

# Commuter Connections 2020 Employer Telework Survey Coronavirus Pandemic



**Highlight Results  
July 21, 2020**

**LDA Consulting  
with  
CIC Research**



# Survey Methodology



# Survey Objectives and Methodology

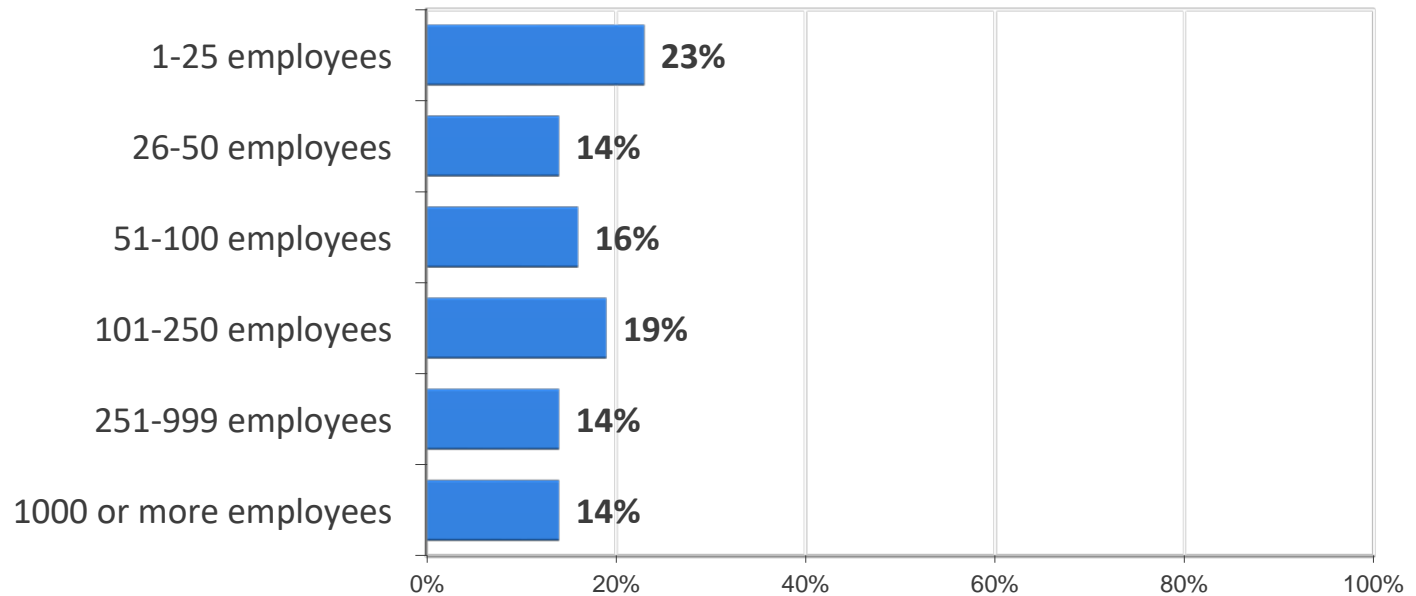
- Survey conducted to examine telework changes made by employers during coronavirus pandemic
- Interviewed 180 employers that were in either COG/CC ACT! database or federal ETC/TW coordinator database
- Sent email/postal mail invitations, Internet survey:



- Collected data on:
  - Employer size, location, type
  - Change in worksite operation
  - TW counts now and pre-coronavirus pandemic
  - Changes in TW program/policy
  - Received assistance on TW – types and sources
  - TW issues encountered
  - TW benefits to employees and managers
  - Likely to continue TW after pandemic

# Employer Profile – Diverse Sample

- Worksite state: 12% DC, 43% MD, 45% VA
- Employer type: 49% private, 33% NFP, 13% Federal, 5% S/L gvt
- Industry: Government, medical, trade association, business support, education, real estate/property management, technology, hospitality, legal/professional, banking/finance
- Size – number of employees in Washington metro region

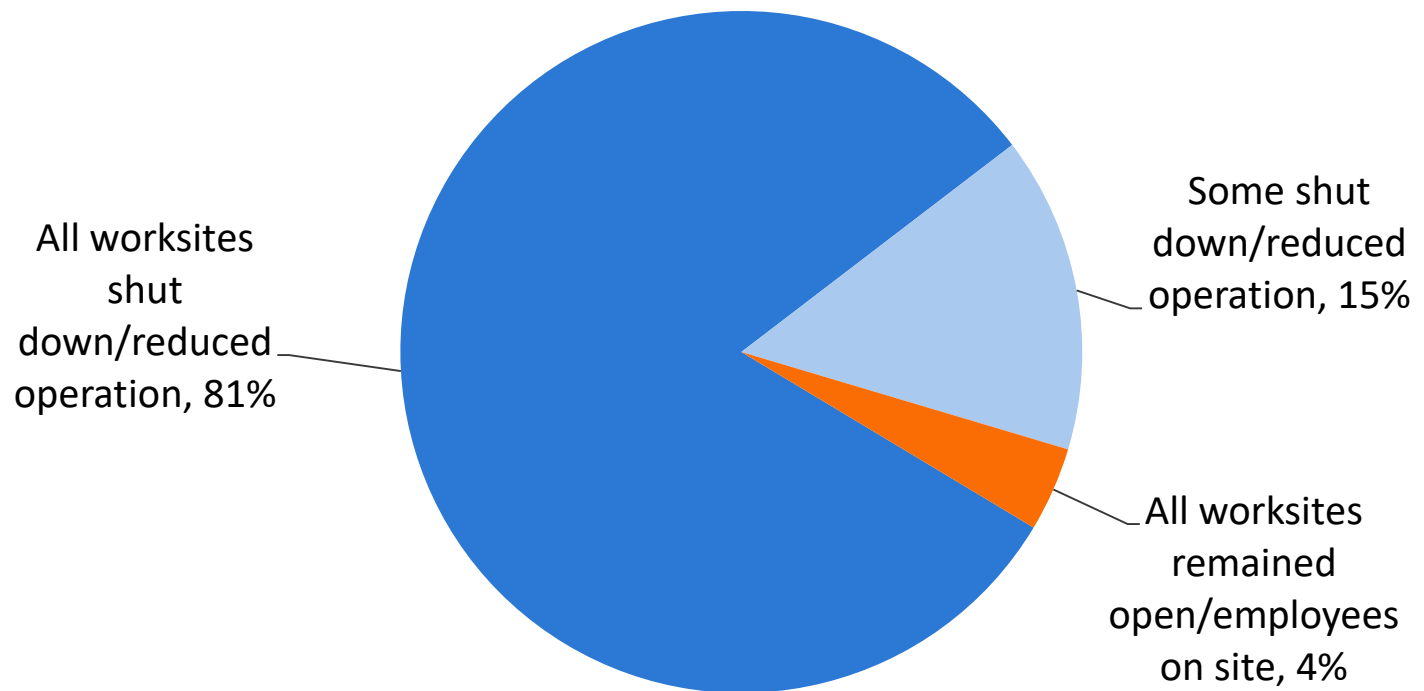




Coronavirus  
Site/Telework Changes

# 96% of Worksites Shut Down or Reduced On-site Operation Either Completely (81%) or Partially (15%) Since Coronavirus Pandemic Began

