



# Highlights from the Employer Satisfaction Survey 2024

Presentation to the Employer  
Outreach Committee

April 16, 2024

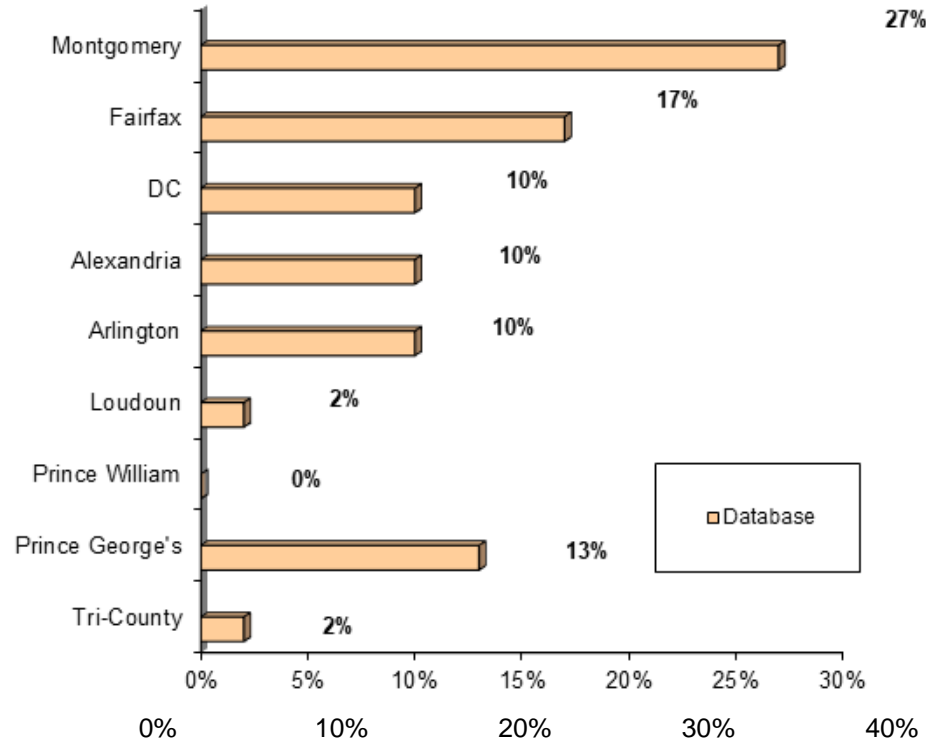
# Methodology

- Objective: Examine satisfaction with CC programs and identify areas for improvement.
- Background
  - Company vitals
  - Programs offered onsite
  - Ratings for CC outreach personnel
  - Level of communication
  - Value and use of outreach services
  - Interest in possible training

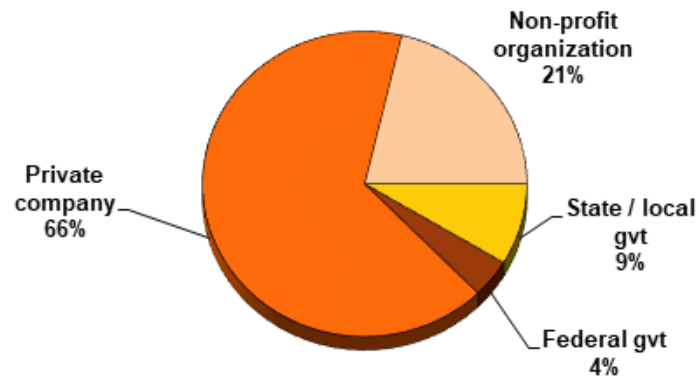
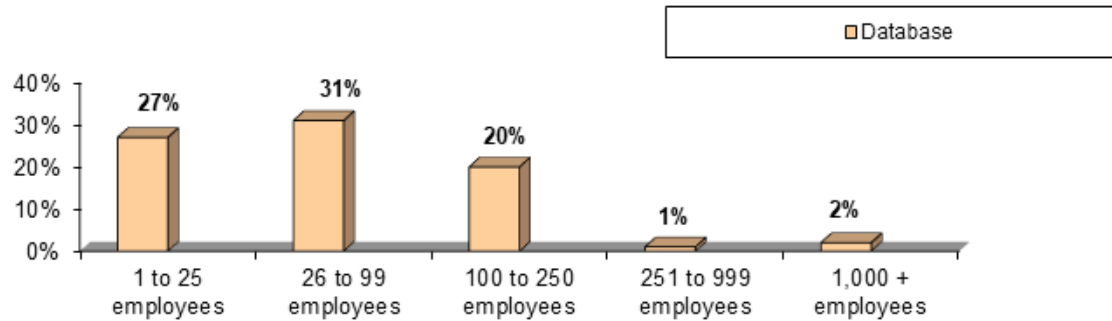
# Survey Method

