

LINDA LINGLE
GOVERNOR OF HAWAII



MARIE C. LADERTA
DIRECTOR

CINDY S. INOUE
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT
235 S. BERETANIA STREET
HONOLULU, HAWAII 96813-2437

February 9, 2009

TESTIMONY TO THE
HOUSE COMMITTEE ON TRANSPORTATION
HOUSE COMMITTEE ON LABOR & PUBLIC EMPLOYMENT
For Hearing on Wednesday, February 11, 2009
11:00 A.M., Conference Room 309

BY

MARIE C. LADERTA, DIRECTOR

WRITTEN TESTIMONY

House Bill No. 1502
Relating to Telework

TO CHAIRPERSON SOUKI, CHAIRPERSON RHOADS, AND MEMBERS OF
THE COMMITTEES

The purpose of House Bill 1502 is to establish a task force to develop a comprehensive plan that will encourage and expand telework opportunities in Hawaii while reducing harmful environmental impacts, traffic congestion, the dependence on fossil fuels, and encourage a better quality of life for people who commute to work in Hawaii.

The Department of Human Resources Development appreciates the intent of this measure; however, given the current fiscal difficulties, it would not be prudent to pursue enactment at this time.

As part of the recent Four Day Work Week pilot project conducted in the Fall of 2008, the department conducted a small Telework/Telecommuting mini-pilot project to assess the feasibility and applicability of implementing a "Telework" work environment across appropriate job classes within the department. The Department is currently assessing the project and analyzing the data.

However, given that appropriations would be required for a telework task force, in addition to funds to maintain the security of the computer systems and the data, it would not be prudent to have a task force for telework in the current economic climate.

Respectfully submitted,

A handwritten signature in black ink that reads "Marie C. Laderta". The signature is written in a cursive, flowing style.

MARIE C. LADERTA



**Testimony to the House Committees on
Transportation and Labor & Public Employment
Wednesday, February 11, 2009
11:00 a.m.
Conference Room 309**

RE: HOUSE BILL NO. 1502 RELATING TO TELEWORK

Chairs Souki and Rhoads, Vice Chairs Awana and Yamashita, and Members of the Committees:

My name is Jim Tollefson and I am the President and CEO of The Chamber of Commerce of Hawaii ("The Chamber"). I am here to state The Chamber's general support to House Bill No. 1502, relating to telework.

The Chamber is the largest business organization in Hawaii, representing more than 1,100 businesses. Approximately 80% of our members are small businesses with less than 20 employees. As the "Voice of Business" in Hawaii, the organization works on behalf of its members, which employ more than 200,000 individuals, to improve the state's economic climate and to foster positive action on issues of common concern.

HB 1502 establishes the telework task force to develop a comprehensive plan that will encourage and expand telework opportunities in Hawaii while reducing harmful environmental impacts, traffic congestion, the dependence on fossil fuels, and encourage a better quality of life for people who commute to work in Hawaii.

Telework is a concept that changes the notion of work being a place to work being a process or activity. With today's affordable PCs, Internet access, on line services and software designed to support teleworking; businesses are in a position to leverage the concept.

During this tough economic period, we should look for options that stimulate the economy while balancing the social and economic landscapes. Therefore, the Chamber generally supports a telework task force to evaluate how we can effectively develop a comprehensive plan without imposing mandates on businesses and compromising their ability to run their firm effectively.

Keeping up with the rules and regulations contribute greatly to the cost of doing business in Hawaii. Therefore, providing incentives to businesses, especially small ones would help them stay viable as well as stimulate growth in our economy.

Thus, The Chamber respectfully requests HB 1502 be passed for further discussion. Thank you for the opportunity to testify.

House Bill 1502

Wednesday, February 11, 2009

11:00 p.m. House Conference Room 309, State Capitol, 415 South Beretania Street

Introduction

My name is Louis Darnell and I am the president of ComTel, a local communications technology company. I am testifying on behalf of House Bill 1502. I support the passage of House Bill 1502.