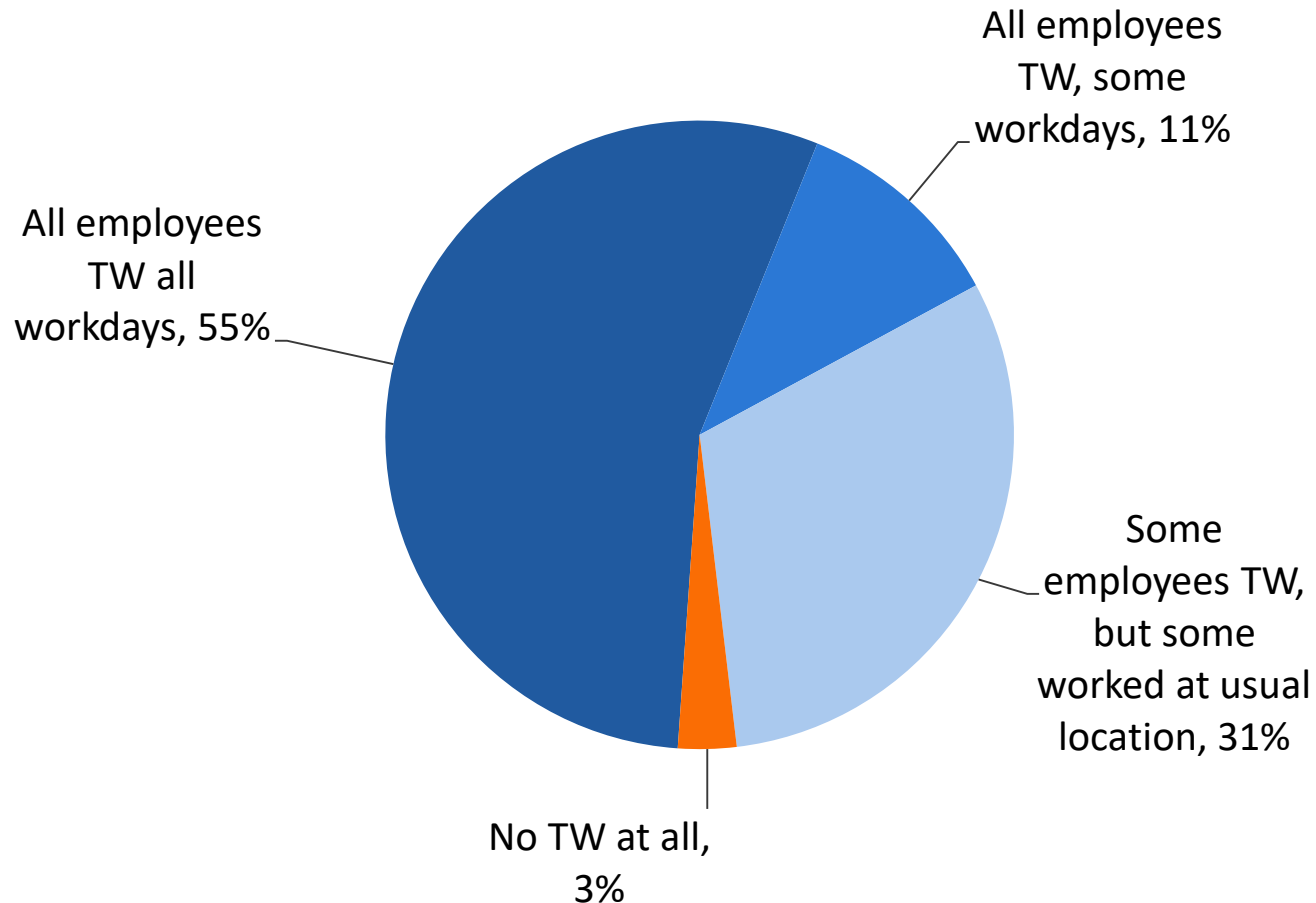
At the time of the survey, 95% of sites with reduced operation were still closed/limited on-site operation



Q2d. Since the coronavirus pandemic began, have any of your organization's worksites in the Washington metropolitan region shut down or reduced on-site employee operations, even if only temporarily?

Q2e. Have these Washington region worksites now reopened for all employees to work on-site as usual?

