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TRANSPORTATION  
JOINT LEGISLATIVE AUDIT

April 29, 2024

REVISED 4-29-2024

The Honorable Gregg Hart  
Chair, Joint Legislative Audit Committee  
1020 N Street, Room 107  
Sacramento, CA 95814

**Re: Request for Audit of State Telework Policies**

Dear Chairman Hart:

I am writing to request an audit of the Department of General Services (DGS) and Department of Human Resources (CalHR) regarding the State's telework policies. State agencies implemented a shift to telework four years ago at the beginning of the pandemic, and today approximately 74,000 state employees choose to work from home. The ability to telework has proven overwhelmingly popular with state employees, potentially resulting in increased productivity, cost and time savings, and environmental benefits.

DGS currently manages 59 state office buildings totaling over 13 million square feet of office space, and spends over \$600 million per year on rent to maintain more than 2,000 leases for state departments in privately owned buildings. Telework can potentially reduce this footprint and provide substantial budget savings. State telework has also reportedly eliminated nearly 400,000 metric tons of carbon emissions, reduced traffic congestion, and saved workers hundreds of dollars per month in vehicle expenses.

An audit would help us understand the costs and benefits as well as the effectiveness of the State's telework policies. For these reasons, I request that the audit address the following:

1. Determine the origin and basis for the decision to implement and evolve the State's telework policy.
2. Provide information about how widely and consistently telework policies are used by state agencies, departments, offices, programs, bureaus, councils, boards, and commissions.
3. Review the role and technical assistance provided by DGS and CalHR in implementing and changing this policy over time.
4. Determine how much DGS can save on maintaining or leasing office space for teleworking state workers. Determine whether a hybrid approach could lessen these potential savings.
5. Determine the extent to which DGS and CalHR have evaluated how much vehicle emissions and vehicle miles traveled have been impacted. To the extent it is practicable, determine the impact on the state meeting its climate goals.
6. Identify other potential savings to the State and state workers
  - Review the impact on housing and vehicle costs for state workers and time associated with commuting.
  - Review the impact on sick and vacation time used by state workers and any cost implications.
7. Identify efforts to assess impacts of the State's telework policy, including productivity measurements and customer satisfaction surveys.
8. Review known impact on worker productivity.
9. Assess whether telework policies have impacted the state's ability to compete for workers in a tight labor market and attract qualified job applicants. Assess any impacts on worker retention.
10. Determine any impacts or challenges to training efforts, team building, and responsiveness.
11. Identify any challenges or issues state agencies have faced in administering telework policies. Determine how state agencies have addressed these challenges or issues.
12. Determine whether there is an ideal structure for overseeing the State's telework policy, including the prior use of a State Telework Compliance Office.

Thank you for your consideration of this request. Should you have any questions or would like additional information, please contact Teresa Trujillo in my office at 916-319-2007 or [Teresa.trujillo@asm.ca.gov](mailto:Teresa.trujillo@asm.ca.gov).

Sincerely,

**Josh Hoover**  
Assemblyman, 7<sup>th</sup> District