- Three step process
  - Email to clients (4,000)
  - Postal mail (723)
- Rates of response
  - 430 returns for email
  - 1,208 email bounces
  - 47 replies by email/mail
  - Overall response rate was 1.0% confidence level 100%

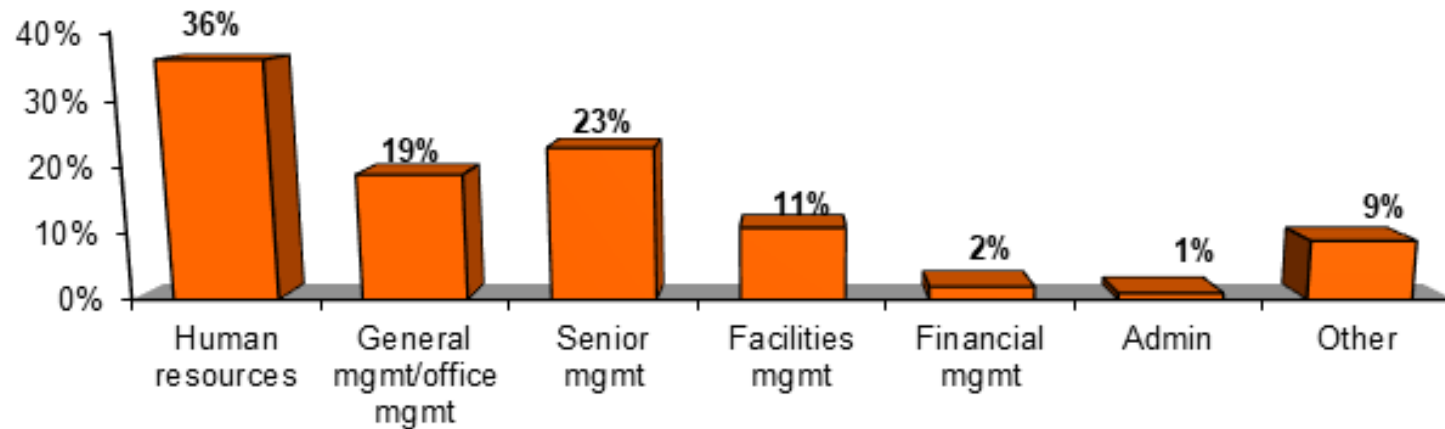
# Employer Locations



# Employer Size and Type



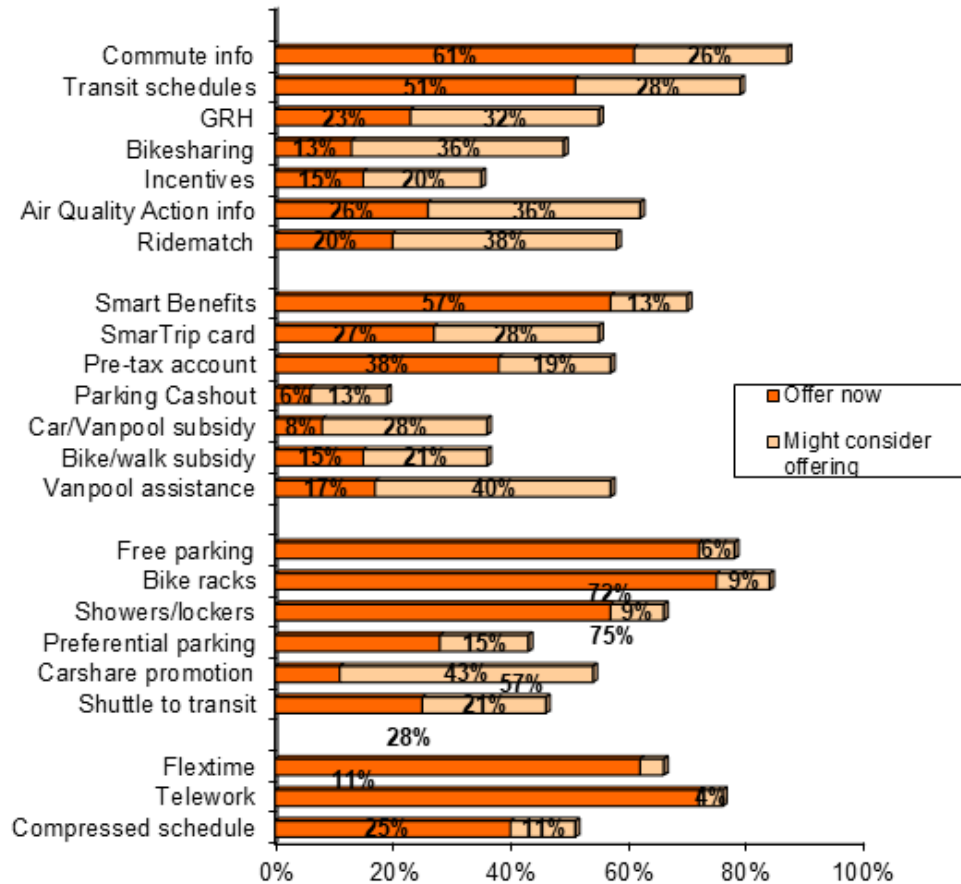
# Role of Respondents



# Questions about Commuting Services

- A list of 21 commuting services covering