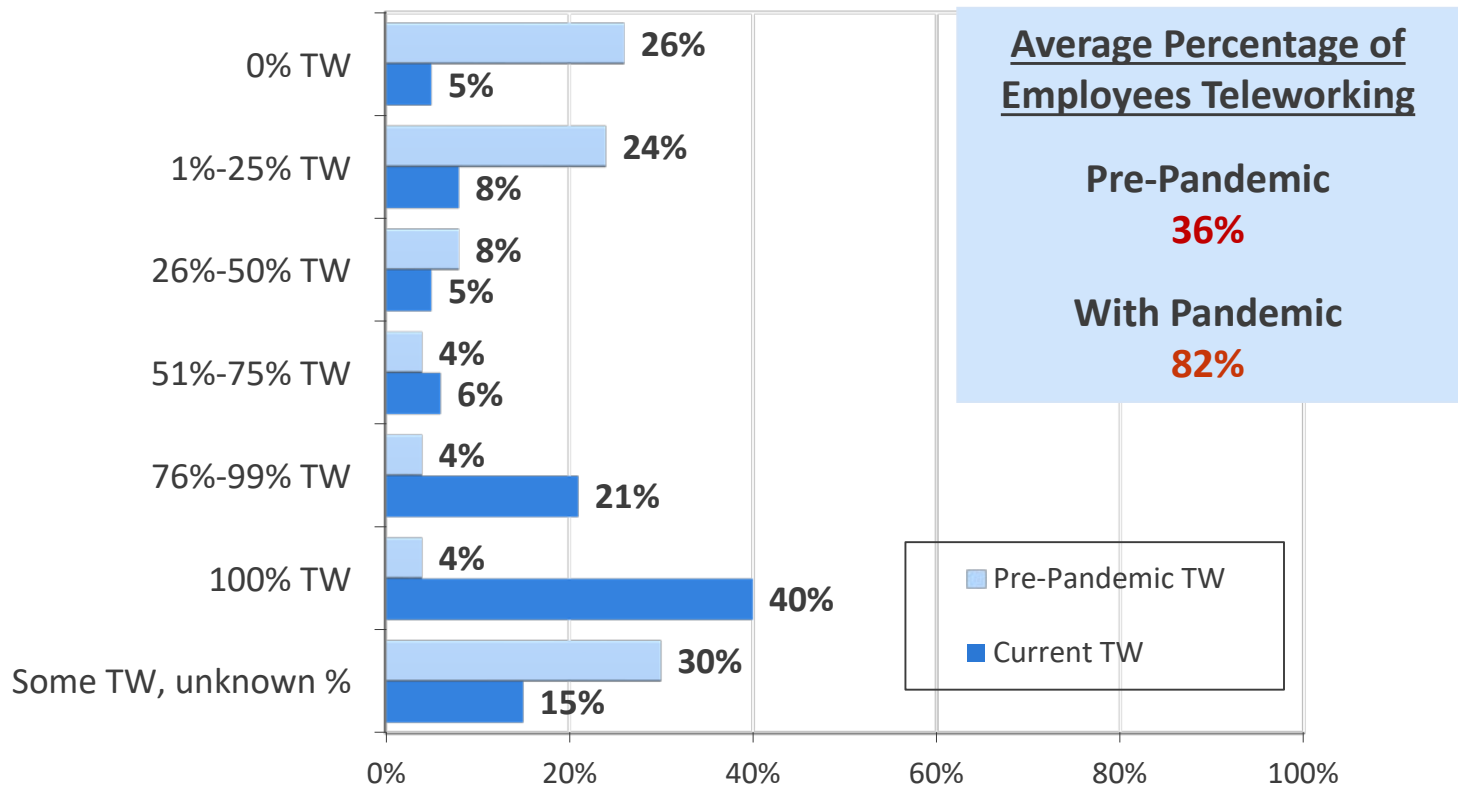
# 97% of Worksites Had At Least Some Telework Since Pandemic Began – For 55%, It was Full-time for All Employees



Q2f. Since the coronavirus pandemic began, have any of your organization's Washington metropolitan region employees teleworked (or worked at home), some or all of their workdays?

# At the Time of the Survey, 95% of Worksites Had Telework; Telework Was Common Pre-Pandemic Also - 76% Had At Least Some Telework Before

But during the pandemic, the average share of employees who teleworked grew from 36% to 82% at sites with telework



Current TW  
n = 173

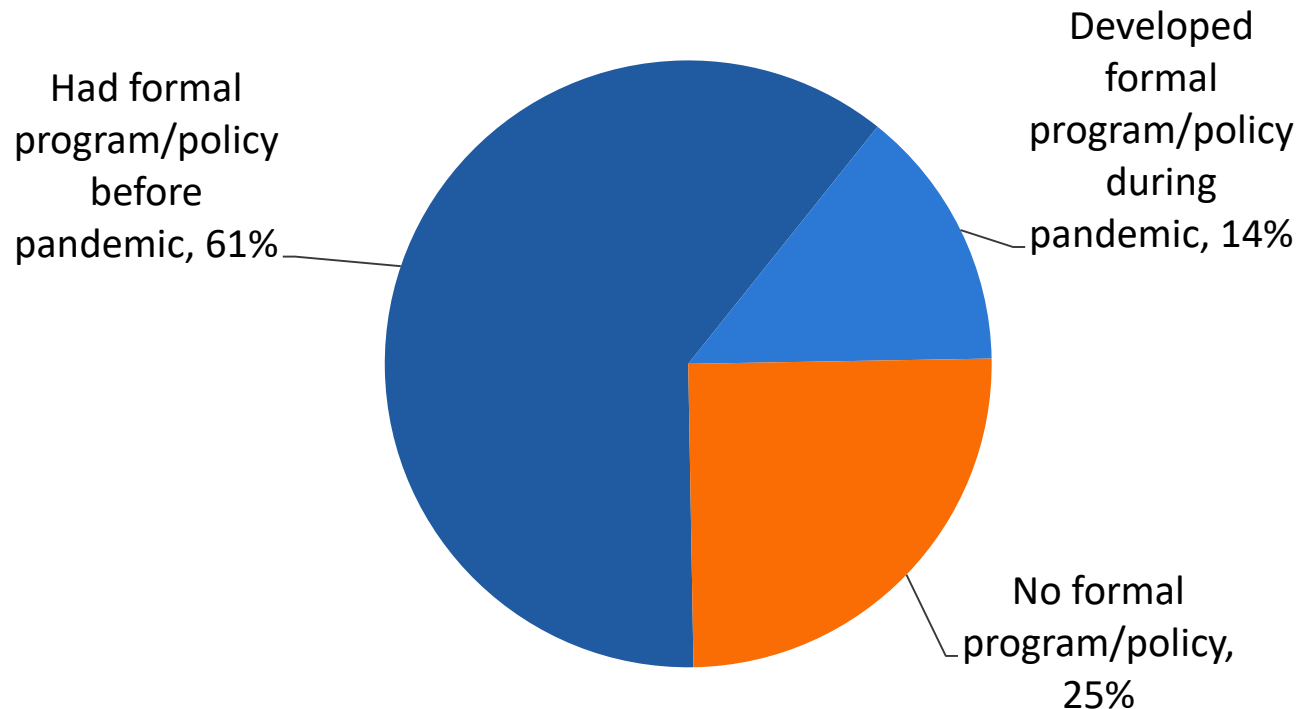
Pre-pandemic TW  
n = 178

Q2g. About how many of these employees are teleworking/working at home now, some or all of their workdays?

Q2h. BEFORE the coronavirus pandemic began, about how many of your Washington region employees teleworked/worked at home some or all of their workdays?