Content

I support the bill because a Task Force could focus on areas that key to the state wide deployment of teleworking. House Bill 898's proposed tax incentive will motivate organizations to invest in appropriate technology but other areas need to be considered and better understood.

We need to understand how to effectively coordinate government, business and labor unions to satisfy their needs in order to achieve wide spread adoption of teleworking. Perhaps the area needing the most study is Human Resource laws, regulations and rules. Employer liabilities must be evaluated and the insurance industry must be consulted. Our communications and Internet infrastructure must be evaluated for adequacy. Some people will not want a home office or they may not have space for a home office so we must include the developer and building owner communities.

The federal General Services Administration manages telework centers that ring the Washington DC beltway. These buildings offer office space and access to the Internet on an as needed basis. Telework centers should be established in all major parts of Oahu and neighbor islands.

Closing

I see the primary purpose of the proposed task force not to delay the migration to teleworking but to facilitate its adoption on a large scale.

Respectfully submitted,

Louis Darnell

President

ComTel

ldarnell@comtelhi.com

808 356-0010



VIA Capitol Website

February 11, 2009

**House Committee on Transportation
and
House Committee on Labor and Public Employment
Hearing Date: Wednesday, February 11, 2009, 11:00 a.m. in CR 309**

Testimony in Support of HB 1502– Relating to Telework
(Establishes telework task force to develop plan to encourage telework opportunities.)

Honorable Chairs Souki/Rhoads, Vice Chairs Awana/Yamashita
and TRN-LAB Members:

My name is David Arakawa and I am submitting testimony on behalf of the Leeward Oahu Transportation Management Association (“LOTMA”) in **support** of HB 1502 relating to telework and establishing a task force that will help develop a plan for promotion of telework.

Background. LOTMA was incorporated in 1990, in an effort to collaboratively unite all of the major Leeward and Central Oahu region’s landowners and developers to address mobility issues and accommodate the increasing transportation needs of this rapidly growing region. LOTMA’s mission is to advocate, develop, and implement, in cooperation with government and the community, a coherent program aimed at improving mobility in Leeward and Central regions of Oahu; and to promote and facilitate the development and use of alternative transportation opportunities that would maximize the use of existing and proposed transportation systems in the Leeward/Central region.

HB 1502. The purpose of this bill is to establish a temporary telework task force. The task force shall develop a comprehensive plan to encourage and expand telework opportunities in both the public and private sectors that will help to alleviate the high transportation-related expenses of commuting, reduce Hawaii’s dependence on fossil fuel, reduce traffic congestion on Hawaii’s roadways, and provide the workers of Hawaii with an opportunity to spend more time either working from home or with their families, rather than in traffic.

This bill will establish the temporary telework task force within the department of business, economic development, and tourism for administrative purposes only, to work in coordination with the department of human resources development.

LOTMA’s Position. LOTMA’s priorities include finding ways to reduce traffic from Leeward and Central Oahu and a telework initiative would address this issue.

Other states such as Arizona, California, and Oregon have all been successful in implementing policies to encourage workplace flexibility for their state employees. There also have been studies showing that these programs increase employee productivity and

motivation, increases employee efficiency, improves quality of life, and reduces pollution and energy consumption.

For residents of West Oahu, they know first hand how bad traffic is, when traffic is compared to days when university students are in session to days when university students are on vacation. The workplace flexibility options that telecommuting offers will decrease traffic congestion and improve overall quality of life for island residents. The development of a task force thru HB 1502 would indicate whether telework would appeal to Hawaii.

Thank you for the opportunity to testify **in support** of HB 1502.

awana3-Elenoa

From: GM@HawaiiN.Com
Sent: Tuesday, February 10, 2009 12:56 PM
To: TRNtestimony
Subject: fully support HB1502

Categories: Red Category

To Representative Joseph M. Souki, Chair Representative Karen Leinani Awana, Vice Chair

COMMITTEE ON TRANSPORTATION

To Representative Karl Rhoads, Chair
Representative Kyle T. Yamashita, Vice Chair COMMITTEE ON LABOR AND PUBLIC EMPLOYMENT

From: John Bond, Ewa-Kapolei

I, John Bond fully support HB1502 to create a Telework task force to develop a comprehensive plan that will encourage and expand Telework opportunities in Hawaii.

