

RMC Events STAFF

Telework!VA Case Study

Funded by the Virginia Department of Rail and Public Transportation
Administered by RideFinders, a division of the GRTC Transit System
www.teleworkva.org www.ridefinders.com (804) 643-RIDE

Organization

RMC Events, Inc.
4821 Bethlehem Road
Richmond, VA 23230

Telework Coordinator

Dan Schmitt, President
(804) 353-7621
dan@rmcevents.com

Testimonial

“With the assistance and guidance from RideFinders and TeleworkVA, our Event Managers are able to work from our clients facilities with the same resources of their offices. They are able to remotely access the data they need to be highly efficient and effective for our clients. Without this type of support and opportunity from RideFinders and TeleworkVA, we absolutely would NOT have had the opportunity to make these adjustments.

RMC Events is better and more efficient today because of the assistance we’ve received. In addition, our staff morale has improved dramatically as our Event Managers have more resources at their hands to help make their jobs more enjoyable. We provide staffing support to over 3800 events per year. Efficiency matter to us, it matters to our staff and it certainly matters to our clients. This program has improved our operation and our organization as a whole.”

Dan Schmitt, President

Business Benefits

1. Timesaver – remote access/login.
2. Efficiency to client at the job site – data access.
3. Staff moral – WAY easier to access information and perform job function.

Background

RMC Events is an event staffing company with offices in Richmond, Charlottesville, and Blacksburg, Virginia. The organization provides event staff support to a variety of venues including arenas, theaters, and stadiums throughout the Commonwealth of Virginia. In 2010, RMC Events provided staff to more than 3,600 events at over 100 facilities

The organization has 14 full-time employees – 10 at the Richmond office, 3 at the Charlottesville office, and 1 at the Blacksburg location. Many of these employees are Event Managers, responsible for designing the staffing plan for their particular events and venues, building staff rosters, scheduling part-time staff, managing staff while on-site, and managing payroll functions. The Event Managers work with more than 1,000 part-time staff, such as ticket takers and parking attendants, who provide on-site support at events including the State Fair of Virginia, various NASCAR races, and Kings Dominion amusement park.

The Richmond office serves as the headquarters with all business operations occurring there. Prior to the implementation of the telework program, there was a significant amount of travel between the Richmond and Charlottesville offices to exchange documents and information.

RMC Events sought to implement a telework program in order to:

- Provide full-time staff members with an efficient and effective way to work at home, without the need to commute to either the Richmond or Charlottesville office as frequently.
- Reduce travel *between* the organization’s two offices.
- Allow employees to spend more time at home by providing remote access capabilities.

Summary of Assistance Provided

RMC Events was accepted into the Telework!VA program in January 2010. At the time, none of the organization's 14 employees were teleworking. Telework!VA provided technical assistance with reviewing the organization's Telework Remote Access Policy and Guidelines and the Employee Remote Access Agreement.

RMC Events also received \$35,000 in financial incentives. The funding was used to offset costs for laptops (\$5,660); a server, software, and network security at the office site to enhance remote access capabilities (\$4,405); and technical support related to the installation, configuration, and support of the server (\$24,935).

Telework Statistics

RMC Events conducted the Telework!VA baseline survey in January 2010 and participated in the 2011 annual survey. The most recent survey results showed that:

- There were 6 teleworkers.
- These employees worked at home an average of 1.2 days/week.
- The average one-way commute distance was 11 miles.
- These participants saved a total of 158 vehicle miles of travel per week, equaling a reduction of 7,603 commute miles annually (based on 48 work weeks in a year).

Obstacles or Challenges and How They Were Resolved

1. Education of staff.

Staff meeting dedicated to telework features and use, options.

2. Initial fear/resistance to change, new ideas.

Once a staff member embraced it and took time to utilize the concept properly, 100% were very satisfied.

Results

None of RMC Events' employees were teleworking when the organization first joined the Telework!VA program in January 2010. Since then, the organization has implemented a successful telework program. The number of participants has continued to grow and as of June 2011, RMC Events reports that all 14 of its employees telework at least occasionally.

Published in June 2011 by the Virginia Department of Rail and Public Transportation and RideFinders. This publication contains information intended for public distribution. You may reprint this material, provided it is not used to endorse a commercial product or service. Please credit RideFinders, the Virginia Department of Rail and Public Transportation, and Telework!VA.