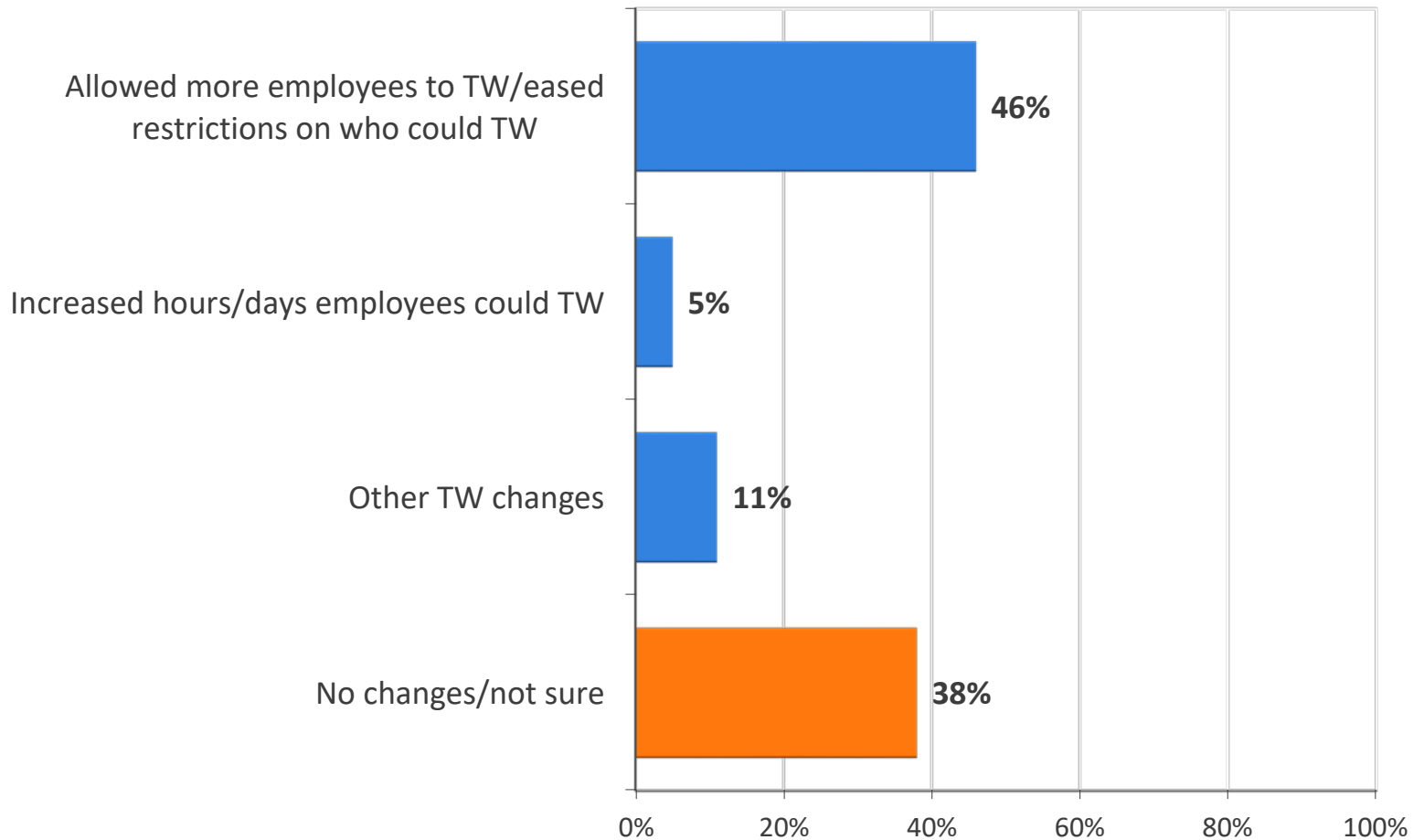


# During the Pandemic, 14% of Worksites Developed a Formal Telework Program/Policy; 61% of Worksites Already Had a Formal Program/Policy before the Pandemic



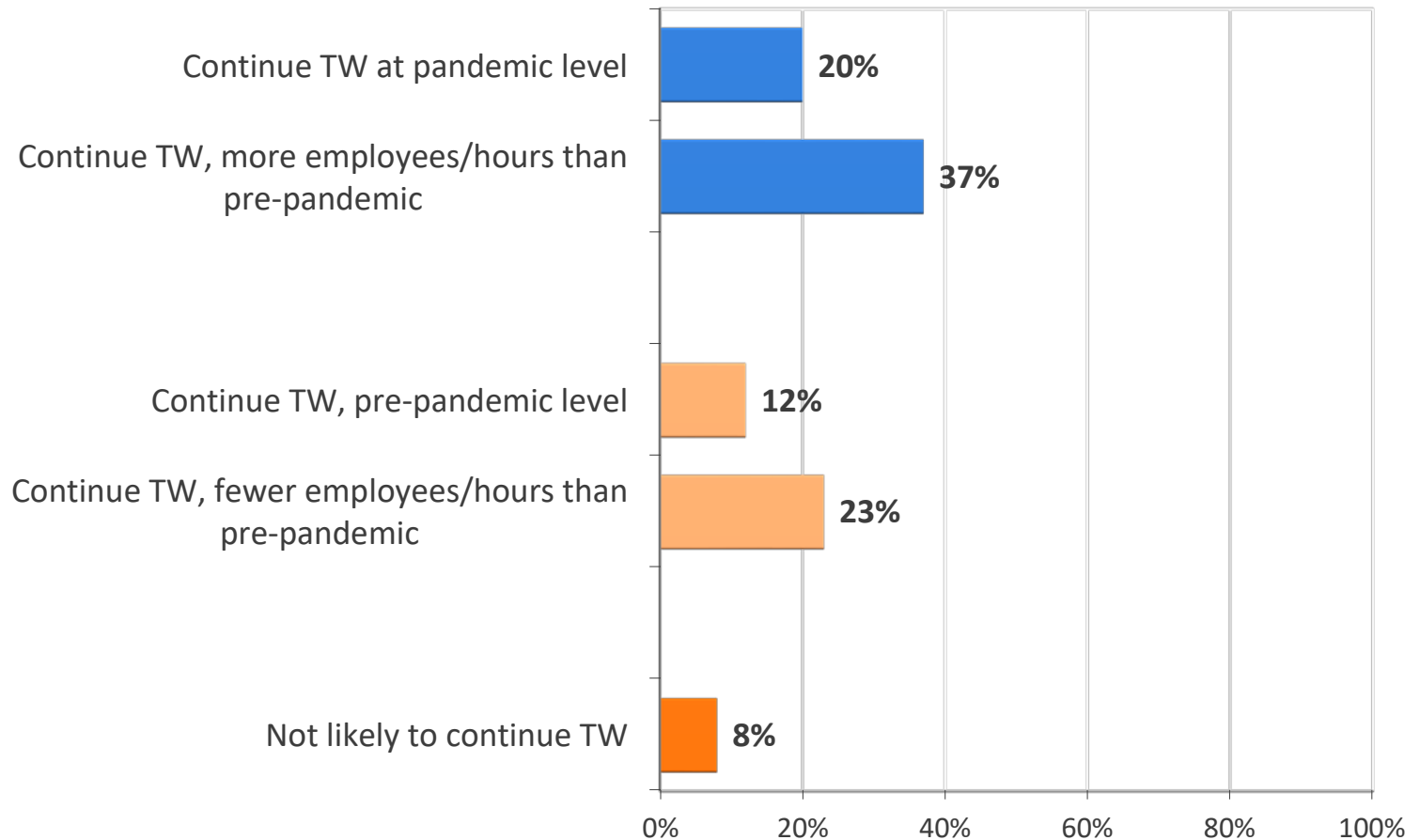
Q2k. Did your organization have a formal telework program or policy in place before the coronavirus pandemic?  
Q2m. Does your organization have a formal telework program or policy in place now? (if no formal TW program/policy before)

