



MEMORANDUM

TO: All City Employees

FROM: Interim City Manager Jesús Garza

DATE: May 11, 2023

SUBJECT: Citywide Telework Policy Implementation

As mentioned in my March 24, 2023 memo, I am focused on the organization's commitment to high public service standards as well as excellence and reliability in service delivery. I am also a firm believer in working as one organization, with consistent practices across departments. My goal is to provide top-quality customer service to our residents and foster an organization where team-building is promoted.

Foundational to my commitment is the reality that, unlike many other employers, we are primarily a public-facing organization. It is imperative, in my opinion, that we work to ensure the public's trust. We cannot completely do so if we are not present or responsive to their needs. With this in mind, we must address the various department policies surrounding telework. It is difficult to establish and maintain consistency and reliability without a uniform set of standards. As with all of our personnel policies, we should have consistency that employees can rely on from one department to the next. To that end, I asked Assistant City Manager Veronica Briseño to convene a cross-section of Department Directors, HR professionals, and representatives from our affinity groups to gather feedback that would inform an updated Citywide Telework Policy that achieves these goals. After much consideration of the feedback gathered, I have decided that an updated Citywide Telework Policy will include the following:

- Effective June 5, 2023 - All executives, including directors, deputy directors, and assistant directors, are required to be in the office five (5) days per week;
- Effective October 1, 2023 – Non-executive staff that are eligible to telework are required to be in the office for a minimum of three (3) days per week, allowing for 40% of the week to be utilized for telework; and
- Alternative work schedules are allowed in conjunction with telework.

Directors will be responsible for determining the framework for implementation within their respective areas and in alignment with the telework policy. The final policy will also provide

guidance around potential exemptions based on job function and industry standards. I want to thank the City Manager's Office (CMO) Executive Team for leading by example and returning to the office daily for the past several months. I also want to take this opportunity to thank our hard-working front-line workers who never had the opportunity to work from home.

Again, my goal is to organize our people and our work so that the organization operates efficiently, and this is one step forward in that process. Thank you for your continued service to our organization and community.

cc: CMO Executive Team
Department Directors