoption of the proposed guidance will not increase net costs.

VISION 2026:

The proposed strategy is consistent with the overall Vision 2026 by advancing the core vision elements of **Healthy Environment, Prosperous and Vibrant Economy and Safe & Livable Communities**, and our 10X goal of **Accessible Infrastructure**.

Very truly yours,

Susan S. Muranishi
County Administrator

Attachment



County of Alameda

Guidance on Remote Work and Virtual Service Delivery

Introduction

The County is guided by its forward-thinking Vision 2026 that was developed with the objective of anticipating future opportunities and challenges. To this end, some of the stated goals, including ensuring public health through effective environmental protection; investing in leading technology to be more efficient and agile in responding to ever-changing demands; promoting employment policies, practices and benefits that are responsive to changing conditions and needs; creating and implementing best practices for recruitment, development and retention; developing infrastructure that supports access to County services from anywhere at any time and on any device; deploying technologies that reduce County office space needs; and supporting remote access enabling technologies, continue to guide the County's operations.

While the County was able to respond to the challenges of COVID-19 because of its anticipatory Vision that guided its operations during these challenging times, it continues to seek opportunities and strategies that further advance its vision. It is with this purpose that the guidance on Remote Work and Virtual Service Delivery strategy is recommended for adoption by the Board of Supervisors.

Strategy: Support Remote Work Arrangements and Virtual First Service Delivery

- Encourage alternative work options for employees with jobs that can readily be performed remotely.
- Offer virtual first options for services that lend themselves to virtual delivery to customers and clients.
- Invest in technologies that facilitate the strategy.

Strategy Description:

The COVID-19 Pandemic accelerated the adoption of remote work by County employees and the effective delivery of virtual services. This strategy is intended to embrace a hybrid work arrangement and virtual first service delivery model post-pandemic. To accommodate shelter in place and social distancing requirements, many County departments successfully adopted remote work, whenever possible, to continue providing essential County services and offered select services virtually. As witnessed during the past few months, adopting these strategies paved the way for a brighter future by contributing to a significant decline in traffic congestion along Bay Area highways and substantial improvement in air quality due to reductions in greenhouse gas emissions.

Strategic Objective:

- Continue to provide a safe job environment during and post pandemic.
- Promote better work-life balance by reducing commute time of employees.
- Offer convenient services whereby customers can perform transactions with the County without driving to County offices.
- Reduce greenhouse gas emissions, traffic congestion, transit overcrowding; and facilitate better job-housing balance.

Strategic Consistency:

This strategy aligns with Vision 2026 and advances the County's Climate Action Plan.

Other Anticipated Benefits:

- Enhance service delivery
- Reduce county space needs
- Improve recruitment & retention