# 62% of Worksites With a Telework Program/Policy Made Changes to Accommodate the Pandemic – Most Made a Change to Expand Telework Eligibility



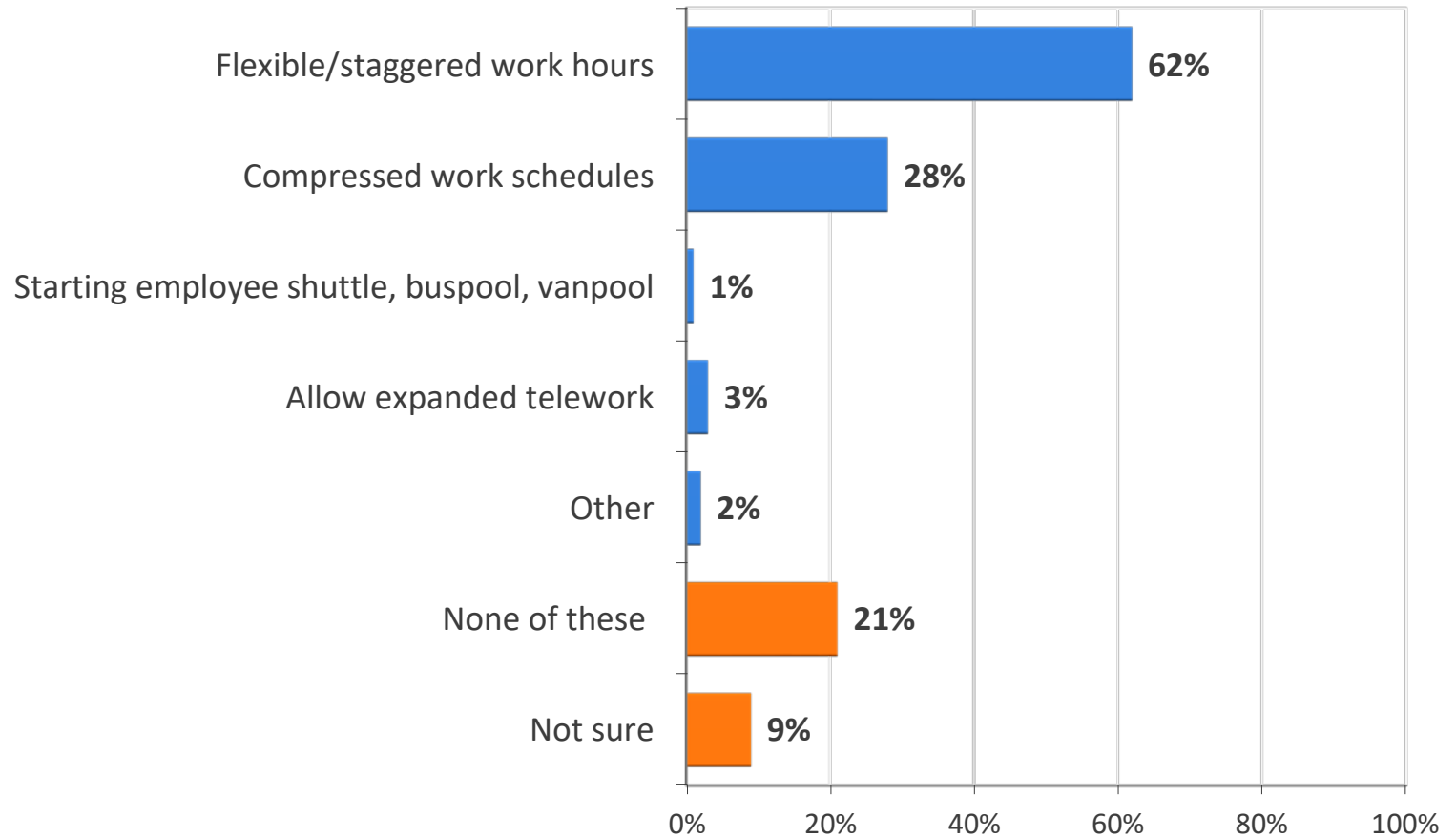
Q2k. Did your organization have a formal telework program or policy in place before the coronavirus pandemic?  
Q2m. Does your organization have a formal telework program or policy in place now? (if no formal TW program/policy before)