I believe that reducing harmful environmental impacts, traffic congestion, the dependence on fossil fuels, and encouraging a better life for people who commute to work in Hawaii is not only a very desirable quality of life issue, it has become a matter of absolute necessity in view of the great financial difficulties Hawaii and the United States now face.

This is by no means a futuristic and far away utopian dream! In fact methods and means to utilize Telework have increased phenomenally in the past few years while actual implementation costs have also dropped dramatically!

I recently spoke with the Washington D.C. GSA Telework Center Program Director and given an update on the program there. His view was that Telework Centers are successful there in cases where traffic congestion is the primary factor- such as is the case in Virginia. Telework Centers are currently 78% occupied by users every day. The mix is federal workers and private companies.

Hawaii can no longer continue to do "business as usual" and must quickly and actively seek all alternatives to reduce costs in providing government and public services. Telework Centers and Telecommuting are known and proven transportation alternatives and are already widely supported and encouraged by the Federal government.

Already the new administration in Washington, D.C. plans to expand and further promote and develop these avenues that offer substantial savings in time, energy and fuel costs.

Private enterprise has stepped up to the plate with many very innovative software programs and tools, very inexpensive web cams, and other computer and broadband internet technologies that offer absolutely no further excuses for delaying the implementation of Telework Centers and Telecommuting in Hawaii.

What OTHER transportation alternative can you conceive of which can actually be IMPLIMENTED in just 6-12 months and actually cost LESS and LESS over time!?

If you think there are Human Resource, Workplace and Union Issues- there are- but these can and ARE being resolved! We must face the fact that this IS the 21st Century and NOT the past century, and our current and very deep economic situation DEMANDS creative and intelligent solutions- not old re-treads!

Telework Centers already exist successfully on the mainland. Many US States have active Telework Centers and Telecommuting programs. These are partnerships of government, universities and private enterprise. Hawaii has already conducted a successful Telework Center pilot program- and this was nearly TWO DECADES ago! Let's Dust This Off and Get Moving!

Commuters can save THOUSANDS of dollars and actually gain back over one FULL WEEK of their lives each month NOT spent in a grinding, polluted, frustrating "Commuter Hell". It DOES NOT have to be that way, folks!

Telework Centers are basically just like going to regular office jobs- but they are dispersed throughout local communities, usually only a few miles from where people actually live. Biking to work will be a real practical option for thousands of Oahu workers!

Look at this- take the gas money, lunch money and probably parking fees to work downtown and have Telework Center workers RE-INVESTING IT in the local community economy! Local stores, restaurants, services will flourish!

What happened to this 21st Century Hawaii State Plan?...

"We see... jobs created closer to homes, and homes clustered around employment centers. Those living in suburban communities will work in neighborhood TELEWORK centers, branch offices, close to their homes, state-of-the-art telecommunications links, and teleconferencing facilities.

Many residents will be able to live, work, and play in their own communities. Employee and family life quality will be enhanced as long as long work commutes are gradually eliminated."

Hawaii Statewide Transportation Plan -
Executive Summary 1998-2000

<<http://state.hi.us/dot/stp/execsummary.pdf>>

This plan evolved approximately 11 years ago, after a SUCCESSFUL One Year Telework Center project in Mililani PROVED Telework Centers was a viable work alternative. This IS the 21st Century now. Not everyone will have a job that can become a Tele-Commute job, but for those who must rush every day back and forth from a centralized downtown office, there IS a better WORKLIFE awaiting you in the near future.

In helping to solve West Oahu's traffic problems, and for all communities that have commuter traffic issues, some real thought should be given to Telework Centers and their proven community value on many levels.

