



Employer Commute Benefit Program Case Study

Employer

Marriott International
7750 Wisconsin Avenue
Bethesda, MD 20814

Contact

Stacey Cohen
Director

Stacey.cohen@marriott.com

Background

Marriott began with an A&W root beer stand. Founder J. Willard Marriott and his wife, Alice, got their young business off the ground by quenching people's thirst during Washington D.C.'s hot, muggy summers. Good food and good service at a fair price became a guiding principle for Hot Shoppes restaurants--and for Marriott International as it grew. Marriott made a historic shift into the hotel business in 1957. The world's first motor hotel opened in Arlington, Virginia, under the management of J. Willard Marriott's son, Bill. Over the next 25 years, Marriott became a diverse global enterprise.

The Situation and Solutions

The pandemic had a large impact on the hotel industry as a whole and Marriott was not immune to this trend of fewer guests and a need for frontline workers. The solutions varied between staff reduction or furlough and letting non-essential employees telework. Benefit programs such as flextime, formal telework and ad-hoc telework, as well as the transit benefit were maintained.

The Impacts and Future

The impact of the programs at Marriott International gives valuable transportation alternatives and helps keep frontline staff available as well as those who telework or operate on a hybrid schedule. Marriott looks to maintain its current programs and given its large foot print in Bethesda it is a positive employer example for others.

Copyright © 2023 Commuter
Connections/Metropolitan Washington
Council of Governments
800-745-RIDE

www.commuterconnections.org