# More than Half of Worksites Anticipate A Post-Pandemic Telework Level that is Higher Than the Pre-Pandemic Level



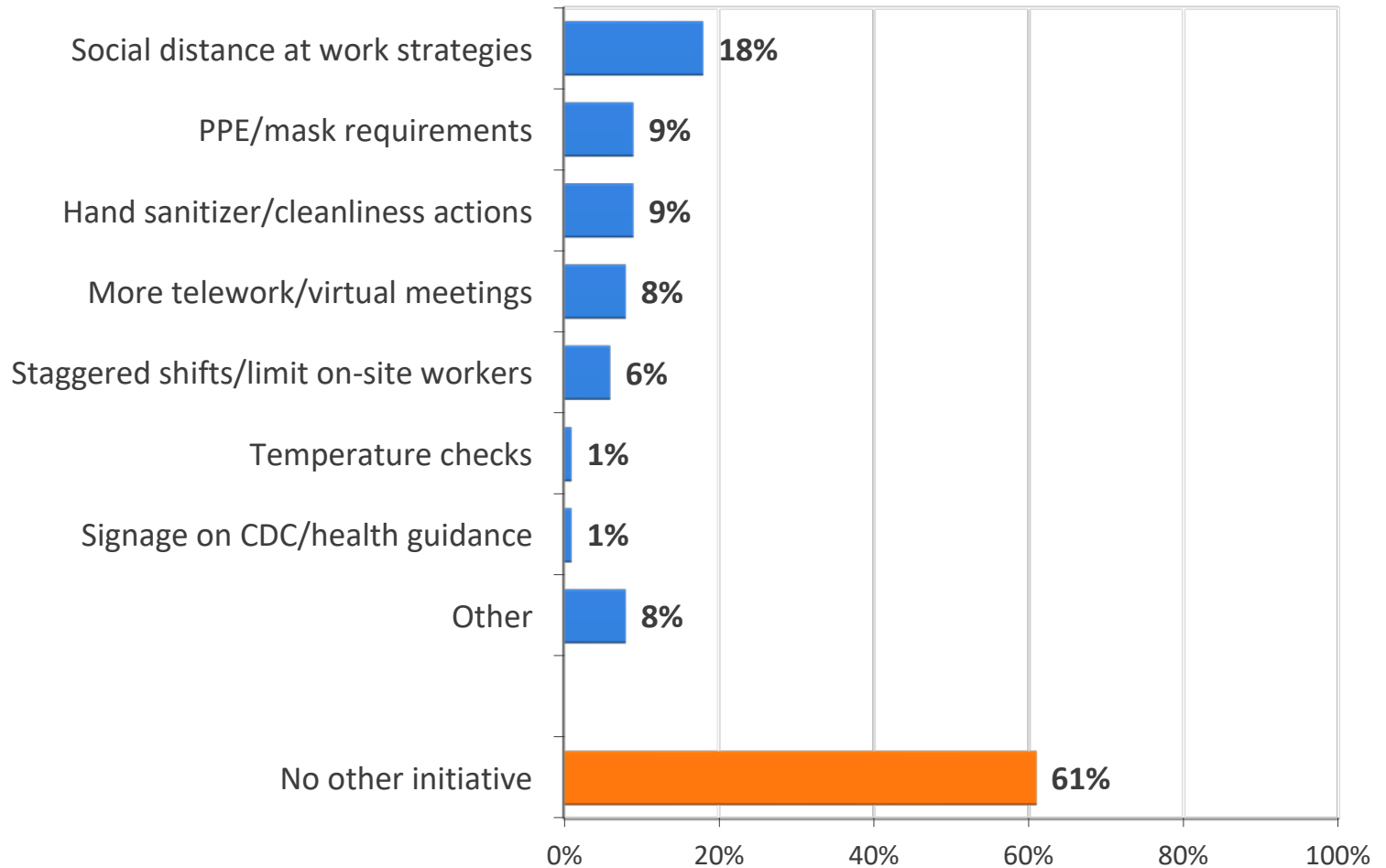
Q3. Which of the following telework/work at home scenarios is most likely for your worksite after Stay at Home restrictions are lifted and employees can return to their usual jobs and workplaces?

# Seven in Ten Worksites Have Considered Implementing Work Hours or Commute Strategies After the Stay at Home Restrictions are Lifted to Reduce Future Virus Outbreaks

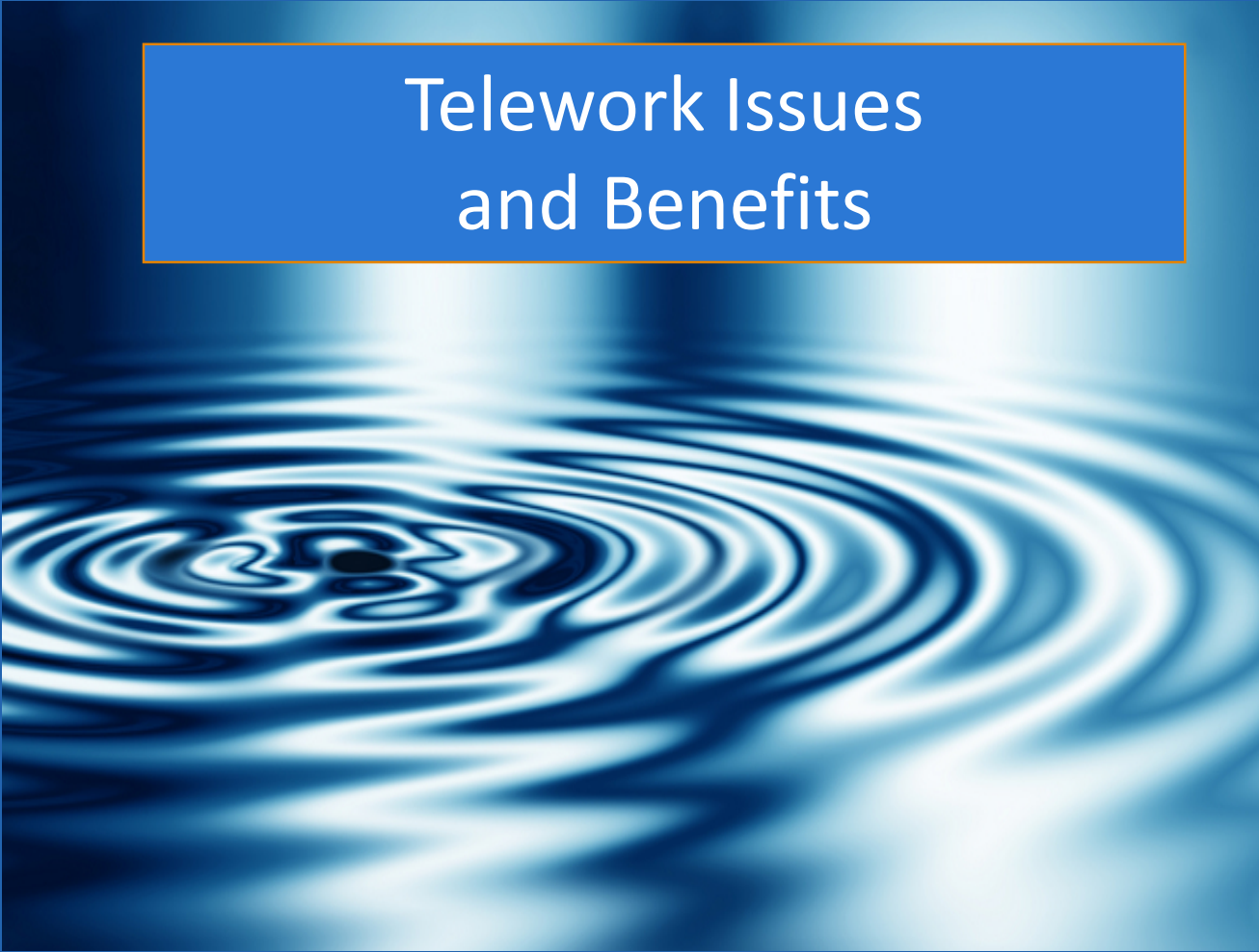


Q3a. Has your organization considered or discussed implementing any of the following work hours or commute travel scenarios after the Stay at Home restrictions are lifted to reduce the spread of future virus outbreaks?