Below are some actual Telework Centers in operation right now around Washington, D.C. They should give most people a pretty good idea of what a Telework Center looks like and how relatively easy it would be to get similiar operations up and running fairly quickly if local government made this a PRIORITY to help solve our incredibly bad- possibly WORST in the US traffic problems on H-1.

How many times have West Oahu neighborhood boards heard development plans that say people will have "jobs" at the local shopping centers rather than having to commute downtown? The FACT is- Jobs at Shopping Centers usually do NOT pay well, especially to support home mortgages and decent family living standards- OR- future jobs for their children.

Some of the more elaborate community development plans in West Oahu include Golf Courses, Daycare Centers, Community Recreation Centers, etc- but leave out one really big 21st Century community infrastructure requirement- Telework Centers. Telework Centers actually have MANY

valuable purposes in a community, if our local and state governments would just look at them as a Smart Community Planning concept!

Telework Centers are often a PARTNERSHIP of government, an area developer and local private business. Government usually helps to encourage these centers by providing some tax incentives, grants or workforce members ready for telework. They are located usually near daycare centers, food courts, bus stops, bike paths and public parking areas.

There is also another consideration- Emergency Preparedness. Community Telework Centers can become local community CIVIL DEFENSE operations centers tied into Police, Fire, Rescue and State Civil Defense operations during an emergency. There is likely even Homeland Security funding for this as well.

In the D.C. area, the government "satellites" more of its workforce out to local communities, often just a few miles away from where people actually live. The area developer can get tax credits and other incentives to provide a good community location for a Telework Center. Local businesses can help provide business services and staffing to make sure the Telework Center meets the needs of its customers. Everybody in the community WINS with a community Telework Center because it also acts as a New Business magnet.

Before the new UH West Oahu campus is built- the UH system should consider establishing a West Oahu Telework Center as a primary base office, providing workers and IT support staff for the larger community benefit during the years it will take to build the campus. This initial infrastructure could also provide other support like community training, digital multimedia and video teleconferencing support.

Personally, I would like to see ALL of the neighborhood boards have their meetings streamed LIVE over the internet, and made available for later viewing in on-line archived format with accompanying government documents and links to developers websites showing their plans in digital multimedia formats.

I would also like to see a way that local citizens can take their own photos and videos- such as the recent flooding issues, and have these placed on a community website area where government officials can view them. I heard people talking about videos of backed-up streams BEFORE the floods had hit- and if those had been on-line- with the help of the local Telework Center- a lot of home flood damage might have been prevented before the rains came.

In the near term, the West Oahu Telework Centers could be set up in almost any available building that has good power, electrical connections, parking and high-speed broadband internet services. Emergency back-up power would also be a major asset.

Some examples below show how Telework Centers look and work around Washington, D.C. There is no reason why there could not be similar Ewa and Kapolei Telework Centers, and similar work centers in other Hawaii Communities around the Island of Oahu- or even statewide.

The Hagerstown Telework Center is a partnership between the City of Hagerstown and GSA. It is one of 14 Centers around the Washington metropolitan area, and part of the U.S. GSA Telework Program. The program consults, plans, and implements Telework Centers primarily focused on federal agency employees.

<http://www.hagerstowntelework.org/> At BSU's Telecommuting Center, you are closer to home yet still in the office. The capabilities of your remote office at the Center are endless! With all the latest in computer and office equipment, you will be on the leading edge of technology. The Center is furnished with ergonomic module components, Pentium Internet

accessible computers, voice mail, laser printer, copier and fax machine, a lockable file for personal items, a conference room seating eight, scanner, shredder, microwave, refrigerator, and other small general office equipment. Users are provided with on site technical assistance. All workstations have high-speed Internet connections and dial up modem access. Desktop to desktop connectivity is handled on an individual basis. The Telecommuting Center is open 24 hours, 7 days a week with peak hours of 6 a.m. to 4 p.m.