  - Information/support
  - Incentives (financial/other)
  - On-site amenities/facilities
  - Work scheduling
- Respondents were asked to select if they:
  - Service offered now
  - Do not offer but might in future
  - Do not offer and won't consider
  - Do not offer and do not know if they will consider to

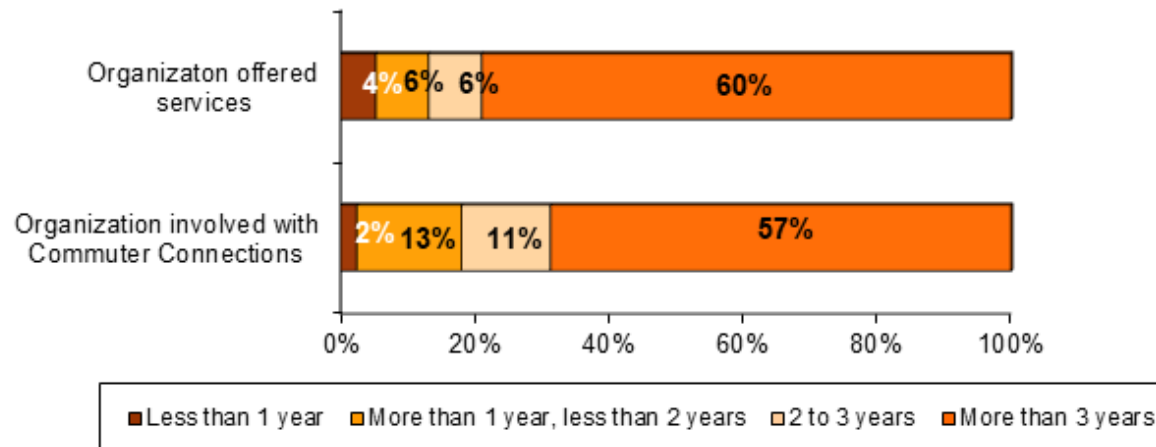
# Current Programs and Possible Offerings