# Employers Also Have Considered Implementing Other Virus-Prevention Strategies at the Worksite



Q3b. Has your organization considered or discussed implementing any other transportation, work space, or work place initiatives to reduce the spread of future virus outbreaks? If so, please describe.

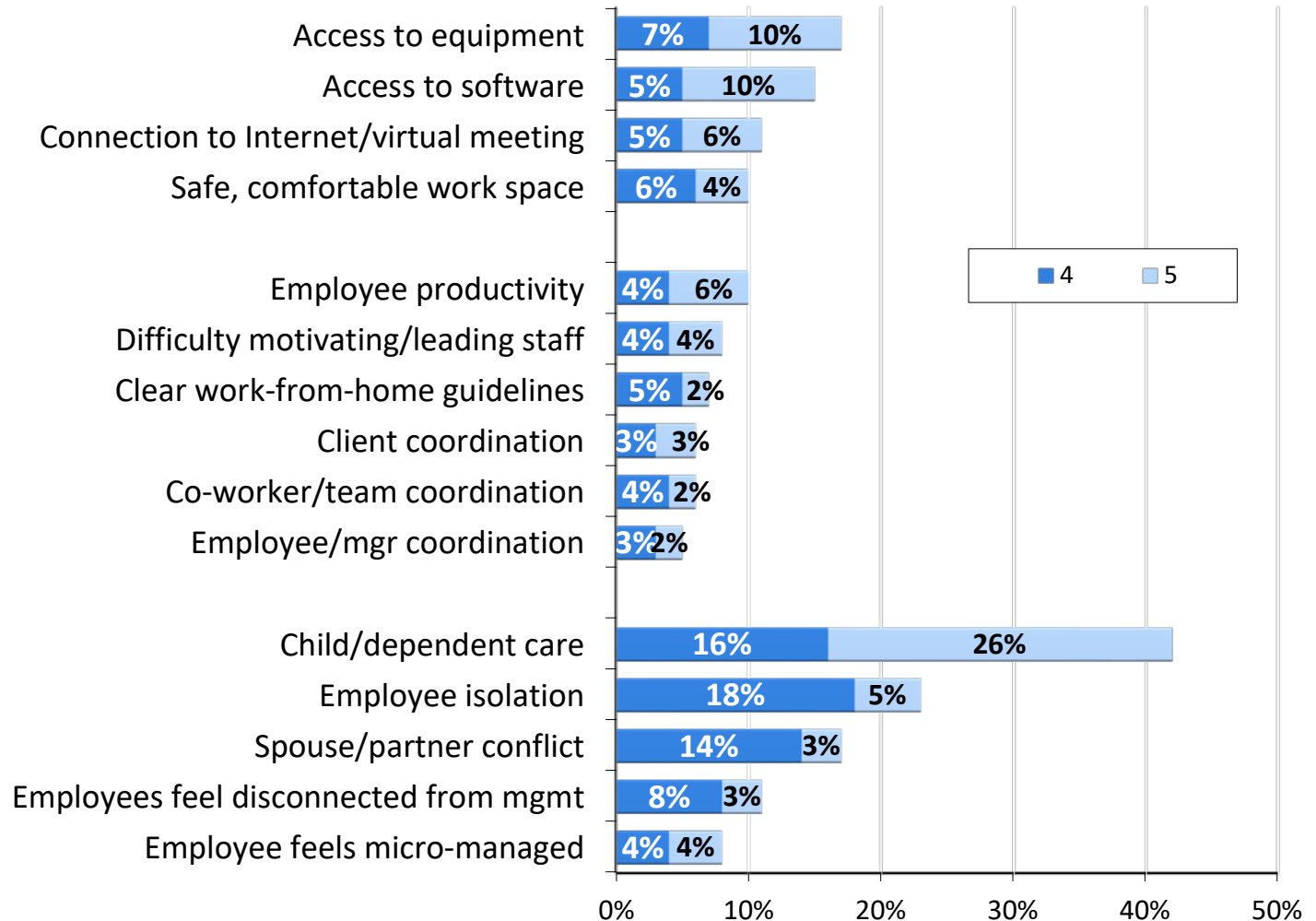


# Telework Issues and Benefits



# 50% of Employers Noted A “Significant” TW Issue

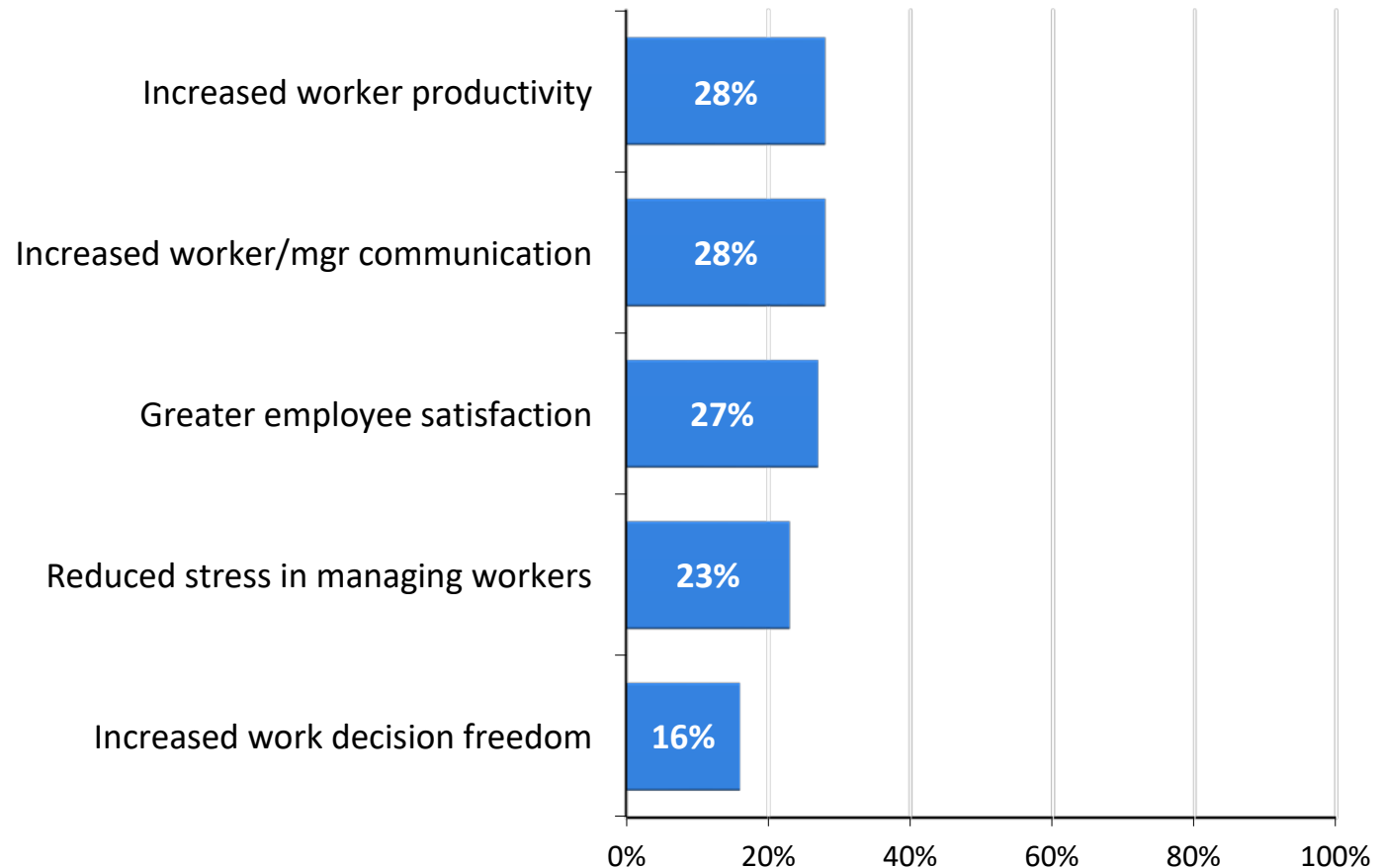
Few Reported Technical and Coordination Issues; They Reported Greater Issues with Employees’ Experience with Telework