<http://www.bsu-telecommute.com/> The six NoCommute.org telework centers are part of a project sponsored by the General Services Administration. They represent a cooperative effort between the federal government, state and local government, academia and private sector. The centers are open to both federal employees as well as private sector employees. A wealth of information for the federal employee is available at www.telework.gov <http://www.telework.gov> (a site maintained by OPM and GSA).

The two centers along Interstate 66 (Manassas and Fairfax) and the one near Fairfax County Parkway (Herndon) are operated by George Mason University's Mason Enterprise Center and Lockheed Martin. The three centers along Interstate 95 (Woodbridge, Stafford, and Fredericksburg) are operated by the George Washington Regional Commission.

The main purpose of these centers is enabling people, who already have jobs, to avoid long commutes to their normal workplace (office). Not everyone who teleworks can or chooses to do so from their house. These centers provide an attractive alternative.

<http://www.nocommute.org/> GSA Telework Center Features: Intel Based PC's with Integrated CAC Card Reader, Microsoft Office Professional, High-speed Internet, State of the Art Firewall, Secure Wi-Fi (WPA Security), Digital Telephone System (Remote VM Access 24x7), On-site Technical Support (During Regular Business Hours), Reservation System, HP LaserJet Printers (Color & Black/White). Xerox Workcentre (Fax, Copy, Scan to E-mail), Shredder, Conference Room, Kitchenette (Microwave, Refrigerator & Water Cooler), Personal Mobile Storage Cabinets

<http://www.gotelework.org/> NetTech Centers Instant office is just that, Instant. No worries, no fuss. Instead of waiting on utilities to be turned on and getting office furniture delivered, you are ready to go the same day you sign your lease. Your new business home comes with everything you will need to make your venture a successful one. Digital phone system with voice mail that can be accessed from anywhere. Computers with flat screen monitors connected to a 3 MB fiber internet connection that makes connectivity a snap. Comfortable and functional work spaces in a variety of configurations all to meet your needs. You will be comfortable knowing that your clients are comfortable in our professional environment.

<http://www.nettechcenter.net/> Thrive in this professional environment that meets all your office and technical needs. Avoid traffic, commutes, and interruptions -- be productive with us!

<http://www.jctc.org>

Please support HB 1502, as this will help get Hawaii MOVING again, improve the lives of thousands of Hawaii residents, save massive amounts of gas and energy costs and help bring back the Island Paradise that is the reason most people live here in the first place.

Sincerely,

John Bond

Let's Get Moving With Telecommuting and Green Computing

awana3-Elenoa

From: Panos D. Prevedouros [pdp@hawaii.edu]
Sent: Monday, February 09, 2009 12:45 PM
To: TRNtestimony
Subject: *****SPAM***** HB1502 (2009)

Categories: Yellow Category

I support the attempt to establish a Telework Task Force.

Telework is the cleanest, cheapest and most effective way to reduce traffic congestion and energy demand. It is one of the keys to Hawaii's long term sustainability. There is overwhelming evidence to this effect from studies and actual deployments in Canada, Europe and the mainland U.S., e.g., <http://www.ivc.ca/studies/us/index.htm>

Ideas on telecommuting come and go in Hawaii like the late 1980s Mililani Telework Center and this article in 2005 Star Bulletin article:
<http://archives.starbulletin.com/2005/05/16/business/technology.html>.

Of course the U.S. Census makes it clear that telecommuting and telework in 2000 accounted for more than 3% of the commute-to-work share of work travel in the U.S. This was accomplished with minimal public funding. This compares very favorably to rail systems which had a 2.09% national share in 2000 after tens of billion of dollars of investment.

Thank you for the opportunity to provide testimony.

--

Panos D. Prevedouros, PhD
Professor of Transportation Engineering
Department of Civil Engineering
University of Hawaii at Manoa
TEL: (808)-956-9698, FAX: -5014
www.eng.hawaii.edu/~panos

2nd Int'l Symposium on Freeway Operations: 2isfo.eng.hawaii.edu Past President, Hawaii Highway Users Alliance (www.HHUA.org) Subcommittee Chair, Freeway Operations, Transportation Research Board