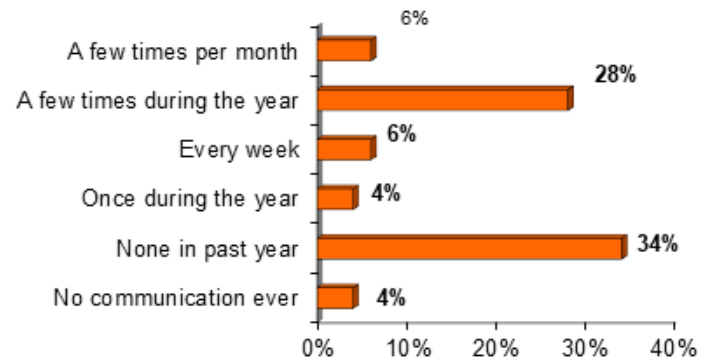


# Length of Commuting Involvement

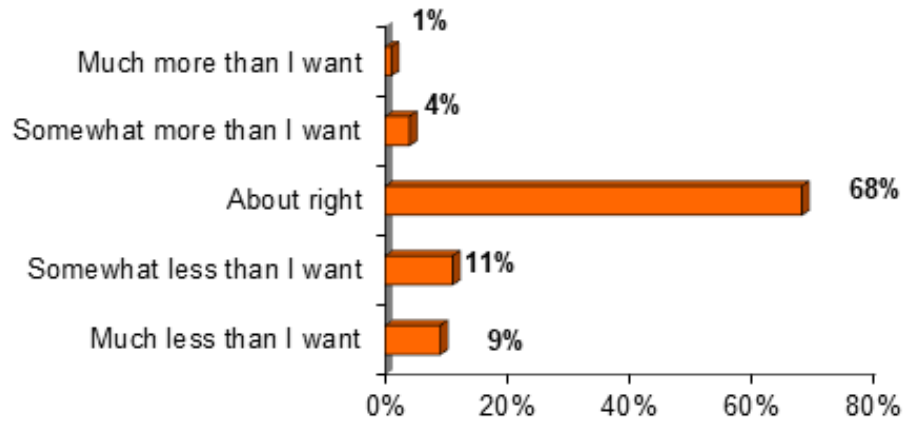
Over 70% of respondents have been offering commute assistance programs as well as being involved with Commuter Connections for 2 or more years.



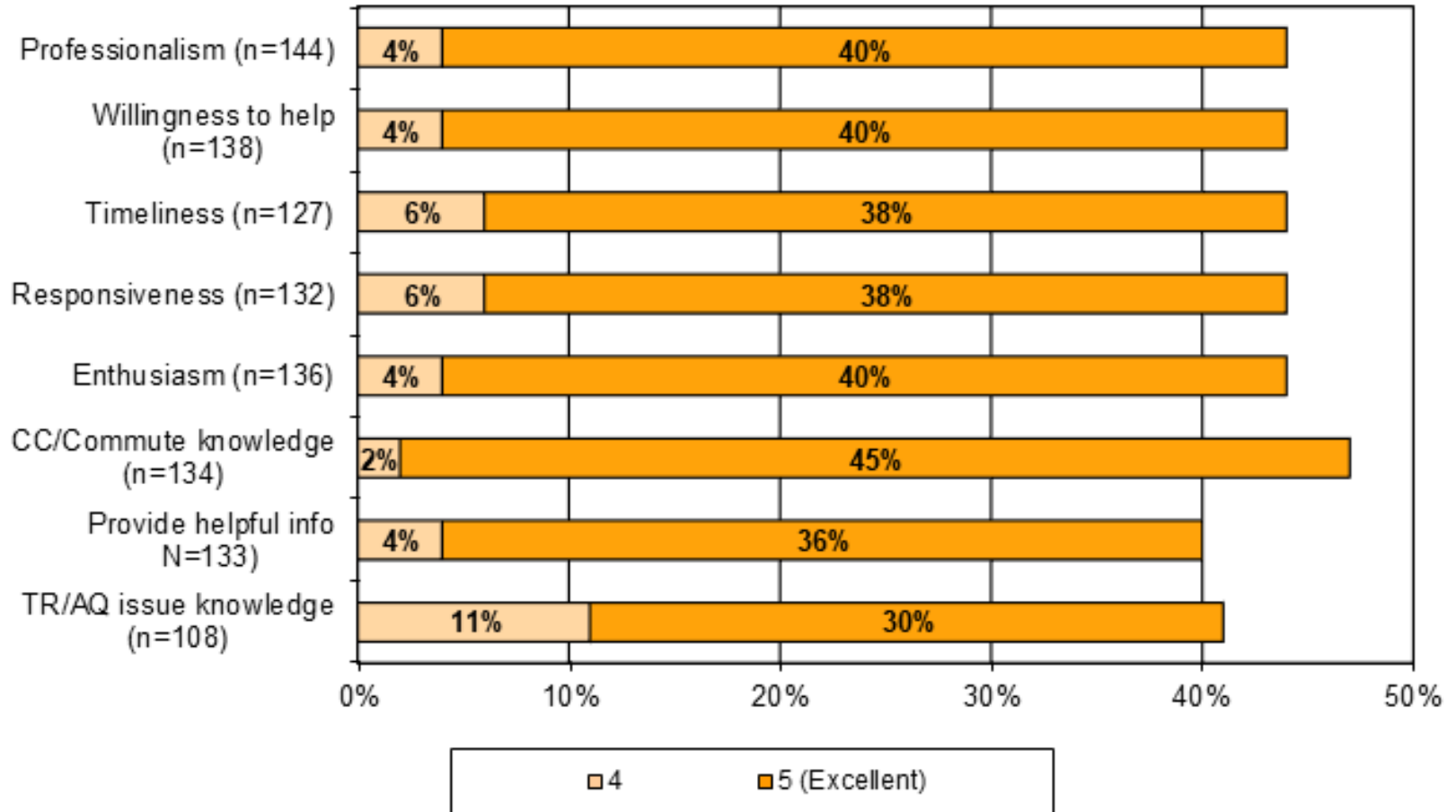
# How often Contacted by Commuter Connections