Q11a. During the coronavirus pandemic, how significant have the following problems or issues been for your employees or managers in teleworking or implementing/supporting telework?

# 80% of Employers Said Managers Reported Benefits of Managing Remotely

Nearly three in ten said managers noted greater worker productivity and increased communication with workers



Q12a. What benefits, if any, have managers shared about their experience managing remotely?



# 92% of Employers Said Employees Reported Benefits of Working From Home

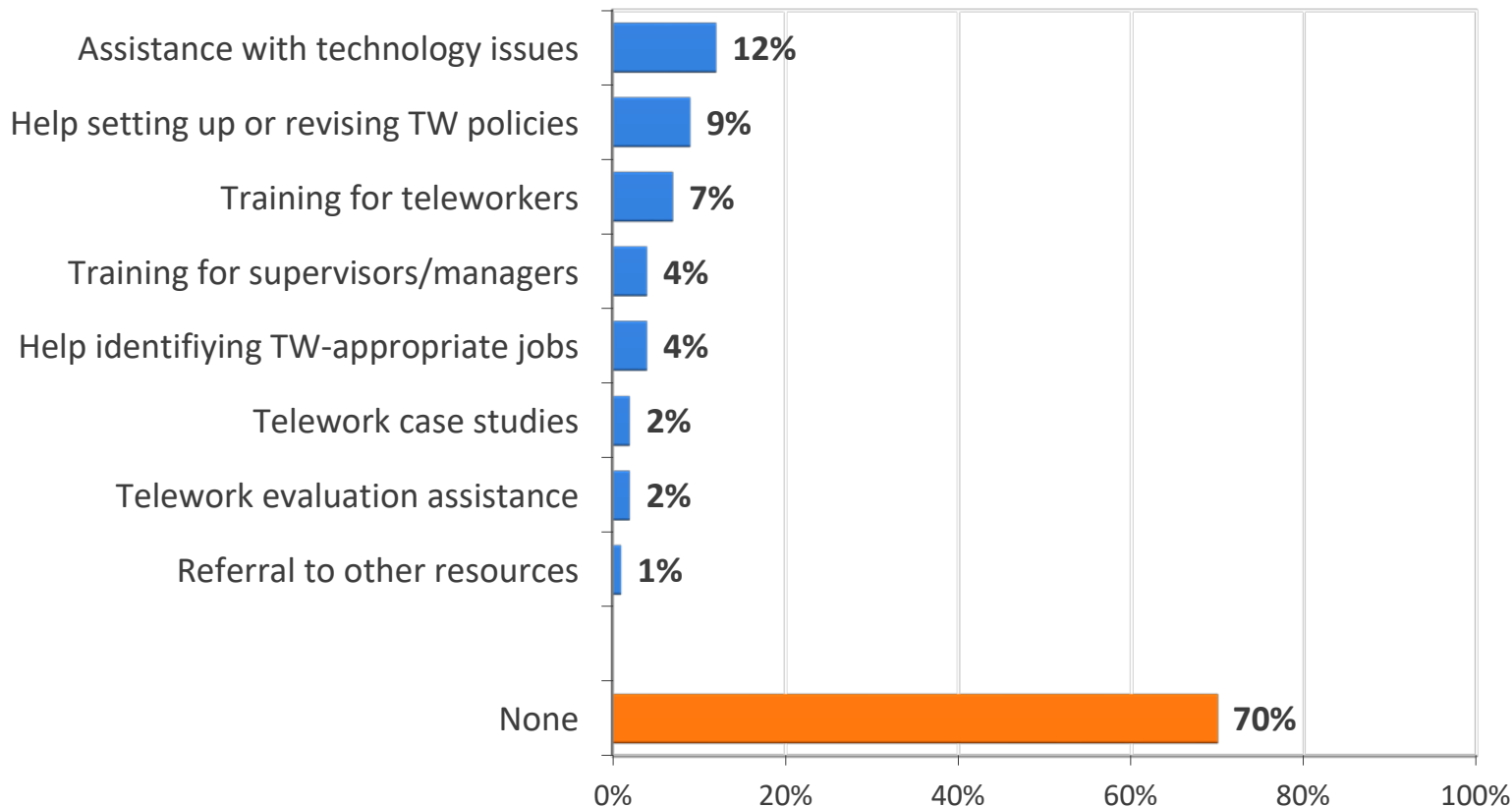
The greatest employee benefits were on not commuting, comfortable work environment, and personal cost savings



Q12. What benefits, if any, have your employees shared about their experience teleworking or working from home?

# Three in Ten Organizations Had Received Some Telework Information or Assistance

Half Who Received Assistance Named an Internal or Corporate Source



Assistance received  
n = 178

Sources of TW info  
n = 23

Q3c. Have you or others in your organization sought or received/obtained any information or assistance to help you set up teleworking for your employees?

Q3d. What telework information or assistance did you receive?

Q3e. From what sources did you receive that information or assistance?



## Questions?

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