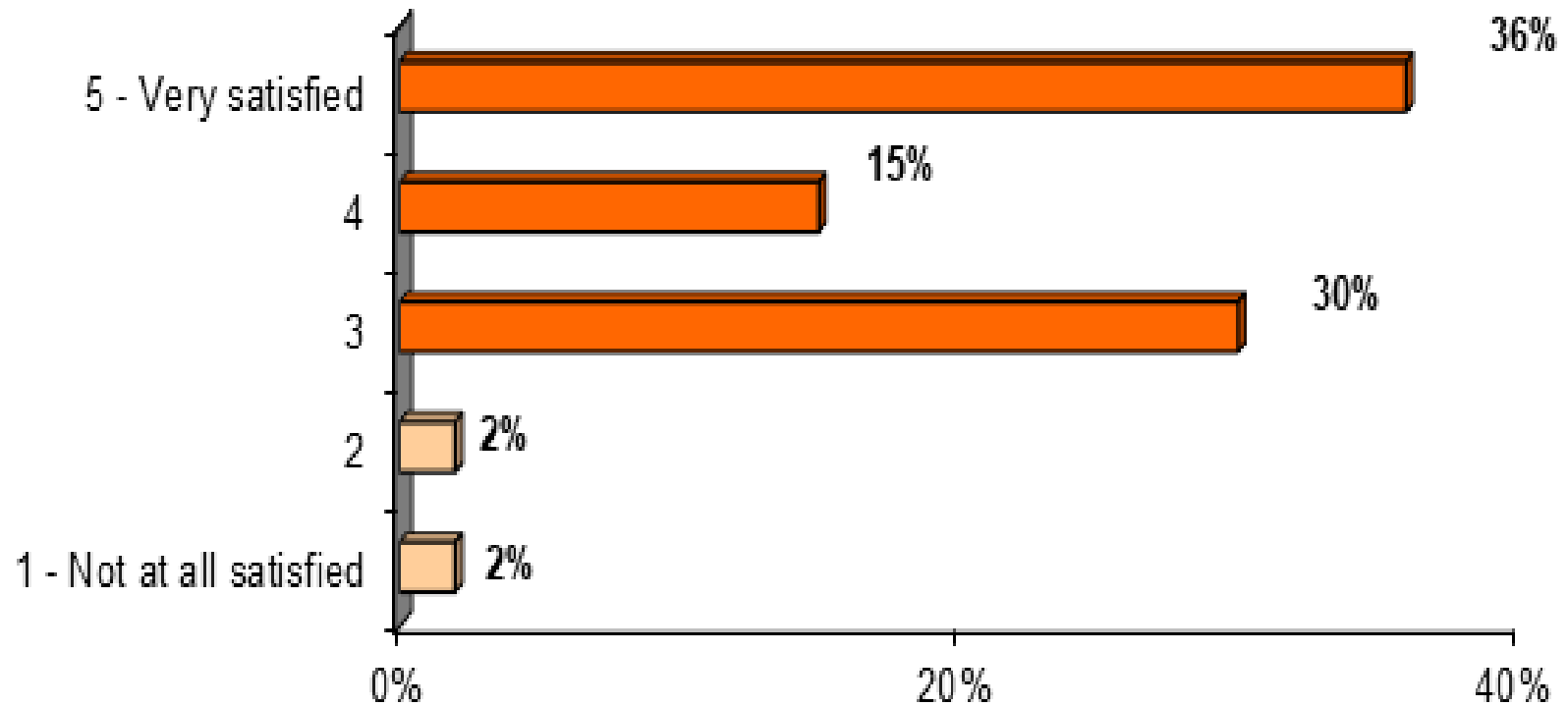
# Frequency Rating and Preferred Contact Methods



# Rating the Representatives



# Usefulness of Commuter Connections



# Other Highlights

- Almost 25% reported that they had not been in contact nor contacted by a Commuter Connections representative.
- Those individual services that rated highest for usefulness were: Website; Carpool/Vanpool incentives; and, Workshops/Seminars

# Observations

- Though the survey revealed an overall satisfaction with Commuter Connections more than a few respondents had no idea who their rep was
- A lot of basic information (address etc) was not up to date
- Many of the anecdotal suggestions for improvement were related to adjustments to the new work/office attendance landscape